

# IANA Naming Function Monthly Performance Report

October 2021

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.04s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.61s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.27s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.76s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.03d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.25d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.12d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.63m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 0.19m	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%)	✓ 0.56m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ 0.15m	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%)	✓ 0.51m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ 0.53m	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%)	✓ 2.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	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%)	✓ 0.00ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.90ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.58d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.08d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 1.96d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	1.24d	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%)	✓ 22.80h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 16.40h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	19.87h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.35s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.24s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.50s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.19s	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%)	✓ 0.18s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.650ms	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%)	✓ 0.85s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.76d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ —	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ —	p36
Requester Clarification	Requester Clarification	N/A	—	p37
Time per Actor	IANA	N/A	—	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	—	p38
Time per Actor	Regulatory	N/A	—	p38
Request Volumes	Request Volumes	N/A	—	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## **Exceptions and Narrative for Reporting Period**

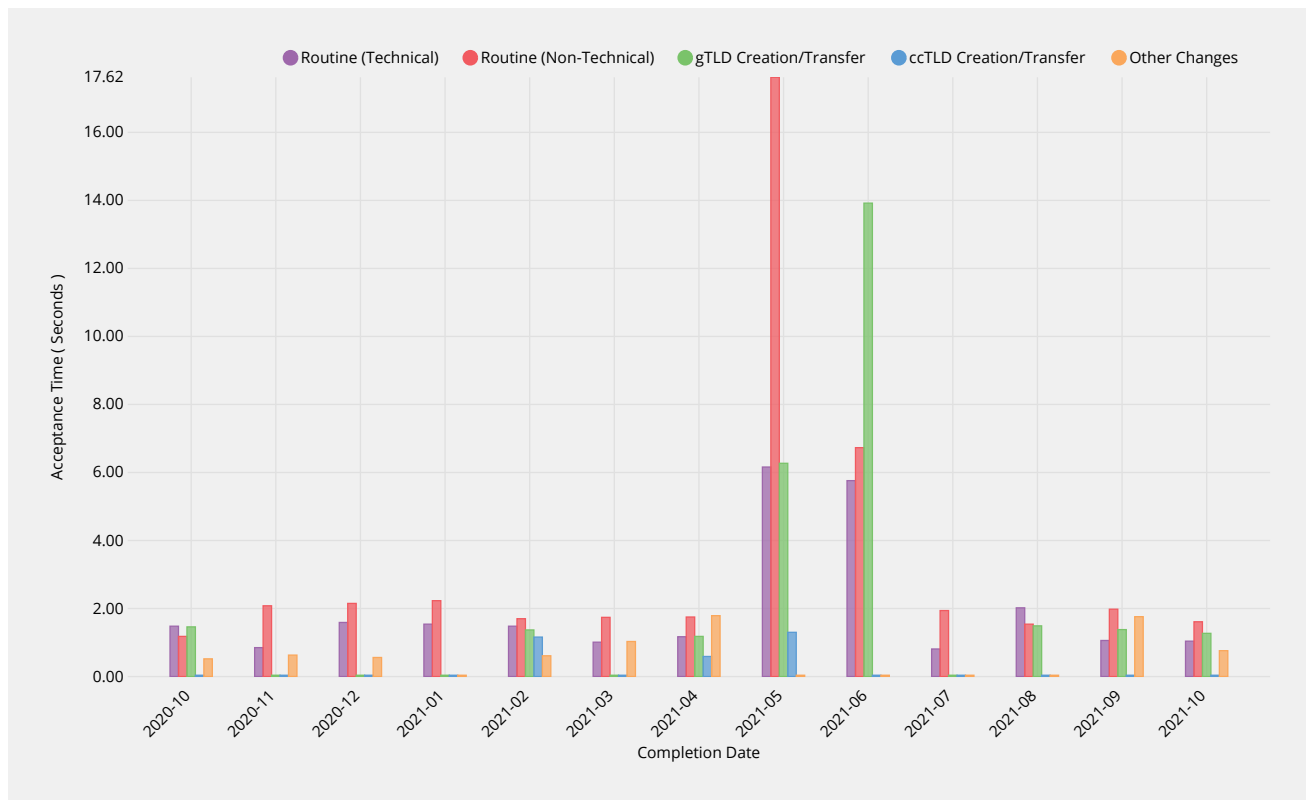
There were no exceptions for the reporting period.

# 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)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Acceptance Time	1.48s	0.85s	1.59s	1.54s	1.48s	1.01s	1.17s	6.16s	5.76s	0.81s	2.02s	1.06s	1.04s
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	154	145	62	67	51	68	22	45	39	270	18	25	235
Mean Time	0.66s	0.63s	0.72s	0.71s	0.72s	0.70s	0.75s	3.31s	2.08s	0.64s	1.00s	0.72s	0.78s
Shortest Time	0.38s	0.43s	0.49s	0.51s	0.43s	0.50s	0.50s	0.09s	0.47s	0.53s	0.62s	0.54s	0.52s
Longest Time	1.83s	1.89s	2.12s	1.71s	2.14s	2.06s	1.55s	7.78s	24.35s	2.33s	2.14s	1.85s	3.08s
Median Time	0.58s	0.58s	0.62s	0.61s	0.62s	0.63s	0.66s	4.14s	0.63s	0.61s	0.81s	0.66s	0.72s
PStDev Time	0.27s	0.21s	0.32s	0.28s	0.32s	0.27s	0.24s	2.19s	3.97s	0.17s	0.48s	0.26s	0.28s

Routine (Non-Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Acceptance Time	1.18s	2.08s	2.15s	2.23s	1.70s	1.74s	1.75s	17.62s	6.73s	1.94s	1.54s	1.98s	1.61s
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	204	70	24	45	32	50	15	219	219	23	19	37	78
Mean Time	1.02s	1.45s	1.19s	1.17s	1.20s	1.14s	1.18s	11.76s	2.41s	1.30s	1.28s	1.30s	1.24s
Shortest Time	0.76s	0.85s	0.94s	0.75s	0.75s	0.80s	0.84s	0.97s	0.74s	0.79s	0.94s	0.85s	0.95s
Longest Time	2.15s	2.20s	2.48s	2.53s	2.34s	2.09s	2.34s	21.01s	12.12s	2.24s	1.87s	2.11s	2.96s
Median Time	1.00s	1.29s	1.07s	1.02s	1.13s	1.09s	1.05s	11.49s	0.88s	1.33s	1.28s	1.22s	1.19s
PStDev Time	0.16s	0.44s	0.37s	0.40s	0.33s	0.27s	0.36s	2.95s	2.64s	0.36s	0.22s	0.28s	0.26s

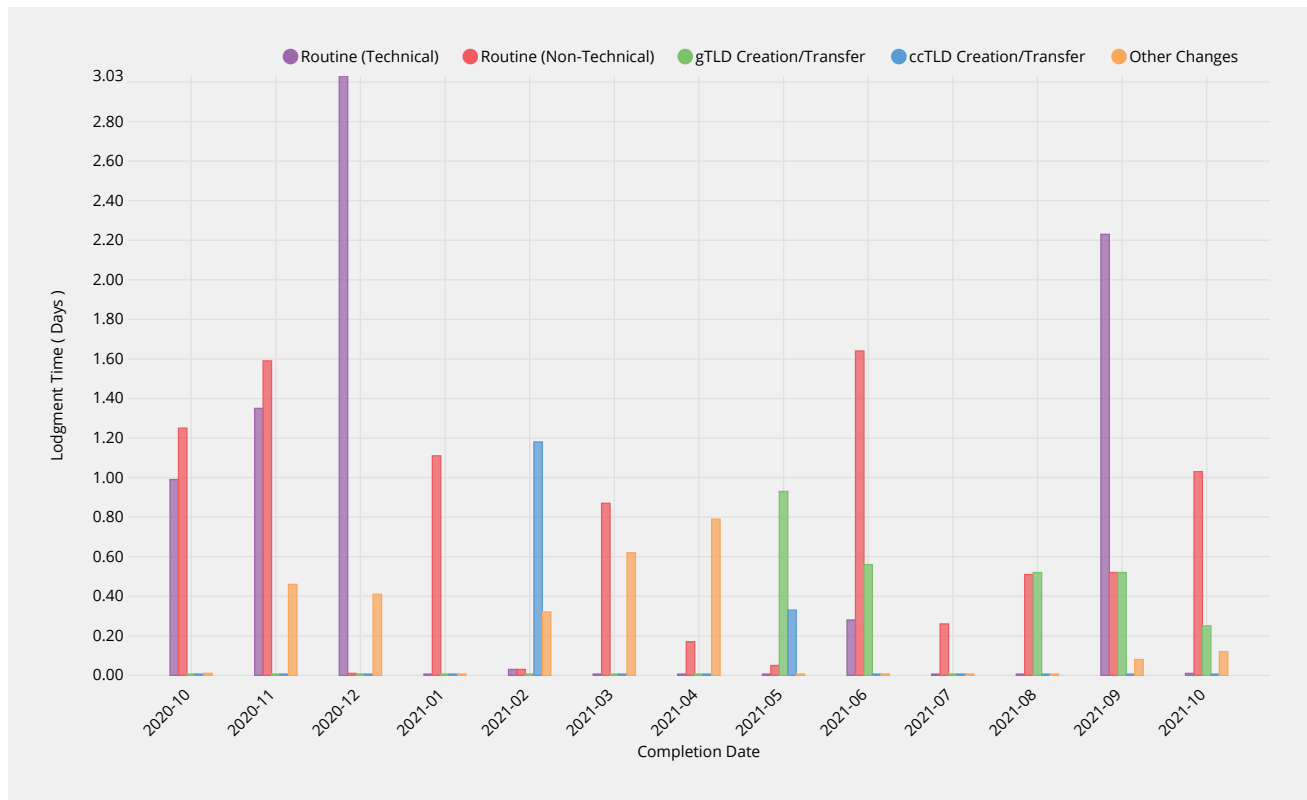
gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Acceptance Time	1.46s	—	—	—	1.37s	—	1.18s	6.27s	13.92s	—	1.49s	1.38s	1.27s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	4	0	0	0	1	0	5	1	46	0	31	19	2
Mean Time	1.08s	—	—	—	1.37s	—	1.11s	6.27s	11.09s	—	1.26s	1.26s	1.04s
Shortest Time	0.63s	—	—	—	1.37s	—	1.05s	6.27s	1.54s	—	0.91s	1.10s	0.78s
Longest Time	1.51s	—	—	—	1.37s	—	1.19s	6.27s	17.02s	—	1.52s	1.51s	1.30s
Median Time	1.10s	—	—	—	1.37s	—	1.11s	6.27s	11.52s	—	1.31s	1.27s	1.04s
PStDev Time	0.31s	—	—	—	0.00s	—	0.05s	0.00s	3.15s	—	0.18s	0.09s	0.26s

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Acceptance Time	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	0	0	1	0	1	1	0	0	0	0	0
Mean Time	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—	—	—
Shortest Time	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—	—	—
Longest Time	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—	—	—
Median Time	—	—	—	—	1.16s	—	0.59s	1.30s	—	—	—	—	—
PStDev Time	—	—	—	—	0.00s	—	0.00s	0.00s	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Acceptance Time	0.52s	0.63s	0.56s	—	0.61s	1.03s	1.79s	—	—	—	—	1.76s	0.76s
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	2	0	2	1	5	0	0	0	0	2	3
Mean Time	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.91s	—	—	—	—	1.33s	0.68s
Shortest Time	0.52s	0.55s	0.54s	—	0.61s	1.03s	0.56s	—	—	—	—	0.85s	0.59s
Longest Time	0.52s	0.63s	0.56s	—	0.61s	1.03s	2.07s	—	—	—	—	1.81s	0.77s
Median Time	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.64s	—	—	—	—	1.33s	0.69s
PStDev Time	0.00s	0.04s	0.01s	—	0.00s	0.00s	0.59s	—	—	—	—	0.48s	0.08s

## Manual Lodgment Time

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



Routine (Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Lodgment Time	0.99d	1.35d	3.03d	—	0.03d	—	—	—	0.28d	—	—	2.23d	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	6	4	2	0	4	0	0	0	1	0	0	1	2
Mean Time	0.25d	0.55d	1.74d	—	0.02d	—	—	—	0.28d	—	—	2.23d	0.01d
Shortest Time	0.00d	0.00d	0.31d	—	0.02d	—	—	—	0.28d	—	—	2.23d	0.01d
Longest Time	1.29d	1.52d	3.17d	—	0.03d	—	—	—	0.28d	—	—	2.23d	0.01d
Median Time	0.06d	0.34d	1.74d	—	0.02d	—	—	—	0.28d	—	—	2.23d	0.01d
PStDev Time	0.47d	0.58d	1.43d	—	0.01d	—	—	—	0.00d	—	—	0.00d	0.00d

Routine (Non-Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Lodgment Time	1.25d	1.59d	0.01d	1.11d	0.03d	0.87d	0.17d	0.05d	1.64d	0.26d	0.51d	0.52d	1.03d
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	4	1	8	2	7	3	2	4	3	1	3	2
Mean Time	0.65d	0.61d	0.01d	0.43d	0.03d	0.36d	0.11d	0.04d	0.73d	0.18d	0.51d	0.43d	0.56d
Shortest Time	0.10d	0.06d	0.01d	0.04d	0.03d	0.10d	0.04d	0.04d	0.02d	0.13d	0.51d	0.28d	0.04d
Longest Time	1.30d	1.80d	0.01d	1.35d	0.03d	1.02d	0.18d	0.05d	1.82d	0.27d	0.51d	0.52d	1.08d
Median Time	0.60d	0.29d	0.01d	0.41d	0.03d	0.27d	0.09d	0.04d	0.54d	0.14d	0.51d	0.48d	0.56d
PStDev Time	0.51d	0.70d	0.00d	0.41d	0.00d	0.30d	0.06d	0.00d	0.66d	0.07d	0.00d	0.10d	0.52d

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Lodgment Time	—	—	—	—	—	—	—	0.93d	0.56d	—	0.52d	0.52d	0.25d
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	1	4	0	1	1	1
Mean Time	—	—	—	—	—	—	—	0.93d	0.55d	—	0.52d	0.52d	0.25d
Shortest Time	—	—	—	—	—	—	—	0.93d	0.55d	—	0.52d	0.52d	0.25d
Longest Time	—	—	—	—	—	—	—	0.93d	0.56d	—	0.52d	0.52d	0.25d

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Median Time	—	—	—	—	—	—	—	0.93d	0.55d	—	0.52d	0.52d	0.25d
PStDev Time	—	—	—	—	—	—	—	0.00d	0.00d	—	0.00d	0.00d	0.00d

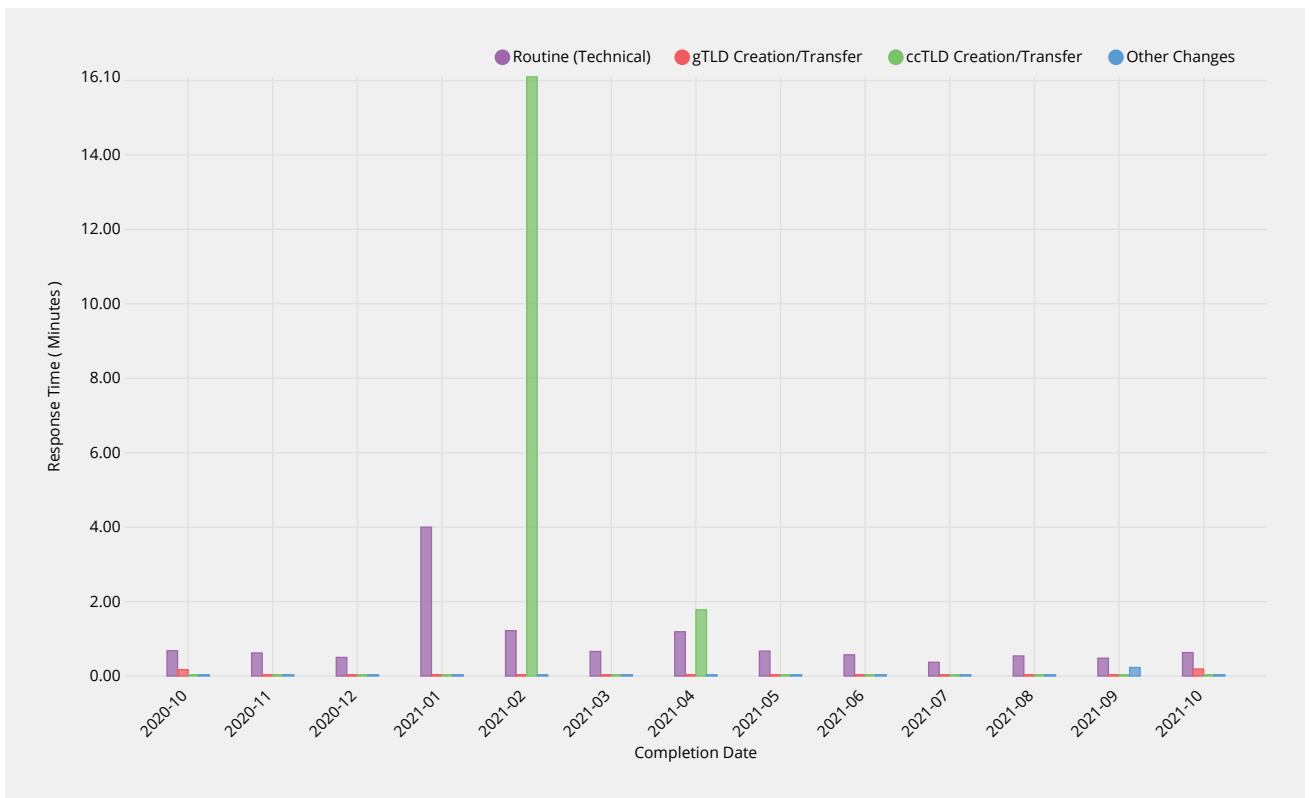
ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Lodgment Time	—	—	—	—	1.18d	—	—	0.33d	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	0	0	1	0	0	0	0	0
Mean Time	—	—	—	—	1.18d	—	—	0.33d	—	—	—	—	—
Shortest Time	—	—	—	—	1.18d	—	—	0.33d	—	—	—	—	—
Longest Time	—	—	—	—	1.18d	—	—	0.33d	—	—	—	—	—
Median Time	—	—	—	—	1.18d	—	—	0.33d	—	—	—	—	—
PStDev Time	—	—	—	—	0.00d	—	—	0.00d	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Lodgment Time	0.01d	0.46d	0.41d	—	0.32d	0.62d	0.79d	—	—	—	—	0.08d	0.12d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	2	0	2	1	4	0	0	0	0	1	3
Mean Time	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.47d	—	—	—	—	0.08d	0.05d
Shortest Time	0.01d	0.46d	0.27d	—	0.31d	0.62d	0.15d	—	—	—	—	0.08d	0.01d
Longest Time	0.01d	0.46d	0.42d	—	0.32d	0.62d	0.85d	—	—	—	—	0.08d	0.13d
Median Time	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.45d	—	—	—	—	0.08d	0.01d
PStDev Time	0.00d	0.00d	0.08d	—	0.00d	0.00d	0.25d	—	—	—	—	0.00d	0.06d

## Technical Checks

### Technical Check (First)

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





Routine (Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	0.68m	0.62m	0.50m	4.00m	1.22m	0.66m	1.19m	0.67m	0.57m	0.37m	0.54m	0.48m	0.63m
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	154	145	62	67	51	68	22	44	38	270	18	25	235
Mean Time	0.29m	0.28m	0.23m	0.95m	0.40m	0.31m	0.38m	0.84m	0.38m	0.20m	0.28m	0.25m	0.37m
Shortest Time	0.10m	0.09m	0.11m	0.07m	0.11m	0.10m	0.14m	0.12m	0.08m	0.09m	0.12m	0.10m	0.10m
Longest Time	2.87m	2.88m	1.93m	10.89m	3.06m	2.88m	1.39m	20.49m	4.38m	2.82m	0.70m	0.53m	3.35m
Median Time	0.20m	0.18m	0.18m	0.30m	0.23m	0.19m	0.24m	0.28m	0.22m	0.16m	0.24m	0.21m	0.31m
PStDev Time	0.35m	0.34m	0.24m	1.71m	0.58m	0.38m	0.32m	3.02m	0.67m	0.21m	0.14m	0.11m	0.30m

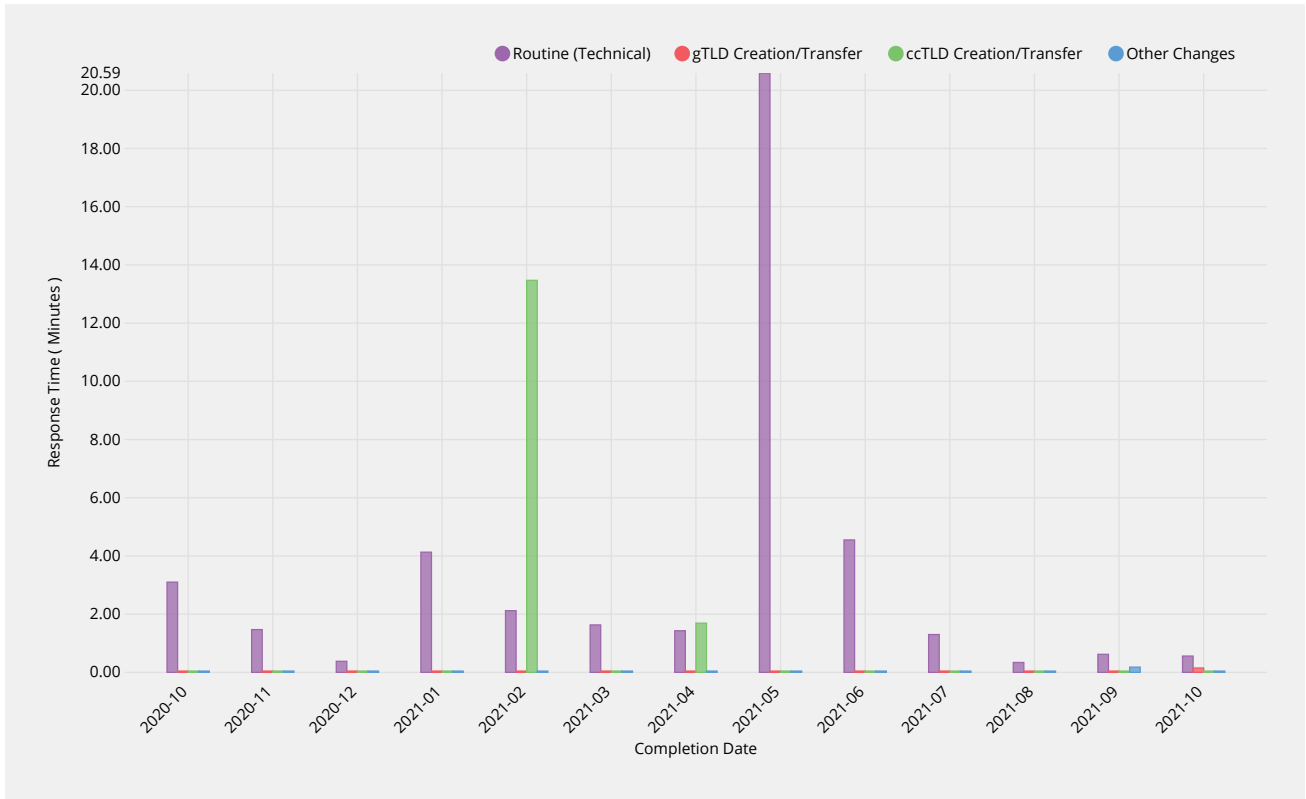
gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	0.17m	—	—	—	—	—	—	—	—	—	—	—	0.19m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	2	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	0.15m	—	—	—	—	—	—	—	—	—	—	—	0.18m
Shortest Time	0.14m	—	—	—	—	—	—	—	—	—	—	—	0.17m
Longest Time	0.17m	—	—	—	—	—	—	—	—	—	—	—	0.20m
Median Time	0.15m	—	—	—	—	—	—	—	—	—	—	—	0.18m
PStDev Time	0.02m	—	—	—	—	—	—	—	—	—	—	—	0.01m

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	—	—	—	—	16.10m	—	1.78m	—	—	—	—	—	—
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	1	0	1	0	0	0	0	0	0
Mean Time	—	—	—	—	16.10m	—	1.78m	—	—	—	—	—	—
Shortest Time	—	—	—	—	16.10m	—	1.78m	—	—	—	—	—	—
Longest Time	—	—	—	—	16.10m	—	1.78m	—	—	—	—	—	—
Median Time	—	—	—	—	16.10m	—	1.78m	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00m	—	0.00m	—	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	—	—	—	—	—	—	—	—	—	—	—	0.23m	—
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	0	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	0.23m	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	0.23m	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	0.23m	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	0.23m	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0.00m	—

## Technical Check (Retest)

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



Routine (Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	3.10m	1.47m	0.38m	4.13m	2.12m	1.63m	1.43m	20.59m	4.55m	1.30m	0.34m	0.62m	0.56m
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	83	180	69	383	34	154	7	53	76	38	7	34	256
Mean Time	0.64m	0.55m	0.20m	1.99m	0.62m	0.75m	0.42m	7.79m	2.58m	0.33m	0.22m	0.25m	0.27m
Shortest Time	0.05m	0.08m	0.07m	0.05m	0.08m	0.08m	0.09m	0.09m	0.06m	0.08m	0.17m	0.09m	0.07m
Longest Time	5.82m	2.78m	2.17m	11.11m	3.27m	4.38m	1.92m	20.82m	4.82m	1.39m	0.38m	0.75m	2.22m
Median Time	0.34m	0.20m	0.12m	2.29m	0.21m	0.39m	0.18m	3.36m	4.35m	0.17m	0.20m	0.09m	0.22m
PStDev Time	0.99m	0.60m	0.35m	1.60m	0.72m	0.68m	0.62m	8.78m	2.09m	0.40m	0.07m	0.20m	0.21m

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	0.15m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	0	0	0	0	0	3
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.14m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.14m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.15m
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.14m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.01m

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	—	—	—	—	13.47m	—	1.69m	—	—	—	—	—	—
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	27	0	55	0	0	0	0	0	0
Mean Time	—	—	—	—	2.03m	—	1.61m	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.30m	—	1.57m	—	—	—	—	—	—



gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
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	1	0	0	0	0	0	0	0	0	0	0	0	2
Mean Time	0.11m	—	—	—	—	—	—	—	—	—	—	—	0.32m
Shortest Time	0.11m	—	—	—	—	—	—	—	—	—	—	—	0.08m
Longest Time	0.11m	—	—	—	—	—	—	—	—	—	—	—	0.55m
Median Time	0.11m	—	—	—	—	—	—	—	—	—	—	—	0.32m
PStDev Time	0.00m	—	—	—	—	—	—	—	—	—	—	—	0.24m

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	—	—	—	—	0.40m	—	—	—	—	—	—	—	—
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	1	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.40m	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.40m	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.40m	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.40m	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00m	—	—	—	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	—	—	—	—	—	—	—	—	—	—	—	0.20m	—
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	0	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	0.20m	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	0.20m	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	0.20m	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	0.20m	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0.00m	—



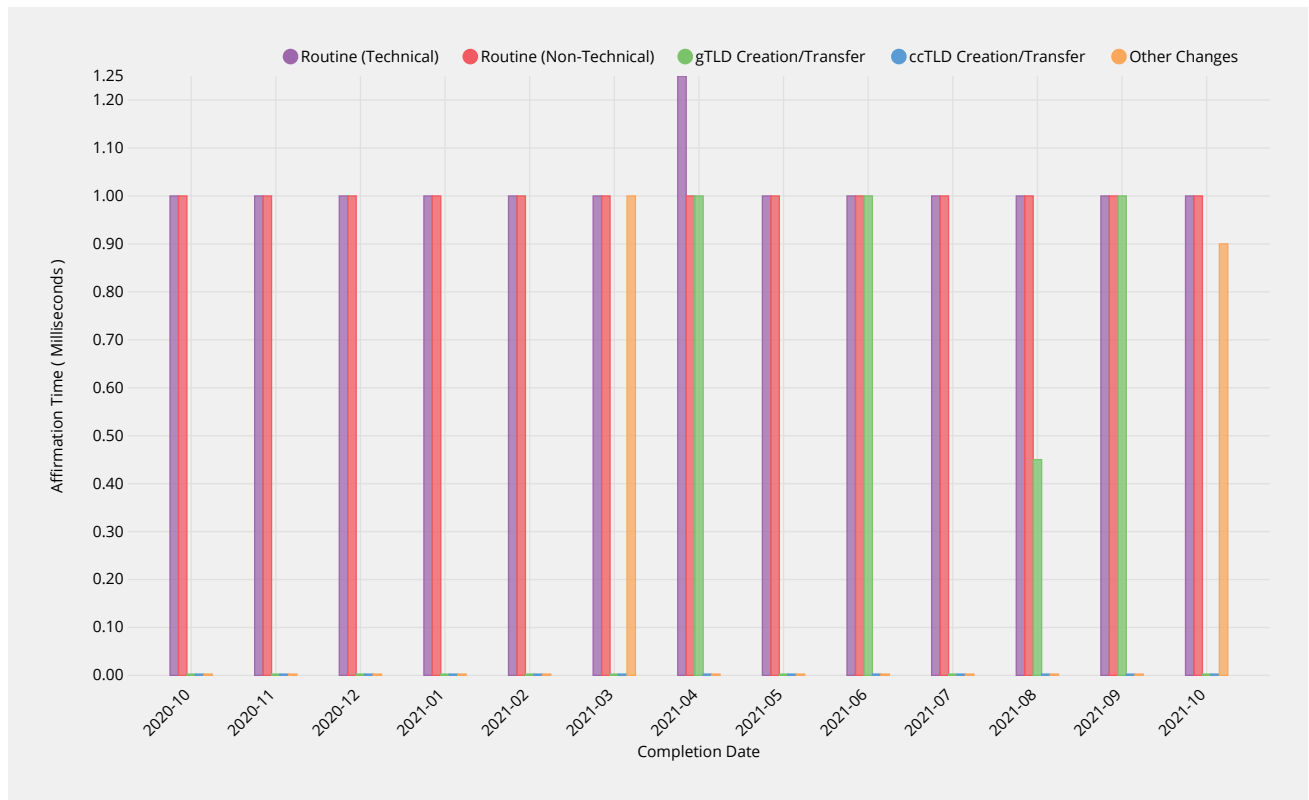
gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	4	0	0	0	1	0	5	1	46	0	31	19	1
Mean Time	2.00ms	—	—	—	3.00ms	—	1.80ms	2.00ms	1.93ms	—	2.03ms	2.42ms	1.00ms
Shortest Time	2.00ms	—	—	—	3.00ms	—	1.00ms	2.00ms	1.00ms	—	1.00ms	2.00ms	1.00ms
Longest Time	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms	3.00ms	—	3.00ms	3.00ms	1.00ms
Median Time	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms	2.00ms	—	2.00ms	2.00ms	1.00ms
PStDev Time	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms	0.48ms	—	0.59ms	0.49ms	0.00ms

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Dispatch Time	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—	—	—
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	0	0	0	0	1	0	0	1	0	0	0	0	0
Mean Time	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—	—	—
Shortest Time	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—	—	—
Longest Time	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—	—	—
Median Time	—	—	—	—	1.00ms	—	—	2.00ms	—	—	—	—	—
PStDev Time	—	—	—	—	0.00ms	—	—	0.00ms	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Dispatch Time	—	—	—	—	—	—	2.00ms	—	—	—	—	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	0	0	0	0	0	0	1	0	0	0	0	1	0
Mean Time	—	—	—	—	—	—	2.00ms	—	—	—	—	1.00ms	—
Shortest Time	—	—	—	—	—	—	2.00ms	—	—	—	—	1.00ms	—
Longest Time	—	—	—	—	—	—	2.00ms	—	—	—	—	1.00ms	—
Median Time	—	—	—	—	—	—	2.00ms	—	—	—	—	1.00ms	—
PStDev Time	—	—	—	—	—	—	0.00ms	—	—	—	—	0.00ms	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.25ms	1.00ms	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	143	135	53	49	47	60	20	42	35	269	16	23	233
Mean Time	0.19ms	0.21ms	0.26ms	0.29ms	0.43ms	0.27ms	0.65ms	0.33ms	0.09ms	0.17ms	0.31ms	0.35ms	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	2.00ms	1.00ms	7.00ms	6.00ms	6.00ms	2.00ms	1.00ms	1.00ms	1.00ms	2.00ms	3.00ms
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	0.41ms	0.41ms	0.52ms	0.45ms	1.07ms	0.83ms	1.31ms	0.52ms	0.28ms	0.38ms	0.46ms	0.56ms	0.44ms

Routine (Non-Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	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	202	60	24	43	31	47	13	218	216	22	14	32	70
Mean Time	0.23ms	0.23ms	0.29ms	0.21ms	0.13ms	0.34ms	0.31ms	0.13ms	0.15ms	0.14ms	0.21ms	0.28ms	0.16ms
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	5.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	4.00ms	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	0.53ms	0.42ms	0.54ms	0.41ms	0.34ms	0.47ms	0.46ms	0.33ms	0.36ms	0.34ms	0.41ms	0.76ms	0.36ms

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Affirmation Time	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms	1.00ms	—	0.45ms	1.00ms	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	3	0	0	0	1	0	5	1	46	0	12	19	1
Mean Time	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms	0.13ms	—	0.08ms	0.11ms	0.00ms
Shortest Time	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Longest Time	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms	1.00ms	—	1.00ms	1.00ms	0.00ms
Median Time	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms
PStDev Time	0.00ms	—	—	—	0.00ms	—	0.49ms	0.00ms	0.34ms	—	0.28ms	0.31ms	0.00ms

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Affirmation Time	—	—	—	—	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	0	0	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.00ms	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.00ms	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.00ms	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.00ms	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00ms	—	—	—	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Affirmation Time	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.90ms
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	2	2	0	2	1	5	0	0	0	0	2	3
Mean Time	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.33ms
Shortest Time	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.00ms
Longest Time	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.00ms
PStDev Time	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	—	—	—	—	0.00ms	0.47ms





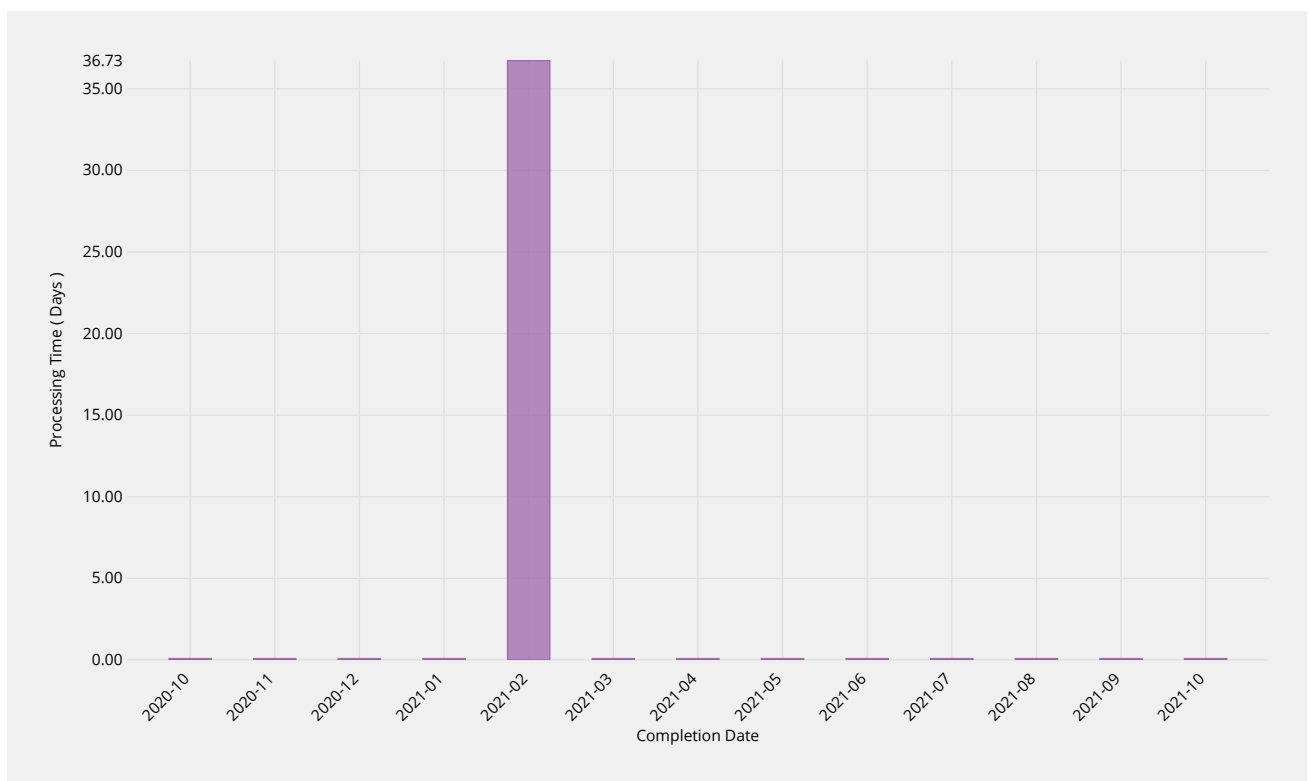
gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Request Count	3	0	0	0	1	0	5	1	46	0	12	19	1
Mean Time	1.64d	—	—	—	0.04d	—	2.01d	0.06d	0.01d	—	0.11d	0.04d	1.96d
Shortest Time	0.19d	—	—	—	0.04d	—	2.01d	0.06d	0.00d	—	0.02d	0.04d	1.96d
Longest Time	2.95d	—	—	—	0.04d	—	2.01d	0.06d	0.12d	—	0.33d	0.05d	1.96d
Median Time	1.80d	—	—	—	0.04d	—	2.01d	0.06d	0.00d	—	0.06d	0.04d	1.96d
PStDev Time	1.13d	—	—	—	0.00d	—	0.00d	0.00d	0.03d	—	0.10d	0.00d	0.00d

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Processing Time	—	—	—	—	73.14d	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	73.14d	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	73.14d	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	73.14d	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	73.14d	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00d	—	—	—	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Processing Time	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—	—	—	—	0.87d	1.24d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	2	2	0	2	1	5	0	0	0	0	2	3
Mean Time	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.18d	—	—	—	—	0.46d	0.46d
Shortest Time	0.08d	0.04d	0.08d	—	0.11d	0.16d	0.03d	—	—	—	—	0.05d	0.06d
Longest Time	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—	—	—	—	0.87d	1.24d
Median Time	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.07d	—	—	—	—	0.46d	0.09d
PStDev Time	0.00d	0.02d	0.28d	—	0.00d	0.00d	0.23d	—	—	—	—	0.41d	0.55d

## Third Party Approval

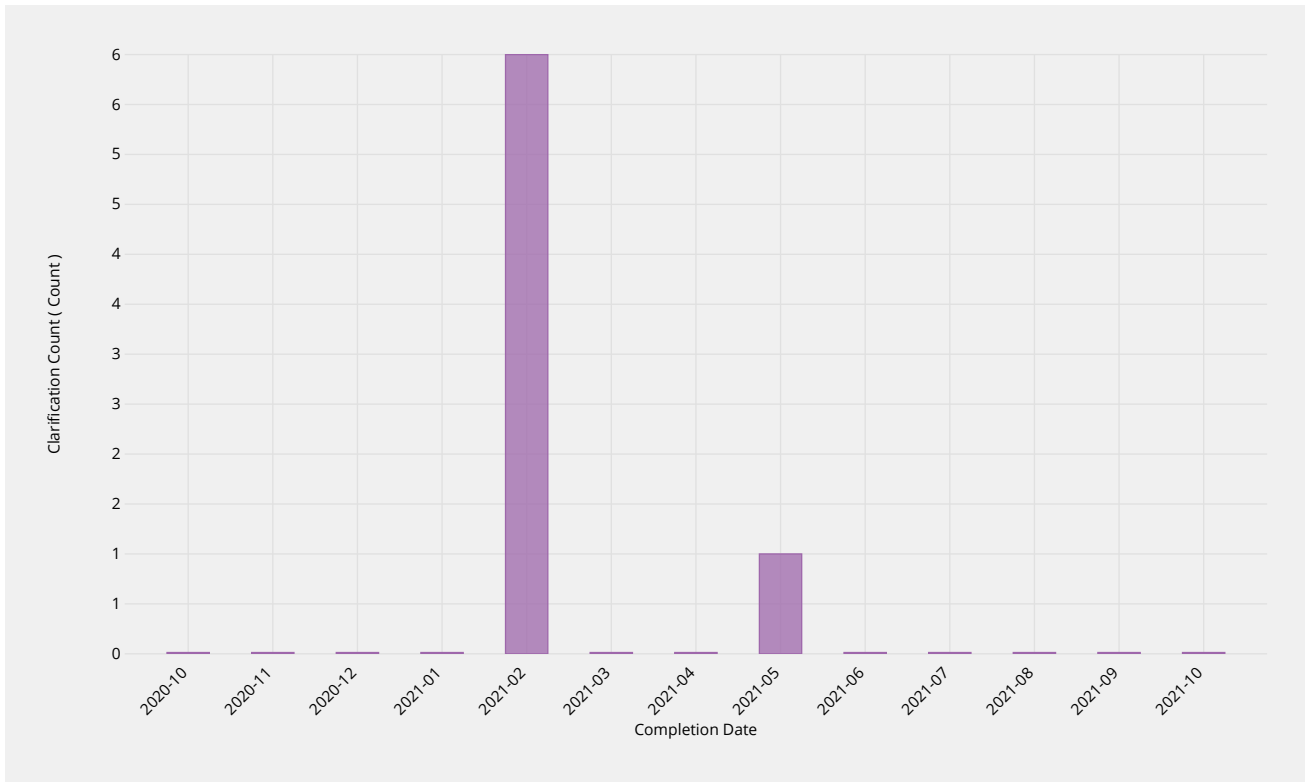
Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties).





## Requester Clarification

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



Requester Clarification	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Clarification Count	—	—	—	—	6	—	0	1	—	—	—	—	—
Request Count	0	0	0	0	1	0	1	1	0	0	0	0	0
Lowest Count	—	—	—	—	6	—	0	1	—	—	—	—	—
Highest Count	—	—	—	—	6	—	0	1	—	—	—	—	—



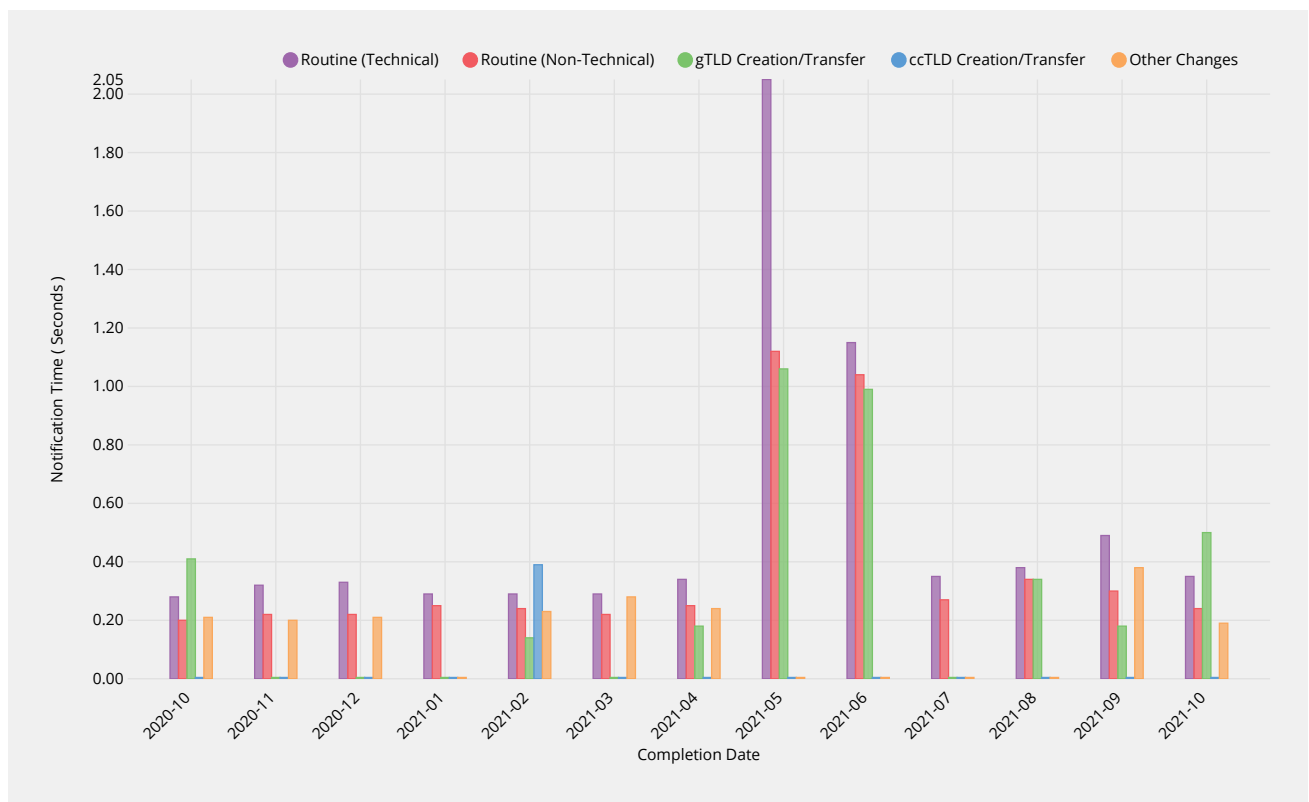


ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Publication Count	0	0	0	0	1	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	5.91h	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	5.91h	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	5.91h	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	5.91h	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00h	—	—	—	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Publication Time	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—	—	—	—	6.57h	19.87h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	2	2	0	2	1	4	0	0	0	0	2	3
Mean Time	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.28h	—	—	—	—	6.01h	15.11h
Shortest Time	2.08h	1.91h	6.24h	—	20.53h	25.31h	3.20h	—	—	—	—	5.45h	7.05h
Longest Time	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—	—	—	—	6.57h	19.87h
Median Time	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.25h	—	—	—	—	6.01h	18.43h
PStDev Time	0.00h	0.27h	5.38h	—	0.00h	0.00h	0.09h	—	—	—	—	0.56h	5.74h

## Notification of Completion

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



Routine (Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Notification Time	0.28s	0.32s	0.33s	0.29s	0.29s	0.29s	0.34s	2.05s	1.15s	0.35s	0.38s	0.49s	0.35s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	141	134	53	49	47	60	20	42	34	268	16	23	233
Mean Time	0.18s	0.18s	0.19s	0.21s	0.17s	0.19s	0.23s	1.07s	0.35s	0.19s	0.22s	0.26s	0.22s
Shortest Time	0.12s	0.12s	0.12s	0.13s	0.12s	0.13s	0.15s	0.16s	0.14s	0.13s	0.13s	0.14s	0.13s
Longest Time	0.45s	0.43s	0.40s	1.29s	0.32s	0.35s	0.37s	2.11s	2.00s	0.49s	0.39s	0.54s	1.14s
Median Time	0.17s	0.16s	0.16s	0.19s	0.17s	0.17s	0.21s	1.04s	0.20s	0.17s	0.17s	0.26s	0.20s
PStDev Time	0.06s	0.06s	0.06s	0.16s	0.05s	0.05s	0.06s	0.61s	0.41s	0.07s	0.09s	0.10s	0.08s

Routine (Non-Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Notification Time	0.20s	0.22s	0.22s	0.25s	0.24s	0.22s	0.25s	1.12s	1.04s	0.27s	0.34s	0.30s	0.24s
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	202	59	24	37	30	46	12	216	216	22	14	32	70
Mean Time	0.15s	0.17s	0.18s	0.35s	0.19s	0.18s	0.20s	0.93s	0.40s	0.19s	0.20s	0.18s	0.15s
Shortest Time	0.12s	0.13s	0.14s	0.14s	0.13s	0.13s	0.16s	0.19s	0.12s	0.14s	0.14s	0.13s	0.13s
Longest Time	0.26s	0.24s	0.23s	6.27s	0.24s	0.35s	0.28s	1.70s	8.28s	0.34s	0.43s	0.32s	0.28s
Median Time	0.15s	0.17s	0.17s	0.19s	0.18s	0.18s	0.19s	0.93s	0.15s	0.17s	0.16s	0.15s	0.14s
PStDev Time	0.02s	0.03s	0.03s	0.99s	0.03s	0.04s	0.03s	0.15s	0.66s	0.05s	0.08s	0.06s	0.03s

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Notification Time	0.41s	—	—	—	0.14s	—	0.18s	1.06s	0.99s	—	0.34s	0.18s	0.50s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	3	0	0	0	1	0	5	1	46	0	12	19	1
Mean Time	0.29s	—	—	—	0.14s	—	0.16s	1.06s	0.83s	—	0.21s	0.15s	0.50s
Shortest Time	0.18s	—	—	—	0.14s	—	0.12s	1.06s	0.14s	—	0.14s	0.14s	0.50s
Longest Time	0.42s	—	—	—	0.14s	—	0.18s	1.06s	1.07s	—	0.36s	0.18s	0.50s
Median Time	0.26s	—	—	—	0.14s	—	0.16s	1.06s	0.92s	—	0.15s	0.14s	0.50s
PStDev Time	0.10s	—	—	—	0.00s	—	0.02s	0.00s	0.26s	—	0.08s	0.01s	0.00s

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Notification Time	—	—	—	—	0.39s	—	—	—	—	—	—	—	—
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	1	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.39s	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.39s	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.39s	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.39s	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00s	—	—	—	—	—	—	—	—

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Notification Time	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—	—	—	—	0.38s	0.19s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	2	2	0	2	1	5	0	0	0	0	2	3
Mean Time	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—	—	—	—	0.33s	0.17s
Shortest Time	0.21s	0.15s	0.17s	—	0.18s	0.28s	0.14s	—	—	—	—	0.28s	0.15s
Longest Time	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—	—	—	—	0.39s	0.19s
Median Time	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—	—	—	—	0.33s	0.18s
PStDev Time	0.00s	0.03s	0.02s	—	0.02s	0.00s	0.04s	—	—	—	—	0.05s	0.02s





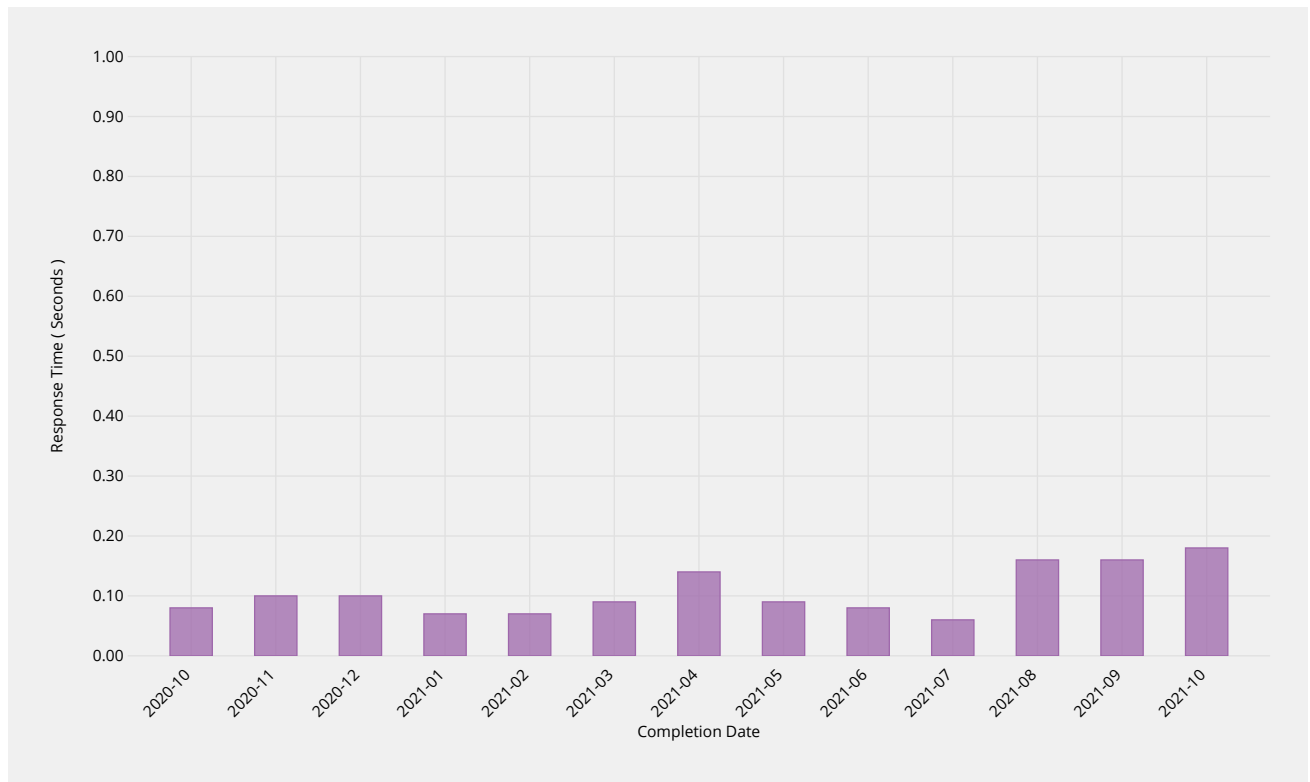






## Credential Recovery

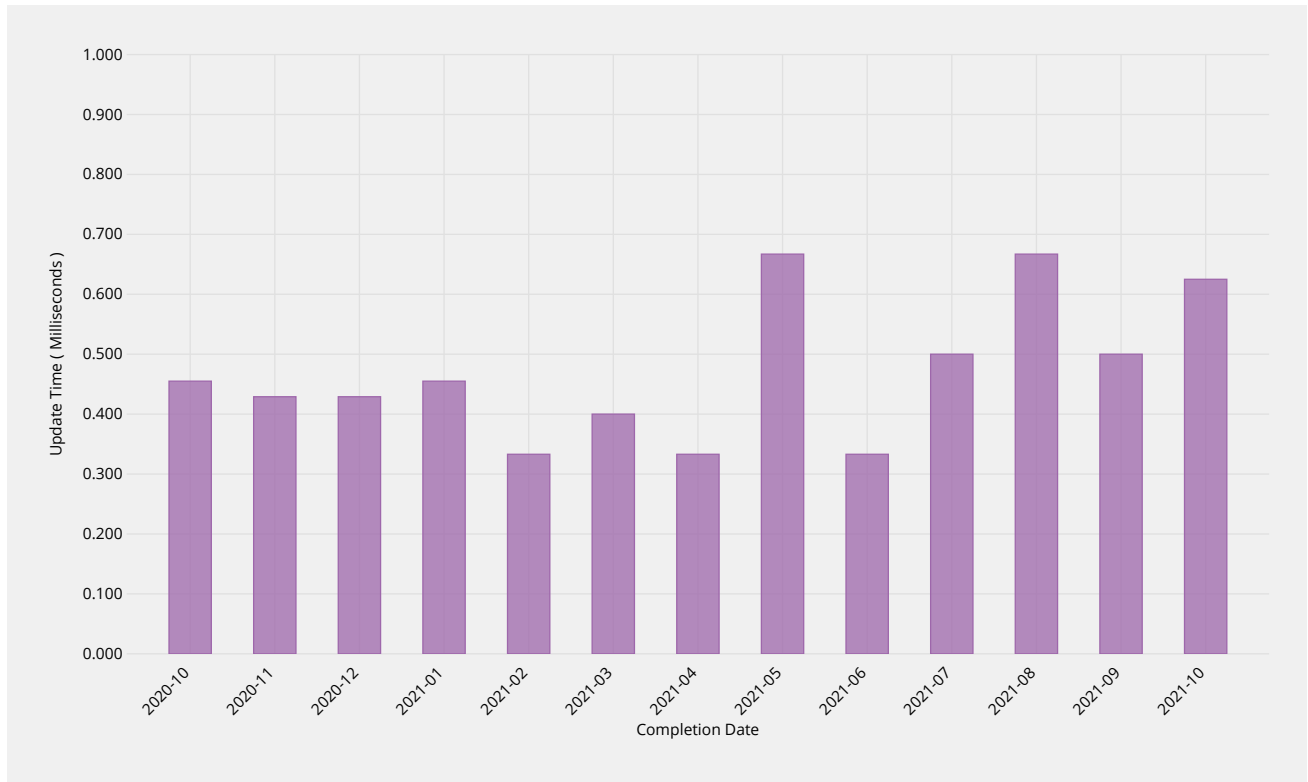
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	0.08s	0.10s	0.10s	0.07s	0.07s	0.09s	0.14s	0.09s	0.08s	0.06s	0.16s	0.16s	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%
Response Count	12	7	8	11	5	6	7	5	11	2	7	2	9
Mean Time	0.05s	0.07s	0.06s	0.06s	0.06s	0.06s	0.08s	0.06s	0.05s	0.04s	0.11s	0.15s	0.11s
Shortest Time	0.01s	0.01s	0.05s	0.06s	0.05s	0.05s	0.05s	0.05s	0.01s	0.01s	0.05s	0.14s	0.04s
Longest Time	0.08s	0.10s	0.12s	0.07s	0.07s	0.09s	0.16s	0.10s	0.08s	0.06s	0.16s	0.16s	0.20s
Median Time	0.05s	0.06s	0.06s	0.07s	0.06s	0.06s	0.07s	0.06s	0.05s	0.04s	0.09s	0.15s	0.12s
PStDev Time	0.02s	0.03s	0.02s	0.01s	0.01s	0.01s	0.04s	0.02s	0.02s	0.02s	0.04s	0.01s	0.05s

## Credential Change

Time to implement new password within the system.

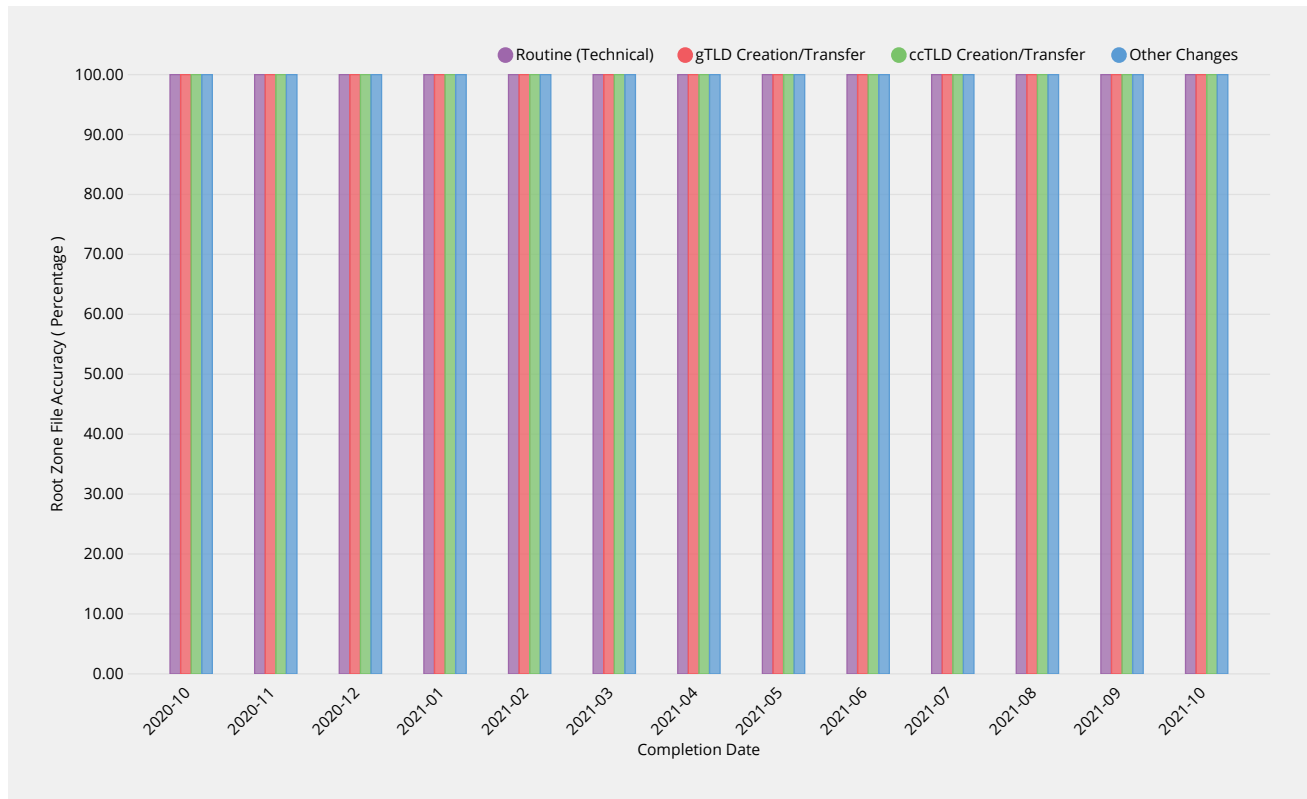


Credential Change	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Update Time	1.000ms	1.000ms	1.000ms	1.500ms	0.900ms	1.000ms	1.000ms	1.000ms	1.000ms	0.950ms	1.750ms	0.950ms	1.650ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	11	7	7	11	3	5	6	3	9	2	6	2	8
Mean Time	0.455ms	0.429ms	0.429ms	0.455ms	0.333ms	0.400ms	0.333ms	0.667ms	0.333ms	0.500ms	0.667ms	0.500ms	0.625ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	2.000ms
Median Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.500ms	0.500ms	0.500ms	0.500ms
PStDev Time	0.498ms	0.495ms	0.495ms	0.656ms	0.471ms	0.490ms	0.471ms	0.471ms	0.471ms	0.500ms	0.745ms	0.500ms	0.696ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
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	141	134	53	49	47	60	20	42	34	269	16	23	233

gTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
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	3	0	0	0	1	0	5	1	46	0	12	19	1

ccTLD Creation/Transfer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
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	0	0	0	1	0	0	0	0	0	0	0	0

Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
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	2	2	0	2	1	5	0	0	0	0	2	3



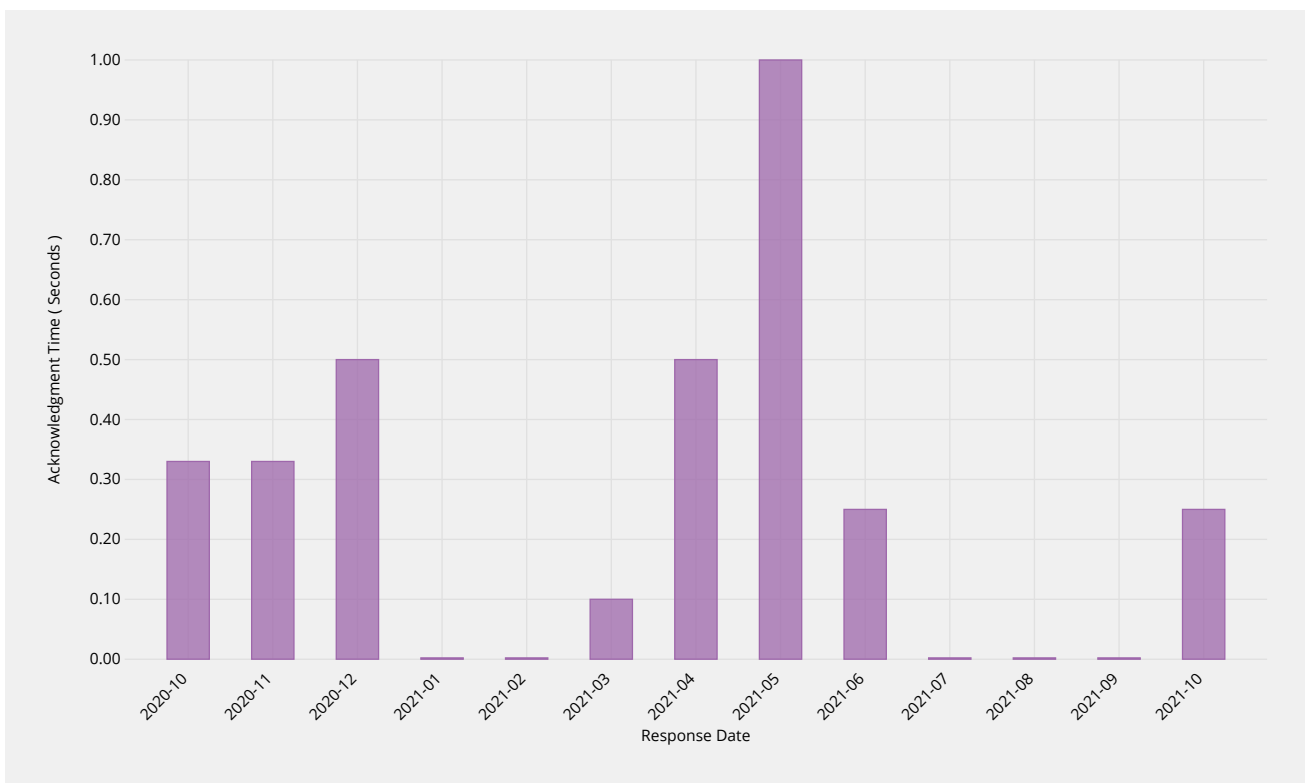


Other Changes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Request Count	1	2	2	0	2	1	5	0	0	0	0	2	3

## Enquiry Processing

### Time to acknowledge

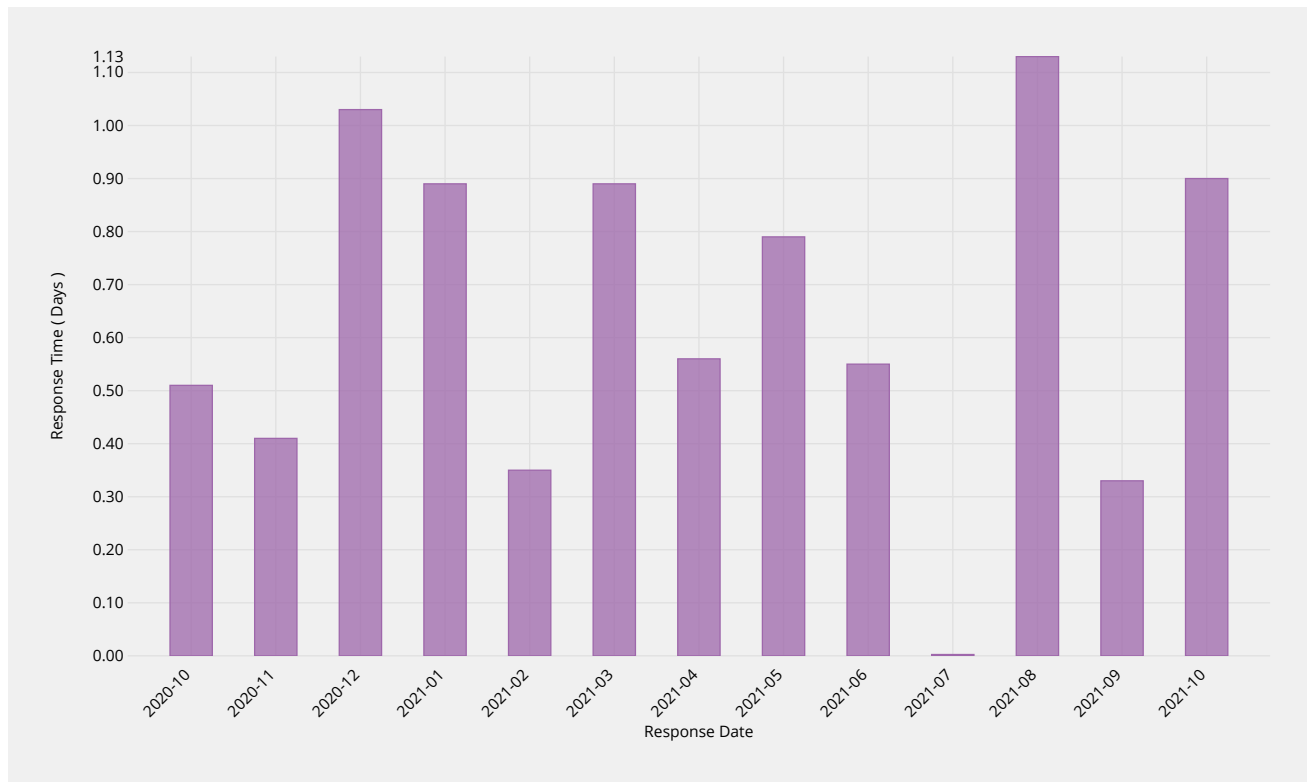
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Acknowledgment Time	1.00s	1.00s	0.95s	0.00s	0.00s	0.55s	0.95s	2.30s	0.85s	—	0.00s	0.00s	0.85s
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	6	6	2	5	5	10	2	8	4	0	3	3	4
Mean Time	0.33s	0.33s	0.50s	0.00s	0.00s	0.10s	0.50s	1.00s	0.25s	—	0.00s	0.00s	0.25s
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
Longest Time	1.00s	1.00s	1.00s	0.00s	0.00s	1.00s	1.00s	3.00s	1.00s	—	0.00s	0.00s	1.00s
Median Time	0.00s	0.00s	0.50s	0.00s	0.00s	0.00s	0.50s	1.00s	0.00s	—	0.00s	0.00s	0.00s
PStDev Time	0.47s	0.47s	0.50s	0.00s	0.00s	0.30s	0.50s	0.87s	0.43s	—	0.00s	0.00s	0.43s

## Time to initial response

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

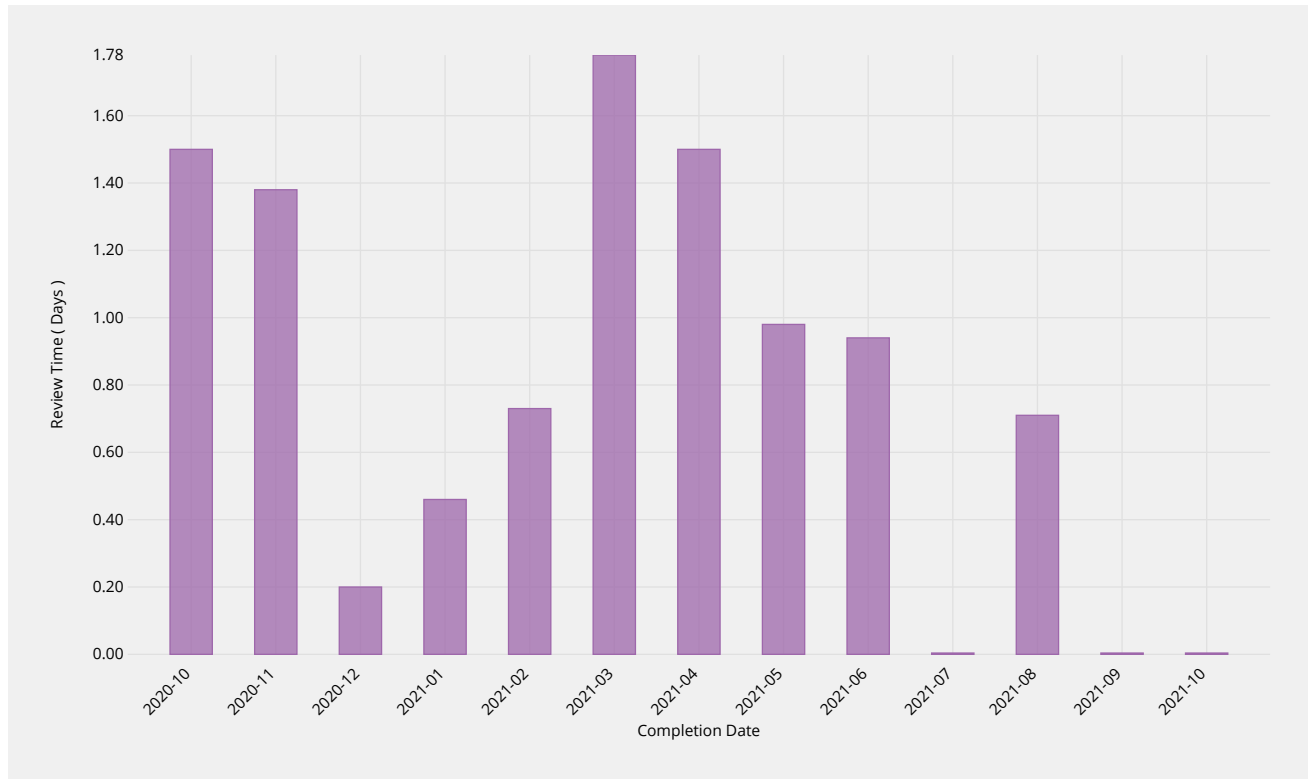


Manual Enquiries	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Response Time	1.32d	0.83d	1.03d	2.01d	0.47d	2.00d	0.62d	1.46d	0.80d	—	2.68d	0.59d	1.76d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	6	5	1	6	5	10	2	8	4	0	3	3	4
Mean Time	0.51d	0.41d	1.03d	0.89d	0.35d	0.89d	0.56d	0.79d	0.55d	—	1.13d	0.33d	0.90d
Shortest Time	0.01d	0.04d	1.03d	0.01d	0.24d	0.02d	0.49d	0.18d	0.26d	—	0.01d	0.04d	0.02d
Longest Time	1.99d	0.96d	1.03d	3.27d	0.52d	3.57d	0.64d	1.52d	0.88d	—	3.34d	0.67d	1.89d
Median Time	0.18d	0.27d	1.03d	0.63d	0.35d	0.59d	0.56d	0.58d	0.53d	—	0.04d	0.28d	0.83d
PStDev Time	0.70d	0.34d	0.00d	1.10d	0.10d	1.03d	0.07d	0.47d	0.23d	—	1.56d	0.26d	0.79d

# Label Generation Rulesets

## Review Time

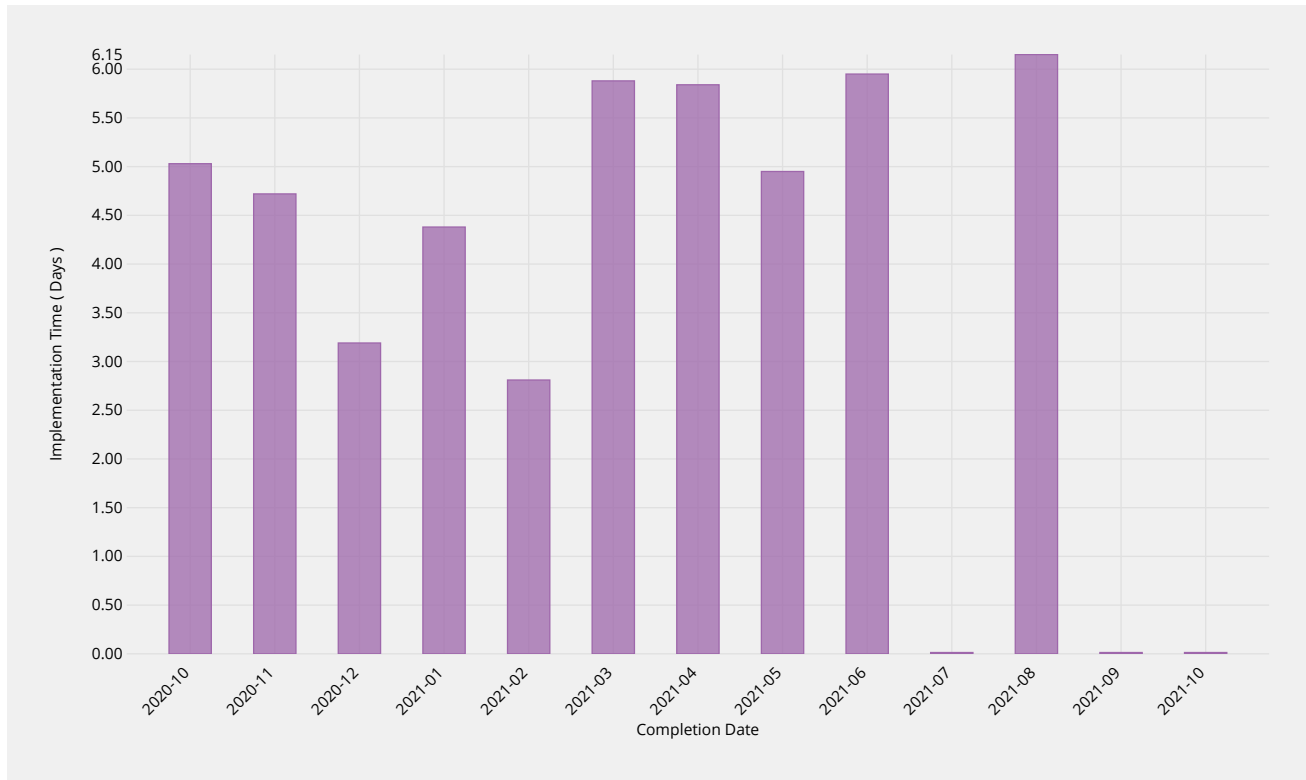
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Review Time	1.50d	1.38d	0.20d	0.46d	0.73d	1.78d	1.50d	0.98d	0.94d	—	0.71d	—	—
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	2	3	1	1	3	9	11	18	9	0	5	0	0
Shortest Time	0.42d	0.23d	0.20d	0.46d	0.29d	0.22d	0.17d	0.17d	0.08d	—	0.24d	—	—
Longest Time	1.62d	1.58d	0.20d	0.46d	0.77d	1.81d	1.66d	4.40d	1.10d	—	0.71d	—	—
Median Time	1.02d	0.59d	0.20d	0.46d	0.58d	1.01d	0.54d	0.94d	0.67d	—	0.49d	—	—
PStDev Time	0.60d	0.57d	0.00d	0.00d	0.20d	0.56d	0.50d	0.86d	0.35d	—	0.18d	—	—

## Implementation Time

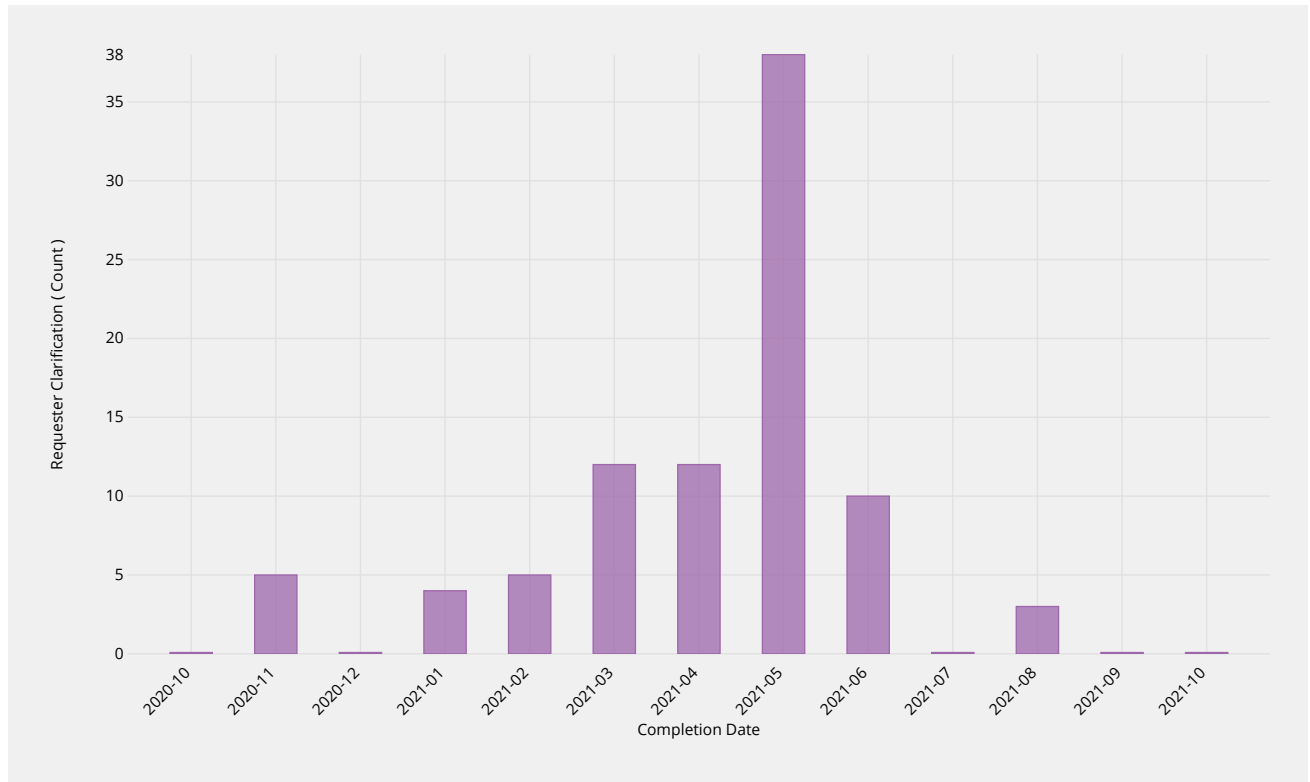
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Implementation Time	5.03d	4.72d	3.19d	4.38d	2.81d	5.88d	5.84d	4.95d	5.95d	—	6.15d	—	—
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	3	1	2	3	10	10	18	9	0	5	0	0
Shortest Time	0.87d	3.51d	3.19d	1.02d	0.03d	1.32d	1.07d	0.88d	2.91d	—	1.23d	—	—
Longest Time	5.49d	4.91d	3.19d	4.75d	3.09d	6.15d	6.00d	5.94d	6.36d	—	6.15d	—	—
Median Time	3.18d	3.96d	3.19d	2.88d	1.67d	2.93d	2.41d	2.51d	5.29d	—	6.13d	—	—
PStDev Time	2.31d	0.58d	0.00d	1.87d	1.25d	1.57d	1.73d	1.24d	1.02d	—	2.39d	—	—

## Requester Clarification

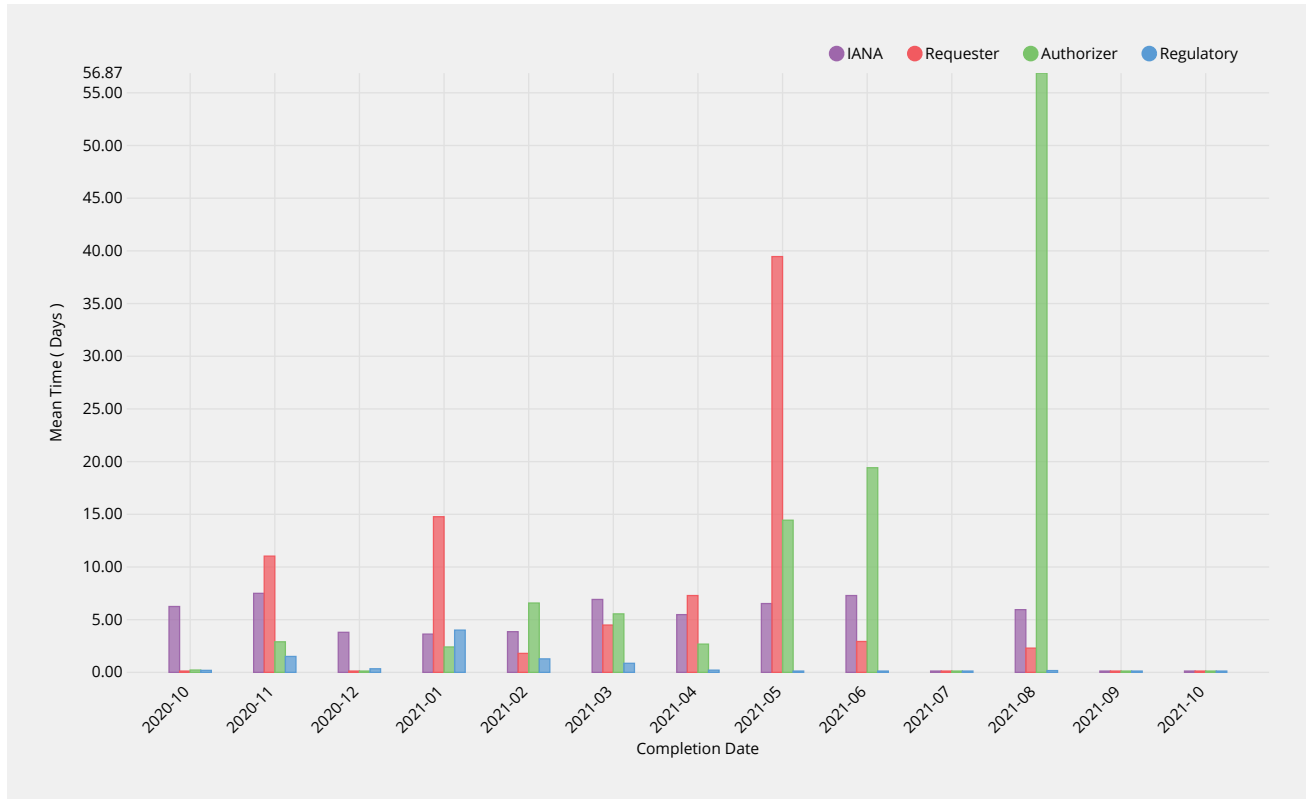
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Count	0	5	0	4	5	12	12	38	10	—	3	—	—
Request Count	2	3	1	2	3	10	11	19	9	0	5	0	0
Shortest Clarification	0	0	0	1	1	0	0	1	0	—	0	—	—
Longest Clarification	0	5	0	3	3	2	5	3	3	—	2	—	—

## Time per Actor

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



IANA	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Mean Time	6.25d	7.50d	3.80d	3.63d	3.86d	6.92d	5.48d	6.53d	7.29d	—	5.95d	—	—
Review Count	2	3	1	2	3	10	11	18	9	0	5	0	0
Shortest Time	5.74d	4.22d	3.80d	0.65d	2.35d	2.18d	2.32d	1.94d	3.42d	—	2.00d	—	—
Longest Time	6.75d	9.65d	3.80d	6.61d	6.16d	10.10d	8.09d	7.48d	10.48d	—	8.27d	—	—
Median Time	6.25d	8.65d	3.80d	3.63d	3.07d	7.75d	5.33d	7.02d	7.32d	—	8.10d	—	—
PStDev Time	0.50d	2.36d	0.00d	2.98d	1.65d	2.49d	2.09d	1.25d	2.04d	—	2.80d	—	—

Requester	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Mean Time	—	11.03d	—	14.77d	1.80d	4.49d	7.29d	39.46d	2.93d	—	2.30d	—	—
Review Count	0	1	0	2	3	8	8	19	7	0	2	0	0
Shortest Time	—	11.03d	—	0.01d	0.14d	0.02d	0.02d	0.20d	0.20d	—	0.24d	—	—
Longest Time	—	11.03d	—	29.54d	4.83d	17.25d	30.04d	53.08d	9.55d	—	4.36d	—	—
Median Time	—	11.03d	—	14.77d	0.42d	3.30d	5.44d	47.19d	0.94d	—	2.30d	—	—
PStDev Time	—	0.00d	—	14.77d	2.15d	5.50d	9.33d	17.22d	3.86d	—	2.06d	—	—

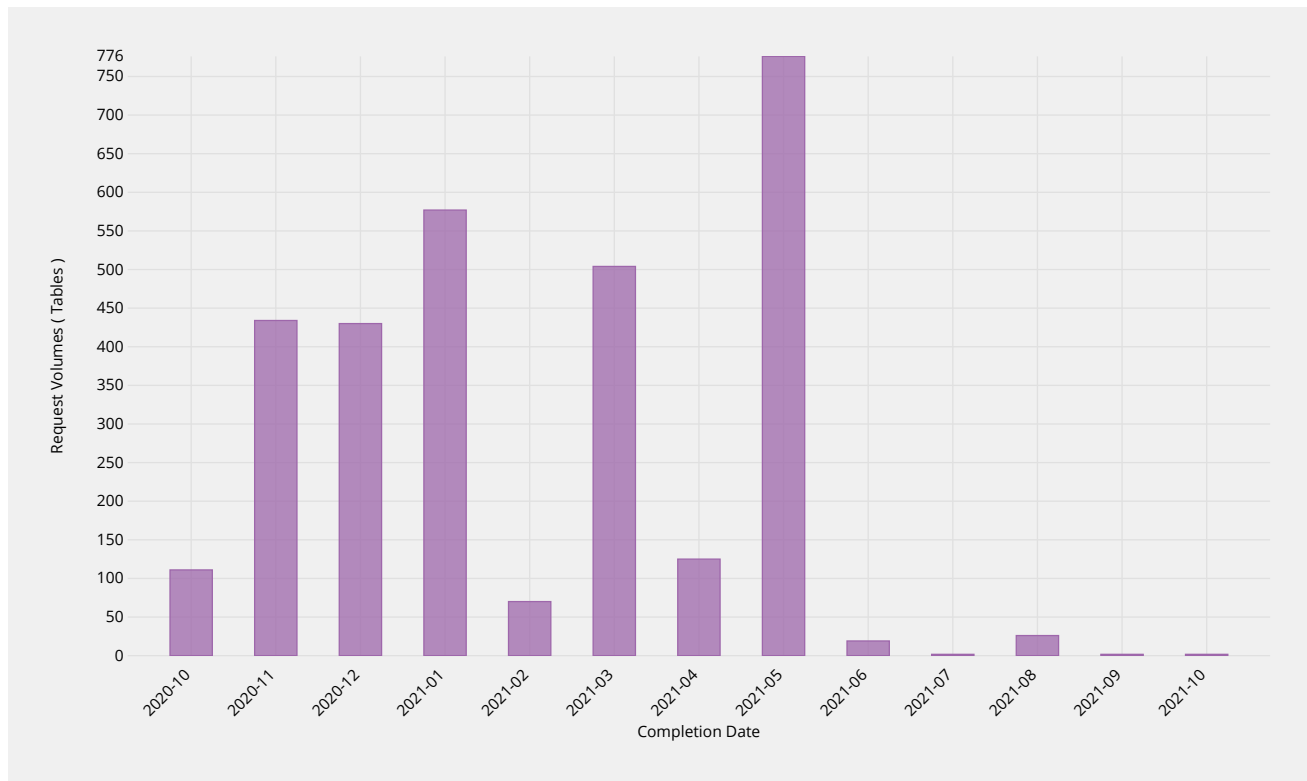
Authorizer	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Mean Time	0.22d	2.90d	0.00d	2.41d	6.58d	5.55d	2.68d	14.44d	19.42d	—	56.87d	—	—
Review Count	2	3	1	2	3	10	9	19	9	0	5	0	0
Shortest Time	0.10d	0.00d	0.00d	0.00d	0.01d	0.00d	0.07d	0.83d	0.37d	—	0.29d	—	—
Longest Time	0.35d	8.30d	0.00d	4.83d	19.33d	25.88d	14.74d	34.02d	68.18d	—	140.16d	—	—
Median Time	0.22d	0.40d	0.00d	2.41d	0.42d	1.29d	0.79d	12.87d	14.40d	—	3.26d	—	—
PStDev Time	0.13d	3.82d	0.00d	2.41d	9.01d	7.88d	4.42d	7.39d	21.71d	—	68.01d	—	—

Regulatory	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Mean Time	0.19d	1.51d	0.34d	4.01d	1.28d	0.86d	0.21d	0.08d	0.07d	—	0.17d	—	—
Review Count	2	3	1	2	3	10	10	19	9	0	5	0	0
Shortest Time	0.01d	0.00d	0.34d	2.13d	0.02d	0.04d	0.00d	0.02d	0.01d	—	0.02d	—	—

Regulatory	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Longest Time	0.38d	4.28d	0.34d	5.90d	2.87d	7.85d	1.11d	0.14d	0.12d	—	0.65d	—	—
Median Time	0.19d	0.23d	0.34d	4.01d	0.95d	0.08d	0.06d	0.09d	0.07d	—	0.07d	—	—
PStDev Time	0.18d	1.96d	0.00d	1.88d	1.19d	2.33d	0.35d	0.03d	0.04d	—	0.24d	—	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10
Total LGRs Processed	111	434	430	577	70	504	125	776	19	—	26	—	—
Request Count	2	3	1	2	3	10	10	18	9	0	5	0	0
Average LGRs per Request	56	145	430	288	23	50	12	43	2	—	5	—	—
Smallest per Request	3	1	430	213	1	1	1	1	1	—	1	—	—
Largest per Request	108	432	430	364	52	368	51	546	4	—	17	—	—

# 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.