Afnic quality of service performance
APRIL 2024

DNS Service

		Objective
Global availability	100,00%	100,00%
Availability of name servers in IPv4 / UDP	99,55%	99,00%
Availability of name servers in IPv4 / TCP	99,23%	99,00%
Availability of name servers in IPv6 / UDP	99,24%	95,00%
Availability of name servers in IPv6 / TCP	98,93%	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	100,00%	95,00%
Update time of DNS servers in less than 60 min	100,00%	95,00%

Registration Service

		Objective
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	140,83	140

Directory service

		Objective
Availability of the domain name query service (Whois)	99,95%	99,40%
Answer to Whois query service in less than 500 ms	99,90%	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%

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Customer Service

		Objective
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	99,50%	90,00%
Handling of requests during the day	98,99%	85,00%
Qualified responses within 48 working hours	99,50%	90,00%
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

		Objective
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%	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%