

# Afnic quality of service performance

April 2020

## DNS Service

Target :

Global availability of the .fr resolution service		100 %	100 %
in detail...			
		<b>Availability</b>	<b>Average response time</b>
UDP	IPv4	97,48 %	66,48 ms
	IPv6	97,03 %	67,46 ms
TCP	IPv4	96,86 %	161,73 ms
	IPv6	97,86 %	171,72 ms

## Registration Service

Availability of the domain creation operation	99,8 %	99,4 %
Handling domain creation operations in less than 3 seconds	95,6 %	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	146	140
--	-----	-----

- **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	99,9 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99 %	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	94 %	90 %
---	------	------

- **Emails:**

Requests that have received a qualified answer in less than 2 days	94 %	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 <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service.	0 / 0	100 %
...within the hour.	100 %	100 %