Afnic
quality of service
performance

September 2020

DNS Service

				Target :
Global availability of the *.fr* resolution service			100 %	100 %

in detail…		Availability	Average response time
UDP	IPv4	97,69 %	61,41 ms
	IPv6	95,01 %	63,49 ms
TCP	IPv4	97,85 %	128,31 ms
	IPv6	97,72 %	139,68 ms

Registration Service

Availability of the domain creation operation	99,9 %	99,4 %
Handling domain creation operations in less than 3 seconds	93,7 %	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 %	95 %

The being cases that require further expertise

▪ **Delay of new creation publications:**

Average of the *.fr* zone file daily updates	144	140

▪ **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%	99,4 %

In period of availability.

Availability of the domain availability check service	100 %	99,4 %
Anwsers 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	95 %	90 %

▪ **Emails:**

Requests that have received a qualified answer in less than 2 days	98 %	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.	2 / 2	100 %
...within the hour.	100 %	100 %