



AFNIC quality of service performance

June 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	99,4 %	99,4 %
Handling domain creation operations in less than 3 seconds	98,6 %	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	98 %	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	23,3	24
▪ Whois Database Access Service:		
Availability of the Whois service (on «port 43»)	99,5 %	99,4 %
Answers to the requests (on «port 43») in less than 500 ms	98,2 %	100 %
<small>In period of availability.</small>		
Availability of the domain availability check service	99,9 %	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	91 %	90 %
▪ Emails:		
Requests that have received a qualified answer in less than 3 days	96 %	90 %
<small>Remaining requests require Registry experts</small>		
▪ Delay on Technical operations information:		
Announcing maintenance operation on its technical infrastructure 10 days before.	75 %	100 %
Information on the website www.afnic.fr/operations in case of an incident disrupting service.	6 / 6	100 %
...within the hour.	67 %	100 %