

IANA Naming Function Monthly Performance Report

November 2025

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
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%)	✓ 0.00s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.00s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 3.36m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.01m	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%)	✓ 3.85m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 2.940s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.160s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.193s	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.178s	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.49ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.61ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.60ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.14ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.11d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.23d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.35d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	33.98d	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	73.21d	p19
ccTLD Creation/Transfer				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	0	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.12h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	—	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 4.00s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.90s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.34s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.70s	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.94s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.605s	p31
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.50s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.65d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.00d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 3.78d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	3.78d	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	23	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

There were no exceptions for the reporting period.

[illegible]

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Longest 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
Median 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
PStDev 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

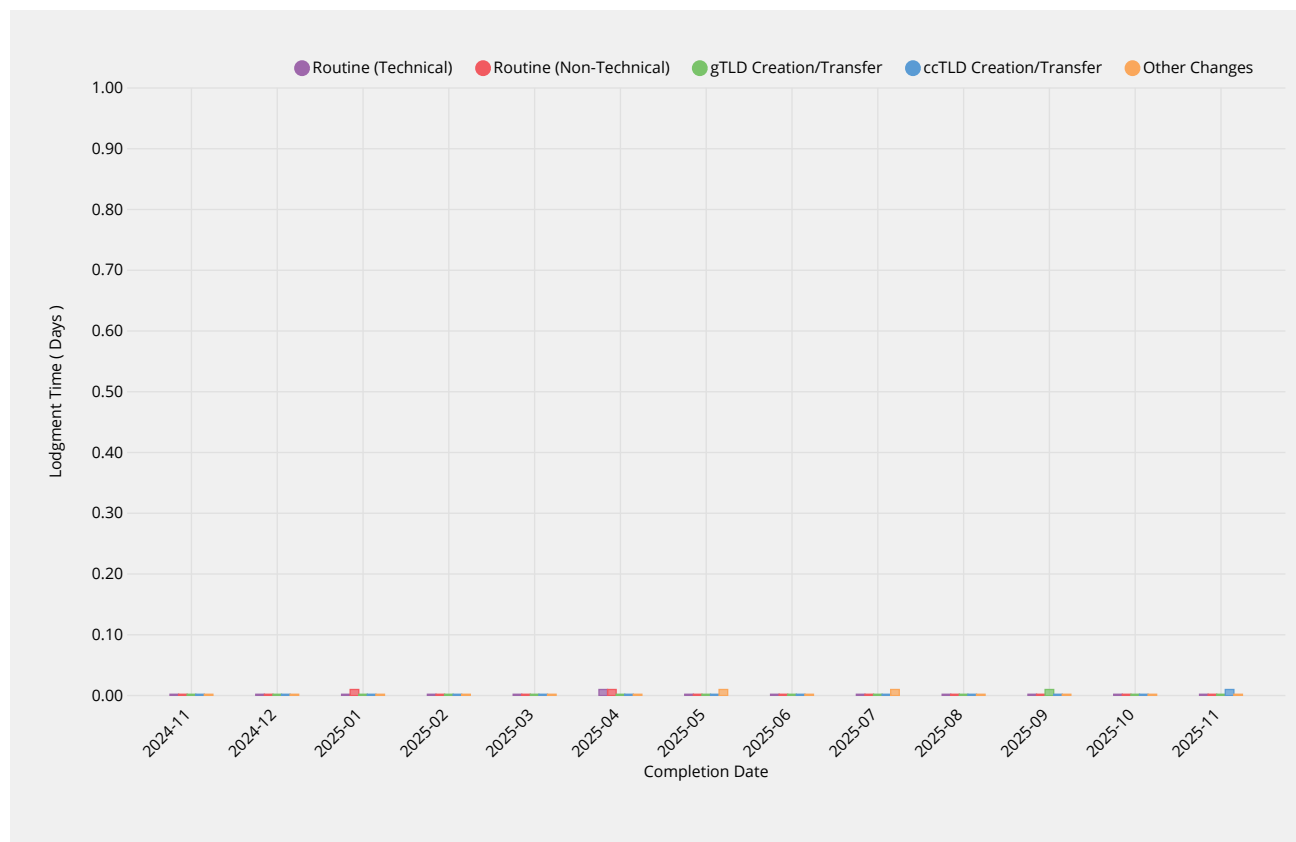
gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Acceptance Time	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	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	1	3	0	0	1	1	1	1	0	0	1	4	1
Mean Time	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s
Shortest Time	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s
Longest Time	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s
Median Time	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s

ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Acceptance Time	—	—	—	—	—	—	—	—	0.00s	—	—	—	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	0	0	0	0	0	0	0	2	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	0.00s	—	—	—	0.00s
Shortest Time	—	—	—	—	—	—	—	—	0.00s	—	—	—	0.00s
Longest Time	—	—	—	—	—	—	—	—	0.00s	—	—	—	0.00s
Median Time	—	—	—	—	—	—	—	—	0.00s	—	—	—	0.00s
PStDev Time	—	—	—	—	—	—	—	—	0.00s	—	—	—	0.00s

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Acceptance Time	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s	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	0	3	3	2	5	3	0	2	2	4	2	0
Mean Time	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—
Shortest Time	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—
Longest Time	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—
Median Time	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—
PStDev Time	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s	0.00s	—

Manual Lodgment Time

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



Route (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Lodgment Time	—	—	—	—	—	0.01d	—	—	0.00d	—	—	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	0	0	0	3	0	0	5	0	0	3	0
Mean Time	—	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—
Shortest Time	—	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—
Longest Time	—	—	—	—	—	0.01d	—	—	0.00d	—	—	0.00d	—
Median Time	—	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—
PStDev Time	—	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Lodgment Time	0.00d	0.00d	0.01d	0.00d	0.00d	0.01d	0.00d	0.00d	0.00d	—	0.00d	0.00d	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	5	3	6	43	3	3	3	2	2	0	7	2	2
Mean Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	0.00d	0.00d
Shortest Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	0.00d	0.00d
Longest Time	0.01d	0.00d	0.01d	0.01d	0.00d	0.01d	0.00d	0.00d	0.00d	—	0.00d	0.00d	0.00d
Median Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	0.00d	0.00d
PStDev Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	—	0.00d	0.00d	0.00d

[illegible]

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Lodgment Count	1	3	0	0	1	1	1	1	0	0	1	2	1
Mean Time	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d	0.00d	0.00d
Shortest Time	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d	0.00d	0.00d
Longest Time	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d	0.00d	0.00d
Median Time	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d	0.00d	0.00d
PStDev Time	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.00d	0.00d	0.00d

ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Lodgment Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	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	0	0	0	0	0	0	0	0	2	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	0.01d
Shortest Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	0.01d
Longest Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	0.01d
Median Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	0.01d
PStDev Time	—	—	—	—	—	—	—	—	0.00d	—	—	—	0.00d

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Lodgment Time	—	—	—	0.00d	0.00d	0.00d	0.01d	—	0.01d	—	—	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	0	2	1	2	2	0	1	0	0	1	0
Mean Time	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.01d	—	—	0.00d	—
Shortest Time	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.01d	—	—	0.00d	—
Longest Time	—	—	—	0.00d	0.00d	0.00d	0.01d	—	0.01d	—	—	0.00d	—
Median Time	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.01d	—	—	0.00d	—
PStDev Time	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—	0.00d	—

Technical Checks

Technical Check (First)

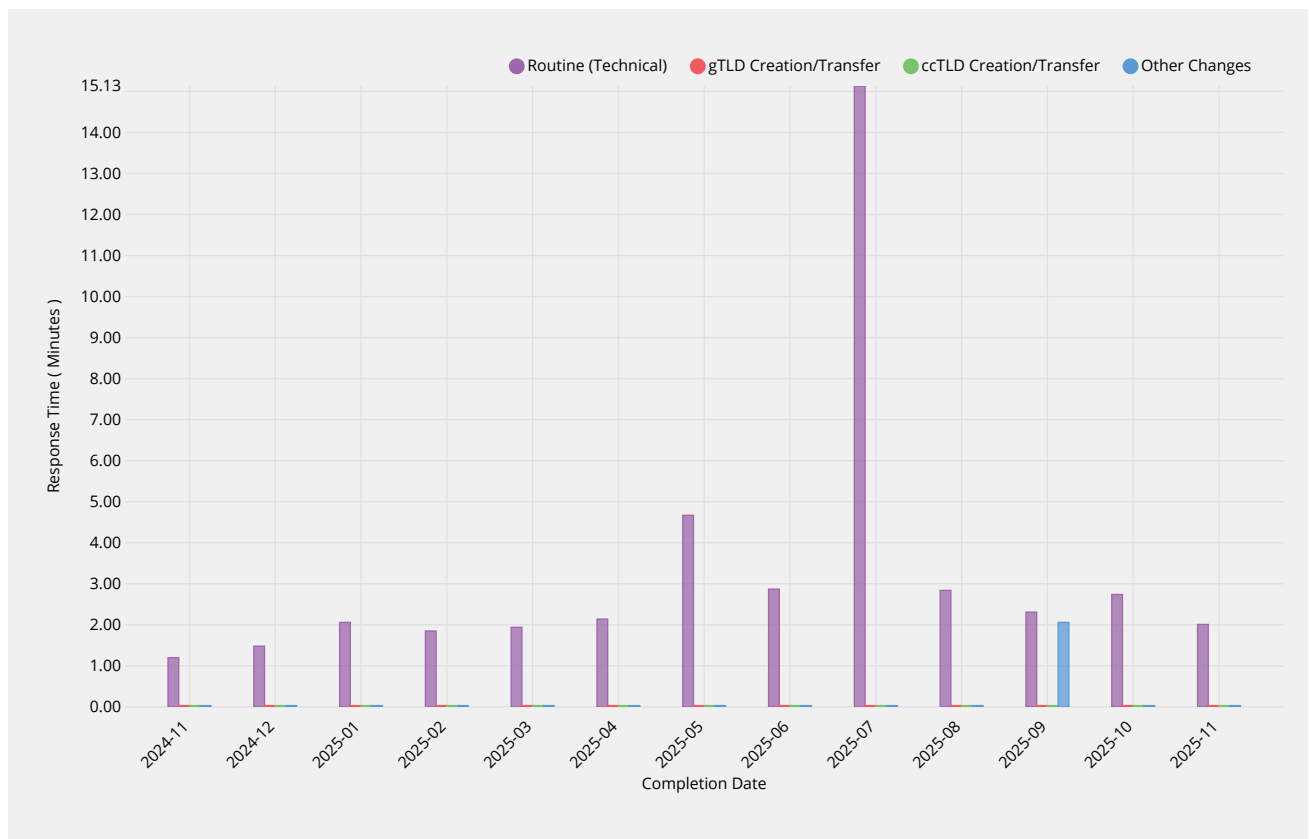
Time to return results for technical checks following submission of request via automated submission

ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Response Time	—	—	1.34m	—	—	1.46m	1.45m	—	3.02m	—	16.99m	—	—
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	2	0	0	1	1	0	1	0	2	0	0
Mean Time	—	—	1.33m	—	—	1.46m	1.45m	—	3.02m	—	10.14m	—	—
Shortest Time	—	—	1.32m	—	—	1.46m	1.45m	—	3.02m	—	2.54m	—	—
Longest Time	—	—	1.34m	—	—	1.46m	1.45m	—	3.02m	—	17.75m	—	—
Median Time	—	—	1.33m	—	—	1.46m	1.45m	—	3.02m	—	10.14m	—	—
PStDev Time	—	—	0.01m	—	—	0.00m	0.00m	—	0.00m	—	7.61m	—	—

Technical Check (Retest)

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



Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Response Time	1.20m	1.48m	2.06m	1.85m	1.94m	2.14m	4.67m	2.87m	15.13m	2.84m	2.31m	2.74m	2.01m
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	224	138	89	160	85	63	109	117	545	99	53	169	7
Mean Time	0.79m	1.20m	1.74m	1.05m	1.49m	0.76m	2.40m	1.80m	2.36m	1.86m	1.44m	1.97m	1.07m
Shortest Time	0.31m	0.19m	0.56m	0.22m	0.55m	0.23m	0.26m	0.20m	0.19m	0.28m	0.50m	0.24m	0.61m
Longest Time	1.44m	16.15m	16.54m	8.10m	16.31m	3.92m	17.07m	16.56m	45.78m	18.26m	2.63m	17.12m	2.20m

Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Median Time	0.85m	1.09m	1.65m	0.73m	1.33m	0.37m	1.59m	1.23m	0.92m	1.40m	1.44m	1.62m	0.79m
PStDev Time	0.27m	1.79m	1.63m	1.33m	1.64m	0.68m	3.19m	3.07m	6.10m	2.86m	0.55m	3.07m	0.55m

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Response Time	—	—	—	—	—	—	—	—	—	—	2.06m	—	—
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	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	2.06m	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	2.06m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	2.06m	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	2.06m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00m	—	—

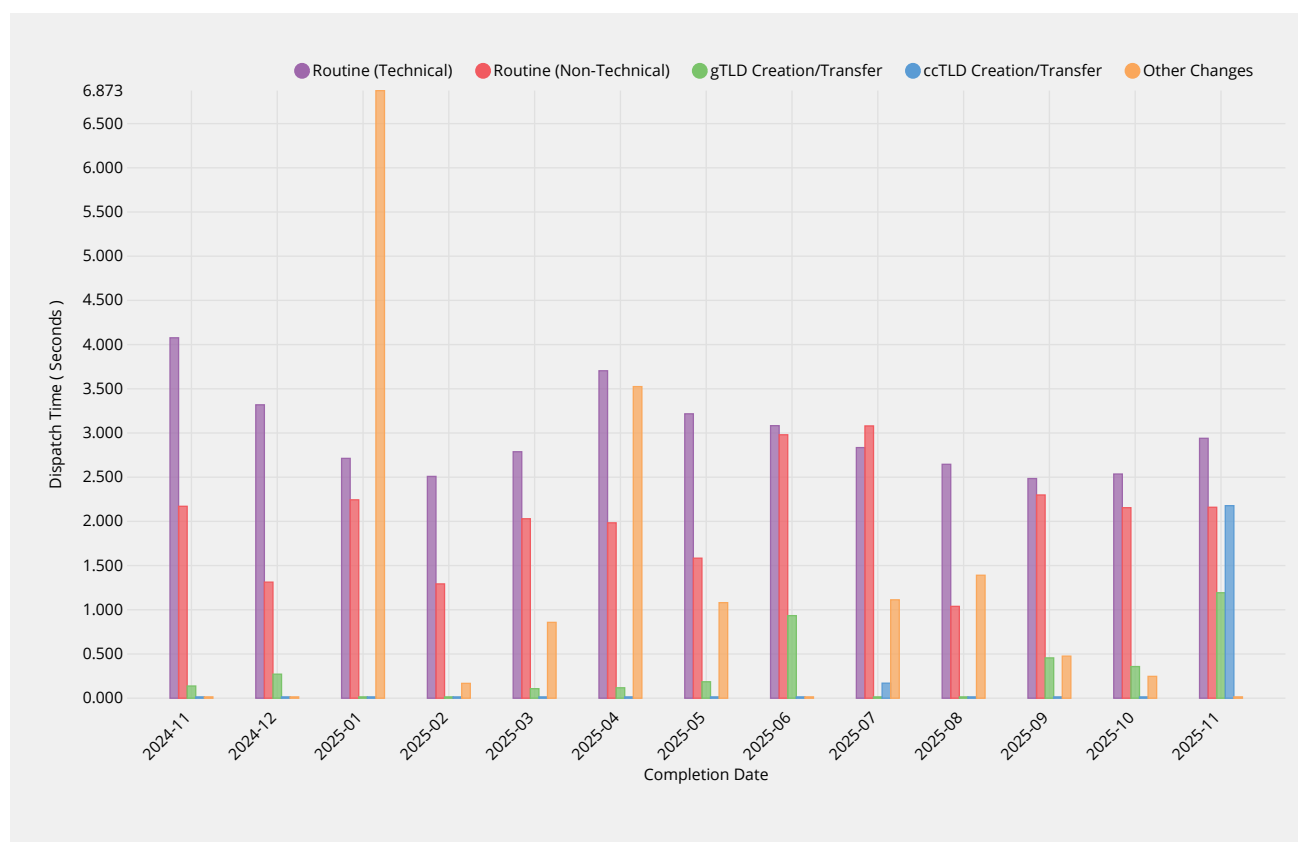
[illegible]

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Response Time	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	2.23m	—	—
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	0	0	0	1	0	1	0	2	0	0
Mean Time	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.91m	—	—
Shortest Time	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.55m	—	—
Longest Time	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	2.26m	—	—
Median Time	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.91m	—	—
PStDev Time	—	—	0.00m	—	—	—	0.00m	—	0.00m	—	0.36m	—	—

Contact Confirmations

Email Dispatch

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

[illegible]

Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	46	37	14	35	27	50	86	100	81	23	20	18	20
Mean Time	2.024s	1.734s	1.508s	1.400s	1.450s	1.601s	1.385s	1.408s	1.519s	1.396s	1.349s	1.368s	1.553s
Shortest Time	0.193s	0.055s	1.053s	0.249s	0.543s	0.130s	0.033s	0.297s	0.059s	0.272s	0.255s	0.117s	0.347s
Longest Time	5.341s	3.481s	4.122s	3.667s	3.426s	4.529s	5.661s	4.865s	4.605s	3.395s	2.649s	2.747s	3.384s
Median Time	1.706s	1.607s	1.257s	1.204s	1.208s	1.196s	1.171s	1.183s	1.243s	1.248s	1.201s	1.365s	1.434s
PStDev Time	1.101s	0.907s	0.769s	0.670s	0.632s	0.988s	0.909s	0.735s	0.758s	0.731s	0.631s	0.749s	0.873s

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Dispatch Time	2.171s	1.313s	2.244s	1.293s	2.030s	1.984s	1.584s	2.980s	3.080s	1.039s	2.299s	2.155s	2.160s
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%
Email Count	28	19	109	117	27	93	68	26	28	82	67	268	48
Mean Time	0.680s	0.363s	0.606s	0.279s	0.864s	0.429s	0.299s	0.670s	0.786s	0.322s	0.494s	0.654s	0.769s
Shortest Time	0.062s	0.057s	0.028s	0.039s	0.040s	0.042s	0.031s	0.049s	0.047s	0.042s	0.047s	0.061s	0.215s
Longest Time	3.577s	3.205s	3.540s	4.242s	3.491s	3.720s	2.284s	4.294s	3.372s	2.372s	4.338s	3.941s	5.641s
Median Time	0.274s	0.107s	0.238s	0.067s	0.526s	0.138s	0.107s	0.316s	0.313s	0.211s	0.188s	0.289s	0.462s
PStDev Time	0.830s	0.711s	0.759s	0.592s	0.825s	0.749s	0.510s	0.998s	1.011s	0.401s	0.814s	0.746s	0.896s

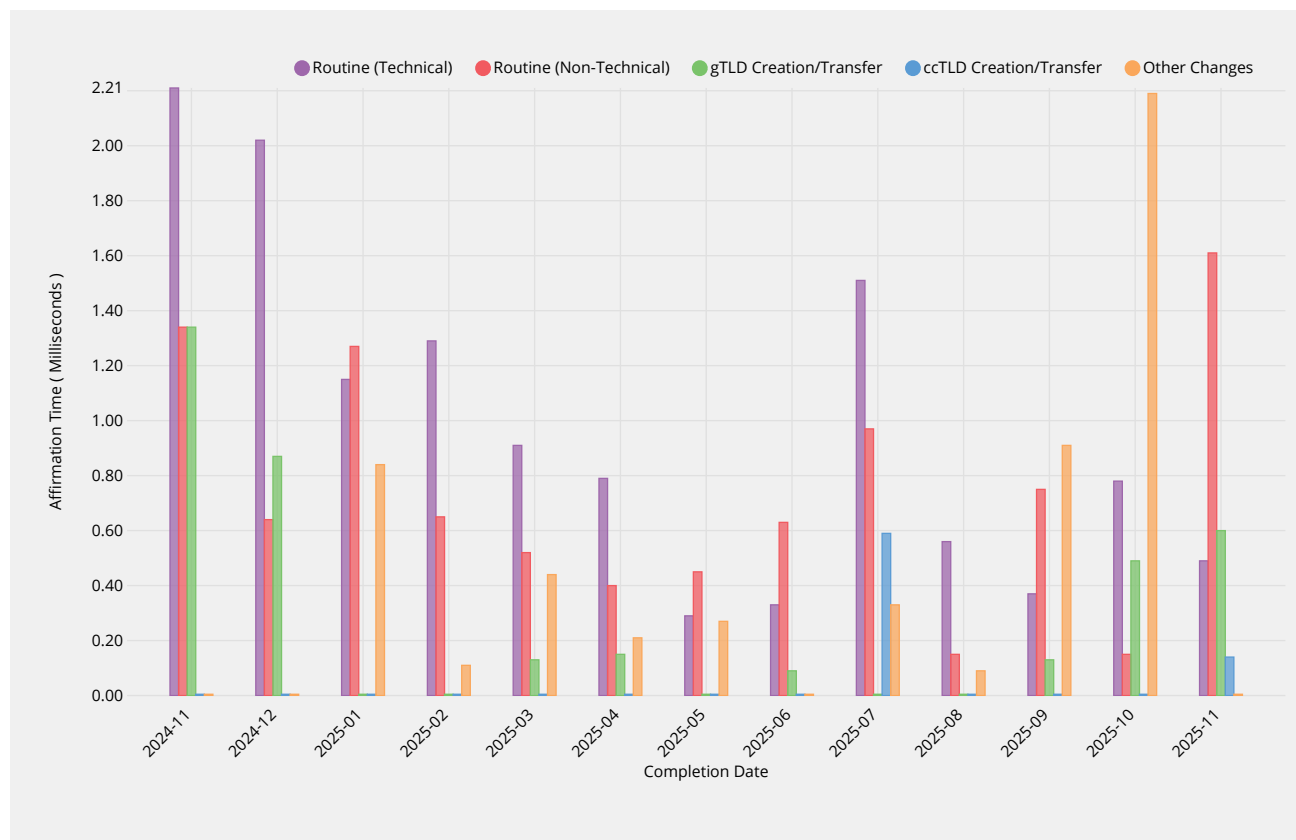
gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Dispatch Time	0.138s	0.272s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s	0.358s	1.193s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	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%
Email Count	1	3	0	0	1	1	1	1	0	0	1	4	1
Mean Time	0.138s	0.183s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s	0.232s	1.193s
Shortest Time	0.138s	0.089s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s	0.132s	1.193s
Longest Time	0.138s	0.282s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s	0.369s	1.193s
Median Time	0.138s	0.179s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s	0.213s	1.193s
PStDev Time	0.000s	0.079s	—	—	0.000s	0.000s	0.000s	0.000s	—	—	0.000s	0.103s	0.000s

ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Dispatch Time	—	—	—	—	—	—	—	—	0.170s	—	—	—	2.178s
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%
Email Count	0	0	0	0	0	0	0	0	2	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	0.141s	—	—	—	2.178s
Shortest Time	—	—	—	—	—	—	—	—	0.109s	—	—	—	2.178s
Longest Time	—	—	—	—	—	—	—	—	0.173s	—	—	—	2.178s
Median Time	—	—	—	—	—	—	—	—	0.141s	—	—	—	2.178s
PStDev Time	—	—	—	—	—	—	—	—	0.032s	—	—	—	0.000s

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Dispatch Time	—	—	6.873s	0.168s	0.858s	3.525s	1.081s	—	1.113s	1.391s	0.476s	0.247s	—
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%
Email Count	0	0	2	3	2	5	3	0	2	2	4	2	0
Mean Time	—	—	4.487s	0.102s	0.612s	0.970s	0.447s	—	0.612s	0.814s	0.314s	0.185s	—
Shortest Time	—	—	1.836s	0.047s	0.338s	0.062s	0.046s	—	0.056s	0.172s	0.128s	0.117s	—
Longest Time	—	—	7.139s	0.177s	0.885s	4.343s	1.189s	—	1.169s	1.455s	0.488s	0.254s	—
Median Time	—	—	4.487s	0.082s	0.612s	0.108s	0.107s	—	0.612s	0.814s	0.320s	0.185s	—
PStDev Time	—	—	2.651s	0.055s	0.274s	1.688s	0.525s	—	0.557s	0.642s	0.142s	0.068s	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Affirmation Time	2.21ms	2.02ms	1.15ms	1.29ms	0.91 ms	0.79ms	0.29ms	0.33ms	1.51ms	0.56ms	0.37ms	0.78ms	0.49ms
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	46	37	14	33	26	50	86	100	81	18	20	16	19
Mean Time	0.59ms	0.48ms	0.36ms	0.38ms	1.24ms	0.22ms	0.14ms	0.15ms	0.43ms	0.26ms	0.18ms	0.27ms	0.21ms
Shortest Time	0.08ms	0.06ms	0.06ms	0.08ms	0.05ms	0.05ms	0.05ms	0.05ms	0.05ms	0.07ms	0.06ms	0.04ms	0.07ms
Longest Time	3.48ms	3.14ms	1.33ms	2.38ms	26.42ms	1.25ms	1.38ms	2.28ms	3.91ms	0.71ms	1.19ms	1.32ms	0.60ms
Median Time	0.26ms	0.20ms	0.20ms	0.15ms	0.13ms	0.12ms	0.09ms	0.08ms	0.16ms	0.15ms	0.11ms	0.14ms	0.15ms
PStDev Time	0.73ms	0.66ms	0.39ms	0.50ms	5.04ms	0.25ms	0.22ms	0.26ms	0.67ms	0.18ms	0.24ms	0.31ms	0.15ms

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Affirmation Time	1.34ms	0.64ms	1.27ms	0.65ms	0.52ms	0.40ms	0.45ms	0.63ms	0.97ms	0.15ms	0.75ms	0.15ms	1.61ms
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	26	17	101	117	25	93	67	24	27	80	62	262	42
Mean Time	0.55ms	0.21ms	0.45ms	0.27ms	0.21ms	0.13ms	0.15ms	0.15ms	0.37ms	0.09ms	0.20ms	0.11ms	0.44ms
Shortest Time	0.09ms	0.06ms	0.05ms	0.08ms	0.05ms	0.04ms	0.04ms	0.05ms	0.06ms	0.05ms	0.06ms	0.04ms	0.07ms
Longest Time	2.96ms	0.87ms	3.24ms	2.91ms	0.86ms	1.34ms	0.70ms	0.86ms	3.93ms	0.74ms	1.62ms	2.37ms	2.34ms
Median Time	0.30ms	0.13ms	0.33ms	0.16ms	0.09ms	0.07ms	0.09ms	0.08ms	0.15ms	0.08ms	0.13ms	0.08ms	0.23ms
PStDev Time	0.62ms	0.20ms	0.54ms	0.39ms	0.20ms	0.19ms	0.14ms	0.20ms	0.73ms	0.08ms	0.24ms	0.18ms	0.50ms

[illegible]

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	3	0	0	1	1	0	1	0	0	1	4	1
Mean Time	1.34ms	0.54ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.29ms	0.60ms
Shortest Time	1.34ms	0.16ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.17ms	0.60ms
Longest Time	1.34ms	0.91ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.53ms	0.60ms
Median Time	1.34ms	0.54ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.22ms	0.60ms
PStDev Time	0.00ms	0.31ms	—	—	0.00ms	0.00ms	—	0.00ms	—	—	0.00ms	0.15ms	0.00ms

ccTLD Creation/ Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Affirmation Time	—	—	—	—	—	—	—	—	0.59ms	—	—	—	0.14ms
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	0	0	0	2	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	0.37ms	—	—	—	0.14ms
Shortest Time	—	—	—	—	—	—	—	—	0.13ms	—	—	—	0.14ms
Longest Time	—	—	—	—	—	—	—	—	0.61ms	—	—	—	0.14ms
Median Time	—	—	—	—	—	—	—	—	0.37ms	—	—	—	0.14ms
PStDev Time	—	—	—	—	—	—	—	—	0.24ms	—	—	—	0.00ms

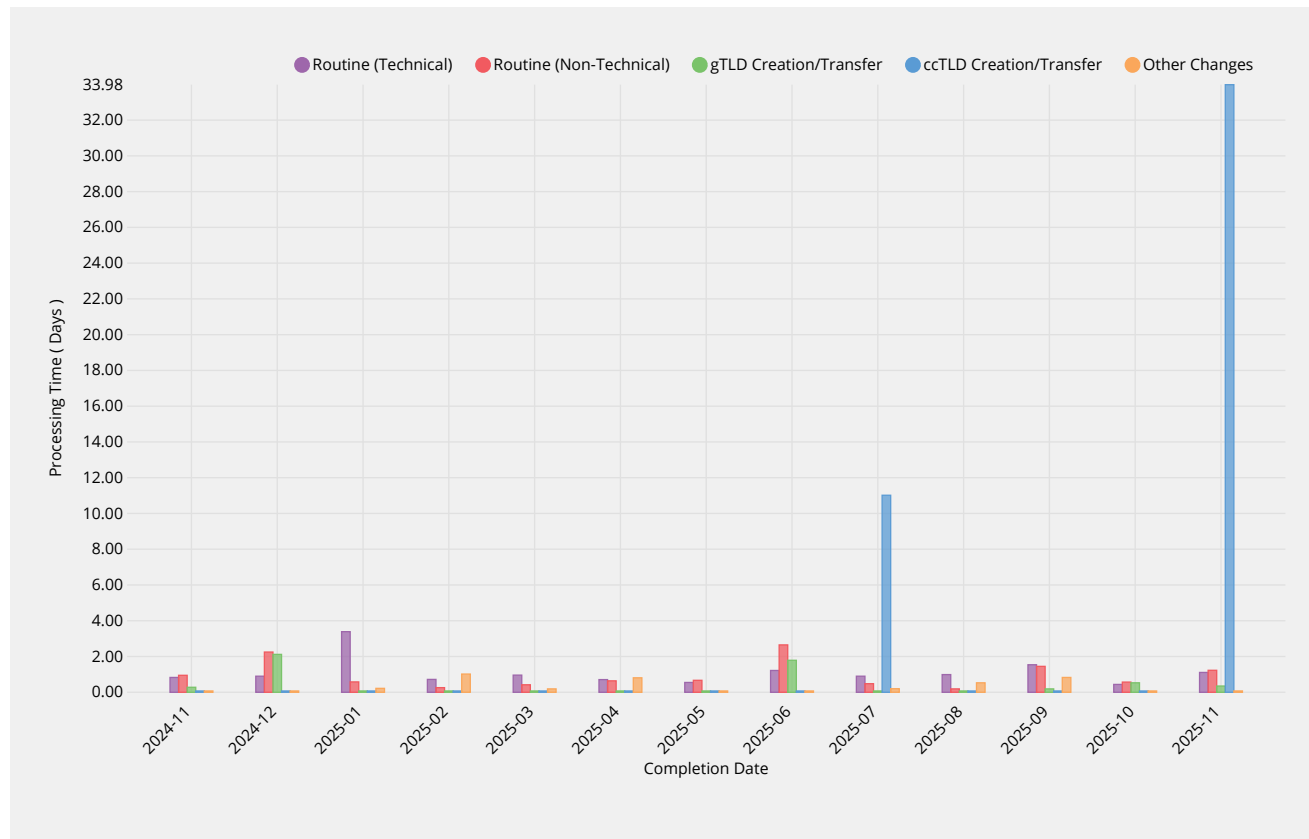
Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Affirmation Time	—	—	0.84ms	0.11ms	0.44ms	0.21ms	0.27ms	—	0.33ms	0.09ms	0.91ms	2.19ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	2	3	2	4	3	0	2	2	4	2	0
Mean Time	—	—	0.46ms	0.10ms	0.27ms	0.15ms	0.21ms	—	0.23ms	0.09ms	0.53ms	1.18ms	—
Shortest Time	—	—	0.05ms	0.09ms	0.07ms	0.10ms	0.13ms	—	0.11ms	0.09ms	0.06ms	0.06ms	—
Longest Time	—	—	0.88ms	0.12ms	0.46ms	0.22ms	0.28ms	—	0.34ms	0.10ms	0.95ms	2.30ms	—
Median Time	—	—	0.46ms	0.10ms	0.27ms	0.13ms	0.21ms	—	0.23ms	0.09ms	0.56ms	1.18ms	—
PStDev Time	—	—	0.41ms	0.01ms	0.19ms	0.05ms	0.06ms	—	0.12ms	0.00ms	0.33ms	1.12ms	—

Staff Processing

Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for

implementation.



Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Processing Time	0.83d	0.90d	3.39d	0.72d	0.96d	0.71d	0.55d	1.22d	0.90d	0.99d	1.54d	0.44d	1.11d
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	46	37	14	32	25	50	86	100	81	18	20	16	19
Mean Time	0.46d	0.48d	2.46d	0.33d	0.40d	0.31d	0.33d	0.59d	0.46d	0.53d	0.57d	0.30d	0.48d
Shortest Time	0.05d	0.01d	0.07d	0.02d	0.01d	0.01d	0.03d	0.05d	0.06d	0.02d	0.04d	0.09d	0.02d
Longest Time	2.93d	1.36d	24.09d	0.97d	2.44d	2.80d	2.16d	1.26d	2.89d	1.38d	2.59d	0.52d	1.11d
Median Time	0.33d	0.37d	0.39d	0.28d	0.21d	0.20d	0.35d	0.40d	0.31d	0.47d	0.31d	0.27d	0.47d
PStDev Time	0.49d	0.32d	6.10d	0.26d	0.51d	0.43d	0.29d	0.49d	0.60d	0.38d	0.67d	0.13d	0.37d

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Processing Time	0.95d	2.25d	0.58d	0.26d	0.42d	0.64d	0.67d	2.65d	0.48d	0.19d	1.45d	0.57d	1.23d
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	26	17	101	117	22	90	67	24	27	80	62	262	41
Mean Time	0.40d	0.85d	0.25d	0.14d	0.18d	0.51d	0.32d	3.74d	0.19d	0.15d	0.39d	0.38d	0.71d
Shortest Time	0.00d	0.03d	0.01d	0.01d	0.02d	0.01d	0.04d	0.00d	0.00d	0.02d	0.01d	0.02d	0.00d
Longest Time	2.69d	4.93d	1.04d	2.48d	0.73d	2.57d	0.86d	75.00d	2.37d	0.86d	2.59d	12.30d	1.30d
Median Time	0.13d	0.34d	0.13d	0.06d	0.08d	0.63d	0.20d	0.44d	0.02d	0.09d	0.06d	0.25d	0.66d
PStDev Time	0.58d	1.25d	0.26d	0.28d	0.20d	0.34d	0.25d	14.88d	0.46d	0.18d	0.64d	0.81d	0.47d

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Processing Time	0.28d	2.12d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d	0.53d	0.35d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
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	3	0	0	1	1	0	1	0	0	1	4	1
Mean Time	0.28d	0.92d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d	0.53d	0.35d

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Shortest Time	0.28d	0.06d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d	0.53d	0.35d
Longest Time	0.28d	2.64d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d	0.53d	0.35d
Median Time	0.28d	0.07d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d	0.53d	0.35d
PStDev Time	0.00d	1.21d	—	—	0.00d	0.00d	—	0.00d	—	—	0.00d	0.00d	0.00d

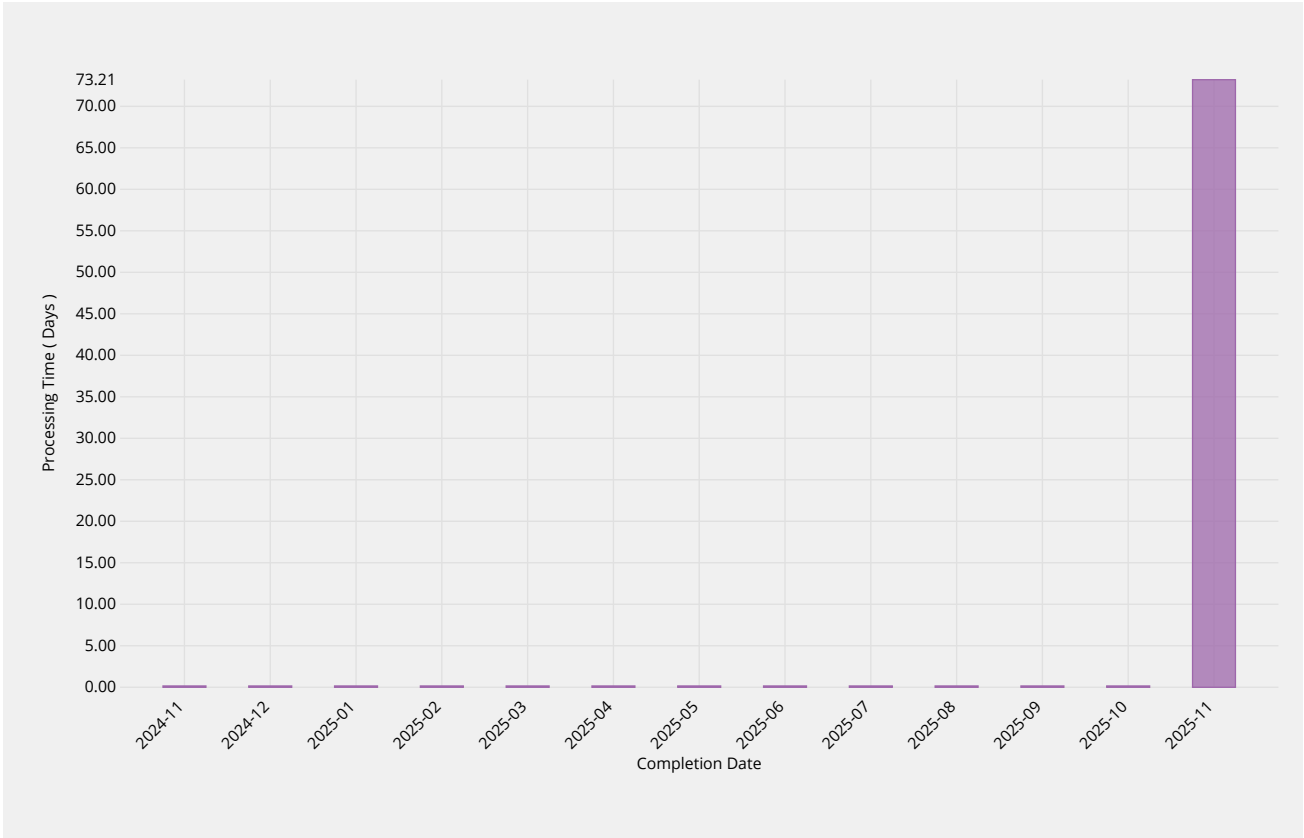
ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Processing Time	—	—	—	—	—	—	—	—	11.02d	—	—	—	33.98d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	2	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	9.99d	—	—	—	33.98d
Shortest Time	—	—	—	—	—	—	—	—	8.96d	—	—	—	33.98d
Longest Time	—	—	—	—	—	—	—	—	11.02d	—	—	—	33.98d
Median Time	—	—	—	—	—	—	—	—	9.99d	—	—	—	33.98d
PStDev Time	—	—	—	—	—	—	—	—	1.03d	—	—	—	0.00d

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Processing Time	—	—	0.22d	1.02d	0.19d	0.81d	0.03d	—	0.20d	0.53d	0.83d	0.07d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	2	3	2	4	3	0	2	2	4	2	0
Mean Time	—	—	0.16d	0.71d	0.10d	0.39d	0.02d	—	0.13d	0.49d	0.60d	0.06d	—
Shortest Time	—	—	0.11d	0.09d	0.01d	0.12d	0.02d	—	0.06d	0.44d	0.22d	0.05d	—
Longest Time	—	—	0.22d	1.02d	0.19d	0.81d	0.03d	—	0.20d	0.53d	0.83d	0.07d	—
Median Time	—	—	0.16d	1.02d	0.10d	0.31d	0.02d	—	0.13d	0.49d	0.67d	0.06d	—
PStDev Time	—	—	0.06d	0.44d	0.09d	0.26d	0.00d	—	0.07d	0.04d	0.24d	0.01d	—

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	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	73.21d
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	73.21d
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	73.21d
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	73.21d
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	73.21d
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00d

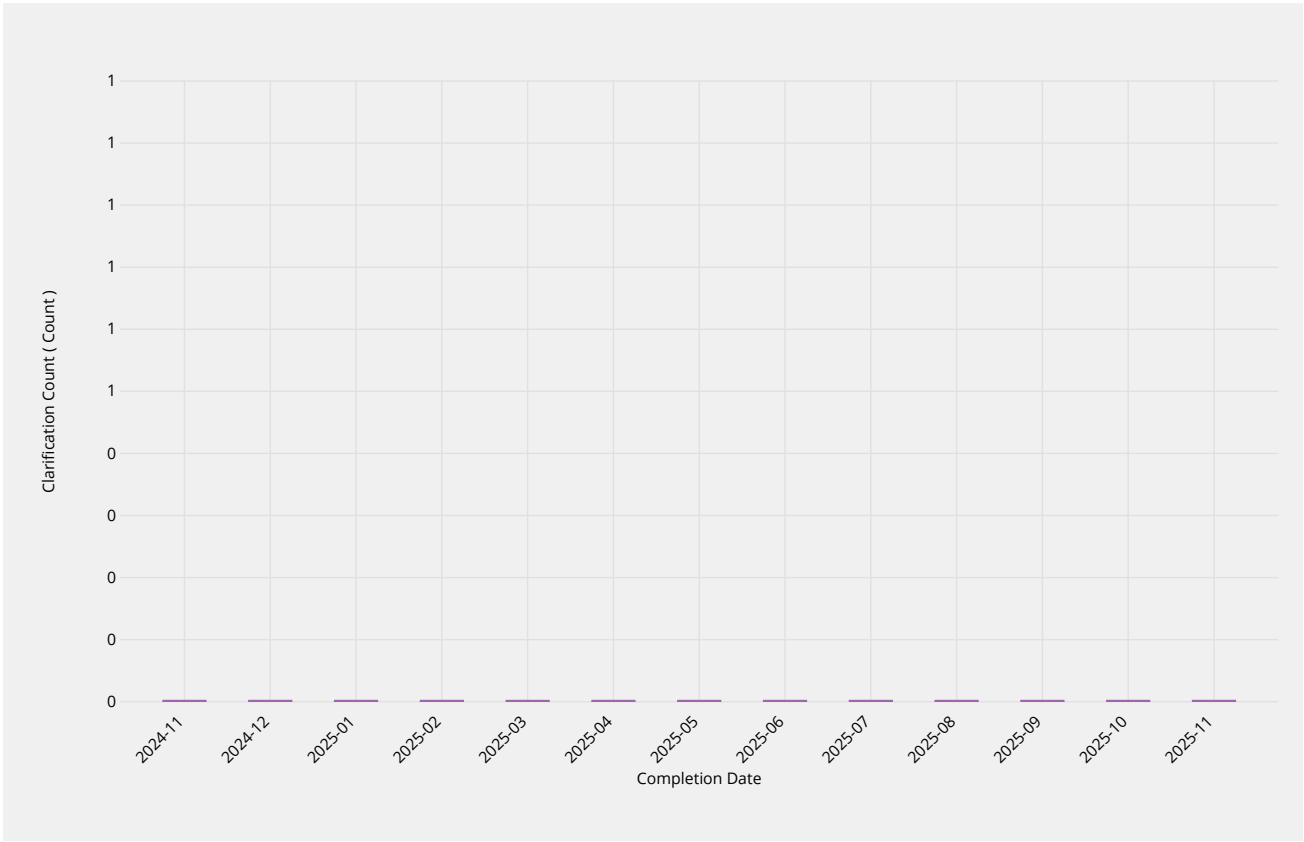
ccTLD Creation/Transfer

Submission Review

Time it takes staff to process the information included in each documentation submission, and respond

Requester Clarification

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

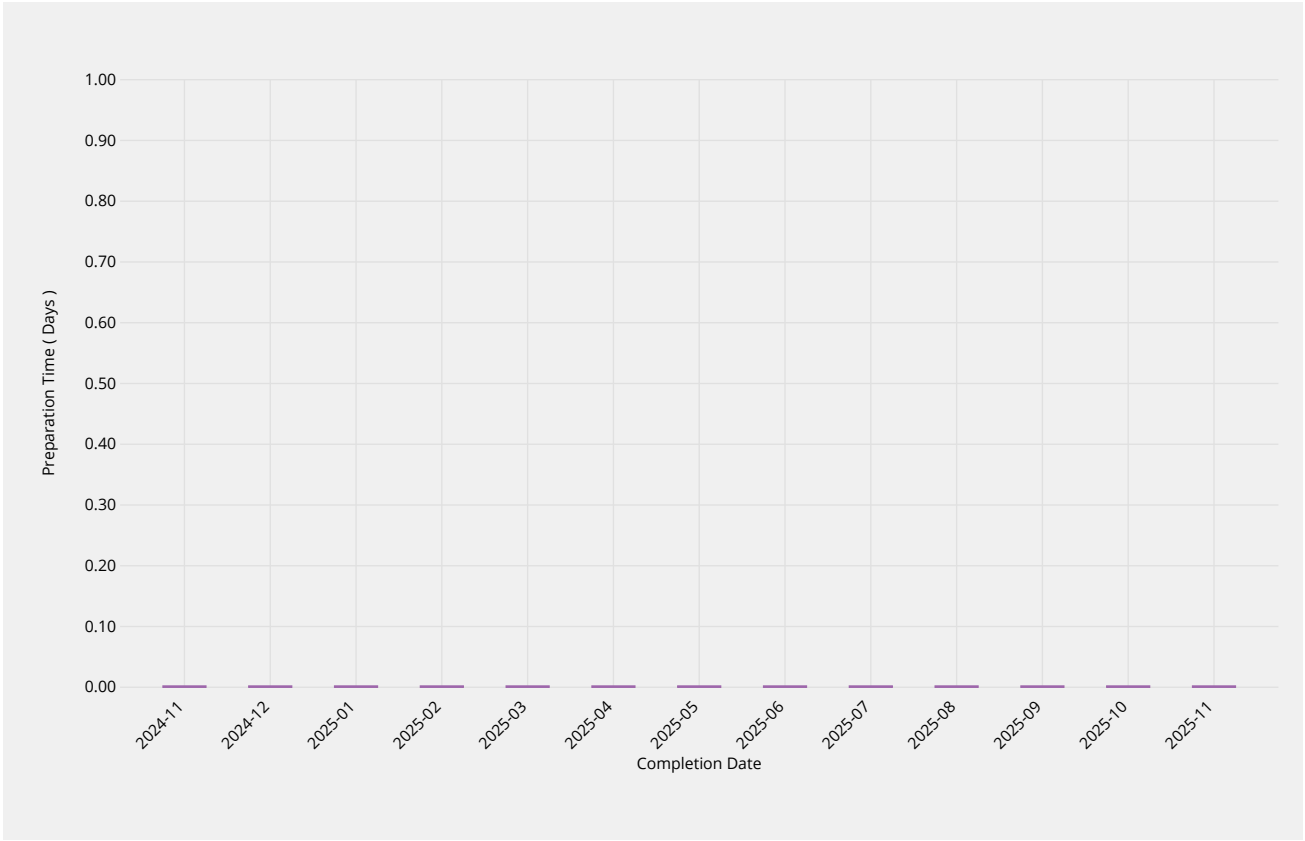


Requester Clarification	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Clarification Count	—	—	—	—	—	—	—	—	0	—	—	—	0
Request Count	0	0	0	0	0	0	0	0	2	0	0	0	1
Lowest Count	—	—	—	—	—	—	—	—	0	—	—	—	0
Highest Count	—	—	—	—	—	—	—	—	0	—	—	—	0

Report Preparation

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

publication.



Report Preparation	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
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	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

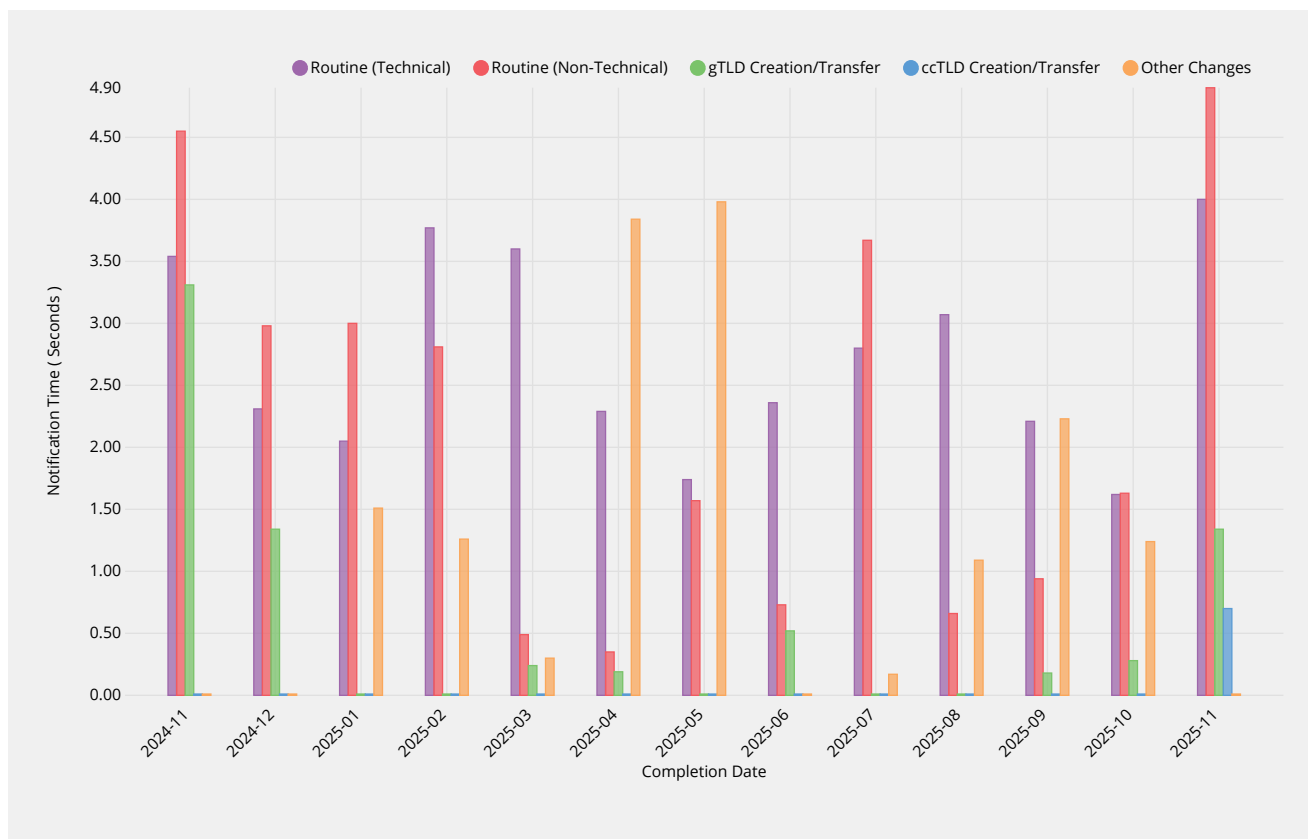
Time for root zone changes to be published following completion of validations and reviews by IANA

ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Publication Time	—	—	6.21h	3.21h	—	4.21h	22.87h	—	1.81h	5.01h	4.51h	4.72h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	1	2	0	2	2	0	1	1	2	1	0
Mean Time	—	—	6.21h	3.21h	—	2.81h	13.24h	—	1.81h	5.01h	4.36h	4.72h	—
Shortest Time	—	—	6.21h	3.20h	—	1.40h	3.62h	—	1.81h	5.01h	4.21h	4.72h	—
Longest Time	—	—	6.21h	3.21h	—	4.21h	22.87h	—	1.81h	5.01h	4.51h	4.72h	—
Median Time	—	—	6.21h	3.21h	—	2.81h	13.24h	—	1.81h	5.01h	4.36h	4.72h	—
PStDev Time	—	—	0.00h	0.00h	—	1.40h	9.63h	—	0.00h	0.00h	0.15h	0.00h	—

Notification of Completion

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



Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Notification Time	3.54s	2.31s	2.05s	3.77s	3.60s	2.29s	1.74s	2.36s	2.80s	3.07s	2.21s	1.62s	4.00s
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%
Notification Count	46	37	14	32	25	50	86	100	80	18	20	14	19
Mean Time	1.33s	1.15s	0.97s	1.52s	1.49s	1.22s	1.12s	1.18s	1.12s	1.12s	1.13s	1.12s	1.98s
Shortest Time	0.08s	0.06s	0.08s	0.05s	0.13s	0.06s	0.05s	0.06s	0.04s	0.06s	0.11s	0.36s	0.42s
Longest Time	5.04s	3.45s	2.90s	6.08s	4.39s	2.47s	2.85s	6.26s	6.05s	3.16s	2.97s	1.83s	4.17s
Median Time	1.12s	1.22s	1.10s	1.34s	1.26s	1.22s	1.20s	1.13s	1.17s	1.18s	1.12s	1.28s	1.84s

Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
PStDev Time	1.16s	0.77s	0.74s	1.30s	0.97s	0.65s	0.54s	1.04s	1.00s	0.92s	0.65s	0.43s	0.87s

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Notification Time	4.55s	2.98s	3.00s	2.81s	0.49s	0.35s	1.57s	0.73s	3.67s	0.66s	0.94s	1.63s	4.90s
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	26	17	101	117	22	90	67	23	27	80	62	260	41
Mean Time	1.03s	0.81s	0.65s	0.61s	0.20s	0.11s	0.37s	0.25s	0.76s	0.23s	0.28s	0.38s	0.99s
Shortest Time	0.06s	0.05s	0.04s	0.04s	0.05s	0.04s	0.04s	0.04s	0.05s	0.04s	0.04s	0.12s	0.22s
Longest Time	5.43s	6.04s	4.18s	3.59s	0.58s	0.60s	2.35s	1.04s	6.06s	3.20s	2.19s	4.13s	5.94s
Median Time	0.26s	0.21s	0.18s	0.17s	0.18s	0.05s	0.10s	0.17s	0.19s	0.06s	0.09s	0.13s	0.46s
PStDev Time	1.44s	1.43s	0.98s	0.89s	0.14s	0.11s	0.55s	0.25s	1.43s	0.48s	0.42s	0.58s	1.34s

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Notification Time	3.31s	1.34s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s	0.28s	1.34s
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	3	0	0	1	1	0	1	0	0	1	4	1
Mean Time	3.31s	0.60s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s	0.18s	1.34s
Shortest Time	3.31s	0.14s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s	0.14s	1.34s
Longest Time	3.31s	1.46s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s	0.31s	1.34s
Median Time	3.31s	0.19s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s	0.14s	1.34s
PStDev Time	0.00s	0.61s	—	—	0.00s	0.00s	—	0.00s	—	—	0.00s	0.07s	0.00s

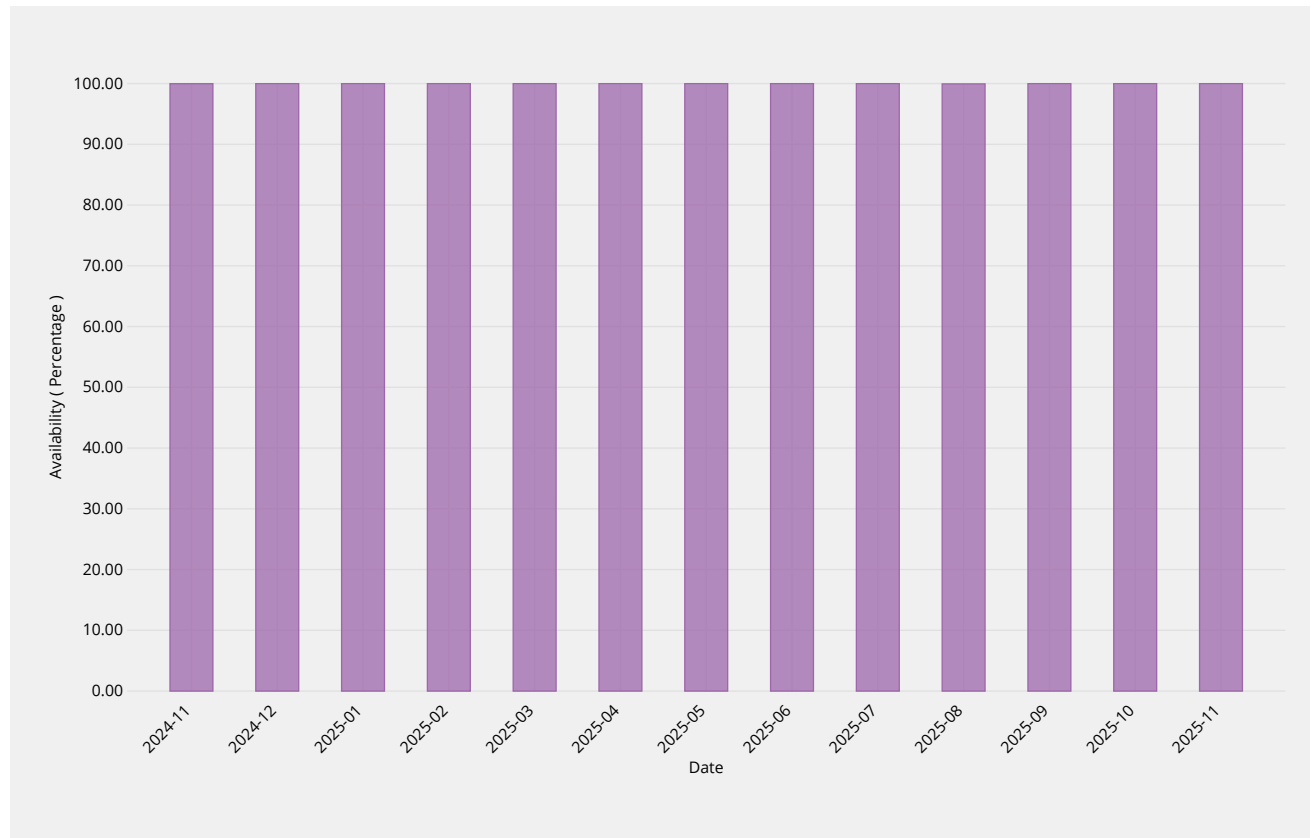
ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	0.70s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	0	0	0	0	0	0	0	1
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	0.70s
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.70s
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	0.70s
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	0.70s
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	0.00s

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Notification Time	—	—	1.51s	1.26s	0.30s	3.84s	3.98s	—	0.17s	1.09s	2.23s	1.24s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	2	3	2	4	3	0	2	2	4	2	0
Mean Time	—	—	1.12s	1.15s	0.26s	1.70s	1.89s	—	0.15s	0.68s	1.00s	0.90s	—
Shortest Time	—	—	0.68s	0.98s	0.21s	0.20s	0.12s	—	0.13s	0.22s	0.18s	0.53s	—
Longest Time	—	—	1.55s	1.27s	0.31s	4.30s	4.28s	—	0.18s	1.14s	2.42s	1.27s	—
Median Time	—	—	1.12s	1.21s	0.26s	1.14s	1.25s	—	0.15s	0.68s	0.70s	0.90s	—
PStDev Time	—	—	0.44s	0.12s	0.05s	1.55s	1.76s	—	0.02s	0.46s	0.90s	0.37s	—

System Availability

IANA Website

Percentage availability of IANA website for consulting documentations and other posted materials.



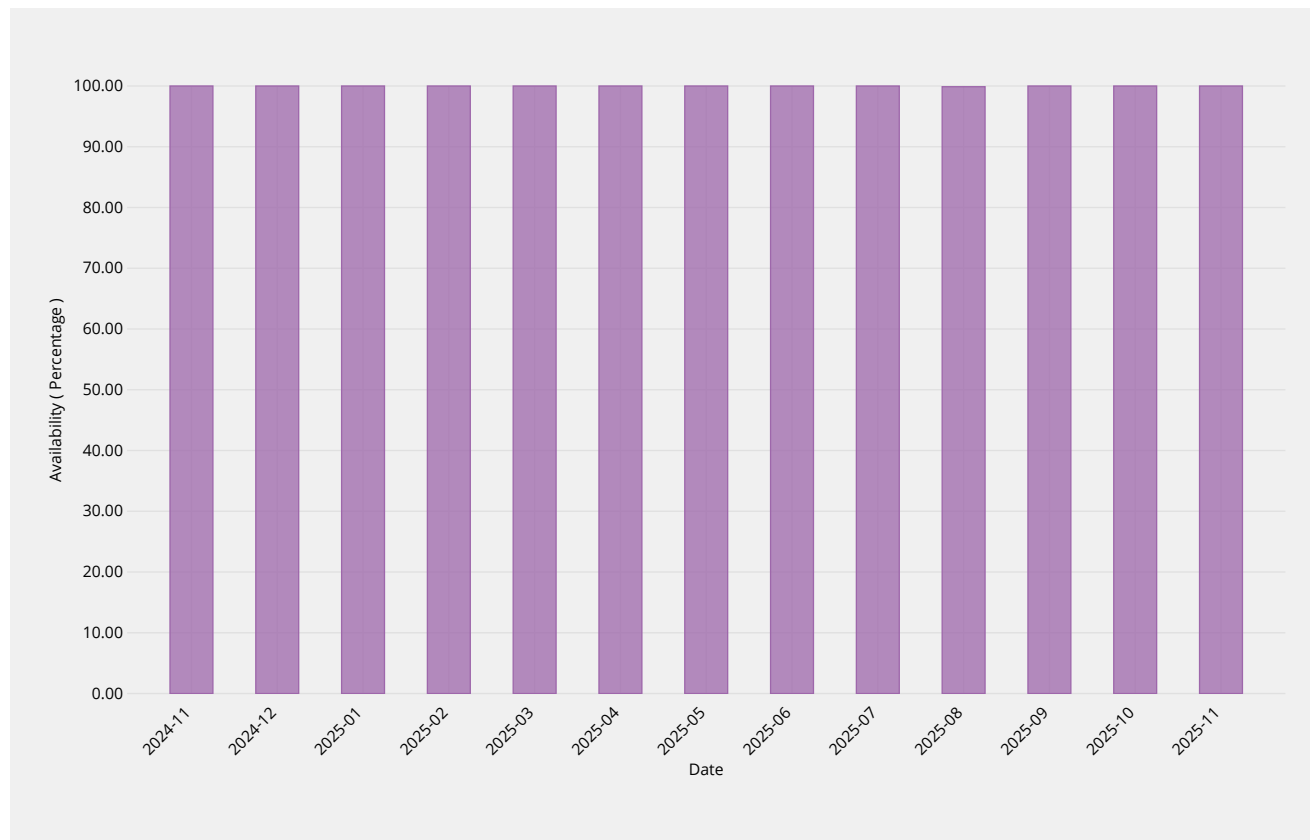
IANA Site Availability	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Availability	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

Percentage availability of the RZMS to allow customers to perform self-service operations via the web

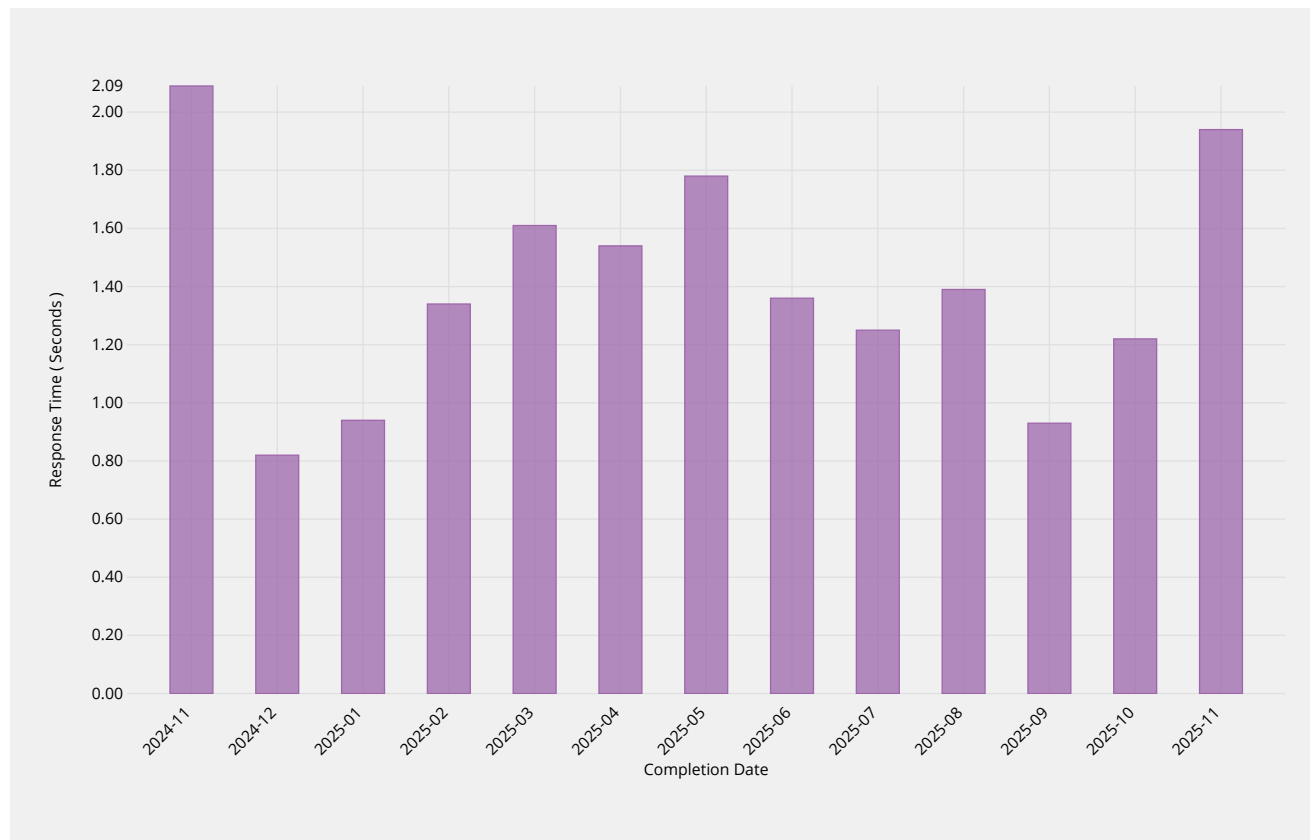
Root Zone Service Level Dashboard

Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.

[illegible]

Credential Recovery

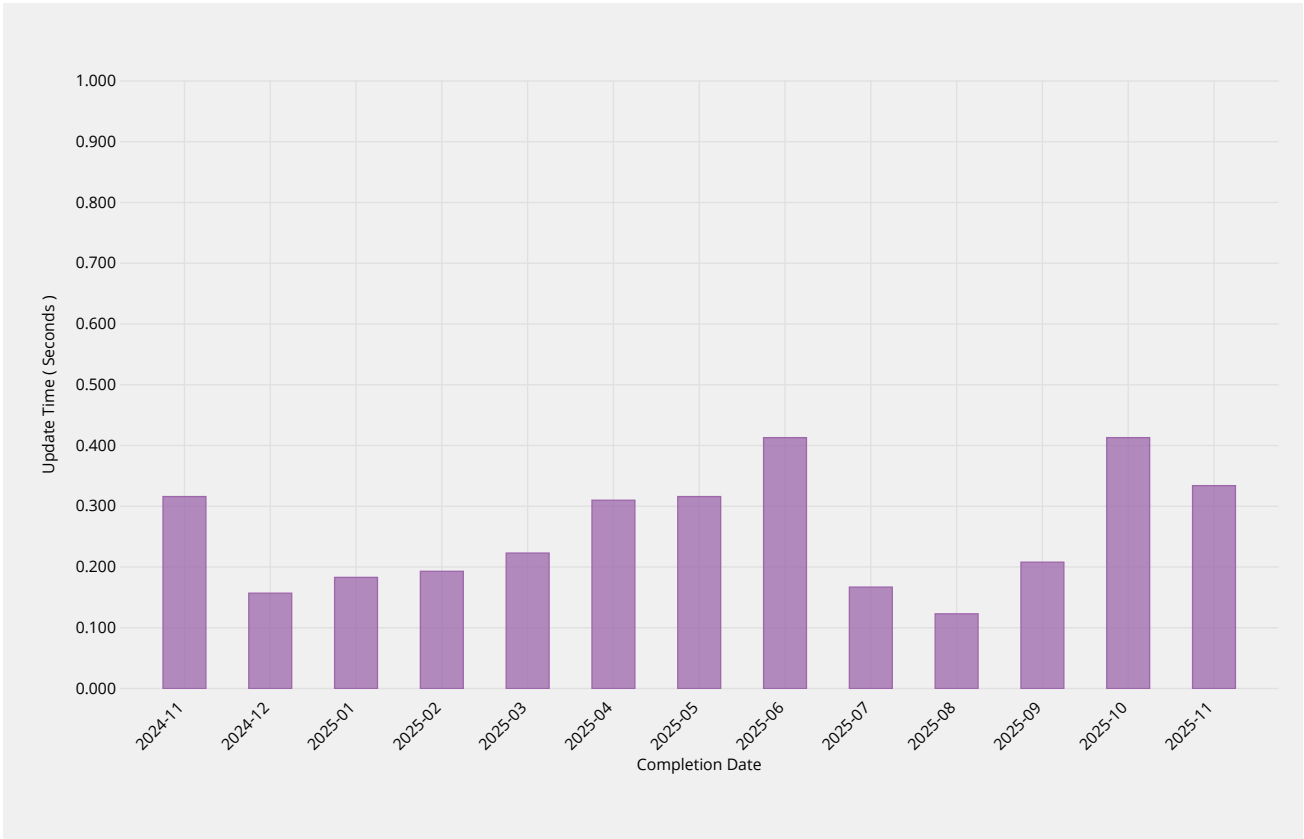
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Response Time	2.09s	0.82s	0.94s	1.34s	1.61s	1.54s	1.78s	1.36s	1.25s	1.39s	0.93s	1.22s	1.94s
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	8	7	12	13	12	10	8	5	11	16	11	4	10
Mean Time	1.04s	0.33s	0.34s	0.44s	0.64s	0.46s	0.64s	0.89s	0.52s	0.43s	0.31s	0.53s	0.76s
Shortest Time	0.11s	0.03s	0.02s	0.08s	0.08s	0.03s	0.02s	0.57s	0.02s	0.02s	0.03s	0.13s	0.10s
Longest Time	2.37s	0.86s	1.38s	1.42s	1.76s	2.23s	2.09s	1.45s	1.75s	1.57s	1.25s	1.35s	2.11s
Median Time	1.00s	0.18s	0.23s	0.22s	0.37s	0.22s	0.25s	0.89s	0.42s	0.26s	0.24s	0.33s	0.59s
PStDev Time	0.73s	0.31s	0.35s	0.44s	0.55s	0.62s	0.68s	0.33s	0.45s	0.43s	0.34s	0.50s	0.70s

Credential Change

Time to implement new password within the system.

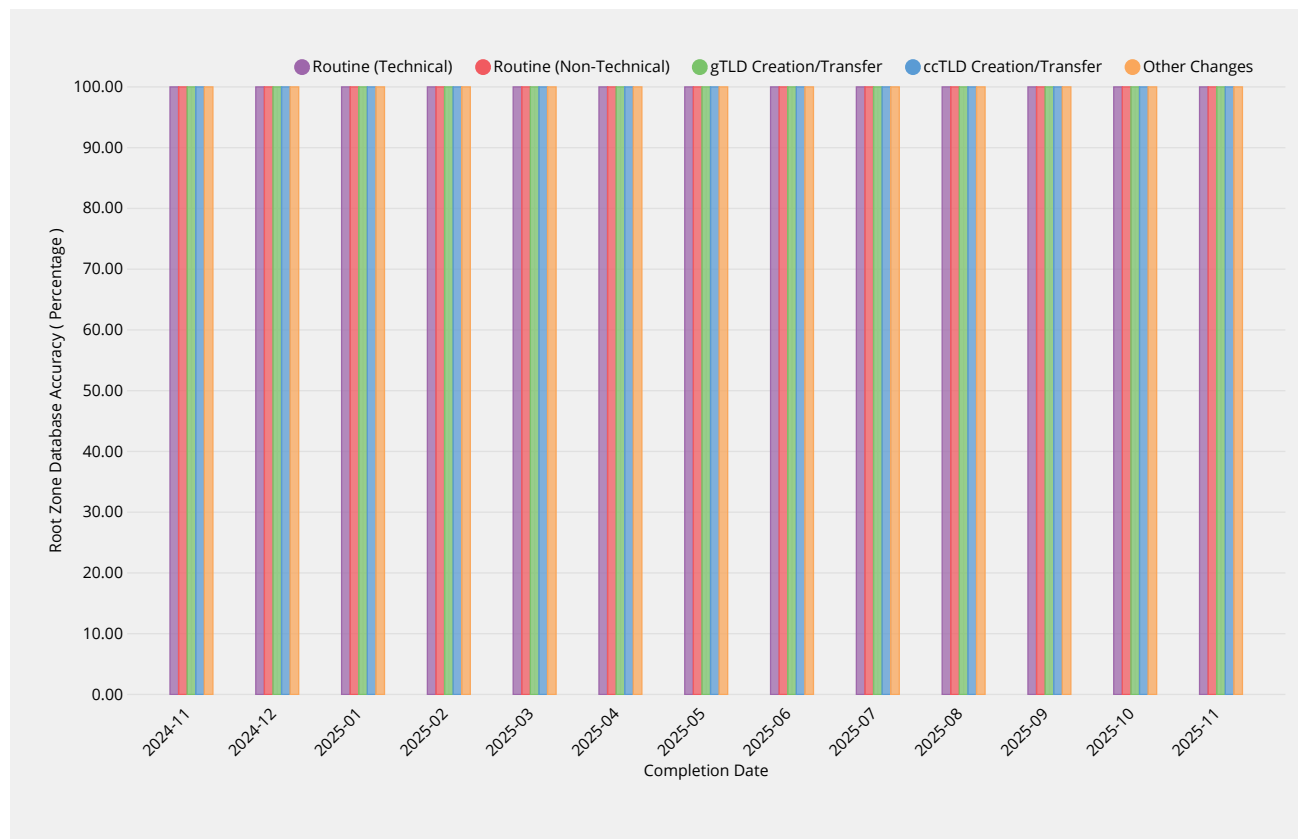


Credential Change	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Update Time	1.056s	0.449s	0.656s	0.532s	0.853s	1.111s	1.014s	1.125s	0.528s	0.243s	0.584s	1.175s	0.605s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s
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	8	7	11	9	10	6	7	4	10	7	11	4	8
Mean Time	0.316s	0.157s	0.183s	0.193s	0.223s	0.310s	0.316s	0.413s	0.167s	0.123s	0.208s	0.413s	0.334s
Shortest Time	0.086s	0.078s	0.071s	0.074s	0.071s	0.074s	0.070s	0.075s	0.072s	0.069s	0.068s	0.079s	0.071s
Longest Time	1.310s	0.604s	0.796s	0.611s	1.222s	1.451s	1.190s	1.286s	0.829s	0.250s	0.681s	1.360s	0.657s
Median Time	0.109s	0.083s	0.075s	0.077s	0.075s	0.084s	0.074s	0.145s	0.078s	0.074s	0.080s	0.106s	0.393s
PStDev Time	0.407s	0.183s	0.231s	0.184s	0.347s	0.510s	0.400s	0.507s	0.223s	0.074s	0.208s	0.548s	0.216s

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Request Count	0	0	2	3	2	4	3	0	2	2	4	2	0

Root Zone Database

Root Zone Database is correctly updated in accordance with change request.



Routine (Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	46	37	14	32	25	50	86	100	80	18	20	14	19

Routine (Non-Technical)	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	26	17	101	117	22	90	67	23	27	80	62	260	41

gTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	3	0	0	1	1	0	1	0	0	1	4	1

[illegible]

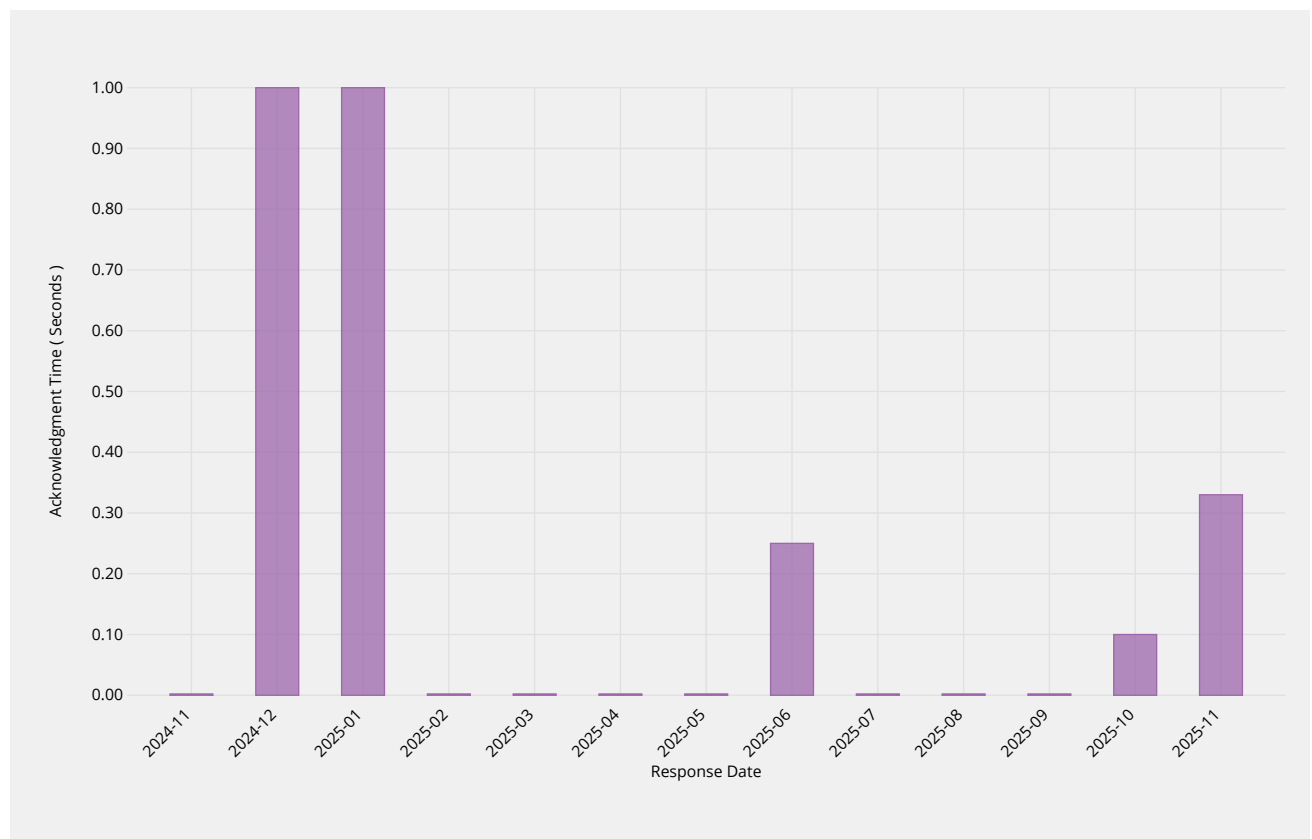
ccTLD Creation/Transfer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	1

Other Changes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
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	2	3	2	4	3	0	2	2	4	2	0

Enquiry Processing

Time to acknowledge

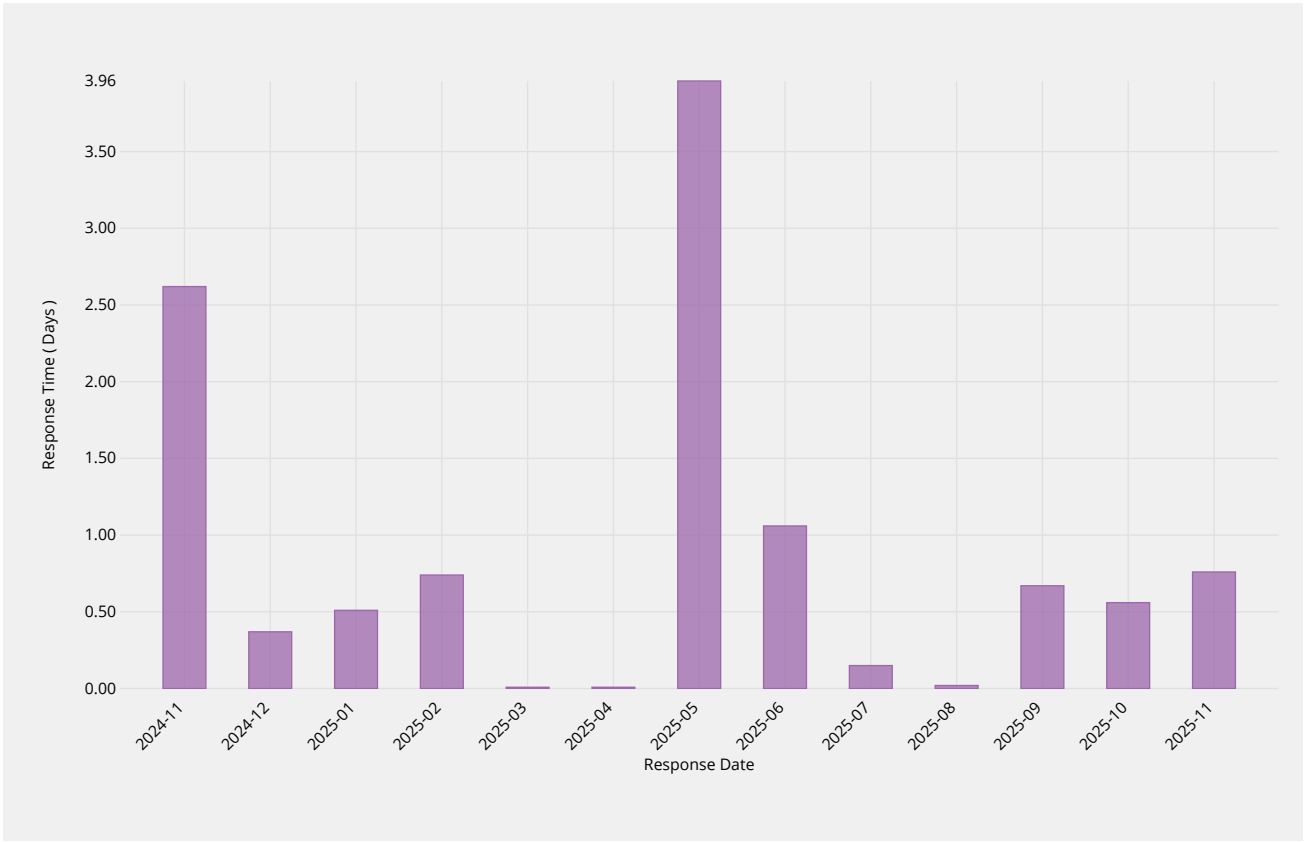
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Acknowledgment Time	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.85s	0.00s	0.00s	0.00s	0.55s	1.50s
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	1	1	1	2	0	1	0	4	5	1	1	10	6
Mean Time	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.25s	0.00s	0.00s	0.00s	0.10s	0.33s
Shortest Time	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	1.00s	0.00s	0.00s	0.00s	1.00s	2.00s
Median Time	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	0.43s	0.00s	0.00s	0.00s	0.30s	0.75s

Time to initial response

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



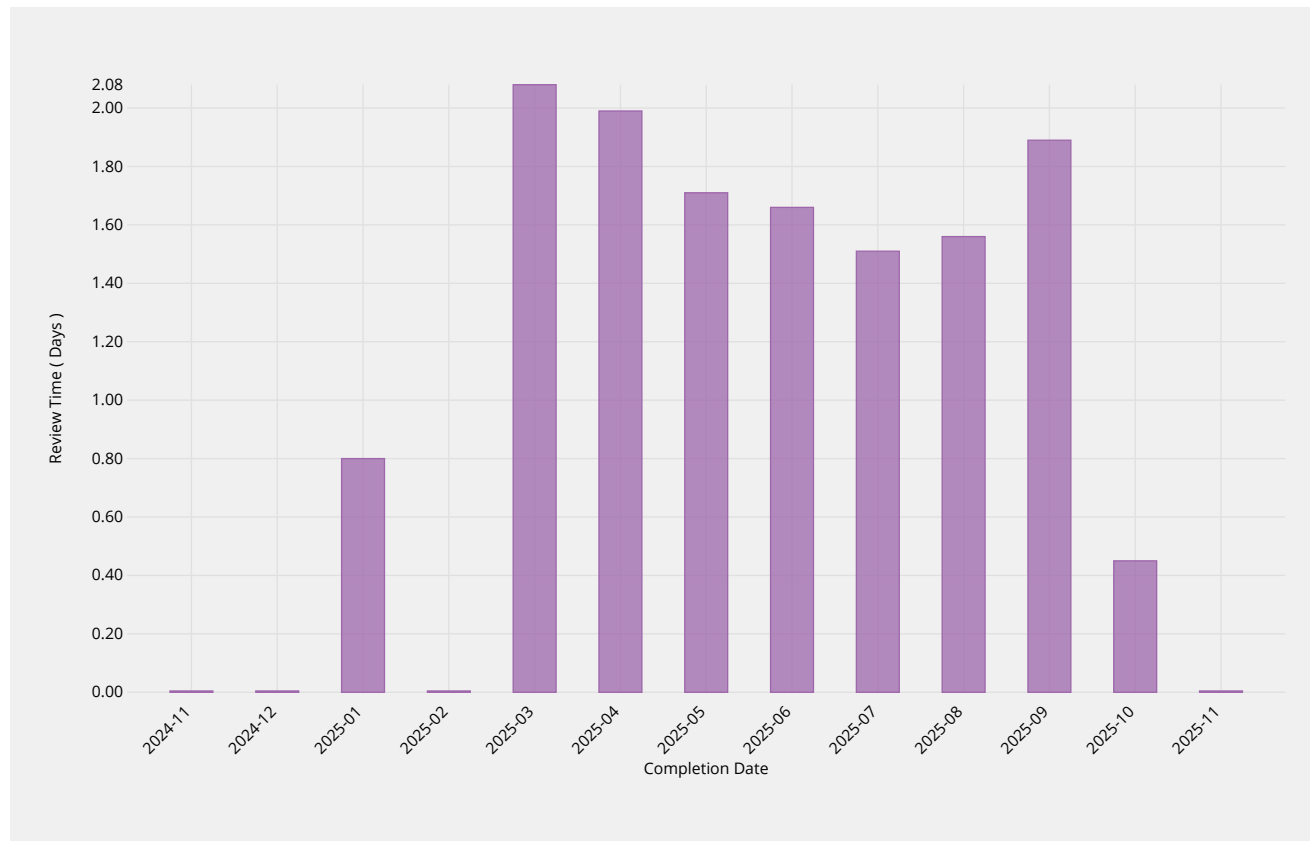
Manual Enquiries	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Response Time	2.62d	0.37d	0.51d	0.98d	—	—	3.96d	2.33d	0.22d	0.02d	0.67d	1.18d	1.65d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	1	2	0	0	1	4	5	1	1	6	6
Mean Time	2.62d	0.37d	0.51d	0.74d	—	—	3.96d	1.06d	0.15d	0.02d	0.67d	0.56d	0.76d
Shortest Time	2.62d	0.37d	0.51d	0.44d	—	—	3.96d	0.05d	0.11d	0.02d	0.67d	0.11d	0.04d
Longest Time	2.62d	0.37d	0.51d	1.04d	—	—	3.96d	3.05d	0.24d	0.02d	0.67d	1.58d	2.37d
Median Time	2.62d	0.37d	0.51d	0.74d	—	—	3.96d	0.57d	0.12d	0.02d	0.67d	0.38d	0.58d
PStDev Time	0.00d	0.00d	0.00d	0.30d	—	—	0.00d	1.17d	0.05d	0.00d	0.00d	0.52d	0.79d

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

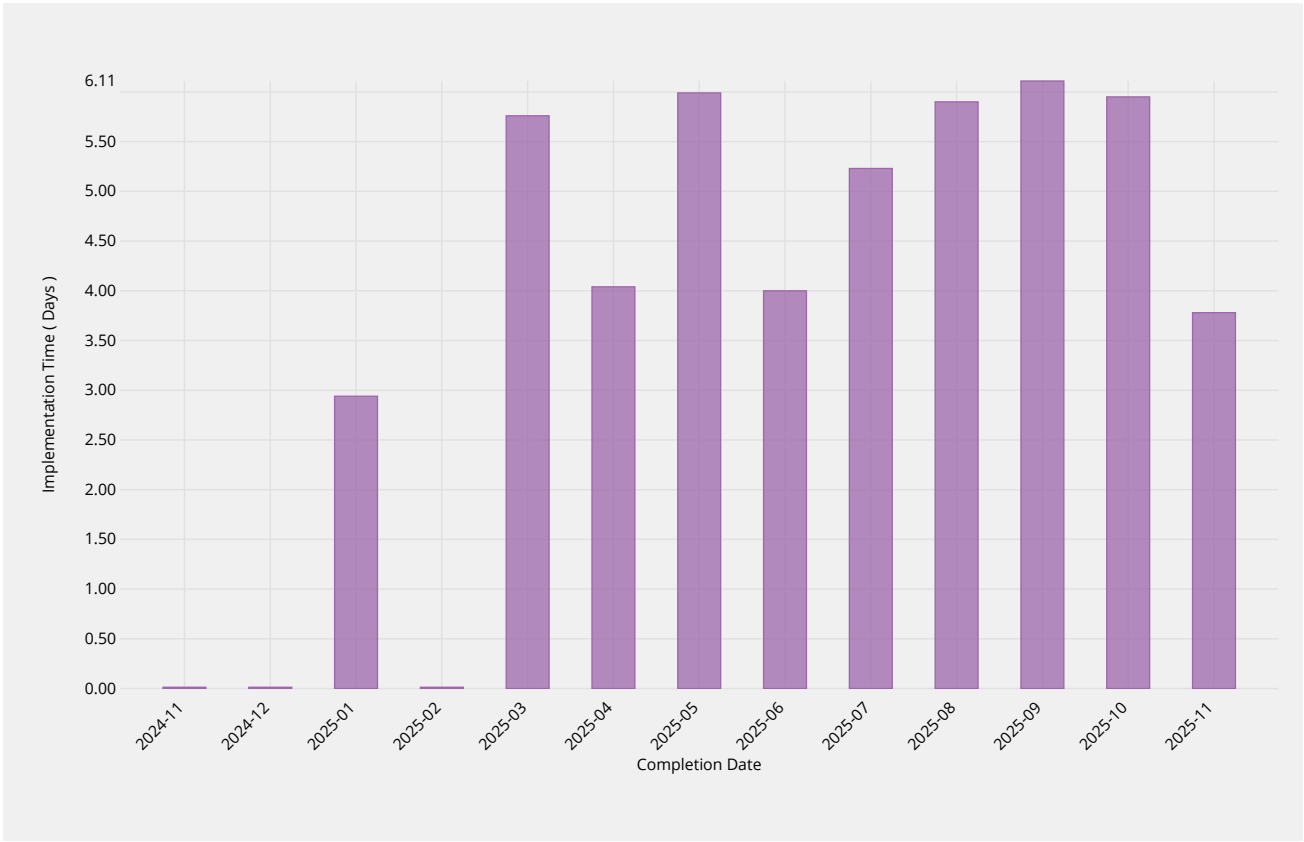
for remediation.



Review Time	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Review Time	—	—	0.80d	—	2.08d	1.99d	1.71d	1.66d	1.51d	1.56d	1.89d	0.45d	0.00d
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	0	0	1	0	2	12	7	9	4	18	9	1	1
Shortest Time	—	—	0.80d	—	0.00d	0.00d	0.48d	0.86d	0.91d	0.00d	0.00d	0.45d	0.00d
Longest Time	—	—	0.80d	—	2.31d	3.94d	1.97d	2.20d	1.52d	1.87d	1.99d	0.45d	0.00d
Median Time	—	—	0.80d	—	1.15d	0.84d	0.83d	1.31d	1.27d	1.56d	1.30d	0.45d	0.00d
PStDev Time	—	—	0.00d	—	1.15d	0.99d	0.47d	0.38d	0.27d	0.58d	0.64d	0.00d	0.00d

Implementation Time

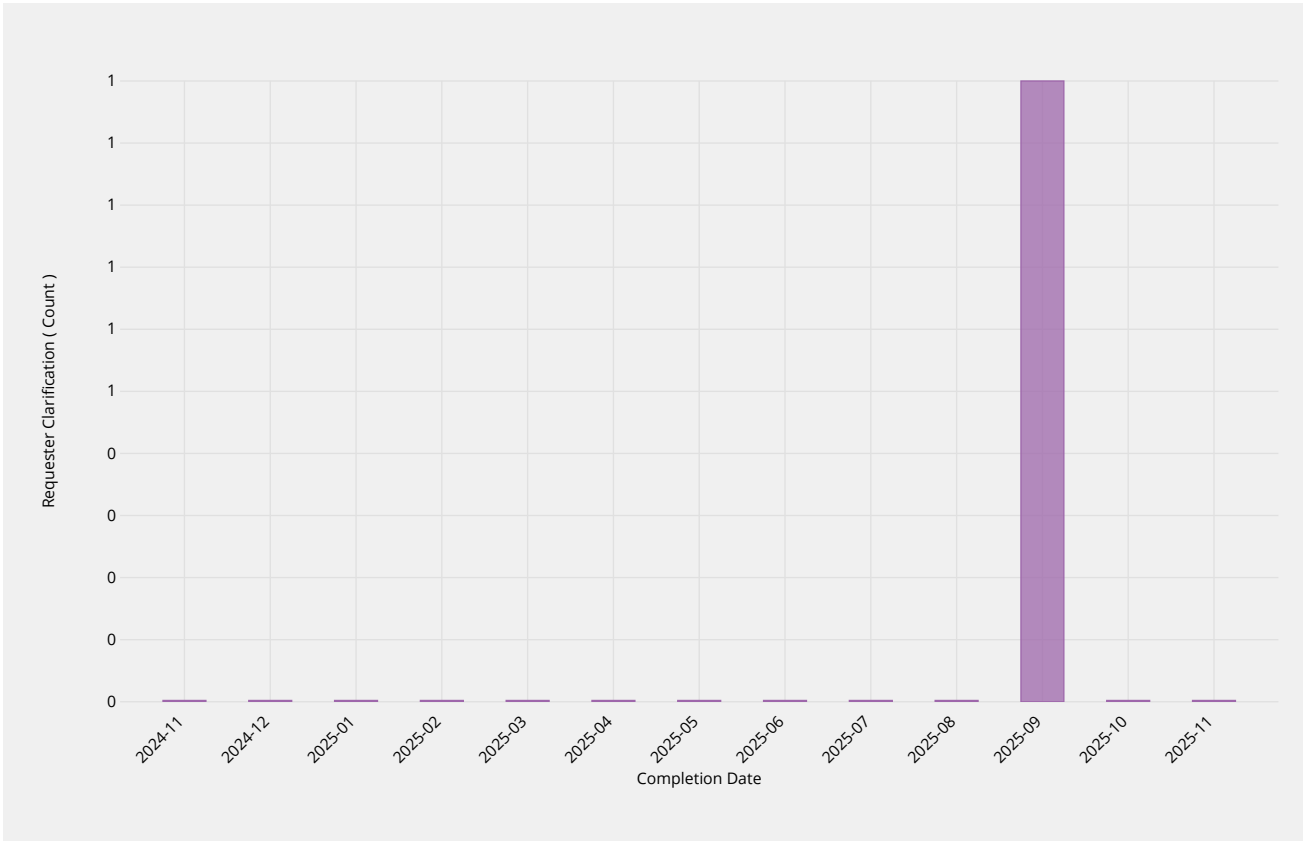
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Implementation Time	—	—	2.94d	—	5.76d	4.04d	5.99d	4.00d	5.23d	5.90d	6.11d	5.95d	3.78d
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	0	0	1	0	2	12	7	9	4	18	9	1	1
Shortest Time	—	—	2.94d	—	2.10d	1.02d	3.20d	0.16d	0.33d	1.06d	1.04d	5.95d	3.78d
Longest Time	—	—	2.94d	—	6.17d	6.10d	6.00d	4.78d	5.25d	5.90d	6.28d	5.95d	3.78d
Median Time	—	—	2.94d	—	4.13d	2.53d	4.35d	2.05d	5.18d	5.90d	5.03d	5.95d	3.78d
PStDev Time	—	—	0.00d	—	2.03d	1.59d	0.95d	1.41d	2.11d	1.83d	1.65d	0.00d	0.00d

Requester Clarification

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

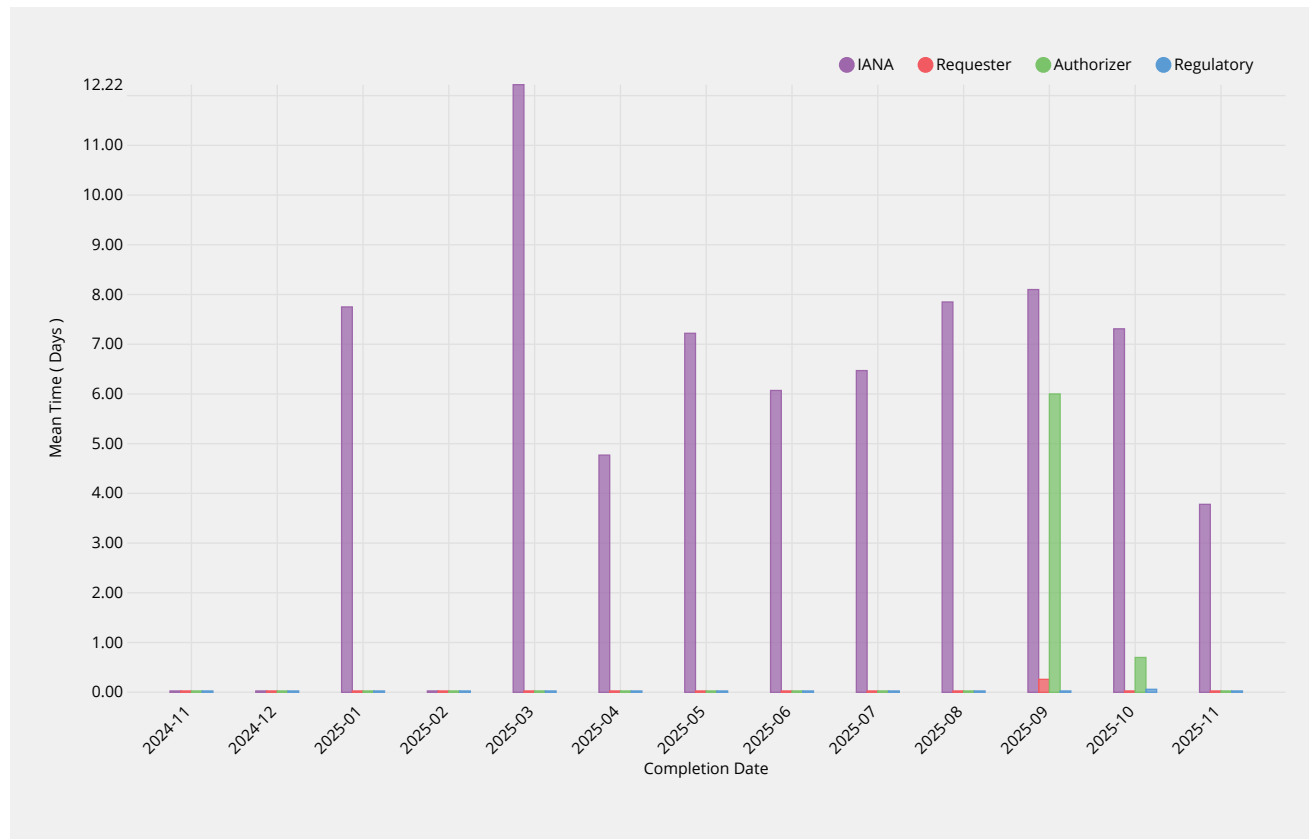


Requester Clarification	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Count	—	—	0	—	0	0	0	0	0	0	1	0	0
Request Count	0	0	1	0	2	12	7	9	4	18	9	1	1
Shortest Clarification	—	—	0	—	0	0	0	0	0	0	0	0	0
Longest Clarification	—	—	0	—	0	0	0	0	0	0	1	0	0

Time per Actor

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

regulatory checks.



IANA	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Mean Time	—	—	7.75d	—	12.22d	4.77d	7.22d	6.07d	6.47d	7.85d	8.10d	7.31d	3.78d
Review Count	0	0	1	0	2	12	7	9	4	18	9	1	1
Shortest Time	—	—	7.75d	—	6.17d	1.02d	5.98d	3.24d	2.16d	1.11d	4.88d	7.31d	3.78d
Longest Time	—	—	7.75d	—	18.27d	8.12d	9.22d	12.67d	8.20d	12.14d	13.37d	7.31d	3.78d
Median Time	—	—	7.75d	—	12.22d	5.44d	7.64d	5.43d	7.76d	9.02d	7.32d	7.31d	3.78d
PStDev Time	—	—	0.00d	—	6.05d	2.23d	1.11d	2.68d	2.52d	3.21d	2.68d	0.00d	0.00d

Requester	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Mean Time	—	—	—	—	—	—	—	—	—	—	0.26d	—	—
Review Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.26d	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.26d	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.26d	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00d	—	—

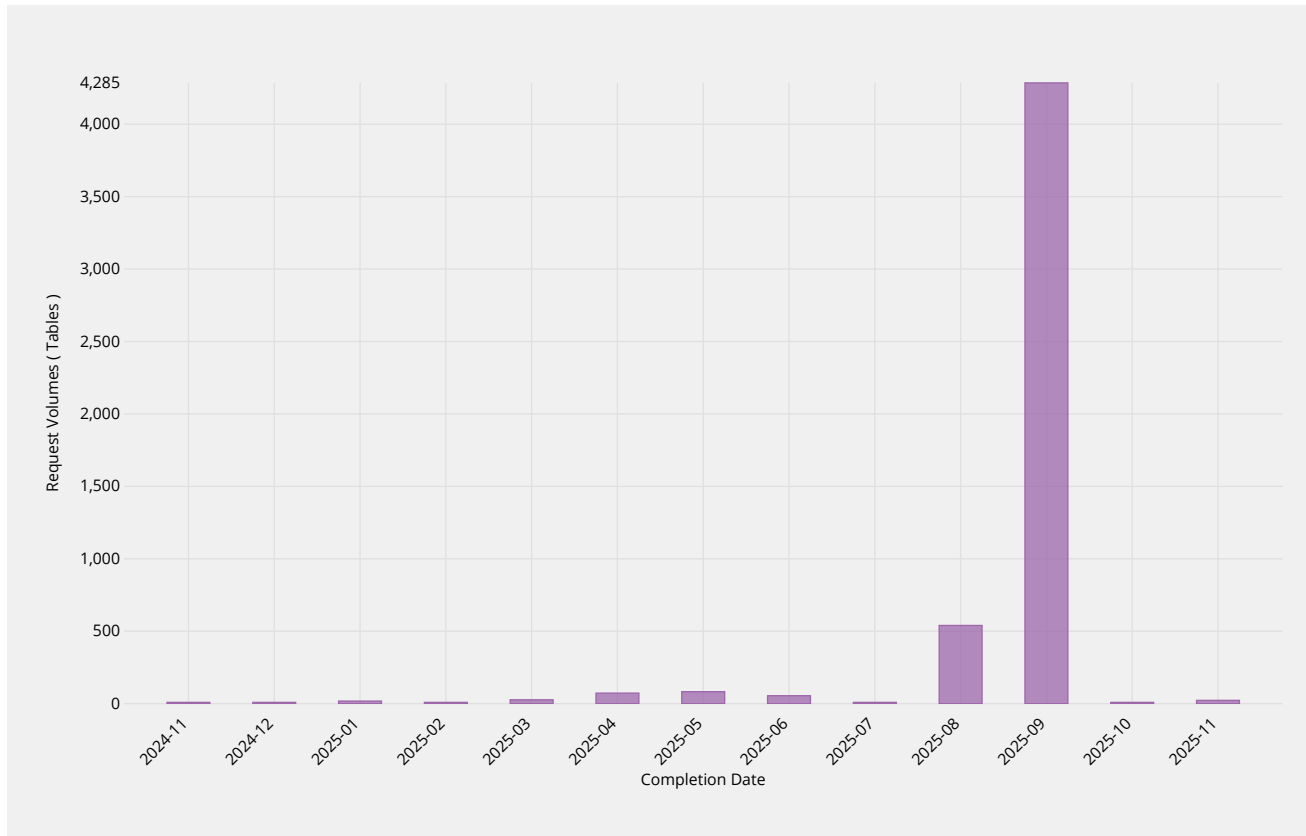
Authorizer	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Mean Time	—	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—
Review Count	0	0	0	0	0	0	0	0	0	0	1	1	0
Shortest Time	—	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—
Longest Time	—	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—
Median Time	—	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00d	0.00d	—

Regulatory	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Mean Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.06d	—
Review Count	0	0	0	0	0	0	0	0	0	0	1	1	0
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.06d	—

Regulatory	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Longest Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.06d	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.06d	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00d	0.00d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11
Total LGRs Processed	—	—	18	—	27	73	83	55	5	540	4285	1	23
Request Count	0	0	1	0	2	12	7	9	4	18	9	1	1
Average LGRs per Request	—	—	18	—	14	6	12	6	1	30	476	1	23
Smallest per Request	—	—	18	—	1	1	2	2	1	1	2	1	23
Largest per Request	—	—	18	—	26	20	48	17	2	206	4141	1	23

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.