



AFNIC quality of service performance

February 2011

DNS Service

| | | Target: |
|---|-------|---------|
| Availability of the .fr resolution service with a delay inferior to 300 ms | 100 % | 100 % |
| <small>Delay between sending the request and receiving the answer, from the user point of view.</small> | | |
| Servers claiming authority on the .fr zone and answering 100% of the time in less than 150 ms | na | 75 % |
| <small>Delay between sending the request and receiving the answer, from the user point of view</small> | | |

Registration Service

| | | |
|--|--------|--------|
| Availability of the domain creation operation | 99,1 % | 99,4 % |
| Handling domain creation operations in less than 3 seconds | 90,5 % | 100 % |
| <small>In period of availability, from receiving the request from the Registrar to the the notification indicating the creation is published in the Whois database</small> | | |
| ▪ For the other registration processes: | | |
| Identification of corporate entities within 30 working days | 97 % | 100 % |
| Authorization requests answered within 2 working days | 100 % | 90 % |
| <small>The being cases that require further expertise</small> | | |
| ▪ Delay of new creation publications: | | |
| Average of the .fr zone file daily updates | 23,6 | 24 |
| ▪ Whois Database Access Service: | | |
| Availability of the Whois service (on «port 43») | 98,4 % | 99,4 % |
| Answers to the requests (on «port 43») in less than 500 ms | 97,8 % | 100 % |
| <small>In period of availability.</small> | | |
| 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 | 100 % | 100 % |
| <small>In period of availability.</small> | | |

Customer Service

| | | |
|--|-------|-------|
| ▪ Phone calls: | | |
| Registrar calls answered in less than 3 minutes | 98 % | 90 % |
| ▪ Emails: | | |
| Requests that have received a qualified answer in less than 3 days | 95 % | 90 % |
| <small>Remaining requests require Registry experts</small> | | |
| ▪ Delay on Technical operations information: | | |
| Announcing maintenance operation on its technical infrastructure 10 days before. | 100 % | 100 % |
| Information on the website www.afnic.fr/operations in case of an incident disrupting service. | 7 / 8 | 100 % |
| ...within the hour. | 50 % | 100 % |