



Afnic quality of service performance

SEPTEMBER 2023



DNS Service

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



Registration Service

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



Directory service

| | Objectif |
|---|----------|
| Availability of the domain name query service (Whois) | 99,40% |
| Answer to Whois query service in less than 500 ms | 99,40% |
| Availability of the domain name query service (RDAP) | 99,40% |
| Answer to the RDAP query service in less than 3 sec | 99,40% |



Afnic quality of service performance

SEPTEMBER 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% |
| 99,01% | |
| Handling of requests in less than 2 working days | 90,00% |
| 99,01% | |
| Handling of requests during the day | 85,00% |
| 99,01% | |
| Qualified responses within 48 working hours | 90,00% |
| 99,01% | |
| 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% | 100,00% |
| Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe | 100,00% |
| 100,00% | 100,00% |
| Mediation accepted in principle by both parties and concluded within 7 working days of its opening | 100,00% |
| 100,00% | 100,00% |
| Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening | 100,00% |
| 100,00% | 100,00% |
| Blocking of a domain name following the opening | 90,00% |
| N/C | |