Afnic
quality of service performance

December 2019

DNS Service

Target :

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

in detail…		Availability	Average response time
UDP	IPv4	98,27 %	77,02 ms
	IPv6	95,74 %	75,20 ms
TCP	IPv4	98,18 %	157,01 ms
	IPv6	96,54 %	153,38 ms

Registration Service

Availability of the domain creation operation	99,9 %	99,4 %
Handling domain creation operations in less than 3 seconds	96,8 %	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 %	95 %

The being cases that require further expertise

- ### Delay of new creation publications:

Average of the *.fr* zone file daily updates	141	140

- ### 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	98,7 %	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	100 %	90 %

- ### Emails:

Requests that have received a qualified answer in less than 2 days	95 %	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 %