

# IANA Naming Function Monthly Performance Report

July 2020

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.10s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.07s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.72s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.90s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 2.11d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.85d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.08d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.01d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.90m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 0.75m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.64m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.35ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.60ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.00ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.00ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 2.03d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 2.65d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.81d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.06d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 29.53h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	6.22h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.45s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.34s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.23s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.24s	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.07s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.650ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 3.31 d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.25d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 0.58d	p36
Requester Clarification	Requester Clarification	N/A	1	p37
Time per Actor	IANA	N/A	0.54d	p38
Time per Actor	Requester	N/A	19.07d	p38
Time per Actor	Authorizer	N/A	0.50d	p38
Time per Actor	Regulatory	N/A	0.08d	p38
Request Volumes	Request Volumes	N/A	1	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## **Exceptions and Narrative for Reporting Period**

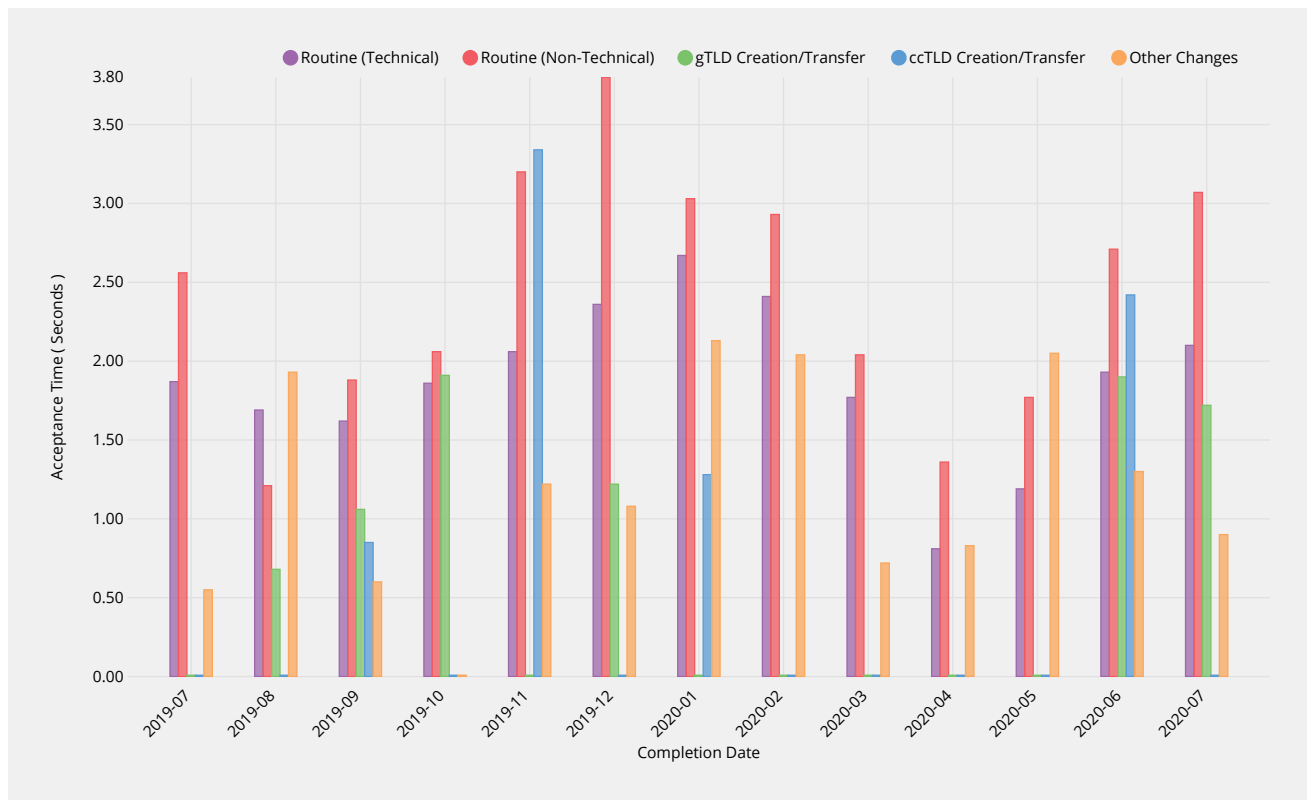
There were no exceptions for the reporting period.

# Detailed Performance for Reporting Period

## Submission

### Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Acceptance Time	1.87s	1.69s	1.62s	1.86s	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	77	31	54	26	38	42	72	36	71	704	83	255	53
Mean Time	0.83s	0.82s	0.67s	0.95s	1.17s	1.5s	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s
Shortest Time	0.47s	0.47s	0.45s	0.5s	0.61s	0.64s	0.63s	0.61s	0.5s	0.51s	0.54s	0.67s	0.58s
Longest Time	3.18s	1.91s	1.81s	2.14s	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s
Median Time	0.61s	0.59s	0.56s	0.65s	1.07s	1.25s	1.26s	1.09s	0.66s	0.6s	0.67s	1.05s	0.94s
PStDev Time	0.49s	0.43s	0.32s	0.49s	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s

Routine (Non-Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Acceptance Time	2.56s	1.21s	1.88s	2.06s	3.2s	3.8s	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	150	928	71	52	19	23	145	69	22	111	59	28	14
Mean Time	1.62s	1.04s	1.11s	1.24s	2s	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s
Shortest Time	0.78s	0.17s	0.67s	0.78s	1s	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s
Longest Time	2.86s	121.58s	2.28s	2.93s	3.26s	4.36s	3.89s	3.94s	2.1s	2.47s	3.21s	2.92s	3.08s
Median Time	1.66s	0.86s	0.94s	1.1s	1.94s	2s	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s
PStDev Time	0.48s	3.97s	0.39s	0.45s	0.65s	0.72s	0.61s	0.63s	0.4s	0.25s	0.39s	0.44s	0.61s

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Acceptance Time	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.90s	1.72s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	1	1	0	1	0	0	0	0	0	3	1
Mean Time	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.43s	1.72s
Shortest Time	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.12s	1.72s
Longest Time	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.98s	1.72s
Median Time	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.18s	1.72s
PStDev Time	—	0s	0s	0s	—	0s	—	—	—	—	—	0.39s	0.00s

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Acceptance Time	—	—	0.85s	—	3.34s	—	1.28s	—	—	—	—	2.42s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	0.85s	—	3.34s	—	1.16s	—	—	—	—	2.42s	—
Shortest Time	—	—	0.85s	—	3.34s	—	1.03s	—	—	—	—	2.42s	—
Longest Time	—	—	0.85s	—	3.34s	—	1.29s	—	—	—	—	2.42s	—
Median Time	—	—	0.85s	—	3.34s	—	1.16s	—	—	—	—	2.42s	—
PStDev Time	—	—	0s	—	0s	—	0.13s	—	—	—	—	0.00s	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Acceptance Time	0.55s	1.93s	0.6s	—	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	6	3	0	11	2	5	1	2	1	4	3	2
Mean Time	0.55s	1.17s	0.58s	—	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s
Shortest Time	0.55s	0.6s	0.56s	—	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s
Longest Time	0.55s	2.05s	0.61s	—	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s
Median Time	0.55s	1.09s	0.58s	—	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s
PStDev Time	0s	0.56s	0.02s	—	0.1s	0.07s	0.36s	0s	0.04s	0s	0.49s	0.12s	0.14s



gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.08d
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00d

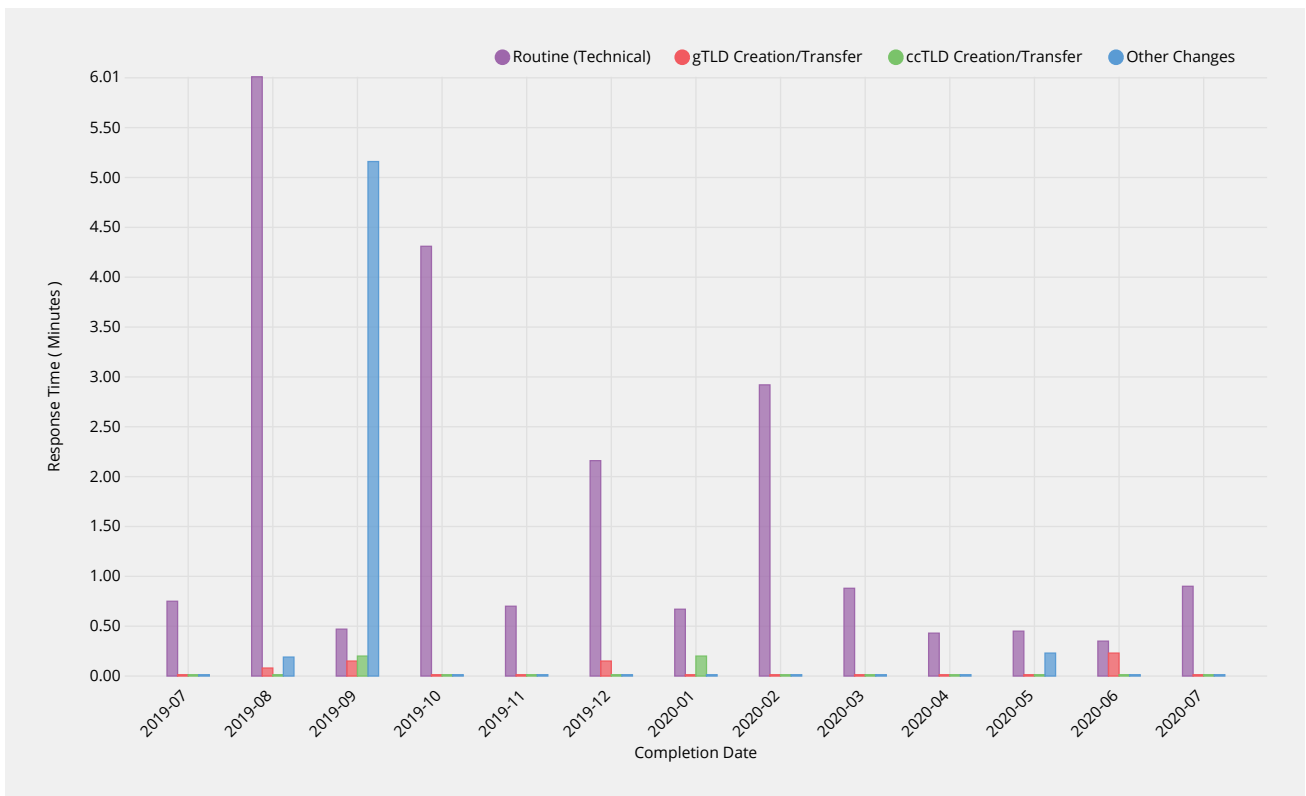
ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Lodgment Time	—	—	0.47d	—	0.11d	—	0.49d	—	—	—	—	0.19d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	0.47d	—	0.11d	—	0.35d	—	—	—	—	0.19d	—
Shortest Time	—	—	0.47d	—	0.11d	—	0.19d	—	—	—	—	0.19d	—
Longest Time	—	—	0.47d	—	0.11d	—	0.5d	—	—	—	—	0.19d	—
Median Time	—	—	0.47d	—	0.11d	—	0.35d	—	—	—	—	0.19d	—
PStDev Time	—	—	0d	—	0d	—	0.16d	—	—	—	—	0.00d	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Lodgment Time	0.42d	0.71d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.34d	0.95d	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	3	2	0	11	2	1	0	2	1	2	2	2
Mean Time	0.42d	0.47d	0.03d	—	0.23d	0.29d	0.14d	—	0.19d	0.22d	0.3d	0.51d	0.01d
Shortest Time	0.42d	0.07d	0.03d	—	0.01d	0.29d	0.14d	—	0.19d	0.22d	0.24d	0.01d	0.01d
Longest Time	0.42d	0.72d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.35d	1.00d	0.01d
Median Time	0.42d	0.62d	0.03d	—	0.13d	0.29d	0.14d	—	0.19d	0.22d	0.3d	0.51d	0.01d
PStDev Time	0d	0.29d	0d	—	0.18d	0d	0d	—	0d	0d	0.05d	0.49d	0.00d

## Technical Checks

### Technical Check (First)

Time to return results for technical checks following submission of request via automated submission interface.





Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	0.75m	6.01m	0.47m	4.31m	0.7m	2.16m	0.67m	2.92m	0.88m	0.43m	0.45m	0.35m	0.90m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	77	31	54	26	38	42	72	36	71	704	83	255	53
Mean Time	0.28m	1.22m	0.29m	0.84m	0.35m	0.72m	0.45m	0.79m	0.38m	0.19m	0.2m	0.21m	0.35m
Shortest Time	0.14m	0.13m	0.09m	0.12m	0.12m	0.09m	0.11m	0.13m	0.11m	0.08m	0.08m	0.09m	0.10m
Longest Time	3.03m	11.92m	1.51m	9.32m	1.74m	13.12m	7.85m	3.34m	3.4m	3.21m	0.51m	3.11m	2.85m
Median Time	0.2m	0.36m	0.27m	0.29m	0.29m	0.23m	0.26m	0.4m	0.27m	0.16m	0.17m	0.16m	0.21m
PStDev Time	0.38m	2.43m	0.19m	1.97m	0.28m	2.01m	0.93m	0.88m	0.44m	0.16m	0.11m	0.33m	0.41m

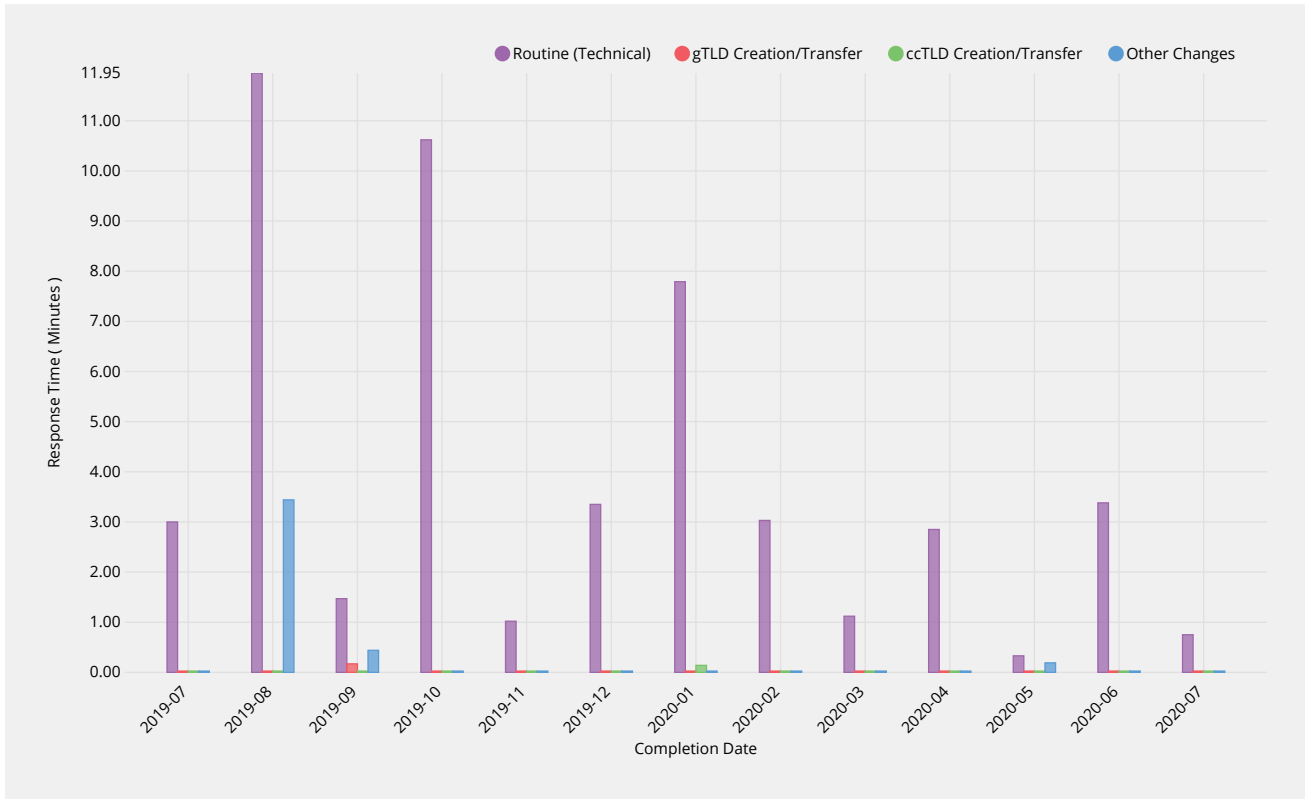
gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.23m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	1	0	0	1	0	0	0	0	0	3	0
Mean Time	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.21m	—
Shortest Time	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.20m	—
Longest Time	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.23m	—
Median Time	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.21m	—
PStDev Time	—	0m	0m	—	—	0m	—	—	—	—	—	0.01m	—

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	1	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—
Shortest Time	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—
Longest Time	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—
Median Time	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—	—
PStDev Time	—	—	0m	—	—	—	0m	—	—	—	—	—	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	0.19m	5.16m	—	—	—	—	—	—	—	0.23m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	2	1	0	0	0	0	0	0	0	2	0	0
Mean Time	—	0.17m	5.16m	—	—	—	—	—	—	—	0.17m	—	—
Shortest Time	—	0.16m	5.16m	—	—	—	—	—	—	—	0.12m	—	—
Longest Time	—	0.19m	5.16m	—	—	—	—	—	—	—	0.23m	—	—
Median Time	—	0.17m	5.16m	—	—	—	—	—	—	—	0.17m	—	—
PStDev Time	—	0.02m	0m	—	—	—	—	—	—	—	0.06m	—	—

## Technical Check (Retest)

Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	3m	11.95m	1.47m	10.62m	1.02m	3.35m	7.79m	3.03m	1.12m	2.85m	0.33m	3.38m	0.75m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	165	151	100	167	30	351	152	216	84	69	19	94	91
Mean Time	1.15m	4.26m	0.3m	5.48m	0.35m	1.07m	1.47m	1.29m	0.35m	0.65m	0.26m	0.69m	0.38m
Shortest Time	0.08m	0.06m	0.05m	0.06m	0.08m	0.05m	0.09m	0.13m	0.09m	0.07m	0.08m	0.07m	0.08m
Longest Time	4.55m	15.07m	1.48m	11.34m	1.21m	13.38m	7.82m	3.09m	3.05m	3.23m	0.49m	3.92m	2.72m
Median Time	1.12m	2.99m	0.15m	6.25m	0.26m	0.5m	0.34m	0.68m	0.21m	0.17m	0.29m	0.12m	0.32m
PStDev Time	1m	4.55m	0.41m	4.17m	0.33m	1.33m	2.19m	1.08m	0.45m	1.02m	0.09m	1.15m	0.35m

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	—	0.17m	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	9	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.17m	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.16m	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.17m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.17m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0m	—	—	—	—	—	—	—	—	—	—

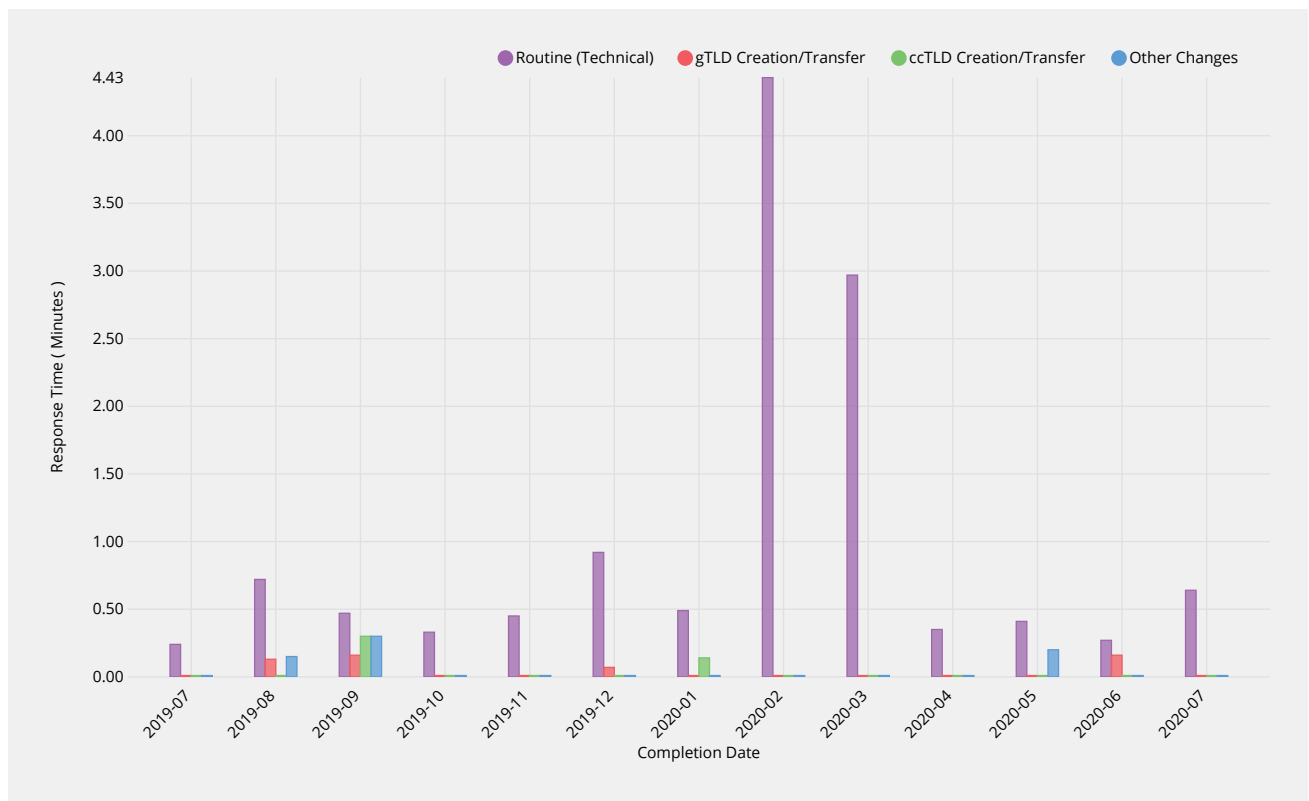
ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	—	—	—	—	—	0.14m	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	28	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	0.13m	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.08m	—	—	—	—	—	—

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Longest Time	—	—	—	—	—	—	0.21m	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.13m	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.02m	—	—	—	—	—	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	3.44m	0.44m	—	—	—	—	—	—	—	0.19m	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	5	6	0	0	0	0	0	0	0	4	0	0
Mean Time	—	1.46m	0.27m	—	—	—	—	—	—	—	0.18m	—	—
Shortest Time	—	0.11m	0.19m	—	—	—	—	—	—	—	0.17m	—	—
Longest Time	—	3.44m	0.5m	—	—	—	—	—	—	—	0.2m	—	—
Median Time	—	0.2m	0.22m	—	—	—	—	—	—	—	0.18m	—	—
PStDev Time	—	1.61m	0.11m	—	—	—	—	—	—	—	0.01m	—	—

## Technical Check (Supplemental)

Time to return results for performance of technical checks during Supplemental Technical Check phase.



Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	0.24m	0.72m	0.47m	0.33m	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m	0.41m	0.27m	0.64m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	66	38	82	18	38	54	73	130	115	723	85	264	64
Mean Time	0.16m	0.42m	0.24m	0.19m	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m	0.15m	0.14m	0.21m
Shortest Time	0.09m	0.07m	0.05m	0.06m	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m	0.07m	0.07m	0.07m
Longest Time	1.1m	2.52m	2.4m	0.71m	0.6m	10.3m	1.45m	4.48m	3.24m	0.75m	0.7m	3.07m	0.90m
Median Time	0.12m	0.36m	0.16m	0.18m	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m	0.1m	0.10m	0.10m
PStDev Time	0.14m	0.39m	0.31m	0.14m	0.11m	1.37m	0.19m	1.6m	1.17m	0.1m	0.12m	0.26m	0.19m

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.16m	—

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	1	0	0	1	0	0	0	0	0	3	0
Mean Time	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.15m	—
Shortest Time	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.14m	—
Longest Time	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.16m	—
Median Time	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.14m	—
PStDev Time	—	0m	0m	—	—	0m	—	—	—	—	—	0.01m	—

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	—	0.3m	—	—	—	0.14m	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	2	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	0.22m	—	—	—	0.13m	—	—	—	—	—	—
Shortest Time	—	—	0.14m	—	—	—	0.12m	—	—	—	—	—	—
Longest Time	—	—	0.31m	—	—	—	0.14m	—	—	—	—	—	—
Median Time	—	—	0.22m	—	—	—	0.13m	—	—	—	—	—	—
PStDev Time	—	—	0.09m	—	—	—	0.01m	—	—	—	—	—	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	—	0.15m	0.3m	—	—	—	—	—	—	—	0.2m	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	4	1	0	0	0	0	0	0	0	2	0	0
Mean Time	—	0.13m	0.3m	—	—	—	—	—	—	—	0.14m	—	—
Shortest Time	—	0.12m	0.3m	—	—	—	—	—	—	—	0.08m	—	—
Longest Time	—	0.15m	0.3m	—	—	—	—	—	—	—	0.2m	—	—
Median Time	—	0.13m	0.3m	—	—	—	—	—	—	—	0.14m	—	—
PStDev Time	—	0.01m	0m	—	—	—	—	—	—	—	0.06m	—	—



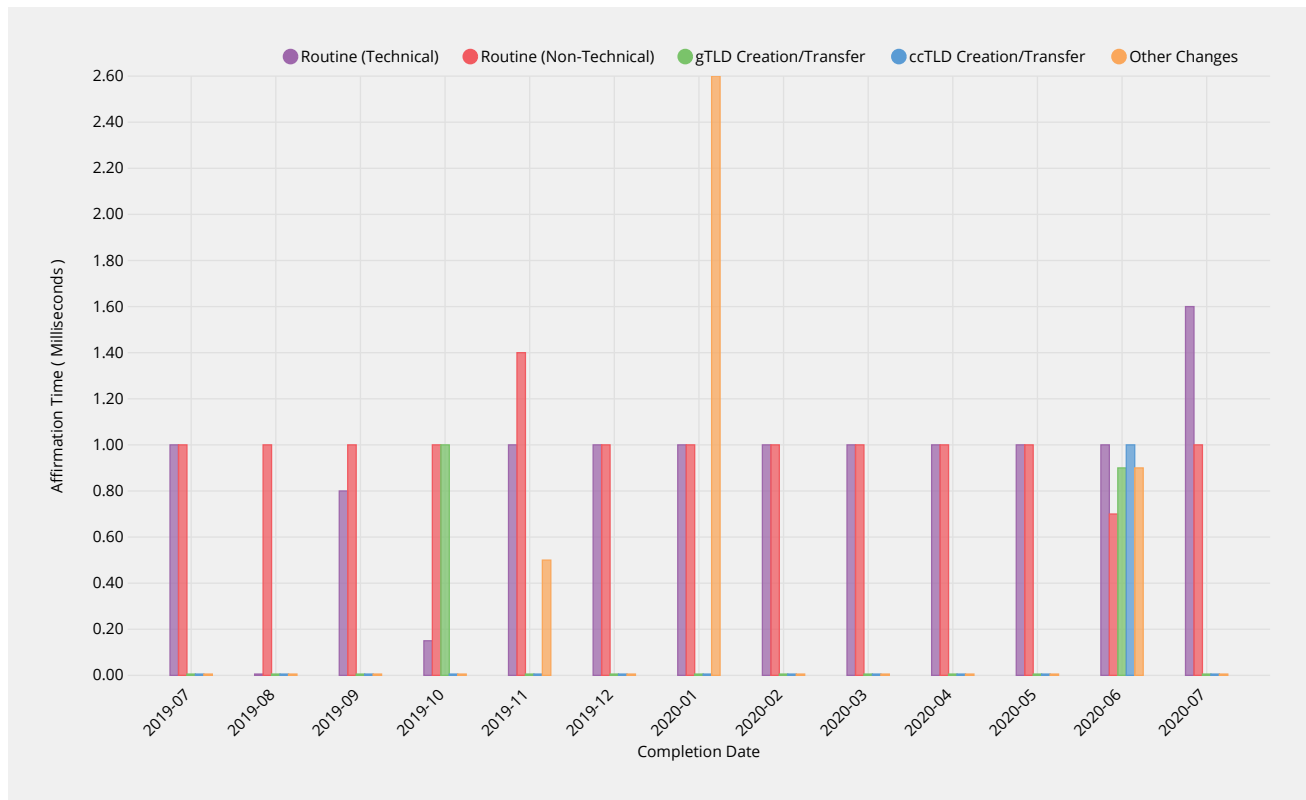
gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	1	1	0	1	0	0	0	0	0	3	1
Mean Time	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.33ms	1.00ms
Shortest Time	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.00ms	1.00ms
Longest Time	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	2.00ms	1.00ms
Median Time	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.00ms	1.00ms
PStDev Time	—	0ms	0ms	0ms	—	0ms	—	—	—	—	—	0.47ms	0.00ms

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Dispatch Time	—	—	1ms	—	1ms	—	3.9ms	—	—	—	—	1.00ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	1ms	—	1ms	—	3ms	—	—	—	—	1.00ms	—
Shortest Time	—	—	1ms	—	1ms	—	2ms	—	—	—	—	1.00ms	—
Longest Time	—	—	1ms	—	1ms	—	4ms	—	—	—	—	1.00ms	—
Median Time	—	—	1ms	—	1ms	—	3ms	—	—	—	—	1.00ms	—
PStDev Time	—	—	0ms	—	0ms	—	1ms	—	—	—	—	0.00ms	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Dispatch Time	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	6	3	0	11	2	5	1	2	1	2	0	0
Mean Time	1ms	1ms	1ms	—	1ms	1ms	1.4ms	2ms	1ms	3ms	1ms	—	—
Shortest Time	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms	—	—
Longest Time	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms	—	—
Median Time	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms	—	—
PStDev Time	0ms	0ms	0ms	—	0ms	0ms	0.49ms	0ms	0ms	0ms	0ms	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Affirmation Time	1ms	0ms	0.8ms	0.15ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1.00ms	1.60ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	66	23	45	18	36	35	68	30	62	696	81	251	49
Mean Time	0.12ms	0.04ms	0.07ms	0.06ms	0.14ms	0.17ms	0.28ms	0.3ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms
Longest Time	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	2ms	2.00ms	2.00ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms
PStDev Time	0.33ms	0.2ms	0.25ms	0.23ms	0.42ms	0.38ms	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms

Routine (Non-Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Affirmation Time	1ms	1ms	1ms	1ms	1.4ms	1ms	1ms	1ms	1ms	1ms	1ms	0.70ms	1.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	145	900	59	41	13	19	139	63	21	110	54	27	13
Mean Time	0.23ms	0.09ms	0.15ms	0.12ms	0.23ms	0.16ms	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms
Longest Time	1ms	4ms	2ms	1ms	2ms	1ms	3ms	1ms	1ms	4ms	1ms	1.00ms	1.00ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms
PStDev Time	0.42ms	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Affirmation Time	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.90ms	0.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	1	1	0	1	0	0	0	0	0	3	1
Mean Time	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.33ms	0.00ms
Shortest Time	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.00ms	0.00ms

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Longest Time	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	1.00ms	0.00ms
Median Time	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.00ms	0.00ms
PStDev Time	—	0ms	0ms	0ms	—	0ms	—	—	—	—	—	0.47ms	0.00ms

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Affirmation Time	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—
Shortest Time	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—
Longest Time	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—
Median Time	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms	—
PStDev Time	—	—	0ms	—	0ms	—	0ms	—	—	—	—	0.00ms	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Affirmation Time	0ms	0ms	0ms	—	0.5ms	0ms	2.6ms	0ms	0ms	0ms	0ms	0.90ms	0.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	6	3	0	11	2	5	1	2	1	4	3	2
Mean Time	0ms	0ms	0ms	—	0.09ms	0ms	0.8ms	0ms	0ms	0ms	0ms	0.33ms	0.00ms
Shortest Time	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms
Longest Time	0ms	0ms	0ms	—	1ms	0ms	3ms	0ms	0ms	0ms	0ms	1.00ms	0.00ms
Median Time	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms	0.00ms
PStDev Time	0ms	0ms	0ms	—	0.29ms	0ms	1.17ms	0ms	0ms	0ms	0ms	0.47ms	0.00ms





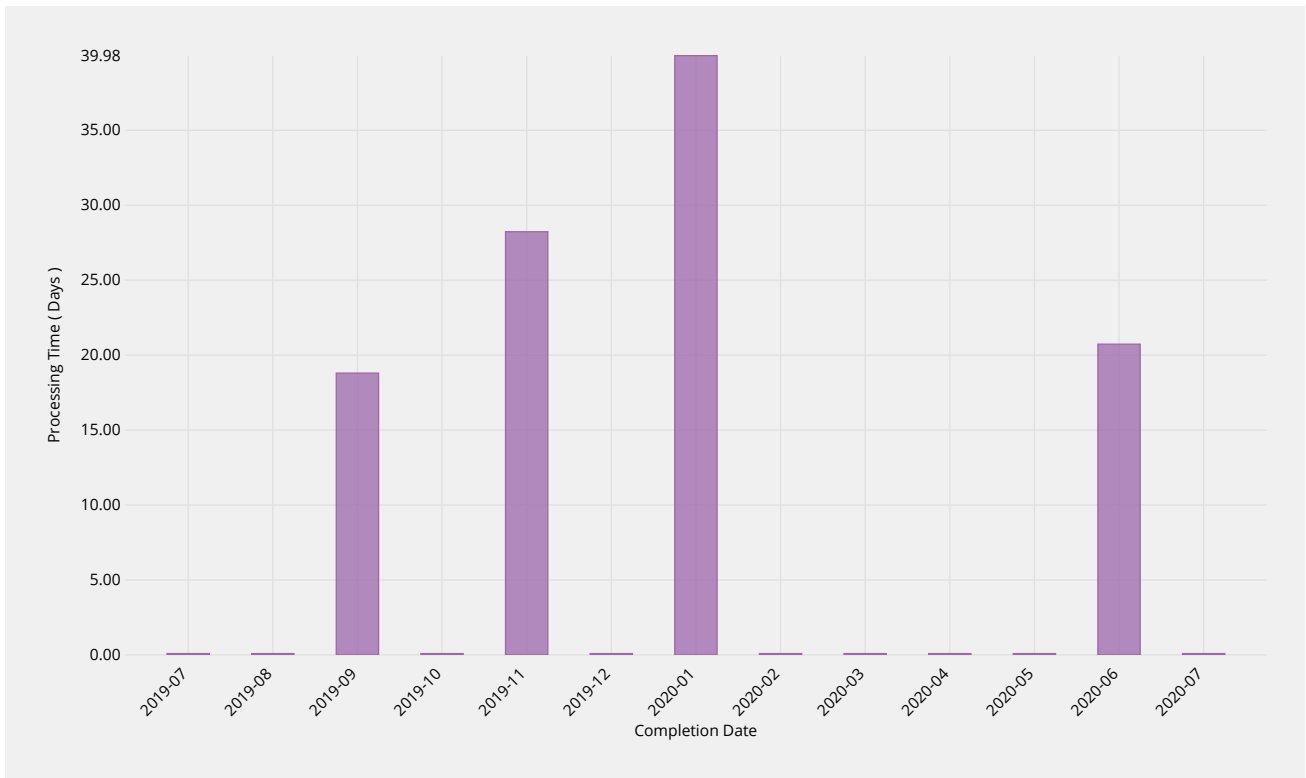
gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Request Count	0	1	1	1	0	1	0	0	0	0	0	3	1
Mean Time	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d
Shortest Time	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.93d	0.81d
Longest Time	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d
Median Time	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d
PStDev Time	—	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—	—	0.00d	0.00d

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Processing Time	—	—	29.35d	—	43.97d	—	65.13d	—	—	—	—	38.26d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	—	—
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	—	—
Request Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	29.35d	—	43.97d	—	63.80d	—	—	—	—	38.26d	—
Shortest Time	—	—	29.35d	—	43.97d	—	62.48d	—	—	—	—	38.26d	—
Longest Time	—	—	29.35d	—	43.97d	—	65.13d	—	—	—	—	38.26d	—
Median Time	—	—	29.35d	—	43.97d	—	63.80d	—	—	—	—	38.26d	—
PStDev Time	—	—	0.00d	—	0.00d	—	1.33d	—	—	—	—	0.00d	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Processing Time	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	6	3	0	11	2	5	1	2	1	4	3	2
Mean Time	0.08d	0.24d	3.11d	—	0.28d	0.32d	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d
Shortest Time	0.08d	0.00d	2.77d	—	0.03d	0.03d	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d
Longest Time	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d
Median Time	0.08d	0.14d	2.78d	—	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d
PStDev Time	0.00d	0.25d	0.47d	—	0.25d	0.29d	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d

### Third Party Approval

Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties).

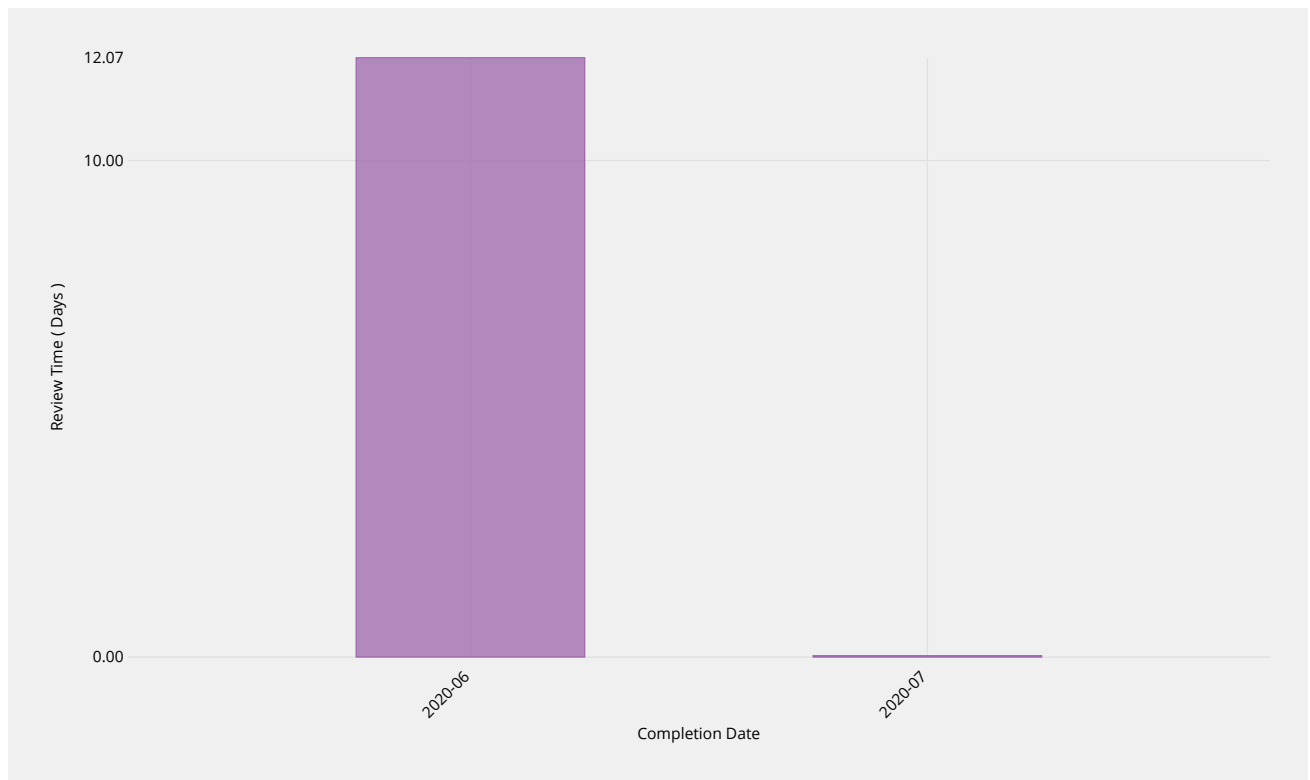


ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Processing Time	—	—	18.8d	—	28.23d	—	39.98d	—	—	—	—	20.73d	—
Request Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	18.8d	—	28.23d	—	29.48d	—	—	—	—	20.73d	—
Shortest Time	—	—	18.8d	—	28.23d	—	18.98d	—	—	—	—	20.73d	—
Longest Time	—	—	18.8d	—	28.23d	—	39.98d	—	—	—	—	20.73d	—
Median Time	—	—	18.8d	—	28.23d	—	29.48d	—	—	—	—	20.73d	—
PStDev Time	—	—	0d	—	0d	—	10.5d	—	—	—	—	0.00d	—

## ccTLD Creation/Transfer

### Submission Review

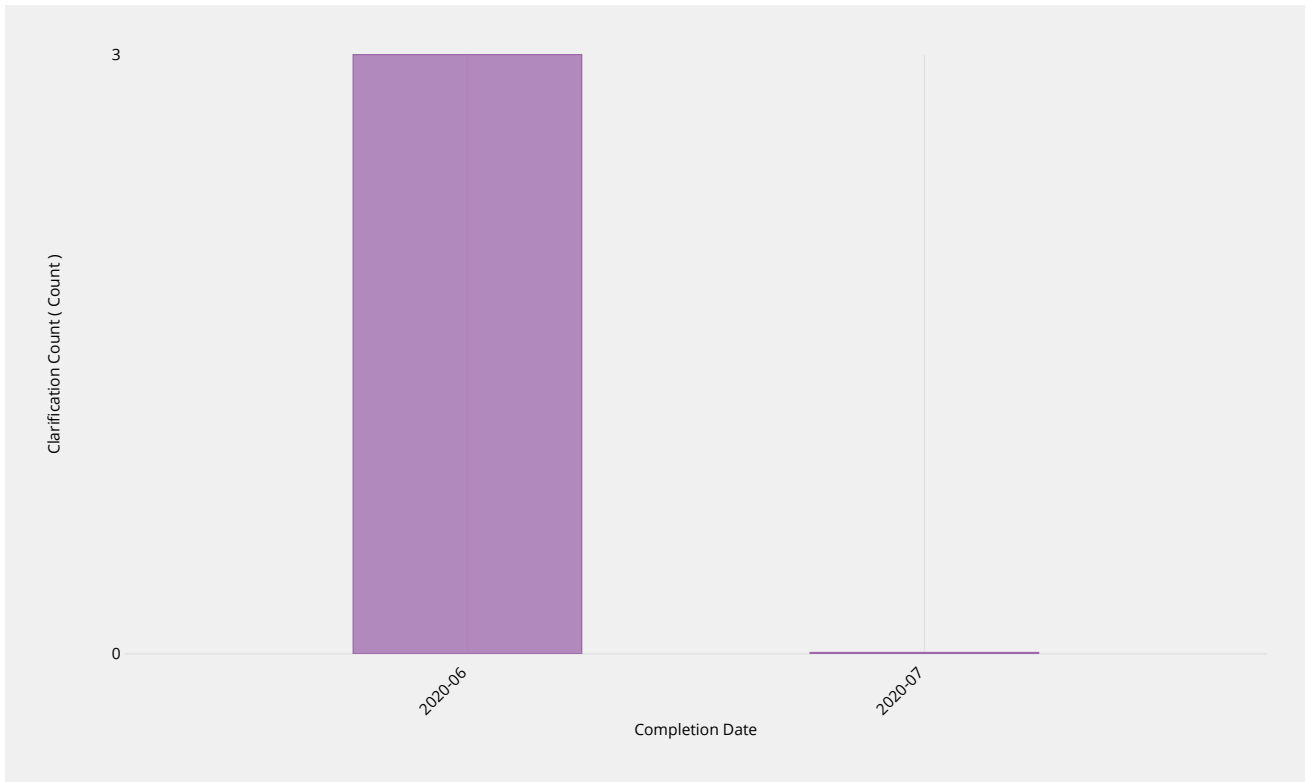
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07
Review Time	12.07d	—
Monthly Threshold	14d	14d
Threshold Percentile	100.0%	100.0%
Review Count	3	0
Mean Time	8.34d	—
Shortest Time	6.33d	—
Longest Time	12.07d	—
Median Time	6.63d	—
PStDev Time	2.64d	—

## Requester Clarification

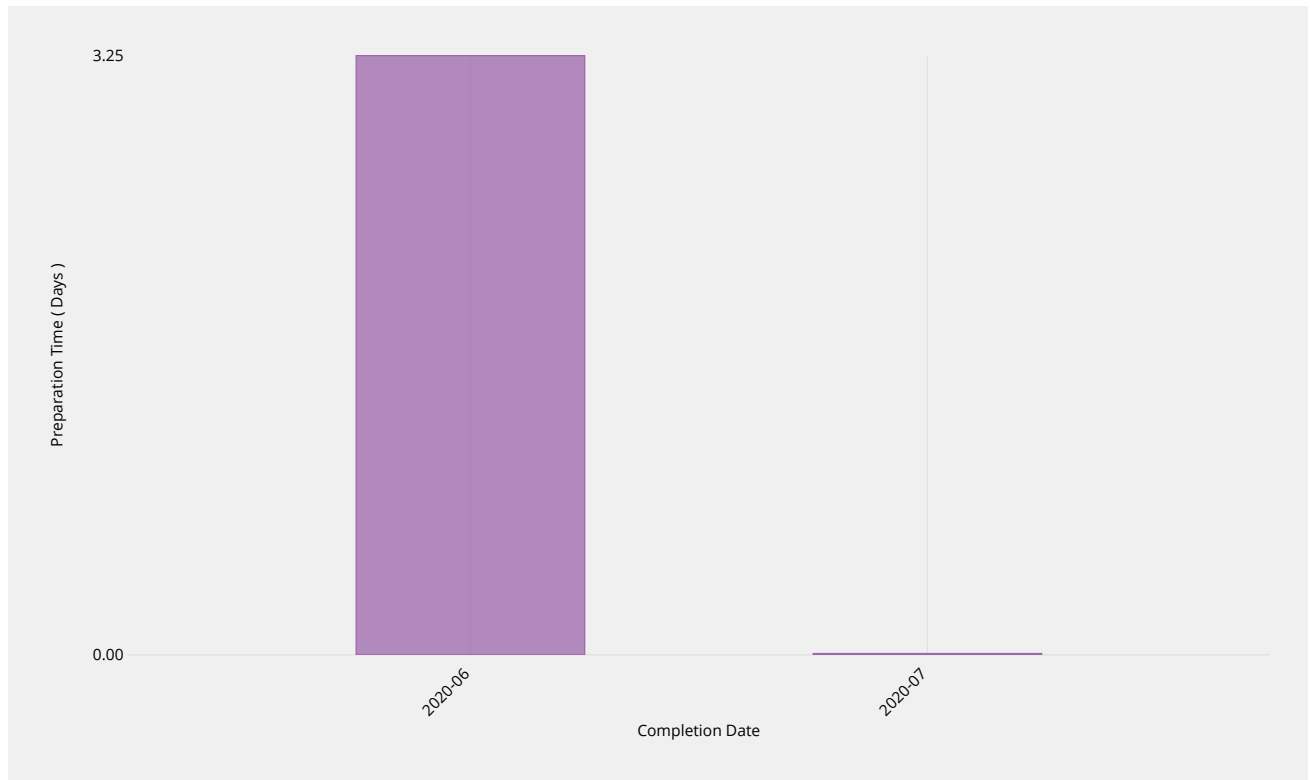
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07
Clarification Count	3	—
Request Count	1	0
Lowest Count	3	—
Highest Count	3	—

## Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and publication.



Report Preparation	2020-06	2020-07
Preparation Time	3.25d	—
Monthly Threshold	21d	21d
Threshold Percentile	100.0%	100.0%
Report Count	1	0
Mean Time	3.25d	—
Shortest Time	3.25d	—
Longest Time	3.25d	—
Median Time	3.25d	—
PStDev Time	0.00d	—

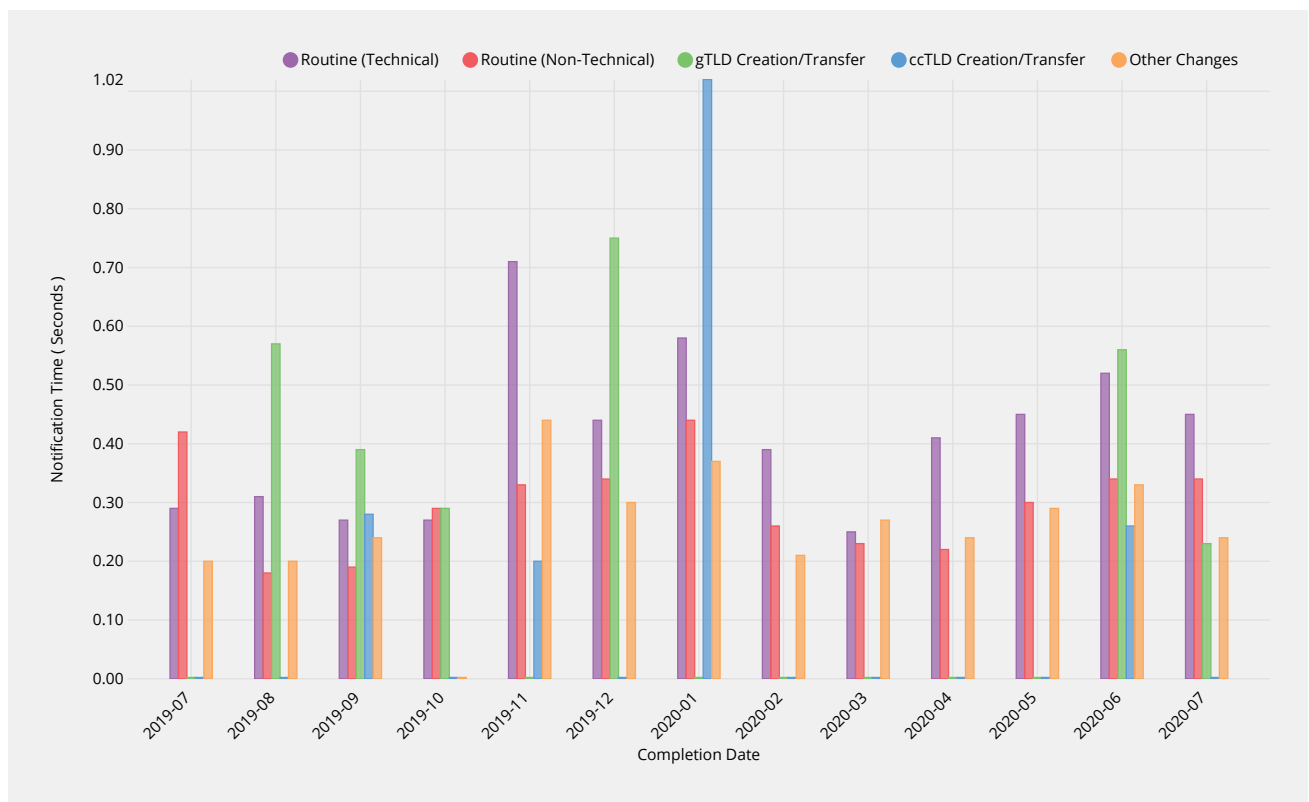


ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Publication Count	0	0	1	0	0	0	2	0	0	0	0	0	0
Mean Time	—	—	3.06h	—	—	—	0.59h	—	—	—	—	—	—
Shortest Time	—	—	3.06h	—	—	—	0.45h	—	—	—	—	—	—
Longest Time	—	—	3.06h	—	—	—	0.73h	—	—	—	—	—	—
Median Time	—	—	3.06h	—	—	—	0.59h	—	—	—	—	—	—
PStDev Time	—	—	0h	—	—	—	0.14h	—	—	—	—	—	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Publication Time	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	5	3	0	11	2	1	0	2	1	4	3	2
Mean Time	1.75h	11.16h	8.23h	—	9.99h	8.33h	22.66h	—	2.78h	4.73h	14.93h	3.21h	5.34h
Shortest Time	1.75h	0.93h	4.56h	—	0.36h	1.31h	22.66h	—	2.4h	4.73h	4.35h	1.89h	4.45h
Longest Time	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h
Median Time	1.75h	10.88h	4.57h	—	13.6h	8.33h	22.66h	—	2.78h	4.73h	14.45h	1.89h	5.34h
PStDev Time	0h	8.28h	5.18h	—	8.27h	7.02h	0h	—	0.38h	0h	10.27h	1.87h	0.88h

## Notification of Completion

Time to notify requester of change completion following publication of requested changes.



Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Notification Time	0.29s	0.31s	0.27s	0.27s	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	66	23	42	18	36	34	68	30	61	697	81	251	49
Mean Time	0.16s	0.19s	0.16s	0.18s	0.4s	0.3s	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s
Shortest Time	0.12s	0.12s	0.12s	0.13s	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s
Longest Time	0.51s	0.33s	0.34s	0.3s	0.9s	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s
Median Time	0.13s	0.18s	0.15s	0.17s	0.36s	0.28s	0.34s	0.2s	0.17s	0.26s	0.21s	0.38s	0.18s
PStDev Time	0.07s	0.05s	0.05s	0.04s	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s

Routine (Non-Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Notification Time	0.42s	0.18s	0.19s	0.29s	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s	0.3s	0.34s	0.34s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	145	899	59	40	11	19	136	63	21	110	54	27	13
Mean Time	0.24s	0.14s	0.16s	0.2s	0.3s	0.29s	0.29s	0.17s	0.19s	0.18s	0.2s	0.29s	0.26s
Shortest Time	0.12s	0.12s	0.13s	0.13s	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s
Longest Time	0.5s	0.26s	0.2s	0.39s	0.34s	0.45s	0.5s	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s
Median Time	0.22s	0.14s	0.17s	0.19s	0.3s	0.28s	0.27s	0.16s	0.2s	0.17s	0.19s	0.29s	0.27s
PStDev Time	0.1s	0.02s	0.02s	0.06s	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Notification Time	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.56s	0.23s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	1	1	0	1	0	0	0	0	0	3	1
Mean Time	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.54s	0.23s
Shortest Time	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.53s	0.23s
Longest Time	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.56s	0.23s
Median Time	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.54s	0.23s
PStDev Time	—	0s	0s	0s	—	0s	—	—	—	—	—	0.01s	0.00s

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Notification Time	—	—	0.28s	—	0.2s	—	1.02s	—	—	—	—	0.26s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	0	1	0	2	0	0	0	0	1	0
Mean Time	—	—	0.28s	—	0.2s	—	0.78s	—	—	—	—	0.26s	—
Shortest Time	—	—	0.28s	—	0.2s	—	0.52s	—	—	—	—	0.26s	—
Longest Time	—	—	0.28s	—	0.2s	—	1.04s	—	—	—	—	0.26s	—
Median Time	—	—	0.28s	—	0.2s	—	0.78s	—	—	—	—	0.26s	—
PStDev Time	—	—	0s	—	0s	—	0.26s	—	—	—	—	0.00s	—

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Notification Time	0.2s	0.2s	0.24s	—	0.44s	0.3s	0.37s	0.21s	0.27s	0.24s	0.29s	0.33s	0.24s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	6	3	0	11	2	5	1	2	1	4	3	2
Mean Time	0.2s	0.17s	0.19s	—	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s	0.21s
Shortest Time	0.2s	0.15s	0.14s	—	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s	0.18s
Longest Time	0.2s	0.2s	0.24s	—	0.52s	0.3s	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s	0.24s
Median Time	0.2s	0.17s	0.18s	—	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s	0.21s
PStDev Time	0s	0.02s	0.04s	—	0.1s	0.03s	0.07s	0s	0.04s	0s	0.03s	0.04s	0.03s





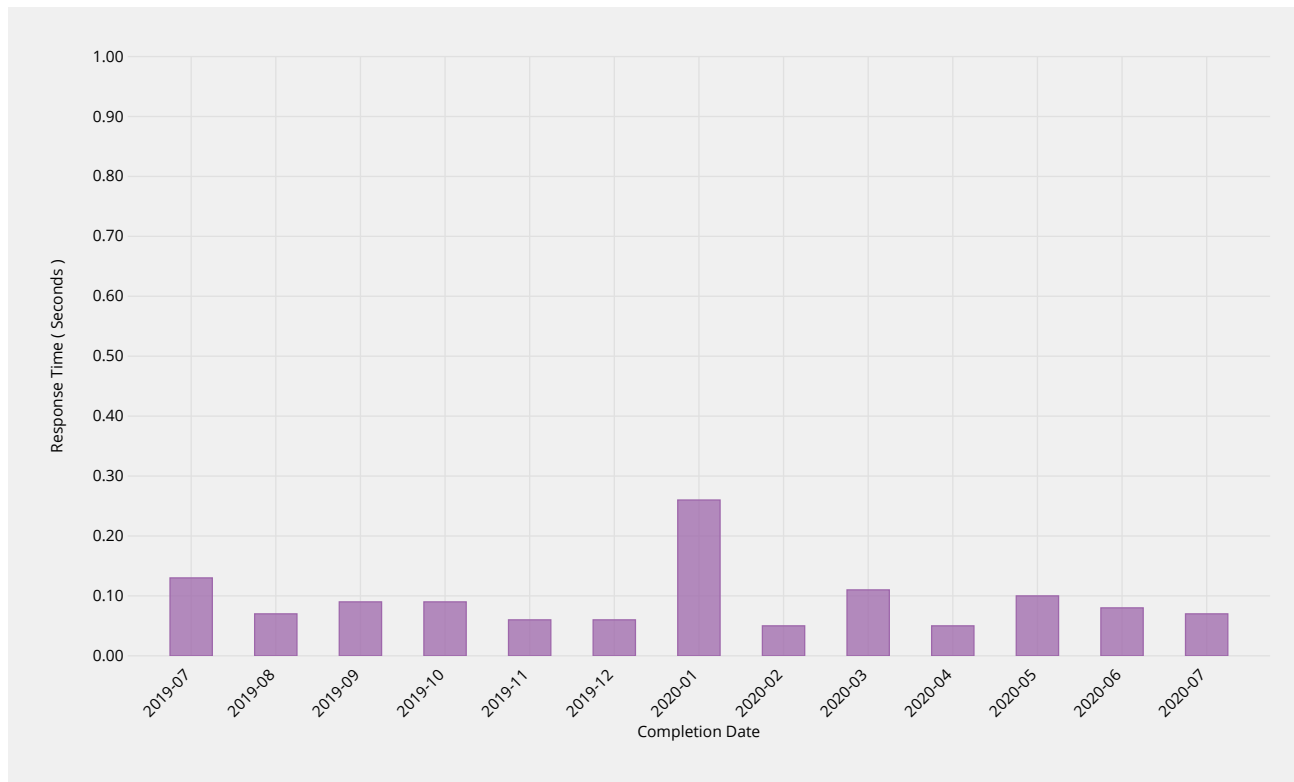






## Credential Recovery

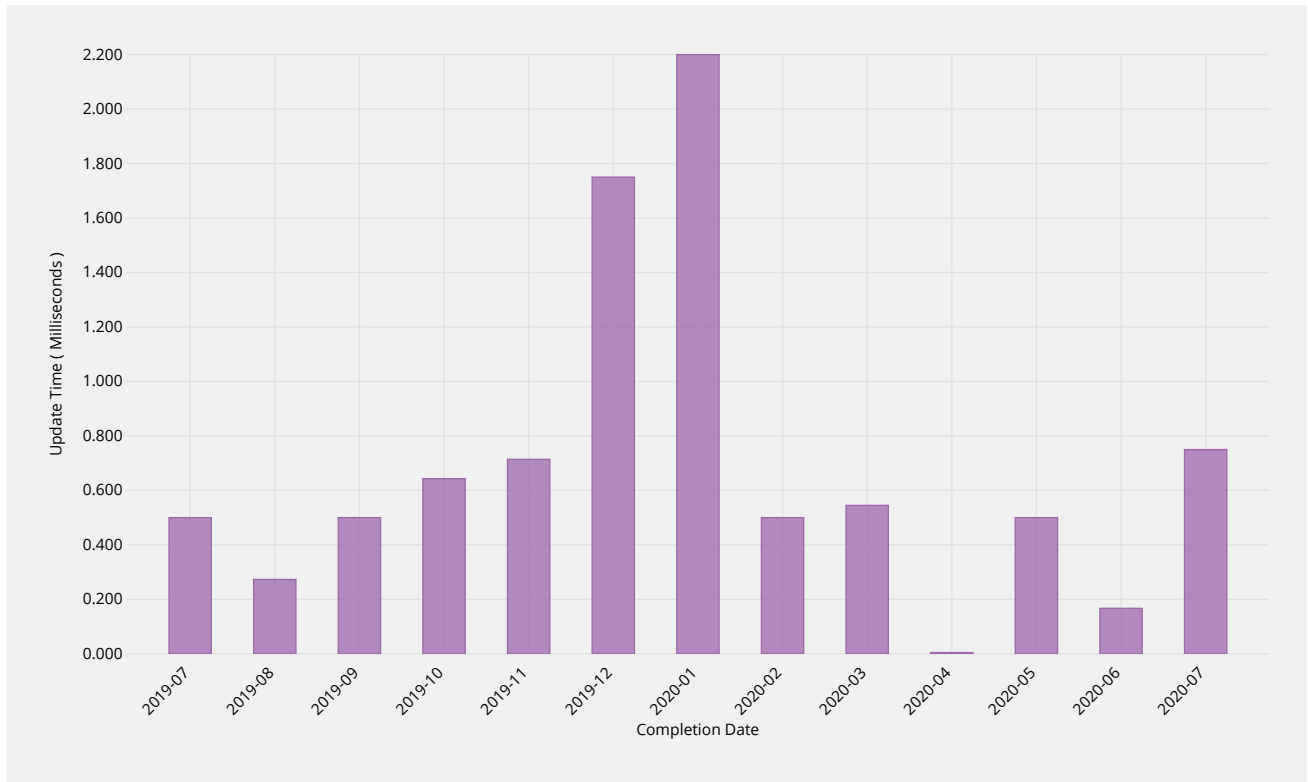
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	0.13s	0.07s	0.09s	0.09s	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s	0.1s	0.08s	0.07s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	10	22	16	16	12	4	15	2	11	8	5	12	8
Mean Time	0.06s	0.04s	0.05s	0.05s	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s	0.05s
Shortest Time	0.02s	0.01s	0.03s	0.04s	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s	0.04s
Longest Time	0.14s	0.07s	0.12s	0.1s	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s	0.08s
Median Time	0.04s	0.04s	0.04s	0.05s	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s	0.04s
PStDev Time	0.04s	0.01s	0.02s	0.02s	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s	0.01s

## Credential Change

Time to implement new password within the system.

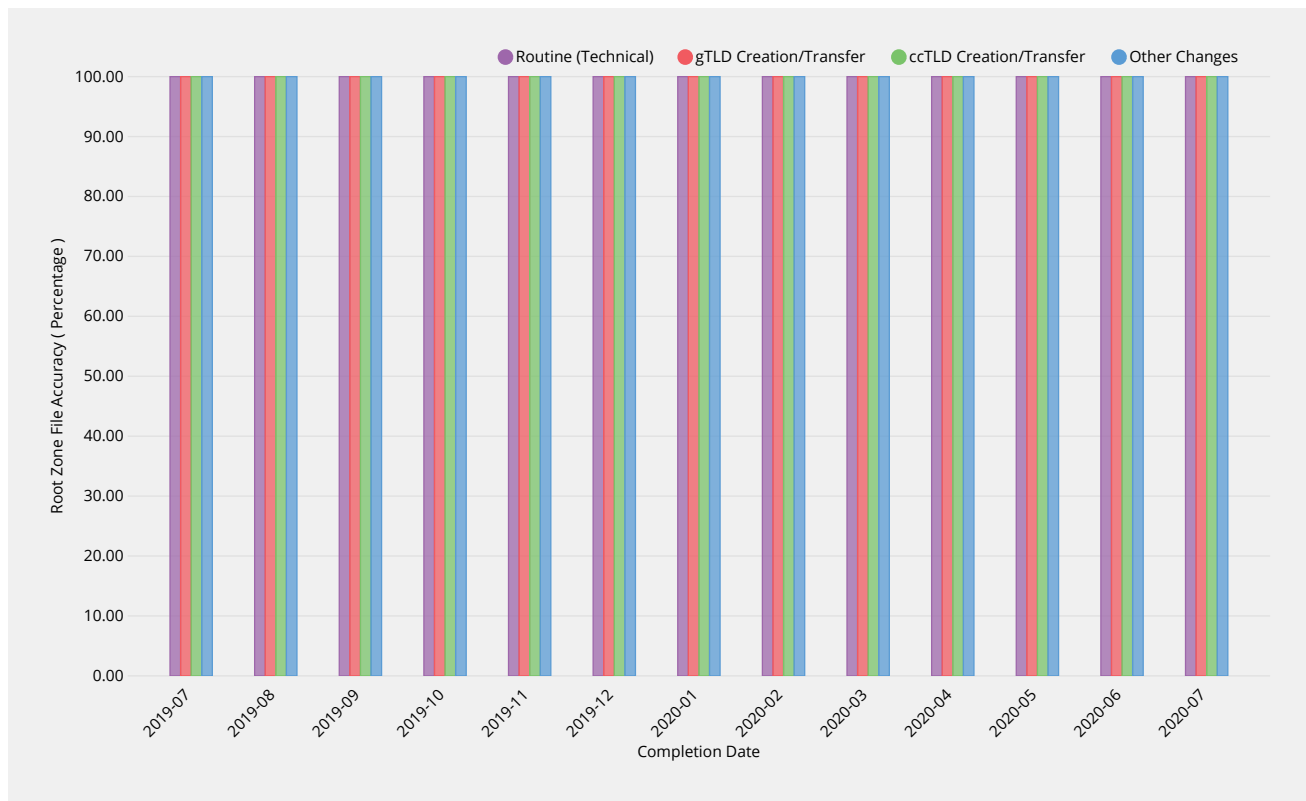


Credential Change	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Update Time	1.65ms	1ms	2ms	1.7ms	1ms	3.55ms	5ms	0.95ms	1ms	0ms	1ms	1.000ms	1.650ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	8	22	16	14	7	4	10	2	11	6	4	12	8
Mean Time	0.5ms	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms	2.2ms	0.5ms	0.545ms	0ms	0.5ms	0.167ms	0.750ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	0.000ms	0.000ms
Longest Time	2ms	1ms	2ms	3ms	1ms	4ms	5ms	1ms	1ms	0ms	1ms	1.000ms	2.000ms
Median Time	0ms	0ms	0ms	0.5ms	1ms	1ms	1.5ms	0.5ms	1ms	0ms	0.5ms	0.000ms	1.000ms
PStDev Time	0.707ms	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms	1.661ms	0.5ms	0.498ms	0ms	0.5ms	0.373ms	0.661ms

# Accuracy

## Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	66	23	42	18	36	34	68	30	61	697	81	251	49

gTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	1	1	0	1	0	0	0	0	0	3	1

ccTLD Creation/Transfer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	1	0	1	0	2	0	0	0	0	1	0

Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	6	3	0	11	2	5	1	2	1	4	3	2



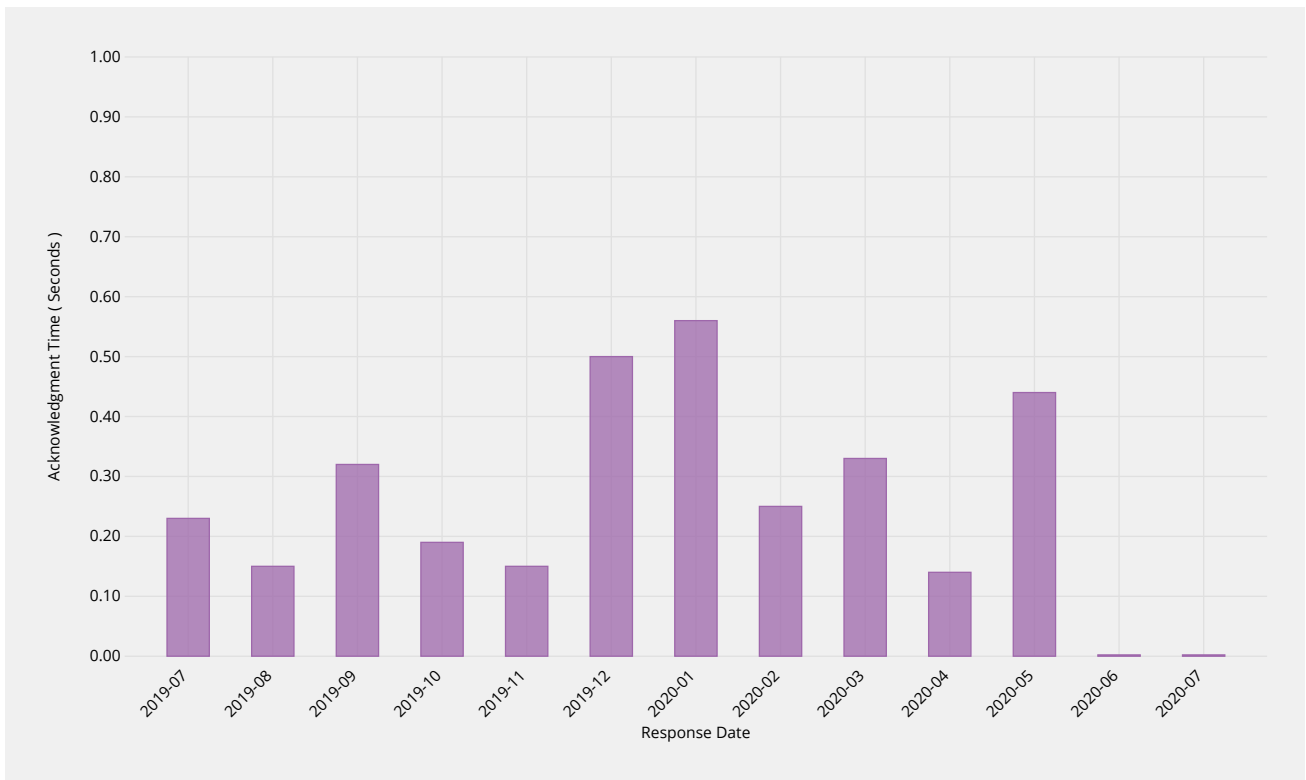


Other Changes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Request Count	1	6	3	0	11	2	5	1	2	1	4	3	2

## Enquiry Processing

### Time to acknowledge

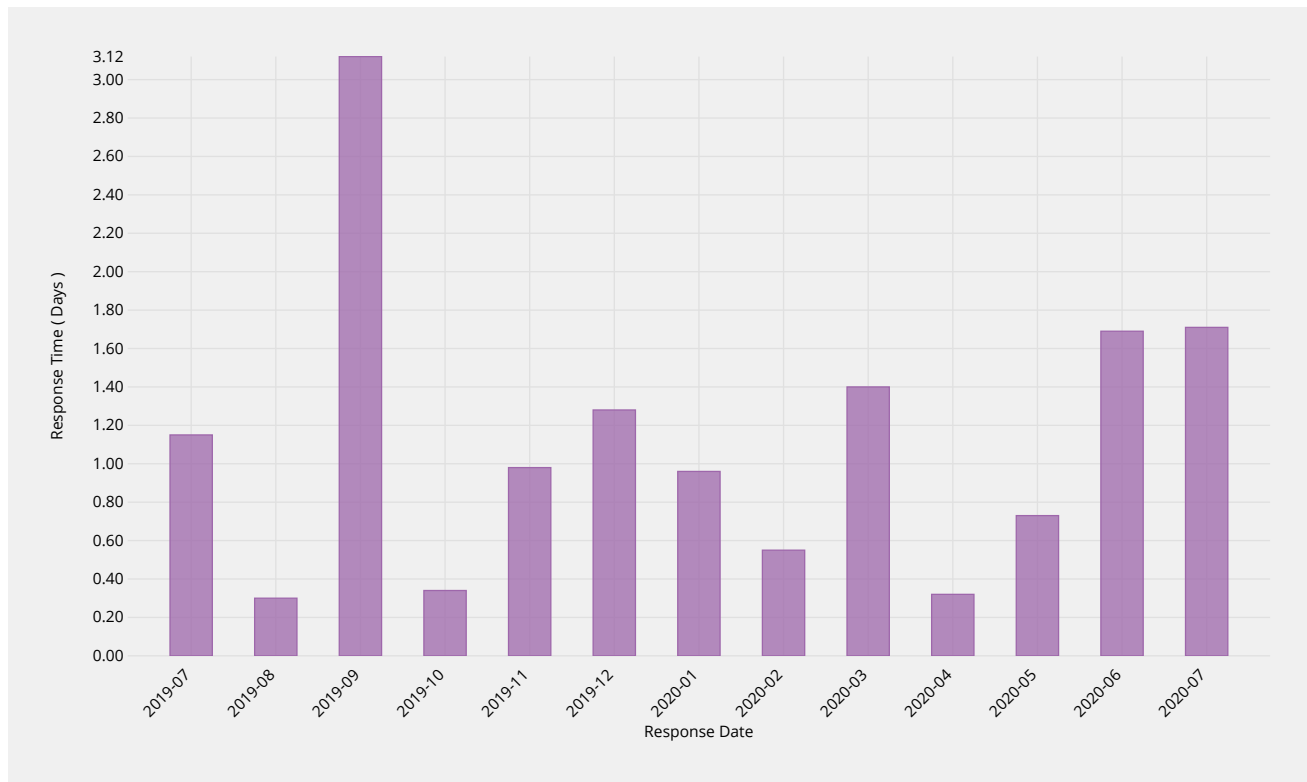
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Acknowledgment Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	26	48	28	27	13	10	9	12	6	7	9	2	5
Mean Time	0.23s	0.15s	0.32s	0.19s	0.15s	0.50s	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.50s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.42s	0.35s	0.47s	0.39s	0.36s	0.50s	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s

## Time to initial response

Time taken for staff to respond to enquiry, either in part or in whole.

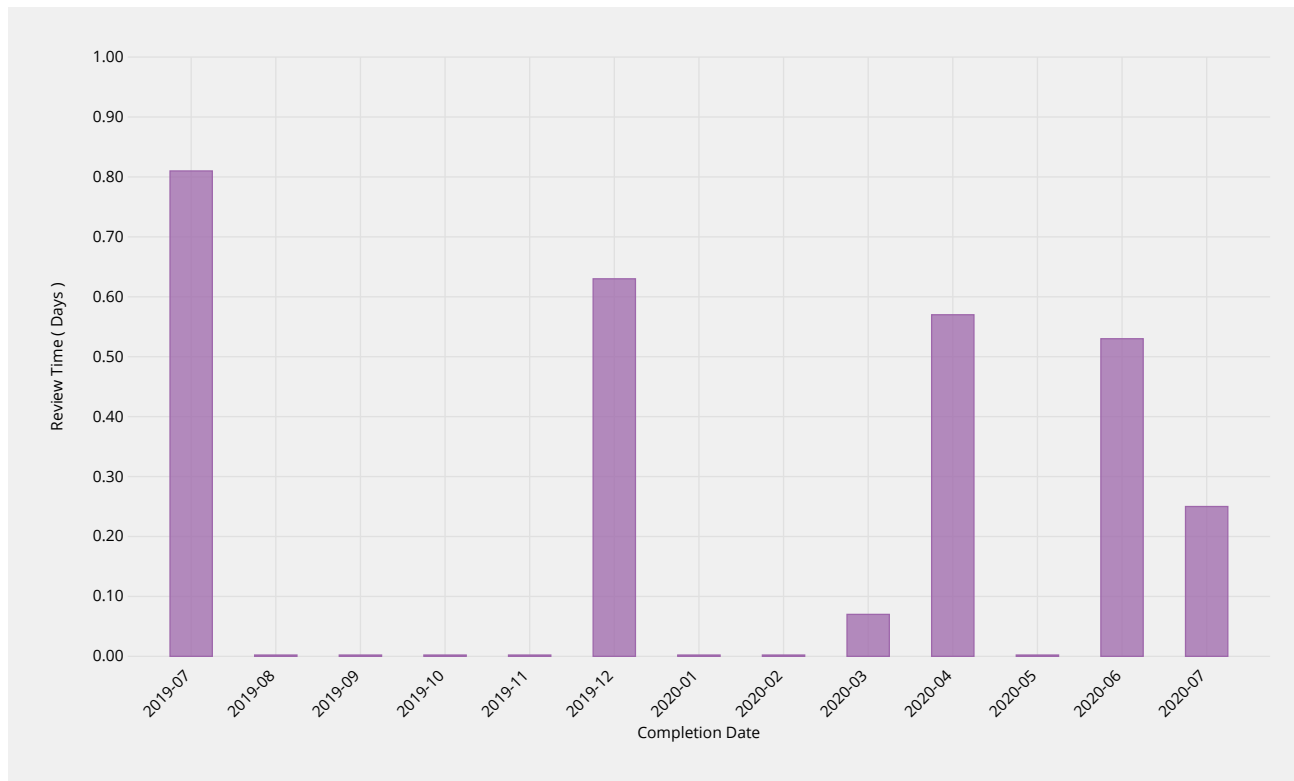


Manual Enquiries	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Response Time	2.84d	0.75d	2.61d	0.77d	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	29	40	30	22	12	7	9	10	6	7	7	2	5
Mean Time	1.15d	0.30d	3.12d	0.34d	0.98d	1.28d	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d
Shortest Time	0.01d	0.00d	0.00d	0.01d	0.01d	0.01d	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d
Longest Time	11.23d	1.27d	41.11d	1.26d	2.82d	3.26d	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d
Median Time	0.28d	0.21d	0.30d	0.22d	0.70d	0.74d	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d
PStDev Time	2.14d	0.30d	9.56d	0.33d	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d

# Label Generation Rulesets

## Review Time

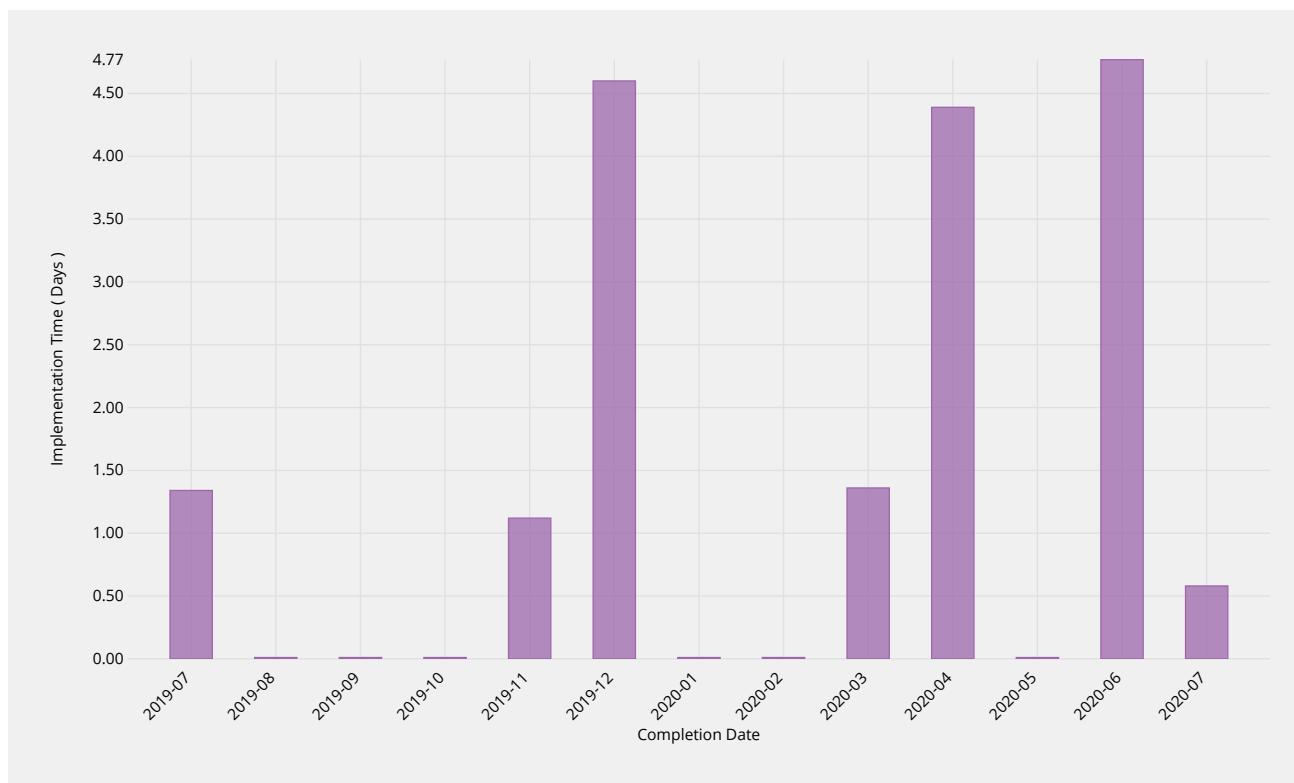
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Review Time	0.81d	—	—	—	—	0.63d	—	—	0.07d	0.57d	—	0.53d	0.25d
Monthly Threshold	—	—	—	—	—	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	2	0	0	0	0	2	0	0	2	3	0	3	2
Shortest Time	0.79d	—	—	—	—	0.37d	—	—	0.02d	0.39d	—	0.01d	0.24d
Longest Time	0.81d	—	—	—	—	0.66d	—	—	0.07d	0.61d	—	0.56d	0.25d
Median Time	0.8d	—	—	—	—	0.51d	—	—	0.04d	0.42d	—	0.38d	0.25d
PStDev Time	0.01d	—	—	—	—	0.14d	—	—	0.03d	0.1d	—	0.23d	0.01d

## Implementation Time

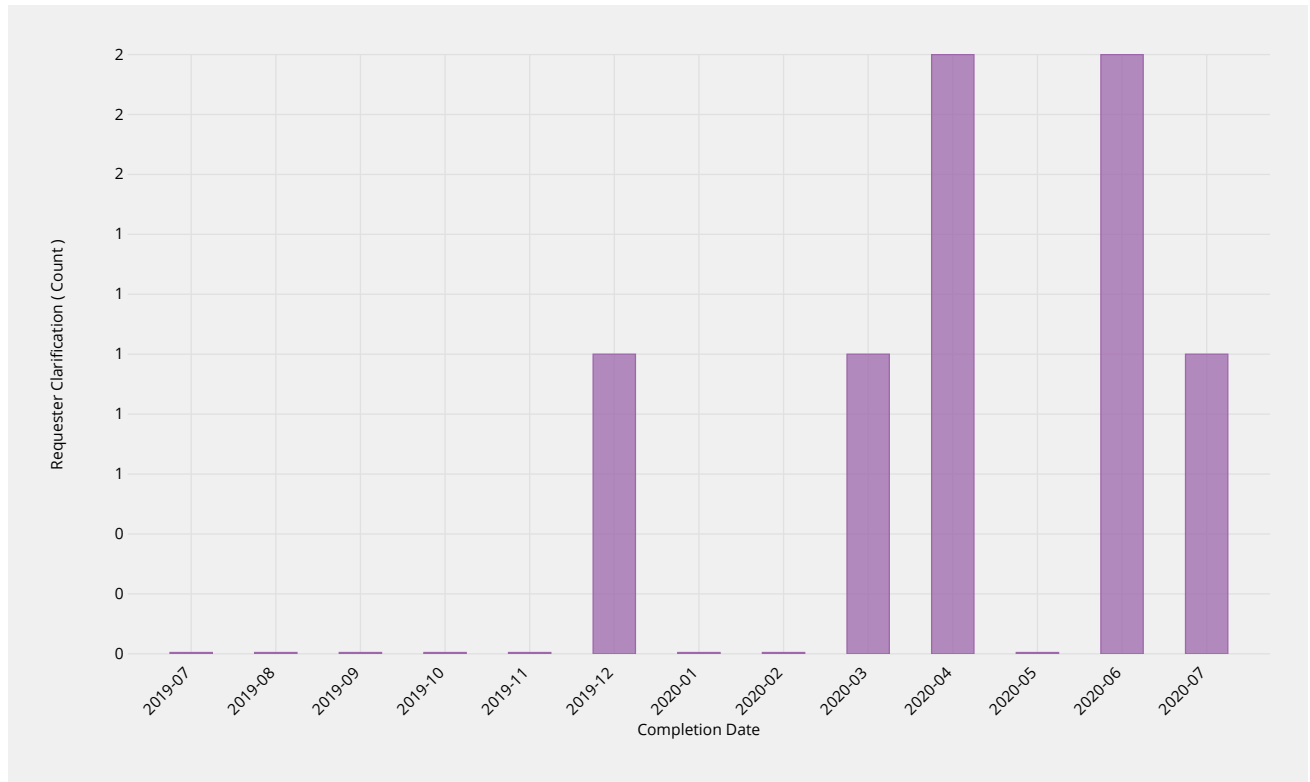
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Implementation Time	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d
Monthly Threshold	—	—	—	—	—	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	0	0	0	1	1	0	0	1	1	0	1	1
Shortest Time	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d
Longest Time	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d
Median Time	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d	0.58d
PStDev Time	0d	—	—	—	0d	0d	—	—	0d	0d	—	0.00d	0.00d

## Requester Clarification

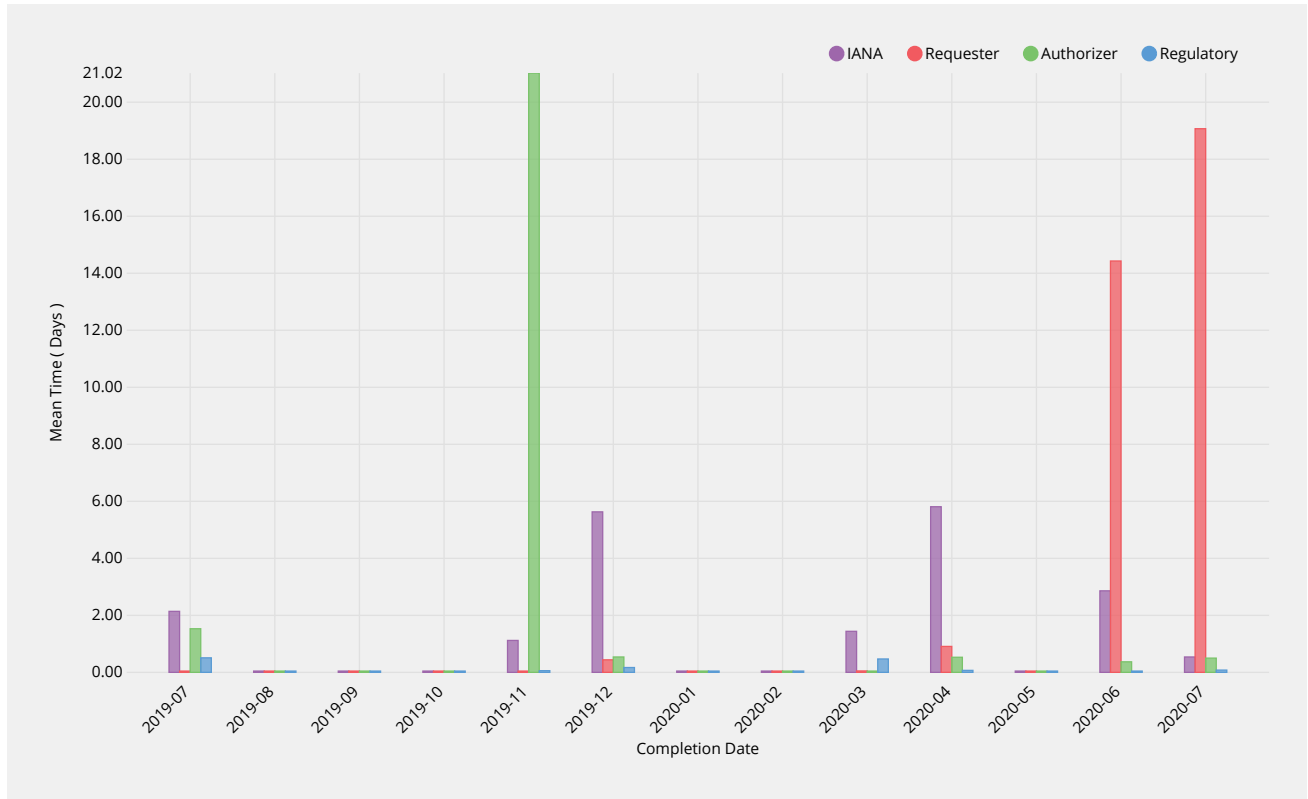
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Count	0	—	—	—	0	1	—	—	1	2	—	2	1
Request Count	2	0	0	0	1	1	0	0	1	1	0	2	2
Shortest Clarification	0	—	—	—	0	1	—	—	1	2	—	1	0
Longest Clarification	0	—	—	—	0	1	—	—	1	2	—	1	1

## Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Mean Time	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d
Review Count	2	0	0	0	1	1	0	0	1	1	0	2	2
Shortest Time	2.13d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	0.38d	0.24d
Longest Time	2.15d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	5.34d	0.83d
Median Time	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d
PStDev Time	0.01d	—	—	—	0d	0d	—	—	0d	0d	—	2.48d	0.30d

Requester	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Mean Time	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d
Review Count	0	0	0	0	0	1	0	0	1	1	0	2	1
Shortest Time	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	0.02d	19.07d
Longest Time	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	28.84d	19.07d
Median Time	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d
PStDev Time	—	—	—	—	—	0d	—	—	0d	0d	—	14.41d	0.00d

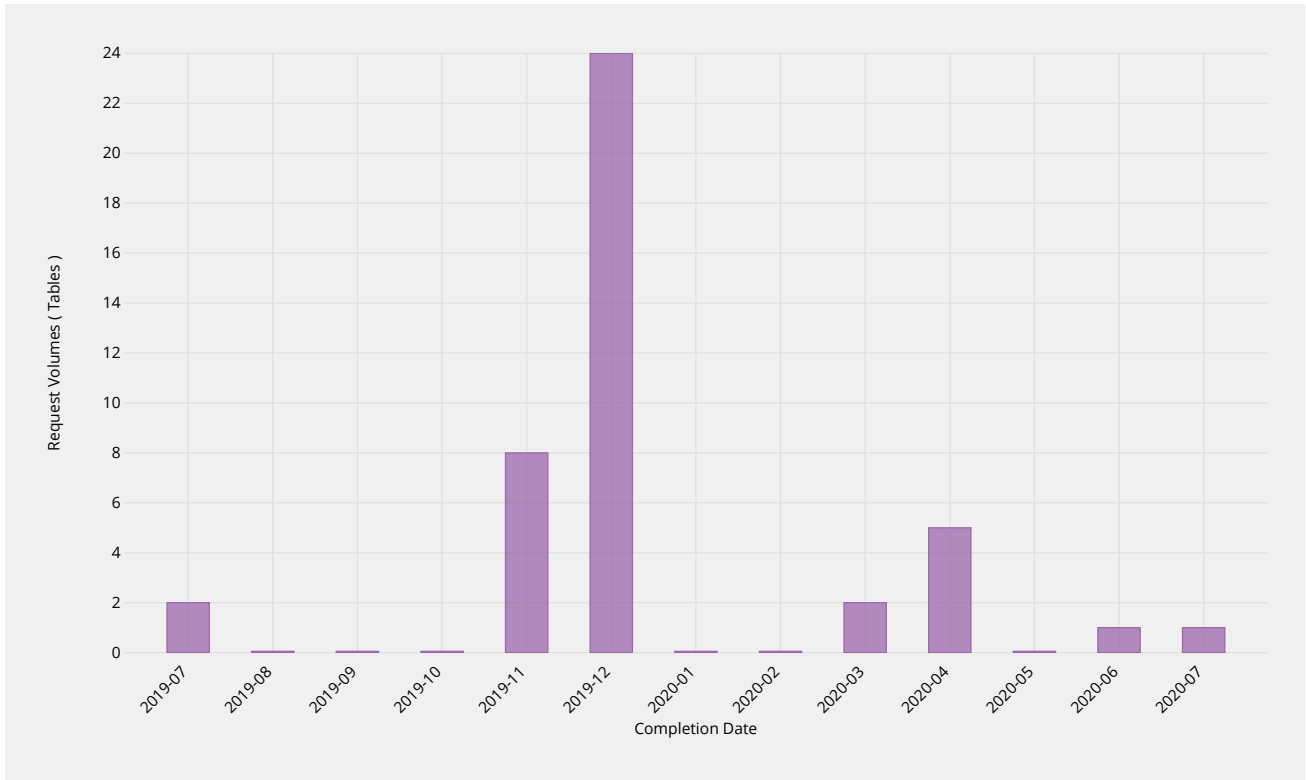
Authorizer	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Mean Time	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d
Review Count	2	0	0	0	1	1	0	0	1	1	0	1	1
Shortest Time	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d
Longest Time	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d
Median Time	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d
PStDev Time	0d	—	—	—	0d	0d	—	—	0d	0d	—	0.00d	0.00d

Regulatory	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Mean Time	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d
Review Count	2	0	0	0	1	1	0	0	1	1	0	1	1
Shortest Time	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d

Regulatory	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Longest Time	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d
Median Time	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d
PStDev Time	0d	—	—	—	0d	0d	—	—	0d	0d	—	0.00d	0.00d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07
Total LGRs Processed	2	—	—	—	8	24	—	—	2	5	—	1	1
Request Count	2	0	0	0	1	1	0	0	1	1	0	1	1
Average LGRs per Request	1	—	—	—	8	24	—	—	2	5	—	1	1
Smallest per Request	1	—	—	—	8	24	—	—	2	5	—	1	1
Largest per Request	1	—	—	—	8	24	—	—	2	5	—	1	1

# Definitions

## Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
  - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
  - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
  - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
  - iv. Removing a TLD from service (e.g. retirement or revocation);
  - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

## Field Definitions

The fields in the preceding tables are as follows:



- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.