Afnic quality of service performance
MAY 2023

DNS Service

Objectif

Global availability
100,00% — 100,00%

Availability of name servers in IPv4 / UDP
99,30% — 99,00%

Availability of name servers in IPv4 / TCP
99,13% — 99,00%

Availability of name servers in IPv6 / UDP
99,62% — 95,00%

Availability of name servers in IPv6 / TCP
99,32% — 95,00%

DNS to UDP resolution service in less than 250 ms
99,99% — 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
100,00% — 99,40%

Handling domain creation operations in less than 3 sec
100,00% — 95,00%

Authorization requests answered within 2 working days
100,00% — 95,00%

Average of the .fr zone file daily updates
140,38 — 140

Directory service

Objectif

Availability of the domain name query service (Whois)
99,99% — 99,40%

Answer to Whois query service in less than 500 ms
99,69% — 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
MAY 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	
100,00%	100,00%
Handling of requests in less than 2 working days	
100,00%	90,00%
Handling of requests during the day	
99,54%	85,00%
Qualified responses within 48 working hours	
100,00%	90,00%
Announcement of technical maintenance operations 10 days before the operation	
89,00%	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	
N/C	90,00%