

Afnic quality of service performance

May 2017

DNS Service

Target :

Global availability of the .fr resolution service		100 %	100 %
in detail...			
		Availability	Average response time
UDP	IPv4	99,41 %	66,20 ms
	IPv6	98,87 %	68,40 ms
TCP	IPv4	99,56 %	134,58 ms
	IPv6	98,99 %	141,25 ms

Registration Service

Availability of the domain creation operation	100 %	99,4 %
Handling domain creation operations in less than 3 seconds	97,7 %	95 %

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 .fr zone file daily updates	143,7	130
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- **Whois Database Access Service:**

Availability of the Whois service (on «port 43»)	100 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	99,4 %	99,4 %

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	97 %	90 %
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- **Emails:**

Requests that have received a qualified answer in less than 2 days	92 %	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.	100 %	100 %
Information on the website www.afnic.fr/operations in case of an incident disrupting service.	2 / 2	100 %
...within the hour.	100 %	100 %