

# IANA Naming Function Monthly Performance Report

December 2020

Summary of Performance .....	2
Exceptions and Narrative.....	4
Detailed Performance .....	5
Definitions.....	40

## Summary of Performance


Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.59s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.15s	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%)	✓ 0.56s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✗ 3.03d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.41d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.50m	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%)	✓ 0.38m	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%)	✓ 0.52m	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
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 3.85ms	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%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	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%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.00ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.64d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.88d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.65d	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	—	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 48.86h	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	17.00h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.33s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.22s	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%)	✓ 0.21s	p24
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.10s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.000ms	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%)	✓ —	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ —	p34
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 0.61d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 3.80d	p36
Requester Clarification	Requester Clarification	N/A	0	p37
Time per Actor	IANA	N/A	3.80d	p38
Time per Actor	Requester	N/A	—	p38
Time per Actor	Authorizer	N/A	0.00d	p38
Time per Actor	Regulatory	N/A	0.34d	p38
Request Volumes	Request Volumes	N/A	430	p39

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

## Exceptions and Narrative for Reporting Period

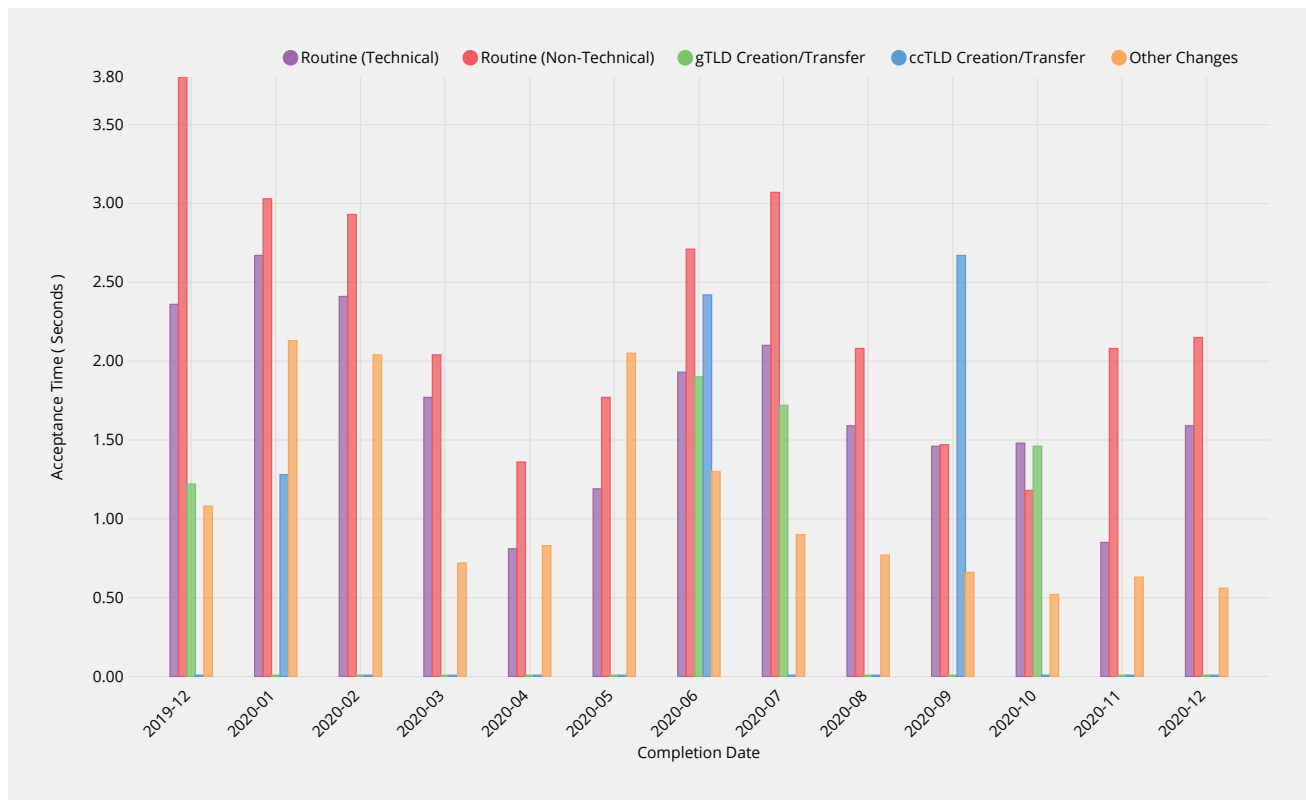
Metric	Category	Expected	Actual
Manual Lodgment Time	Routine (Technical)	3d	3.03d 
Primary cause:	Manual lodgment delayed due to holiday schedule		
Analysis/Comments:	One routine technical change request slightly exceeded the manual lodgment threshold of 3 days. The request template was emailed to PTI on Christmas, which was a Friday, and lodged into the Root Zone Management System on Monday. PTI's offices are closed over the holidays, and our staff works a modified schedule.		

# 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)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Acceptance Time	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s	2.10s	1.59s	1.46s	1.48s	0.85s	1.59s
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	42	72	36	71	704	83	255	53	33	77	154	145	62
Mean Time	1.50s	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s	1.03s	0.74s	0.68s	0.66s	0.63s	0.72s
Shortest Time	0.64s	0.63s	0.61s	0.50s	0.51s	0.54s	0.67s	0.58s	0.48s	0.47s	0.38s	0.43s	0.49s
Longest Time	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s	2.56s	1.66s	2.35s	1.83s	1.89s	2.12s
Median Time	1.25s	1.26s	1.09s	0.66s	0.60s	0.67s	1.05s	0.94s	0.60s	0.60s	0.58s	0.58s	0.62s
PStDev Time	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s	0.48s	0.33s	0.30s	0.27s	0.21s	0.32s

Routine (Non-Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Acceptance Time	3.80s	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s	3.07s	2.08s	1.47s	1.18s	2.08s	2.15s
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	23	145	69	22	111	59	28	14	14	20	204	70	24
Mean Time	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s	1.84s	1.12s	1.14s	1.02s	1.45s	1.19s
Shortest Time	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s	1.14s	0.81s	0.80s	0.76s	0.85s	0.94s
Longest Time	4.36s	3.89s	3.94s	2.10s	2.47s	3.21s	2.92s	3.08s	2.20s	1.48s	2.15s	2.20s	2.48s
Median Time	2.00s	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s	1.62s	0.94s	1.07s	1.00s	1.29s	1.07s
PStDev Time	0.72s	0.61s	0.63s	0.40s	0.25s	0.39s	0.44s	0.61s	0.42s	0.20s	0.16s	0.44s	0.37s

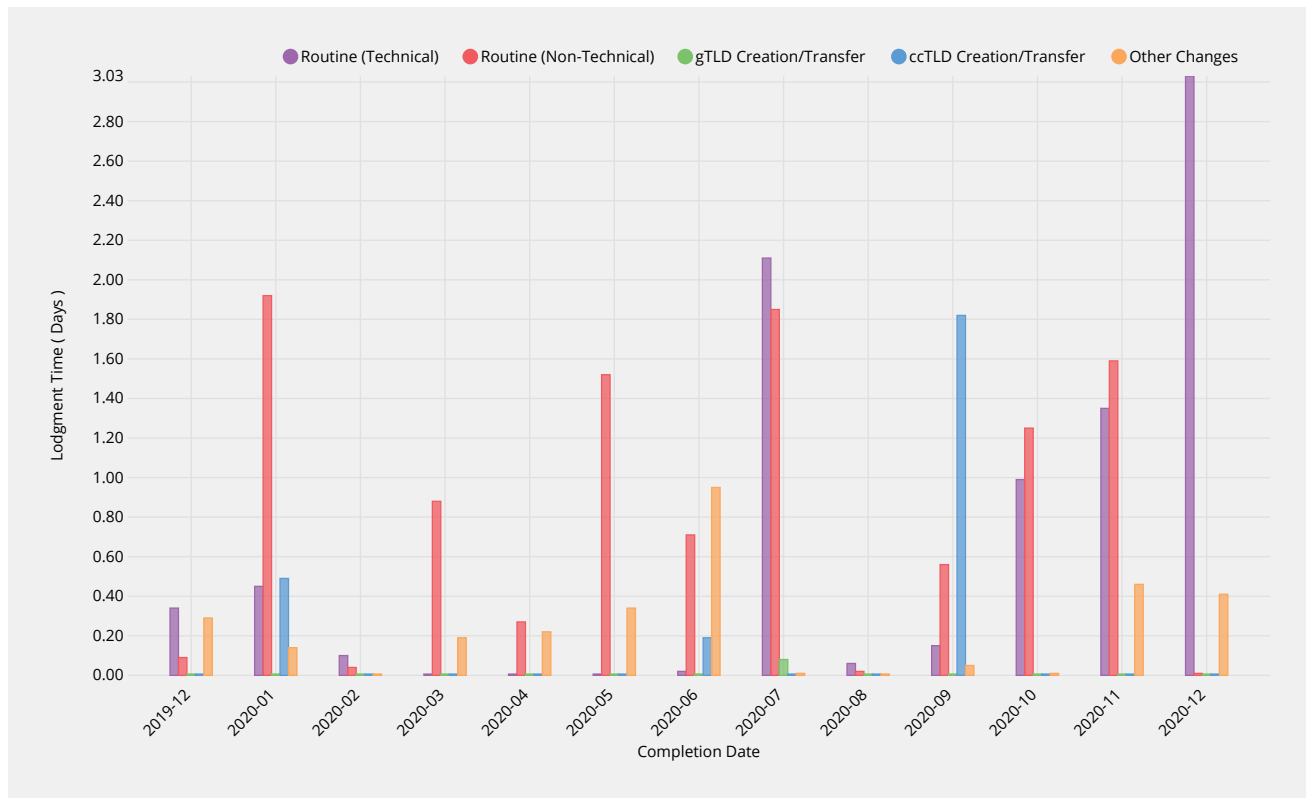
gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Acceptance Time	1.22s	—	—	—	—	—	1.90s	1.72s	—	—	1.46s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	0	0	0	3	1	0	0	4	0	0
Mean Time	1.22s	—	—	—	—	—	1.43s	1.72s	—	—	1.08s	—	—
Shortest Time	1.22s	—	—	—	—	—	1.12s	1.72s	—	—	0.63s	—	—
Longest Time	1.22s	—	—	—	—	—	1.98s	1.72s	—	—	1.51s	—	—
Median Time	1.22s	—	—	—	—	—	1.18s	1.72s	—	—	1.10s	—	—
PStDev Time	0.00s	—	—	—	—	—	0.39s	0.00s	—	—	0.31s	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Acceptance Time	—	1.28s	—	—	—	—	2.42s	—	—	2.67s	—	—	—
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	1	0	0	1	0	0	0
Mean Time	—	1.16s	—	—	—	—	2.42s	—	—	2.67s	—	—	—
Shortest Time	—	1.03s	—	—	—	—	2.42s	—	—	2.67s	—	—	—
Longest Time	—	1.29s	—	—	—	—	2.42s	—	—	2.67s	—	—	—
Median Time	—	1.16s	—	—	—	—	2.42s	—	—	2.67s	—	—	—
PStDev Time	—	0.13s	—	—	—	—	0.00s	—	—	0.00s	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Acceptance Time	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s	0.90s	0.77s	0.66s	0.52s	0.63s	0.56s
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	2	5	1	2	1	4	3	2	1	2	1	2	2
Mean Time	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s
Shortest Time	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s	0.64s	0.77s	0.53s	0.52s	0.55s	0.54s
Longest Time	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s	0.92s	0.77s	0.66s	0.52s	0.63s	0.56s
Median Time	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s
PStDev Time	0.07s	0.36s	0.00s	0.04s	0.00s	0.49s	0.12s	0.14s	0.00s	0.07s	0.00s	0.04s	0.01s

## Manual Lodgment Time

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



Routine (Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Lodgment Time	0.34d	0.45d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	0.99d	1.35d	3.03d
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	3	6	1	1	0	0	1	1	1	2	6	4	2
Mean Time	0.23d	0.25d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.25d	0.55d	1.74d
Shortest Time	0.13d	0.10d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.04d	0.00d	0.00d	0.31d
Longest Time	0.36d	0.48d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.15d	1.29d	1.52d	3.17d
Median Time	0.19d	0.21d	0.10d	0.00d	—	—	0.02d	2.11d	0.06d	0.10d	0.06d	0.34d	1.74d
PStDev Time	0.10d	0.14d	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.06d	0.47d	0.58d	1.43d

### Exception Narrative

**Primary cause:** Manual lodgment delayed due to holiday schedule  
**Analysis/Comments:** One routine technical change request slightly exceeded the manual lodgment threshold of 3 days. The request template was emailed to PTI on Christmas, which was a Friday, and lodged into the Root Zone Management System on Monday. PTI's offices are closed over the holidays, and our staff works a modified schedule.

Routine (Non-Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Lodgment Time	0.09d	1.92d	0.04d	0.88d	0.27d	1.52d	0.71d	1.85d	0.02d	0.56d	1.25d	1.59d	0.01d
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	6	1	4	5	1	5	4	1	1	4	4	1
Mean Time	0.09d	0.85d	0.04d	0.41d	0.17d	1.52d	0.34d	0.65d	0.02d	0.56d	0.65d	0.61d	0.01d
Shortest Time	0.09d	0.06d	0.04d	0.07d	0.01d	1.52d	0.02d	0.02d	0.02d	0.56d	0.10d	0.06d	0.01d
Longest Time	0.09d	2.02d	0.04d	0.98d	0.27d	1.52d	0.76d	2.10d	0.02d	0.56d	1.30d	1.80d	0.01d
Median Time	0.09d	0.59d	0.04d	0.30d	0.23d	1.52d	0.25d	0.24d	0.02d	0.56d	0.60d	0.29d	0.01d
PStDev Time	0.00d	0.72d	0.00d	0.34d	0.11d	0.00d	0.26d	0.85d	0.00d	0.00d	0.51d	0.70d	0.00d

gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Lodgment Time	—	—	—	—	—	—	—	0.08d	—	—	—	—	—
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	0	0	0	0	0	1	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	0.08d	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.08d	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	0.08d	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	0.08d	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	—	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Lodgment Time	—	0.49d	—	—	—	—	0.19d	—	—	1.82d	—	—	—
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	1	0	0	1	0	0	0
Mean Time	—	0.35d	—	—	—	—	0.19d	—	—	1.82d	—	—	—
Shortest Time	—	0.19d	—	—	—	—	0.19d	—	—	1.82d	—	—	—
Longest Time	—	0.50d	—	—	—	—	0.19d	—	—	1.82d	—	—	—
Median Time	—	0.35d	—	—	—	—	0.19d	—	—	1.82d	—	—	—
PStDev Time	—	0.16d	—	—	—	—	0.00d	—	—	0.00d	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Lodgment Time	0.29d	0.14d	—	0.19d	0.22d	0.34d	0.95d	0.01d	—	0.05d	0.01d	0.46d	0.41d
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	0	2	1	2	2	2	0	1	1	1	2
Mean Time	0.29d	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d
Shortest Time	0.29d	0.14d	—	0.19d	0.22d	0.24d	0.01d	0.01d	—	0.05d	0.01d	0.46d	0.27d
Longest Time	0.29d	0.14d	—	0.19d	0.22d	0.35d	1.00d	0.01d	—	0.05d	0.01d	0.46d	0.42d
Median Time	0.29d	0.14d	—	0.19d	0.22d	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d
PStDev Time	0.00d	0.00d	—	0.00d	0.00d	0.05d	0.49d	0.00d	—	0.00d	0.00d	0.00d	0.08d



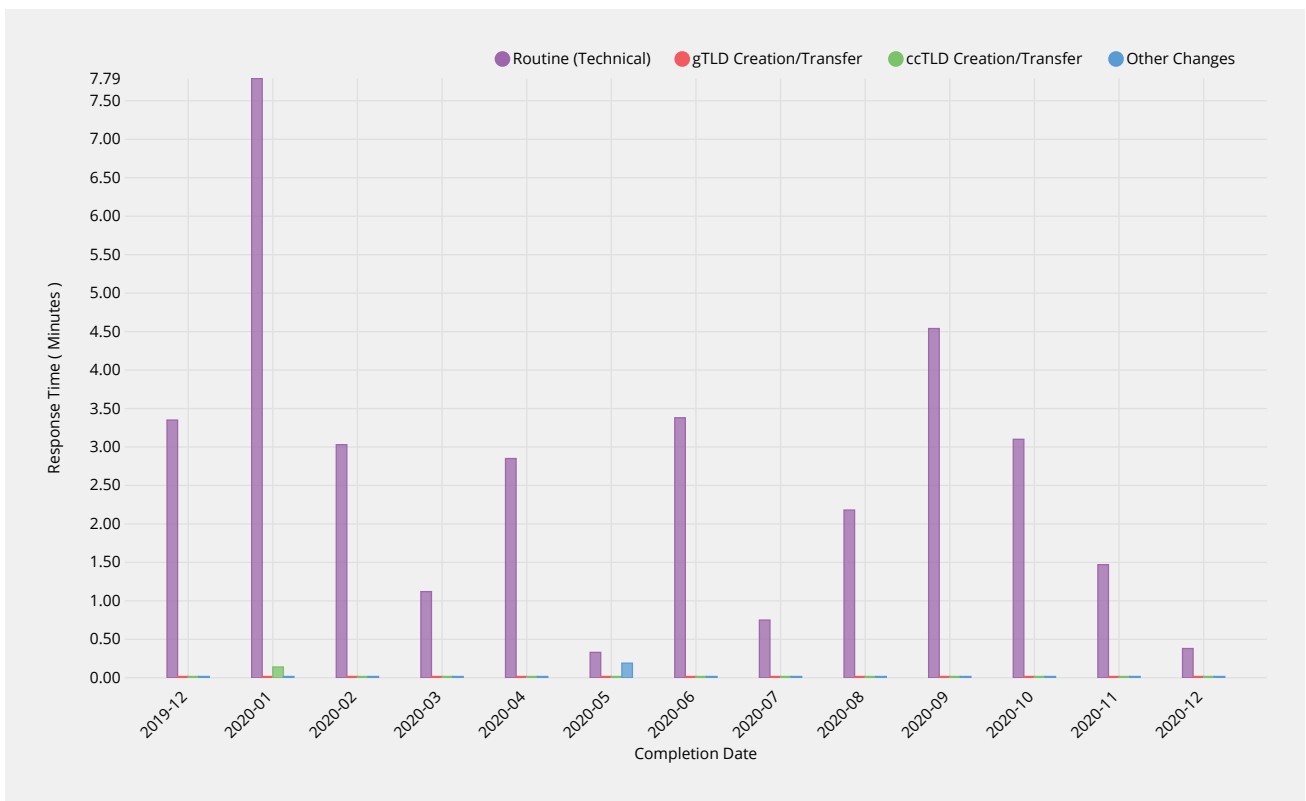


ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
First Test Count	0	2	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	0.20m	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	0.20m	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	0.20m	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	0.20m	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	0.00m	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	—	—	—	—	—	0.23m	—	—	0.46m	0.36m	—	—	—
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	2	0	0	1	1	0	0	0
Mean Time	—	—	—	—	—	0.17m	—	—	0.46m	0.36m	—	—	—
Shortest Time	—	—	—	—	—	0.12m	—	—	0.46m	0.36m	—	—	—
Longest Time	—	—	—	—	—	0.23m	—	—	0.46m	0.36m	—	—	—
Median Time	—	—	—	—	—	0.17m	—	—	0.46m	0.36m	—	—	—
PStDev Time	—	—	—	—	—	0.06m	—	—	0.00m	0.00m	—	—	—

### Technical Check (Retest)

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



Routine (Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	3.35m	7.79m	3.03m	1.12m	2.85m	0.33m	3.38m	0.75m	2.18m	4.54m	3.10m	1.47m	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%
Retest Count	351	152	216	84	69	19	94	91	36	174	83	180	69
Mean Time	1.07m	1.47m	1.29m	0.35m	0.65m	0.26m	0.69m	0.38m	0.59m	1.78m	0.64m	0.55m	0.20m
Shortest Time	0.05m	0.09m	0.13m	0.09m	0.07m	0.08m	0.07m	0.08m	0.10m	0.07m	0.05m	0.08m	0.07m
Longest Time	13.38m	7.82m	3.09m	3.05m	3.23m	0.49m	3.92m	2.72m	3.04m	4.76m	5.82m	2.78m	2.17m
Median Time	0.50m	0.34m	0.68m	0.21m	0.17m	0.29m	0.12m	0.32m	0.41m	2.55m	0.34m	0.20m	0.12m
PStDev Time	1.33m	2.19m	1.08m	0.45m	1.02m	0.09m	1.15m	0.35m	0.65m	1.53m	0.99m	0.60m	0.35m

gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
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%
Retest Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	—	0.14m	—	—	—	—	—	—	—	—	—	—	—
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%
Retest Count	0	28	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	0.13m	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	0.08m	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	0.21m	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	0.13m	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	0.02m	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	—	—	—	—	—	0.19m	—	—	—	—	—	—	—
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%
Retest Count	0	0	0	0	0	4	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	0.18m	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	0.17m	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	0.20m	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	0.18m	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	0.01m	—	—	—	—	—	—	—



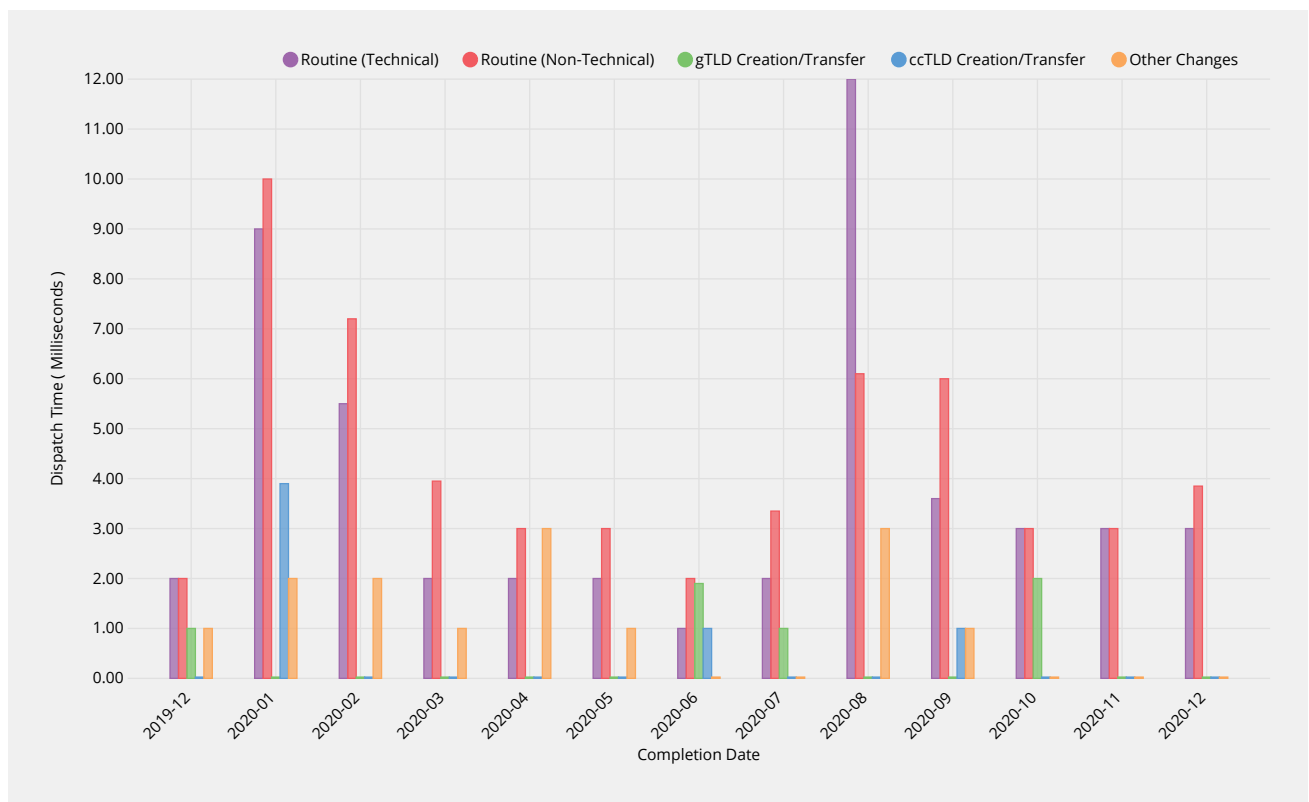
ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Median Time	—	0.13m	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	0.01m	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	—	—	—	—	—	0.20m	—	—	0.37m	0.31m	—	—	—
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	2	0	0	1	1	0	0	0
Mean Time	—	—	—	—	—	0.14m	—	—	0.37m	0.31m	—	—	—
Shortest Time	—	—	—	—	—	0.08m	—	—	0.37m	0.31m	—	—	—
Longest Time	—	—	—	—	—	0.20m	—	—	0.37m	0.31m	—	—	—
Median Time	—	—	—	—	—	0.14m	—	—	0.37m	0.31m	—	—	—
PStDev Time	—	—	—	—	—	0.06m	—	—	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)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Dispatch Time	2.00ms	9.00ms	5.50ms	2.00ms	2.00ms	2.00ms	1.00ms	2.00ms	12.00ms	3.60ms	3.00ms	3.00ms	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%
Email Count	35	68	31	64	702	82	251	50	30	69	152	139	60
Mean Time	1.20ms	5.50ms	2.39ms	1.53ms	1.46ms	1.34ms	0.94ms	1.16ms	3.03ms	2.00ms	1.78ms	1.83ms	1.90ms
Shortest Time	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	1.00ms	1.00ms	1.00ms
Longest Time	2.00ms	13.00ms	8.00ms	3.00ms	4.00ms	2.00ms	8.00ms	2.00ms	22.00ms	18.00ms	4.00ms	3.00ms	7.00ms
Median Time	1.00ms	6.00ms	2.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	2.00ms	2.00ms
PStDev Time	0.47ms	2.85ms	1.64ms	0.61ms	0.55ms	0.50ms	0.61ms	0.46ms	4.55ms	2.27ms	0.67ms	0.60ms	0.98ms

Routine (Non-Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Dispatch Time	2.00ms	10.00ms	7.20ms	3.95ms	3.00ms	3.00ms	2.00ms	3.35ms	6.10ms	6.00ms	3.00ms	3.00ms	3.85ms
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	23	145	69	22	111	59	28	14	14	20	204	70	24
Mean Time	1.22ms	3.21ms	2.70ms	2.32ms	2.37ms	1.95ms	1.21ms	1.64ms	2.29ms	2.65ms	2.39ms	2.34ms	2.50ms
Shortest Time	1.00ms	0.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms
Longest Time	2.00ms	11.00ms	10.00ms	6.00ms	32.00ms	4.00ms	2.00ms	4.00ms	10.00ms	6.00ms	8.00ms	3.00ms	4.00ms
Median Time	1.00ms	2.00ms	2.00ms	2.00ms	2.00ms	2.00ms	1.00ms	1.00ms	1.50ms	2.00ms	2.00ms	2.00ms	2.00ms
PStDev Time	0.41ms	3.09ms	1.77ms	1.02ms	2.89ms	0.65ms	0.41ms	0.89ms	2.31ms	1.24ms	0.73ms	0.58ms	0.71ms

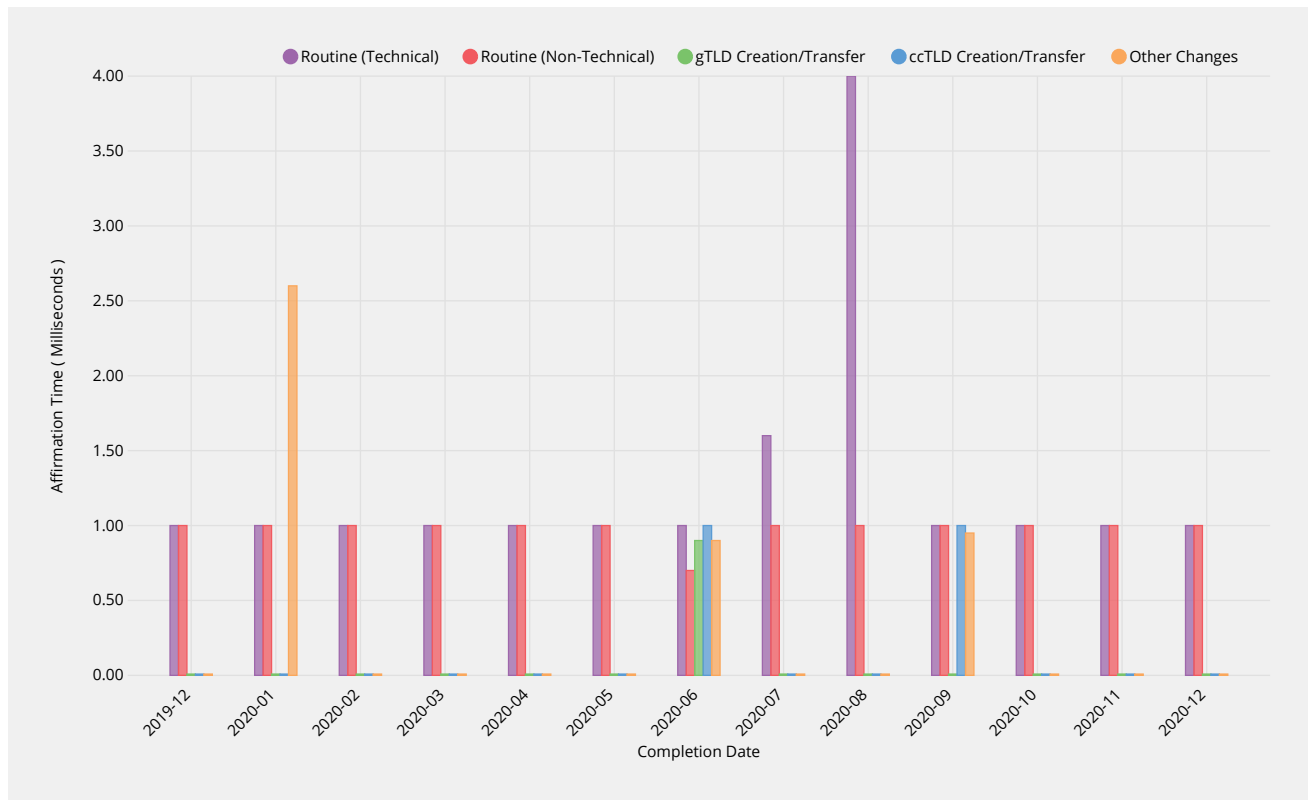
gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Dispatch Time	1.00ms	—	—	—	—	—	1.90ms	1.00ms	—	—	2.00ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	0	3	1	0	0	4	0	0
Mean Time	1.00ms	—	—	—	—	—	1.33ms	1.00ms	—	—	2.00ms	—	—
Shortest Time	1.00ms	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—	—
Longest Time	1.00ms	—	—	—	—	—	2.00ms	1.00ms	—	—	2.00ms	—	—
Median Time	1.00ms	—	—	—	—	—	1.00ms	1.00ms	—	—	2.00ms	—	—
PStDev Time	0.00ms	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Dispatch Time	—	3.90ms	—	—	—	—	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%
Email Count	0	2	0	0	0	0	1	0	0	1	0	0	0
Mean Time	—	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
Shortest Time	—	2.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
Longest Time	—	4.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
Median Time	—	3.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
PStDev Time	—	1.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Dispatch Time	1.00ms	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	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%
Email Count	2	5	1	2	1	2	0	0	1	1	0	0	0
Mean Time	1.00ms	1.40ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—
Shortest Time	1.00ms	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—
Longest Time	1.00ms	2.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—
Median Time	1.00ms	1.00ms	2.00ms	1.00ms	3.00ms	1.00ms	—	—	3.00ms	1.00ms	—	—	—
PStDev Time	0.00ms	0.49ms	0.00ms	0.00ms	0.00ms	0.00ms	—	—	0.00ms	0.00ms	—	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.60ms	4.00ms	1.00ms	1.00ms	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	35	68	30	62	696	81	251	49	30	64	143	135	53
Mean Time	0.17ms	0.28ms	0.30ms	0.11ms	0.16ms	0.12ms	0.11ms	0.29ms	1.03ms	0.28ms	0.19ms	0.21ms	0.26ms
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	1.00ms	1.00ms	1.00ms	2.00ms	2.00ms	2.00ms	9.00ms	2.00ms	2.00ms	1.00ms	2.00ms
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	0.38ms	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms	0.57ms	1.91ms	0.48ms	0.41ms	0.41ms	0.52ms

Routine (Non-Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Affirmation Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	0.70ms	1.00ms	1.00ms	1.00ms	1.00ms	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	19	139	63	21	110	54	27	13	14	19	202	60	24
Mean Time	0.16ms	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms	0.31ms	0.36ms	0.26ms	0.23ms	0.23ms	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	3.00ms	1.00ms	1.00ms	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms
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	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms	0.46ms	0.48ms	0.44ms	0.53ms	0.42ms	0.54ms

gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Affirmation Time	0.00ms	—	—	—	—	—	0.90ms	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	1	0	0	0	0	0	3	1	0	0	3	0	0
Mean Time	0.00ms	—	—	—	—	—	0.33ms	0.00ms	—	—	0.00ms	—	—
Shortest Time	0.00ms	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—	—

gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Longest Time	0.00ms	—	—	—	—	—	1.00ms	0.00ms	—	—	0.00ms	—	—
Median Time	0.00ms	—	—	—	—	—	0.00ms	0.00ms	—	—	0.00ms	—	—
PStDev Time	0.00ms	—	—	—	—	—	0.47ms	0.00ms	—	—	0.00ms	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Affirmation Time	—	0.00ms	—	—	—	—	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	0	2	0	0	0	0	1	0	0	1	0	0	0
Mean Time	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
Shortest Time	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
Longest Time	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
Median Time	—	0.00ms	—	—	—	—	1.00ms	—	—	1.00ms	—	—	—
PStDev Time	—	0.00ms	—	—	—	—	0.00ms	—	—	0.00ms	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Affirmation Time	0.00ms	2.60ms	0.00ms	0.00ms	0.00ms	0.00ms	0.90ms	0.00ms	0.00ms	0.95ms	0.00ms	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	5	1	2	1	4	3	2	1	2	1	2	2
Mean Time	0.00ms	0.80ms	0.00ms	0.00ms	0.00ms	0.00ms	0.33ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms
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	0.00ms	3.00ms	0.00ms	0.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.00ms	1.17ms	0.00ms	0.00ms	0.00ms	0.00ms	0.47ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms





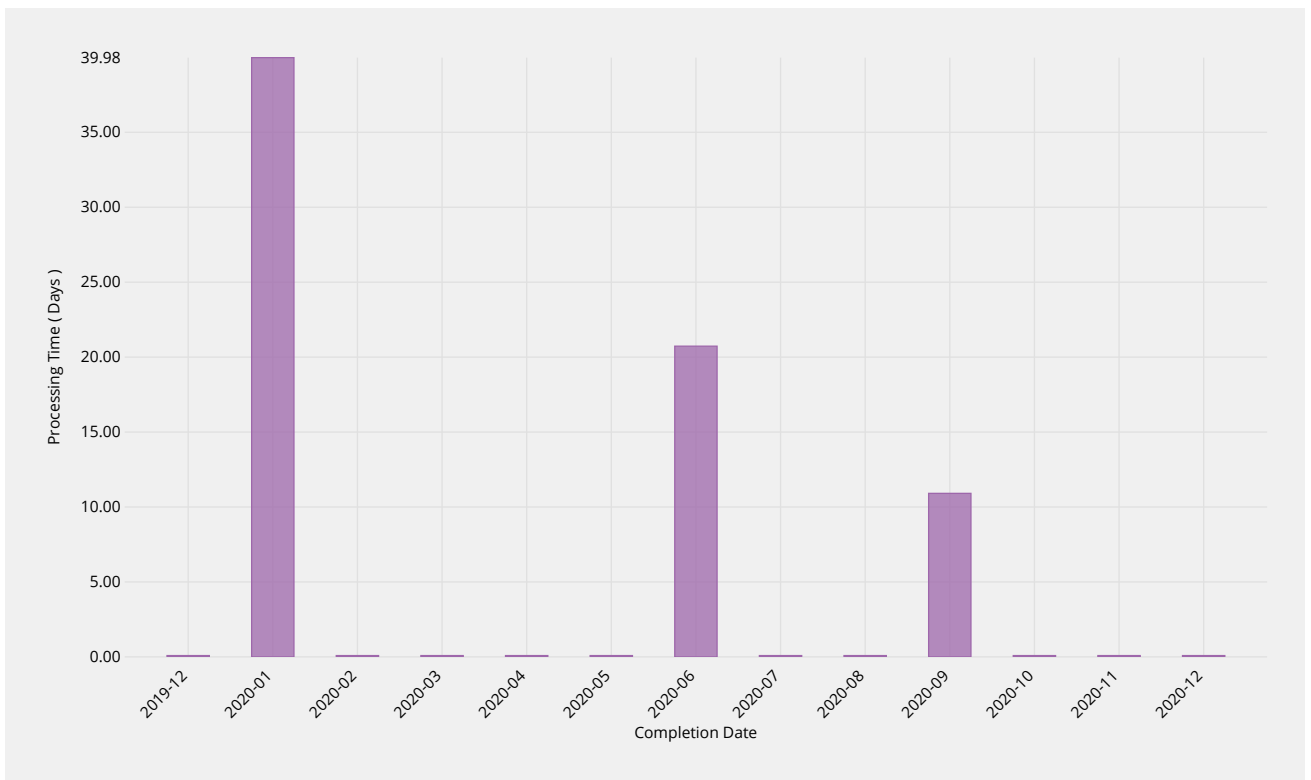
gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Request Count	1	0	0	0	0	0	3	1	0	0	3	0	0
Mean Time	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	1.64d	—	—
Shortest Time	2.88d	—	—	—	—	—	0.93d	0.81d	—	—	0.19d	—	—
Longest Time	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	2.95d	—	—
Median Time	2.88d	—	—	—	—	—	0.94d	0.81d	—	—	1.80d	—	—
PStDev Time	0.00d	—	—	—	—	—	0.00d	0.00d	—	—	1.13d	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Processing Time	—	65.13d	—	—	—	—	38.26d	—	—	21.04d	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d	—	—	—	—	—	—	—
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	—	—	—	—	—	—	—
Request Count	0	2	0	0	0	0	1	0	0	1	0	0	0
Mean Time	—	63.80d	—	—	—	—	38.26d	—	—	21.04d	—	—	—
Shortest Time	—	62.48d	—	—	—	—	38.26d	—	—	21.04d	—	—	—
Longest Time	—	65.13d	—	—	—	—	38.26d	—	—	21.04d	—	—	—
Median Time	—	63.80d	—	—	—	—	38.26d	—	—	21.04d	—	—	—
PStDev Time	—	1.33d	—	—	—	—	0.00d	—	—	0.00d	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Processing Time	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	2	5	1	2	1	4	3	2	1	2	1	2	2
Mean Time	0.32d	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d
Shortest Time	0.03d	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d	0.05d	0.57d	1.44d	0.08d	0.04d	0.08d
Longest Time	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d
Median Time	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d
PStDev Time	0.29d	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d	0.00d	0.00d	0.70d	0.00d	0.02d	0.28d

### Third Party Approval

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

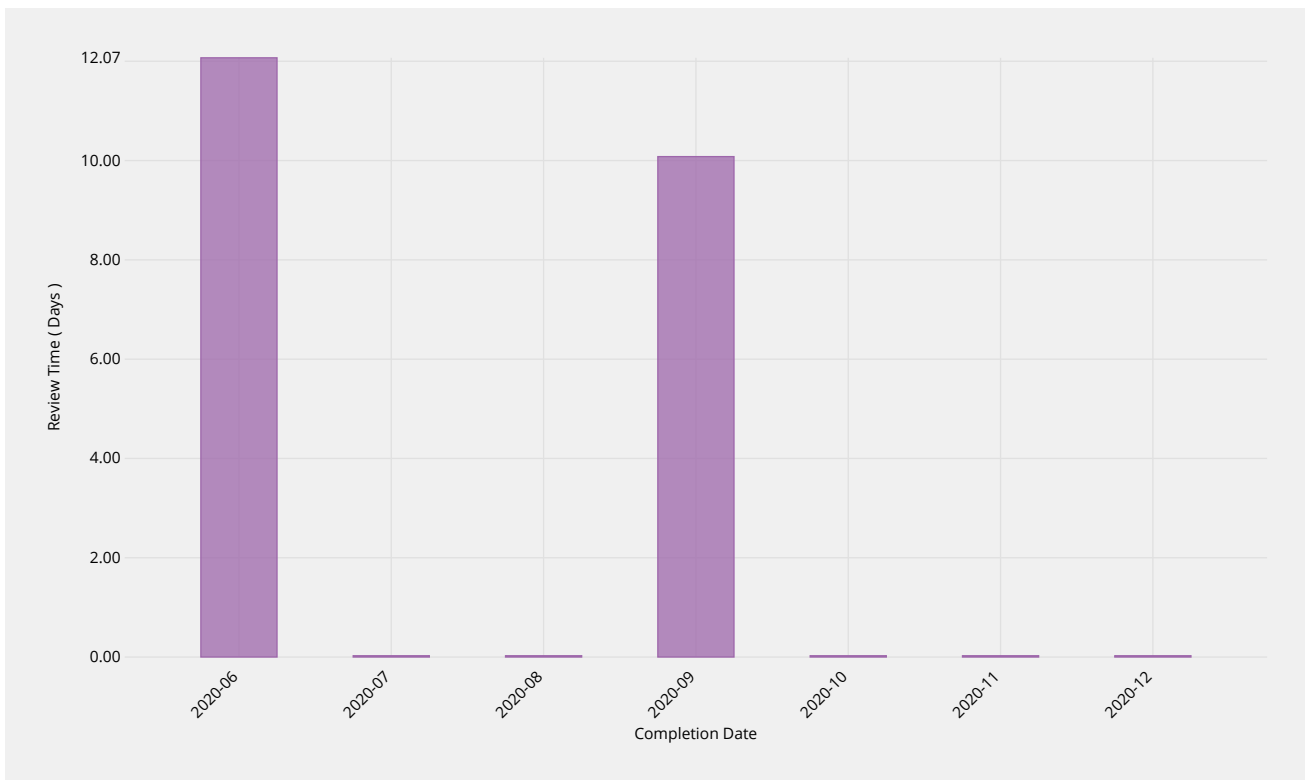


ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Processing Time	—	39.98d	—	—	—	—	20.73d	—	—	10.91d	—	—	—
Request Count	0	2	0	0	0	0	1	0	0	1	0	0	0
Mean Time	—	29.48d	—	—	—	—	20.73d	—	—	10.91d	—	—	—
Shortest Time	—	18.98d	—	—	—	—	20.73d	—	—	10.91d	—	—	—
Longest Time	—	39.98d	—	—	—	—	20.73d	—	—	10.91d	—	—	—
Median Time	—	29.48d	—	—	—	—	20.73d	—	—	10.91d	—	—	—
PStDev Time	—	10.50d	—	—	—	—	0.00d	—	—	0.00d	—	—	—

## ccTLD Creation/Transfer

### Submission Review

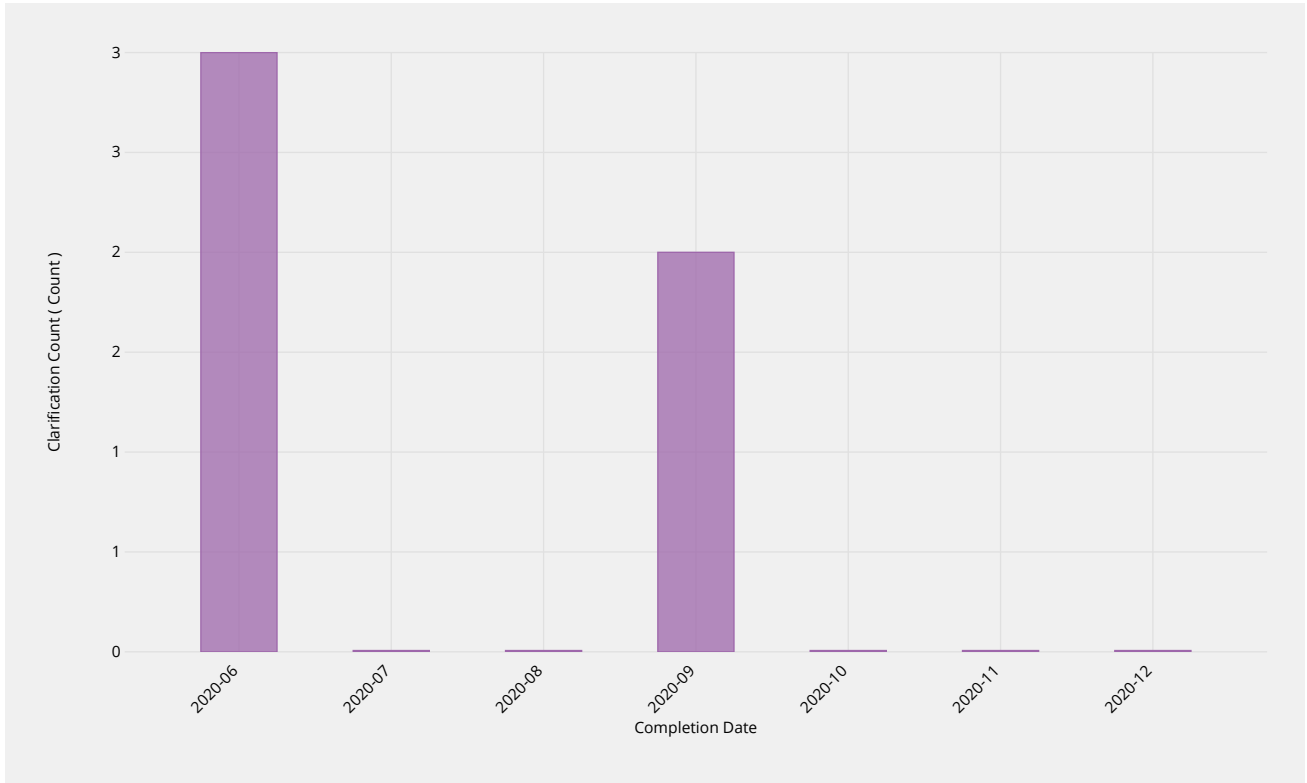
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Review Time	12.07d	—	—	10.08d	—	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d	14d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Review Count	3	0	0	2	0	0	0
Mean Time	8.34d	—	—	5.04d	—	—	—
Shortest Time	6.33d	—	—	0.00d	—	—	—
Longest Time	12.07d	—	—	10.08d	—	—	—
Median Time	6.63d	—	—	5.04d	—	—	—
PStDev Time	2.64d	—	—	5.04d	—	—	—

## Requester Clarification

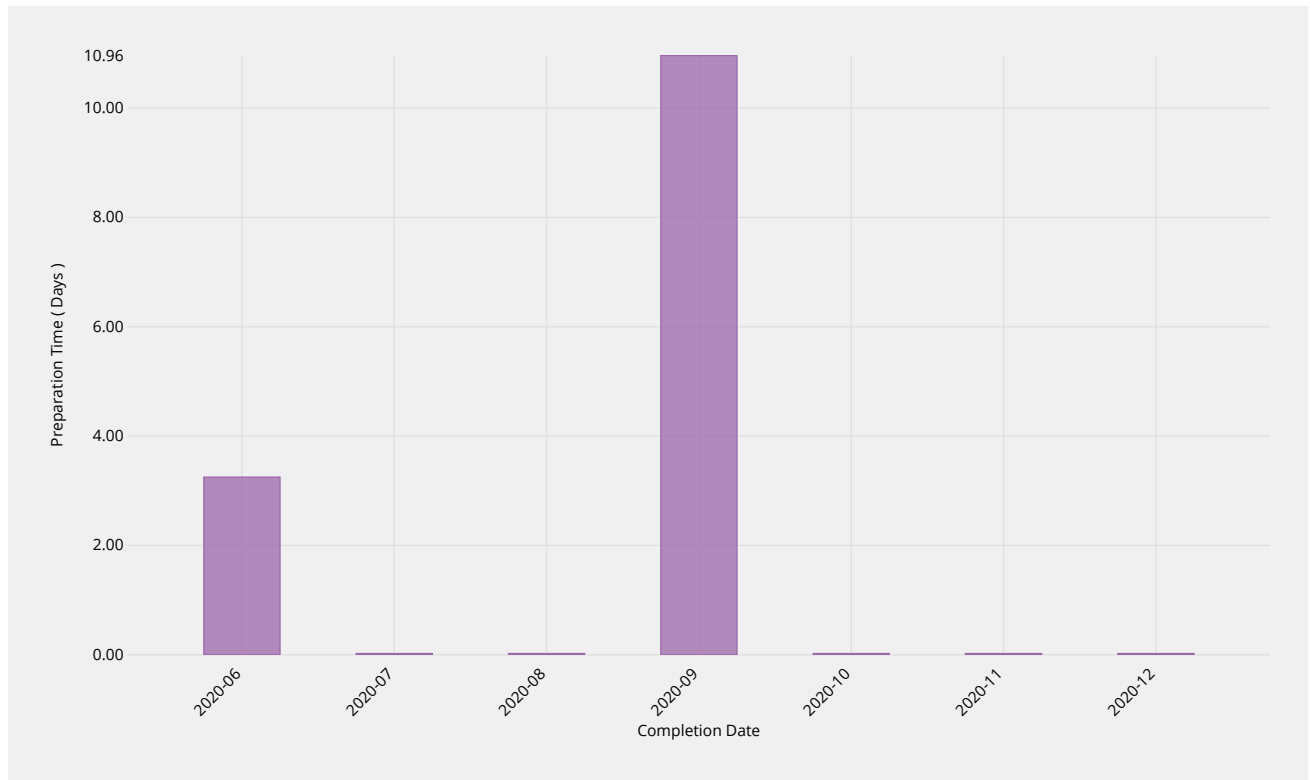
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Clarification Count	3	—	—	2	—	—	—
Request Count	1	0	0	1	0	0	0
Lowest Count	3	—	—	2	—	—	—
Highest Count	3	—	—	2	—	—	—

## Report Preparation

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



Report Preparation	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Preparation Time	3.25d	—	—	10.96d	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	1	0	0	1	0	0	0
Mean Time	3.25d	—	—	10.96d	—	—	—
Shortest Time	3.25d	—	—	10.96d	—	—	—
Longest Time	3.25d	—	—	10.96d	—	—	—
Median Time	3.25d	—	—	10.96d	—	—	—
PStDev Time	0.00d	—	—	0.00d	—	—	—

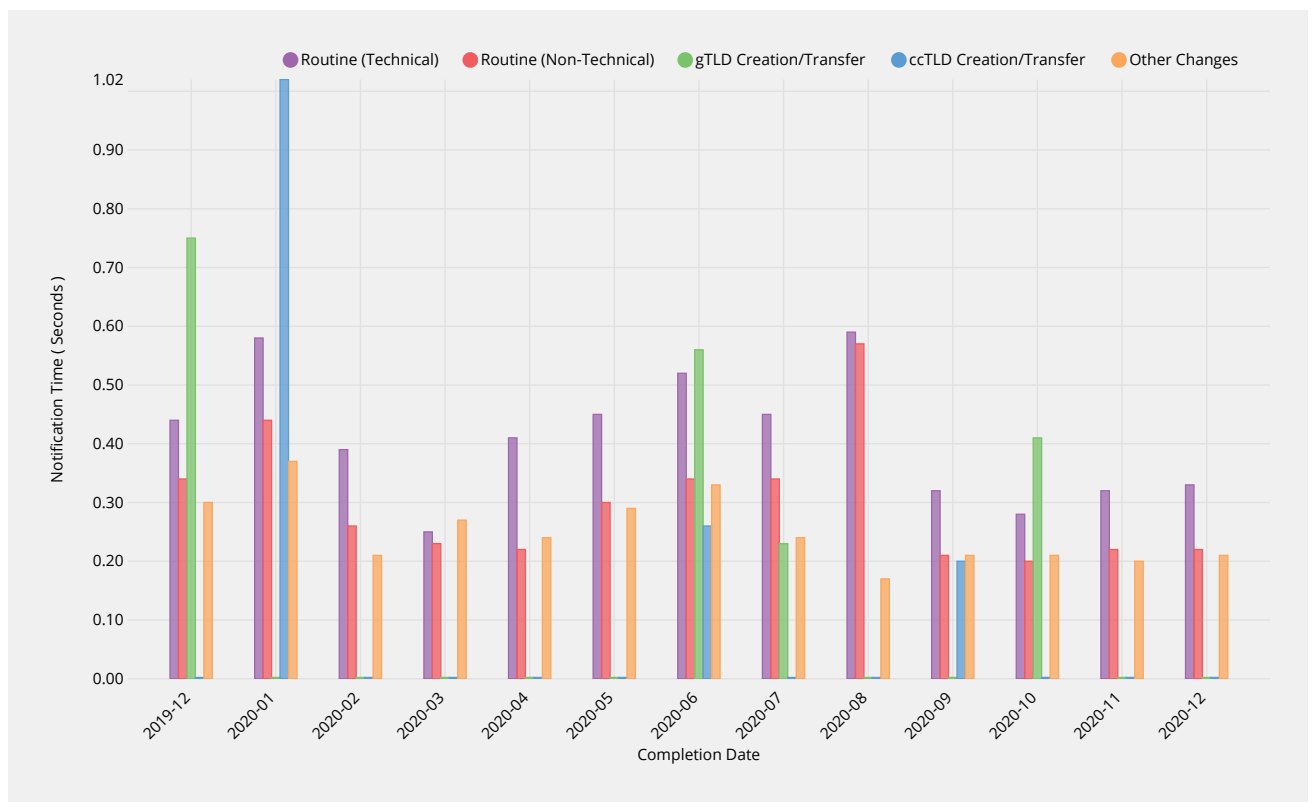


ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Publication Count	0	2	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	0.59h	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	0.45h	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	0.73h	—	—	—	—	—	—	—	—	—	—	—
Median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

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Publication Time	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	2	1	0	2	1	4	3	2	1	2	1	2	2
Mean Time	8.33h	22.66h	—	2.78h	4.73h	14.93h	3.21h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h
Shortest Time	1.31h	22.66h	—	2.40h	4.73h	4.35h	1.89h	4.45h	2.25h	5.03h	2.08h	1.91h	6.24h
Longest Time	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h
Median Time	8.33h	22.66h	—	2.78h	4.73h	14.45h	1.89h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h
PStDev Time	7.02h	0.00h	—	0.38h	0.00h	10.27h	1.87h	0.88h	0.00h	0.24h	0.00h	0.27h	5.38h

## Notification of Completion

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



Routine (Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Notification Time	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s	0.45s	0.59s	0.32s	0.28s	0.32s	0.33s
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	34	68	30	61	697	81	251	49	30	63	141	134	53
Mean Time	0.30s	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s	0.23s	0.26s	0.19s	0.18s	0.18s	0.19s
Shortest Time	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s	0.14s	0.12s	0.13s	0.12s	0.12s	0.12s
Longest Time	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s	0.53s	0.64s	0.36s	0.45s	0.43s	0.40s
Median Time	0.28s	0.34s	0.20s	0.17s	0.26s	0.21s	0.38s	0.18s	0.22s	0.16s	0.17s	0.16s	0.16s
PStDev Time	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s	0.10s	0.13s	0.06s	0.06s	0.06s	0.06s

Routine (Non-Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Notification Time	0.34s	0.44s	0.26s	0.23s	0.22s	0.30s	0.34s	0.34s	0.57s	0.21s	0.20s	0.22s	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	19	136	63	21	110	54	27	13	14	19	202	59	24
Mean Time	0.29s	0.29s	0.17s	0.19s	0.18s	0.20s	0.29s	0.26s	0.26s	0.16s	0.15s	0.17s	0.18s
Shortest Time	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s	0.17s	0.13s	0.14s	0.12s	0.13s	0.14s
Longest Time	0.45s	0.50s	0.29s	0.23s	0.63s	0.31s	0.39s	0.36s	0.59s	0.22s	0.26s	0.24s	0.23s
Median Time	0.28s	0.27s	0.16s	0.20s	0.17s	0.19s	0.29s	0.27s	0.18s	0.15s	0.15s	0.17s	0.17s
PStDev Time	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s	0.05s	0.17s	0.02s	0.02s	0.03s	0.03s

gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Notification Time	0.75s	—	—	—	—	—	0.56s	0.23s	—	—	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	1	0	0	0	0	0	3	1	0	0	3	0	0
Mean Time	0.75s	—	—	—	—	—	0.54s	0.23s	—	—	0.29s	—	—
Shortest Time	0.75s	—	—	—	—	—	0.53s	0.23s	—	—	0.18s	—	—
Longest Time	0.75s	—	—	—	—	—	0.56s	0.23s	—	—	0.42s	—	—
Median Time	0.75s	—	—	—	—	—	0.54s	0.23s	—	—	0.26s	—	—
PStDev Time	0.00s	—	—	—	—	—	0.01s	0.00s	—	—	0.10s	—	—

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Notification Time	—	1.02s	—	—	—	—	0.26s	—	—	0.20s	—	—	—
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	1	0	0	1	0	0	0
Mean Time	—	0.78s	—	—	—	—	0.26s	—	—	0.20s	—	—	—
Shortest Time	—	0.52s	—	—	—	—	0.26s	—	—	0.20s	—	—	—
Longest Time	—	1.04s	—	—	—	—	0.26s	—	—	0.20s	—	—	—
Median Time	—	0.78s	—	—	—	—	0.26s	—	—	0.20s	—	—	—
PStDev Time	—	0.26s	—	—	—	—	0.00s	—	—	0.00s	—	—	—

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Notification Time	0.30s	0.37s	0.21s	0.27s	0.24s	0.29s	0.33s	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s
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	5	1	2	1	4	3	2	1	2	1	2	2
Mean Time	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s
Shortest Time	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s	0.18s	0.17s	0.17s	0.21s	0.15s	0.17s
Longest Time	0.30s	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s
Median Time	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s
PStDev Time	0.03s	0.07s	0.00s	0.04s	0.00s	0.03s	0.04s	0.03s	0.00s	0.02s	0.00s	0.03s	0.02s





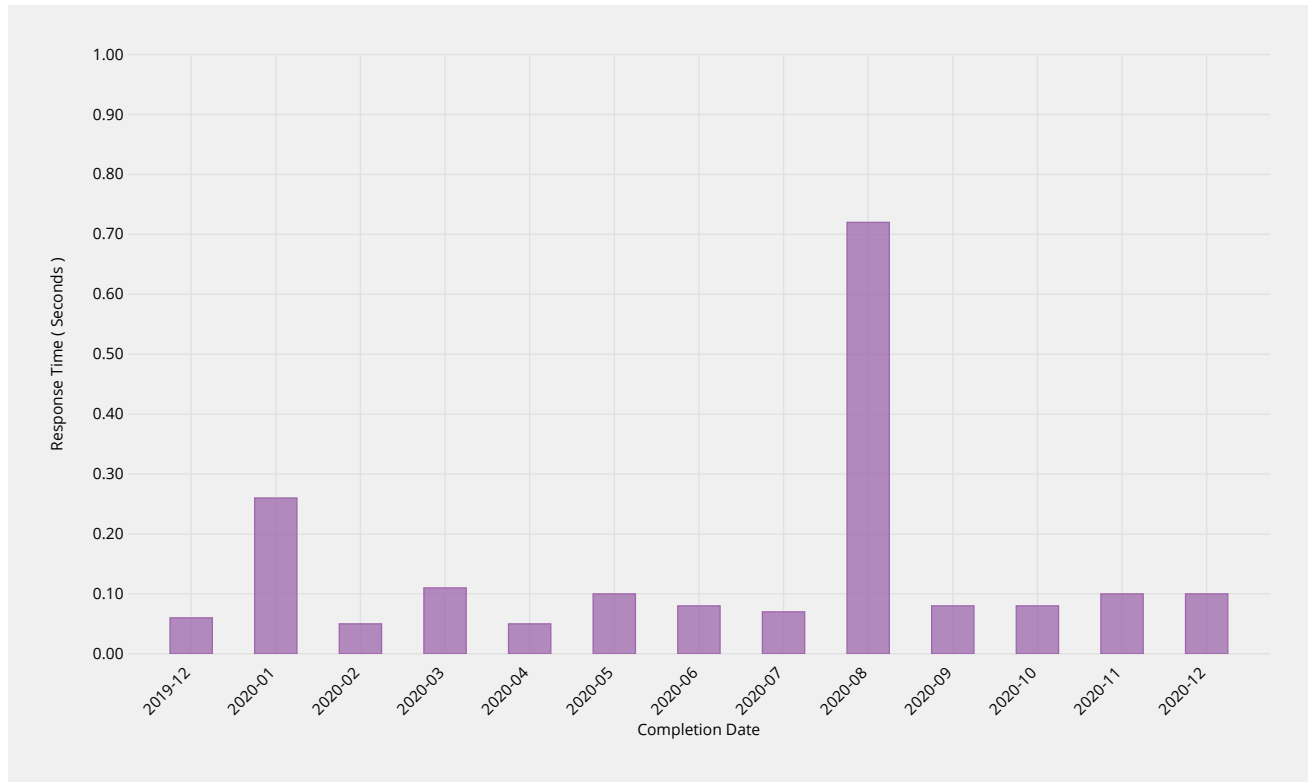






## Credential Recovery

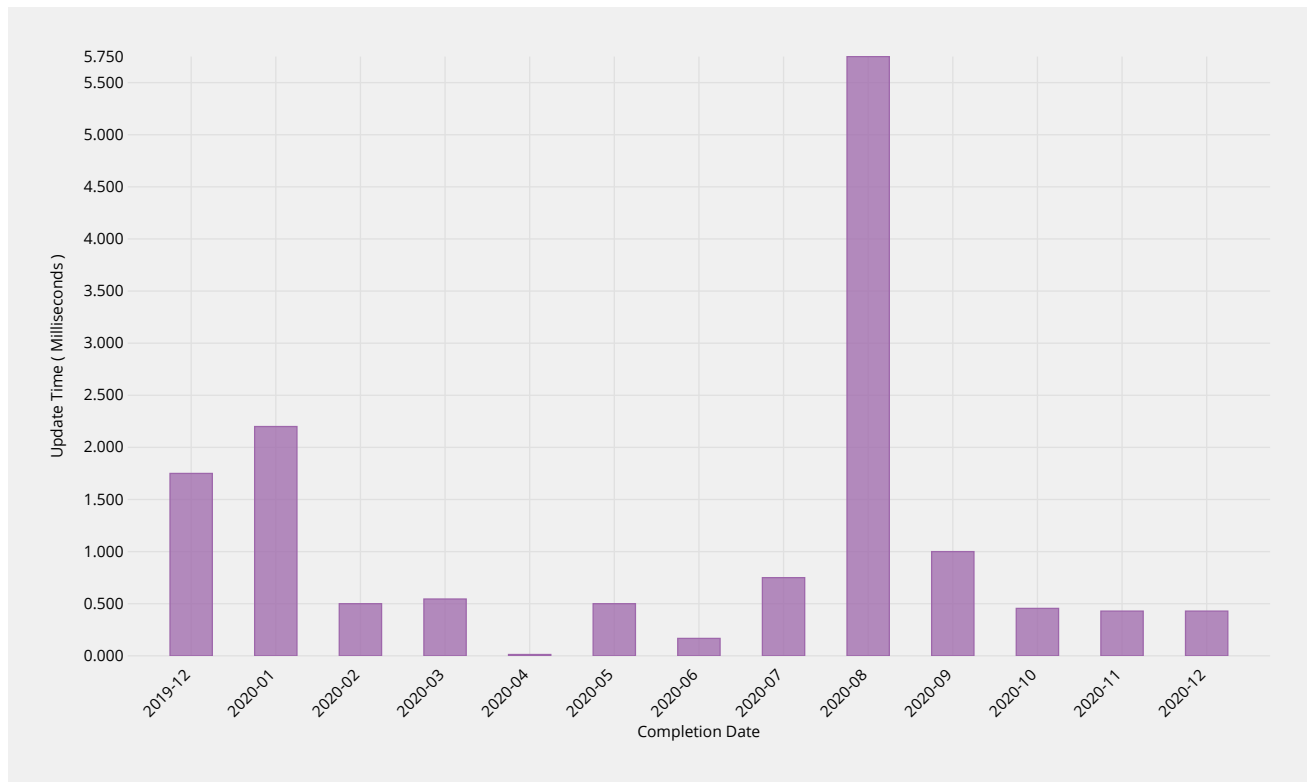
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	0.06s	0.26s	0.05s	0.11s	0.05s	0.10s	0.08s	0.07s	0.72s	0.08s	0.08s	0.10s	0.10s
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	4	15	2	11	8	5	12	8	5	3	12	7	8
Mean Time	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s	0.05s	0.31s	0.08s	0.05s	0.07s	0.06s
Shortest Time	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s	0.04s	0.07s	0.08s	0.01s	0.01s	0.05s
Longest Time	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s	0.08s	0.82s	0.08s	0.08s	0.10s	0.12s
Median Time	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s	0.04s	0.25s	0.08s	0.05s	0.06s	0.06s
PStDev Time	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s	0.01s	0.28s	0.00s	0.02s	0.03s	0.02s

## Credential Change

Time to implement new password within the system.

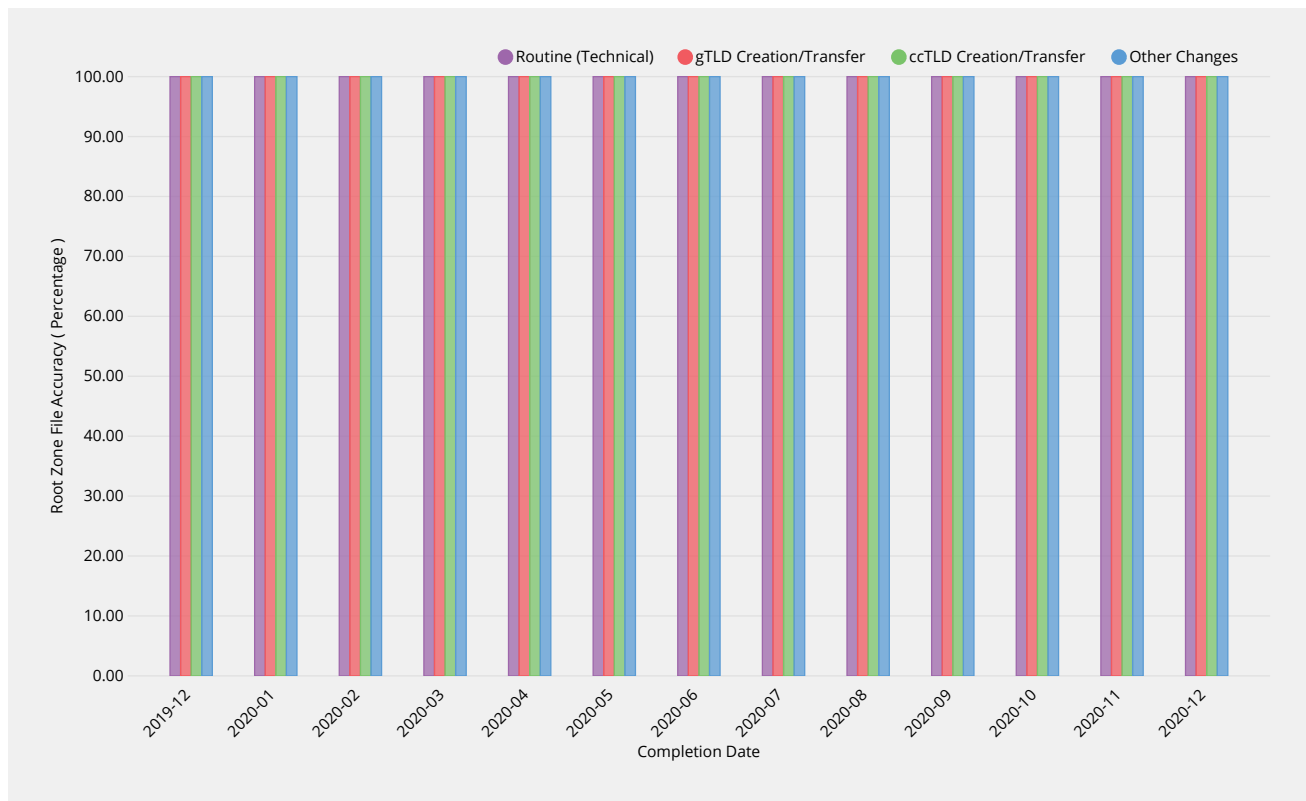


Credential Change	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Update Time	3.550ms	5.000ms	0.950ms	1.000ms	0.000ms	1.000ms	1.000ms	1.650ms	9.400ms	1.000ms	1.000ms	1.000ms	1.000ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	4	10	2	11	6	4	12	8	4	3	11	7	7
Mean Time	1.750ms	2.200ms	0.500ms	0.545ms	0.000ms	0.500ms	0.167ms	0.750ms	5.750ms	1.000ms	0.455ms	0.429ms	0.429ms
Shortest Time	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms	1.000ms	0.000ms	0.000ms	0.000ms
Longest Time	4.000ms	5.000ms	1.000ms	1.000ms	0.000ms	1.000ms	1.000ms	2.000ms	10.000ms	1.000ms	1.000ms	1.000ms	1.000ms
Median Time	1.000ms	1.500ms	0.500ms	1.000ms	0.000ms	0.500ms	0.000ms	1.000ms	6.000ms	1.000ms	0.000ms	0.000ms	0.000ms
PStDev Time	1.299ms	1.661ms	0.500ms	0.498ms	0.000ms	0.500ms	0.373ms	0.661ms	3.192ms	0.000ms	0.498ms	0.495ms	0.495ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
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	34	68	30	61	697	81	251	49	30	63	141	134	53

gTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
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	1	0	0	0	0	0	3	1	0	0	3	0	0

ccTLD Creation/Transfer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
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	1	0	0	1	0	0	0

Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
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	5	1	2	1	4	3	2	1	2	1	2	2



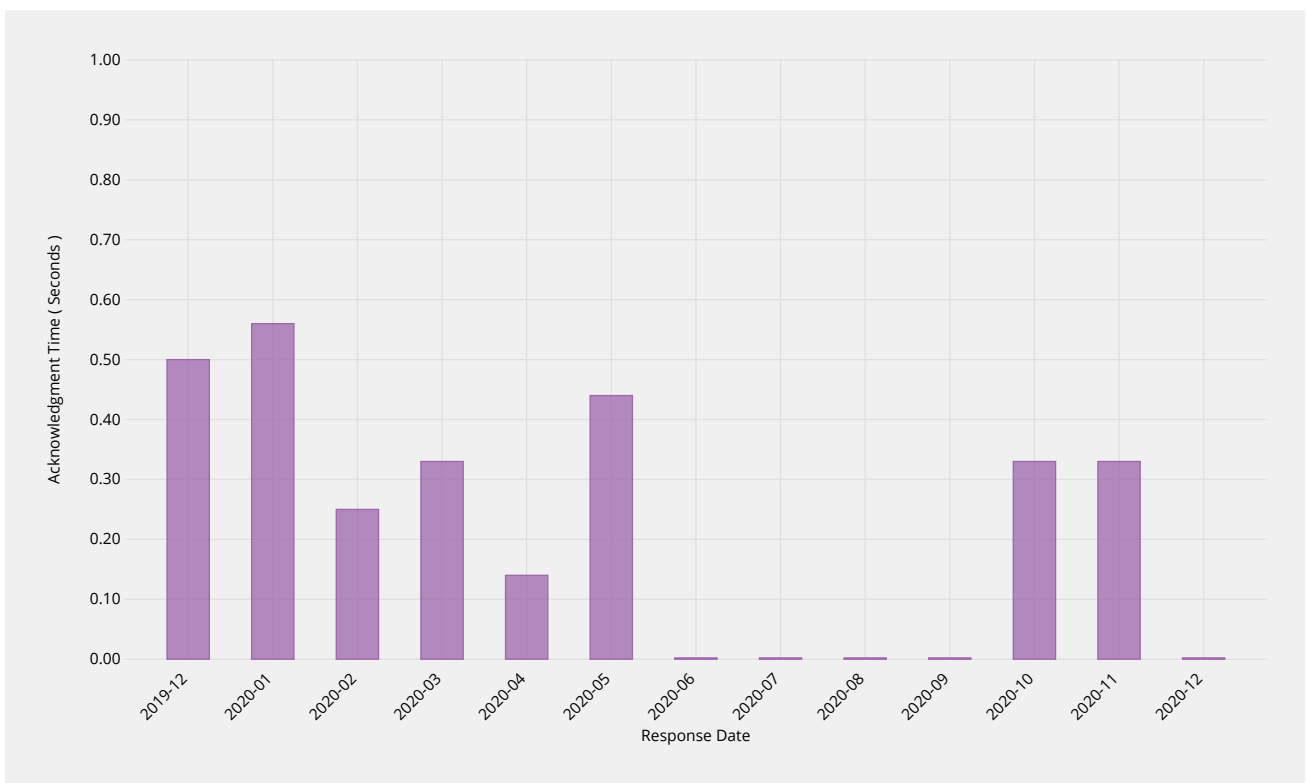


Other Changes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Request Count	2	5	1	2	1	4	3	2	1	2	1	2	2

## Enquiry Processing

### Time to acknowledge

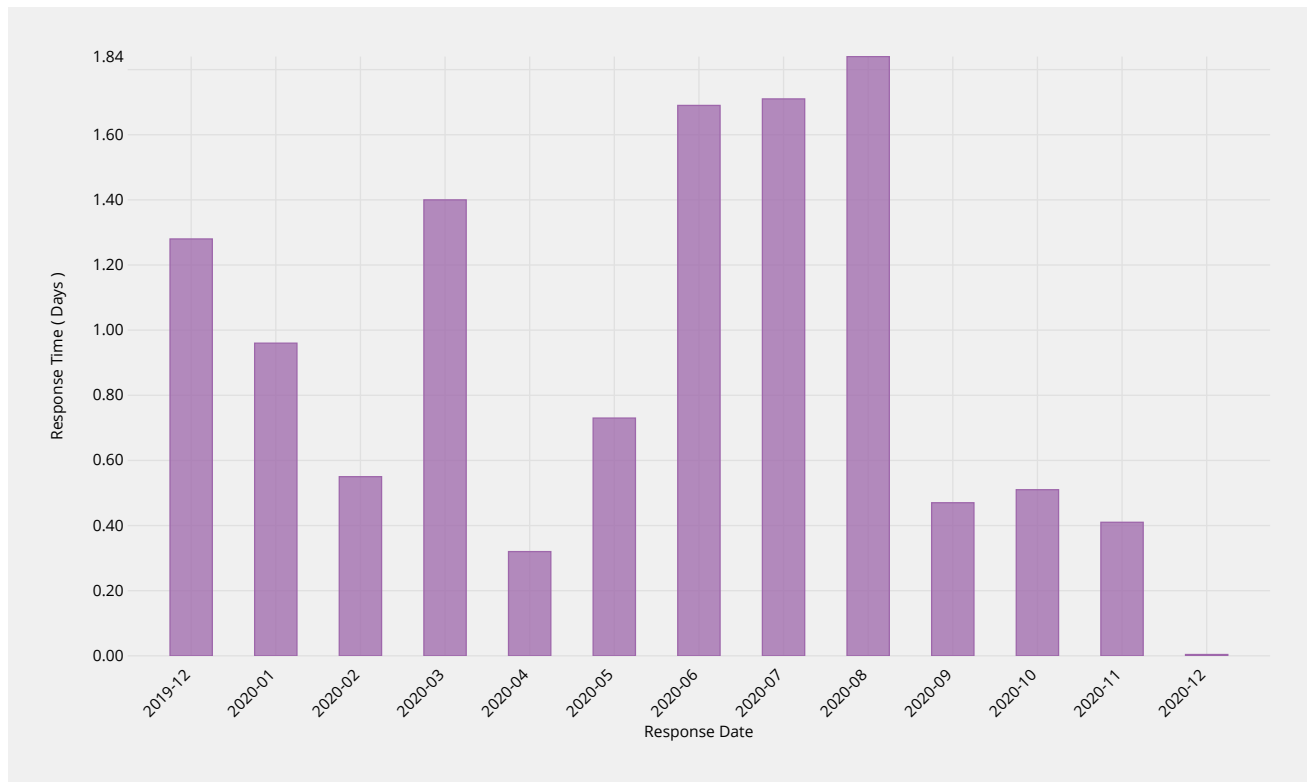
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Acknowledgment Time	1.00s	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s	0.00s	0.00s	0.00s	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	10	9	12	6	7	9	2	6	2	7	6	6	0
Mean Time	0.50s	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s	0.00s	0.00s	0.00s	0.33s	0.33s	—
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	—
Longest Time	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	—
Median Time	0.50s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—
PStDev Time	0.50s	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s	0.00s	0.00s	0.00s	0.47s	0.47s	—

## Time to initial response

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

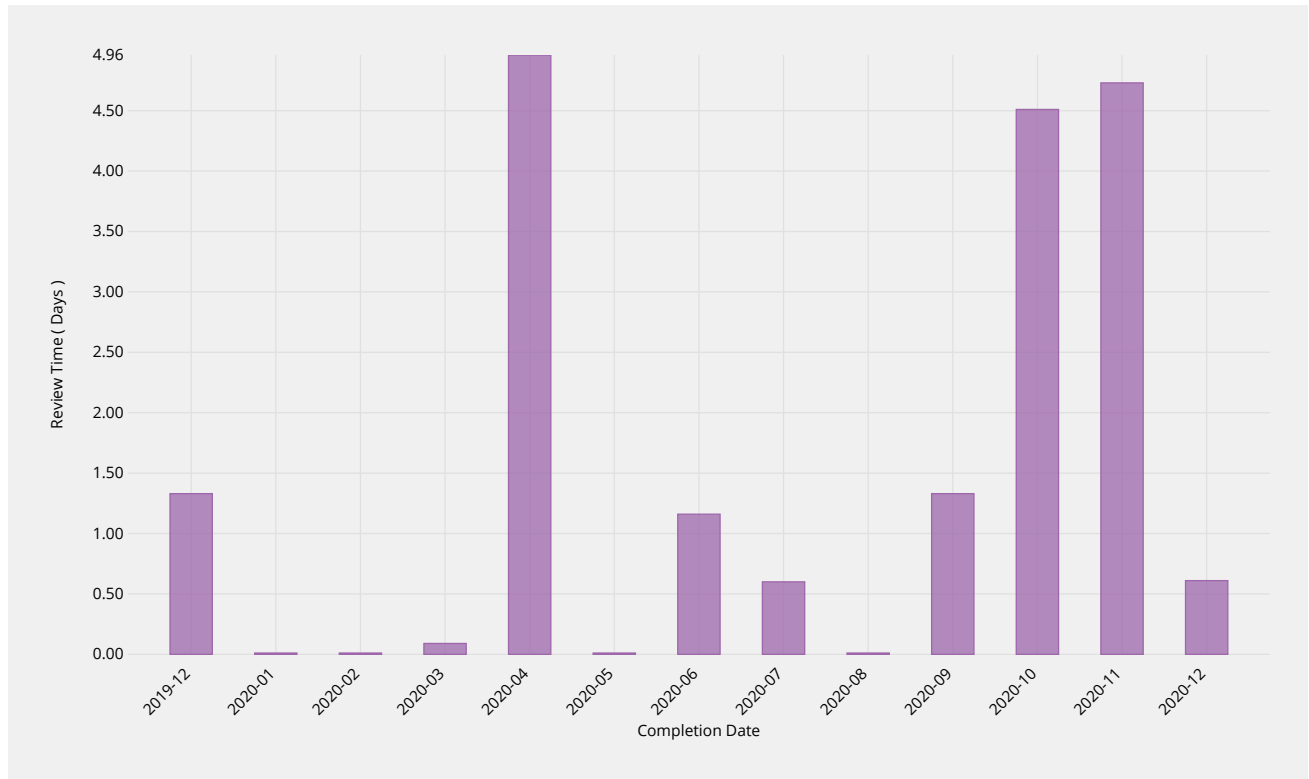


Manual Enquiries	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Response Time	3.14d	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d	3.31d	3.48d	1.05d	1.32d	0.83d	—
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	9	10	6	7	7	2	5	3	6	6	5	0
Mean Time	1.28d	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d	1.71d	1.84d	0.47d	0.51d	0.41d	—
Shortest Time	0.01d	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d	0.00d	0.47d	0.07d	0.01d	0.04d	—
Longest Time	3.26d	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d	4.10d	4.12d	1.05d	1.99d	0.96d	—
Median Time	0.74d	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d	1.98d	0.94d	0.23d	0.18d	0.27d	—
PStDev Time	1.21d	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d	1.47d	1.62d	0.42d	0.70d	0.34d	—

# Label Generation Rulesets

## Review Time

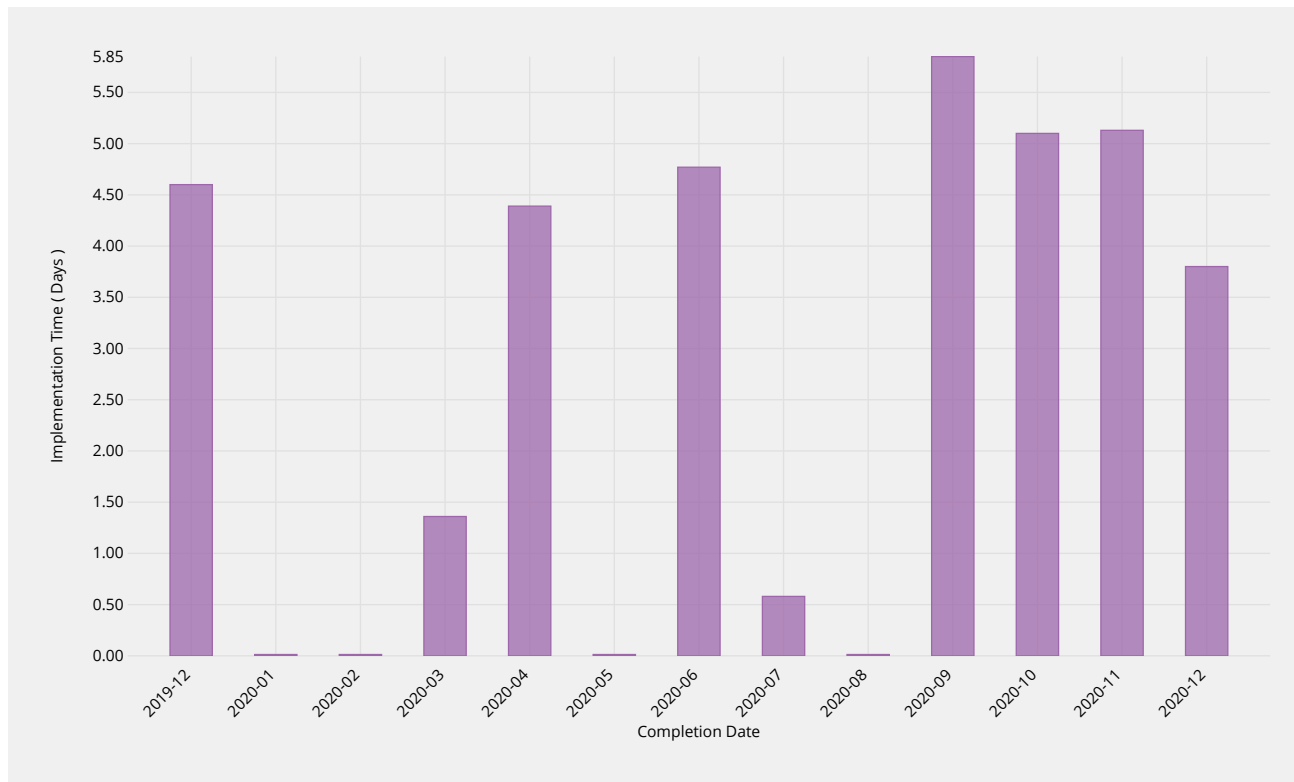
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Review Time	1.33d	—	—	0.09d	4.96d	—	1.16d	0.60d	—	1.33d	4.51d	4.73d	0.61d
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	1	0	0	1	1	0	2	2	0	6	2	3	1
Shortest Time	1.33d	—	—	0.09d	4.96d	—	0.38d	0.24d	—	0.03d	1.26d	0.70d	0.61d
Longest Time	1.33d	—	—	0.09d	4.96d	—	1.24d	0.64d	—	2.29d	4.87d	4.74d	0.61d
Median Time	1.33d	—	—	0.09d	4.96d	—	0.81d	0.44d	—	0.36d	3.07d	4.68d	0.61d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	0.43d	0.20d	—	0.75d	1.80d	1.89d	0.00d

## Implementation Time

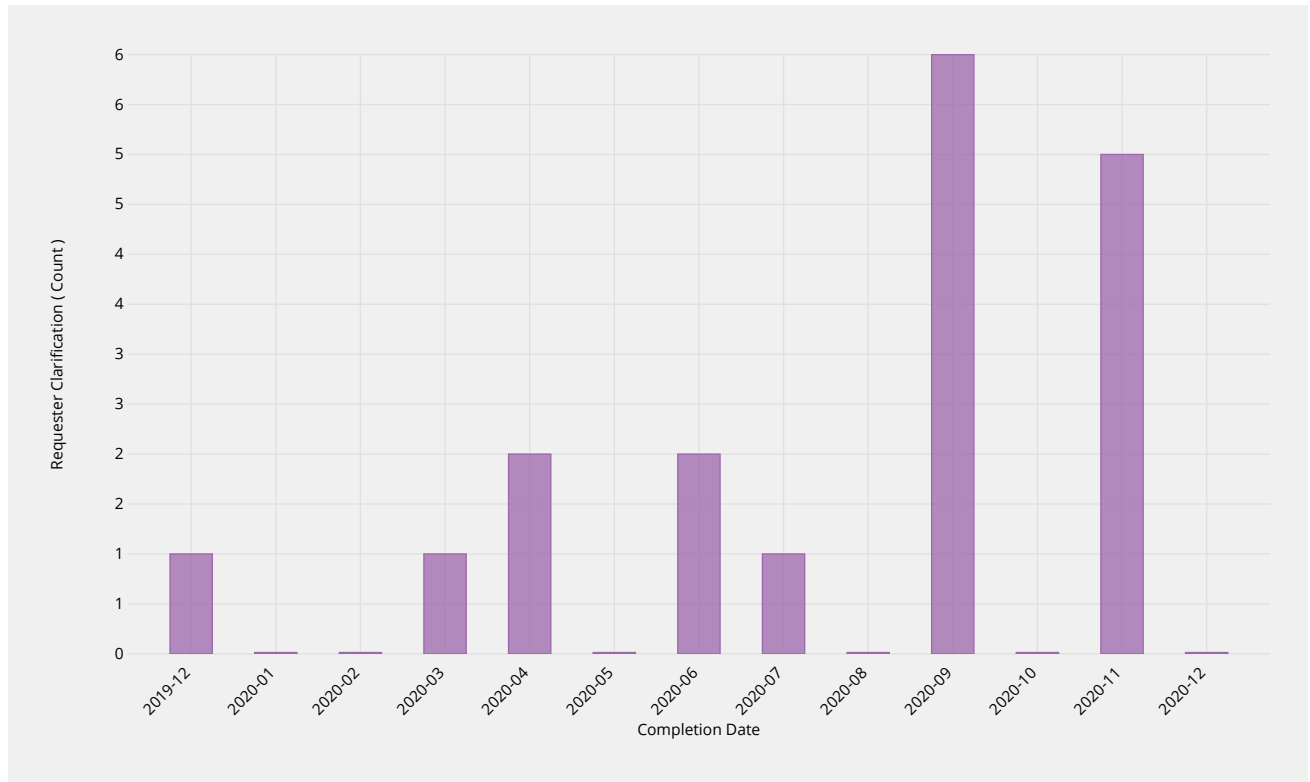
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Implementation Time	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.10d	5.13d	3.80d
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	1	0	0	1	1	0	1	1	0	6	2	3	1
Shortest Time	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	1.29d	1.33d	3.96d	3.80d
Longest Time	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	5.85d	5.52d	5.23d	3.80d
Median Time	4.60d	—	—	1.36d	4.39d	—	4.77d	0.58d	—	3.34d	3.42d	4.76d	3.80d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	1.88d	2.10d	0.52d	0.00d

## Requester Clarification

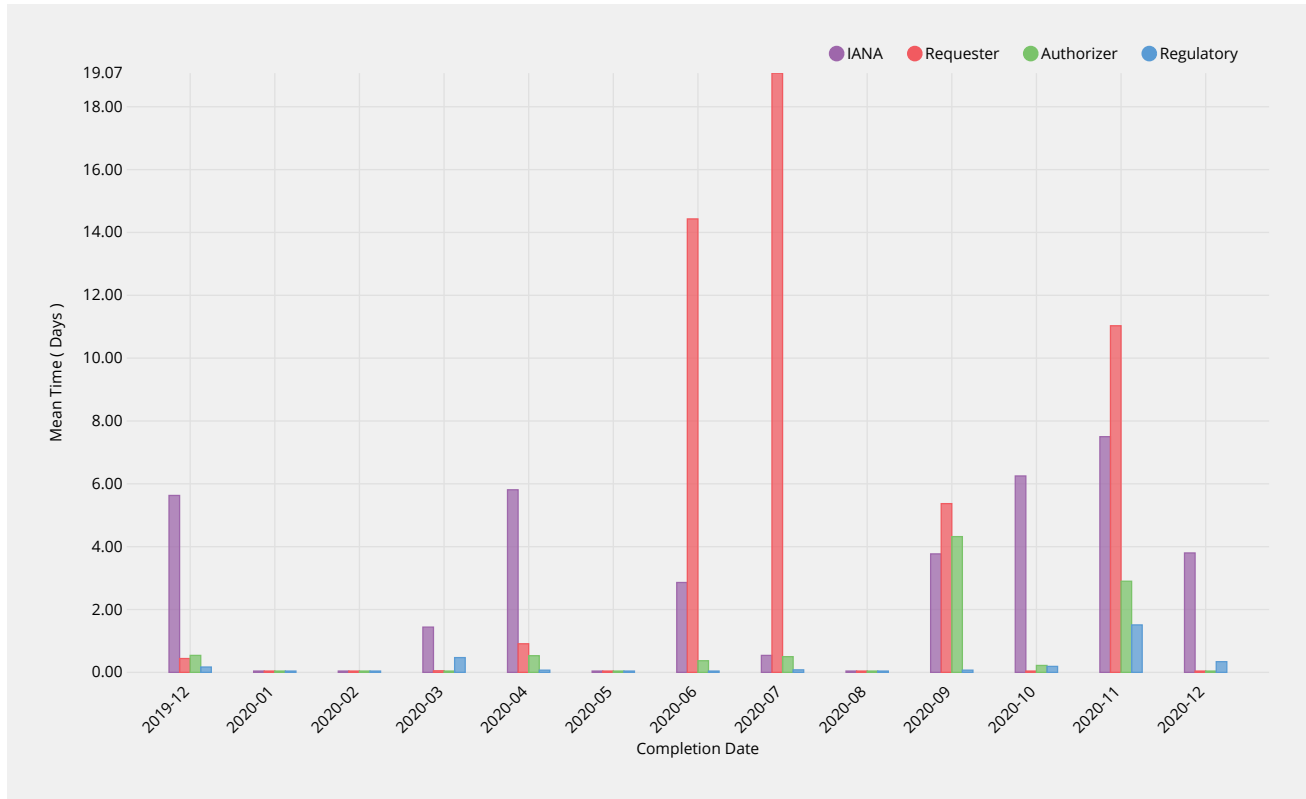
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Count	1	—	—	1	2	—	2	1	—	6	0	5	0
Request Count	1	0	0	1	1	0	2	2	0	6	2	3	1
Shortest Clarification	1	—	—	1	2	—	1	0	—	0	0	0	0
Longest Clarification	1	—	—	1	2	—	1	1	—	2	0	5	0

## Time per Actor

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



IANA	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Mean Time	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—	3.77d	6.25d	7.50d	3.80d
Review Count	1	0	0	1	1	0	2	2	0	6	2	3	1
Shortest Time	5.63d	—	—	1.44d	5.81d	—	0.38d	0.24d	—	1.60d	5.74d	4.22d	3.80d
Longest Time	5.63d	—	—	1.44d	5.81d	—	5.34d	0.83d	—	6.16d	6.75d	9.65d	3.80d
Median Time	5.63d	—	—	1.44d	5.81d	—	2.86d	0.54d	—	3.54d	6.25d	8.65d	3.80d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	2.48d	0.30d	—	1.89d	0.50d	2.36d	0.00d

Requester	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Mean Time	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d	—
Review Count	1	0	0	1	1	0	2	1	0	4	0	1	0
Shortest Time	0.44d	—	—	0.05d	0.91d	—	0.02d	19.07d	—	0.97d	—	11.03d	—
Longest Time	0.44d	—	—	0.05d	0.91d	—	28.84d	19.07d	—	9.77d	—	11.03d	—
Median Time	0.44d	—	—	0.05d	0.91d	—	14.43d	19.07d	—	5.37d	—	11.03d	—
PStDev Time	0.00d	—	—	0.00d	0.00d	—	14.41d	0.00d	—	4.40d	—	0.00d	—

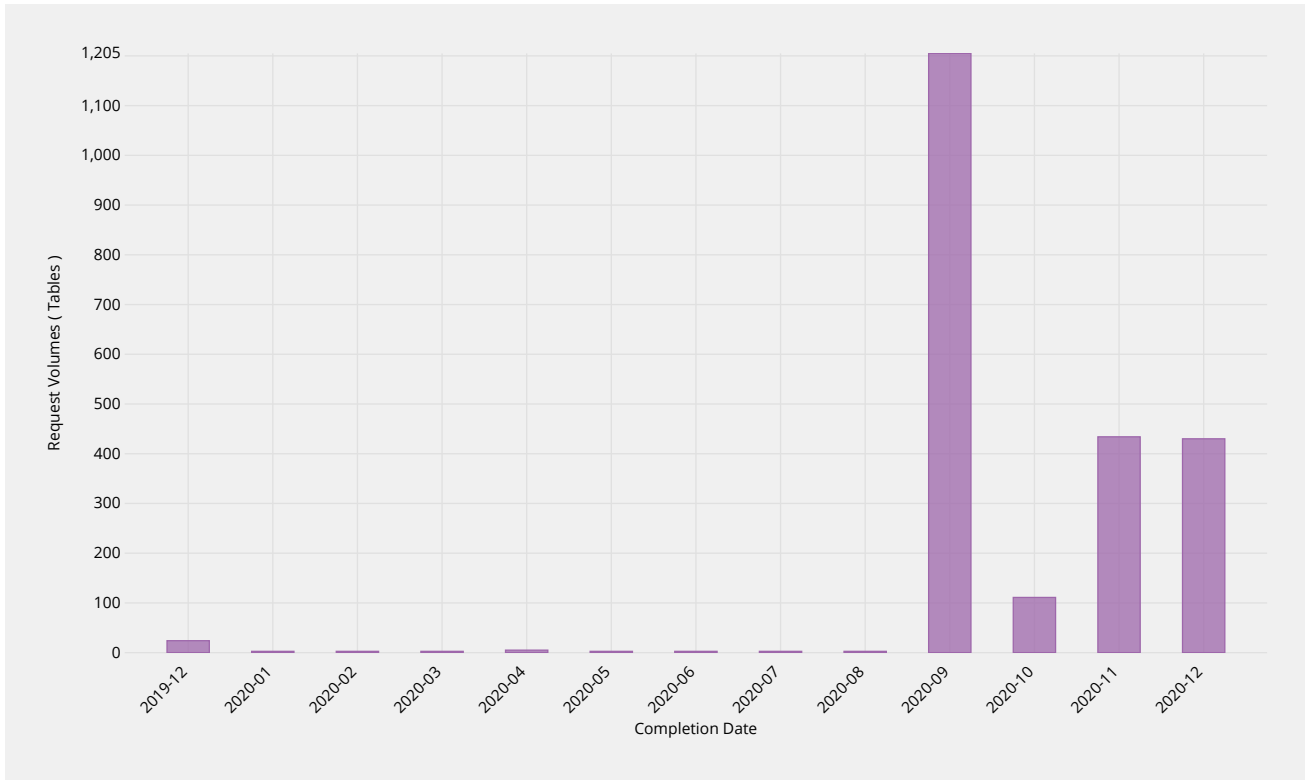
Authorizer	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Mean Time	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	4.32d	0.22d	2.90d	0.00d
Review Count	1	0	0	1	1	0	1	1	0	6	2	3	1
Shortest Time	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	0.01d	0.10d	0.00d	0.00d
Longest Time	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	9.74d	0.35d	8.30d	0.00d
Median Time	0.54d	—	—	0.03d	0.53d	—	0.37d	0.50d	—	2.89d	0.22d	0.40d	0.00d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	3.97d	0.13d	3.82d	0.00d

Regulatory	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Mean Time	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.07d	0.19d	1.51d	0.34d
Review Count	1	0	0	1	1	0	1	1	0	6	2	3	1
Shortest Time	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.01d	0.01d	0.00d	0.34d

Regulatory	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Longest Time	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.21d	0.38d	4.28d	0.34d
Median Time	0.17d	—	—	0.47d	0.07d	—	0.02d	0.08d	—	0.06d	0.19d	0.23d	0.34d
PStDev Time	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—	0.07d	0.18d	1.96d	0.00d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12
Total LGRs Processed	24	—	—	2	5	—	1	1	—	1205	111	434	430
Request Count	1	0	0	1	1	0	1	1	0	6	2	3	1
Average LGRs per Request	24	—	—	2	5	—	1	1	—	201	56	145	430
Smallest per Request	24	—	—	2	5	—	1	1	—	1	3	1	430
Largest per Request	24	—	—	2	5	—	1	1	—	975	108	432	430

# 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.