**Appendix A**

**Service Level Expectations**

**Services 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.

These types of changes should be categorized distinctly from those requests for which there is a clear regularly conducted process that adheres to the typical processing path and maybe removed from the SLE pool.

**Field Definitions**

The fields in the following 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 be 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