

IANA Naming Function Monthly Performance Report

April 2020

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.81s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.36s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.83s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.27d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.22d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.43m	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%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.85m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.35m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 3ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.12d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.49d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	≤NAd	✓ 0.04d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 19.65h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	Other Changes	≤NAh	✓ 4.73h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.41s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.22s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.24s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 0ms	p28
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p29
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	Other Changes	100%	✓ 100%	p29
Root Zone Database	Routine (Technical)	100%	✓ 100%	p30
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p30
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	Other Changes	100%	✓ 100%	p30
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.7s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.75d	p32
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.57d	p33
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.39d	p34
Requester Clarification	Requester Clarification	N/A	2	p35
Time per Actor	IANA	N/A	5.81d	p36
Time per Actor	Requester	N/A	0.91d	p36
Time per Actor	Authorizer	N/A	0.53d	p36
Time per Actor	Regulatory	N/A	0.07d	p36
Request Volumes	Request Volumes	N/A	5	p37

Percentage of SLA thresholds met of those defined

65 of 65 (100.0%)

Exceptions and Narrative for Reporting Period

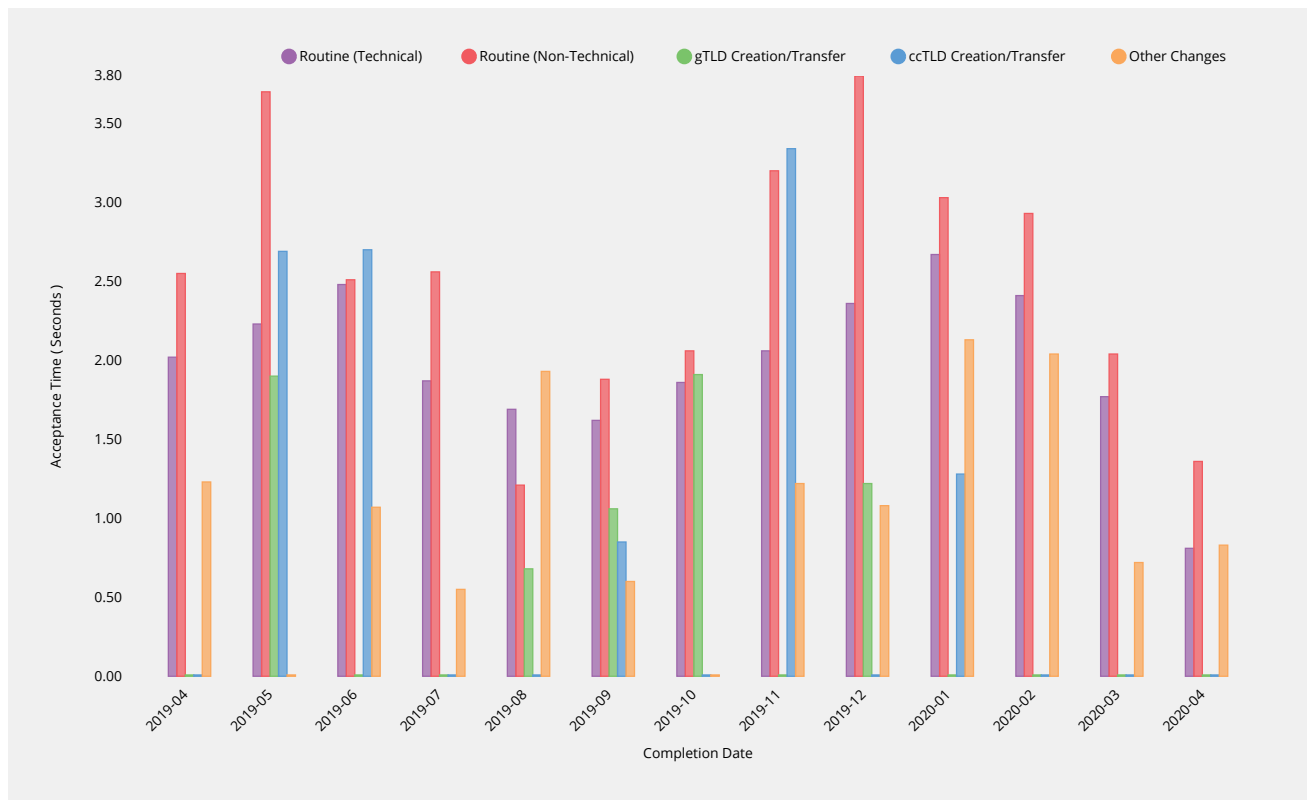
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

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



Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Acceptance Time	2.02s	2.23s	2.48s	1.87s	1.69s	1.62s	1.86s	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s
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	92	64	27	77	31	54	26	38	42	72	36	71	704
Mean Time	1.1s	1.3s	1.57s	0.83s	0.82s	0.67s	0.95s	1.17s	1.5s	1.54s	1.23s	0.85s	0.64s
Shortest Time	0.55s	0.74s	0.78s	0.47s	0.47s	0.45s	0.5s	0.61s	0.64s	0.63s	0.61s	0.5s	0.51s
Longest Time	3.91s	2.76s	2.65s	3.18s	1.91s	1.81s	2.14s	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s
Median Time	1.1s	1.18s	1.33s	0.61s	0.59s	0.56s	0.65s	1.07s	1.25s	1.26s	1.09s	0.66s	0.6s
PStDev Time	0.5s	0.41s	0.57s	0.49s	0.43s	0.32s	0.49s	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s

Routine (Non-Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Acceptance Time	2.55s	3.7s	2.51s	2.56s	1.21s	1.88s	2.06s	3.2s	3.8s	3.03s	2.93s	2.04s	1.36s
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	34	33	163	150	928	71	52	19	23	145	69	22	111
Mean Time	1.42s	1.99s	1.61s	1.62s	1.04s	1.11s	1.24s	2s	2.14s	1.97s	1.25s	1.53s	1.09s
Shortest Time	0.73s	1.16s	0.99s	0.78s	0.17s	0.67s	0.78s	1s	1.32s	0.53s	0.86s	0.86s	0.89s
Longest Time	2.77s	3.74s	3.24s	2.86s	121.58s	2.28s	2.93s	3.26s	4.36s	3.89s	3.94s	2.1s	2.47s
Median Time	1.22s	1.68s	1.66s	1.66s	0.86s	0.94s	1.1s	1.94s	2s	1.84s	1.02s	1.66s	1.04s
PStDev Time	0.56s	0.75s	0.44s	0.48s	3.97s	0.39s	0.45s	0.65s	0.72s	0.61s	0.63s	0.4s	0.25s

gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Acceptance Time	—	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	5	0	0	1	1	1	0	1	0	0	0	0
Mean Time	—	1.7s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—
Shortest Time	—	1.47s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—
Longest Time	—	1.9s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—
Median Time	—	1.71s	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—
PStDev Time	—	0.16s	—	—	0s	0s	0s	—	0s	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Acceptance Time	—	2.69s	2.7s	—	—	0.85s	—	3.34s	—	1.28s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	2	2	0	0	1	0	1	0	2	0	0	0
Mean Time	—	2.12s	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—	—	—
Shortest Time	—	1.49s	0.69s	—	—	0.85s	—	3.34s	—	1.03s	—	—	—
Longest Time	—	2.75s	2.81s	—	—	0.85s	—	3.34s	—	1.29s	—	—	—
Median Time	—	2.12s	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—	—	—
PStDev Time	—	0.63s	1.06s	—	—	0s	—	0s	—	0.13s	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Acceptance Time	1.23s	—	1.07s	0.55s	1.93s	0.6s	—	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s
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	6	3	0	11	2	5	1	2	1
Mean Time	1.23s	—	1.07s	0.55s	1.17s	0.58s	—	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s
Shortest Time	1.23s	—	1.07s	0.55s	0.6s	0.56s	—	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s
Longest Time	1.23s	—	1.07s	0.55s	2.05s	0.61s	—	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s
Median Time	1.23s	—	1.07s	0.55s	1.09s	0.58s	—	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s
PStDev Time	0s	—	0s	0s	0.56s	0.02s	—	0.1s	0.07s	0.36s	0s	0.04s	0s

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

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Lodgment Time	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.49d	—	—	—
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	1	1	0	0	1	0	1	0	2	0	0	0
Mean Time	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—	—	—
Shortest Time	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.19d	—	—	—
Longest Time	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.5d	—	—	—
Median Time	—	0.35d	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—	—	—
PStDev Time	—	0d	0d	—	—	0d	—	0d	—	0.16d	—	—	—

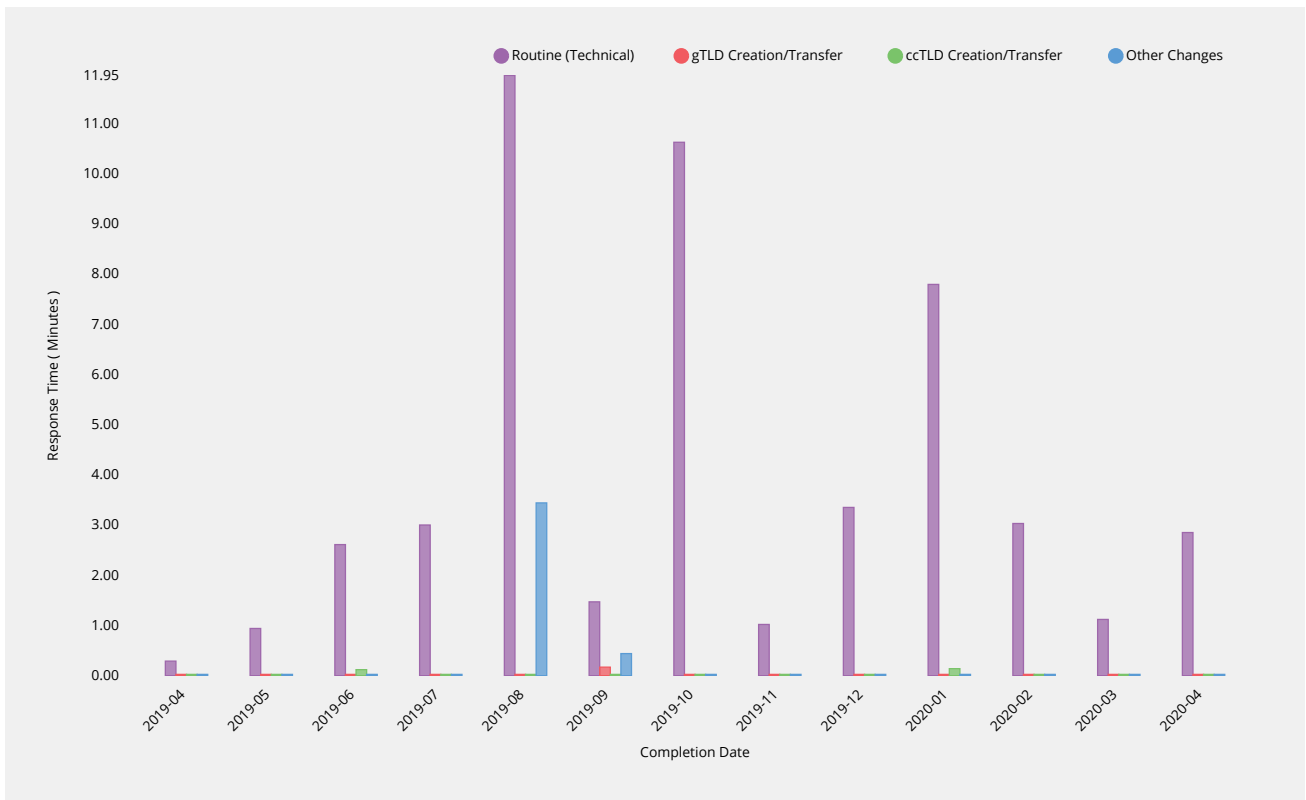
Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Lodgment Time	1.33d	—	0.09d	0.42d	0.71d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	1	1	3	2	0	11	2	1	0	2	1
Mean Time	1.33d	—	0.09d	0.42d	0.47d	0.03d	—	0.23d	0.29d	0.14d	—	0.19d	0.22d
Shortest Time	1.33d	—	0.09d	0.42d	0.07d	0.03d	—	0.01d	0.29d	0.14d	—	0.19d	0.22d
Longest Time	1.33d	—	0.09d	0.42d	0.72d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d
Median Time	1.33d	—	0.09d	0.42d	0.62d	0.03d	—	0.13d	0.29d	0.14d	—	0.19d	0.22d
PStDev Time	0d	—	0d	0d	0.29d	0d	—	0.18d	0d	0d	—	0d	0d

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	2	0	0	1	0	0	0	2	0	0	0
Mean Time	—	—	0.22m	—	—	0.2m	—	—	—	0.2m	—	—	—
Shortest Time	—	—	0.17m	—	—	0.2m	—	—	—	0.2m	—	—	—
Longest Time	—	—	0.27m	—	—	0.2m	—	—	—	0.2m	—	—	—
Median Time	—	—	0.22m	—	—	0.2m	—	—	—	0.2m	—	—	—
PStDev Time	—	—	0.05m	—	—	0m	—	—	—	0m	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	—	—	0.19m	5.16m	—	—	—	—	—	—	—
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	2	1	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.17m	5.16m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.16m	5.16m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.19m	5.16m	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.17m	5.16m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.02m	0m	—	—	—	—	—	—	—

Technical Check (Retest)

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



Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	0.29m	0.94m	2.61m	3m	11.95m	1.47m	10.62m	1.02m	3.35m	7.79m	3.03m	1.12m	2.85m
Monthly Threshold	3m	3m	3m	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	135	72	39	165	151	100	167	30	351	152	216	84	69
Mean Time	0.23m	0.45m	0.74m	1.15m	4.26m	0.3m	5.48m	0.35m	1.07m	1.47m	1.29m	0.35m	0.65m
Shortest Time	0.1m	0.09m	0.12m	0.08m	0.06m	0.05m	0.06m	0.08m	0.05m	0.09m	0.13m	0.09m	0.07m

Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Longest Time	6.47m	1.1m	4.14m	4.55m	15.07m	1.48m	11.34m	1.21m	13.38m	7.82m	3.09m	3.05m	3.23m
Median Time	0.17m	0.38m	0.27m	1.12m	2.99m	0.15m	6.25m	0.26m	0.5m	0.34m	0.68m	0.21m	0.17m
PStDev Time	0.55m	0.23m	1.02m	1m	4.55m	0.41m	4.17m	0.33m	1.33m	2.19m	1.08m	0.45m	1.02m

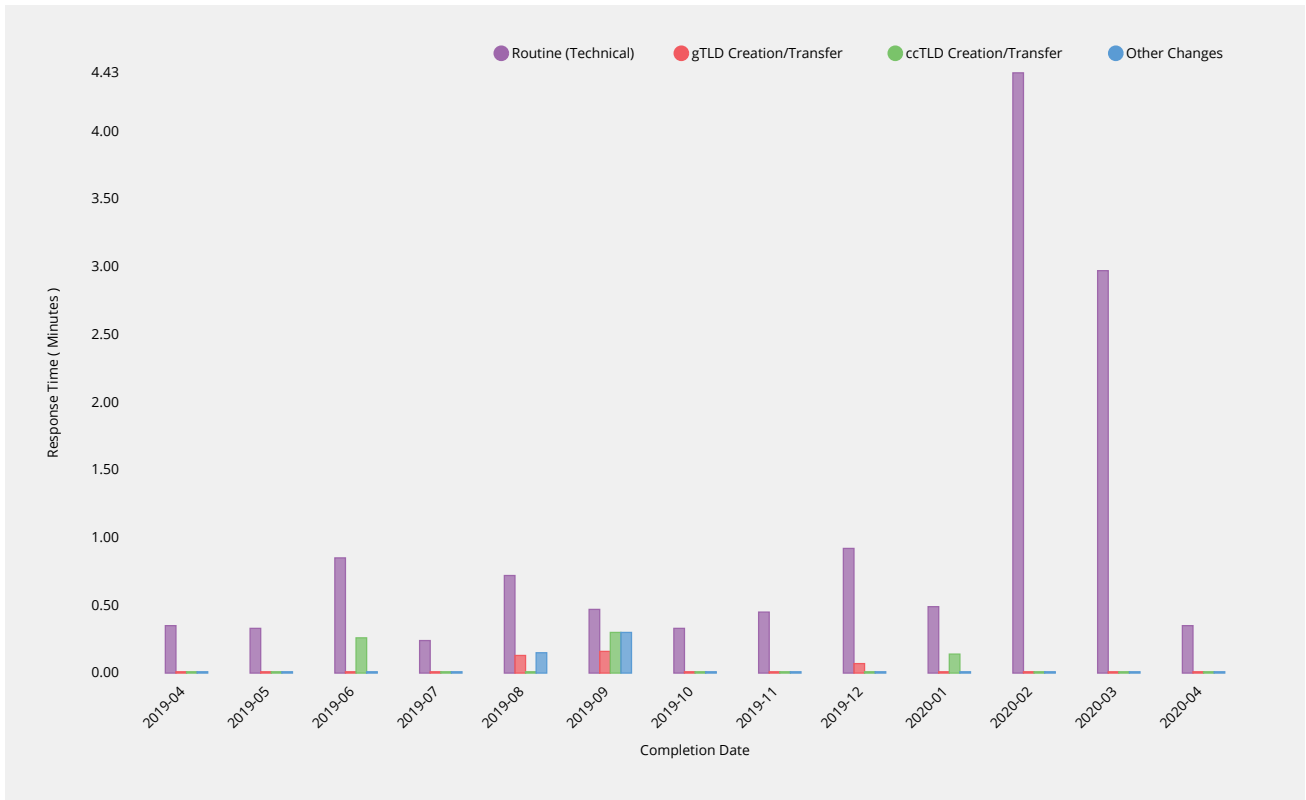
gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	—	—	—	0.17m	—	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	9	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	0.17m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	0.16m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	0.17m	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	0.17m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0m	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	0.12m	—	—	—	—	—	—	0.14m	—	—	—
Monthly Threshold	3m	3m	3m	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	56	0	0	0	0	0	0	28	0	0	0
Mean Time	—	—	0.1m	—	—	—	—	—	—	0.13m	—	—	—
Shortest Time	—	—	0.08m	—	—	—	—	—	—	0.08m	—	—	—
Longest Time	—	—	0.12m	—	—	—	—	—	—	0.21m	—	—	—
Median Time	—	—	0.1m	—	—	—	—	—	—	0.13m	—	—	—
PStDev Time	—	—	0.01m	—	—	—	—	—	—	0.02m	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	—	—	3.44m	0.44m	—	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	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	5	6	0	0	0	0	0	0	0
Mean Time	—	—	—	—	1.46m	0.27m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.11m	0.19m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	3.44m	0.5m	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.2m	0.22m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	1.61m	0.11m	—	—	—	—	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	0.35m	0.33m	0.85m	0.24m	0.72m	0.47m	0.33m	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m
Monthly Threshold	1m	1m	1m	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	96	71	30	66	38	82	18	38	54	73	130	115	723
Mean Time	0.24m	0.2m	0.36m	0.16m	0.42m	0.24m	0.19m	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m
Shortest Time	0.07m	0.04m	0.08m	0.09m	0.07m	0.05m	0.06m	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m
Longest Time	6.57m	1.09m	1.09m	1.1m	2.52m	2.4m	0.71m	0.6m	10.3m	1.45m	4.48m	3.24m	0.75m
Median Time	0.14m	0.15m	0.29m	0.12m	0.36m	0.16m	0.18m	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m
PStDev Time	0.65m	0.12m	0.25m	0.14m	0.39m	0.31m	0.14m	0.11m	1.37m	0.19m	1.6m	1.17m	0.1m

gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—
Monthly Threshold	5m	5m	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	1	1	0	0	1	0	0	0	0
Mean Time	—	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—
Shortest Time	—	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—
Longest Time	—	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—
Median Time	—	—	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—
PStDev Time	—	—	—	—	0m	0m	—	—	0m	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	0.26m	—	—	0.3m	—	—	—	0.14m	—	—	—
Monthly Threshold	5m	5m	5m	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	1	0	0	2	0	0	0	2	0	0	0
Mean Time	—	—	0.26m	—	—	0.22m	—	—	—	0.13m	—	—	—

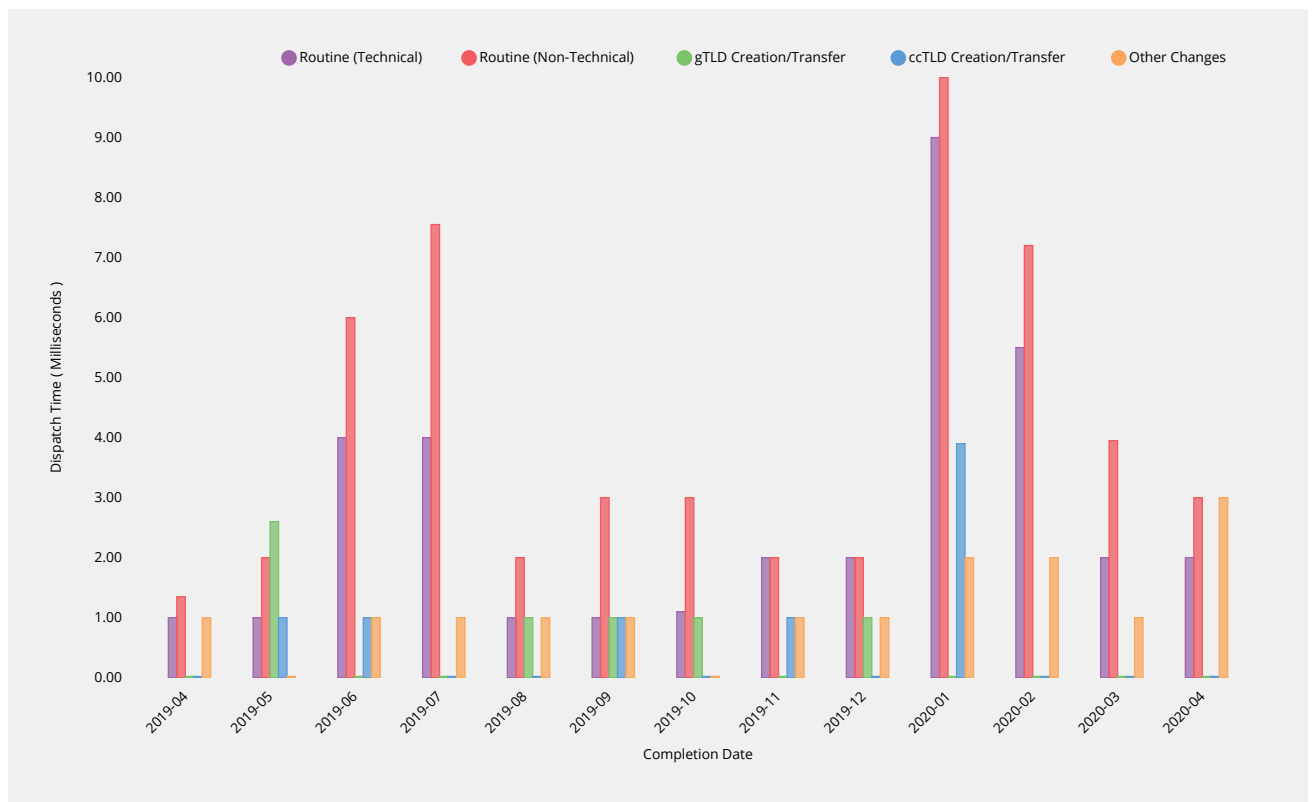
ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Shortest Time	—	—	0.26m	—	—	0.14m	—	—	—	0.12m	—	—	—
Longest Time	—	—	0.26m	—	—	0.31m	—	—	—	0.14m	—	—	—
Median Time	—	—	0.26m	—	—	0.22m	—	—	—	0.13m	—	—	—
PStDev Time	—	—	0m	—	—	0.09m	—	—	—	0.01m	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	—	—	—	—	0.15m	0.3m	—	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	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	4	1	0	0	0	0	0	0	0
Mean Time	—	—	—	—	0.13m	0.3m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	0.12m	0.3m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	0.15m	0.3m	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.13m	0.3m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.01m	0m	—	—	—	—	—	—	—

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Dispatch Time	1ms	1ms	4ms	4ms	1ms	1ms	1.1ms	2ms	2ms	9ms	5.5ms	2ms	2ms
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	91	62	23	67	23	51	19	36	35	68	31	64	702

Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Mean Time	0.9ms	0.81ms	1.96ms	1.18ms	0.96ms	0.78ms	0.95ms	1.06ms	1.2ms	5.5ms	2.39ms	1.53ms	1.46ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms
Longest Time	9ms	2ms	5ms	5ms	1ms	1ms	2ms	3ms	2ms	13ms	8ms	3ms	4ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	6ms	2ms	2ms	1ms
PStDev Time	0.94ms	0.5ms	1.49ms	1.17ms	0.2ms	0.41ms	0.39ms	0.47ms	0.47ms	2.85ms	1.64ms	0.61ms	0.55ms

Routine (Non-Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Dispatch Time	1.35ms	2ms	6ms	7.55ms	2ms	3ms	3ms	2ms	2ms	10ms	7.2ms	3.95ms	3ms
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	34	33	163	150	927	71	52	19	23	145	69	22	111
Mean Time	1ms	1.15ms	3.93ms	4.21ms	1.05ms	1.38ms	1.31ms	1.11ms	1.22ms	3.21ms	2.7ms	2.32ms	2.37ms
Shortest Time	0ms	1ms	1ms	0ms	0ms	0ms	0ms	1ms	1ms	0ms	1ms	1ms	1ms
Longest Time	2ms	2ms	8ms	13ms	20ms	13ms	5ms	2ms	2ms	11ms	10ms	6ms	32ms
Median Time	1ms	1ms	4ms	4ms	1ms	1ms	1ms	1ms	1ms	2ms	2ms	2ms	2ms
PStDev Time	0.34ms	0.36ms	1.26ms	2.04ms	1ms	1.59ms	0.77ms	0.31ms	0.41ms	3.09ms	1.77ms	1.02ms	2.89ms

gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Dispatch Time	—	2.6ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—
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	5	0	0	1	1	1	0	1	0	0	0	0
Mean Time	—	1.4ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—
Shortest Time	—	1ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—
Longest Time	—	3ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—
Median Time	—	1ms	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—
PStDev Time	—	0.8ms	—	—	0ms	0ms	0ms	—	0ms	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Dispatch Time	—	1ms	1ms	—	—	1ms	—	1ms	—	3.9ms	—	—	—
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	2	1	0	0	1	0	1	0	2	0	0	0
Mean Time	—	1ms	1ms	—	—	1ms	—	1ms	—	3ms	—	—	—
Shortest Time	—	1ms	1ms	—	—	1ms	—	1ms	—	2ms	—	—	—
Longest Time	—	1ms	1ms	—	—	1ms	—	1ms	—	4ms	—	—	—
Median Time	—	1ms	1ms	—	—	1ms	—	1ms	—	3ms	—	—	—
PStDev Time	—	0ms	0ms	—	—	0ms	—	0ms	—	1ms	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Dispatch Time	1ms	—	1ms	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms
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	1	1	6	3	0	11	2	5	1	2	1
Mean Time	1ms	—	1ms	1ms	1ms	1ms	—	1ms	1ms	1.4ms	2ms	1ms	3ms
Shortest Time	1ms	—	1ms	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms
Longest Time	1ms	—	1ms	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms
Median Time	1ms	—	1ms	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms

Routine (Non-Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Longest Time	1ms	1ms	1ms	1ms	4ms	2ms	1ms	2ms	1ms	3ms	1ms	1ms	4ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.28ms	0.24ms	0.39ms	0.42ms	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms

gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Affirmation Time	—	0.8ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	5	0	0	1	1	1	0	1	0	0	0	0
Mean Time	—	0.2ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—
Shortest Time	—	0ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—
Longest Time	—	1ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—
Median Time	—	0ms	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—
PStDev Time	—	0.4ms	—	—	0ms	0ms	0ms	—	0ms	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Affirmation Time	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	2	1	0	0	1	0	1	0	2	0	0	0
Mean Time	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—
Shortest Time	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—
Longest Time	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—
Median Time	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—
PStDev Time	—	0ms	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Affirmation Time	0ms	—	0ms	0ms	0ms	0ms	—	0.5ms	0ms	2.6ms	0ms	0ms	0ms
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	1	1	6	3	0	11	2	5	1	2	1
Mean Time	0ms	—	0ms	0ms	0ms	0ms	—	0.09ms	0ms	0.8ms	0ms	0ms	0ms
Shortest Time	0ms	—	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	—	0ms	0ms	0ms	0ms	—	1ms	0ms	3ms	0ms	0ms	0ms
Median Time	0ms	—	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	—	0ms	0ms	0ms	0ms	—	0.29ms	0ms	1.17ms	0ms	0ms	0ms

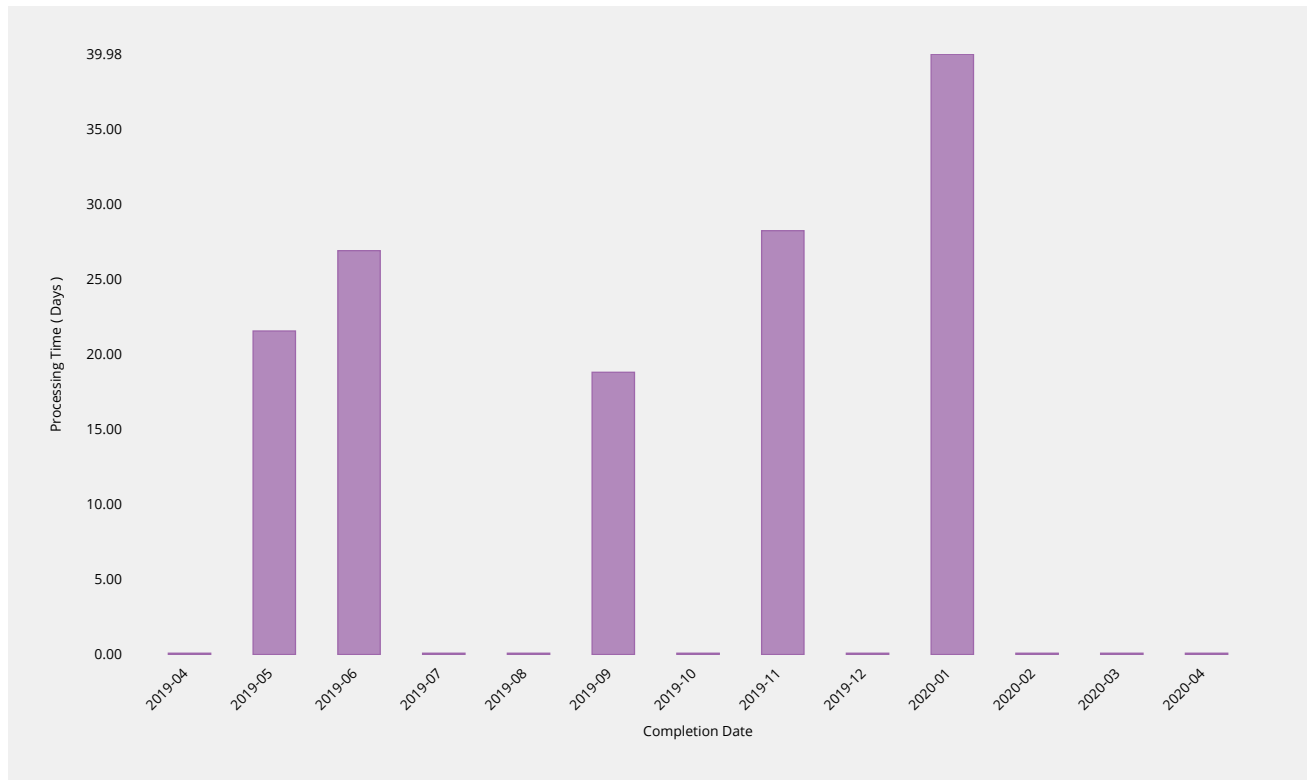
gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	5	0	0	1	1	1	0	1	0	0	0	0
Mean Time	—	0.25d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—
Shortest Time	—	0.09d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—
Longest Time	—	0.81d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—
Median Time	—	0.11d	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—
PStDev Time	—	0.28d	—	—	0d	0d	0d	—	0d	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Processing Time	—	49.33d	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	2	2	0	0	1	0	1	0	2	0	0	0
Mean Time	—	37.01d	27.29d	—	—	29.35d	—	43.97d	—	63.8d	—	—	—
Shortest Time	—	24.69d	0d	—	—	29.35d	—	43.97d	—	62.48d	—	—	—
Longest Time	—	49.33d	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—	—	—
Median Time	—	37.01d	27.29d	—	—	29.35d	—	43.97d	—	63.8d	—	—	—
PStDev Time	—	12.32d	27.29d	—	—	0d	—	0d	—	1.33d	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Processing Time	0.59d	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	0	1	1	6	3	0	11	2	5	1	2	1
Mean Time	0.59d	—	0.73d	0.08d	0.24d	3.11d	—	0.28d	0.32d	1.6d	0.23d	0.64d	0.04d
Shortest Time	0.59d	—	0.73d	0.08d	0d	2.77d	—	0.03d	0.03d	0.57d	0.23d	0.6d	0.04d
Longest Time	0.59d	—	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d
Median Time	0.59d	—	0.73d	0.08d	0.14d	2.78d	—	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d
PStDev Time	0d	—	0d	0d	0.25d	0.47d	—	0.25d	0.29d	0.8d	0d	0.03d	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).



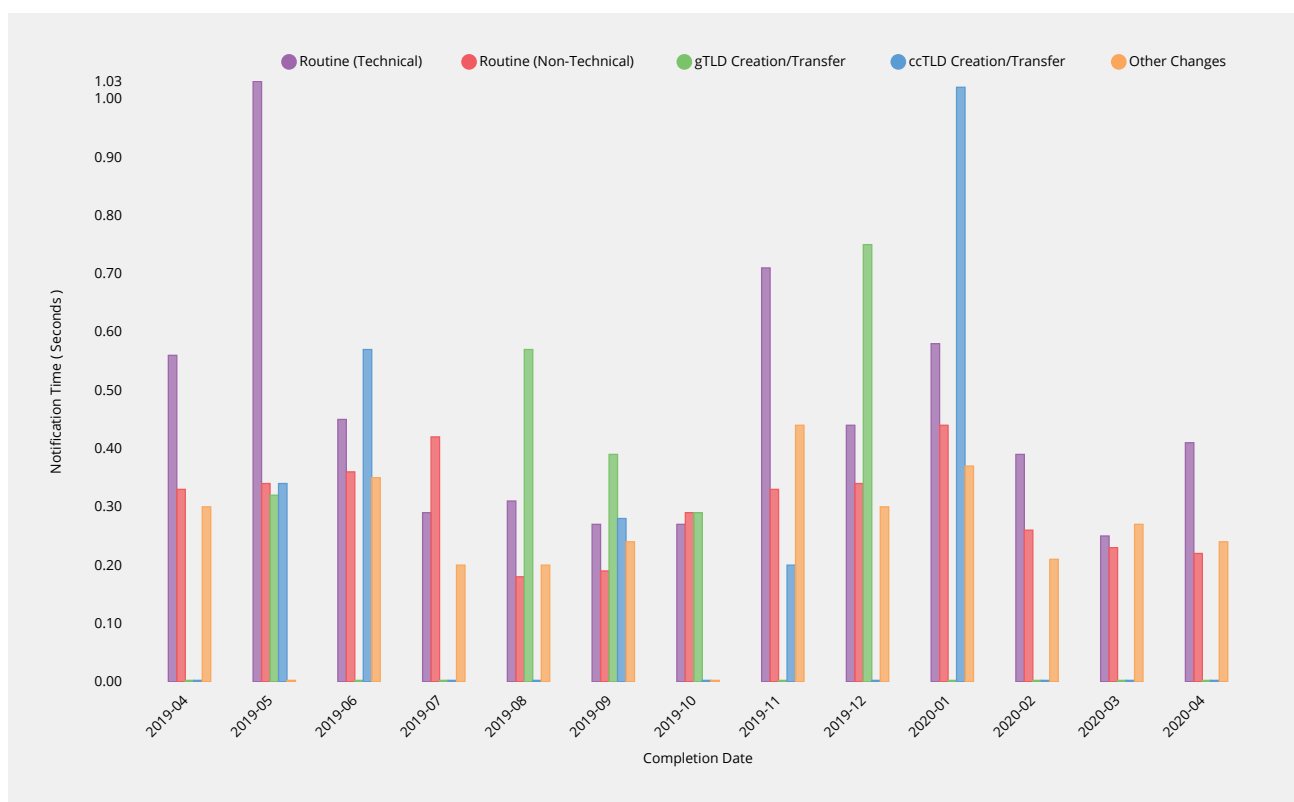
ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Processing Time	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—	—	—
Request Count	0	1	1	0	0	1	0	1	0	2	0	0	0
Mean Time	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—	—	—
Shortest Time	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	18.98d	—	—	—
Longest Time	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—	—	—
Median Time	—	21.55d	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—	—	—
PStDev Time	—	0d	0d	—	—	0d	—	0d	—	10.5d	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	1	0	0	1	0	0	0	2	0	0	0
Mean Time	—	—	3.53h	—	—	3.06h	—	—	—	0.59h	—	—	—
Shortest Time	—	—	3.53h	—	—	3.06h	—	—	—	0.45h	—	—	—
Longest Time	—	—	3.53h	—	—	3.06h	—	—	—	0.73h	—	—	—
Median Time	—	—	3.53h	—	—	3.06h	—	—	—	0.59h	—	—	—
PStDev Time	—	—	0h	—	—	0h	—	—	—	0.14h	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Publication Time	1.57h	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	0	1	1	5	3	0	11	2	1	0	2	1
Mean Time	1.57h	—	18.72h	1.75h	11.16h	8.23h	—	9.99h	8.33h	22.66h	—	2.78h	4.73h
Shortest Time	1.57h	—	18.72h	1.75h	0.93h	4.56h	—	0.36h	1.31h	22.66h	—	2.4h	4.73h
Longest Time	1.57h	—	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h
Median Time	1.57h	—	18.72h	1.75h	10.88h	4.57h	—	13.6h	8.33h	22.66h	—	2.78h	4.73h
PStDev Time	0h	—	0h	0h	8.28h	5.18h	—	8.27h	7.02h	0h	—	0.38h	0h

Notification of Completion

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



Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Notification Time	0.56s	1.03s	0.45s	0.29s	0.31s	0.27s	0.27s	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	88	59	23	66	23	42	18	36	34	68	30	61	697
Mean Time	0.36s	0.58s	0.33s	0.16s	0.19s	0.16s	0.18s	0.4s	0.3s	0.38s	0.23s	0.18s	0.27s
Shortest Time	0.15s	0.19s	0.18s	0.12s	0.12s	0.12s	0.13s	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s
Longest Time	0.59s	2.24s	0.46s	0.51s	0.33s	0.34s	0.3s	0.9s	0.51s	0.68s	0.54s	0.48s	0.53s

Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Median Time	0.39s	0.54s	0.33s	0.13s	0.18s	0.15s	0.17s	0.36s	0.28s	0.34s	0.2s	0.17s	0.26s
PStDev Time	0.16s	0.31s	0.08s	0.07s	0.05s	0.05s	0.04s	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s

Routine (Non-Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Notification Time	0.33s	0.34s	0.36s	0.42s	0.18s	0.19s	0.29s	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	21	31	162	145	899	59	40	11	19	136	63	21	110
Mean Time	0.27s	0.28s	0.26s	0.24s	0.14s	0.16s	0.2s	0.3s	0.29s	0.29s	0.17s	0.19s	0.18s
Shortest Time	0.16s	0.17s	0.16s	0.12s	0.12s	0.13s	0.13s	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s
Longest Time	0.36s	0.37s	0.53s	0.5s	0.26s	0.2s	0.39s	0.34s	0.45s	0.5s	0.29s	0.23s	0.63s
Median Time	0.29s	0.27s	0.27s	0.22s	0.14s	0.17s	0.19s	0.3s	0.28s	0.27s	0.16s	0.2s	0.17s
PStDev Time	0.06s	0.04s	0.06s	0.1s	0.02s	0.02s	0.06s	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s

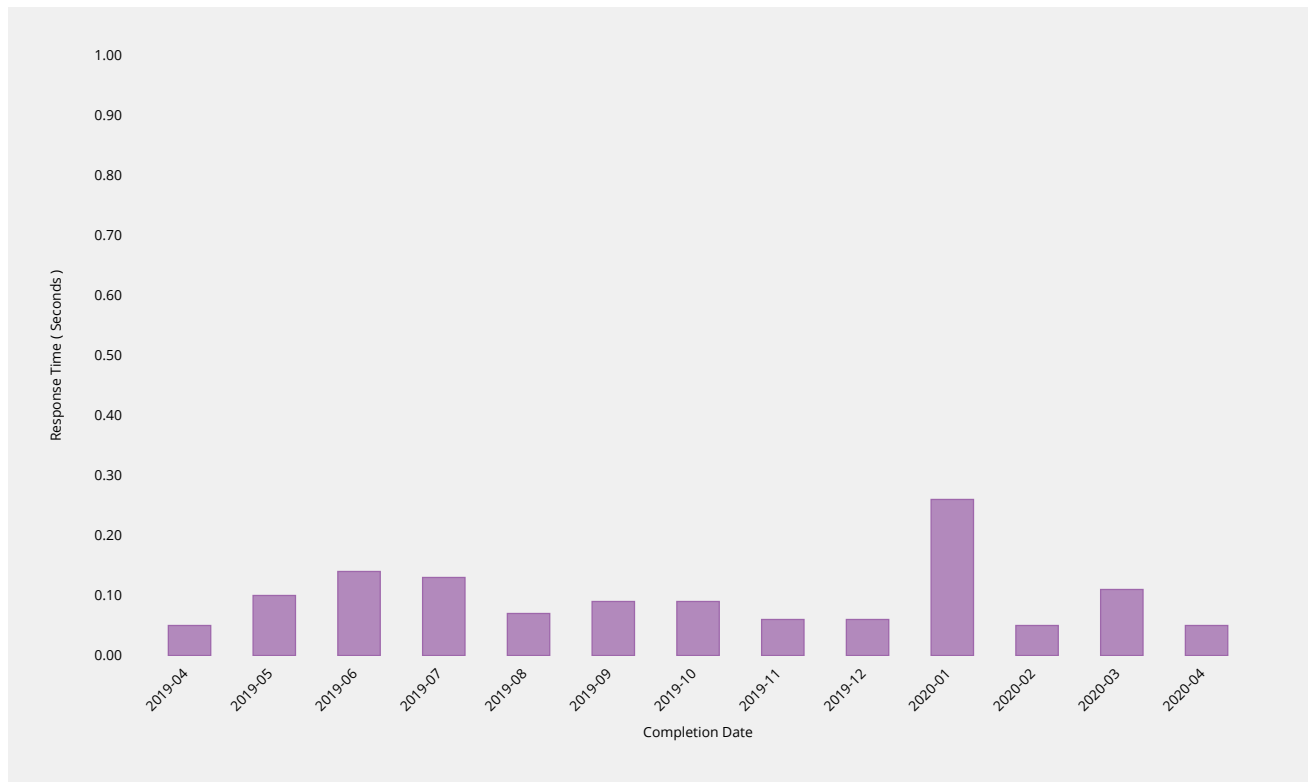
gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Notification Time	—	0.32s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	5	0	0	1	1	1	0	1	0	0	0	0
Mean Time	—	0.28s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—
Shortest Time	—	0.24s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—
Longest Time	—	0.33s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—
Median Time	—	0.27s	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—
PStDev Time	—	0.03s	—	—	0s	0s	0s	—	0s	—	—	—	—

ccTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Notification Time	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	1.02s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	1	0	0	1	0	1	0	2	0	0	0
Mean Time	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—	—	—
Shortest Time	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.52s	—	—	—
Longest Time	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	1.04s	—	—	—
Median Time	—	0.34s	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—	—	—
PStDev Time	—	0s	0s	—	—	0s	—	0s	—	0.26s	—	—	—

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Notification Time	0.3s	—	0.35s	0.2s	0.2s	0.24s	—	0.44s	0.3s	0.37s	0.21s	0.27s	0.24s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	1	1	6	3	0	11	2	5	1	2	1
Mean Time	0.3s	—	0.35s	0.2s	0.17s	0.19s	—	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s
Shortest Time	0.3s	—	0.35s	0.2s	0.15s	0.14s	—	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s
Longest Time	0.3s	—	0.35s	0.2s	0.2s	0.24s	—	0.52s	0.3s	0.39s	0.21s	0.27s	0.24s
Median Time	0.3s	—	0.35s	0.2s	0.17s	0.18s	—	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s
PStDev Time	0s	—	0s	0s	0.02s	0.04s	—	0.1s	0.03s	0.07s	0s	0.04s	0s

Credential Recovery

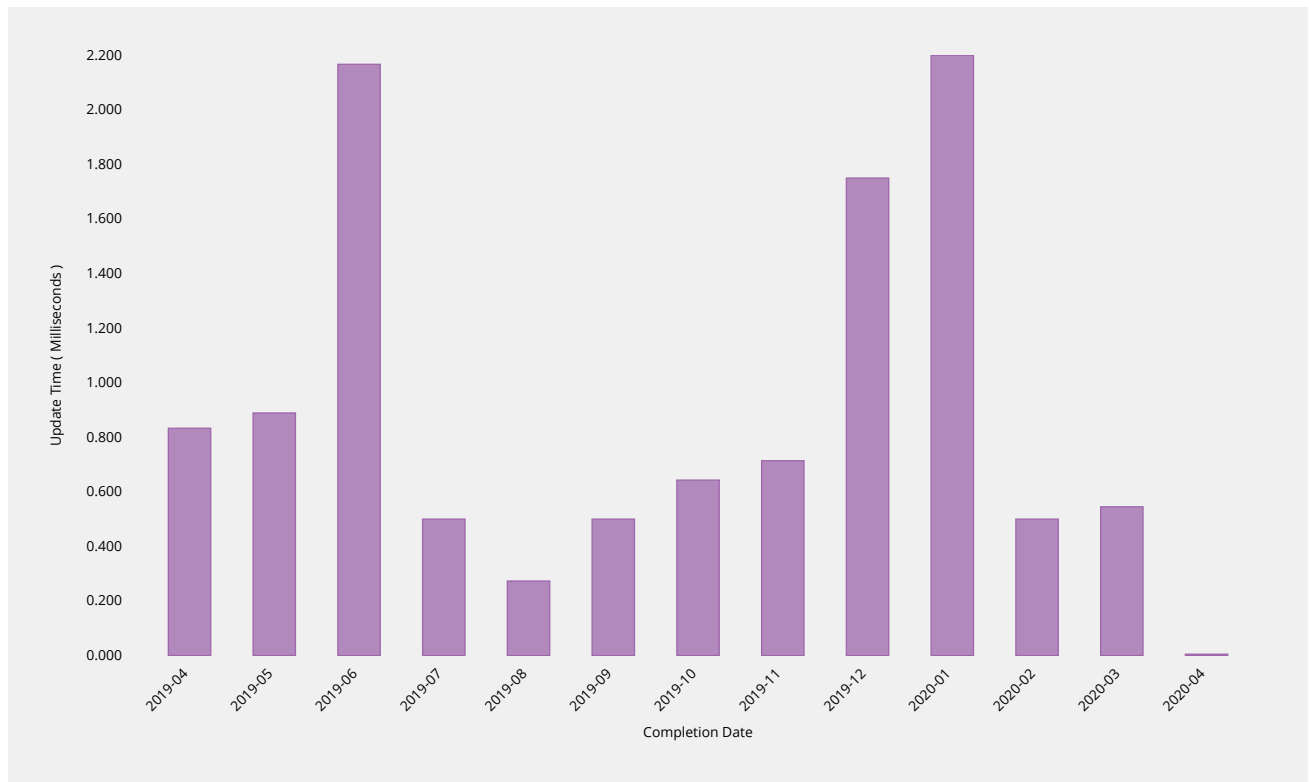
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	0.05s	0.1s	0.14s	0.13s	0.07s	0.09s	0.09s	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s
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	7	25	12	10	22	16	16	12	4	15	2	11	8
Mean Time	0.04s	0.03s	0.07s	0.06s	0.04s	0.05s	0.05s	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s
Shortest Time	0s	0s	0s	0.02s	0.01s	0.03s	0.04s	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s
Longest Time	0.06s	0.11s	0.15s	0.14s	0.07s	0.12s	0.1s	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s
Median Time	0.04s	0.04s	0.07s	0.04s	0.04s	0.04s	0.05s	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s
PStDev Time	0.02s	0.03s	0.05s	0.04s	0.01s	0.02s	0.02s	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s

Credential Change

Time to implement new password within the system.

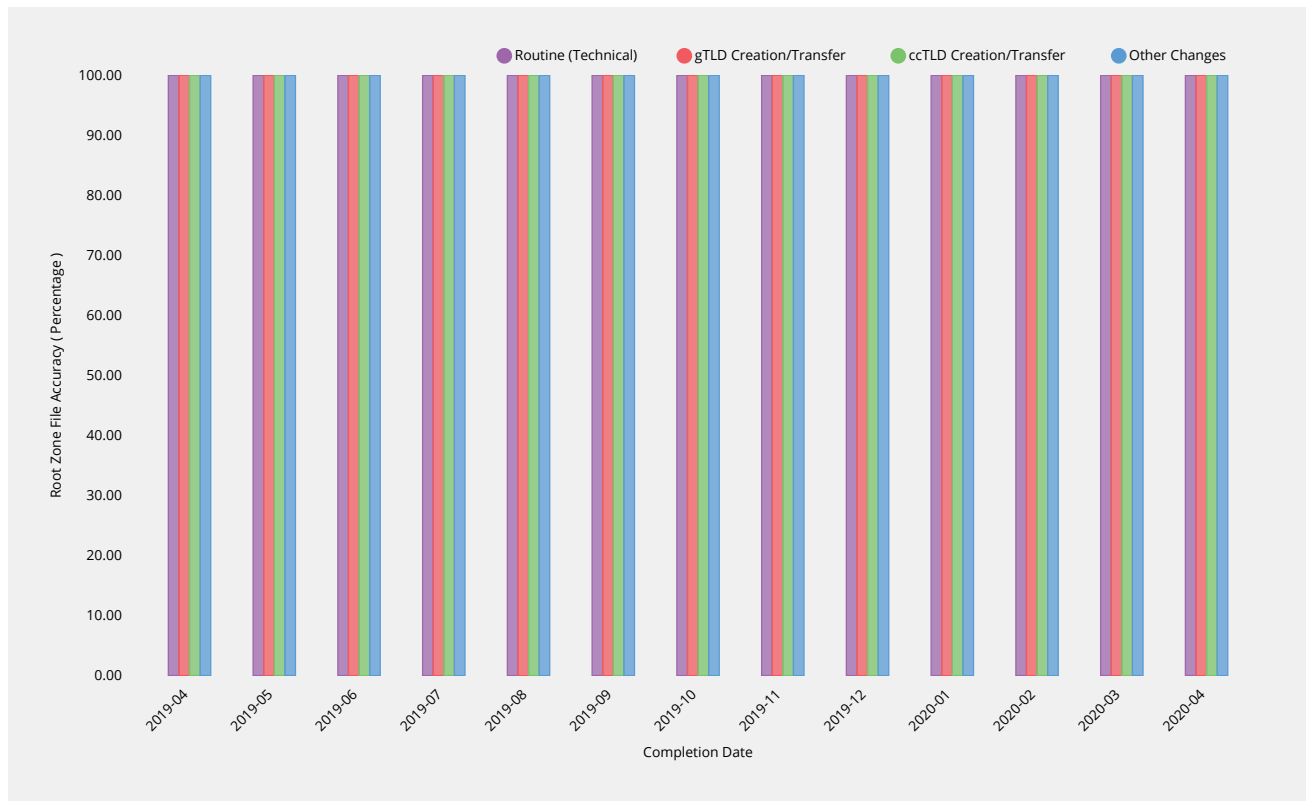


Credential Change	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Update Time	1.75ms	1.6ms	4ms	1.65ms	1ms	2ms	1.7ms	1ms	3.55ms	5ms	0.95ms	1ms	0ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	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	6	9	6	8	22	16	14	7	4	10	2	11	6
Mean Time	0.833ms	0.889ms	2.167ms	0.5ms	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms	2.2ms	0.5ms	0.545ms	0ms
Shortest Time	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	2ms	2ms	4ms	2ms	1ms	2ms	3ms	1ms	4ms	5ms	1ms	1ms	0ms
Median Time	1ms	1ms	1.5ms	0ms	0ms	0ms	0.5ms	1ms	1ms	1.5ms	0.5ms	1ms	0ms
PStDev Time	0.687ms	0.567ms	1.344ms	0.707ms	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms	1.661ms	0.5ms	0.498ms	0ms

Accuracy

Root Zone File

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



Routine (Technical)	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	88	59	23	66	23	42	18	36	34	68	30	61	697

gTLD Creation/Transfer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	5	0	0	1	1	1	0	1	0	0	0	0

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

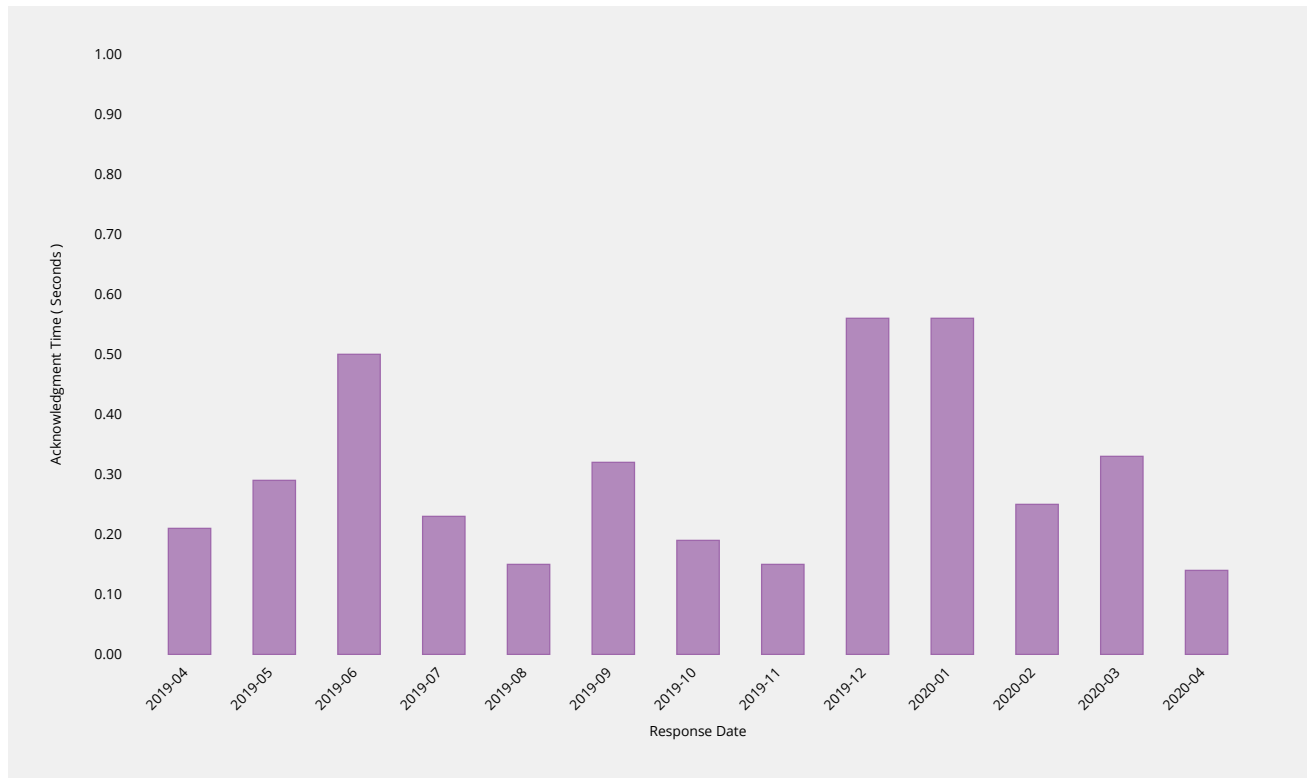
Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	0	1	1	6	3	0	11	2	5	1	2	1

Other Changes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	0	1	1	6	3	0	11	2	5	1	2	1

Enquiry Processing

Time to acknowledge

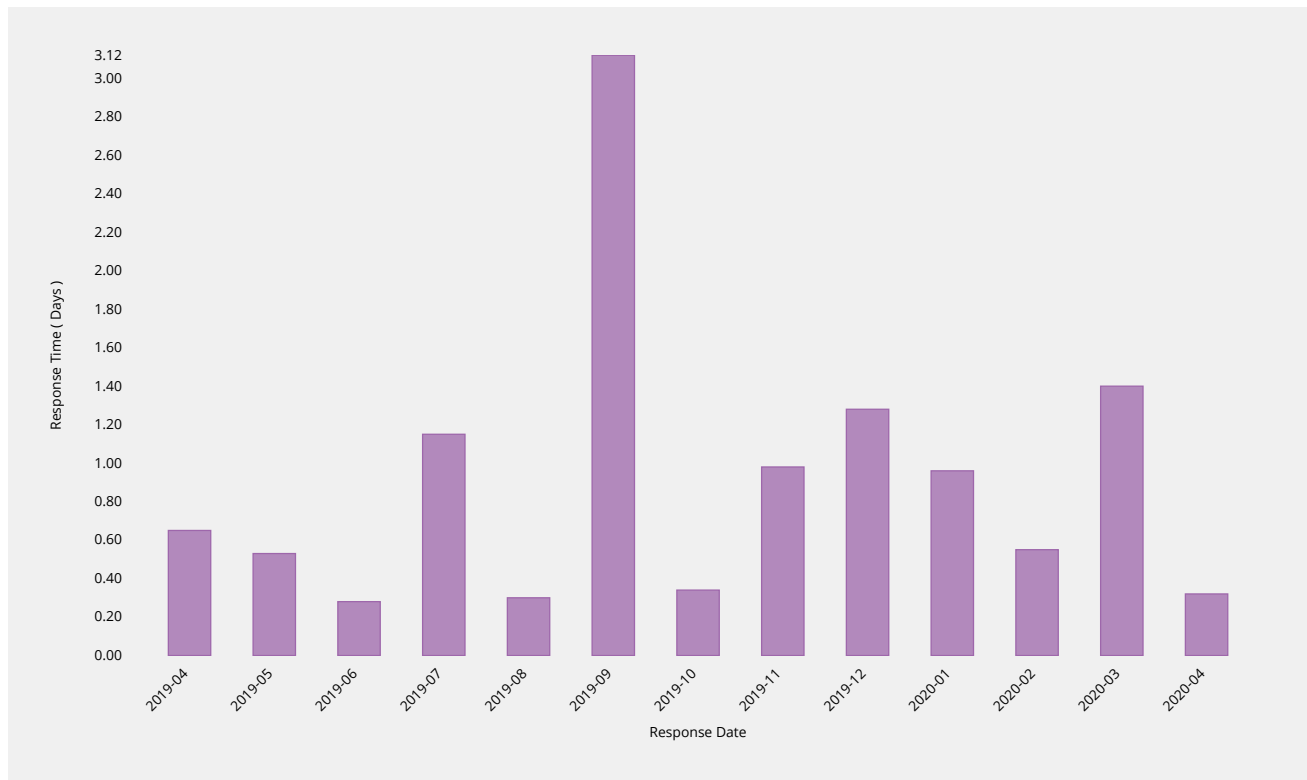
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Acknowledgment Time	1s	1s	1.45s	1s	1s	1s	1s	1s	1s	1s	1s	1s	0.7s
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	14	7	12	26	48	28	27	13	9	9	12	6	7
Mean Time	0.21s	0.29s	0.5s	0.23s	0.15s	0.32s	0.19s	0.15s	0.56s	0.56s	0.25s	0.33s	0.14s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	2s	1s	1s	1s	1s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	1s	1s	0s	0s	0s
PStDev Time	0.41s	0.45s	0.65s	0.42s	0.35s	0.47s	0.39s	0.36s	0.5s	0.5s	0.43s	0.47s	0.35s

Time to initial response

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

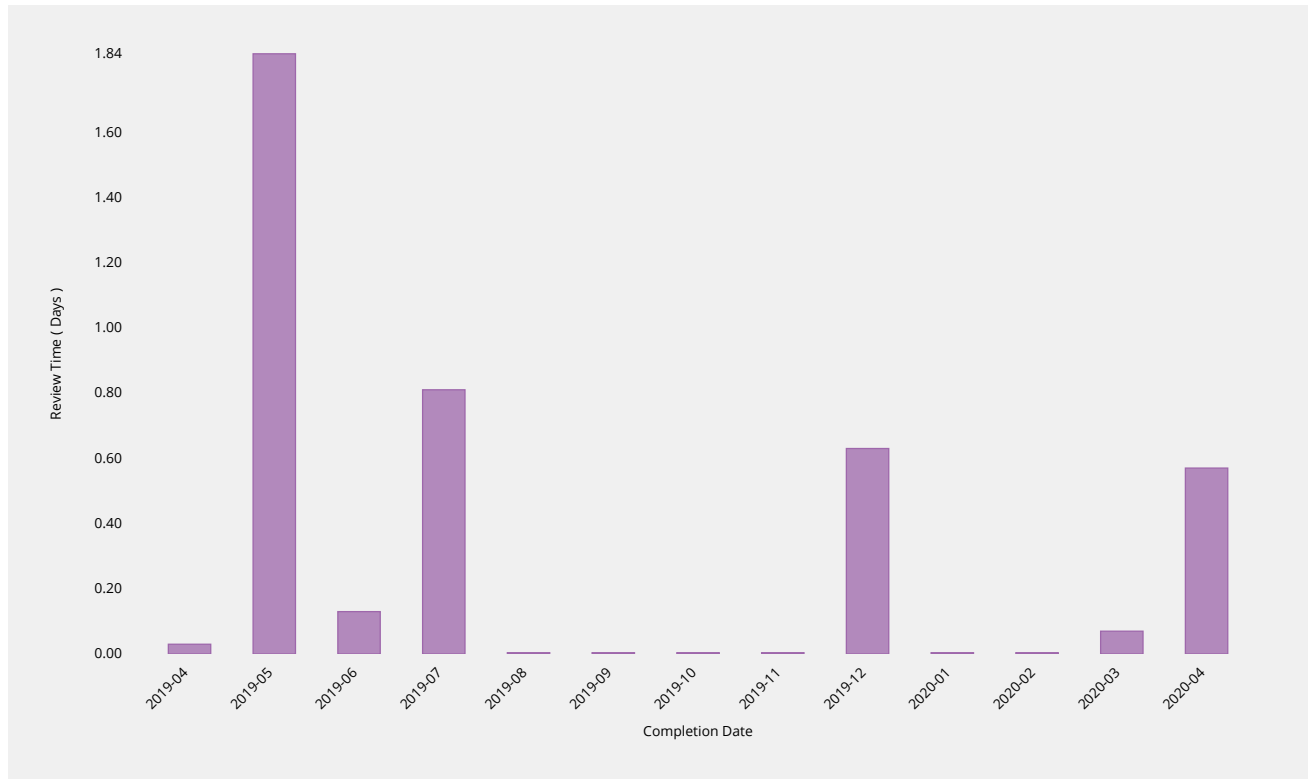


Manual Enquiries	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Response Time	1.16d	1.56d	0.47d	2.84d	0.75d	2.61d	0.77d	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	17	7	9	29	40	30	22	12	7	9	10	6	7
Mean Time	0.65d	0.53d	0.28d	1.15d	0.3d	3.12d	0.34d	0.98d	1.28d	0.96d	0.55d	1.4d	0.32d
Shortest Time	0.01d	0d	0.04d	0.01d	0d	0d	0.01d	0.01d	0.01d	0.04d	0d	0.03d	0.02d
Longest Time	4.6d	2.95d	0.49d	11.23d	1.27d	41.11d	1.26d	2.82d	3.26d	4.74d	1.9d	7.28d	1.42d
Median Time	0.24d	0.05d	0.31d	0.28d	0.21d	0.3d	0.22d	0.7d	0.74d	0.38d	0.4d	0.31d	0.15d
PStDev Time	1.07d	1.01d	0.17d	2.14d	0.3d	9.56d	0.33d	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d

Label Generation Rulesets

Review Time

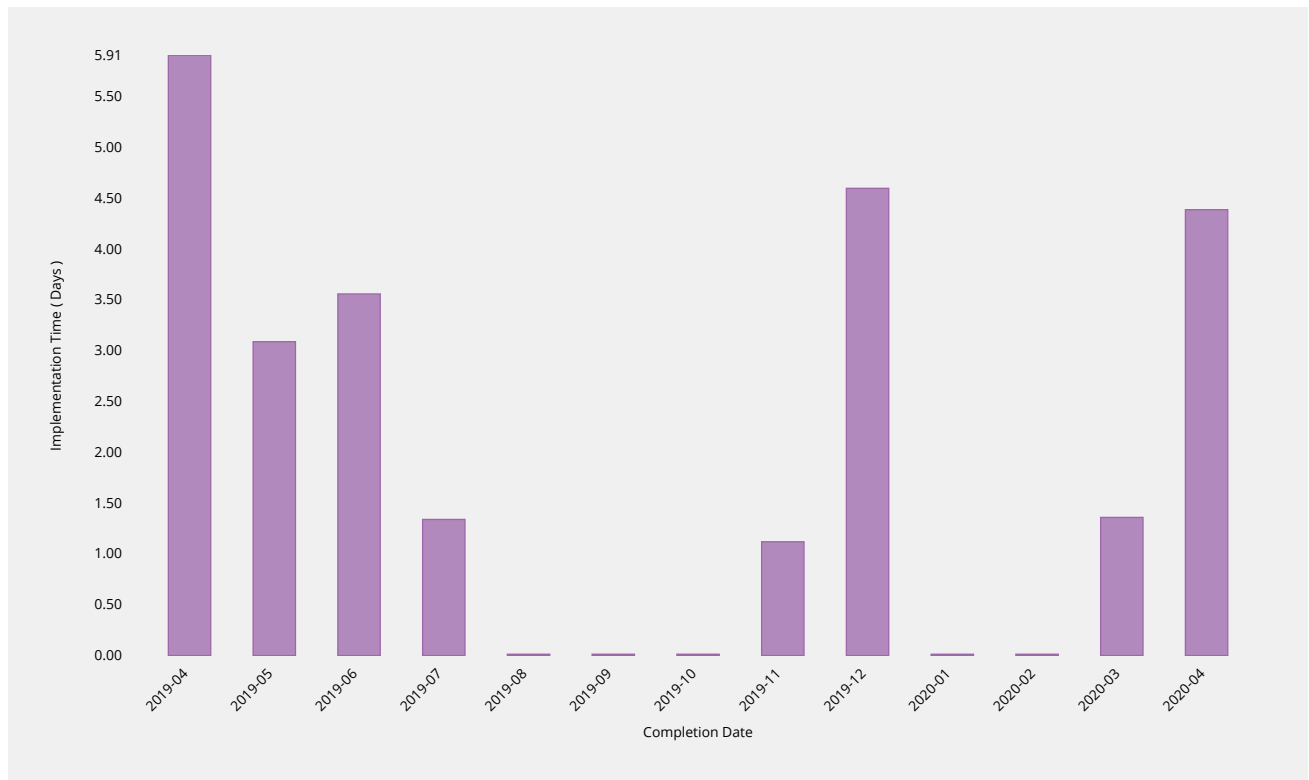
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Review Time	0.03d	1.84d	0.13d	0.81d	—	—	—	—	0.63d	—	—	0.07d	0.57d
Monthly Threshold	—	—	—	—	—	—	—	—	5d	5d	5d	5d	5d
Threshold Percentile	—	—	—	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	1	10	2	2	0	0	0	0	2	0	0	2	3
Shortest Time	0.03d	0.02d	0d	0.79d	—	—	—	—	0.37d	—	—	0.02d	0.39d
Longest Time	0.03d	1.84d	0.13d	0.81d	—	—	—	—	0.66d	—	—	0.07d	0.61d
Median Time	0.03d	0.09d	0.07d	0.8d	—	—	—	—	0.51d	—	—	0.04d	0.42d
PStDev Time	0d	0.57d	0.06d	0.01d	—	—	—	—	0.14d	—	—	0.03d	0.1d

Implementation Time

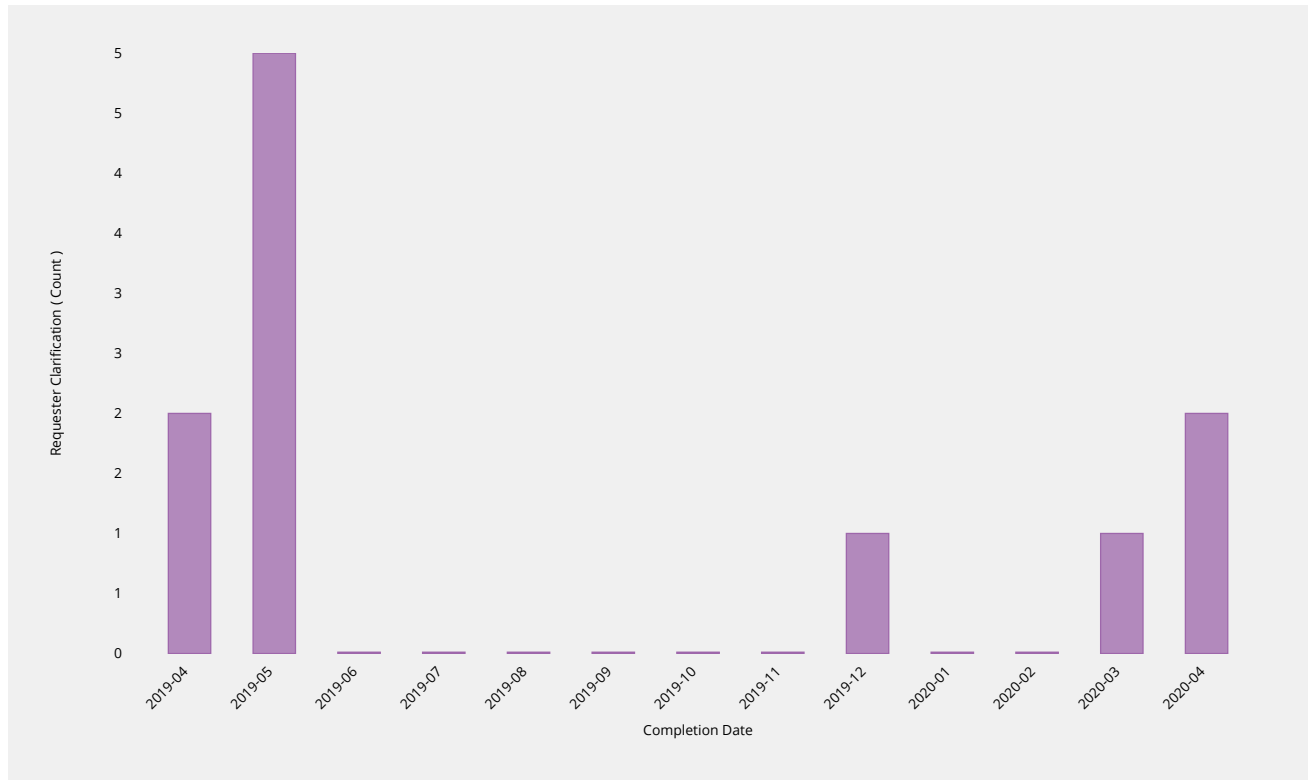
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Implementation Time	5.91d	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d
Monthly Threshold	—	—	—	—	—	—	—	—	7d	7d	7d	7d	7d
Threshold Percentile	—	—	—	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	5	2	2	0	0	0	1	1	0	0	1	1
Shortest Time	5.91d	0.22d	0.67d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d
Longest Time	5.91d	3.09d	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d
Median Time	5.91d	3.09d	2.11d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d
PStDev Time	0d	1.35d	1.44d	0d	—	—	—	0d	0d	—	—	0d	0d

Requester Clarification

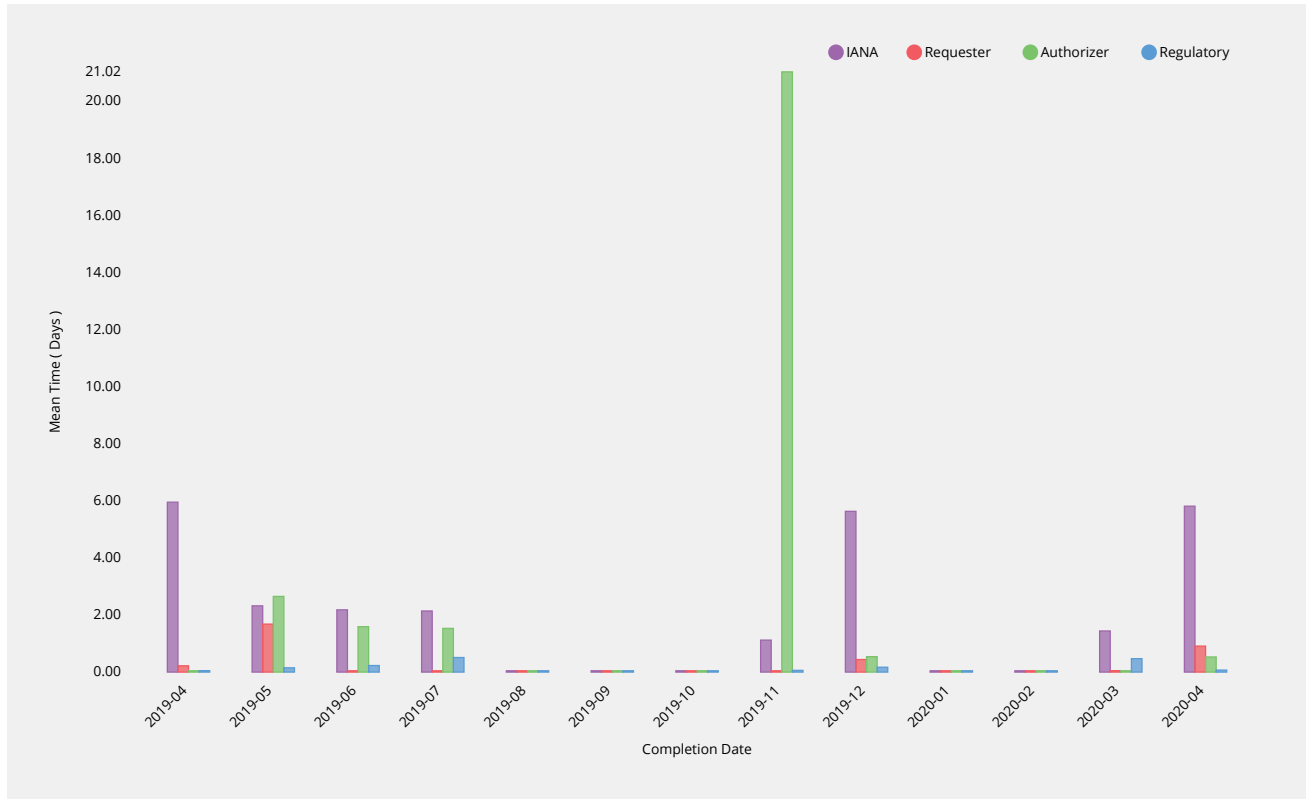
The number of times a clarification or remediation was required from the requester.



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

Time per Actor

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



IANA	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Mean Time	5.95d	2.32d	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d
Review Count	1	6	2	2	0	0	0	1	1	0	0	1	1
Shortest Time	5.95d	0.14d	0.8d	2.13d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d
Longest Time	5.95d	3.18d	3.56d	2.15d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d
Median Time	5.95d	3.11d	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d
PStDev Time	0d	1.21d	1.38d	0.01d	—	—	—	0d	0d	—	—	0d	0d

Requester	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Mean Time	0.22d	1.68d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d
Review Count	1	3	0	0	0	0	0	0	1	0	0	1	1
Shortest Time	0.22d	0.02d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d
Longest Time	0.22d	4.88d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d
Median Time	0.22d	0.13d	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d
PStDev Time	0d	2.27d	—	—	—	—	—	—	0d	—	—	0d	0d

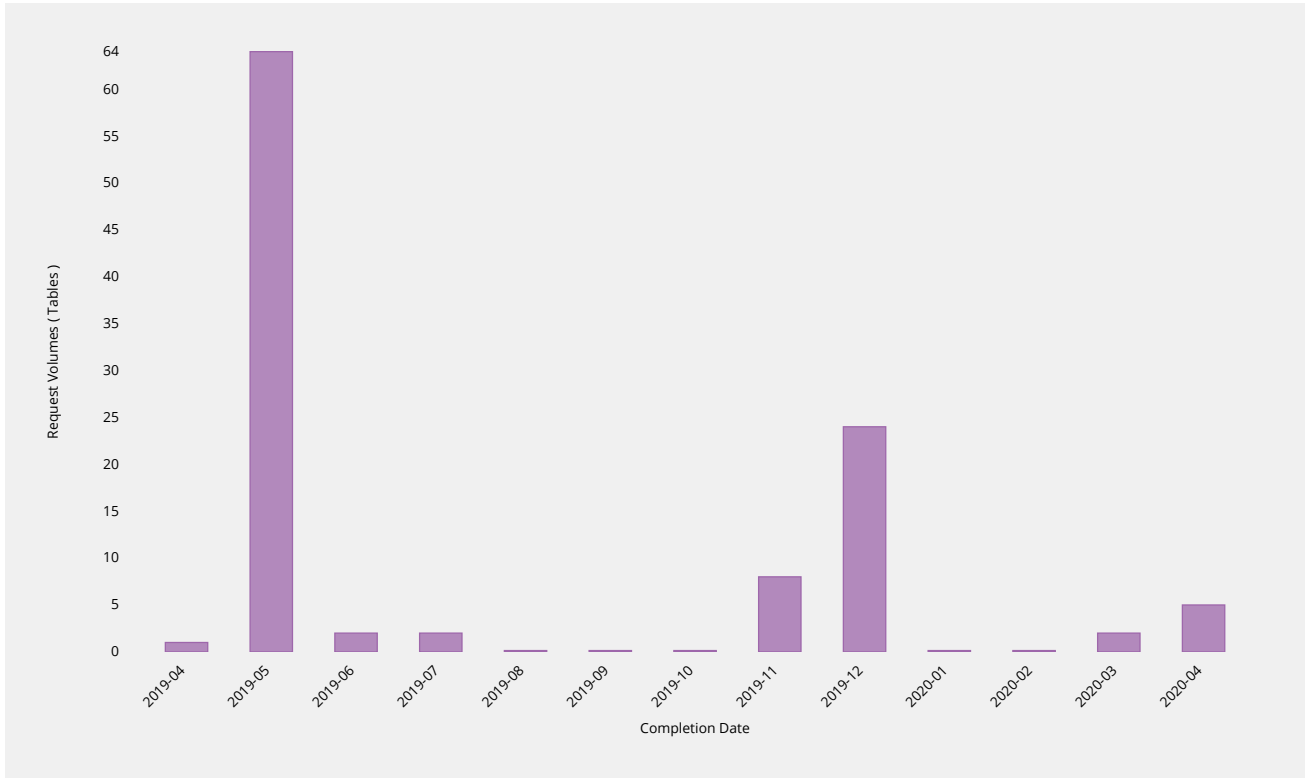
Authorizer	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Mean Time	0.04d	2.65d	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d
Review Count	1	5	2	2	0	0	0	1	1	0	0	1	1
Shortest Time	0.04d	0d	0.02d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d
Longest Time	0.04d	3.87d	3.16d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d
Median Time	0.04d	3.87d	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d
PStDev Time	0d	1.58d	1.57d	0d	—	—	—	0d	0d	—	—	0d	0d

Regulatory	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Mean Time	0.05d	0.15d	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d
Review Count	1	5	2	2	0	0	0	1	1	0	0	1	1

Regulatory	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Shortest Time	0.05d	0.01d	0.11d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d
Longest Time	0.05d	0.65d	0.34d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d
Median Time	0.05d	0.01d	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d
PStDev Time	0d	0.25d	0.11d	0d	—	—	—	0d	0d	—	—	0d	0d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-04	2019-05	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04
Total LGRs Processed	1	64	2	2	—	—	—	8	24	—	—	2	5
Request Count	1	5	2	2	0	0	0	1	1	0	0	1	1
Average LGRs per Request	1	13	1	1	—	—	—	8	24	—	—	2	5
Smallest per Request	1	1	1	1	—	—	—	8	24	—	—	2	5
Largest per Request	1	20	1	1	—	—	—	8	24	—	—	2	5

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.