



AFNIC quality of service performance

October 2011

DNS Service

Target:

Availability of the .fr 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.

Servers claiming authority on the .fr zone and answering 100% of the time in less than 150 ms	na	75 %
---	----	------

Delay between sending the request and receiving the answer, from the user point of view

Registration Service

Availability of the domain creation operation	98,6 %	99,4 %
---	--------	--------

Handling domain creation operations in less than 3 seconds	93,8 %	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:

Identification of corporate entities within 30 working days	na	100 %
---	----	-------

Authorization requests answered within 2 working days	100 %	90 %
---	-------	------

The being cases that require further expertise

▪ Delay of new creation publications:

Average of the .fr zone file daily updates	22,8	24
--	------	----

▪ Whois Database Access Service:

Availability of the Whois service (on «port 43»)	99,4 %	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	99,9 %	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	96 %	90 %
---	------	------

▪ Emails:

Requests that have received a qualified answer in less than 3 days	96 %	90 %
--	------	------

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.	5 / 5	100 %
--	-------	-------

...within the hour.	40 %	100 %
---------------------	------	-------