



Service Level Report for the Customer Standing Committee

October 2016

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This document represents performance data published in real-time at <https://sle-dashboard.iana.org/>

Summary of Performance

| Metric | Category | Expected | Actual | Detail |
|--------------------------------|-------------------------|------------------|----------|--------|
| Submission | | | | |
| Acceptance Recognition | Routine (Technical) | ≤60s (95.0%) | ✓ 1.87s | p4 |
| Acceptance Recognition | Routine (Non-Technical) | ≤60s (95.0%) | ✓ 2.3s | p4 |
| Acceptance Recognition | gTLD Creation/Transfer | ≤60s (95.0%) | ✓ 1.07s | p5 |
| Acceptance Recognition | ccTLD Creation/Transfer | ≤60s (95.0%) | ✓ 1.6s | p5 |
| Acceptance Recognition | Other Changes | ≤60s (95.0%) | ✓ — | p5 |
| Manual Lodgment Time | Routine (Technical) | ≤3d (95.0%) | ✓ 0.77d | p6 |
| Manual Lodgment Time | Routine (Non-Technical) | ≤3d (95.0%) | ✗ 3.04d | p6 |
| Manual Lodgment Time | gTLD Creation/Transfer | ≤3d (95.0%) | ✓ — | p7 |
| Manual Lodgment Time | ccTLD Creation/Transfer | ≤3d (95.0%) | ✓ — | p7 |
| Manual Lodgment Time | Other Changes | ≤3d (95.0%) | ✓ — | p7 |
| Technical Checks | | | | |
| Technical Check (First) | Routine (Technical) | ≤50m (95.0%) | ✓ 13.31m | p8 |
| Technical Check (First) | gTLD Creation/Transfer | ≤50m (95.0%) | ✓ 4.34m | p8 |
| Technical Check (First) | ccTLD Creation/Transfer | ≤50m (95.0%) | ✓ 3.96m | p9 |
| Technical Check (First) | Other Changes | ≤50m (95.0%) | ✓ — | p9 |
| Technical Check (Retest) | Routine (Technical) | ≤3m (95.0%) | ✗ 5.2m | p10 |
| Technical Check (Retest) | gTLD Creation/Transfer | ≤3m (95.0%) | ✓ 0.11m | p10 |
| Technical Check (Retest) | ccTLD Creation/Transfer | ≤3m (95.0%) | ✓ — | p11 |
| Technical Check (Retest) | Other Changes | ≤3m (95.0%) | ✓ — | p11 |
| Technical Check (Supplemental) | Routine (Technical) | ≤1m (95.0%) | ✗ 4.99m | p12 |
| Technical Check (Supplemental) | gTLD Creation/Transfer | ≤5m (95.0%) | ✓ 0.17m | p12 |
| Technical Check (Supplemental) | ccTLD Creation/Transfer | ≤5m (95.0%) | ✗ 7.98m | p12 |
| Technical Check (Supplemental) | Other Changes | ≤5m (95.0%) | ✓ — | p12 |
| Contact Confirmations | | | | |
| Email Dispatch | Routine (Technical) | ≤60000ms (95.0%) | ✓ 1ms | p13 |
| Email Dispatch | Routine (Non-Technical) | ≤60000ms (95.0%) | ✓ 1ms | p13 |
| Email Dispatch | gTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ 1ms | p14 |
| Email Dispatch | ccTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ 1ms | p14 |
| Email Dispatch | Other Changes | ≤60000ms (95.0%) | ✓ — | p14 |
| Recognition of Confirmation | Routine (Technical) | ≤60000ms (95.0%) | ✓ 0.35ms | p15 |
| Recognition of Confirmation | Routine (Non-Technical) | ≤60000ms (95.0%) | ✓ 1ms | p15 |
| Recognition of Confirmation | gTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ 0ms | p16 |
| Recognition of Confirmation | ccTLD Creation/Transfer | ≤60000ms (95.0%) | ✓ 0ms | p16 |
| Recognition of Confirmation | Other Changes | ≤60000ms (95.0%) | ✓ — | p16 |
| Staff Processing | | | | |
| Validation and Reviews | Routine (Technical) | ≤5d (90.0%) | ✓ 3.53d | p17 |
| Validation and Reviews | Routine (Non-Technical) | ≤5d (90.0%) | ✗ 5.81d | p17 |
| Validation and Reviews | gTLD Creation/Transfer | ≤10d (90.0%) | ✓ 3.26d | p18 |
| Validation and Reviews | ccTLD Creation/Transfer | ≤60d (100.0%) | ✗ 94.53d | p18 |
| Third Party Approval | ccTLD Creation/Transfer | ≤60d | ✓ — | p19 |
| Implementation | | | | |
| Root Zone Publication | Routine (Technical) | ≤72h (99.0%) | ✓ 46.92h | p20 |
| Root Zone Publication | gTLD Creation/Transfer | ≤72h (99.0%) | ✓ 51.13h | p20 |
| Root Zone Publication | ccTLD Creation/Transfer | ≤72h (99.0%) | ✓ 16h | p21 |
| Root Zone Publication | Other Changes | ≤72h (99.0%) | ✓ — | p21 |
| Notification of Completion | Routine (Technical) | ≤60s (95.0%) | ✓ 0.39s | p22 |
| Notification of Completion | Routine (Non-Technical) | ≤60s (95.0%) | ✓ 0.22s | p22 |

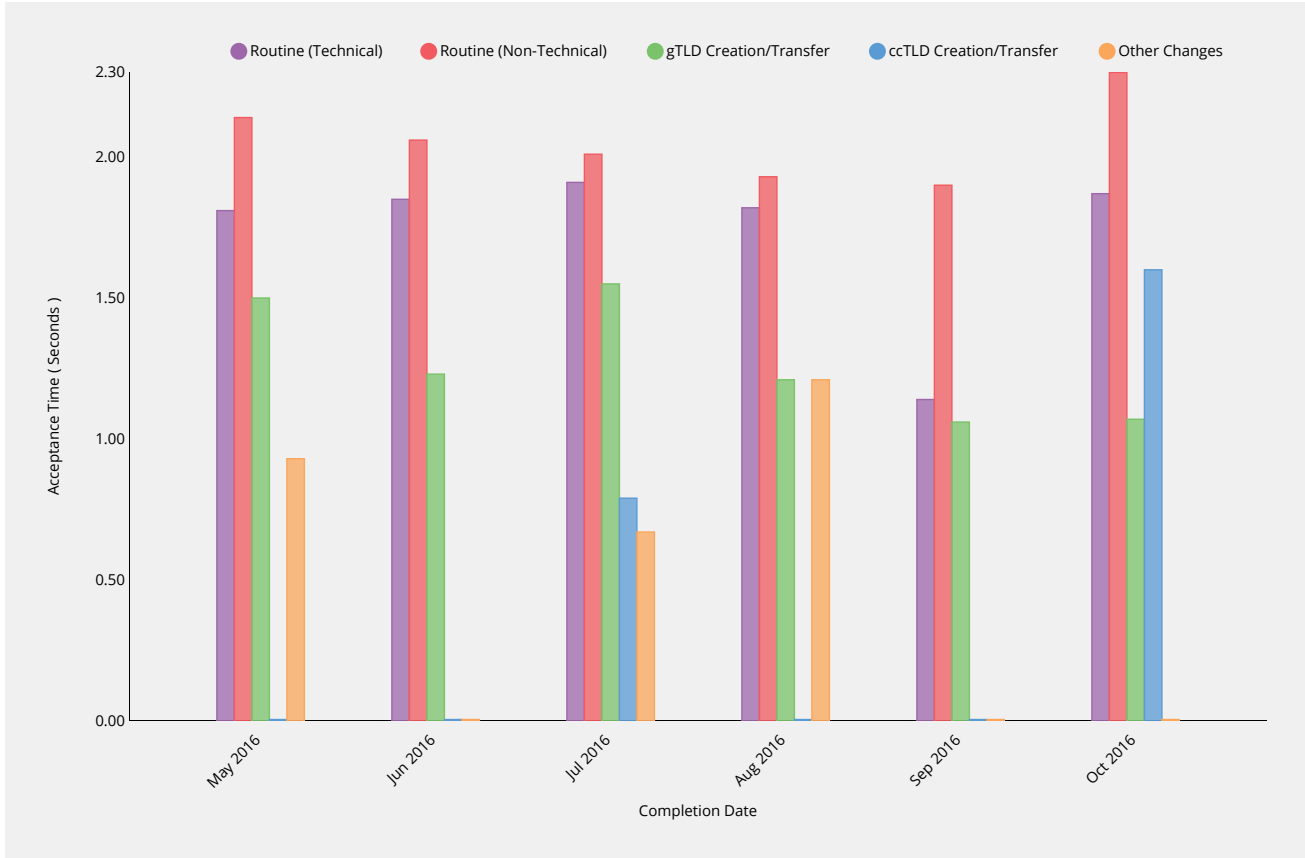
| Metric | Category | Expected | Actual | Detail |
|-----------------------------------|------------------------------|-------------------|---------|--------|
| Notification of Completion | gTLD Creation/Transfer | ≤60s (95.0%) | ✓ 0.57s | p23 |
| Notification of Completion | ccTLD Creation/Transfer | ≤60s (95.0%) | ✓ 0.43s | p23 |
| Notification of Completion | Other Changes | ≤60s (95.0%) | ✓ — | p23 |
| System Availability | | | | |
| IANA Website | IANA Site Availability | ≥99% | ✓ 100% | p24 |
| Root Zone Management System | RZM Availability | ≥99% | ✓ 100% | p25 |
| Directory Service | WHOIS Availability | ≥99% | ✓ 100% | p26 |
| Root Zone Service Level Dashboard | Dashboard Availability | ≥99% | ✓ 100% | p27 |
| Credential Recovery | Credential Recovery Response | ≤60s (95.0%) | ✓ 0.65s | p28 |
| Credential Change | Credential Change | ≤300000ms (95.0%) | ✓ 0ms | p29 |
| Accuracy | | | | |
| Root Zone File | Routine (Technical) | 100% | ✓ 100% | p30 |
| Root Zone File | gTLD Creation/Transfer | 100% | ✓ 100% | p30 |
| Root Zone File | ccTLD Creation/Transfer | 100% | ✓ 100% | p30 |
| Root Zone File | Other Changes | 100% | ✓ 100% | p31 |
| Root Zone Database | Routine (Technical) | 100% | ✓ 100% | p31 |
| Root Zone Database | Routine (Non-Technical) | 100% | ✓ 100% | p31 |
| Root Zone Database | gTLD Creation/Transfer | 100% | ✓ 100% | p31 |
| Root Zone Database | ccTLD Creation/Transfer | 100% | ✓ 100% | p32 |
| Root Zone Database | Other Changes | 100% | ✓ 100% | p32 |
| Enquiry Processing | | | | |
| Time to acknowledge | Manual Enquiries | ≤60s (95.0%) | ✓ 0.75s | p32 |
| Time to initial response | Manual Enquiries | ≤5d (90.0%) | ✓ 0.73d | p33 |

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) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Acceptance Time | 1.81s | 1.85s | 1.91s | 1.82s | 1.14s | 1.87s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acceptance Count | 25 | 35 | 35 | 47 | 78 | 59 |
| Mean Time | 1.01s | 1.12s | 1.09s | 0.94s | 0.83s | 1.07s |
| Shortest Time | 0.58s | 0.57s | 0.6s | 0.64s | 0.56s | 0.55s |
| Longest Time | 2.01s | 1.87s | 2.57s | 2.05s | 1.92s | 2.66s |
| Median Time | 0.84s | 0.9s | 0.86s | 0.79s | 0.78s | 0.88s |
| PStDev Time | 0.4s | 0.47s | 0.48s | 0.37s | 0.24s | 0.44s |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Acceptance Time | 2.14s | 2.06s | 2.01s | 1.93s | 1.9s | 2.3s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acceptance Count | 22 | 35 | 56 | 55 | 24 | 16 |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Mean Time | 1.36s | 1.38s | 1.23s | 1.19s | 1.32s | 1.66s |
| Shortest Time | 0.98s | 0.96s | 1.03s | 0.96s | 1.04s | 1.14s |
| Longest Time | 2.49s | 3.21s | 2.26s | 2.4s | 2.18s | 2.46s |
| Median Time | 1.25s | 1.22s | 1.15s | 1.09s | 1.22s | 1.46s |
| PStDev Time | 0.38s | 0.41s | 0.27s | 0.29s | 0.27s | 0.42s |

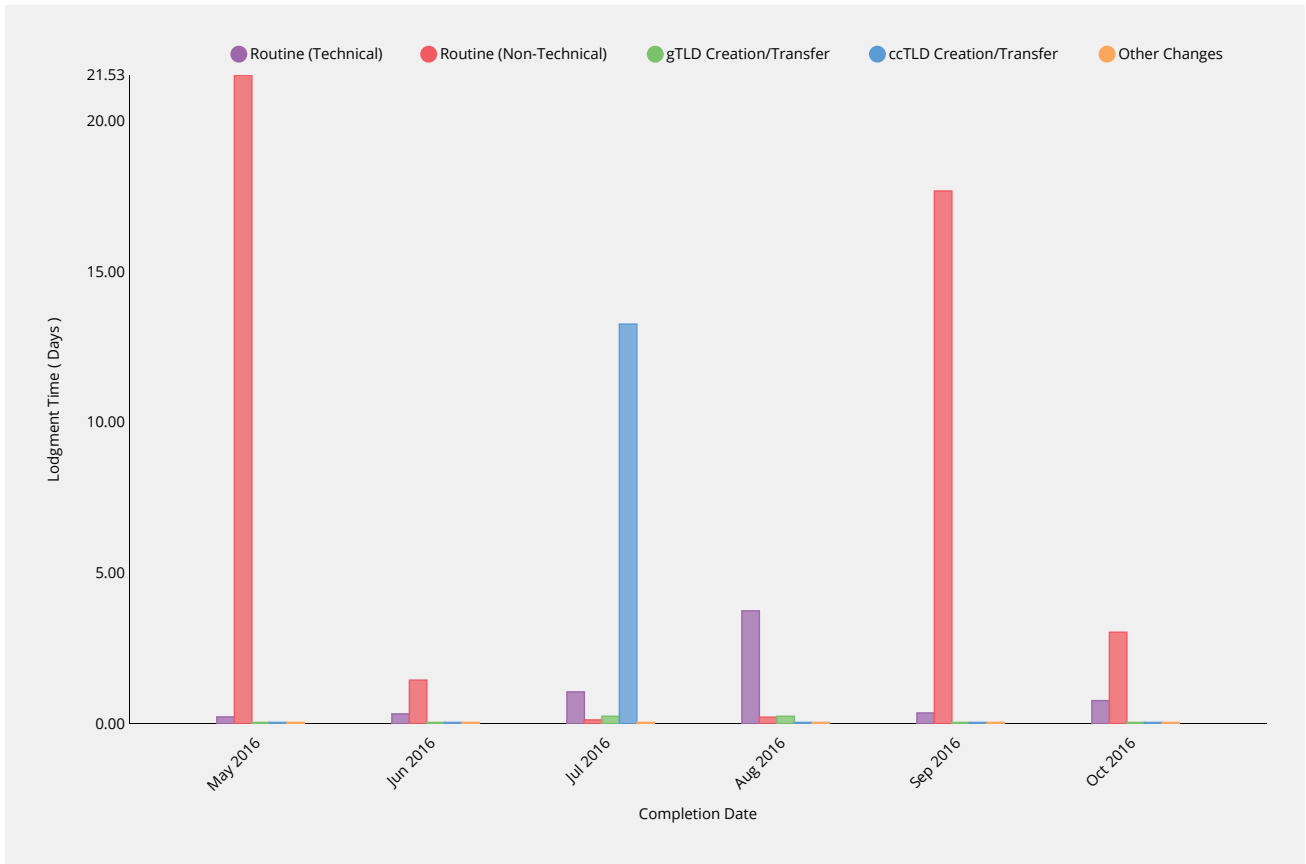
| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Acceptance Time | 1.5s | 1.23s | 1.55s | 1.21s | 1.06s | 1.07s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acceptance Count | 30 | 52 | 90 | 57 | 8 | 8 |
| Mean Time | 1.01s | 0.94s | 1.04s | 0.99s | 0.96s | 0.98s |
| Shortest Time | 0.79s | 0.79s | 0.79s | 0.65s | 0.88s | 0.91s |
| Longest Time | 1.78s | 1.32s | 3.29s | 1.41s | 1.09s | 1.07s |
| Median Time | 0.93s | 0.9s | 0.96s | 0.97s | 0.96s | 0.96s |
| PStDev Time | 0.22s | 0.12s | 0.32s | 0.13s | 0.06s | 0.06s |

| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Acceptance Time | — | — | 0.79s | — | — | 1.6s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acceptance Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 0.79s | — | — | 1.6s |
| Shortest Time | — | — | 0.79s | — | — | 1.6s |
| Longest Time | — | — | 0.79s | — | — | 1.6s |
| Median Time | — | — | 0.79s | — | — | 1.6s |
| PStDev Time | — | — | 0s | — | — | 0s |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Acceptance Time | 0.93s | — | 0.67s | 1.21s | — | — |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acceptance Count | 1 | 0 | 1 | 1 | 0 | 0 |
| Mean Time | 0.93s | — | 0.67s | 1.21s | — | — |
| Shortest Time | 0.93s | — | 0.67s | 1.21s | — | — |
| Longest Time | 0.93s | — | 0.67s | 1.21s | — | — |
| Median Time | 0.93s | — | 0.67s | 1.21s | — | — |
| PStDev Time | 0s | — | 0s | 0s | — | — |

Manual Lodgment Time

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | 0.23d | 0.33d | 1.06d | 3.75d | 0.36d | 0.77d |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 2 | 3 | 3 | 5 | 4 | 4 |
| Mean Time | 0.22d | 0.24d | 0.44d | 1.28d | 0.14d | 0.42d |
| Shortest Time | 0.21d | 0.08d | 0.02d | 0d | 0d | 0.13d |
| Longest Time | 0.23d | 0.33d | 1.16d | 4.37d | 0.39d | 0.81d |
| Median Time | 0.22d | 0.32d | 0.14d | 0.58d | 0.09d | 0.37d |
| PStDev Time | 0.01d | 0.12d | 0.51d | 1.61d | 0.16d | 0.27d |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|-------------------------|
| Lodgment Time | 21.53d | 1.45d | 0.13d | 0.22d | 17.69d | 3.04d 🔗 |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 7 | 1 | 2 | 2 | 5 | 7 |
| Mean Time | 6.71d | 1.45d | 0.08d | 0.14d | 5.14d | 1.3d |
| Shortest Time | 0.02d | 1.45d | 0.02d | 0.05d | 0.01d | 0.25d |
| Longest Time | 25.96d | 1.45d | 0.14d | 0.23d | 20.99d | 3.41d |
| Median Time | 1.34d | 1.45d | 0.08d | 0.14d | 0.24d | 1.32d |
| PStDev Time | 8.87d | 0d | 0.06d | 0.09d | 8.1d | 1.1d |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | — | — | 0.25d | 0.25d | — | — |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 0 | 0 | 1 | 3 | 0 | 0 |
| Mean Time | — | — | 0.25d | 0.25d | — | — |
| Shortest Time | — | — | 0.25d | 0.24d | — | — |
| Longest Time | — | — | 0.25d | 0.25d | — | — |
| Median Time | — | — | 0.25d | 0.25d | — | — |
| PStDev Time | — | — | 0d | 0d | — | — |

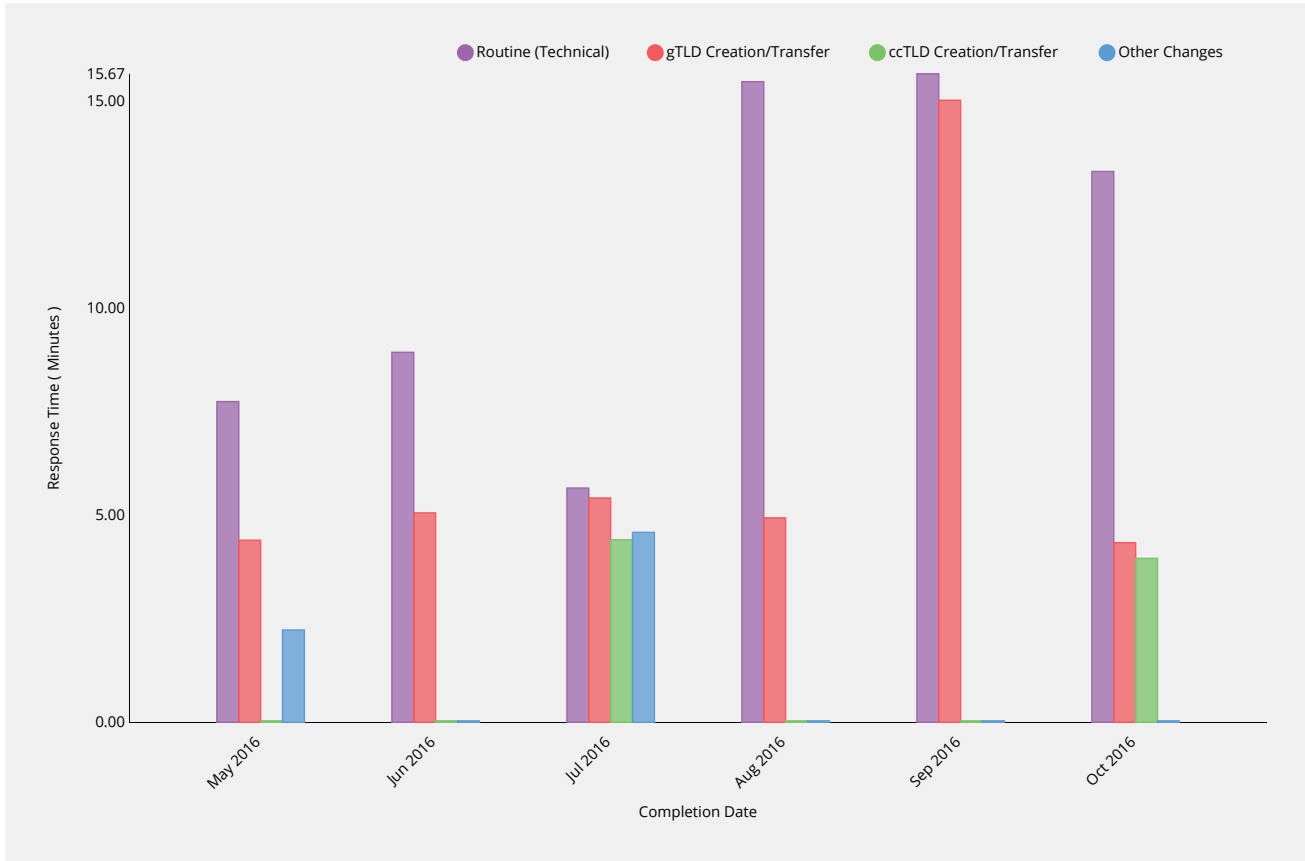
| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | — | — | 13.27d | — | — | — |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 0 | 0 | 1 | 0 | 0 | 0 |
| Mean Time | — | — | 13.27d | — | — | — |
| Shortest Time | — | — | 13.27d | — | — | — |
| Longest Time | — | — | 13.27d | — | — | — |
| Median Time | — | — | 13.27d | — | — | — |
| PStDev Time | — | — | 0d | — | — | — |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Lodgment Time | — | — | — | — | — | — |
| Monthly Threshold | 3d | 3d | 3d | 3d | 3d | 3d |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Lodgment Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean Time | — | — | — | — | — | — |
| Shortest Time | — | — | — | — | — | — |
| Longest Time | — | — | — | — | — | — |
| Median Time | — | — | — | — | — | — |
| PStDev Time | — | — | — | — | — | — |

Technical Checks

Technical Check (First)

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | 7.75m | 8.94m | 5.66m | 15.48m | 15.67m | 13.31m |
| Monthly Threshold | 50m | 50m | 50m | 50m | 50m | 50m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| First Test Count | 25 | 35 | 35 | 47 | 78 | 59 |
| Mean Time | 3.71m | 5.44m | 3.51m | 5.3m | 5.99m | 5.49m |
| Shortest Time | 0.56m | 0.51m | 0.33m | 0.54m | 0.29m | 0.31m |
| Longest Time | 9.03m | 64.46m | 8.77m | 21.34m | 19.85m | 18m |
| Median Time | 3.9m | 3.5m | 3.83m | 3.71m | 4.53m | 4.53m |
| PStDev Time | 2.23m | 10.35m | 1.85m | 4.8m | 4.36m | 4.14m |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | 4.4m | 5.06m | 5.42m | 4.94m | 15.03m | 4.34m |
| Monthly Threshold | 50m | 50m | 50m | 50m | 50m | 50m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| First Test Count | 30 | 52 | 90 | 57 | 8 | 8 |
| Mean Time | 2.45m | 3.05m | 3.02m | 2.61m | 6m | 2.65m |
| Shortest Time | 0.34m | 0.28m | 0.31m | 0.16m | 0.85m | 0.17m |
| Longest Time | 5.1m | 17.13m | 6.88m | 7.41m | 20.4m | 4.42m |
| Median Time | 2.55m | 2.62m | 3.01m | 2.64m | 4.56m | 2.67m |

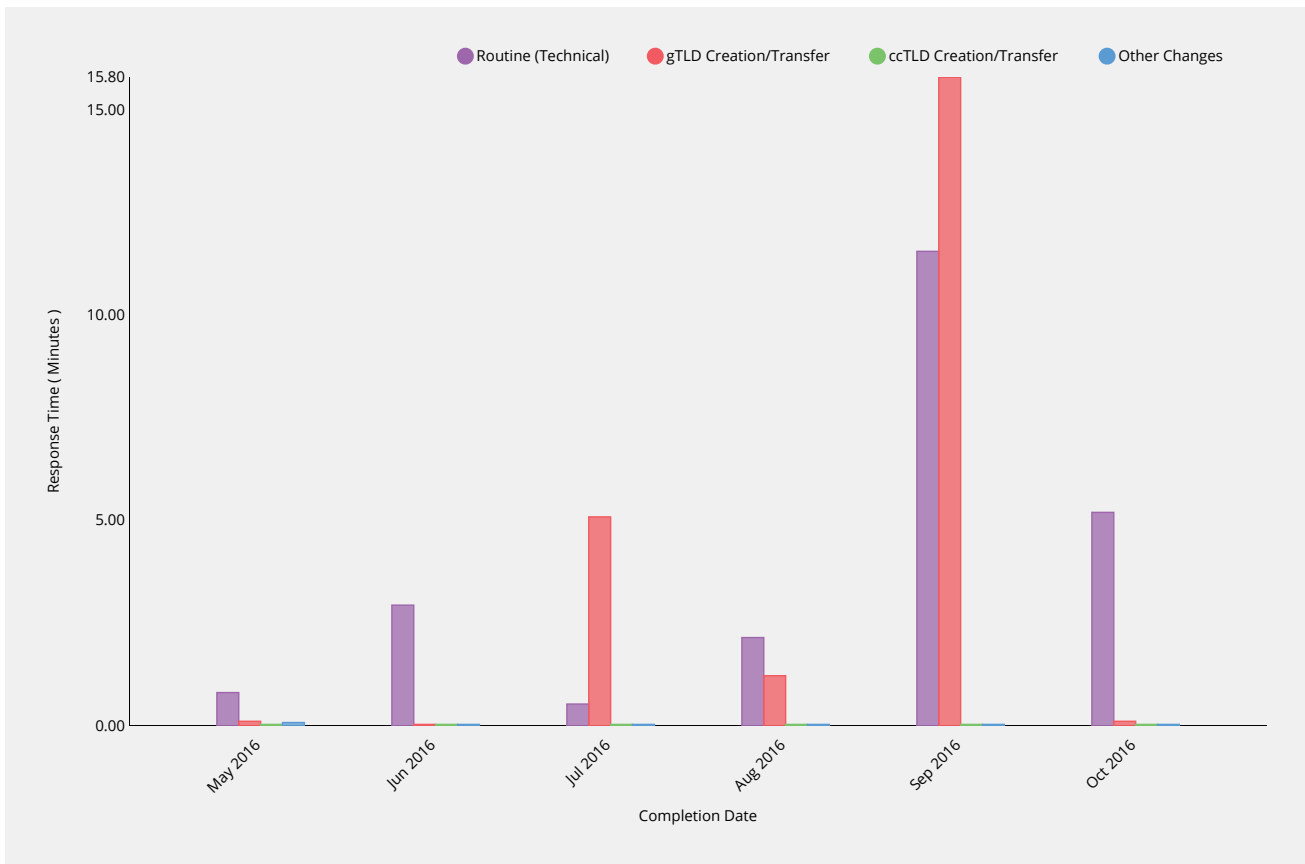
| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| PStDev Time | 1.35m | 2.42m | 1.49m | 1.68m | 5.58m | 1.36m |

| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | — | — | 4.41m | — | — | 3.96m |
| Monthly Threshold | 50m | 50m | 50m | 50m | 50m | 50m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| First Test Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 4.41m | — | — | 3.96m |
| Shortest Time | — | — | 4.41m | — | — | 3.96m |
| Longest Time | — | — | 4.41m | — | — | 3.96m |
| Median Time | — | — | 4.41m | — | — | 3.96m |
| PStDev Time | — | — | 0m | — | — | 0m |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | 2.23m | — | 4.59m | — | — | — |
| Monthly Threshold | 50m | 50m | 50m | 50m | 50m | 50m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| First Test Count | 1 | 0 | 1 | 0 | 0 | 0 |
| Mean Time | 2.23m | — | 4.59m | — | — | — |
| Shortest Time | 2.23m | — | 4.59m | — | — | — |
| Longest Time | 2.23m | — | 4.59m | — | — | — |
| Median Time | 2.23m | — | 4.59m | — | — | — |
| PStDev Time | 0m | — | 0m | — | — | — |

Technical Check (Retest)

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 0.81m | 2.94m | 0.53m | 2.15m | 11.56m | 5.2m ↻ |
| Monthly Threshold | 3m | 3m | 3m | 3m | 3m | 3m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Retest Count | 9 | 192 | 101 | 286 | 128 | 51 |
| Mean Time | 0.55m | 7.28m | 0.32m | 0.99m | 1.65m | 1.86m |
| Shortest Time | 0.26m | 0.13m | 0.1m | 0.06m | 0.09m | 0.16m |
| Longest Time | 0.82m | 317.88m | 0.6m | 2.45m | 19.75m | 6.22m |
| Median Time | 0.43m | 0.79m | 0.31m | 1.14m | 0.25m | 0.49m |
| PStDev Time | 0.21m | 40.69m | 0.09m | 0.83m | 3.81m | 1.95m |

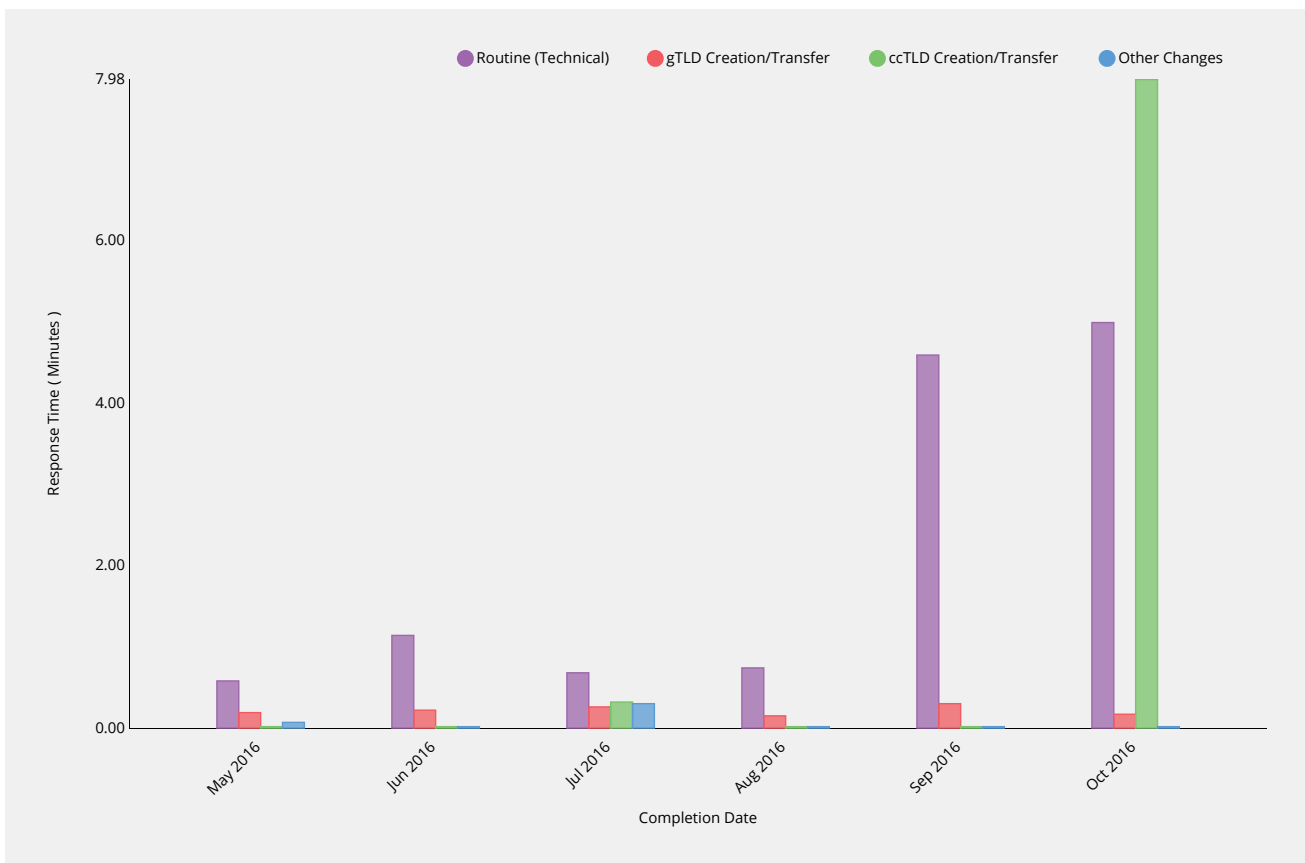
| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 0.11m | — | 5.09m | 1.22m | 15.8m | 0.11m |
| Monthly Threshold | 3m | 3m | 3m | 3m | 3m | 3m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Retest Count | 1 | 0 | 61 | 6 | 5 | 1 |
| Mean Time | 0.11m | — | 0.82m | 0.69m | 15.8m | 0.11m |
| Shortest Time | 0.11m | — | 0.11m | 0.31m | 15.79m | 0.11m |
| Longest Time | 0.11m | — | 5.21m | 1.36m | 15.8m | 0.11m |
| Median Time | 0.11m | — | 0.3m | 0.67m | 15.79m | 0.11m |
| PStDev Time | 0m | — | 1.35m | 0.36m | 0m | 0m |


| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Response Time | — | — | — | — | — | — |
| Monthly Threshold | 3m | 3m | 3m | 3m | 3m | 3m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Retest Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean Time | — | — | — | — | — | — |
| Shortest Time | — | — | — | — | — | — |
| Longest Time | — | — | — | — | — | — |
| Median Time | — | — | — | — | — | — |
| PStDev Time | — | — | — | — | — | — |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 0.08m | — | — | — | — | — |
| Monthly Threshold | 3m | 3m | 3m | 3m | 3m | 3m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Retest Count | 1 | 0 | 0 | 0 | 0 | 0 |
| Mean Time | 0.08m | — | — | — | — | — |
| Shortest Time | 0.08m | — | — | — | — | — |
| Longest Time | 0.08m | — | — | — | — | — |
| Median Time | 0.08m | — | — | — | — | — |
| PStDev Time | 0m | — | — | — | — | — |


Technical Check (Supplemental)

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|-------------------------------------------------------------------------------------------|
| Response Time | 0.58m | 1.14m | 0.68m | 0.74m | 4.59m | 4.99m  |
| Monthly Threshold | 1m | 1m | 1m | 1m | 1m | 1m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Supplemental Test Count | 23 | 35 | 31 | 57 | 78 | 67 |
| Mean Time | 0.27m | 0.47m | 0.33m | 0.34m | 1.1m | 0.97m |
| Shortest Time | 0.1m | 0.12m | 0.09m | 0.06m | 0.09m | 0.13m |
| Longest Time | 0.69m | 1.69m | 0.73m | 2.08m | 6.97m | 7.09m |
| Median Time | 0.2m | 0.38m | 0.31m | 0.27m | 0.29m | 0.33m |
| PStDev Time | 0.16m | 0.34m | 0.17m | 0.35m | 1.65m | 1.57m |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 0.19m | 0.22m | 0.26m | 0.15m | 0.3m | 0.17m |
| Monthly Threshold | 5m | 5m | 5m | 5m | 5m | 5m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Supplemental Test Count | 29 | 43 | 79 | 50 | 7 | 8 |
| Mean Time | 0.13m | 0.14m | 0.17m | 0.12m | 0.15m | 0.14m |
| Shortest Time | 0.1m | 0.08m | 0.1m | 0.1m | 0.08m | 0.1m |
| Longest Time | 0.21m | 0.36m | 2.16m | 0.16m | 0.34m | 0.18m |
| Median Time | 0.12m | 0.13m | 0.14m | 0.11m | 0.11m | 0.14m |
| PStDev Time | 0.03m | 0.05m | 0.23m | 0.02m | 0.08m | 0.03m |

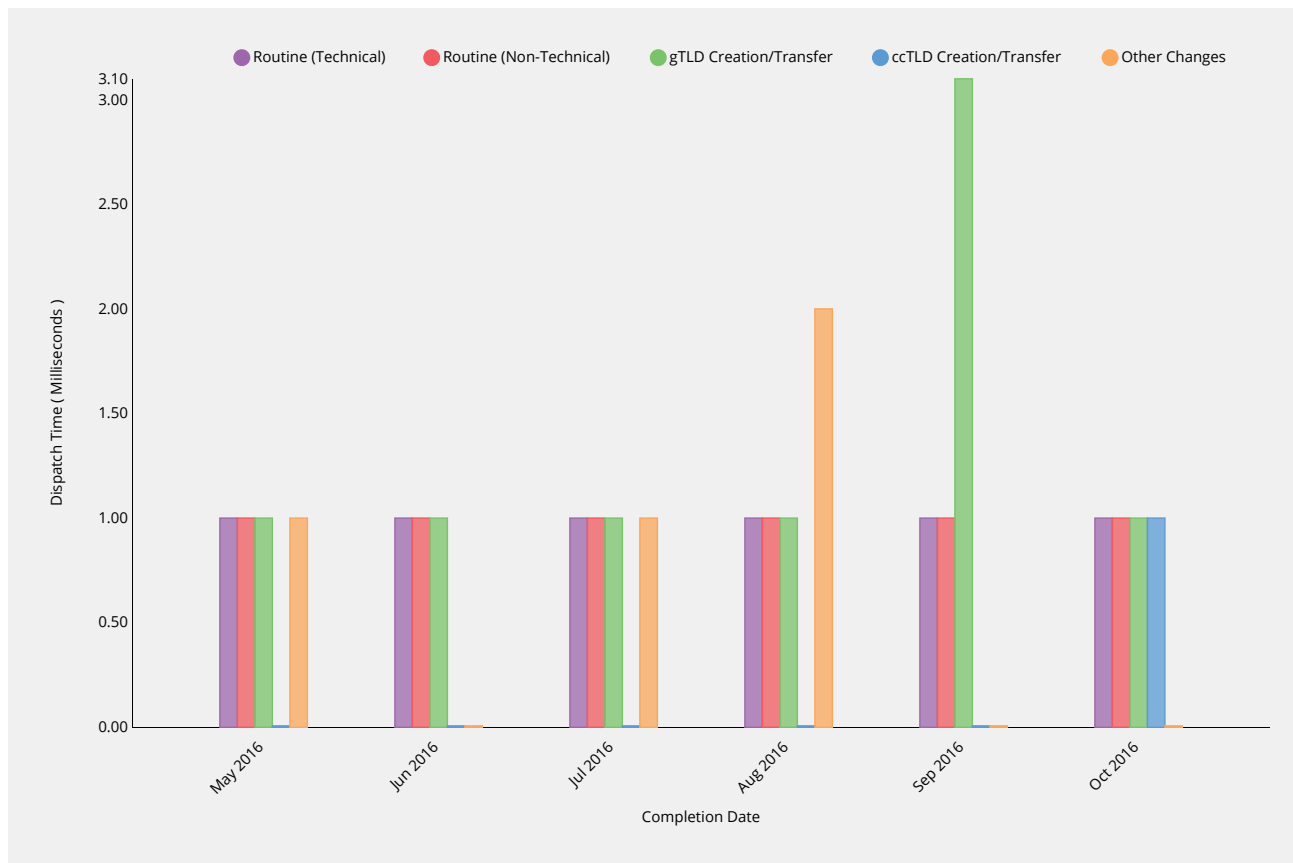
| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------------------------------------------------------------------------------------------|
| Response Time | — | — | 0.32m | — | — | 7.98m  |
| Monthly Threshold | 5m | 5m | 5m | 5m | 5m | 5m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Supplemental Test Count | 0 | 0 | 1 | 0 | 0 | 6 |
| Mean Time | — | — | 0.32m | — | — | 6.65m |
| Shortest Time | — | — | 0.32m | — | — | 0.23m |
| Longest Time | — | — | 0.32m | — | — | 7.99m |
| Median Time | — | — | 0.32m | — | — | 7.92m |
| PStDev Time | — | — | 0m | — | — | 2.87m |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 0.07m | — | 0.3m | — | — | — |
| Monthly Threshold | 5m | 5m | 5m | 5m | 5m | 5m |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Supplemental Test Count | 1 | 0 | 1 | 0 | 0 | 0 |
| Mean Time | 0.07m | — | 0.3m | — | — | — |
| Shortest Time | 0.07m | — | 0.3m | — | — | — |
| Longest Time | 0.07m | — | 0.3m | — | — | — |
| Median Time | 0.07m | — | 0.3m | — | — | — |
| PStDev Time | 0m | — | 0m | — | — | — |

Contact Confirmations

Email Dispatch

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Dispatch Time | 1ms | 1ms | 1ms | 1ms | 1ms | 1ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Email Count | 25 | 29 | 31 | 39 | 70 | 56 |
| Mean Time | 0.56ms | 0.52ms | 0.52ms | 0.64ms | 0.67ms | 0.66ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 1ms | 1ms | 1ms | 1ms | 1ms | 2ms |
| Median Time | 1ms | 1ms | 1ms | 1ms | 1ms | 1ms |
| PStDev Time | 0.5ms | 0.5ms | 0.5ms | 0.48ms | 0.47ms | 0.54ms |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Dispatch Time | 1ms | 1ms | 1ms | 1ms | 1ms | 1ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Email Count | 22 | 35 | 56 | 55 | 24 | 16 |
| Mean Time | 0.73ms | 0.63ms | 0.61ms | 0.96ms | 0.75ms | 0.88ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 1ms | 1ms | 1ms | 5ms | 2ms | 1ms |
| Median Time | 1ms | 1ms | 1ms | 1ms | 1ms | 1ms |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| PStDev Time | 0.45ms | 0.48ms | 0.49ms | 0.66ms | 0.52ms | 0.33ms |

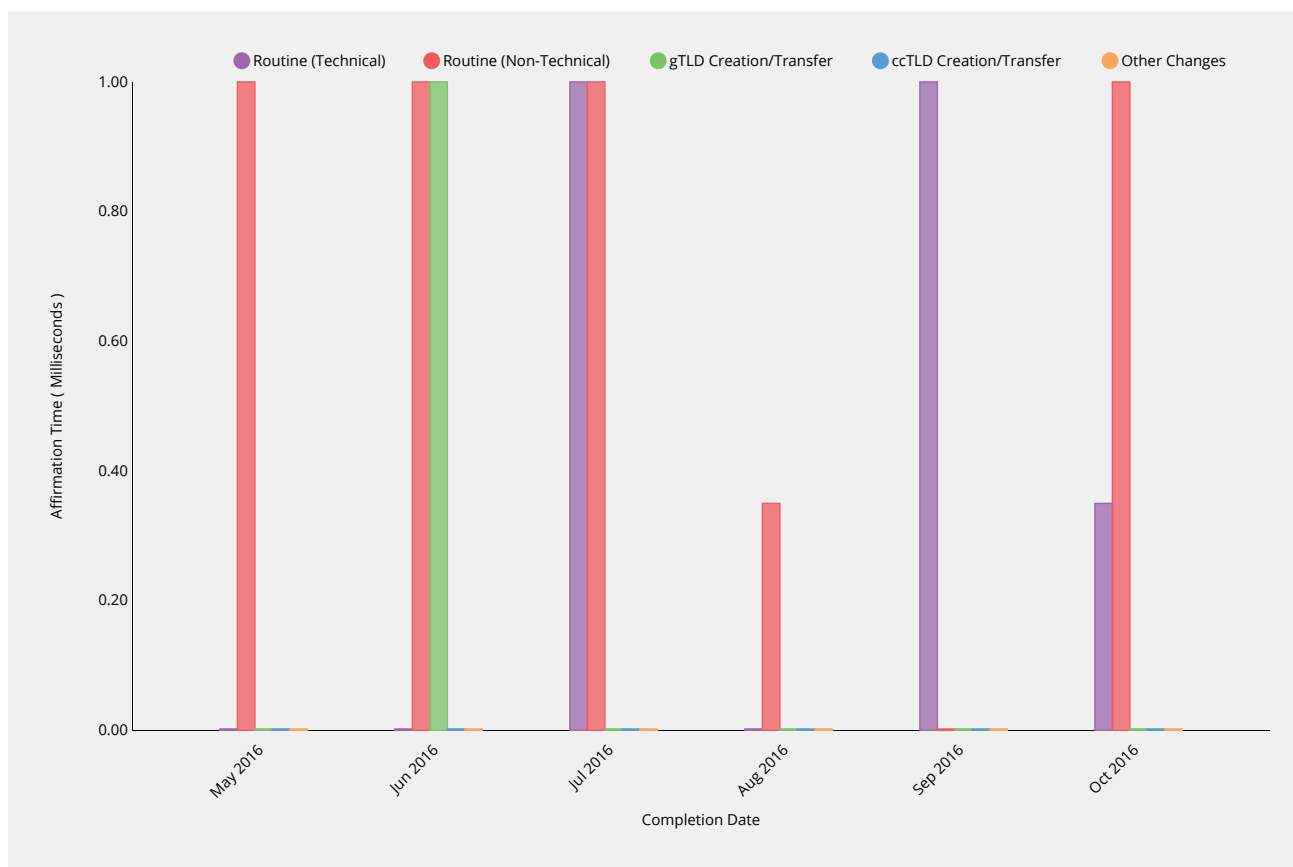
| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Dispatch Time | 1ms | 1ms | 1ms | 1ms | 3.1ms | 1ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Email Count | 29 | 51 | 83 | 56 | 7 | 8 |
| Mean Time | 0.69ms | 0.61ms | 0.7ms | 0.8ms | 0.71ms | 1ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 1ms |
| Longest Time | 1ms | 1ms | 5ms | 1ms | 4ms | 1ms |
| Median Time | 1ms | 1ms | 1ms | 1ms | 0ms | 1ms |
| PStDev Time | 0.46ms | 0.49ms | 0.67ms | 0.4ms | 1.39ms | 0ms |

| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Dispatch Time | — | — | 0ms | — | — | 1ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Email Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 0ms | — | — | 1ms |
| Shortest Time | — | — | 0ms | — | — | 1ms |
| Longest Time | — | — | 0ms | — | — | 1ms |
| Median Time | — | — | 0ms | — | — | 1ms |
| PStDev Time | — | — | 0ms | — | — | 0ms |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Dispatch Time | 1ms | — | 1ms | 2ms | — | — |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Email Count | 1 | 0 | 1 | 1 | 0 | 0 |
| Mean Time | 1ms | — | 1ms | 2ms | — | — |
| Shortest Time | 1ms | — | 1ms | 2ms | — | — |
| Longest Time | 1ms | — | 1ms | 2ms | — | — |
| Median Time | 1ms | — | 1ms | 2ms | — | — |
| PStDev Time | 0ms | — | 0ms | 0ms | — | — |

Recognition of Confirmation

Time for response to be affirmed by IANA.



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Affirmation Time | 0ms | 0ms | 1ms | 0ms | 1ms | 0.35ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Affirmation Count | 22 | 29 | 31 | 39 | 70 | 54 |
| Mean Time | 0ms | 0.03ms | 0.1ms | 0.03ms | 0.1ms | 0.06ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 0ms | 1ms | 1ms | 1ms | 1ms | 1ms |
| Median Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| PStDev Time | 0ms | 0.18ms | 0.3ms | 0.16ms | 0.3ms | 0.23ms |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Affirmation Time | 1ms | 1ms | 1ms | 0.35ms | 0ms | 1ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Affirmation Count | 20 | 32 | 55 | 54 | 22 | 13 |
| Mean Time | 0.1ms | 0.19ms | 0.07ms | 0.06ms | 0.05ms | 0.23ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 1ms | 1ms | 1ms | 1ms | 1ms | 1ms |
| Median Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| PStDev Time | 0.3ms | 0.39ms | 0.26ms | 0.23ms | 0.21ms | 0.42ms |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 0ms | 1ms | 0ms | 0ms | 0ms | 0ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Affirmation Count | 29 | 43 | 79 | 53 | 7 | 8 |
| Mean Time | 0ms | 0.12ms | 0.03ms | 0ms | 0ms | 0ms |
| Shortest Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| Longest Time | 0ms | 1ms | 1ms | 0ms | 0ms | 0ms |
| Median Time | 0ms | 0ms | 0ms | 0ms | 0ms | 0ms |
| PStDev Time | 0ms | 0.32ms | 0.16ms | 0ms | 0ms | 0ms |

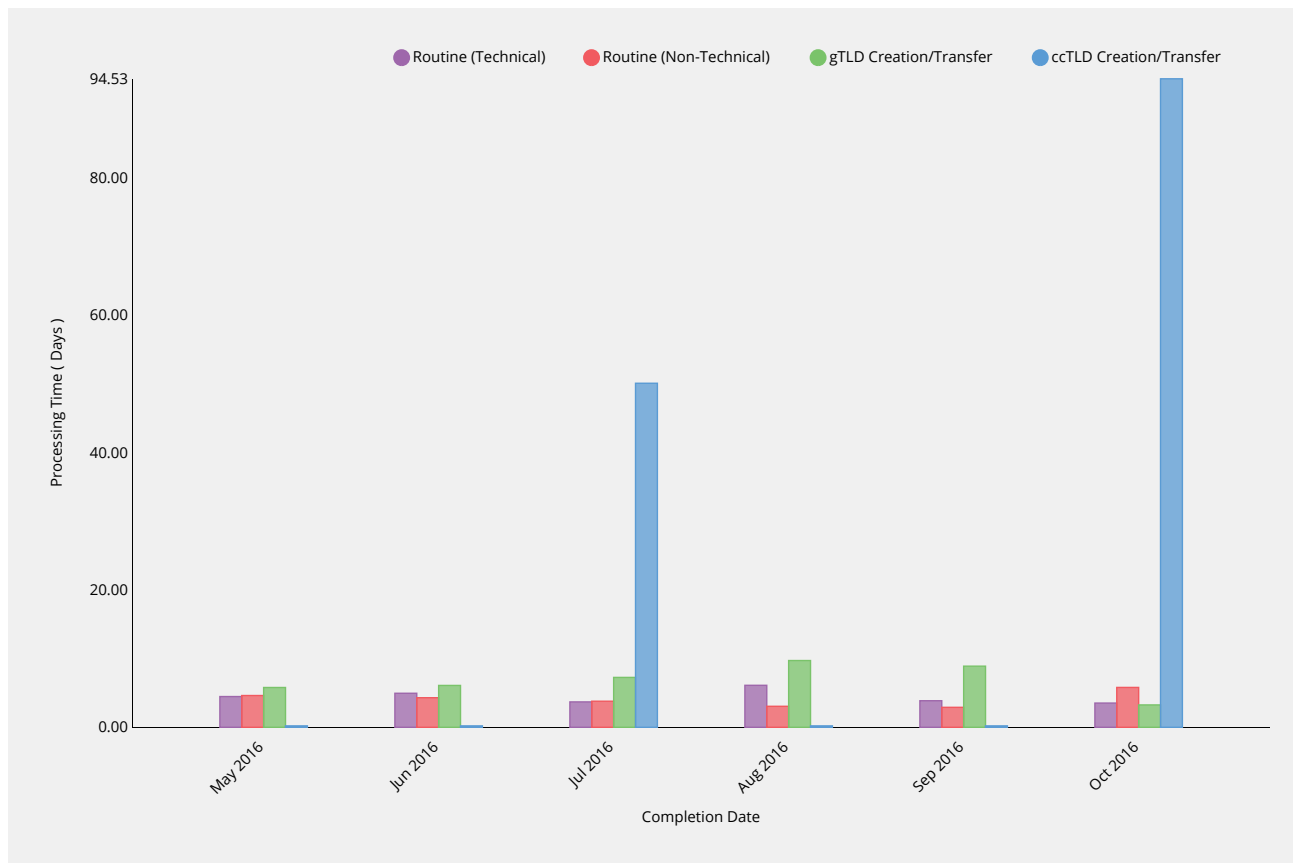
| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | — | — | 0ms | — | — | 0ms |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Affirmation Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 0ms | — | — | 0ms |
| Shortest Time | — | — | 0ms | — | — | 0ms |
| Longest Time | — | — | 0ms | — | — | 0ms |
| Median Time | — | — | 0ms | — | — | 0ms |
| PStDev Time | — | — | 0ms | — | — | 0ms |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Affirmation Time | 0ms | — | 0ms | 0ms | — | — |
| Monthly Threshold | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms | 60000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Affirmation Count | 1 | 0 | 1 | 1 | 0 | 0 |
| Mean Time | 0ms | — | 0ms | 0ms | — | — |
| Shortest Time | 0ms | — | 0ms | 0ms | — | — |
| Longest Time | 0ms | — | 0ms | 0ms | — | — |
| Median Time | 0ms | — | 0ms | 0ms | — | — |
| PStDev Time | 0ms | — | 0ms | 0ms | — | — |

Staff Processing

Validation and Reviews

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




| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Processing Time | 4.48d | 4.96d | 3.7d | 6.12d | 3.87d | 3.53d |
| Monthly Threshold | 5d | 5d | 5d | 5d | 5d | 5d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 22 | 29 | 31 | 39 | 70 | 54 |
| Mean Time | 2.78d | 3.3d | 2.58d | 3.17d | 1.66d | 1.22d |
| Shortest Time | 1.2d | 1.16d | 0.31d | 0.02d | 0.01d | 0.02d |
| Longest Time | 5.4d | 5.23d | 7.62d | 8.78d | 5.84d | 12.91d |
| Median Time | 2.25d | 3.21d | 2.42d | 2.28d | 1.37d | 0.57d |
| PStDev Time | 1.35d | 1.37d | 1.42d | 2.46d | 1.41d | 2d |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Processing Time | 4.63d | 4.31d | 3.8d | 3.06d | 2.91d | 5.81d |
| Monthly Threshold | 5d | 5d | 5d | 5d | 5d | 5d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 18 | 32 | 54 | 54 | 22 | 12 |
| Mean Time | 2.81d | 2.1d | 3.19d | 0.87d | 2.57d | 1.82d |
| Shortest Time | 1d | 0.16d | 0.01d | 0d | 1.03d | 0d |
| Longest Time | 4.97d | 5.42d | 7.1d | 9.26d | 7.11d | 7.2d |
| Median Time | 2.77d | 1.85d | 3.79d | 0.03d | 2.77d | 0.73d |

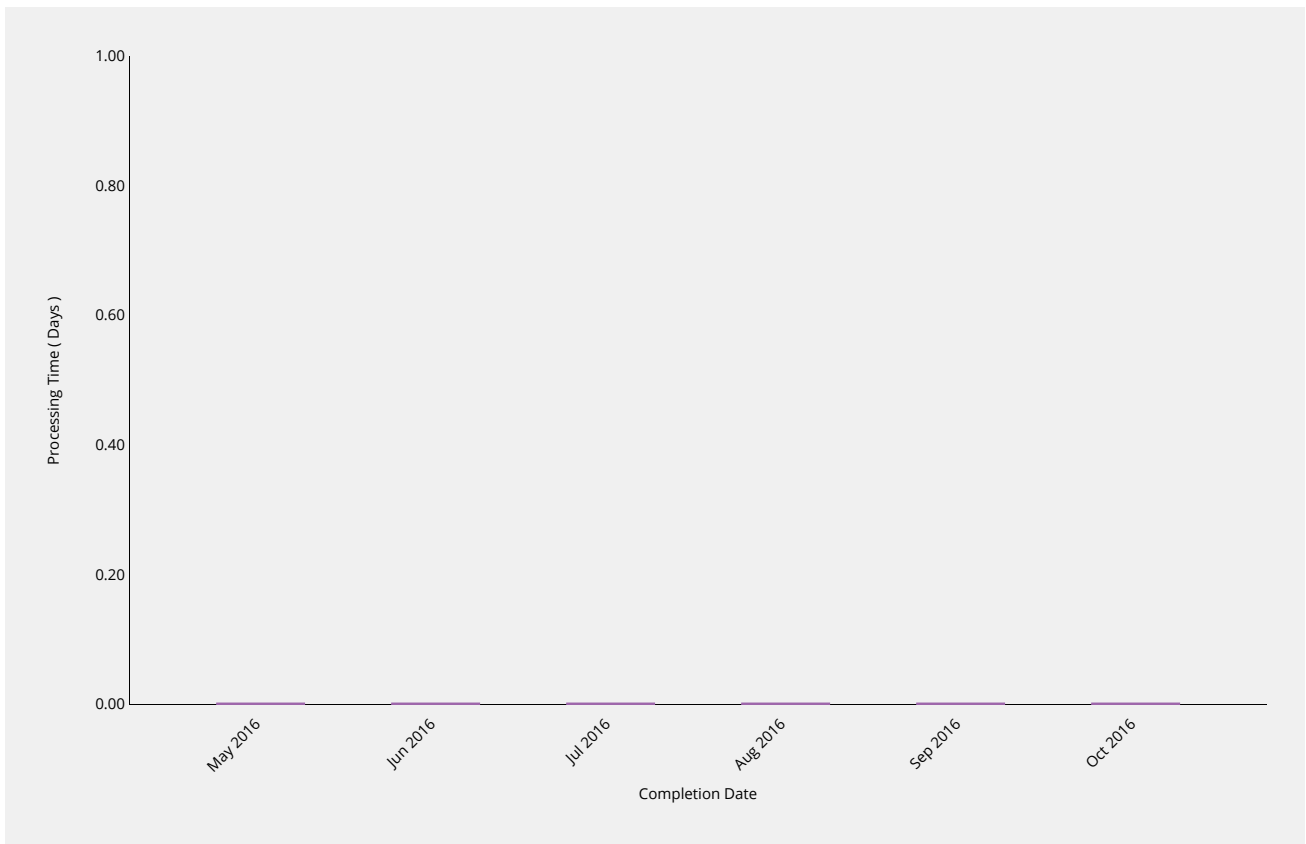
| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| PStDev Time | 1.22d | 1.74d | 1.49d | 1.94d | 1.16d | 2.33d |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Processing Time | 5.8d | 6.1d | 7.27d | 9.73d | 8.91d | 3.26d |
| Monthly Threshold | 10d | 10d | 10d | 10d | 10d | 10d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 29 | 43 | 79 | 53 | 7 | 8 |
| Mean Time | 4.19d | 3.74d | 4.66d | 5.42d | 6.46d | 1.06d |
| Shortest Time | 1.38d | 1.11d | 0.02d | 0.98d | 2.87d | 0d |
| Longest Time | 17.13d | 11.03d | 8.28d | 12.26d | 9.14d | 3.92d |
| Median Time | 3.78d | 3.99d | 5.17d | 5.28d | 6.16d | 0.24d |
| PStDev Time | 2.85d | 2d | 1.91d | 2.56d | 2.3d | 1.44d |

| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|--------------------------------------------------------------------------------------------|
| Processing Time | — | — | 50.15d | — | — | 94.53d  |
| Monthly Threshold | 60d | 60d | 60d | 60d | 60d | 60d |
| Threshold Percentile | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Request Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 50.15d | — | — | 94.53d |
| Shortest Time | — | — | 50.15d | — | — | 94.53d |
| Longest Time | — | — | 50.15d | — | — | 94.53d |
| Median Time | — | — | 50.15d | — | — | 94.53d |
| PStDev Time | — | — | 0d | — | — | 0d |

Third Party Approval

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

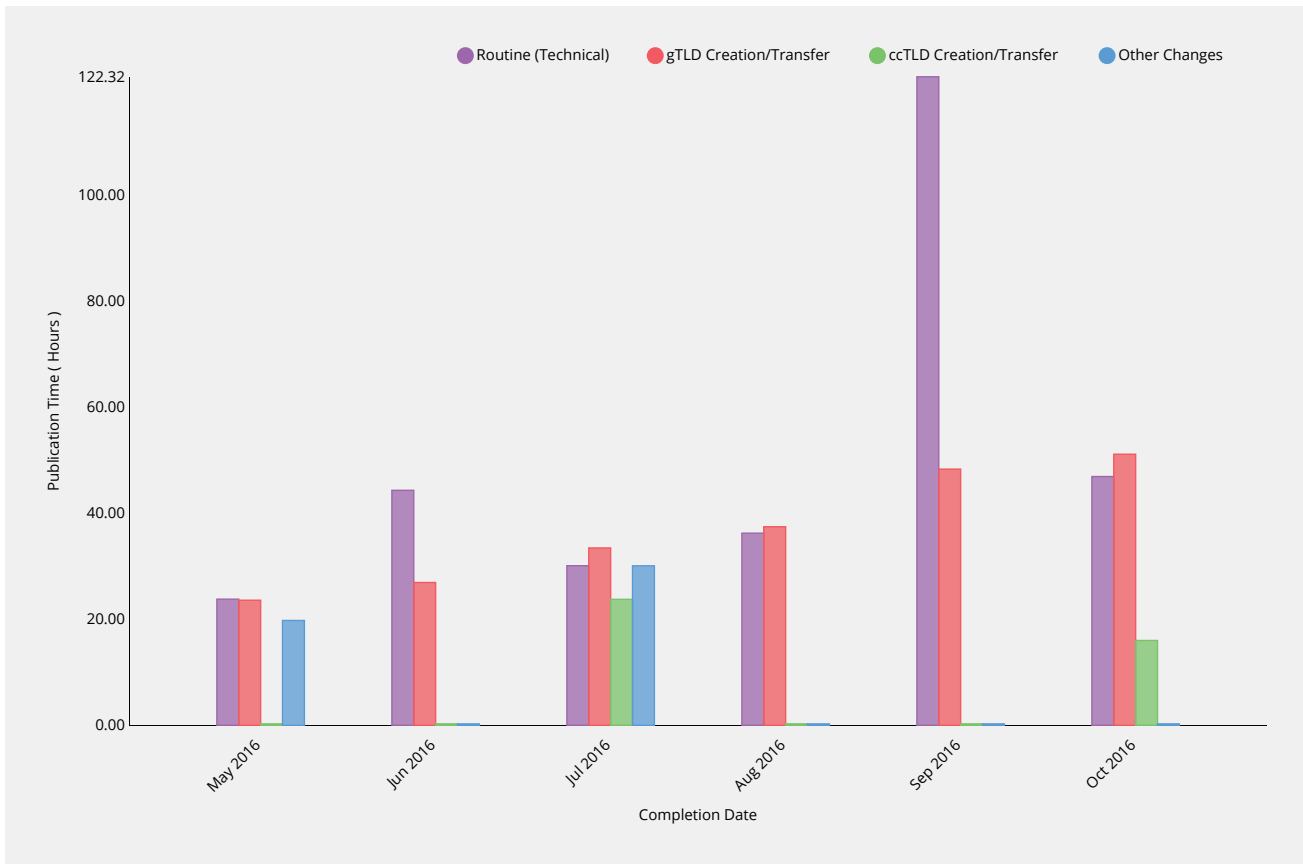


| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Processing Time | — | — | — | — | — | — |
| Monthly Threshold | 60d | 60d | 60d | 60d | 60d | 60d |
| Threshold Percentile | — | — | — | — | — | — |
| Request Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Mean Time | — | — | — | — | — | — |
| Shortest Time | — | — | — | — | — | — |
| Longest Time | — | — | — | — | — | — |
| Median Time | — | — | — | — | — | — |
| PStDev Time | — | — | — | — | — | — |

Implementation

Root Zone Publication

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Publication Time | 23.79h | 44.32h | 30.1h | 36.24h | 122.32h | 46.92h |
| Monthly Threshold | 72h | 72h | 72h | 72h | 72h | 72h |
| Threshold Percentile | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| Publication Count | 22 | 29 | 31 | 38 | 70 | 53 |
| Mean Time | 14.77h | 18.34h | 18.74h | 15.66h | 23.31h | 25.17h |
| Shortest Time | 1.91h | 2.82h | 3h | 4.87h | 2.2h | 0.86h |
| Longest Time | 24.15h | 44.32h | 30.1h | 40.91h | 143.81h | 46.92h |
| Median Time | 19.27h | 19.16h | 19.97h | 14.73h | 22.97h | 23.72h |
| PStDev Time | 7.36h | 11.84h | 7.15h | 7.89h | 22.06h | 10.38h |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Publication Time | 23.59h | 26.93h | 33.45h | 37.45h | 48.32h | 51.13h |
| Monthly Threshold | 72h | 72h | 72h | 72h | 72h | 72h |
| Threshold Percentile | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| Publication Count | 29 | 43 | 78 | 50 | 7 | 8 |
| Mean Time | 17.89h | 21.95h | 21.27h | 17.78h | 21.83h | 37.81h |
| Shortest Time | 1.91h | 13.72h | 5.39h | 6.24h | 3.41h | 1.34h |
| Longest Time | 23.59h | 26.93h | 33.45h | 40.89h | 49.8h | 51.13h |
| Median Time | 19.78h | 21.18h | 20.93h | 16.98h | 21.9h | 48.05h |

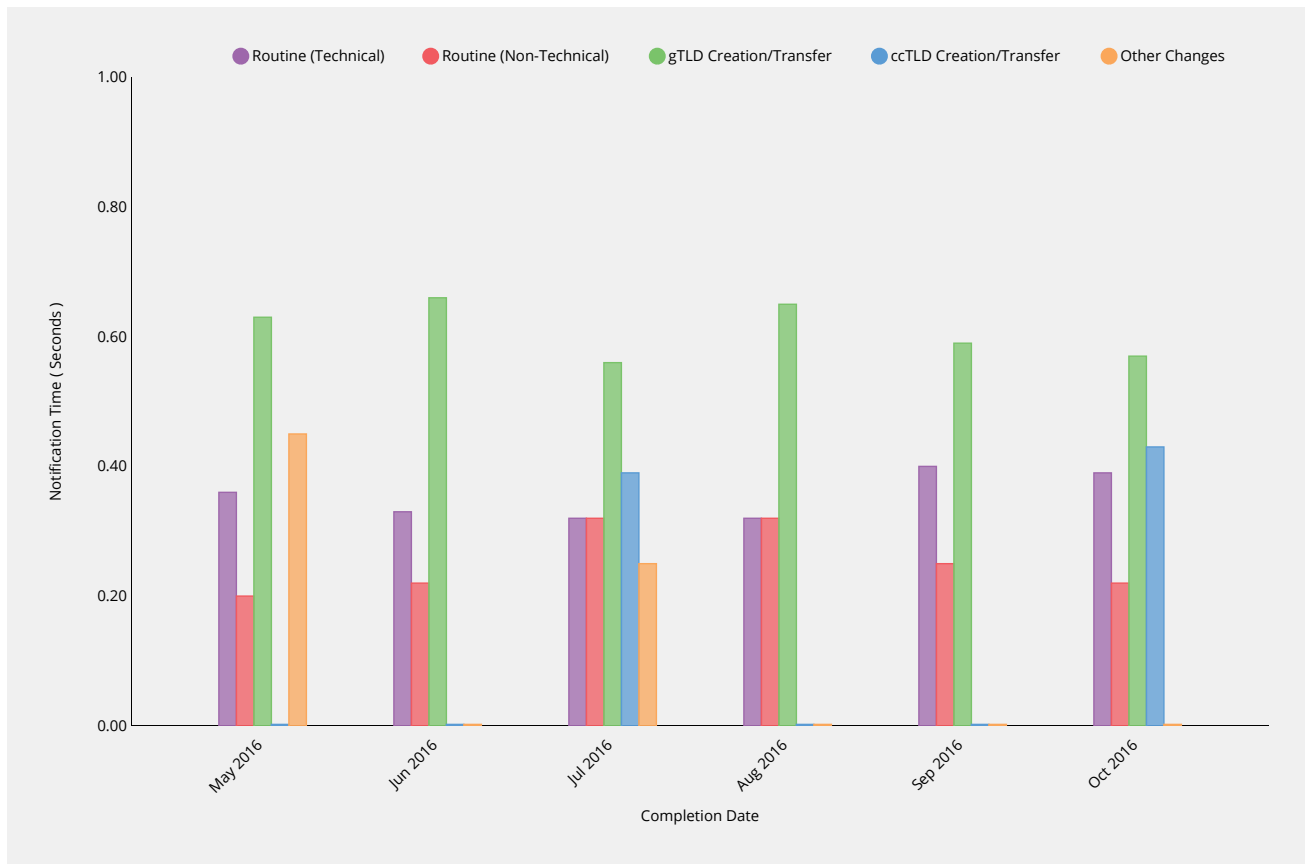
| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| PStDev Time | 6.22h | 4.5h | 4.79h | 6.37h | 13.84h | 17.26h |

| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Publication Time | — | — | 23.76h | — | — | 16h |
| Monthly Threshold | 72h | 72h | 72h | 72h | 72h | 72h |
| Threshold Percentile | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| Publication Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 23.76h | — | — | 16h |
| Shortest Time | — | — | 23.76h | — | — | 16h |
| Longest Time | — | — | 23.76h | — | — | 16h |
| Median Time | — | — | 23.76h | — | — | 16h |
| PStDev Time | — | — | 0h | — | — | 0h |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Publication Time | 19.77h | — | 30.08h | — | — | — |
| Monthly Threshold | 72h | 72h | 72h | 72h | 72h | 72h |
| Threshold Percentile | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% | 99.0% |
| Publication Count | 1 | 0 | 1 | 0 | 0 | 0 |
| Mean Time | 19.77h | — | 30.08h | — | — | — |
| Shortest Time | 19.77h | — | 30.08h | — | — | — |
| Longest Time | 19.77h | — | 30.08h | — | — | — |
| Median Time | 19.77h | — | 30.08h | — | — | — |
| PStDev Time | 0h | — | 0h | — | — | — |

Notification of Completion

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Notification Time | 0.36s | 0.33s | 0.32s | 0.32s | 0.4s | 0.39s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 22 | 29 | 31 | 38 | 69 | 53 |
| Mean Time | 0.23s | 0.21s | 0.21s | 0.21s | 0.26s | 0.25s |
| Shortest Time | 0.18s | 0.15s | 0.15s | 0.14s | 0.16s | 0.17s |
| Longest Time | 0.43s | 0.34s | 0.4s | 0.4s | 0.72s | 0.52s |
| Median Time | 0.19s | 0.2s | 0.19s | 0.19s | 0.2s | 0.2s |
| PStDev Time | 0.07s | 0.05s | 0.05s | 0.06s | 0.12s | 0.09s |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|----------------|
| Notification Time | 0.2s | 0.22s | 0.32s | 0.32s | 0.25s | 0.22s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 18 | 31 | 54 | 53 | 22 | 11 |
| Mean Time | 0.19s | 0.19s | 0.2s | 0.21s | 0.2s | 0.2s |
| Shortest Time | 0.17s | 0.16s | 0.15s | 0.16s | 0.16s | 0.17s |
| Longest Time | 0.21s | 0.23s | 0.33s | 0.37s | 0.28s | 0.22s |
| Median Time | 0.18s | 0.19s | 0.18s | 0.19s | 0.19s | 0.2s |
| PStDev Time | 0.01s | 0.02s | 0.05s | 0.06s | 0.03s | 0.02s |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 0.63s | 0.66s | 0.56s | 0.65s | 0.59s | 0.57s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 29 | 43 | 78 | 50 | 7 | 8 |
| Mean Time | 0.5s | 0.53s | 0.49s | 0.49s | 0.52s | 0.49s |
| Shortest Time | 0.43s | 0.46s | 0.42s | 0.42s | 0.47s | 0.43s |
| Longest Time | 0.64s | 1.7s | 1.17s | 0.7s | 0.61s | 0.58s |
| Median Time | 0.48s | 0.49s | 0.47s | 0.48s | 0.51s | 0.48s |
| PStDev Time | 0.05s | 0.19s | 0.09s | 0.06s | 0.05s | 0.05s |

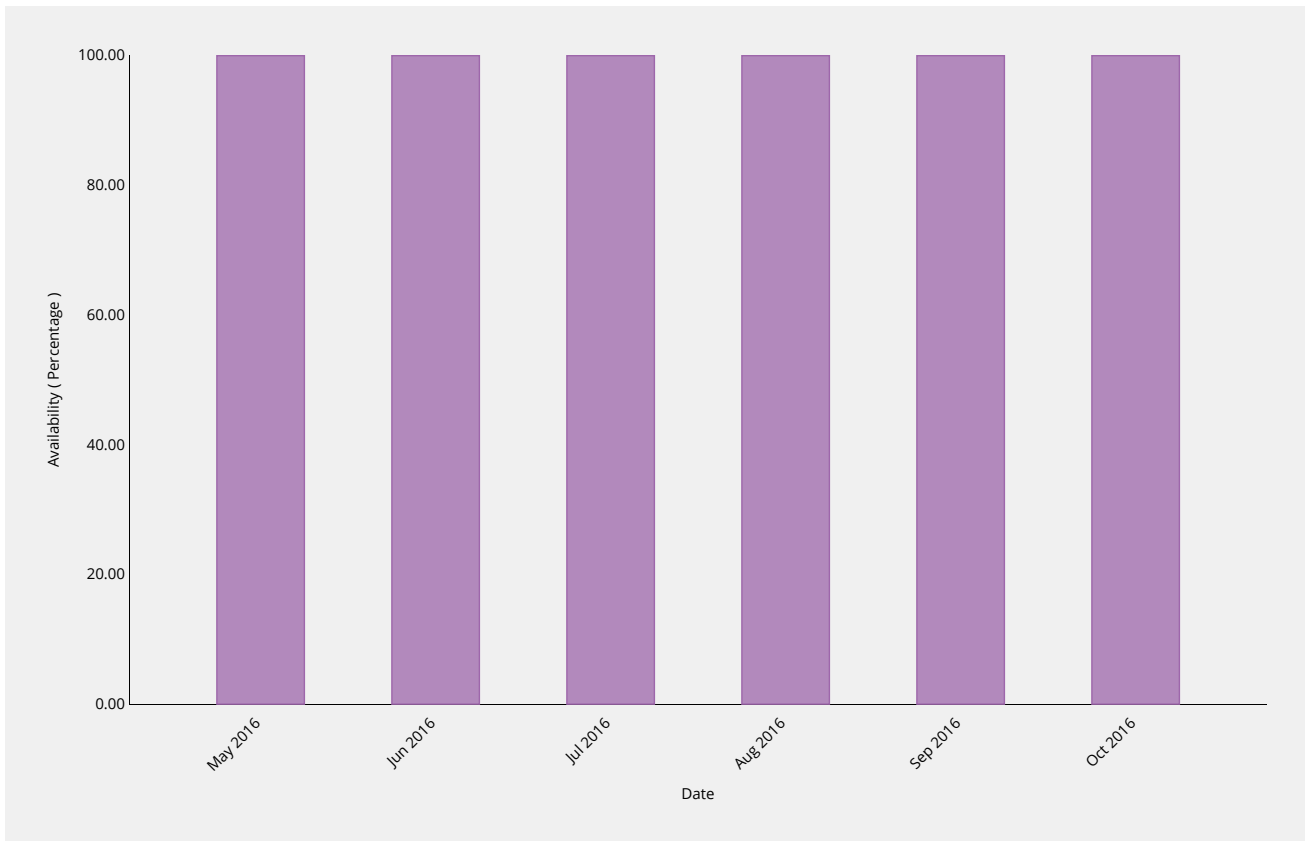
| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | — | — | 0.39s | — | — | 0.43s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 0 | 0 | 1 | 0 | 0 | 1 |
| Mean Time | — | — | 0.39s | — | — | 0.43s |
| Shortest Time | — | — | 0.39s | — | — | 0.43s |
| Longest Time | — | — | 0.39s | — | — | 0.43s |
| Median Time | — | — | 0.39s | — | — | 0.43s |
| PStDev Time | — | — | 0s | — | — | 0s |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|---------|
| Notification Time | 0.45s | — | 0.25s | — | — | — |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Notification Count | 1 | 0 | 1 | 0 | 0 | 0 |
| Mean Time | 0.45s | — | 0.25s | — | — | — |
| Shortest Time | 0.45s | — | 0.25s | — | — | — |
| Longest Time | 0.45s | — | 0.25s | — | — | — |
| Median Time | 0.45s | — | 0.25s | — | — | — |
| PStDev Time | 0s | — | 0s | — | — | — |

System Availability

IANA Website

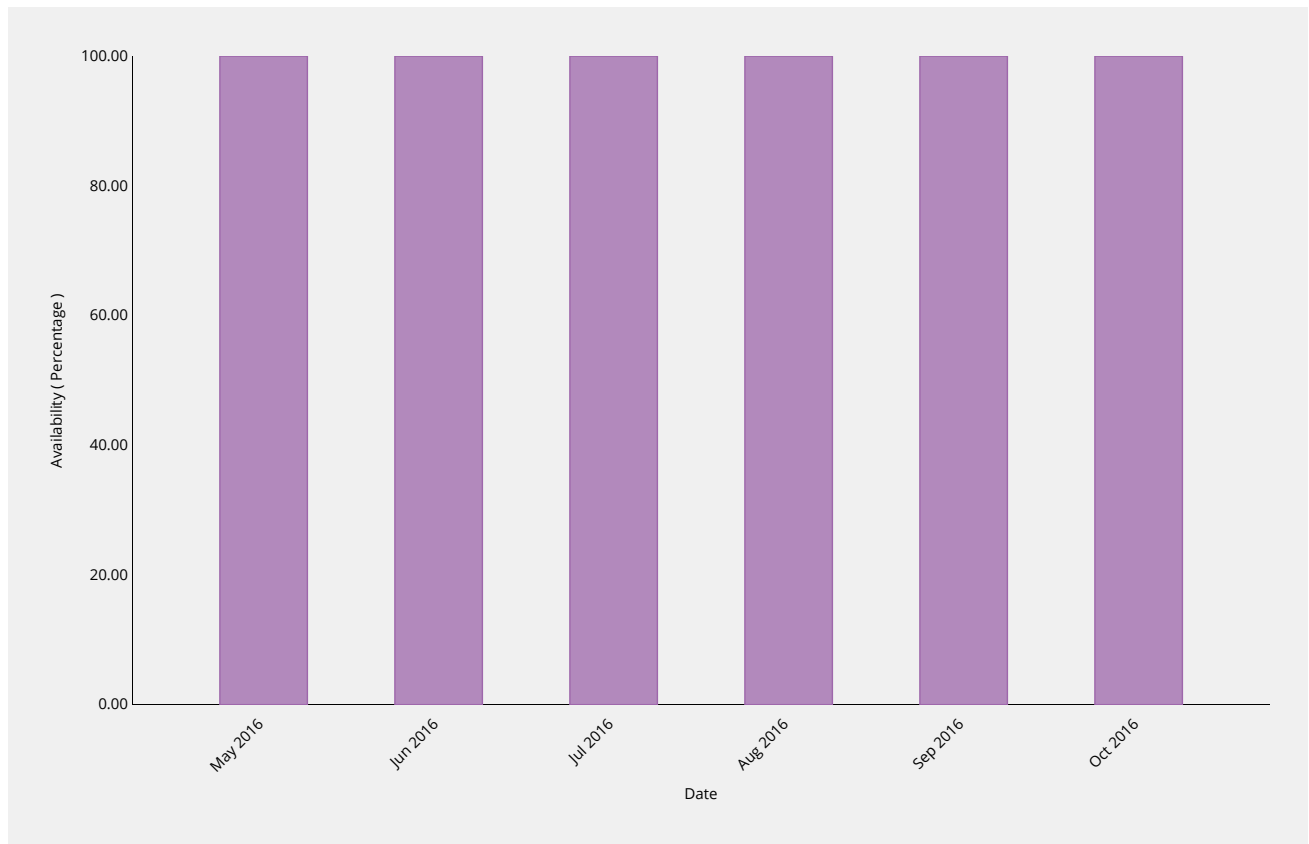
Percentage availability of IANA website for consulting documentations and other posted materials.



| IANA Site Availability | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Root Zone Management System

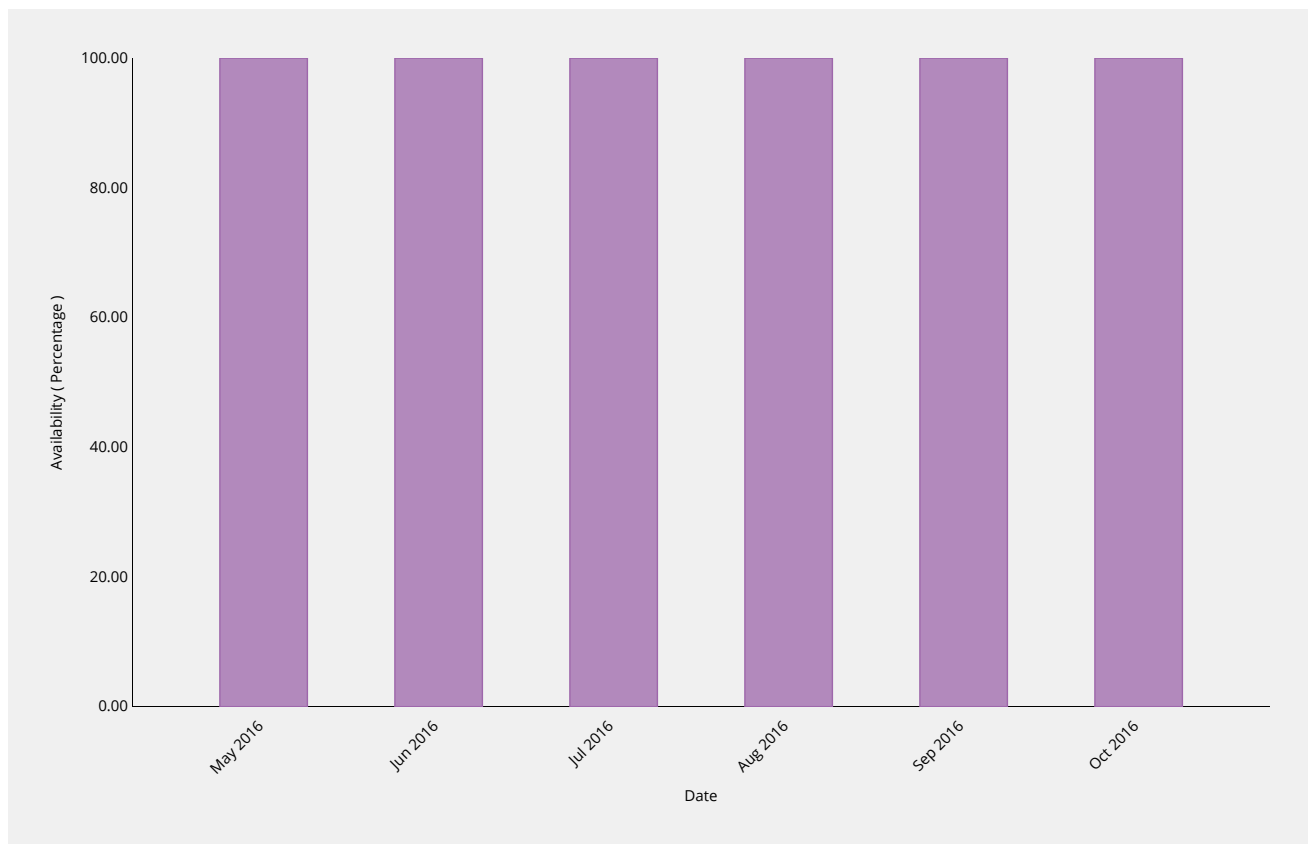
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



| RZM Availability | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------|---------|---------|---------|---------|---------|---------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Directory Service

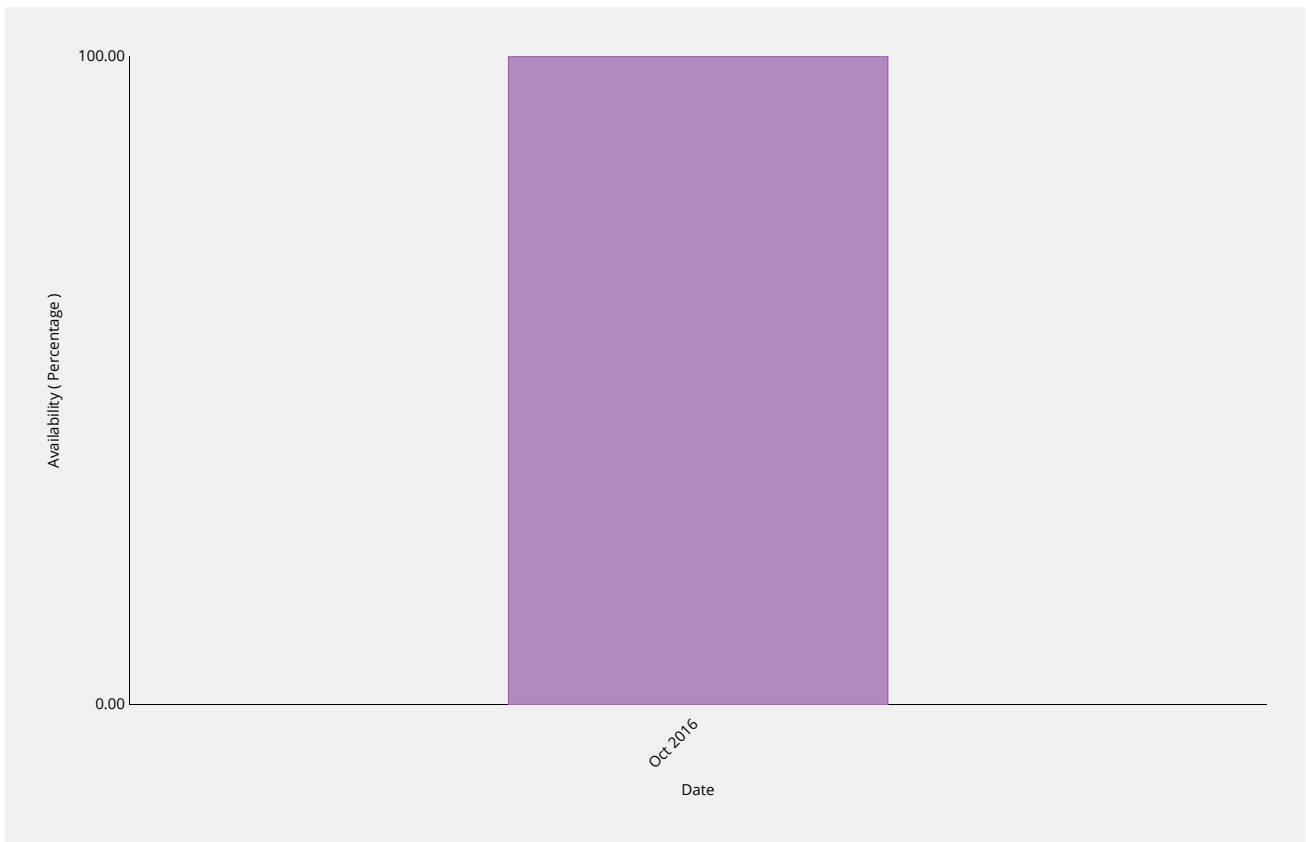
Percentage availability of WHOIS server and other registration data publication services.



| WHOIS Availability | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|--------------------|---------|---------|---------|---------|---------|---------|
| Availability | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 99% | 99% | 99% | 99% | 99% | 99% |

Root Zone Service Level Dashboard

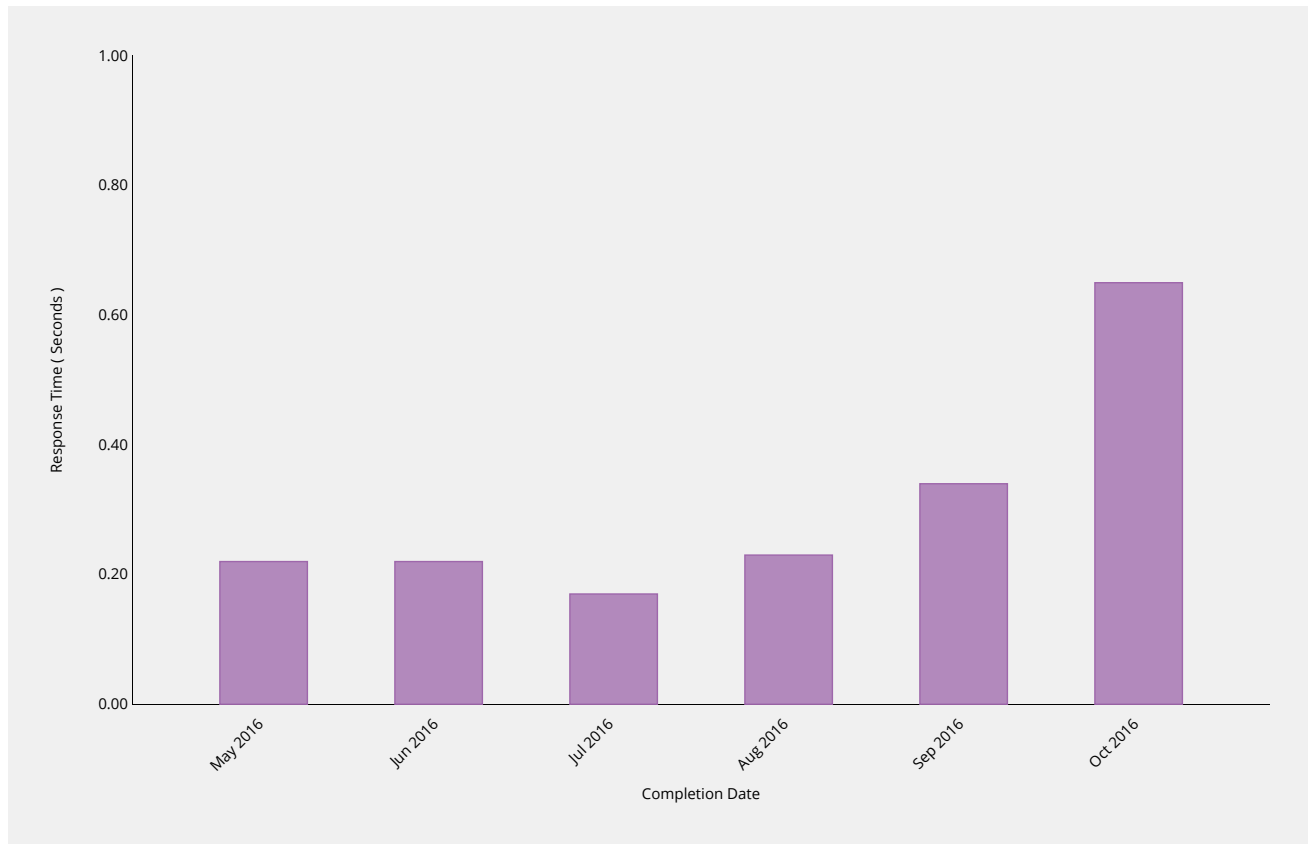
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



| | |
|------------------------|----------------|
| Dashboard Availability | 2016-10 |
| Availability | 100% |
| Monthly Threshold | 99% |

Credential Recovery

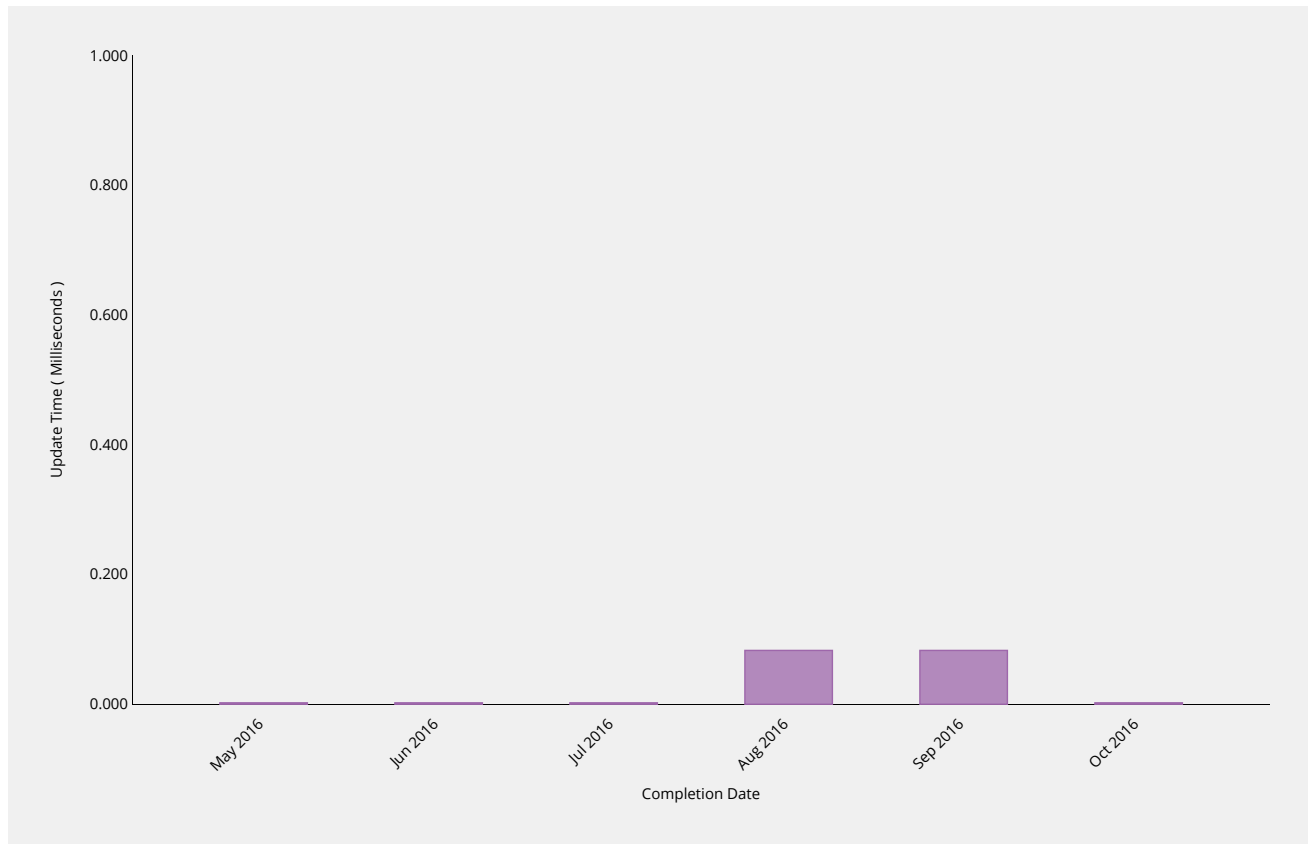
Time to dispatch confirmation email of forgotten password.



| Credential Recovery Response | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------------|---------|---------|---------|---------|---------|---------|
| Response Time | 0.22s | 0.22s | 0.17s | 0.23s | 0.34s | 0.65s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Response Count | 9 | 38 | 28 | 45 | 18 | 9 |
| Mean Time | 0.12s | 0.09s | 0.08s | 0.09s | 0.1s | 0.18s |
| Shortest Time | 0.03s | 0.01s | 0.01s | 0.01s | 0.01s | 0.03s |
| Longest Time | 0.23s | 0.84s | 0.25s | 0.26s | 0.38s | 1.01s |
| Median Time | 0.14s | 0.05s | 0.06s | 0.05s | 0.06s | 0.08s |
| PStDev Time | 0.07s | 0.14s | 0.05s | 0.07s | 0.1s | 0.29s |

Credential Change

Time to implement new password within the system.

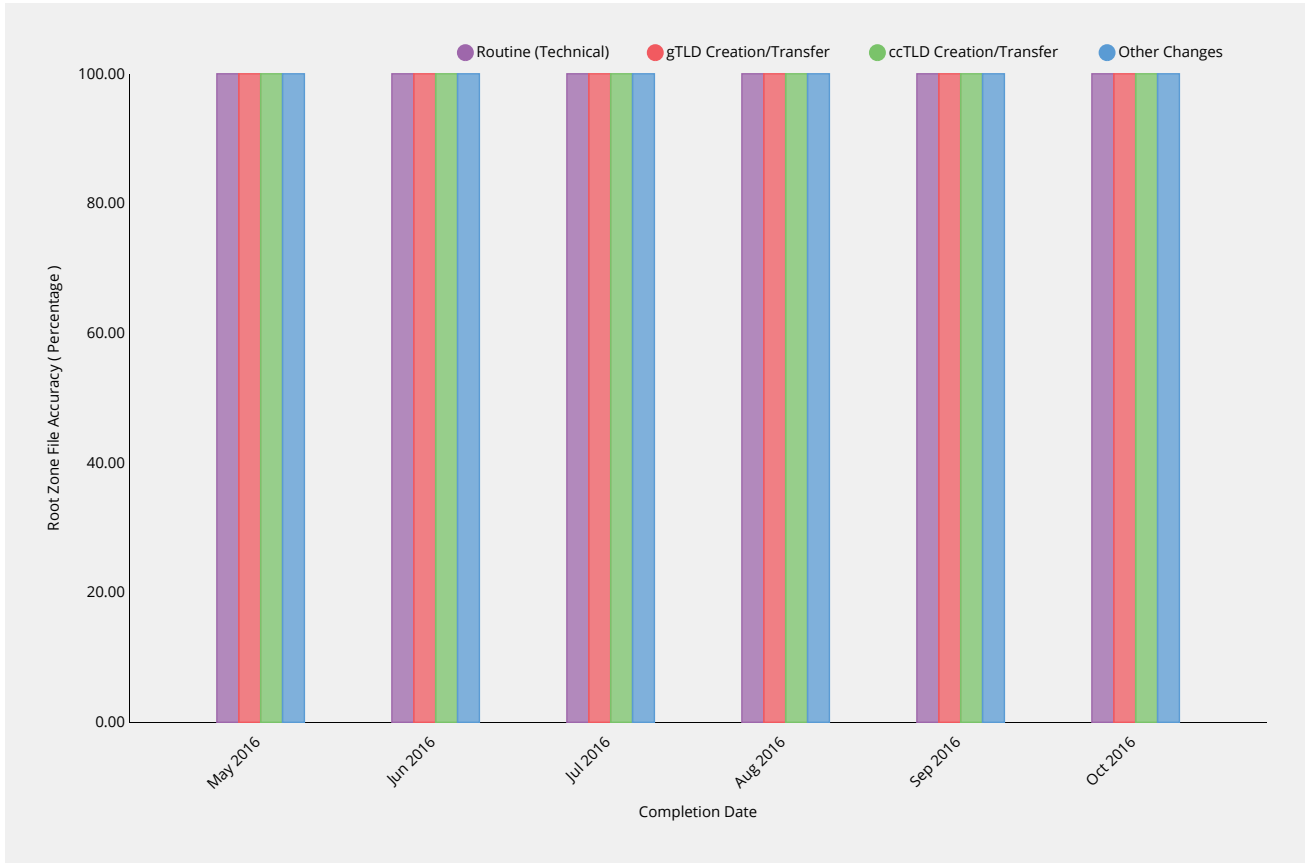


| Credential Change | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|----------|----------|----------|----------|----------|----------------|
| Update Time | — | — | — | 0.85ms | 0.45ms | 0ms |
| Monthly Threshold | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms | 300000ms |
| Threshold Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Update Count | 0 | 0 | 0 | 24 | 12 | 5 |
| Mean Time | — | — | — | 0.083ms | 0.083ms | 0ms |
| Shortest Time | — | — | — | 0ms | 0ms | 0ms |
| Longest Time | — | — | — | 1ms | 1ms | 0ms |
| Median Time | — | — | — | 0ms | 0ms | 0ms |
| PStDev Time | — | — | — | 0.276ms | 0.276ms | 0ms |

Accuracy

Root Zone File

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



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|---------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 22 | 29 | 31 | 38 | 69 | 53 |

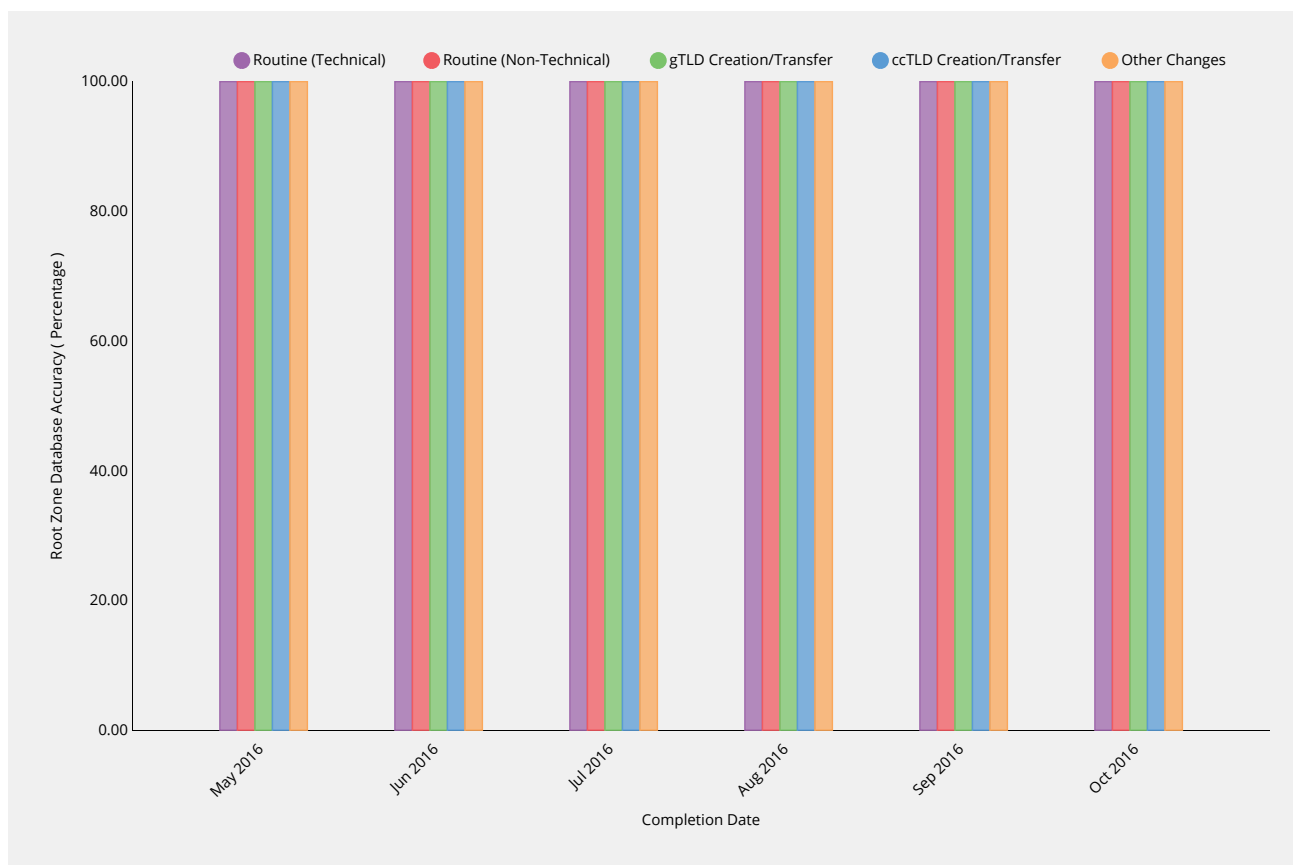
| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 29 | 43 | 78 | 50 | 7 | 8 |

| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 0 | 0 | 1 | 0 | 0 | 1 |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 1 | 0 | 1 | 0 | 0 | 0 |

Root Zone Database

Root Zone Database is correctly updated in accordance with change request.



| Routine (Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|---------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 22 | 29 | 31 | 38 | 69 | 53 |

| Routine (Non-Technical) | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 18 | 31 | 54 | 53 | 22 | 11 |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |

| gTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|---------|
| Request Count | 29 | 43 | 78 | 50 | 7 | 8 |

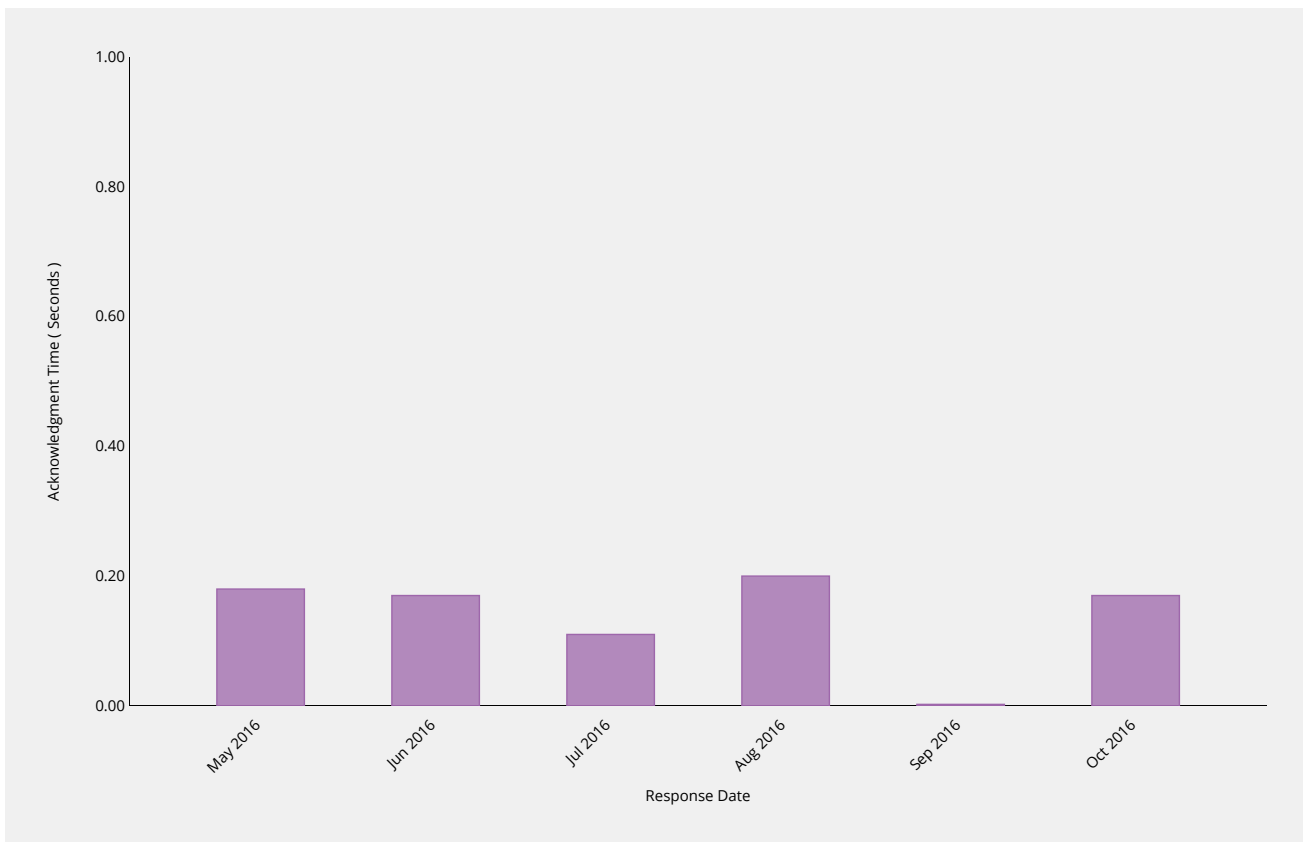
| ccTLD Creation/Transfer | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 0 | 0 | 1 | 0 | 0 | 1 |

| Other Changes | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|-------------------|---------|---------|---------|---------|---------|---------|
| Accuracy | 100% | 100% | 100% | 100% | 100% | 100% |
| Monthly Threshold | 100% | 100% | 100% | 100% | 100% | 100% |
| Incident Count | 0 | 0 | 0 | 0 | 0 | 0 |
| Request Count | 1 | 0 | 1 | 0 | 0 | 0 |

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.

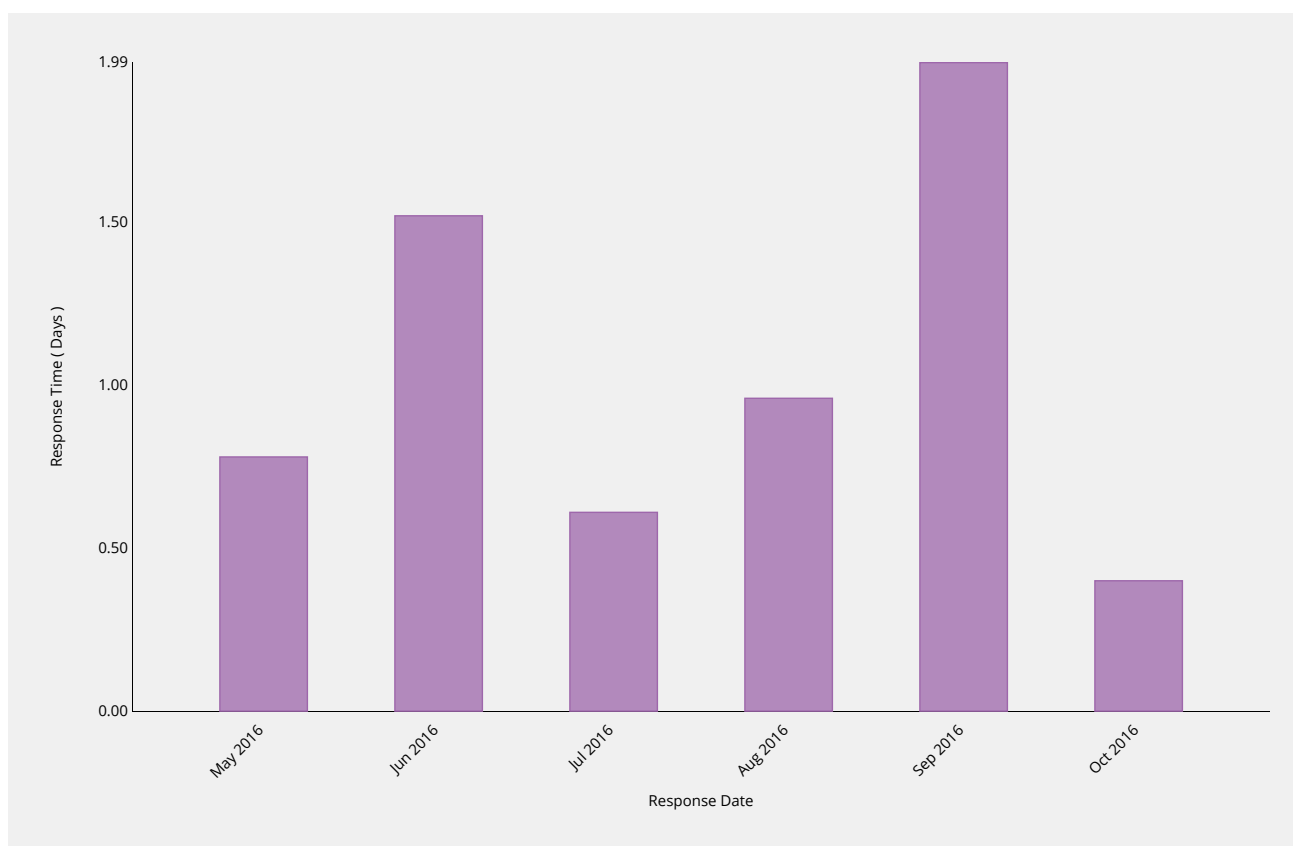


| Manual Enquiries | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|---------------------|---------|---------|---------|---------|---------|---------|
| Acknowledgment Time | 1s | 0.75s | 0.6s | 1s | 0s | 0.75s |
| Monthly Threshold | 60s | 60s | 60s | 60s | 60s | 60s |

| Manual Enquiries | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|------------------------|---------|---------|---------|---------|---------|----------------|
| Acknowledge Percentile | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% | 95.0% |
| Acknowledgment Count | 11 | 6 | 9 | 15 | 7 | 6 |
| Mean Time | 0.18s | 0.17s | 0.11s | 0.2s | 0s | 0.17s |
| Shortest Time | 0s | 0s | 0s | 0s | 0s | 0s |
| Longest Time | 1s | 1s | 1s | 1s | 0s | 1s |
| Median Time | 0s | 0s | 0s | 0s | 0s | 0s |
| PStDev Time | 0.39s | 0.37s | 0.31s | 0.4s | 0s | 0.37s |

Time to initial response

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



| Manual Enquiries | 2016-05 | 2016-06 | 2016-07 | 2016-08 | 2016-09 | 2016-10 |
|----------------------|---------|---------|---------|---------|---------|----------------|
| Response Time | 1.5d | 3.49d | 1.54d | 1.8d | 5.36d | 0.73d |
| Monthly Threshold | 5d | 5d | 5d | 5d | 5d | 5d |
| Threshold Percentile | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% | 90.0% |
| Request Count | 10 | 4 | 9 | 12 | 6 | 5 |
| Mean Time | 0.78d | 1.52d | 0.61d | 0.96d | 1.99d | 0.4d |
| Shortest Time | 0.1d | 0d | 0.07d | 0.02d | 0.04d | 0.09d |
| Longest Time | 2.33d | 4.37d | 2.02d | 7.05d | 7.34d | 0.81d |
| Median Time | 0.51d | 0.85d | 0.32d | 0.19d | 0.44d | 0.36d |
| PStDev Time | 0.69d | 1.73d | 0.65d | 1.91d | 2.64d | 0.27d |

Exceptions and Narrative for Reporting Period

| Metric | Category | Expected | Actual |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------|
| 🕒 Manual Lodgment Time | Routine (Non-Technical) | 3d | 3.04d |
| Primary cause: | Spanned non-business days | | |
| Analysis/Comments: | Result of a single request that was received on Friday, reviewed on Tuesday. Monday was a National Holiday. | | |
| 🕒 Technical Check (Retest) | Routine (Technical) | 3m | 5.2m |
| Primary cause: | Software analysis required | | |
| Analysis/Comments: | Technical checks are fully automated. Requested software development analysis to see if process can be further optimized. | | |
| 🕒 Technical Check (Supplemental) | Routine (Technical) | 1m | 4.99m |
| Primary cause: | Software analysis required | | |
| Analysis/Comments: | Technical checks are fully automated. Requested software development analysis to see if process can be further optimized. | | |
| 🕒 Technical Check (Supplemental) | ccTLD Creation/Transfer | 5m | 7.98m |
| Primary cause: | Software analysis required | | |
| Analysis/Comments: | Technical checks are fully automated. Requested software development analysis to see if process can be further optimized. | | |
| 🕒 Validation and Reviews | Routine (Non-Technical) | 5d | 5.81d |
| Primary cause: | Spanned non-business days & miscategorized change type | | |
| Analysis/Comments: | One request was filed as a routine change but the requested changes constituted a redelegation. The request did not proceed as a redelegation and was administratively closed. A second request was delayed during regulatory checking which also spanned over a weekend. | | |
| 🕒 Validation and Reviews | ccTLD Creation/Transfer | 60d | 94.53d |
| Primary cause: | Aspirational target | | |
| Analysis/Comments: | This is an IDN ccTLD delegation request. The request was lodged in March 2016, prior to the new service levels. A ccTLD delegation request requires extensive amount of communications with the requestor. In this particular case, the staff were extra cautious in their review because the supporting materials gave some confusion about who is the proposed operator of the TLD. In addition, the requesting entity also operates the ASCII ccTLD for the country and there were some issues that existed for the ASCII ccTLD that we wanted to make sure are mitigated in the delegation of the IDN ccTLD. | | |