

IANA Naming Function Monthly Performance Report

October 2020

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.48s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.18s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.46s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.52s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.99d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.25d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.01d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.68m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 0.17m	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%)	✓ 3.10m	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%)	✓ 0.71m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ 0.11m	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.00ms	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%)	✓ 1.00ms	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
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.30d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.27d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 2.72d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.08d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 26.32h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 21.48h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	2.08h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.28s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.20s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.41s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.21s	p24
System Availability				
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%)	✓ 0.08s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.000ms	p30
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.32d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 4.10d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.10d	p36
Requester Clarification	Requester Clarification	N/A	0	p37
Time per Actor	IANA	N/A	6.25d	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	0.22d	p38
Time per Actor	Regulatory	N/A	0.19d	p38
Request Volumes	Request Volumes	N/A	111	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

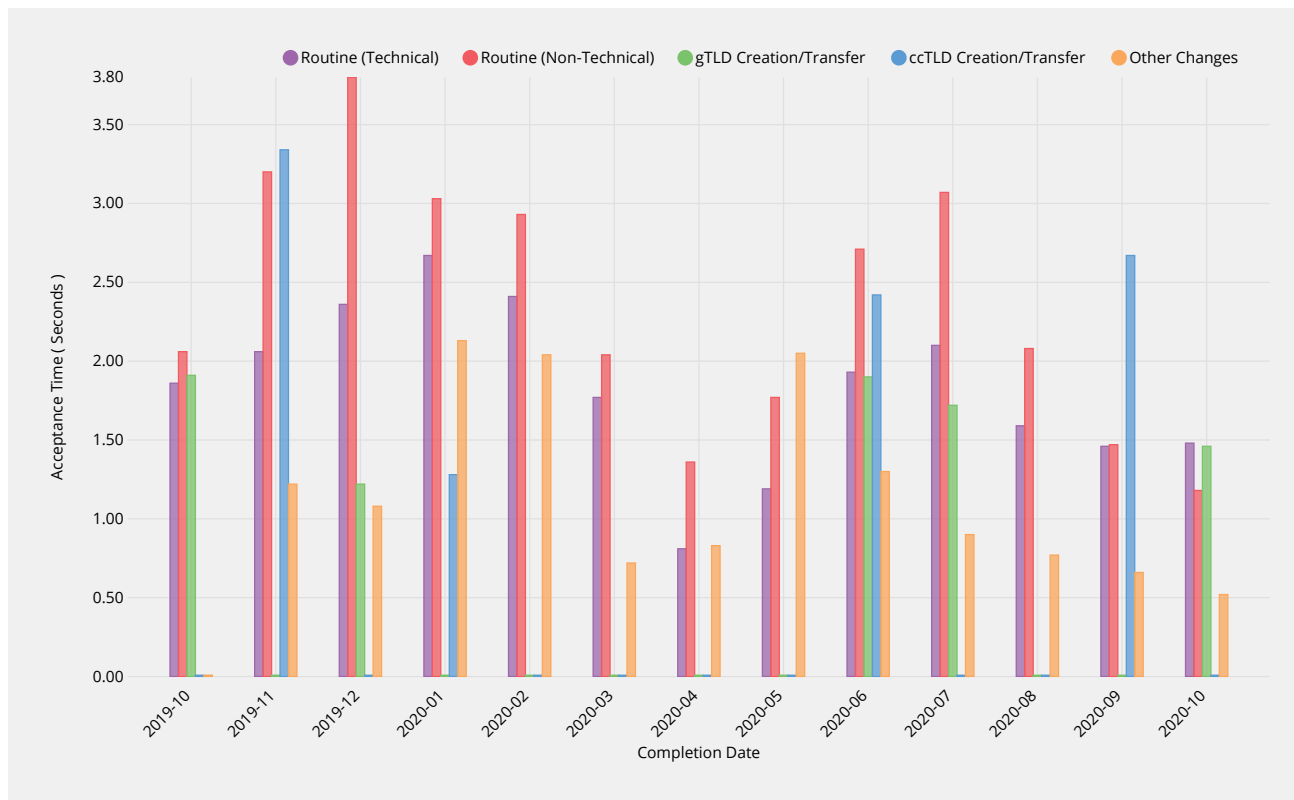
There were no exceptions for the reporting period.

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)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Acceptance Time	1.86s	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s	1.59s	1.46s	1.48s
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	26	38	42	72	36	71	704	83	255	53	33	77	154
Mean Time	0.95s	1.17s	1.50s	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s	0.74s	0.68s	0.66s
Shortest Time	0.50s	0.61s	0.64s	0.63s	0.61s	0.50s	0.51s	0.54s	0.67s	0.58s	0.48s	0.47s	0.38s
Longest Time	2.14s	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s	1.66s	2.35s	1.83s
Median Time	0.65s	1.07s	1.25s	1.26s	1.09s	0.66s	0.60s	0.67s	1.05s	0.94s	0.60s	0.60s	0.58s
PStDev Time	0.49s	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s	0.33s	0.30s	0.27s

Routine (Non-Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Acceptance Time	2.06s	3.20s	3.80s	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s	2.08s	1.47s	1.18s
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	52	19	23	145	69	22	111	59	28	14	14	20	204
Mean Time	1.24s	2.00s	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s	1.12s	1.14s	1.02s
Shortest Time	0.78s	1.00s	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s	0.81s	0.80s	0.76s
Longest Time	2.93s	3.26s	4.36s	3.89s	3.94s	2.10s	2.47s	3.21s	2.92s	3.08s	2.20s	1.48s	2.15s
Median Time	1.10s	1.94s	2.00s	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s	0.94s	1.07s	1.00s
PStDev Time	0.45s	0.65s	0.72s	0.61s	0.63s	0.40s	0.25s	0.39s	0.44s	0.61s	0.42s	0.20s	0.16s

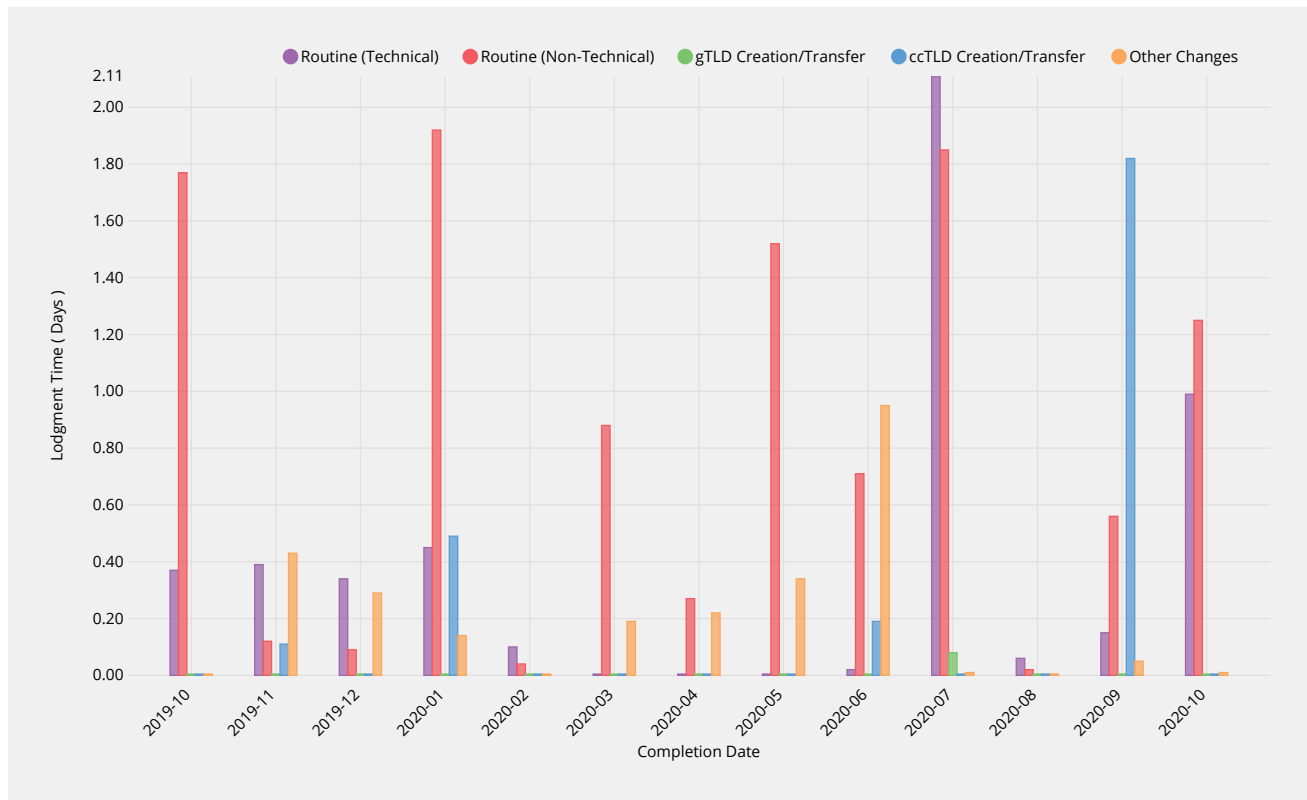
gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Acceptance Time	1.91s	—	1.22s	—	—	—	—	—	1.90s	1.72s	—	—	1.46s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	1	0	0	0	0	0	3	1	0	0	4
Mean Time	1.91s	—	1.22s	—	—	—	—	—	1.43s	1.72s	—	—	1.08s
Shortest Time	1.91s	—	1.22s	—	—	—	—	—	1.12s	1.72s	—	—	0.63s
Longest Time	1.91s	—	1.22s	—	—	—	—	—	1.98s	1.72s	—	—	1.51s
Median Time	1.91s	—	1.22s	—	—	—	—	—	1.18s	1.72s	—	—	1.10s
PStDev Time	0.00s	—	0.00s	—	—	—	—	—	0.39s	0.00s	—	—	0.31s

ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Acceptance Time	—	3.34s	—	1.28s	—	—	—	—	2.42s	—	—	2.67s	—
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	0	2	0	0	0	0	1	0	0	1	0
Mean Time	—	3.34s	—	1.16s	—	—	—	—	2.42s	—	—	2.67s	—
Shortest Time	—	3.34s	—	1.03s	—	—	—	—	2.42s	—	—	2.67s	—
Longest Time	—	3.34s	—	1.29s	—	—	—	—	2.42s	—	—	2.67s	—
Median Time	—	3.34s	—	1.16s	—	—	—	—	2.42s	—	—	2.67s	—
PStDev Time	—	0.00s	—	0.13s	—	—	—	—	0.00s	—	—	0.00s	—

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Acceptance Time	—	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s	0.77s	0.66s	0.52s
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	11	2	5	1	2	1	4	3	2	1	2	1
Mean Time	—	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s	0.77s	0.60s	0.52s
Shortest Time	—	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s	0.77s	0.53s	0.52s
Longest Time	—	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s	0.77s	0.66s	0.52s
Median Time	—	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s	0.77s	0.60s	0.52s
PStDev Time	—	0.10s	0.07s	0.36s	0.00s	0.04s	0.00s	0.49s	0.12s	0.14s	0.00s	0.07s	0.00s

Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Lodgment Time	0.37d	0.39d	0.34d	0.45d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	0.99d
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	2	4	3	6	1	1	0	0	1	1	1	2	6
Mean Time	0.25d	0.14d	0.23d	0.25d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.25d
Shortest Time	0.12d	0.00d	0.13d	0.10d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.04d	0.00d
Longest Time	0.38d	0.44d	0.36d	0.48d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	1.29d
Median Time	0.25d	0.06d	0.19d	0.21d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.06d
PStDev Time	0.13d	0.18d	0.10d	0.14d	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.06d	0.47d

Routine (Non-Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Lodgment Time	1.77d	0.12d	0.09d	1.92d	0.04d	0.88d	0.27d	1.52d	0.71d	1.85d	0.02d	0.56d	1.25d
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	6	2	1	6	1	4	5	1	5	4	1	1	4
Mean Time	0.81d	0.11d	0.09d	0.85d	0.04d	0.41d	0.17d	1.52d	0.34d	0.65d	0.02d	0.56d	0.65d
Shortest Time	0.01d	0.09d	0.09d	0.06d	0.04d	0.07d	0.01d	1.52d	0.02d	0.02d	0.02d	0.56d	0.10d
Longest Time	1.92d	0.12d	0.09d	2.02d	0.04d	0.98d	0.27d	1.52d	0.76d	2.10d	0.02d	0.56d	1.30d
Median Time	0.75d	0.11d	0.09d	0.59d	0.04d	0.30d	0.23d	1.52d	0.25d	0.24d	0.02d	0.56d	0.60d
PStDev Time	0.71d	0.01d	0.00d	0.72d	0.00d	0.34d	0.11d	0.00d	0.26d	0.85d	0.00d	0.00d	0.51d

gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Lodgment Time	—	—	—	—	—	—	—	—	—	0.08d	—	—	—
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	0	0	0	0	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	0.08d	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	0.08d	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	0.08d	—	—	—

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

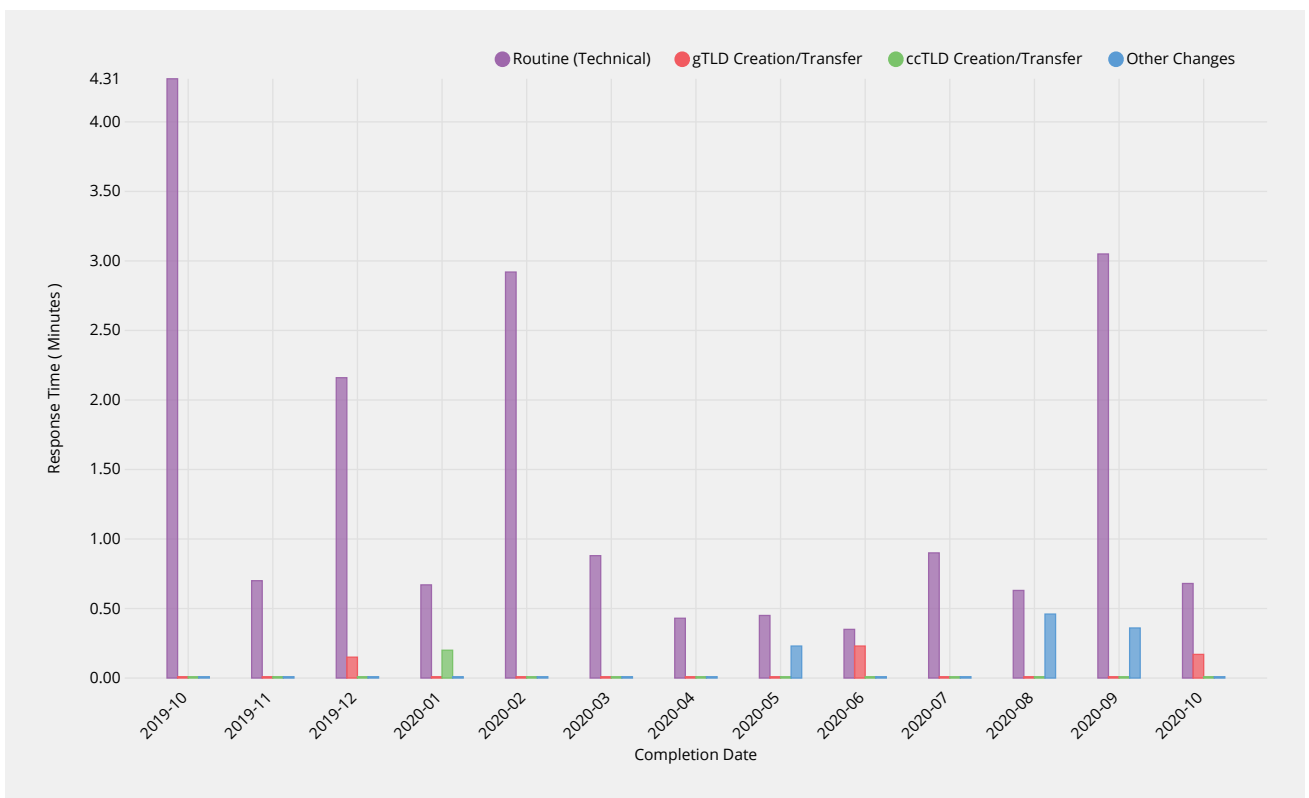
ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Lodgment Time	—	0.11d	—	0.49d	—	—	—	—	0.19d	—	—	1.82d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	2	0	0	0	0	1	0	0	1	0
Mean Time	—	0.11d	—	0.35d	—	—	—	—	0.19d	—	—	1.82d	—
Shortest Time	—	0.11d	—	0.19d	—	—	—	—	0.19d	—	—	1.82d	—
Longest Time	—	0.11d	—	0.50d	—	—	—	—	0.19d	—	—	1.82d	—
Median Time	—	0.11d	—	0.35d	—	—	—	—	0.19d	—	—	1.82d	—
PStDev Time	—	0.00d	—	0.16d	—	—	—	—	0.00d	—	—	0.00d	—

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Lodgment Time	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.34d	0.95d	0.01d	—	0.05d	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	0	11	2	1	0	2	1	2	2	2	0	1	1
Mean Time	—	0.23d	0.29d	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d
Shortest Time	—	0.01d	0.29d	0.14d	—	0.19d	0.22d	0.24d	0.01d	0.01d	—	0.05d	0.01d
Longest Time	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.35d	1.00d	0.01d	—	0.05d	0.01d
Median Time	—	0.13d	0.29d	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d
PStDev Time	—	0.18d	0.00d	0.00d	—	0.00d	0.00d	0.05d	0.49d	0.00d	—	0.00d	0.00d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	4.31m	0.70m	2.16m	0.67m	2.92m	0.88m	0.43m	0.45m	0.35m	0.90m	0.63m	3.05m	0.68m
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	26	38	42	72	36	71	704	83	255	53	33	77	154
Mean Time	0.84m	0.35m	0.72m	0.45m	0.79m	0.38m	0.19m	0.20m	0.21m	0.35m	0.28m	0.59m	0.29m
Shortest Time	0.12m	0.12m	0.09m	0.11m	0.13m	0.11m	0.08m	0.08m	0.09m	0.10m	0.08m	0.10m	0.10m
Longest Time	9.32m	1.74m	13.12m	7.85m	3.34m	3.40m	3.21m	0.51m	3.11m	2.85m	1.30m	5.88m	2.87m
Median Time	0.29m	0.29m	0.23m	0.26m	0.40m	0.27m	0.16m	0.17m	0.16m	0.21m	0.19m	0.23m	0.20m
PStDev Time	1.97m	0.28m	2.01m	0.93m	0.88m	0.44m	0.16m	0.11m	0.33m	0.41m	0.23m	1.08m	0.35m

gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	—	—	0.15m	—	—	—	—	—	0.23m	—	—	—	0.17m
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	0	0	3	0	0	0	2
Mean Time	—	—	0.15m	—	—	—	—	—	0.21m	—	—	—	0.15m
Shortest Time	—	—	0.15m	—	—	—	—	—	0.20m	—	—	—	0.14m
Longest Time	—	—	0.15m	—	—	—	—	—	0.23m	—	—	—	0.17m
Median Time	—	—	0.15m	—	—	—	—	—	0.21m	—	—	—	0.15m
PStDev Time	—	—	0.00m	—	—	—	—	—	0.01m	—	—	—	0.02m

ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	—	—	—	0.20m	—	—	—	—	—	—	—	—	—
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	0	2	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.20m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.20m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.20m	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.20m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0.00m	—	—	—	—	—	—	—	—	—

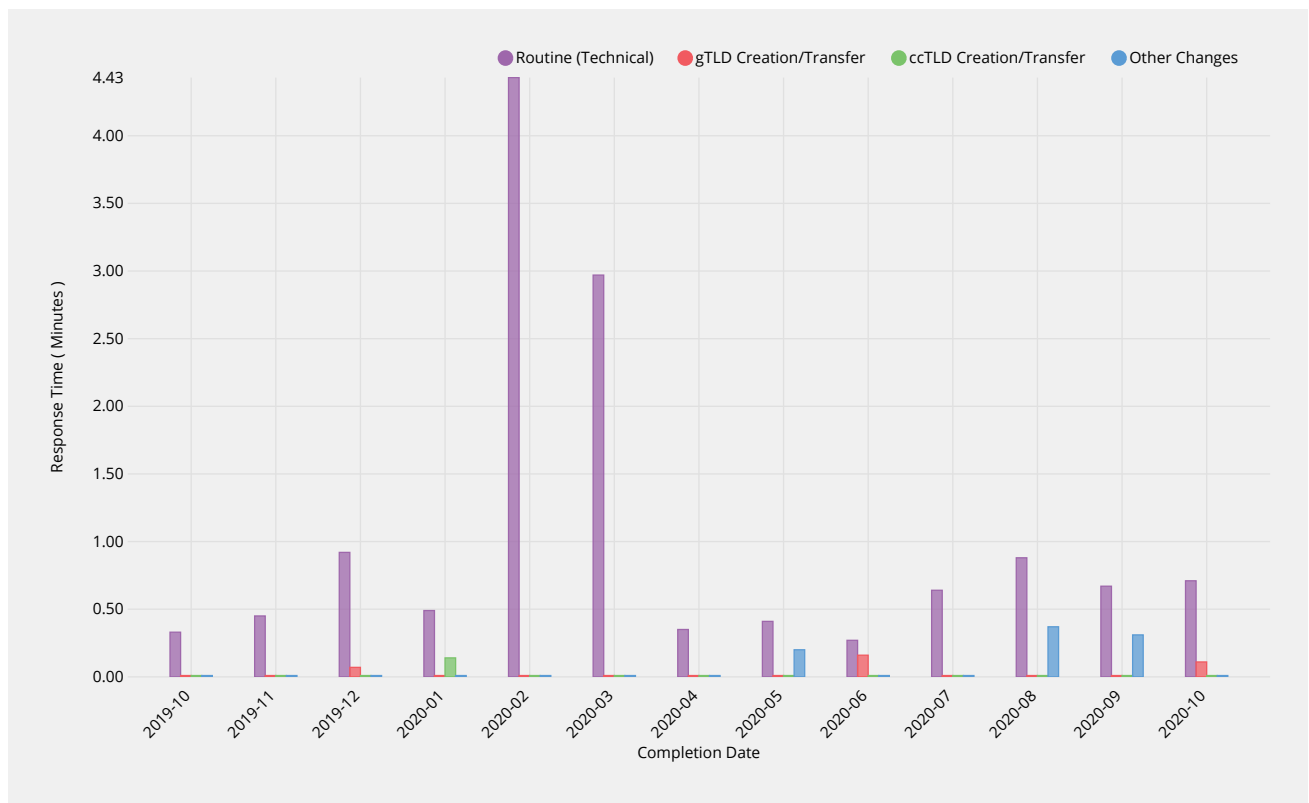
Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	—	—	—	—	—	—	—	0.23m	—	—	0.46m	0.36m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	2	0	0	1	1	0
Mean Time	—	—	—	—	—	—	—	0.17m	—	—	0.46m	0.36m	—
Shortest Time	—	—	—	—	—	—	—	0.12m	—	—	0.46m	0.36m	—
Longest Time	—	—	—	—	—	—	—	0.23m	—	—	0.46m	0.36m	—
Median Time	—	—	—	—	—	—	—	0.17m	—	—	0.46m	0.36m	—
PStDev Time	—	—	—	—	—	—	—	0.06m	—	—	0.00m	0.00m	—

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

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	—	—	—	—	—	—	—	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	0	0	0	0	0	0	4	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	0.18m	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.17m	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	0.20m	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	0.18m	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.01m	—	—	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	0.33m	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m	0.41m	0.27m	0.64m	0.88m	0.67m	0.71m
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	18	38	54	73	130	115	723	85	264	64	45	78	165
Mean Time	0.19m	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m	0.15m	0.14m	0.21m	0.25m	0.30m	0.26m
Shortest Time	0.06m	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m	0.07m	0.07m	0.07m	0.07m	0.08m	0.05m
Longest Time	0.71m	0.60m	10.30m	1.45m	4.48m	3.24m	0.75m	0.70m	3.07m	0.90m	1.65m	2.90m	0.99m
Median Time	0.18m	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m	0.10m	0.10m	0.10m	0.13m	0.17m	0.15m
PStDev Time	0.14m	0.11m	1.37m	0.19m	1.60m	1.17m	0.10m	0.12m	0.26m	0.19m	0.29m	0.51m	0.20m

gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	—	—	0.07m	—	—	—	—	—	0.16m	—	—	—	0.11m

gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
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	1	0	0	0	0	0	3	0	0	0	1
Mean Time	—	—	0.07m	—	—	—	—	—	0.15m	—	—	—	0.11m
Shortest Time	—	—	0.07m	—	—	—	—	—	0.14m	—	—	—	0.11m
Longest Time	—	—	0.07m	—	—	—	—	—	0.16m	—	—	—	0.11m
Median Time	—	—	0.07m	—	—	—	—	—	0.14m	—	—	—	0.11m
PStDev Time	—	—	0.00m	—	—	—	—	—	0.01m	—	—	—	0.00m

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

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	—	—	—	—	—	—	—	0.20m	—	—	0.37m	0.31m	—
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	0	0	0	0	0	2	0	0	1	1	0
Mean Time	—	—	—	—	—	—	—	0.14m	—	—	0.37m	0.31m	—
Shortest Time	—	—	—	—	—	—	—	0.08m	—	—	0.37m	0.31m	—
Longest Time	—	—	—	—	—	—	—	0.20m	—	—	0.37m	0.31m	—
Median Time	—	—	—	—	—	—	—	0.14m	—	—	0.37m	0.31m	—
PStDev Time	—	—	—	—	—	—	—	0.06m	—	—	0.00m	0.00m	—

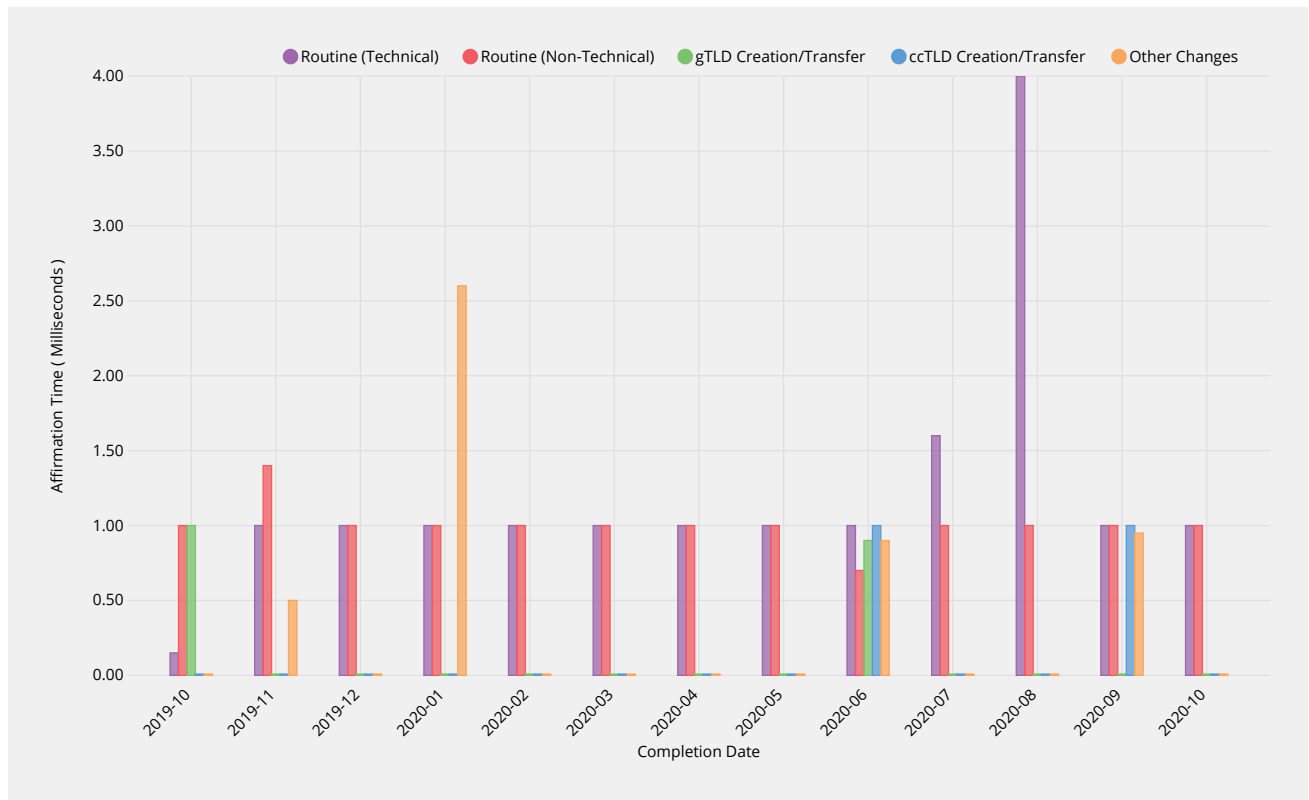
gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	1	0	0	0	0	0	3	1	0	0	4
Mean Time	1.00ms	—	1.00ms	—	—	—	—	—	1.33ms	1.00ms	—	—	2.00ms
Shortest Time	1.00ms	—	1.00ms	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms
Longest Time	1.00ms	—	1.00ms	—	—	—	—	—	2.00ms	1.00ms	—	—	2.00ms
Median Time	1.00ms	—	1.00ms	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms
PStDev Time	0.00ms	—	0.00ms	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms

ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Dispatch Time	—	1.00ms	—	3.90ms	—	—	—	—	1.00ms	—	—	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	1	0	2	0	0	0	0	1	0	0	1	0
Mean Time	—	1.00ms	—	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—
Shortest Time	—	1.00ms	—	2.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—
Longest Time	—	1.00ms	—	4.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—
Median Time	—	1.00ms	—	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—
PStDev Time	—	0.00ms	—	1.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Dispatch Time	—	1.00ms	1.00ms	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	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	11	2	5	1	2	1	2	0	0	1	1	0
Mean Time	—	1.00ms	1.00ms	1.40ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—
Shortest Time	—	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—
Longest Time	—	1.00ms	1.00ms	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—
Median Time	—	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—
PStDev Time	—	0.00ms	0.00ms	0.49ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	0.00ms	0.00ms	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Affirmation Time	0.15ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	4.00ms	1.00ms	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	18	36	35	68	30	62	696	81	251	49	30	64	143
Mean Time	0.06ms	0.14ms	0.17ms	0.28ms	0.30ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms	1.03ms	0.28ms	0.19ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	2.00ms	9.00ms	2.00ms	2.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.23ms	0.42ms	0.38ms	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms	1.91ms	0.48ms	0.41ms

Routine (Non-Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Affirmation Time	1.00ms	1.40ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.70ms	1.00ms	1.00ms	1.00ms	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	41	13	19	139	63	21	110	54	27	13	14	19	202
Mean Time	0.12ms	0.23ms	0.16ms	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms	0.36ms	0.26ms	0.23ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	5.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms	0.48ms	0.44ms	0.53ms

gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Affirmation Time	1.00ms	—	0.00ms	—	—	—	—	—	0.90ms	0.00ms	—	—	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	0	1	0	0	0	0	0	3	1	0	0	3
Mean Time	1.00ms	—	0.00ms	—	—	—	—	—	0.33ms	0.00ms	—	—	0.00ms
Shortest Time	1.00ms	—	0.00ms	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms

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

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

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Affirmation Time	—	0.50ms	0.00ms	2.60ms	0.00ms	0.00ms	0.00ms	0.00ms	0.90ms	0.00ms	0.00ms	0.95ms	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	11	2	5	1	2	1	4	3	2	1	2	1
Mean Time	—	0.09ms	0.00ms	0.80ms	0.00ms	0.00ms	0.00ms	0.00ms	0.33ms	0.00ms	0.00ms	0.50ms	0.00ms
Shortest Time	—	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	—	1.00ms	0.00ms	3.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	1.00ms	0.00ms
Median Time	—	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms
PStDev Time	—	0.29ms	0.00ms	1.17ms	0.00ms	0.00ms	0.00ms	0.00ms	0.47ms	0.00ms	0.00ms	0.50ms	0.00ms

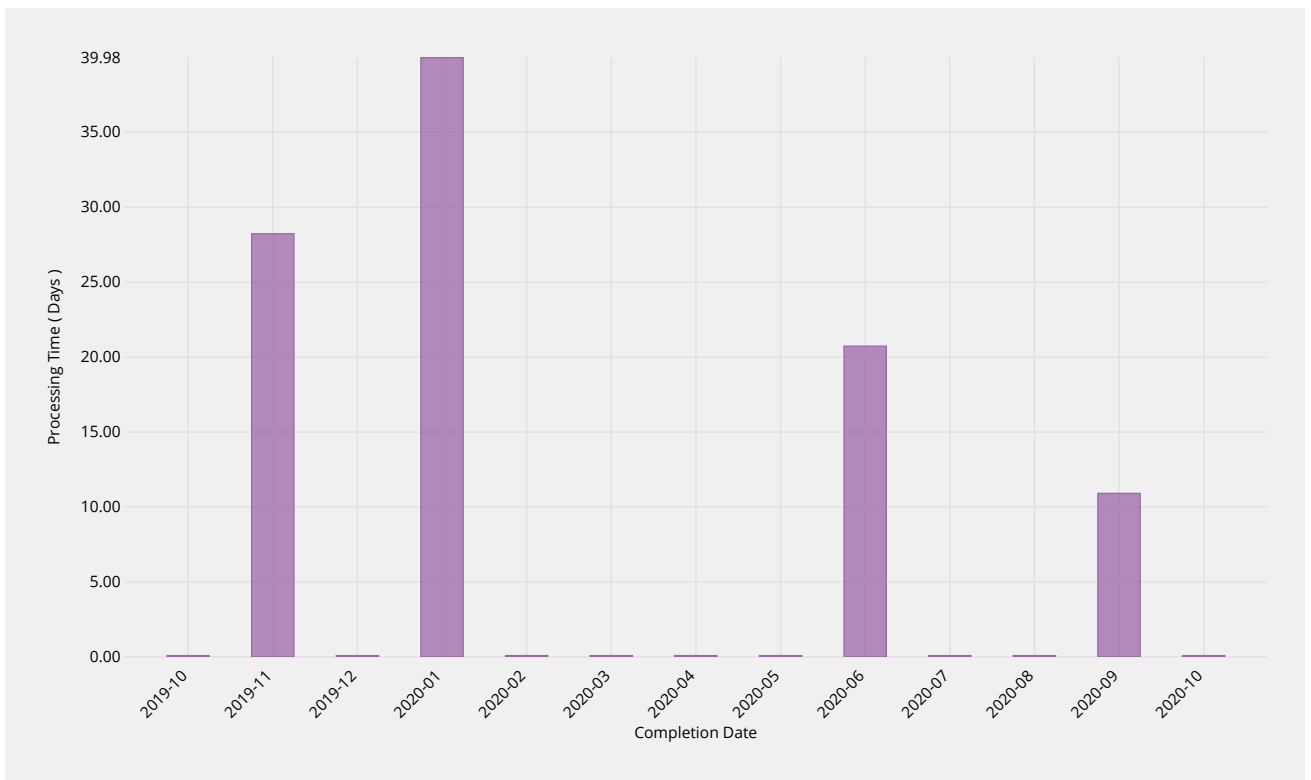
gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Request Count	1	0	1	0	0	0	0	0	3	1	0	0	3
Mean Time	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	1.64d
Shortest Time	1.29d	—	2.88d	—	—	—	—	—	0.93d	0.81d	—	—	0.19d
Longest Time	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	2.95d
Median Time	1.29d	—	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	1.80d
PStDev Time	0.00d	—	0.00d	—	—	—	—	—	0.00d	0.00d	—	—	1.13d

ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Processing Time	—	43.97d	—	65.13d	—	—	—	—	38.26d	—	—	21.04d	—
Monthly Threshold	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%	—	—	—	—	—
Request Count	0	1	0	2	0	0	0	0	1	0	0	1	0
Mean Time	—	43.97d	—	63.80d	—	—	—	—	38.26d	—	—	21.04d	—
Shortest Time	—	43.97d	—	62.48d	—	—	—	—	38.26d	—	—	21.04d	—
Longest Time	—	43.97d	—	65.13d	—	—	—	—	38.26d	—	—	21.04d	—
Median Time	—	43.97d	—	63.80d	—	—	—	—	38.26d	—	—	21.04d	—
PStDev Time	—	0.00d	—	1.33d	—	—	—	—	0.00d	—	—	0.00d	—

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Processing Time	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	11	2	5	1	2	1	4	3	2	1	2	1
Mean Time	—	0.28d	0.32d	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d	0.57d	2.14d	0.08d
Shortest Time	—	0.03d	0.03d	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d	0.57d	1.44d	0.08d
Longest Time	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d
Median Time	—	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d	0.57d	2.14d	0.08d
PStDev Time	—	0.25d	0.29d	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d	0.00d	0.70d	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).

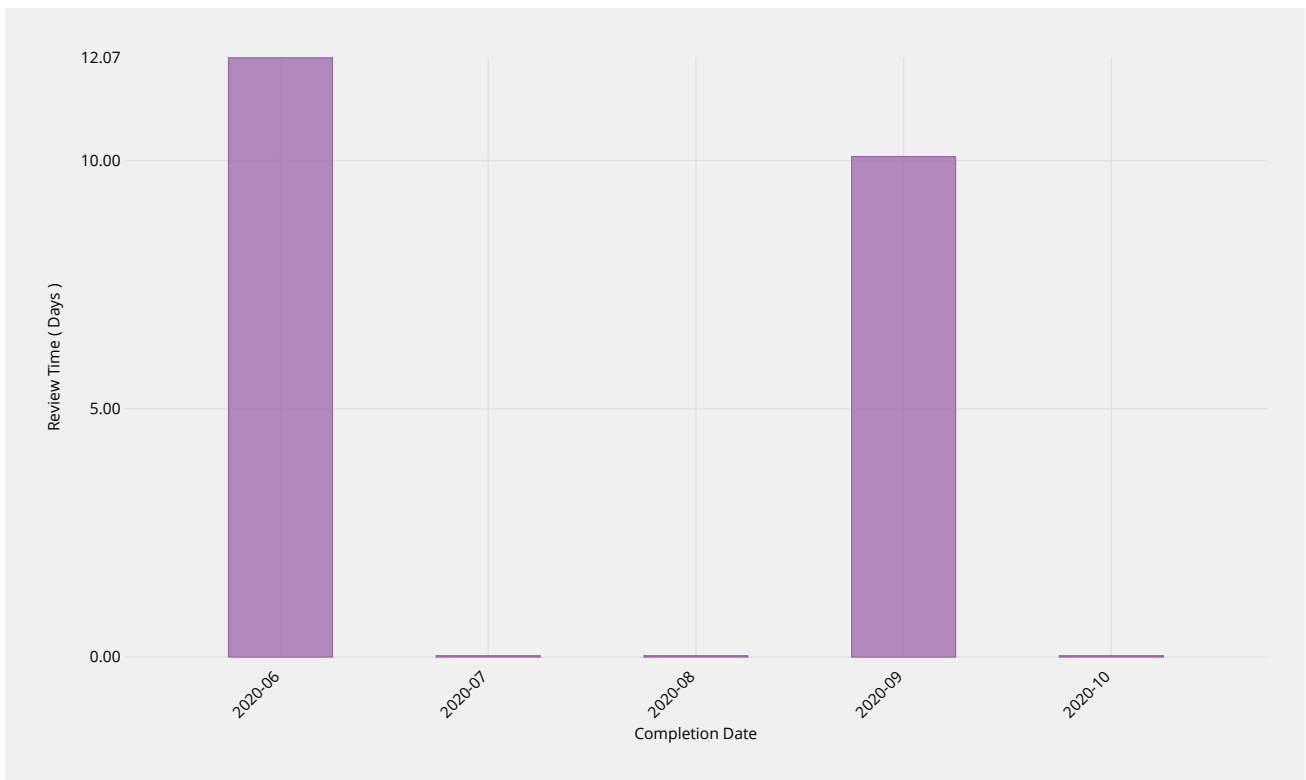


ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Processing Time	—	28.23d	—	39.98d	—	—	—	—	20.73d	—	—	10.91d	—
Request Count	0	1	0	2	0	0	0	0	1	0	0	1	0
Mean Time	—	28.23d	—	29.48d	—	—	—	—	20.73d	—	—	10.91d	—
Shortest Time	—	28.23d	—	18.98d	—	—	—	—	20.73d	—	—	10.91d	—
Longest Time	—	28.23d	—	39.98d	—	—	—	—	20.73d	—	—	10.91d	—
Median Time	—	28.23d	—	29.48d	—	—	—	—	20.73d	—	—	10.91d	—
PStDev Time	—	0.00d	—	10.50d	—	—	—	—	0.00d	—	—	0.00d	—

ccTLD Creation/Transfer

Submission Review

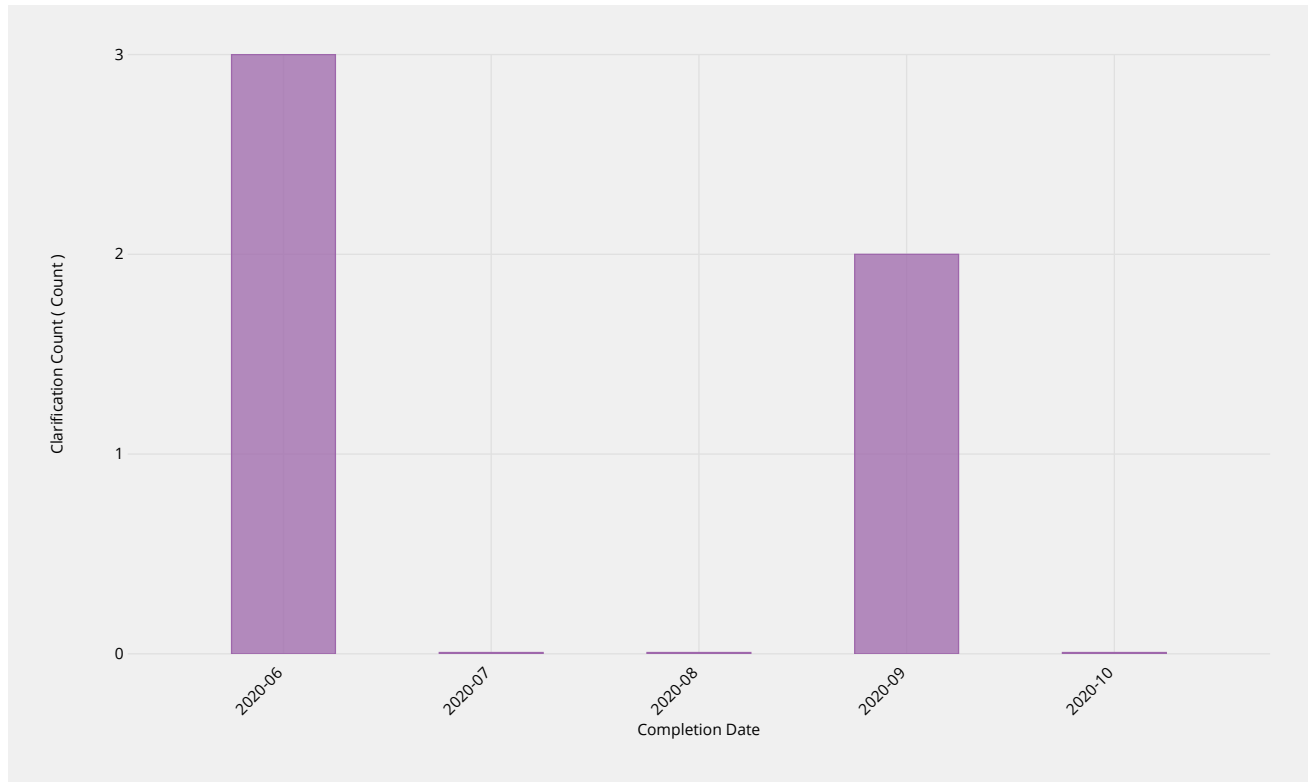
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08	2020-09	2020-10
Review Time	12.07d	—	—	10.08d	—
Monthly Threshold	14d	14d	14d	14d	14d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%
Review Count	3	0	0	2	0
Mean Time	8.34d	—	—	5.04d	—
Shortest Time	6.33d	—	—	0.00d	—
Longest Time	12.07d	—	—	10.08d	—
Median Time	6.63d	—	—	5.04d	—
PStDev Time	2.64d	—	—	5.04d	—

Requester Clarification

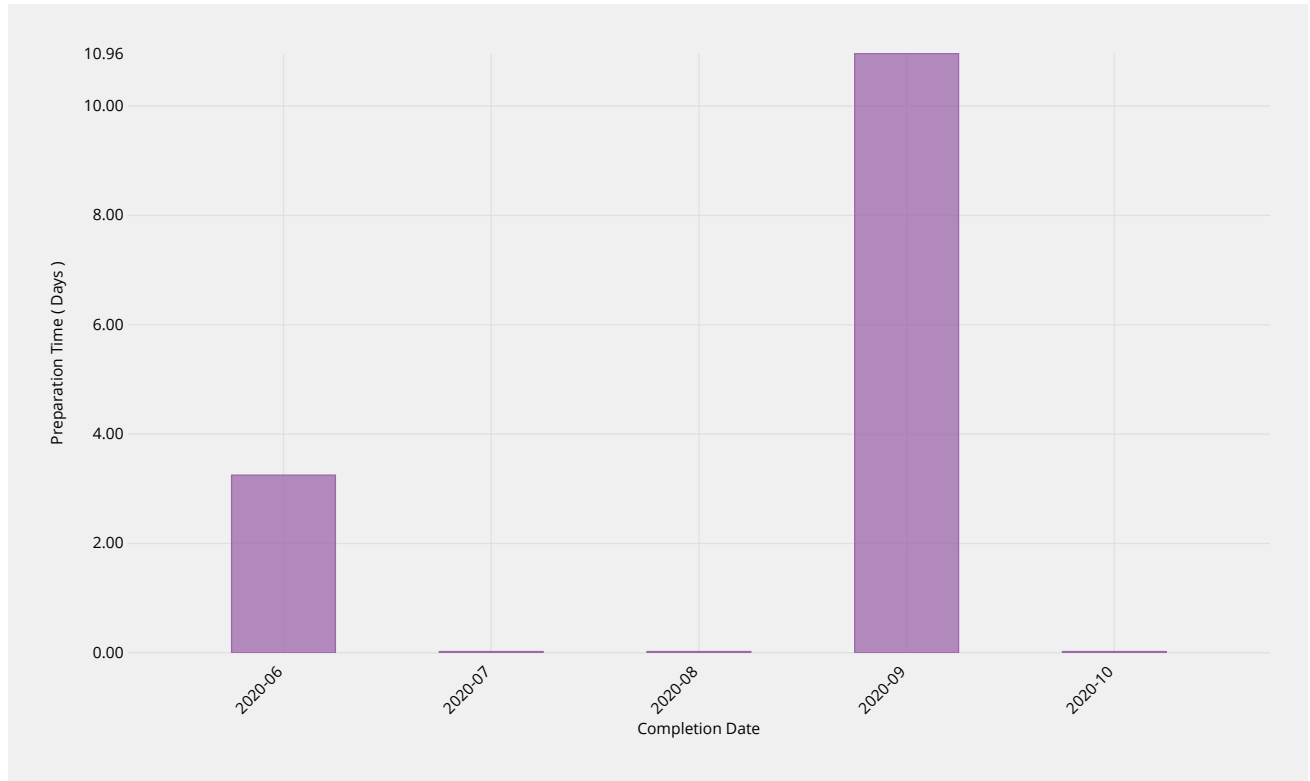
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08	2020-09	2020-10
Clarification Count	3	—	—	2	—
Request Count	1	0	0	1	0
Lowest Count	3	—	—	2	—
Highest Count	3	—	—	2	—

Report Preparation

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



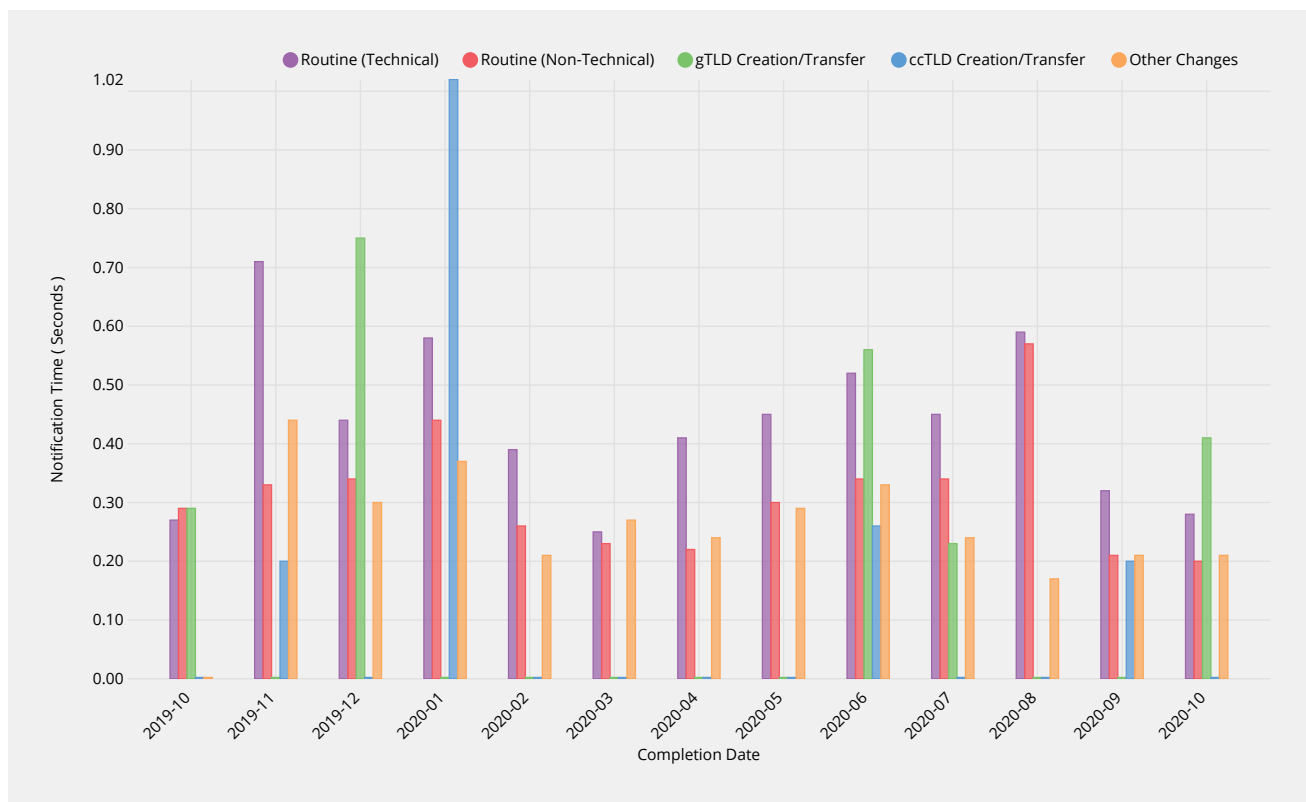
Report Preparation	2020-06	2020-07	2020-08	2020-09	2020-10
Preparation Time	3.25d	—	—	10.96d	—
Monthly Threshold	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	1	0	0	1	0
Mean Time	3.25d	—	—	10.96d	—
Shortest Time	3.25d	—	—	10.96d	—
Longest Time	3.25d	—	—	10.96d	—
Median Time	3.25d	—	—	10.96d	—
PStDev Time	0.00d	—	—	0.00d	—

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

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Publication Time	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	11	2	1	0	2	1	4	3	2	1	2	1
Mean Time	—	9.99h	8.33h	22.66h	—	2.78h	4.73h	14.93h	3.21h	5.34h	2.25h	5.26h	2.08h
Shortest Time	—	0.36h	1.31h	22.66h	—	2.40h	4.73h	4.35h	1.89h	4.45h	2.25h	5.03h	2.08h
Longest Time	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h
Median Time	—	13.60h	8.33h	22.66h	—	2.78h	4.73h	14.45h	1.89h	5.34h	2.25h	5.26h	2.08h
PStDev Time	—	8.27h	7.02h	0.00h	—	0.38h	0.00h	10.27h	1.87h	0.88h	0.00h	0.24h	0.00h

Notification of Completion

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



Routine (Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Notification Time	0.27s	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s	0.59s	0.32s	0.28s
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	18	36	34	68	30	61	697	81	251	49	30	63	141
Mean Time	0.18s	0.40s	0.30s	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s	0.26s	0.19s	0.18s
Shortest Time	0.13s	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s	0.12s	0.13s	0.12s
Longest Time	0.30s	0.90s	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s	0.64s	0.36s	0.45s
Median Time	0.17s	0.36s	0.28s	0.34s	0.20s	0.17s	0.26s	0.21s	0.38s	0.18s	0.22s	0.16s	0.17s
PStDev Time	0.04s	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s	0.13s	0.06s	0.06s

Routine (Non-Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Notification Time	0.29s	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s	0.30s	0.34s	0.34s	0.57s	0.21s	0.20s
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	40	11	19	136	63	21	110	54	27	13	14	19	202
Mean Time	0.20s	0.30s	0.29s	0.29s	0.17s	0.19s	0.18s	0.20s	0.29s	0.26s	0.26s	0.16s	0.15s
Shortest Time	0.13s	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s	0.13s	0.14s	0.12s
Longest Time	0.39s	0.34s	0.45s	0.50s	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s	0.59s	0.22s	0.26s
Median Time	0.19s	0.30s	0.28s	0.27s	0.16s	0.20s	0.17s	0.19s	0.29s	0.27s	0.18s	0.15s	0.15s
PStDev Time	0.06s	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s	0.17s	0.02s	0.02s

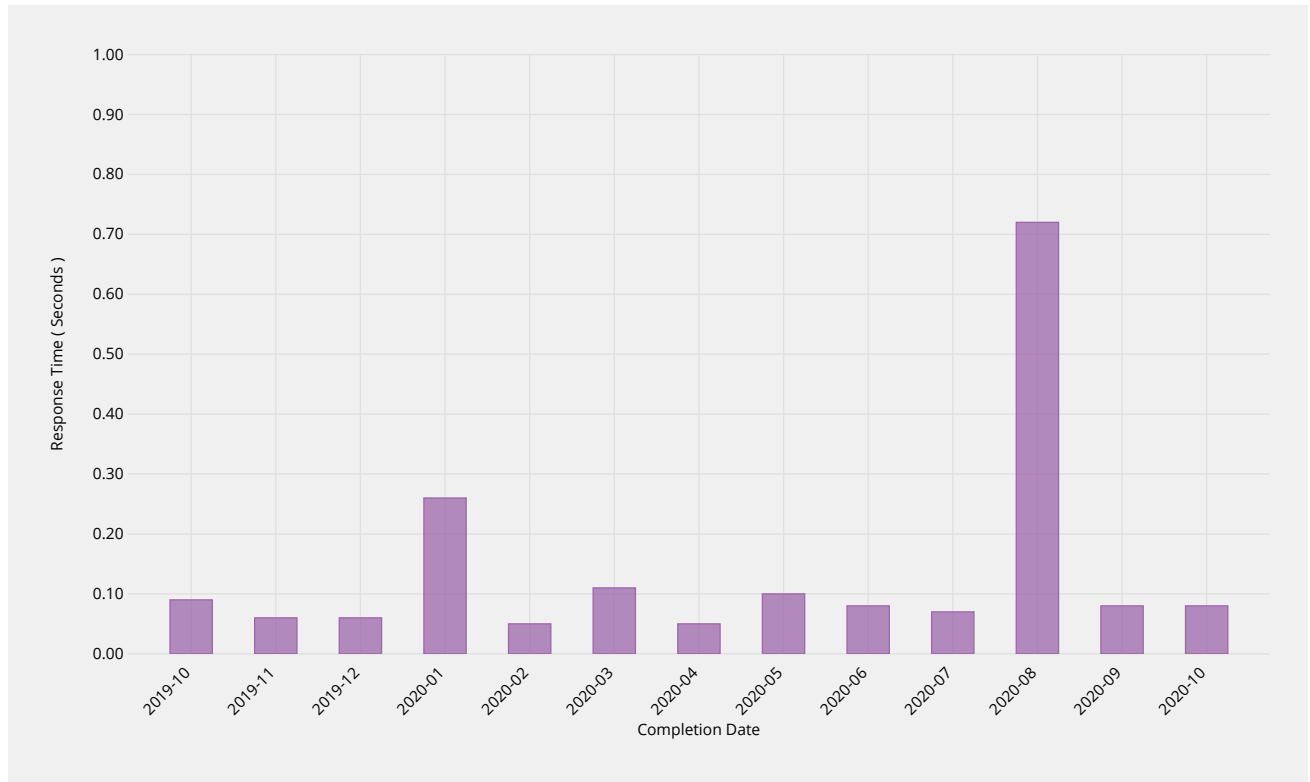
gTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Notification Time	0.29s	—	0.75s	—	—	—	—	—	0.56s	0.23s	—	—	0.41s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	1	0	0	0	0	0	3	1	0	0	3
Mean Time	0.29s	—	0.75s	—	—	—	—	—	0.54s	0.23s	—	—	0.29s
Shortest Time	0.29s	—	0.75s	—	—	—	—	—	0.53s	0.23s	—	—	0.18s
Longest Time	0.29s	—	0.75s	—	—	—	—	—	0.56s	0.23s	—	—	0.42s
Median Time	0.29s	—	0.75s	—	—	—	—	—	0.54s	0.23s	—	—	0.26s
PStDev Time	0.00s	—	0.00s	—	—	—	—	—	0.01s	0.00s	—	—	0.10s

ccTLD Creation/Transfer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Notification Time	—	0.20s	—	1.02s	—	—	—	—	0.26s	—	—	0.20s	—
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	0	2	0	0	0	0	1	0	0	1	0
Mean Time	—	0.20s	—	0.78s	—	—	—	—	0.26s	—	—	0.20s	—
Shortest Time	—	0.20s	—	0.52s	—	—	—	—	0.26s	—	—	0.20s	—
Longest Time	—	0.20s	—	1.04s	—	—	—	—	0.26s	—	—	0.20s	—
Median Time	—	0.20s	—	0.78s	—	—	—	—	0.26s	—	—	0.20s	—
PStDev Time	—	0.00s	—	0.26s	—	—	—	—	0.00s	—	—	0.00s	—

Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Notification Time	—	0.44s	0.30s	0.37s	0.21s	0.27s	0.24s	0.29s	0.33s	0.24s	0.17s	0.21s	0.21s
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	11	2	5	1	2	1	4	3	2	1	2	1
Mean Time	—	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s	0.21s	0.17s	0.19s	0.21s
Shortest Time	—	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s	0.18s	0.17s	0.17s	0.21s
Longest Time	—	0.52s	0.30s	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s	0.24s	0.17s	0.21s	0.21s
Median Time	—	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s	0.21s	0.17s	0.19s	0.21s
PStDev Time	—	0.10s	0.03s	0.07s	0.00s	0.04s	0.00s	0.03s	0.04s	0.03s	0.00s	0.02s	0.00s

Credential Recovery

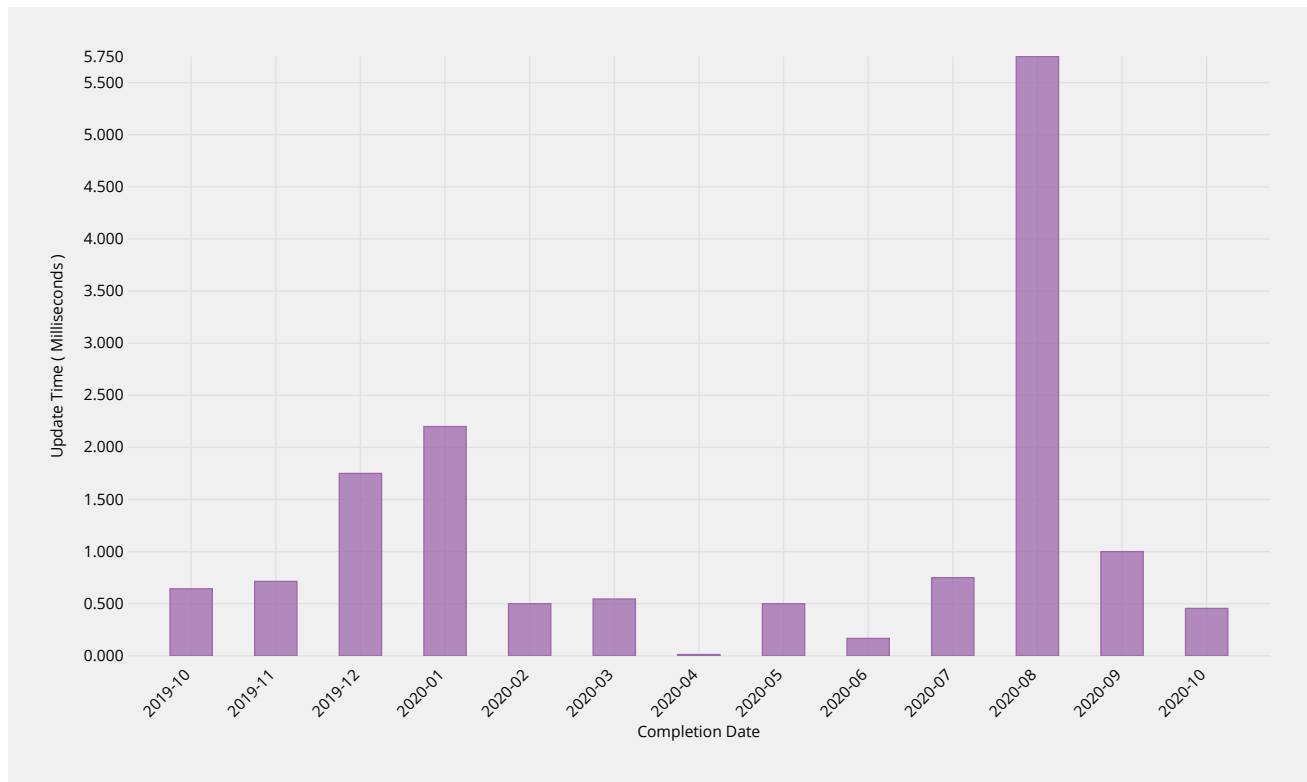
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	0.09s	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s	0.10s	0.08s	0.07s	0.72s	0.08s	0.08s
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	16	12	4	15	2	11	8	5	12	8	5	3	12
Mean Time	0.05s	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s	0.05s	0.31s	0.08s	0.05s
Shortest Time	0.04s	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s	0.04s	0.07s	0.08s	0.01s
Longest Time	0.10s	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s	0.08s	0.82s	0.08s	0.08s
Median Time	0.05s	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s	0.04s	0.25s	0.08s	0.05s
PStDev Time	0.02s	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s	0.01s	0.28s	0.00s	0.02s

Credential Change

Time to implement new password within the system.

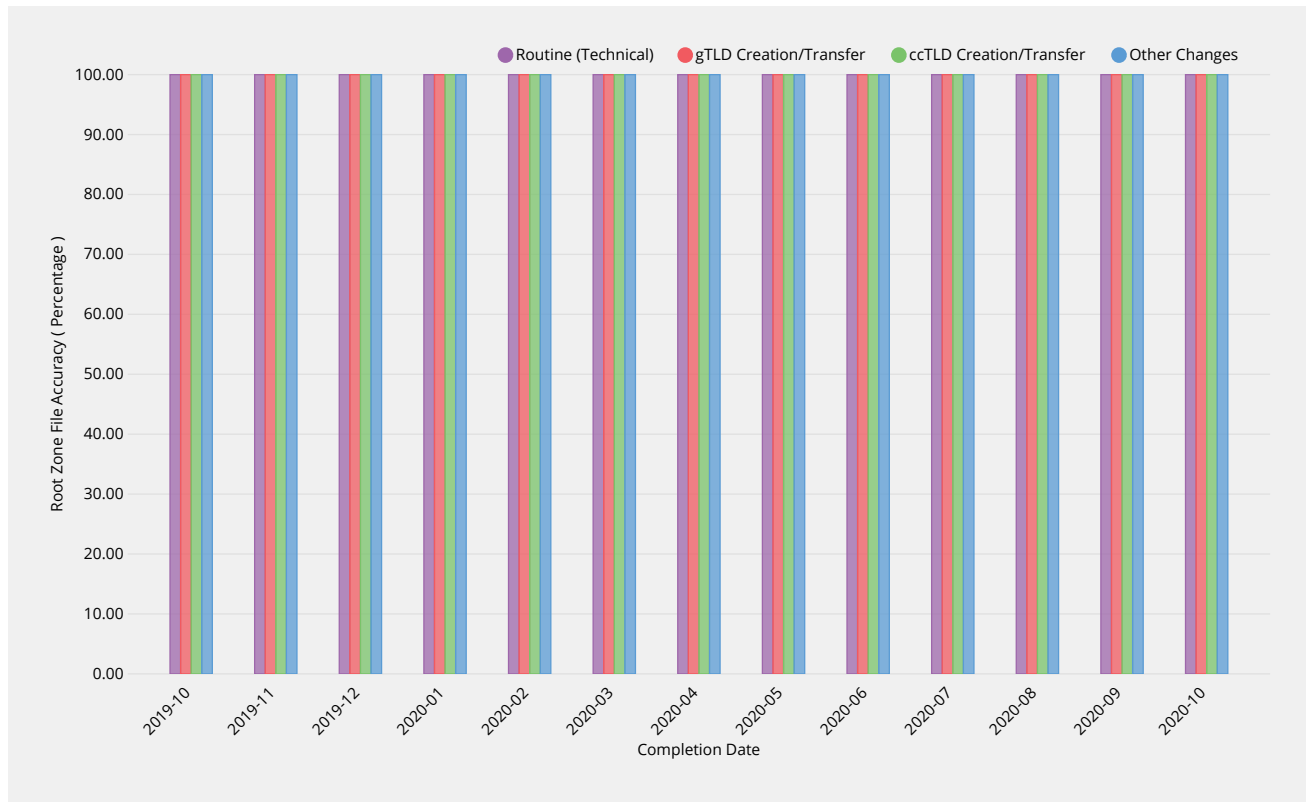


Credential Change	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Update Time	1.700ms	1.000ms	3.550ms	5.000ms	0.950ms	1.000ms	0.000ms	1.000ms	1.000ms	1.650ms	9.400ms	1.000ms	1.000ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	14	7	4	10	2	11	6	4	12	8	4	3	11
Mean Time	0.643ms	0.714ms	1.750ms	2.200ms	0.500ms	0.545ms	0.000ms	0.500ms	0.167ms	0.750ms	5.750ms	1.000ms	0.455ms
Shortest Time	0.000ms	0.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	1.000ms	0.000ms
Longest Time	3.000ms	1.000ms	4.000ms	5.000ms	1.000ms	1.000ms	0.000ms	1.000ms	1.000ms	2.000ms	10.000ms	1.000ms	1.000ms
Median Time	0.500ms	1.000ms	1.000ms	1.500ms	0.500ms	1.000ms	0.000ms	0.500ms	0.000ms	1.000ms	6.000ms	1.000ms	0.000ms
PStDev Time	0.811ms	0.452ms	1.299ms	1.661ms	0.500ms	0.498ms	0.000ms	0.500ms	0.373ms	0.661ms	3.192ms	0.000ms	0.498ms

Accuracy

Root Zone File

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



Routine (Technical)	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	18	36	34	68	30	61	697	81	251	49	30	63	141

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

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

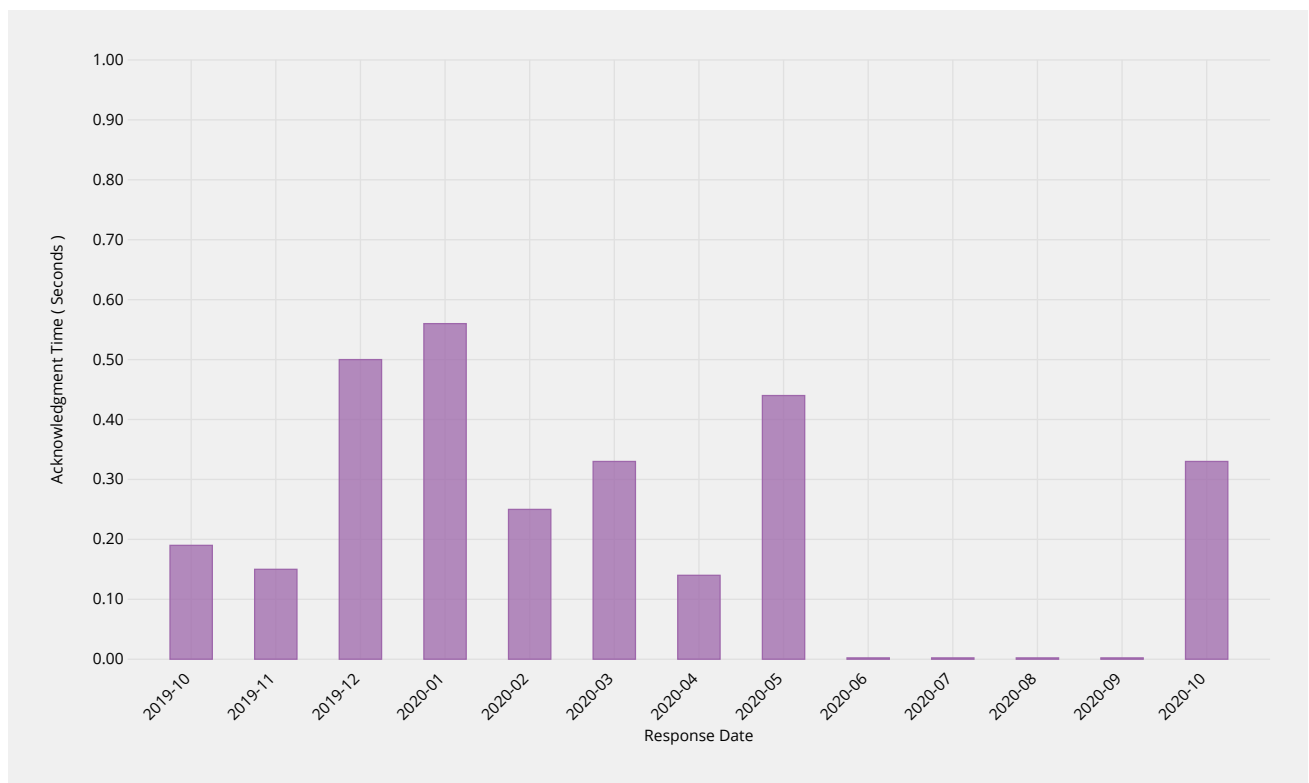
Other Changes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%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

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

Enquiry Processing

Time to acknowledge

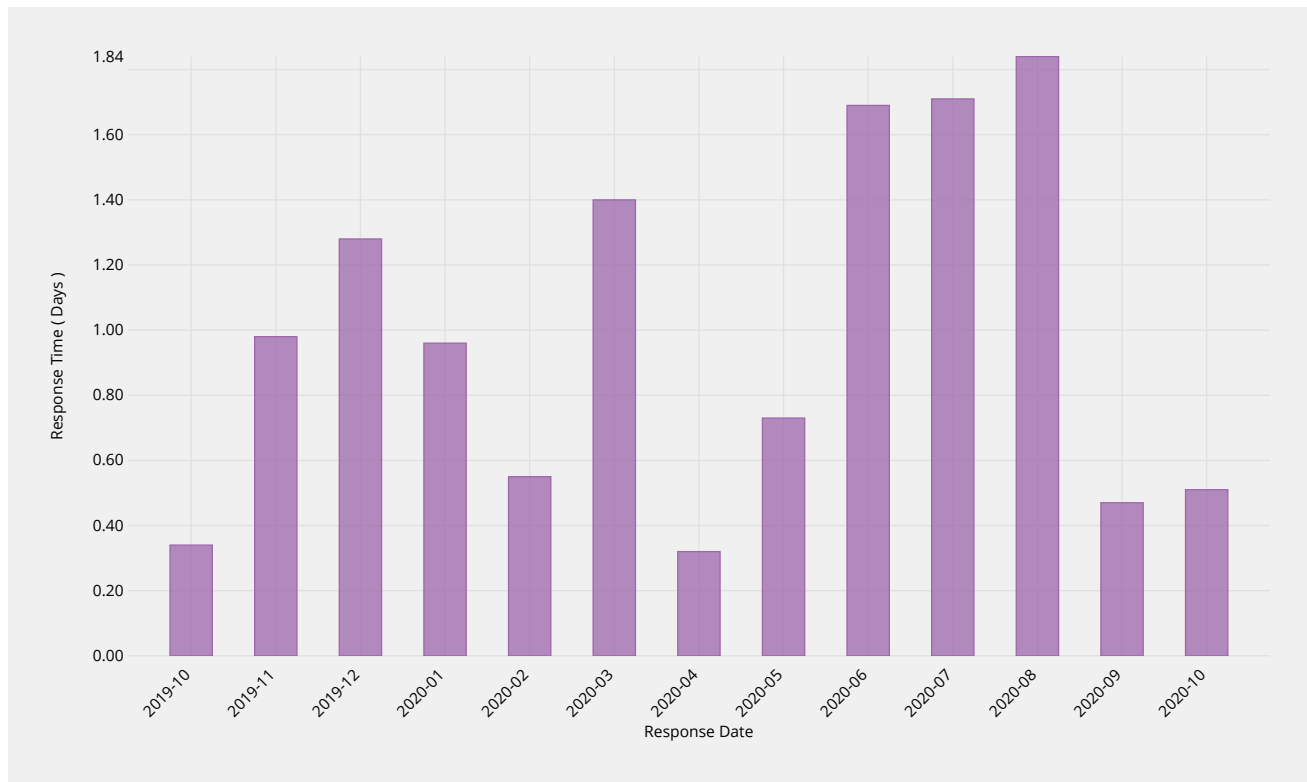
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Acknowledgment Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s
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	27	13	10	9	12	6	7	9	2	6	2	7	6
Mean Time	0.19s	0.15s	0.50s	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s	0.00s	0.00s	0.33s
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	0.00s	0.00s	0.00s	0.00s	1.00s
Median Time	0.00s	0.00s	0.50s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.39s	0.36s	0.50s	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s	0.00s	0.00s	0.47s

Time to initial response

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

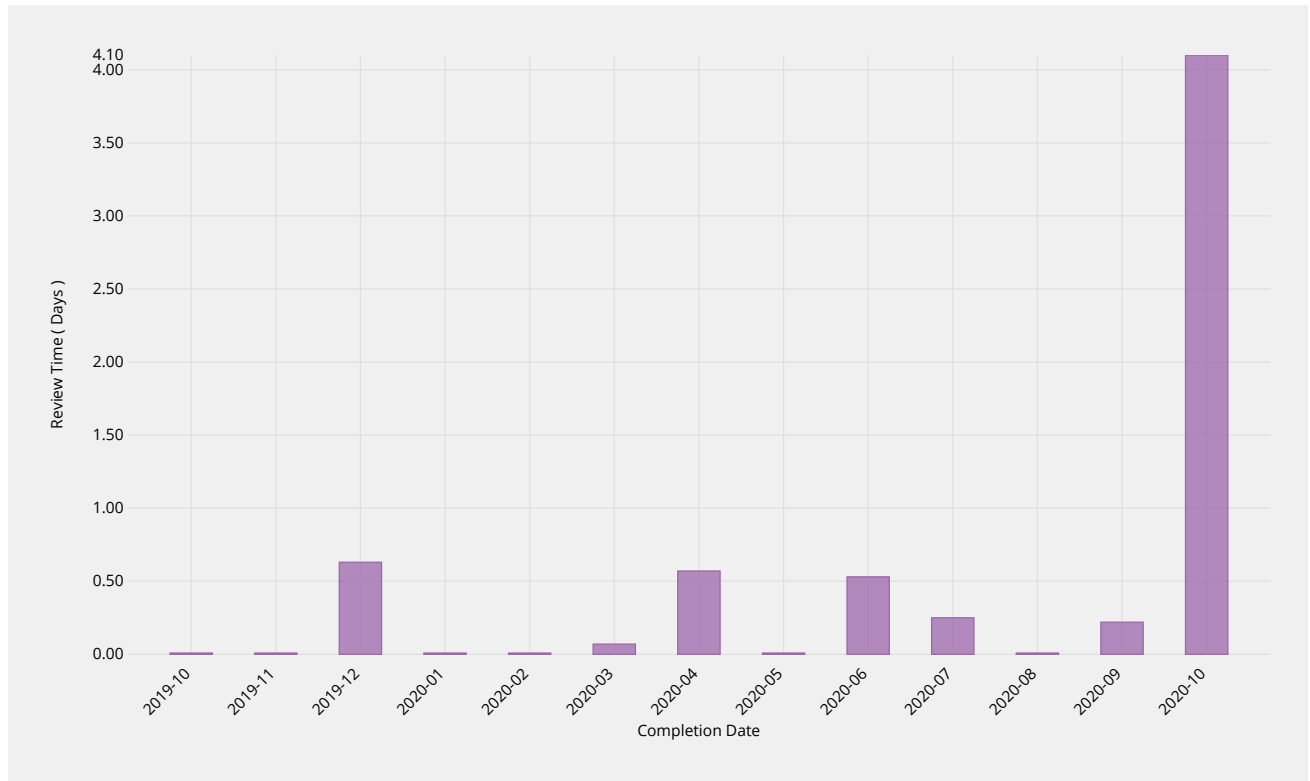


Manual Enquiries	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Response Time	0.77d	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d	3.48d	1.05d	1.32d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	22	12	7	9	10	6	7	7	2	5	3	6	6
Mean Time	0.34d	0.98d	1.28d	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d	1.84d	0.47d	0.51d
Shortest Time	0.01d	0.01d	0.01d	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d	0.47d	0.07d	0.01d
Longest Time	1.26d	2.82d	3.26d	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d	4.12d	1.05d	1.99d
Median Time	0.22d	0.70d	0.74d	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d	0.94d	0.23d	0.18d
PStDev Time	0.33d	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d	1.62d	0.42d	0.70d

Label Generation Rulesets

Review Time

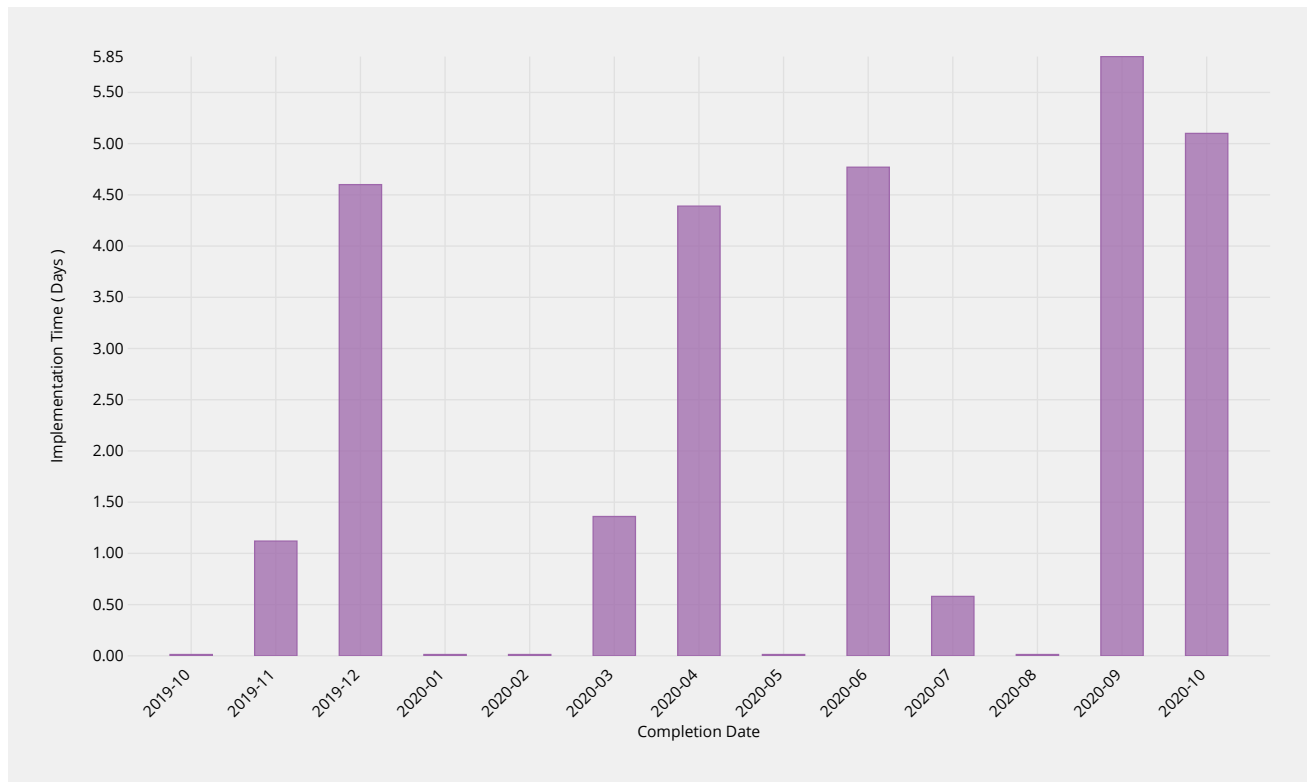
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Review Time	—	—	0.63d	—	—	0.07d	0.57d	—	0.53d	0.25d	—	0.22d	4.10d
Monthly Threshold	—	—	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%
Review Count	0	0	2	0	0	2	3	0	3	2	0	12	2
Shortest Time	—	—	0.37d	—	—	0.02d	0.39d	—	0.01d	0.24d	—	-11.08d	1.24d
Longest Time	—	—	0.66d	—	—	0.07d	0.61d	—	0.56d	0.25d	—	0.40d	4.42d
Median Time	—	—	0.51d	—	—	0.04d	0.42d	—	0.38d	0.25d	—	0.09d	2.83d
PStDev Time	—	—	0.14d	—	—	0.03d	0.10d	—	0.23d	0.01d	—	3.10d	1.59d

Implementation Time

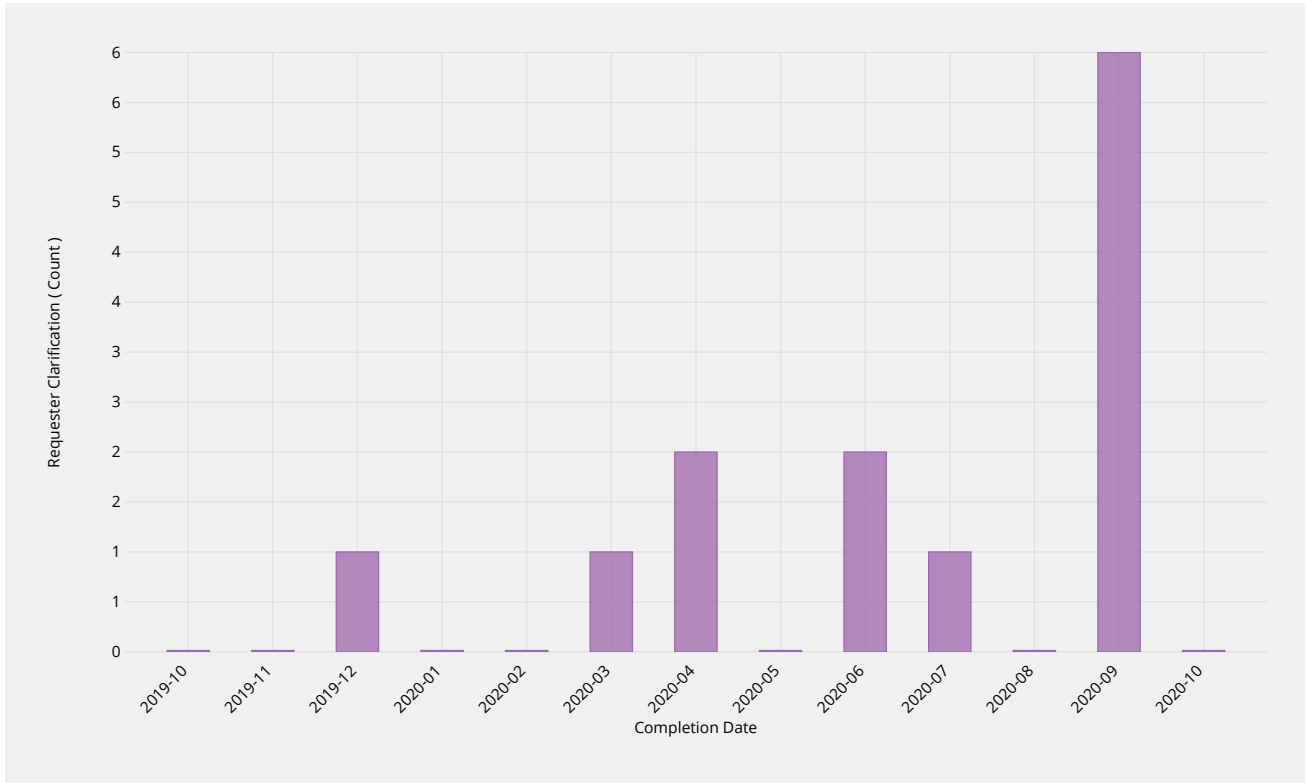
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Implementation Time	—	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.10d
Monthly Threshold	—	—	7d	7d	7d	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%	90.0%	90.0%	90.0%
Request Count	0	1	1	0	0	1	1	0	1	1	0	6	2
Shortest Time	—	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	1.29d	1.33d
Longest Time	—	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.52d
Median Time	—	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	3.34d	3.42d
PStDev Time	—	0.00d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	1.88d	2.10d

Requester Clarification

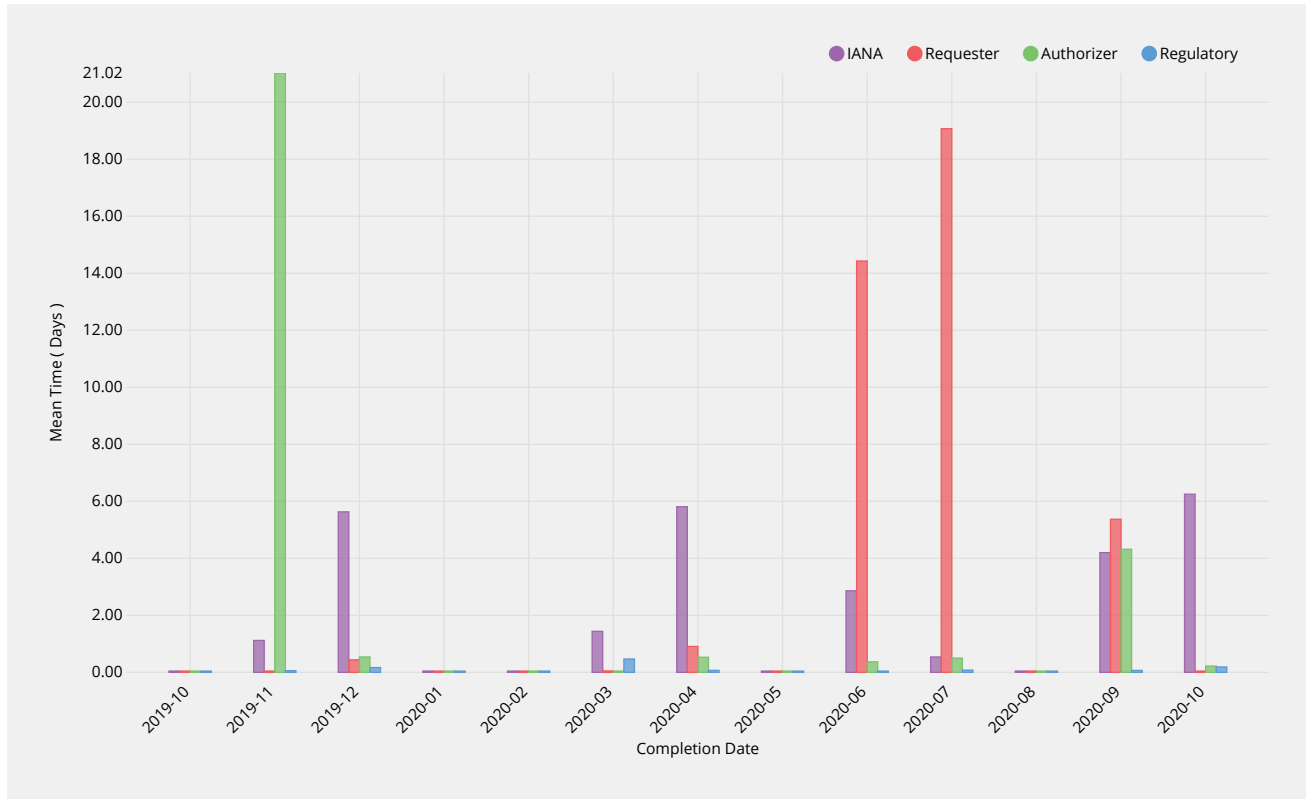
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Count	—	0	1	—	—	1	2	—	2	1	—	6	0
Request Count	0	1	1	0	0	1	1	0	2	2	0	6	2
Shortest Clarification	—	0	1	—	—	1	2	—	1	0	—	0	0
Longest Clarification	—	0	1	—	—	1	2	—	1	1	—	2	0

Time per Actor

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



IANA	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Mean Time	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—	4.20d	6.25d
Review Count	0	1	1	0	0	1	1	0	2	2	0	5	2
Shortest Time	—	1.12d	5.63d	—	—	1.44d	5.81d	—	0.38d	0.24d	—	1.60d	5.74d
Longest Time	—	1.12d	5.63d	—	—	1.44d	5.81d	—	5.34d	0.83d	—	6.16d	6.75d
Median Time	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—	4.09d	6.25d
PStDev Time	—	0.00d	0.00d	—	—	0.00d	0.00d	—	2.48d	0.30d	—	1.78d	0.50d

Requester	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Mean Time	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—
Review Count	0	0	1	0	0	1	1	0	2	1	0	4	0
Shortest Time	—	—	0.44d	—	—	0.05d	0.91d	—	0.02d	19.07d	—	0.97d	—
Longest Time	—	—	0.44d	—	—	0.05d	0.91d	—	28.84d	19.07d	—	9.77d	—
Median Time	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—
PStDev Time	—	—	0.00d	—	—	0.00d	0.00d	—	14.41d	0.00d	—	4.40d	—

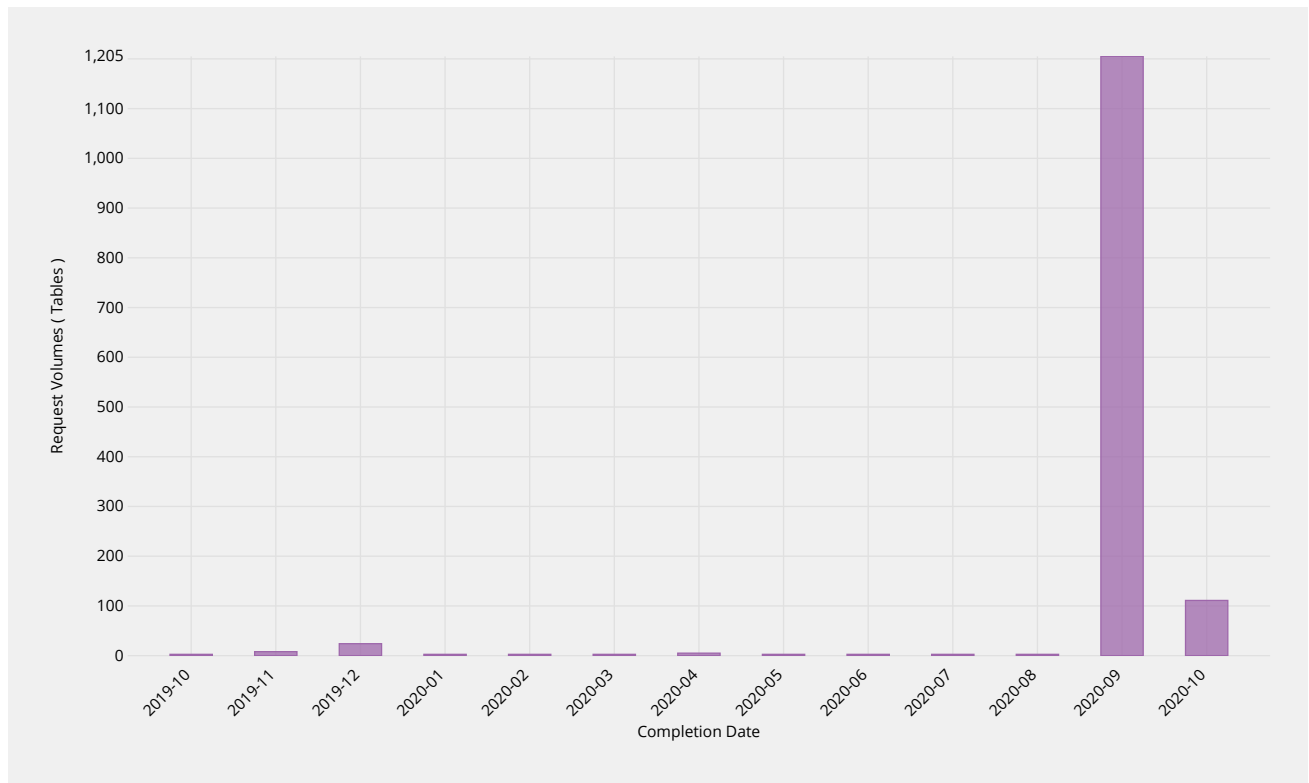
Authorizer	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Mean Time	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	4.32d	0.22d
Review Count	0	1	1	0	0	1	1	0	1	1	0	6	2
Shortest Time	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	0.01d	0.10d
Longest Time	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	9.74d	0.35d
Median Time	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	2.89d	0.22d
PStDev Time	—	0.00d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	3.97d	0.13d

Regulatory	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Mean Time	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.07d	0.19d
Review Count	0	1	1	0	0	1	1	0	1	1	0	6	2
Shortest Time	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.01d	0.01d

Regulatory	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Longest Time	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.21d	0.38d
Median Time	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.06d	0.19d
PStDev Time	—	0.00d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	0.07d	0.18d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10
Total LGRs Processed	—	8	24	—	—	2	5	—	1	1	—	1205	111
Request Count	0	1	1	0	0	1	1	0	1	1	0	6	2
Average LGRs per Request	—	8	24	—	—	2	5	—	1	1	—	201	56
Smallest per Request	—	8	24	—	—	2	5	—	1	1	—	1	3
Largest per Request	—	8	24	—	—	2	5	—	1	1	—	975	108

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.