



## AFNIC quality of service performance

January 2011

### DNS Service

**Target:**

Availability of the .fr resolution service with a delay inferior to 300 ms	100 %	100 %
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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 %
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Delay between sending the request and receiving the answer, from the user point of view

### Registration Service

Availability of the domain creation operation	99,4 %	99,4 %
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Handling domain creation operations in less than 3 seconds	88,8 %	100 %
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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 %
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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	23,9	24
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#### ▪ Whois Database Access Service:

Availability of the Whois service (on «port 43»)	99,3 %	99,4 %
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Answers to the requests (on «port 43») in less than 500 ms	98,3 %	100 %
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In period of availability.

Availability of the domain availability check service	100 %	99,4 %
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Answers on the domain availability check service (available for registrars) in less than 500 ms	100 %	100 %
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In period of availability.

### Customer Service

#### ▪ Phone calls:

Registrar calls answered in less than 3 minutes	99,7 %	90 %
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#### ▪ Emails:

Requests that have received a qualified answer in less than 3 days	96 %	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 %
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Information on the website <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service.	7 / 8	100 %
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...within the hour.	62,5 %	100 %
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