

# IANA Naming Function Monthly Performance Report

August 2019

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## Summary of Performance


| Metric                         | Category                | Expected         | Actual   | Detail |
|--------------------------------|-------------------------|------------------|----------|--------|
| <b>Submission</b>              |                         |                  |          |        |
| Acceptance Recognition         | Routine (Technical)     | ≤60s (95.0%)     | ✓ 1.69s  | p5     |
| Acceptance Recognition         | Routine (Non-Technical) | ≤60s (95.0%)     | ✓ 1.21s  | p5     |
| Acceptance Recognition         | gTLD Creation/Transfer  | ≤60s (95.0%)     | ✓ 0.68s  | p6     |
| Acceptance Recognition         | ccTLD Creation/Transfer | ≤60s (95.0%)     | ✓ —      | p6     |
| Acceptance Recognition         | Other Changes           | ≤60s (95.0%)     | ✓ 1.93s  | p6     |
| Manual Lodgment Time           | Routine (Technical)     | ≤3d (95.0%)      | ✓ 0.07d  | p7     |
| Manual Lodgment Time           | Routine (Non-Technical) | ≤3d (95.0%)      | ✓ 1.04d  | p7     |
| Manual Lodgment Time           | gTLD Creation/Transfer  | ≤3d (95.0%)      | ✓ —      | p7     |
| Manual Lodgment Time           | ccTLD Creation/Transfer | ≤3d (95.0%)      | ✓ —      | p8     |
| Manual Lodgment Time           | Other Changes           | ≤3d (95.0%)      | ✓ 0.71d  | p8     |
| <b>Technical Checks</b>        |                         |                  |          |        |
| Technical Check (First)        | Routine (Technical)     | ≤50m (95.0%)     | ✓ 6.01m  | p9     |
| Technical Check (First)        | gTLD Creation/Transfer  | ≤50m (95.0%)     | ✓ 0.08m  | p9     |
| Technical Check (First)        | ccTLD Creation/Transfer | ≤50m (95.0%)     | ✓ —      | p9     |
| Technical Check (First)        | Other Changes           | ≤50m (95.0%)     | ✓ 0.19m  | p10    |
| Technical Check (Retest)       | Routine (Technical)     | ≤10m (95.0%)     | ✗ 11.95m | 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%)     | ✓ 3.44m  | p11    |
| Technical Check (Supplemental) | Routine (Technical)     | ≤10m (95.0%)     | ✓ 0.72m  | p12    |
| Technical Check (Supplemental) | gTLD Creation/Transfer  | ≤10m (95.0%)     | ✓ 0.13m  | p12    |
| Technical Check (Supplemental) | ccTLD Creation/Transfer | ≤10m (95.0%)     | ✓ —      | p12    |
| Technical Check (Supplemental) | Other Changes           | ≤10m (95.0%)     | ✓ 0.15m  | p13    |
| <b>Contact Confirmations</b>   |                         |                  |          |        |
| Email Dispatch                 | Routine (Technical)     | ≤60000ms (95.0%) | ✓ 1ms    | p13    |
| Email Dispatch                 | Routine (Non-Technical) | ≤60000ms (95.0%) | ✓ 2ms    | p14    |
| Email Dispatch                 | gTLD Creation/Transfer  | ≤60000ms (95.0%) | ✓ 1ms    | p14    |
| Email Dispatch                 | ccTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ —      | p14    |
| Email Dispatch                 | Other Changes           | ≤60000ms (95.0%) | ✓ 1ms    | p14    |
| Recognition of Confirmation    | Routine (Technical)     | ≤60000ms (95.0%) | ✓ 0ms    | p15    |
| Recognition of Confirmation    | Routine (Non-Technical) | ≤60000ms (95.0%) | ✓ 1ms    | p15    |
| Recognition of Confirmation    | gTLD Creation/Transfer  | ≤60000ms (95.0%) | ✓ 0ms    | p16    |
| Recognition of Confirmation    | ccTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ —      | p16    |
| Recognition of Confirmation    | Other Changes           | ≤60000ms (95.0%) | ✓ 0ms    | p16    |
| <b>Staff Processing</b>        |                         |                  |          |        |
| Validation and Reviews         | Routine (Technical)     | ≤5d (90.0%)      | ✓ 0.79d  | p17    |
| Validation and Reviews         | Routine (Non-Technical) | ≤5d (90.0%)      | ✓ 0.44d  | p17    |
| Validation and Reviews         | gTLD Creation/Transfer  | ≤10d (90.0%)     | ✓ 0.81d  | p17    |
| Validation and Reviews         | ccTLD Creation/Transfer | ≤60d (100.0%)    | ✓ —      | p18    |
| Validation and Reviews         | Other Changes           | N/A              | 0.62d    | p18    |
| Third Party Approval           | ccTLD Creation/Transfer | N/A              | —        | p19    |
| <b>Implementation</b>          |                         |                  |          |        |
| Root Zone Publication          | Routine (Technical)     | ≤72h (99.0%)     | ✓ 62.3h  | p20    |
| Root Zone Publication          | gTLD Creation/Transfer  | ≤72h (99.0%)     | ✓ 15.72h | p20    |
| Root Zone Publication          | ccTLD Creation/Transfer | ≤72h (99.0%)     | ✓ —      | p20    |
| Root Zone Publication          | Other Changes           | N/A              | 22.76h   | p21    |
| Notification of Completion     | Routine (Technical)     | ≤60s (95.0%)     | ✓ 0.31s  | p21    |

| Metric                            | Category                     | Expected          | Actual  | Detail |
|-----------------------------------|------------------------------|-------------------|---------|--------|
| Notification of Completion        | Routine (Non-Technical)      | ≤60s (95.0%)      | ✓ 0.18s | p22    |
| Notification of Completion        | gTLD Creation/Transfer       | ≤60s (95.0%)      | ✓ 0.57s | p22    |
| Notification of Completion        | ccTLD Creation/Transfer      | ≤60s (95.0%)      | ✓ —     | p22    |
| Notification of Completion        | Other Changes                | ≤60s (95.0%)      | ✓ 0.2s  | p22    |
| <b>System Availability</b>        |                              |                   |         |        |
| IANA Website                      | IANA Site Availability       | ≥99%              | ✓ 100%  | p23    |
| Root Zone Management System       | RZM Availability             | ≥99%              | ✓ 100%  | p24    |
| Directory Service                 | WHOIS Availability           | ≥99%              | ✓ 100%  | p25    |
| Root Zone Service Level Dashboard | Dashboard Availability       | ≥99%              | ✓ 100%  | p26    |
| Credential Recovery               | Credential Recovery Response | ≤60s (95.0%)      | ✓ 0.07s | p27    |
| Credential Change                 | Credential Change            | ≤300000ms (95.0%) | ✓ 1ms   | p28    |
| <b>Accuracy</b>                   |                              |                   |         |        |
| Root Zone File                    | Routine (Technical)          | 100%              | ✓ 100%  | p29    |
| Root Zone File                    | gTLD Creation/Transfer       | 100%              | ✓ 100%  | p29    |
| Root Zone File                    | ccTLD Creation/Transfer      | 100%              | ✓ 100%  | p29    |
| Root Zone File                    | Other Changes                | 100%              | ✓ 100%  | p29    |
| Root Zone Database                | Routine (Technical)          | 100%              | ✓ 100%  | p30    |
| Root Zone Database                | Routine (Non-Technical)      | 100%              | ✓ 100%  | p30    |
| Root Zone Database                | gTLD Creation/Transfer       | 100%              | ✓ 100%  | p30    |
| Root Zone Database                | ccTLD Creation/Transfer      | 100%              | ✓ 100%  | p30    |
| Root Zone Database                | Other Changes                | 100%              | ✓ 100%  | p30    |
| <b>Enquiry Processing</b>         |                              |                   |         |        |
| Time to acknowledge               | Manual Enquiries             | ≤60s (95.0%)      | ✓ 1s    | p31    |
| Time to initial response          | Manual Enquiries             | ≤5d (90.0%)       | ✓ 0.76d | p32    |
| <b>Label Generation Rulesets</b>  |                              |                   |         |        |
| Review Time                       | Review Time                  | N/A               | —       | p33    |
| Implementation Time               | Implementation Time          | N/A               | —       | p34    |
| Requester Clarification           | Requester Clarification      | N/A               | —       | p35    |
| Time per Actor                    | IANA                         | N/A               | —       | p36    |
| Time per Actor                    | Requester                    | N/A               | —       | p36    |
| Time per Actor                    | Authorizer                   | N/A               | —       | p36    |
| Time per Actor                    | Regulatory                   | N/A               | —       | p36    |
| Request Volumes                   | Request Volumes              | N/A               | —       | p37    |

Percentage of SLA thresholds met of those defined

**98.4%**

## Exceptions and Narrative for Reporting Period

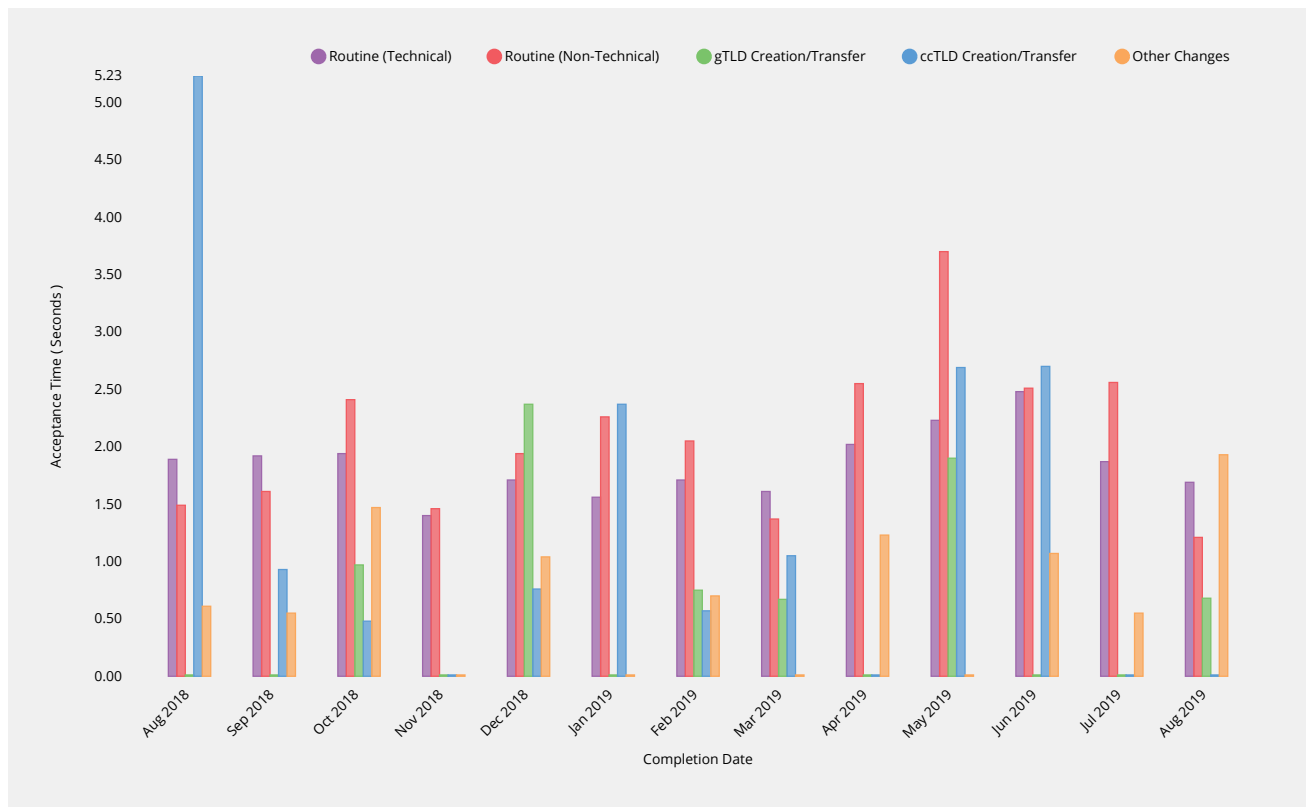
| Metric                   | Category  | Expected | Actual   |
|--------------------------|---|----------|--|
| Technical Check (Retest) | Routine (Technical)   | 10m      | 11.95m  |
| Primary cause:           | TLD experiencing severe technical issues  |          |  |
| Analysis/Comments:       | One TLD submitted a change request that had multiple issues with their proposed technical configuration. Testing this configuration repeatedly failed all the minimum technical checks, and the test runs were repeated 32 times during the course of the month. The exception derived from the compounded time spent waiting for responses from name servers that were ultimately unreachable for each of the technical check runs. We will explore how to further refine how the technical checks are performed to reduce the end-to-end processing time for unresponsive name servers, by improving algorithms to quickly identify servers as unreachable and then not retrying them later in an individual tech check test run. |          |  |

# 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.



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Acceptance Time      | 1.89s   | 1.92s   | 1.94s   | 1.4s    | 1.71s   | 1.56s   | 1.71s   | 1.61s   | 2.02s   | 2.23s   | 2.48s   | 1.87s   | 1.69s   |
| 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     | 13      | 19      | 30      | 27      | 64      | 38      | 121     | 111     | 92      | 64      | 27      | 77      | 31      |
| Mean Time            | 0.89s   | 1.23s   | 0.87s   | 0.78s   | 0.81s   | 0.8s    | 0.77s   | 0.71s   | 1.1s    | 1.3s    | 1.57s   | 0.83s   | 0.82s   |
| Shortest Time        | 0.4s    | 0.49s   | 0.45s   | 0.51s   | 0.55s   | 0.54s   | 0.54s   | 0.51s   | 0.55s   | 0.74s   | 0.78s   | 0.47s   | 0.47s   |
| Longest Time         | 1.95s   | 1.97s   | 3.04s   | 2.34s   | 2.09s   | 1.96s   | 1.93s   | 1.99s   | 3.91s   | 2.76s   | 2.65s   | 3.18s   | 1.91s   |
| Median Time          | 0.68s   | 1.47s   | 0.6s    | 0.65s   | 0.65s   | 0.65s   | 0.65s   | 0.6s    | 1.1s    | 1.18s   | 1.33s   | 0.61s   | 0.59s   |
| PStDev Time          | 0.53s   | 0.61s   | 0.59s   | 0.38s   | 0.36s   | 0.36s   | 0.34s   | 0.32s   | 0.5s    | 0.41s   | 0.57s   | 0.49s   | 0.43s   |

| Routine (Non-Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Acceptance Time         | 1.49s   | 1.61s   | 2.41s   | 1.46s   | 1.94s   | 2.26s   | 2.05s   | 1.37s   | 2.55s   | 3.7s    | 2.51s   | 2.56s   | 1.21s   |
| 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        | 221     | 17      | 17      | 14      | 14      | 30      | 40      | 134     | 34      | 33      | 163     | 150     | 928     |
| Mean Time               | 1.19s   | 1.05s   | 1.36s   | 1.19s   | 1.2s    | 1.4s    | 1.27s   | 0.99s   | 1.42s   | 1.99s   | 1.61s   | 1.62s   | 1.04s   |
| Shortest Time           | 0.73s   | 0.73s   | 0.84s   | 0.92s   | 0.84s   | 0.84s   | 0.87s   | 0.81s   | 0.73s   | 1.16s   | 0.99s   | 0.78s   | 0.17s   |
| Longest Time            | 2.18s   | 2.06s   | 2.63s   | 1.47s   | 1.98s   | 2.35s   | 2.63s   | 2.02s   | 2.77s   | 3.74s   | 3.24s   | 2.86s   | 121.58s |
| Median Time             | 1.15s   | 0.96s   | 1.18s   | 1.15s   | 1.1s    | 1.17s   | 1.09s   | 0.94s   | 1.22s   | 1.68s   | 1.66s   | 1.66s   | 0.86s   |
| PStDev Time             | 0.17s   | 0.3s    | 0.5s    | 0.17s   | 0.35s   | 0.47s   | 0.44s   | 0.2s    | 0.56s   | 0.75s   | 0.44s   | 0.48s   | 3.97s   |

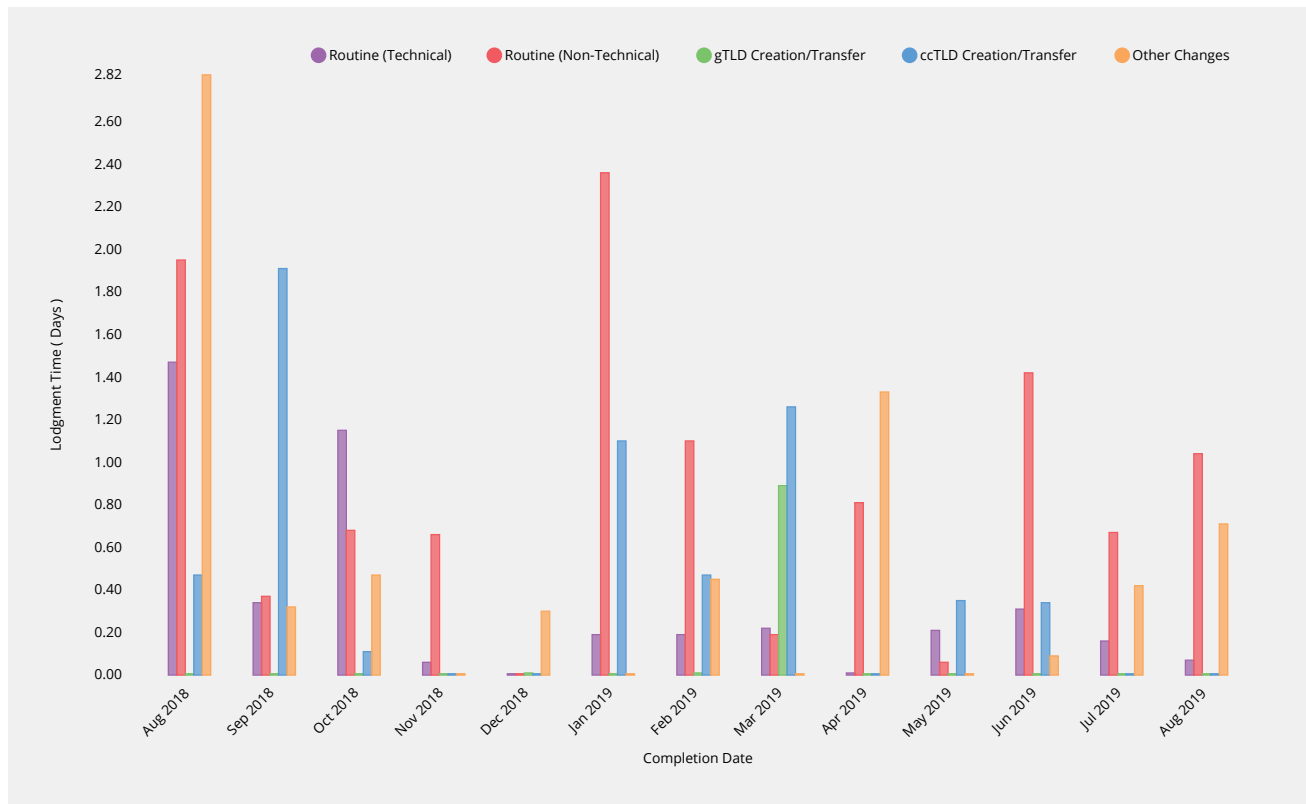
| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Acceptance Time        | —       | —       | 0.97s   | —       | 2.37s   | —       | 0.75s   | 0.67s   | —       | 1.9s    | —       | —       | 0.68s   |
| 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       | 1       | 0       | 1       | 1       | 0       | 5       | 0       | 0       | 1       |
| Mean Time              | —       | —       | 0.97s   | —       | 2.37s   | —       | 0.75s   | 0.67s   | —       | 1.7s    | —       | —       | 0.68s   |
| Shortest Time          | —       | —       | 0.97s   | —       | 2.37s   | —       | 0.75s   | 0.67s   | —       | 1.47s   | —       | —       | 0.68s   |
| Longest Time           | —       | —       | 0.97s   | —       | 2.37s   | —       | 0.75s   | 0.67s   | —       | 1.9s    | —       | —       | 0.68s   |
| Median Time            | —       | —       | 0.97s   | —       | 2.37s   | —       | 0.75s   | 0.67s   | —       | 1.71s   | —       | —       | 0.68s   |
| PStDev Time            | —       | —       | 0s      | —       | 0s      | —       | 0s      | 0s      | —       | 0.16s   | —       | —       | 0s      |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Acceptance Time         | 5.23s   | 0.93s   | 0.48s   | —       | 0.76s   | 2.37s   | 0.57s   | 1.05s   | —       | 2.69s   | 2.7s    | —       | —       |
| 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        | 1       | 2       | 1       | 0       | 1       | 2       | 1       | 1       | 0       | 2       | 2       | 0       | 0       |
| Mean Time               | 5.23s   | 0.75s   | 0.48s   | —       | 0.76s   | 1.78s   | 0.57s   | 1.05s   | —       | 2.12s   | 1.75s   | —       | —       |
| Shortest Time           | 5.23s   | 0.54s   | 0.48s   | —       | 0.76s   | 1.13s   | 0.57s   | 1.05s   | —       | 1.49s   | 0.69s   | —       | —       |
| Longest Time            | 5.23s   | 0.95s   | 0.48s   | —       | 0.76s   | 2.43s   | 0.57s   | 1.05s   | —       | 2.75s   | 2.81s   | —       | —       |
| Median Time             | 5.23s   | 0.75s   | 0.48s   | —       | 0.76s   | 1.78s   | 0.57s   | 1.05s   | —       | 2.12s   | 1.75s   | —       | —       |
| PStDev Time             | 0s      | 0.21s   | 0s      | —       | 0s      | 0.65s   | 0s      | 0s      | —       | 0.63s   | 1.06s   | —       | —       |

| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Acceptance Time      | 0.61s   | 0.55s   | 1.47s   | —       | 1.04s   | —       | 0.7s    | —       | 1.23s   | —       | 1.07s   | 0.55s   | 1.93s   |
| 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     | 1       | 5       | 2       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 6       |
| Mean Time            | 0.61s   | 0.52s   | 1.06s   | —       | 0.83s   | —       | 0.64s   | —       | 1.23s   | —       | 1.07s   | 0.55s   | 1.17s   |
| Shortest Time        | 0.61s   | 0.49s   | 0.6s    | —       | 0.59s   | —       | 0.56s   | —       | 1.23s   | —       | 1.07s   | 0.55s   | 0.6s    |
| Longest Time         | 0.61s   | 0.55s   | 1.51s   | —       | 1.07s   | —       | 0.7s    | —       | 1.23s   | —       | 1.07s   | 0.55s   | 2.05s   |
| Median Time          | 0.61s   | 0.52s   | 1.06s   | —       | 0.83s   | —       | 0.64s   | —       | 1.23s   | —       | 1.07s   | 0.55s   | 1.09s   |
| PStDev Time          | 0s      | 0.02s   | 0.46s   | —       | 0.24s   | —       | 0.06s   | —       | 0s      | —       | 0s      | 0s      | 0.56s   |

## Manual Lodgment Time

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



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Lodgment Time        | 1.47d   | 0.34d   | 1.15d   | 0.06d   | —       | 0.19d   | 0.19d   | 0.22d   | 0.01d   | 0.21d   | 0.31d   | 0.16d   | 0.07d   |
| 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       | 4       | 1       | 2       | 1       | 0       | 1       | 18      | 4       | 3       | 1       | 1       | 6       | 1       |
| Mean Time            | 0.65d   | 0.34d   | 0.65d   | 0.06d   | —       | 0.19d   | 0.11d   | 0.07d   | 0.01d   | 0.21d   | 0.31d   | 0.09d   | 0.07d   |
| Shortest Time        | 0.1d    | 0.34d   | 0.09d   | 0.06d   | —       | 0.19d   | 0.03d   | 0.01d   | 0.01d   | 0.21d   | 0.31d   | 0.01d   | 0.07d   |
| Longest Time         | 1.6d    | 0.34d   | 1.21d   | 0.06d   | —       | 0.19d   | 0.2d    | 0.25d   | 0.01d   | 0.21d   | 0.31d   | 0.18d   | 0.07d   |
| Median Time          | 0.46d   | 0.34d   | 0.65d   | 0.06d   | —       | 0.19d   | 0.1d    | 0.01d   | 0.01d   | 0.21d   | 0.31d   | 0.08d   | 0.07d   |
| PStDev Time          | 0.6d    | 0d      | 0.56d   | 0d      | —       | 0d      | 0.05d   | 0.11d   | 0d      | 0d      | 0d      | 0.05d   | 0d      |

| Routine (Non-Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Lodgment Time           | 1.95d   | 0.37d   | 0.68d   | 0.66d   | —       | 2.36d   | 1.1d    | 0.19d   | 0.81d   | 0.06d   | 1.42d   | 0.67d   | 1.04d   |
| 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          | 7       | 1       | 2       | 11      | 0       | 5       | 5       | 6       | 9       | 2       | 8       | 13      | 17      |
| Mean Time               | 0.6d    | 0.37d   | 0.36d   | 0.34d   | —       | 1d      | 0.36d   | 0.14d   | 0.42d   | 0.04d   | 0.3d    | 0.2d    | 0.34d   |
| Shortest Time           | 0.02d   | 0.37d   | 0.01d   | 0.12d   | —       | 0d      | 0.01d   | 0.04d   | 0.24d   | 0.02d   | 0.01d   | 0d      | 0d      |
| Longest Time            | 2.48d   | 0.37d   | 0.71d   | 0.67d   | —       | 2.7d    | 1.29d   | 0.2d    | 1.08d   | 0.07d   | 2.16d   | 0.67d   | 2.38d   |
| Median Time             | 0.3d    | 0.37d   | 0.36d   | 0.29d   | —       | 0.98d   | 0.09d   | 0.16d   | 0.34d   | 0.04d   | 0.05d   | 0.1d    | 0.18d   |
| PStDev Time             | 0.81d   | 0d      | 0.35d   | 0.17d   | —       | 0.93d   | 0.48d   | 0.05d   | 0.24d   | 0.03d   | 0.7d    | 0.22d   | 0.53d   |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Lodgment Time          | —       | —       | —       | —       | 0.01d   | —       | 0.01d   | 0.89d   | —       | —       | —       | —       | —       |
| Monthly Threshold      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      | 3d      |
| Threshold Percentile   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   | 95.0%   |
| Lodgment Count         | 0       | 0       | 0       | 0       | 1       | 0       | 1       | 1       | 0       | 0       | 0       | 0       | 0       |
| Mean Time              | —       | —       | —       | —       | 0.01d   | —       | 0.01d   | 0.89d   | —       | —       | —       | —       | —       |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Shortest Time          | —       | —       | —       | —       | 0.01d   | —       | 0.01d   | 0.89d   | —       | —       | —       | —       | —       |
| Longest Time           | —       | —       | —       | —       | 0.01d   | —       | 0.01d   | 0.89d   | —       | —       | —       | —       | —       |
| Median Time            | —       | —       | —       | —       | 0.01d   | —       | 0.01d   | 0.89d   | —       | —       | —       | —       | —       |
| PStDev Time            | —       | —       | —       | —       | 0d      | —       | 0d      | 0d      | —       | —       | —       | —       | —       |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Lodgment Time           | 0.47d   | 1.91d   | 0.11d   | —       | —       | 1.1d    | 0.47d   | 1.26d   | —       | 0.35d   | 0.34d   | —       | —       |
| 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       | 2       | 1       | 0       | 0       | 2       | 1       | 1       | 0       | 1       | 1       | 0       | 0       |
| Mean Time               | 0.47d   | 1.01d   | 0.11d   | —       | —       | 0.6d    | 0.47d   | 1.26d   | —       | 0.35d   | 0.34d   | —       | —       |
| Shortest Time           | 0.47d   | 0.01d   | 0.11d   | —       | —       | 0.05d   | 0.47d   | 1.26d   | —       | 0.35d   | 0.34d   | —       | —       |
| Longest Time            | 0.47d   | 2.01d   | 0.11d   | —       | —       | 1.16d   | 0.47d   | 1.26d   | —       | 0.35d   | 0.34d   | —       | —       |
| Median Time             | 0.47d   | 1.01d   | 0.11d   | —       | —       | 0.6d    | 0.47d   | 1.26d   | —       | 0.35d   | 0.34d   | —       | —       |
| PStDev Time             | 0d      | 1d      | 0d      | —       | —       | 0.55d   | 0d      | 0d      | —       | 0d      | 0d      | —       | —       |

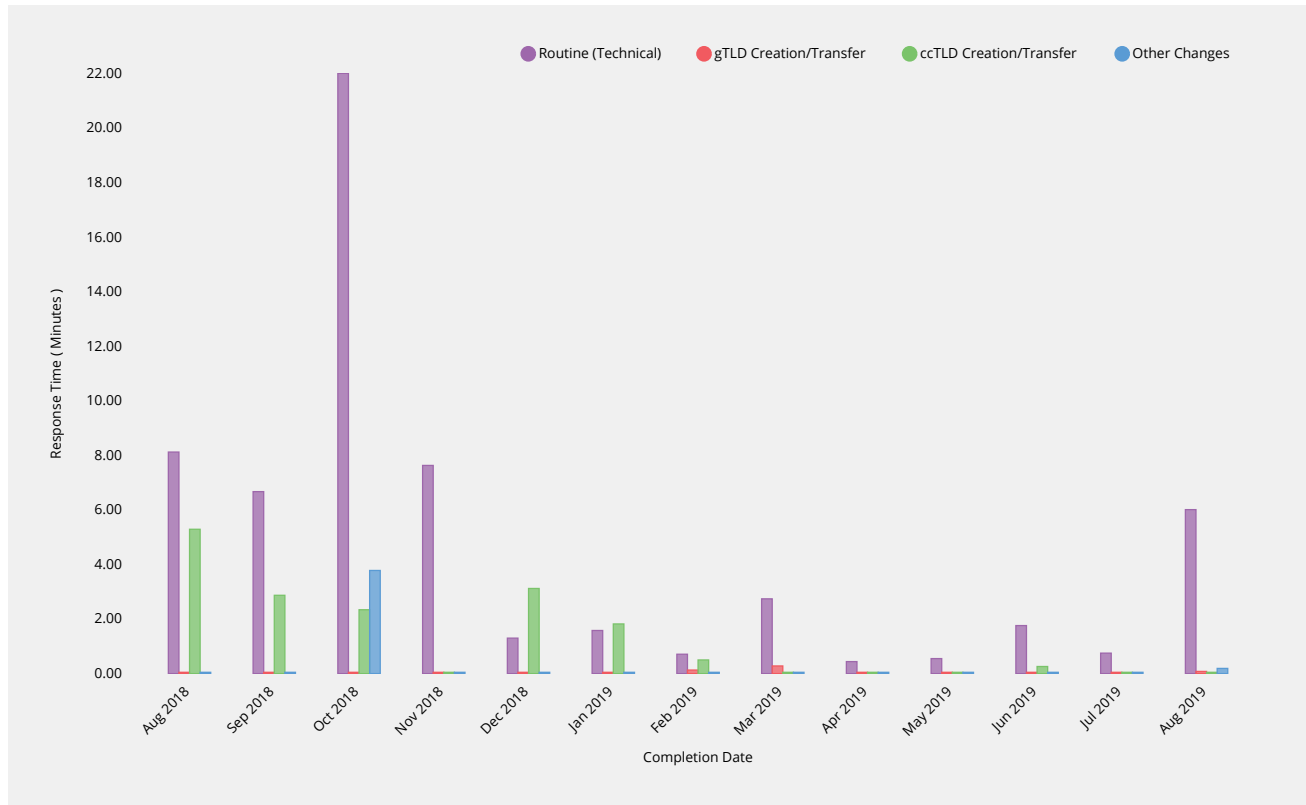
| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Lodgment Time        | 2.82d   | 0.32d   | 0.47d   | —       | 0.3d    | —       | 0.45d   | —       | 1.33d   | —       | 0.09d   | 0.42d   | 0.71d   |
| 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       | 5       | 1       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 3       |
| Mean Time            | 2.82d   | 0.27d   | 0.47d   | —       | 0.23d   | —       | 0.24d   | —       | 1.33d   | —       | 0.09d   | 0.42d   | 0.47d   |
| Shortest Time        | 2.82d   | 0.14d   | 0.47d   | —       | 0.16d   | —       | 0.09d   | —       | 1.33d   | —       | 0.09d   | 0.42d   | 0.07d   |
| Longest Time         | 2.82d   | 0.32d   | 0.47d   | —       | 0.3d    | —       | 0.48d   | —       | 1.33d   | —       | 0.09d   | 0.42d   | 0.72d   |
| Median Time          | 2.82d   | 0.28d   | 0.47d   | —       | 0.23d   | —       | 0.19d   | —       | 1.33d   | —       | 0.09d   | 0.42d   | 0.62d   |
| PStDev Time          | 0d      | 0.07d   | 0d      | —       | 0.07d   | —       | 0.16d   | —       | 0d      | —       | 0d      | 0d      | 0.29d   |



# Technical Checks

## Technical Check (First)

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



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time        | 8.12m   | 6.67m   | 22m     | 7.63m   | 1.3m    | 1.58m   | 0.71m   | 2.74m   | 0.44m   | 0.55m   | 1.76m   | 0.75m   | 6.01m   |
| 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     | 13      | 19      | 30      | 27      | 64      | 38      | 121     | 111     | 92      | 64      | 27      | 77      | 31      |
| Mean Time            | 3.88m   | 3.7m    | 8.42m   | 2.42m   | 0.54m   | 0.44m   | 0.43m   | 0.52m   | 0.3m    | 0.27m   | 0.62m   | 0.28m   | 1.22m   |
| Shortest Time        | 1.5m    | 0.78m   | 0.24m   | 0.2m    | 0.1m    | 0.11m   | 0.12m   | 0.12m   | 0.11m   | 0.12m   | 0.13m   | 0.14m   | 0.13m   |
| Longest Time         | 12.29m  | 7.76m   | 27.21m  | 10.37m  | 2.93m   | 2.55m   | 6.26m   | 8.04m   | 6.64m   | 1.29m   | 4.3m    | 3.03m   | 11.92m  |
| Median Time          | 2.93m   | 3.99m   | 4.58m   | 1.61m   | 0.34m   | 0.28m   | 0.31m   | 0.21m   | 0.21m   | 0.22m   | 0.34m   | 0.2m    | 0.36m   |
| PStDev Time          | 2.66m   | 1.88m   | 7.47m   | 2.6m    | 0.48m   | 0.5m    | 0.69m   | 1.16m   | 0.67m   | 0.16m   | 0.83m   | 0.38m   | 2.43m   |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time          | —       | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | —       | 0.08m   |
| 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       | 0       | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 0       | 0       | 0       | 0       | 1       |
| Mean Time              | —       | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | —       | 0.08m   |
| Shortest Time          | —       | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | —       | 0.08m   |
| Longest Time           | —       | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | —       | 0.08m   |
| Median Time            | —       | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | —       | 0.08m   |
| PStDev Time            | —       | —       | —       | —       | —       | —       | 0m      | 0m      | —       | —       | —       | —       | 0m      |

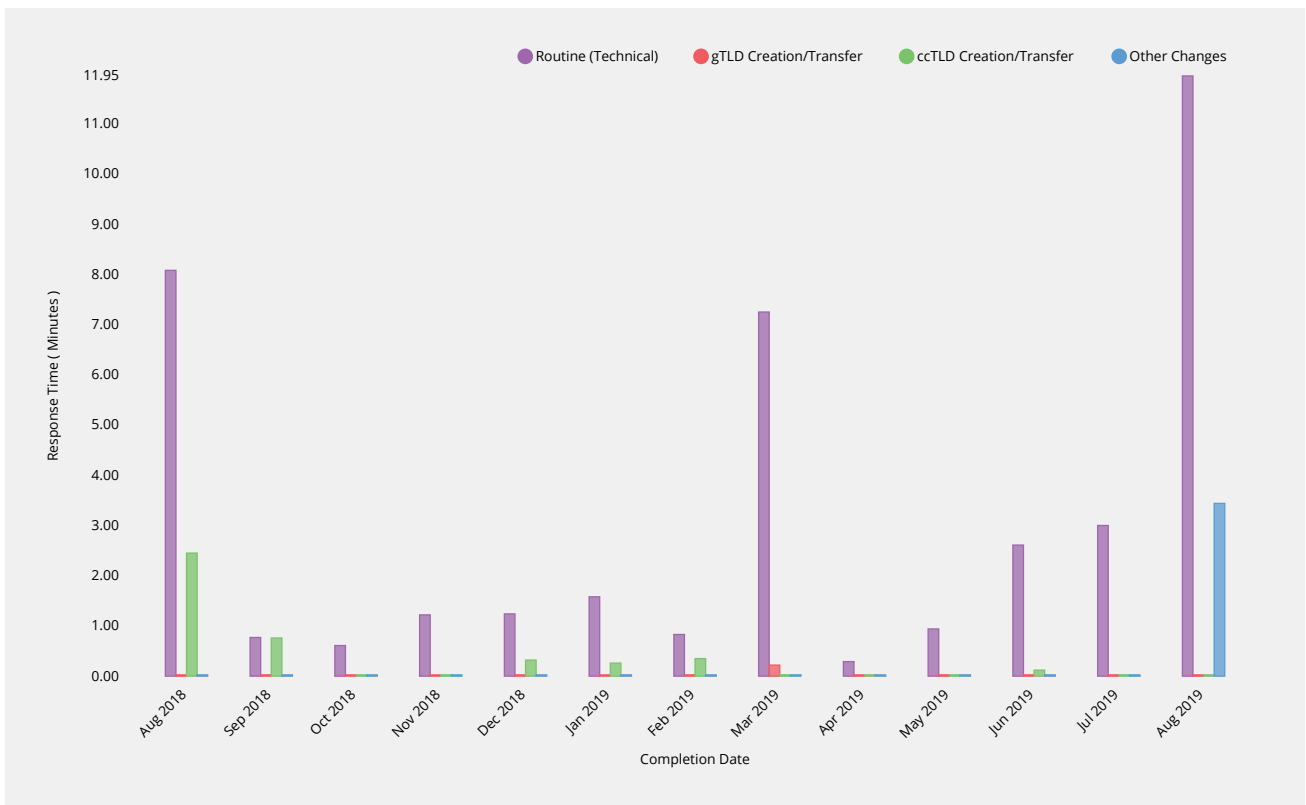
| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time           | 5.29m   | 2.87m   | 2.34m   | —       | 3.12m   | 1.82m   | 0.5m    | —       | —       | —       | 0.26m   | —       | —       |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 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        | 1       | 1       | 1       | 0       | 1       | 1       | 1       | 0       | 0       | 0       | 2       | 0       | 0       |
| Mean Time               | 5.29m   | 2.87m   | 2.34m   | —       | 3.12m   | 1.82m   | 0.5m    | —       | —       | —       | 0.22m   | —       | —       |
| Shortest Time           | 5.29m   | 2.87m   | 2.34m   | —       | 3.12m   | 1.82m   | 0.5m    | —       | —       | —       | 0.17m   | —       | —       |
| Longest Time            | 5.29m   | 2.87m   | 2.34m   | —       | 3.12m   | 1.82m   | 0.5m    | —       | —       | —       | 0.27m   | —       | —       |
| Median Time             | 5.29m   | 2.87m   | 2.34m   | —       | 3.12m   | 1.82m   | 0.5m    | —       | —       | —       | 0.22m   | —       | —       |
| PStDev Time             | 0m      | 0m      | 0m      | —       | 0m      | 0m      | 0m      | —       | —       | —       | 0.05m   | —       | —       |

| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time        | —       | —       | 3.78m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.19m   |
| 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     | 0       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 2       |
| Mean Time            | —       | —       | 3.78m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.17m   |
| Shortest Time        | —       | —       | 3.78m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.16m   |
| Longest Time         | —       | —       | 3.78m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.19m   |
| Median Time          | —       | —       | 3.78m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.17m   |
| PStDev Time          | —       | —       | 0m      | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.02m   |

### Technical Check (Retest)

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

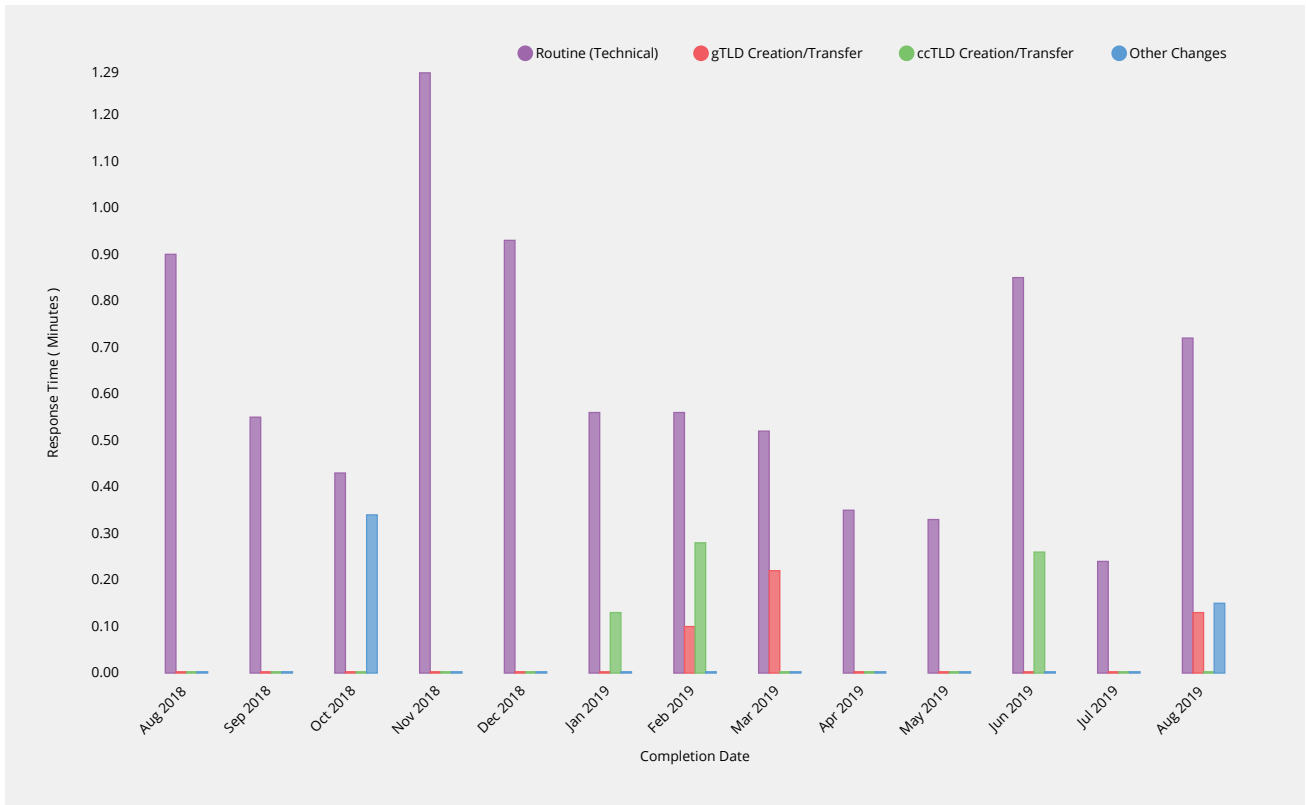


| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time        | 8.08m   | 0.77m   | 0.61m   | 1.22m   | 1.24m   | 1.58m   | 0.83m   | 7.25m   | 0.29m   | 0.94m   | 2.61m   | 3m      | 11.95m  |
| Monthly Threshold    | 3m      | 3m      | 3m      | 3m      | 3m      | 3m      | 3m      | 3m      | 3m      | 3m      | 3m      | 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         | 37      | 45      | 58      | 65      | 145     | 169     | 666     | 254     | 135     | 72      | 39      | 165     | 151     |
| Mean Time            | 2.07m   | 0.27m   | 0.45m   | 0.54m   | 0.67m   | 0.63m   | 0.5m    | 2.57m   | 0.23m   | 0.45m   | 0.74m   | 1.15m   | 4.26m   |



## Technical Check (Supplemental)

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



| Routine (Technical)     | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time           | 0.9m    | 0.55m   | 0.43m   | 1.29m   | 0.93m   | 0.56m   | 0.56m   | 0.52m   | 0.35m   | 0.33m   | 0.85m   | 0.24m   | 0.72m   |
| Monthly Threshold       | 1m      | 1m      | 1m      | 1m      | 1m      | 1m      | 1m      | 1m      | 1m      | 1m      | 1m      | 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 | 12      | 27      | 33      | 30      | 56      | 25      | 102     | 422     | 96      | 71      | 30      | 66      | 38      |
| Mean Time               | 0.39m   | 0.22m   | 0.22m   | 0.43m   | 0.41m   | 0.4m    | 0.27m   | 0.28m   | 0.24m   | 0.2m    | 0.36m   | 0.16m   | 0.42m   |
| Shortest Time           | 0.14m   | 0.04m   | 0.06m   | 0.15m   | 0.08m   | 0.08m   | 0.08m   | 0.05m   | 0.07m   | 0.04m   | 0.08m   | 0.09m   | 0.07m   |
| Longest Time            | 1.3m    | 0.6m    | 0.45m   | 1.59m   | 1.22m   | 4.35m   | 0.99m   | 6.12m   | 6.57m   | 1.09m   | 1.09m   | 1.1m    | 2.52m   |
| Median Time             | 0.28m   | 0.13m   | 0.18m   | 0.34m   | 0.25m   | 0.18m   | 0.16m   | 0.13m   | 0.14m   | 0.15m   | 0.29m   | 0.12m   | 0.36m   |
| PStDev Time             | 0.3m    | 0.16m   | 0.14m   | 0.34m   | 0.28m   | 0.82m   | 0.19m   | 0.59m   | 0.65m   | 0.12m   | 0.25m   | 0.14m   | 0.39m   |

| gTLD Creation/Transfer  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time           | —       | —       | —       | —       | —       | —       | 0.1m    | 0.22m   | —       | —       | —       | —       | 0.13m   |
| Monthly Threshold       | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 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 | 0       | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 0       | 0       | 0       | 0       | 1       |
| Mean Time               | —       | —       | —       | —       | —       | —       | 0.1m    | 0.22m   | —       | —       | —       | —       | 0.13m   |
| Shortest Time           | —       | —       | —       | —       | —       | —       | 0.1m    | 0.22m   | —       | —       | —       | —       | 0.13m   |
| Longest Time            | —       | —       | —       | —       | —       | —       | 0.1m    | 0.22m   | —       | —       | —       | —       | 0.13m   |
| Median Time             | —       | —       | —       | —       | —       | —       | 0.1m    | 0.22m   | —       | —       | —       | —       | 0.13m   |
| PStDev Time             | —       | —       | —       | —       | —       | —       | 0m      | 0m      | —       | —       | —       | —       | 0m      |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time           | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | 0.26m   | —       | —       |
| Monthly Threshold       | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 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 | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 0       | 0       | 0       | 1       | 0       | 0       |
| Mean Time               | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | 0.26m   | —       | —       |

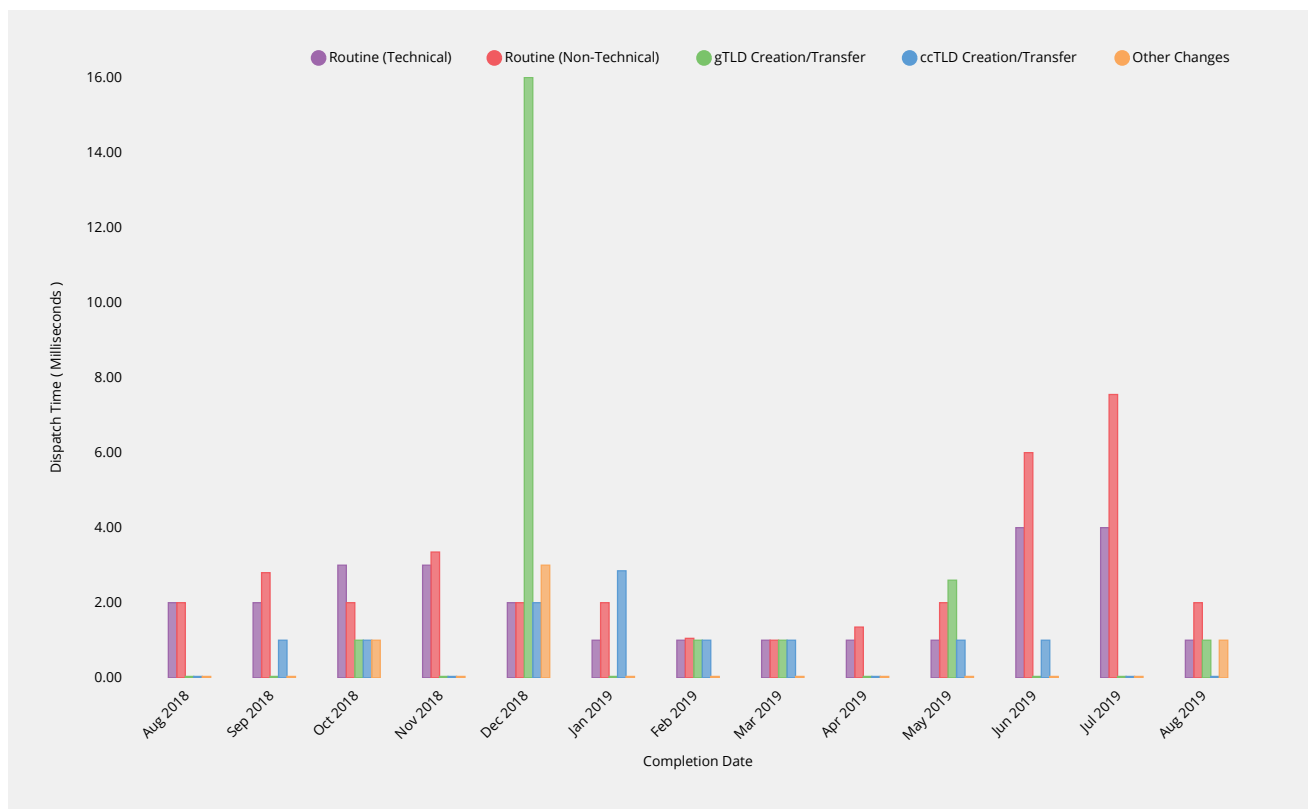
| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Shortest Time           | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | 0.26m   | —       | —       |
| Longest Time            | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | 0.26m   | —       | —       |
| Median Time             | —       | —       | —       | —       | —       | 0.13m   | 0.28m   | —       | —       | —       | 0.26m   | —       | —       |
| PStDev Time             | —       | —       | —       | —       | —       | 0m      | 0m      | —       | —       | —       | 0m      | —       | —       |

| Other Changes           | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time           | —       | —       | 0.34m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.15m   |
| Monthly Threshold       | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 5m      | 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 | 0       | 0       | 1       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 4       |
| Mean Time               | —       | —       | 0.34m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.13m   |
| Shortest Time           | —       | —       | 0.34m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.12m   |
| Longest Time            | —       | —       | 0.34m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.15m   |
| Median Time             | —       | —       | 0.34m   | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.13m   |
| PStDev Time             | —       | —       | 0m      | —       | —       | —       | —       | —       | —       | —       | —       | —       | 0.01m   |

## Contact Confirmations

### Email Dispatch

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



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Dispatch Time        | 2ms     | 2ms     | 3ms     | 3ms     | 2ms     | 1ms     | 1ms     | 1ms     | 1ms     | 1ms     | 4ms     | 4ms     | 1ms     |
| 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%   |
| Email Count          | 11      | 19      | 27      | 24      | 56      | 32      | 104     | 103     | 91      | 62      | 23      | 67      | 23      |





| Routine (Non-Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Longest Time            | 1ms     | 1ms     | 1ms     | 1ms     | 1ms     | 1ms     | 0ms     | 1ms     | 1ms     | 1ms     | 1ms     | 1ms     | 4ms     |
| Median Time             | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     | 0ms     |
| PStDev Time             | 0.33ms  | 0.39ms  | 0.27ms  | 0.43ms  | 0.33ms  | 0.26ms  | 0ms     | 0.27ms  | 0.28ms  | 0.24ms  | 0.39ms  | 0.42ms  | 0.33ms  |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Affirmation Time       | —       | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | —       | 0.8ms   | —       | —       | 0ms     |
| 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       | 1       | 0       | 0       | 0       | 1       | 1       | 0       | 5       | 0       | 0       | 1       |
| Mean Time              | —       | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | —       | 0.2ms   | —       | —       | 0ms     |
| Shortest Time          | —       | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | —       | 0ms     | —       | —       | 0ms     |
| Longest Time           | —       | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | —       | 1ms     | —       | —       | 0ms     |
| Median Time            | —       | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | —       | 0ms     | —       | —       | 0ms     |
| PStDev Time            | —       | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | —       | 0.4ms   | —       | —       | 0ms     |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Affirmation Time        | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | 0ms     | —       | 0ms     | 0ms     | —       | —       |
| 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       | 1       | 0       | 0       | 0       | 1       | 1       | 1       | 0       | 2       | 1       | 0       | 0       |
| Mean Time               | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | 0ms     | —       | 0ms     | 0ms     | —       | —       |
| Shortest Time           | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | 0ms     | —       | 0ms     | 0ms     | —       | —       |
| Longest Time            | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | 0ms     | —       | 0ms     | 0ms     | —       | —       |
| Median Time             | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | 0ms     | —       | 0ms     | 0ms     | —       | —       |
| PStDev Time             | —       | 0ms     | —       | —       | —       | 0ms     | 0ms     | 0ms     | —       | 0ms     | 0ms     | —       | —       |

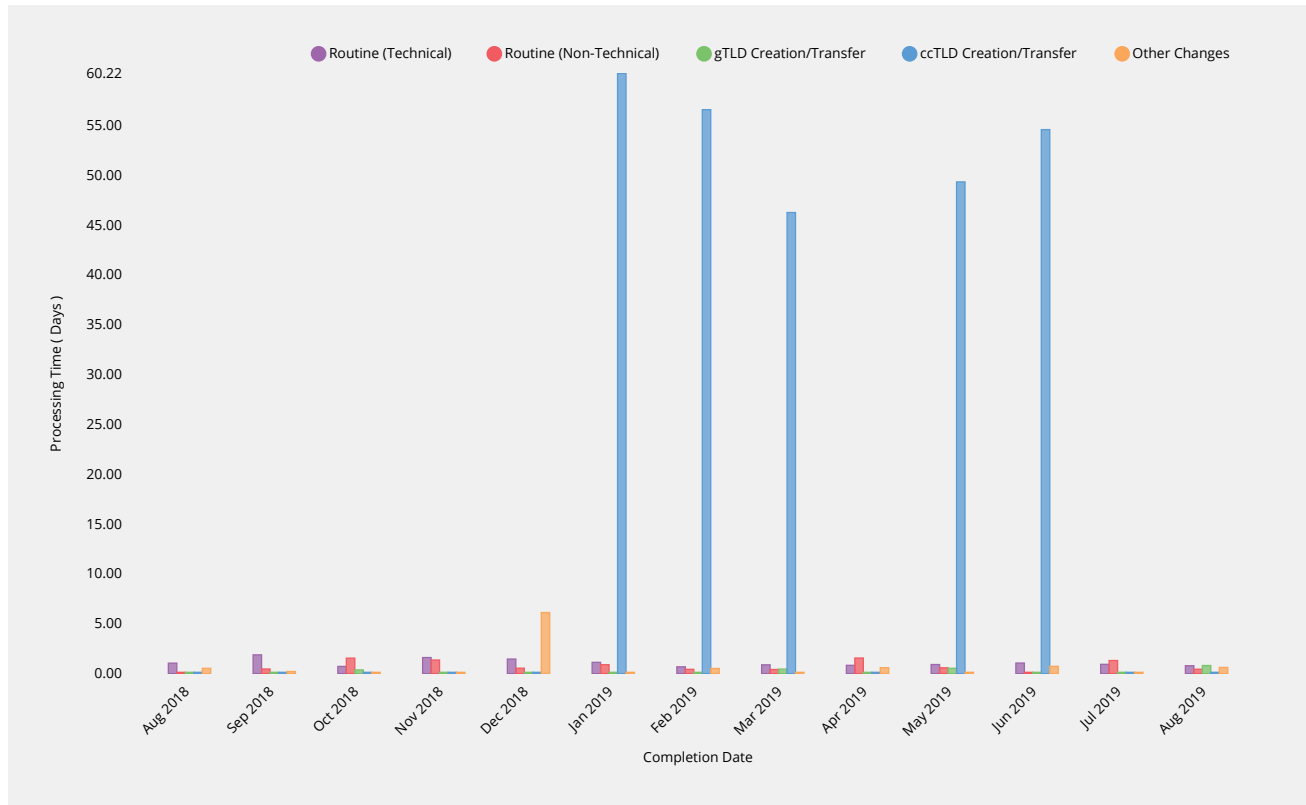
| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Affirmation Time     | 0ms     | 1ms     | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | 0ms     | 0ms     |
| 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    | 1       | 4       | 2       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 6       |
| Mean Time            | 0ms     | 0.5ms   | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | 0ms     | 0ms     |
| Shortest Time        | 0ms     | 0ms     | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | 0ms     | 0ms     |
| Longest Time         | 0ms     | 1ms     | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | 0ms     | 0ms     |
| Median Time          | 0ms     | 0.5ms   | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | 0ms     | 0ms     |
| PStDev Time          | 0ms     | 0.5ms   | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | —       | 0ms     | 0ms     | 0ms     |



# Staff Processing

## Validation and Reviews

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



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Processing Time      | 1.05d   | 1.88d   | 0.72d   | 1.61d   | 1.46d   | 1.13d   | 0.68d   | 0.88d   | 0.83d   | 0.91d   | 1.06d   | 0.93d   | 0.79d   |
| 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        | 11      | 19      | 27      | 22      | 56      | 24      | 117     | 104     | 88      | 60      | 23      | 67      | 23      |
| Mean Time            | 0.72d   | 0.78d   | 0.42d   | 0.94d   | 0.91d   | 0.57d   | 0.28d   | 0.42d   | 0.55d   | 0.5d    | 0.51d   | 0.66d   | 0.45d   |
| Shortest Time        | 0.07d   | 0.05d   | 0.12d   | 0.03d   | 0d      | 0.01d   | 0d      | 0d      | 0.03d   | 0d      | 0.01d   | 0d      | 0.01d   |
| Longest Time         | 1.2d    | 3.95d   | 1.03d   | 2.91d   | 2.82d   | 1.83d   | 1.77d   | 2.41d   | 1.76d   | 3.18d   | 1.57d   | 2.11d   | 2.67d   |
| Median Time          | 0.91d   | 0.37d   | 0.41d   | 0.66d   | 0.71d   | 0.48d   | 0.33d   | 0.39d   | 0.63d   | 0.35d   | 0.36d   | 0.56d   | 0.38d   |
| PStDev Time          | 0.37d   | 1.01d   | 0.21d   | 0.71d   | 0.6d    | 0.43d   | 0.31d   | 0.33d   | 0.38d   | 0.5d    | 0.44d   | 0.36d   | 0.55d   |

| Routine (Non-Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Processing Time         | 0d      | 0.46d   | 1.55d   | 1.36d   | 0.54d   | 0.89d   | 0.43d   | 0.41d   | 1.56d   | 0.58d   | 0.09d   | 1.31d   | 0.44d   |
| Monthly Threshold       | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      | 5d      |
| Threshold Percentile    | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   |
| Request Count           | 218     | 16      | 13      | 12      | 11      | 27      | 36      | 128     | 22      | 31      | 162     | 145     | 899     |
| Mean Time               | 0.02d   | 0.25d   | 0.48d   | 2.18d   | 0.2d    | 0.56d   | 0.17d   | 0.21d   | 0.63d   | 0.24d   | 0.09d   | 0.76d   | 0.15d   |
| Shortest Time           | 0d      | 0.03d   | 0.02d   | 0.03d   | 0d      | 0d      | 0.04d   | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      |
| Longest Time            | 0.82d   | 0.5d    | 1.94d   | 20.88d  | 0.7d    | 3.47d   | 0.74d   | 1.18d   | 6.48d   | 2.82d   | 2.76d   | 2.52d   | 3.42d   |
| Median Time             | 0d      | 0.16d   | 0.18d   | 0.63d   | 0.21d   | 0.41d   | 0.08d   | 0.15d   | 0.08d   | 0.1d    | 0d      | 0.86d   | 0.02d   |
| PStDev Time             | 0.09d   | 0.19d   | 0.62d   | 5.65d   | 0.22d   | 0.74d   | 0.17d   | 0.24d   | 1.4d    | 0.51d   | 0.35d   | 0.47d   | 0.27d   |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Processing Time        | —       | —       | 0.37d   | —       | —       | —       | 0.06d   | 0.45d   | —       | 0.53d   | —       | —       | 0.81d   |

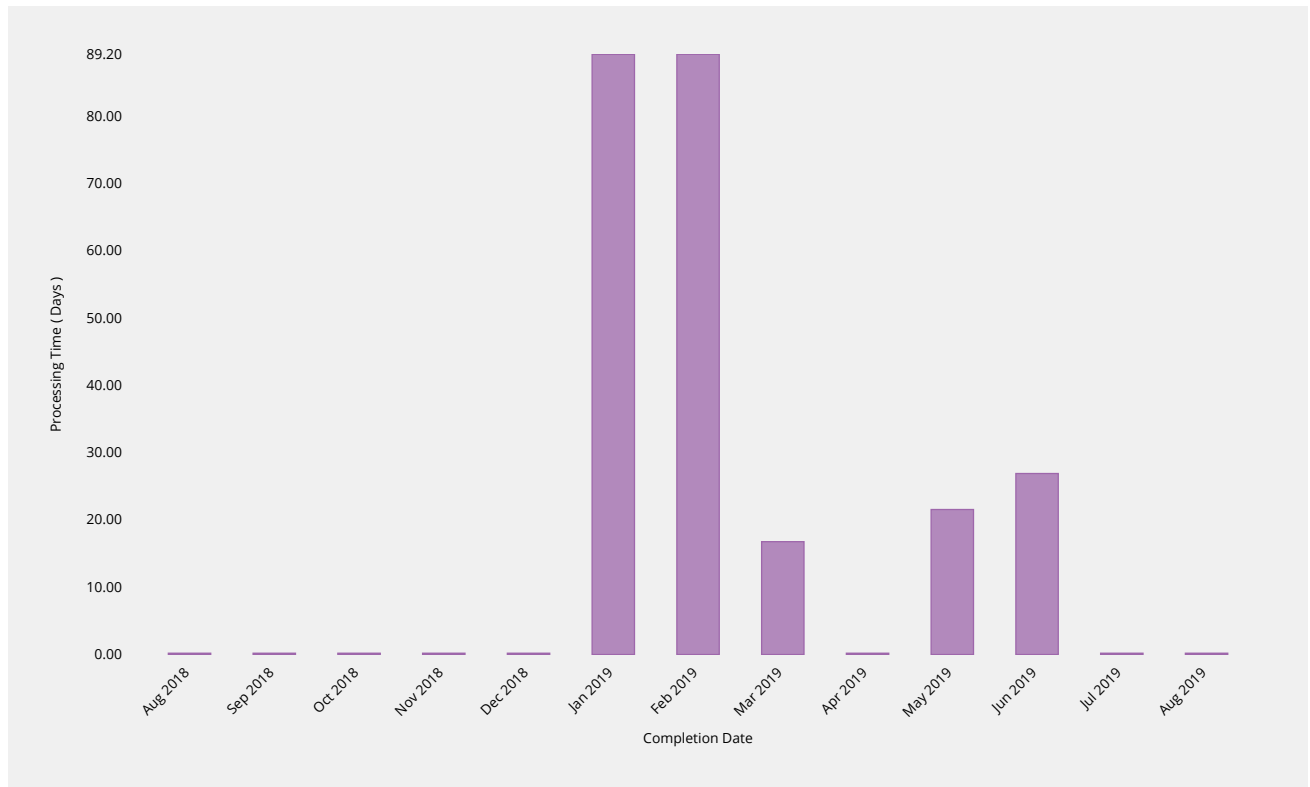
| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Monthly Threshold      | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     | 10d     |
| Threshold Percentile   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   | 90.0%   |
| Request Count          | 0       | 0       | 1       | 0       | 0       | 0       | 1       | 1       | 0       | 5       | 0       | 0       | 1       |
| Mean Time              | —       | —       | 0.37d   | —       | —       | —       | 0.06d   | 0.45d   | —       | 0.25d   | —       | —       | 0.81d   |
| Shortest Time          | —       | —       | 0.37d   | —       | —       | —       | 0.06d   | 0.45d   | —       | 0.09d   | —       | —       | 0.81d   |
| Longest Time           | —       | —       | 0.37d   | —       | —       | —       | 0.06d   | 0.45d   | —       | 0.81d   | —       | —       | 0.81d   |
| Median Time            | —       | —       | 0.37d   | —       | —       | —       | 0.06d   | 0.45d   | —       | 0.11d   | —       | —       | 0.81d   |
| PStDev Time            | —       | —       | 0d      | —       | —       | —       | 0d      | 0d      | —       | 0.28d   | —       | —       | 0d      |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Processing Time         | 0.01d   | 0.09d   | —       | —       | —       | 60.22d  | 56.58d  | 46.26d  | —       | 49.33d  | 54.58d  | —       | —       |
| Monthly Threshold       | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     | 60d     |
| 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%  |
| Request Count           | 1       | 1       | 0       | 0       | 0       | 1       | 1       | 1       | 0       | 2       | 2       | 0       | 0       |
| Mean Time               | 0.01d   | 0.09d   | —       | —       | —       | 60.22d  | 56.58d  | 46.26d  | —       | 37.01d  | 27.29d  | —       | —       |
| Shortest Time           | 0.01d   | 0.09d   | —       | —       | —       | 60.22d  | 56.58d  | 46.26d  | —       | 24.69d  | 0d      | —       | —       |
| Longest Time            | 0.01d   | 0.09d   | —       | —       | —       | 60.22d  | 56.58d  | 46.26d  | —       | 49.33d  | 54.58d  | —       | —       |
| Median Time             | 0.01d   | 0.09d   | —       | —       | —       | 60.22d  | 56.58d  | 46.26d  | —       | 37.01d  | 27.29d  | —       | —       |
| PStDev Time             | 0d      | 0d      | —       | —       | —       | 0d      | 0d      | 0d      | —       | 12.32d  | 27.29d  | —       | —       |

| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Processing Time      | 0.53d   | 0.21d   | 0.07d   | —       | 6.13d   | —       | 0.51d   | —       | 0.59d   | —       | 0.73d   | 0.08d   | 0.62d   |
| Monthly Threshold    | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      |
| Threshold Percentile | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       |
| Request Count        | 1       | 4       | 2       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 6       |
| Mean Time            | 0.53d   | 0.14d   | 0.04d   | —       | 3.14d   | —       | 0.25d   | —       | 0.59d   | —       | 0.73d   | 0.08d   | 0.24d   |
| Shortest Time        | 0.53d   | 0.05d   | 0d      | —       | 0.15d   | —       | 0.14d   | —       | 0.59d   | —       | 0.73d   | 0.08d   | 0d      |
| Longest Time         | 0.53d   | 0.21d   | 0.07d   | —       | 6.13d   | —       | 0.51d   | —       | 0.59d   | —       | 0.73d   | 0.08d   | 0.62d   |
| Median Time          | 0.53d   | 0.16d   | 0.04d   | —       | 3.14d   | —       | 0.18d   | —       | 0.59d   | —       | 0.73d   | 0.08d   | 0.14d   |
| PStDev Time          | 0d      | 0.07d   | 0.04d   | —       | 2.99d   | —       | 0.15d   | —       | 0d      | —       | 0d      | 0d      | 0.25d   |

## Third Party Approval

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

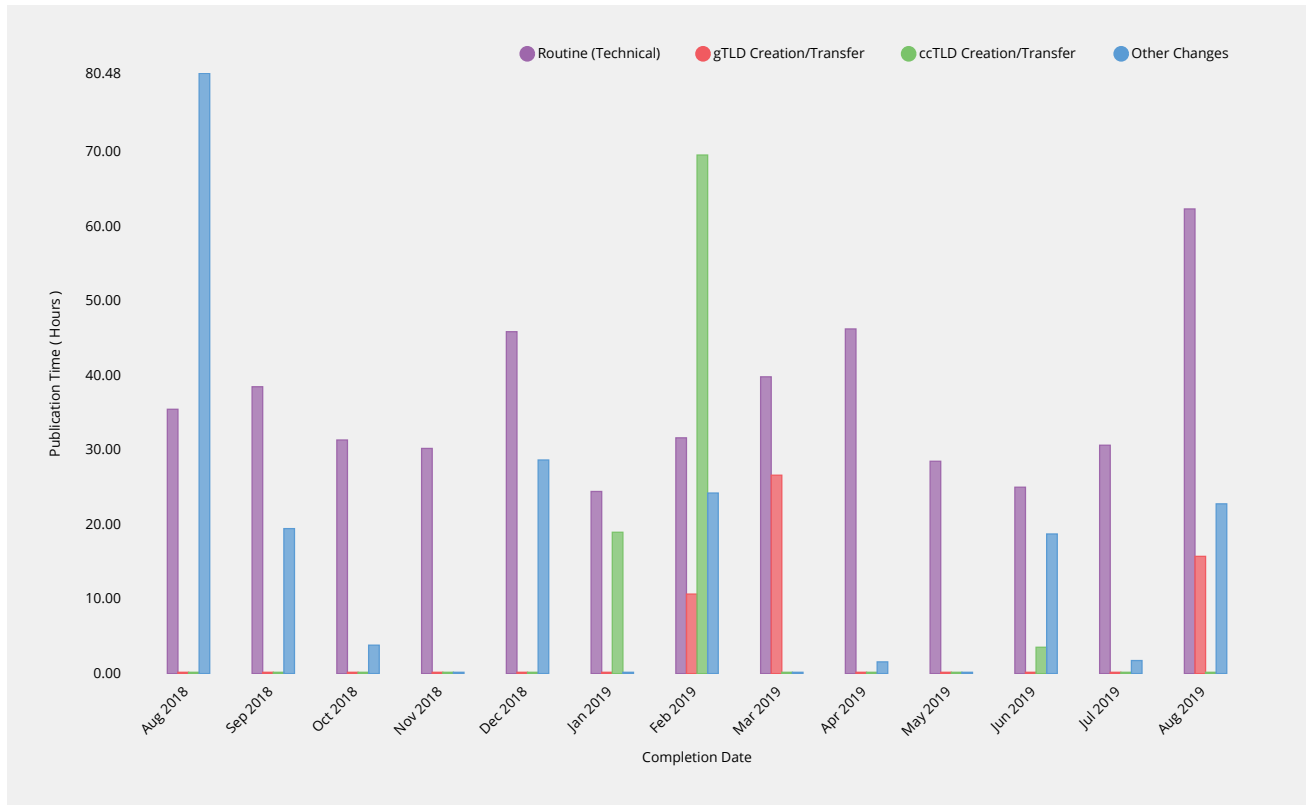


| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Processing Time         | —       | —       | —       | —       | —       | 89.19d  | 89.2d   | 16.77d  | —       | 21.55d  | 26.9d   | —       | —       |
| Request Count           | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 1       | 0       | 1       | 1       | 0       | 0       |
| Mean Time               | —       | —       | —       | —       | —       | 89.19d  | 89.2d   | 16.77d  | —       | 21.55d  | 26.9d   | —       | —       |
| Shortest Time           | —       | —       | —       | —       | —       | 89.19d  | 89.2d   | 16.77d  | —       | 21.55d  | 26.9d   | —       | —       |
| Longest Time            | —       | —       | —       | —       | —       | 89.19d  | 89.2d   | 16.77d  | —       | 21.55d  | 26.9d   | —       | —       |
| Median Time             | —       | —       | —       | —       | —       | 89.19d  | 89.2d   | 16.77d  | —       | 21.55d  | 26.9d   | —       | —       |
| PStDev Time             | —       | —       | —       | —       | —       | 0d      | 0d      | 0d      | —       | 0d      | 0d      | —       | —       |

# Implementation

## Root Zone Publication

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



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Publication Time     | 35.44h  | 38.46h  | 31.32h  | 30.19h  | 45.84h  | 24.42h  | 31.61h  | 39.79h  | 46.21h  | 28.47h  | 24.99h  | 30.62h  | 62.3h   |
| Monthly Threshold    | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     |
| Threshold Percentile | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   |
| Publication Count    | 11      | 19      | 27      | 22      | 55      | 24      | 102     | 102     | 88      | 59      | 23      | 66      | 23      |
| Mean Time            | 16.99h  | 17.27h  | 7.52h   | 14.24h  | 11.65h  | 8.7h    | 13.69h  | 16.29h  | 23.17h  | 19.57h  | 13.17h  | 12.85h  | 15.47h  |
| Shortest Time        | 0.69h   | 2.21h   | 0.52h   | 1.1h    | 0.46h   | 0.61h   | 0.58h   | 0.32h   | 0.58h   | 0.79h   | 1.67h   | 0.44h   | 1.23h   |
| Longest Time         | 36.37h  | 39.11h  | 31.64h  | 31.16h  | 64.82h  | 25.04h  | 32.12h  | 39.82h  | 46.21h  | 31.44h  | 25.03h  | 36.59h  | 66.99h  |
| Median Time          | 21.88h  | 18.35h  | 6.01h   | 10.94h  | 12.72h  | 5.16h   | 11.9h   | 13.34h  | 14.95h  | 26.08h  | 16.81h  | 13.71h  | 14.19h  |
| PStDev Time          | 11.38h  | 9.77h   | 8.47h   | 9.39h   | 11.18h  | 8h      | 8.75h   | 11.22h  | 15.9h   | 9.41h   | 8.01h   | 6.44h   | 14.45h  |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Publication Time       | —       | —       | —       | —       | —       | —       | 10.66h  | 26.6h   | —       | —       | —       | —       | 15.72h  |
| Monthly Threshold      | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     |
| Threshold Percentile   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   |
| Publication Count      | 0       | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 0       | 0       | 0       | 0       | 1       |
| Mean Time              | —       | —       | —       | —       | —       | —       | 10.66h  | 26.6h   | —       | —       | —       | —       | 15.72h  |
| Shortest Time          | —       | —       | —       | —       | —       | —       | 10.66h  | 26.6h   | —       | —       | —       | —       | 15.72h  |
| Longest Time           | —       | —       | —       | —       | —       | —       | 10.66h  | 26.6h   | —       | —       | —       | —       | 15.72h  |
| Median Time            | —       | —       | —       | —       | —       | —       | 10.66h  | 26.6h   | —       | —       | —       | —       | 15.72h  |
| PStDev Time            | —       | —       | —       | —       | —       | —       | 0h      | 0h      | —       | —       | —       | —       | 0h      |

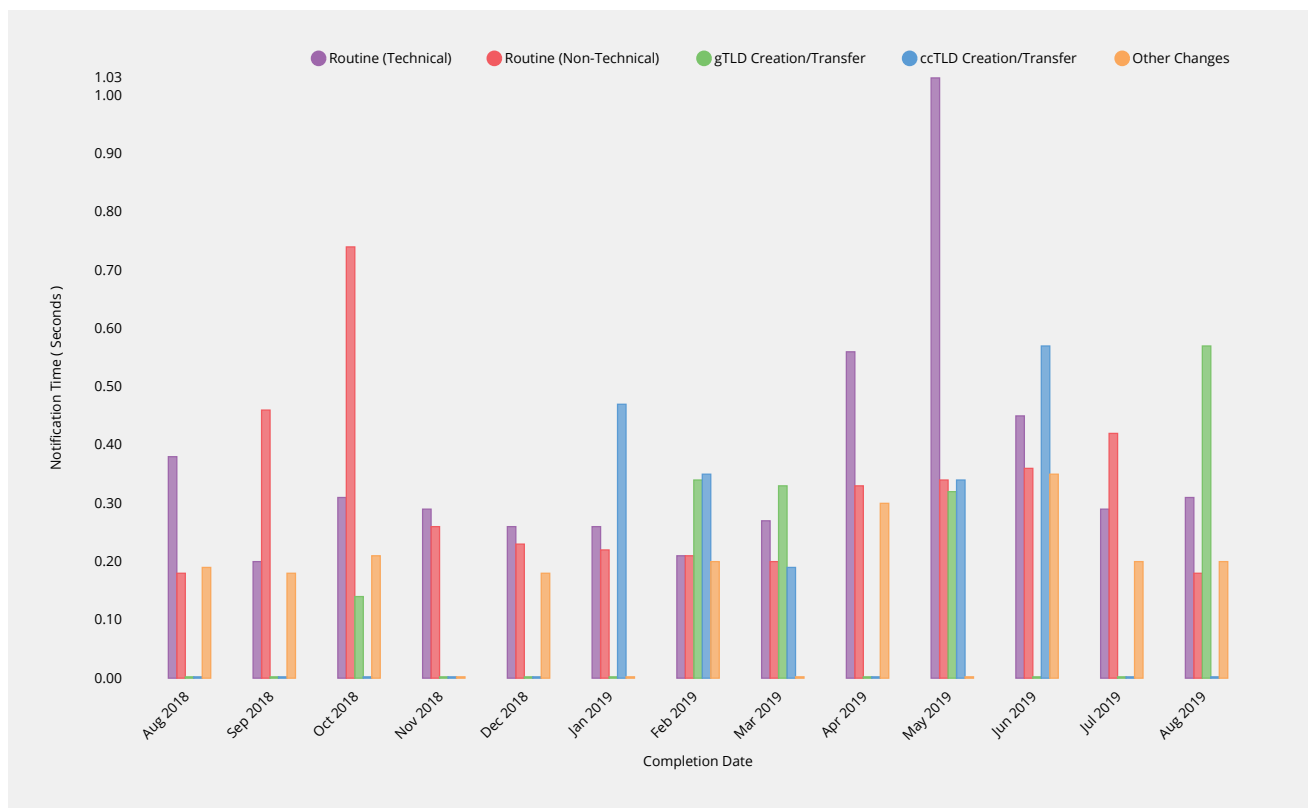
| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Publication Time        | —       | —       | —       | —       | —       | 18.95h  | 69.53h  | —       | —       | —       | 3.53h   | —       | —       |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Monthly Threshold       | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     | 72h     |
| Threshold Percentile    | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   | 99.0%   |
| Publication Count       | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 0       | 0       | 0       | 1       | 0       | 0       |
| Mean Time               | —       | —       | —       | —       | —       | 18.95h  | 69.53h  | —       | —       | —       | 3.53h   | —       | —       |
| Shortest Time           | —       | —       | —       | —       | —       | 18.95h  | 69.53h  | —       | —       | —       | 3.53h   | —       | —       |
| Longest Time            | —       | —       | —       | —       | —       | 18.95h  | 69.53h  | —       | —       | —       | 3.53h   | —       | —       |
| Median Time             | —       | —       | —       | —       | —       | 18.95h  | 69.53h  | —       | —       | —       | 3.53h   | —       | —       |
| PStDev Time             | —       | —       | —       | —       | —       | 0h      | 0h      | —       | —       | —       | 0h      | —       | —       |

| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Publication Time     | 80.48h  | 19.44h  | 3.81h   | —       | 28.64h  | —       | 24.21h  | —       | 1.57h   | —       | 18.72h  | 1.75h   | 22.76h  |
| Monthly Threshold    | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      |
| Threshold Percentile | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       | —       |
| Publication Count    | 1       | 4       | 2       | 0       | 1       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 5       |
| Mean Time            | 80.48h  | 15.3h   | 2.09h   | —       | 28.64h  | —       | 13.74h  | —       | 1.57h   | —       | 18.72h  | 1.75h   | 11.16h  |
| Shortest Time        | 80.48h  | 3.26h   | 0.36h   | —       | 28.64h  | —       | 5.88h   | —       | 1.57h   | —       | 18.72h  | 1.75h   | 0.93h   |
| Longest Time         | 80.48h  | 19.44h  | 3.81h   | —       | 28.64h  | —       | 24.21h  | —       | 1.57h   | —       | 18.72h  | 1.75h   | 22.76h  |
| Median Time          | 80.48h  | 19.24h  | 2.09h   | —       | 28.64h  | —       | 12.44h  | —       | 1.57h   | —       | 18.72h  | 1.75h   | 10.88h  |
| PStDev Time          | 0h      | 6.95h   | 1.73h   | —       | 0h      | —       | 8.06h   | —       | 0h      | —       | 0h      | 0h      | 8.28h   |

## Notification of Completion

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



| Routine (Technical)  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Notification Time    | 0.38s   | 0.2s    | 0.31s   | 0.29s   | 0.26s   | 0.26s   | 0.21s   | 0.27s   | 0.56s   | 1.03s   | 0.45s   | 0.29s   | 0.31s   |
| 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   | 11      | 19      | 27      | 22      | 55      | 24      | 102     | 102     | 88      | 59      | 23      | 66      | 23      |
| Mean Time            | 0.24s   | 0.16s   | 0.18s   | 0.19s   | 0.18s   | 0.18s   | 0.16s   | 0.16s   | 0.36s   | 0.58s   | 0.33s   | 0.16s   | 0.19s   |
| Shortest Time        | 0.16s   | 0.12s   | 0.11s   | 0.14s   | 0.13s   | 0.14s   | 0.13s   | 0.13s   | 0.15s   | 0.19s   | 0.18s   | 0.12s   | 0.12s   |

| Routine (Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Longest Time        | 0.41s   | 0.27s   | 0.41s   | 0.3s    | 0.3s    | 0.27s   | 1.14s   | 0.33s   | 0.59s   | 2.24s   | 0.46s   | 0.51s   | 0.33s   |
| Median Time         | 0.2s    | 0.15s   | 0.16s   | 0.17s   | 0.16s   | 0.18s   | 0.15s   | 0.15s   | 0.39s   | 0.54s   | 0.33s   | 0.13s   | 0.18s   |
| PStDev Time         | 0.08s   | 0.03s   | 0.07s   | 0.05s   | 0.04s   | 0.03s   | 0.1s    | 0.04s   | 0.16s   | 0.31s   | 0.08s   | 0.07s   | 0.05s   |

| Routine (Non-Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Notification Time       | 0.18s   | 0.46s   | 0.74s   | 0.26s   | 0.23s   | 0.22s   | 0.21s   | 0.2s    | 0.33s   | 0.34s   | 0.36s   | 0.42s   | 0.18s   |
| 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      | 218     | 16      | 13      | 12      | 8       | 26      | 36      | 128     | 21      | 31      | 162     | 145     | 899     |
| Mean Time               | 0.14s   | 0.23s   | 0.3s    | 0.2s    | 0.18s   | 0.19s   | 0.18s   | 0.17s   | 0.27s   | 0.28s   | 0.26s   | 0.24s   | 0.14s   |
| Shortest Time           | 0.12s   | 0.12s   | 0.14s   | 0.15s   | 0.14s   | 0.14s   | 0.14s   | 0.13s   | 0.16s   | 0.17s   | 0.16s   | 0.12s   | 0.12s   |
| Longest Time            | 0.36s   | 1.24s   | 1.18s   | 0.27s   | 0.25s   | 0.27s   | 0.43s   | 0.31s   | 0.36s   | 0.37s   | 0.53s   | 0.5s    | 0.26s   |
| Median Time             | 0.14s   | 0.16s   | 0.21s   | 0.21s   | 0.17s   | 0.19s   | 0.18s   | 0.17s   | 0.29s   | 0.27s   | 0.27s   | 0.22s   | 0.14s   |
| PStDev Time             | 0.03s   | 0.26s   | 0.27s   | 0.04s   | 0.03s   | 0.03s   | 0.05s   | 0.02s   | 0.06s   | 0.04s   | 0.06s   | 0.1s    | 0.02s   |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Notification Time      | —       | —       | 0.14s   | —       | —       | —       | 0.34s   | 0.33s   | —       | 0.32s   | —       | —       | 0.57s   |
| 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     | 0       | 0       | 1       | 0       | 0       | 0       | 1       | 1       | 0       | 5       | 0       | 0       | 1       |
| Mean Time              | —       | —       | 0.14s   | —       | —       | —       | 0.34s   | 0.33s   | —       | 0.28s   | —       | —       | 0.57s   |
| Shortest Time          | —       | —       | 0.14s   | —       | —       | —       | 0.34s   | 0.33s   | —       | 0.24s   | —       | —       | 0.57s   |
| Longest Time           | —       | —       | 0.14s   | —       | —       | —       | 0.34s   | 0.33s   | —       | 0.33s   | —       | —       | 0.57s   |
| Median Time            | —       | —       | 0.14s   | —       | —       | —       | 0.34s   | 0.33s   | —       | 0.27s   | —       | —       | 0.57s   |
| PStDev Time            | —       | —       | 0s      | —       | —       | —       | 0s      | 0s      | —       | 0.03s   | —       | —       | 0s      |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Notification Time       | —       | —       | —       | —       | —       | 0.47s   | 0.35s   | 0.19s   | —       | 0.34s   | 0.57s   | —       | —       |
| 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      | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 1       | 0       | 1       | 1       | 0       | 0       |
| Mean Time               | —       | —       | —       | —       | —       | 0.47s   | 0.35s   | 0.19s   | —       | 0.34s   | 0.57s   | —       | —       |
| Shortest Time           | —       | —       | —       | —       | —       | 0.47s   | 0.35s   | 0.19s   | —       | 0.34s   | 0.57s   | —       | —       |
| Longest Time            | —       | —       | —       | —       | —       | 0.47s   | 0.35s   | 0.19s   | —       | 0.34s   | 0.57s   | —       | —       |
| Median Time             | —       | —       | —       | —       | —       | 0.47s   | 0.35s   | 0.19s   | —       | 0.34s   | 0.57s   | —       | —       |
| PStDev Time             | —       | —       | —       | —       | —       | 0s      | 0s      | 0s      | —       | 0s      | 0s      | —       | —       |

| Other Changes        | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Notification Time    | 0.19s   | 0.18s   | 0.21s   | —       | 0.18s   | —       | 0.2s    | —       | 0.3s    | —       | 0.35s   | 0.2s    | 0.2s    |
| 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   | 1       | 4       | 2       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 6       |
| Mean Time            | 0.19s   | 0.16s   | 0.18s   | —       | 0.16s   | —       | 0.17s   | —       | 0.3s    | —       | 0.35s   | 0.2s    | 0.17s   |
| Shortest Time        | 0.19s   | 0.13s   | 0.16s   | —       | 0.14s   | —       | 0.15s   | —       | 0.3s    | —       | 0.35s   | 0.2s    | 0.15s   |
| Longest Time         | 0.19s   | 0.18s   | 0.21s   | —       | 0.18s   | —       | 0.21s   | —       | 0.3s    | —       | 0.35s   | 0.2s    | 0.2s    |
| Median Time          | 0.19s   | 0.15s   | 0.18s   | —       | 0.16s   | —       | 0.17s   | —       | 0.3s    | —       | 0.35s   | 0.2s    | 0.17s   |
| PStDev Time          | 0s      | 0.02s   | 0.03s   | —       | 0.02s   | —       | 0.03s   | —       | 0s      | —       | 0s      | 0s      | 0.02s   |





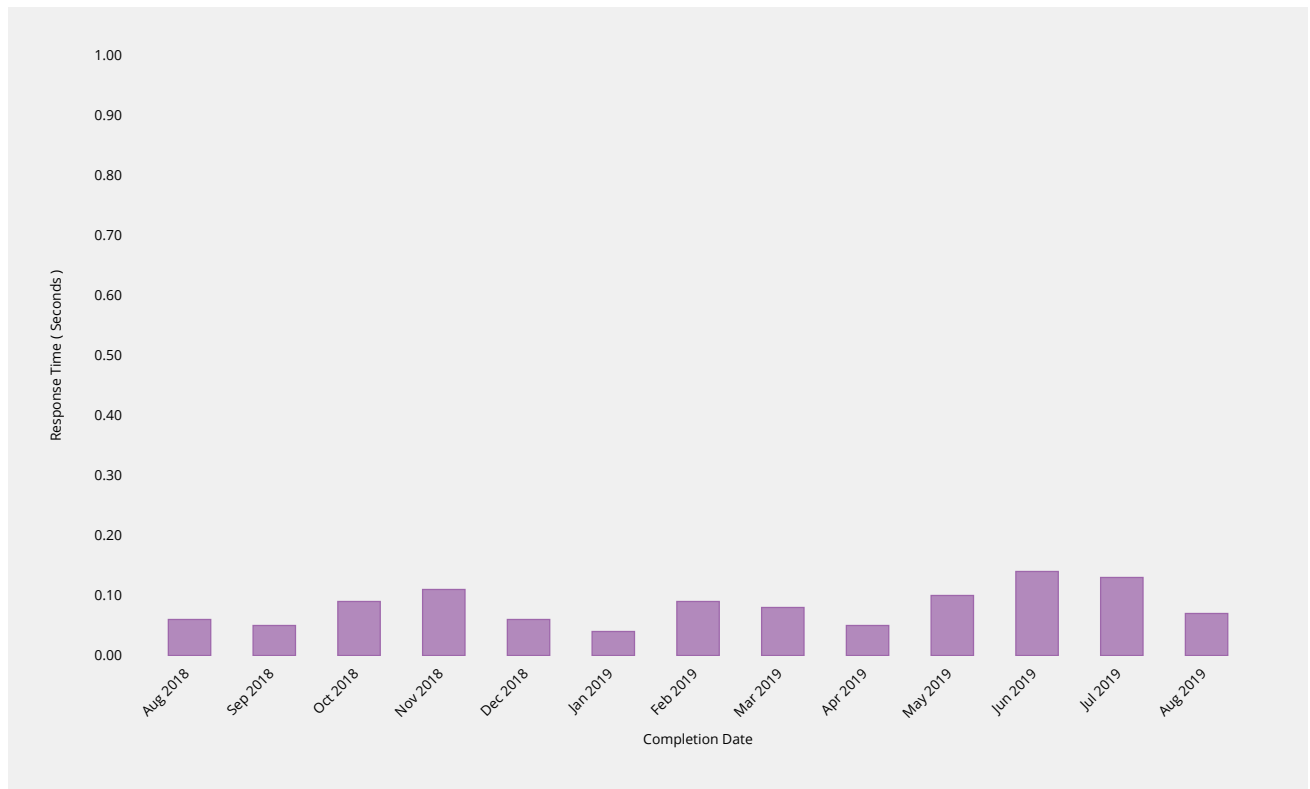






## Credential Recovery

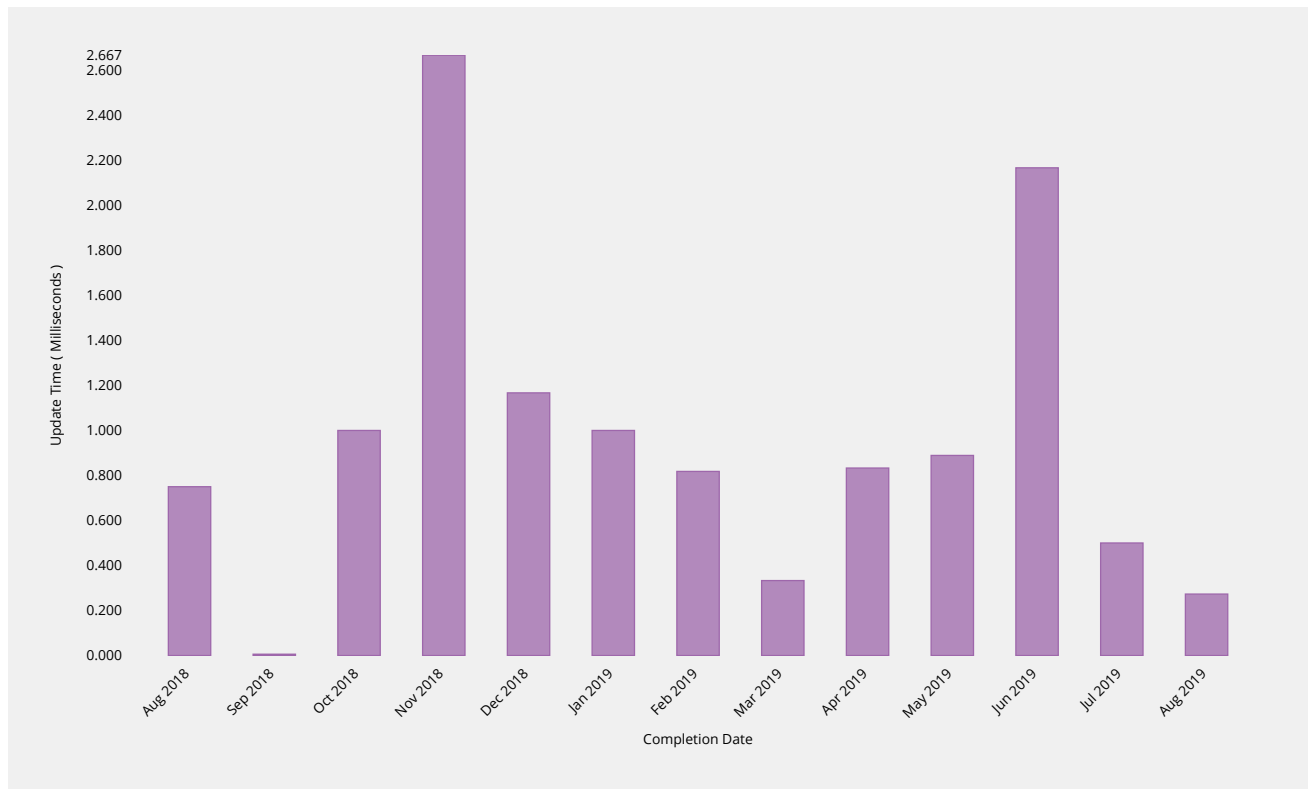
Time to dispatch confirmation email of forgotten password.



| Credential Recovery Response | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time                | 0.06s   | 0.05s   | 0.09s   | 0.11s   | 0.06s   | 0.04s   | 0.09s   | 0.08s   | 0.05s   | 0.1s    | 0.14s   | 0.13s   | 0.07s   |
| 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               | 10      | 3       | 9       | 22      | 28      | 5       | 11      | 14      | 7       | 25      | 12      | 10      | 22      |
| Mean Time                    | 0.05s   | 0.05s   | 0.05s   | 0.03s   | 0.02s   | 0.04s   | 0.05s   | 0.04s   | 0.04s   | 0.03s   | 0.07s   | 0.06s   | 0.04s   |
| Shortest Time                | 0.04s   | 0.04s   | 0.03s   | 0s      | 0s      | 0.04s   | 0.02s   | 0s      | 0s      | 0s      | 0s      | 0.02s   | 0.01s   |
| Longest Time                 | 0.06s   | 0.05s   | 0.09s   | 0.21s   | 0.07s   | 0.04s   | 0.09s   | 0.09s   | 0.06s   | 0.11s   | 0.15s   | 0.14s   | 0.07s   |
| Median Time                  | 0.04s   | 0.04s   | 0.04s   | 0.01s   | 0s      | 0.04s   | 0.04s   | 0.04s   | 0.04s   | 0.04s   | 0.07s   | 0.04s   | 0.04s   |
| PStDev Time                  | 0.01s   | 0s      | 0.02s   | 0.05s   | 0.02s   | 0s      | 0.02s   | 0.03s   | 0.02s   | 0.03s   | 0.05s   | 0.04s   | 0.01s   |

## Credential Change

Time to implement new password within the system.

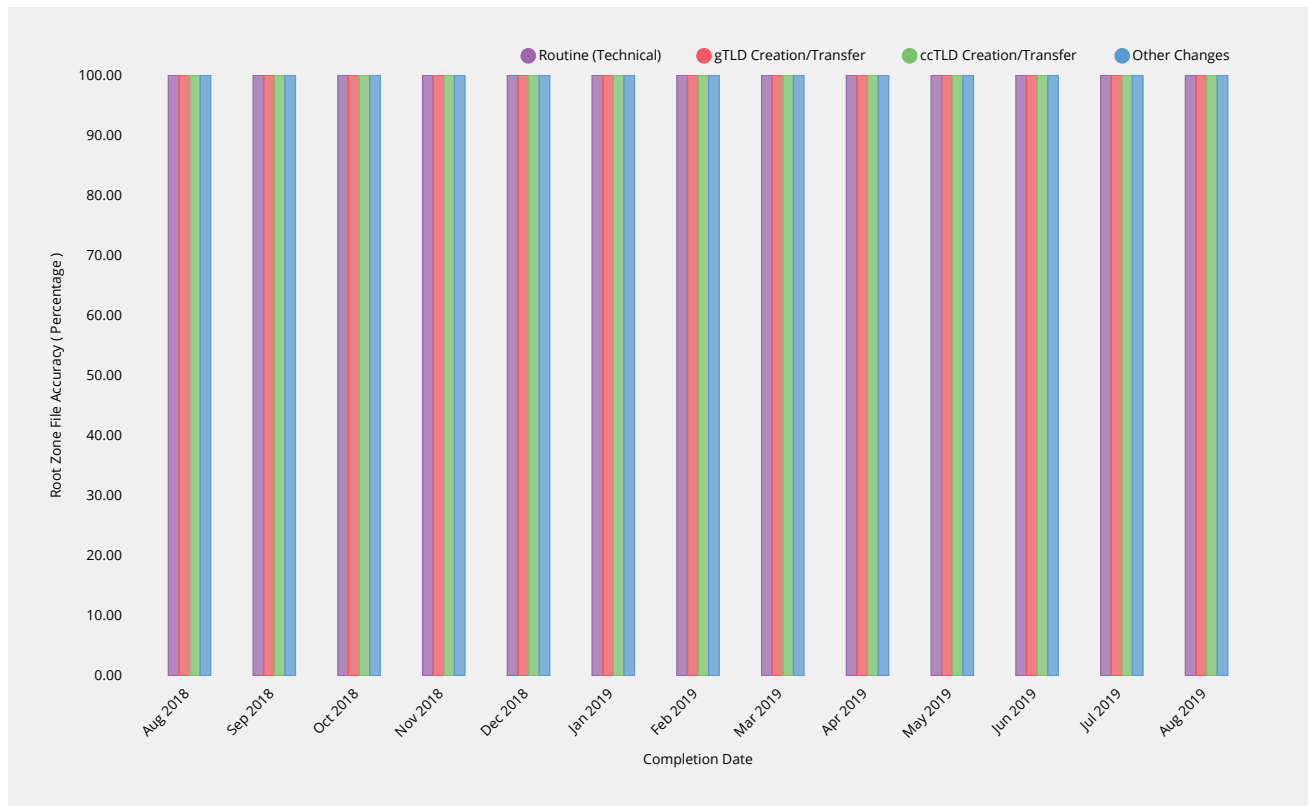


| Credential Change    | 2018-08  | 2018-09  | 2018-10  | 2018-11  | 2018-12  | 2019-01  | 2019-02  | 2019-03  | 2019-04  | 2019-05  | 2019-06  | 2019-07  | 2019-08  |
|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Update Time          | 2.3ms    | 0ms      | 2ms      | 9.5ms    | 2.75ms   | 1ms      | 2ms      | 1ms      | 1.75ms   | 1.6ms    | 4ms      | 1.65ms   | 1ms      |
| Monthly Threshold    | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms |
| 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         | 8        | 2        | 6        | 6        | 6        | 3        | 11       | 9        | 6        | 9        | 6        | 8        | 22       |
| Mean Time            | 0.75ms   | 0ms      | 1ms      | 2.667ms  | 1.167ms  | 1ms      | 0.818ms  | 0.333ms  | 0.833ms  | 0.889ms  | 2.167ms  | 0.5ms    | 0.273ms  |
| Shortest Time        | 0ms      | 0ms      | 0ms      | 0ms      | 0ms      | 1ms      | 0ms      | 0ms      | 0ms      | 0ms      | 1ms      | 0ms      | 0ms      |
| Longest Time         | 3ms      | 0ms      | 2ms      | 12ms     | 3ms      | 1ms      | 2ms      | 1ms      | 2ms      | 2ms      | 4ms      | 2ms      | 1ms      |
| Median Time          | 0.5ms    | 0ms      | 1ms      | 1ms      | 1ms      | 1ms      | 1ms      | 0ms      | 1ms      | 1ms      | 1.5ms    | 0ms      | 0ms      |
| PStDev Time          | 0.968ms  | 0ms      | 0.816ms  | 4.23ms   | 1.067ms  | 0ms      | 0.716ms  | 0.471ms  | 0.687ms  | 0.567ms  | 1.344ms  | 0.707ms  | 0.445ms  |

# Accuracy

## Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



| Routine (Technical) | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Accuracy            | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    |
| 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       | 11      | 19      | 27      | 22      | 55      | 24      | 102     | 102     | 88      | 59      | 23      | 66      | 23      |

| gTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Accuracy               | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    |
| 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          | 0       | 0       | 1       | 0       | 0       | 0       | 1       | 1       | 0       | 5       | 0       | 0       | 1       |

| ccTLD Creation/Transfer | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Accuracy                | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    |
| 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           | 0       | 0       | 0       | 0       | 0       | 1       | 1       | 1       | 0       | 1       | 1       | 0       | 0       |

| Other Changes     | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Accuracy          | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    | 100%    |
| 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     | 1       | 4       | 2       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 6       |

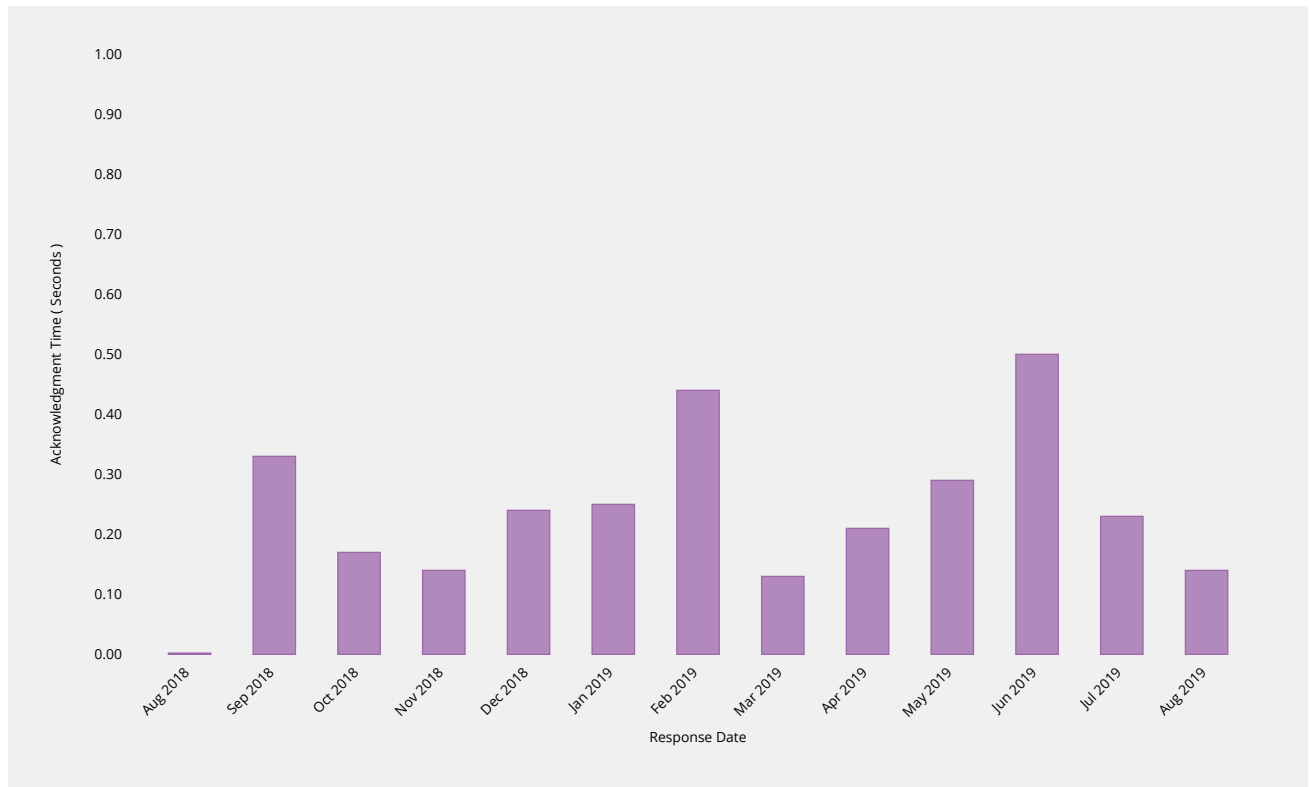


| Other Changes  | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Incident Count | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |
| Request Count  | 1       | 4       | 2       | 0       | 2       | 0       | 4       | 0       | 1       | 0       | 1       | 1       | 6       |

## Enquiry Processing

### Time to acknowledge

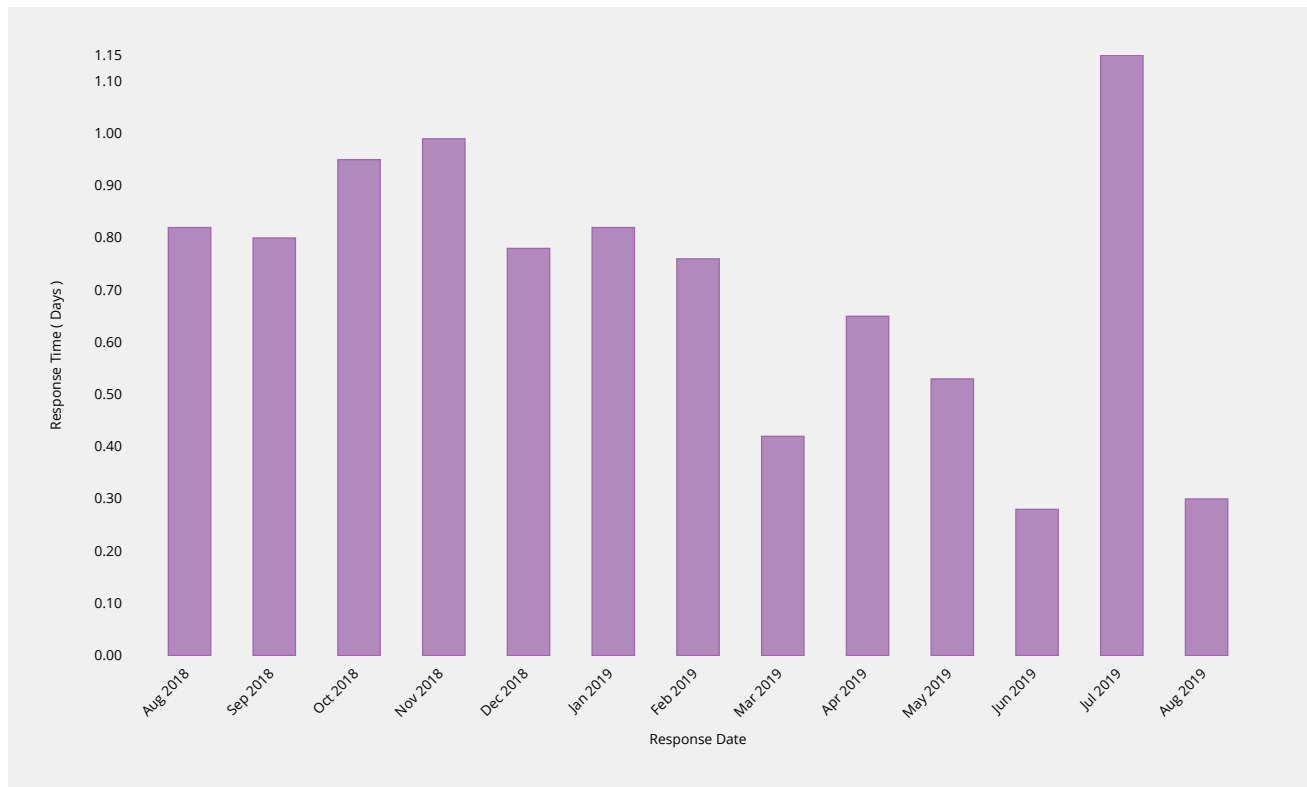
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



| Manual Enquiries       | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Acknowledgment Time    | 0s      | 0.9s    | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1.45s   | 1s      | 1s      |
| 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   | 3       | 3       | 12      | 14      | 17      | 8       | 16      | 15      | 14      | 7       | 12      | 26      | 44      |
| Mean Time              | 0s      | 0.33s   | 0.17s   | 0.14s   | 0.24s   | 0.25s   | 0.44s   | 0.13s   | 0.21s   | 0.29s   | 0.5s    | 0.23s   | 0.14s   |
| Shortest Time          | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      |
| Longest Time           | 0s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 1s      | 2s      | 1s      | 1s      |
| Median Time            | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      | 0s      |
| PStDev Time            | 0s      | 0.47s   | 0.37s   | 0.35s   | 0.42s   | 0.43s   | 0.5s    | 0.34s   | 0.41s   | 0.45s   | 0.65s   | 0.42s   | 0.34s   |

## Time to initial response

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



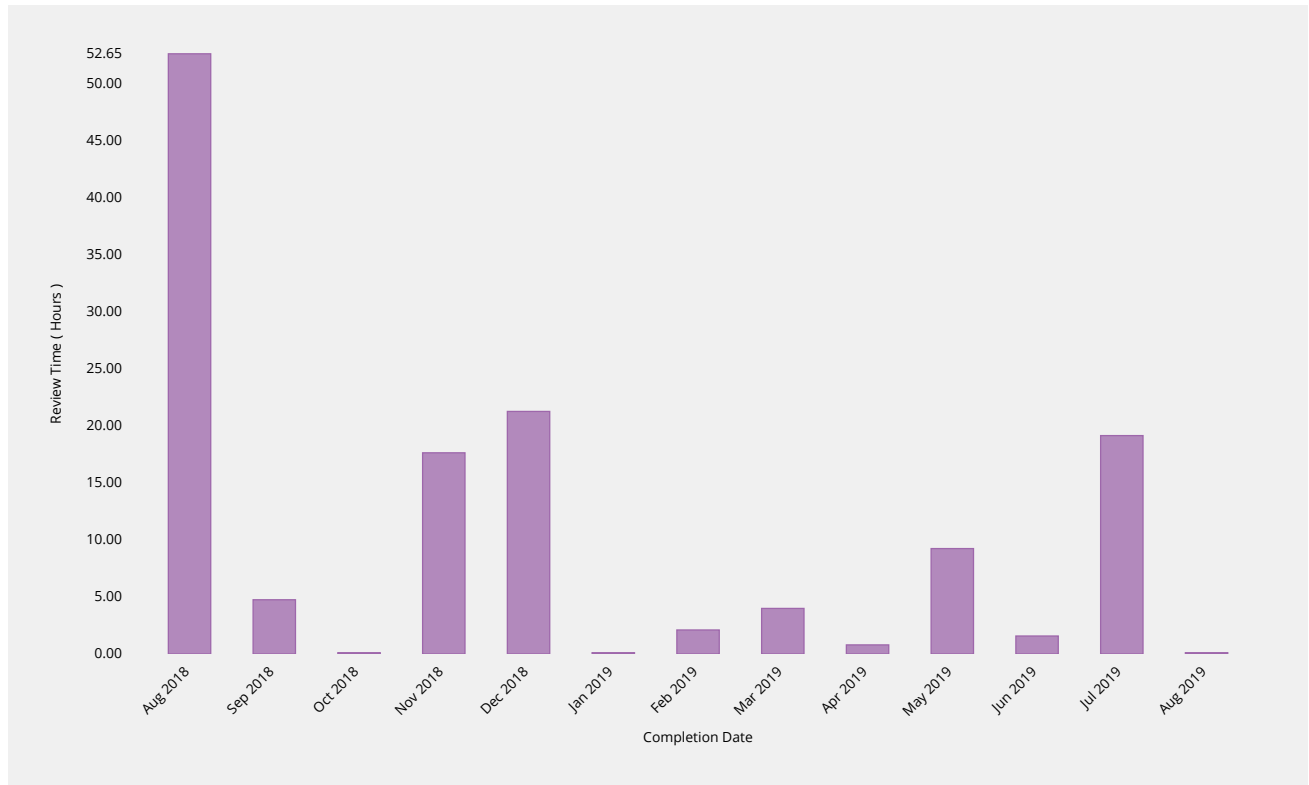
| Manual Enquiries     | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Response Time        | 1.52d   | 1.4d    | 2.95d   | 2.77d   | 1.91d   | 1.68d   | 2.15d   | 1d      | 1.16d   | 1.56d   | 0.47d   | 2.84d   | 0.76d   |
| 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       | 3       | 11      | 15      | 17      | 7       | 16      | 12      | 17      | 7       | 9       | 29      | 38      |
| Mean Time            | 0.82d   | 0.8d    | 0.95d   | 0.99d   | 0.78d   | 0.82d   | 0.76d   | 0.42d   | 0.65d   | 0.53d   | 0.28d   | 1.15d   | 0.3d    |
| Shortest Time        | 0.14d   | 0.27d   | 0d      | 0.09d   | 0d      | 0.17d   | 0d      | 0d      | 0.01d   | 0d      | 0.04d   | 0.01d   | 0d      |
| Longest Time         | 1.76d   | 1.62d   | 3.18d   | 3.04d   | 3.02d   | 1.96d   | 4.82d   | 1.33d   | 4.6d    | 2.95d   | 0.49d   | 11.23d  | 1.27d   |
| Median Time          | 0.55d   | 0.5d    | 0.44d   | 0.46d   | 0.48d   | 0.62d   | 0.27d   | 0.27d   | 0.24d   | 0.05d   | 0.31d   | 0.28d   | 0.21d   |
| PStDev Time          | 0.69d   | 0.59d   | 1.09d   | 1.04d   | 0.81d   | 0.64d   | 1.28d   | 0.39d   | 1.07d   | 1.01d   | 0.17d   | 2.14d   | 0.3d    |



# Label Generation Rulesets

## Review Time

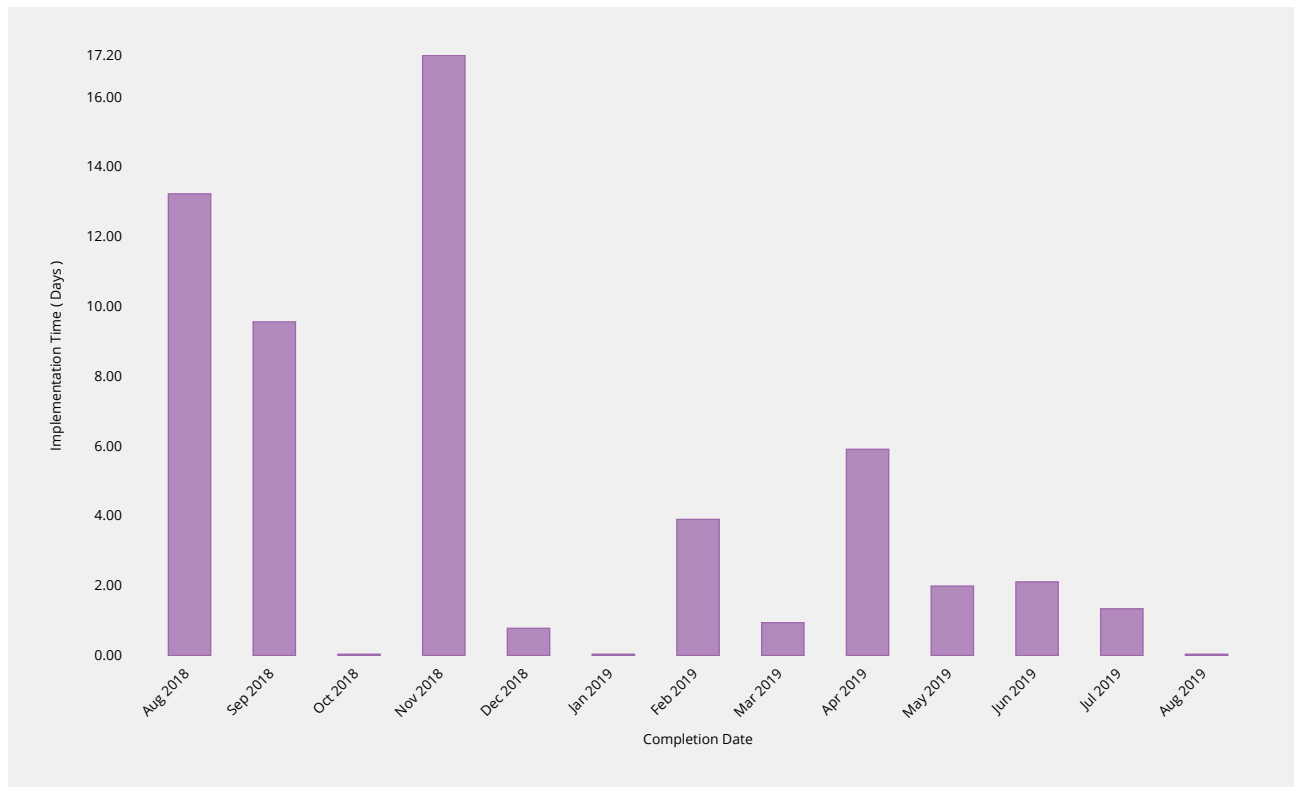
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



| Review Time       | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Time         | 52.65h  | 4.76h   | —       | 17.65h  | 21.28h  | —       | 2.11h   | 4h      | 0.8h    | 9.25h   | 1.58h   | 19.16h  | —       |
| Monthly Threshold | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      | 0h      |
| Review Count      | 27      | 13      | 0       | 8       | 3       | 0       | 2       | 2       | 1       | 10      | 2       | 2       | 0       |
| Shortest Time     | 0.18h   | 0.43h   | —       | 0.15h   | 0.13h   | —       | 2.03h   | 0.63h   | 0.8h    | 0.5h    | 0.04h   | 18.96h  | —       |
| Longest Time      | 151.12h | 22.43h  | —       | 88.13h  | 53.35h  | —       | 2.19h   | 7.38h   | 0.8h    | 44.07h  | 3.13h   | 19.35h  | —       |
| Median Time       | 33.4h   | 1.17h   | —       | 6.08h   | 10.36h  | —       | 2.11h   | 4h      | 0.8h    | 2.19h   | 1.58h   | 19.16h  | —       |
| PStDev Time       | 50.57h  | 6.61h   | —       | 28.25h  | 23.06h  | —       | 0.08h   | 3.38h   | 0h      | 13.68h  | 1.55h   | 0.19h   | —       |

## Implementation Time

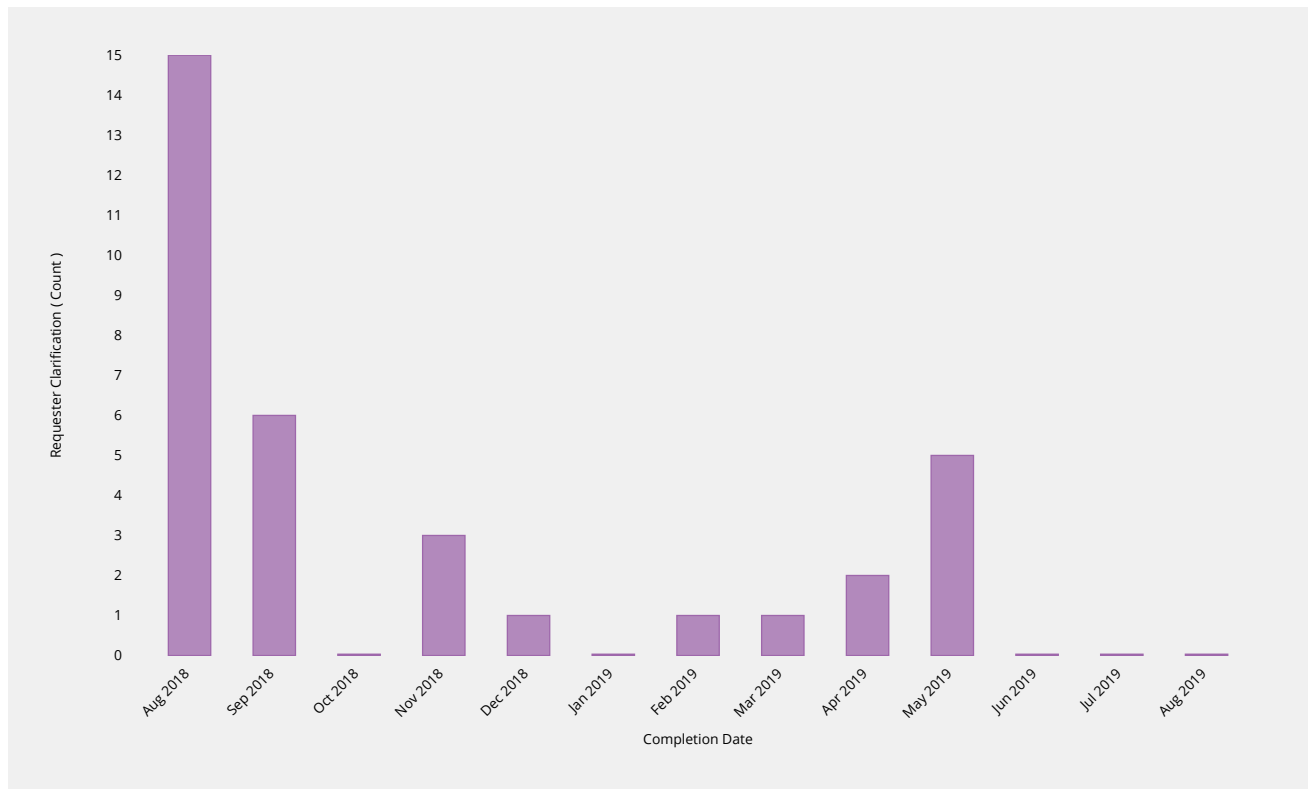
Time it takes for staff to publish a change once it meets all requirements.



| Implementation Time | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Time           | 13.23d  | 9.56d   | —       | 17.2d   | 0.78d   | —       | 3.9d    | 0.94d   | 5.91d   | 1.99d   | 2.11d   | 1.34d   | —       |
| Monthly Threshold   | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      | 0d      |
| Request Count       | 13      | 7       | 0       | 5       | 2       | 0       | 1       | 1       | 1       | 5       | 2       | 2       | 0       |
| Shortest Time       | 1.11d   | 0.28d   | —       | 0.33d   | 0.39d   | —       | 3.9d    | 0.94d   | 5.91d   | 0.22d   | 0.67d   | 1.34d   | —       |
| Longest Time        | 22.88d  | 17.09d  | —       | 41.57d  | 1.17d   | —       | 3.9d    | 0.94d   | 5.91d   | 3.09d   | 3.56d   | 1.34d   | —       |
| Median Time         | 14.32d  | 6.71d   | —       | 5.16d   | 0.78d   | —       | 3.9d    | 0.94d   | 5.91d   | 3.09d   | 2.11d   | 1.34d   | —       |
| PStDev Time         | 5.86d   | 5.75d   | —       | 18.77d  | 0.39d   | —       | 0d      | 0d      | 0d      | 1.35d   | 1.44d   | 0d      | —       |

## Requester Clarification

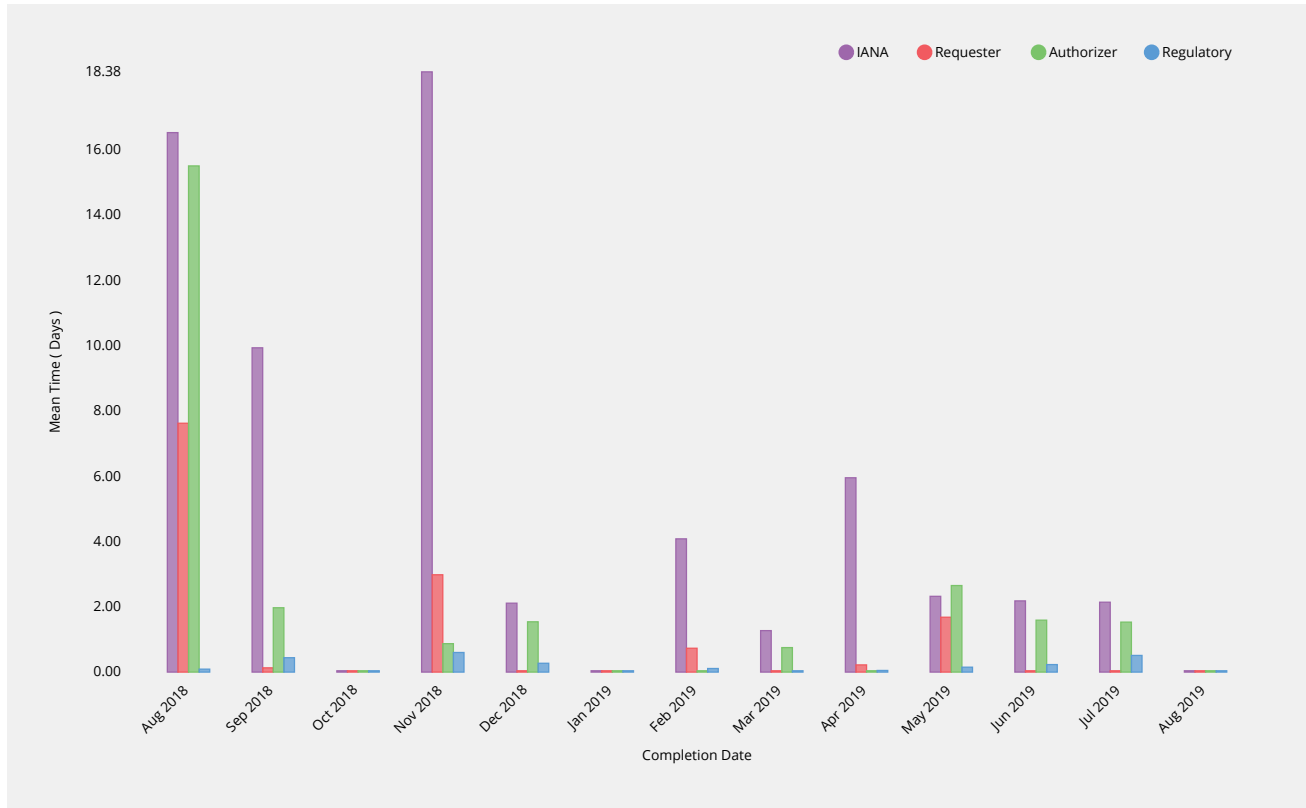
The number of times a clarification or remediation was required from the requester.



| Requester Clarification | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|-------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Count                   | 15      | 6       | —       | 3       | 1       | —       | 1       | 1       | 2       | 5       | 0       | 0       | —       |
| Request Count           | 14      | 7       | 0       | 5       | 2       | 0       | 1       | 1       | 1       | 6       | 2       | 2       | 0       |
| Shortest Clarification  | 0       | 0       | —       | 0       | 0       | —       | 1       | 1       | 2       | 0       | 0       | 0       | —       |
| Longest Clarification   | 2       | 1       | —       | 1       | 1       | —       | 1       | 1       | 2       | 2       | 0       | 0       | —       |

## Time per Actor

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



| IANA          | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Time     | 16.52d  | 9.93d   | —       | 18.38d  | 2.11d   | —       | 4.08d   | 1.27d   | 5.95d   | 2.32d   | 2.18d   | 2.14d   | —       |
| Review Count  | 14      | 7       | 0       | 5       | 2       | 0       | 1       | 1       | 1       | 6       | 2       | 2       | 0       |
| Shortest Time | 1.39d   | 1.31d   | —       | 0.33d   | 1.6d    | —       | 4.08d   | 1.27d   | 5.95d   | 0.14d   | 0.8d    | 2.13d   | —       |
| Longest Time  | 25.21d  | 17.17d  | —       | 41.94d  | 2.62d   | —       | 4.08d   | 1.27d   | 5.95d   | 3.18d   | 3.56d   | 2.15d   | —       |
| Median Time   | 18.43d  | 6.86d   | —       | 9.26d   | 2.11d   | —       | 4.08d   | 1.27d   | 5.95d   | 3.11d   | 2.18d   | 2.14d   | —       |
| PStDev Time   | 7.76d   | 5.59d   | —       | 18.71d  | 0.51d   | —       | 0d      | 0d      | 0d      | 1.21d   | 1.38d   | 0.01d   | —       |

| Requester     | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Time     | 7.62d   | 0.13d   | —       | 2.98d   | 0d      | —       | 0.73d   | 0.02d   | 0.22d   | 1.68d   | —       | —       | —       |
| Review Count  | 11      | 6       | 0       | 3       | 1       | 0       | 1       | 1       | 1       | 3       | 0       | 0       | 0       |
| Shortest Time | 0.06d   | 0.02d   | —       | 0d      | 0d      | —       | 0.73d   | 0.02d   | 0.22d   | 0.02d   | —       | —       | —       |
| Longest Time  | 31.63d  | 0.54d   | —       | 8.83d   | 0d      | —       | 0.73d   | 0.02d   | 0.22d   | 4.88d   | —       | —       | —       |
| Median Time   | 0.76d   | 0.06d   | —       | 0.12d   | 0d      | —       | 0.73d   | 0.02d   | 0.22d   | 0.13d   | —       | —       | —       |
| PStDev Time   | 11.09d  | 0.19d   | —       | 4.13d   | 0d      | —       | 0d      | 0d      | 0d      | 2.27d   | —       | —       | —       |

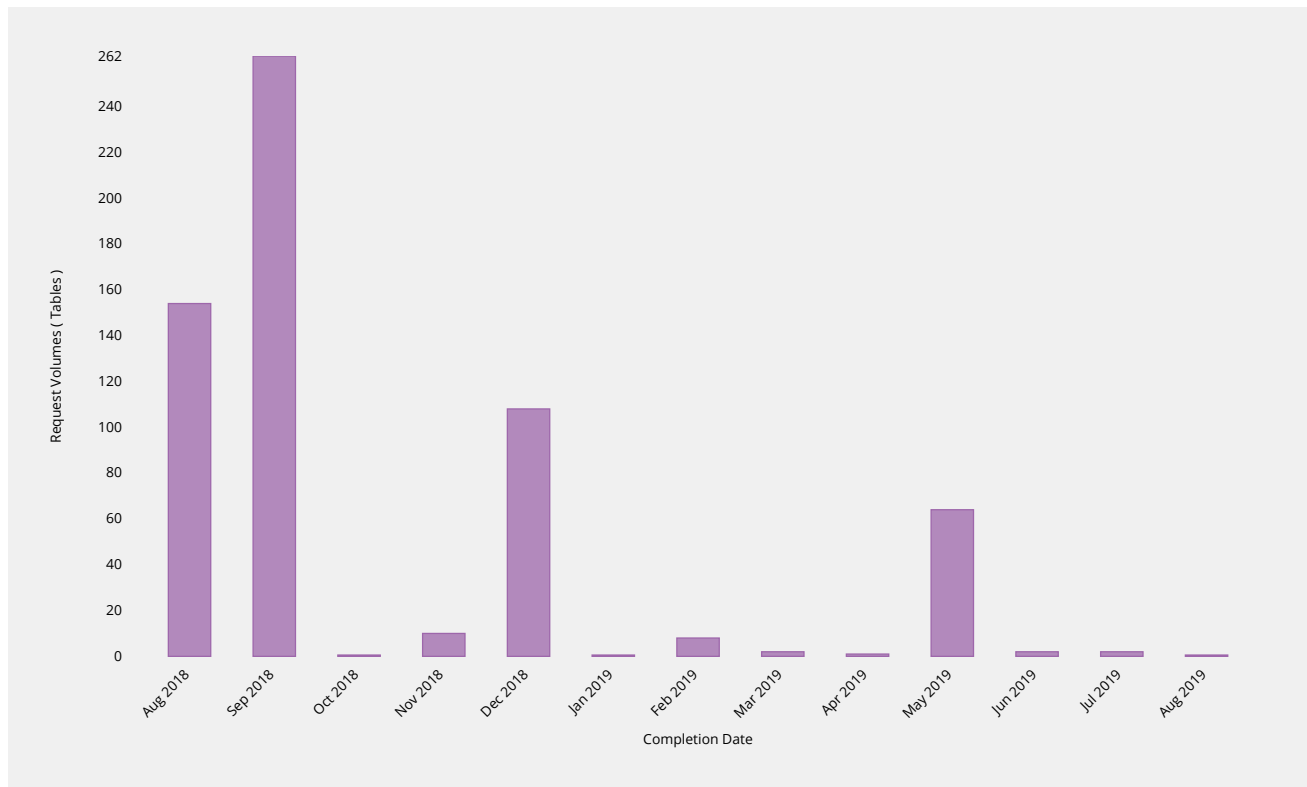
| Authorizer    | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Time     | 15.5d   | 1.97d   | —       | 0.87d   | 1.54d   | —       | 0.03d   | 0.75d   | 0.04d   | 2.65d   | 1.59d   | 1.53d   | —       |
| Review Count  | 13      | 7       | 0       | 5       | 2       | 0       | 1       | 1       | 1       | 5       | 2       | 2       | 0       |
| Shortest Time | 0.02d   | 0.01d   | —       | 0.01d   | 0.69d   | —       | 0.03d   | 0.75d   | 0.04d   | 0d      | 0.02d   | 1.53d   | —       |
| Longest Time  | 34.22d  | 5.44d   | —       | 3.6d    | 2.4d    | —       | 0.03d   | 0.75d   | 0.04d   | 3.87d   | 3.16d   | 1.53d   | —       |
| Median Time   | 11.22d  | 2.36d   | —       | 0.06d   | 1.54d   | —       | 0.03d   | 0.75d   | 0.04d   | 3.87d   | 1.59d   | 1.53d   | —       |
| PStDev Time   | 12.84d  | 1.69d   | —       | 1.38d   | 0.85d   | —       | 0d      | 0d      | 0d      | 1.58d   | 1.57d   | 0d      | —       |

| Regulatory | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Time  | 0.09d   | 0.44d   | —       | 0.6d    | 0.27d   | —       | 0.11d   | 0d      | 0.05d   | 0.15d   | 0.23d   | 0.51d   | —       |

| Regulatory    | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Review Count  | 13      | 6       | 0       | 5       | 2       | 0       | 1       | 1       | 1       | 5       | 2       | 2       | 0       |
| Shortest Time | 0.02d   | 0.02d   | —       | 0d      | 0.01d   | —       | 0.11d   | 0d      | 0.05d   | 0.01d   | 0.11d   | 0.51d   | —       |
| Longest Time  | 0.44d   | 0.74d   | —       | 2.35d   | 0.53d   | —       | 0.11d   | 0d      | 0.05d   | 0.65d   | 0.34d   | 0.51d   | —       |
| Median Time   | 0.04d   | 0.58d   | —       | 0.24d   | 0.27d   | —       | 0.11d   | 0d      | 0.05d   | 0.01d   | 0.23d   | 0.51d   | —       |
| PStDev Time   | 0.12d   | 0.32d   | —       | 0.88d   | 0.26d   | —       | 0d      | 0d      | 0d      | 0.25d   | 0.11d   | 0d      | —       |

## Request Volumes

Total number of LGRs added or modified.



| Request Volumes          | 2018-08 | 2018-09 | 2018-10 | 2018-11 | 2018-12 | 2019-01 | 2019-02 | 2019-03 | 2019-04 | 2019-05 | 2019-06 | 2019-07 | 2019-08 |
|--------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Total LGRs Processed     | 154     | 262     | —       | 10      | 108     | —       | 8       | 2       | 1       | 64      | 2       | 2       | —       |
| Request Count            | 13      | 7       | 0       | 5       | 2       | 0       | 1       | 1       | 1       | 5       | 2       | 2       | 0       |
| Average LGRs per Request | 12      | 37      | —       | 2       | 54      | —       | 8       | 2       | 1       | 13      | 1       | 1       | —       |
| Smallest per Request     | 1       | 1       | —       | 1       | 4       | —       | 8       | 2       | 1       | 1       | 1       | 1       | —       |
| Largest per Request      | 64      | 238     | —       | 3       | 104     | —       | 8       | 2       | 1       | 20      | 1       | 1       | —       |

# 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.