Afnic
quality of service performance

October 2017

DNS Service

	Target :

Global availability of the *.fr* resolution service	100 %	100 %

in detail…		Availability	Average response time
UDP	IPv4	99,68 %	66,60 ms
	IPv6	95,91 %	64,01 ms
TCP	IPv4	99,89 %	135,16 ms
	IPv6	95,59 %	129,81 ms

Registration Service

Availability of the domain creation operation	100 %	99,4 %
Handling domain creation operations in less than 3 seconds	98,8 %	95 %

In period of availability, from receiving the request from the Registrar to the the notification indicating the creation is published in the Whois database

- **For the other registration processes:**

Authorization requests answered within 2 working days	100 %	90 %

The being cases that require further expertise

- **Delay of new creation publications:**

Average of the *.fr* zone file daily updates	143	130

- **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	99,6 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99,7 %	99,4 %

In period of availability.

Availability of the domain availability check service	100 %	99,4 %
Anwsers on the domain availability check service (available for registrars) in less than 500 ms	100 %	100 %

In period of availability.

Customer Service

- **Phone calls:**

Registrar calls answered in less than 3 minutes	91 %	90 %

- **Emails:**

Requests that have received a qualified answer in less than 2 days	90 %	90 %

Remaining requests require Registry experts

- **Delay on Technical operations information:**

Announcing maintenance operation on its technical infrastructure 10 days before.	100 %	100 %
Information on the website www.afnic.fr/operations in case of an incident disrupting service.	4 / 4	100 %
...within the hour.	100 %	100 %