

IANA Naming Function Monthly Performance Report

May 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%)	✓ 0.01d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 8.11m	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%)	✓ 1.45m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 4.67m	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%)	✓ 3.69m	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%)	✓ 2.05m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 3.217s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.584s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.186s	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 1.081s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.29ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.45ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.27ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.55d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.67d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.03d	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%)	✓ 26.47h	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	22.87h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 1.74s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.57s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 3.98s	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%)	✓ 1.78s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 1.014s	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%)	✓ 3.96d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 1.71d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.99d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	7.22d	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	83	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)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	3	1	1	0	0	0	1	3	0	0	1	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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	1	0	0	1	0	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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	4	2	0	5	0	0	0	3	3	2	5	3
Mean Time	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s
Shortest Time	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s
Median Time	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.00s	0.00s	—	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s

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

ccTLD Creation/Transfer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	1	0	0	1	0	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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Lodgment Time	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	1	0	2	0	0	0	0	2	1	2	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	0.01d
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)

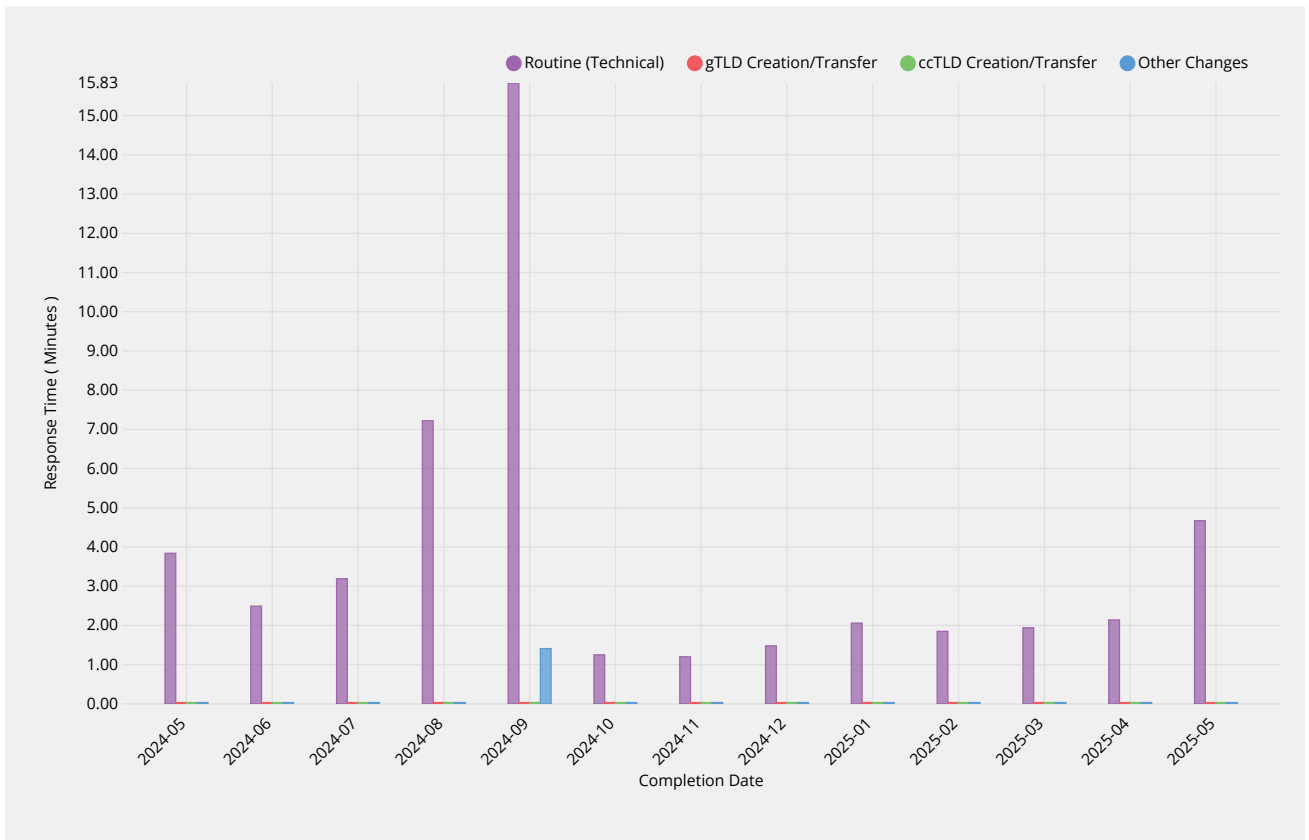
Time to return results for technical checks following submission of request via automated submission

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

Other Changes	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Response Time	1.88m	—	—	—	2.23m	—	—	—	1.34m	—	—	1.46m	1.45m
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	4	0	0	0	3	0	0	0	2	0	0	1	1
Mean Time	1.54m	—	—	—	1.73m	—	—	—	1.33m	—	—	1.46m	1.45m
Shortest Time	1.20m	—	—	—	1.39m	—	—	—	1.32m	—	—	1.46m	1.45m
Longest Time	1.89m	—	—	—	2.31m	—	—	—	1.34m	—	—	1.46m	1.45m
Median Time	1.54m	—	—	—	1.49m	—	—	—	1.33m	—	—	1.46m	1.45m
PStDev Time	0.31m	—	—	—	0.41m	—	—	—	0.01m	—	—	0.00m	0.00m

Technical Check (Retest)

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



Routine (Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Response Time	3.84m	2.49m	3.19m	7.22m	15.83m	1.25m	1.20m	1.48m	2.06m	1.85m	1.94m	2.14m	4.67m
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%
Retest Count	147	59	133	88	14	174	224	138	89	160	85	63	109
Mean Time	1.60m	1.38m	1.47m	5.15m	2.74m	0.85m	0.79m	1.20m	1.74m	1.05m	1.49m	0.76m	2.40m
Shortest Time	0.17m	0.23m	0.27m	0.33m	0.36m	0.22m	0.31m	0.19m	0.56m	0.22m	0.55m	0.23m	0.26m
Longest Time	17.38m	15.78m	15.44m	47.14m	16.31m	1.54m	1.44m	16.15m	16.54m	8.10m	16.31m	3.92m	17.07m

Routine (Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	67	27	65	27	36	37	46	37	14	35	27	50	86
Mean Time	1.317s	1.550s	1.319s	2.488s	2.958s	1.588s	2.024s	1.734s	1.508s	1.400s	1.450s	1.601s	1.385s
Shortest Time	0.208s	0.110s	0.053s	0.216s	1.201s	0.237s	0.193s	0.055s	1.053s	0.249s	0.543s	0.130s	0.033s
Longest Time	4.249s	4.156s	4.174s	7.512s	6.289s	3.139s	5.341s	3.481s	4.122s	3.667s	3.426s	4.529s	5.661s
Median Time	1.138s	1.212s	1.162s	2.208s	3.048s	1.255s	1.706s	1.607s	1.257s	1.204s	1.208s	1.196s	1.171s
PStDev Time	0.642s	0.859s	0.926s	1.617s	1.282s	0.721s	1.101s	0.907s	0.769s	0.670s	0.632s	0.988s	0.909s

Routine (Non-Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Dispatch Time	2.078s	0.960s	1.241s	5.786s	5.358s	2.616s	2.171s	1.313s	2.244s	1.293s	2.030s	1.984s	1.584s
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	167	8	17	22	25	39	28	19	109	117	27	93	68
Mean Time	0.417s	0.325s	0.440s	2.145s	2.683s	0.882s	0.680s	0.363s	0.606s	0.279s	0.864s	0.429s	0.299s
Shortest Time	0.053s	0.067s	0.068s	0.073s	0.090s	0.077s	0.062s	0.057s	0.028s	0.039s	0.040s	0.042s	0.031s
Longest Time	3.975s	1.308s	1.876s	6.239s	7.136s	3.498s	3.577s	3.205s	3.540s	4.242s	3.491s	3.720s	2.284s
Median Time	0.081s	0.210s	0.214s	2.135s	2.666s	0.433s	0.274s	0.107s	0.238s	0.067s	0.526s	0.138s	0.107s
PStDev Time	0.720s	0.380s	0.454s	2.005s	1.567s	0.892s	0.830s	0.711s	0.759s	0.592s	0.825s	0.749s	0.510s

gTLD Creation/Transfer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Dispatch Time	0.700s	0.202s	0.224s	—	—	—	0.138s	0.272s	—	—	0.108s	0.118s	0.186s
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	3	1	1	0	0	0	1	3	0	0	1	1	1
Mean Time	0.331s	0.202s	0.224s	—	—	—	0.138s	0.183s	—	—	0.108s	0.118s	0.186s
Shortest Time	0.113s	0.202s	0.224s	—	—	—	0.138s	0.089s	—	—	0.108s	0.118s	0.186s
Longest Time	0.765s	0.202s	0.224s	—	—	—	0.138s	0.282s	—	—	0.108s	0.118s	0.186s
Median Time	0.114s	0.202s	0.224s	—	—	—	0.138s	0.179s	—	—	0.108s	0.118s	0.186s
PStDev Time	0.307s	0.000s	0.000s	—	—	—	0.000s	0.079s	—	—	0.000s	0.000s	0.000s

ccTLD Creation/Transfer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Dispatch Time	2.190s	1.095s	1.720s	—	3.194s	—	—	—	6.873s	0.168s	0.858s	3.525s	1.081s
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	4	2	0	5	0	0	0	2	3	2	5	3
Mean Time	0.883s	0.544s	1.165s	—	1.600s	—	—	—	4.487s	0.102s	0.612s	0.970s	0.447s
Shortest Time	0.108s	0.084s	0.548s	—	0.117s	—	—	—	1.836s	0.047s	0.338s	0.062s	0.046s
Longest Time	2.448s	1.179s	1.781s	—	3.465s	—	—	—	7.139s	0.177s	0.885s	4.343s	1.189s
Median Time	0.546s	0.457s	1.165s	—	2.092s	—	—	—	4.487s	0.082s	0.612s	0.108s	0.107s
PStDev Time	0.868s	0.412s	0.617s	—	1.272s	—	—	—	2.651s	0.055s	0.274s	1.688s	0.525s

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

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

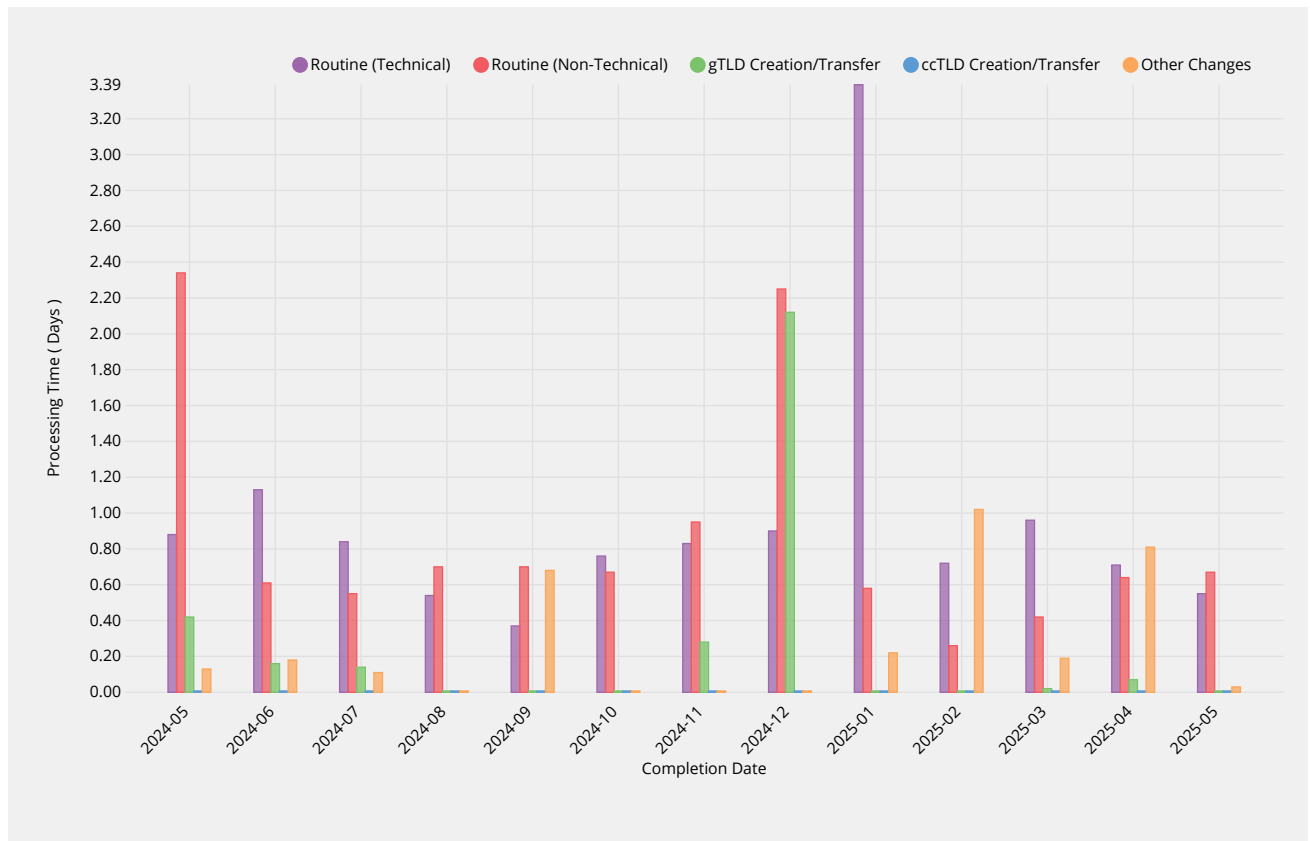
Other Changes	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Affirmation Time	0.89ms	0.37ms	1.16ms	—	0.43ms	—	—	—	0.84ms	0.11ms	0.44ms	0.21ms	0.27ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	4	2	0	4	0	0	0	2	3	2	4	3
Mean Time	0.47ms	0.20ms	0.89ms	—	0.27ms	—	—	—	0.46ms	0.10ms	0.27ms	0.15ms	0.21ms
Shortest Time	0.22ms	0.12ms	0.59ms	—	0.12ms	—	—	—	0.05ms	0.09ms	0.07ms	0.10ms	0.13ms
Longest Time	0.95ms	0.41ms	1.19ms	—	0.45ms	—	—	—	0.88ms	0.12ms	0.46ms	0.22ms	0.28ms
Median Time	0.25ms	0.13ms	0.89ms	—	0.25ms	—	—	—	0.46ms	0.10ms	0.27ms	0.13ms	0.21ms
PStDev Time	0.29ms	0.12ms	0.30ms	—	0.13ms	—	—	—	0.41ms	0.01ms	0.19ms	0.05ms	0.06ms

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Processing Time	0.88d	1.13d	0.84d	0.54d	0.37d	0.76d	0.83d	0.90d	3.39d	0.72d	0.96d	0.71d	0.55d
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	67	26	65	24	35	33	46	37	14	32	25	50	86
Mean Time	0.41d	0.54d	0.35d	0.23d	0.19d	0.45d	0.46d	0.48d	2.46d	0.33d	0.40d	0.31d	0.33d
Shortest Time	0.00d	0.04d	0.01d	0.04d	0.02d	0.05d	0.05d	0.01d	0.07d	0.02d	0.01d	0.01d	0.03d
Longest Time	2.40d	2.84d	1.36d	0.89d	0.76d	2.75d	2.93d	1.36d	24.09d	0.97d	2.44d	2.80d	2.16d
Median Time	0.25d	0.30d	0.25d	0.10d	0.14d	0.29d	0.33d	0.37d	0.39d	0.28d	0.21d	0.20d	0.35d
PStDev Time	0.45d	0.63d	0.34d	0.22d	0.15d	0.58d	0.49d	0.32d	6.10d	0.26d	0.51d	0.43d	0.29d

Routine (Non-Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Processing Time	2.34d	0.61d	0.55d	0.70d	0.70d	0.67d	0.95d	2.25d	0.58d	0.26d	0.42d	0.64d	0.67d
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	158	7	16	12	21	35	26	17	101	117	22	90	67
Mean Time	1.94d	0.31d	0.21d	0.22d	0.28d	0.29d	0.40d	0.85d	0.25d	0.14d	0.18d	0.51d	0.32d
Shortest Time	0.01d	0.00d	0.00d	0.02d	0.01d	0.00d	0.00d	0.03d	0.01d	0.01d	0.02d	0.01d	0.04d
Longest Time	2.36d	0.66d	0.68d	0.70d	1.98d	1.90d	2.69d	4.93d	1.04d	2.48d	0.73d	2.57d	0.86d
Median Time	2.29d	0.26d	0.05d	0.06d	0.06d	0.16d	0.13d	0.34d	0.13d	0.06d	0.08d	0.63d	0.20d
PStDev Time	0.79d	0.23d	0.24d	0.28d	0.47d	0.36d	0.58d	1.25d	0.26d	0.28d	0.20d	0.34d	0.25d

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

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

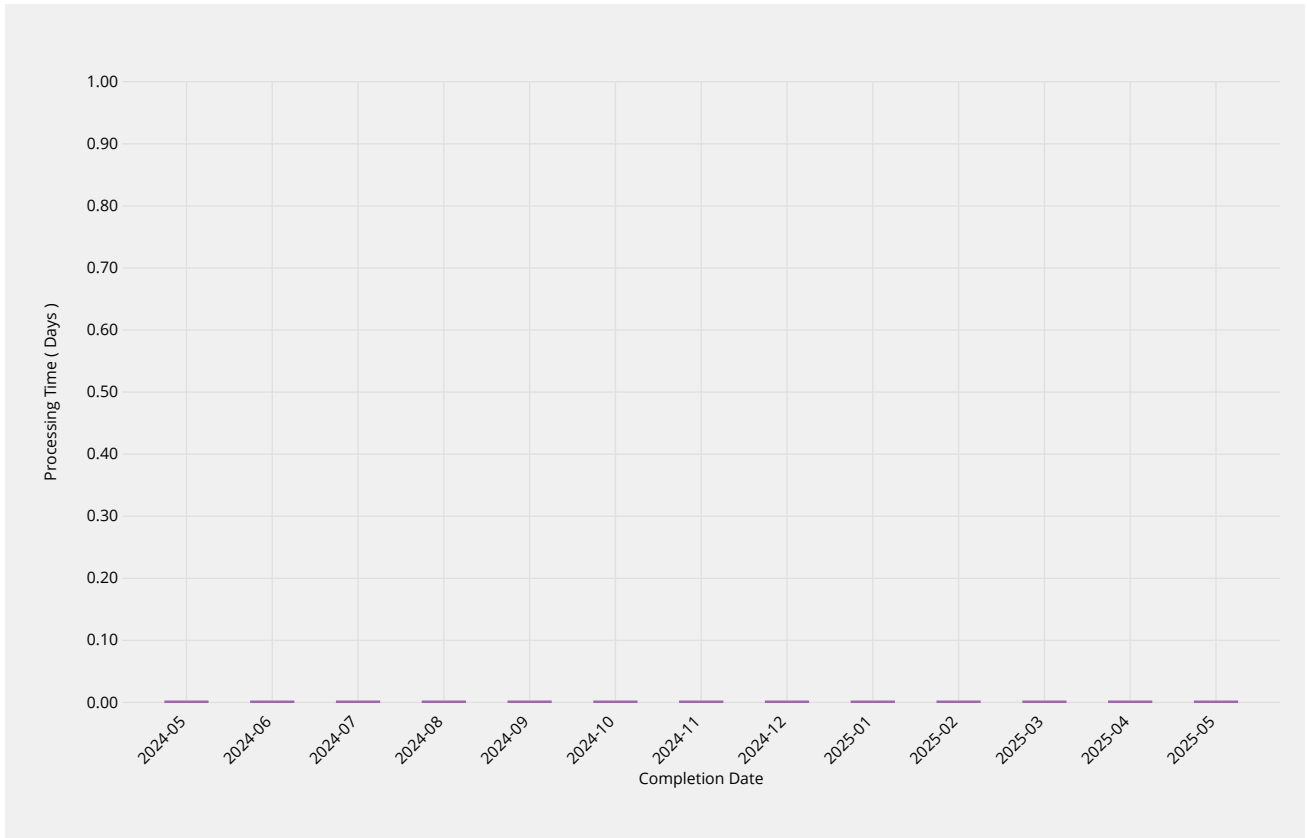
ccTLD Creation/Transfer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0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

Other Changes	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Processing Time	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d	1.02d	0.19d	0.81d	0.03d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	5	3	2	0	4	0	0	0	2	3	2	4	3
Mean Time	0.07d	0.14d	0.08d	—	0.28d	—	—	—	0.16d	0.71d	0.10d	0.39d	0.02d
Shortest Time	0.03d	0.06d	0.05d	—	0.06d	—	—	—	0.11d	0.09d	0.01d	0.12d	0.02d
Longest Time	0.13d	0.18d	0.11d	—	0.68d	—	—	—	0.22d	1.02d	0.19d	0.81d	0.03d
Median Time	0.05d	0.16d	0.08d	—	0.19d	—	—	—	0.16d	1.02d	0.10d	0.31d	0.02d
PStDev Time	0.04d	0.05d	0.03d	—	0.24d	—	—	—	0.06d	0.44d	0.09d	0.26d	0.00d

Third Party Approval

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

verification parties).



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

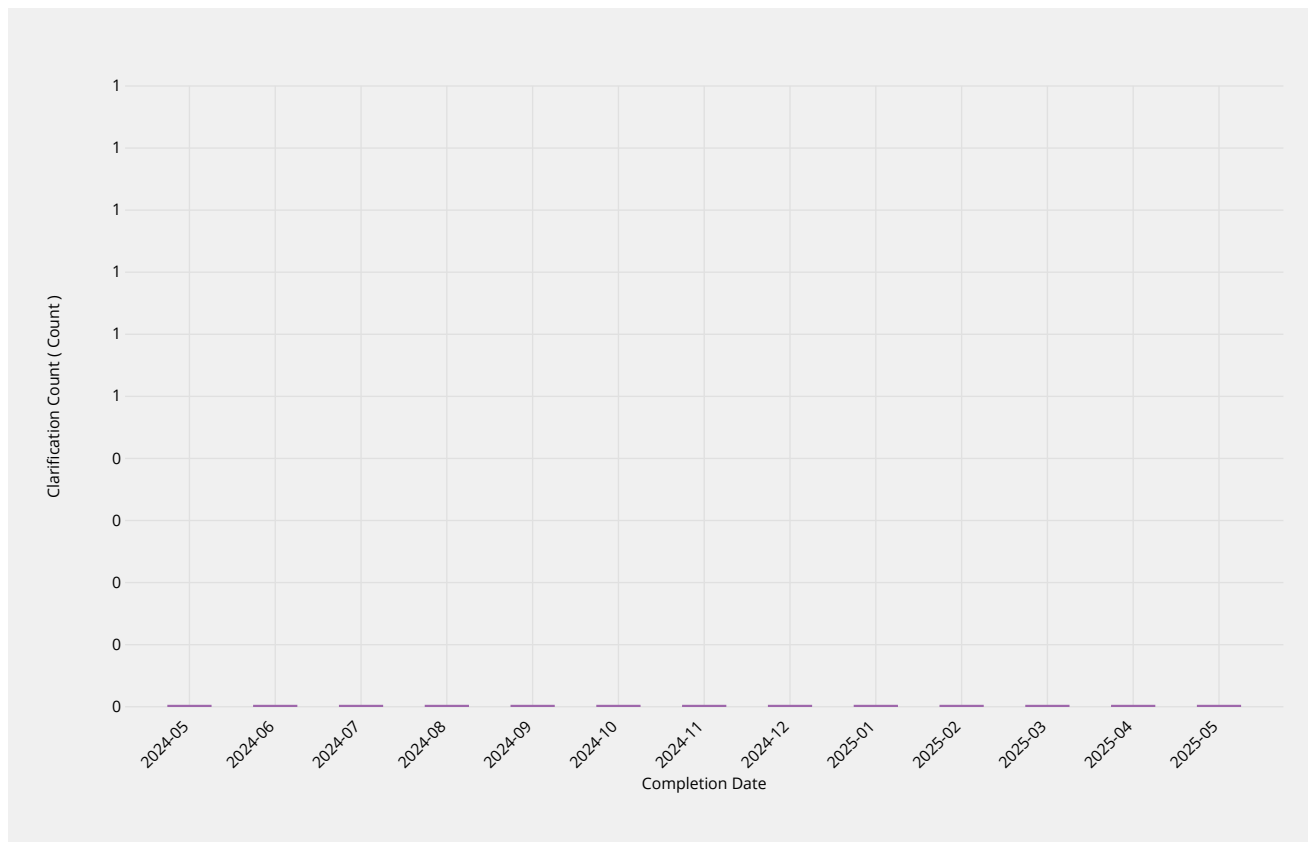
ccTLD Creation/Transfer

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.

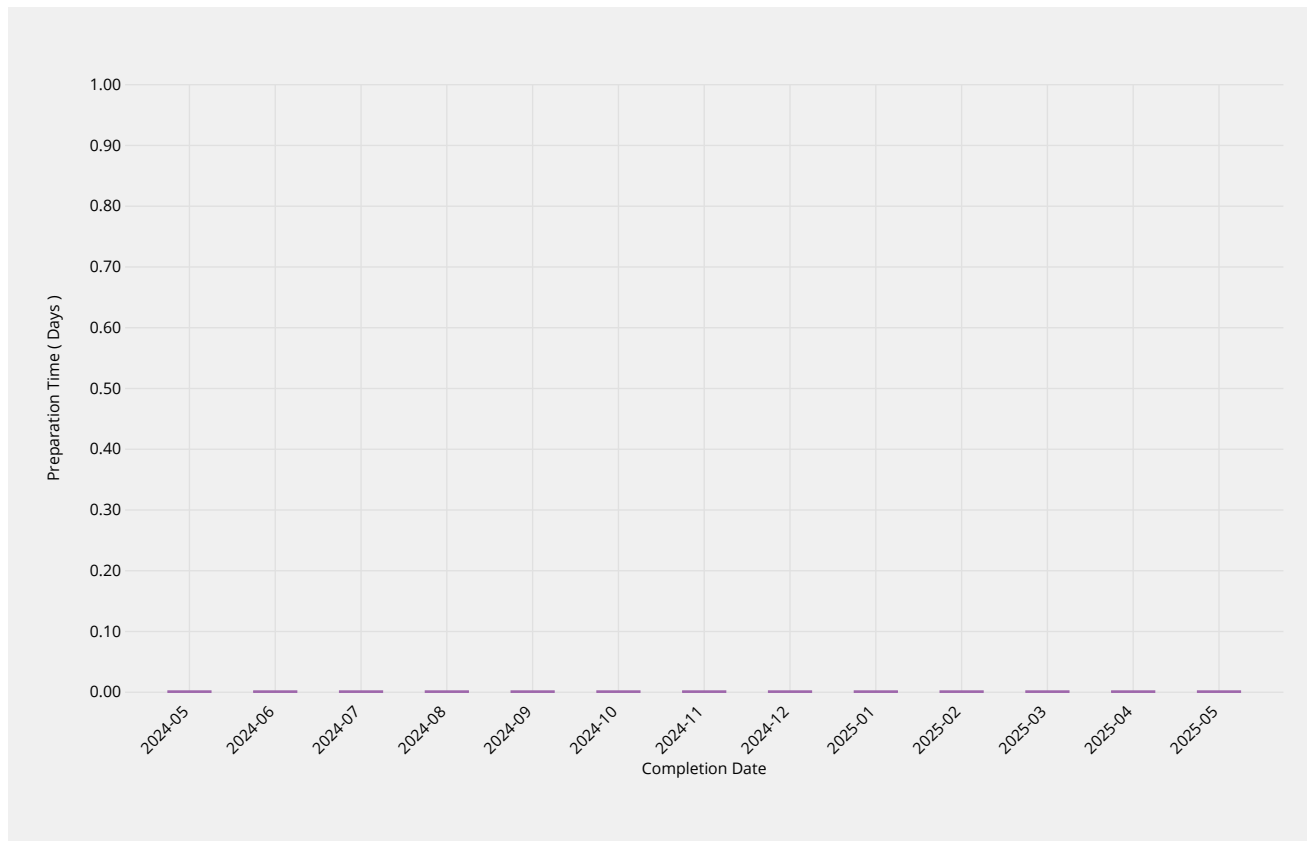


Requester Clarification	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Clarification Count	—	—	0	—	—	0	—	—	—	—	—	—	—
Request Count	0	0	1	0	0	1	0	0	0	0	0	0	0
Lowest Count	—	—	0	—	—	0	—	—	—	—	—	—	—
Highest Count	—	—	0	—	—	0	—	—	—	—	—	—	—

Report Preparation

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

publication.



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

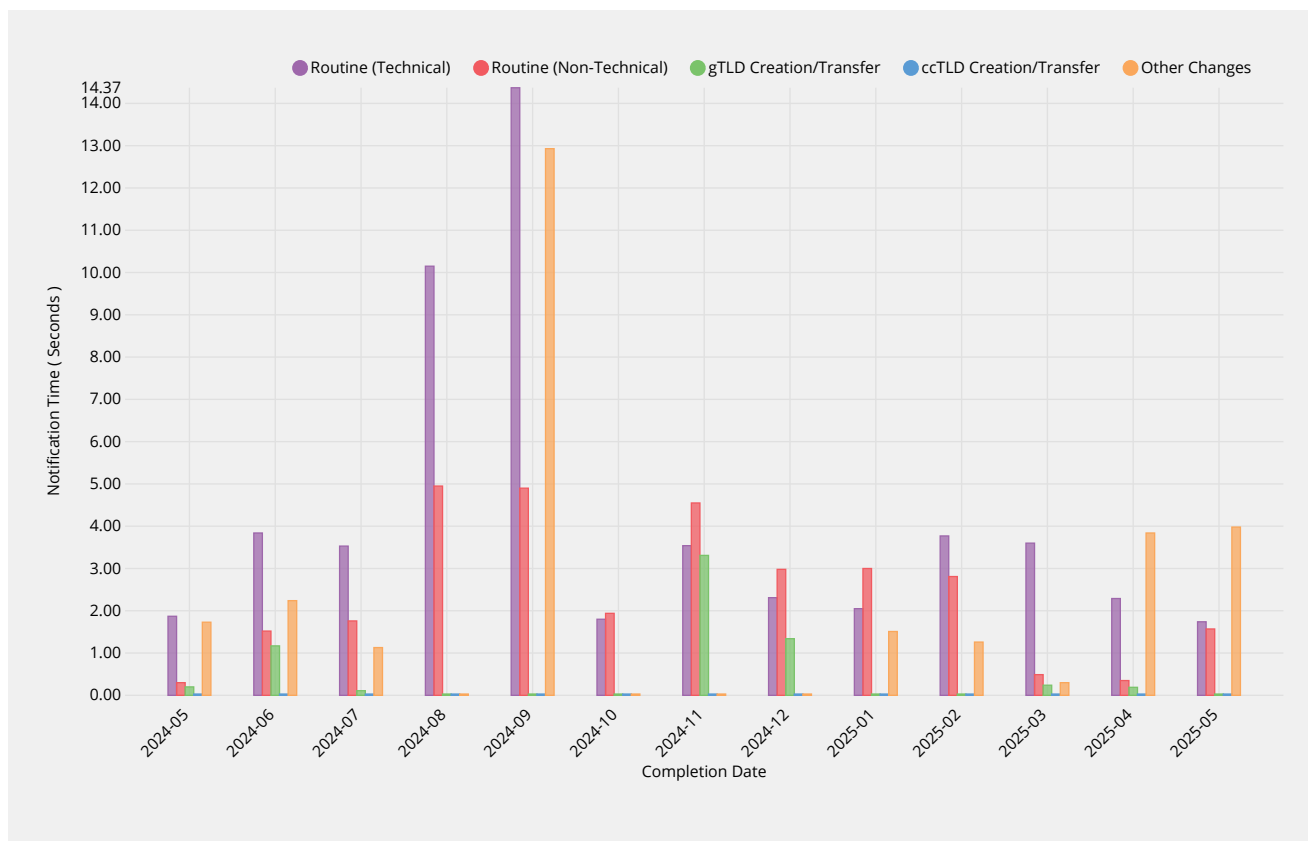
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Publication Time	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h	3.21h	—	4.21h	22.87h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	1	1	0	4	0	0	0	1	2	0	2	2
Mean Time	8.12h	20.46h	1.90h	—	4.05h	—	—	—	6.21h	3.21h	—	2.81h	13.24h
Shortest Time	1.50h	20.46h	1.90h	—	1.60h	—	—	—	6.21h	3.20h	—	1.40h	3.62h
Longest Time	19.76h	20.46h	1.90h	—	5.42h	—	—	—	6.21h	3.21h	—	4.21h	22.87h
Median Time	5.62h	20.46h	1.90h	—	4.60h	—	—	—	6.21h	3.21h	—	2.81h	13.24h
PStDev Time	6.92h	0.00h	0.00h	—	1.45h	—	—	—	0.00h	0.00h	—	1.40h	9.63h

Notification of Completion

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



Routine (Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Notification Time	1.87s	3.84s	3.53s	10.15s	14.37s	1.80s	3.54s	2.31s	2.05s	3.77s	3.60s	2.29s	1.74s
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	64	26	65	24	35	33	46	37	14	32	25	50	86
Mean Time	1.15s	1.46s	1.36s	3.41s	4.29s	0.94s	1.33s	1.15s	0.97s	1.52s	1.49s	1.22s	1.12s
Shortest Time	0.07s	0.08s	0.07s	0.13s	0.18s	0.09s	0.08s	0.06s	0.08s	0.05s	0.13s	0.06s	0.05s
Longest Time	5.35s	5.82s	3.92s	12.53s	15.51s	2.51s	5.04s	3.45s	2.90s	6.08s	4.39s	2.47s	2.85s
Median Time	1.15s	1.21s	1.24s	3.04s	3.20s	1.16s	1.12s	1.22s	1.10s	1.34s	1.26s	1.22s	1.20s

Routine (Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
PStDev Time	1.00s	1.36s	0.86s	2.85s	4.10s	0.62s	1.16s	0.77s	0.74s	1.30s	0.97s	0.65s	0.54s

Routine (Non-Technical)	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Notification Time	0.30s	1.52s	1.76s	4.95s	4.90s	1.94s	4.55s	2.98s	3.00s	2.81s	0.49s	0.35s	1.57s
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	158	7	16	12	21	35	26	17	101	117	22	90	67
Mean Time	0.14s	0.43s	0.58s	2.03s	2.16s	0.62s	1.03s	0.81s	0.65s	0.61s	0.20s	0.11s	0.37s
Shortest Time	0.05s	0.08s	0.06s	0.12s	0.13s	0.09s	0.06s	0.05s	0.04s	0.04s	0.05s	0.04s	0.04s
Longest Time	1.51s	2.06s	1.78s	6.05s	7.83s	2.63s	5.43s	6.04s	4.18s	3.59s	0.58s	0.60s	2.35s
Median Time	0.08s	0.21s	0.36s	1.34s	1.79s	0.33s	0.26s	0.21s	0.18s	0.17s	0.18s	0.05s	0.10s
PStDev Time	0.20s	0.67s	0.56s	1.85s	1.90s	0.63s	1.44s	1.43s	0.98s	0.89s	0.14s	0.11s	0.55s

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

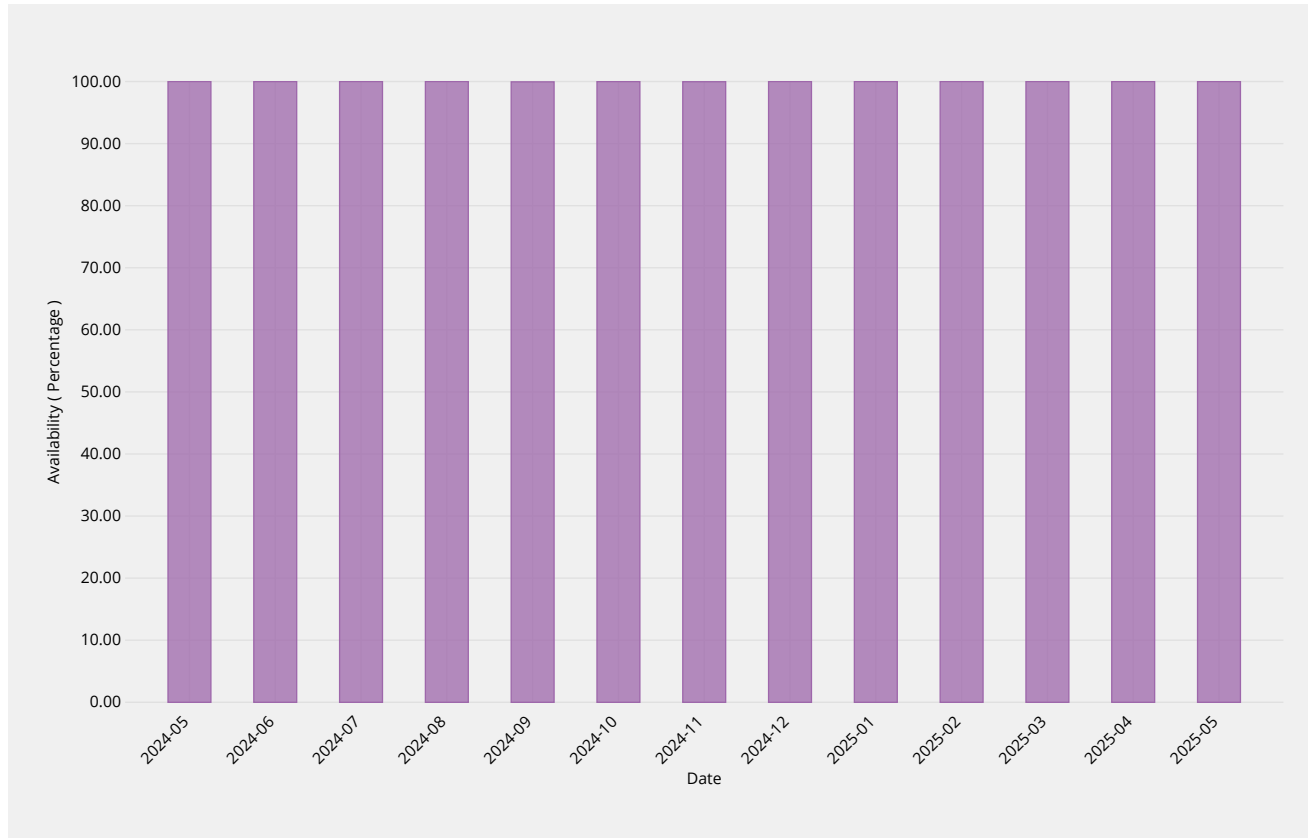
ccTLD Creation/Transfer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Notification Time	1.73s	2.24s	1.13s	—	12.93s	—	—	—	1.51s	1.26s	0.30s	3.84s	3.98s
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	3	2	0	4	0	0	0	2	3	2	4	3
Mean Time	1.13s	1.26s	0.66s	—	5.55s	—	—	—	1.12s	1.15s	0.26s	1.70s	1.89s
Shortest Time	0.25s	0.22s	0.14s	—	0.16s	—	—	—	0.68s	0.98s	0.21s	0.20s	0.12s
Longest Time	1.86s	2.36s	1.18s	—	14.50s	—	—	—	1.55s	1.27s	0.31s	4.30s	4.28s
Median Time	1.18s	1.20s	0.66s	—	3.78s	—	—	—	1.12s	1.21s	0.26s	1.14s	1.25s
PStDev Time	0.52s	0.87s	0.52s	—	5.38s	—	—	—	0.44s	0.12s	0.05s	1.55s	1.76s

System Availability

IANA Website

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



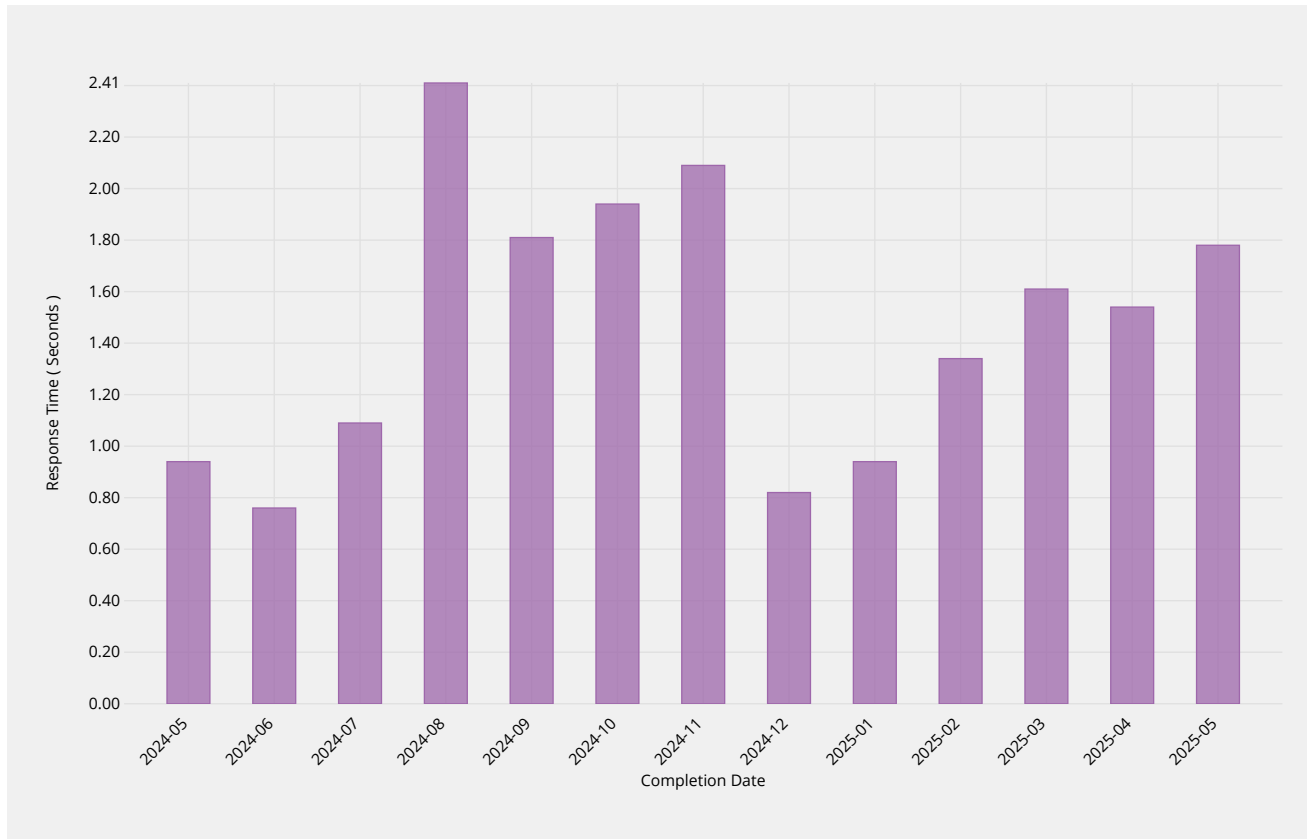
IANA Site Availability	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Availability	100.00%	99.99%	100.00%	100.00%	99.95%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

Credential Recovery

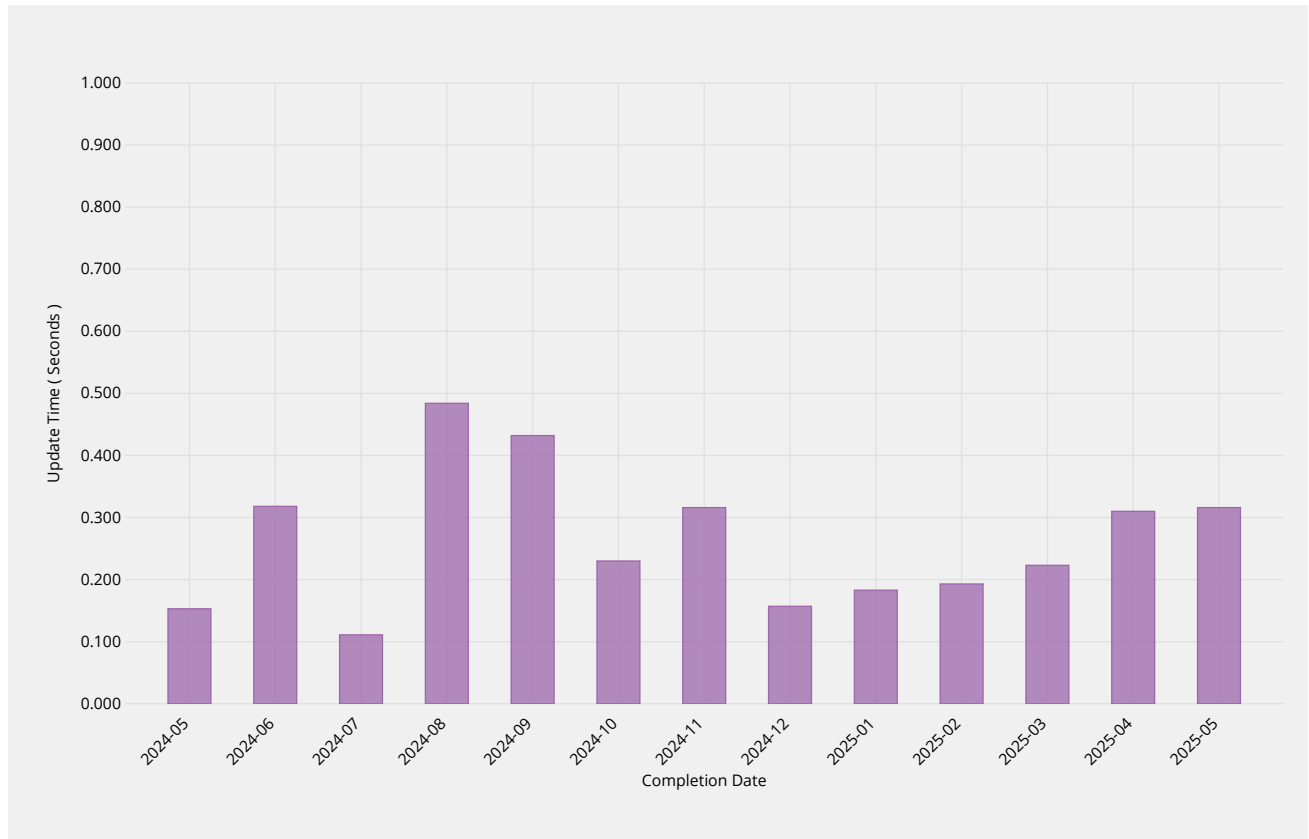
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Response Time	0.94s	0.76s	1.09s	2.41s	1.81s	1.94s	2.09s	0.82s	0.94s	1.34s	1.61s	1.54s	1.78s
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	17	11	11	20	6	8	8	7	12	13	12	10	8
Mean Time	0.31s	0.31s	0.29s	1.10s	1.30s	0.70s	1.04s	0.33s	0.34s	0.44s	0.64s	0.46s	0.64s
Shortest Time	0.05s	0.05s	0.03s	0.05s	0.27s	0.04s	0.11s	0.03s	0.02s	0.08s	0.08s	0.03s	0.02s
Longest Time	2.71s	0.92s	1.67s	2.91s	1.86s	1.99s	2.37s	0.86s	1.38s	1.42s	1.76s	2.23s	2.09s
Median Time	0.15s	0.18s	0.13s	1.04s	1.40s	0.41s	1.00s	0.18s	0.23s	0.22s	0.37s	0.22s	0.25s
PStDev Time	0.61s	0.26s	0.46s	0.78s	0.51s	0.75s	0.73s	0.31s	0.35s	0.44s	0.55s	0.62s	0.68s

Credential Change

Time to implement new password within the system.



Credential Change	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Update Time	0.395s	0.975s	0.143s	1.314s	0.843s	0.633s	1.056s	0.449s	0.656s	0.532s	0.853s	1.111s	1.014s
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	12	10	9	10	6	8	8	7	11	9	10	6	7
Mean Time	0.153s	0.318s	0.111s	0.484s	0.432s	0.230s	0.316s	0.157s	0.183s	0.193s	0.223s	0.310s	0.316s
Shortest Time	0.083s	0.080s	0.086s	0.082s	0.097s	0.082s	0.086s	0.078s	0.071s	0.074s	0.071s	0.074s	0.070s
Longest Time	0.712s	1.122s	0.161s	1.432s	0.885s	0.648s	1.310s	0.604s	0.796s	0.611s	1.222s	1.451s	1.190s
Median Time	0.107s	0.102s	0.108s	0.353s	0.393s	0.103s	0.109s	0.083s	0.075s	0.077s	0.075s	0.084s	0.074s
PStDev Time	0.169s	0.360s	0.019s	0.448s	0.329s	0.229s	0.407s	0.183s	0.231s	0.184s	0.347s	0.510s	0.400s

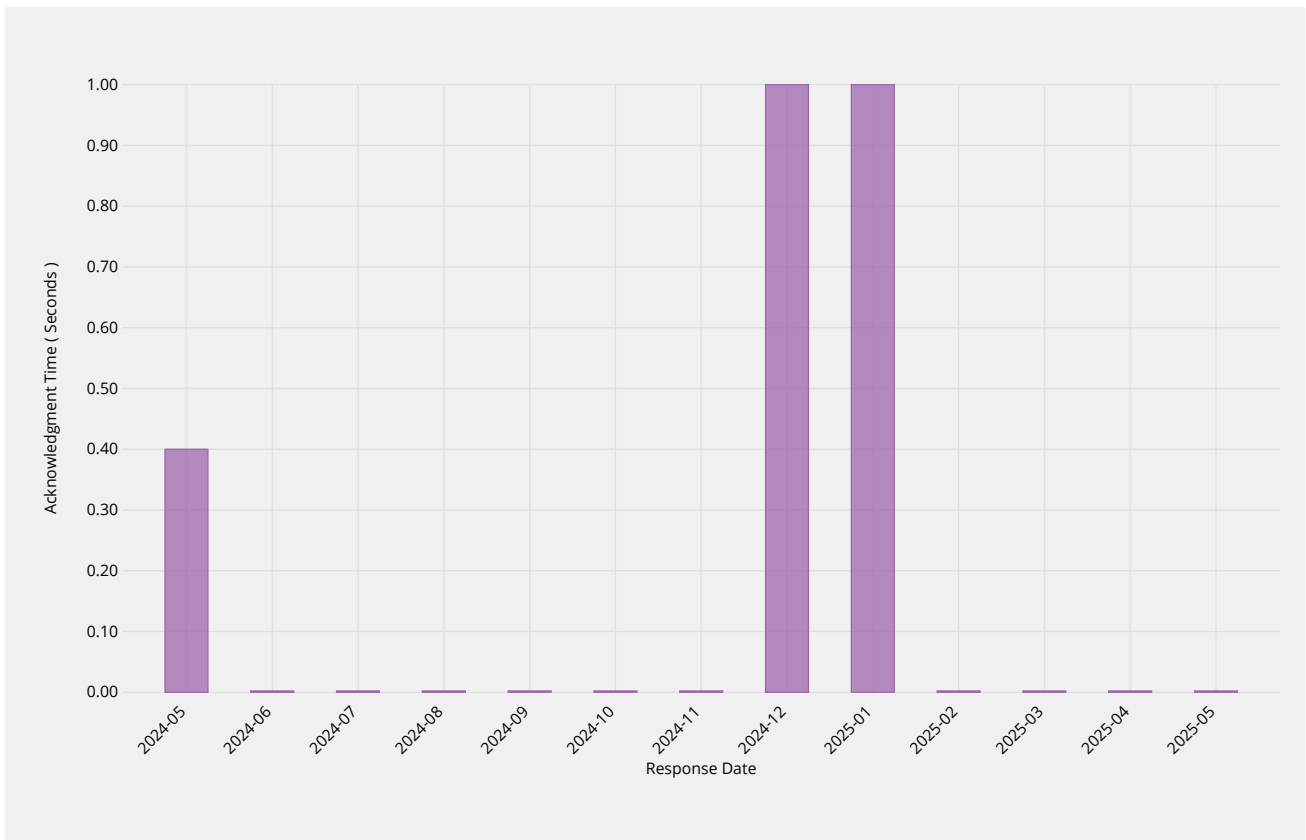
ccTLD Creation/Transfer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0

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

Enquiry Processing

Time to acknowledge

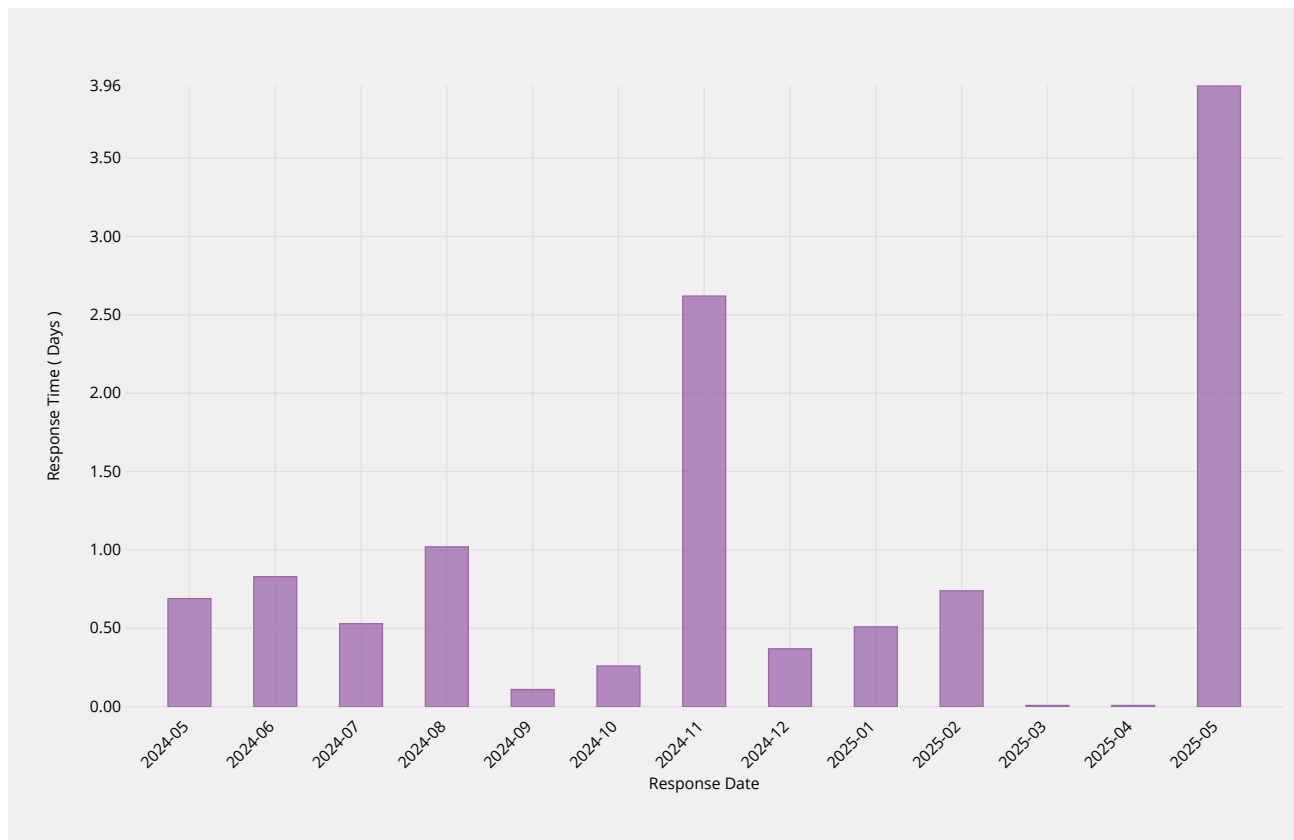
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Acknowledgment Time	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	5	1	3	4	1	2	1	1	1	2	0	1	0
Mean Time	0.40s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—
Longest Time	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—
PStDev Time	0.49s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—

Time to initial response

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



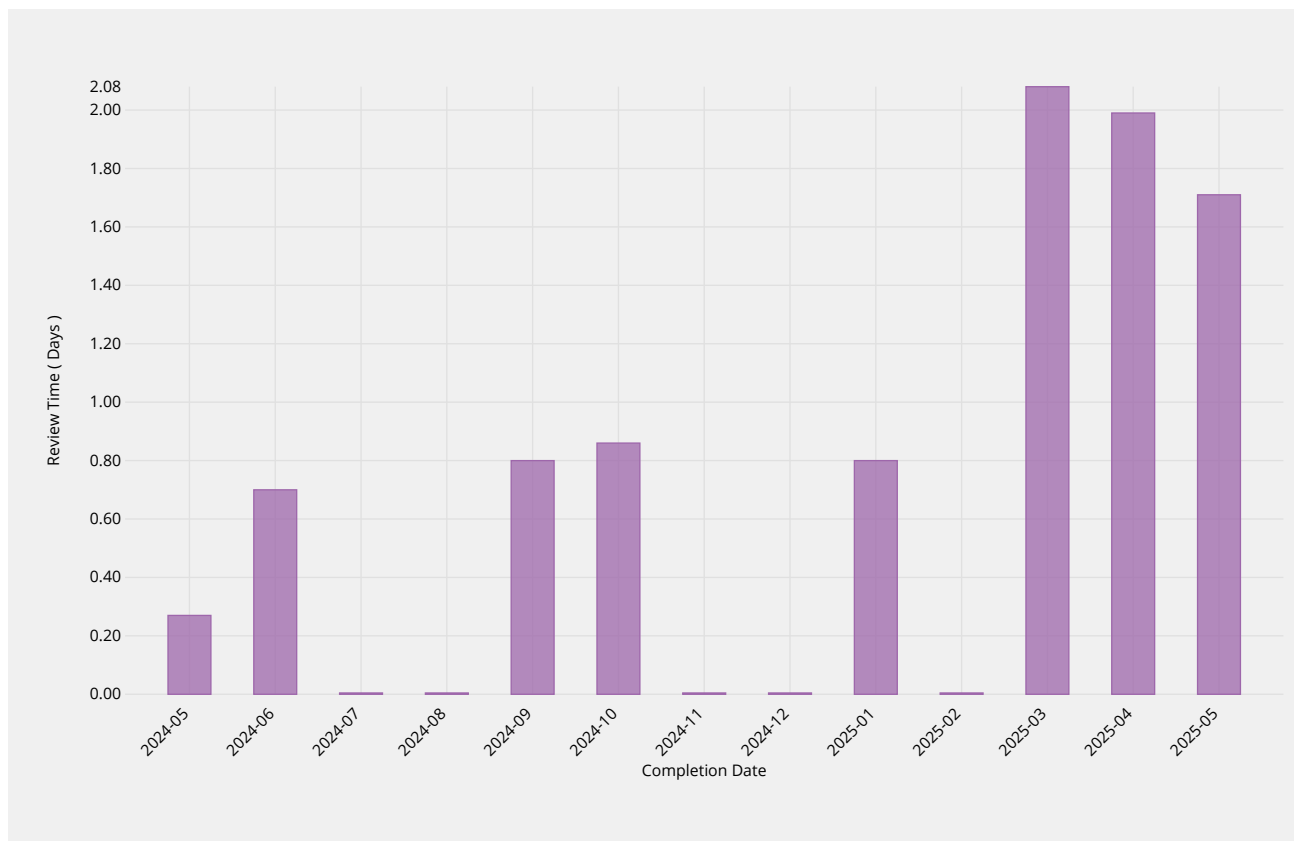
Manual Enquiries	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Response Time	1.90d	0.83d	1.01d	2.52d	0.11d	0.26d	2.62d	0.37d	0.51d	0.98d	—	—	3.96d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	1	3	4	1	1	1	1	1	2	0	0	1
Mean Time	0.69d	0.83d	0.53d	1.02d	0.11d	0.26d	2.62d	0.37d	0.51d	0.74d	—	—	3.96d
Shortest Time	0.01d	0.83d	0.02d	0.14d	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—	—	3.96d
Longest Time	2.70d	0.83d	1.17d	3.48d	0.11d	0.26d	2.62d	0.37d	0.51d	1.04d	—	—	3.96d
Median Time	0.02d	0.83d	0.38d	0.24d	0.11d	0.26d	2.62d	0.37d	0.51d	0.74d	—	—	3.96d
PStDev Time	1.16d	0.00d	0.48d	1.42d	0.00d	0.00d	0.00d	0.00d	0.00d	0.30d	—	—	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

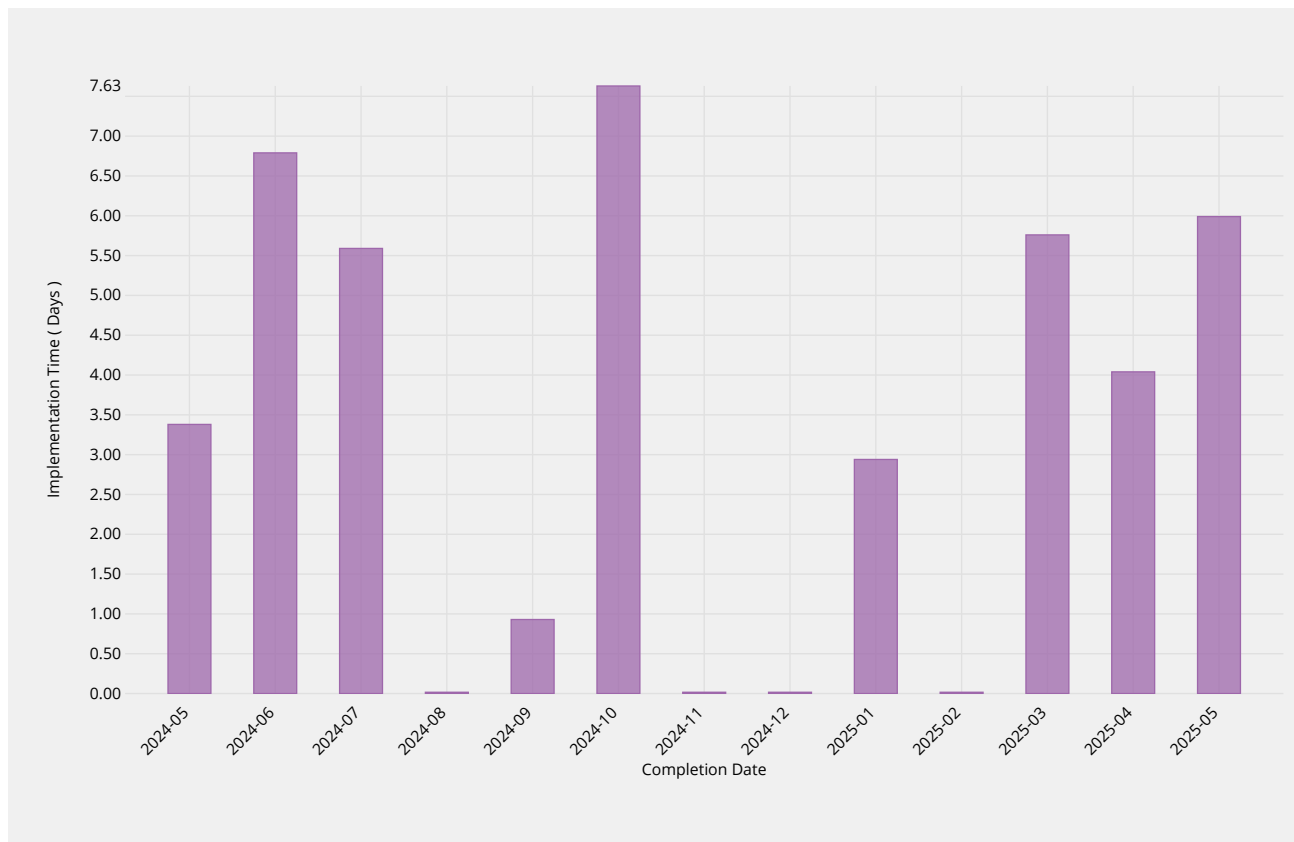
for remediation.



Review Time	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Review Time	0.27d	0.70d	0.00d	—	0.80d	0.86d	—	—	0.80d	—	2.08d	1.99d	1.71d
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%
Review Count	1	4	3	0	1	4	0	0	1	0	2	12	7
Shortest Time	0.27d	0.00d	0.00d	—	0.80d	0.00d	—	—	0.80d	—	0.00d	0.00d	0.48d
Longest Time	0.27d	1.00d	0.00d	—	0.80d	1.08d	—	—	0.80d	—	2.31d	3.94d	1.97d
Median Time	0.27d	0.00d	0.00d	—	0.80d	0.16d	—	—	0.80d	—	1.15d	0.84d	0.83d
PStDev Time	0.00d	0.43d	0.00d	—	0.00d	0.44d	—	—	0.00d	—	1.15d	0.99d	0.47d

Implementation Time

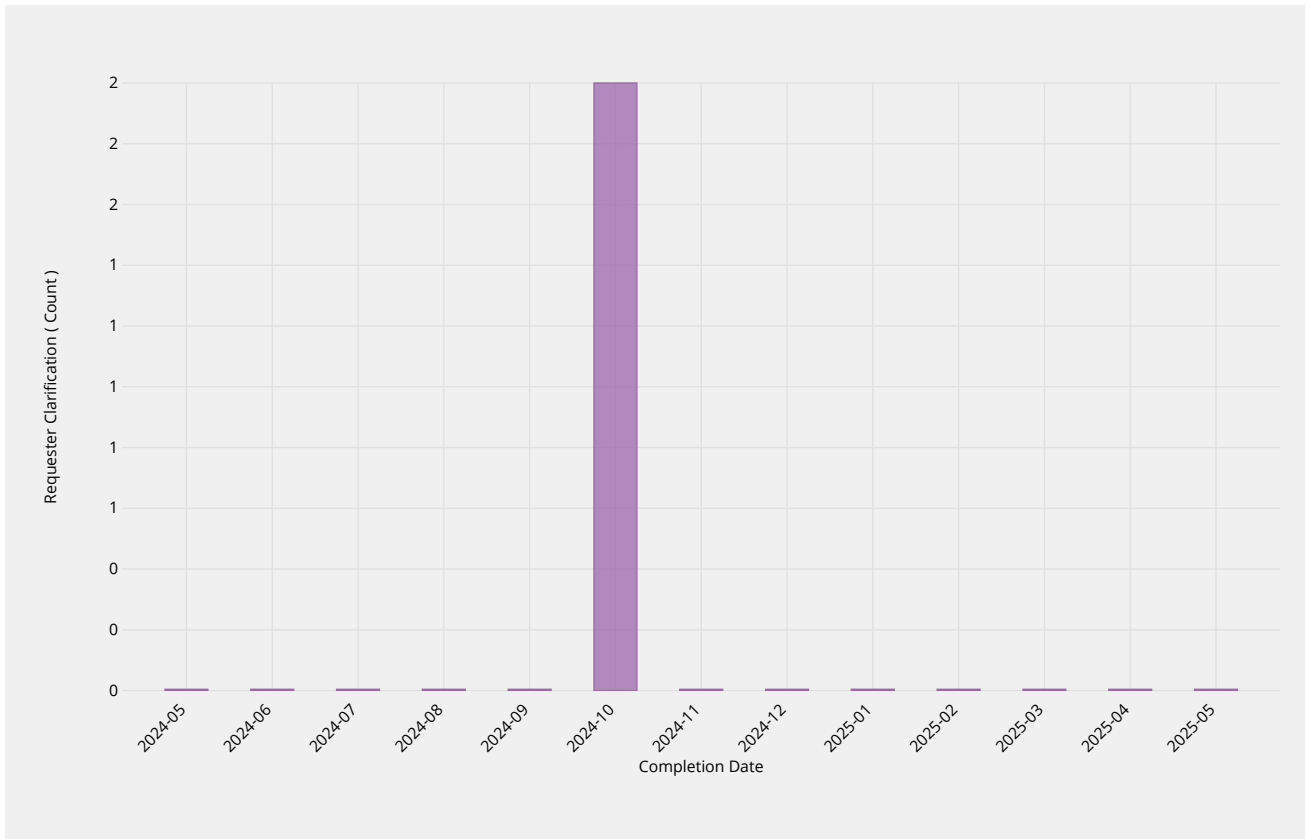
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Implementation Time	3.38d	6.79d	5.59d	—	0.93d	7.63d	—	—	2.94d	—	5.76d	4.04d	5.99d
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	4	3	0	1	4	0	0	1	0	2	12	7
Shortest Time	3.38d	1.24d	1.13d	—	0.93d	1.05d	—	—	2.94d	—	2.10d	1.02d	3.20d
Longest Time	3.38d	6.79d	5.99d	—	0.93d	8.31d	—	—	2.94d	—	6.17d	6.10d	6.00d
Median Time	3.38d	4.58d	4.01d	—	0.93d	6.02d	—	—	2.94d	—	4.13d	2.53d	4.35d
PStDev Time	0.00d	2.52d	2.00d	—	0.00d	2.65d	—	—	0.00d	—	2.03d	1.59d	0.95d

Requester Clarification

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

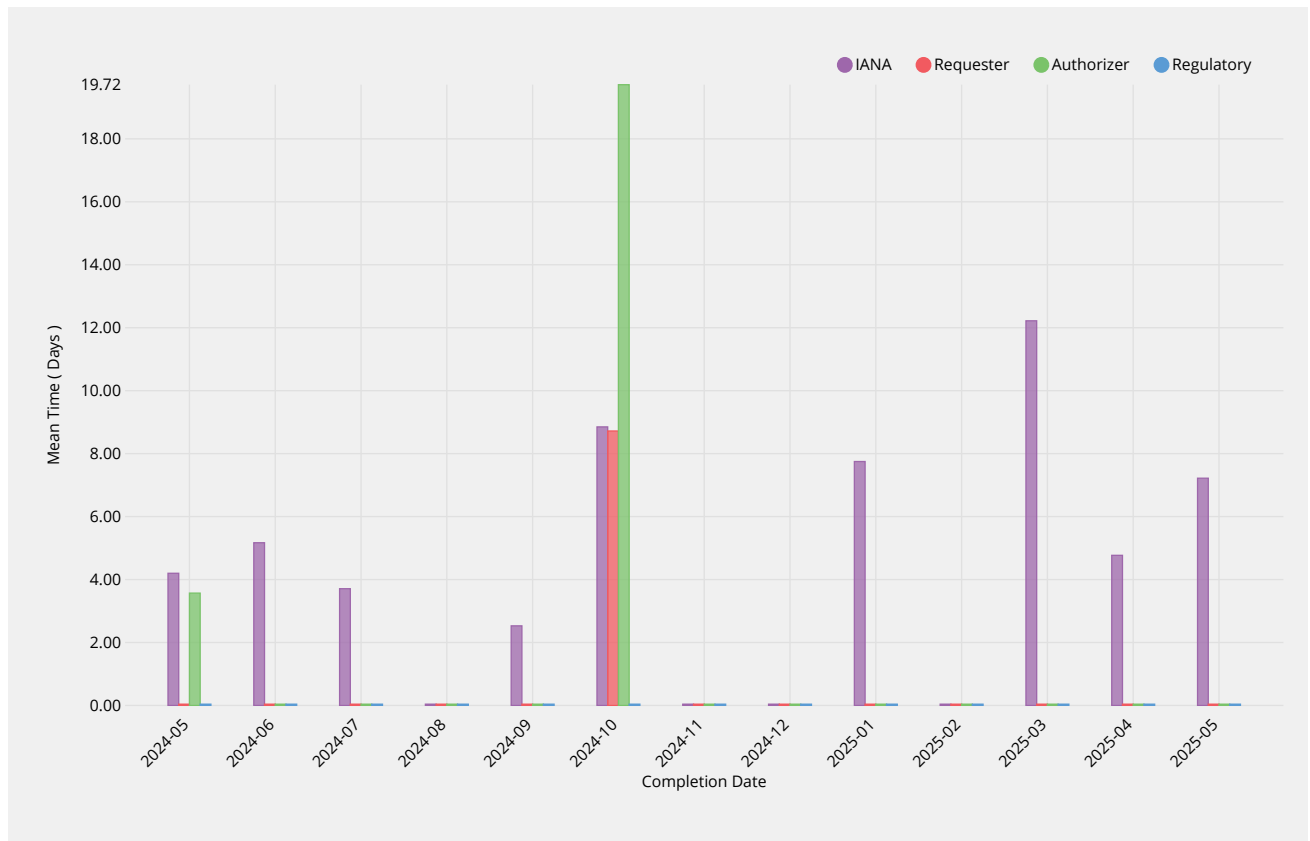


Requester Clarification	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Count	0	0	0	—	0	2	—	—	0	—	0	0	0
Request Count	1	4	3	0	1	4	0	0	1	0	2	12	7
Shortest Clarification	0	0	0	—	0	0	—	—	0	—	0	0	0
Longest Clarification	0	0	0	—	0	2	—	—	0	—	0	0	0

Time per Actor

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

regulatory checks.



IANA	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Mean Time	4.20d	5.17d	3.71d	—	2.53d	8.85d	—	—	7.75d	—	12.22d	4.77d	7.22d
Review Count	1	4	3	0	1	4	0	0	1	0	2	12	7
Shortest Time	4.20d	1.24d	1.13d	—	2.53d	1.05d	—	—	7.75d	—	6.17d	1.02d	5.98d
Longest Time	4.20d	6.80d	5.99d	—	2.53d	15.80d	—	—	7.75d	—	18.27d	8.12d	9.22d
Median Time	4.20d	6.31d	4.01d	—	2.53d	9.27d	—	—	7.75d	—	12.22d	5.44d	7.64d
PStDev Time	0.00d	2.30d	2.00d	—	0.00d	5.72d	—	—	0.00d	—	6.05d	2.23d	1.11d

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

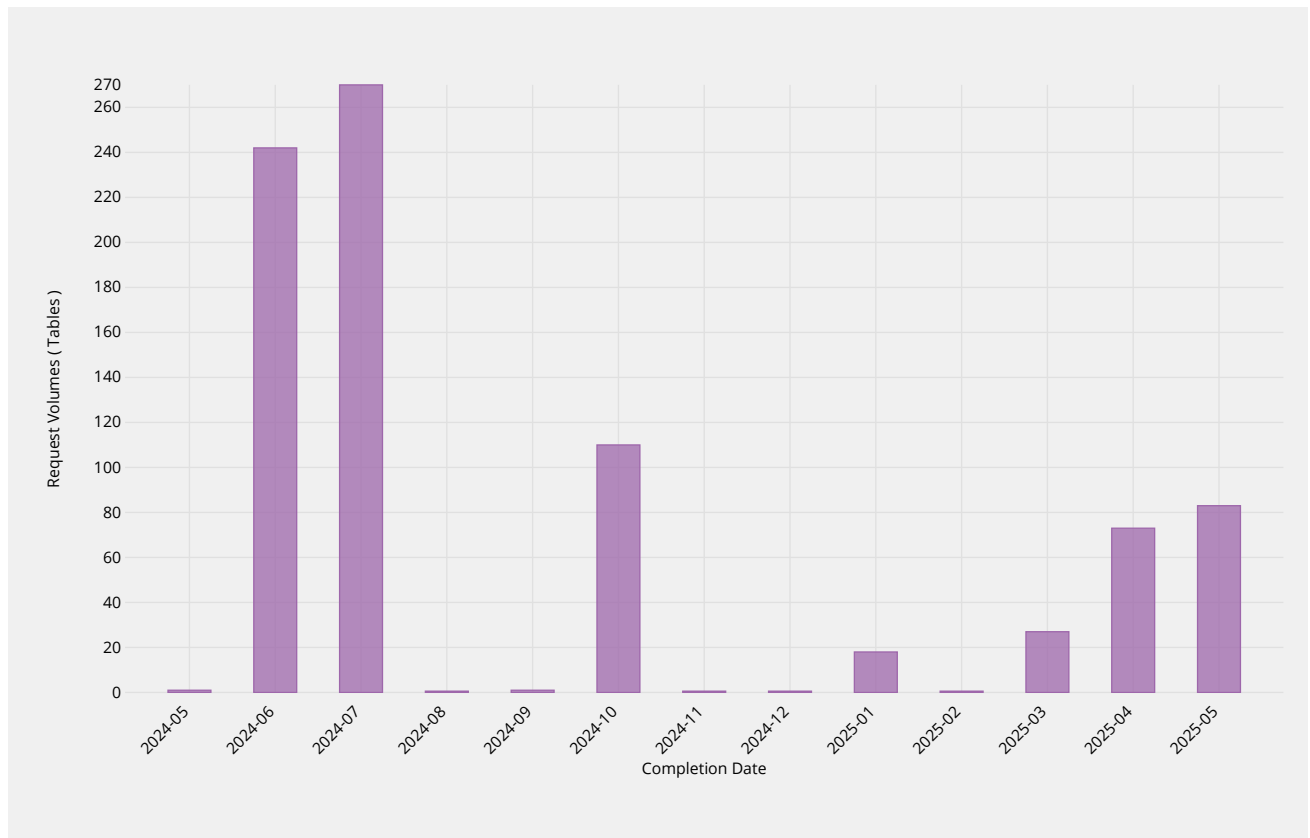
Authorizer	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Mean Time	3.57d	—	—	—	—	19.72d	—	—	—	—	—	—	—
Review Count	1	0	0	0	0	1	0	0	0	0	0	0	0
Shortest Time	3.57d	—	—	—	—	19.72d	—	—	—	—	—	—	—
Longest Time	3.57d	—	—	—	—	19.72d	—	—	—	—	—	—	—
Median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

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

Regulatory	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
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	2024-05	2024-06	2024-07	2024-08	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05
Total LGRs Processed	1	242	270	—	1	110	—	—	18	—	27	73	83
Request Count	1	4	3	0	1	4	0	0	1	0	2	12	7
Average LGRs per Request	1	60	90	—	1	28	—	—	18	—	14	6	12
Smallest per Request	1	5	5	—	1	1	—	—	18	—	1	1	2
Largest per Request	1	103	206	—	1	103	—	—	18	—	26	20	48

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.