# Afnic quality of service performance

## OCTOBER 2026

## DNS Service

| | Objectif |
|---|---|
| Global availability<br>100,00% | 100,00% |
| Availability of name servers in IPv4 / UDP<br>99,80% | 99,00% |
| Availability of name servers in IPv4 / TCP<br>99,62% | 99,00% |
| Availability of name servers in IPv6 / UDP<br>98,84% | 95,00% |
| Availability of name servers in IPv6 / TCP<br>99,01% | 95,00% |
| DNS to UDP resolution service in less than 250 ms<br>100,00% | 95,00% |
| DNS resolution service in TCP in less than 750 ms<br>100,00% | 95,00% |
| Update time of DNS servers in less than 60 min<br>100,00% | 95,00% |

## Registration Service

| | Objectif |
|---|---|
| Availability of the domain creation operation<br>100,00% | 99,40% |
| Handling domain creation operations in less than 3 sec<br>100,00% | 95,00% |
| Authorization requests answered within 2 working days<br>100,00% | 95,00% |
| Average of the .fr zone file daily updates<br>140,60 | 140 |

## Directory service

| | Objectif |
|---|---|
| Availability of the domain name query service (Whois)<br>99,80% | 99,40% |
| Answer to Whois query service in less than 500 ms<br>99,99% | 99,40% |
| NC<br>Availability of the domain name query service (RDAP)<br>99,86% | 99,40% |
| Answer to the RDAP query service in less than 3 sec<br>100,00% | 99,40% |

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### Customer Service

| | Objectif |
|---|---|
| Registrar calls answered in less than 3 minutes<br>100,00% | 90,00% |
| Handling of requests in less than 3 working days<br>100,00% | 100,00% |
| Handling of requests in less than 2 working days<br>99,84% | 90,00% |
| Handling of requests during the day<br>98,13% | 85,00% |
| Qualified responses within 48 working hours<br>99,84% | 90,00% |
| Announcement of technical maintenance operations 10 days before the operation<br>100,00% | 100,00% |
| Information published within 1 hour in the event of an incident affecting the quality of essential services<br>100,00% | 100,00% |

### Legal department

| | Objectif |
|---|---|
| Removal of anonymity following a legitimate request, in less than 2 working days<br>100,00% | 100,00% |
| Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe<br>100,00% | 100,00% |
| Mediation accepted in principle by both parties and concluded within 7 working days of its opening<br>Data available on the 15th of the next month | 100,00% |
| Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening<br>100,00% | 100,00% |
| Blocking of a domain name following the opening of an unsuccessful data justification within 7 working days<br>100,00% | 90,00% |