

IANA Naming Function Monthly Performance Report

March 2025

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
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%)	✓ 0.00s	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%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.36m	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%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.94m	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%)	✓ 1.53m	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%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 2.788s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.030s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.108s	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 0.858s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.91ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.52ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.13ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.44ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.96d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.42d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.02d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.19d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

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
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 42.96h	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	—	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 3.60s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.49s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.24s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.30s	p25
System Availability				
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%)	✓ 1.61s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.853s	p31
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ —	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ —	p35
Label Generation Rulesets				
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)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Acceptance Time	—	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	0	9	3	1	1	0	0	0	1	3	0	0	1
Mean Time	—	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
Longest Time	—	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
PStDev Time	—	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—	—	0.00s

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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	6	5	5	4	2	0	5	0	0	0	3	3	2
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	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Lodgment Count	0	9	3	1	1	0	0	0	1	3	0	0	1
Mean Time	—	0.01d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—	—	0.00d
Shortest Time	—	0.00d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—	—	0.00d
Longest Time	—	0.02d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—	—	0.00d
Median Time	—	0.00d	0.00d	0.01d	0.00d	—	—	—	0.00d	0.00d	—	—	0.00d
PStDev Time	—	0.01d	0.00d	0.00d	0.00d	—	—	—	0.00d	0.00d	—	—	0.00d

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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	1	1	1	0	2	0	0	0	0	2	1
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	0.01d	0.00d	0.00d	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)

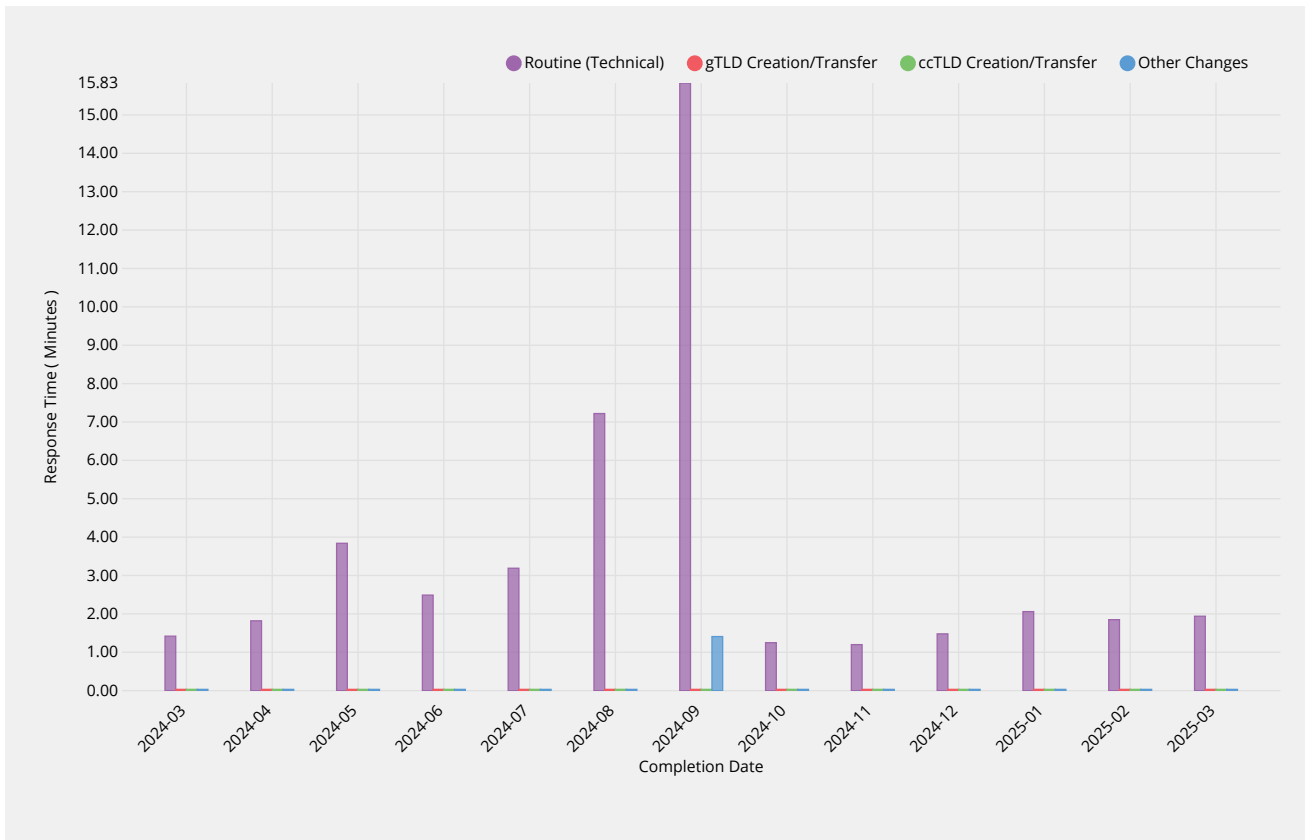
Time to return results for technical checks following submission of request via automated submission

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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Response Time	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	2	4	0	0	0	3	0	0	0	2	0	0
Mean Time	1.44m	1.59m	1.54m	—	—	—	1.73m	—	—	—	1.33m	—	—
Shortest Time	1.41m	1.46m	1.20m	—	—	—	1.39m	—	—	—	1.32m	—	—
Longest Time	1.46m	1.73m	1.89m	—	—	—	2.31m	—	—	—	1.34m	—	—
Median Time	1.44m	1.59m	1.54m	—	—	—	1.49m	—	—	—	1.33m	—	—
PStDev Time	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)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Response Time	1.42m	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m	1.20m	1.48m	2.06m	1.85m	1.94m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	165	32	147	59	133	88	14	174	224	138	89	160	85
Mean Time	0.78m	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m	0.79m	1.20m	1.74m	1.05m	1.49m
Shortest Time	0.14m	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m	0.31m	0.19m	0.56m	0.22m	0.55m
Longest Time	1.64m	4.21m	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m	1.44m	16.15m	16.54m	8.10m	16.31m

Routine (Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Median Time	0.90m	1.08m	0.96m	0.59m	0.85m	4.58m	0.53m	0.89m	0.85m	1.09m	1.65m	0.73m	1.33m
PStDev Time	0.44m	0.62m	1.83m	3.25m	1.94m	5.42m	5.40m	0.26m	0.27m	1.79m	1.63m	1.33m	1.64m

gTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	4	0	0	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)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	91	62	67	27	65	27	36	37	46	37	14	35	27
Mean Time	1.433s	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s	2.024s	1.734s	1.508s	1.400s	1.450s
Shortest Time	0.334s	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s	0.193s	0.055s	1.053s	0.249s	0.543s
Longest Time	4.383s	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s	5.341s	3.481s	4.122s	3.667s	3.426s
Median Time	1.220s	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s	1.706s	1.607s	1.257s	1.204s	1.208s
PStDev Time	0.691s	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s	1.101s	0.907s	0.769s	0.670s	0.632s

Routine (Non-Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Dispatch Time	1.263s	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s	2.171s	1.313s	2.244s	1.293s	2.030s
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	51	109	167	8	17	22	25	39	28	19	109	117	27
Mean Time	0.412s	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s	0.680s	0.363s	0.606s	0.279s	0.864s
Shortest Time	0.064s	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s	0.062s	0.057s	0.028s	0.039s	0.040s
Longest Time	4.678s	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s	3.577s	3.205s	3.540s	4.242s	3.491s
Median Time	0.204s	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s	0.274s	0.107s	0.238s	0.067s	0.526s
PStDev Time	0.737s	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s	0.830s	0.711s	0.759s	0.592s	0.825s

gTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Dispatch Time	—	1.204s	0.700s	0.202s	0.224s	—	—	—	0.138s	0.272s	—	—	0.108s
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	0	9	3	1	1	0	0	0	1	3	0	0	1
Mean Time	—	0.528s	0.331s	0.202s	0.224s	—	—	—	0.138s	0.183s	—	—	0.108s
Shortest Time	—	0.079s	0.113s	0.202s	0.224s	—	—	—	0.138s	0.089s	—	—	0.108s
Longest Time	—	1.232s	0.765s	0.202s	0.224s	—	—	—	0.138s	0.282s	—	—	0.108s
Median Time	—	0.311s	0.114s	0.202s	0.224s	—	—	—	0.138s	0.179s	—	—	0.108s
PStDev Time	—	0.430s	0.307s	0.000s	0.000s	—	—	—	0.000s	0.079s	—	—	0.000s

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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Dispatch Time	4.454s	2.679s	2.190s	1.095s	1.720s	—	3.194s	—	—	—	6.873s	0.168s	0.858s
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	6	5	5	4	2	0	5	0	0	0	2	3	2
Mean Time	1.970s	1.163s	0.883s	0.544s	1.165s	—	1.600s	—	—	—	4.487s	0.102s	0.612s
Shortest Time	0.094s	0.146s	0.108s	0.084s	0.548s	—	0.117s	—	—	—	1.836s	0.047s	0.338s
Longest Time	4.565s	3.032s	2.448s	1.179s	1.781s	—	3.465s	—	—	—	7.139s	0.177s	0.885s
Median Time	1.418s	1.219s	0.546s	0.457s	1.165s	—	2.092s	—	—	—	4.487s	0.082s	0.612s
PStDev Time	1.878s	1.055s	0.868s	0.412s	0.617s	—	1.272s	—	—	—	2.651s	0.055s	0.274s

gTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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	8	3	1	1	0	0	0	1	3	0	0	1
Mean Time	—	0.37ms	0.25ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms	—	—	0.13ms
Shortest Time	—	0.09ms	0.12ms	0.16ms	0.45ms	—	—	—	1.34ms	0.16ms	—	—	0.13ms
Longest Time	—	1.08ms	0.41ms	0.16ms	0.45ms	—	—	—	1.34ms	0.91ms	—	—	0.13ms
Median Time	—	0.29ms	0.23ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms	—	—	0.13ms
PStDev Time	—	0.30ms	0.12ms	0.00ms	0.00ms	—	—	—	0.00ms	0.31ms	—	—	0.00ms

ccTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Affirmation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

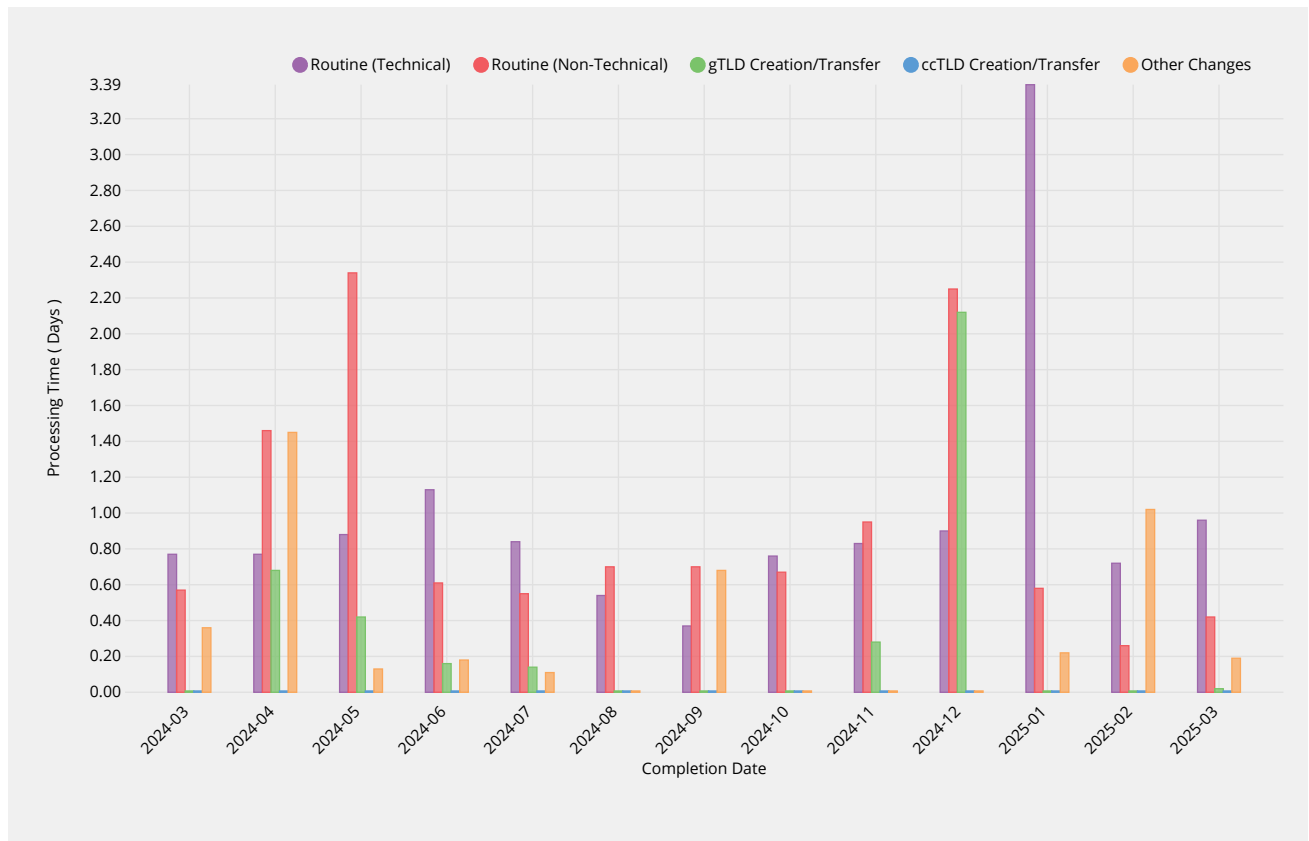
Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Affirmation Time	0.80ms	0.39ms	0.89ms	0.37ms	1.16ms	—	0.43ms	—	—	—	0.84ms	0.11ms	0.44ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	6	5	5	4	2	0	4	0	0	0	2	3	2
Mean Time	0.43ms	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms	—	—	—	0.46ms	0.10ms	0.27ms
Shortest Time	0.16ms	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms	—	—	—	0.05ms	0.09ms	0.07ms
Longest Time	0.85ms	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms	—	—	—	0.88ms	0.12ms	0.46ms
Median Time	0.33ms	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms	—	—	—	0.46ms	0.10ms	0.27ms
PStDev Time	0.24ms	0.10ms	0.29ms	0.12ms	0.30ms	—	0.13ms	—	—	—	0.41ms	0.01ms	0.19ms

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Processing Time	0.77d	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d	0.83d	0.90d	3.39d	0.72d	0.96d
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	90	60	67	26	65	24	35	33	46	37	14	32	25
Mean Time	0.54d	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d	0.46d	0.48d	2.46d	0.33d	0.40d
Shortest Time	0.01d	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d	0.05d	0.01d	0.07d	0.02d	0.01d
Longest Time	4.55d	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d	2.93d	1.36d	24.09d	0.97d	2.44d
Median Time	0.36d	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d	0.33d	0.37d	0.39d	0.28d	0.21d
PStDev Time	0.70d	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d	0.49d	0.32d	6.10d	0.26d	0.51d

Routine (Non-Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Processing Time	0.57d	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d	0.95d	2.25d	0.58d	0.26d	0.42d
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	48	106	158	7	16	12	21	35	26	17	101	117	22
Mean Time	0.27d	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d	0.40d	0.85d	0.25d	0.14d	0.18d
Shortest Time	0.01d	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d	0.00d	0.03d	0.01d	0.01d	0.02d
Longest Time	2.28d	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d	2.69d	4.93d	1.04d	2.48d	0.73d
Median Time	0.18d	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d	0.13d	0.34d	0.13d	0.06d	0.08d
PStDev Time	0.37d	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d	0.58d	1.25d	0.26d	0.28d	0.20d

gTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Processing Time	—	0.68d	0.42d	0.16d	0.14d	—	—	—	0.28d	2.12d	—	—	0.02d
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	0	8	3	1	1	0	0	0	1	3	0	0	1
Mean Time	—	0.27d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.92d	—	—	0.02d

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

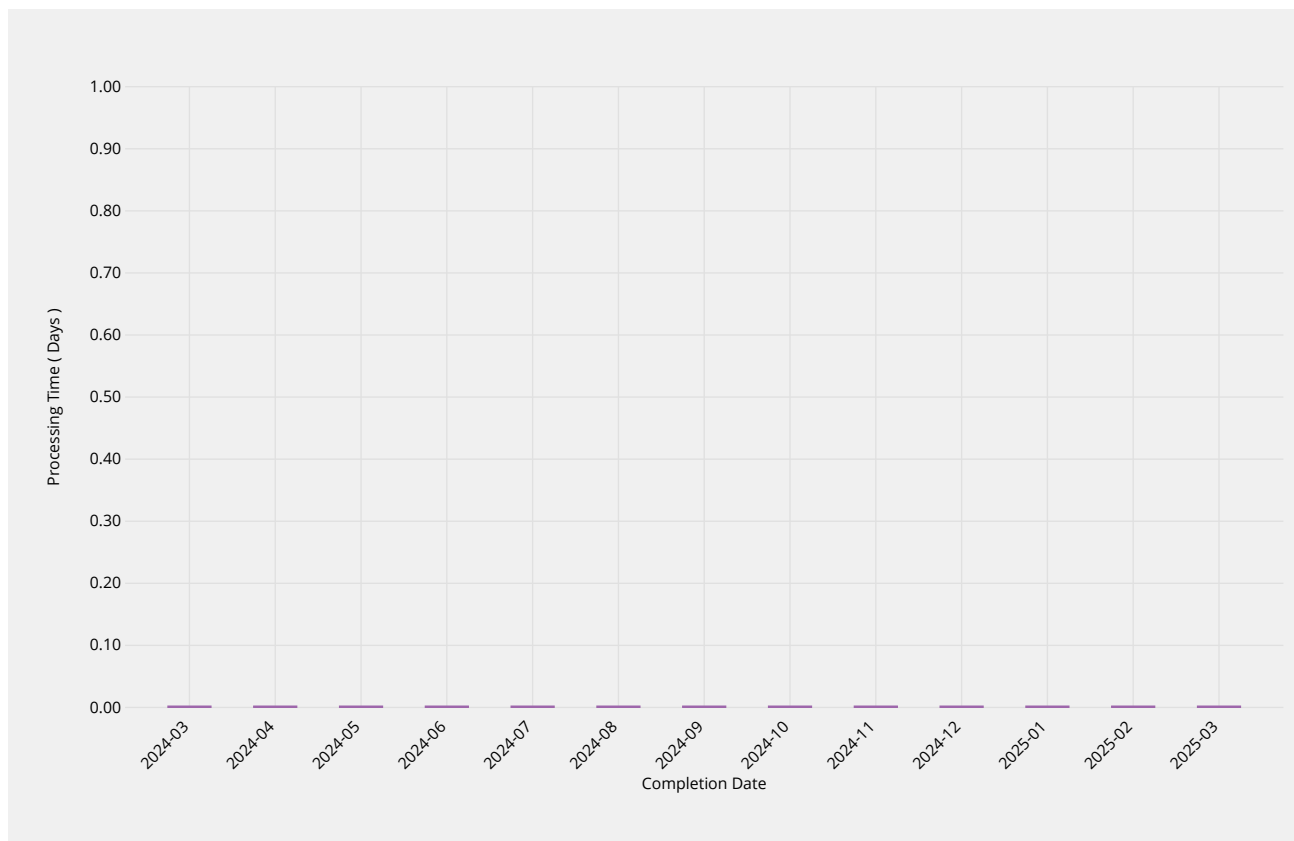
ccTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Processing Time	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d	1.02d	0.19d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	6	5	5	3	2	0	4	0	0	0	2	3	2
Mean Time	0.27d	0.42d	0.07d	0.14d	0.08d	—	0.28d	—	—	—	0.16d	0.71d	0.10d
Shortest Time	0.07d	0.12d	0.03d	0.06d	0.05d	—	0.06d	—	—	—	0.11d	0.09d	0.01d
Longest Time	0.36d	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d	1.02d	0.19d
Median Time	0.30d	0.19d	0.05d	0.16d	0.08d	—	0.19d	—	—	—	0.16d	1.02d	0.10d
PStDev Time	0.10d	0.52d	0.04d	0.05d	0.03d	—	0.24d	—	—	—	0.06d	0.44d	0.09d

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	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

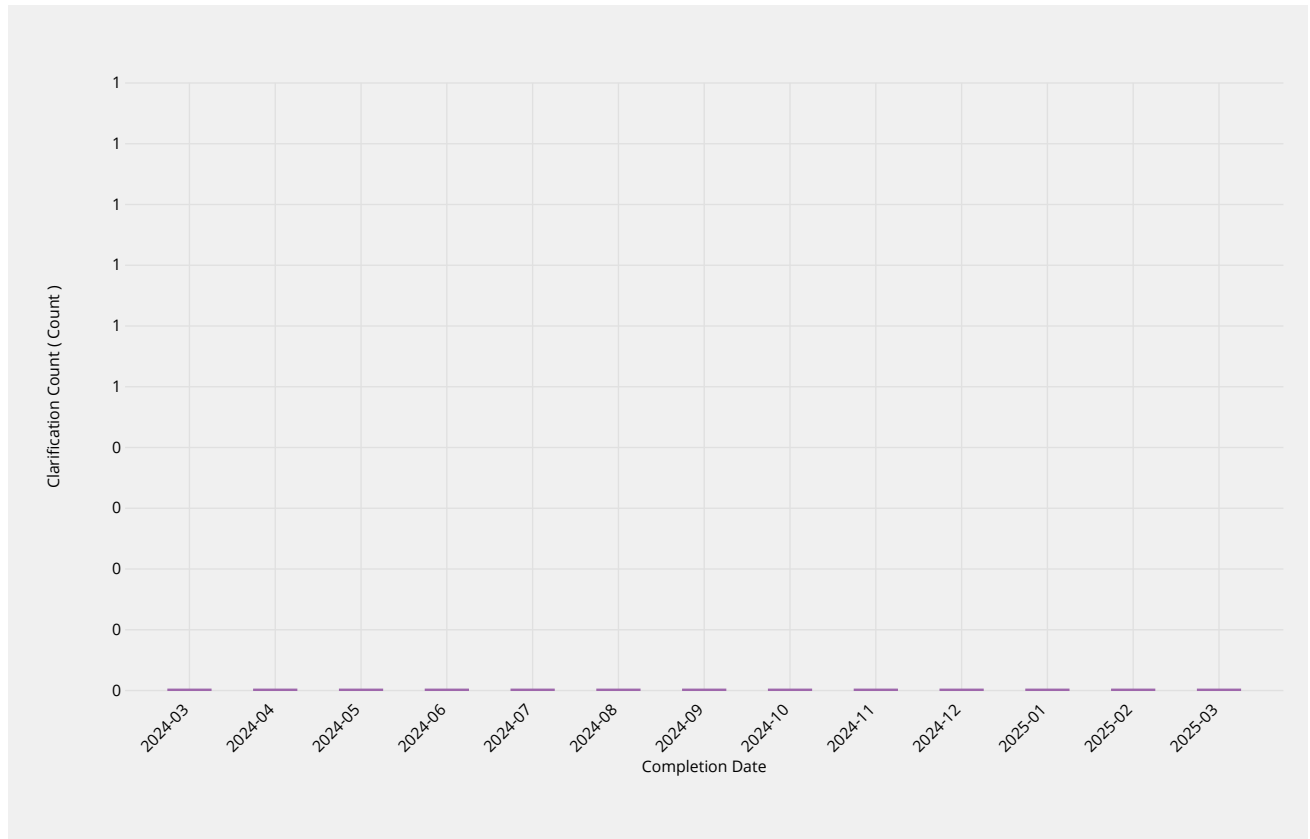
ccTLD Creation/Transfer

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.

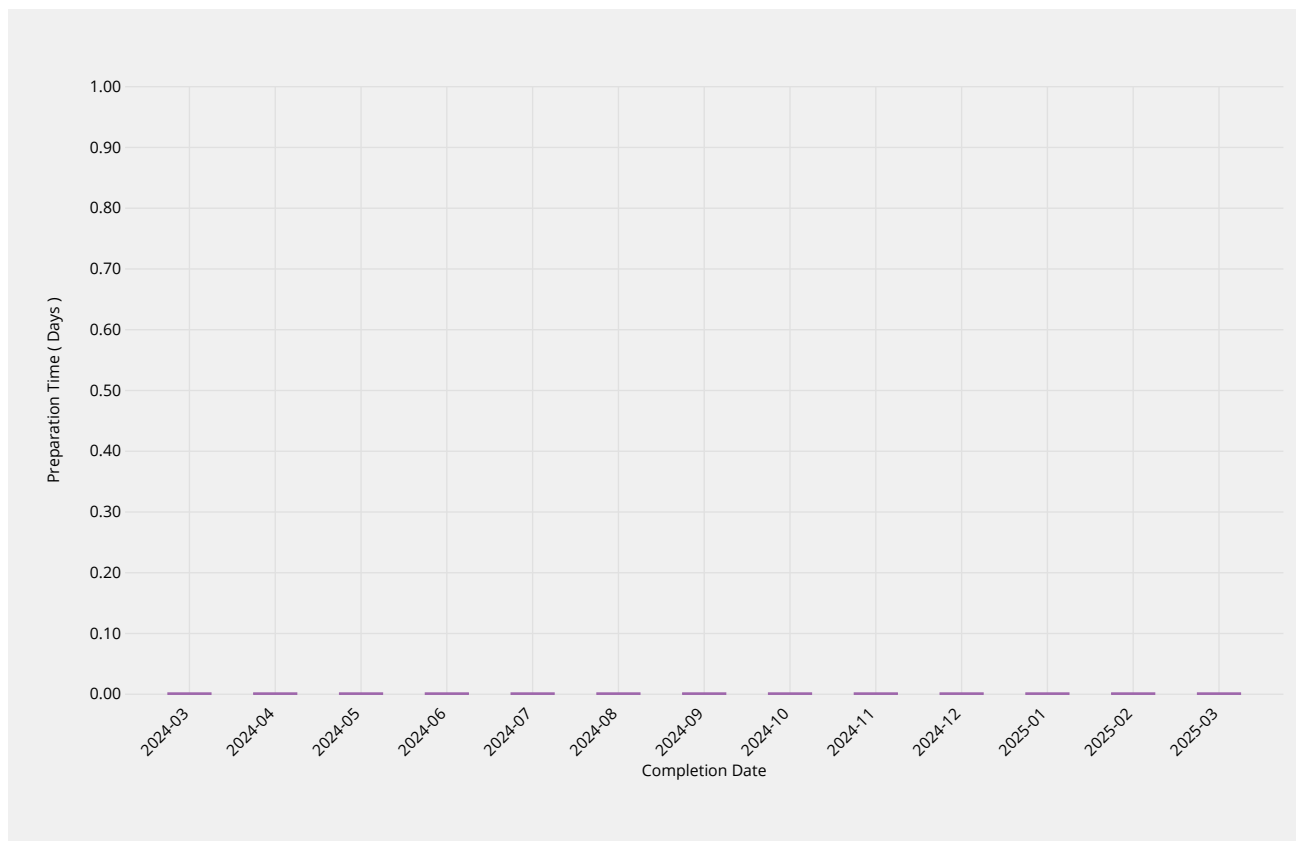


Requester Clarification	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Clarification Count	—	—	—	—	0	—	—	0	—	—	—	—	—
Request Count	0	0	0	0	1	0	0	1	0	0	0	0	0
Lowest Count	—	—	—	—	0	—	—	0	—	—	—	—	—
Highest Count	—	—	—	—	0	—	—	0	—	—	—	—	—

Report Preparation

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

publication.



Report Preparation	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
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

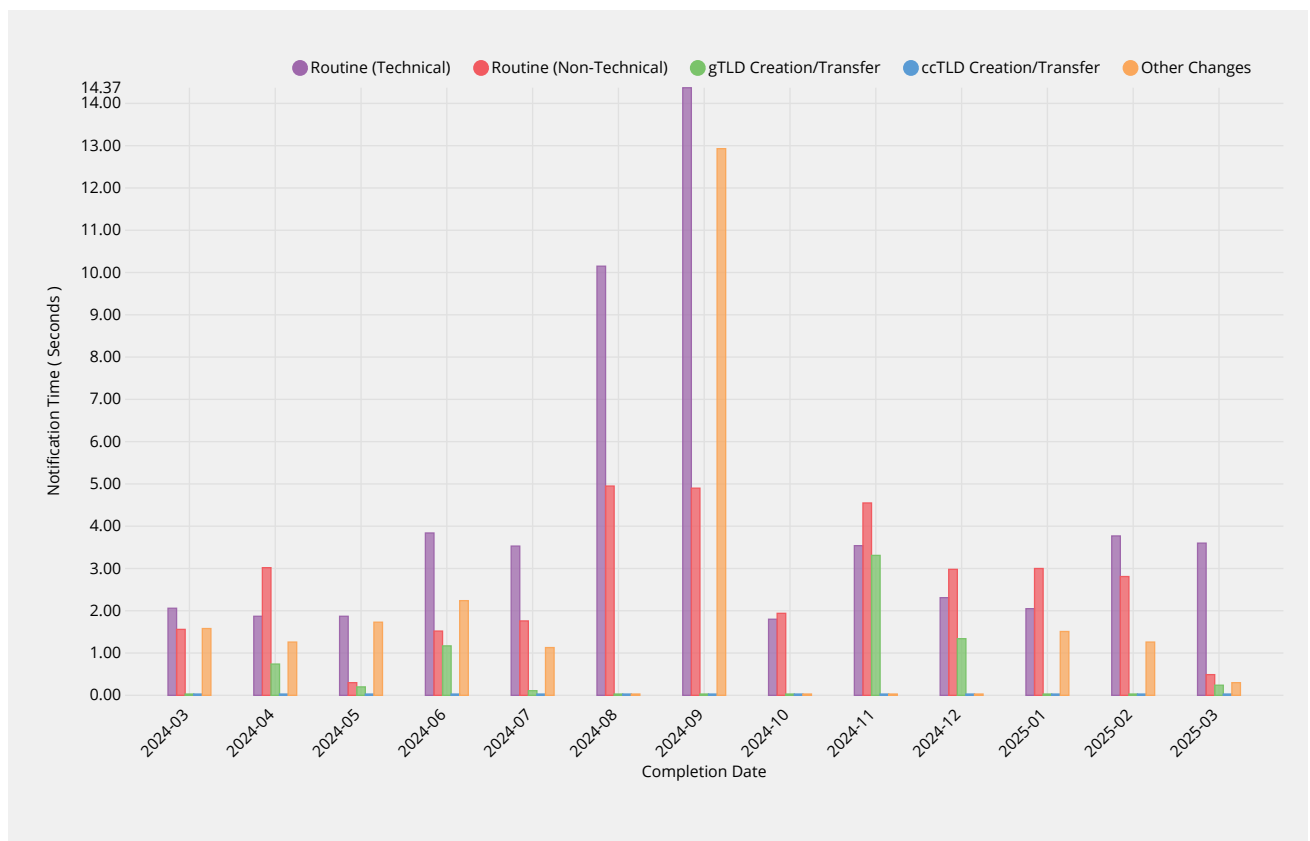
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Publication Time	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h	3.21h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	2	4	1	1	0	4	0	0	0	1	2	0
Mean Time	3.74h	3.46h	8.12h	20.46h	1.90h	—	4.05h	—	—	—	6.21h	3.21h	—
Shortest Time	0.50h	2.71h	1.50h	20.46h	1.90h	—	1.60h	—	—	—	6.21h	3.20h	—
Longest Time	5.73h	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h	3.21h	—
Median Time	4.36h	3.46h	5.62h	20.46h	1.90h	—	4.60h	—	—	—	6.21h	3.21h	—
PStDev Time	1.95h	0.75h	6.92h	0.00h	0.00h	—	1.45h	—	—	—	0.00h	0.00h	—

Notification of Completion

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



Routine (Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Notification Time	2.06s	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s	3.54s	2.31s	2.05s	3.77s	3.60s
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	89	60	64	26	65	24	35	33	46	37	14	32	25
Mean Time	1.06s	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s	1.33s	1.15s	0.97s	1.52s	1.49s
Shortest Time	0.07s	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s	0.08s	0.06s	0.08s	0.05s	0.13s
Longest Time	3.85s	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s	5.04s	3.45s	2.90s	6.08s	4.39s
Median Time	1.18s	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s	1.12s	1.22s	1.10s	1.34s	1.26s

Routine (Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
PStDev Time	0.73s	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s	1.16s	0.77s	0.74s	1.30s	0.97s

Routine (Non-Technical)	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Notification Time	1.56s	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s	4.55s	2.98s	3.00s	2.81s	0.49s
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	48	103	158	7	16	12	21	35	26	17	101	117	22
Mean Time	0.42s	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s	1.03s	0.81s	0.65s	0.61s	0.20s
Shortest Time	0.07s	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s	0.06s	0.05s	0.04s	0.04s	0.05s
Longest Time	3.91s	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s	5.43s	6.04s	4.18s	3.59s	0.58s
Median Time	0.18s	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s	0.26s	0.21s	0.18s	0.17s	0.18s
PStDev Time	0.68s	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s	1.44s	1.43s	0.98s	0.89s	0.14s

gTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Notification Time	—	0.74s	0.20s	1.17s	0.11s	—	—	—	3.31s	1.34s	—	—	0.24s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	8	3	1	1	0	0	0	1	3	0	0	1
Mean Time	—	0.29s	0.13s	1.17s	0.11s	—	—	—	3.31s	0.60s	—	—	0.24s
Shortest Time	—	0.11s	0.08s	1.17s	0.11s	—	—	—	3.31s	0.14s	—	—	0.24s
Longest Time	—	1.02s	0.21s	1.17s	0.11s	—	—	—	3.31s	1.46s	—	—	0.24s
Median Time	—	0.22s	0.09s	1.17s	0.11s	—	—	—	3.31s	0.19s	—	—	0.24s
PStDev Time	—	0.28s	0.06s	0.00s	0.00s	—	—	—	0.00s	0.61s	—	—	0.00s

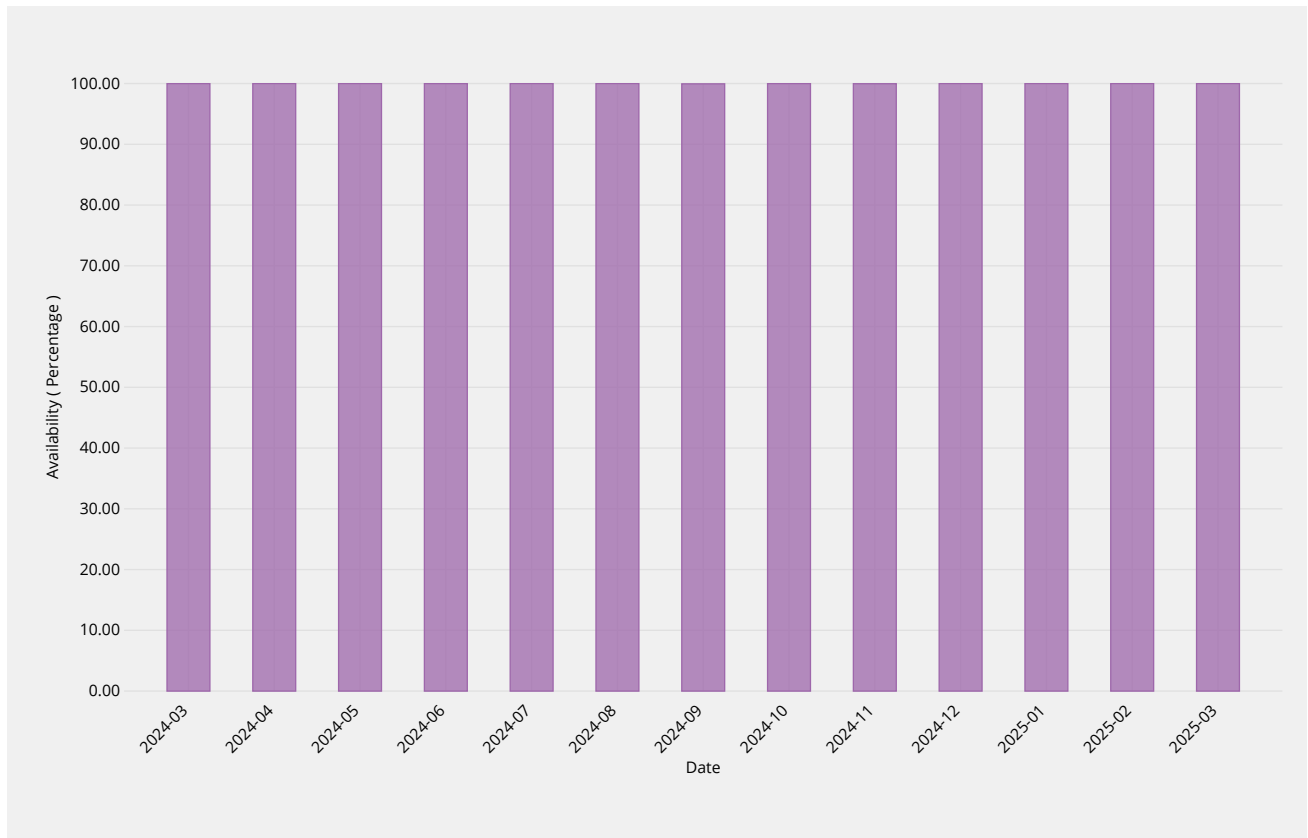
ccTLD Creation/Transfer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%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

Other Changes	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Notification Time	1.58s	1.26s	1.73s	2.24s	1.13s	—	12.93s	—	—	—	1.51s	1.26s	0.30s
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	6	5	5	3	2	0	4	0	0	0	2	3	2
Mean Time	0.80s	0.62s	1.13s	1.26s	0.66s	—	5.55s	—	—	—	1.12s	1.15s	0.26s
Shortest Time	0.15s	0.15s	0.25s	0.22s	0.14s	—	0.16s	—	—	—	0.68s	0.98s	0.21s
Longest Time	1.65s	1.29s	1.86s	2.36s	1.18s	—	14.50s	—	—	—	1.55s	1.27s	0.31s
Median Time	0.73s	0.29s	1.18s	1.20s	0.66s	—	3.78s	—	—	—	1.12s	1.21s	0.26s
PStDev Time	0.61s	0.50s	0.52s	0.87s	0.52s	—	5.38s	—	—	—	0.44s	0.12s	0.05s

System Availability

IANA Website

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



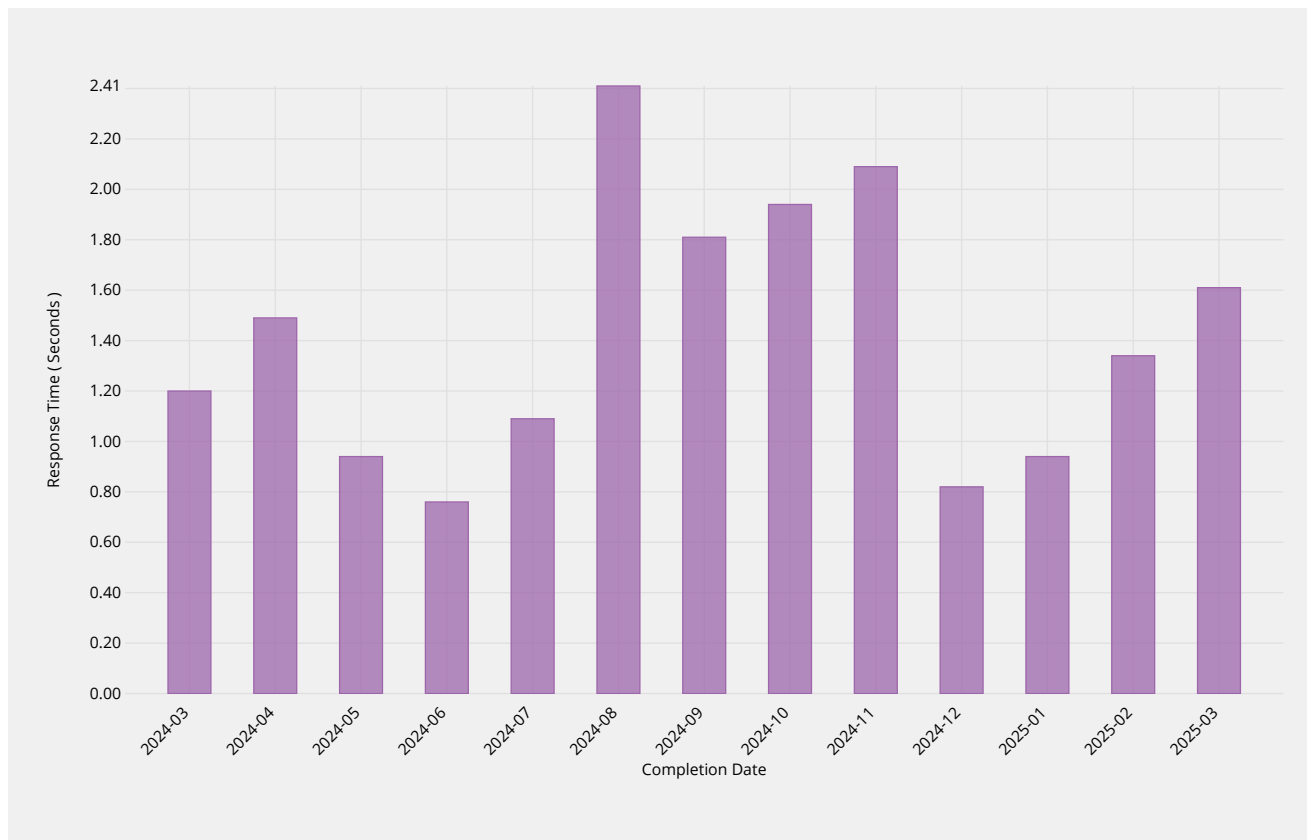
IANA Site Availability	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Availability	99.99%	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

Credential Recovery

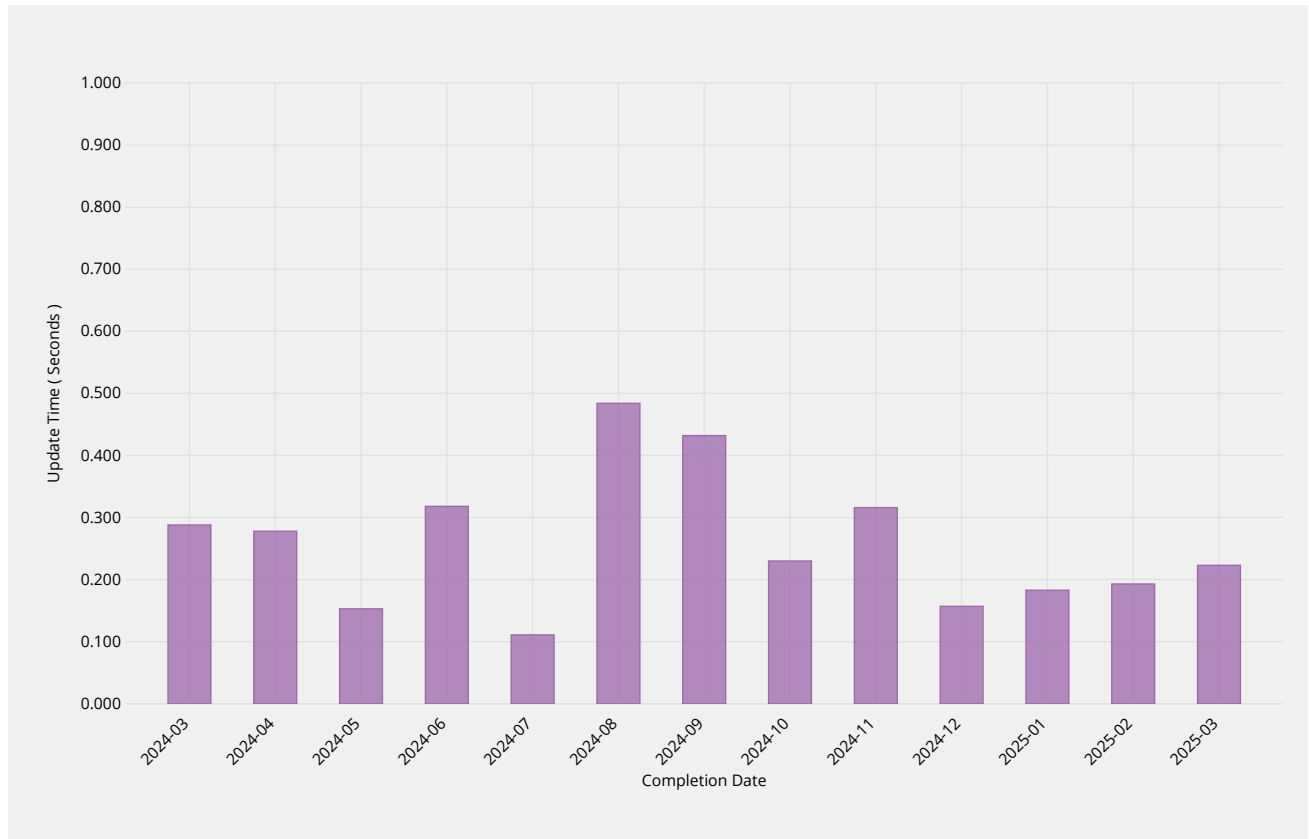
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Response Time	1.20s	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s	2.09s	0.82s	0.94s	1.34s	1.61s
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	29	22	17	11	11	20	6	8	8	7	12	13	12
Mean Time	0.38s	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s	1.04s	0.33s	0.34s	0.44s	0.64s
Shortest Time	0.03s	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s	0.11s	0.03s	0.02s	0.08s	0.08s
Longest Time	1.73s	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s	2.37s	0.86s	1.38s	1.42s	1.76s
Median Time	0.21s	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s	1.00s	0.18s	0.23s	0.22s	0.37s
PStDev Time	0.41s	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s	0.73s	0.31s	0.35s	0.44s	0.55s

Credential Change

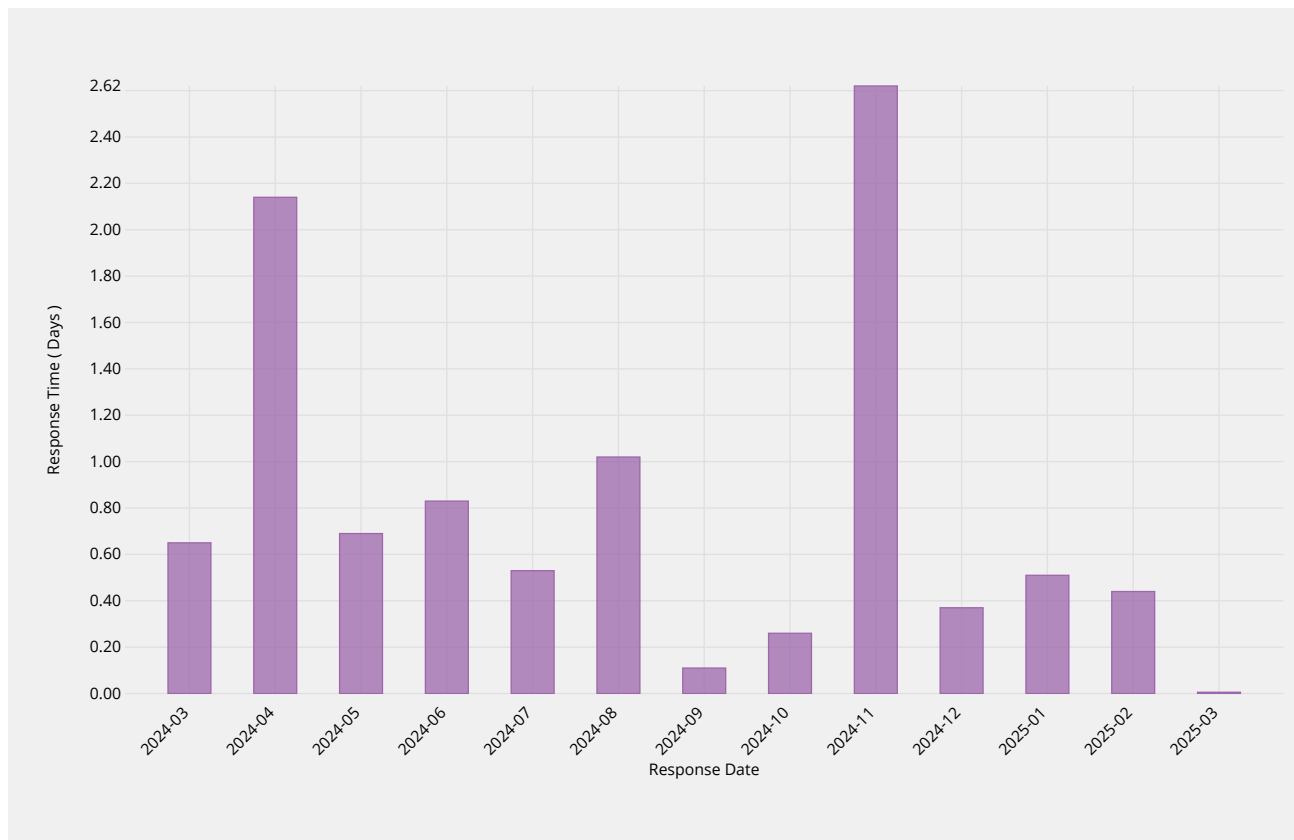
Time to implement new password within the system.



Credential Change	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Update Time	1.252s	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s	1.056s	0.449s	0.656s	0.532s	0.853s
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	23	21	12	10	9	10	6	8	8	7	11	9	10
Mean Time	0.288s	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s	0.316s	0.157s	0.183s	0.193s	0.223s
Shortest Time	0.081s	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s	0.086s	0.078s	0.071s	0.074s	0.071s
Longest Time	1.633s	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s	1.310s	0.604s	0.796s	0.611s	1.222s
Median Time	0.096s	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s	0.109s	0.083s	0.075s	0.077s	0.075s
PStDev Time	0.412s	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s	0.407s	0.183s	0.231s	0.184s	0.347s

Time to initial response

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



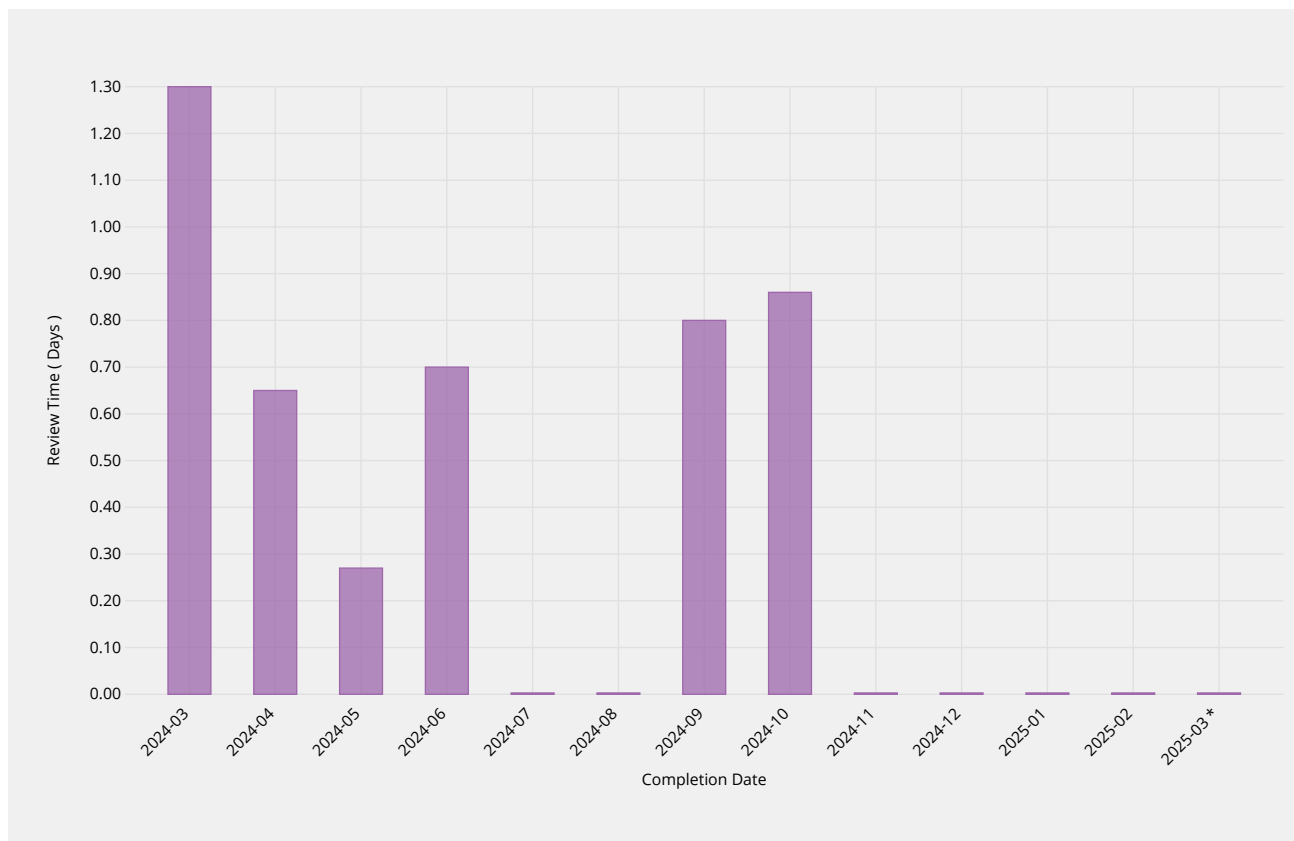
Manual Enquiries	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Response Time	1.61d	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	14	3	4	1	3	4	1	1	1	1	1	1	0
Mean Time	0.65d	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—
Shortest Time	0.03d	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—
Longest Time	3.46d	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—
Median Time	0.29d	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—
PStDev Time	0.91d	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d	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

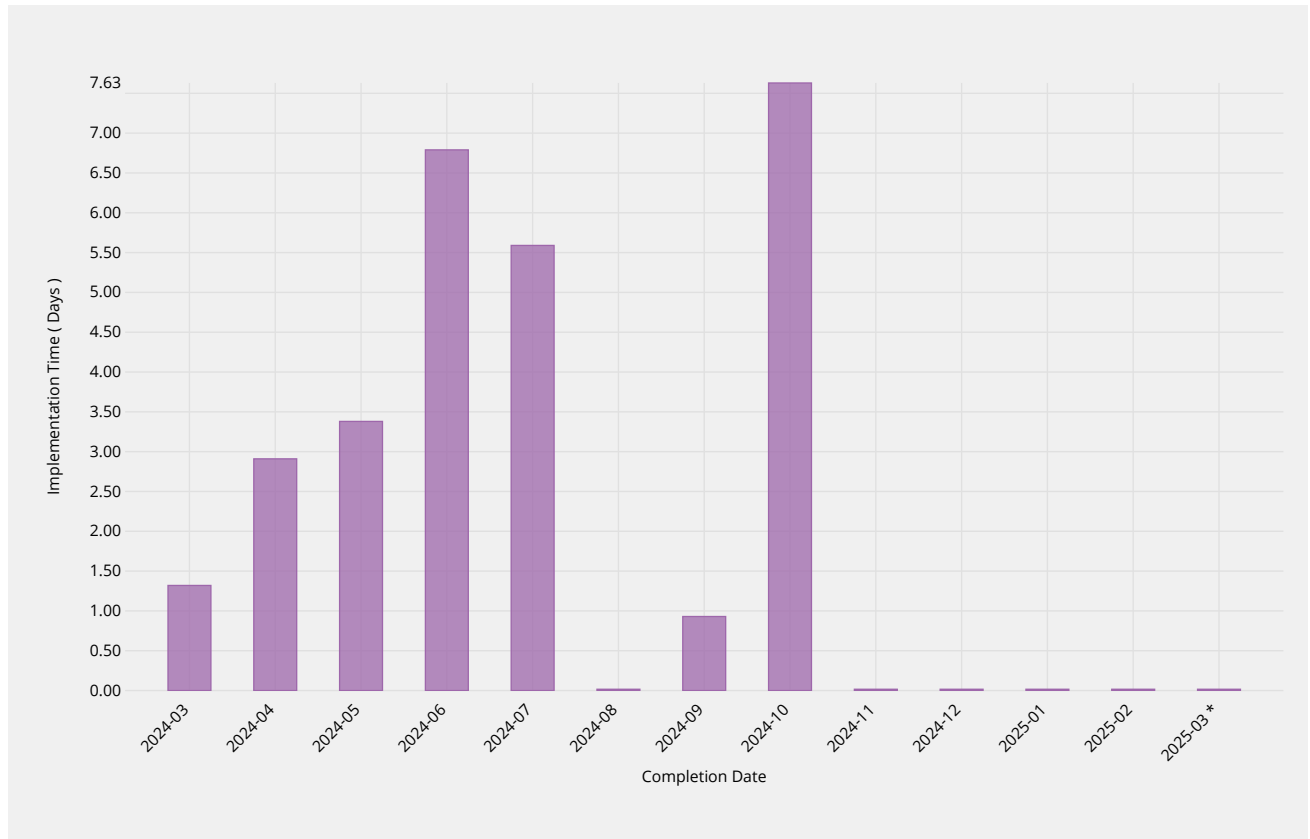
for remediation.



Review Time	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Review Time	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	1	2	1	4	3	0	1	4	0	0	0	0	0
Shortest Time	1.30d	0.62d	0.27d	0.00d	0.00d	—	0.80d	0.00d	—	—	—	—	—
Longest Time	1.30d	0.66d	0.27d	1.00d	0.00d	—	0.80d	1.08d	—	—	—	—	—
Median Time	1.30d	0.64d	0.27d	0.00d	0.00d	—	0.80d	0.16d	—	—	—	—	—
PStDev Time	0.00d	0.02d	0.00d	0.43d	0.00d	—	0.00d	0.44d	—	—	—	—	—

Implementation Time

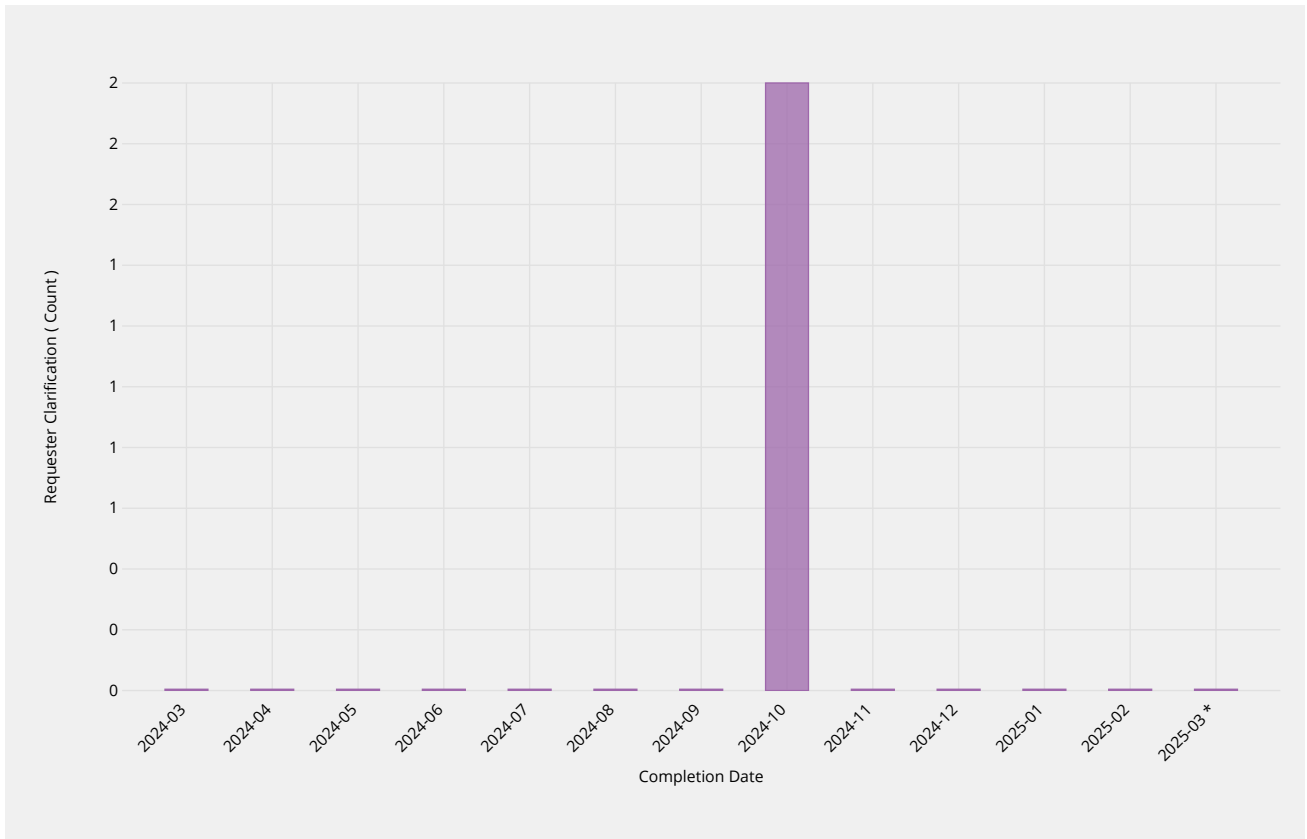
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Implementation Time	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	1	2	1	4	3	0	1	4	0	0	0	0	0
Shortest Time	1.32d	2.91d	3.38d	1.24d	1.13d	—	0.93d	1.05d	—	—	—	—	—
Longest Time	1.32d	2.91d	3.38d	6.79d	5.99d	—	0.93d	8.31d	—	—	—	—	—
Median Time	1.32d	2.91d	3.38d	4.58d	4.01d	—	0.93d	6.02d	—	—	—	—	—
PStDev Time	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.

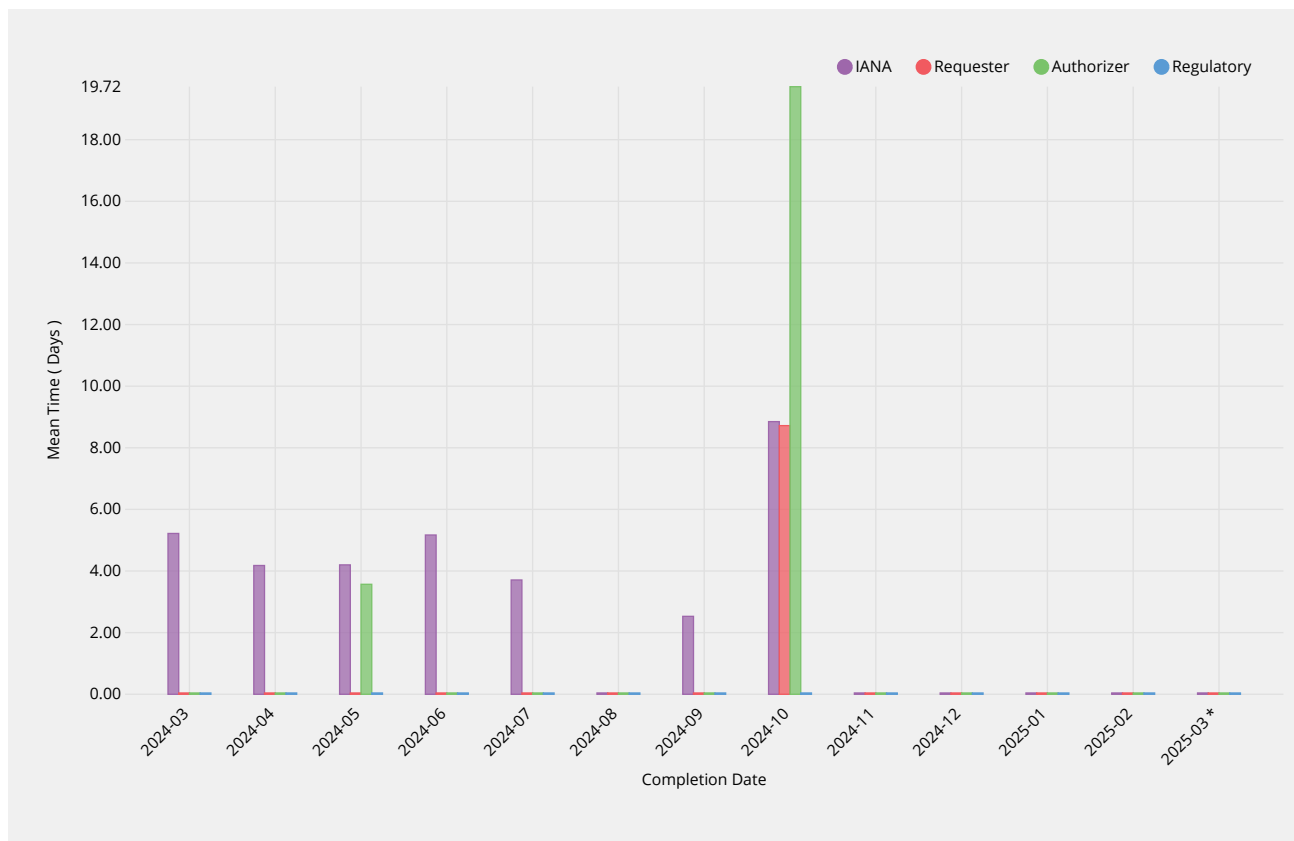


Requester Clarification	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Count	0	0	0	0	0	—	0	2	—	—	—	—	—
Request Count	1	2	1	4	3	0	1	4	0	0	0	0	0
Shortest Clarification	0	0	0	0	0	—	0	0	—	—	—	—	—
Longest Clarification	0	0	0	0	0	—	0	2	—	—	—	—	—

Time per Actor

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

regulatory checks.



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

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

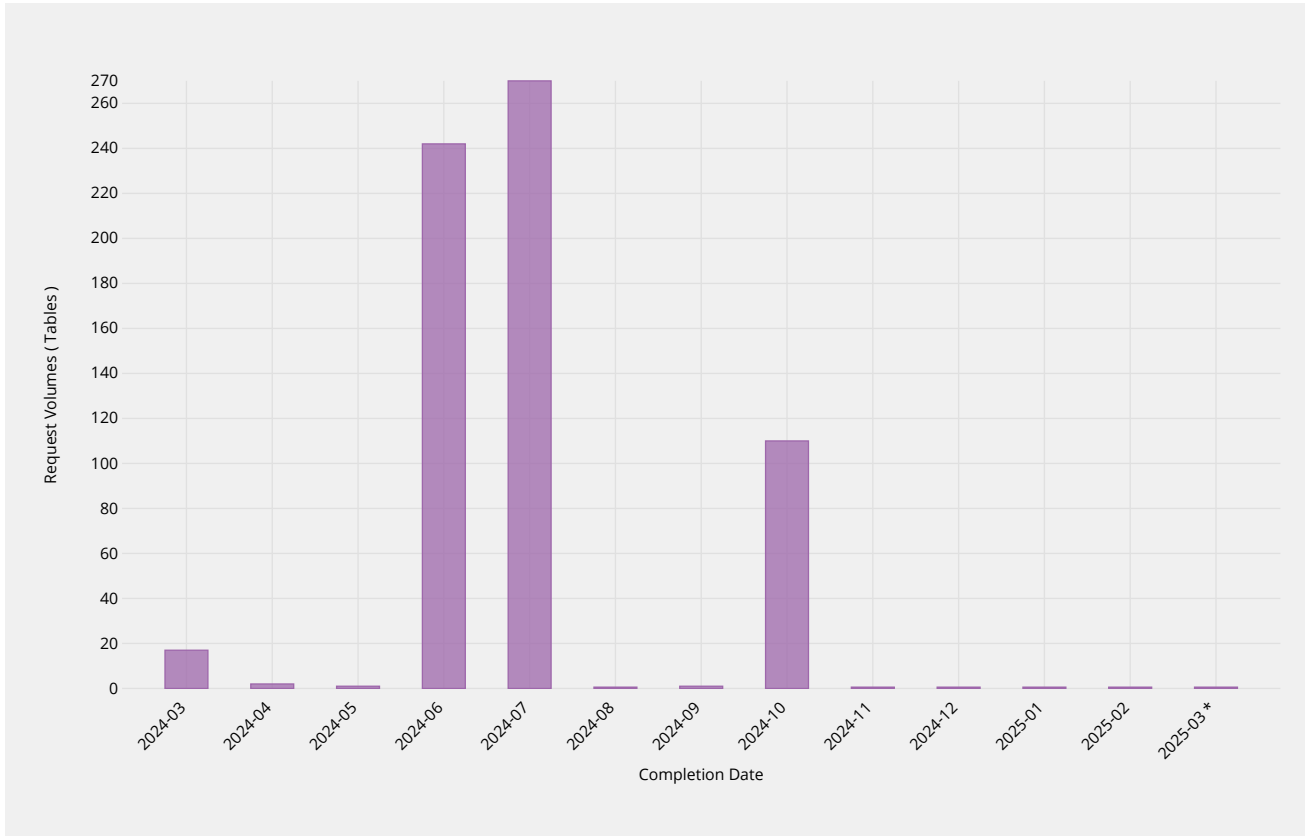
Authorizer	2024-03	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03
Mean Time	—	—	3.57d	—	—	—	—	19.72d	—	—	—	—	—
Review Count	0	0	1	0	0	0	0	1	0	0	0	0	0
Shortest Time	—	—	3.57d	—	—	—	—	19.72d	—	—	—	—	—
Longest Time	—	—	3.57d	—	—	—	—	19.72d	—	—	—	—	—
Median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

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

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