

Afnic quality of service performance

May 2019

DNS Service

Target :

| Global availability of the .fr resolution service | | 100 % | 100 % |
|---|------|--------------|-----------------------|
| in detail... | | | |
| | | Availability | Average response time |
| UDP | IPv4 | 99,37 % | 76,13 ms |
| | IPv6 | 98,69 % | 76,29 ms |
| TCP | IPv4 | 99,71 % | 154,61 ms |
| | IPv6 | 98,82 % | 154,54 ms |

Registration Service

| | | |
|--|--------|--------|
| Availability of the domain creation operation | 99,8 % | 99,4 % |
| Handling domain creation operations in less than 3 seconds | 98 % | 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 | 143,1 | 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 % |
| Answers 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 | 93 % | 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. | 2 / 2 | 100 % |
| ...within the hour. | 100 % | 100 % |