

I. Service Level Agreements

Process Category	Metric	Threshold	Type	Compliance	Period
Category I — Routine updates impacting Root Zone File (NS, DS and glue records)	Submission				
	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	$\leq 60 \text{ secs}$	Max	95%	Month
	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	$\leq 3 \text{ business days}$	Max	95%	Month
	Technical Checks				
	Time to return results for technical checks following submission of request via automated submission interface	$\leq 50 \text{ mins}$	Max	95%	Month
	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	$\leq 3 \text{ mins}$	Max	95%	Month
	Contact Confirmation				

	Time for authorization contacts to be asked to approve change request after completing previous process phase	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Time for response to be affirmed by Contractor	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Contractor Review and Processing				
	Time to complete all other validations and reviews by Contractor and release request for implementation	$\leq 5 \text{ business days}$	<i>Max</i>	90%	<i>Month</i>
	Supplemental Technical Checks				
	Time to return results for performance of technical checks during Supplemental Technical Check phase	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Implementation of Changes				
	Time for root zone changes to be published following completion of validations and reviews by Contractor	$\leq 72 \text{ hrs}$	<i>Max</i>	99%	<i>Month</i>
	Time to notify requester of change completion following publication of requested changes	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
Submission					

Category II — Routine updates not impacting Root Zone File (Contact details and metadata)	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	$\leq 3 \text{ business days}$	<i>Max</i>	95%	<i>Month</i>
	Technical Checks				
	Time to return results for technical checks following submission of request via automated submission interface	<i>No Technical Checks Undertaken</i>	<i>Not Applicable</i>	<i>Not Applicable</i>	<i>Not Applicable</i>
	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	<i>No Technical Checks Undertaken</i>	<i>Not Applicable</i>	<i>Not Applicable</i>	<i>Not Applicable</i>
	Contact Confirmation				
	Time for authorization contacts to be asked to approve change request after completing previous process phase	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Time for response to be affirmed by Contractor	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Contractor Review and Processing				

	Time to complete all other validations and reviews by Contractor and release request for implementation	≤ 5 business days	Max	90%	Month
	Supplemental Technical Checks				
	Time to return results for performance of technical checks during Supplemental	No Technical Checks Undertaken	Not Applicable	Not Applicable	Not Applicable
	Technical Check phase				
	Implementation of Changes				
	Time for root zone changes to be published following completion of validations and reviews by Contractor	No Technical Checks Undertaken	Not Applicable	Not Applicable	Not Applicable
	Time to notify requester of change completion following publication of requested changes	≤ 60 secs	Max	95%	Month
	Submission				
Category III — Creating or Transferring a gTLD	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	≤ 60 secs	Max	95%	Month

	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	≤ 3 business days	Max	95%	Month
Technical Checks					
	Time to return results for technical checks following submission of request via automated submission interface	≤ 50 mins	Max	95%	Month
	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	≤ 3 mins	Max	95%	Month
Contact Confirmation					
	Time for authorization contacts to be asked to approve change request after completing previous process phase	≤ 60 secs	Max	95%	Month
	Time for response to be affirmed by Contractor	≤ 60 secs	Max	95%	Month
Contractor Review and Processing					
	Time to complete all other validations and reviews by Contractor and release request for implementation	≤ 10 calendar days	Max	90%	Month
Supplemental Technical Checks					

	Time to return results for performance of technical checks during Supplemental Technical Check phase	$\leq 5 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>
	Implementation of Changes				
	Time for root zone changes to be published following completion of validations and reviews by Contractor	$\leq 72 \text{ hrs}$	<i>Max</i>	99%	<i>Month</i>
	Time to notify requester of change completion following publication of requested changes	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
Category IV — Creating or Transferring a ccTLD	Submission				
	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	$\leq 3 \text{ business days}$	<i>Max</i>	95%	<i>Month</i>
	Technical Checks				
	Time to return results for technical checks following submission of request via automated submission interface	$\leq 50 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>

	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	$\leq 3 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>
Contact Confirmation					
	Time for authorization contacts to be asked to approve change request after completing previous process phase	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Time for response to be affirmed by Contractor	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
Contractor Review and Processing					
	Time to complete validation and reviews after each submission	$\leq 14 \text{ calendar days}$	<i>Max</i>	100%	<i>Month</i>
	Time for third-party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant verification parties)	<i>(Where Applicable)</i> $\leq 60 \text{ calendar days}$ (subject to review)	<i>Intentionally Left Blank</i>	<i>Intentionally Left Blank</i>	<i>Intentionally Left Blank</i>
Supplemental Technical Checks					
	Time to return results for performance of technical checks during Supplemental Technical Check phase	$\leq 5 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>

	Implementation of Changes				
	Time to complete final delegation or transfer report	≤ 21 calendar days	Max	100%	Month
	Time for root zone changes to be published following completion of validations and reviews by Contractor	≤ 72 hrs	Max	99%	Month
	Time to notify requester of change completion following publication of requested changes	≤ 60 secs	Max	95%	Month
	Number of interactions or clarifications with customer	N/A	N/A	N/A	Month
Category V — Other change requests (i.e. non-routine change requests)	Submission				
	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	≤ 60 secs	Max	95%	Month
	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	≤ 3 business days	Max	95%	Month
	Technical Checks				

	Time to return results for technical checks following submission of request via automated submission interface	$\leq 50 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>
	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	$\leq 3 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>
	Contact Confirmation				
	Time for authorization contacts to be asked to approve change request after completing previous process phase	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Time for response to be affirmed by Contractor	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
	Contractor Review and Processing				
	Time to complete all other validations and reviews by Contractor and release request for implementation	<i>No Validations Undertaken</i>	<i>Not Applicable</i>	<i>Not Applicable</i>	<i>Not Applicable</i>
	Supplemental Technical Checks				
	Time to return results for performance of technical checks during Supplemental Technical Check phase	$\leq 5 \text{ mins}$	<i>Max</i>	95%	<i>Month</i>
	Implementation of Changes				

	Time for root zone changes to be published following completion of validations and reviews by Contractor	≤ 72 hrs	Max	99%	Month
	Time to notify requester of change completion following publication of requested changes	≤ 60 secs	Max	95%	Month
Label Generation Rulesets					
	Validation and Reviews: Time to confirm that a submission is well-formed or send it back for remediation.	≤ 5 business days	Max	90%	Month
	Implementation: Time from when the request is ready for implementation until the request completion.	≤ 7 business days	Max	90%	Month

a. Accuracy

Metric	Measurement	Threshold	Type	Compliance	Period
Root zone file data published in the root zone matches that provided in the change request	Accuracy	100%	Min	<100%	
Root zone database is correctly updated in accordance with change requests (does not include impact of normalization and other processing standardization - which in any event shall never detrimentally impact the update)	Accuracy	100%	Min	<100%	

b. Online Services Availability and Enquiry Processing

Metric	Threshold	Type	Compliance	Period
RZMS availability — availability of an online interactive web service for credentialed customers to submit change requests to their root zone database entries.	$\geq 99.0\%$	<i>Min</i>	$\leq 99\%$	<i>Month</i>
Website availability — availability of root zone management related documentation (i.e. on http://www.iana.org)	$\geq 99.0\%$	<i>Min</i>	$\leq 99\%$	<i>Month</i>
Directory service availability — availability of the authoritative database of TLDs	$\geq 99.0\%$	<i>Min</i>	$\leq 99\%$	<i>Month</i>
Credential recovery — time to dispatch confirmation email of forgotten username or password	$\leq 60 \text{ secs}$	<i>Max</i>	95%	<i>Month</i>
Credential change — time to implement new password within the system	$\leq 5 \text{ min}$	<i>Max</i>	95%	<i>Month</i>
Dashboard update frequency — average time to update the dashboard to ensure up-to-date reporting	$\leq 30 \text{ min}$	<i>Max</i>	100%	<i>Month</i>
Dashboard accuracy — the data presented on the dashboard is accurate	100%	<i>Min</i>	<100%	<i>Month</i>
Dashboard availability — availability of the dashboard online	$\geq 99\%$	<i>Min</i>	<99%	<i>Month</i>
SLE report production — time to produce reports following the conclusion of the reporting period	<i>Monthly</i>			
SLE report availability — availability of the SLE reports and associated data online	<10 calendar days after month end	<i>Max</i>	>10 calendar days	<i>Month</i>

SLE report publication — schedule of reporting periods	<i>Monthly</i>			
Time to send acknowledge of enquiry — time taken to send initial acknowledgement of receipt of a general enquiry pertaining to root zone management (but not pertaining to interactions in a change request context)	$\leq 60 \text{ secs}$	<i>Max</i>	<i>95%</i>	<i>Month</i>
Time to send initial response to enquiry — time taken for staff to respond to enquiry, either in part or in whole	$\leq 5 \text{ business days}$	<i>Max</i>	<i>90%</i>	<i>Month</i>

II. Definitions for the fields for the SLAs are as follows:

1. Process. The business process that Contractor is requested to perform.
2. Metric. The individual metric that will be measured as part of the completion of the business process.
3. Threshold. The specified target for each individual change request.
4. Type. Whether the threshold 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).
5. Compliance. The percentage that the target goal in aggregate must be met or exceeded within the specified time period for all requests in the specified category.
6. Period. The time over which compliance is measured. (The period of collecting measurements to meet the Service Level Agreement (SLA)).