Afnic quality of service performance
JANUARY 2023

DNS Service

	Objectif
Global availability	
100,00%	100,00%
Availability of name servers in IPv4 / UDP	
99,36%	99,00%
Availability of name servers in IPv4 / TCP	
99,50%	99,00%
Availability of name servers in IPv6 / UDP	
98,49%	95,00%
Availability of name servers in IPv6 / TCP	
99,22%	95,00%
DNS to UDP resolution service in less than 250 ms	
99,97%	95,00%
DNS resolution service in TCP in less than 750 ms	
99,98%	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	
99,97%	99,40%
Handling domain creation operations in less than 3 sec	
99,98%	95,00%
Authorization requests answered within 2 working days	
100,00%	95,00%
Average of the .fr zone file daily updates	
141,30	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	
100,00%	99,40%
NC	
Availability of the domain name query service (RDAP)	
100,00%	99,40%
Answer to the RDAP query service in less than 3 sec	
100,00%	99,40%

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Customer Service

		Objectif
Registrar calls answered in less than 3 minutes	88,24%	90,00%
Handling of requests in less than 3 working days	98,58%	100,00%
Handling of requests in less than 2 working days	98,05%	90,00%
Handling of requests during the day	97,34%	85,00%
Qualified responses within 48 working hours	98,05%	90,00%
Announcement of technical maintenance operations 10 days before the operation	60,00%	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	100,00%	100,00%
Blocking of a domain name following the opening of an unsuccessful data justification within 7 working days	NC	90,00%