

# IANA Naming Function Monthly Performance Report

November 2020

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.85s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.08s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.63s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 1.35d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.59d	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%)	✓ 0.46d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.62m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.47m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.46m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.00ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.97d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.73d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.08d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 38.99h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	2.45h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.32s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.22s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.20s	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.10s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.000ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.83d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 4.73d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 5.13d	p36
Requester Clarification	Requester Clarification	N/A	5	p37
Time per Actor	IANA	N/A	7.50d	p38
Time per Actor	Requester	N/A	11.03d	p38
Time per Actor	Authorizer	N/A	2.90d	p38
Time per Actor	Regulatory	N/A	1.51d	p38
Request Volumes	Request Volumes	N/A	434	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## Exceptions and Narrative for Reporting Period

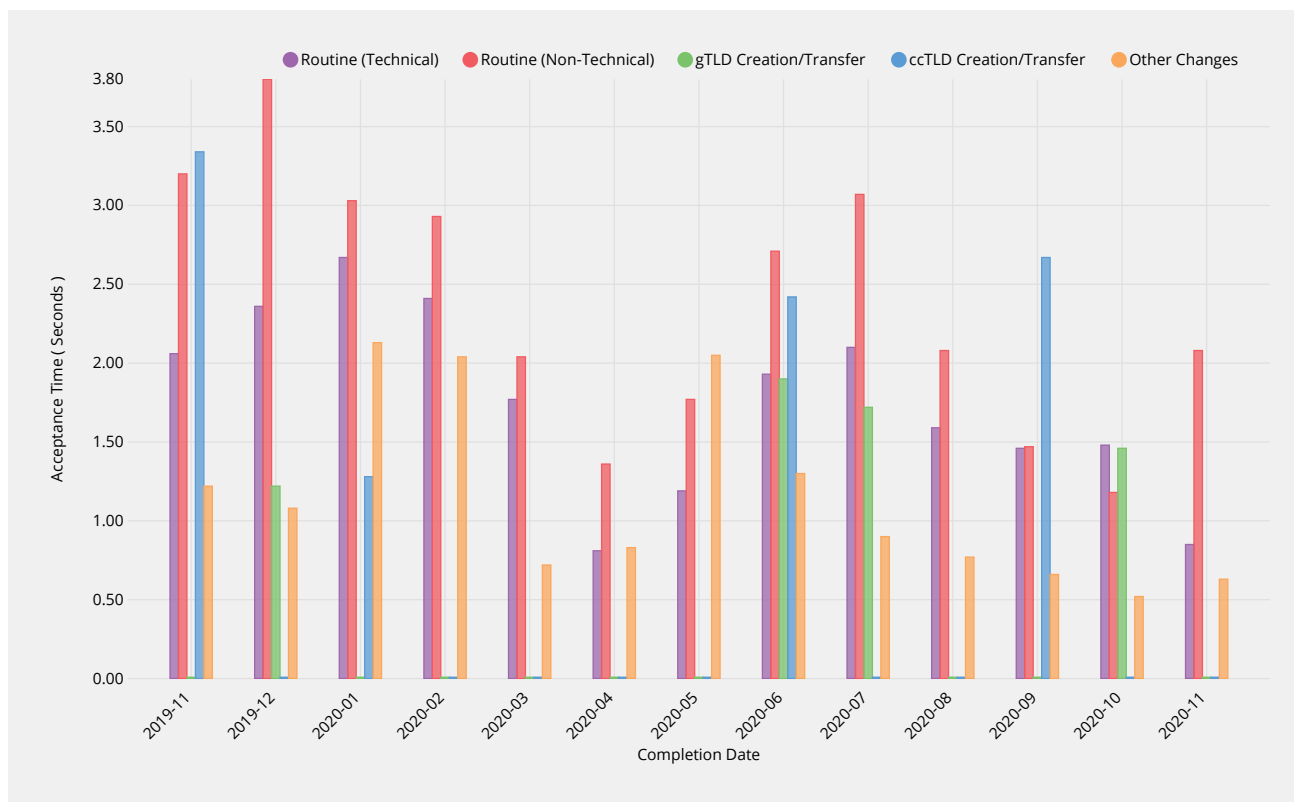
There were no exceptions for the reporting period.

# Detailed Performance for Reporting Period

## Submission

### Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Acceptance Time	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s	1.59s	1.46s	1.48s	0.85s
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	38	42	72	36	71	704	83	255	53	33	77	154	145
Mean Time	1.17s	1.50s	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s	0.74s	0.68s	0.66s	0.63s
Shortest Time	0.61s	0.64s	0.63s	0.61s	0.50s	0.51s	0.54s	0.67s	0.58s	0.48s	0.47s	0.38s	0.43s
Longest Time	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s	1.66s	2.35s	1.83s	1.89s
Median Time	1.07s	1.25s	1.26s	1.09s	0.66s	0.60s	0.67s	1.05s	0.94s	0.60s	0.60s	0.58s	0.58s
PStDev Time	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s	0.33s	0.30s	0.27s	0.21s

Routine (Non-Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Acceptance Time	3.20s	3.80s	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s	2.08s	1.47s	1.18s	2.08s
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	19	23	145	69	22	111	59	28	14	14	20	204	70
Mean Time	2.00s	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s	1.12s	1.14s	1.02s	1.45s
Shortest Time	1.00s	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s	0.81s	0.80s	0.76s	0.85s
Longest Time	3.26s	4.36s	3.89s	3.94s	2.10s	2.47s	3.21s	2.92s	3.08s	2.20s	1.48s	2.15s	2.20s
Median Time	1.94s	2.00s	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s	0.94s	1.07s	1.00s	1.29s
PStDev Time	0.65s	0.72s	0.61s	0.63s	0.40s	0.25s	0.39s	0.44s	0.61s	0.42s	0.20s	0.16s	0.44s

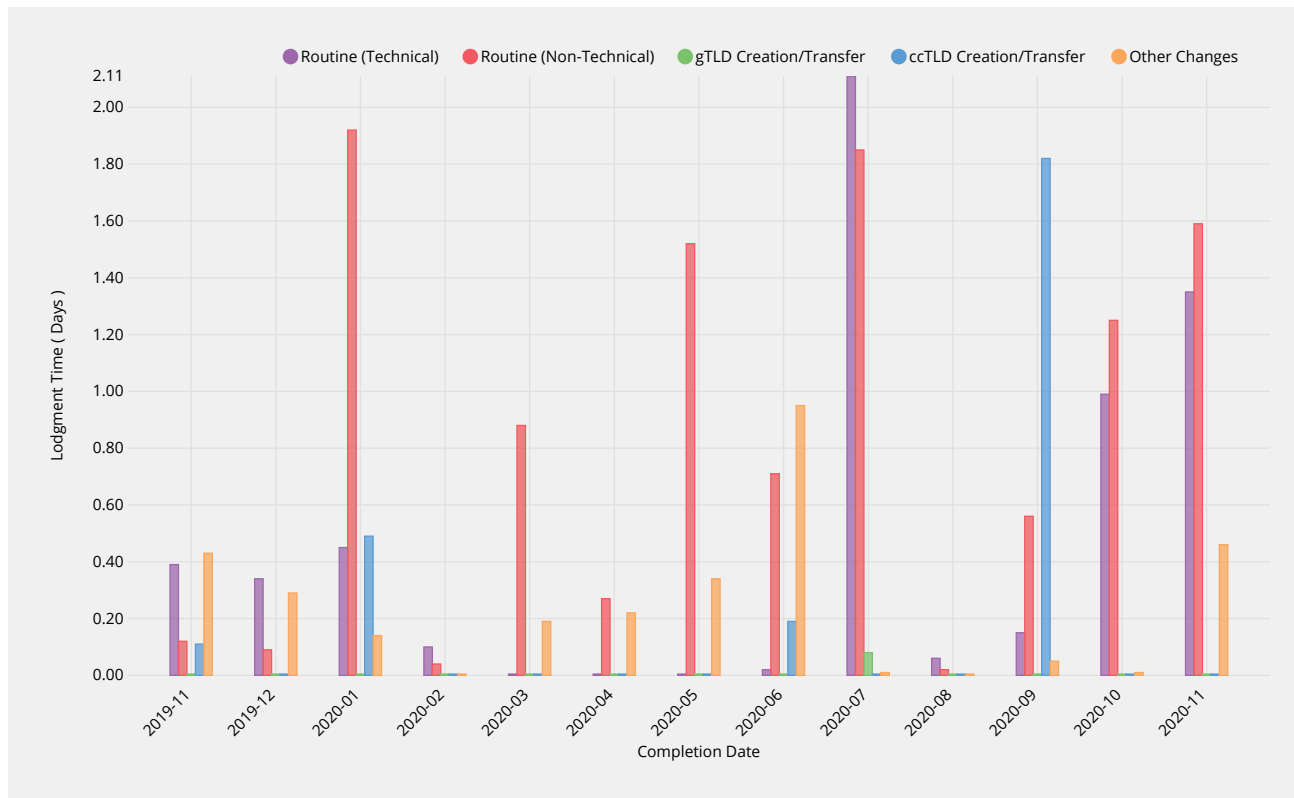
gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Acceptance Time	—	1.22s	—	—	—	—	—	1.90s	1.72s	—	—	1.46s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	0	0	0	0	0	3	1	0	0	4	0
Mean Time	—	1.22s	—	—	—	—	—	1.43s	1.72s	—	—	1.08s	—
Shortest Time	—	1.22s	—	—	—	—	—	1.12s	1.72s	—	—	0.63s	—
Longest Time	—	1.22s	—	—	—	—	—	1.98s	1.72s	—	—	1.51s	—
Median Time	—	1.22s	—	—	—	—	—	1.18s	1.72s	—	—	1.10s	—
PStDev Time	—	0.00s	—	—	—	—	—	0.39s	0.00s	—	—	0.31s	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Acceptance Time	3.34s	—	1.28s	—	—	—	—	2.42s	—	—	2.67s	—	—
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	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	3.34s	—	1.16s	—	—	—	—	2.42s	—	—	2.67s	—	—
Shortest Time	3.34s	—	1.03s	—	—	—	—	2.42s	—	—	2.67s	—	—
Longest Time	3.34s	—	1.29s	—	—	—	—	2.42s	—	—	2.67s	—	—
Median Time	3.34s	—	1.16s	—	—	—	—	2.42s	—	—	2.67s	—	—
PStDev Time	0.00s	—	0.13s	—	—	—	—	0.00s	—	—	0.00s	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Acceptance Time	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s	0.77s	0.66s	0.52s	0.63s
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	11	2	5	1	2	1	4	3	2	1	2	1	2
Mean Time	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s	0.77s	0.60s	0.52s	0.59s
Shortest Time	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s	0.77s	0.53s	0.52s	0.55s
Longest Time	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s	0.77s	0.66s	0.52s	0.63s
Median Time	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s	0.77s	0.60s	0.52s	0.59s
PStDev Time	0.10s	0.07s	0.36s	0.00s	0.04s	0.00s	0.49s	0.12s	0.14s	0.00s	0.07s	0.00s	0.04s

## Manual Lodgment Time

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



Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Lodgment Time	0.39d	0.34d	0.45d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	0.99d	1.35d
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	3	6	1	1	0	0	1	1	1	2	6	4
Mean Time	0.14d	0.23d	0.25d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.25d	0.55d
Shortest Time	0.00d	0.13d	0.10d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.04d	0.00d	0.00d
Longest Time	0.44d	0.36d	0.48d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	1.29d	1.52d
Median Time	0.06d	0.19d	0.21d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.06d	0.34d
PStDev Time	0.18d	0.10d	0.14d	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.06d	0.47d	0.58d

Routine (Non-Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Lodgment Time	0.12d	0.09d	1.92d	0.04d	0.88d	0.27d	1.52d	0.71d	1.85d	0.02d	0.56d	1.25d	1.59d
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	2	1	6	1	4	5	1	5	4	1	1	4	4
Mean Time	0.11d	0.09d	0.85d	0.04d	0.41d	0.17d	1.52d	0.34d	0.65d	0.02d	0.56d	0.65d	0.61d
Shortest Time	0.09d	0.09d	0.06d	0.04d	0.07d	0.01d	1.52d	0.02d	0.02d	0.02d	0.56d	0.10d	0.06d
Longest Time	0.12d	0.09d	2.02d	0.04d	0.98d	0.27d	1.52d	0.76d	2.10d	0.02d	0.56d	1.30d	1.80d
Median Time	0.11d	0.09d	0.59d	0.04d	0.30d	0.23d	1.52d	0.25d	0.24d	0.02d	0.56d	0.60d	0.29d
PStDev Time	0.01d	0.00d	0.72d	0.00d	0.34d	0.11d	0.00d	0.26d	0.85d	0.00d	0.00d	0.51d	0.70d

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Lodgment Time	—	—	—	—	—	—	—	—	0.08d	—	—	—	—
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	0	0	0	0	1	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.08d	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.08d	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.08d	—	—	—	—

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Median Time	—	—	—	—	—	—	—	—	0.08d	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	—

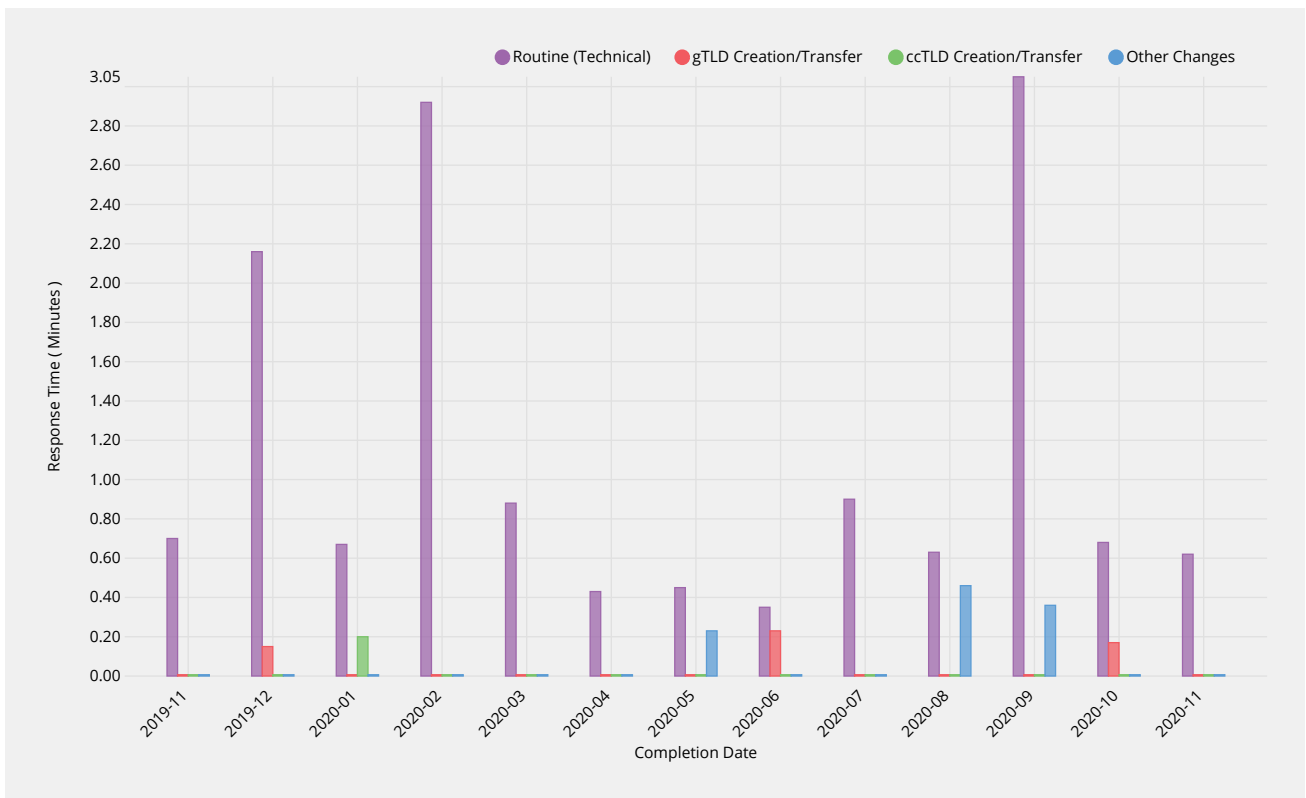
ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Lodgment Time	0.11d	—	0.49d	—	—	—	—	0.19d	—	—	1.82d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	0.11d	—	0.35d	—	—	—	—	0.19d	—	—	1.82d	—	—
Shortest Time	0.11d	—	0.19d	—	—	—	—	0.19d	—	—	1.82d	—	—
Longest Time	0.11d	—	0.50d	—	—	—	—	0.19d	—	—	1.82d	—	—
Median Time	0.11d	—	0.35d	—	—	—	—	0.19d	—	—	1.82d	—	—
PStDev Time	0.00d	—	0.16d	—	—	—	—	0.00d	—	—	0.00d	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Lodgment Time	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.34d	0.95d	0.01d	—	0.05d	0.01d	0.46d
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	11	2	1	0	2	1	2	2	2	0	1	1	1
Mean Time	0.23d	0.29d	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d
Shortest Time	0.01d	0.29d	0.14d	—	0.19d	0.22d	0.24d	0.01d	0.01d	—	0.05d	0.01d	0.46d
Longest Time	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.35d	1.00d	0.01d	—	0.05d	0.01d	0.46d
Median Time	0.13d	0.29d	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d
PStDev Time	0.18d	0.00d	0.00d	—	0.00d	0.00d	0.05d	0.49d	0.00d	—	0.00d	0.00d	0.00d

## Technical Checks

### Technical Check (First)

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





Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	0.70m	2.16m	0.67m	2.92m	0.88m	0.43m	0.45m	0.35m	0.90m	0.63m	3.05m	0.68m	0.62m
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	38	42	72	36	71	704	83	255	53	33	77	154	145
Mean Time	0.35m	0.72m	0.45m	0.79m	0.38m	0.19m	0.20m	0.21m	0.35m	0.28m	0.59m	0.29m	0.28m
Shortest Time	0.12m	0.09m	0.11m	0.13m	0.11m	0.08m	0.08m	0.09m	0.10m	0.08m	0.10m	0.10m	0.09m
Longest Time	1.74m	13.12m	7.85m	3.34m	3.40m	3.21m	0.51m	3.11m	2.85m	1.30m	5.88m	2.87m	2.88m
Median Time	0.29m	0.23m	0.26m	0.40m	0.27m	0.16m	0.17m	0.16m	0.21m	0.19m	0.23m	0.20m	0.18m
PStDev Time	0.28m	2.01m	0.93m	0.88m	0.44m	0.16m	0.11m	0.33m	0.41m	0.23m	1.08m	0.35m	0.34m

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	0.15m	—	—	—	—	—	0.23m	—	—	—	0.17m	—
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	1	0	0	0	0	0	3	0	0	0	2	0
Mean Time	—	0.15m	—	—	—	—	—	0.21m	—	—	—	0.15m	—
Shortest Time	—	0.15m	—	—	—	—	—	0.20m	—	—	—	0.14m	—
Longest Time	—	0.15m	—	—	—	—	—	0.23m	—	—	—	0.17m	—
Median Time	—	0.15m	—	—	—	—	—	0.21m	—	—	—	0.15m	—
PStDev Time	—	0.00m	—	—	—	—	—	0.01m	—	—	—	0.02m	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	—	0.20m	—	—	—	—	—	—	—	—	—	—
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	2	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.20m	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.20m	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.20m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.20m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00m	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	—	—	—	—	—	0.23m	—	—	0.46m	0.36m	—	—
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	2	0	0	1	1	0	0
Mean Time	—	—	—	—	—	—	0.17m	—	—	0.46m	0.36m	—	—
Shortest Time	—	—	—	—	—	—	0.12m	—	—	0.46m	0.36m	—	—
Longest Time	—	—	—	—	—	—	0.23m	—	—	0.46m	0.36m	—	—
Median Time	—	—	—	—	—	—	0.17m	—	—	0.46m	0.36m	—	—
PStDev Time	—	—	—	—	—	—	0.06m	—	—	0.00m	0.00m	—	—

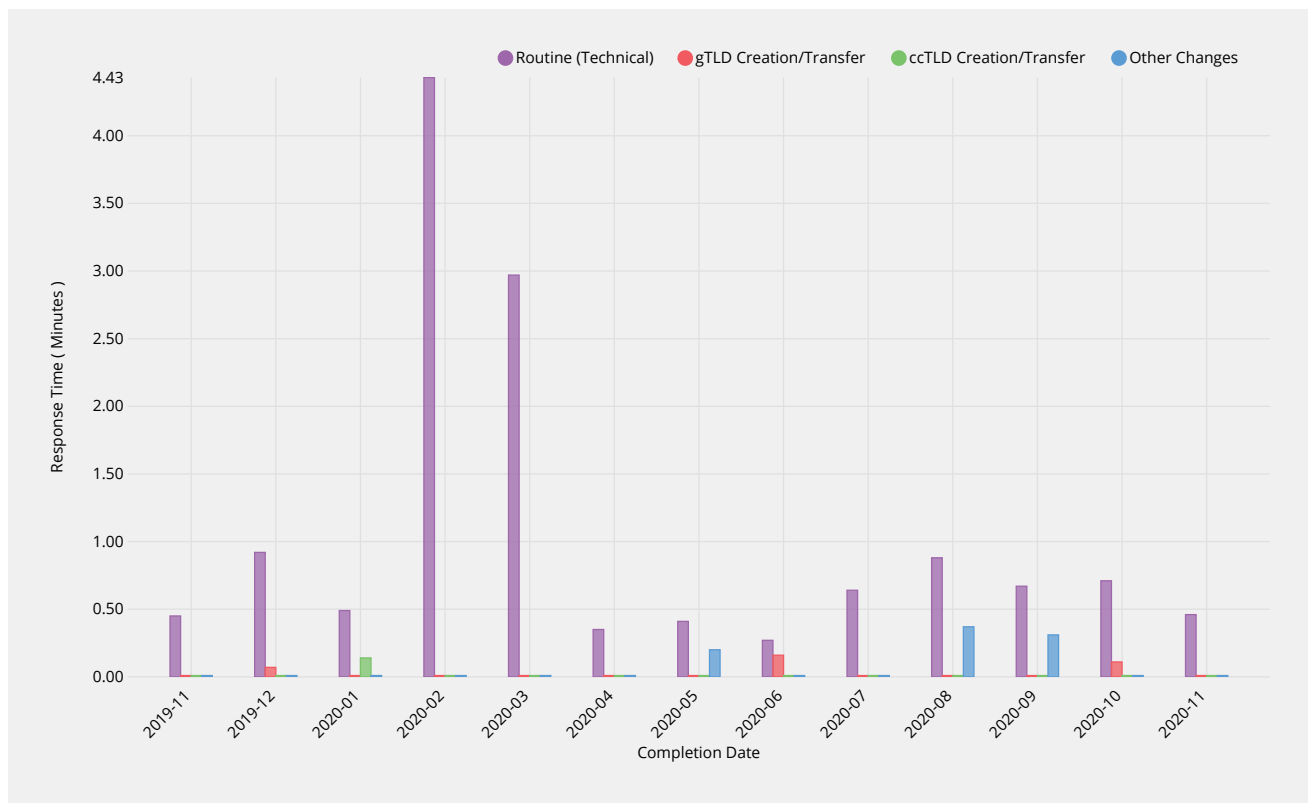


ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Longest Time	—	—	0.21m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.13m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.02m	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	—	—	—	—	—	0.19m	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	4	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	0.18m	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	0.17m	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	0.20m	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	0.18m	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.01m	—	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m	0.41m	0.27m	0.64m	0.88m	0.67m	0.71m	0.46m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	38	54	73	130	115	723	85	264	64	45	78	165	205
Mean Time	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m	0.15m	0.14m	0.21m	0.25m	0.30m	0.26m	0.19m
Shortest Time	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m	0.07m	0.07m	0.07m	0.07m	0.08m	0.05m	0.07m
Longest Time	0.60m	10.30m	1.45m	4.48m	3.24m	0.75m	0.70m	3.07m	0.90m	1.65m	2.90m	0.99m	1.65m
Median Time	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m	0.10m	0.10m	0.10m	0.13m	0.17m	0.15m	0.11m
PStDev Time	0.11m	1.37m	0.19m	1.60m	1.17m	0.10m	0.12m	0.26m	0.19m	0.29m	0.51m	0.20m	0.17m

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	0.07m	—	—	—	—	—	0.16m	—	—	—	0.11m	—

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	0	0	0	0	0	3	0	0	0	1	0
Mean Time	—	0.07m	—	—	—	—	—	0.15m	—	—	—	0.11m	—
Shortest Time	—	0.07m	—	—	—	—	—	0.14m	—	—	—	0.11m	—
Longest Time	—	0.07m	—	—	—	—	—	0.16m	—	—	—	0.11m	—
Median Time	—	0.07m	—	—	—	—	—	0.14m	—	—	—	0.11m	—
PStDev Time	—	0.00m	—	—	—	—	—	0.01m	—	—	—	0.00m	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	—	0.14m	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	2	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.13m	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.12m	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.14m	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.13m	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.01m	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	—	—	—	—	—	—	0.20m	—	—	0.37m	0.31m	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	2	0	0	1	1	0	0
Mean Time	—	—	—	—	—	—	0.14m	—	—	0.37m	0.31m	—	—
Shortest Time	—	—	—	—	—	—	0.08m	—	—	0.37m	0.31m	—	—
Longest Time	—	—	—	—	—	—	0.20m	—	—	0.37m	0.31m	—	—
Median Time	—	—	—	—	—	—	0.14m	—	—	0.37m	0.31m	—	—
PStDev Time	—	—	—	—	—	—	0.06m	—	—	0.00m	0.00m	—	—



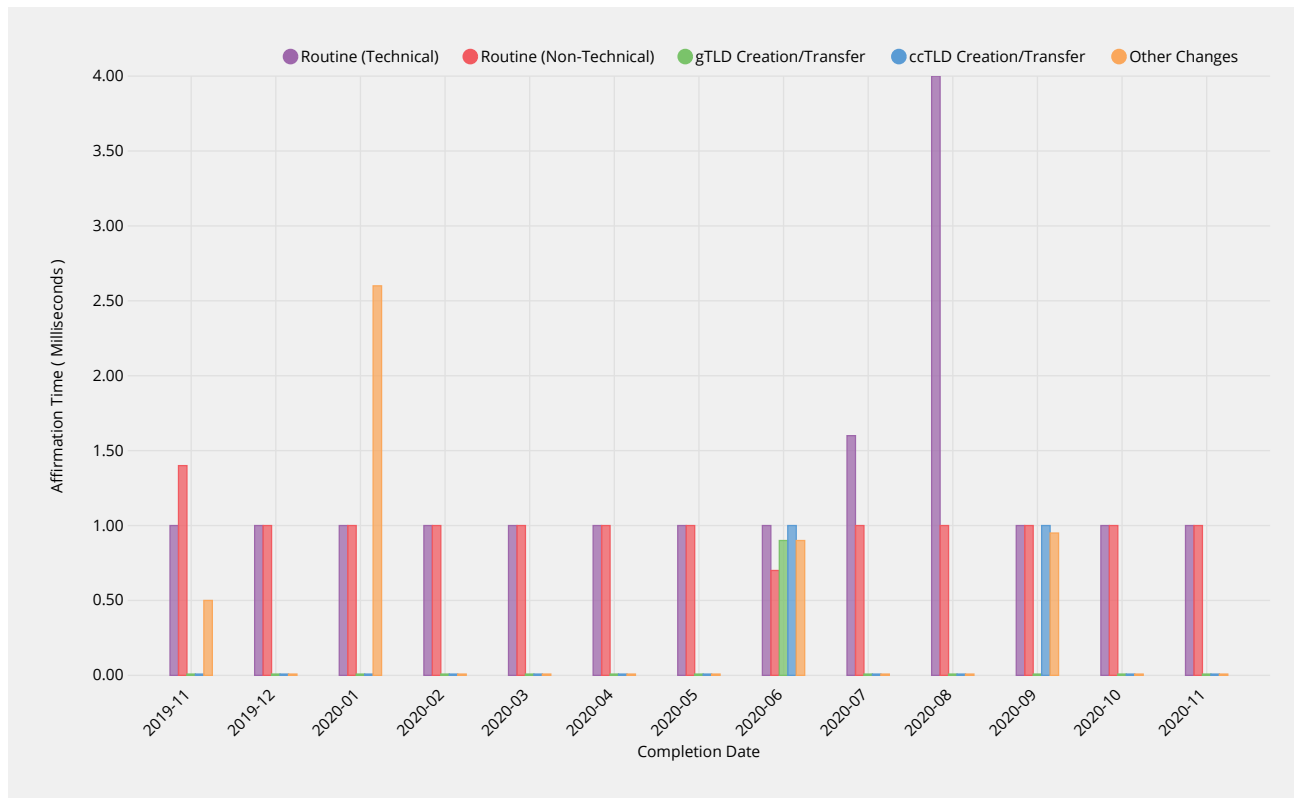
gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	0	0	0	0	3	1	0	0	4	0
Mean Time	—	1.00ms	—	—	—	—	—	1.33ms	1.00ms	—	—	2.00ms	—
Shortest Time	—	1.00ms	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—
Longest Time	—	1.00ms	—	—	—	—	—	2.00ms	1.00ms	—	—	2.00ms	—
Median Time	—	1.00ms	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—
PStDev Time	—	0.00ms	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Dispatch Time	1.00ms	—	3.90ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
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	1	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	1.00ms	—	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
Shortest Time	1.00ms	—	2.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
Longest Time	1.00ms	—	4.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
Median Time	1.00ms	—	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
PStDev Time	0.00ms	—	1.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Dispatch Time	1.00ms	1.00ms	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—
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	2	5	1	2	1	2	0	0	1	1	0	0
Mean Time	1.00ms	1.00ms	1.40ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—
Shortest Time	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—
Longest Time	1.00ms	1.00ms	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—
Median Time	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—
PStDev Time	0.00ms	0.00ms	0.49ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	0.00ms	0.00ms	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	4.00ms	1.00ms	1.00ms	1.00ms
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	36	35	68	30	62	696	81	251	49	30	64	143	135
Mean Time	0.14ms	0.17ms	0.28ms	0.30ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms	1.03ms	0.28ms	0.19ms	0.21ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	2.00ms	9.00ms	2.00ms	2.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.42ms	0.38ms	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms	1.91ms	0.48ms	0.41ms	0.41ms

Routine (Non-Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Affirmation Time	1.40ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.70ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
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	13	19	139	63	21	110	54	27	13	14	19	202	60
Mean Time	0.23ms	0.16ms	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms	0.36ms	0.26ms	0.23ms	0.23ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	2.00ms	1.00ms	3.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	5.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms	0.48ms	0.44ms	0.53ms	0.42ms

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Affirmation Time	—	0.00ms	—	—	—	—	—	0.90ms	0.00ms	—	—	0.00ms	—
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	0	0	3	1	0	0	3	0
Mean Time	—	0.00ms	—	—	—	—	—	0.33ms	0.00ms	—	—	0.00ms	—
Shortest Time	—	0.00ms	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Longest Time	—	0.00ms	—	—	—	—	—	1.00ms	0.00ms	—	—	0.00ms	—
Median Time	—	0.00ms	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—
PStDev Time	—	0.00ms	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Affirmation Time	0.00ms	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
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	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	0.00ms	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
Shortest Time	0.00ms	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
Longest Time	0.00ms	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
Median Time	0.00ms	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—
PStDev Time	0.00ms	—	0.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Affirmation Time	0.50ms	0.00ms	2.60ms	0.00ms	0.00ms	0.00ms	0.00ms	0.90ms	0.00ms	0.00ms	0.95ms	0.00ms	0.00ms
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	11	2	5	1	2	1	4	3	2	1	2	1	2
Mean Time	0.09ms	0.00ms	0.80ms	0.00ms	0.00ms	0.00ms	0.00ms	0.33ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	0.00ms	3.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms
PStDev Time	0.29ms	0.00ms	1.17ms	0.00ms	0.00ms	0.00ms	0.00ms	0.47ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms





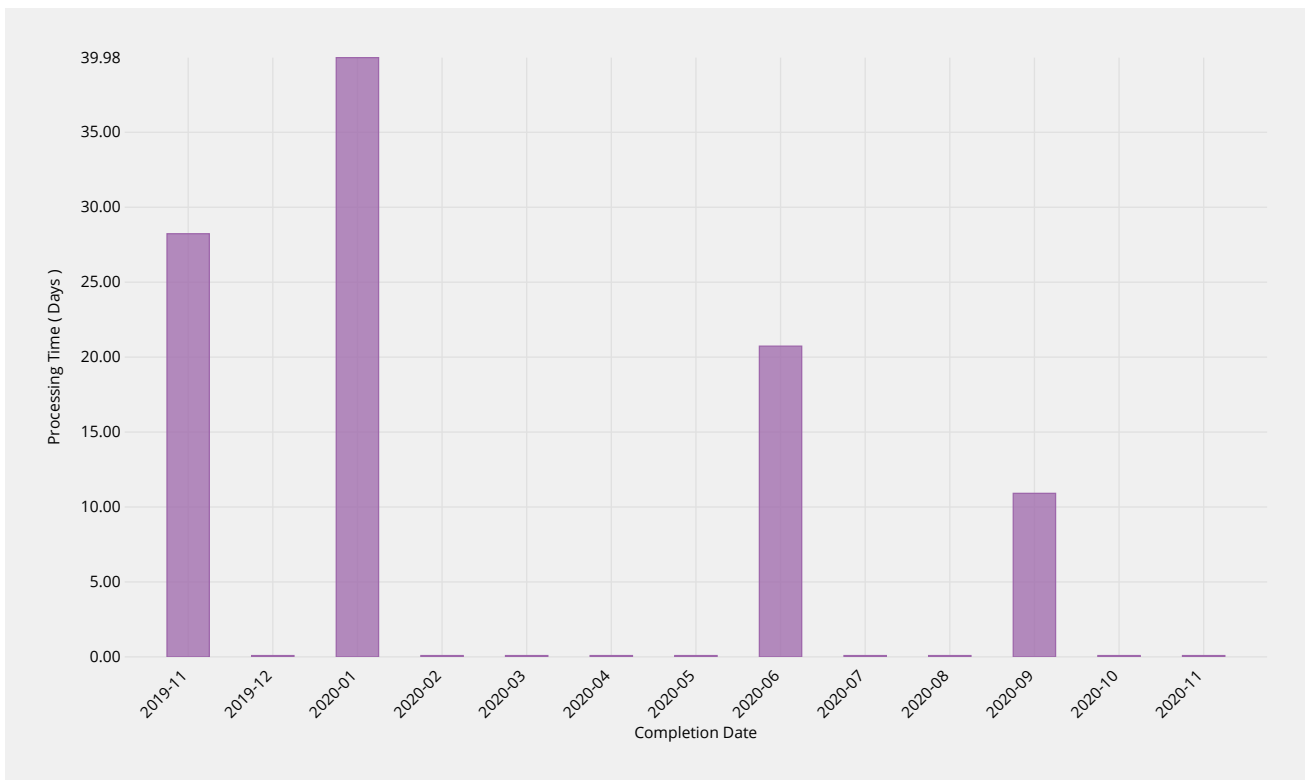
gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Request Count	0	1	0	0	0	0	0	3	1	0	0	3	0
Mean Time	—	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	1.64d	—
Shortest Time	—	2.88d	—	—	—	—	—	0.93d	0.81d	—	—	0.19d	—
Longest Time	—	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	2.95d	—
Median Time	—	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	1.80d	—
PStDev Time	—	0.00d	—	—	—	—	—	0.00d	0.00d	—	—	1.13d	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Processing Time	43.97d	—	65.13d	—	—	—	—	38.26d	—	—	21.04d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	—	—	—	—	—	—
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	—	—	—	—	—	—
Request Count	1	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	43.97d	—	63.80d	—	—	—	—	38.26d	—	—	21.04d	—	—
Shortest Time	43.97d	—	62.48d	—	—	—	—	38.26d	—	—	21.04d	—	—
Longest Time	43.97d	—	65.13d	—	—	—	—	38.26d	—	—	21.04d	—	—
Median Time	43.97d	—	63.80d	—	—	—	—	38.26d	—	—	21.04d	—	—
PStDev Time	0.00d	—	1.33d	—	—	—	—	0.00d	—	—	0.00d	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Processing Time	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	11	2	5	1	2	1	4	3	2	1	2	1	2
Mean Time	0.28d	0.32d	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d	0.57d	2.14d	0.08d	0.06d
Shortest Time	0.03d	0.03d	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d	0.57d	1.44d	0.08d	0.04d
Longest Time	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d
Median Time	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d	0.57d	2.14d	0.08d	0.06d
PStDev Time	0.25d	0.29d	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d	0.00d	0.70d	0.00d	0.02d

### Third Party Approval

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

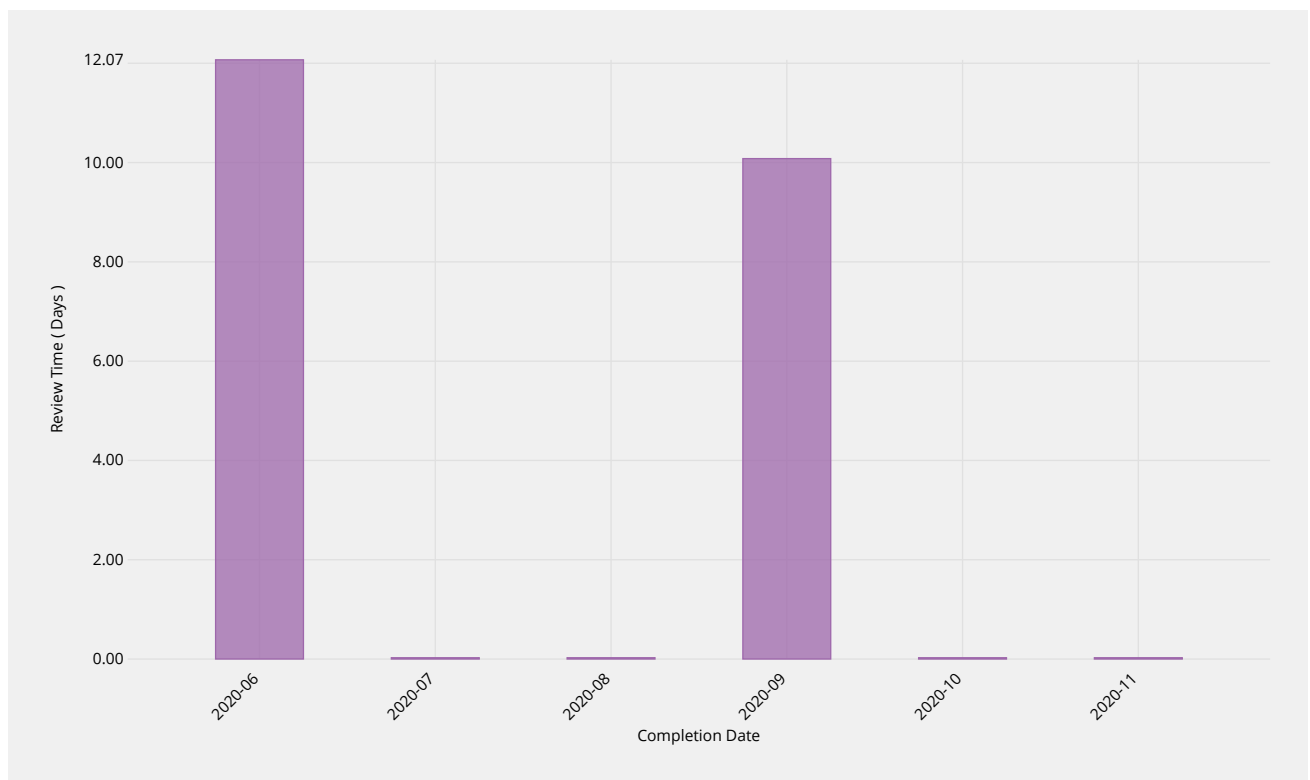


ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Processing Time	28.23d	—	39.98d	—	—	—	—	20.73d	—	—	10.91d	—	—
Request Count	1	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	28.23d	—	29.48d	—	—	—	—	20.73d	—	—	10.91d	—	—
Shortest Time	28.23d	—	18.98d	—	—	—	—	20.73d	—	—	10.91d	—	—
Longest Time	28.23d	—	39.98d	—	—	—	—	20.73d	—	—	10.91d	—	—
Median Time	28.23d	—	29.48d	—	—	—	—	20.73d	—	—	10.91d	—	—
PStDev Time	0.00d	—	10.50d	—	—	—	—	0.00d	—	—	0.00d	—	—

## ccTLD Creation/Transfer

### Submission Review

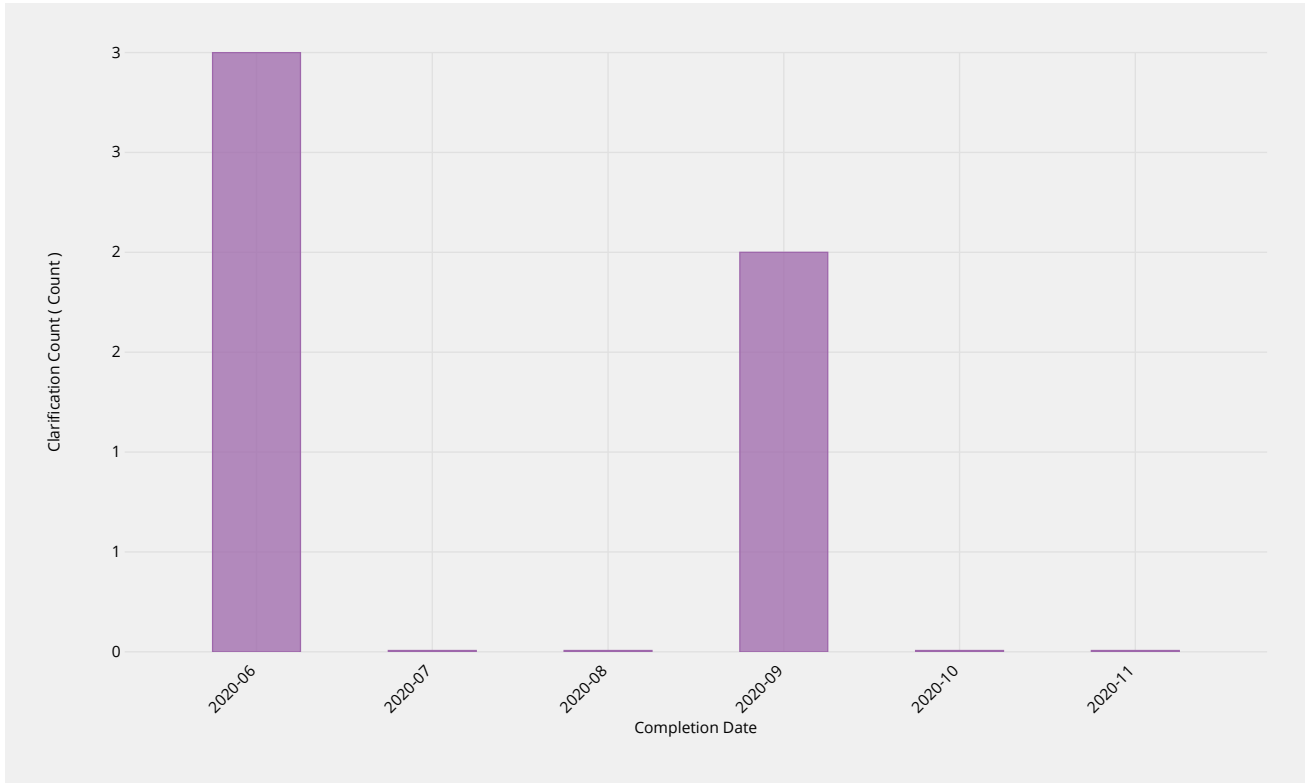
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Review Time	12.07d	—	—	10.08d	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Review Count	3	0	0	2	0	0
Mean Time	8.34d	—	—	5.04d	—	—
Shortest Time	6.33d	—	—	0.00d	—	—
Longest Time	12.07d	—	—	10.08d	—	—
Median Time	6.63d	—	—	5.04d	—	—
PStDev Time	2.64d	—	—	5.04d	—	—

## Requester Clarification

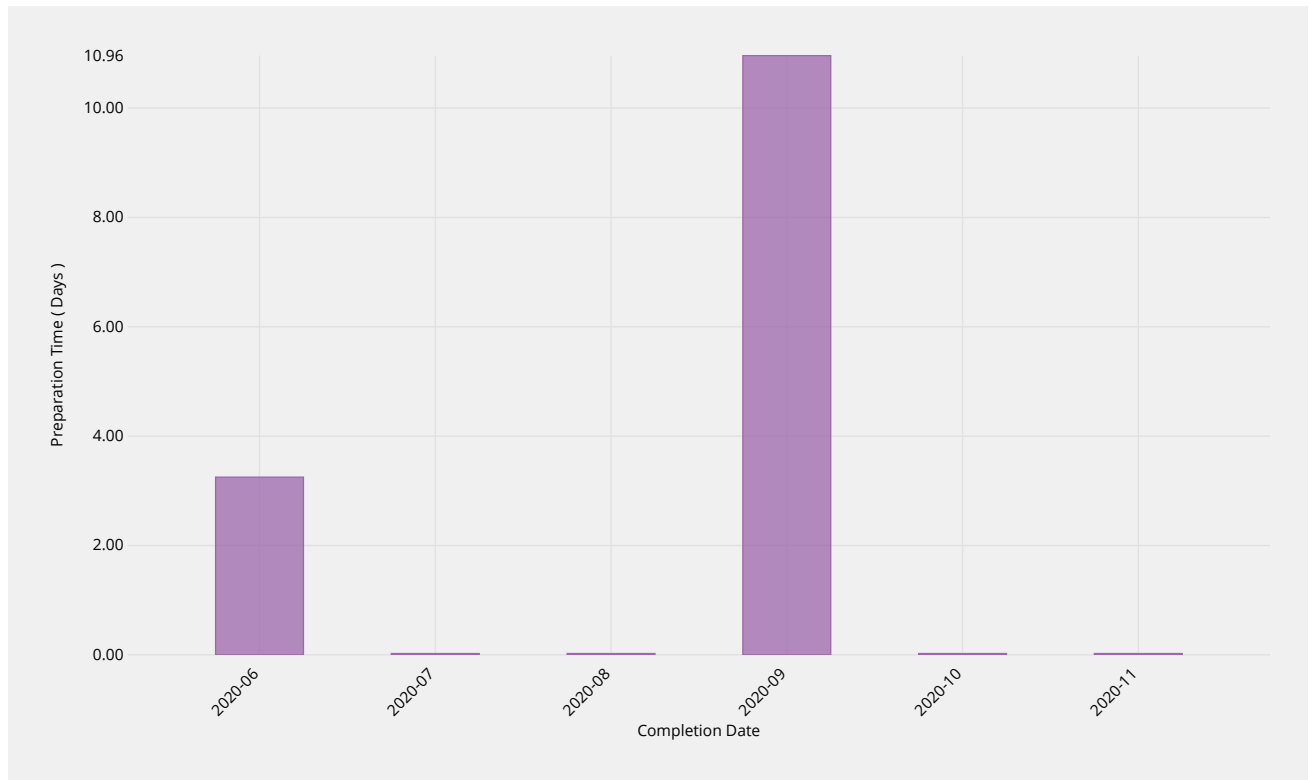
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Clarification Count	3	—	—	2	—	—
Request Count	1	0	0	1	0	0
Lowest Count	3	—	—	2	—	—
Highest Count	3	—	—	2	—	—

## Report Preparation

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



Report Preparation	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Preparation Time	3.25d	—	—	10.96d	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	1	0	0	1	0	0
Mean Time	3.25d	—	—	10.96d	—	—
Shortest Time	3.25d	—	—	10.96d	—	—
Longest Time	3.25d	—	—	10.96d	—	—
Median Time	3.25d	—	—	10.96d	—	—
PStDev Time	0.00d	—	—	0.00d	—	—

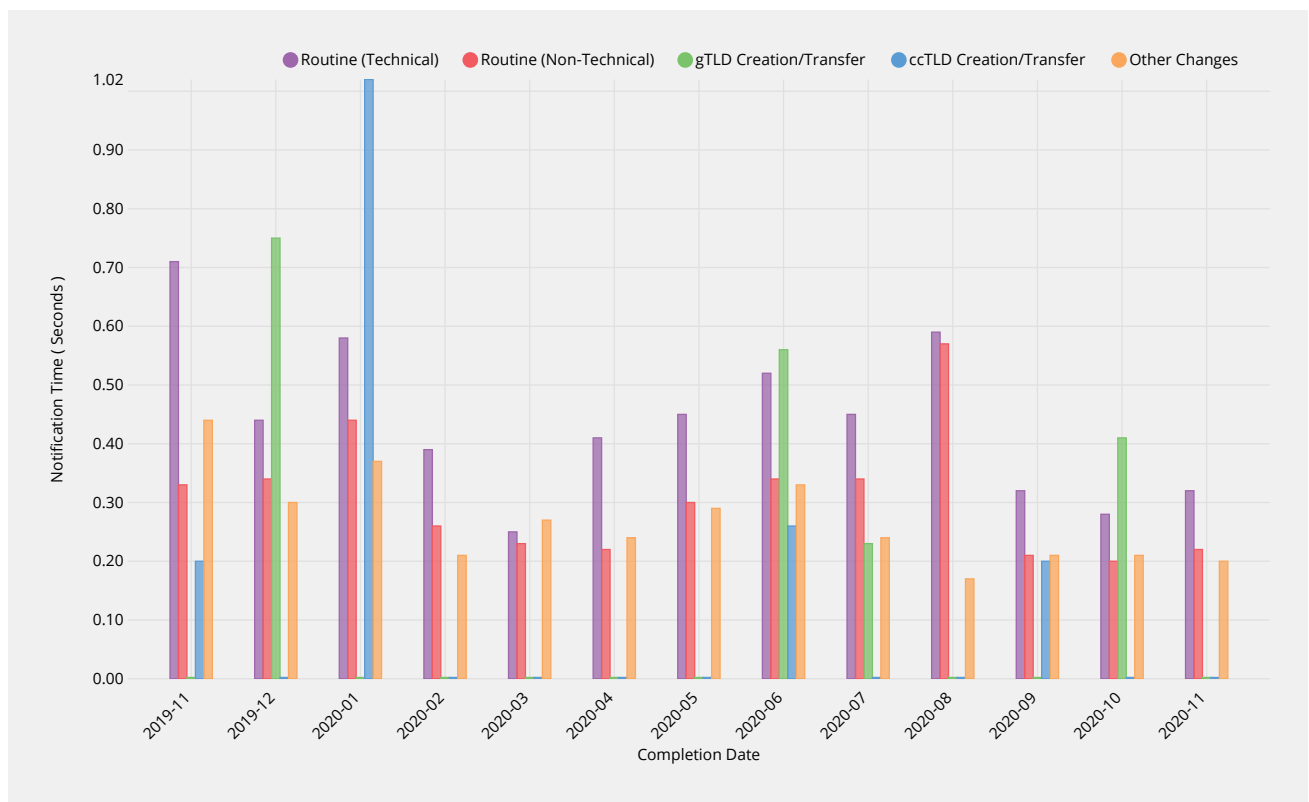


ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Publication Count	0	0	2	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.59h	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.45h	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.73h	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.59h	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.14h	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Publication Time	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	11	2	1	0	2	1	4	3	2	1	2	1	2
Mean Time	9.99h	8.33h	22.66h	—	2.78h	4.73h	14.93h	3.21h	5.34h	2.25h	5.26h	2.08h	2.18h
Shortest Time	0.36h	1.31h	22.66h	—	2.40h	4.73h	4.35h	1.89h	4.45h	2.25h	5.03h	2.08h	1.91h
Longest Time	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h
Median Time	13.60h	8.33h	22.66h	—	2.78h	4.73h	14.45h	1.89h	5.34h	2.25h	5.26h	2.08h	2.18h
PStDev Time	8.27h	7.02h	0.00h	—	0.38h	0.00h	10.27h	1.87h	0.88h	0.00h	0.24h	0.00h	0.27h

## Notification of Completion

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



Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Notification Time	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s	0.59s	0.32s	0.28s	0.32s
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	36	34	68	30	61	697	81	251	49	30	63	141	134
Mean Time	0.40s	0.30s	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s	0.26s	0.19s	0.18s	0.18s
Shortest Time	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s	0.12s	0.13s	0.12s	0.12s
Longest Time	0.90s	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s	0.64s	0.36s	0.45s	0.43s
Median Time	0.36s	0.28s	0.34s	0.20s	0.17s	0.26s	0.21s	0.38s	0.18s	0.22s	0.16s	0.17s	0.16s
PStDev Time	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s	0.13s	0.06s	0.06s	0.06s

Routine (Non-Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Notification Time	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s	0.30s	0.34s	0.34s	0.57s	0.21s	0.20s	0.22s
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	136	63	21	110	54	27	13	14	19	202	59
Mean Time	0.30s	0.29s	0.29s	0.17s	0.19s	0.18s	0.20s	0.29s	0.26s	0.26s	0.16s	0.15s	0.17s
Shortest Time	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s	0.13s	0.14s	0.12s	0.13s
Longest Time	0.34s	0.45s	0.50s	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s	0.59s	0.22s	0.26s	0.24s
Median Time	0.30s	0.28s	0.27s	0.16s	0.20s	0.17s	0.19s	0.29s	0.27s	0.18s	0.15s	0.15s	0.17s
PStDev Time	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s	0.17s	0.02s	0.02s	0.03s

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Notification Time	—	0.75s	—	—	—	—	—	0.56s	0.23s	—	—	0.41s	—
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	1	0	0	0	0	0	3	1	0	0	3	0
Mean Time	—	0.75s	—	—	—	—	—	0.54s	0.23s	—	—	0.29s	—
Shortest Time	—	0.75s	—	—	—	—	—	0.53s	0.23s	—	—	0.18s	—
Longest Time	—	0.75s	—	—	—	—	—	0.56s	0.23s	—	—	0.42s	—
Median Time	—	0.75s	—	—	—	—	—	0.54s	0.23s	—	—	0.26s	—
PStDev Time	—	0.00s	—	—	—	—	—	0.01s	0.00s	—	—	0.10s	—

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Notification Time	0.20s	—	1.02s	—	—	—	—	0.26s	—	—	0.20s	—	—
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	0	2	0	0	0	0	1	0	0	1	0	0
Mean Time	0.20s	—	0.78s	—	—	—	—	0.26s	—	—	0.20s	—	—
Shortest Time	0.20s	—	0.52s	—	—	—	—	0.26s	—	—	0.20s	—	—
Longest Time	0.20s	—	1.04s	—	—	—	—	0.26s	—	—	0.20s	—	—
Median Time	0.20s	—	0.78s	—	—	—	—	0.26s	—	—	0.20s	—	—
PStDev Time	0.00s	—	0.26s	—	—	—	—	0.00s	—	—	0.00s	—	—

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Notification Time	0.44s	0.30s	0.37s	0.21s	0.27s	0.24s	0.29s	0.33s	0.24s	0.17s	0.21s	0.21s	0.20s
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	2	5	1	2	1	4	3	2	1	2	1	2
Mean Time	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s	0.21s	0.17s	0.19s	0.21s	0.18s
Shortest Time	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s	0.18s	0.17s	0.17s	0.21s	0.15s
Longest Time	0.52s	0.30s	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s	0.24s	0.17s	0.21s	0.21s	0.20s
Median Time	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s	0.21s	0.17s	0.19s	0.21s	0.18s
PStDev Time	0.10s	0.03s	0.07s	0.00s	0.04s	0.00s	0.03s	0.04s	0.03s	0.00s	0.02s	0.00s	0.03s





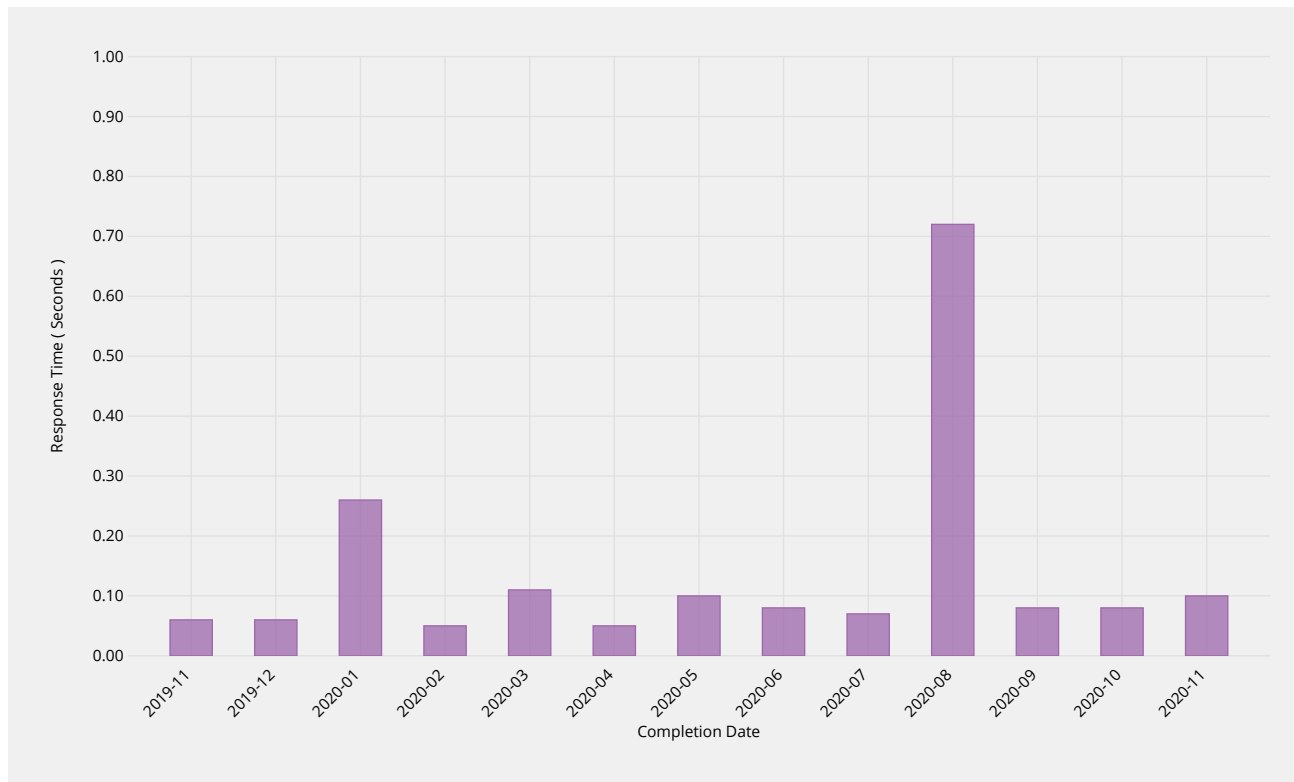






## Credential Recovery

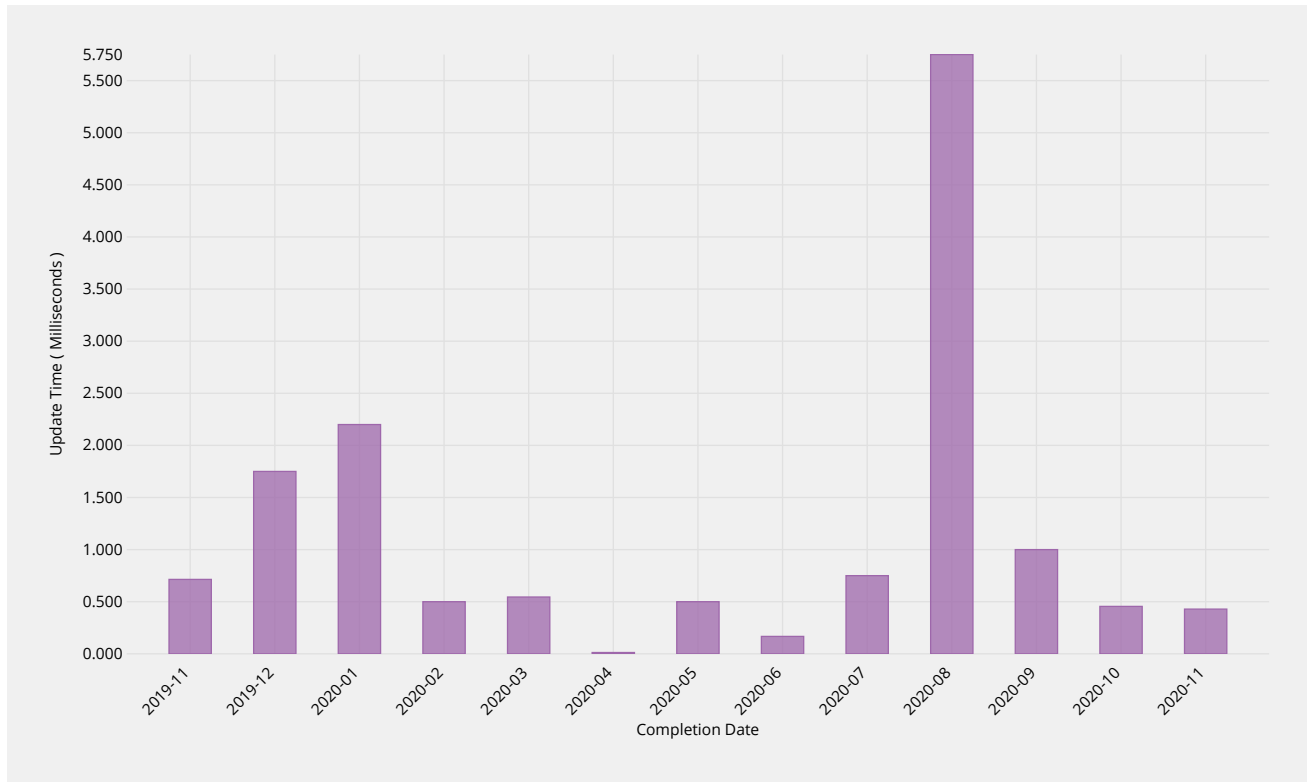
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s	0.10s	0.08s	0.07s	0.72s	0.08s	0.08s	0.10s
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	12	4	15	2	11	8	5	12	8	5	3	12	7
Mean Time	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s	0.05s	0.31s	0.08s	0.05s	0.07s
Shortest Time	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s	0.04s	0.07s	0.08s	0.01s	0.01s
Longest Time	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s	0.08s	0.82s	0.08s	0.08s	0.10s
Median Time	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s	0.04s	0.25s	0.08s	0.05s	0.06s
PStDev Time	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s	0.01s	0.28s	0.00s	0.02s	0.03s

## Credential Change

Time to implement new password within the system.

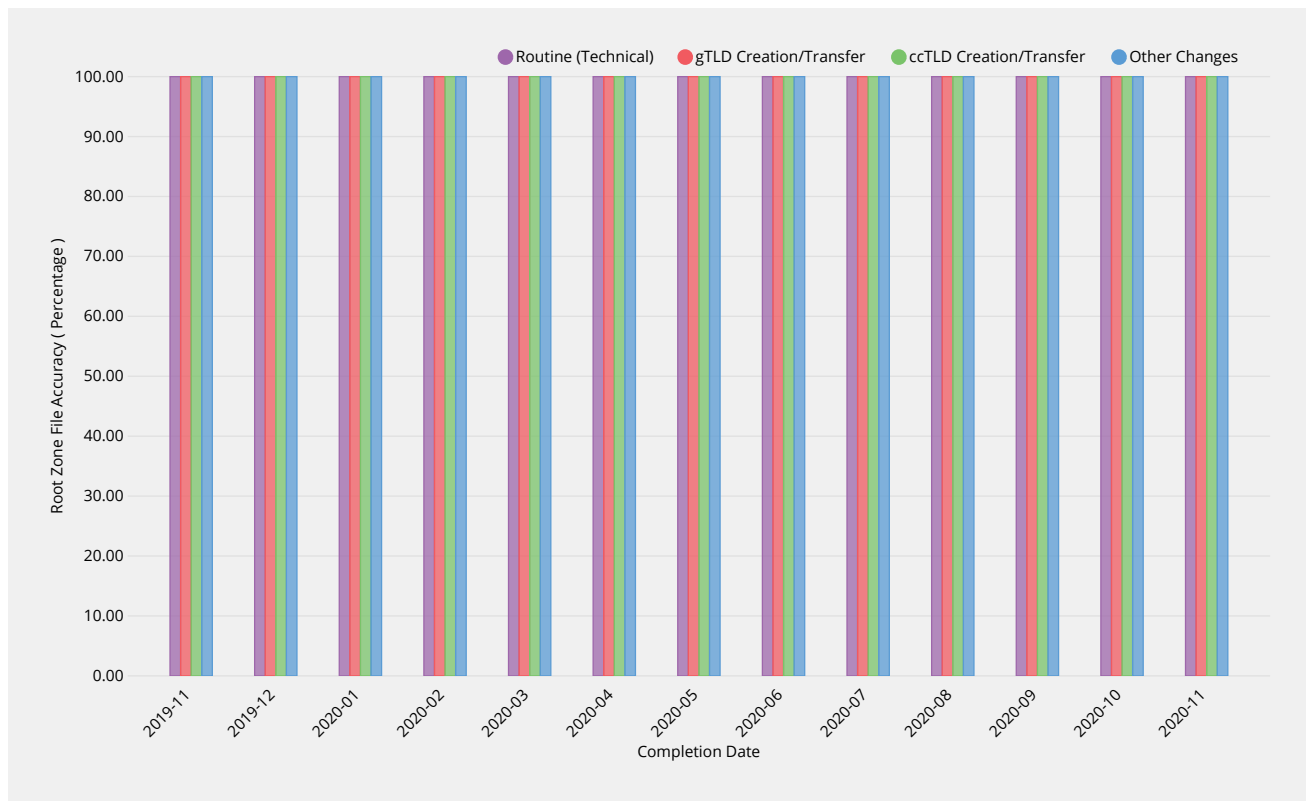


Credential Change	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Update Time	1.000ms	3.550ms	5.000ms	0.950ms	1.000ms	0.000ms	1.000ms	1.000ms	1.650ms	9.400ms	1.000ms	1.000ms	1.000ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	7	4	10	2	11	6	4	12	8	4	3	11	7
Mean Time	0.714ms	1.750ms	2.200ms	0.500ms	0.545ms	0.000ms	0.500ms	0.167ms	0.750ms	5.750ms	1.000ms	0.455ms	0.429ms
Shortest Time	0.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	1.000ms	0.000ms	0.000ms
Longest Time	1.000ms	4.000ms	5.000ms	1.000ms	1.000ms	0.000ms	1.000ms	1.000ms	2.000ms	10.000ms	1.000ms	1.000ms	1.000ms
Median Time	1.000ms	1.000ms	1.500ms	0.500ms	1.000ms	0.000ms	0.500ms	0.000ms	1.000ms	6.000ms	1.000ms	0.000ms	0.000ms
PStDev Time	0.452ms	1.299ms	1.661ms	0.500ms	0.498ms	0.000ms	0.500ms	0.373ms	0.661ms	3.192ms	0.000ms	0.498ms	0.495ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	36	34	68	30	61	697	81	251	49	30	63	141	134

gTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	0	0	0	0	0	3	1	0	0	3	0

ccTLD Creation/Transfer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	0	2	0	0	0	0	1	0	0	1	0	0

Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	11	2	5	1	2	1	4	3	2	1	2	1	2



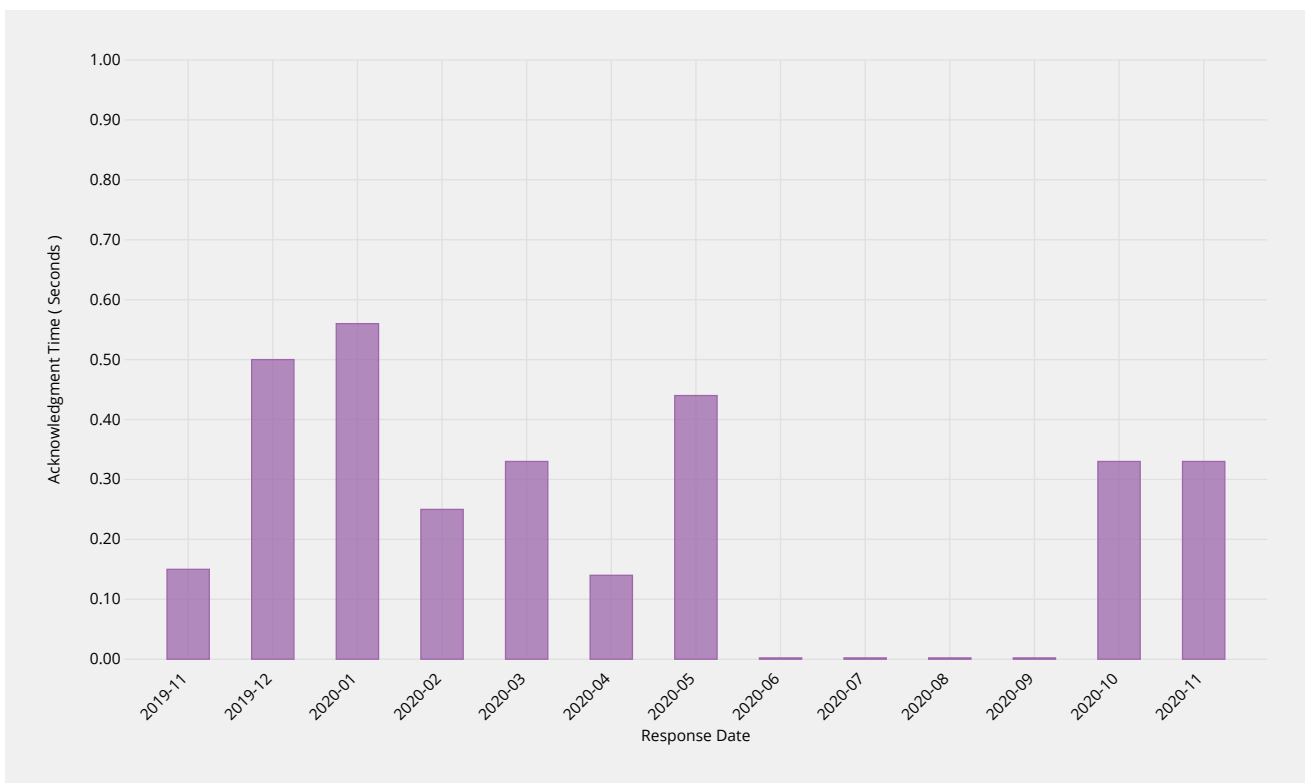


Other Changes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Request Count	11	2	5	1	2	1	4	3	2	1	2	1	2

## Enquiry Processing

### Time to acknowledge

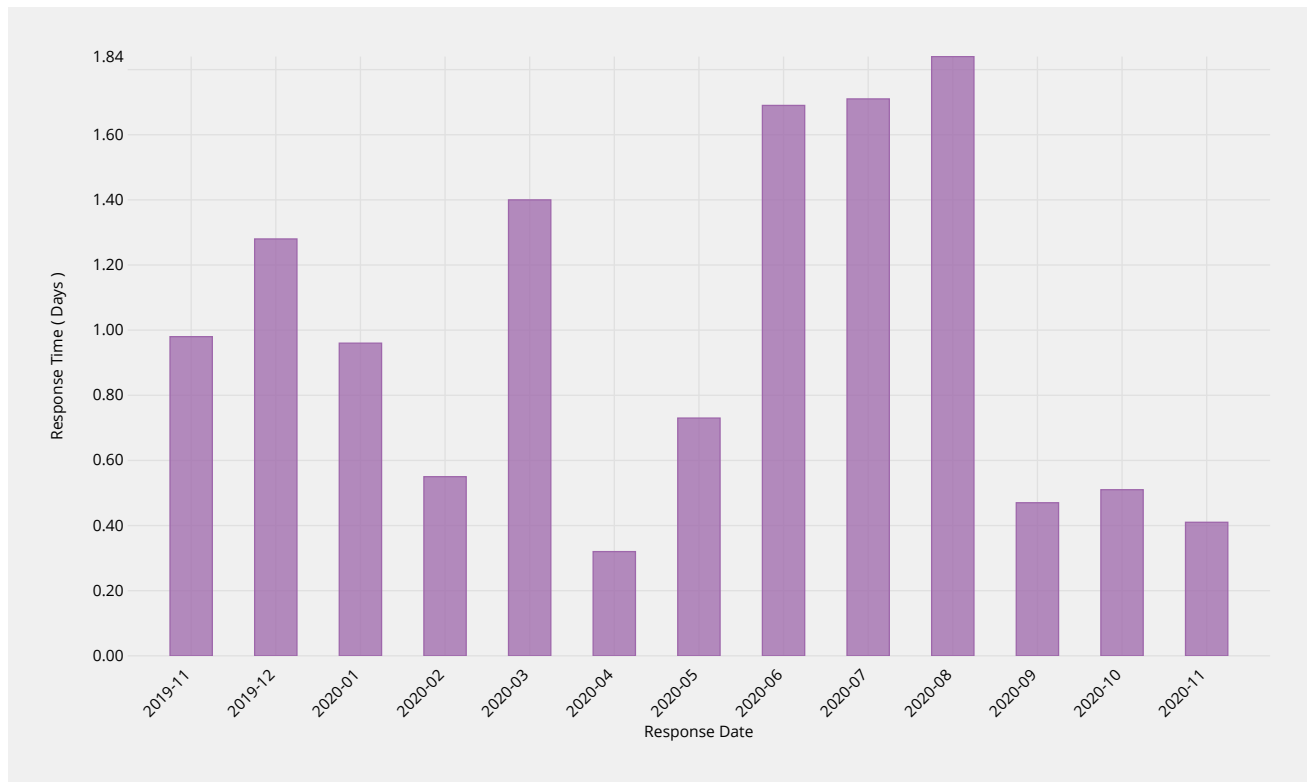
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Acknowledgment Time	1.00s	1.00s	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	13	10	9	12	6	7	9	2	6	2	7	6	6
Mean Time	0.15s	0.50s	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s	0.00s	0.00s	0.33s	0.33s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s
Median Time	0.00s	0.50s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.36s	0.50s	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s	0.00s	0.00s	0.47s	0.47s

## Time to initial response

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

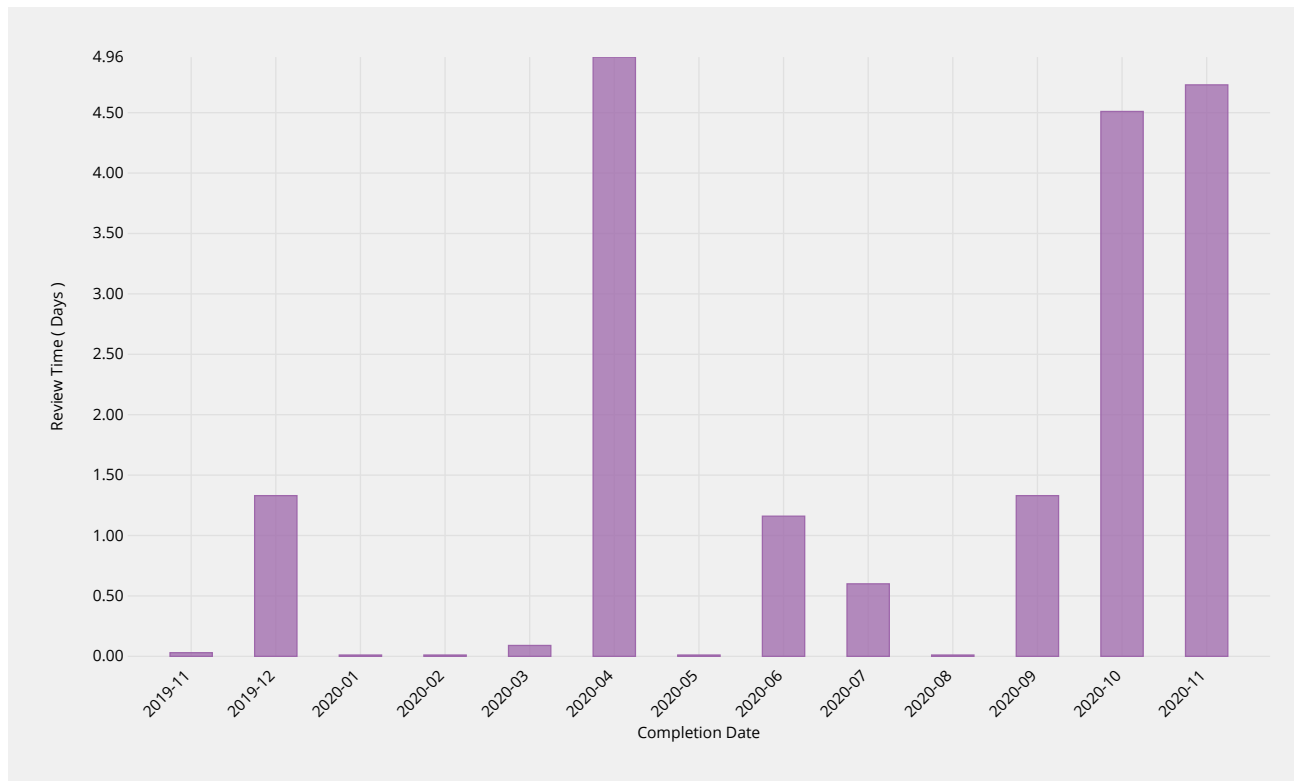


Manual Enquiries	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Response Time	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d	3.48d	1.05d	1.32d	0.83d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	12	7	9	10	6	7	7	2	5	3	6	6	5
Mean Time	0.98d	1.28d	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d	1.84d	0.47d	0.51d	0.41d
Shortest Time	0.01d	0.01d	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d	0.47d	0.07d	0.01d	0.04d
Longest Time	2.82d	3.26d	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d	4.12d	1.05d	1.99d	0.96d
Median Time	0.70d	0.74d	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d	0.94d	0.23d	0.18d	0.27d
PStDev Time	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d	1.62d	0.42d	0.70d	0.34d

# Label Generation Rulesets

## Review Time

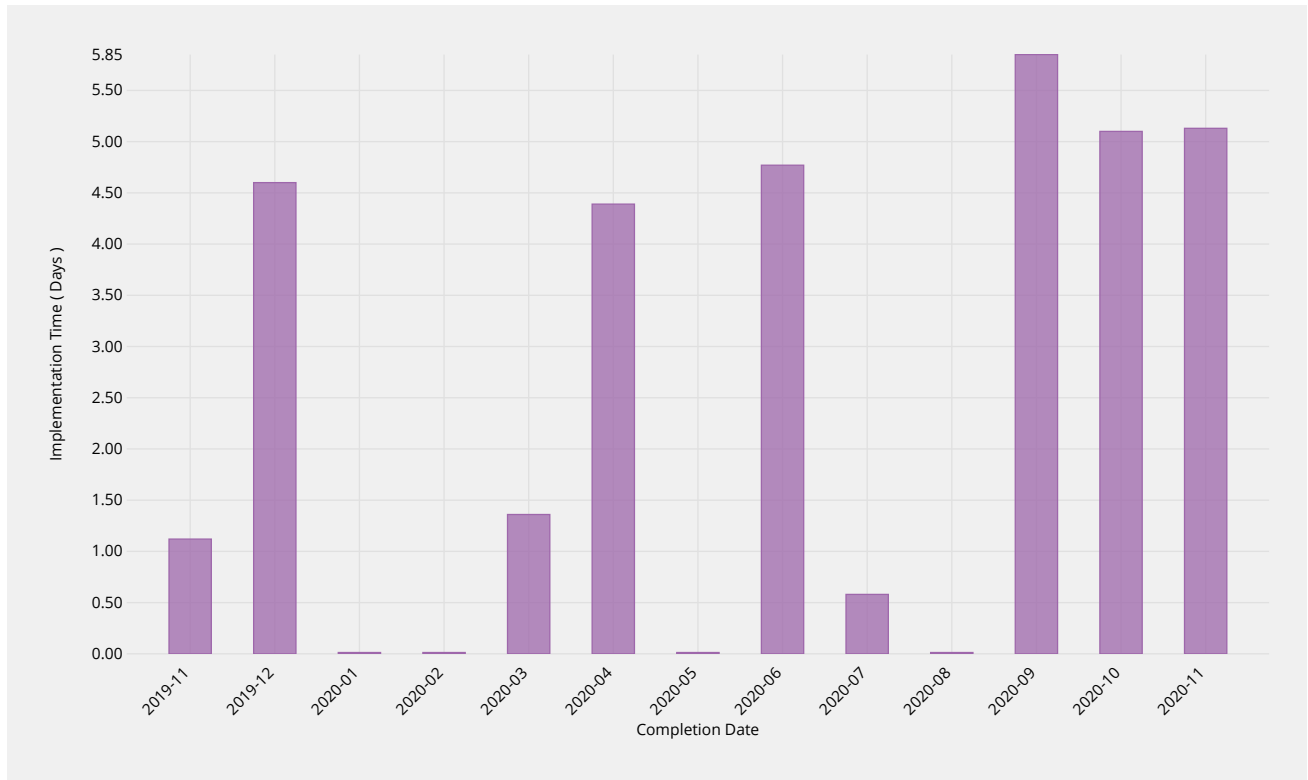
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Review Time	0.03d	1.33d	—	—	0.09d	4.96d	—	1.16d	0.60d	—	1.33d	4.51d	4.73d
Monthly Threshold	—	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%
Review Count	1	1	0	0	1	1	0	2	2	0	6	2	3
Shortest Time	0.03d	1.33d	—	—	0.09d	4.96d	—	0.38d	0.24d	—	0.03d	1.26d	0.70d
Longest Time	0.03d	1.33d	—	—	0.09d	4.96d	—	1.24d	0.64d	—	2.29d	4.87d	4.74d
Median Time	0.03d	1.33d	—	—	0.09d	4.96d	—	0.81d	0.44d	—	0.36d	3.07d	4.68d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	—	0.43d	0.20d	—	0.75d	1.80d	1.89d

## Implementation Time

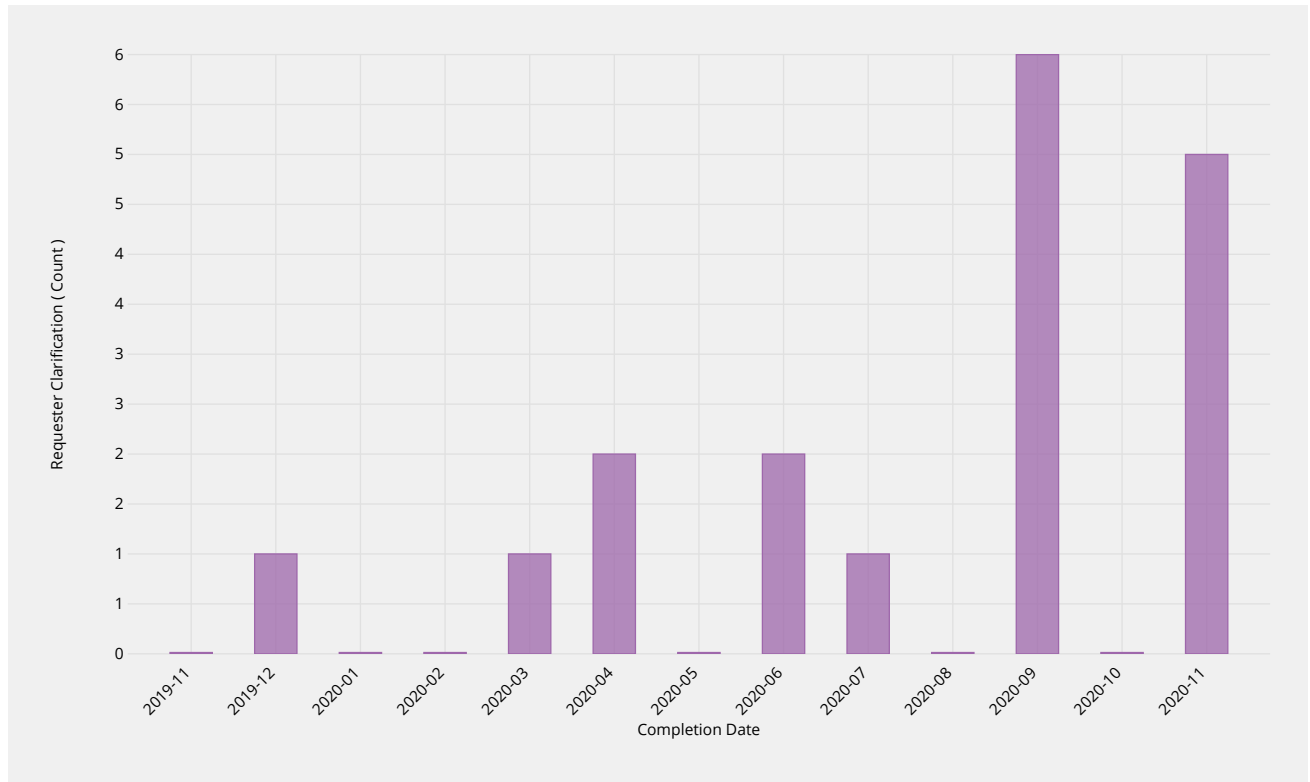
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Implementation Time	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.10d	5.13d
Monthly Threshold	—	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	0	0	1	1	0	1	1	0	6	2	3
Shortest Time	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	1.29d	1.33d	3.96d
Longest Time	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.52d	5.23d
Median Time	1.12d	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	3.34d	3.42d	4.76d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	1.88d	2.10d	0.52d

## Requester Clarification

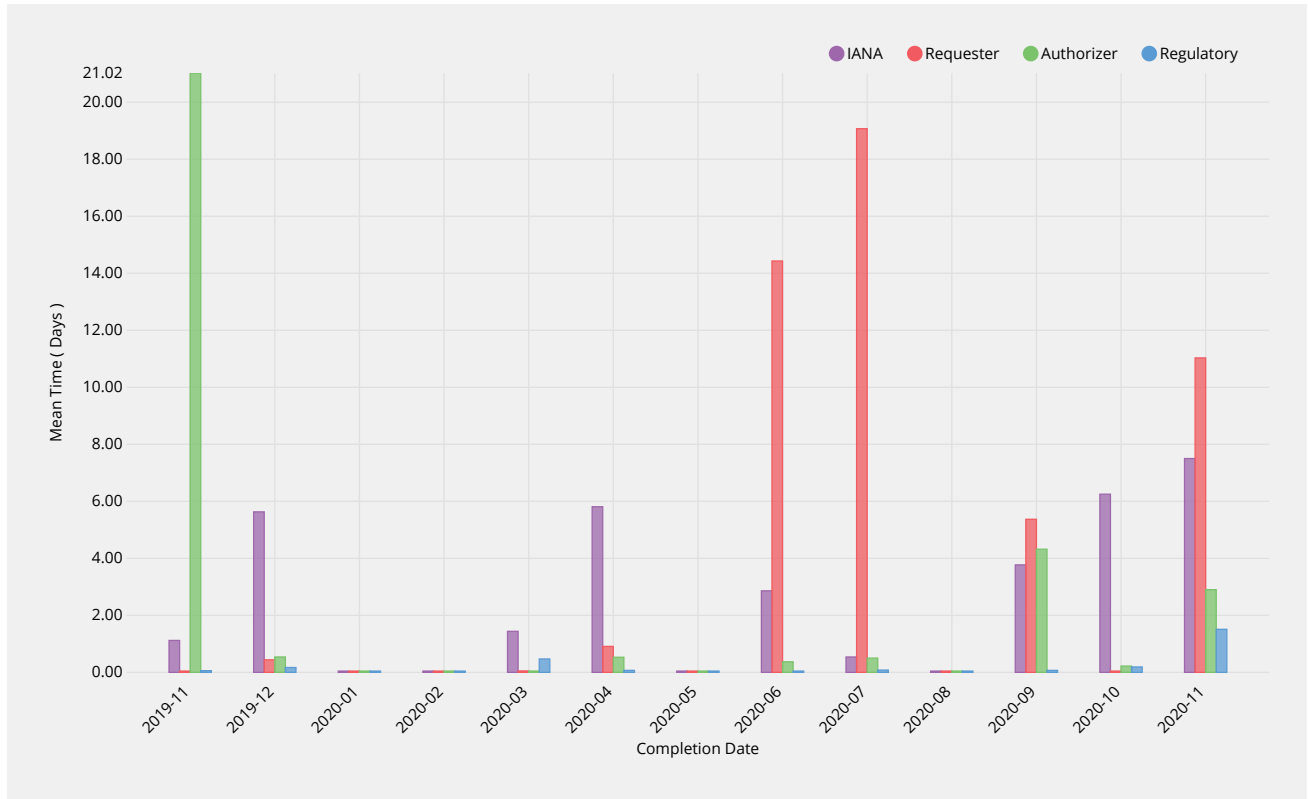
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Count	0	1	—	—	1	2	—	2	1	—	6	0	5
Request Count	1	1	0	0	1	1	0	2	2	0	6	2	3
Shortest Clarification	0	1	—	—	1	2	—	1	0	—	0	0	0
Longest Clarification	0	1	—	—	1	2	—	1	1	—	2	0	5

## Time per Actor

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



IANA	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Mean Time	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—	3.77d	6.25d	7.50d
Review Count	1	1	0	0	1	1	0	2	2	0	6	2	3
Shortest Time	1.12d	5.63d	—	—	1.44d	5.81d	—	0.38d	0.24d	—	1.60d	5.74d	4.22d
Longest Time	1.12d	5.63d	—	—	1.44d	5.81d	—	5.34d	0.83d	—	6.16d	6.75d	9.65d
Median Time	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—	3.54d	6.25d	8.65d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	—	2.48d	0.30d	—	1.89d	0.50d	2.36d

Requester	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Mean Time	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d
Review Count	0	1	0	0	1	1	0	2	1	0	4	0	1
Shortest Time	—	0.44d	—	—	0.05d	0.91d	—	0.02d	19.07d	—	0.97d	—	11.03d
Longest Time	—	0.44d	—	—	0.05d	0.91d	—	28.84d	19.07d	—	9.77d	—	11.03d
Median Time	—	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d
PStDev Time	—	0.00d	—	—	0.00d	0.00d	—	14.41d	0.00d	—	4.40d	—	0.00d

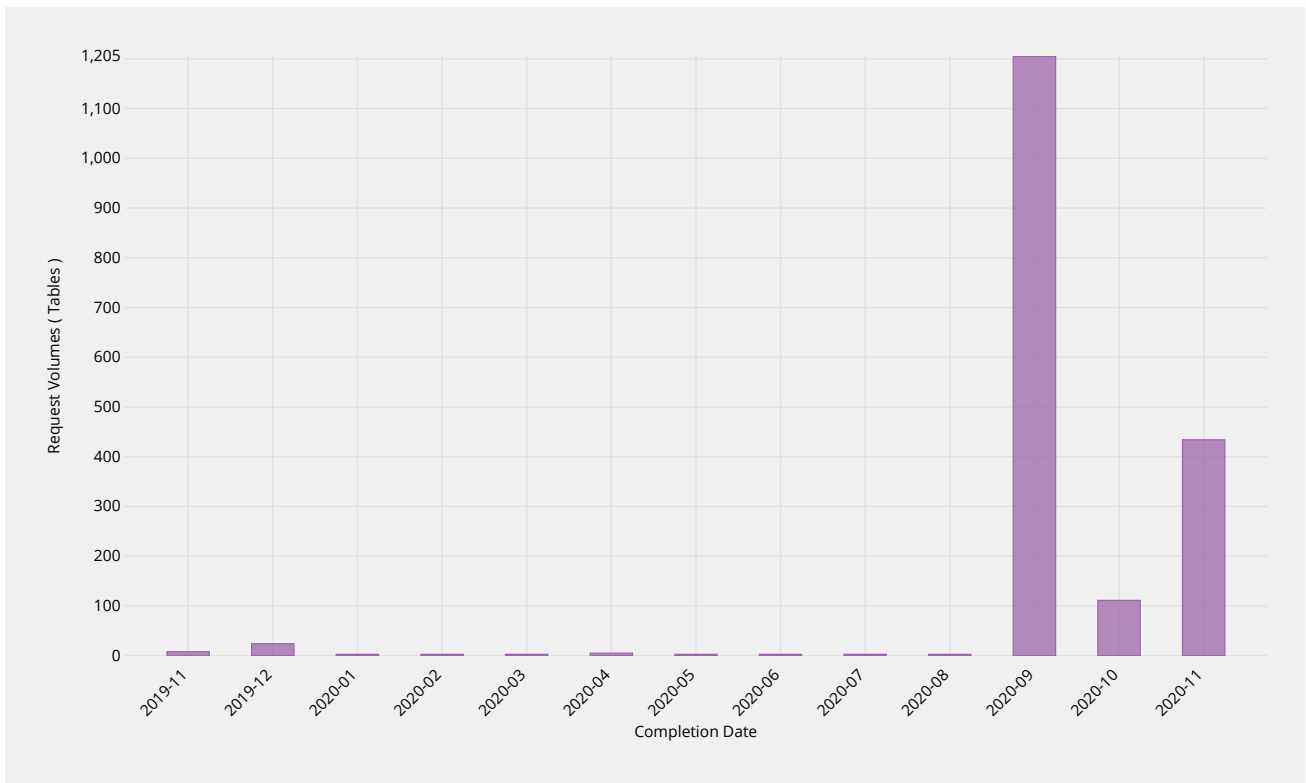
Authorizer	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Mean Time	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	4.32d	0.22d	2.90d
Review Count	1	1	0	0	1	1	0	1	1	0	6	2	3
Shortest Time	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	0.01d	0.10d	0.00d
Longest Time	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	9.74d	0.35d	8.30d
Median Time	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	2.89d	0.22d	0.40d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	3.97d	0.13d	3.82d

Regulatory	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Mean Time	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.07d	0.19d	1.51d
Review Count	1	1	0	0	1	1	0	1	1	0	6	2	3
Shortest Time	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.01d	0.01d	0.00d

Regulatory	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Longest Time	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.21d	0.38d	4.28d
Median Time	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.06d	0.19d	0.23d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	0.07d	0.18d	1.96d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11
Total LGRs Processed	8	24	—	—	2	5	—	1	1	—	1205	111	434
Request Count	1	1	0	0	1	1	0	1	1	0	6	2	3
Average LGRs per Request	8	24	—	—	2	5	—	1	1	—	201	56	145
Smallest per Request	8	24	—	—	2	5	—	1	1	—	1	3	1
Largest per Request	8	24	—	—	2	5	—	1	1	—	975	108	432

# 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.