

IANA Naming Function Monthly Performance Report

April 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%)	✓ 0.01d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	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%)	✓ 2.21m	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%)	✓ 1.46m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.14m	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%)	✓ 1.19m	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%)	✓ 3.704s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.984s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.118s	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 3.525s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.79ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.40ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.15ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.21ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.71d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.64d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.07d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.81d	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%)	✓ 22.30h	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	4.21h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.29s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.35s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.19s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 3.84s	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%	✓ 99.99%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.54s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 1.111s	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%)	✓ 0.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ —	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 1.99d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.04d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	4.77d	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	73	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

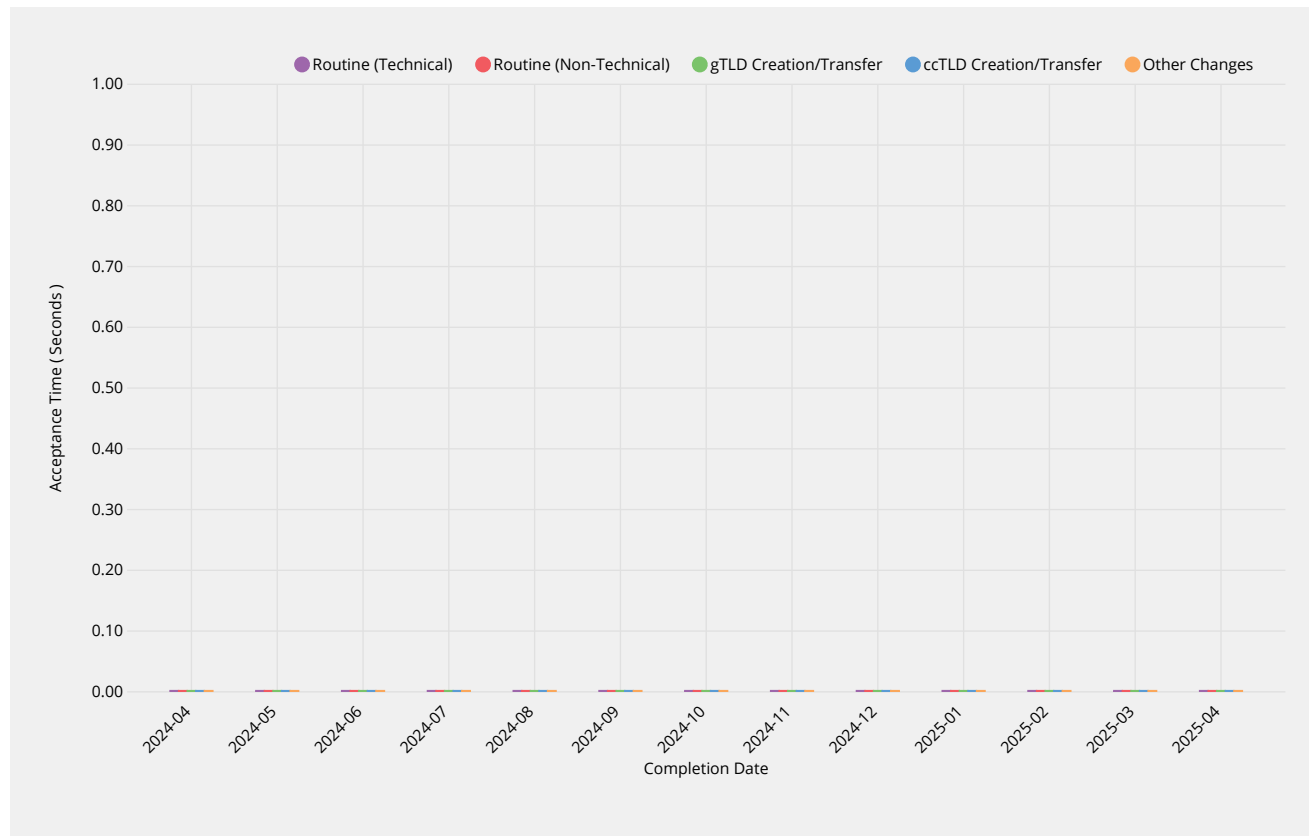
There were no exceptions for the reporting period.

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.

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

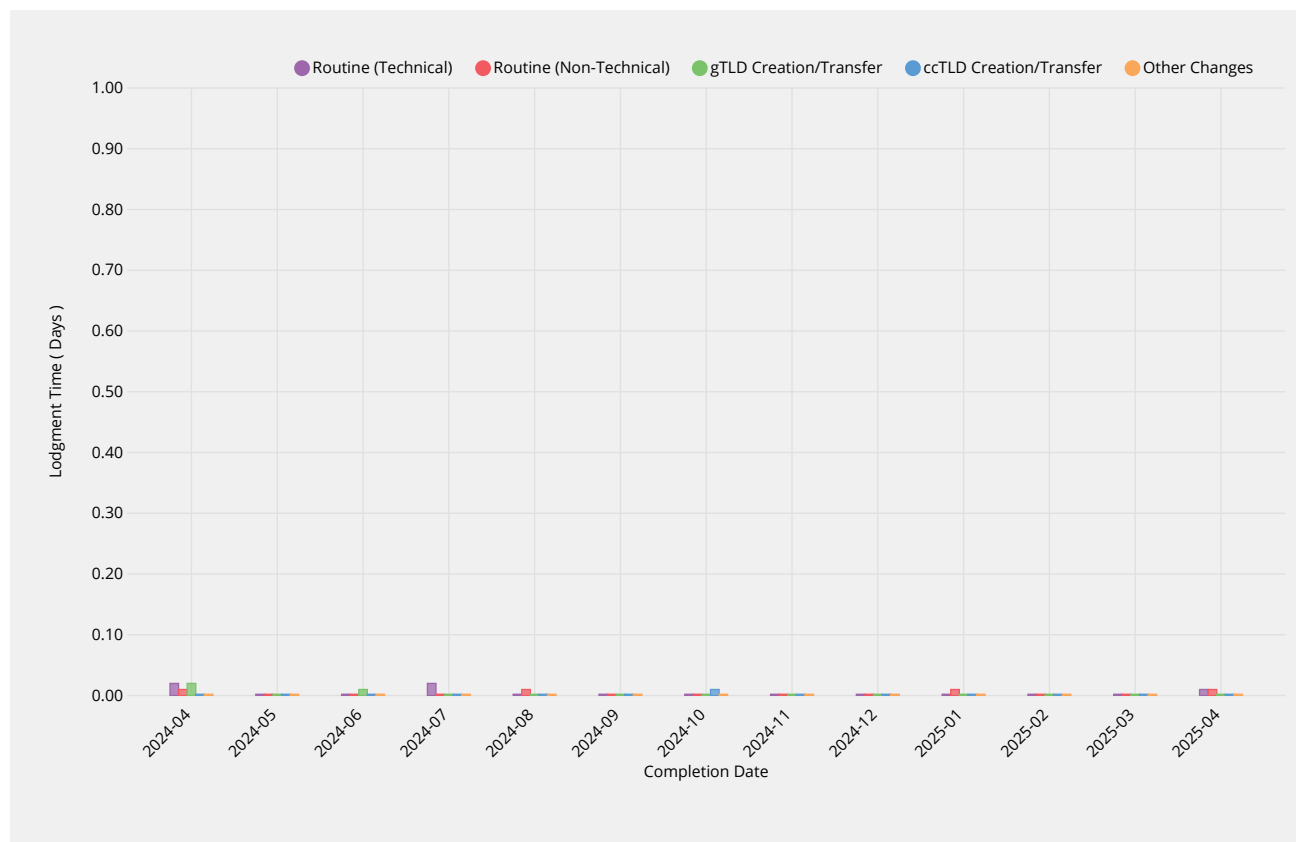
gTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Acceptance Time	0.00s	0.00s	0.00s	0.00s	—	—	—	0.00s	0.00s	—	—	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	9	3	1	1	0	0	0	1	3	0	0	1	1
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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	1	0	0	1	0	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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	5	5	4	2	0	5	0	0	0	3	3	2	5
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

Manual Lodgment Time

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



Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Lodgment Time	0.02d	—	—	0.02d	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	1	0	0	6	1	0	0	0	0	0	0	0	3
Mean Time	0.02d	—	—	0.01d	0.00d	—	—	—	—	—	—	—	0.00d
Shortest Time	0.02d	—	—	0.00d	0.00d	—	—	—	—	—	—	—	0.00d
Longest Time	0.02d	—	—	0.02d	0.00d	—	—	—	—	—	—	—	0.01d
Median Time	0.02d	—	—	0.00d	0.00d	—	—	—	—	—	—	—	0.00d
PStDev Time	0.00d	—	—	0.01d	0.00d	—	—	—	—	—	—	—	0.00d

[illegible][illegible]

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

ccTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	1	0	0	1	0	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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	1	1	1	1	0	2	0	0	0	0	2	1	2
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	0.00d	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)

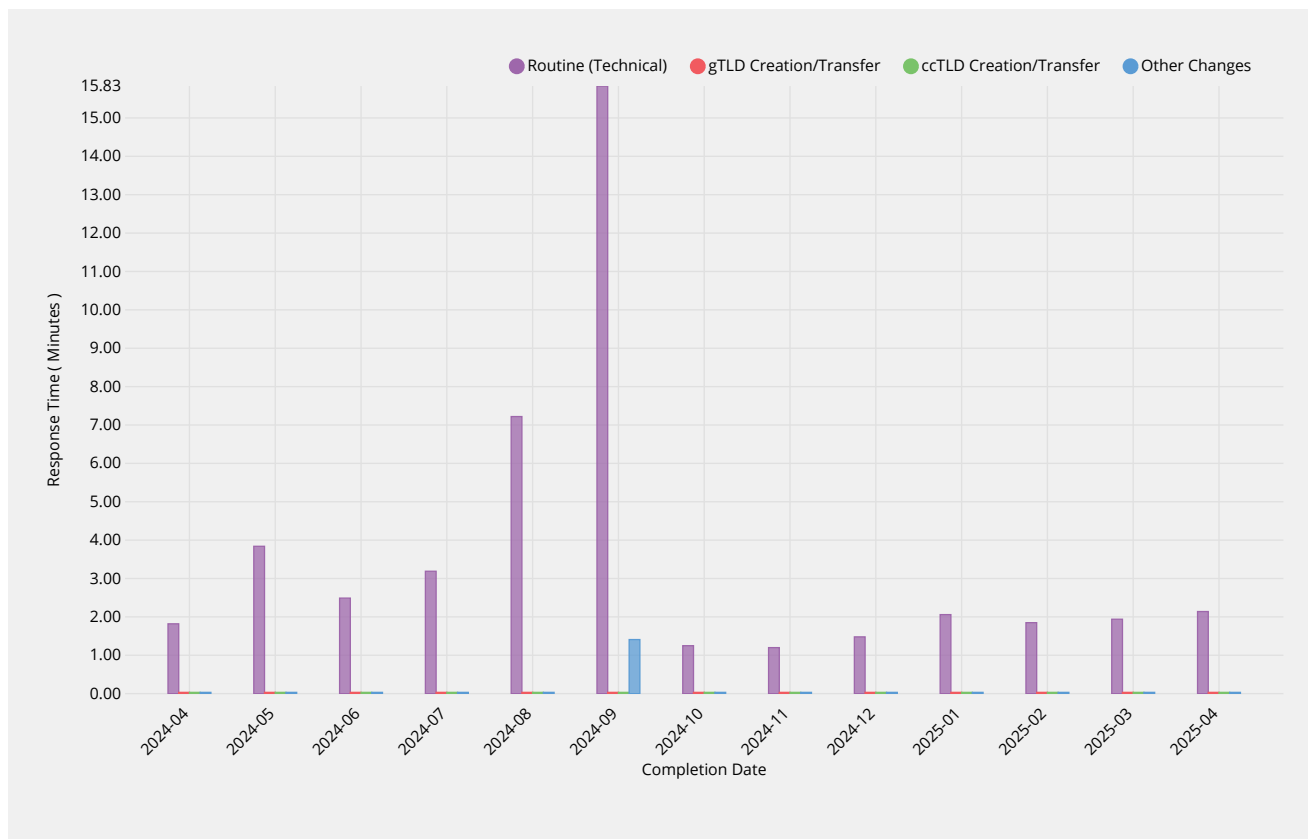
Time to return results for technical checks following submission of request via automated submission

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

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

Technical Check (Retest)

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



Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Response Time	1.82m	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m	1.20m	1.48m	2.06m	1.85m	1.94m	2.14m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	32	147	59	133	88	14	174	224	138	89	160	85	63
Mean Time	1.21m	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m	0.79m	1.20m	1.74m	1.05m	1.49m	0.76m
Shortest Time	0.34m	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m	0.31m	0.19m	0.56m	0.22m	0.55m	0.23m
Longest Time	4.21m	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m	1.44m	16.15m	16.54m	8.10m	16.31m	3.92m

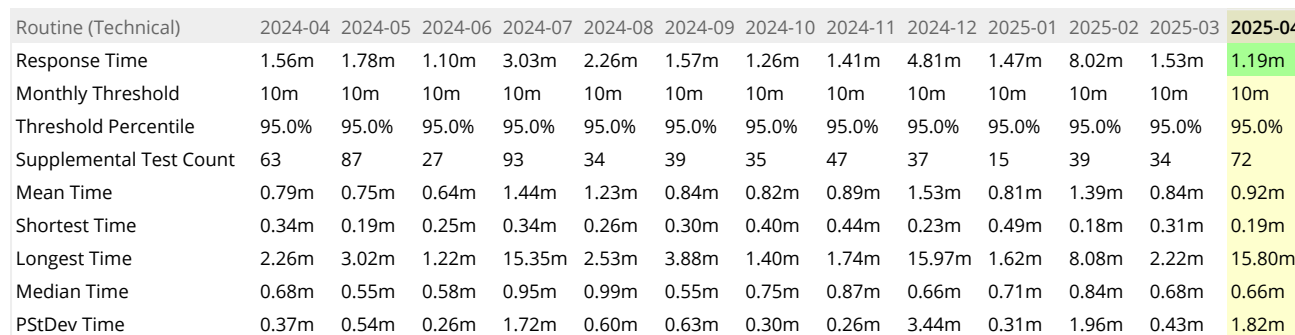
Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Median Time	1.08m	0.96m	0.59m	0.85m	4.58m	0.53m	0.89m	0.85m	1.09m	1.65m	0.73m	1.33m	0.37m
PStDev Time	0.62m	1.83m	3.25m	1.94m	5.42m	5.40m	0.26m	0.27m	1.79m	1.63m	1.33m	1.64m	0.68m

gTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	4	0	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	—	—	—	—	—	—	—

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

[illegible][illegible]

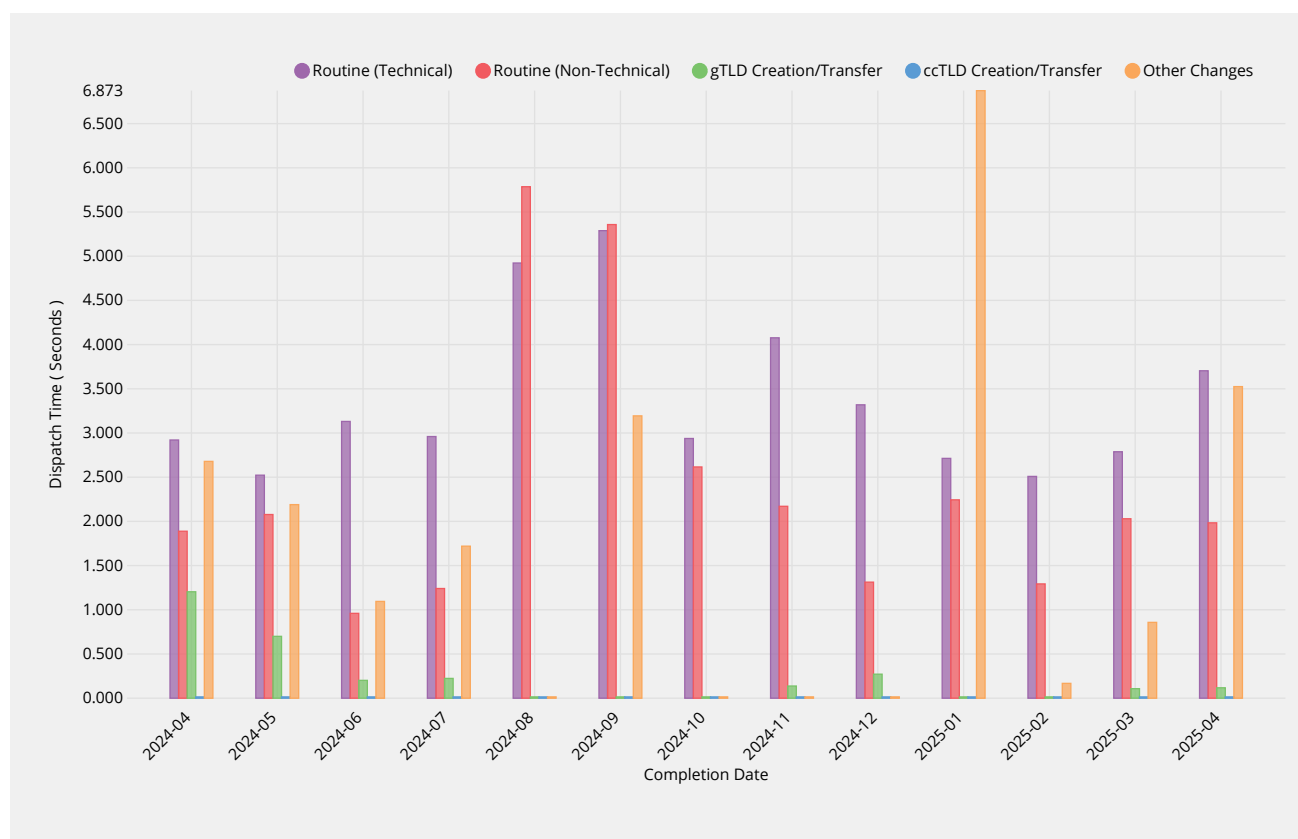
[illegible]

Other Changes	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Response Time	0.61m	1.12m	—	—	—	1.69m	—	—	—	0.67m	—	—	—
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	2	4	0	0	0	3	0	0	0	1	0	0	0
Mean Time	0.57m	0.78m	—	—	—	1.18m	—	—	—	0.67m	—	—	—
Shortest Time	0.51m	0.51m	—	—	—	0.57m	—	—	—	0.67m	—	—	—
Longest Time	0.62m	1.15m	—	—	—	1.74m	—	—	—	0.67m	—	—	—
Median Time	0.57m	0.73m	—	—	—	1.22m	—	—	—	0.67m	—	—	—
PStDev Time	0.05m	0.27m	—	—	—	0.48m	—	—	—	0.00m	—	—	—

Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous process phase.

[illegible]

Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	62	67	27	65	27	36	37	46	37	14	35	27	50
Mean Time	1.489s	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s	2.024s	1.734s	1.508s	1.400s	1.450s	1.601s
Shortest Time	0.304s	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s	0.193s	0.055s	1.053s	0.249s	0.543s	0.130s
Longest Time	4.017s	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s	5.341s	3.481s	4.122s	3.667s	3.426s	4.529s
Median Time	1.203s	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s	1.706s	1.607s	1.257s	1.204s	1.208s	1.196s
PStDev Time	0.705s	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s	1.101s	0.907s	0.769s	0.670s	0.632s	0.988s

Routine (Non-Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Dispatch Time	1.889s	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s	2.171s	1.313s	2.244s	1.293s	2.030s	1.984s
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	109	167	8	17	22	25	39	28	19	109	117	27	93
Mean Time	0.474s	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s	0.680s	0.363s	0.606s	0.279s	0.864s	0.429s
Shortest Time	0.064s	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s	0.062s	0.057s	0.028s	0.039s	0.040s	0.042s
Longest Time	3.790s	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s	3.577s	3.205s	3.540s	4.242s	3.491s	3.720s
Median Time	0.158s	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s	0.274s	0.107s	0.238s	0.067s	0.526s	0.138s
PStDev Time	0.671s	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s	0.830s	0.711s	0.759s	0.592s	0.825s	0.749s

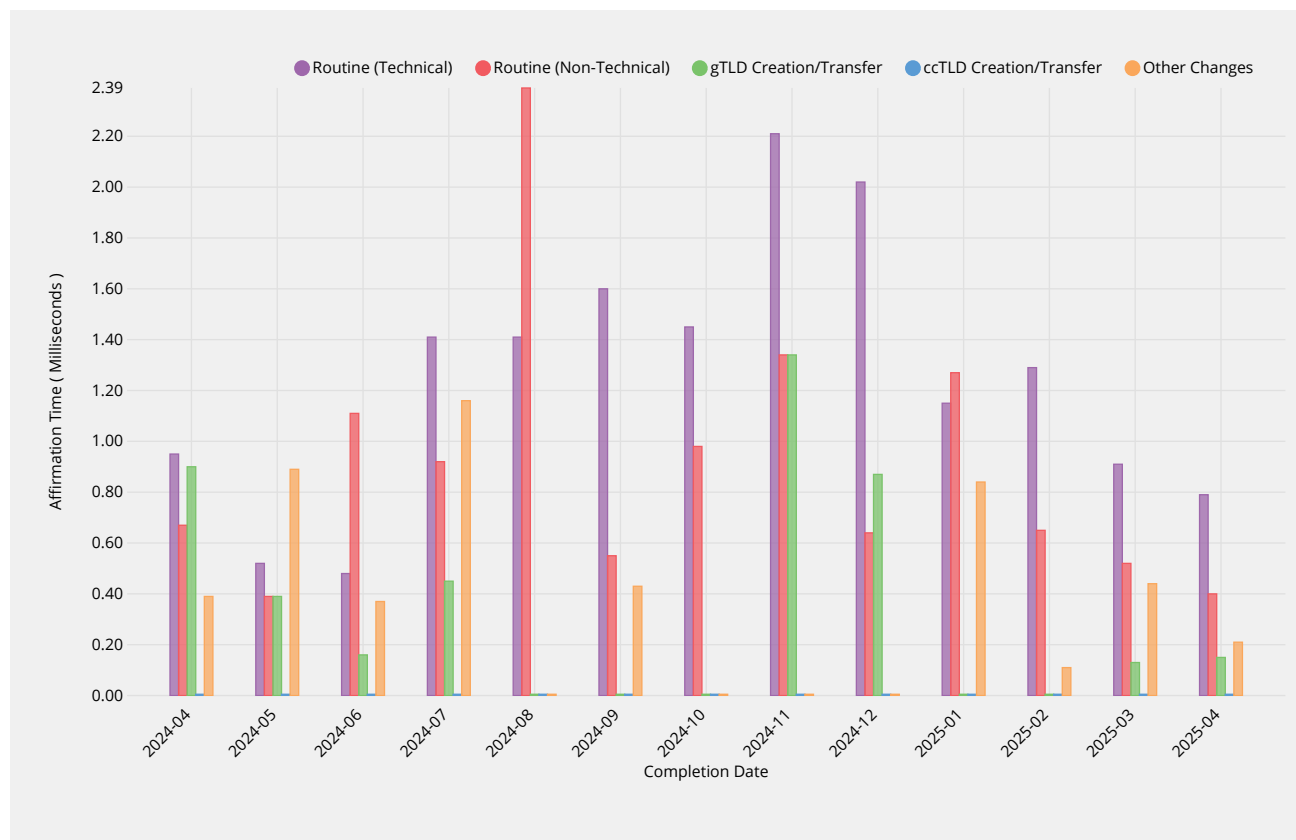
gTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Dispatch Time	1.204s	0.700s	0.202s	0.224s	—	—	—	0.138s	0.272s	—	—	0.108s	0.118s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	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	9	3	1	1	0	0	0	1	3	0	0	1	1
Mean Time	0.528s	0.331s	0.202s	0.224s	—	—	—	0.138s	0.183s	—	—	0.108s	0.118s
Shortest Time	0.079s	0.113s	0.202s	0.224s	—	—	—	0.138s	0.089s	—	—	0.108s	0.118s
Longest Time	1.232s	0.765s	0.202s	0.224s	—	—	—	0.138s	0.282s	—	—	0.108s	0.118s
Median Time	0.311s	0.114s	0.202s	0.224s	—	—	—	0.138s	0.179s	—	—	0.108s	0.118s
PStDev Time	0.430s	0.307s	0.000s	0.000s	—	—	—	0.000s	0.079s	—	—	0.000s	0.000s

ccTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Dispatch Time	2.679s	2.190s	1.095s	1.720s	—	3.194s	—	—	—	6.873s	0.168s	0.858s	3.525s
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	5	5	4	2	0	5	0	0	0	2	3	2	5
Mean Time	1.163s	0.883s	0.544s	1.165s	—	1.600s	—	—	—	4.487s	0.102s	0.612s	0.970s
Shortest Time	0.146s	0.108s	0.084s	0.548s	—	0.117s	—	—	—	1.836s	0.047s	0.338s	0.062s
Longest Time	3.032s	2.448s	1.179s	1.781s	—	3.465s	—	—	—	7.139s	0.177s	0.885s	4.343s
Median Time	1.219s	0.546s	0.457s	1.165s	—	2.092s	—	—	—	4.487s	0.082s	0.612s	0.108s
PStDev Time	1.055s	0.868s	0.412s	0.617s	—	1.272s	—	—	—	2.651s	0.055s	0.274s	1.688s

Recognition of Confirmation

Time for response to be affirmed by IANA.



Route (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Affirmation Time	0.95ms	0.52ms	0.48ms	1.41ms	1.41ms	1.60ms	1.45ms	2.21ms	2.02ms	1.15ms	1.29ms	0.91ms	0.79ms
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	60	67	26	65	24	36	33	46	37	14	33	26	50
Mean Time	0.56ms	0.23ms	0.31ms	0.41ms	0.56ms	0.47ms	0.52ms	0.59ms	0.48ms	0.36ms	0.38ms	1.24ms	0.22ms
Shortest Time	0.06ms	0.05ms	0.10ms	0.08ms	0.14ms	0.12ms	0.06ms	0.08ms	0.06ms	0.06ms	0.08ms	0.05ms	0.05ms
Longest Time	10.44ms	1.12ms	1.42ms	2.48ms	1.63ms	3.30ms	1.53ms	3.48ms	3.14ms	1.33ms	2.38ms	26.42ms	1.25ms
Median Time	0.28ms	0.18ms	0.24ms	0.23ms	0.38ms	0.18ms	0.37ms	0.26ms	0.20ms	0.20ms	0.15ms	0.13ms	0.12ms
PStDev Time	1.43ms	0.21ms	0.25ms	0.45ms	0.41ms	0.69ms	0.46ms	0.73ms	0.66ms	0.39ms	0.50ms	5.04ms	0.25ms

Routine (Non-Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Affirmation Time	0.67ms	0.39ms	1.11ms	0.92ms	2.39ms	0.55ms	0.98ms	1.34ms	0.64ms	1.27ms	0.65ms	0.52ms	0.40ms
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	106	160	8	17	14	22	39	26	17	101	117	25	93
Mean Time	0.32ms	0.23ms	0.39ms	0.39ms	0.76ms	0.39ms	0.35ms	0.55ms	0.21ms	0.45ms	0.27ms	0.21ms	0.13ms
Shortest Time	0.05ms	0.07ms	0.12ms	0.14ms	0.15ms	0.07ms	0.11ms	0.09ms	0.06ms	0.05ms	0.08ms	0.05ms	0.04ms
Longest Time	3.40ms	2.60ms	1.13ms	1.59ms	3.94ms	3.40ms	2.00ms	2.96ms	0.87ms	3.24ms	2.91ms	0.86ms	1.34ms
Median Time	0.25ms	0.18ms	0.17ms	0.25ms	0.32ms	0.20ms	0.21ms	0.30ms	0.13ms	0.33ms	0.16ms	0.09ms	0.07ms
PStDev Time	0.37ms	0.24ms	0.41ms	0.35ms	0.97ms	0.67ms	0.36ms	0.62ms	0.20ms	0.54ms	0.39ms	0.20ms	0.19ms

[illegible]

gTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	3	1	1	0	0	0	1	3	0	0	1	1
Mean Time	0.37ms	0.25ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms	—	—	0.13ms	0.15ms
Shortest Time	0.09ms	0.12ms	0.16ms	0.45ms	—	—	—	1.34ms	0.16ms	—	—	0.13ms	0.15ms
Longest Time	1.08ms	0.41ms	0.16ms	0.45ms	—	—	—	1.34ms	0.91ms	—	—	0.13ms	0.15ms
Median Time	0.29ms	0.23ms	0.16ms	0.45ms	—	—	—	1.34ms	0.54ms	—	—	0.13ms	0.15ms
PStDev Time	0.30ms	0.12ms	0.00ms	0.00ms	—	—	—	0.00ms	0.31ms	—	—	0.00ms	0.00ms

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

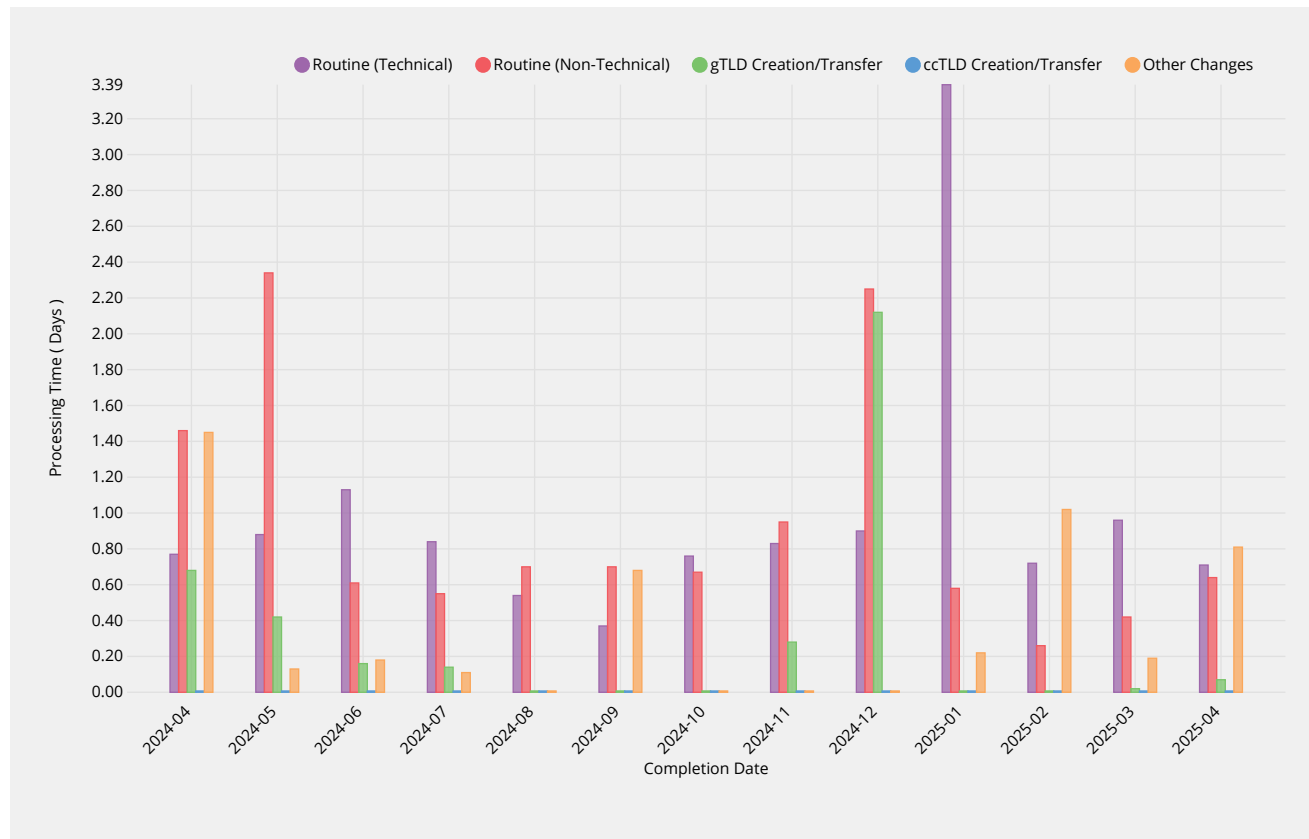
Other Changes	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Affirmation Time	0.39ms	0.89ms	0.37ms	1.16ms	—	0.43ms	—	—	—	0.84ms	0.11ms	0.44ms	0.21ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	5	5	4	2	0	4	0	0	0	2	3	2	4
Mean Time	0.29ms	0.47ms	0.20ms	0.89ms	—	0.27ms	—	—	—	0.46ms	0.10ms	0.27ms	0.15ms
Shortest Time	0.13ms	0.22ms	0.12ms	0.59ms	—	0.12ms	—	—	—	0.05ms	0.09ms	0.07ms	0.10ms
Longest Time	0.40ms	0.95ms	0.41ms	1.19ms	—	0.45ms	—	—	—	0.88ms	0.12ms	0.46ms	0.22ms
Median Time	0.33ms	0.25ms	0.13ms	0.89ms	—	0.25ms	—	—	—	0.46ms	0.10ms	0.27ms	0.13ms
PStDev Time	0.10ms	0.29ms	0.12ms	0.30ms	—	0.13ms	—	—	—	0.41ms	0.01ms	0.19ms	0.05ms

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Processing Time	0.77d	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d	0.83d	0.90d	3.39d	0.72d	0.96d	0.71d
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	60	67	26	65	24	35	33	46	37	14	32	25	50
Mean Time	0.40d	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d	0.46d	0.48d	2.46d	0.33d	0.40d	0.31d
Shortest Time	0.00d	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d	0.05d	0.01d	0.07d	0.02d	0.01d	0.01d
Longest Time	2.68d	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d	2.93d	1.36d	24.09d	0.97d	2.44d	2.80d
Median Time	0.16d	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d	0.33d	0.37d	0.39d	0.28d	0.21d	0.20d
PStDev Time	0.47d	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d	0.49d	0.32d	6.10d	0.26d	0.51d	0.43d

Routine (Non-Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Processing Time	1.46d	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d	0.95d	2.25d	0.58d	0.26d	0.42d	0.64d
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	106	158	7	16	12	21	35	26	17	101	117	22	90
Mean Time	0.77d	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d	0.40d	0.85d	0.25d	0.14d	0.18d	0.51d
Shortest Time	0.02d	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d	0.00d	0.03d	0.01d	0.01d	0.02d	0.01d
Longest Time	22.39d	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d	2.69d	4.93d	1.04d	2.48d	0.73d	2.57d
Median Time	0.41d	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d	0.13d	0.34d	0.13d	0.06d	0.08d	0.63d
PStDev Time	2.17d	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d	0.58d	1.25d	0.26d	0.28d	0.20d	0.34d

gTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Processing Time	0.68d	0.42d	0.16d	0.14d	—	—	—	0.28d	2.12d	—	—	0.02d	0.07d
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	8	3	1	1	0	0	0	1	3	0	0	1	1
Mean Time	0.27d	0.42d	0.16d	0.14d	—	—	—	0.28d	0.92d	—	—	0.02d	0.07d

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

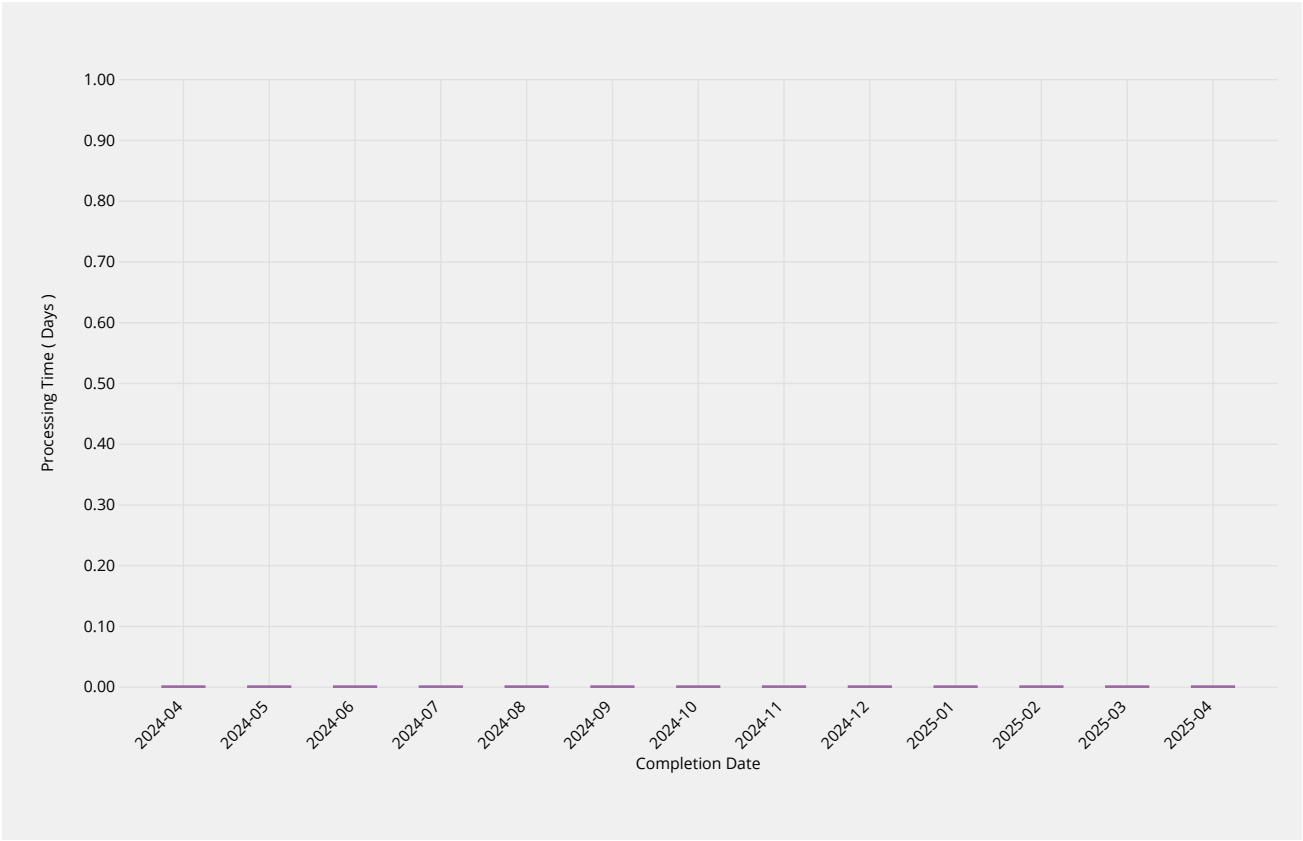
ccTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0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

Other Changes	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Processing Time	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d	1.02d	0.19d	0.81d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	5	5	3	2	0	4	0	0	0	2	3	2	4
Mean Time	0.42d	0.07d	0.14d	0.08d	—	0.28d	—	—	—	0.16d	0.71d	0.10d	0.39d
Shortest Time	0.12d	0.03d	0.06d	0.05d	—	0.06d	—	—	—	0.11d	0.09d	0.01d	0.12d
Longest Time	1.45d	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d	1.02d	0.19d	0.81d
Median Time	0.19d	0.05d	0.16d	0.08d	—	0.19d	—	—	—	0.16d	1.02d	0.10d	0.31d
PStDev Time	0.52d	0.04d	0.05d	0.03d	—	0.24d	—	—	—	0.06d	0.44d	0.09d	0.26d

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

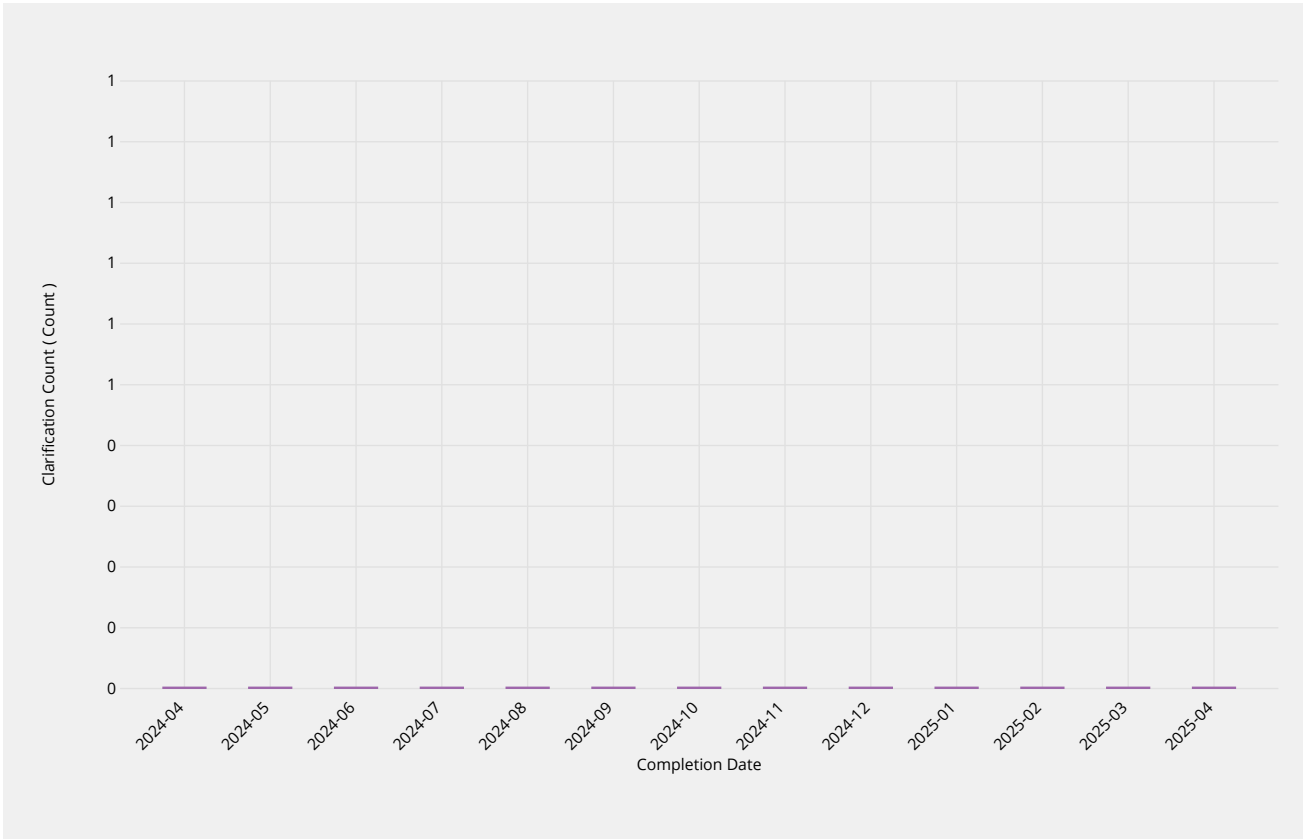
ccTLD Creation/Transfer

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.

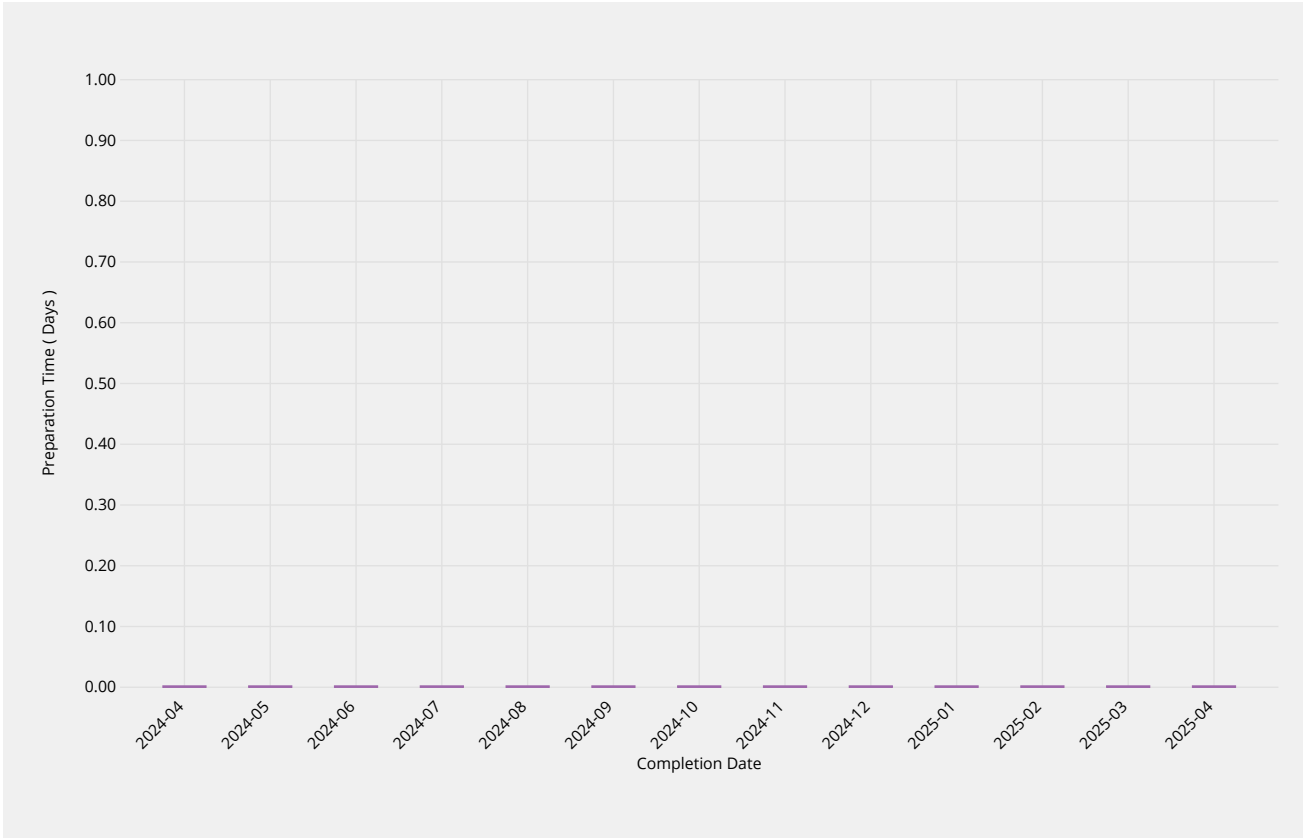


Requester Clarification	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Clarification Count	—	—	—	0	—	—	0	—	—	—	—	—	—
Request Count	0	0	0	1	0	0	1	0	0	0	0	0	0
Lowest Count	—	—	—	0	—	—	0	—	—	—	—	—	—
Highest Count	—	—	—	0	—	—	0	—	—	—	—	—	—

Report Preparation

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

publication.



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

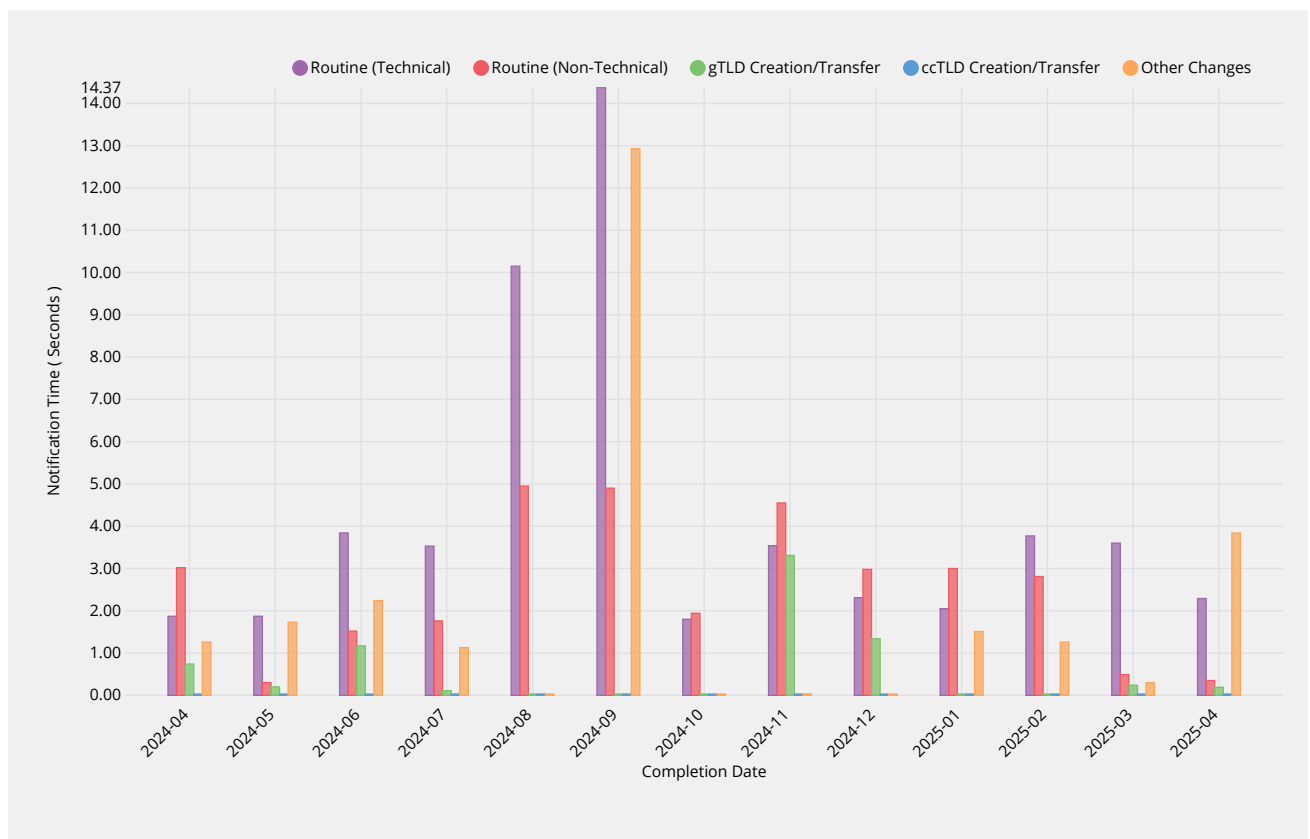
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Publication Time	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h	3.21h	—	4.21h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	2	4	1	1	0	4	0	0	0	1	2	0	2
Mean Time	3.46h	8.12h	20.46h	1.90h	—	4.05h	—	—	—	6.21h	3.21h	—	2.81h
Shortest Time	2.71h	1.50h	20.46h	1.90h	—	1.60h	—	—	—	6.21h	3.20h	—	1.40h
Longest Time	4.21h	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h	3.21h	—	4.21h
Median Time	3.46h	5.62h	20.46h	1.90h	—	4.60h	—	—	—	6.21h	3.21h	—	2.81h
PStDev Time	0.75h	6.92h	0.00h	0.00h	—	1.45h	—	—	—	0.00h	0.00h	—	1.40h

Notification of Completion

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



Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Notification Time	1.87s	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s	3.54s	2.31s	2.05s	3.77s	3.60s	2.29s
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	60	64	26	65	24	35	33	46	37	14	32	25	50
Mean Time	1.00s	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s	1.33s	1.15s	0.97s	1.52s	1.49s	1.22s
Shortest Time	0.07s	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s	0.08s	0.06s	0.08s	0.05s	0.13s	0.06s
Longest Time	2.41s	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s	5.04s	3.45s	2.90s	6.08s	4.39s	2.47s
Median Time	1.23s	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s	1.12s	1.22s	1.10s	1.34s	1.26s	1.22s

Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
PStDev Time	0.61s	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s	1.16s	0.77s	0.74s	1.30s	0.97s	0.65s

Routine (Non-Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Notification Time	3.02s	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s	4.55s	2.98s	3.00s	2.81s	0.49s	0.35s
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	103	158	7	16	12	21	35	26	17	101	117	22	90
Mean Time	0.64s	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s	1.03s	0.81s	0.65s	0.61s	0.20s	0.11s
Shortest Time	0.08s	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s	0.06s	0.05s	0.04s	0.04s	0.05s	0.04s
Longest Time	5.33s	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s	5.43s	6.04s	4.18s	3.59s	0.58s	0.60s
Median Time	0.18s	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s	0.26s	0.21s	0.18s	0.17s	0.18s	0.05s
PStDev Time	1.04s	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s	1.44s	1.43s	0.98s	0.89s	0.14s	0.11s

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

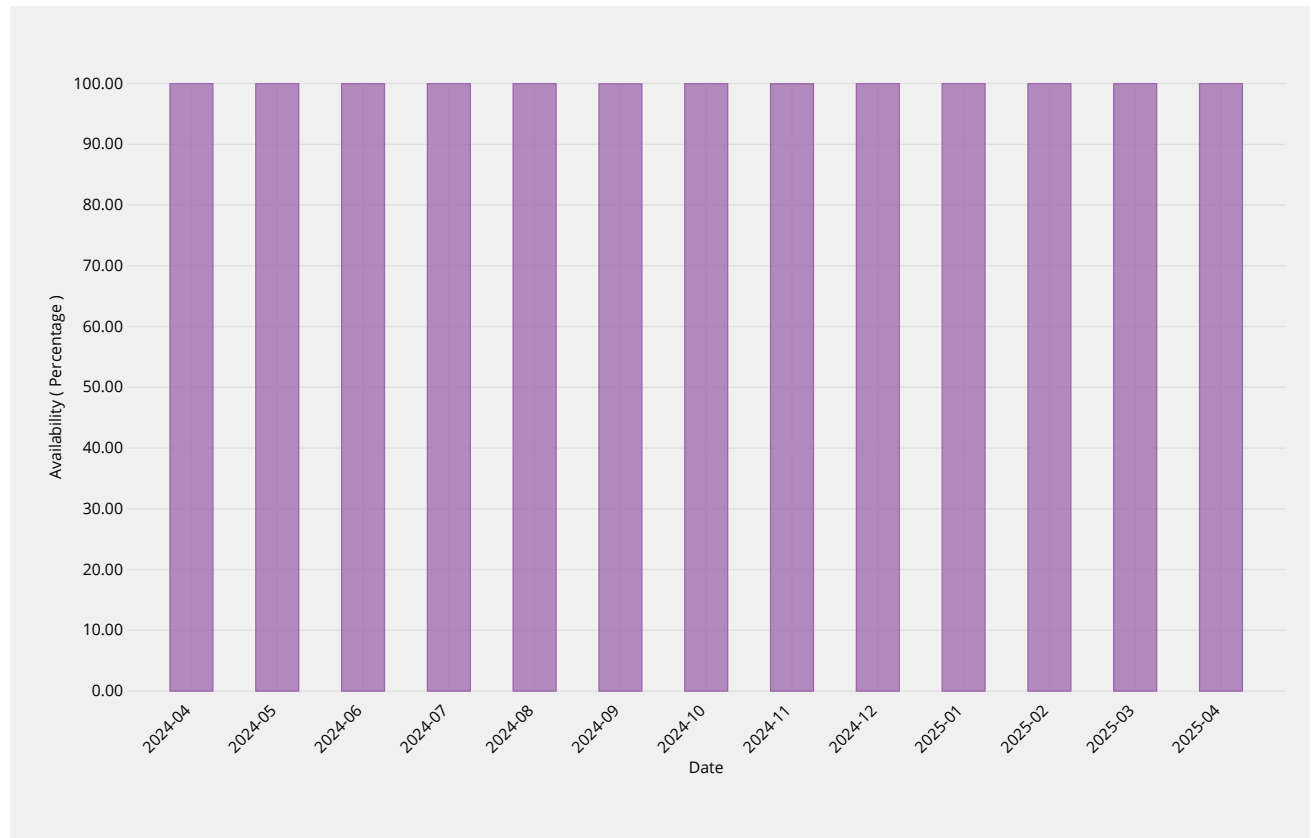
ccTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Notification Time	1.26s	1.73s	2.24s	1.13s	—	12.93s	—	—	—	1.51s	1.26s	0.30s	3.84s
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	5	5	3	2	0	4	0	0	0	2	3	2	4
Mean Time	0.62s	1.13s	1.26s	0.66s	—	5.55s	—	—	—	1.12s	1.15s	0.26s	1.70s
Shortest Time	0.15s	0.25s	0.22s	0.14s	—	0.16s	—	—	—	0.68s	0.98s	0.21s	0.20s
Longest Time	1.29s	1.86s	2.36s	1.18s	—	14.50s	—	—	—	1.55s	1.27s	0.31s	4.30s
Median Time	0.29s	1.18s	1.20s	0.66s	—	3.78s	—	—	—	1.12s	1.21s	0.26s	1.14s
PStDev Time	0.50s	0.52s	0.87s	0.52s	—	5.38s	—	—	—	0.44s	0.12s	0.05s	1.55s

System Availability

IANA Website

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



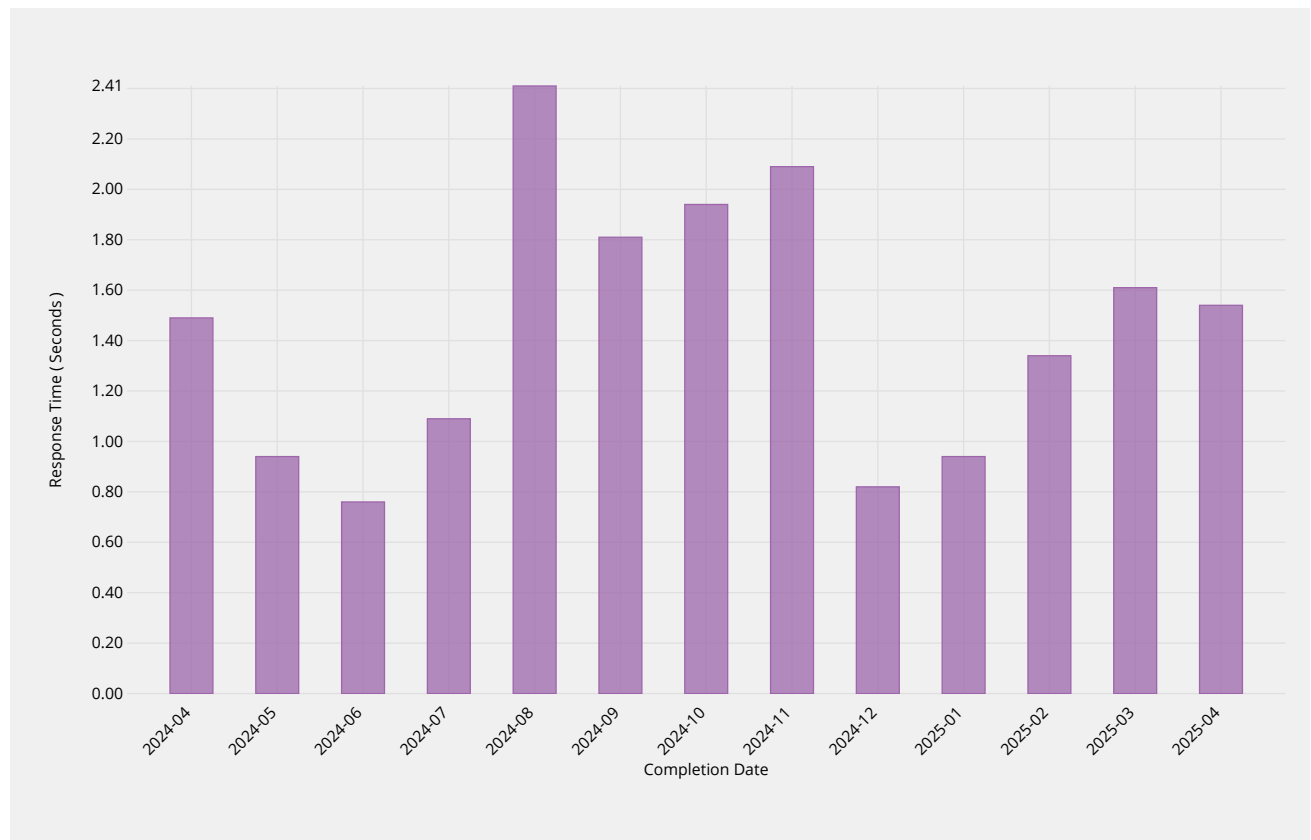
IANA Site Availability	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Availability	100.00%	100.00%	99.99%	100.00%	100.00%	99.95%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

Credential Recovery

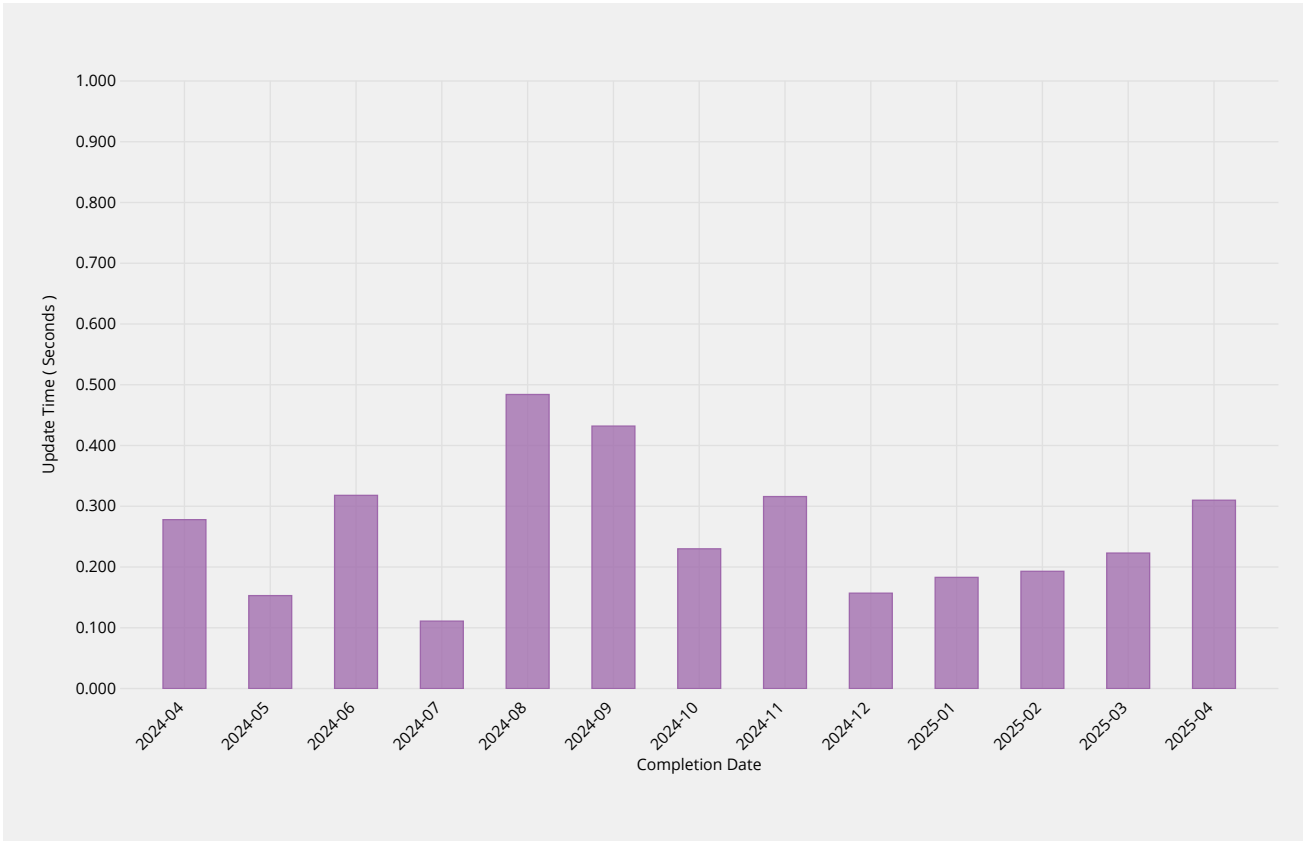
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Response Time	1.49s	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s	2.09s	0.82s	0.94s	1.34s	1.61s	1.54s
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	22	17	11	11	20	6	8	8	7	12	13	12	10
Mean Time	0.66s	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s	1.04s	0.33s	0.34s	0.44s	0.64s	0.46s
Shortest Time	0.03s	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s	0.11s	0.03s	0.02s	0.08s	0.08s	0.03s
Longest Time	4.10s	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s	2.37s	0.86s	1.38s	1.42s	1.76s	2.23s
Median Time	0.29s	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s	1.00s	0.18s	0.23s	0.22s	0.37s	0.22s
PStDev Time	0.87s	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s	0.73s	0.31s	0.35s	0.44s	0.55s	0.62s

Credential Change

Time to implement new password within the system.

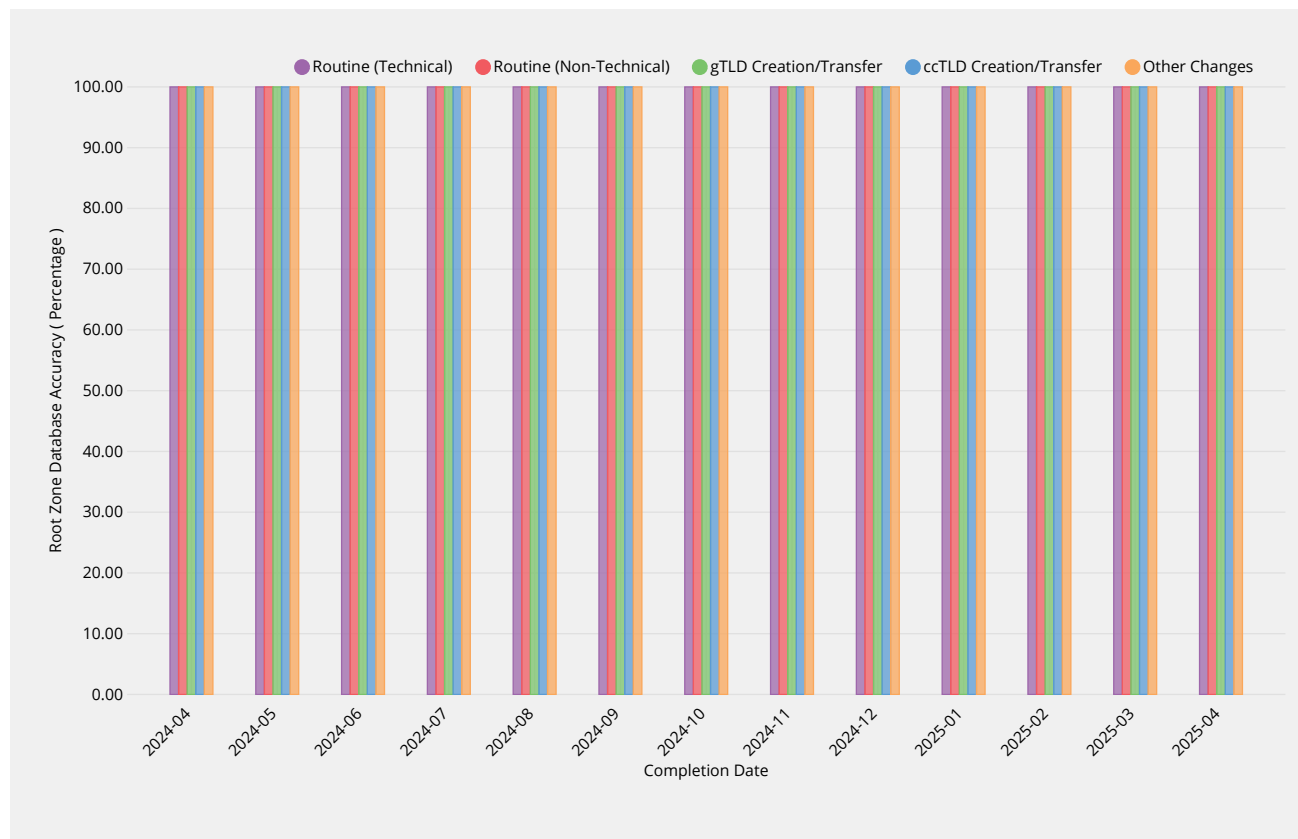


Credential Change	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Update Time	0.858s	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s	1.056s	0.449s	0.656s	0.532s	0.853s	1.111s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	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	21	12	10	9	10	6	8	8	7	11	9	10	6
Mean Time	0.278s	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s	0.316s	0.157s	0.183s	0.193s	0.223s	0.310s
Shortest Time	0.075s	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s	0.086s	0.078s	0.071s	0.074s	0.071s	0.074s
Longest Time	0.877s	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s	1.310s	0.604s	0.796s	0.611s	1.222s	1.451s
Median Time	0.101s	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s	0.109s	0.083s	0.075s	0.077s	0.075s	0.084s
PStDev Time	0.284s	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s	0.407s	0.183s	0.231s	0.184s	0.347s	0.510s

Other Changes	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Request Count	5	5	3	2	0	4	0	0	0	2	3	2	4

Root Zone Database

Root Zone Database is correctly updated in accordance with change request.



Routine (Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	60	64	26	65	24	35	33	46	37	14	32	25	50

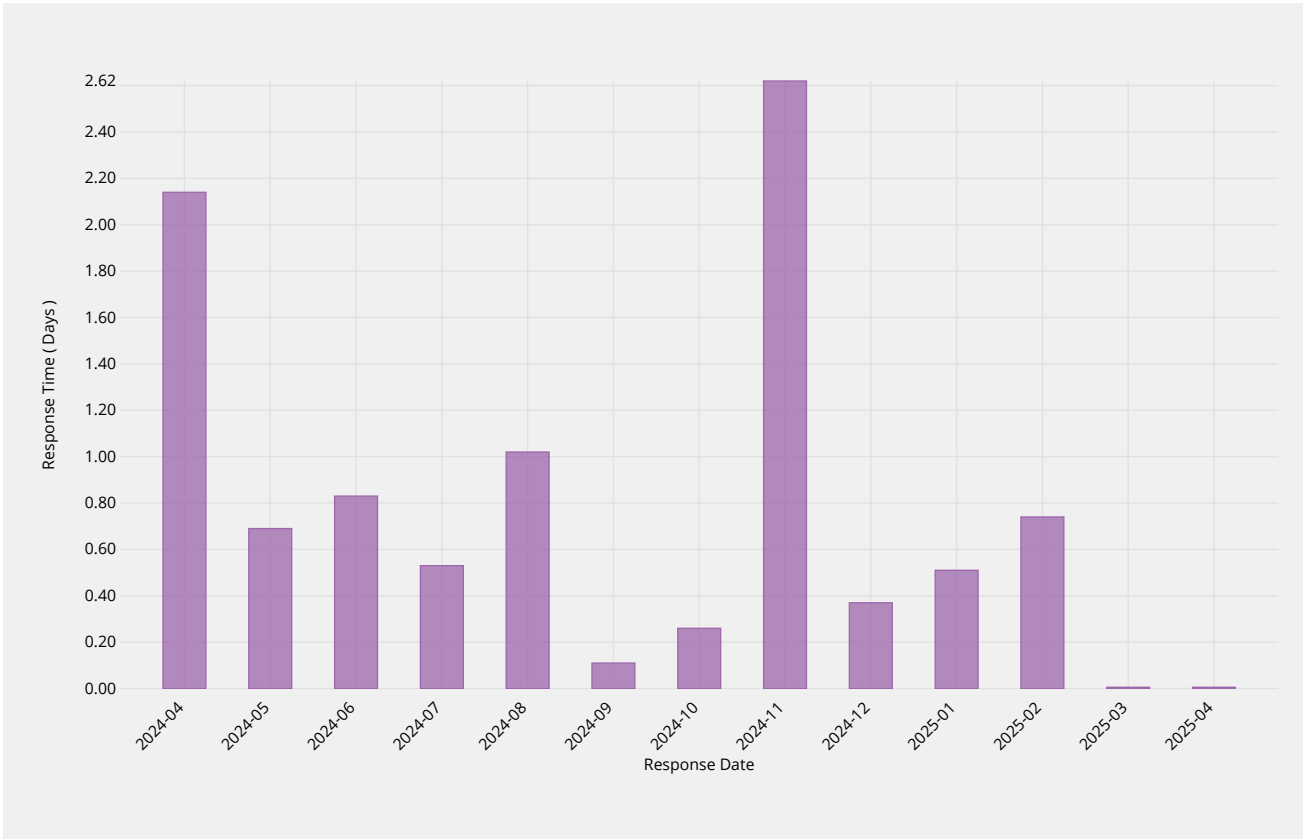
Routine (Non-Technical)	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	103	158	7	16	12	21	35	26	17	101	117	22	90

gTLD Creation/Transfer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	8	3	1	1	0	0	0	1	3	0	0	1	1

[illegible]

Time to initial response

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



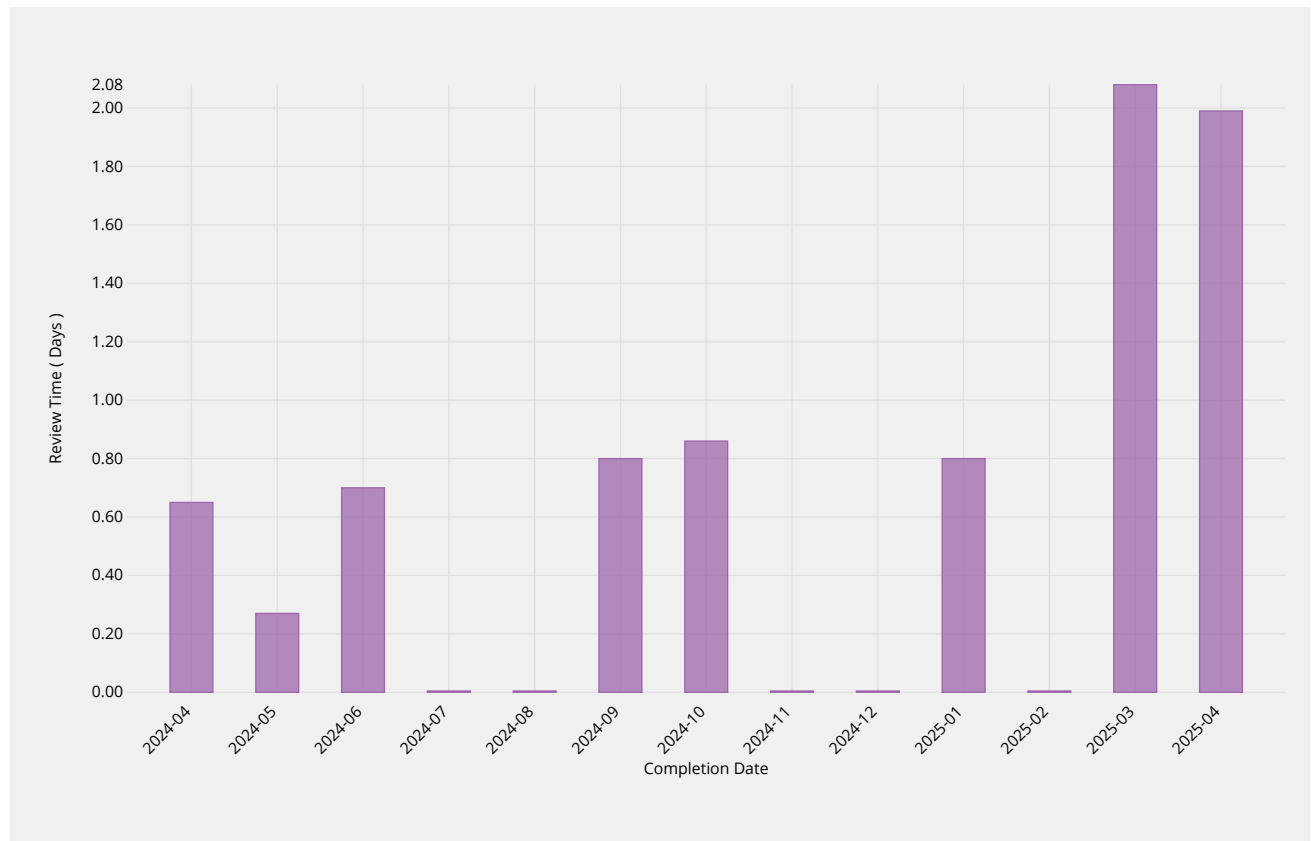
Manual Enquiries	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Response Time	3.79d	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d	2.62d	0.37d	0.51d	0.98d	—	—
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	4	1	3	4	1	1	1	1	1	2	0	0
Mean Time	2.14d	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d	2.62d	0.37d	0.51d	0.74d	—	—
Shortest Time	0.01d	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—	—
Longest Time	4.17d	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d	2.62d	0.37d	0.51d	1.04d	—	—
Median Time	2.24d	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d	2.62d	0.37d	0.51d	0.74d	—	—
PStDev Time	1.70d	1.16d	0.00d	0.48d	1.42d	0.00d	0.00d	0.00d	0.00d	0.00d	0.30d	—	—

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

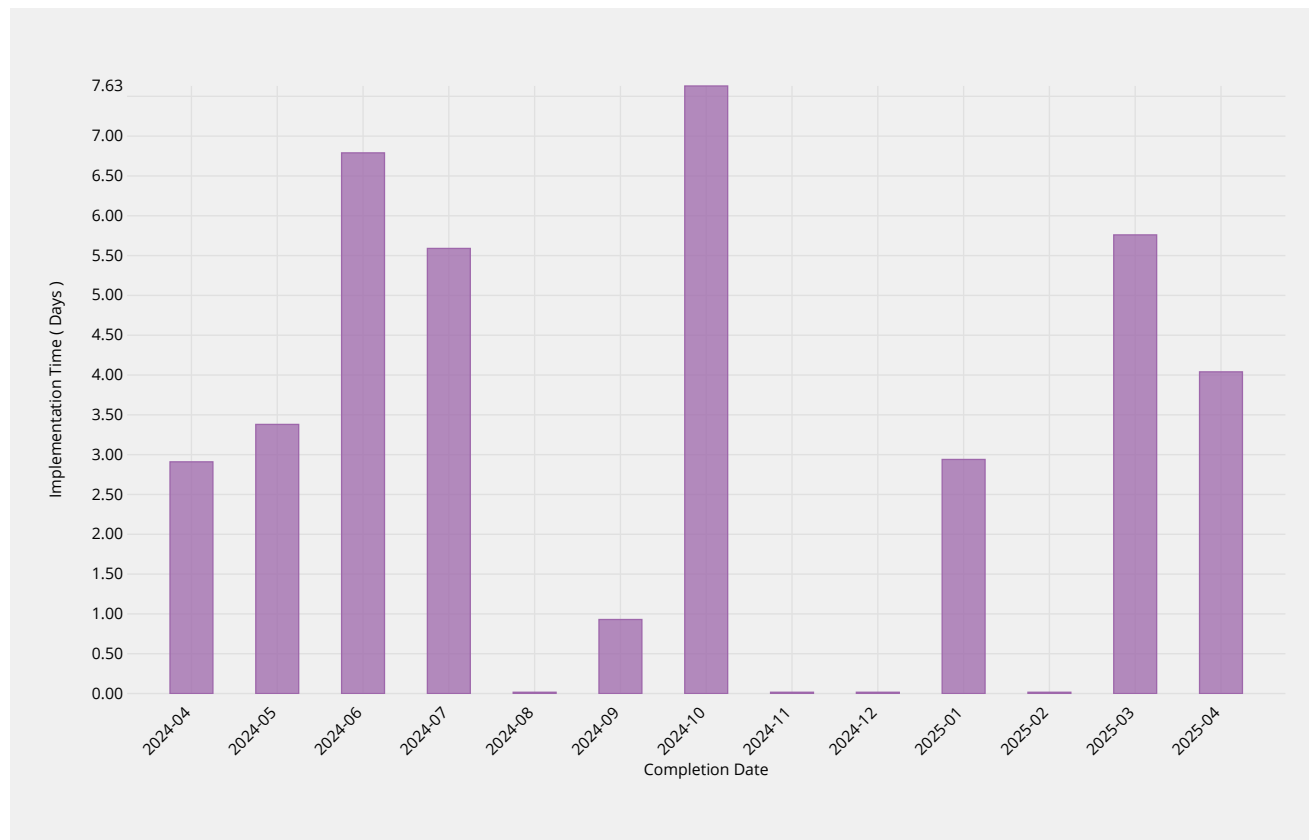
for remediation.



Review Time	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Review Time	0.65d	0.27d	0.70d	0.00d	—	0.80d	0.86d	—	—	0.80d	—	2.08d	1.99d
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	1	4	3	0	1	4	0	0	1	0	2	12
Shortest Time	0.62d	0.27d	0.00d	0.00d	—	0.80d	0.00d	—	—	0.80d	—	0.00d	0.00d
Longest Time	0.66d	0.27d	1.00d	0.00d	—	0.80d	1.08d	—	—	0.80d	—	2.31d	3.94d
Median Time	0.64d	0.27d	0.00d	0.00d	—	0.80d	0.16d	—	—	0.80d	—	1.15d	0.84d
PStDev Time	0.02d	0.00d	0.43d	0.00d	—	0.00d	0.44d	—	—	0.00d	—	1.15d	0.99d

Implementation Time

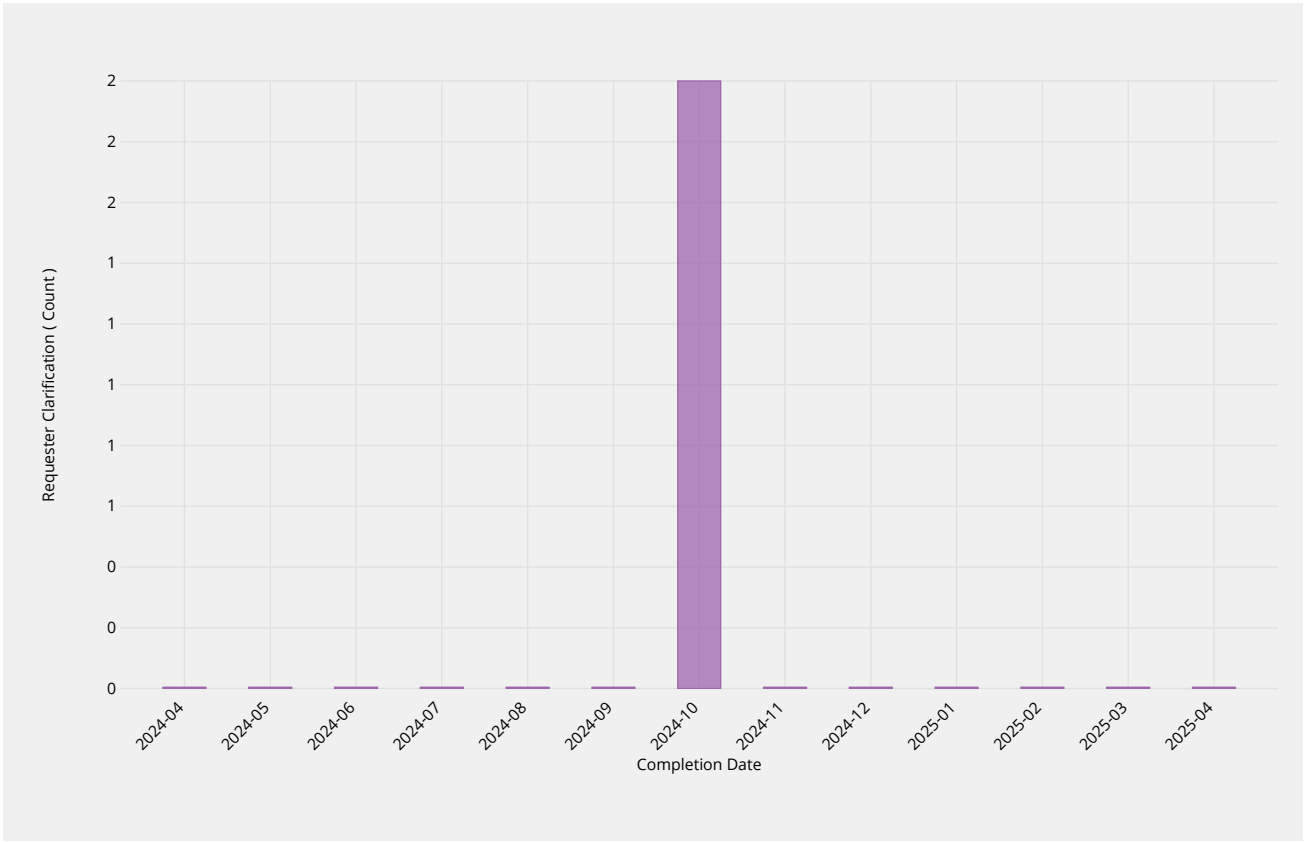
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Implementation Time	2.91d	3.38d	6.79d	5.59d	—	0.93d	7.63d	—	—	2.94d	—	5.76d	4.04d
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	1	4	3	0	1	4	0	0	1	0	2	12
Shortest Time	2.91d	3.38d	1.24d	1.13d	—	0.93d	1.05d	—	—	2.94d	—	2.10d	1.02d
Longest Time	2.91d	3.38d	6.79d	5.99d	—	0.93d	8.31d	—	—	2.94d	—	6.17d	6.10d
Median Time	2.91d	3.38d	4.58d	4.01d	—	0.93d	6.02d	—	—	2.94d	—	4.13d	2.53d
PStDev Time	0.00d	0.00d	2.52d	2.00d	—	0.00d	2.65d	—	—	0.00d	—	2.03d	1.59d

Requester Clarification

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

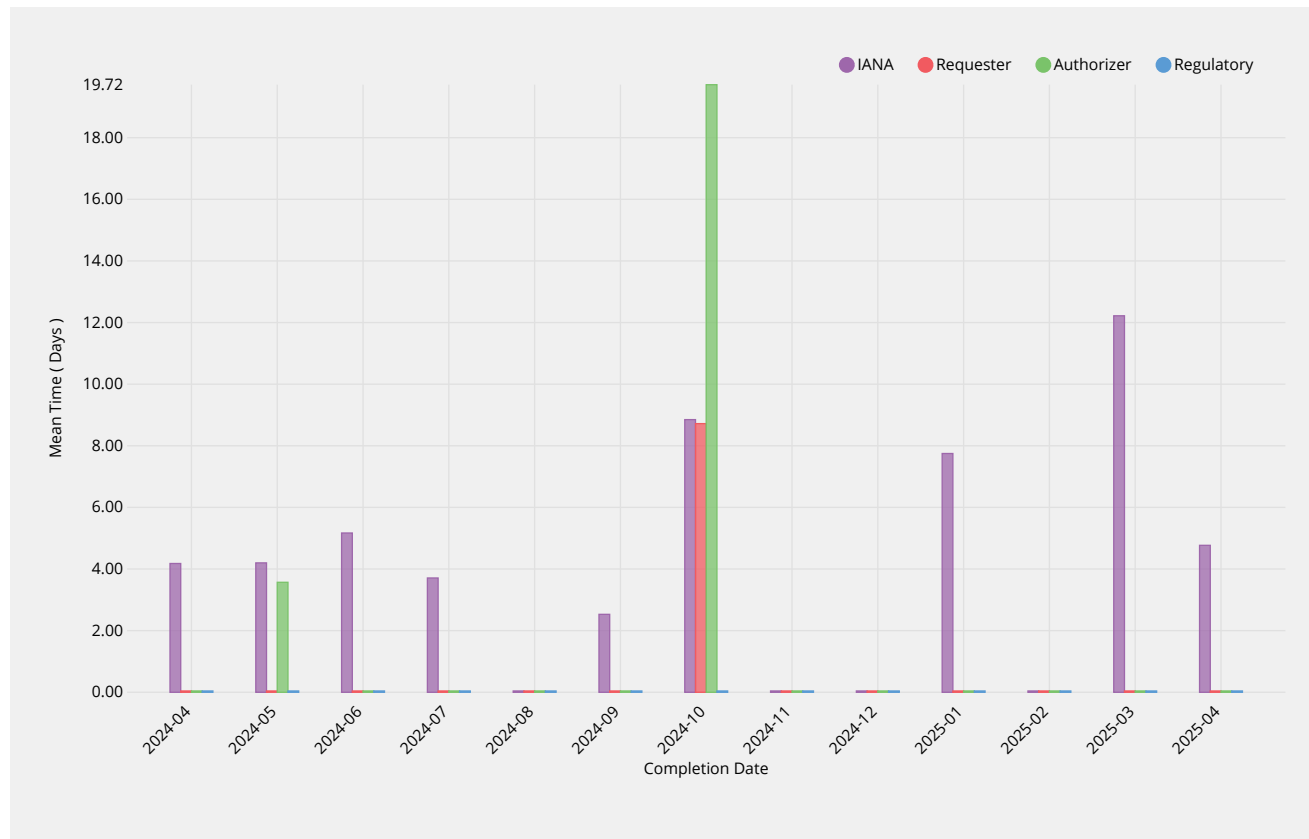


Requester Clarification	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Count	0	0	0	0	—	0	2	—	—	0	—	0	0
Request Count	2	1	4	3	0	1	4	0	0	1	0	2	12
Shortest Clarification	0	0	0	0	—	0	0	—	—	0	—	0	0
Longest Clarification	0	0	0	0	—	0	2	—	—	0	—	0	0

Time per Actor

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

regulatory checks.



IANA	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Mean Time	4.18d	4.20d	5.17d	3.71d	—	2.53d	8.85d	—	—	7.75d	—	12.22d	4.77d
Review Count	2	1	4	3	0	1	4	0	0	1	0	2	12
Shortest Time	4.15d	4.20d	1.24d	1.13d	—	2.53d	1.05d	—	—	7.75d	—	6.17d	1.02d
Longest Time	4.22d	4.20d	6.80d	5.99d	—	2.53d	15.80d	—	—	7.75d	—	18.27d	8.12d
Median Time	4.18d	4.20d	6.31d	4.01d	—	2.53d	9.27d	—	—	7.75d	—	12.22d	5.44d
PStDev Time	0.04d	0.00d	2.30d	2.00d	—	0.00d	5.72d	—	—	0.00d	—	6.05d	2.23d

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

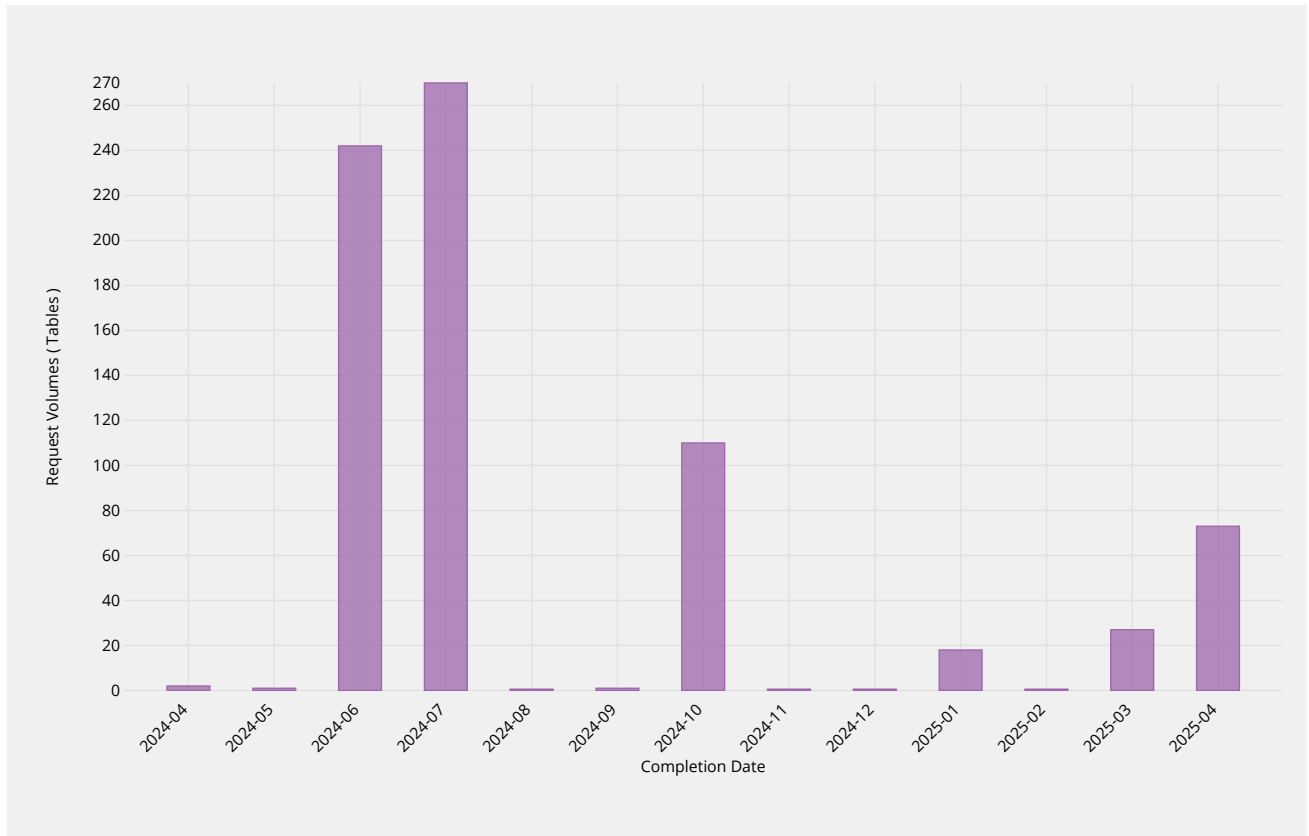
Authorizer	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Mean Time	—	3.57d	—	—	—	—	19.72d	—	—	—	—	—	—
Review Count	0	1	0	0	0	0	1	0	0	0	0	0	0
Shortest Time	—	3.57d	—	—	—	—	19.72d	—	—	—	—	—	—
Longest Time	—	3.57d	—	—	—	—	19.72d	—	—	—	—	—	—
Median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

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

Regulatory	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
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	2024-04	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04
Total LGRs Processed	2	1	242	270	—	1	110	—	—	18	—	27	73
Request Count	2	1	4	3	0	1	4	0	0	1	0	2	12
Average LGRs per Request	1	1	60	90	—	1	28	—	—	18	—	14	6
Smallest per Request	1	1	5	5	—	1	1	—	—	18	—	1	1
Largest per Request	1	1	103	206	—	1	103	—	—	18	—	26	20

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.