



# IANA Naming Function Monthly Performance Report

January 2023

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# Summary of Performance


Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	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%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	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%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.85m	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%)	✓ 1.35m	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.00m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.37m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 0.38m	p12
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3159.20ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2081.75ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 414.00ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 1861.00ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 2.90ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.00ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 3.00ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.50d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.33d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	30.15d	p18
Validation and Reviews	Other Changes	N/A	0.03d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	0	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 21.94h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	6.41h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 8.57s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.73s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1.20s	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 99.99%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✗ 98.96%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.12s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 95.100ms	p30
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.93d	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.13d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 6.02d	p36
Requester Clarification	Requester Clarification	N/A	0	p37
Time per Actor	IANA	N/A	6.29d	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	—	p38
Time per Actor	Regulatory	N/A	—	p38
Request Volumes	Request Volumes	N/A	16	p39

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

## Exceptions and Narrative for Reporting Period

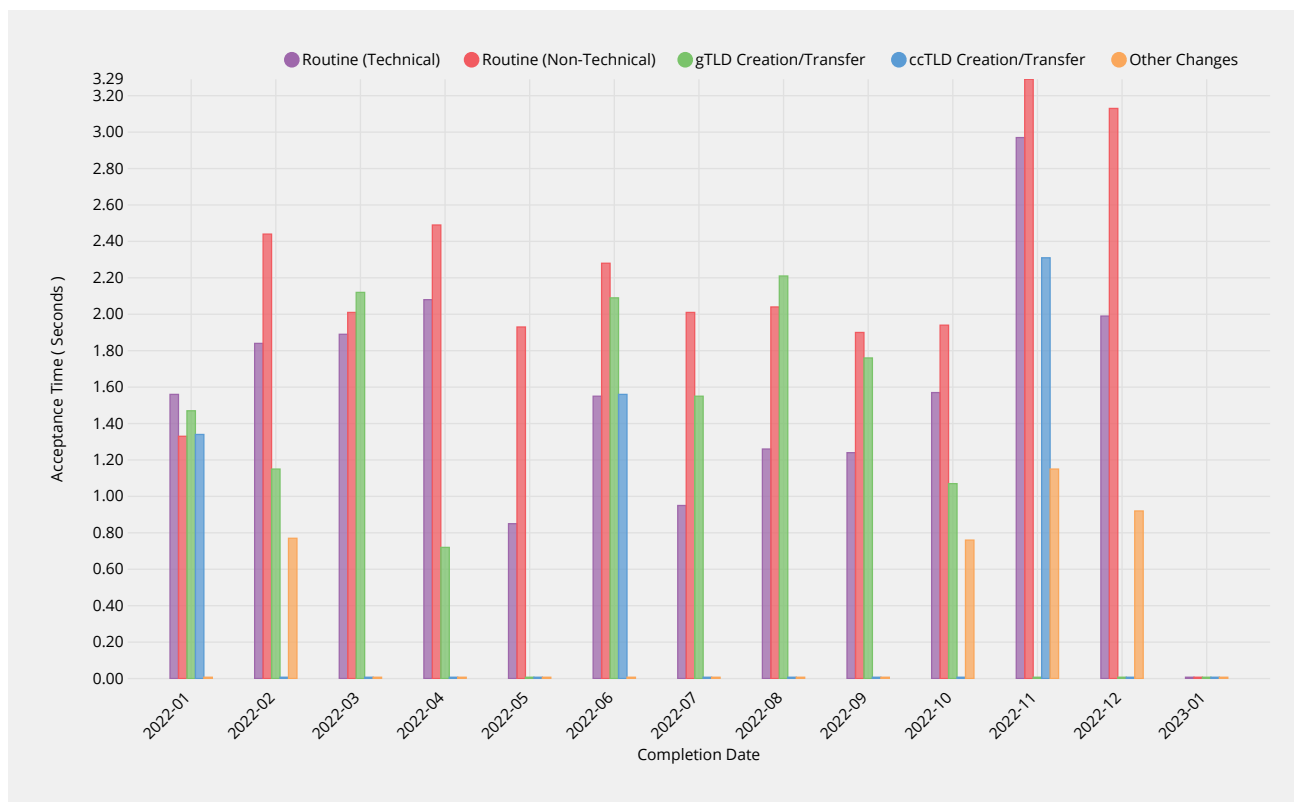
Metric	Category	Expected	Actual
Directory Service	WHOIS Availability	99%	98.96% 
Primary cause:	Denial of Service Attacks		
Analysis/Comments:	IANA's WHOIS service was affected by an increase in denial of service attacks targeted at ICANN systems. The attacks impacted the DNS which prevented access to the WHOIS service. In response, changes were made to both improve the resiliency and increase capacity of the impacted systems.		

# 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)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Acceptance Time	1.56s	1.84s	1.89s	2.08s	0.85s	1.55s	0.95s	1.26s	1.24s	1.57s	2.97s	1.99s	0.00s
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	55	29	29	25	220	66	304	44	36	32	53	79	19
Mean Time	0.77s	0.97s	1.01s	0.99s	0.68s	0.76s	0.74s	0.89s	0.88s	0.92s	1.53s	1.19s	0.00s
Shortest Time	0.54s	0.55s	0.54s	0.56s	0.52s	0.54s	0.49s	0.64s	0.70s	0.52s	0.86s	0.00s	0.00s
Longest Time	2.19s	2.40s	1.99s	2.49s	1.69s	2.23s	2.27s	1.88s	1.80s	1.59s	4.07s	2.84s	0.00s
Median Time	0.66s	0.73s	0.71s	0.77s	0.65s	0.69s	0.70s	0.81s	0.80s	0.79s	1.25s	1.19s	0.00s
PStDev Time	0.32s	0.48s	0.48s	0.48s	0.16s	0.31s	0.19s	0.24s	0.24s	0.31s	0.69s	0.49s	0.00s

Routine (Non-Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Acceptance Time	1.33s	2.44s	2.01s	2.49s	1.93s	2.28s	2.01s	2.04s	1.90s	1.94s	3.29s	3.13s	0.00s
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	14	28	29	11	12	39	32	83	14	23	60	22	12
Mean Time	1.04s	1.40s	1.27s	1.55s	1.42s	1.59s	1.47s	1.49s	1.46s	1.98s	2.41s	1.98s	0.00s
Shortest Time	0.86s	0.94s	0.80s	1.08s	0.94s	0.93s	1.04s	1.05s	1.03s	0.90s	1.38s	0.00s	0.00s
Longest Time	1.38s	7.18s	2.18s	2.73s	2.05s	2.56s	2.12s	3.02s	1.97s	16.51s	3.64s	3.18s	0.00s
Median Time	1.01s	1.07s	1.24s	1.29s	1.46s	1.54s	1.44s	1.41s	1.44s	1.26s	2.39s	2.20s	0.00s
PStDev Time	0.14s	1.17s	0.35s	0.50s	0.32s	0.39s	0.28s	0.32s	0.27s	3.11s	0.50s	1.01s	0.00s

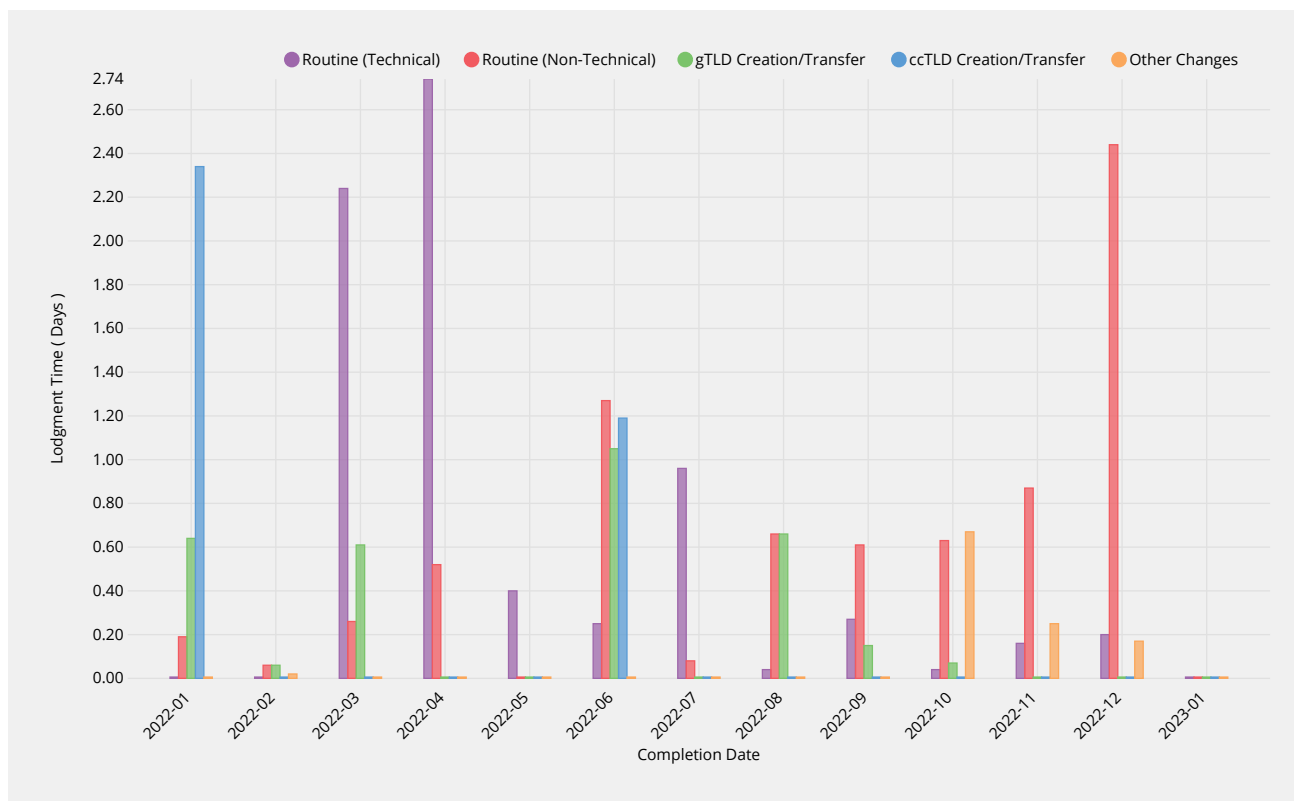
gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Acceptance Time	1.47s	1.15s	2.12s	0.72s	—	2.09s	1.55s	2.21s	1.76s	1.07s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	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	4	2	11	1	0	3	2	6	1	1	0	0	0
Mean Time	1.30s	1.13s	1.31s	0.72s	—	1.63s	1.30s	1.47s	1.76s	1.07s	—	—	—
Shortest Time	1.11s	1.11s	0.67s	0.72s	—	1.36s	1.01s	1.01s	1.76s	1.07s	—	—	—
Longest Time	1.49s	1.15s	2.15s	0.72s	—	2.17s	1.58s	2.40s	1.76s	1.07s	—	—	—
Median Time	1.30s	1.13s	1.23s	0.72s	—	1.38s	1.30s	1.25s	1.76s	1.07s	—	—	—
PStDev Time	0.14s	0.02s	0.42s	0.00s	—	0.38s	0.29s	0.45s	0.00s	0.00s	—	—	—

ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Acceptance Time	1.34s	—	—	—	—	1.56s	—	—	—	—	2.31s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	0	0	2	0	0	0	0	2	0	0
Mean Time	1.34s	—	—	—	—	1.50s	—	—	—	—	2.25s	—	—
Shortest Time	1.34s	—	—	—	—	1.44s	—	—	—	—	2.19s	—	—
Longest Time	1.34s	—	—	—	—	1.56s	—	—	—	—	2.31s	—	—
Median Time	1.34s	—	—	—	—	1.50s	—	—	—	—	2.25s	—	—
PStDev Time	0.00s	—	—	—	—	0.06s	—	—	—	—	0.06s	—	—

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Acceptance Time	—	0.77s	—	—	—	—	—	—	—	0.76s	1.15s	0.92s	0.00s
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	0	0	0	0	0	0	0	2	1	5	1
Mean Time	—	0.71s	—	—	—	—	—	—	—	0.67s	1.15s	0.36s	0.00s
Shortest Time	—	0.65s	—	—	—	—	—	—	—	0.56s	1.15s	0.00s	0.00s
Longest Time	—	0.77s	—	—	—	—	—	—	—	0.77s	1.15s	0.94s	0.00s
Median Time	—	0.71s	—	—	—	—	—	—	—	0.67s	1.15s	0.00s	0.00s
PStDev Time	—	0.06s	—	—	—	—	—	—	—	0.10s	0.00s	0.44s	0.00s

## Manual Lodgment Time

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



Routine (Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Lodgment Time	—	—	2.24d	2.74d	0.40d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.20d	0.00d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	2	6	1	1	1	1	1	1	4	5
Mean Time	—	—	2.24d	1.63d	0.21d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.19d	0.00d
Shortest Time	—	—	2.24d	0.39d	0.01d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.18d	0.00d
Longest Time	—	—	2.24d	2.87d	0.44d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.20d	0.00d
Median Time	—	—	2.24d	1.63d	0.25d	0.25d	0.96d	0.04d	0.27d	0.04d	0.16d	0.19d	0.00d
PStDev Time	—	—	0.00d	1.24d	0.15d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.01d	0.00d

Routine (Non-Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Lodgment Time	0.19d	0.06d	0.26d	0.52d	—	1.27d	0.08d	0.66d	0.61d	0.63d	0.87d	2.44d	0.00d
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	1	2	4	0	3	5	5	3	1	9	11	9
Mean Time	0.19d	0.06d	0.22d	0.21d	—	0.62d	0.04d	0.36d	0.46d	0.63d	0.28d	0.80d	0.00d
Shortest Time	0.19d	0.06d	0.18d	0.01d	—	0.22d	0.02d	0.04d	0.27d	0.63d	0.02d	0.00d	0.00d
Longest Time	0.19d	0.06d	0.26d	0.57d	—	1.38d	0.08d	0.66d	0.63d	0.63d	1.01d	2.44d	0.00d
Median Time	0.19d	0.06d	0.22d	0.12d	—	0.24d	0.02d	0.23d	0.48d	0.63d	0.10d	0.32d	0.00d
PStDev Time	0.00d	0.00d	0.04d	0.22d	—	0.54d	0.03d	0.25d	0.15d	0.00d	0.34d	0.88d	0.00d

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Lodgment Time	0.64d	0.06d	0.61d	—	—	1.05d	—	0.66d	0.15d	0.07d	—	0.00d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	1	1	0	0	2	0	3	1	1	0	1	0
Mean Time	0.34d	0.06d	0.61d	—	—	0.80d	—	0.36d	0.15d	0.07d	—	0.00d	—
Shortest Time	0.01d	0.06d	0.61d	—	—	0.52d	—	0.14d	0.15d	0.07d	—	0.00d	—
Longest Time	0.67d	0.06d	0.61d	—	—	1.08d	—	0.70d	0.15d	0.07d	—	0.00d	—

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Median Time	0.34d	0.06d	0.61d	—	—	0.80d	—	0.25d	0.15d	0.07d	—	0.00d	—
PStDev Time	0.33d	0.00d	0.00d	—	—	0.28d	—	0.24d	0.00d	0.00d	—	0.00d	—

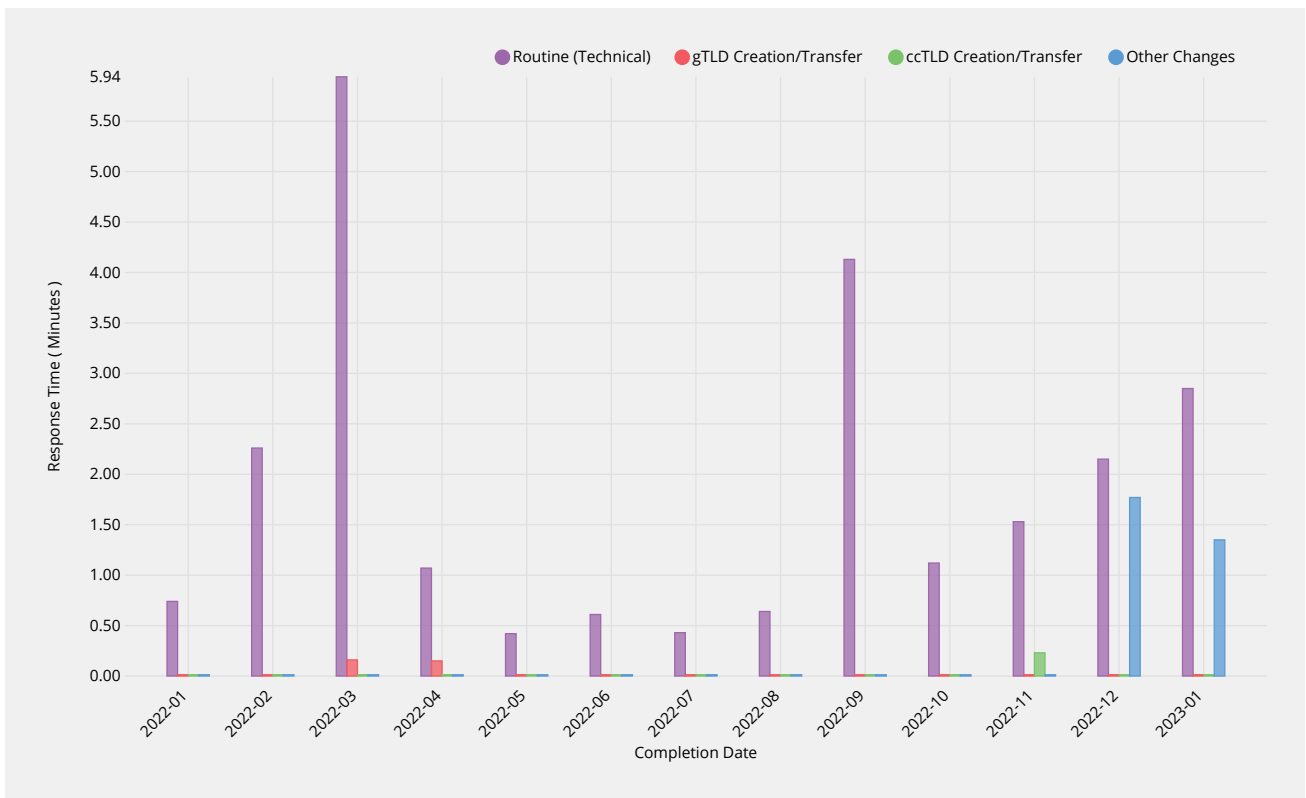
ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Lodgment Time	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	0	1	0	0	0	0	0	0	0
Mean Time	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—	—
Shortest Time	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—	—
Longest Time	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—	—
Median Time	2.34d	—	—	—	—	1.19d	—	—	—	—	—	—	—
PStDev Time	0.00d	—	—	—	—	0.00d	—	—	—	—	—	—	—

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Lodgment Time	—	0.02d	—	—	—	—	—	—	—	0.67d	0.25d	0.17d	—
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	2	0	0	0	0	0	0	0	2	1	2	0
Mean Time	—	0.02d	—	—	—	—	—	—	—	0.48d	0.25d	0.14d	—
Shortest Time	—	0.01d	—	—	—	—	—	—	—	0.26d	0.25d	0.10d	—
Longest Time	—	0.03d	—	—	—	—	—	—	—	0.69d	0.25d	0.17d	—
Median Time	—	0.02d	—	—	—	—	—	—	—	0.48d	0.25d	0.14d	—
PStDev Time	—	0.01d	—	—	—	—	—	—	—	0.22d	0.00d	0.04d	—

## Technical Checks

### Technical Check (First)

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





Routine (Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	0.74m	2.26m	5.94m	1.07m	0.42m	0.61m	0.43m	0.64m	4.13m	1.12m	1.53m	2.15m	2.85m
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	55	29	29	25	220	66	304	44	36	32	53	79	19
Mean Time	0.28m	0.47m	1.22m	0.44m	0.20m	0.27m	0.20m	0.31m	0.67m	0.53m	0.43m	0.47m	1.79m
Shortest Time	0.07m	0.09m	0.13m	0.09m	0.07m	0.08m	0.07m	0.11m	0.11m	0.12m	0.12m	0.10m	0.91m
Longest Time	2.02m	2.57m	13.31m	2.66m	3.53m	2.71m	1.49m	3.25m	5.84m	6.59m	2.09m	5.86m	5.51m
Median Time	0.19m	0.20m	0.26m	0.25m	0.14m	0.15m	0.16m	0.17m	0.20m	0.23m	0.27m	0.19m	1.53m
PStDev Time	0.30m	0.67m	2.74m	0.54m	0.34m	0.35m	0.16m	0.48m	1.31m	1.12m	0.44m	0.83m	0.97m

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	—	—	0.16m	0.15m	—	—	—	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	1	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.16m	0.15m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.16m	0.15m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.16m	0.15m	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.16m	0.15m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00m	0.00m	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	—	—	—	—	—	—	—	—	—	—	0.23m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.23m	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.23m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.23m	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.23m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00m	—	—

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	—	—	—	—	—	—	—	—	—	—	—	1.77m	1.35m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	0	0	2	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	1.54m	1.35m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	1.29m	1.35m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	1.79m	1.35m
Median Time	—	—	—	—	—	—	—	—	—	—	—	1.54m	1.35m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0.25m	0.00m





gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	1	1	0	0	0	0	0	0	0	0	0
Mean Time	—	—	0.09m	0.11m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	0.09m	0.11m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	0.09m	0.11m	—	—	—	—	—	—	—	—	—
Median Time	—	—	0.09m	0.11m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	0.00m	0.00m	—	—	—	—	—	—	—	—	—

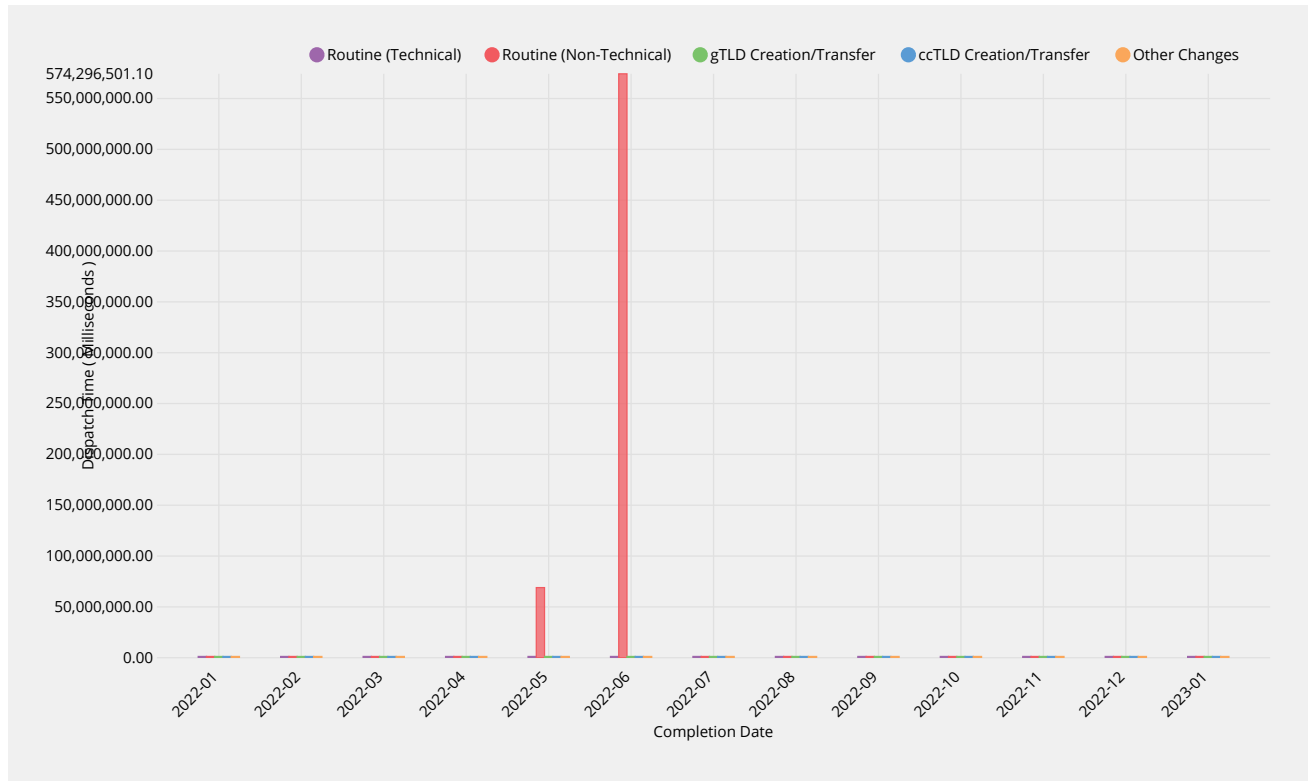
ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	—	—	—	—	—	—	—	—	—	—	0.10m	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.10m	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.10m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.10m	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.10m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00m	—	—

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	—	—	—	—	—	—	—	—	—	—	—	0.46m	0.38m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	1	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	0.46m	0.38m
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	0.46m	0.38m
Longest Time	—	—	—	—	—	—	—	—	—	—	—	0.46m	0.38m
Median Time	—	—	—	—	—	—	—	—	—	—	—	0.46m	0.38m
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	0.00m	0.00m

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Dispatch Time	1.45ms	2.00ms	1.75ms	2.00ms	2.00ms	2.00ms	2.00ms	3.00ms	2.00ms	3.10ms	3.40ms	1273.60ms	3159.20ms
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	52	27	26	23	219	63	290	41	34	30	53	77	29
Mean Time	0.90ms	1.04ms	0.85ms	1.13ms	1.00ms	5597509.54ms	0.98ms	1.27ms	0.91ms	1.23ms	1.32ms	194.92ms	1470.10ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	100.00ms
Longest Time	5.00ms	3.00ms	2.00ms	3.00ms	9.00ms	352643033.00ms	14.00ms	6.00ms	2.00ms	7.00ms	10.00ms	5764.00ms	4032.00ms
Median Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1238.00ms
PStDev Time	0.74ms	0.69ms	0.53ms	0.68ms	0.84ms	44074825.55ms	1.20ms	1.06ms	0.61ms	1.33ms	1.49ms	799.88ms	790.40ms

Routine (Non-Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Dispatch Time	3.00ms	3.00ms	3.20ms	5.00ms	68981689.10ms	574296501.10ms	2.45ms	2.00ms	2.00ms	1.90ms	3.00ms	680.50ms	2081.75ms
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	14	28	29	11	12	39	32	83	14	23	60	28	26
Mean	1.29ms	1.54ms	1.59ms	2.09ms	12774387.92ms	69396578.77ms	1.47ms	1.27ms	1.29ms	1.00ms	1.58ms	177.86ms	517.42ms

Routine (Non- Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Time													
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	84.00ms
Longest Time	3.00ms	5.00ms	6.00ms	6.00ms	153292640.00ms	752305256.00ms	6.00ms	6.00ms	2.00ms	3.00ms	3.00ms	2236.00ms	2814.00ms
Median Time	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	270.50ms
PStDev Time	0.80ms	1.05ms	1.10ms	1.62ms	42367847.12ms	195107145.84ms	1.00ms	0.76ms	0.45ms	0.59ms	0.67ms	441.65ms	663.64ms

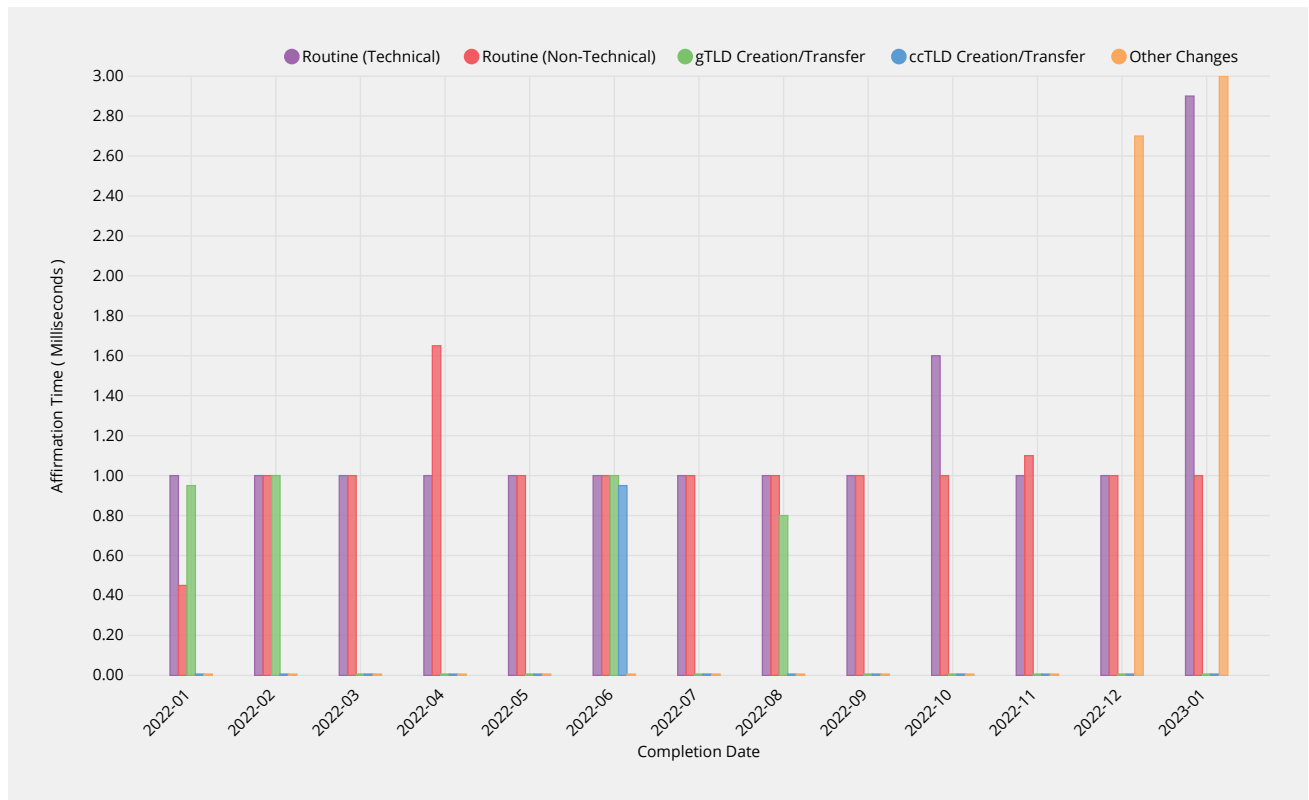
gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Dispatch Time	2.00ms	1.90ms	2.00ms	0.00ms	—	2.00ms	1.95ms	5.00ms	2.00ms	2.00ms	—	75.00ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	4	2	11	1	0	3	2	6	1	1	0	1	0
Mean Time	1.50ms	1.00ms	1.18ms	0.00ms	—	1.67ms	1.50ms	1.83ms	2.00ms	2.00ms	—	75.00ms	—
Shortest Time	1.00ms	0.00ms	1.00ms	0.00ms	—	1.00ms	1.00ms	0.00ms	2.00ms	2.00ms	—	75.00ms	—
Longest Time	2.00ms	2.00ms	2.00ms	0.00ms	—	2.00ms	2.00ms	6.00ms	2.00ms	2.00ms	—	75.00ms	—
Median Time	1.50ms	1.00ms	1.00ms	0.00ms	—	2.00ms	1.50ms	1.50ms	2.00ms	2.00ms	—	75.00ms	—
PStDev Time	0.50ms	1.00ms	0.39ms	0.00ms	—	0.47ms	0.50ms	2.03ms	0.00ms	0.00ms	—	0.00ms	—

ccTLD Creation/ Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Dispatch Time	1.00ms	—	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	0	0	0	2	0	0	0	0	2	0	1
Mean Time	1.00ms	—	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms
Shortest Time	1.00ms	—	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms
Longest Time	1.00ms	—	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms
Median Time	1.00ms	—	—	—	—	3.00ms	—	—	—	—	1.00ms	—	414.00ms
PStDev Time	0.00ms	—	—	—	—	0.00ms	—	—	—	—	0.00ms	—	0.00ms

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Dispatch Time	—	—	—	—	—	—	—	—	—	—	—	2008.80ms	1861.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	0	0	0	0	0	0	3	1	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	1104.67ms	1861.00ms
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	2.00ms	1861.00ms
Longest Time	—	—	—	—	—	—	—	—	—	—	—	2097.00ms	1861.00ms
Median Time	—	—	—	—	—	—	—	—	—	—	—	1215.00ms	1861.00ms
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	858.83ms	0.00ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	1.00ms	1.00ms	2.90ms
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	52	27	26	23	218	62	289	39	33	29	53	69	22
Mean Time	0.10ms	0.11ms	0.31ms	0.17ms	0.20ms	0.24ms	0.26ms	0.18ms	0.27ms	0.34ms	0.21ms	0.32ms	0.64ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	33.00ms	2.00ms	1.00ms	3.00ms	1.00ms	2.00ms	3.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.29ms	0.31ms	0.54ms	0.38ms	0.40ms	0.43ms	1.96ms	0.45ms	0.45ms	0.71ms	0.41ms	0.50ms	0.88ms

Routine (Non-Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Affirmation Time	0.45ms	1.00ms	1.00ms	1.65ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.10ms	1.00ms	1.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	12	28	26	8	10	33	28	81	9	21	59	21	21
Mean Time	0.08ms	0.36ms	0.15ms	0.62ms	0.30ms	0.27ms	0.14ms	0.22ms	0.44ms	0.10ms	0.49ms	0.29ms	0.29ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	2.00ms	1.00ms	2.00ms	1.00ms	1.00ms	2.00ms	4.00ms	1.00ms	1.00ms	10.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.28ms	0.55ms	0.36ms	0.70ms	0.46ms	0.45ms	0.44ms	0.63ms	0.50ms	0.29ms	1.36ms	0.45ms	0.45ms

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Affirmation Time	0.95ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	0.80ms	0.00ms	0.00ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	2	11	1	0	3	2	5	1	1	0	0	0
Mean Time	0.50ms	1.00ms	0.00ms	0.00ms	—	0.67ms	0.00ms	0.20ms	0.00ms	0.00ms	—	—	—
Shortest Time	0.00ms	1.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	—

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Longest Time	1.00ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	1.00ms	0.00ms	0.00ms	—	—	—
Median Time	0.50ms	1.00ms	0.00ms	0.00ms	—	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	—
PStDev Time	0.50ms	0.00ms	0.00ms	0.00ms	—	0.47ms	0.00ms	0.40ms	0.00ms	0.00ms	—	—	—

ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Affirmation Time	—	—	—	—	—	0.95ms	—	—	—	—	0.00ms	—	0.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	0	2	0	0	0	0	2	0	1
Mean Time	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms	—	0.00ms
Shortest Time	—	—	—	—	—	0.00ms	—	—	—	—	0.00ms	—	0.00ms
Longest Time	—	—	—	—	—	1.00ms	—	—	—	—	0.00ms	—	0.00ms
Median Time	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms	—	0.00ms
PStDev Time	—	—	—	—	—	0.50ms	—	—	—	—	0.00ms	—	0.00ms

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Affirmation Time	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	2.70ms	3.00ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	2	0	0	0	0	0	0	0	2	1	4	1
Mean Time	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	1.00ms	3.00ms
Shortest Time	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	0.00ms	3.00ms
Longest Time	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	3.00ms	3.00ms
Median Time	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	0.50ms	3.00ms
PStDev Time	—	0.00ms	—	—	—	—	—	—	—	0.00ms	0.00ms	1.22ms	0.00ms





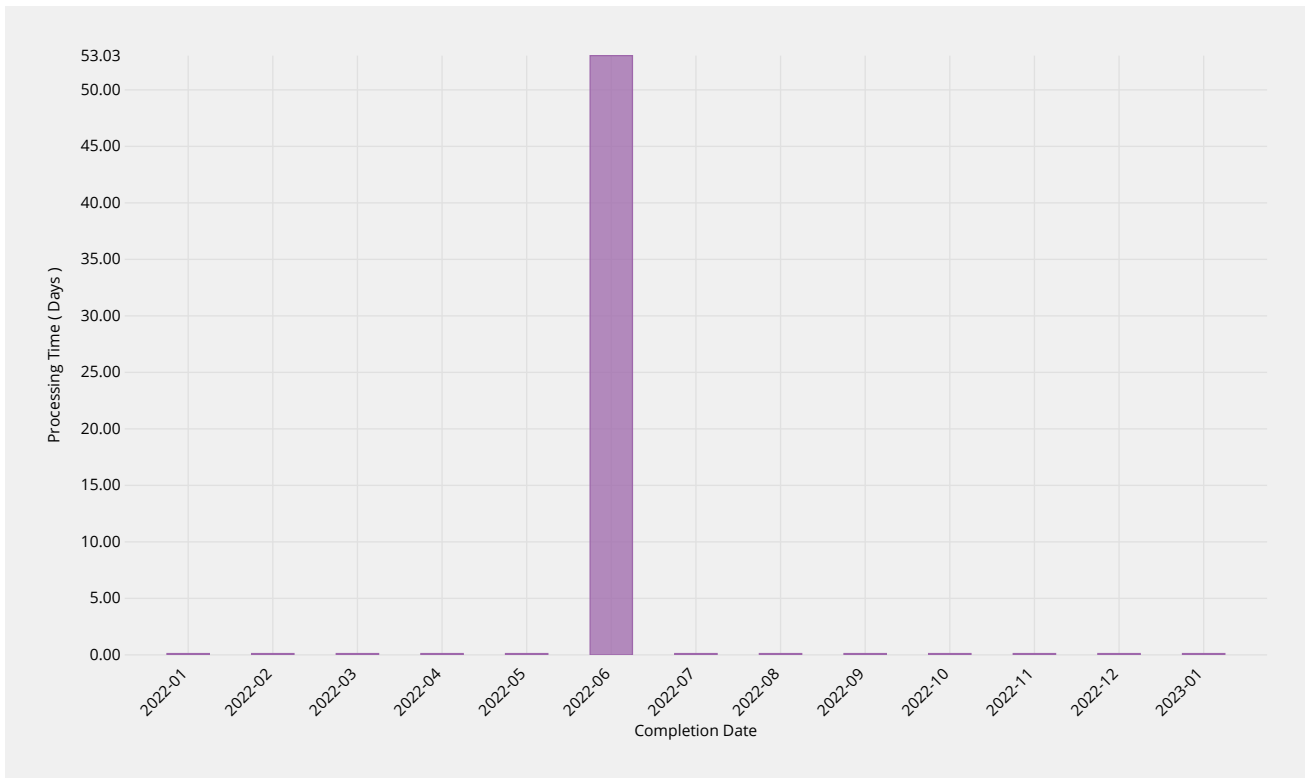
gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Request Count	2	2	11	1	0	3	2	5	1	1	0	0	0
Mean Time	0.01d	0.46d	0.15d	2.68d	—	0.07d	0.76d	0.10d	0.22d	0.70d	—	—	—
Shortest Time	0.01d	0.24d	0.08d	2.68d	—	0.03d	0.76d	0.08d	0.22d	0.70d	—	—	—
Longest Time	0.02d	0.67d	0.81d	2.68d	—	0.09d	0.76d	0.14d	0.22d	0.70d	—	—	—
Median Time	0.01d	0.46d	0.08d	2.68d	—	0.08d	0.76d	0.09d	0.22d	0.70d	—	—	—
PStDev Time	0.00d	0.21d	0.21d	0.00d	—	0.03d	0.00d	0.02d	0.00d	0.00d	—	—	—

ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Processing Time	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	2	0	0	0	0	1	0	1
Mean Time	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d
Shortest Time	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d
Longest Time	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d
Median Time	—	—	—	—	—	48.67d	—	—	—	—	0.43d	—	30.15d
PStDev Time	—	—	—	—	—	0.00d	—	—	—	—	0.00d	—	0.00d

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Processing Time	—	0.16d	—	—	—	—	—	—	—	1.39d	0.05d	191.84d	0.03d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	2	0	0	0	0	0	0	0	2	1	4	1
Mean Time	—	0.10d	—	—	—	—	—	—	—	0.71d	0.05d	48.01d	0.03d
Shortest Time	—	0.03d	—	—	—	—	—	—	—	0.04d	0.05d	0.00d	0.03d
Longest Time	—	0.16d	—	—	—	—	—	—	—	1.39d	0.05d	191.84d	0.03d
Median Time	—	0.10d	—	—	—	—	—	—	—	0.71d	0.05d	0.11d	0.03d
PStDev Time	—	0.07d	—	—	—	—	—	—	—	0.67d	0.00d	83.04d	0.00d

### Third Party Approval

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

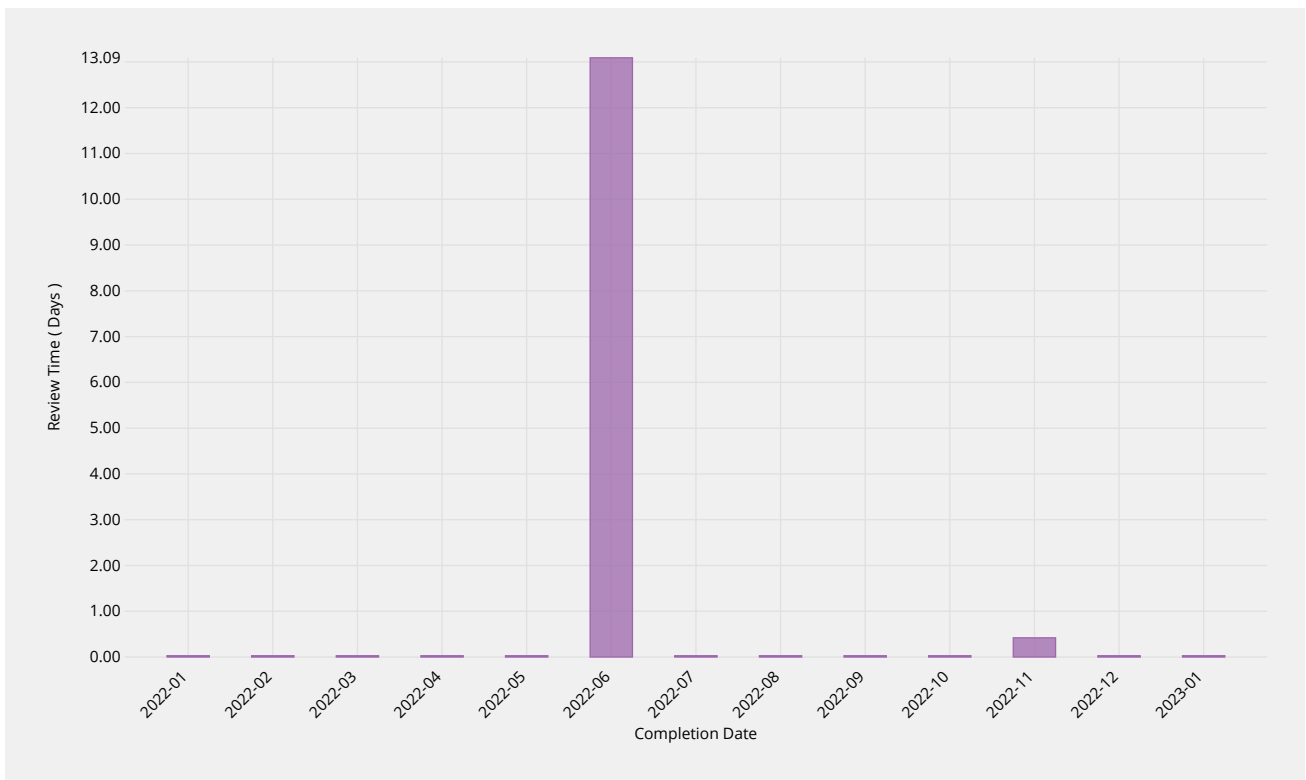


ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Processing Time	—	—	—	—	—	53.03d	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	2	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	53.03d	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	53.03d	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	53.03d	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	53.03d	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0.00d	—	—	—	—	—	—	—

## ccTLD Creation/Transfer

### Submission Review

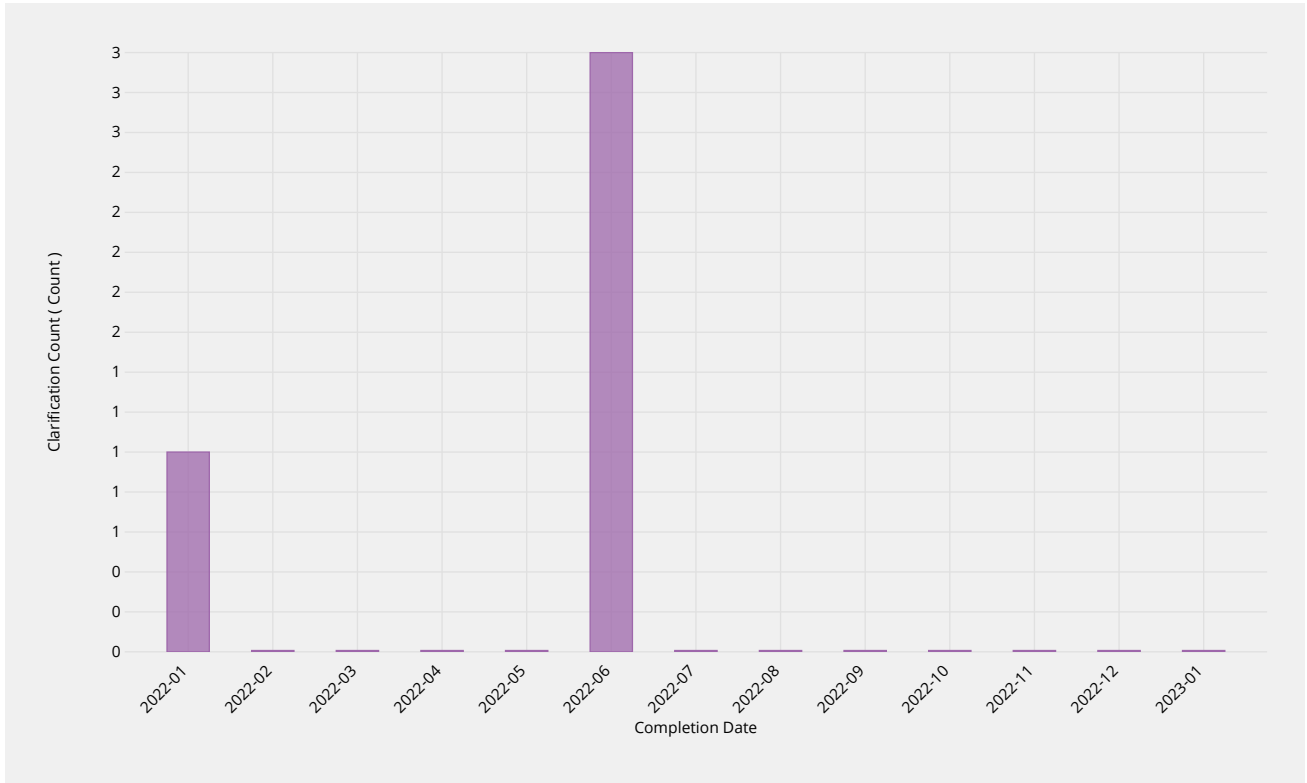
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Review Time	—	—	—	—	—	13.09d	—	—	—	—	0.42d	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d
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%
Review Count	0	0	0	0	0	4	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	12.37d	—	—	—	—	0.42d	—	—
Shortest Time	—	—	—	—	—	11.66d	—	—	—	—	0.42d	—	—
Longest Time	—	—	—	—	—	13.09d	—	—	—	—	0.42d	—	—
Median Time	—	—	—	—	—	12.37d	—	—	—	—	0.42d	—	—
PStDev Time	—	—	—	—	—	0.71d	—	—	—	—	0.00d	—	—

## Requester Clarification

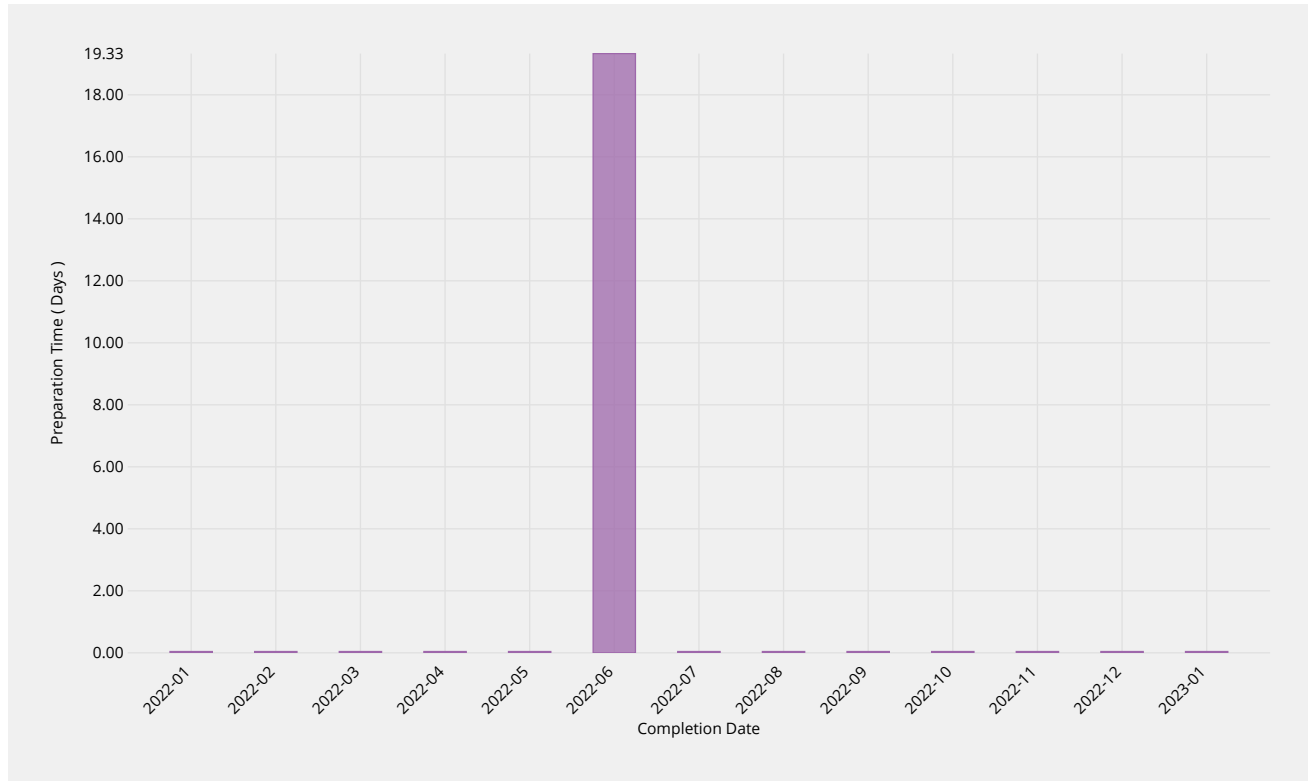
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Clarification Count	1	—	—	—	—	3	—	—	—	—	0	—	0
Request Count	1	0	0	0	0	2	0	0	0	0	2	0	1
Lowest Count	1	—	—	—	—	1	—	—	—	—	0	—	0
Highest Count	1	—	—	—	—	2	—	—	—	—	0	—	0

## Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and publication.



Report Preparation	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Preparation Time	—	—	—	—	—	19.33d	—	—	—	—	0.00d	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
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%
Report Count	0	0	0	0	0	2	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	19.32d	—	—	—	—	0.00d	—	—
Shortest Time	—	—	—	—	—	19.32d	—	—	—	—	0.00d	—	—
Longest Time	—	—	—	—	—	19.33d	—	—	—	—	0.00d	—	—
Median Time	—	—	—	—	—	19.32d	—	—	—	—	0.00d	—	—
PStDev Time	—	—	—	—	—	0.00d	—	—	—	—	0.00d	—	—

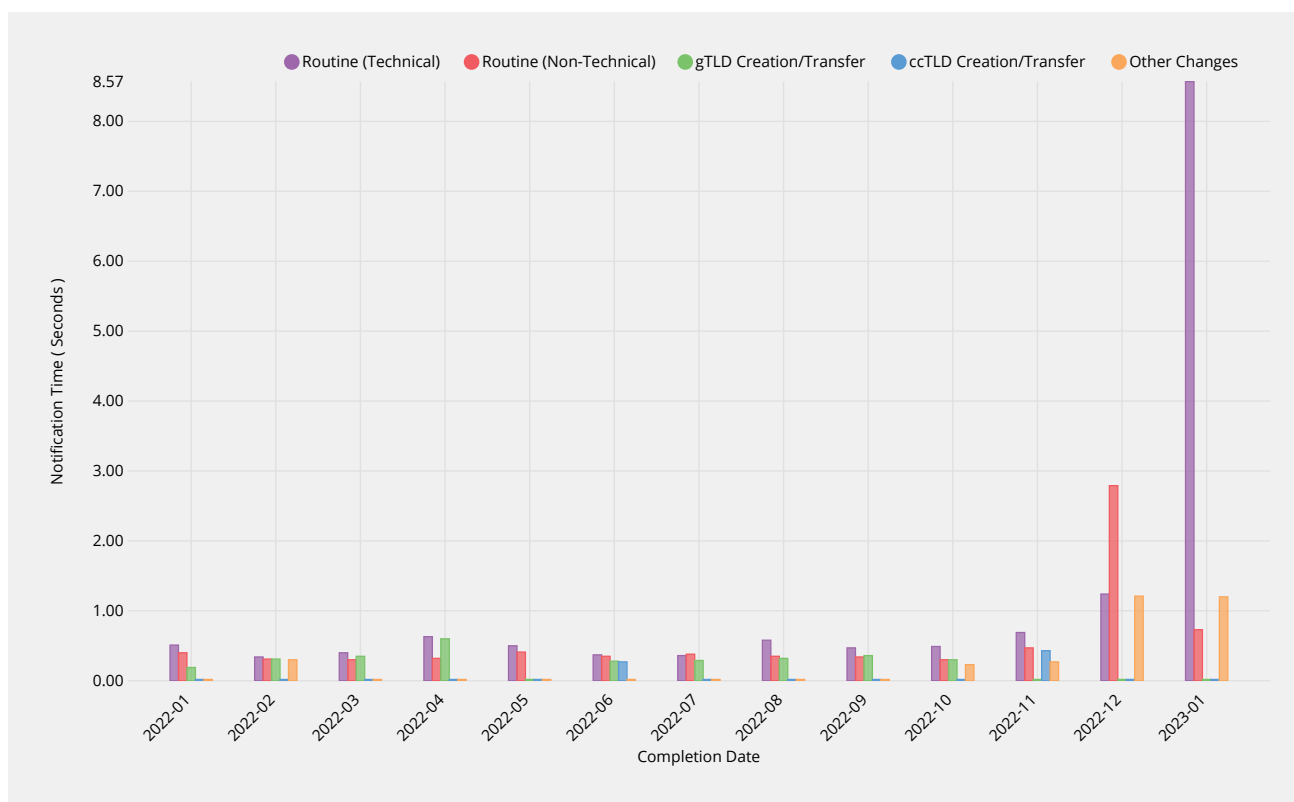


ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Publication Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.42h	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.42h	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.42h	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.42h	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00h	—	—

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Publication Time	—	25.81h	—	—	—	—	—	—	—	3.01h	0.56h	4.59h	6.41h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	2	0	0	0	0	0	0	0	2	1	2	1
Mean Time	—	13.52h	—	—	—	—	—	—	—	2.81h	0.56h	2.54h	6.41h
Shortest Time	—	1.23h	—	—	—	—	—	—	—	2.62h	0.56h	0.50h	6.41h
Longest Time	—	25.81h	—	—	—	—	—	—	—	3.01h	0.56h	4.59h	6.41h
Median Time	—	13.52h	—	—	—	—	—	—	—	2.81h	0.56h	2.54h	6.41h
PStDev Time	—	12.29h	—	—	—	—	—	—	—	0.19h	0.00h	2.04h	0.00h

## Notification of Completion

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



Routine (Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Notification Time	0.51s	0.34s	0.40s	0.63s	0.50s	0.37s	0.36s	0.58s	0.47s	0.49s	0.69s	1.24s	8.57s
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	51	27	25	23	218	62	289	39	33	29	53	69	21
Mean Time	0.27s	0.22s	0.23s	0.28s	0.30s	0.23s	0.26s	0.29s	0.26s	0.24s	0.40s	0.47s	2.44s
Shortest Time	0.13s	0.13s	0.13s	0.14s	0.13s	0.13s	0.14s	0.16s	0.13s	0.13s	0.25s	0.21s	1.10s
Longest Time	0.56s	0.39s	0.41s	0.64s	0.82s	0.53s	0.44s	0.67s	0.59s	0.56s	0.84s	2.15s	11.99s
Median Time	0.27s	0.21s	0.23s	0.22s	0.28s	0.19s	0.27s	0.23s	0.20s	0.19s	0.36s	0.35s	1.22s
PStDev Time	0.11s	0.07s	0.08s	0.15s	0.10s	0.08s	0.06s	0.13s	0.12s	0.12s	0.14s	0.35s	2.84s

Routine (Non-Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Notification Time	0.40s	0.31s	0.30s	0.32s	0.41s	0.35s	0.38s	0.35s	0.34s	0.30s	0.47s	2.79s	0.73s
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	12	27	26	8	10	32	26	80	9	21	57	21	21
Mean Time	0.22s	0.20s	0.21s	0.23s	0.25s	0.23s	0.23s	0.22s	0.26s	0.21s	0.33s	0.81s	0.38s
Shortest Time	0.14s	0.14s	0.14s	0.14s	0.15s	0.14s	0.14s	0.14s	0.17s	0.14s	0.20s	0.10s	0.08s
Longest Time	0.45s	0.35s	0.31s	0.36s	0.45s	0.58s	0.39s	0.49s	0.35s	0.32s	0.51s	6.15s	4.34s
Median Time	0.16s	0.17s	0.19s	0.23s	0.25s	0.20s	0.20s	0.19s	0.28s	0.19s	0.31s	0.36s	0.15s
PStDev Time	0.10s	0.06s	0.05s	0.06s	0.09s	0.09s	0.08s	0.07s	0.06s	0.06s	0.08s	1.35s	0.89s

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Notification Time	0.19s	0.31s	0.35s	0.60s	—	0.28s	0.29s	0.32s	0.36s	0.30s	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	2	11	1	0	3	2	5	1	1	0	0	0
Mean Time	0.17s	0.25s	0.19s	0.60s	—	0.23s	0.23s	0.26s	0.36s	0.30s	—	—	—
Shortest Time	0.15s	0.20s	0.15s	0.60s	—	0.14s	0.16s	0.20s	0.36s	0.30s	—	—	—
Longest Time	0.20s	0.31s	0.41s	0.60s	—	0.28s	0.30s	0.33s	0.36s	0.30s	—	—	—
Median Time	0.17s	0.25s	0.16s	0.60s	—	0.26s	0.23s	0.24s	0.36s	0.30s	—	—	—
PStDev Time	0.02s	0.06s	0.08s	0.00s	—	0.06s	0.07s	0.05s	0.00s	0.00s	—	—	—

ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Notification Time	—	—	—	—	—	0.27s	—	—	—	—	0.43s	—	—
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	0	0	0	0	2	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	0.24s	—	—	—	—	0.43s	—	—
Shortest Time	—	—	—	—	—	0.20s	—	—	—	—	0.43s	—	—
Longest Time	—	—	—	—	—	0.28s	—	—	—	—	0.43s	—	—
Median Time	—	—	—	—	—	0.24s	—	—	—	—	0.43s	—	—
PStDev Time	—	—	—	—	—	0.04s	—	—	—	—	0.00s	—	—

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Notification Time	—	0.30s	—	—	—	—	—	—	—	0.23s	0.27s	1.21s	1.20s
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	2	0	0	0	0	0	0	0	2	1	3	1
Mean Time	—	0.26s	—	—	—	—	—	—	—	0.22s	0.27s	0.61s	1.20s
Shortest Time	—	0.21s	—	—	—	—	—	—	—	0.21s	0.27s	0.24s	1.20s
Longest Time	—	0.30s	—	—	—	—	—	—	—	0.23s	0.27s	1.31s	1.20s
Median Time	—	0.26s	—	—	—	—	—	—	—	0.22s	0.27s	0.30s	1.20s
PStDev Time	—	0.04s	—	—	—	—	—	—	—	0.01s	0.00s	0.49s	0.00s

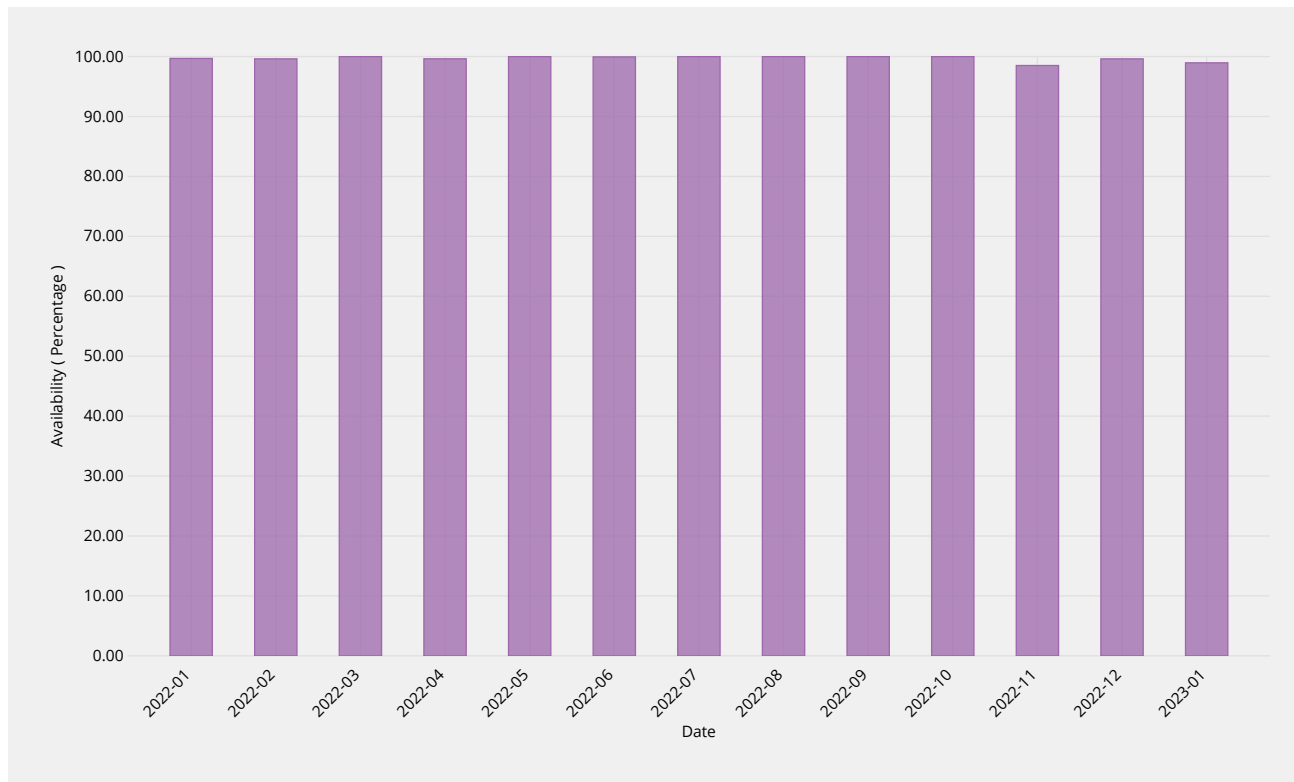






## Directory Service

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



WHOIS Availability	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Availability	99.69%	99.62%	99.99%	99.63%	100.00%	99.95%	99.99%	100.00%	100.00%	100.00%	98.51%	99.62%	98.96%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

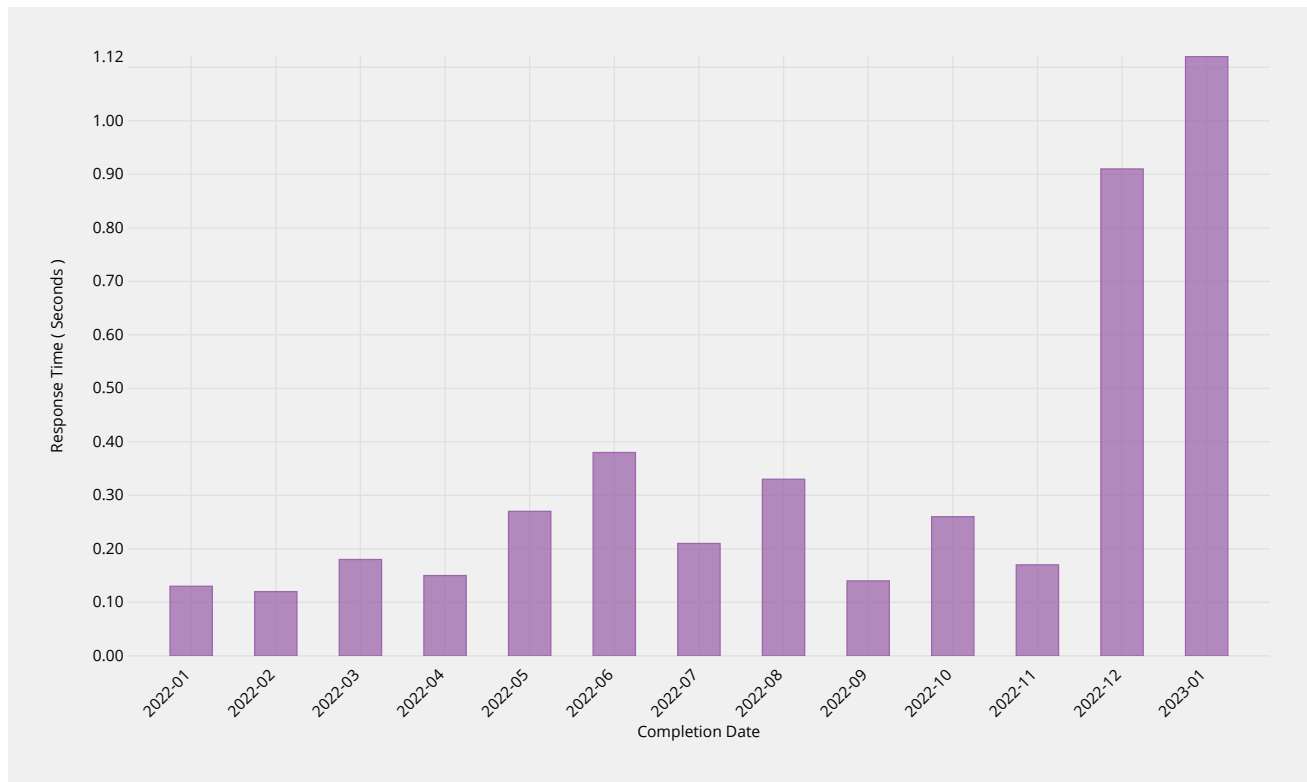
### Exception Narrative

Primary cause: Denial of Service Attacks  
 Analysis/Comments: IANA's WHOIS service was affected by an increase in denial of service attacks targeted at ICANN systems. The attacks impacted the DNS which prevented access to the WHOIS service. In response, changes were made to both improve the resiliency and increase capacity of the impacted systems.



## Credential Recovery

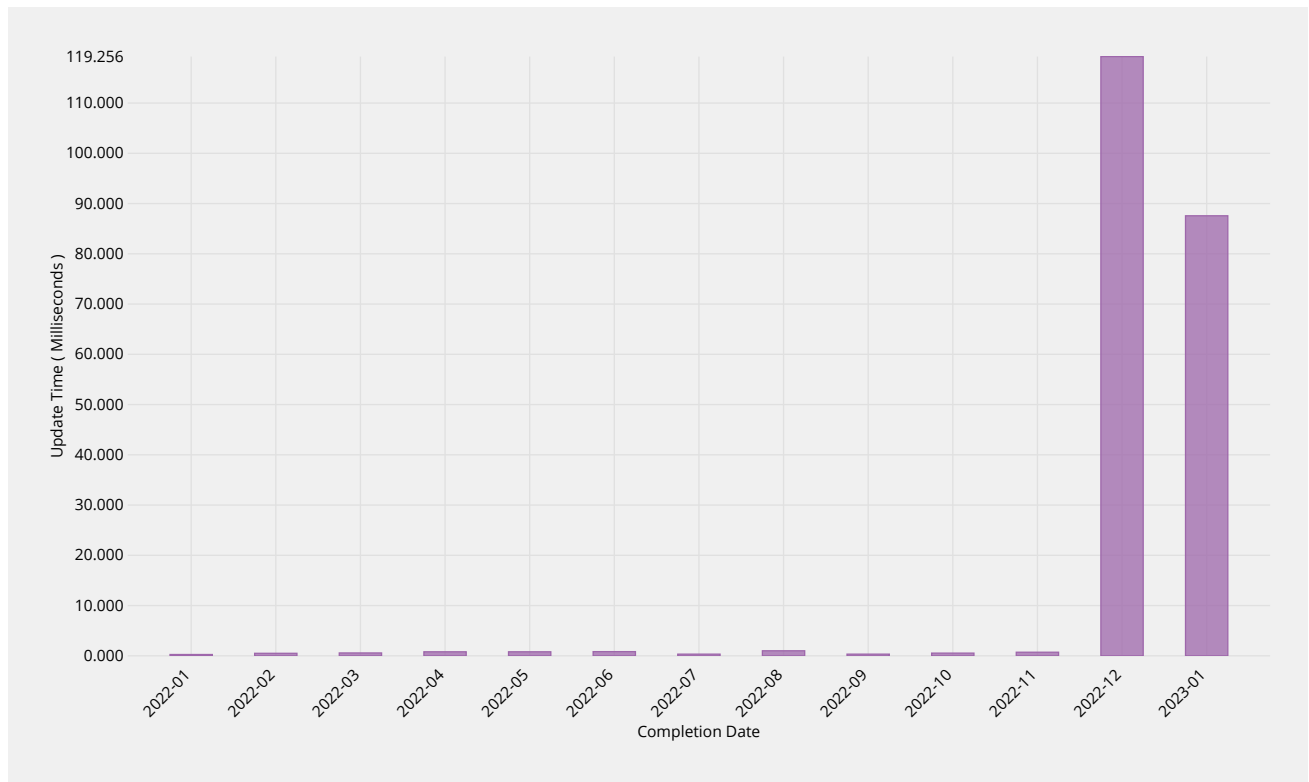
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	0.13s	0.12s	0.18s	0.15s	0.27s	0.38s	0.21s	0.33s	0.14s	0.26s	0.17s	0.91s	1.12s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	2	8	8	5	20	6	3	20	3	13	10	43	16
Mean Time	0.09s	0.06s	0.11s	0.12s	0.14s	0.20s	0.14s	0.17s	0.12s	0.14s	0.09s	0.28s	0.38s
Shortest Time	0.04s	0.01s	0.03s	0.07s	0.06s	0.05s	0.07s	0.02s	0.08s	0.02s	0.05s	0.02s	0.05s
Longest Time	0.14s	0.13s	0.18s	0.15s	0.33s	0.43s	0.22s	0.83s	0.14s	0.27s	0.18s	1.47s	1.77s
Median Time	0.09s	0.05s	0.12s	0.12s	0.14s	0.17s	0.13s	0.12s	0.13s	0.14s	0.07s	0.15s	0.16s
PStDev Time	0.05s	0.03s	0.05s	0.03s	0.07s	0.12s	0.06s	0.17s	0.03s	0.08s	0.04s	0.30s	0.45s

## Credential Change

Time to implement new password within the system.

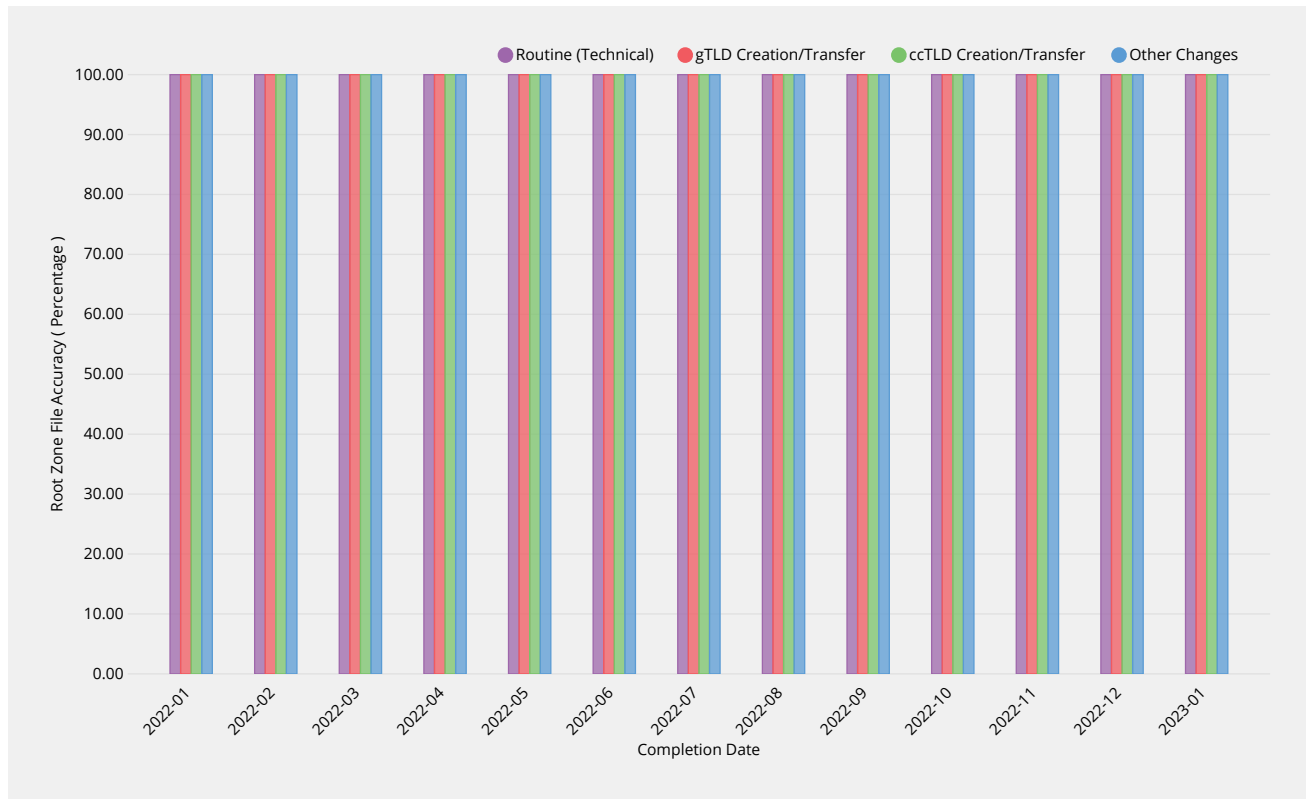


Credential Change	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Update Time	0.000ms	1.000ms	1.000ms	1.000ms	1.800ms	1.750ms	0.900ms	2.450ms	0.900ms	2.800ms	1.700ms	482.196ms	95.100ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	2	4	7	5	5	6	3	18	3	13	7	19	7
Mean Time	0.000ms	0.500ms	0.571ms	0.800ms	0.800ms	0.833ms	0.333ms	1.000ms	0.333ms	0.538ms	0.714ms	119.256ms	87.571ms
Shortest Time	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	78.000ms
Longest Time	0.000ms	1.000ms	1.000ms	1.000ms	2.000ms	2.000ms	1.000ms	5.000ms	1.000ms	4.000ms	2.000ms	911.000ms	96.000ms
Median Time	0.000ms	0.500ms	1.000ms	1.000ms	1.000ms	1.000ms	0.000ms	1.000ms	0.000ms	0.000ms	1.000ms	86.222ms	89.000ms
PStDev Time	0.000ms	0.500ms	0.495ms	0.400ms	0.748ms	0.687ms	0.471ms	1.202ms	0.471ms	1.151ms	0.700ms	209.450ms	6.044ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	51	27	25	23	218	62	289	39	33	29	53	69	21

gTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	2	2	11	1	0	3	2	5	1	1	0	0	0

ccTLD Creation/Transfer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	2	0	0	0	0	1	0	0

Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	2	0	0	0	0	0	0	0	2	1	3	1



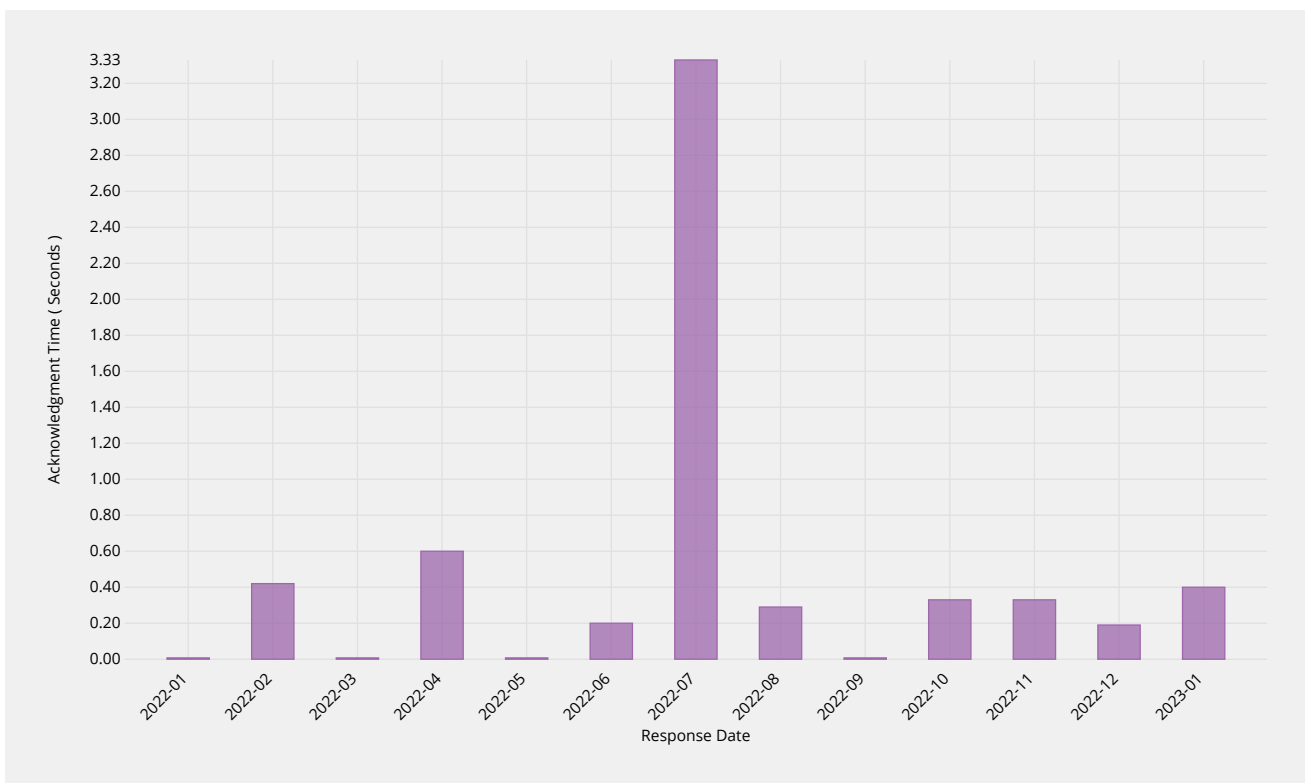


Other Changes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Request Count	0	2	0	0	0	0	0	0	0	2	1	3	1

## Enquiry Processing

### Time to acknowledge

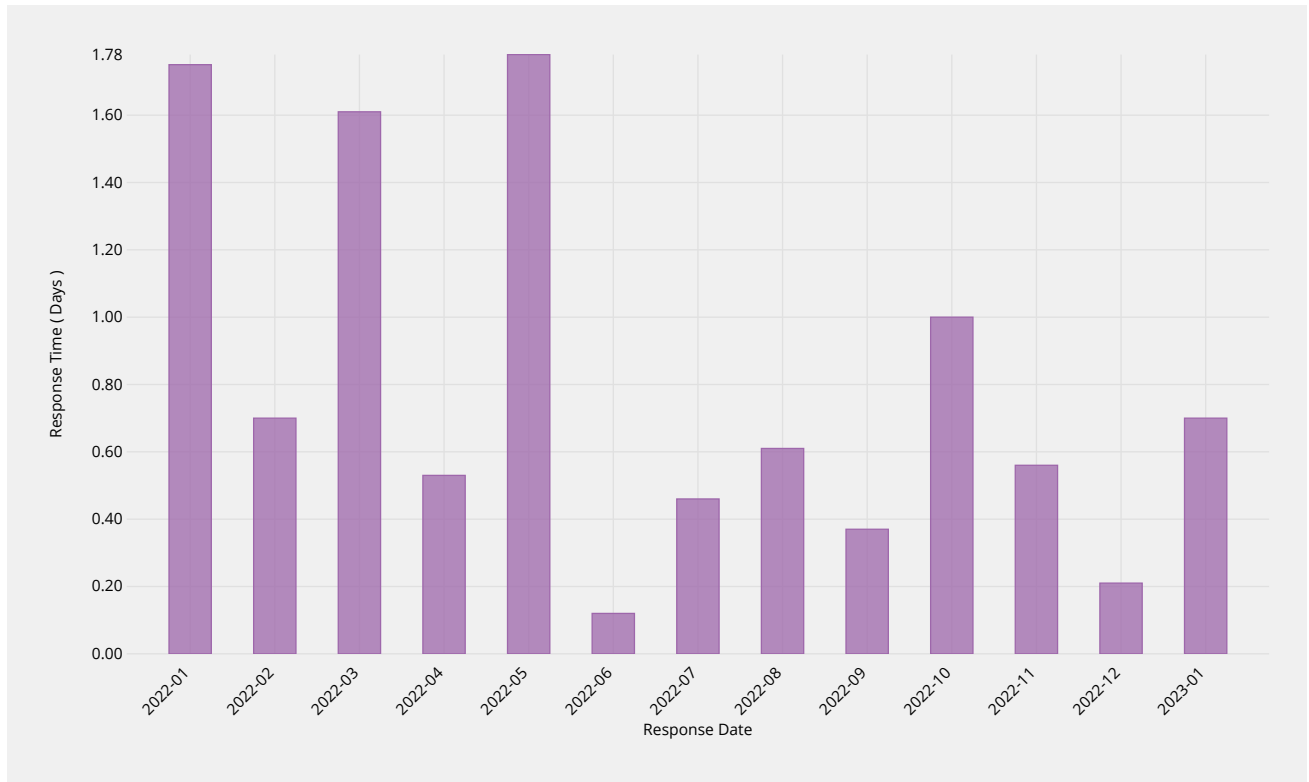
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Acknowledgment Time	0.00s	1.00s	0.00s	1.00s	0.00s	0.80s	14.50s	1.00s	0.00s	0.90s	0.90s	1.00s	1.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	4	12	5	10	7	5	6	7	4	3	3	16	5
Mean Time	0.00s	0.42s	0.00s	0.60s	0.00s	0.20s	3.33s	0.29s	0.00s	0.33s	0.33s	0.19s	0.40s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	0.00s	1.00s	0.00s	1.00s	0.00s	1.00s	19.00s	1.00s	0.00s	1.00s	1.00s	1.00s	1.00s
Median Time	0.00s	0.00s	0.00s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.49s	0.00s	0.49s	0.00s	0.40s	7.02s	0.45s	0.00s	0.47s	0.47s	0.39s	0.49s

## Time to initial response

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

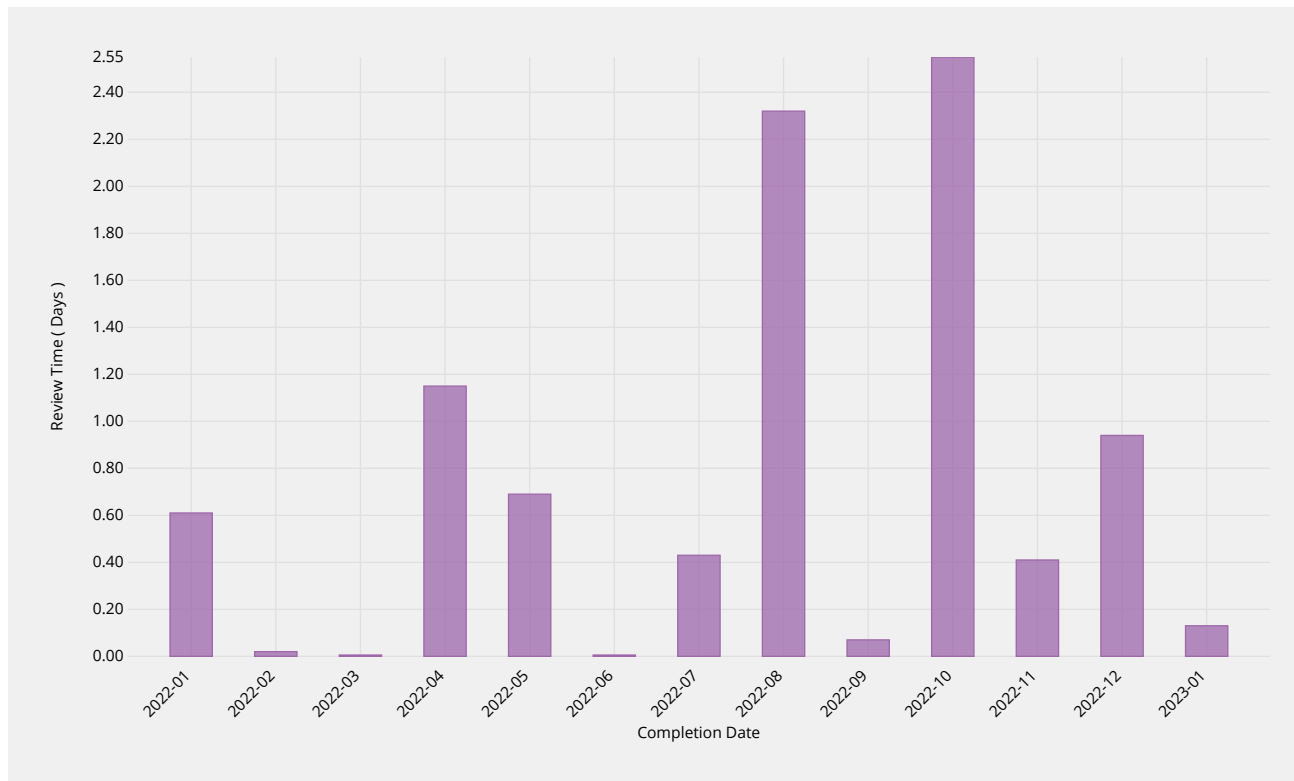


Manual Enquiries	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Response Time	2.80d	2.21d	3.90d	0.97d	4.37d	0.23d	0.83d	1.39d	0.76d	2.33d	0.86d	0.45d	1.93d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	11	6	6	6	4	5	7	3	3	3	15	5
Mean Time	1.75d	0.70d	1.61d	0.53d	1.78d	0.12d	0.46d	0.61d	0.37d	1.00d	0.56d	0.21d	0.70d
Shortest Time	0.00d	0.02d	0.01d	0.05d	0.05d	0.02d	0.18d	0.04d	0.08d	0.01d	0.01d	0.01d	0.03d
Longest Time	3.08d	2.25d	4.95d	1.18d	5.79d	0.25d	0.96d	2.77d	0.93d	2.88d	0.87d	0.54d	3.10d
Median Time	1.96d	0.28d	0.82d	0.56d	0.77d	0.10d	0.32d	0.32d	0.09d	0.12d	0.81d	0.20d	0.14d
PStDev Time	1.12d	0.79d	1.79d	0.41d	2.02d	0.10d	0.30d	0.90d	0.40d	1.33d	0.39d	0.18d	1.20d

# Label Generation Rulesets

## Review Time

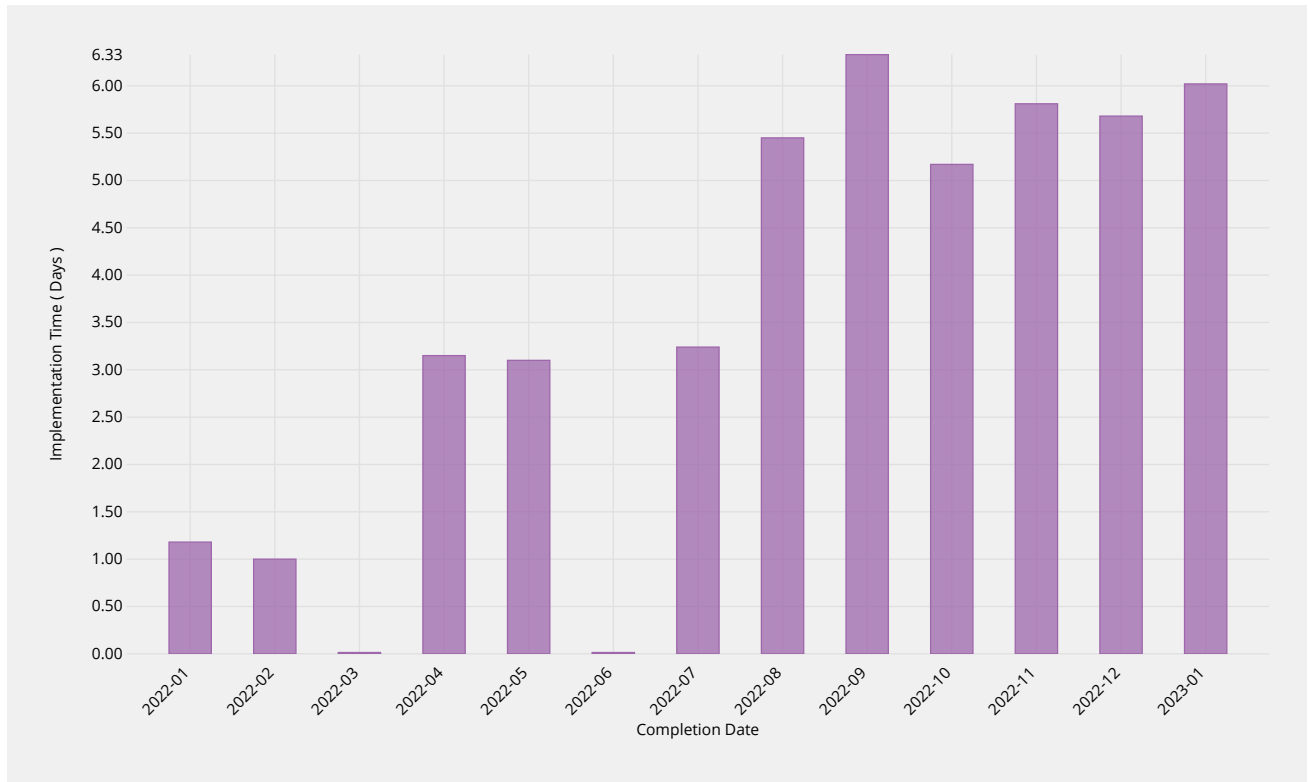
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Review Time	0.61d	0.02d	—	1.15d	0.69d	—	0.43d	2.32d	0.07d	2.55d	0.41d	0.94d	0.13d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	2	1	0	1	3	0	2	3	2	5	3	3	1
Shortest Time	0.25d	0.02d	—	1.15d	0.16d	—	0.01d	0.13d	0.04d	0.62d	0.06d	0.01d	0.13d
Longest Time	0.65d	0.02d	—	1.15d	0.69d	—	0.48d	2.47d	0.08d	3.03d	0.49d	1.00d	0.13d
Median Time	0.45d	0.02d	—	1.15d	0.68d	—	0.24d	1.73d	0.06d	1.09d	0.07d	0.70d	0.13d
PStDev Time	0.20d	0.00d	—	0.00d	0.25d	—	0.24d	0.98d	0.02d	0.88d	0.20d	0.42d	0.00d

## Implementation Time

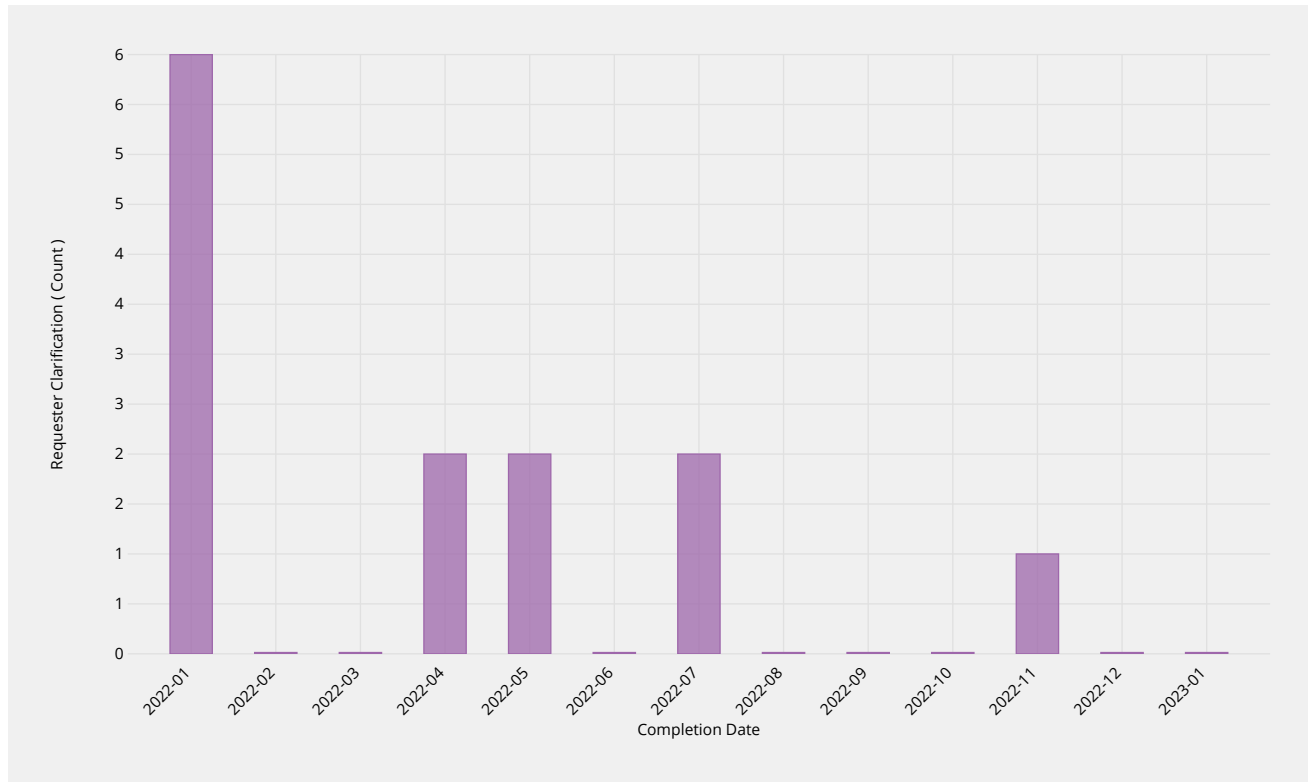
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Implementation Time	1.18d	1.00d	—	3.15d	3.10d	—	3.24d	5.45d	6.33d	5.17d	5.81d	5.68d	6.02d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	1	0	1	3	0	2	3	2	5	4	3	1
Shortest Time	0.93d	1.00d	—	3.15d	0.31d	—	2.14d	3.93d	2.13d	0.32d	1.86d	1.98d	6.02d
Longest Time	1.20d	1.00d	—	3.15d	3.79d	—	3.36d	5.83d	6.79d	5.20d	5.90d	6.13d	6.02d
Median Time	1.07d	1.00d	—	3.15d	0.31d	—	2.75d	3.93d	4.46d	1.25d	3.79d	3.87d	6.02d
PStDev Time	0.14d	0.00d	—	0.00d	1.64d	—	0.61d	0.90d	2.33d	2.24d	1.92d	1.70d	0.00d

## Requester Clarification

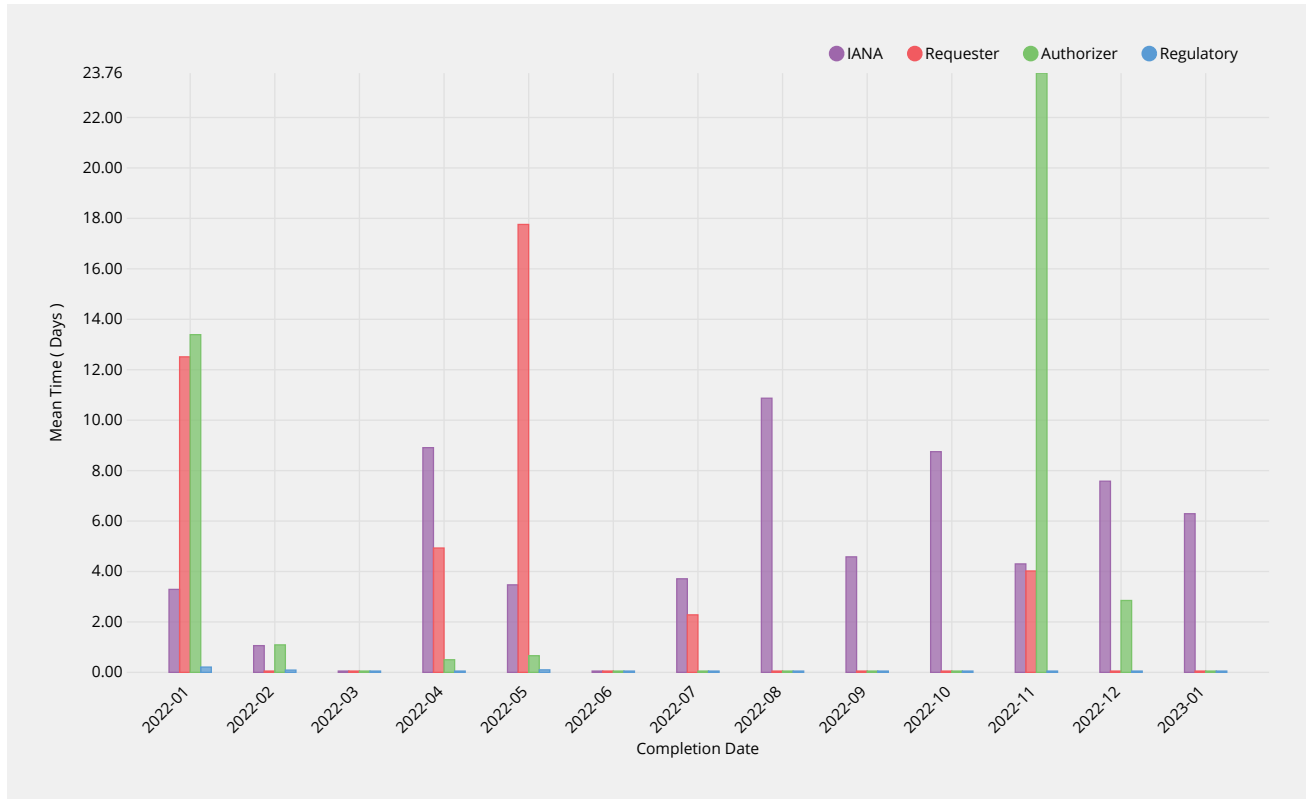
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Count	6	0	—	2	2	—	2	0	0	0	1	0	0
Request Count	2	1	0	1	3	0	2	3	2	5	4	3	1
Shortest Clarification	1	0	—	2	0	—	0	0	0	0	0	0	0
Longest Clarification	5	0	—	2	1	—	2	0	0	0	1	0	0

## Time per Actor

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



IANA	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Mean Time	3.29d	1.06d	—	8.91d	3.47d	—	3.71d	10.87d	4.58d	8.75d	4.30d	7.58d	6.29d
Review Count	2	1	0	1	3	0	2	3	2	4	4	2	1
Shortest Time	2.87d	1.06d	—	8.91d	3.05d	—	3.37d	6.22d	2.28d	1.11d	2.11d	2.00d	6.29d
Longest Time	3.70d	1.06d	—	8.91d	4.28d	—	4.06d	13.82d	6.87d	21.58d	7.07d	13.17d	6.29d
Median Time	3.29d	1.06d	—	8.91d	3.07d	—	3.71d	12.55d	4.58d	6.15d	4.02d	7.58d	6.29d
PStDev Time	0.41d	0.00d	—	0.00d	0.58d	—	0.34d	3.32d	2.29d	7.76d	2.22d	5.58d	0.00d

Requester	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Mean Time	12.51d	—	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d	—	—
Review Count	2	0	0	1	2	0	1	0	0	0	1	0	0
Shortest Time	10.88d	—	—	4.93d	17.72d	—	2.28d	—	—	—	4.02d	—	—
Longest Time	14.14d	—	—	4.93d	17.80d	—	2.28d	—	—	—	4.02d	—	—
Median Time	12.51d	—	—	4.93d	17.76d	—	2.28d	—	—	—	4.02d	—	—
PStDev Time	1.63d	—	—	0.00d	0.04d	—	0.00d	—	—	—	0.00d	—	—

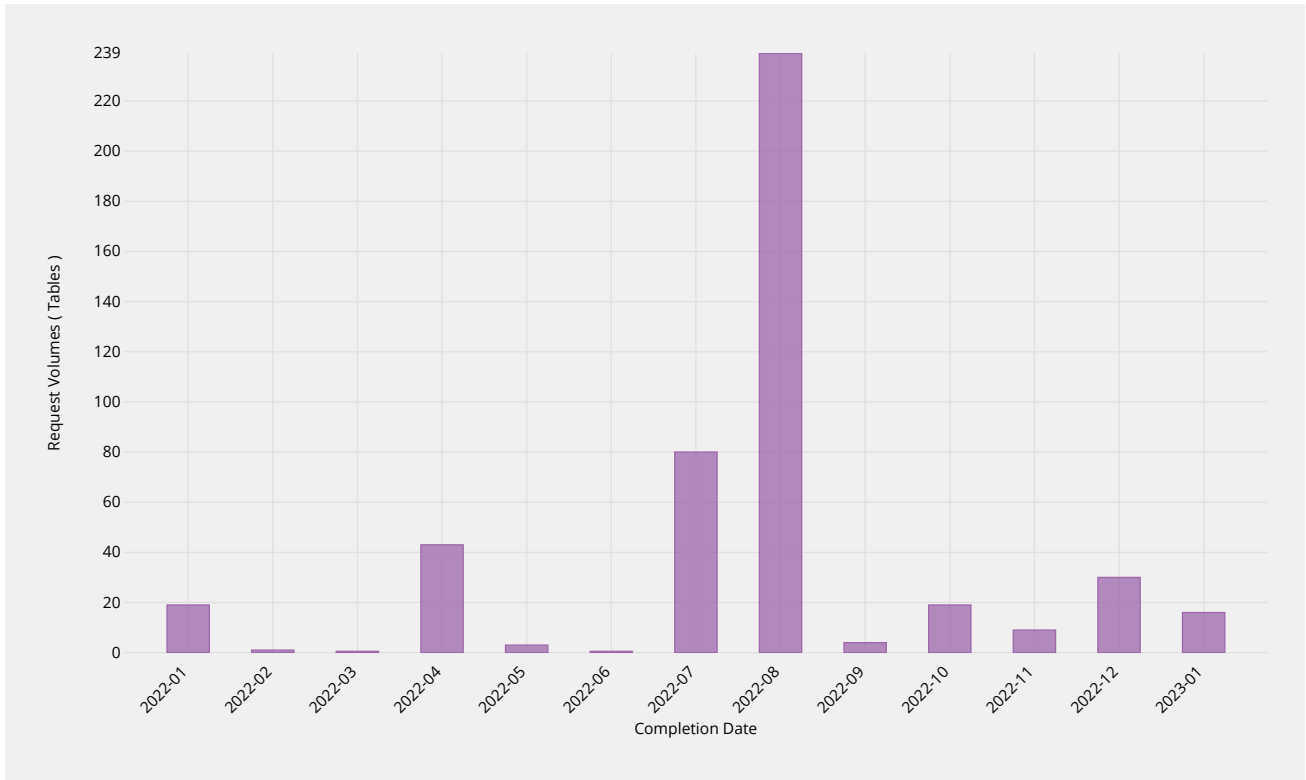
Authorizer	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Mean Time	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—
Review Count	1	1	0	1	1	0	0	0	0	0	1	1	0
Shortest Time	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—
Longest Time	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—
Median Time	13.39d	1.09d	—	0.50d	0.66d	—	—	—	—	—	23.76d	2.85d	—
PStDev Time	0.00d	0.00d	—	0.00d	0.00d	—	—	—	—	—	0.00d	0.00d	—

Regulatory	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Mean Time	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—
Review Count	1	1	0	1	1	0	0	0	0	0	1	1	0
Shortest Time	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—

Regulatory	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Longest Time	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—
Median Time	0.21d	0.09d	—	0.05d	0.10d	—	—	—	—	—	0.05d	0.01d	—
PStDev Time	0.00d	0.00d	—	0.00d	0.00d	—	—	—	—	—	0.00d	0.00d	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2022-01	2022-02	2022-03	2022-04	2022-05	2022-06	2022-07	2022-08	2022-09	2022-10	2022-11	2022-12	2023-01
Total LGRs Processed	19	1	—	43	3	—	80	239	4	19	9	30	16
Request Count	2	1	0	1	3	0	2	3	2	5	4	3	1
Average LGRs per Request	10	1	—	43	1	—	40	80	2	4	2	10	16
Smallest per Request	1	1	—	43	1	—	40	1	1	1	1	2	16
Largest per Request	18	1	—	43	1	—	40	196	3	8	4	24	16

# 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.