



**VERISIGN™**

# **Root Zone Maintainer's Monthly Service Level Report**

**February 2024**

## Verisign – Root Zone Maintainer’s Monthly Service Level Report – February 2024

As required by Section 2(b) of Schedule 2 (Service Levels) of the ICANN/Verisign Root Zone Maintainer Service Agreement (the “RZMA”), this report compares the Service Levels (as defined in the RZMA) with Verisign’s actual performance of the relevant services under the RZMA for the reporting month indicated below. Each “Service Level” listed in the chart below, and each capitalized term used but not defined herein, shall have the meaning ascribed to it in the RZMA.

### Reporting Month – February 2024

| Service Level  | Service Level Requirement (monthly basis)  | Verisign’s Actual Performance |
|--|--|-------------------------------|
| Verisign RZMS Service Availability   | 99.4%  | 100%                          |
| Publish the Root Zone File with Standard Root Zone Change Submissions  | ≤ 72 hours after Verisign’s receipt for at least 99% of the Standard Root Zone Change Submissions                            | 100%                          |
| Publish the Root Zone File with Emergency Root Zone Change Submissions and Emergency Root Zone File Regeneration | ≤ 6 hours after Verisign’s receipt for 100% of the Emergency Root Zone Change Submissions and/or Root Zone File Regeneration | 100%                          |
| Root Zone File Distribution Server Availability  | 99%  | 100%                          |
| Root Zone File Publish Frequency   | ≤ 24 hours from the previous Root Zone File publication  | 100%                          |