

# IANA Naming Function Monthly Performance Report

January 2025

Summary of Performance .....	2
Exceptions and Narrative.....	4
Detailed Performance .....	5
Definitions.....	41

## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	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%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 17.02m	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%)	✓ 1.34m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.06m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.47m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 0.67m	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 2.713s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.244s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 6.873s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.15ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.27ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.84ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 3.39d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.58d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.22d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 37.71h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	6.21h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.05s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.00s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1.51s	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.94s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.656s	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.51d	p35
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ —	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p37
Requester Clarification	Requester Clarification	N/A	—	p38
Time per Actor	IANA	N/A	—	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	—	p40

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.



Routine (Non-Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Longest 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
Median 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
PStDev 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

gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Acceptance Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—
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	8	12	0	9	3	1	1	0	0	0	1	3	0
Mean Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—
Shortest Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—
Longest Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—
Median Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—
PStDev Time	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—

ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Acceptance Time	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s	—	—	—
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	2	1	0	0	0	0	1	0	0	1	0	0	0
Mean Time	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s	—	—	—
Shortest Time	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s	—	—	—
Longest Time	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s	—	—	—
Median Time	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s	—	—	—
PStDev Time	0.00s	0.00s	—	—	—	—	0.00s	—	—	0.00s	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Acceptance Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s
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	4	3	6	5	5	4	2	0	5	0	0	0	3
Mean Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s
Longest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s
PStDev Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s



gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Lodgment Count	8	12	0	9	3	1	1	0	0	0	1	3	0
Mean Time	0.00d	0.00d	—	0.01d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—
Shortest Time	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—
Longest Time	0.01d	0.01d	—	0.02d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—
Median Time	0.00d	0.00d	—	0.00d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—
PStDev Time	0.00d	0.00d	—	0.01d	0.00d	0.00d	0.00d	—	—	—	0.00d	0.00d	—

ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Lodgment Time	0.01d	0.00d	—	—	—	—	0.00d	—	—	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	2	1	0	0	0	0	1	0	0	1	0	0	0
Mean Time	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d	—	—	—
Shortest Time	0.00d	0.00d	—	—	—	—	0.00d	—	—	0.01d	—	—	—
Longest Time	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d	—	—	—
Median Time	0.01d	0.00d	—	—	—	—	0.00d	—	—	0.01d	—	—	—
PStDev Time	0.00d	0.00d	—	—	—	—	0.00d	—	—	0.00d	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Lodgment Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—
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	3	1	3	1	1	1	1	0	2	0	0	0	0
Mean Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—
Shortest Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—
Longest Time	0.00d	0.00d	0.01d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—
Median Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—
PStDev Time	0.00d	0.00d	0.00d	0.00d	0.00d	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



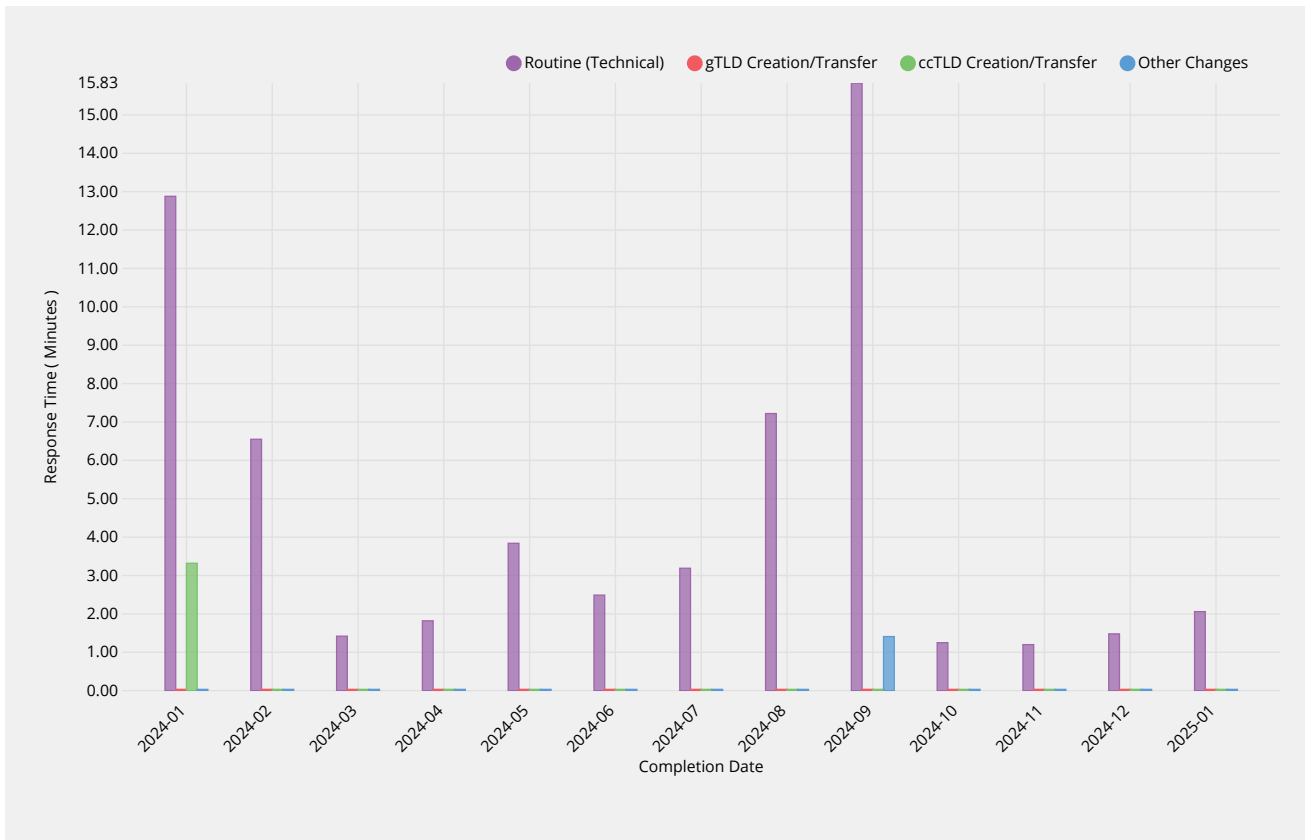


ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Shortest Time	2.77m	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	2.77m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	2.77m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00m	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	1.82m	1.66m	1.46m	1.72m	1.88m	—	—	—	2.23m	—	—	—	1.34m
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	2	1	2	2	4	0	0	0	3	0	0	0	2
Mean Time	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.73m	—	—	—	1.33m
Shortest Time	1.60m	1.66m	1.41m	1.46m	1.20m	—	—	—	1.39m	—	—	—	1.32m
Longest Time	1.83m	1.66m	1.46m	1.73m	1.89m	—	—	—	2.31m	—	—	—	1.34m
Median Time	1.72m	1.66m	1.44m	1.59m	1.54m	—	—	—	1.49m	—	—	—	1.33m
PStDev Time	0.11m	0.00m	0.03m	0.13m	0.31m	—	—	—	0.41m	—	—	—	0.01m

### Technical Check (Retest)

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



Routine (Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	12.88m	6.55m	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m	1.20m	1.48m	2.06m
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	123	274	165	32	147	59	133	88	14	174	224	138	89
Mean Time	3.15m	1.84m	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m	0.79m	1.20m	1.74m
Shortest Time	0.11m	0.32m	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m	0.31m	0.19m	0.56m
Longest Time	14.37m	15.59m	1.64m	4.21m	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m	1.44m	16.15m	16.54m

Routine (Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Median Time	0.73m	0.71m	0.90m	1.08m	0.96m	0.59m	0.85m	4.58m	0.53m	0.89m	0.85m	1.09m	1.65m
PStDev Time	4.79m	2.40m	0.44m	0.62m	1.83m	3.25m	1.94m	5.42m	5.40m	0.26m	0.27m	1.79m	1.63m

gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	3.32m	—	—	—	—	—	—	—	—	—	—	—	—
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	28	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	2.27m	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	1.22m	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	3.54m	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	2.11m	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.66m	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	—	—	—	—	—	—	—	—	1.41m	—	—	—	—
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	0	4	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	1.28m	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	1.10m	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	1.43m	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	1.30m	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.12m	—	—	—	—





Routine (Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
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	49	57	91	62	67	27	65	27	36	37	46	37	14
Mean Time	1.664s	1.598s	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s	2.024s	1.734s	1.508s
Shortest Time	0.178s	0.141s	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s	0.193s	0.055s	1.053s
Longest Time	5.561s	4.342s	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s	5.341s	3.481s	4.122s
Median Time	1.330s	1.346s	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s	1.706s	1.607s	1.257s
PStDev Time	0.972s	0.868s	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s	1.101s	0.907s	0.769s

Routine (Non-Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Dispatch Time	1.688s	2.436s	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s	2.171s	1.313s	2.244s
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%
Email Count	120	64	51	109	167	8	17	22	25	39	28	19	109
Mean Time	0.475s	0.674s	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s	0.680s	0.363s	0.606s
Shortest Time	0.067s	0.077s	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s	0.062s	0.057s	0.028s
Longest Time	3.091s	3.332s	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s	3.577s	3.205s	3.540s
Median Time	0.201s	0.243s	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s	0.274s	0.107s	0.238s
PStDev Time	0.578s	0.839s	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s	0.830s	0.711s	0.759s

gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Dispatch Time	0.558s	1.379s	—	1.204s	0.700s	0.202s	0.224s	—	—	—	0.138s	0.272s	—
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%
Email Count	8	12	0	9	3	1	1	0	0	0	1	3	0
Mean Time	0.247s	0.458s	—	0.528s	0.331s	0.202s	0.224s	—	—	—	0.138s	0.183s	—
Shortest Time	0.106s	0.102s	—	0.079s	0.113s	0.202s	0.224s	—	—	—	0.138s	0.089s	—
Longest Time	0.656s	2.440s	—	1.232s	0.765s	0.202s	0.224s	—	—	—	0.138s	0.282s	—
Median Time	0.137s	0.271s	—	0.311s	0.114s	0.202s	0.224s	—	—	—	0.138s	0.179s	—
PStDev Time	0.182s	0.605s	—	0.430s	0.307s	0.000s	0.000s	—	—	—	0.000s	0.079s	—

ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Dispatch Time	1.675s	—	—	—	—	—	—	—	—	—	—	—	—
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%
Email Count	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	1.181s	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.632s	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	1.730s	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	1.181s	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.549s	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Dispatch Time	1.785s	0.205s	4.454s	2.679s	2.190s	1.095s	1.720s	—	3.194s	—	—	—	6.873s
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%
Email Count	4	2	6	5	5	4	2	0	5	0	0	0	2
Mean Time	0.832s	0.138s	1.970s	1.163s	0.883s	0.544s	1.165s	—	1.600s	—	—	—	4.487s
Shortest Time	0.064s	0.065s	0.094s	0.146s	0.108s	0.084s	0.548s	—	0.117s	—	—	—	1.836s
Longest Time	1.877s	0.212s	4.565s	3.032s	2.448s	1.179s	1.781s	—	3.465s	—	—	—	7.139s
Median Time	0.693s	0.138s	1.418s	1.219s	0.546s	0.457s	1.165s	—	2.092s	—	—	—	4.487s
PStDev Time	0.771s	0.074s	1.878s	1.055s	0.868s	0.412s	0.617s	—	1.272s	—	—	—	2.651s



gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
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	8	12	0	8	3	1	1	0	0	0	1	3	0
Mean Time	0.42ms	1.30ms	—	0.37ms	0.25ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms	—
Shortest Time	0.23ms	0.34ms	—	0.09ms	0.12ms	0.16ms	0.45ms	—	—	—	1.34ms	0.16ms	—
Longest Time	0.80ms	3.43ms	—	1.08ms	0.41ms	0.16ms	0.45ms	—	—	—	1.34ms	0.91ms	—
Median Time	0.33ms	1.28ms	—	0.29ms	0.23ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms	—
PStDev Time	0.21ms	0.76ms	—	0.30ms	0.12ms	0.00ms	0.00ms	—	—	—	0.00ms	0.31ms	—

ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Affirmation Time	0.95ms	—	—	—	—	—	—	—	—	—	—	—	—
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	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.61ms	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.23ms	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	0.99ms	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.61ms	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.38ms	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Affirmation Time	0.94ms	0.39ms	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms	—	0.43ms	—	—	—	0.84ms
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	4	2	6	5	5	4	2	0	4	0	0	0	2
Mean Time	0.60ms	0.27ms	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms	—	—	—	0.46ms
Shortest Time	0.21ms	0.14ms	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms	—	—	—	0.05ms
Longest Time	0.95ms	0.40ms	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms	—	—	—	0.88ms
Median Time	0.61ms	0.27ms	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms	—	—	—	0.46ms
PStDev Time	0.32ms	0.13ms	0.24ms	0.10ms	0.29ms	0.12ms	0.30ms	—	0.13ms	—	—	—	0.41ms

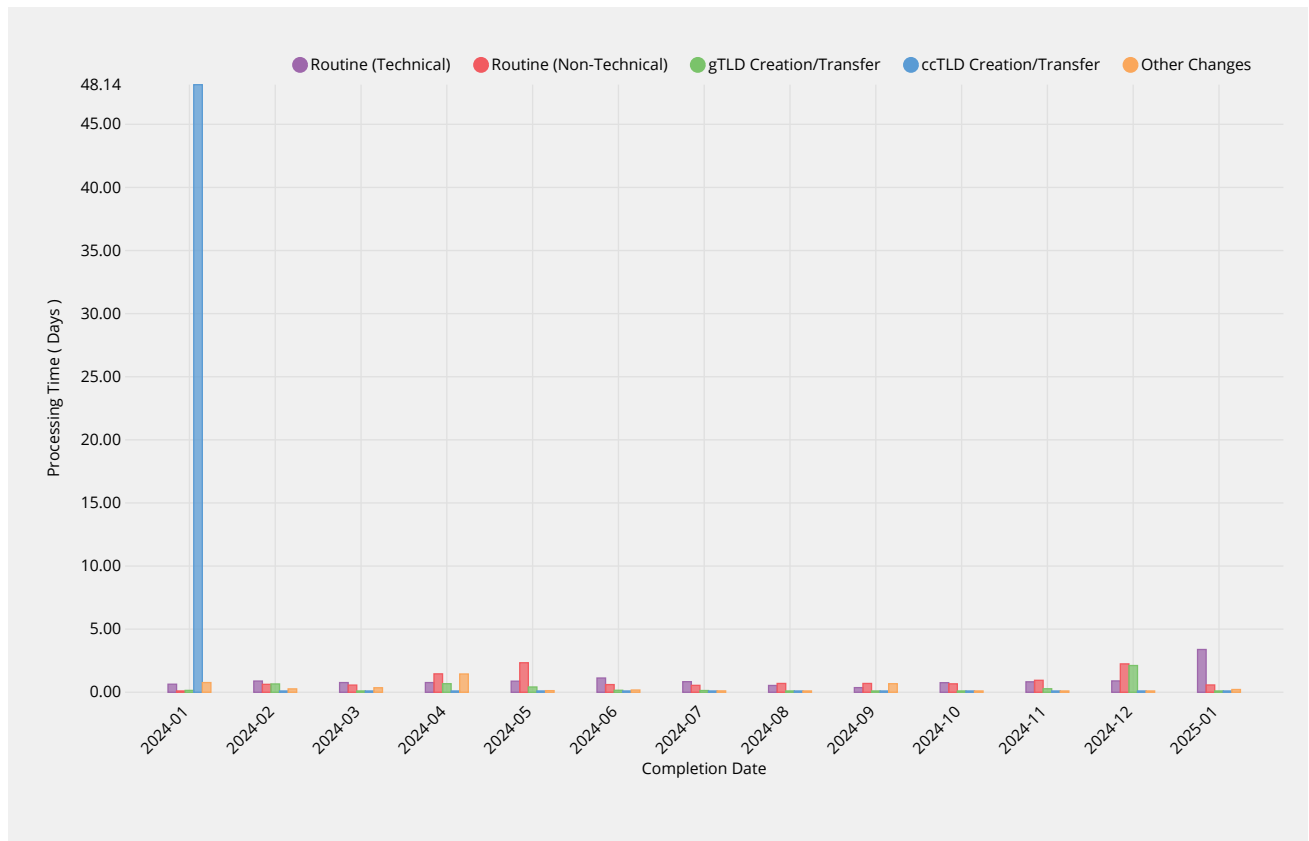
## Staff Processing

### Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for



implementation.



Routine (Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Processing Time	0.64d	0.89d	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d	0.83d	0.90d	3.39d
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	49	53	90	60	67	26	65	24	35	33	46	37	14
Mean Time	0.35d	0.81d	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d	0.46d	0.48d	2.46d
Shortest Time	0.02d	0.03d	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d	0.05d	0.01d	0.07d
Longest Time	3.11d	17.23d	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d	2.93d	1.36d	24.09d
Median Time	0.19d	0.33d	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d	0.33d	0.37d	0.39d
PStDev Time	0.45d	2.34d	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d	0.49d	0.32d	6.10d

Routine (Non-Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Processing Time	0.06d	0.63d	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d	0.95d	2.25d	0.58d
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	115	62	48	106	158	7	16	12	21	35	26	17	101
Mean Time	0.03d	0.16d	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d	0.40d	0.85d	0.25d
Shortest Time	0.00d	0.00d	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d	0.00d	0.03d	0.01d
Longest Time	0.63d	1.03d	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d	2.69d	4.93d	1.04d
Median Time	0.00d	0.03d	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d	0.13d	0.34d	0.13d
PStDev Time	0.08d	0.24d	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d	0.58d	1.25d	0.26d

gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Processing Time	0.15d	0.66d	—	0.68d	0.42d	0.16d	0.14d	—	—	—	0.28d	2.12d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
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	7	12	0	8	3	1	1	0	0	0	1	3	0
Mean Time	0.14d	0.46d	—	0.27d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.92d	—

gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Shortest Time	0.13d	0.38d	—	0.04d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.06d	—
Longest Time	0.18d	0.72d	—	0.80d	0.42d	0.16d	0.14d	—	—	—	0.28d	2.64d	—
Median Time	0.13d	0.40d	—	0.17d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.07d	—
PStDev Time	0.02d	0.11d	—	0.26d	0.00d	0.00d	0.00d	—	—	—	0.00d	1.21d	—

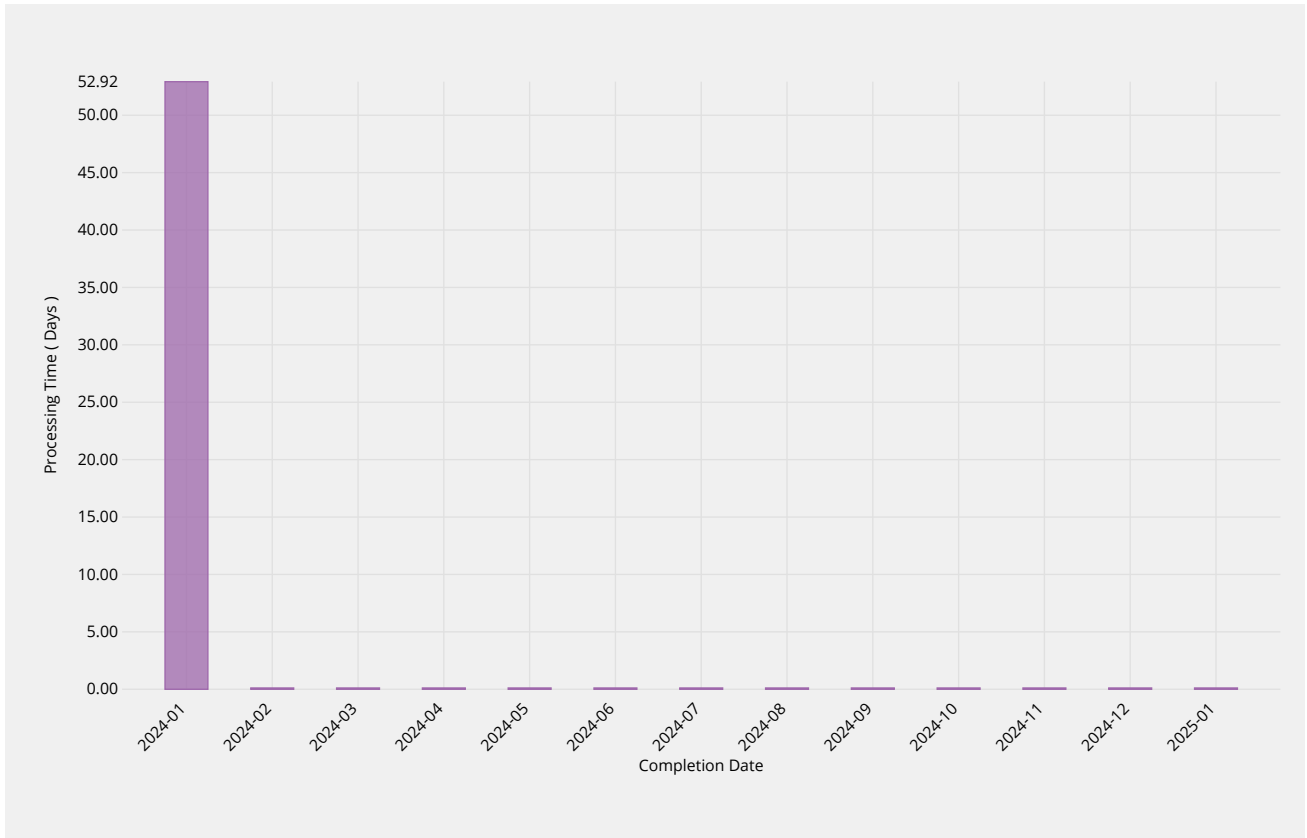
ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Processing Time	48.14d	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	39.09d	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	30.04d	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	48.14d	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	39.09d	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	9.05d	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Processing Time	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	4	2	6	5	5	3	2	0	4	0	0	0	2
Mean Time	0.57d	0.27d	0.27d	0.42d	0.07d	0.14d	0.08d	—	0.28d	—	—	—	0.16d
Shortest Time	0.36d	0.27d	0.07d	0.12d	0.03d	0.06d	0.05d	—	0.06d	—	—	—	0.11d
Longest Time	0.77d	0.27d	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d
Median Time	0.58d	0.27d	0.30d	0.19d	0.05d	0.16d	0.08d	—	0.19d	—	—	—	0.16d
PStDev Time	0.20d	0.00d	0.10d	0.52d	0.04d	0.05d	0.03d	—	0.24d	—	—	—	0.06d

## 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	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Processing Time	52.92d	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	44.92d	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	36.92d	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	52.92d	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	44.92d	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	8.00d	—	—	—	—	—	—	—	—	—	—	—	—

## ccTLD Creation/Transfer

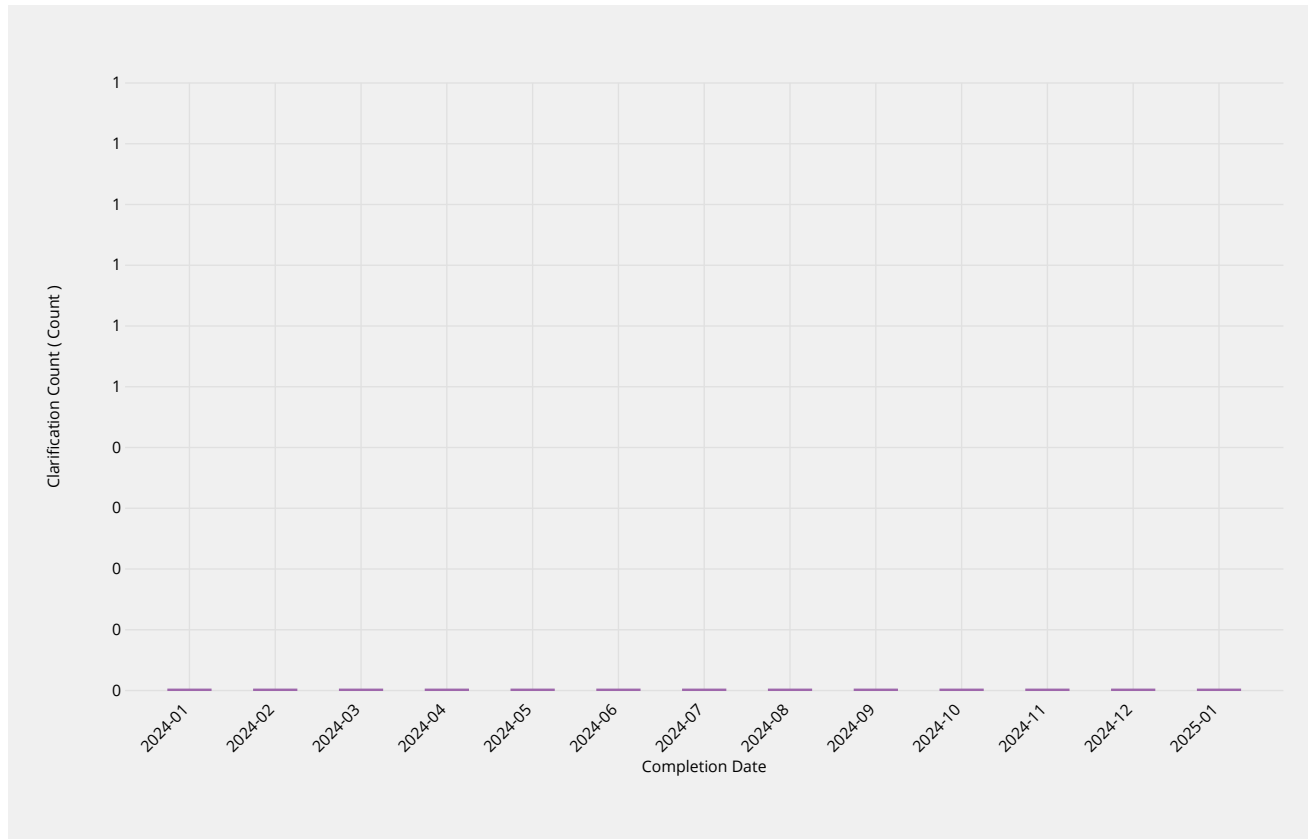
### Submission Review

Time it takes staff to process the information included in each documentation submission, and respond



## Requester Clarification

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

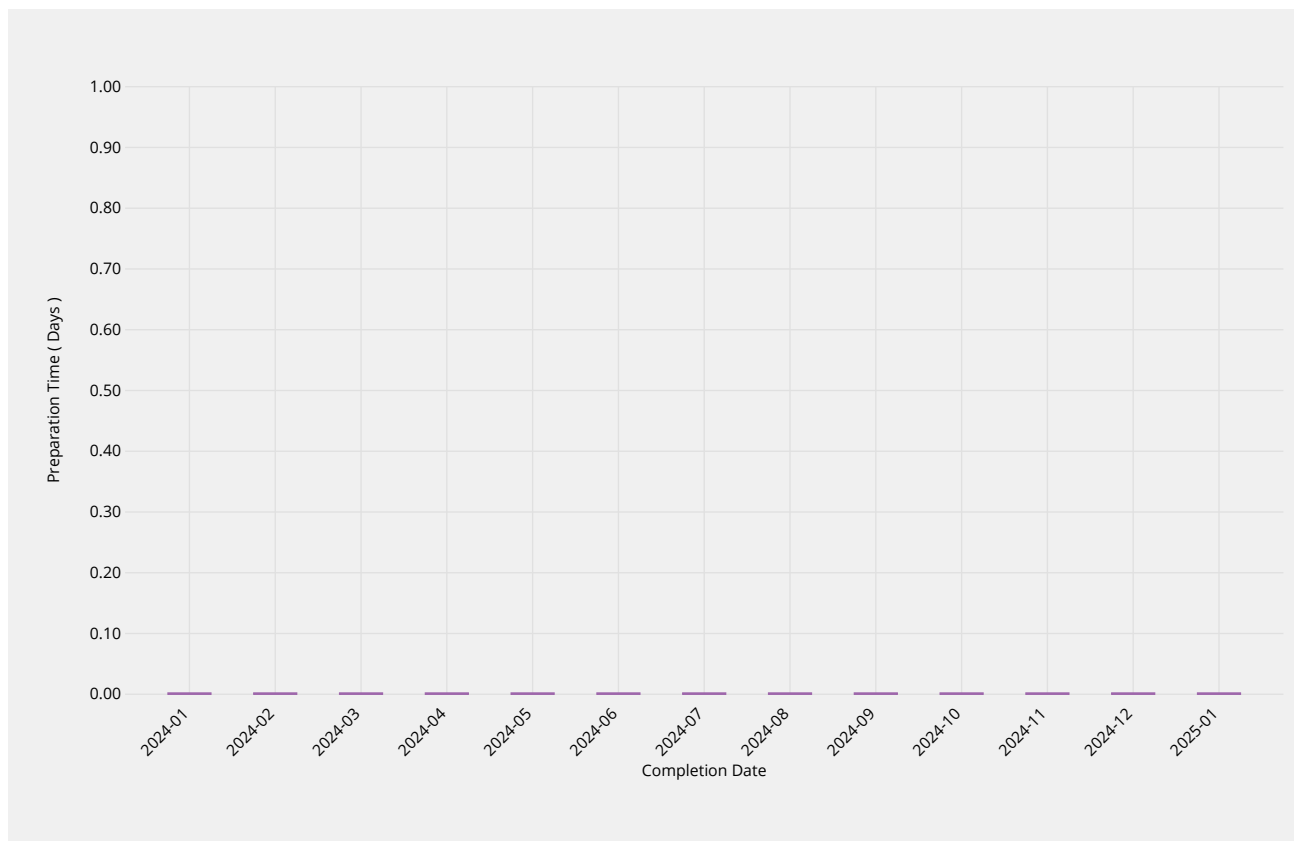


Requester Clarification	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Clarification Count	0	0	—	—	—	—	0	—	—	0	—	—	—
Request Count	2	1	0	0	0	0	1	0	0	1	0	0	0
Lowest Count	0	0	—	—	—	—	0	—	—	0	—	—	—
Highest Count	0	0	—	—	—	—	0	—	—	0	—	—	—

## Report Preparation

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

publication.



Report Preparation	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

## Implementation

### Root Zone Publication

Time for root zone changes to be published following completion of validations and reviews by IANA

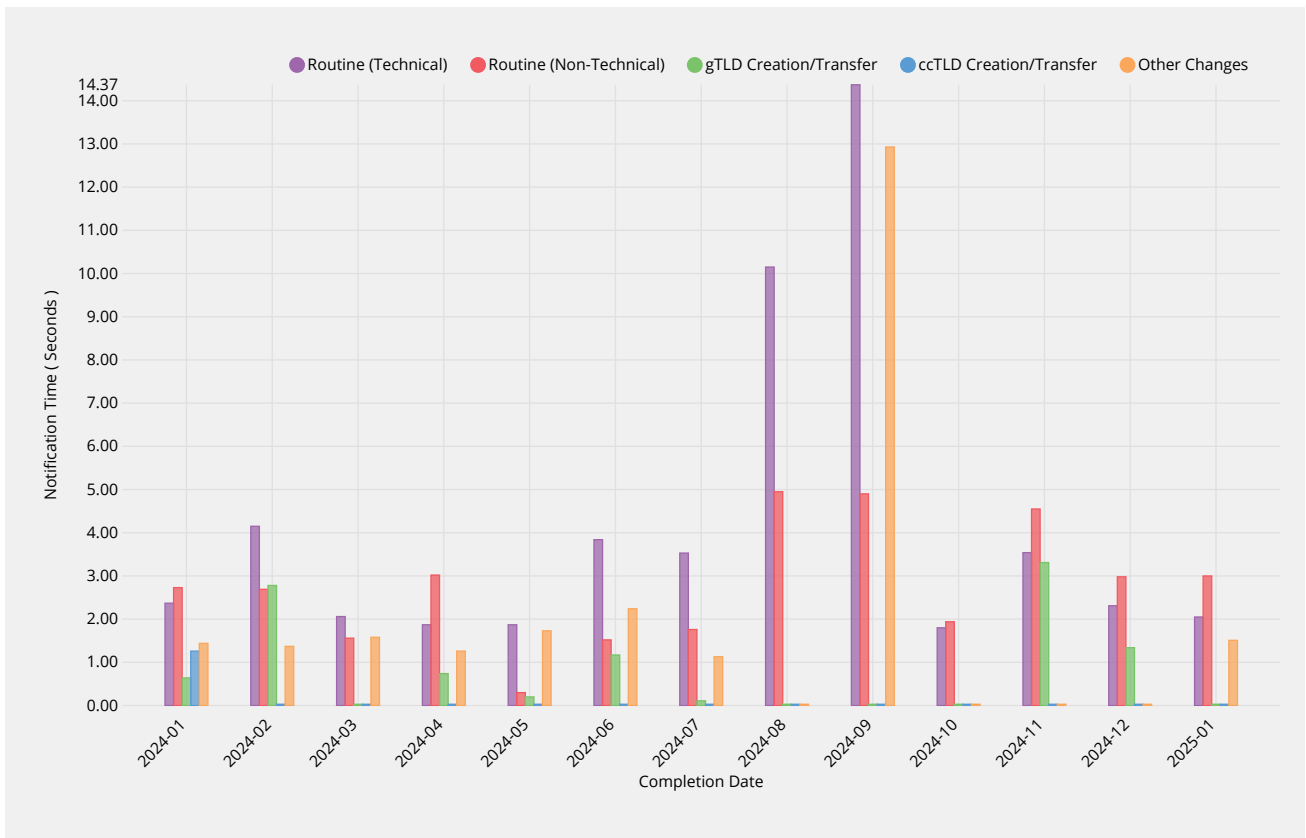


ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Shortest Time	5.01h	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	5.01h	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	5.01h	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00h	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Publication Time	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	2	4	2	4	1	1	0	4	0	0	0	1
Mean Time	5.98h	9.21h	3.74h	3.46h	8.12h	20.46h	1.90h	—	4.05h	—	—	—	6.21h
Shortest Time	5.19h	9.16h	0.50h	2.71h	1.50h	20.46h	1.90h	—	1.60h	—	—	—	6.21h
Longest Time	7.01h	9.26h	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h
Median Time	5.86h	9.21h	4.36h	3.46h	5.62h	20.46h	1.90h	—	4.60h	—	—	—	6.21h
PStDev Time	0.81h	0.05h	1.95h	0.75h	6.92h	0.00h	0.00h	—	1.45h	—	—	—	0.00h

## Notification of Completion

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



Routine (Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Notification Time	2.37s	4.15s	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s	3.54s	2.31s	2.05s
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	49	52	89	60	64	26	65	24	35	33	46	37	14
Mean Time	1.23s	2.27s	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s	1.33s	1.15s	0.97s
Shortest Time	0.06s	0.08s	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s	0.08s	0.06s	0.08s
Longest Time	3.77s	30.16s	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s	5.04s	3.45s	2.90s
Median Time	1.17s	1.25s	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s	1.12s	1.22s	1.10s



Routine (Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
PStDev Time	0.69s	4.90s	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s	1.16s	0.77s	0.74s

Routine (Non-Technical)	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Notification Time	2.73s	2.69s	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s	4.55s	2.98s	3.00s
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	115	62	48	103	158	7	16	12	21	35	26	17	101
Mean Time	0.52s	0.85s	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s	1.03s	0.81s	0.65s
Shortest Time	0.06s	0.09s	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s	0.06s	0.05s	0.04s
Longest Time	4.00s	3.83s	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s	5.43s	6.04s	4.18s
Median Time	0.16s	0.30s	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s	0.26s	0.21s	0.18s
PStDev Time	0.84s	0.97s	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s	1.44s	1.43s	0.98s

gTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Notification Time	0.64s	2.78s	—	0.74s	0.20s	1.17s	0.11s	—	—	—	3.31s	1.34s	—
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	7	12	0	8	3	1	1	0	0	0	1	3	0
Mean Time	0.25s	0.97s	—	0.29s	0.13s	1.17s	0.11s	—	—	—	3.31s	0.60s	—
Shortest Time	0.12s	0.12s	—	0.11s	0.08s	1.17s	0.11s	—	—	—	3.31s	0.14s	—
Longest Time	0.78s	3.38s	—	1.02s	0.21s	1.17s	0.11s	—	—	—	3.31s	1.46s	—
Median Time	0.13s	0.34s	—	0.22s	0.09s	1.17s	0.11s	—	—	—	3.31s	0.19s	—
PStDev Time	0.23s	1.01s	—	0.28s	0.06s	0.00s	0.00s	—	—	—	0.00s	0.61s	—

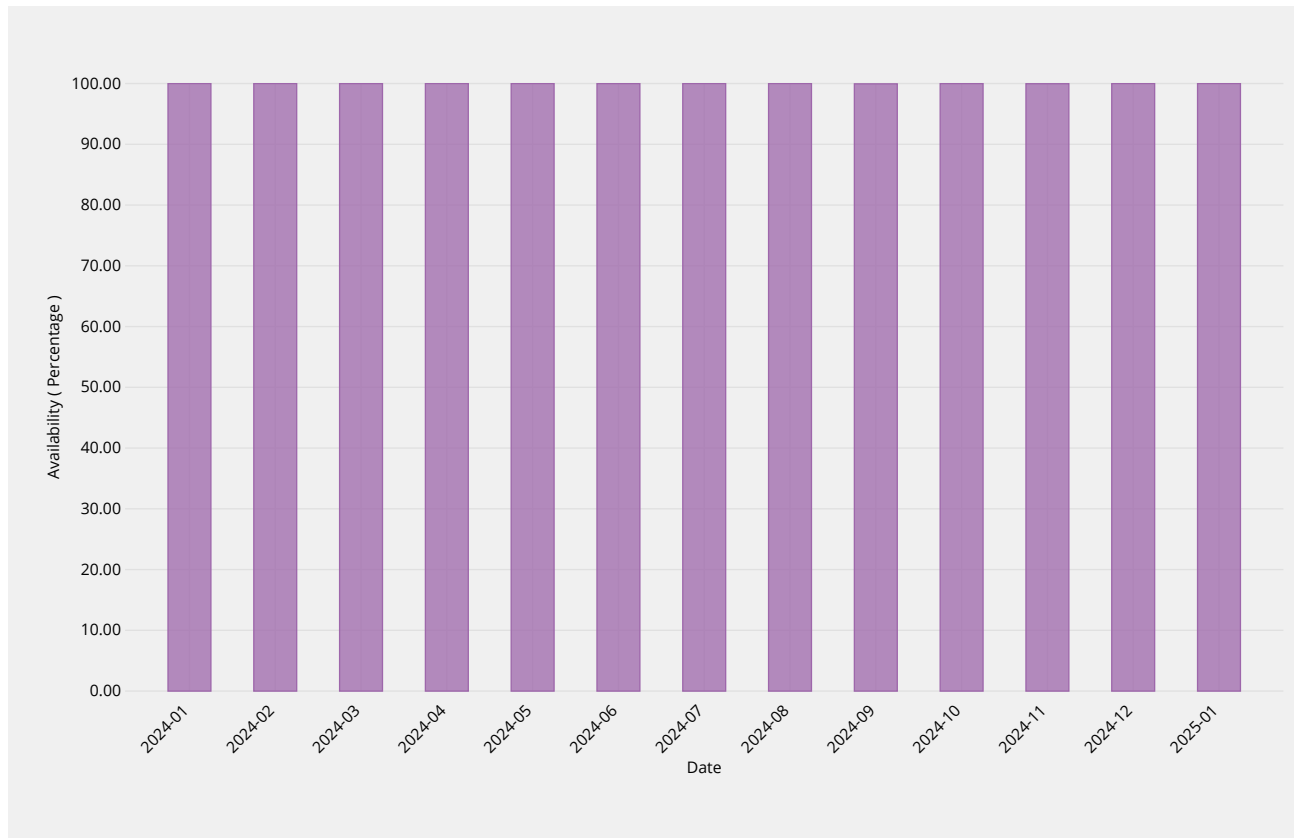
ccTLD Creation/Transfer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Notification Time	1.26s	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	0.81s	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	0.32s	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	1.31s	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	0.81s	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.50s	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Notification Time	1.44s	1.37s	1.58s	1.26s	1.73s	2.24s	1.13s	—	12.93s	—	—	—	1.51s
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	4	2	6	5	5	3	2	0	4	0	0	0	2
Mean Time	1.20s	1.35s	0.80s	0.62s	1.13s	1.26s	0.66s	—	5.55s	—	—	—	1.12s
Shortest Time	0.79s	1.32s	0.15s	0.15s	0.25s	0.22s	0.14s	—	0.16s	—	—	—	0.68s
Longest Time	1.46s	1.37s	1.65s	1.29s	1.86s	2.36s	1.18s	—	14.50s	—	—	—	1.55s
Median Time	1.28s	1.35s	0.73s	0.29s	1.18s	1.20s	0.66s	—	3.78s	—	—	—	1.12s
PStDev Time	0.25s	0.03s	0.61s	0.50s	0.52s	0.87s	0.52s	—	5.38s	—	—	—	0.44s

## System Availability

### IANA Website

Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Availability	100.00%	100.00%	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%	99.99%	99.97%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

### Root Zone Management System

Percentage availability of the RZMS to allow customers to perform self-service operations via the web

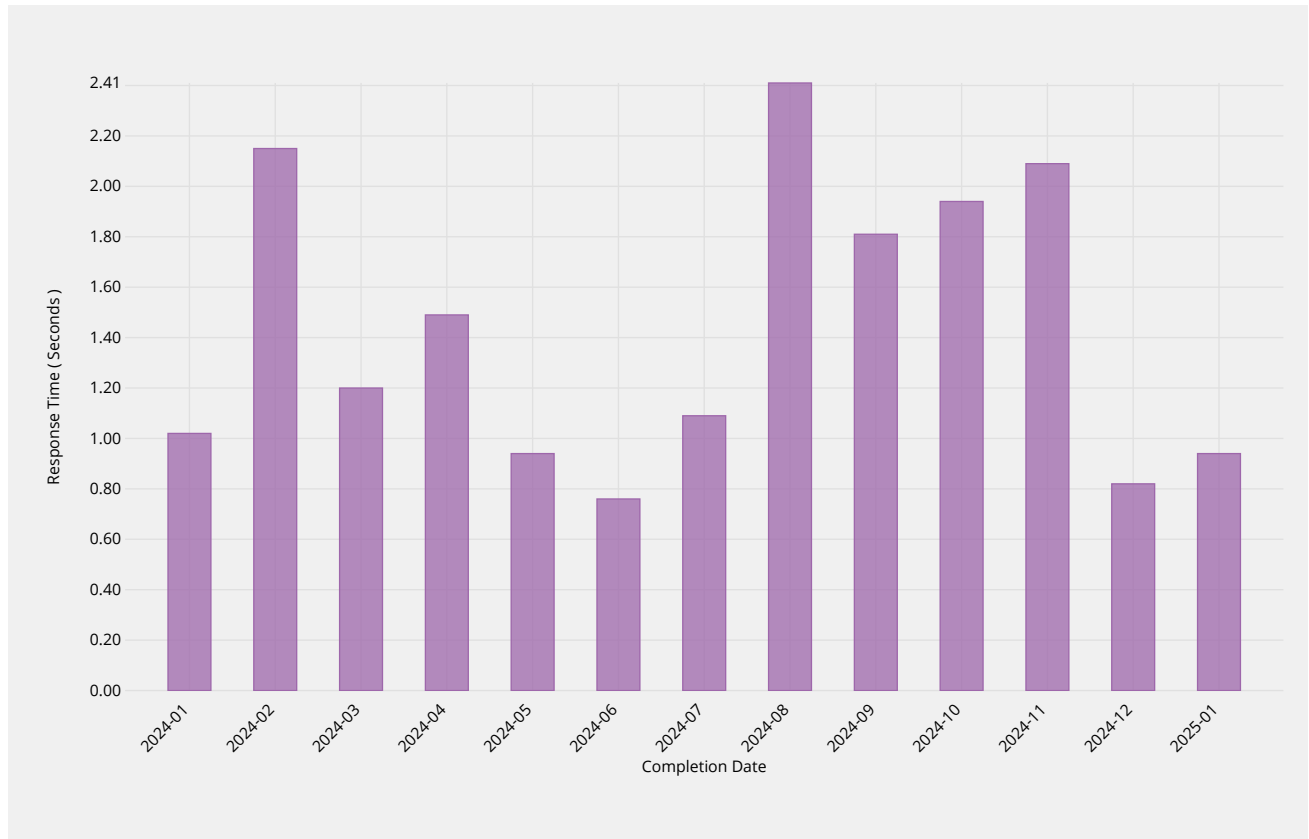






## Credential Recovery

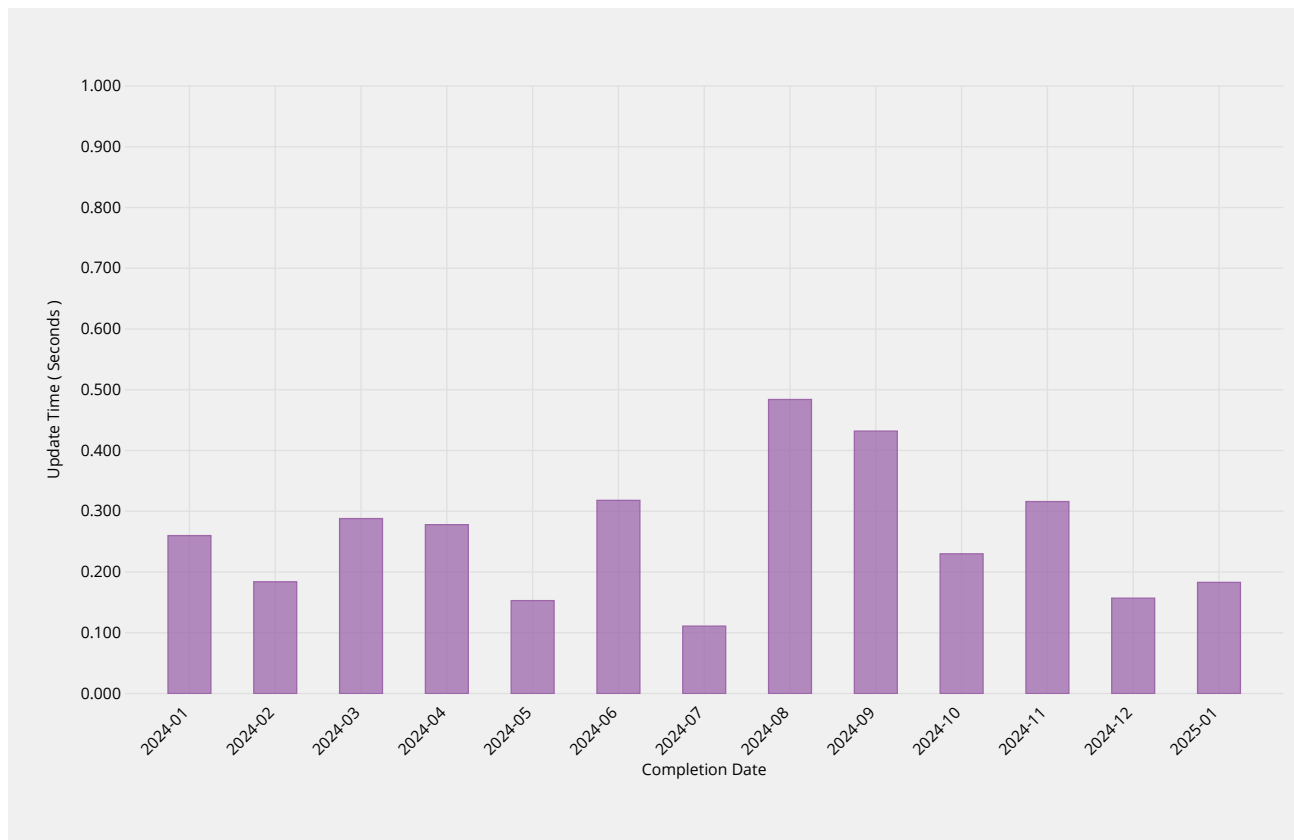
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	1.02s	2.15s	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s	2.09s	0.82s	0.94s
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	18	29	29	22	17	11	11	20	6	8	8	7	12
Mean Time	0.35s	0.54s	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s	1.04s	0.33s	0.34s
Shortest Time	0.03s	0.03s	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s	0.11s	0.03s	0.02s
Longest Time	1.14s	3.07s	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s	2.37s	0.86s	1.38s
Median Time	0.22s	0.22s	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s	1.00s	0.18s	0.23s
PStDev Time	0.33s	0.72s	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s	0.73s	0.31s	0.35s

## Credential Change

Time to implement new password within the system.



Credential Change	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Update Time	0.839s	0.596s	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s	1.056s	0.449s	0.656s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s
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	15	20	23	21	12	10	9	10	6	8	8	7	11
Mean Time	0.260s	0.184s	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s	0.316s	0.157s	0.183s
Shortest Time	0.077s	0.084s	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s	0.086s	0.078s	0.071s
Longest Time	1.174s	0.801s	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s	1.310s	0.604s	0.796s
Median Time	0.101s	0.107s	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s	0.109s	0.083s	0.075s
PStDev Time	0.310s	0.196s	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s	0.407s	0.183s	0.231s



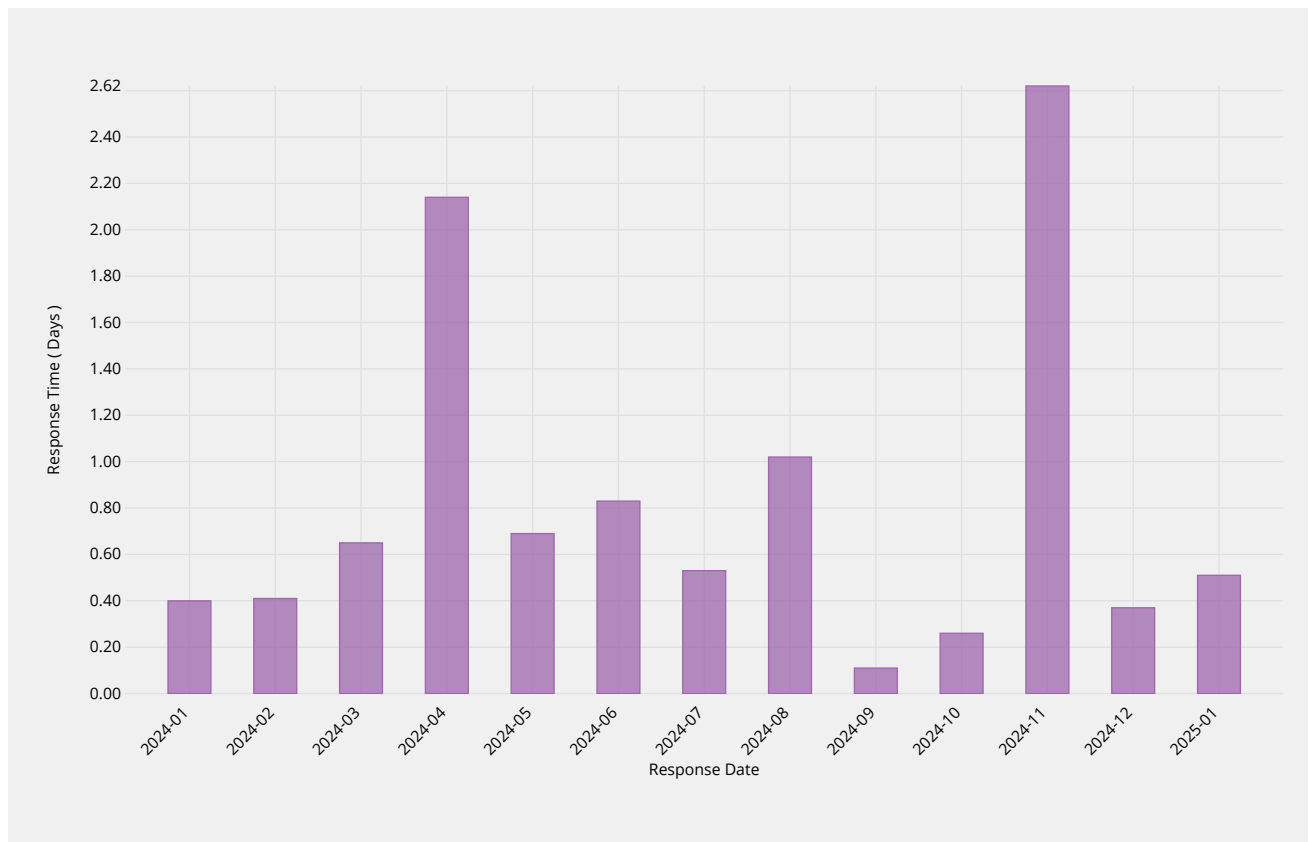






## Time to initial response

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



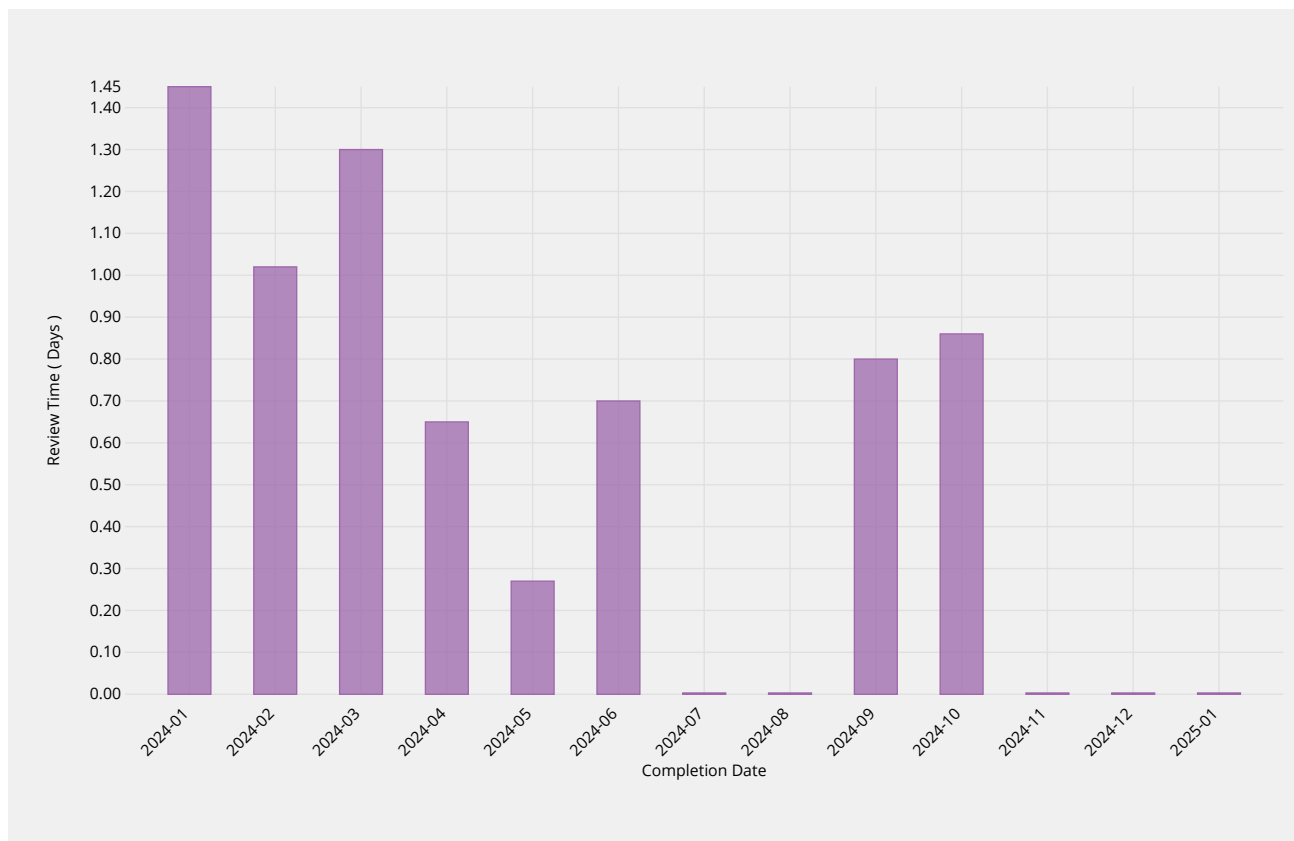
Manual Enquiries	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Response Time	0.98d	0.97d	1.61d	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d	2.62d	0.37d	0.51d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	8	6	14	3	4	1	3	4	1	1	1	1	1
Mean Time	0.40d	0.41d	0.65d	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d	2.62d	0.37d	0.51d
Shortest Time	0.00d	0.01d	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d	2.62d	0.37d	0.51d
Longest Time	1.18d	1.19d	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d	2.62d	0.37d	0.51d
Median Time	0.20d	0.25d	0.29d	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d	2.62d	0.37d	0.51d
PStDev Time	0.41d	0.43d	0.91d	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d	0.00d	0.00d	0.00d	0.00d

## 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

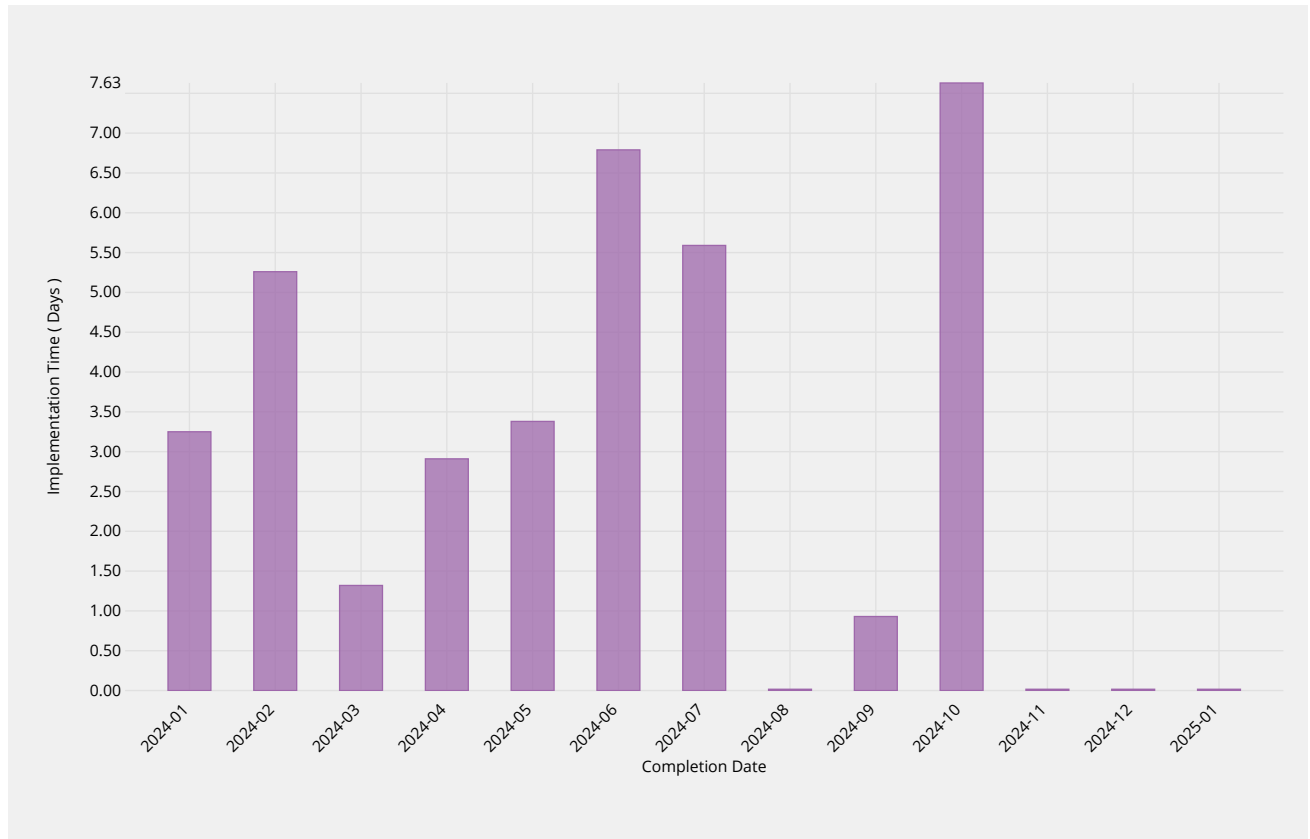
for remediation.



Review Time	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Review Time	1.45d	1.02d	1.30d	0.65d	0.27d	0.70d	0.00d	—	0.80d	0.86d	—	—	—
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%
Review Count	2	5	1	2	1	4	3	0	1	4	0	0	0
Shortest Time	1.25d	0.00d	1.30d	0.62d	0.27d	0.00d	0.00d	—	0.80d	0.00d	—	—	—
Longest Time	1.48d	1.69d	1.30d	0.66d	0.27d	1.00d	0.00d	—	0.80d	1.08d	—	—	—
Median Time	1.36d	0.00d	1.30d	0.64d	0.27d	0.00d	0.00d	—	0.80d	0.16d	—	—	—
PStDev Time	0.11d	0.67d	0.00d	0.02d	0.00d	0.43d	0.00d	—	0.00d	0.44d	—	—	—

## Implementation Time

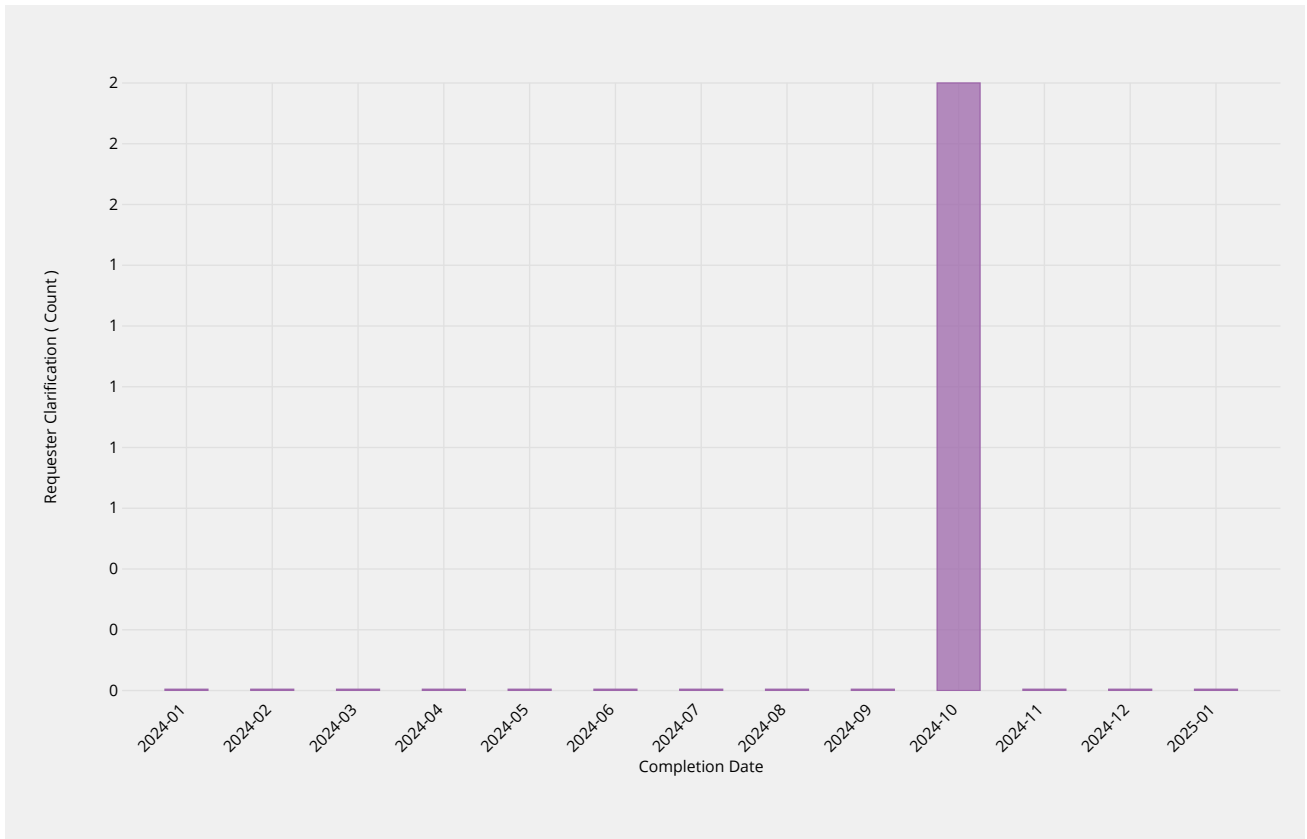
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Implementation Time	3.25d	5.26d	1.32d	2.91d	3.38d	6.79d	5.59d	—	0.93d	7.63d	—	—	—
Monthly Threshold	7d	7d	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%	90.0%	90.0%
Request Count	2	5	1	2	1	4	3	0	1	4	0	0	0
Shortest Time	2.79d	0.87d	1.32d	2.91d	3.38d	1.24d	1.13d	—	0.93d	1.05d	—	—	—
Longest Time	3.30d	6.72d	1.32d	2.91d	3.38d	6.79d	5.99d	—	0.93d	8.31d	—	—	—
Median Time	3.04d	3.07d	1.32d	2.91d	3.38d	4.58d	4.01d	—	0.93d	6.02d	—	—	—
PStDev Time	0.25d	1.98d	0.00d	0.00d	0.00d	2.52d	2.00d	—	0.00d	2.65d	—	—	—

## Requester Clarification

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

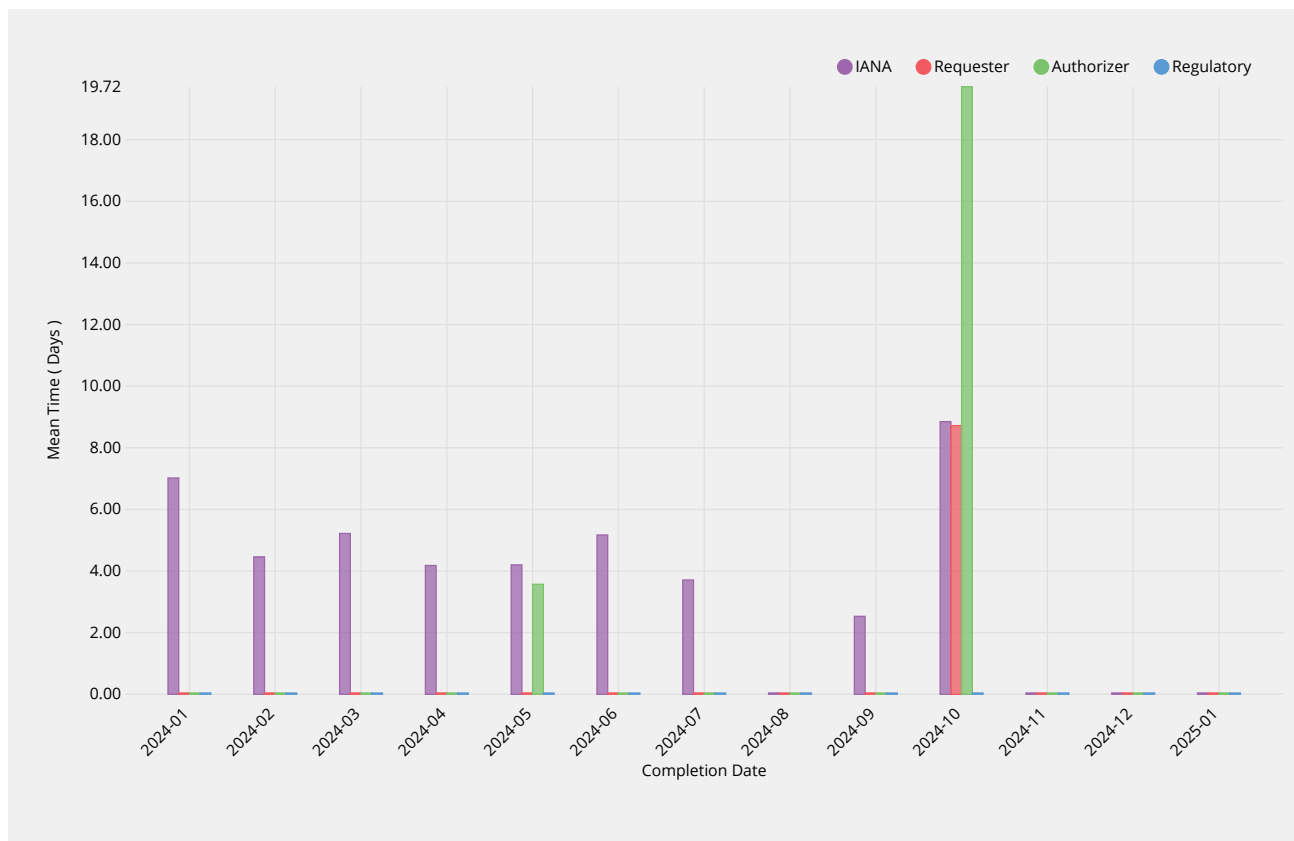


Requester Clarification	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Count	0	0	0	0	0	0	—	0	2	—	—	—	—
Request Count	2	5	1	2	1	4	3	0	1	4	0	0	0
Shortest Clarification	0	0	0	0	0	0	0	—	0	0	—	—	—
Longest Clarification	0	0	0	0	0	0	0	—	0	2	—	—	—

## Time per Actor

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

regulatory checks.



IANA	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Mean Time	7.02d	4.46d	5.22d	4.18d	4.20d	5.17d	3.71d	—	2.53d	8.85d	—	—	—
Review Count	2	5	1	2	1	4	3	0	1	4	0	0	0
Shortest Time	5.75d	0.87d	5.22d	4.15d	4.20d	1.24d	1.13d	—	2.53d	1.05d	—	—	—
Longest Time	8.29d	13.48d	5.22d	4.22d	4.20d	6.80d	5.99d	—	2.53d	15.80d	—	—	—
Median Time	7.02d	3.07d	5.22d	4.18d	4.20d	6.31d	4.01d	—	2.53d	9.27d	—	—	—
PStDev Time	1.27d	4.58d	0.00d	0.04d	0.00d	2.30d	2.00d	—	0.00d	5.72d	—	—	—

Requester	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Mean Time	—	—	—	—	—	—	—	—	—	8.72d	—	—	—
Review Count	0	0	0	0	0	0	0	0	0	1	0	0	0
Shortest Time	—	—	—	—	—	—	—	—	—	8.72d	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	8.72d	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	8.72d	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0.00d	—	—	—

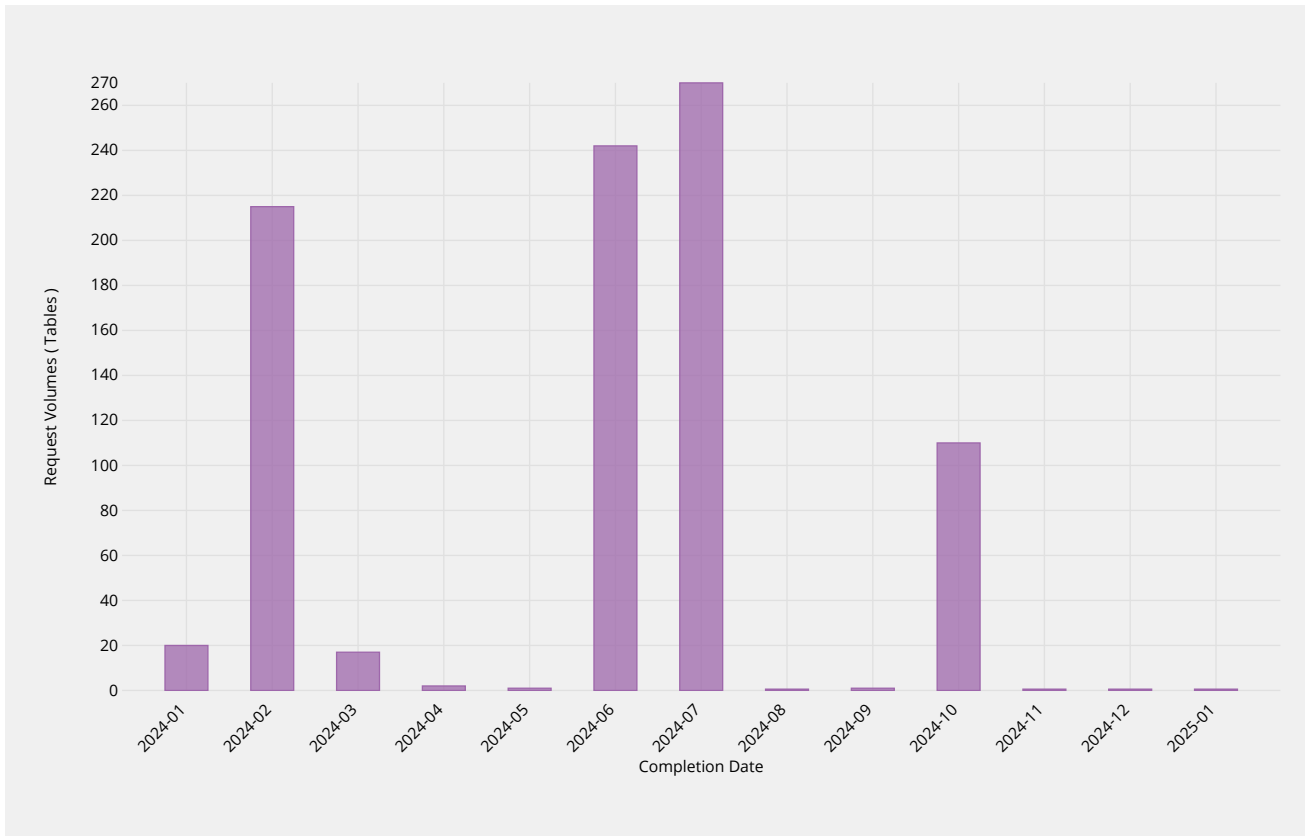
Authorizer	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Mean Time	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—	—
Review Count	0	0	0	0	1	0	0	0	0	1	0	0	0
Shortest Time	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—	—
Longest Time	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—	—
Median Time	—	—	—	—	3.57d	—	—	—	—	19.72d	—	—	—
PStDev Time	—	—	—	—	0.00d	—	—	—	—	0.00d	—	—	—

Regulatory	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Mean Time	—	—	—	—	0.03d	—	—	—	—	0.01d	—	—	—
Review Count	0	0	0	0	1	0	0	0	0	1	0	0	0
Shortest Time	—	—	—	—	0.03d	—	—	—	—	0.01d	—	—	—

Regulatory	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Longest Time	—	—	—	—	0.03d	—	—	—	—	0.01d	—	—	—
Median Time	—	—	—	—	0.03d	—	—	—	—	0.01d	—	—	—
PStDev Time	—	—	—	—	0.00d	—	—	—	—	0.00d	—	—	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01
Total LGRs Processed	20	215	17	2	1	242	270	—	1	110	—	—	—
Request Count	2	5	1	2	1	4	3	0	1	4	0	0	0
Average LGRs per Request	10	43	17	1	1	60	90	—	1	28	—	—	—
Smallest per Request	4	1	17	1	1	5	5	—	1	1	—	—	—
Largest per Request	16	103	17	1	1	103	206	—	1	103	—	—	—



# 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.