Afnic quality of service performance
APRIL 2023

DNS Service

		Objectif
Global availability		
	100,00%	100,00%
Availability of name servers in IPv4 / UDP		
	99,58%	99,00%
Availability of name servers in IPv4 / TCP		
	99,39%	99,00%
Availability of name servers in IPv6 / UDP		
	99,83%	95,00%
Availability of name servers in IPv6 / TCP		
	99,63%	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		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		
	99,99%	95,00%
Authorization requests answered within 2 working days		
	100,00%	95,00%
Average of the .fr zone file daily updates		
	140,63	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		
	99,78%	99,40%
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%

Afnic quality of service performance
APRIL 2023

Customer Service

	Objectif
Registrar calls answered in less than 3 minutes	
100,00%	90,00%
Handling of requests in less than 3 working days	
99,46%	100,00%
Handling of requests in less than 2 working days	
99,05%	90,00%
Handling of requests during the day	
97,68%	85,00%
Qualified responses within 48 working hours	
99,05%	90,00%
Announcement of technical maintenance operations 10 days before the operation	
62,50%	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	
N/C	90,00%