

# Afnic quality of service performance

October 2015

## DNS Service

Target:

| Global availability of the .fr resolution service |      | 100 %        | 100 %                 |
|---|------|--------------|-----------------------|
| in detail...                                      |      |              |                       |
|   |      | Availability | Average response time |
| UDP   | IPv4 | 99,35 %      | 66,68 ms              |
|   | IPv6 | 97,98 %      | 68,83 ms              |
| TCP   | IPv4 | 99,38 %      | 134,30 ms             |
|   | IPv6 | 98,24 %      | 141,18 ms             |

## Registration Service

|  |        |        |
|--|--------|--------|
| Availability of the domain creation operation              | 99,9 % | 99,4 % |
| Handling domain creation operations in less than 3 seconds | 99,5 % | 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 % |
|---|-------|------|

The being cases that require further expertise

- **Delay of new creation publications:**

|  |       |     |
|--|-------|-----|
| Average of the .fr zone file daily updates | 146,7 | 130 |
|--|-------|-----|

- **Whois Database Access Service:**

|  |        |        |
|--|--------|--------|
| Availability of the Whois service (on «port 43»)           | 99,8 % | 99,4 % |
| Answers to the requests (on «port 43») in less than 500 ms | 99,7 % | 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 | 100 % | 90 % |
|---|-------|------|

- **Emails:**

|  |        |      |
|--|--------|------|
| Requests that have received a qualified answer in less than 2 days | 93,5 % | 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 <a href="http://www.afnic.fr/operations">www.afnic.fr/operations</a> in case of an incident disrupting service. | 0 / 0 | 100 % |
| ...within the hour.  | 100 % | 100 % |