



## AFNIC quality of service performance

November 2010

### DNS Service

**Target:**

|  |       |       |
|--|-------|-------|
| Availability of the .fr resolution service with a delay inferior to 300 ms | 100 % | 100 % |
|--|-------|-------|

Delay between sending the request and receiving the answer, from the user point of view.

|   |    |      |
|---|----|------|
| Servers claiming authority on the .fr zone and answering 100% of the time in less than 150 ms | na | 75 % |
|---|----|------|

Delay between sending the request and receiving the answer, from the user point of view

### Registration Service

|   |        |        |
|---|--------|--------|
| Availability of the domain creation operation | 99,9 % | 99,4 % |
|---|--------|--------|

|  |      |       |
|--|------|-------|
| Handling domain creation operations in less than 3 seconds | 87 % | 100 % |
|--|------|-------|

In period of availability, from receiving the request from the Registrar to the the notification indicating the creation is published in the Whois database

#### ▪ For the other registration processes:

|   |      |       |
|---|------|-------|
| Identification of corporate entities within 30 working days | 98 % | 100 % |
|---|------|-------|

|   |       |      |
|---|-------|------|
| Authorization requests answered within 2 working days | 100 % | 90 % |
|---|-------|------|

The being cases that require further expertise

#### ▪ Delay of new creation publications:

|  |    |    |
|--|----|----|
| Average of the .fr zone file daily updates | 24 | 24 |
|--|----|----|

#### ▪ Whois Database Access Service:

|  |        |        |
|--|--------|--------|
| Availability of the Whois service (on «port 43») | 99,6 % | 99,4 % |
|--|--------|--------|

|  |        |       |
|--|--------|-------|
| Answers to the requests (on «port 43») in less than 500 ms | 98,7 % | 100 % |
|--|--------|-------|

In period of availability.

|   |       |        |
|---|-------|--------|
| Availability of the domain availability check service | 100 % | 99,4 % |
|---|-------|--------|

|   |        |       |
|---|--------|-------|
| Answers on the domain availability check service (available for registrars) in less than 500 ms | 99,9 % | 100 % |
|---|--------|-------|

In period of availability.

### Customer Service

#### ▪ Phone calls:

|   |      |      |
|---|------|------|
| Registrar calls answered in less than 3 minutes | 99 % | 90 % |
|---|------|------|

#### ▪ Emails:

|  |      |      |
|--|------|------|
| Requests that have received a qualified answer in less than 3 days | 95 % | 90 % |
|--|------|------|

Remaining requests require Registry experts

#### ▪ Delay on Technical operations information:

|  |       |       |
|--|-------|-------|
| Announcing maintenance operation on its technical infrastructure 10 days before. | 100 % | 100 % |
|--|-------|-------|

|  |       |       |
|--|-------|-------|
| Information on the website <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service. | 3 / 3 | 100 % |
|--|-------|-------|

|                     |      |       |
|---------------------|------|-------|
| ...within the hour. | 33 % | 100 % |
|---------------------|------|-------|