Afnic quality of service performance
AUGUST 2022

DNS Service

		Objectif
Global availability		
100,00%		100,00%
Availability of name servers in IPv4 / UDP		
99,75%		99,00%
Availability of name servers in IPv4 / TCP		
99,64%		99,00%
Availability of name servers in IPv6 / UDP		
99,79%		95,00%
Availability of name servers in IPv6 / TCP		
99,28%		95,00%
DNS to UDP resolution service in less than 250 ms		
98,48%		95,00%
DNS resolution service in TCP in less than 750 ms		
99,42%		95,00%
Update time of DNS servers in less than 60 min		95,00%
100,00%		

Registration Service

		Objectif
Availability of the domain creation operation		
99,98%		99,40%
Handling domain creation operations in less than 3 sec		
98,35%		95,00%
Authorization requests answered within 2 working days		
100,00%		95,00%
Average of the .fr zone file daily updates		
140,50		140

Directory service

		Objectif
Availability of the domain name query service (Whois)		
100,00%		99,40%
Answer to Whois query service in less than 500 ms		
99,98%		99,40%
Availability of the domain name query service (RDAP)		
N/A		99,40%
Answer to the RDAP query service in less than 3 sec		
N/A		99,40%

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Customer Service

	Objectif
Registrar calls answered in less than 3 minutes	
100,00%	90,00%
Handling of requests in less than 3 working days	
98,93%	100,00%
Handling of requests in less than 2 working days	
98,72%	90,00%
Handling of requests during the day	
97,65%	85,00%
Qualified responses within 48 working hours	
98,72%	90,00%
Announcement of technical maintenance operations 10 days before the operation	
100,00%	100,00%
Information published within 1 hour in the event of an incident affecting the quality of essential services	
100,00%	100,00%

Legal department

	Objectif
Removal of anonymity following a legitimate request, in less than 2 working days	
100,00%	100,00%
Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe	
100,00%	100,00%
Mediation accepted in principle by both parties and concluded within 7 working days of its opening	
N/A	100,00%
Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	
N/A	100,00%
Blocking of a domain name following the opening of an unsuccessful data justification within 7 working days	
NC	90,00%