Afnic
quality of service
performance

March 2019

DNS Service

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

in detail…		Availability	Average response time
UDP	IPv4	99,41 %	74,11 ms
	IPv6	96,32 %	72,46 ms
TCP	IPv4	99,63 %	150,51 ms
	IPv6	96,21 %	145,73 ms

Registration Service

Availability of the domain creation operation	99,9 %	99,4 %
Handling domain creation operations in less than 3 seconds	97,1 %	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	143,3	130

- **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	100 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99,9 %	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	92 %	90 %

- **Emails:**

Requests that have received a qualified answer in less than 2 days	98 %	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.	0 / 1	100 %
...within the hour.	0 %	100 %