

Afnic quality of service performance

June 2021

DNS Service

Target :

| | | |
|---|-------|-------|
| Global availability of the .fr resolution service | 100 % | 100 % |
|---|-------|-------|

in detail...

| | | Availability | Average response time |
|-----|------|--------------|-----------------------|
| UDP | IPv4 | 98,86 % | 52,34 ms |
| | IPv6 | 94,19 % | 50,28 ms |
| TCP | IPv4 | 97,72 % | 168,40 ms |
| | IPv6 | 96,39 % | 144,24 ms |

Registration Service

| | | |
|---|--------|--------|
| Availability of the domain creation operation | 99,9 % | 99,4 % |
|---|--------|--------|

| | | |
|--|--------|------|
| Handling domain creation operations in less than 3 seconds | 95,5 % | 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 | 144 | 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 | 100 % | 100 % |
|--|-------|-------|

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 % | 99,4 % |
|---|-------|--------|

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 | 99 % | 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. | 1 / 1 | 100 % |
|--|-------|-------|

| | | |
|---------------------|-------|-------|
| ...within the hour. | 100 % | 100 % |
|---------------------|-------|-------|