



## AFNIC quality of service performance

December 2011

### DNS Service

		Target:
Availability of the <i>.fr</i> 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.

### Registration Service

Availability of the domain creation operation	99,7 %	99,4 %
Handling domain creation operations in less than 3 seconds	97,8 %	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:**

Authorization requests answered within 2 working days	100 %	90 %
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The being cases that require further expertise

- **Delay of new creation publications:**

Average of the <i>.fr</i> zone file daily updates	19,3	24
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- **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	99,4 %	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	100 %	100 %

In period of availability.

### Customer Service

- **Phone calls:**

Registrar calls answered in less than 3 minutes	88 %	90 %
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- **Emails:**

Requests that have received a qualified answer in less than 3 days	94 %	90 %
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Remaining requests require Registry experts

- **Delay on Technical operations information:**

Announcing maintenance operation on its technical infrastructure 10 days before.	50 %	100 %
Information on the website <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service.	2 / 4	100 %
...within the hour.	50 %	100 %