



Afnic quality of service performance

MARCH 2023



DNS Service

	Objectif
Global availability	
100,00%	100,00%
Availability of name servers in IPv4 / UDP	
99,81%	99,00%
Availability of name servers in IPv4 / TCP	
99,52%	99,00%
Availability of name servers in IPv6 / UDP	
99,71%	95,00%
Availability of name servers in IPv6 / TCP	
99,22%	95,00%
DNS to UDP resolution service in less than 250 ms	
99,98%	95,00%
DNS resolution service in TCP in less than 750 ms	
100,00%	95,00%
Update time of DNS servers in less than 60 min	
100,00%	95,00%



Registration Service

	Objectif
Availability of the domain creation operation	
99,97%	99,40%
Handling domain creation operations in less than 3 sec	
99,99%	95,00%
Authorization requests answered within 2 working days	
100,00%	95,00%
Average of the .fr zone file daily updates	
140,27	140



Directory service

	Objectif
Availability of the domain name query service (Whois)	
99,64%	99,40%
Answer to Whois query service in less than 500 ms	
99,95%	99,40%
Availability of the domain name query service (RDAP)	
99,80%	99,40%
Answer to the RDAP query service in less than 3 sec	
100,00%	99,40%



Afnic quality of service performance

MARCH 2023



Customer Service

	Objectif
Registrar calls answered in less than 3 minutes	90,00%
100,00%	
Handling of requests in less than 3 working days	100,00%
99,60%	
Handling of requests in less than 2 working days	90,00%
98,46%	
Handling of requests during the day	85,00%
98,93%	
Qualified responses within 48 working hours	90,00%
99,46%	
Announcement of technical maintenance operations 10 days before the operation	100,00%
25,00%	
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	100,00%
N/A	
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	90,00%
N/C	