

# IANA Naming Function Monthly Performance Report

February 2022

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# Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.84s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.44s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.15s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.77s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.06d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.06d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.02d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.26m	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%)	✓ 1.97m	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%)	✓ 4.86m	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%)	✓ 2.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.90ms	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%)	✓ 1.00ms	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%)	✓ 1.17d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.38d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.63d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.16d	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%)	✓ 35.98h	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	25.81h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.34s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.31s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.31s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.30s	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%	✓ 99.86%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.12s	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%)	✓ 2.22d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.02d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 1.00d	p36
Requester Clarification	Requester Clarification	N/A	0	p37
Time per Actor	IANA	N/A	1.06d	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	1.09d	p38
Time per Actor	Regulatory	N/A	0.09d	p38
Request Volumes	Request Volumes	N/A	1	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

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

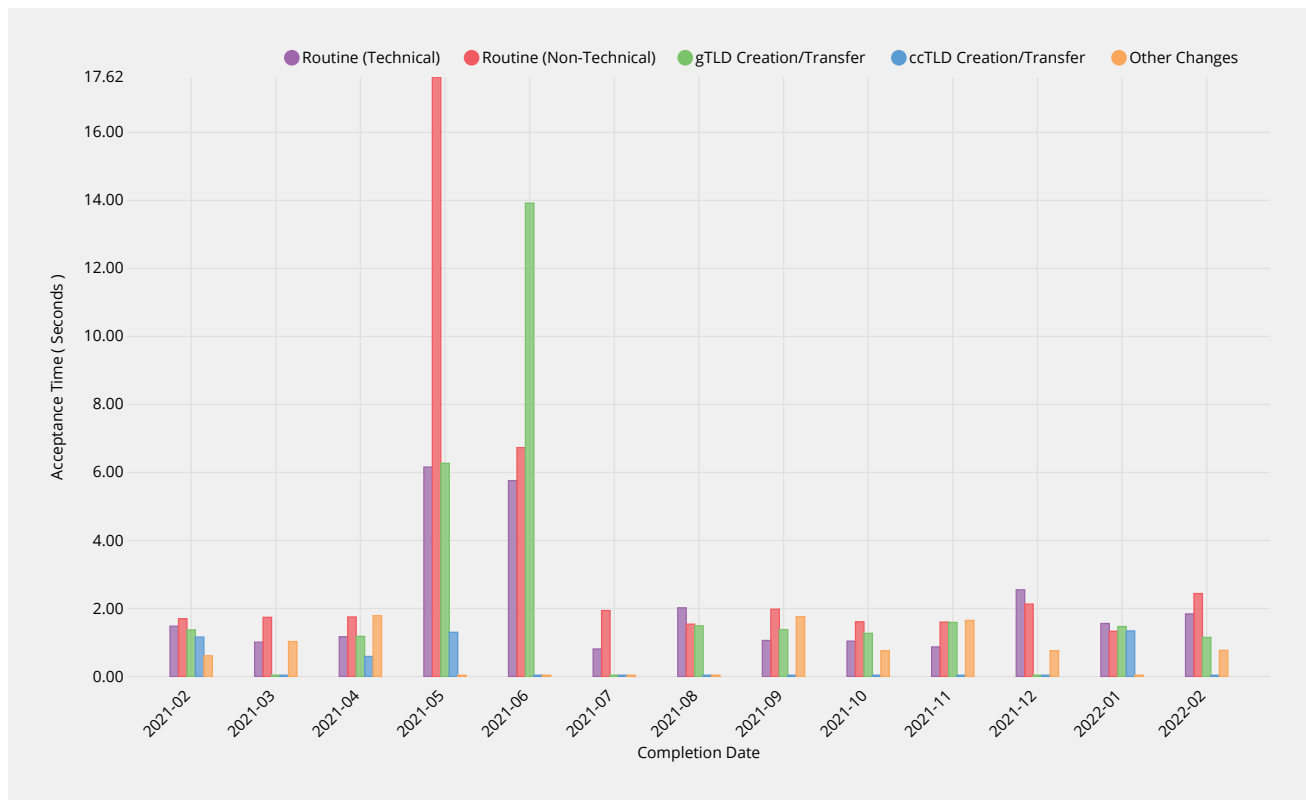
There were no exceptions for the reporting period.

# 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.



	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Routine (Technical)													
Acceptance Time	1.48s	1.01s	1.17s	6.16s	5.76s	0.81s	2.02s	1.06s	1.04s	0.87s	2.55s	1.56s	1.84s
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	51	68	22	45	39	270	18	25	235	510	21	55	29
Mean Time	0.72s	0.70s	0.75s	3.31s	2.08s	0.64s	1.00s	0.72s	0.78s	0.70s	1.18s	0.77s	0.97s
Shortest Time	0.43s	0.50s	0.50s	0.09s	0.47s	0.53s	0.62s	0.54s	0.52s	0.55s	0.56s	0.54s	0.55s
Longest Time	2.14s	2.06s	1.55s	7.78s	24.35s	2.33s	2.14s	1.85s	3.08s	4.47s	2.57s	2.19s	2.40s
Median Time	0.62s	0.63s	0.66s	4.14s	0.63s	0.61s	0.81s	0.66s	0.72s	0.67s	0.98s	0.66s	0.73s
PStDev Time	0.32s	0.27s	0.24s	2.19s	3.97s	0.17s	0.48s	0.26s	0.28s	0.24s	0.65s	0.32s	0.48s

	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Routine (Non-Technical)													
Acceptance Time	1.70s	1.74s	1.75s	17.62s	6.73s	1.94s	1.54s	1.98s	1.61s	1.60s	2.13s	1.33s	2.44s
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	32	50	15	219	219	23	19	37	78	20	54	14	28
Mean Time	1.20s	1.14s	1.18s	11.76s	2.41s	1.30s	1.28s	1.30s	1.24s	1.18s	1.58s	1.04s	1.40s
Shortest Time	0.75s	0.80s	0.84s	0.97s	0.74s	0.79s	0.94s	0.85s	0.95s	0.86s	0.80s	0.86s	0.94s
Longest Time	2.34s	2.09s	2.34s	21.01s	12.12s	2.24s	1.87s	2.11s	2.96s	1.61s	3.24s	1.38s	7.18s
Median Time	1.13s	1.09s	1.05s	11.49s	0.88s	1.33s	1.28s	1.22s	1.19s	1.15s	1.70s	1.01s	1.07s
PStDev Time	0.33s	0.27s	0.36s	2.95s	2.64s	0.36s	0.22s	0.28s	0.26s	0.21s	0.46s	0.14s	1.17s

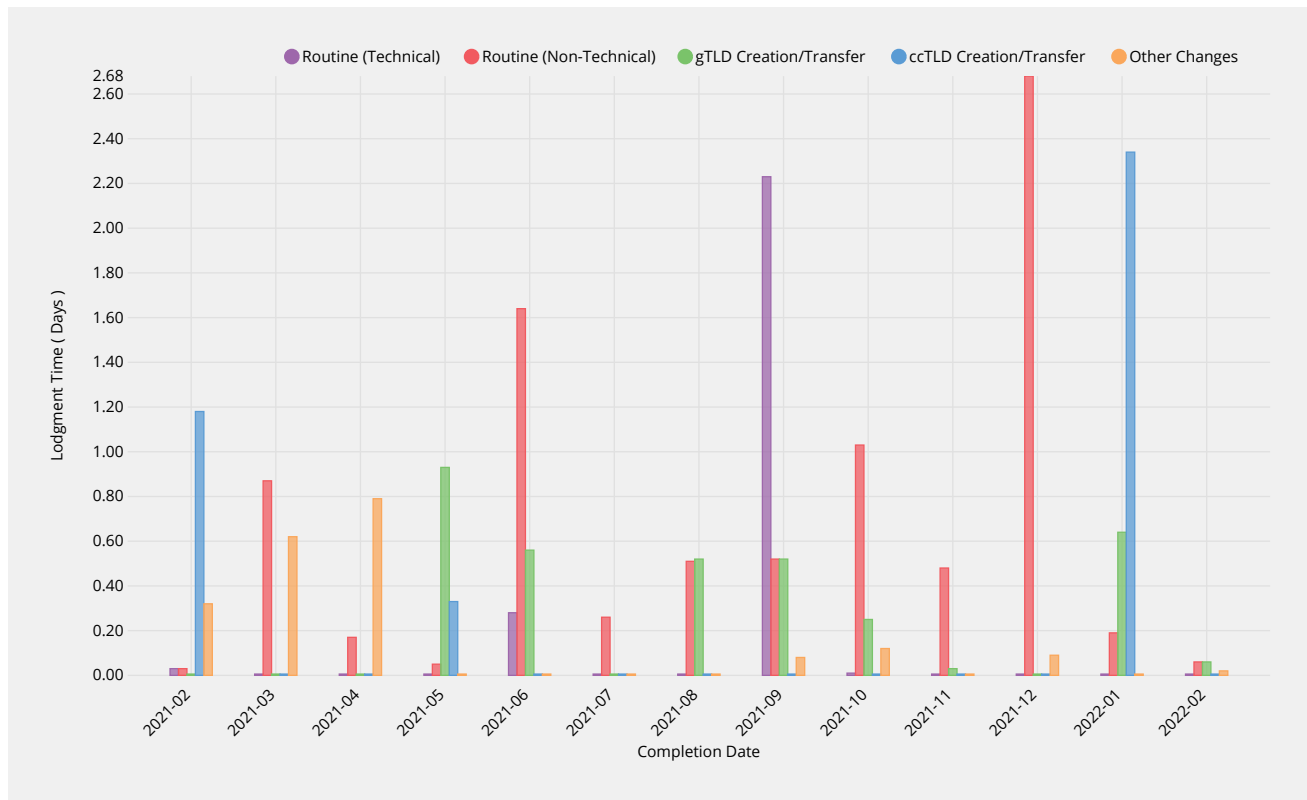
gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Acceptance Time	1.37s	—	1.18s	6.27s	13.92s	—	1.49s	1.38s	1.27s	1.59s	—	1.47s	1.15s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	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	5	1	46	0	31	19	2	2	0	4	2
Mean Time	1.37s	—	1.11s	6.27s	11.09s	—	1.26s	1.26s	1.04s	1.42s	—	1.30s	1.13s
Shortest Time	1.37s	—	1.05s	6.27s	1.54s	—	0.91s	1.10s	0.78s	1.23s	—	1.11s	1.11s
Longest Time	1.37s	—	1.19s	6.27s	17.02s	—	1.52s	1.51s	1.30s	1.61s	—	1.49s	1.15s
Median Time	1.37s	—	1.11s	6.27s	11.52s	—	1.31s	1.27s	1.04s	1.42s	—	1.30s	1.13s
PStDev Time	0.00s	—	0.05s	0.00s	3.15s	—	0.18s	0.09s	0.26s	0.19s	—	0.14s	0.02s

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Acceptance Time	1.16s	—	0.59s	1.30s	—	—	—	—	—	—	—	1.34s	—
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	1	1	0	0	0	0	0	0	0	1	0
Mean Time	1.16s	—	0.59s	1.30s	—	—	—	—	—	—	—	1.34s	—
Shortest Time	1.16s	—	0.59s	1.30s	—	—	—	—	—	—	—	1.34s	—
Longest Time	1.16s	—	0.59s	1.30s	—	—	—	—	—	—	—	1.34s	—
Median Time	1.16s	—	0.59s	1.30s	—	—	—	—	—	—	—	1.34s	—
PStDev Time	0.00s	—	0.00s	0.00s	—	—	—	—	—	—	—	0.00s	—

Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Acceptance Time	0.61s	1.03s	1.79s	—	—	—	—	1.76s	0.76s	1.65s	0.76s	—	0.77s
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	2	1	5	0	0	0	0	2	3	1	7	0	2
Mean Time	0.61s	1.03s	0.91s	—	—	—	—	1.33s	0.68s	1.65s	0.68s	—	0.71s
Shortest Time	0.61s	1.03s	0.56s	—	—	—	—	0.85s	0.59s	1.65s	0.62s	—	0.65s
Longest Time	0.61s	1.03s	2.07s	—	—	—	—	1.81s	0.77s	1.65s	0.79s	—	0.77s
Median Time	0.61s	1.03s	0.64s	—	—	—	—	1.33s	0.69s	1.65s	0.67s	—	0.71s
PStDev Time	0.00s	0.00s	0.59s	—	—	—	—	0.48s	0.08s	0.00s	0.05s	—	0.06s

## Manual Lodgment Time

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



Routine (Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Lodgment Time	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	4	0	0	0	1	0	0	1	2	0	0	0	0
Mean Time	0.02d	—	—	—	0.28d	—	—	2.23d	0.01d	—	—	—	—
Shortest Time	0.02d	—	—	—	0.28d	—	—	2.23d	0.01d	—	—	—	—
Longest Time	0.03d	—	—	—	0.28d	—	—	2.23d	0.01d	—	—	—	—
Median Time	0.02d	—	—	—	0.28d	—	—	2.23d	0.01d	—	—	—	—
PStDev Time	0.01d	—	—	—	0.00d	—	—	0.00d	0.00d	—	—	—	—

Routine (Non-Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Lodgment Time	0.03d	0.87d	0.17d	0.05d	1.64d	0.26d	0.51d	0.52d	1.03d	0.48d	2.68d	0.19d	0.06d
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	7	3	2	4	3	1	3	2	3	2	1	1
Mean Time	0.03d	0.36d	0.11d	0.04d	0.73d	0.18d	0.51d	0.43d	0.56d	0.48d	1.41d	0.19d	0.06d
Shortest Time	0.03d	0.10d	0.04d	0.04d	0.02d	0.13d	0.51d	0.28d	0.04d	0.47d	0.00d	0.19d	0.06d
Longest Time	0.03d	1.02d	0.18d	0.05d	1.82d	0.27d	0.51d	0.52d	1.08d	0.48d	2.82d	0.19d	0.06d
Median Time	0.03d	0.27d	0.09d	0.04d	0.54d	0.14d	0.51d	0.48d	0.56d	0.47d	1.41d	0.19d	0.06d
PStDev Time	0.00d	0.30d	0.06d	0.00d	0.66d	0.07d	0.00d	0.10d	0.52d	0.00d	1.41d	0.00d	0.00d

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Lodgment Time	—	—	—	0.93d	0.56d	—	0.52d	0.52d	0.25d	0.03d	—	0.64d	0.06d
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	1	4	0	1	1	1	1	0	2	1
Mean Time	—	—	—	0.93d	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.34d	0.06d
Shortest Time	—	—	—	0.93d	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.01d	0.06d
Longest Time	—	—	—	0.93d	0.56d	—	0.52d	0.52d	0.25d	0.03d	—	0.67d	0.06d

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Median Time	—	—	—	0.93d	0.55d	—	0.52d	0.52d	0.25d	0.03d	—	0.34d	0.06d
PStDev Time	—	—	—	0.00d	0.00d	—	0.00d	0.00d	0.00d	0.00d	—	0.33d	0.00d

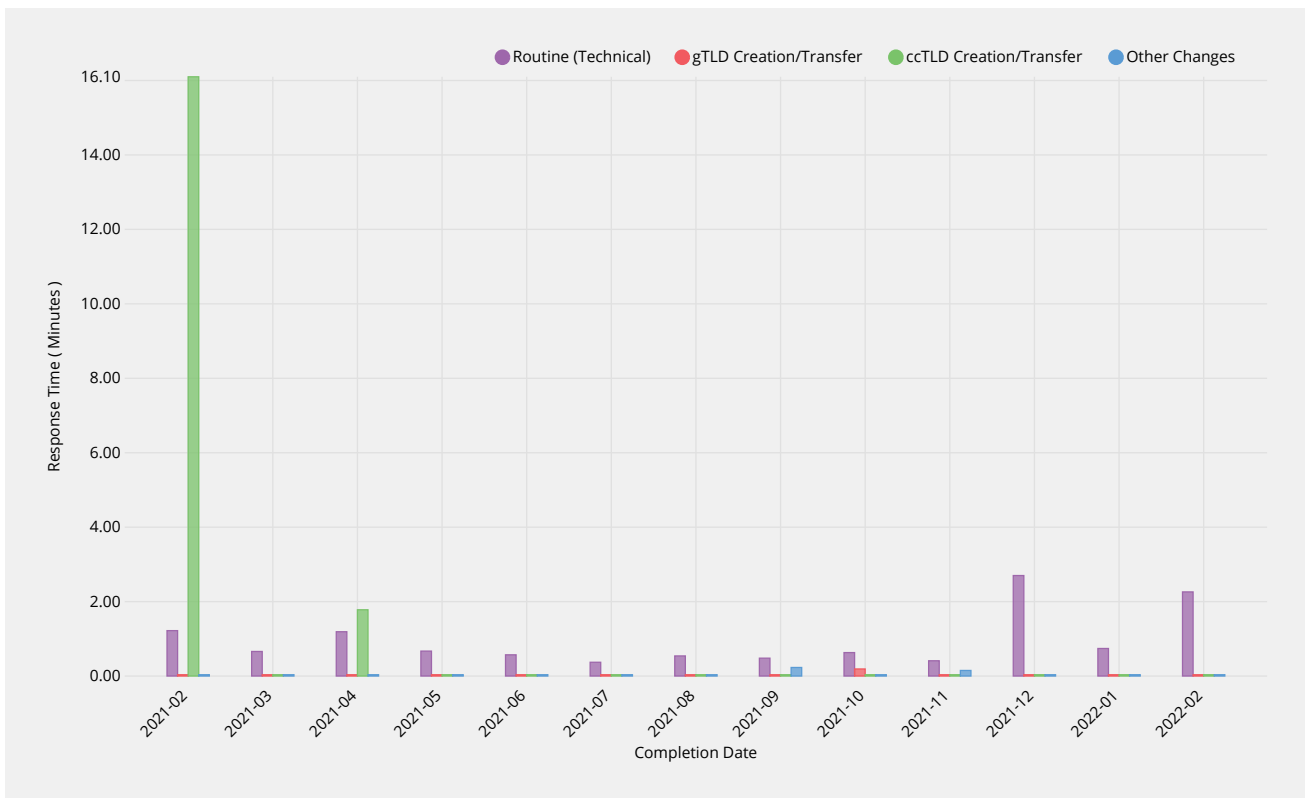
ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Lodgment Time	1.18d	—	—	0.33d	—	—	—	—	—	—	—	2.34d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	1	0	0	0	0	0	0	0	1	0
Mean Time	1.18d	—	—	0.33d	—	—	—	—	—	—	—	2.34d	—
Shortest Time	1.18d	—	—	0.33d	—	—	—	—	—	—	—	2.34d	—
Longest Time	1.18d	—	—	0.33d	—	—	—	—	—	—	—	2.34d	—
Median Time	1.18d	—	—	0.33d	—	—	—	—	—	—	—	2.34d	—
PStDev Time	0.00d	—	—	0.00d	—	—	—	—	—	—	—	0.00d	—

Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Lodgment Time	0.32d	0.62d	0.79d	—	—	—	—	0.08d	0.12d	—	0.09d	—	0.02d
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	4	0	0	0	0	1	3	0	7	0	2
Mean Time	0.32d	0.62d	0.47d	—	—	—	—	0.08d	0.05d	—	0.08d	—	0.02d
Shortest Time	0.31d	0.62d	0.15d	—	—	—	—	0.08d	0.01d	—	0.04d	—	0.01d
Longest Time	0.32d	0.62d	0.85d	—	—	—	—	0.08d	0.13d	—	0.09d	—	0.03d
Median Time	0.32d	0.62d	0.45d	—	—	—	—	0.08d	0.01d	—	0.09d	—	0.02d
PStDev Time	0.00d	0.00d	0.25d	—	—	—	—	0.00d	0.06d	—	0.02d	—	0.01d

## Technical Checks

### Technical Check (First)

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





Routine (Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	1.22m	0.66m	1.19m	0.67m	0.57m	0.37m	0.54m	0.48m	0.63m	0.41m	2.70m	0.74m	2.26m
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	51	68	22	44	38	270	18	25	235	510	21	55	29
Mean Time	0.40m	0.31m	0.38m	0.84m	0.38m	0.20m	0.28m	0.25m	0.37m	0.25m	0.73m	0.28m	0.47m
Shortest Time	0.11m	0.10m	0.14m	0.12m	0.08m	0.09m	0.12m	0.10m	0.10m	0.09m	0.16m	0.07m	0.09m
Longest Time	3.06m	2.88m	1.39m	20.49m	4.38m	2.82m	0.70m	0.53m	3.35m	2.76m	4.55m	2.02m	2.57m
Median Time	0.23m	0.19m	0.24m	0.28m	0.22m	0.16m	0.24m	0.21m	0.31m	0.23m	0.35m	0.19m	0.20m
PStDev Time	0.58m	0.38m	0.32m	3.02m	0.67m	0.21m	0.14m	0.11m	0.30m	0.19m	1.05m	0.30m	0.67m

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	—	—	—	—	—	—	—	—	0.19m	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	2	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.18m	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.17m	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.20m	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.18m	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.01m	—	—	—	—

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	1	0	1	0	0	0	0	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	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	—	—	—	—	—	—	—	0.23m	—	0.15m	—	—	—
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	1	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	0.23m	—	0.15m	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.23m	—	0.15m	—	—	—
Longest Time	—	—	—	—	—	—	—	0.23m	—	0.15m	—	—	—
Median Time	—	—	—	—	—	—	—	0.23m	—	0.15m	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.00m	—	0.00m	—	—	—

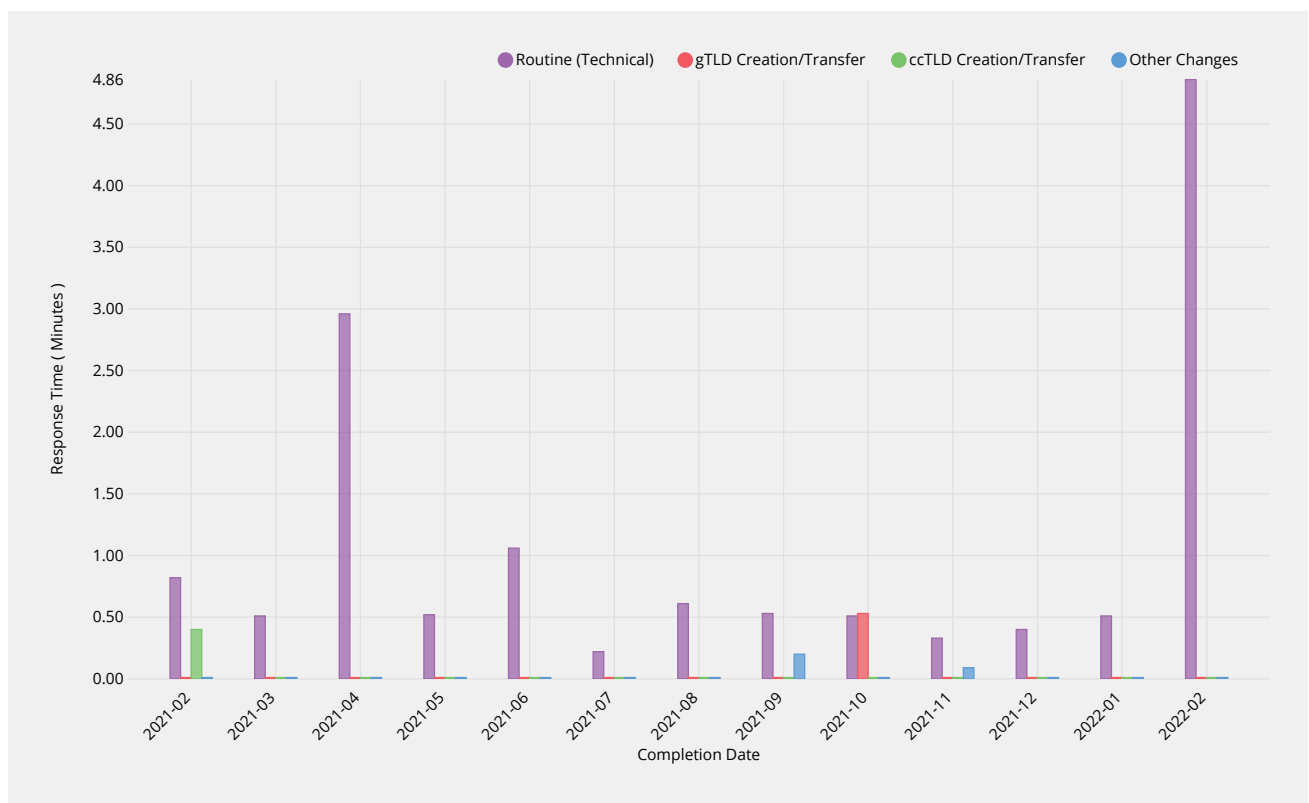


ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Longest Time	15.45m	—	1.98m	—	—	—	—	—	—	—	—	—	—
Median Time	0.59m	—	1.58m	—	—	—	—	—	—	—	—	—	—
PStDev Time	4.12m	—	0.06m	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	—	—	—	—	—	—	—	0.18m	—	—	—	—	—
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	3	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	0.15m	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.14m	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	0.19m	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	0.14m	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.02m	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	0.82m	0.51m	2.96m	0.52m	1.06m	0.22m	0.61m	0.53m	0.51m	0.33m	0.40m	0.51m	4.86m
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	108	68	26	52	50	274	16	27	350	528	22	75	44
Mean Time	0.45m	0.23m	0.82m	0.24m	0.40m	0.12m	0.24m	0.22m	0.27m	0.17m	0.27m	0.22m	0.65m
Shortest Time	0.07m	0.07m	0.10m	0.07m	0.05m	0.07m	0.06m	0.07m	0.07m	0.04m	0.13m	0.06m	0.06m
Longest Time	3.17m	2.79m	3.07m	0.82m	4.61m	1.31m	0.71m	0.99m	1.48m	0.63m	0.56m	0.88m	4.93m
Median Time	0.49m	0.15m	0.28m	0.19m	0.30m	0.09m	0.18m	0.09m	0.22m	0.16m	0.29m	0.19m	0.16m
PStDev Time	0.41m	0.34m	1.07m	0.16m	0.71m	0.10m	0.18m	0.20m	0.14m	0.07m	0.10m	0.17m	1.38m

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	—	—	—	—	—	—	—	—	0.53m	—	—	—	—

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	2	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	0.32m	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	0.08m	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	0.55m	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	0.32m	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	0.24m	—	—	—	—

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	1	0	0	0	0	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	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	—	—	—	—	—	—	—	0.20m	—	0.09m	—	—	—
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	1	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	0.20m	—	0.09m	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.20m	—	0.09m	—	—	—
Longest Time	—	—	—	—	—	—	—	0.20m	—	0.09m	—	—	—
Median Time	—	—	—	—	—	—	—	0.20m	—	0.09m	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.00m	—	0.00m	—	—	—



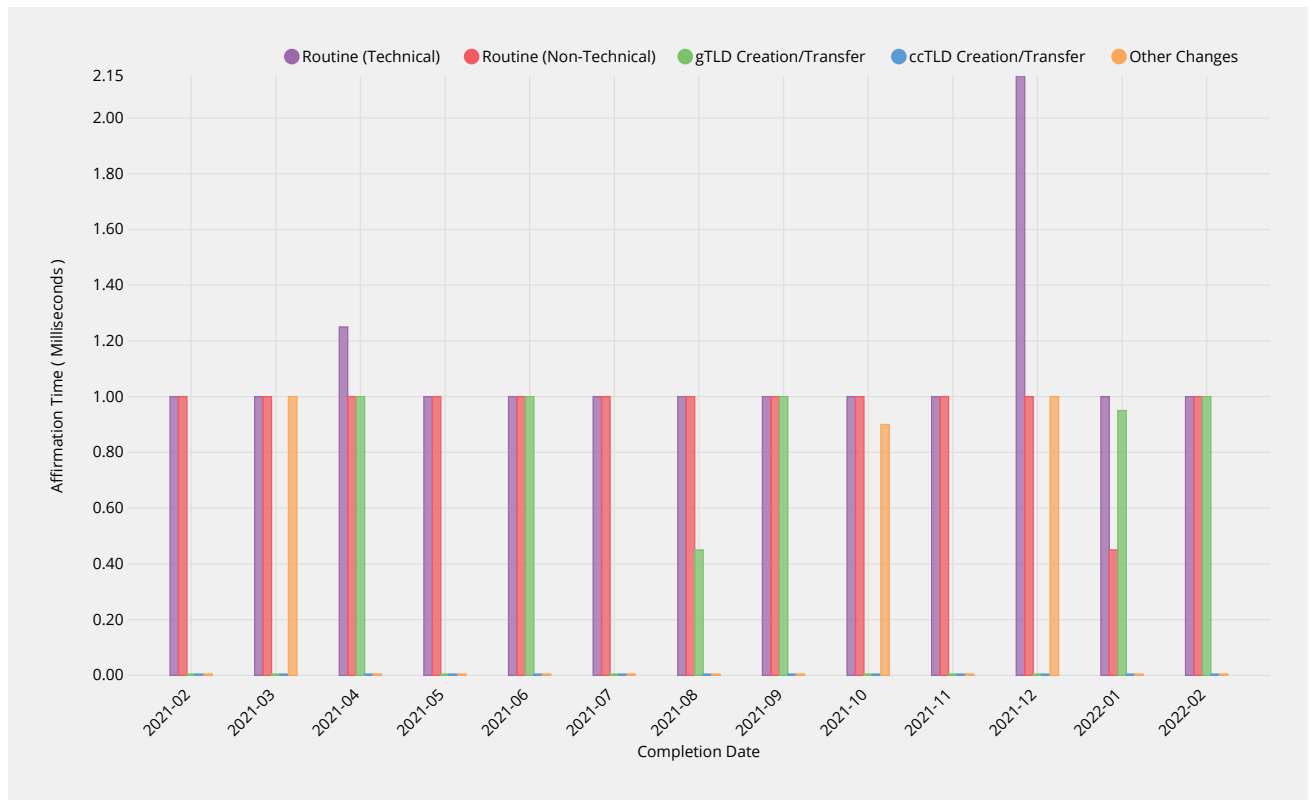
gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	5	1	46	0	31	19	1	2	0	4	2
Mean Time	3.00ms	—	1.80ms	2.00ms	1.93ms	—	2.03ms	2.42ms	1.00ms	1.50ms	—	1.50ms	1.00ms
Shortest Time	3.00ms	—	1.00ms	2.00ms	1.00ms	—	1.00ms	2.00ms	1.00ms	1.00ms	—	1.00ms	0.00ms
Longest Time	3.00ms	—	2.00ms	2.00ms	3.00ms	—	3.00ms	3.00ms	1.00ms	2.00ms	—	2.00ms	2.00ms
Median Time	3.00ms	—	2.00ms	2.00ms	2.00ms	—	2.00ms	2.00ms	1.00ms	1.50ms	—	1.50ms	1.00ms
PStDev Time	0.00ms	—	0.40ms	0.00ms	0.48ms	—	0.59ms	0.49ms	0.00ms	0.50ms	—	0.50ms	1.00ms

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Dispatch Time	1.00ms	—	—	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	1	0	0	1	0	0	0	0	0	0	0	1	0
Mean Time	1.00ms	—	—	2.00ms	—	—	—	—	—	—	—	1.00ms	—
Shortest Time	1.00ms	—	—	2.00ms	—	—	—	—	—	—	—	1.00ms	—
Longest Time	1.00ms	—	—	2.00ms	—	—	—	—	—	—	—	1.00ms	—
Median Time	1.00ms	—	—	2.00ms	—	—	—	—	—	—	—	1.00ms	—
PStDev Time	0.00ms	—	—	0.00ms	—	—	—	—	—	—	—	0.00ms	—

Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Dispatch Time	—	—	2.00ms	—	—	—	—	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%
Email Count	0	0	1	0	0	0	0	1	0	1	0	0	0
Mean Time	—	—	2.00ms	—	—	—	—	1.00ms	—	1.00ms	—	—	—
Shortest Time	—	—	2.00ms	—	—	—	—	1.00ms	—	1.00ms	—	—	—
Longest Time	—	—	2.00ms	—	—	—	—	1.00ms	—	1.00ms	—	—	—
Median Time	—	—	2.00ms	—	—	—	—	1.00ms	—	1.00ms	—	—	—
PStDev Time	—	—	0.00ms	—	—	—	—	0.00ms	—	0.00ms	—	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Affirmation Time	1.00ms	1.00ms	1.25ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.15ms	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	47	60	20	42	35	269	16	23	233	509	18	52	27
Mean Time	0.43ms	0.27ms	0.65ms	0.33ms	0.09ms	0.17ms	0.31ms	0.35ms	0.21ms	0.21ms	0.67ms	0.10ms	0.11ms
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	7.00ms	6.00ms	6.00ms	2.00ms	1.00ms	1.00ms	1.00ms	2.00ms	3.00ms	4.00ms	3.00ms	1.00ms	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	1.07ms	0.83ms	1.31ms	0.52ms	0.28ms	0.38ms	0.46ms	0.56ms	0.44ms	0.44ms	0.94ms	0.29ms	0.31ms

Routine (Non-Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.45ms	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	31	47	13	218	216	22	14	32	70	19	49	12	28
Mean Time	0.13ms	0.34ms	0.31ms	0.13ms	0.15ms	0.14ms	0.21ms	0.28ms	0.16ms	0.11ms	0.18ms	0.08ms	0.36ms
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	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms
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	0.34ms	0.47ms	0.46ms	0.33ms	0.36ms	0.34ms	0.41ms	0.76ms	0.36ms	0.31ms	0.75ms	0.28ms	0.55ms

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Affirmation Time	0.00ms	—	1.00ms	0.00ms	1.00ms	—	0.45ms	1.00ms	0.00ms	0.00ms	—	0.95ms	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	5	1	46	0	12	19	1	1	0	2	2
Mean Time	0.00ms	—	0.40ms	0.00ms	0.13ms	—	0.08ms	0.11ms	0.00ms	0.00ms	—	0.50ms	1.00ms
Shortest Time	0.00ms	—	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Longest Time	0.00ms	—	1.00ms	0.00ms	1.00ms	—	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms	1.00ms
Median Time	0.00ms	—	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.50ms	1.00ms
PStDev Time	0.00ms	—	0.49ms	0.00ms	0.34ms	—	0.28ms	0.31ms	0.00ms	0.00ms	—	0.50ms	0.00ms

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	1	0	0	0	0	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	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Affirmation Time	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.90ms	0.00ms	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	2	1	5	0	0	0	0	2	3	1	7	0	2
Mean Time	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.33ms	0.00ms	0.29ms	—	0.00ms
Shortest Time	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms
Longest Time	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	1.00ms	0.00ms	1.00ms	—	0.00ms
Median Time	0.00ms	1.00ms	0.00ms	—	—	—	—	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms
PStDev Time	0.00ms	0.00ms	0.00ms	—	—	—	—	0.00ms	0.47ms	0.00ms	0.45ms	—	0.00ms





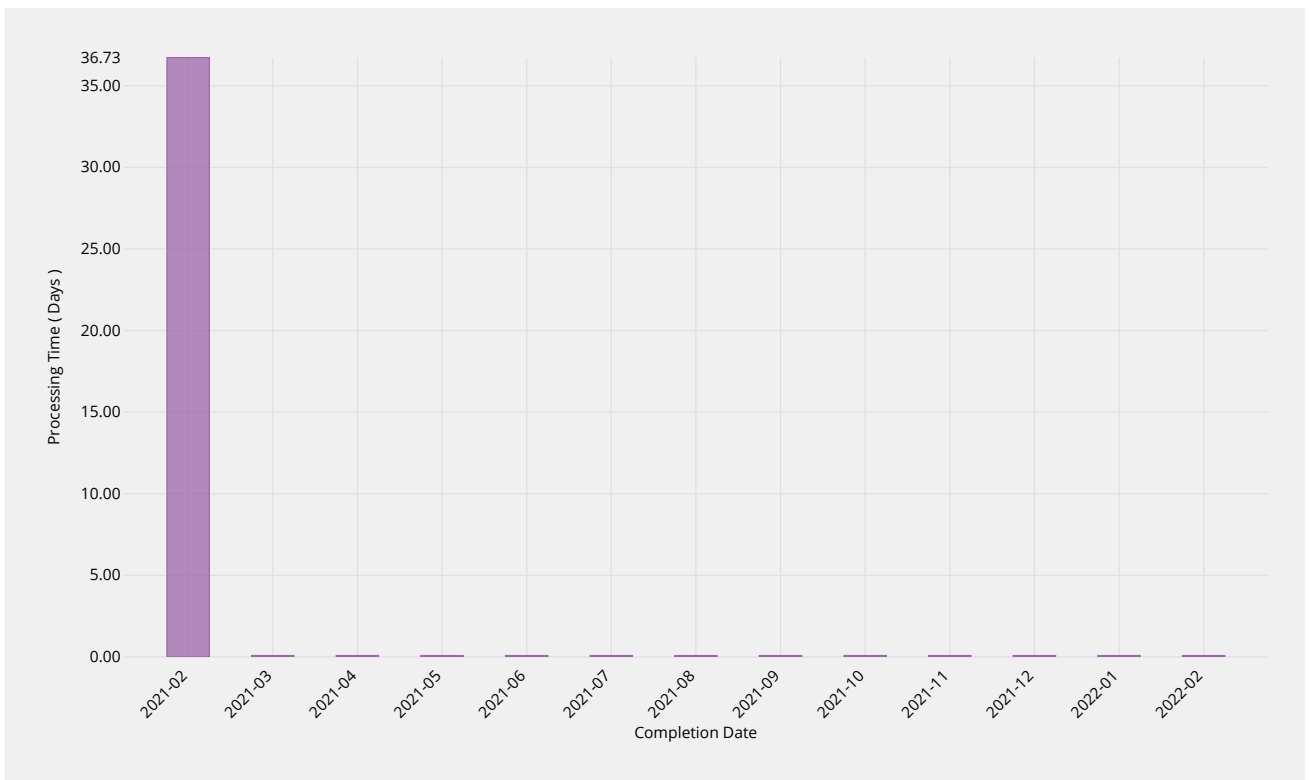
gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Request Count	1	0	5	1	46	0	12	19	1	1	0	2	2
Mean Time	0.04d	—	2.01d	0.06d	0.01d	—	0.11d	0.04d	1.96d	0.23d	—	0.01d	0.46d
Shortest Time	0.04d	—	2.01d	0.06d	0.00d	—	0.02d	0.04d	1.96d	0.23d	—	0.01d	0.24d
Longest Time	0.04d	—	2.01d	0.06d	0.12d	—	0.33d	0.05d	1.96d	0.23d	—	0.02d	0.67d
Median Time	0.04d	—	2.01d	0.06d	0.00d	—	0.06d	0.04d	1.96d	0.23d	—	0.01d	0.46d
PStDev Time	0.00d	—	0.00d	0.00d	0.03d	—	0.10d	0.00d	0.00d	0.00d	—	0.00d	0.21d

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Processing Time	73.14d	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	0	0	0	0	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	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Processing Time	0.12d	0.16d	0.64d	—	—	—	—	0.87d	1.24d	0.62d	1.58d	—	0.16d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	1	5	0	0	0	0	2	3	1	7	0	2
Mean Time	0.12d	0.16d	0.18d	—	—	—	—	0.46d	0.46d	0.62d	0.26d	—	0.10d
Shortest Time	0.11d	0.16d	0.03d	—	—	—	—	0.05d	0.06d	0.62d	0.04d	—	0.03d
Longest Time	0.12d	0.16d	0.64d	—	—	—	—	0.87d	1.24d	0.62d	1.58d	—	0.16d
Median Time	0.12d	0.16d	0.07d	—	—	—	—	0.46d	0.09d	0.62d	0.04d	—	0.10d
PStDev Time	0.00d	0.00d	0.23d	—	—	—	—	0.41d	0.55d	0.00d	0.54d	—	0.07d

### Third Party Approval

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









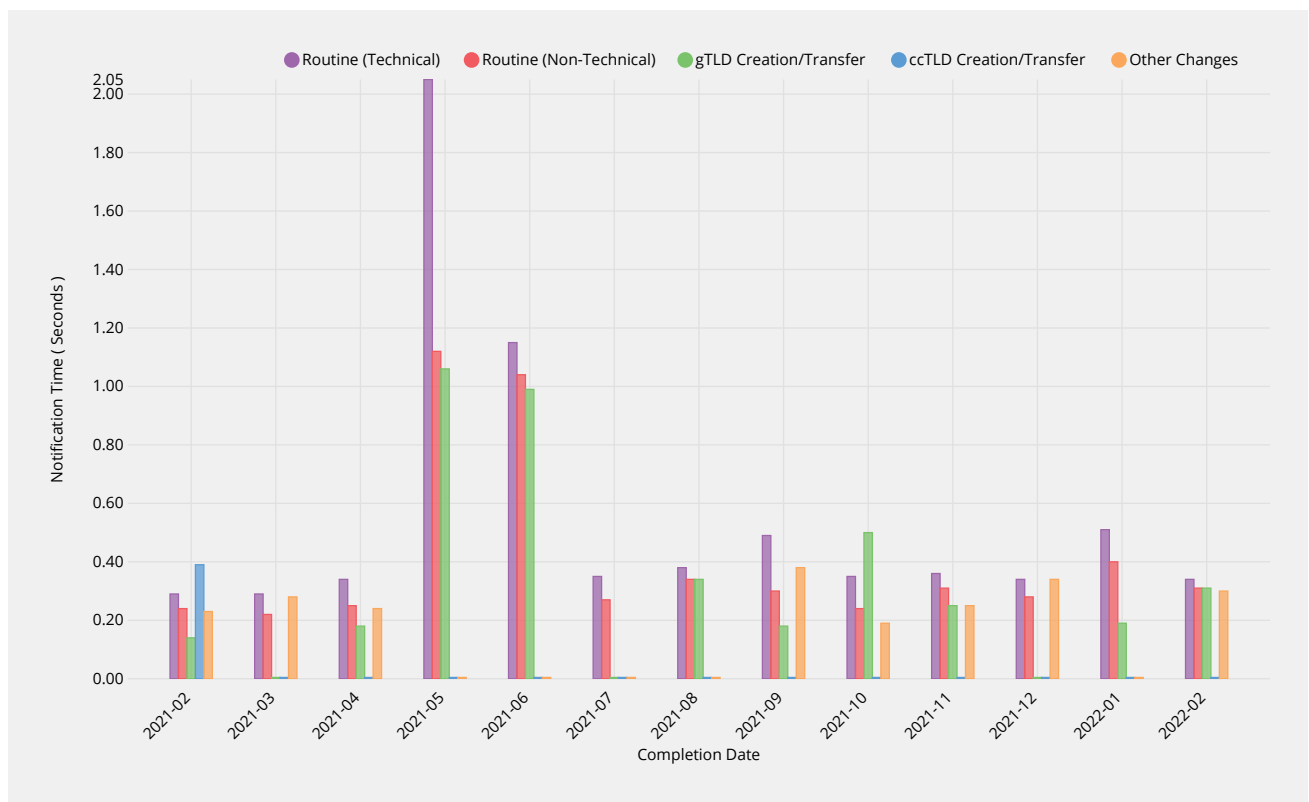


ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Publication Count	1	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	5.91h	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	5.91h	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	5.91h	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	5.91h	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	0.00h	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Publication Time	20.54h	25.31h	3.41h	—	—	—	—	6.57h	19.87h	7.28h	2.72h	—	25.81h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	2	1	4	0	0	0	0	2	3	1	7	0	2
Mean Time	20.54h	25.31h	3.28h	—	—	—	—	6.01h	15.11h	7.28h	2.09h	—	13.52h
Shortest Time	20.53h	25.31h	3.20h	—	—	—	—	5.45h	7.05h	7.28h	1.98h	—	1.23h
Longest Time	20.54h	25.31h	3.41h	—	—	—	—	6.57h	19.87h	7.28h	2.72h	—	25.81h
Median Time	20.54h	25.31h	3.25h	—	—	—	—	6.01h	18.43h	7.28h	1.99h	—	13.52h
PStDev Time	0.00h	0.00h	0.09h	—	—	—	—	0.56h	5.74h	0.00h	0.25h	—	12.29h

## Notification of Completion

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



Routine (Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Notification Time	0.29s	0.29s	0.34s	2.05s	1.15s	0.35s	0.38s	0.49s	0.35s	0.36s	0.34s	0.51s	0.34s
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	47	60	20	42	34	268	16	23	233	509	18	51	27
Mean Time	0.17s	0.19s	0.23s	1.07s	0.35s	0.19s	0.22s	0.26s	0.22s	0.23s	0.21s	0.27s	0.22s
Shortest Time	0.12s	0.13s	0.15s	0.16s	0.14s	0.13s	0.13s	0.14s	0.13s	0.12s	0.14s	0.13s	0.13s
Longest Time	0.32s	0.35s	0.37s	2.11s	2.00s	0.49s	0.39s	0.54s	1.14s	2.76s	0.42s	0.56s	0.39s
Median Time	0.17s	0.17s	0.21s	1.04s	0.20s	0.17s	0.17s	0.26s	0.20s	0.21s	0.18s	0.27s	0.21s
PStDev Time	0.05s	0.05s	0.06s	0.61s	0.41s	0.07s	0.09s	0.10s	0.08s	0.18s	0.07s	0.11s	0.07s

Routine (Non-Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Notification Time	0.24s	0.22s	0.25s	1.12s	1.04s	0.27s	0.34s	0.30s	0.24s	0.31s	0.28s	0.40s	0.31s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	30	46	12	216	216	22	14	32	70	19	49	12	27
Mean Time	0.19s	0.18s	0.20s	0.93s	0.40s	0.19s	0.20s	0.18s	0.15s	0.20s	0.19s	0.22s	0.20s
Shortest Time	0.13s	0.13s	0.16s	0.19s	0.12s	0.14s	0.14s	0.13s	0.13s	0.13s	0.14s	0.14s	0.14s
Longest Time	0.24s	0.35s	0.28s	1.70s	8.28s	0.34s	0.43s	0.32s	0.28s	0.31s	0.36s	0.45s	0.35s
Median Time	0.18s	0.18s	0.19s	0.93s	0.15s	0.17s	0.16s	0.15s	0.14s	0.18s	0.17s	0.16s	0.17s
PStDev Time	0.03s	0.04s	0.03s	0.15s	0.66s	0.05s	0.08s	0.06s	0.03s	0.06s	0.05s	0.10s	0.06s

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Notification Time	0.14s	—	0.18s	1.06s	0.99s	—	0.34s	0.18s	0.50s	0.25s	—	0.19s	0.31s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	5	1	46	0	12	19	1	1	0	2	2
Mean Time	0.14s	—	0.16s	1.06s	0.83s	—	0.21s	0.15s	0.50s	0.25s	—	0.17s	0.25s
Shortest Time	0.14s	—	0.12s	1.06s	0.14s	—	0.14s	0.14s	0.50s	0.25s	—	0.15s	0.20s
Longest Time	0.14s	—	0.18s	1.06s	1.07s	—	0.36s	0.18s	0.50s	0.25s	—	0.20s	0.31s
Median Time	0.14s	—	0.16s	1.06s	0.92s	—	0.15s	0.14s	0.50s	0.25s	—	0.17s	0.25s
PStDev Time	0.00s	—	0.02s	0.00s	0.26s	—	0.08s	0.01s	0.00s	0.00s	—	0.02s	0.06s

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	1	0	0	0	0	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	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Notification Time	0.23s	0.28s	0.24s	—	—	—	—	0.38s	0.19s	0.25s	0.34s	—	0.30s
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%
Notification Count	2	1	5	0	0	0	0	2	3	1	7	0	2
Mean Time	0.21s	0.28s	0.19s	—	—	—	—	0.33s	0.17s	0.25s	0.22s	—	0.26s
Shortest Time	0.18s	0.28s	0.14s	—	—	—	—	0.28s	0.15s	0.25s	0.17s	—	0.21s
Longest Time	0.23s	0.28s	0.24s	—	—	—	—	0.39s	0.19s	0.25s	0.35s	—	0.30s
Median Time	0.21s	0.28s	0.19s	—	—	—	—	0.33s	0.18s	0.25s	0.17s	—	0.26s
PStDev Time	0.02s	0.00s	0.04s	—	—	—	—	0.05s	0.02s	0.00s	0.07s	—	0.04s





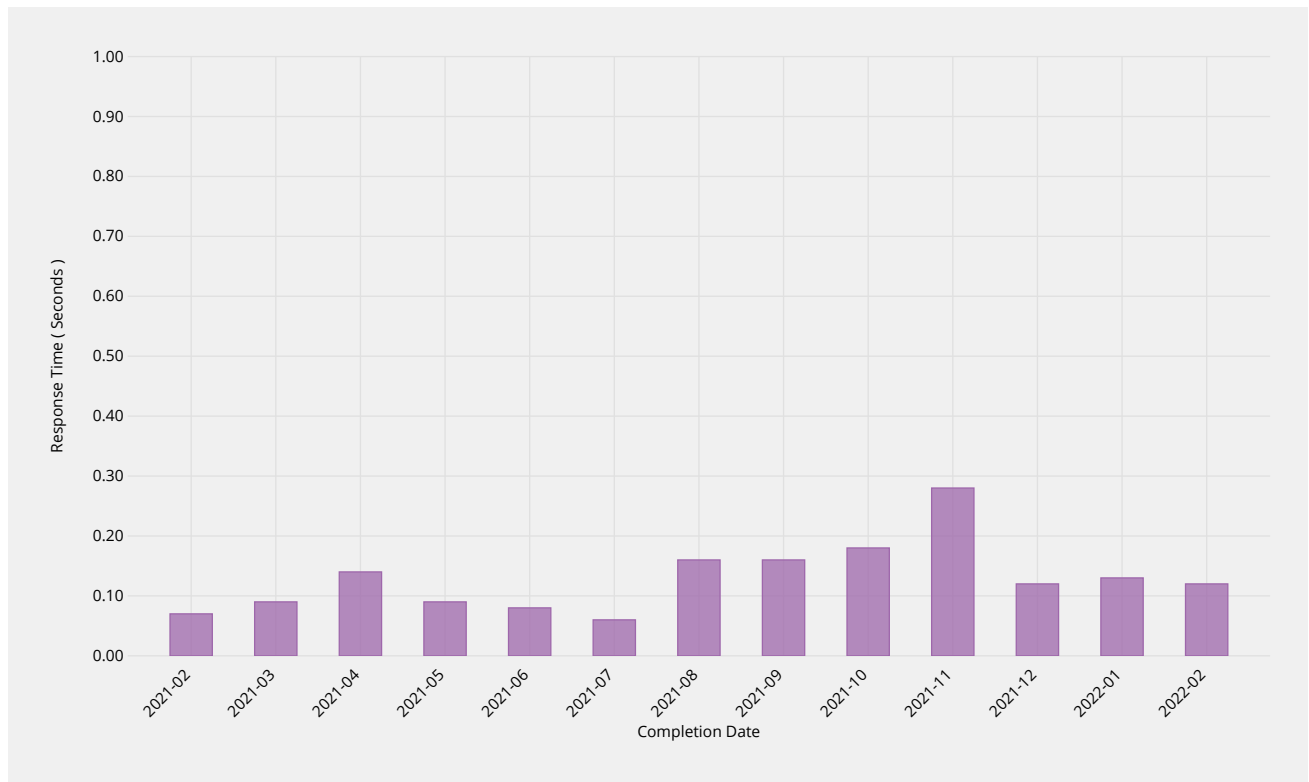






## Credential Recovery

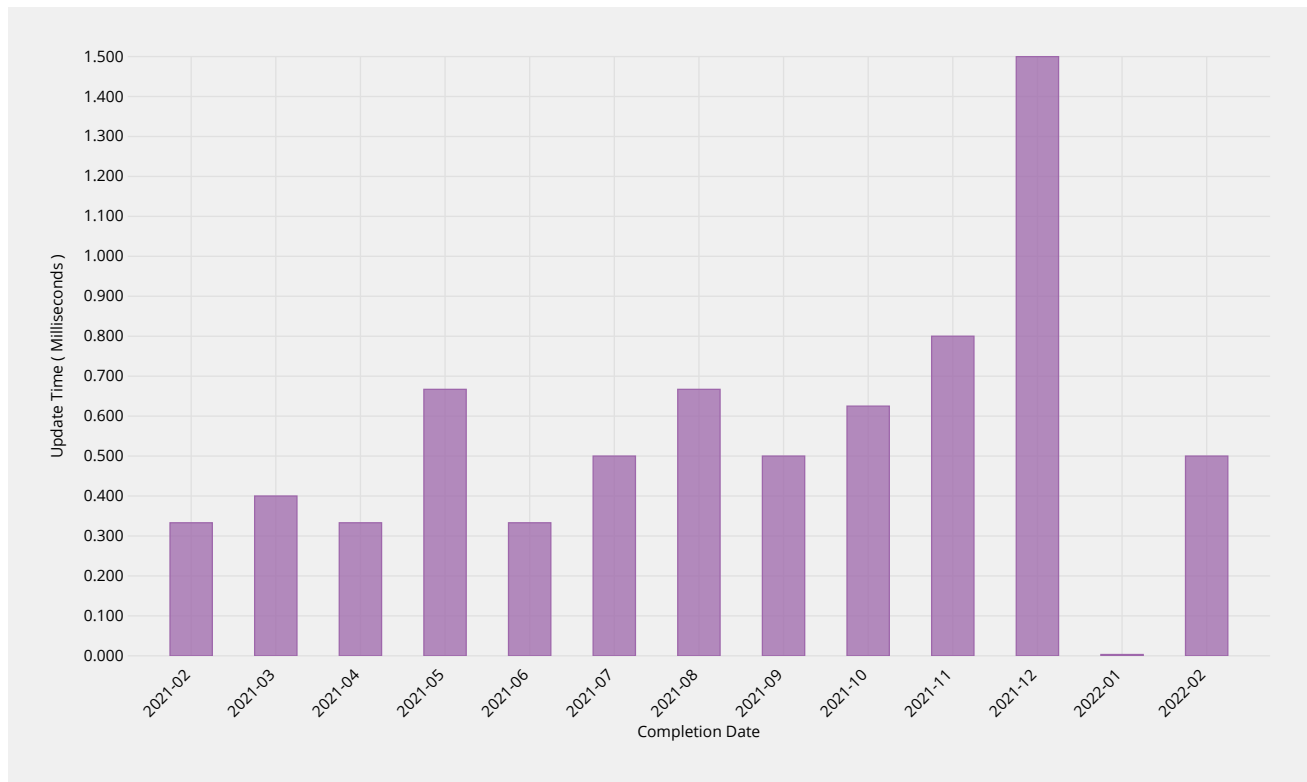
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	0.07s	0.09s	0.14s	0.09s	0.08s	0.06s	0.16s	0.16s	0.18s	0.28s	0.12s	0.13s	0.12s
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	5	6	7	5	11	2	7	2	9	9	4	2	8
Mean Time	0.06s	0.06s	0.08s	0.06s	0.05s	0.04s	0.11s	0.15s	0.11s	0.10s	0.06s	0.09s	0.06s
Shortest Time	0.05s	0.05s	0.05s	0.05s	0.01s	0.01s	0.05s	0.14s	0.04s	0.02s	0.01s	0.04s	0.01s
Longest Time	0.07s	0.09s	0.16s	0.10s	0.08s	0.06s	0.16s	0.16s	0.20s	0.38s	0.13s	0.14s	0.13s
Median Time	0.06s	0.06s	0.07s	0.06s	0.05s	0.04s	0.09s	0.15s	0.12s	0.06s	0.05s	0.09s	0.05s
PStDev Time	0.01s	0.01s	0.04s	0.02s	0.02s	0.02s	0.04s	0.01s	0.05s	0.10s	0.04s	0.05s	0.03s

## Credential Change

Time to implement new password within the system.

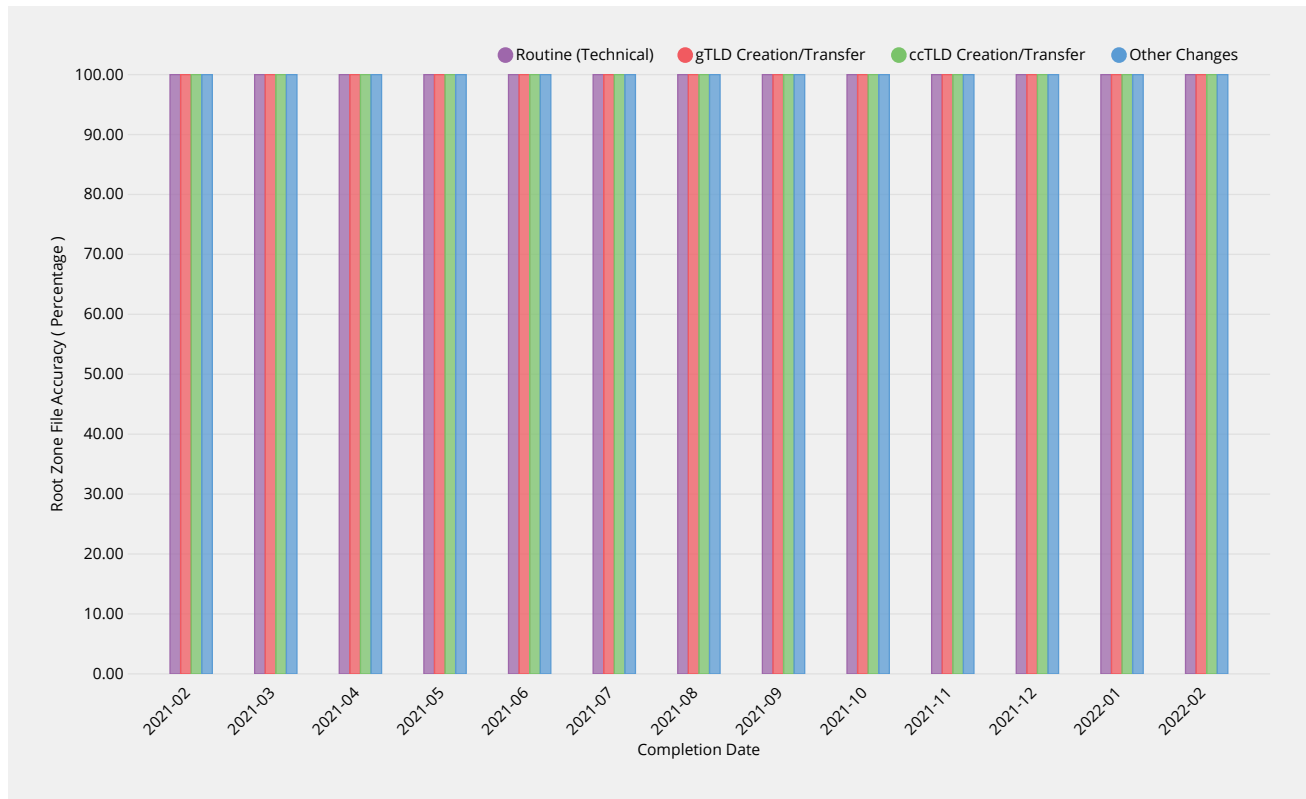


Credential Change	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Update Time	0.900ms	1.000ms	1.000ms	1.000ms	1.000ms	0.950ms	1.750ms	0.950ms	1.650ms	1.000ms	1.950ms	0.000ms	1.000ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	3	5	6	3	9	2	6	2	8	5	2	2	4
Mean Time	0.333ms	0.400ms	0.333ms	0.667ms	0.333ms	0.500ms	0.667ms	0.500ms	0.625ms	0.800ms	1.500ms	0.000ms	0.500ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.000ms
Longest Time	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	2.000ms	1.000ms	2.000ms	0.000ms	1.000ms
Median Time	0.000ms	0.000ms	0.000ms	1.000ms	0.000ms	0.500ms	0.500ms	0.500ms	0.500ms	1.000ms	1.500ms	0.000ms	0.500ms
PStDev Time	0.471ms	0.490ms	0.471ms	0.471ms	0.471ms	0.500ms	0.745ms	0.500ms	0.696ms	0.400ms	0.500ms	0.000ms	0.500ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	47	60	20	42	34	269	16	23	233	509	18	51	27

gTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	5	1	46	0	12	19	1	1	0	2	2

ccTLD Creation/Transfer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	0	0	0	0	0	0	0	0	0	0	0

Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
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	2	1	5	0	0	0	0	2	3	1	7	0	2



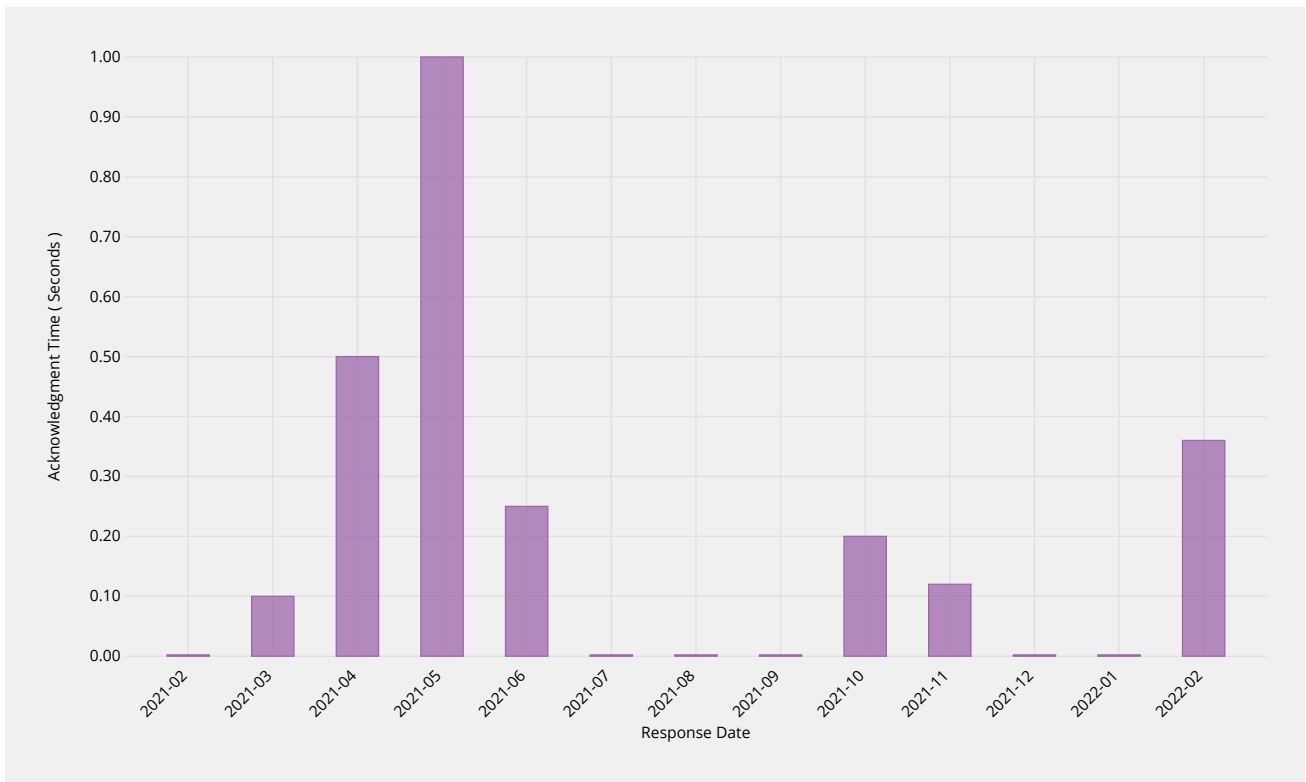


Other Changes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Request Count	2	1	5	0	0	0	0	2	3	1	7	0	2

## Enquiry Processing

### Time to acknowledge

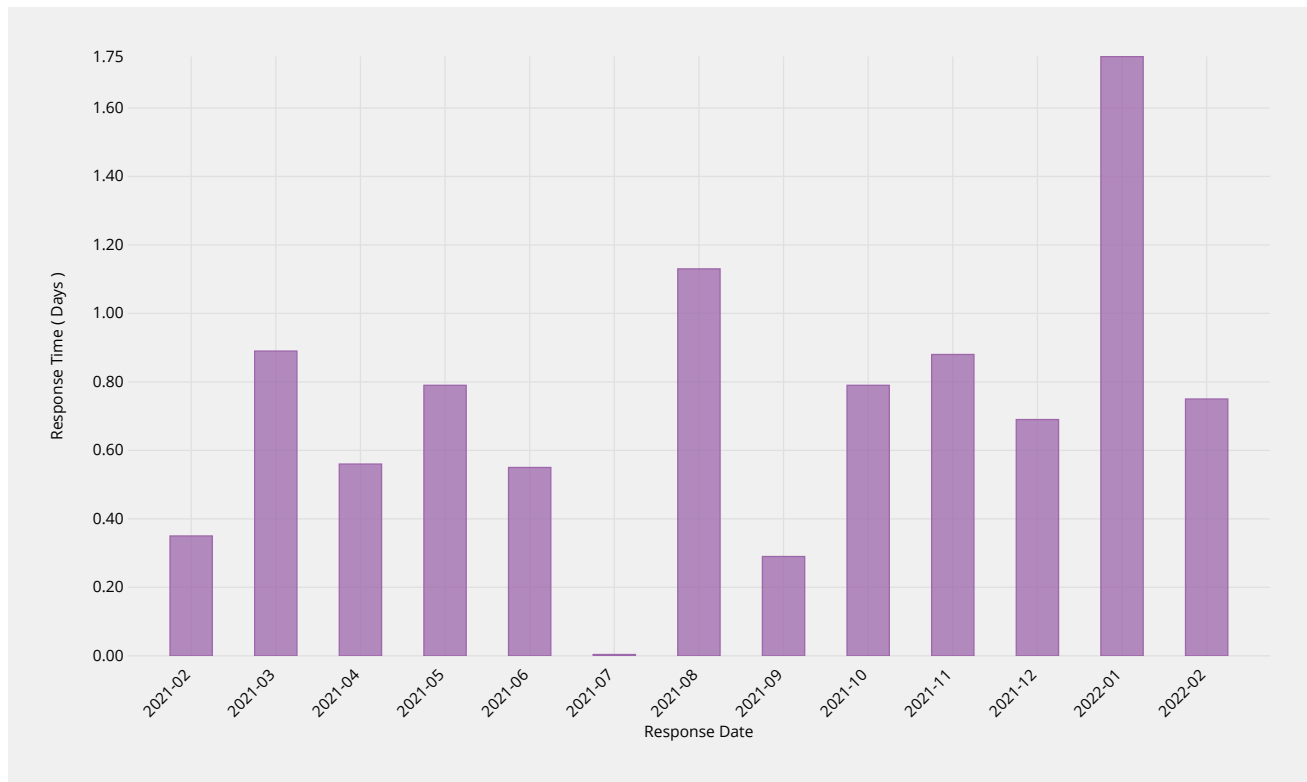
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Acknowledgment Time	0.00s	0.55s	0.95s	2.30s	0.85s	—	0.00s	0.00s	0.80s	0.65s	0.00s	0.00s	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	5	10	2	8	4	0	3	4	5	8	2	4	11
Mean Time	0.00s	0.10s	0.50s	1.00s	0.25s	—	0.00s	0.00s	0.20s	0.12s	0.00s	0.00s	0.36s
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	0.00s	1.00s	1.00s	3.00s	1.00s	—	0.00s	0.00s	1.00s	1.00s	0.00s	0.00s	1.00s
Median Time	0.00s	0.00s	0.50s	1.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.30s	0.50s	0.87s	0.43s	—	0.00s	0.00s	0.40s	0.33s	0.00s	0.00s	0.48s

## Time to initial response

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

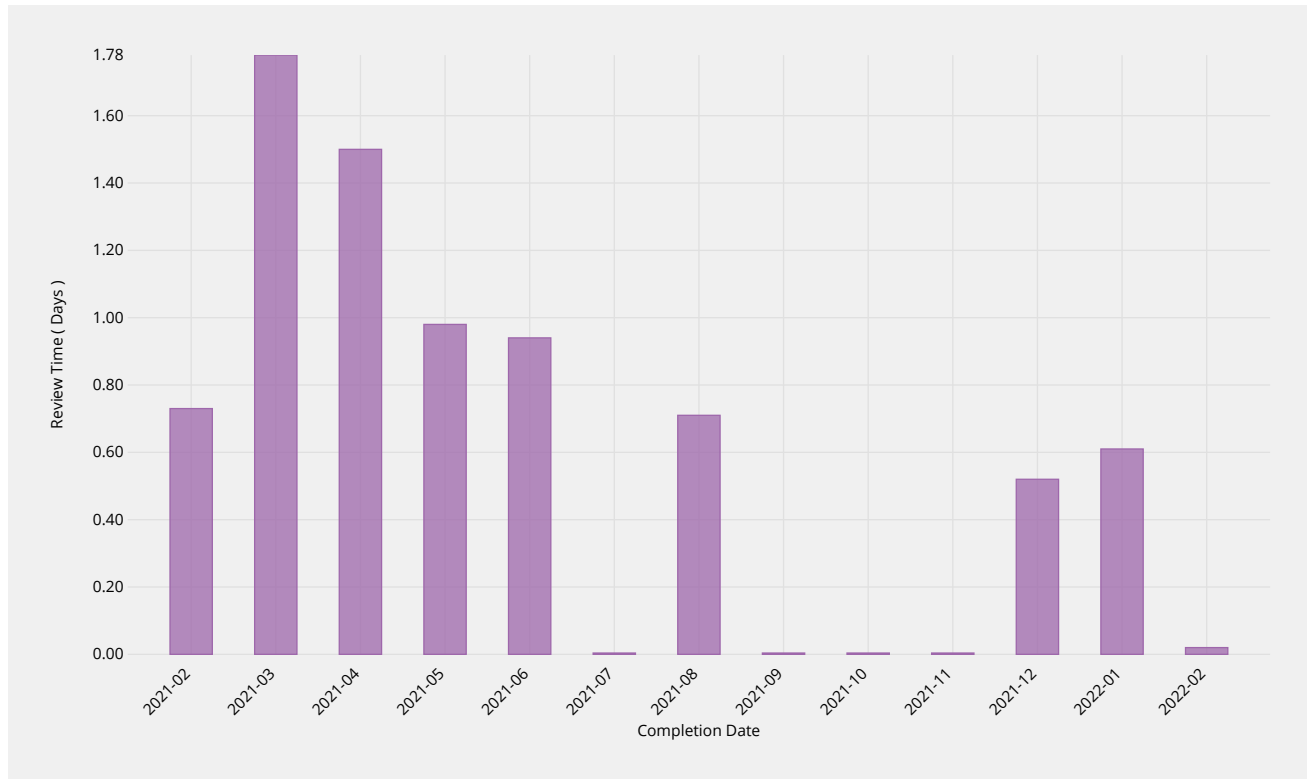


Manual Enquiries	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Response Time	0.47d	2.00d	0.62d	1.46d	0.80d	—	2.68d	0.56d	1.71d	2.26d	1.19d	2.80d	2.22d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	5	10	2	8	4	0	3	4	5	7	3	4	10
Mean Time	0.35d	0.89d	0.56d	0.79d	0.55d	—	1.13d	0.29d	0.79d	0.88d	0.69d	1.75d	0.75d
Shortest Time	0.24d	0.02d	0.49d	0.18d	0.26d	—	0.01d	0.04d	0.02d	0.07d	0.04d	0.00d	0.02d
Longest Time	0.52d	3.57d	0.64d	1.52d	0.88d	—	3.34d	0.67d	1.89d	2.75d	1.32d	3.08d	2.25d
Median Time	0.35d	0.59d	0.56d	0.58d	0.53d	—	0.04d	0.22d	0.36d	0.36d	0.71d	1.96d	0.51d
PStDev Time	0.10d	1.03d	0.07d	0.47d	0.23d	—	1.56d	0.24d	0.74d	0.98d	0.52d	1.12d	0.81d

## Label Generation Rulesets

### Review Time

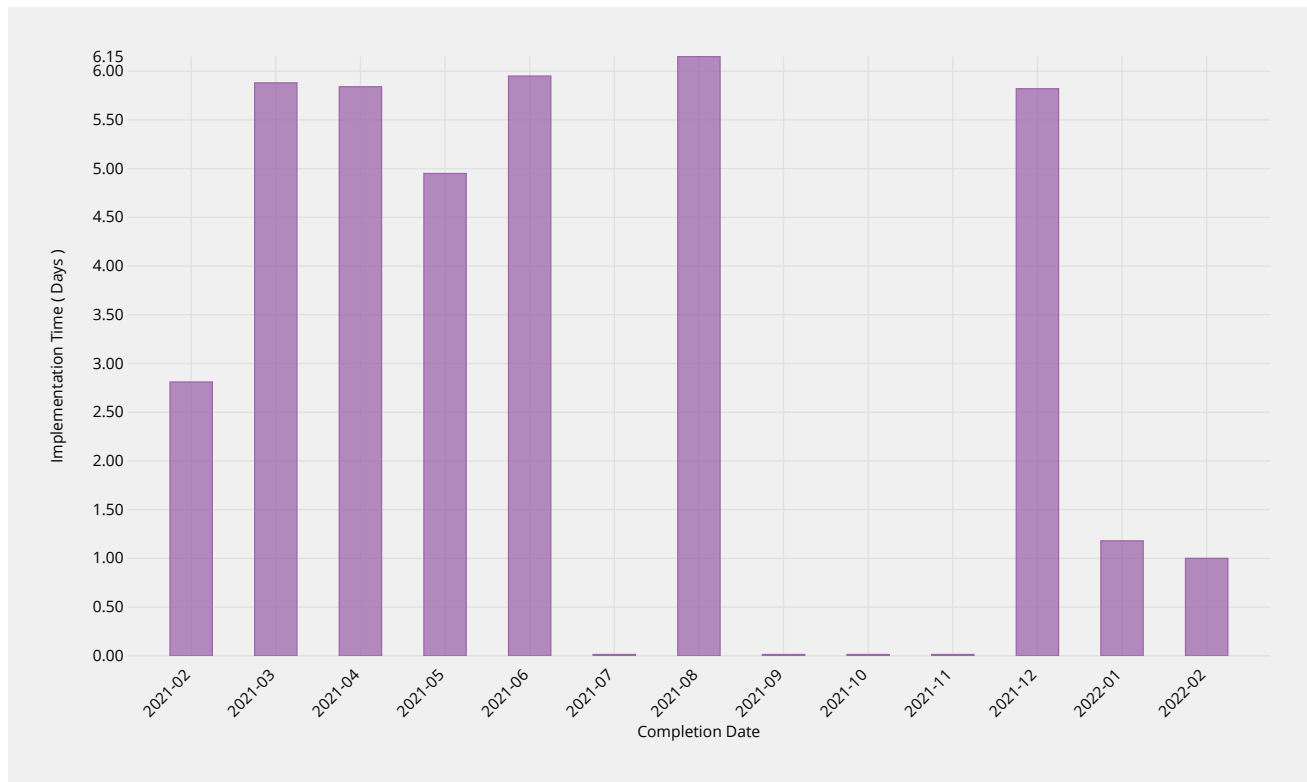
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Review Time	0.73d	1.78d	1.50d	0.98d	0.94d	—	0.71d	—	—	—	0.52d	0.61d	0.02d
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	3	9	11	18	9	0	5	0	0	0	1	2	1
Shortest Time	0.29d	0.22d	0.17d	0.17d	0.08d	—	0.24d	—	—	—	0.52d	0.25d	0.02d
Longest Time	0.77d	1.81d	1.66d	4.40d	1.10d	—	0.71d	—	—	—	0.52d	0.65d	0.02d
Median Time	0.58d	1.01d	0.54d	0.94d	0.67d	—	0.49d	—	—	—	0.52d	0.45d	0.02d
PStDev Time	0.20d	0.56d	0.50d	0.86d	0.35d	—	0.18d	—	—	—	0.00d	0.20d	0.00d

## Implementation Time

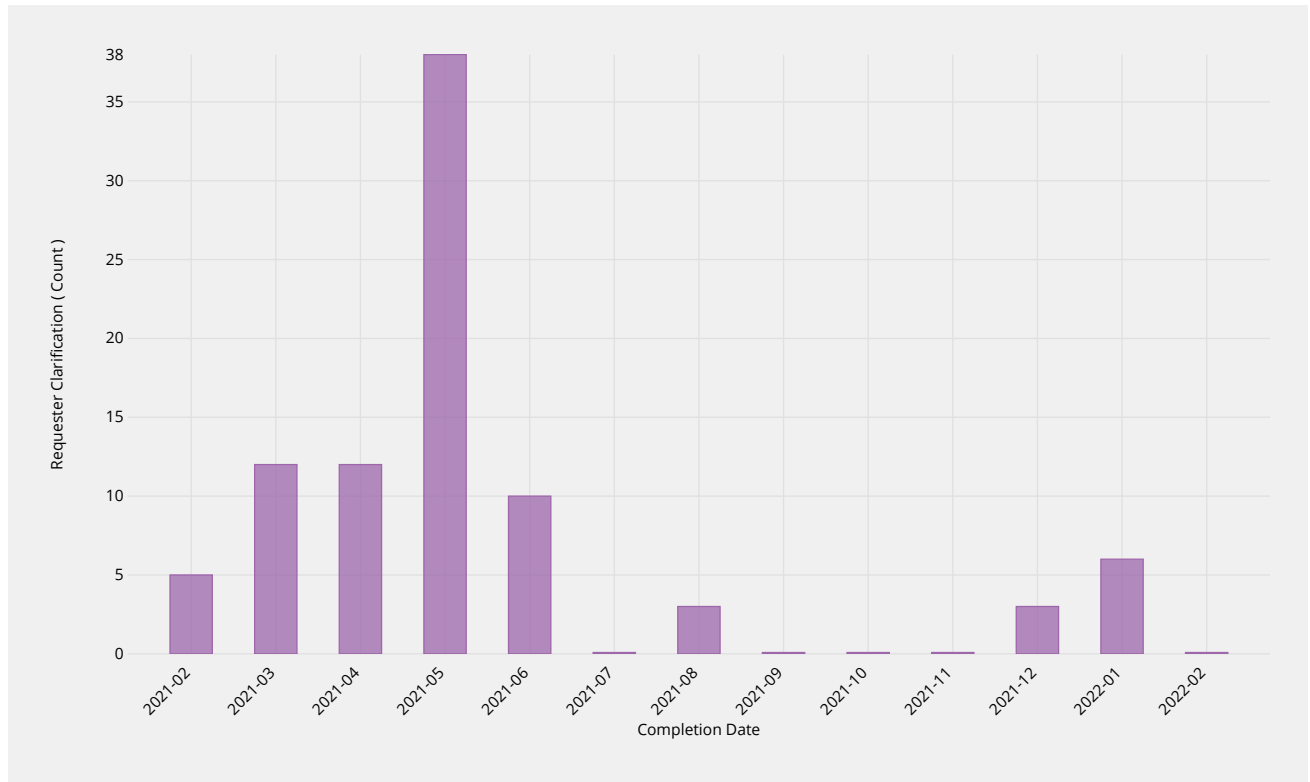
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Implementation Time	2.81d	5.88d	5.84d	4.95d	5.95d	—	6.15d	—	—	—	5.82d	1.18d	1.00d
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	3	10	10	18	9	0	5	0	0	0	1	2	1
Shortest Time	0.03d	1.32d	1.07d	0.88d	2.91d	—	1.23d	—	—	—	5.82d	0.93d	1.00d
Longest Time	3.09d	6.15d	6.00d	5.94d	6.36d	—	6.15d	—	—	—	5.82d	1.20d	1.00d
Median Time	1.67d	2.93d	2.41d	2.51d	5.29d	—	6.13d	—	—	—	5.82d	1.07d	1.00d
PStDev Time	1.25d	1.57d	1.73d	1.24d	1.02d	—	2.39d	—	—	—	0.00d	0.14d	0.00d

## Requester Clarification

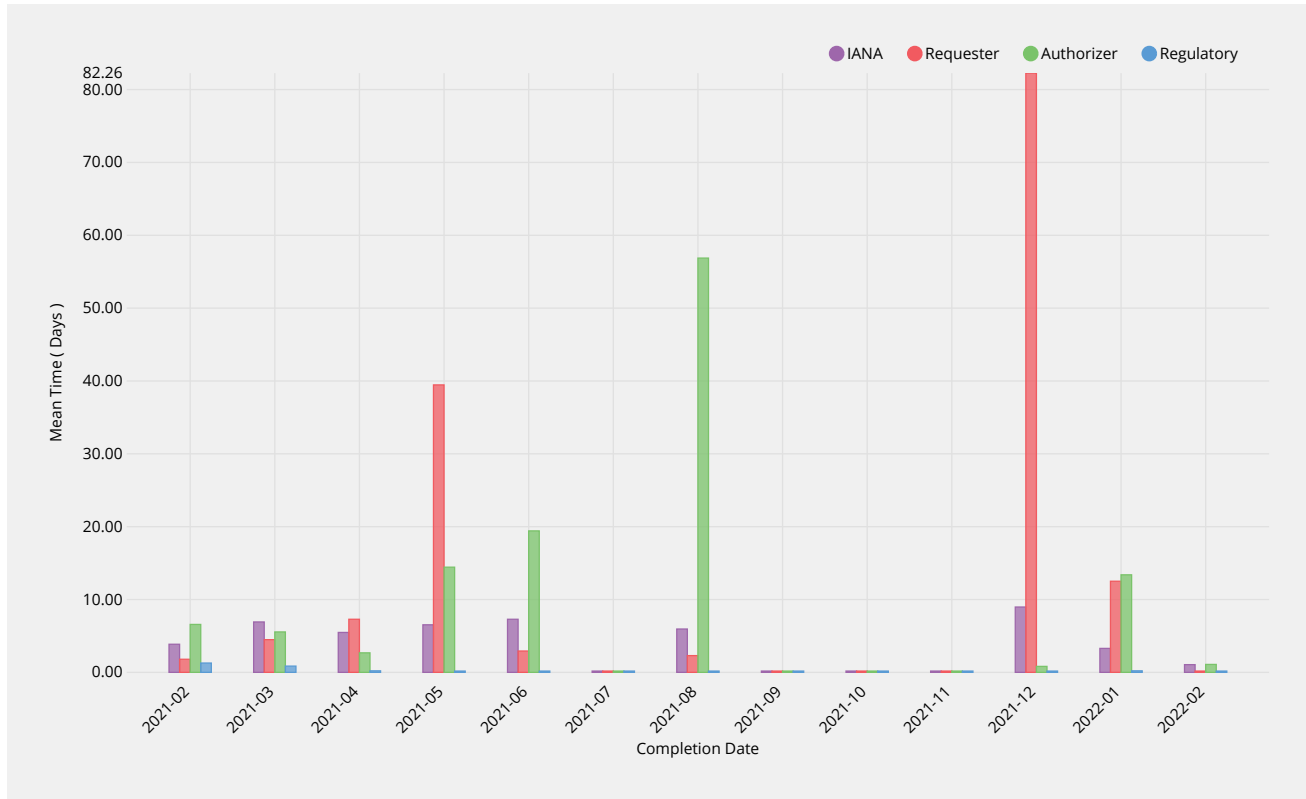
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Count	5	12	12	38	10	—	3	—	—	—	3	6	0
Request Count	3	10	11	19	9	0	5	0	0	0	1	2	1
Shortest Clarification	1	0	0	1	0	—	0	—	—	—	3	1	0
Longest Clarification	3	2	5	3	3	—	2	—	—	—	3	5	0

## Time per Actor

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



IANA	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Mean Time	3.86d	6.92d	5.48d	6.53d	7.29d	—	5.95d	—	—	—	8.97d	3.29d	1.06d
Review Count	3	10	11	18	9	0	5	0	0	0	1	2	1
Shortest Time	2.35d	2.18d	2.32d	1.94d	3.42d	—	2.00d	—	—	—	8.97d	2.87d	1.06d
Longest Time	6.16d	10.10d	8.09d	7.48d	10.48d	—	8.27d	—	—	—	8.97d	3.70d	1.06d
Median Time	3.07d	7.75d	5.33d	7.02d	7.32d	—	8.10d	—	—	—	8.97d	3.29d	1.06d
PStDev Time	1.65d	2.49d	2.09d	1.25d	2.04d	—	2.80d	—	—	—	0.00d	0.41d	0.00d

Requester	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Mean Time	1.80d	4.49d	7.29d	39.46d	2.93d	—	2.30d	—	—	—	82.26d	12.51d	—
Review Count	3	8	8	19	7	0	2	0	0	0	1	2	0
Shortest Time	0.14d	0.02d	0.02d	0.20d	0.20d	—	0.24d	—	—	—	82.26d	10.88d	—
Longest Time	4.83d	17.25d	30.04d	53.08d	9.55d	—	4.36d	—	—	—	82.26d	14.14d	—
Median Time	0.42d	3.30d	5.44d	47.19d	0.94d	—	2.30d	—	—	—	82.26d	12.51d	—
PStDev Time	2.15d	5.50d	9.33d	17.22d	3.86d	—	2.06d	—	—	—	0.00d	1.63d	—

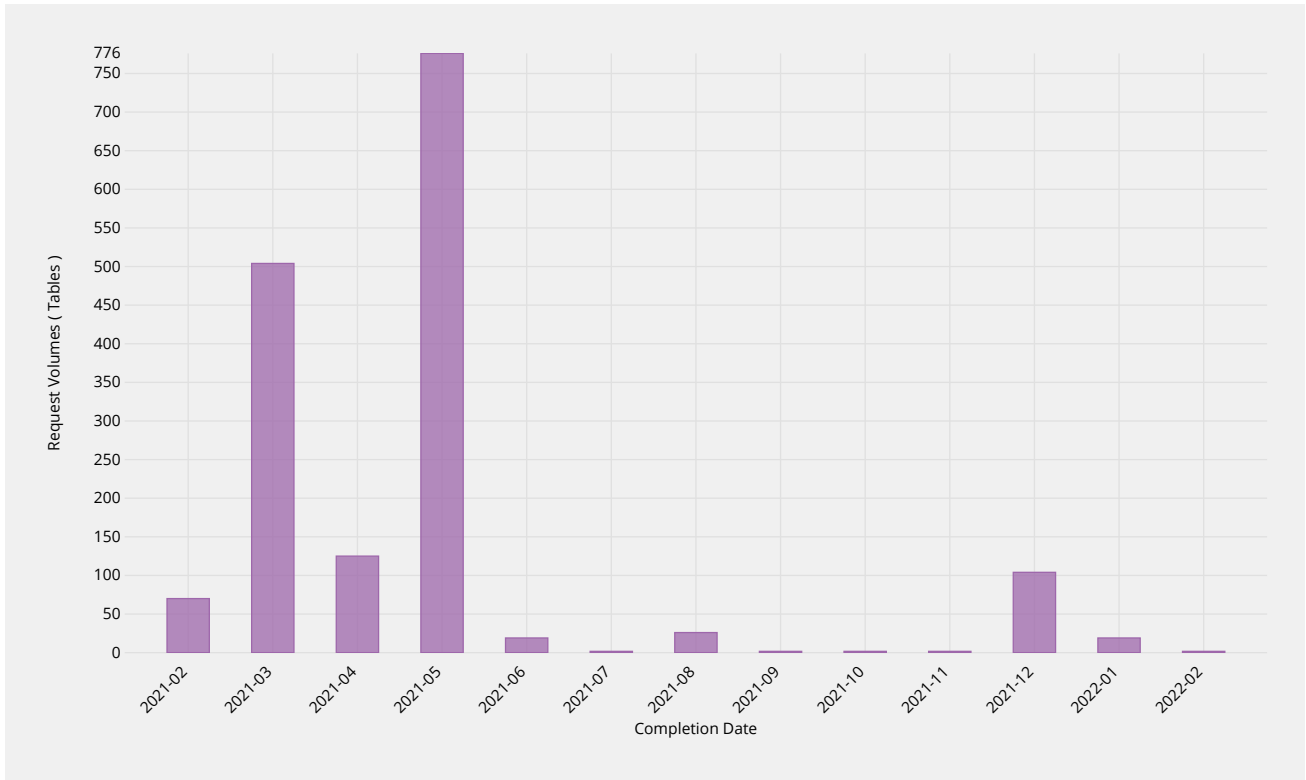
Authorizer	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Mean Time	6.58d	5.55d	2.68d	14.44d	19.42d	—	56.87d	—	—	—	0.82d	13.39d	1.09d
Review Count	3	10	9	19	9	0	5	0	0	0	1	1	1
Shortest Time	0.01d	0.00d	0.07d	0.83d	0.37d	—	0.29d	—	—	—	0.82d	13.39d	1.09d
Longest Time	19.33d	25.88d	14.74d	34.02d	68.18d	—	140.16d	—	—	—	0.82d	13.39d	1.09d
Median Time	0.42d	1.29d	0.79d	12.87d	14.40d	—	3.26d	—	—	—	0.82d	13.39d	1.09d
PStDev Time	9.01d	7.88d	4.42d	7.39d	21.71d	—	68.01d	—	—	—	0.00d	0.00d	0.00d

Regulatory	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Mean Time	1.28d	0.86d	0.21d	0.08d	0.07d	—	0.17d	—	—	—	0.02d	0.21d	0.09d
Review Count	3	10	10	19	9	0	5	0	0	0	1	1	1
Shortest Time	0.02d	0.04d	0.00d	0.02d	0.01d	—	0.02d	—	—	—	0.02d	0.21d	0.09d

Regulatory	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Longest Time	2.87d	7.85d	1.11d	0.14d	0.12d	—	0.65d	—	—	—	0.02d	0.21d	0.09d
Median Time	0.95d	0.08d	0.06d	0.09d	0.07d	—	0.07d	—	—	—	0.02d	0.21d	0.09d
PStDev Time	1.19d	2.33d	0.35d	0.03d	0.04d	—	0.24d	—	—	—	0.00d	0.00d	0.00d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2021-02	2021-03	2021-04	2021-05	2021-06	2021-07	2021-08	2021-09	2021-10	2021-11	2021-12	2022-01	2022-02
Total LGRs Processed	70	504	125	776	19	—	26	—	—	—	104	19	1
Request Count	3	10	10	18	9	0	5	0	0	0	1	2	1
Average LGRs per Request	23	50	12	43	2	—	5	—	—	—	104	10	1
Smallest per Request	1	1	1	1	1	—	1	—	—	—	104	1	1
Largest per Request	52	368	51	546	4	—	17	—	—	—	104	18	1

# Definitions

## Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
  - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
  - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
  - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
  - iv. Removing a TLD from service (e.g. retirement or revocation);
  - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

## Field Definitions

The fields in the preceding tables are as follows:



- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.