

IANA Naming Function Monthly Performance Report

December 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%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 16.64m	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%)	✓ 2.38m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 5.54m	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%)	✓ 2.18m	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%)	✓ 0.92m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✗ 58993.410s	p13
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.796s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60s (95.0%)	✗ 51843.820s	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.80ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.12ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 11.81ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 2.19d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.82d	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	0.39d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 24.40h	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	4.33h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 7.26s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✗ 221690.83s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1.75s	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%)	✓ 1.20s	p30
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.595s	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%)	✗ 14006.45s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.78d	p35
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.55d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 2.29d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	3.38d	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	1	p40

Percentage of SLA thresholds met of those defined

60 of 64 (93.8%)

Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Email Dispatch	Routine (Technical)	60s	58993.410s 
Primary cause:	System issue delayed email delivery		
Analysis/Comments:	All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.		
Email Dispatch	Other Changes	60s	51843.820s 
Primary cause:	System issue delayed email delivery		
Analysis/Comments:	All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.		
Notification of Completion	Routine (Non-Technical)	60s	221690.83s 
Primary cause:	System issue delayed email delivery		
Analysis/Comments:	All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.		
Time to acknowledge	Manual Enquiries	60s	14006.45s 
Primary cause:	System issue delayed email delivery		
Analysis/Comments:	All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.		

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

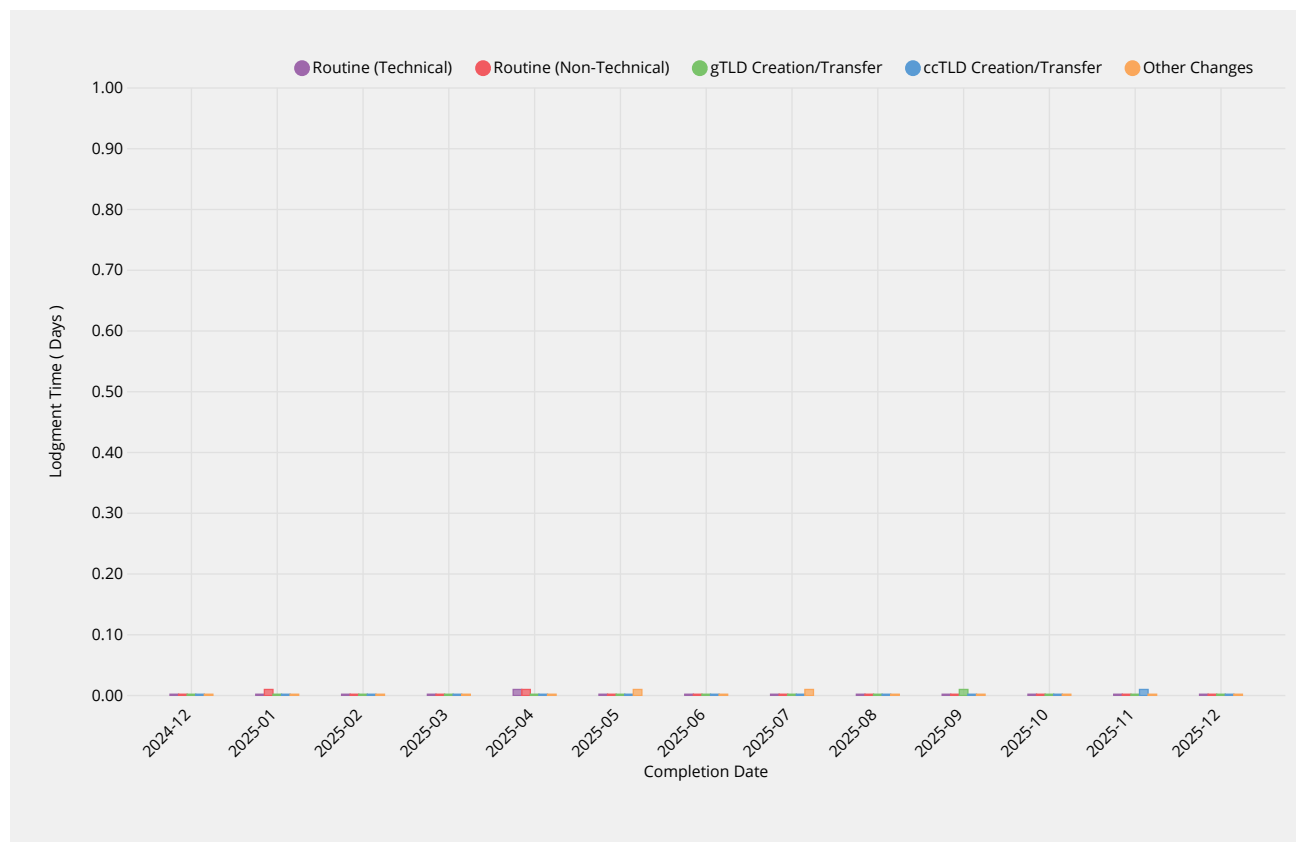
gTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Acceptance Time	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%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

ccTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
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	2	0	0	0	1	0
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	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Acceptance Time	—	0.00s	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	3	3	2	5	3	0	2	2	4	2	0	3
Mean Time	—	0.00s	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	—	0.00s
Longest Time	—	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
PStDev Time	—	0.00s	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.



Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Lodgment Time	—	—	—	—	0.01d	—	—	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	0	0	0	0	3	0	0	5	0	0	3	0	1
Mean Time	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—	0.00d
Shortest Time	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—	0.00d
Longest Time	—	—	—	—	0.01d	—	—	0.00d	—	—	0.00d	—	0.00d
Median Time	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—	0.00d
PStDev Time	—	—	—	—	0.00d	—	—	0.00d	—	—	0.00d	—	0.00d

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

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

ccTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
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	2	0	0	0	1	0
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	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
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	2	1	2	2	0	1	0	0	1	0	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

Completion Date	Routine (Technical)	gTLD Creation/Transfer	ccTLD Creation/Transfer	Other Changes
2024-12	2.00	0.05	0.05	0.05
2025-01	17.18	0.05	0.05	1.30
2025-02	2.70	0.05	0.05	0.05
2025-03	2.40	0.05	0.05	0.05
2025-04	2.20	0.05	0.05	1.50
2025-05	8.10	0.05	0.05	1.50
2025-06	3.40	0.05	0.05	0.05
2025-07	2.60	0.05	0.05	3.00
2025-08	17.18	0.05	0.05	0.05
2025-09	3.20	0.05	0.05	17.18
2025-10	3.00	0.05	0.05	0.05
2025-11	3.30	0.05	0.05	0.05
2025-12	16.80	0.05	0.05	2.40

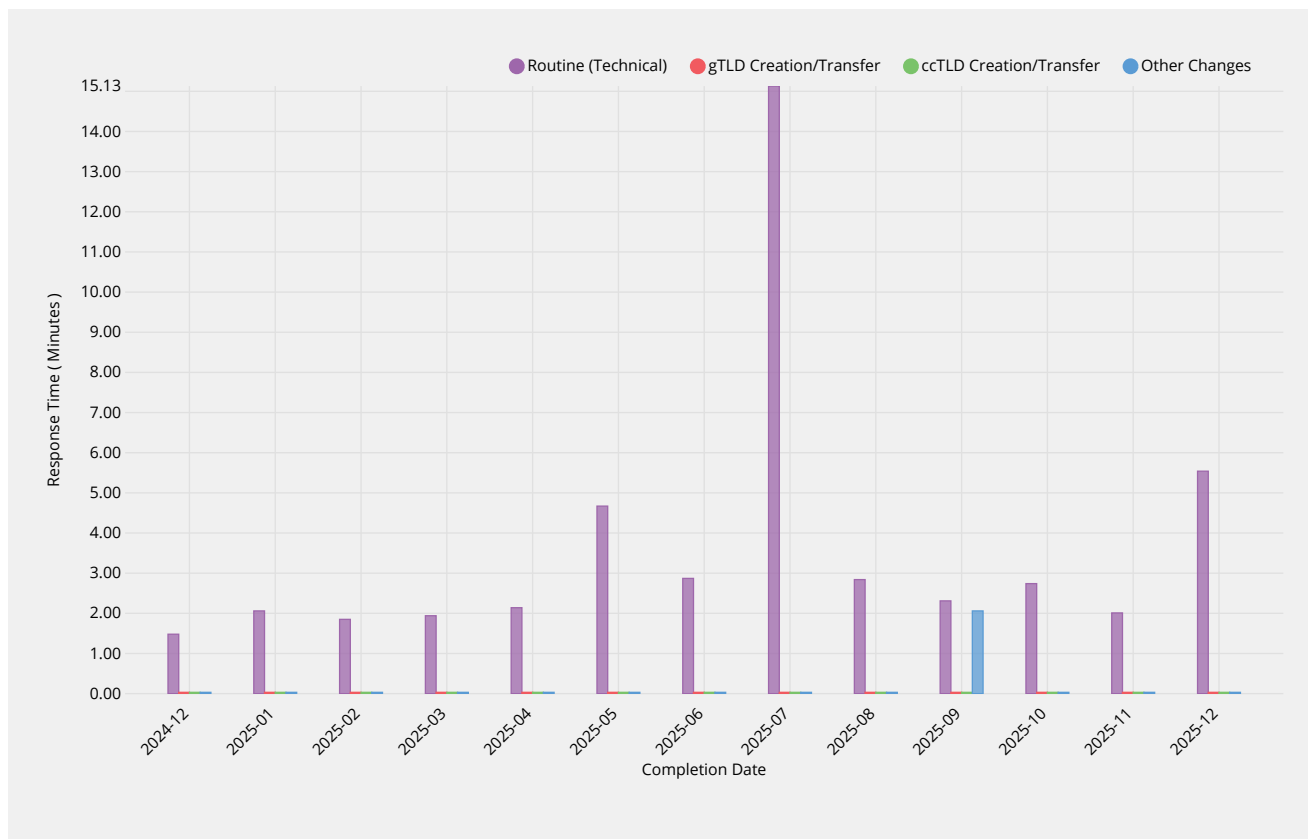
[illegible][illegible]

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

Other Changes	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Response Time	—	1.34m	—	—	1.46m	1.45m	—	3.02m	—	16.99m	—	—	2.38m
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	2	0	0	1	1	0	1	0	2	0	0	2
Mean Time	—	1.33m	—	—	1.46m	1.45m	—	3.02m	—	10.14m	—	—	2.09m
Shortest Time	—	1.32m	—	—	1.46m	1.45m	—	3.02m	—	2.54m	—	—	1.77m
Longest Time	—	1.34m	—	—	1.46m	1.45m	—	3.02m	—	17.75m	—	—	2.41m
Median Time	—	1.33m	—	—	1.46m	1.45m	—	3.02m	—	10.14m	—	—	2.09m
PStDev Time	—	0.01m	—	—	0.00m	0.00m	—	0.00m	—	7.61m	—	—	0.32m

Technical Check (Retest)

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



Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Response Time	1.48m	2.06m	1.85m	1.94m	2.14m	4.67m	2.87m	15.13m	2.84m	2.31m	2.74m	2.01m	5.54m
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	138	89	160	85	63	109	117	545	99	53	169	7	99
Mean Time	1.20m	1.74m	1.05m	1.49m	0.76m	2.40m	1.80m	2.36m	1.86m	1.44m	1.97m	1.07m	2.00m
Shortest Time	0.19m	0.56m	0.22m	0.55m	0.23m	0.26m	0.20m	0.19m	0.28m	0.50m	0.24m	0.61m	0.29m
Longest Time	16.15m	16.54m	8.10m	16.31m	3.92m	17.07m	16.56m	45.78m	18.26m	2.63m	17.12m	2.20m	19.03m

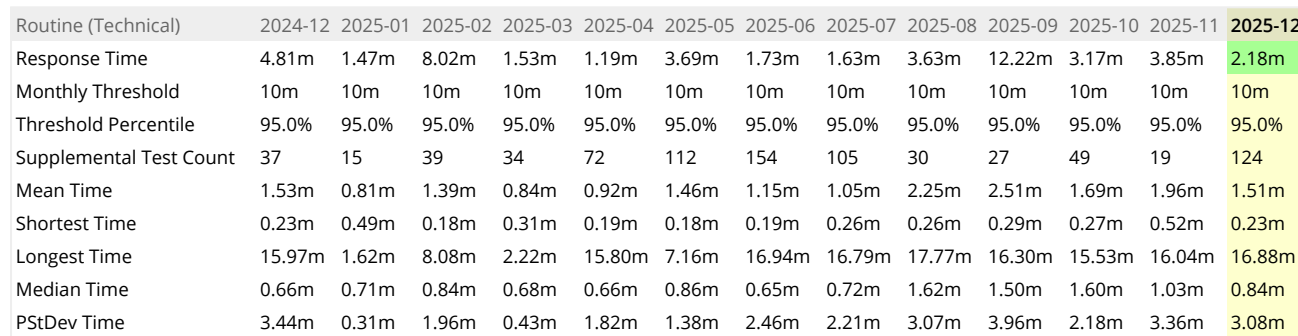
Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Median Time	1.09m	1.65m	0.73m	1.33m	0.37m	1.59m	1.23m	0.92m	1.40m	1.44m	1.62m	0.79m	0.76m
PStDev Time	1.79m	1.63m	1.33m	1.64m	0.68m	3.19m	3.07m	6.10m	2.86m	0.55m	3.07m	0.55m	3.04m

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

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

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

[illegible][illegible]

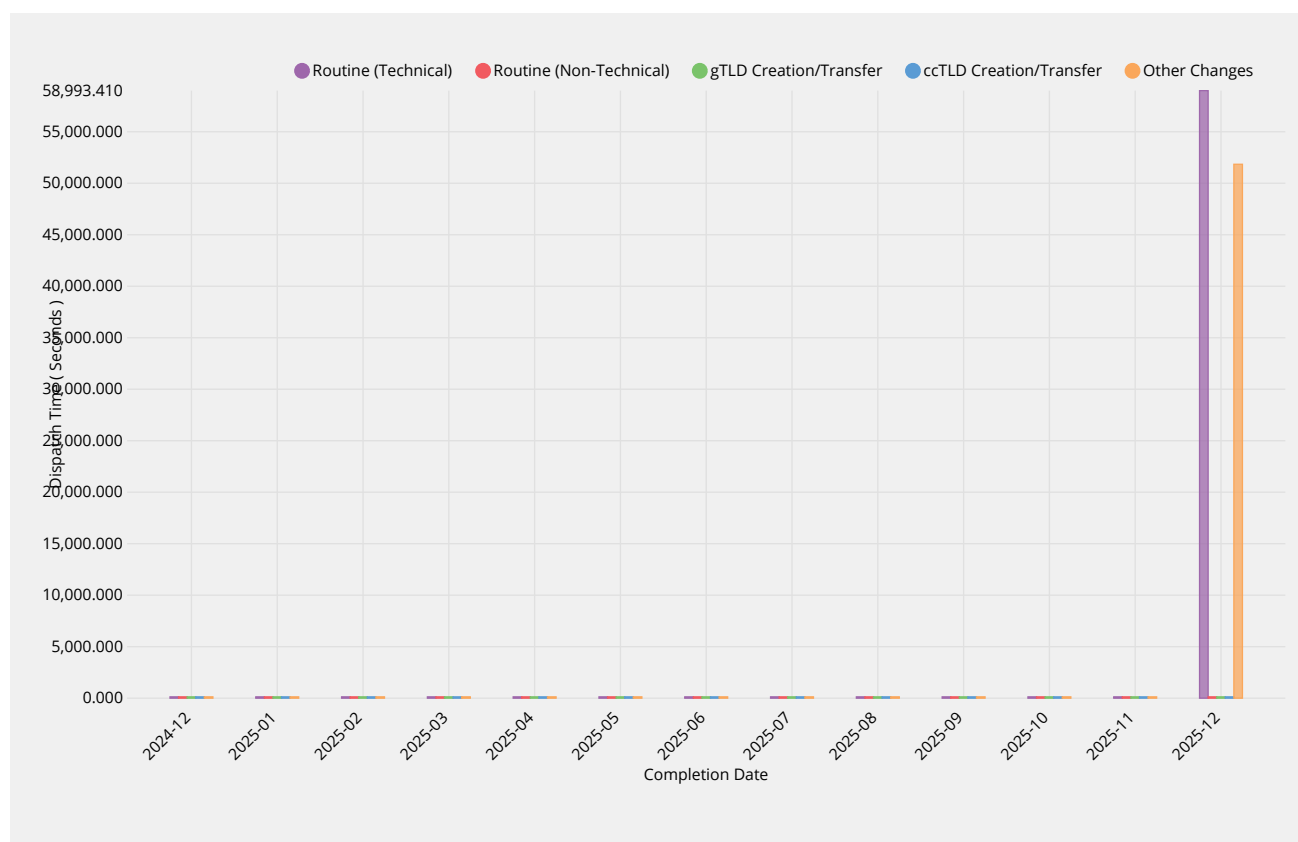
[illegible]

Other Changes	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Response Time	—	0.67m	—	—	—	2.05m	—	2.20m	—	2.23m	—	—	0.92m
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	1	0	0	0	1	0	1	0	2	0	0	2
Mean Time	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.91m	—	—	0.74m
Shortest Time	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.55m	—	—	0.55m
Longest Time	—	0.67m	—	—	—	2.05m	—	2.20m	—	2.26m	—	—	0.94m
Median Time	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.91m	—	—	0.74m
PStDev Time	—	0.00m	—	—	—	0.00m	—	0.00m	—	0.36m	—	—	0.20m

Contact Confirmations

Email Dispatch

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

[illegible]

Other Changes	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Email Count	0	2	3	2	5	3	0	2	2	4	2	0	3
Mean Time	—	4.487s	0.102s	0.612s	0.970s	0.447s	—	0.612s	0.814s	0.314s	0.185s	—	19202.124s
Shortest Time	—	1.836s	0.047s	0.338s	0.062s	0.046s	—	0.056s	0.172s	0.128s	0.117s	—	0.677s
Longest Time	—	7.139s	0.177s	0.885s	4.343s	1.189s	—	1.169s	1.455s	0.488s	0.254s	—	57604.063s
Median Time	—	4.487s	0.082s	0.612s	0.108s	0.107s	—	0.612s	0.814s	0.320s	0.185s	—	1.631s
PStDev Time	—	2.651s	0.055s	0.274s	1.688s	0.525s	—	0.557s	0.642s	0.142s	0.068s	—	27154.272s

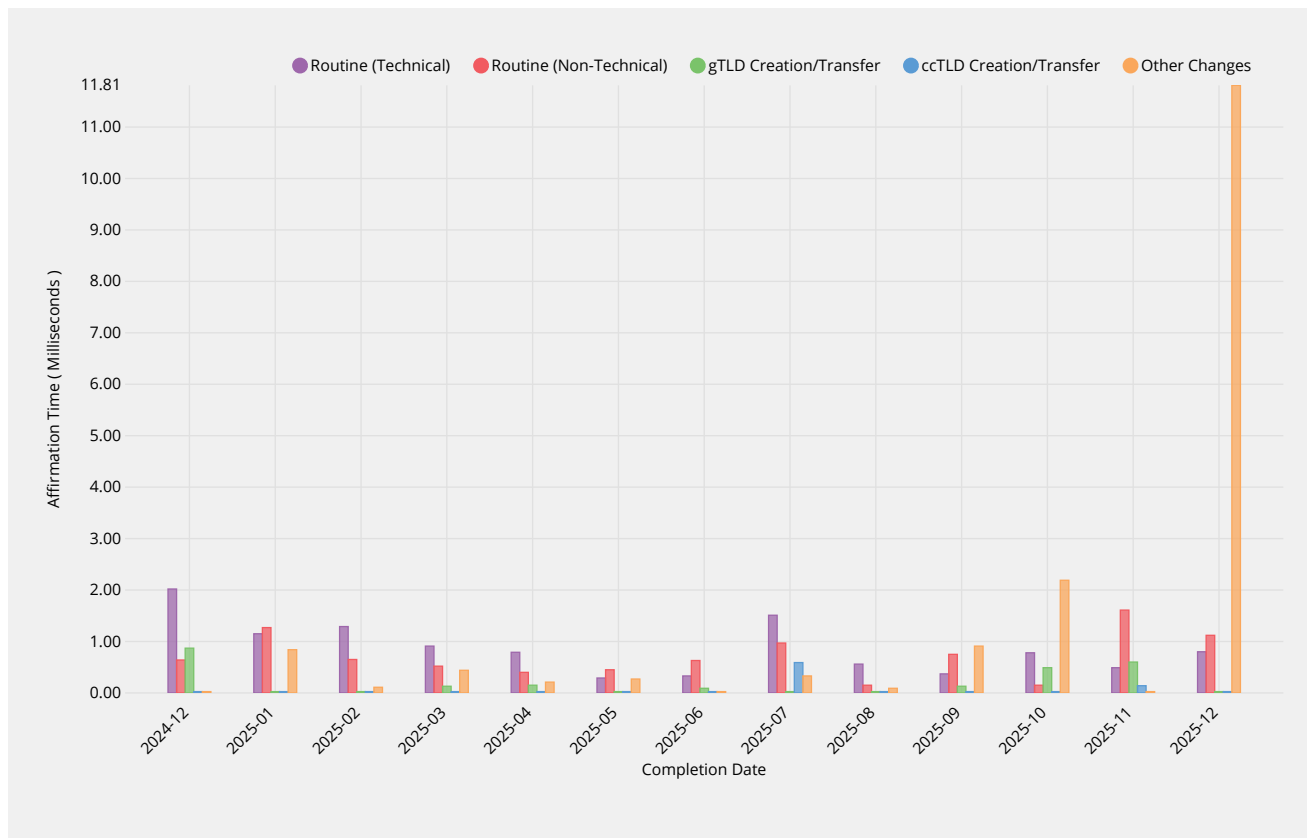
Exception Narrative

Primary cause: System issue delayed email delivery

Analysis/Comments: All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Affirmation Time	2.02ms	1.15ms	1.29ms	0.91ms	0.79ms	0.29ms	0.33ms	1.51ms	0.56ms	0.37ms	0.78ms	0.49ms	0.80ms
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	37	14	33	26	50	86	100	81	18	20	16	19	103
Mean Time	0.48ms	0.36ms	0.38ms	1.24ms	0.22ms	0.14ms	0.15ms	0.43ms	0.26ms	0.18ms	0.27ms	0.21ms	0.39ms
Shortest Time	0.06ms	0.06ms	0.08ms	0.05ms	0.05ms	0.05ms	0.05ms	0.05ms	0.07ms	0.06ms	0.04ms	0.07ms	0.17ms
Longest Time	3.14ms	1.33ms	2.38ms	26.42ms	1.25ms	1.38ms	2.28ms	3.91ms	0.71ms	1.19ms	1.32ms	0.60ms	3.12ms
Median Time	0.20ms	0.20ms	0.15ms	0.13ms	0.12ms	0.09ms	0.08ms	0.16ms	0.15ms	0.11ms	0.14ms	0.15ms	0.31ms

Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
PStDev Time	0.66ms	0.39ms	0.50ms	5.04ms	0.25ms	0.22ms	0.26ms	0.67ms	0.18ms	0.24ms	0.31ms	0.15ms	0.35ms

Routine (Non-Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Affirmation Time	0.64ms	1.27ms	0.65ms	0.52ms	0.40ms	0.45ms	0.63ms	0.97ms	0.15ms	0.75ms	0.15ms	1.61ms	1.12ms
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	17	101	117	25	93	67	24	27	80	62	262	42	67
Mean Time	0.21ms	0.45ms	0.27ms	0.21ms	0.13ms	0.15ms	0.15ms	0.37ms	0.09ms	0.20ms	0.11ms	0.44ms	0.45ms
Shortest Time	0.06ms	0.05ms	0.08ms	0.05ms	0.04ms	0.04ms	0.05ms	0.06ms	0.05ms	0.06ms	0.04ms	0.07ms	0.18ms
Longest Time	0.87ms	3.24ms	2.91ms	0.86ms	1.34ms	0.70ms	0.86ms	3.93ms	0.74ms	1.62ms	2.37ms	2.34ms	1.62ms
Median Time	0.13ms	0.33ms	0.16ms	0.09ms	0.07ms	0.09ms	0.08ms	0.15ms	0.08ms	0.13ms	0.08ms	0.23ms	0.34ms
PStDev Time	0.20ms	0.54ms	0.39ms	0.20ms	0.19ms	0.14ms	0.20ms	0.73ms	0.08ms	0.24ms	0.18ms	0.50ms	0.30ms

gTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Affirmation Time	0.87ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.49ms	0.60ms	—
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	3	0	0	1	1	0	1	0	0	1	4	1	0
Mean Time	0.54ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.29ms	0.60ms	—
Shortest Time	0.16ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.17ms	0.60ms	—
Longest Time	0.91ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.53ms	0.60ms	—
Median Time	0.54ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms	0.22ms	0.60ms	—
PStDev Time	0.31ms	—	—	0.00ms	0.00ms	—	0.00ms	—	—	0.00ms	0.15ms	0.00ms	—

ccTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
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	2	0	0	0	1	0
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	—

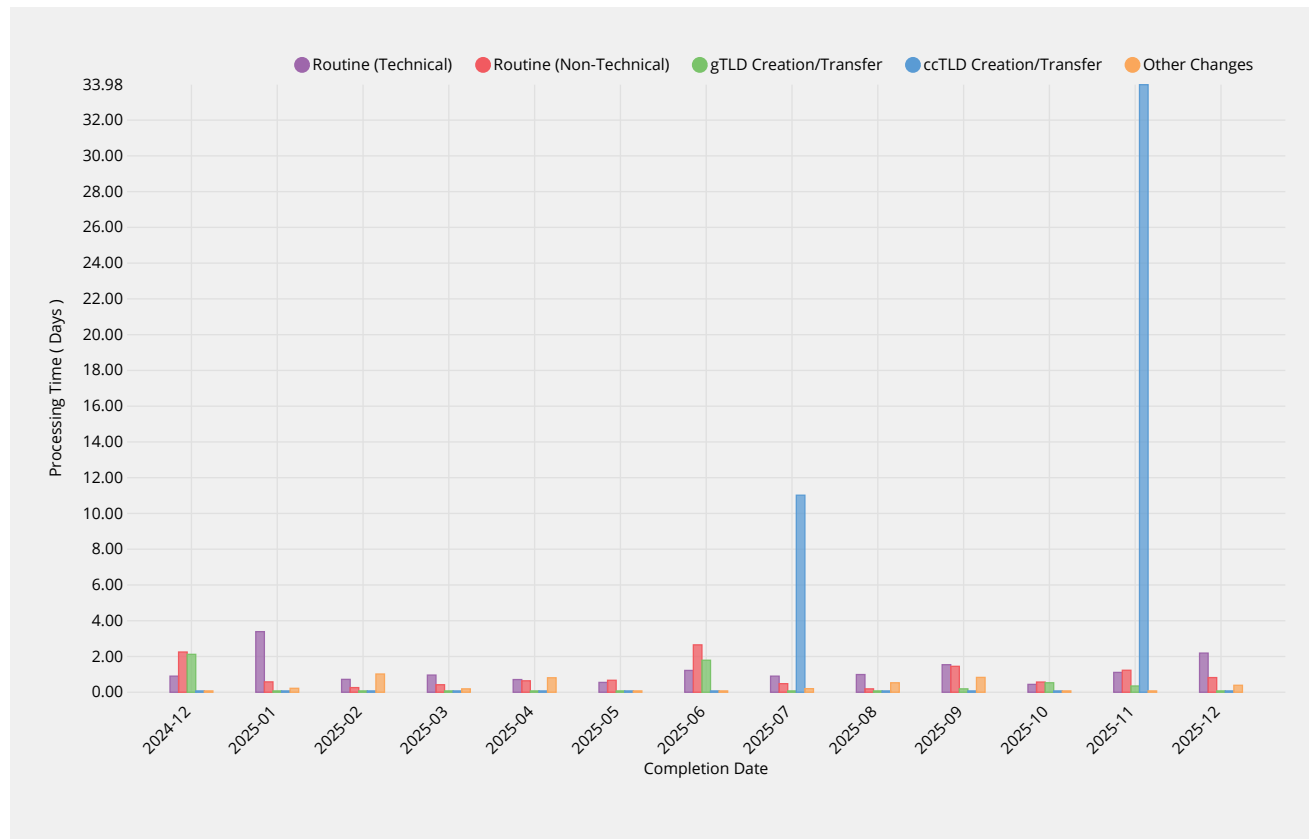
Other Changes	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Affirmation Time	—	0.84ms	0.11ms	0.44ms	0.21ms	0.27ms	—	0.33ms	0.09ms	0.91ms	2.19ms	—	11.81ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	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	3	2	4	3	0	2	2	4	2	0	3
Mean Time	—	0.46ms	0.10ms	0.27ms	0.15ms	0.21ms	—	0.23ms	0.09ms	0.53ms	1.18ms	—	4.70ms
Shortest Time	—	0.05ms	0.09ms	0.07ms	0.10ms	0.13ms	—	0.11ms	0.09ms	0.06ms	0.06ms	—	0.48ms
Longest Time	—	0.88ms	0.12ms	0.46ms	0.22ms	0.28ms	—	0.34ms	0.10ms	0.95ms	2.30ms	—	13.06ms
Median Time	—	0.46ms	0.10ms	0.27ms	0.13ms	0.21ms	—	0.23ms	0.09ms	0.56ms	1.18ms	—	0.57ms
PStDev Time	—	0.41ms	0.01ms	0.19ms	0.05ms	0.06ms	—	0.12ms	0.00ms	0.33ms	1.12ms	—	5.91ms

Staff Processing

Validation and Reviews

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

implementation.



Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Processing Time	0.90d	3.39d	0.72d	0.96d	0.71d	0.55d	1.22d	0.90d	0.99d	1.54d	0.44d	1.11d	2.19d
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	37	14	32	25	50	86	100	81	18	20	16	19	103
Mean Time	0.48d	2.46d	0.33d	0.40d	0.31d	0.33d	0.59d	0.46d	0.53d	0.57d	0.30d	0.48d	0.57d
Shortest Time	0.01d	0.07d	0.02d	0.01d	0.01d	0.03d	0.05d	0.06d	0.02d	0.04d	0.09d	0.02d	0.01d
Longest Time	1.36d	24.09d	0.97d	2.44d	2.80d	2.16d	1.26d	2.89d	1.38d	2.59d	0.52d	1.11d	2.19d
Median Time	0.37d	0.39d	0.28d	0.21d	0.20d	0.35d	0.40d	0.31d	0.47d	0.31d	0.27d	0.47d	0.21d
PStDev Time	0.32d	6.10d	0.26d	0.51d	0.43d	0.29d	0.49d	0.60d	0.38d	0.67d	0.13d	0.37d	0.69d

Routine (Non-Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Processing Time	2.25d	0.58d	0.26d	0.42d	0.64d	0.67d	2.65d	0.48d	0.19d	1.45d	0.57d	1.23d	0.82d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	17	101	117	22	90	67	24	27	80	62	262	41	62
Mean Time	0.85d	0.25d	0.14d	0.18d	0.51d	0.32d	3.74d	0.19d	0.15d	0.39d	0.38d	0.71d	0.48d
Shortest Time	0.03d	0.01d	0.01d	0.02d	0.01d	0.04d	0.00d	0.00d	0.02d	0.01d	0.02d	0.00d	0.00d
Longest Time	4.93d	1.04d	2.48d	0.73d	2.57d	0.86d	75.00d	2.37d	0.86d	2.59d	12.30d	1.30d	2.26d
Median Time	0.34d	0.13d	0.06d	0.08d	0.63d	0.20d	0.44d	0.02d	0.09d	0.06d	0.25d	0.66d	0.46d
PStDev Time	1.25d	0.26d	0.28d	0.20d	0.34d	0.25d	14.88d	0.46d	0.18d	0.64d	0.81d	0.47d	0.57d

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

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

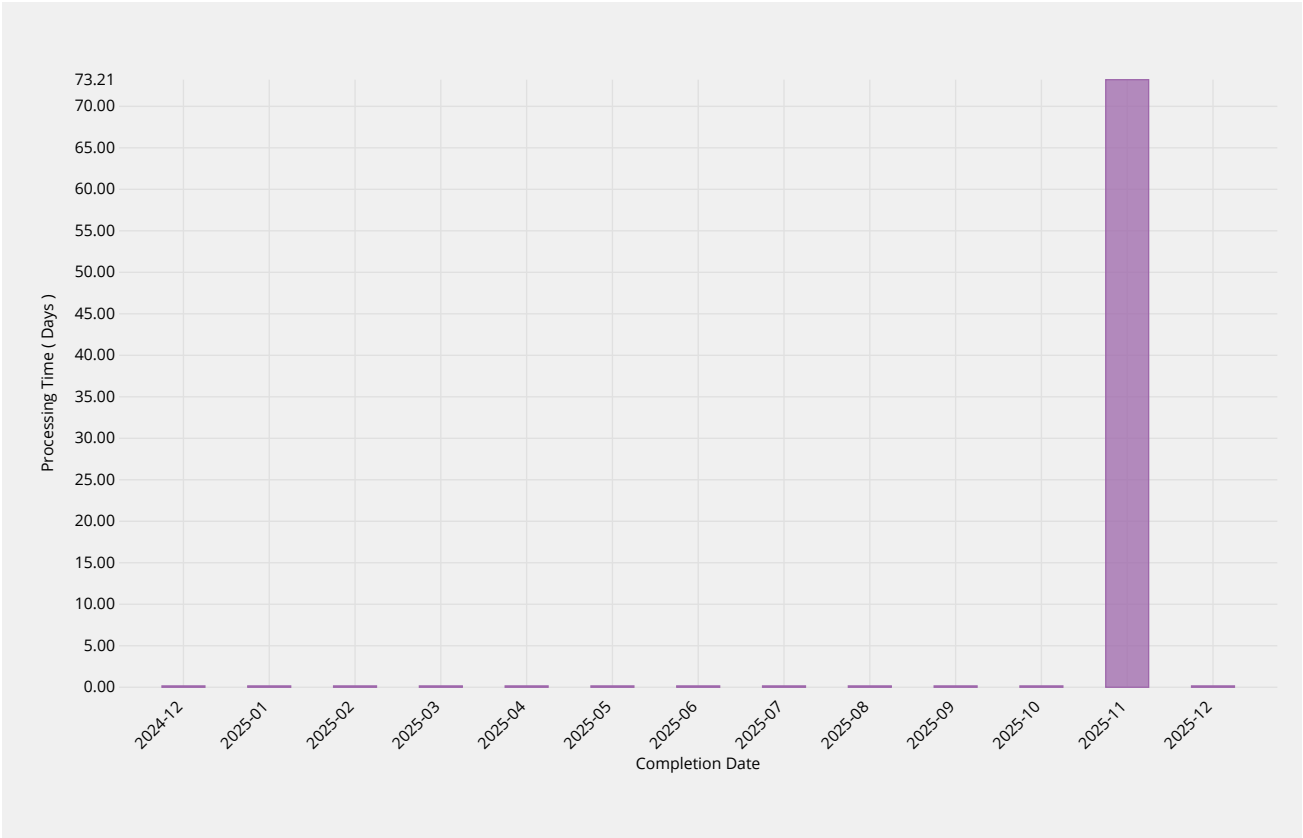
ccTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Processing Time	—	—	—	—	—	—	—	11.02d	—	—	—	33.98d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	2	0	0	0	1	0
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	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Processing Time	—	0.22d	1.02d	0.19d	0.81d	0.03d	—	0.20d	0.53d	0.83d	0.07d	—	0.39d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	2	3	2	4	3	0	2	2	4	2	0	3
Mean Time	—	0.16d	0.71d	0.10d	0.39d	0.02d	—	0.13d	0.49d	0.60d	0.06d	—	0.22d
Shortest Time	—	0.11d	0.09d	0.01d	0.12d	0.02d	—	0.06d	0.44d	0.22d	0.05d	—	0.06d
Longest Time	—	0.22d	1.02d	0.19d	0.81d	0.03d	—	0.20d	0.53d	0.83d	0.07d	—	0.39d
Median Time	—	0.16d	1.02d	0.10d	0.31d	0.02d	—	0.13d	0.49d	0.67d	0.06d	—	0.21d
PStDev Time	—	0.06d	0.44d	0.09d	0.26d	0.00d	—	0.07d	0.04d	0.24d	0.01d	—	0.14d

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

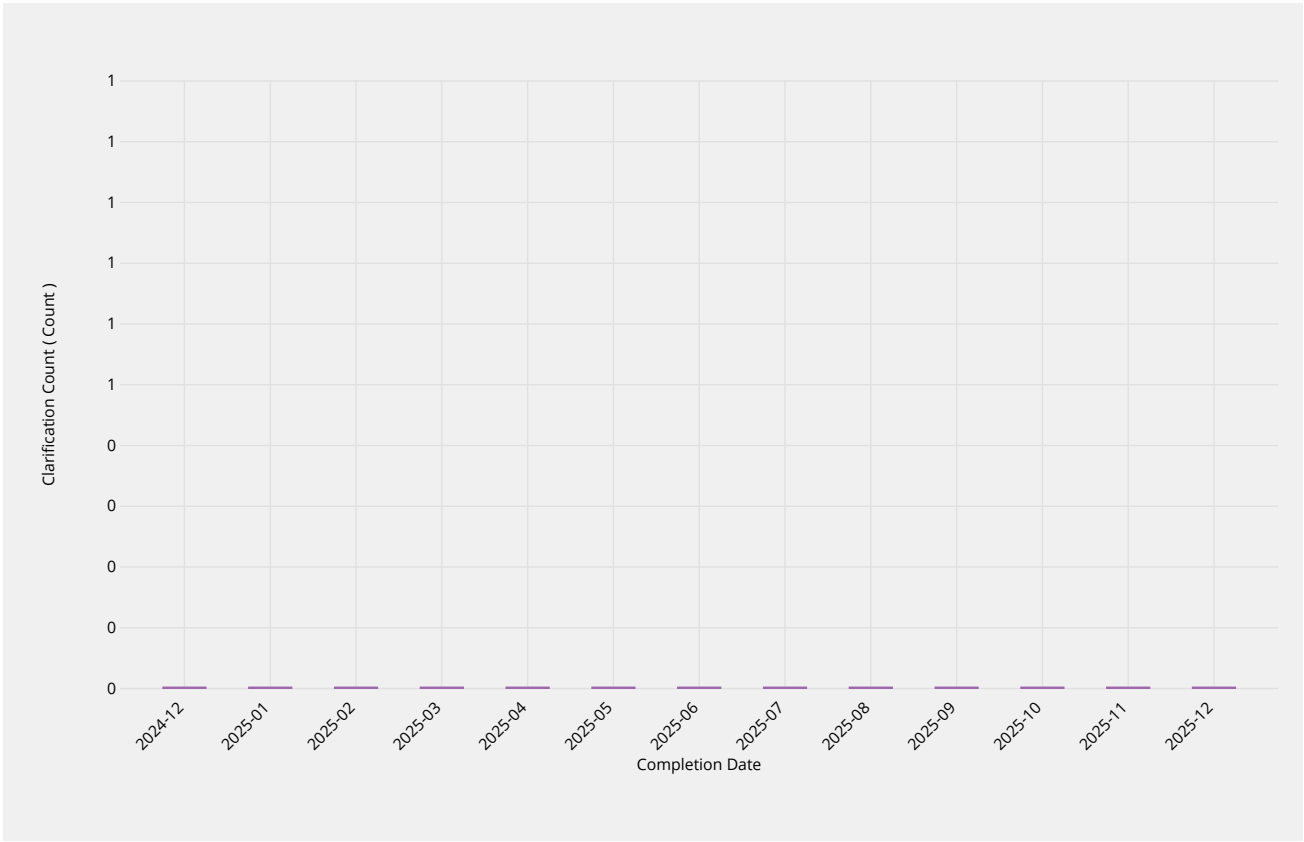
ccTLD Creation/Transfer

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.

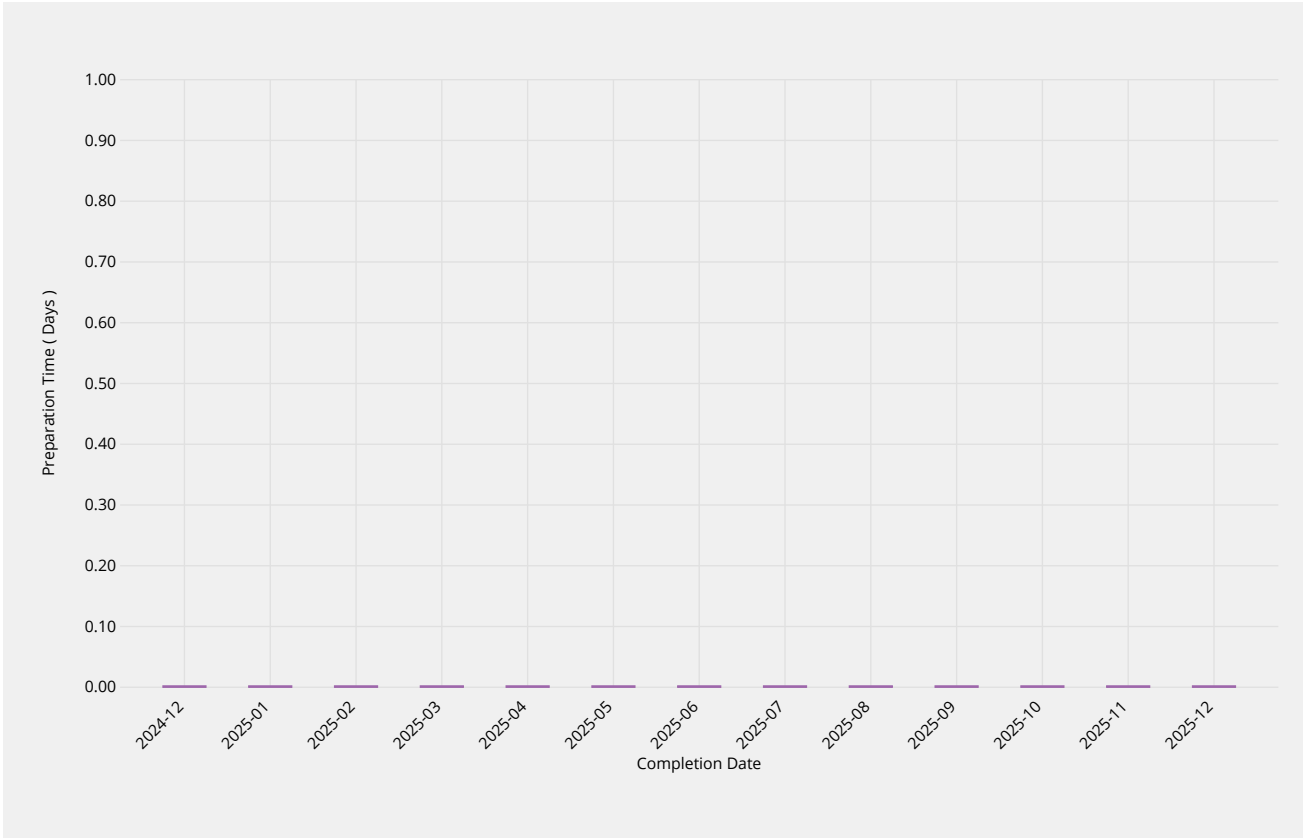


Requester Clarification	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Clarification Count	—	—	—	—	—	—	—	0	—	—	—	0	—
Request Count	0	0	0	0	0	0	0	2	0	0	0	1	0
Lowest Count	—	—	—	—	—	—	—	0	—	—	—	0	—
Highest Count	—	—	—	—	—	—	—	0	—	—	—	0	—

Report Preparation

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

publication.



Report Preparation	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
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

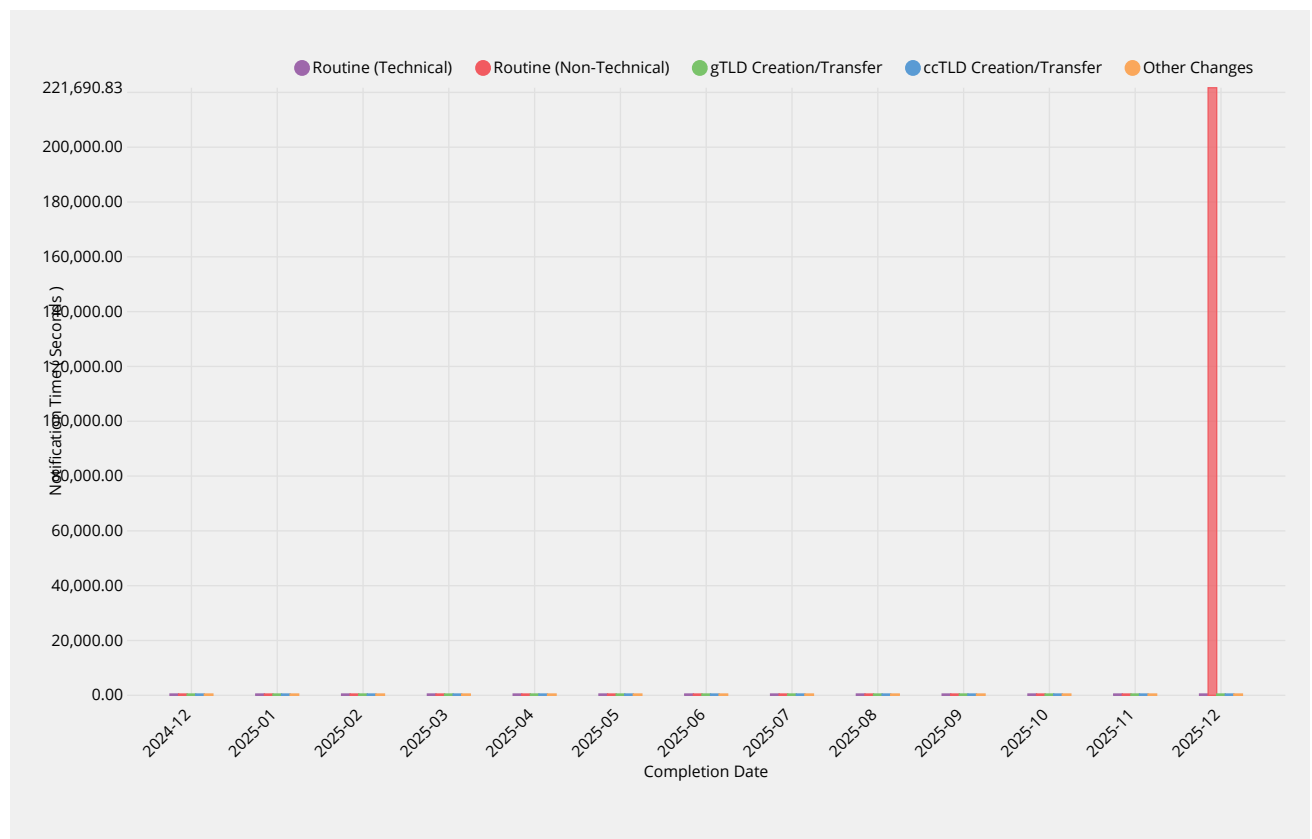
Time for root zone changes to be published following completion of validations and reviews by IANA

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

Other Changes	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Publication Time	—	6.21h	3.21h	—	4.21h	22.87h	—	1.81h	5.01h	4.51h	4.72h	—	4.33h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	1	2	0	2	2	0	1	1	2	1	0	2
Mean Time	—	6.21h	3.21h	—	2.81h	13.24h	—	1.81h	5.01h	4.36h	4.72h	—	3.75h
Shortest Time	—	6.21h	3.20h	—	1.40h	3.62h	—	1.81h	5.01h	4.21h	4.72h	—	3.16h
Longest Time	—	6.21h	3.21h	—	4.21h	22.87h	—	1.81h	5.01h	4.51h	4.72h	—	4.33h
Median Time	—	6.21h	3.21h	—	2.81h	13.24h	—	1.81h	5.01h	4.36h	4.72h	—	3.75h
PStDev Time	—	0.00h	0.00h	—	1.40h	9.63h	—	0.00h	0.00h	0.15h	0.00h	—	0.59h

Notification of Completion

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



Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Notification Time	2.31s	2.05s	3.77s	3.60s	2.29s	1.74s	2.36s	2.80s	3.07s	2.21s	1.62s	4.00s	7.26s
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	37	14	32	25	50	86	100	80	18	20	14	19	103
Mean Time	1.15s	0.97s	1.52s	1.49s	1.22s	1.12s	1.18s	1.12s	1.12s	1.13s	1.12s	1.98s	6147.26s
Shortest Time	0.06s	0.08s	0.05s	0.13s	0.06s	0.05s	0.06s	0.04s	0.06s	0.11s	0.36s	0.42s	0.37s
Longest Time	3.45s	2.90s	6.08s	4.39s	2.47s	2.85s	6.26s	6.05s	3.16s	2.97s	1.83s	4.17s	240336.59s
Median Time	1.22s	1.10s	1.34s	1.26s	1.22s	1.20s	1.13s	1.17s	1.18s	1.12s	1.28s	1.84s	1.98s

Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
PStDev Time	0.77s	0.74s	1.30s	0.97s	0.65s	0.54s	1.04s	1.00s	0.92s	0.65s	0.43s	0.87s	36176.67s

Routine (Non-Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Notification Time	2.98s	3.00s	2.81s	0.49s	0.35s	1.57s	0.73s	3.67s	0.66s	0.94s	1.63s	4.90s	221690.83s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	17	101	117	22	90	67	23	27	80	62	260	41	62
Mean Time	0.81s	0.65s	0.61s	0.20s	0.11s	0.37s	0.25s	0.76s	0.23s	0.28s	0.38s	0.99s	40291.66s
Shortest Time	0.05s	0.04s	0.04s	0.05s	0.04s	0.04s	0.04s	0.05s	0.04s	0.04s	0.12s	0.22s	0.23s
Longest Time	6.04s	4.18s	3.59s	0.58s	0.60s	2.35s	1.04s	6.06s	3.20s	2.19s	4.13s	5.94s	423251.22s
Median Time	0.21s	0.18s	0.17s	0.18s	0.05s	0.10s	0.17s	0.19s	0.06s	0.09s	0.13s	0.46s	0.80s
PStDev Time	1.43s	0.98s	0.89s	0.14s	0.11s	0.55s	0.25s	1.43s	0.48s	0.42s	0.58s	1.34s	92646.35s

Exception Narrative

Primary cause: System issue delayed email delivery

Analysis/Comments: All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.

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

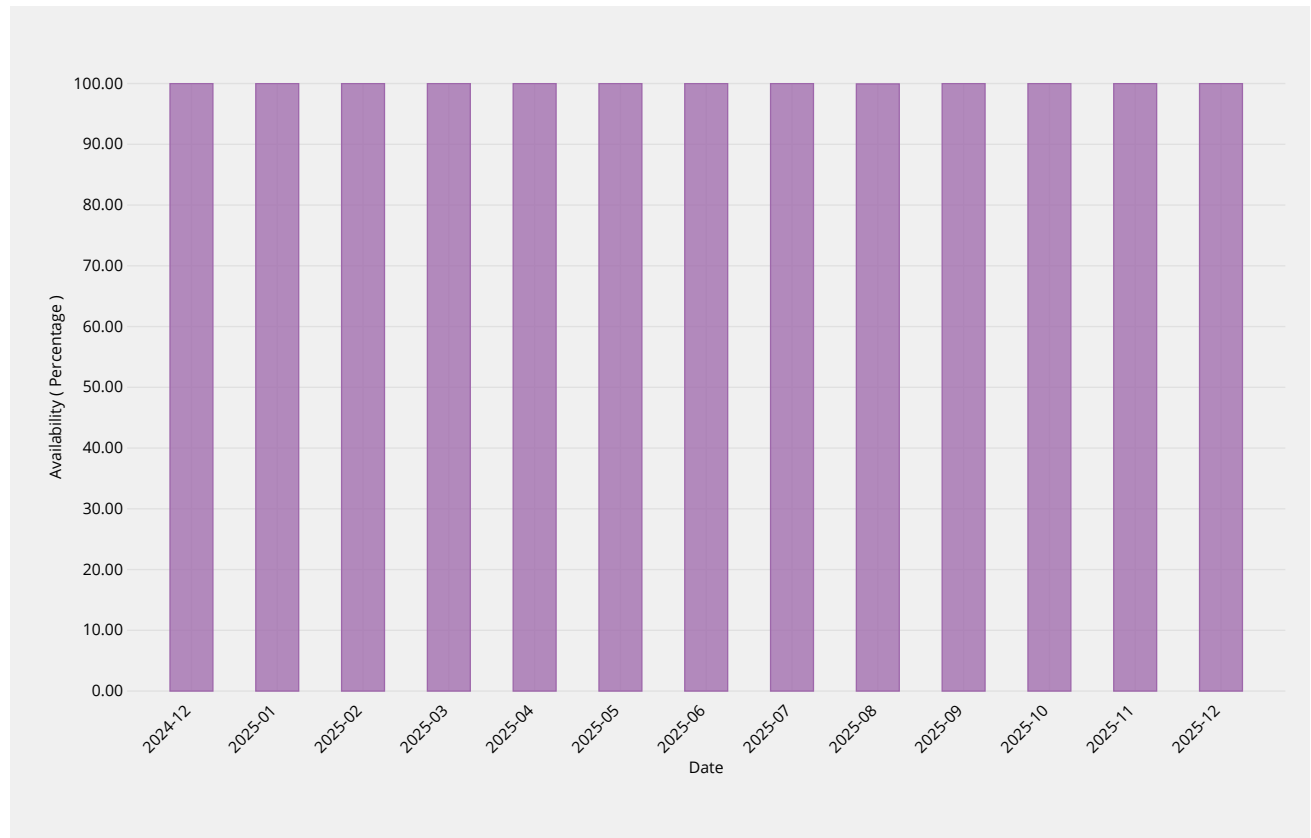
ccTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Notification Time	—	—	—	—	—	—	—	—	—	—	—	0.70s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%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

Other Changes	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Notification Time	—	1.51s	1.26s	0.30s	3.84s	3.98s	—	0.17s	1.09s	2.23s	1.24s	—	1.75s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	2	3	2	4	3	0	2	2	4	2	0	3
Mean Time	—	1.12s	1.15s	0.26s	1.70s	1.89s	—	0.15s	0.68s	1.00s	0.90s	—	1.24s
Shortest Time	—	0.68s	0.98s	0.21s	0.20s	0.12s	—	0.13s	0.22s	0.18s	0.53s	—	0.58s
Longest Time	—	1.55s	1.27s	0.31s	4.30s	4.28s	—	0.18s	1.14s	2.42s	1.27s	—	1.79s
Median Time	—	1.12s	1.21s	0.26s	1.14s	1.25s	—	0.15s	0.68s	0.70s	0.90s	—	1.36s
PStDev Time	—	0.44s	0.12s	0.05s	1.55s	1.76s	—	0.02s	0.46s	0.90s	0.37s	—	0.50s

System Availability

IANA Website

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



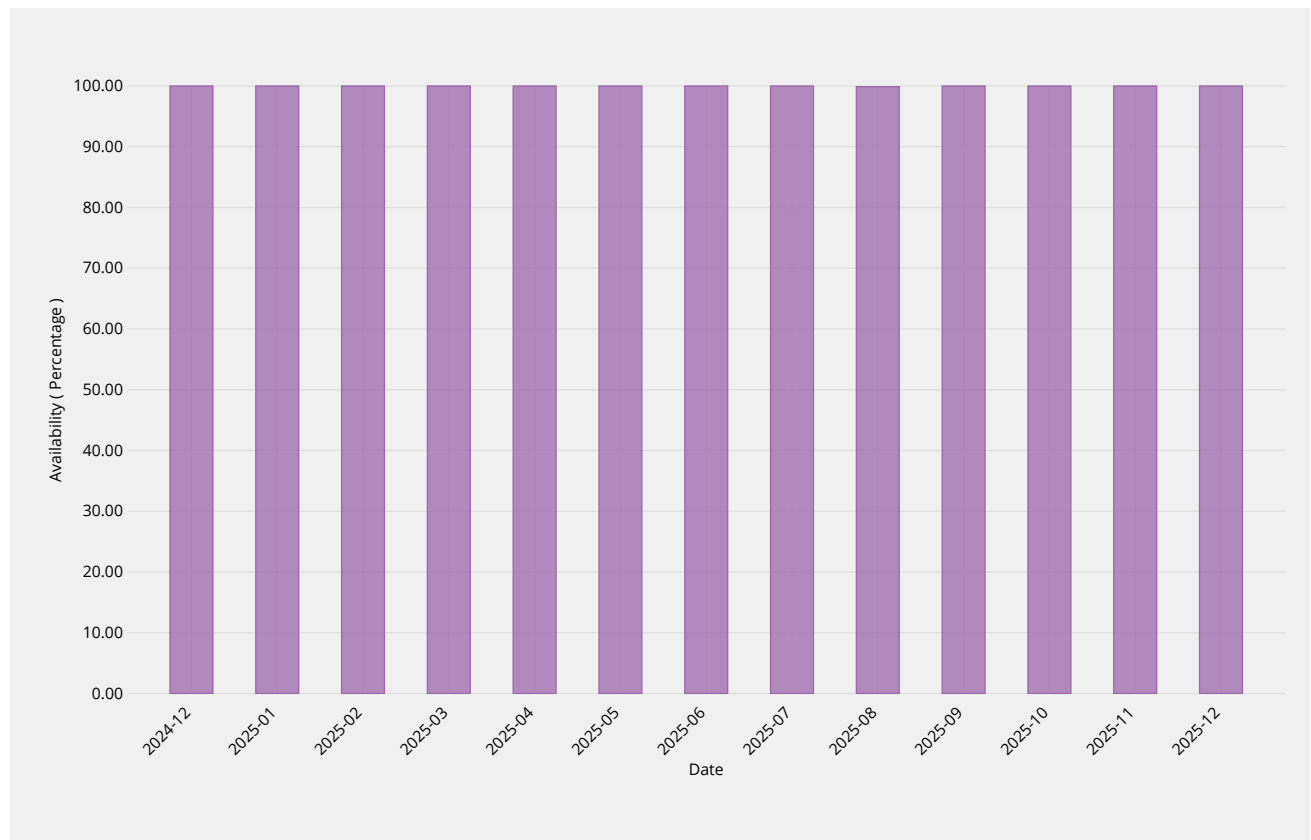
IANA Site Availability	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Availability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%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

Root Zone Management System

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

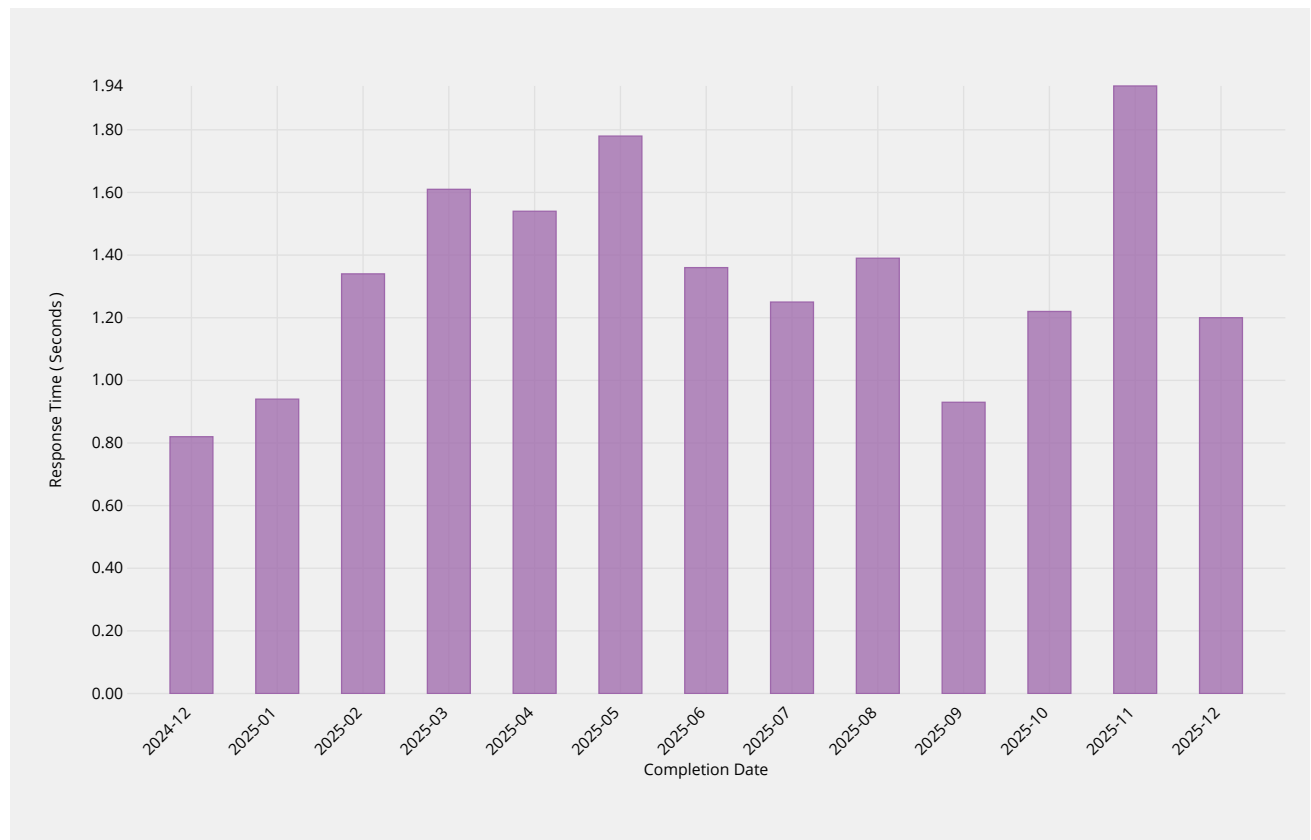
Root Zone Service Level Dashboard

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

[illegible]

Credential Recovery

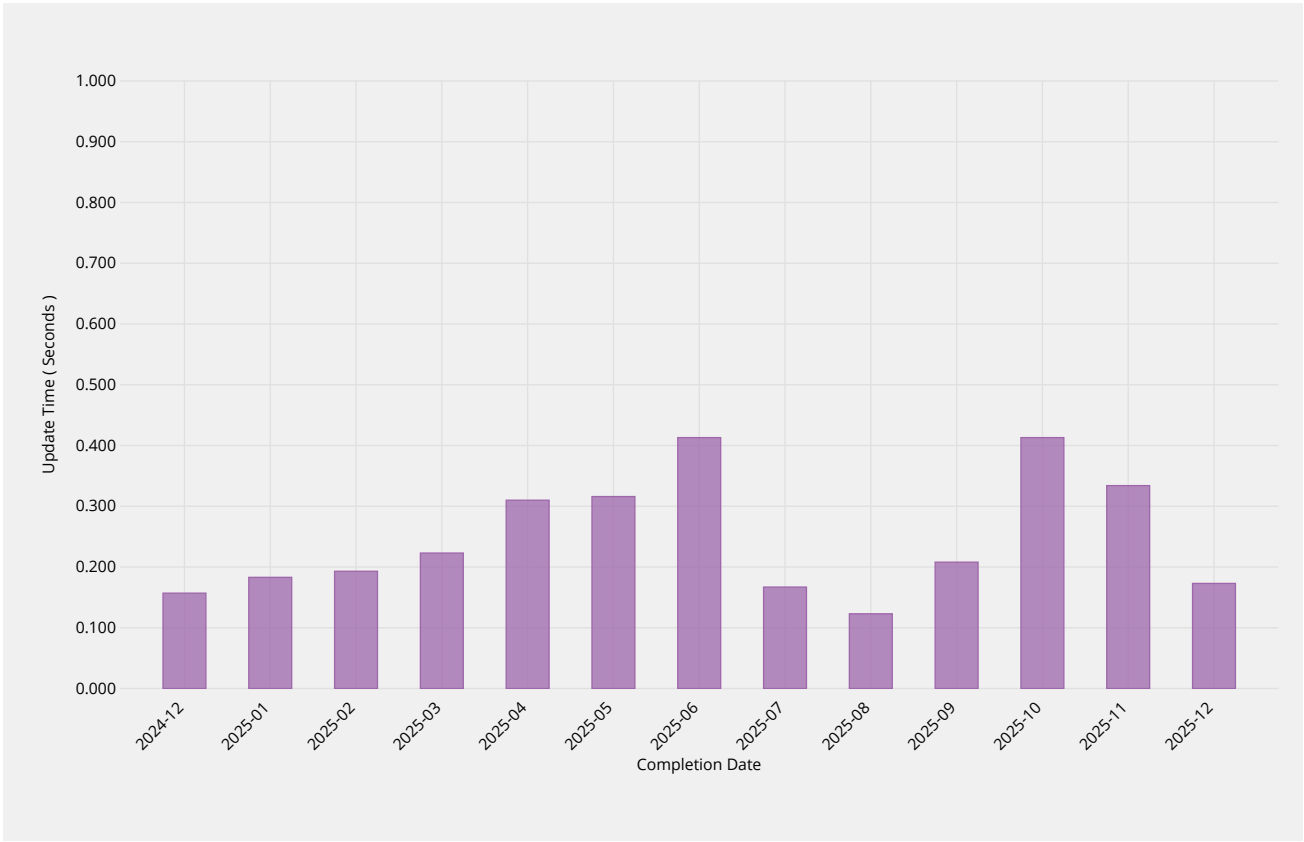
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Response Time	0.82s	0.94s	1.34s	1.61s	1.54s	1.78s	1.36s	1.25s	1.39s	0.93s	1.22s	1.94s	1.20s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	7	12	13	12	10	8	5	11	16	11	4	10	18
Mean Time	0.33s	0.34s	0.44s	0.64s	0.46s	0.64s	0.89s	0.52s	0.43s	0.31s	0.53s	0.76s	0.53s
Shortest Time	0.03s	0.02s	0.08s	0.08s	0.03s	0.02s	0.57s	0.02s	0.02s	0.03s	0.13s	0.10s	0.10s
Longest Time	0.86s	1.38s	1.42s	1.76s	2.23s	2.09s	1.45s	1.75s	1.57s	1.25s	1.35s	2.11s	1.86s
Median Time	0.18s	0.23s	0.22s	0.37s	0.22s	0.25s	0.89s	0.42s	0.26s	0.24s	0.33s	0.59s	0.40s
PStDev Time	0.31s	0.35s	0.44s	0.55s	0.62s	0.68s	0.33s	0.45s	0.43s	0.34s	0.50s	0.70s	0.42s

Credential Change

Time to implement new password within the system.

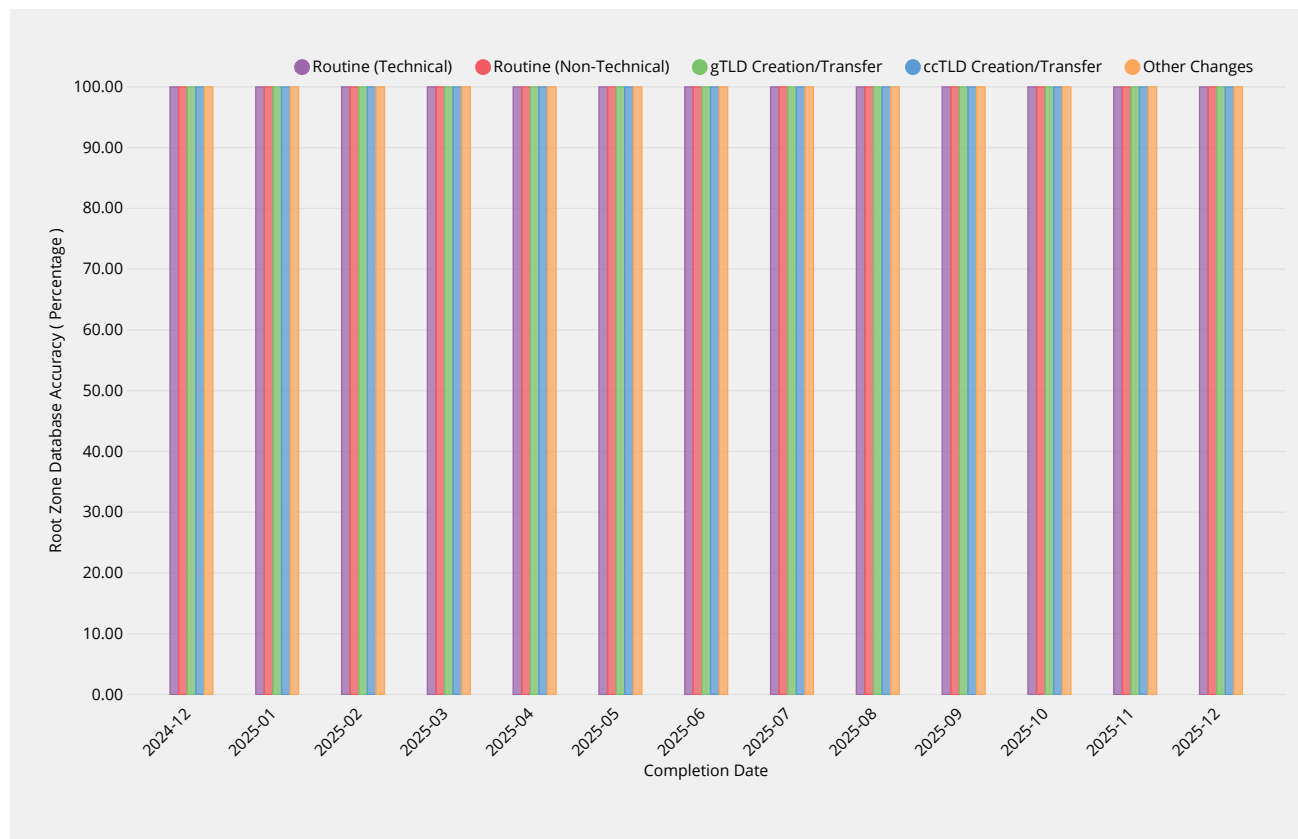


Credential Change	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Update Time	0.449s	0.656s	0.532s	0.853s	1.111s	1.014s	1.125s	0.528s	0.243s	0.584s	1.175s	0.605s	0.595s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	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	7	11	9	10	6	7	4	10	7	11	4	8	10
Mean Time	0.157s	0.183s	0.193s	0.223s	0.310s	0.316s	0.413s	0.167s	0.123s	0.208s	0.413s	0.334s	0.173s
Shortest Time	0.078s	0.071s	0.074s	0.071s	0.074s	0.070s	0.075s	0.072s	0.069s	0.068s	0.079s	0.071s	0.072s
Longest Time	0.604s	0.796s	0.611s	1.222s	1.451s	1.190s	1.286s	0.829s	0.250s	0.681s	1.360s	0.657s	0.998s
Median Time	0.083s	0.075s	0.077s	0.075s	0.084s	0.074s	0.145s	0.078s	0.074s	0.080s	0.106s	0.393s	0.079s
PStDev Time	0.183s	0.231s	0.184s	0.347s	0.510s	0.400s	0.507s	0.223s	0.074s	0.208s	0.548s	0.216s	0.275s

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

Root Zone Database

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



Routine (Technical)	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
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	37	14	32	25	50	86	100	80	18	20	14	19	103

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

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

[illegible]

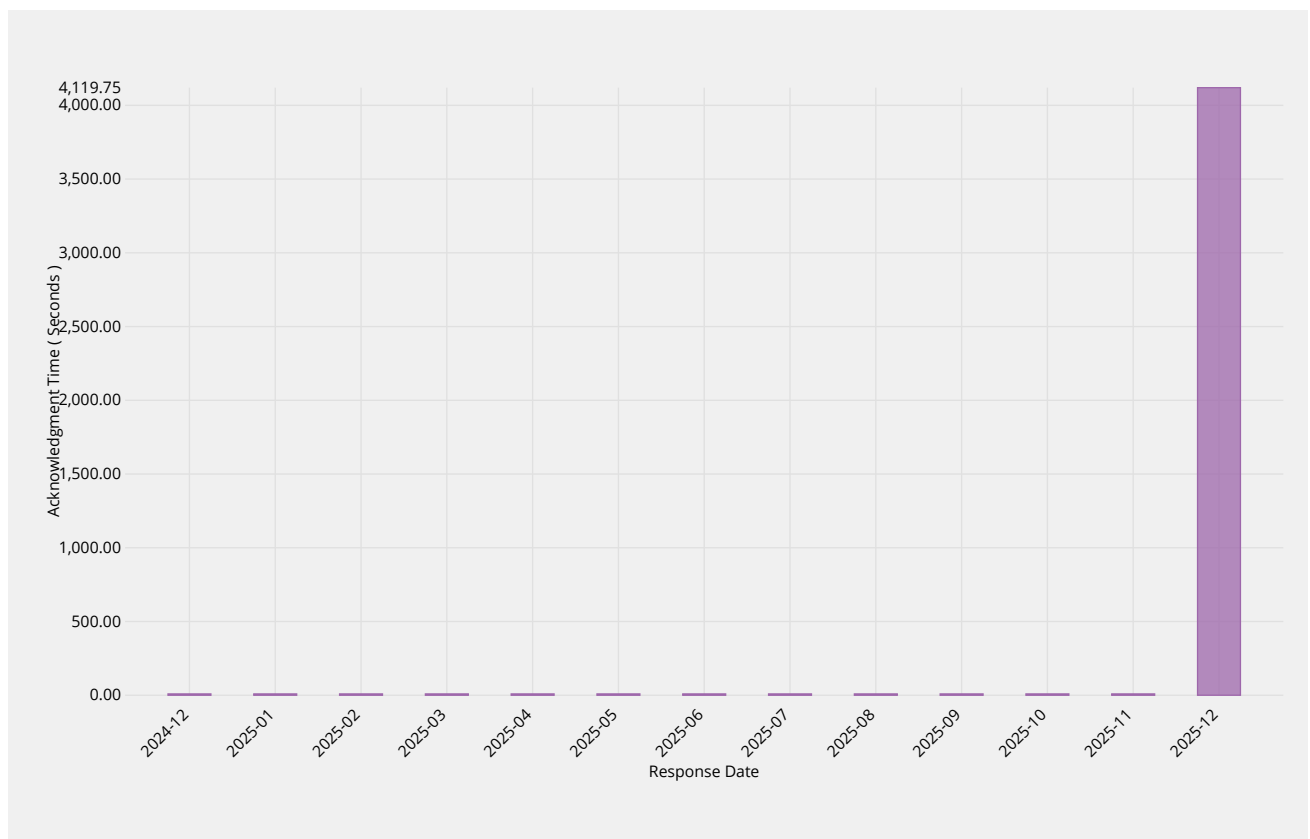
ccTLD Creation/Transfer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	1	0

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

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	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Acknowledgment Time	1.00s	1.00s	0.00s	—	0.00s	—	0.85s	0.00s	0.00s	0.00s	0.55s	1.50s	14006.45s
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	2	0	1	0	4	5	1	1	10	6	4
Mean Time	1.00s	1.00s	0.00s	—	0.00s	—	0.25s	0.00s	0.00s	0.00s	0.10s	0.33s	4119.75s
Shortest Time	1.00s	1.00s	0.00s	—	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	1.00s	1.00s	0.00s	—	0.00s	—	1.00s	0.00s	0.00s	0.00s	1.00s	2.00s	16478.00s
Median Time	1.00s	1.00s	0.00s	—	0.00s	—	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.50s
PStDev Time	0.00s	0.00s	0.00s	—	0.00s	—	0.43s	0.00s	0.00s	0.00s	0.30s	0.75s	7135.04s

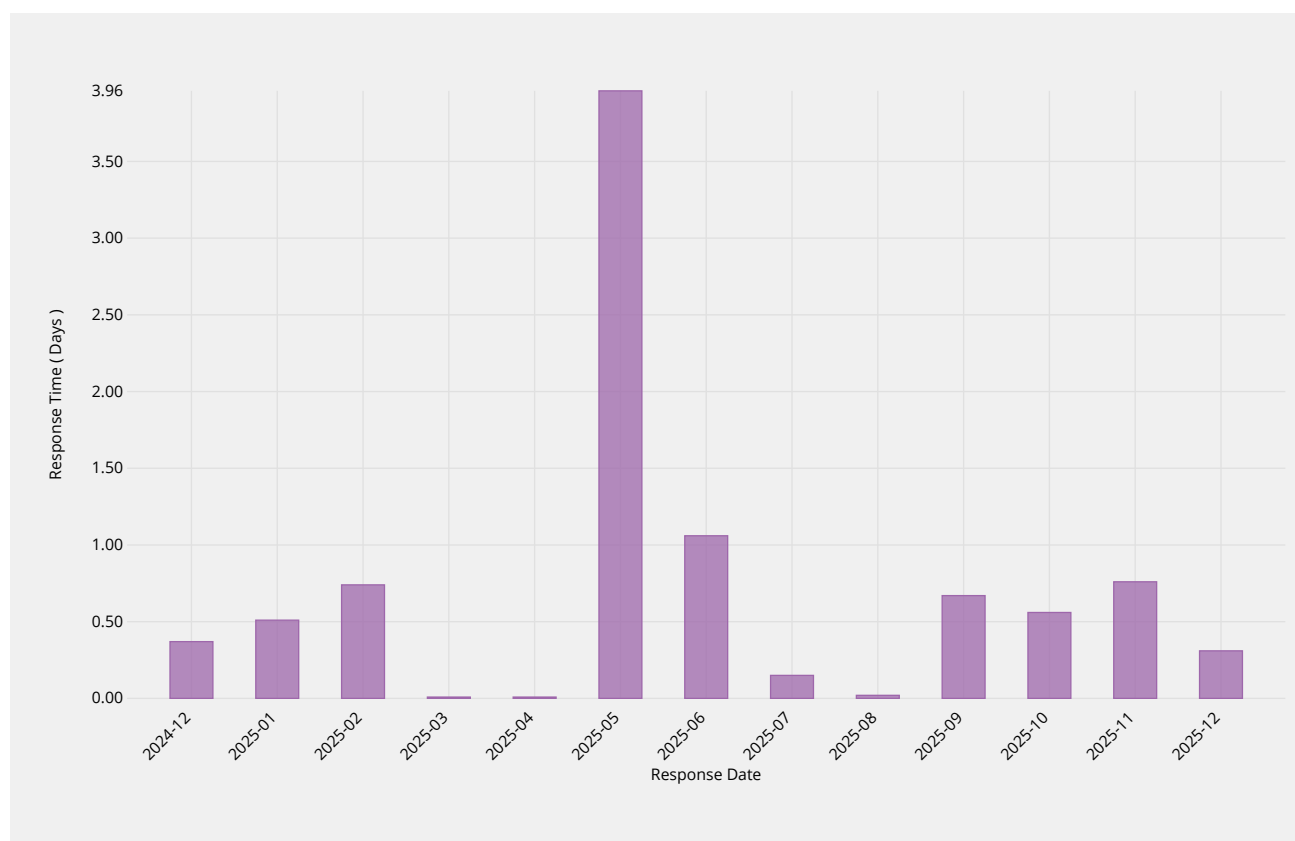
Exception Narrative

Primary cause: System issue delayed email delivery

Analysis/Comments: All email notifications stopped being sent after a bug caused the outbound email queue from the Root Zone Management System to stall. Once the bug was identified, PTI staff manually sent notifications to customers to ensure continuity of service until the bug could be fixed in the system. The bug was triggered by a rarely used internal function that contained erroneous logic. No emails were lost, but four SLAs related to timely email delivery were not met.

Time to initial response

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

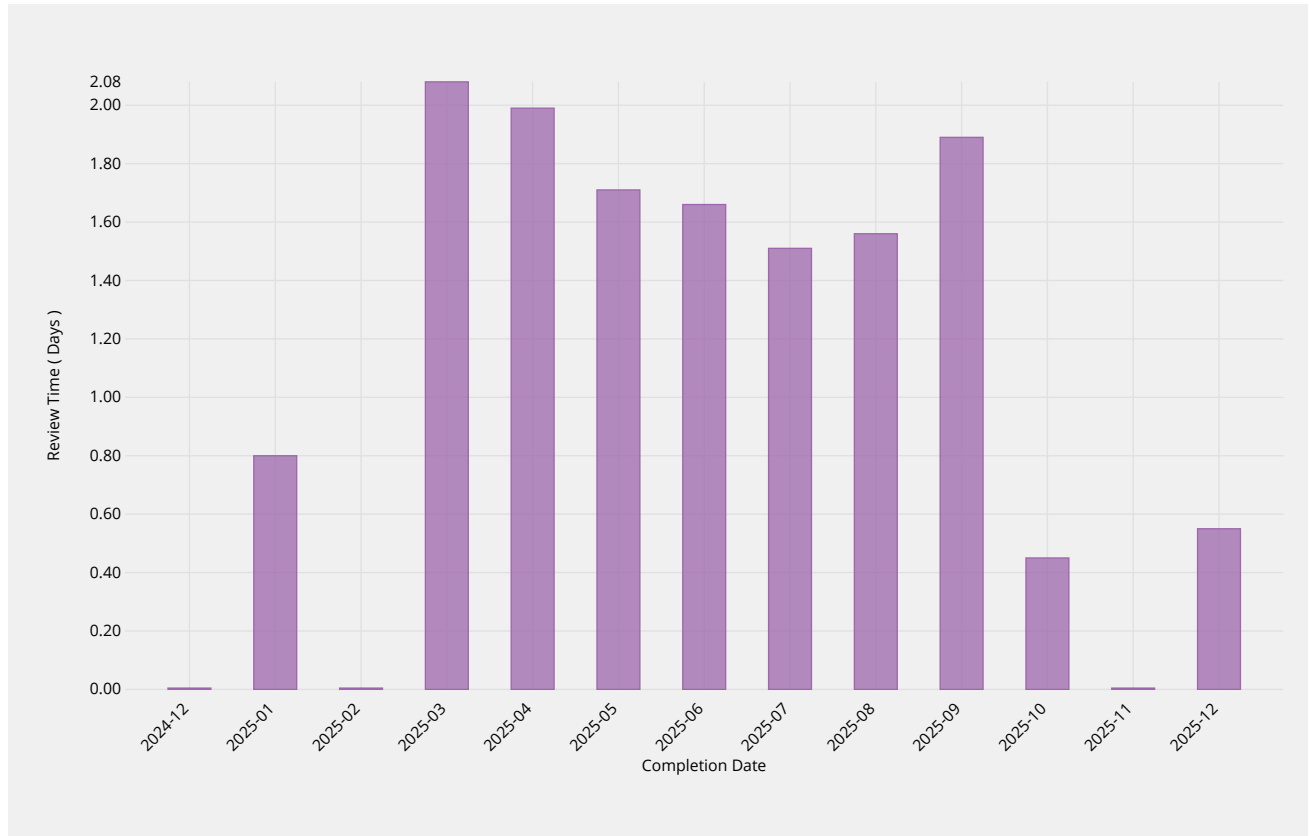


Manual Enquiries	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Response Time	0.37d	0.51d	0.74d	—	—	3.96d	2.33d	0.22d	0.02d	0.67d	1.18d	1.65d	0.78d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	2	0	0	1	4	5	1	1	6	6	4
Mean Time	0.37d	0.51d	0.74d	—	—	3.96d	1.06d	0.15d	0.02d	0.67d	0.56d	0.76d	0.31d
Shortest Time	0.37d	0.51d	0.44d	—	—	3.96d	0.05d	0.11d	0.02d	0.67d	0.11d	0.04d	0.01d
Longest Time	0.37d	0.51d	1.04d	—	—	3.96d	3.05d	0.24d	0.02d	0.67d	1.58d	2.37d	1.06d
Median Time	0.37d	0.51d	0.74d	—	—	3.96d	0.57d	0.12d	0.02d	0.67d	0.38d	0.58d	0.08d
PStDev Time	0.00d	0.00d	0.30d	—	—	0.00d	1.17d	0.05d	0.00d	0.00d	0.52d	0.79d	0.44d

Label Generation Rulesets

Review Time

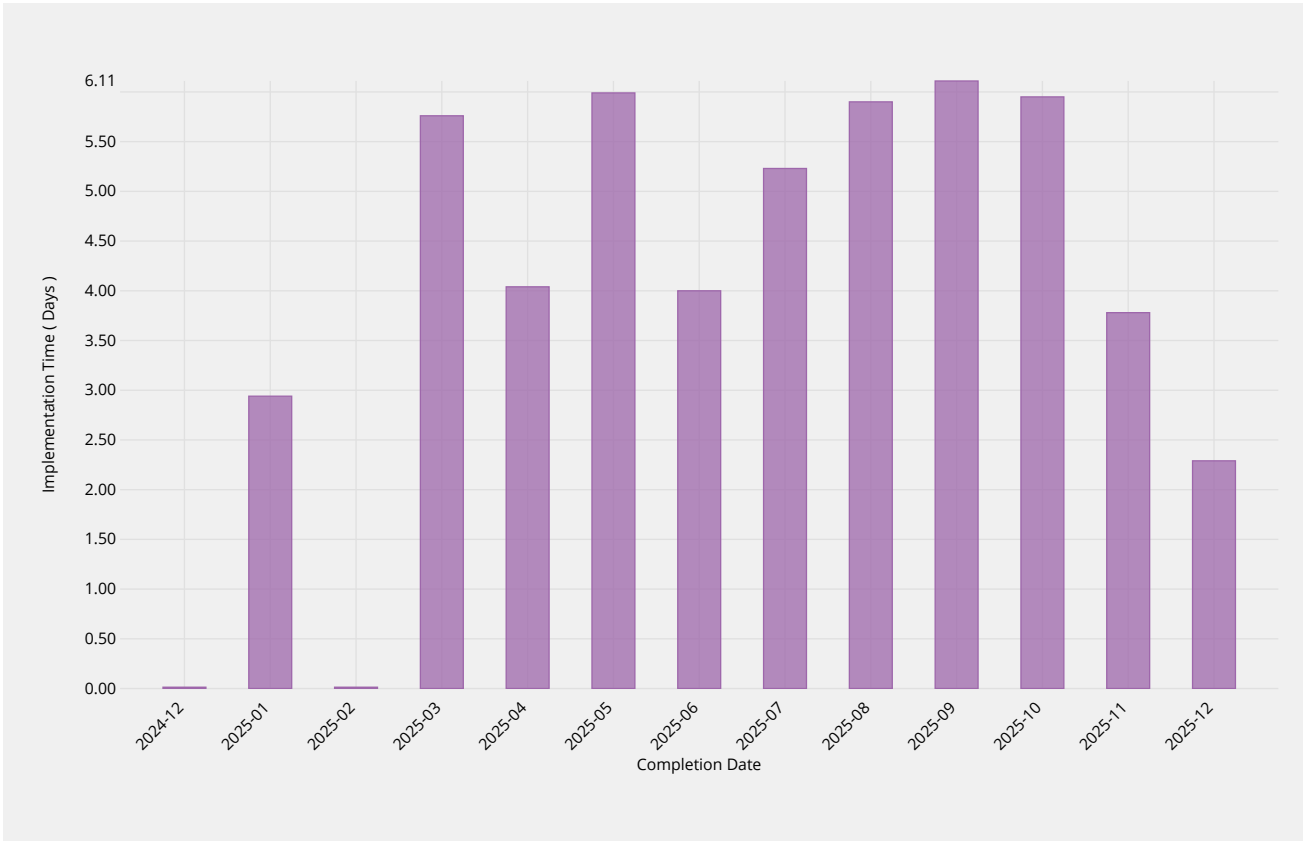
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Review Time	—	0.80d	—	2.08d	1.99d	1.71d	1.66d	1.51d	1.56d	1.89d	0.45d	0.00d	0.55d
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	1	0	2	12	7	9	4	18	9	1	1	1
Shortest Time	—	0.80d	—	0.00d	0.00d	0.48d	0.86d	0.91d	0.00d	0.00d	0.45d	0.00d	0.55d
Longest Time	—	0.80d	—	2.31d	3.94d	1.97d	2.20d	1.52d	1.87d	1.99d	0.45d	0.00d	0.55d
Median Time	—	0.80d	—	1.15d	0.84d	0.83d	1.31d	1.27d	1.56d	1.30d	0.45d	0.00d	0.55d
PStDev Time	—	0.00d	—	1.15d	0.99d	0.47d	0.38d	0.27d	0.58d	0.64d	0.00d	0.00d	0.00d

Implementation Time

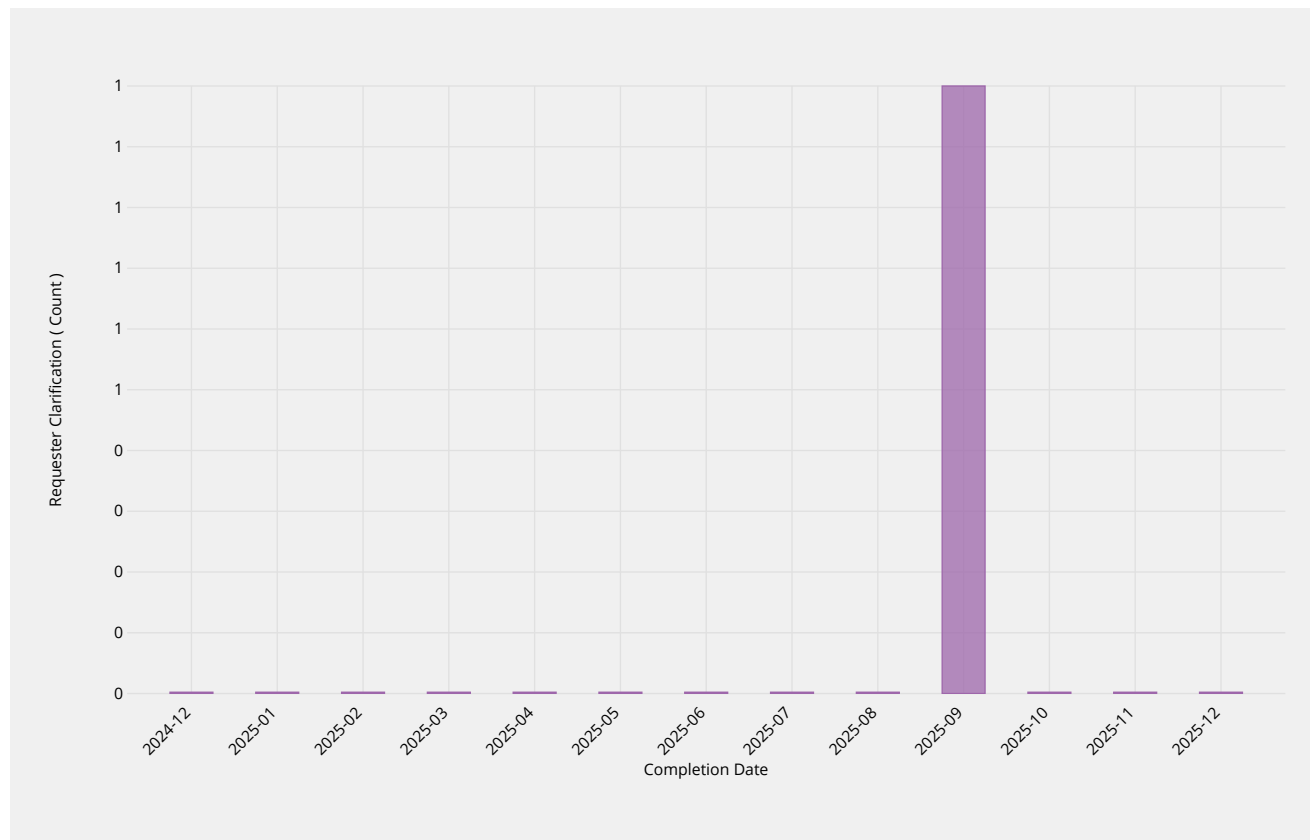
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Implementation Time	—	2.94d	—	5.76d	4.04d	5.99d	4.00d	5.23d	5.90d	6.11d	5.95d	3.78d	2.29d
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	1	0	2	12	7	9	4	18	9	1	1	1
Shortest Time	—	2.94d	—	2.10d	1.02d	3.20d	0.16d	0.33d	1.06d	1.04d	5.95d	3.78d	2.29d
Longest Time	—	2.94d	—	6.17d	6.10d	6.00d	4.78d	5.25d	5.90d	6.28d	5.95d	3.78d	2.29d
Median Time	—	2.94d	—	4.13d	2.53d	4.35d	2.05d	5.18d	5.90d	5.03d	5.95d	3.78d	2.29d
PStDev Time	—	0.00d	—	2.03d	1.59d	0.95d	1.41d	2.11d	1.83d	1.65d	0.00d	0.00d	0.00d

Requester Clarification

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

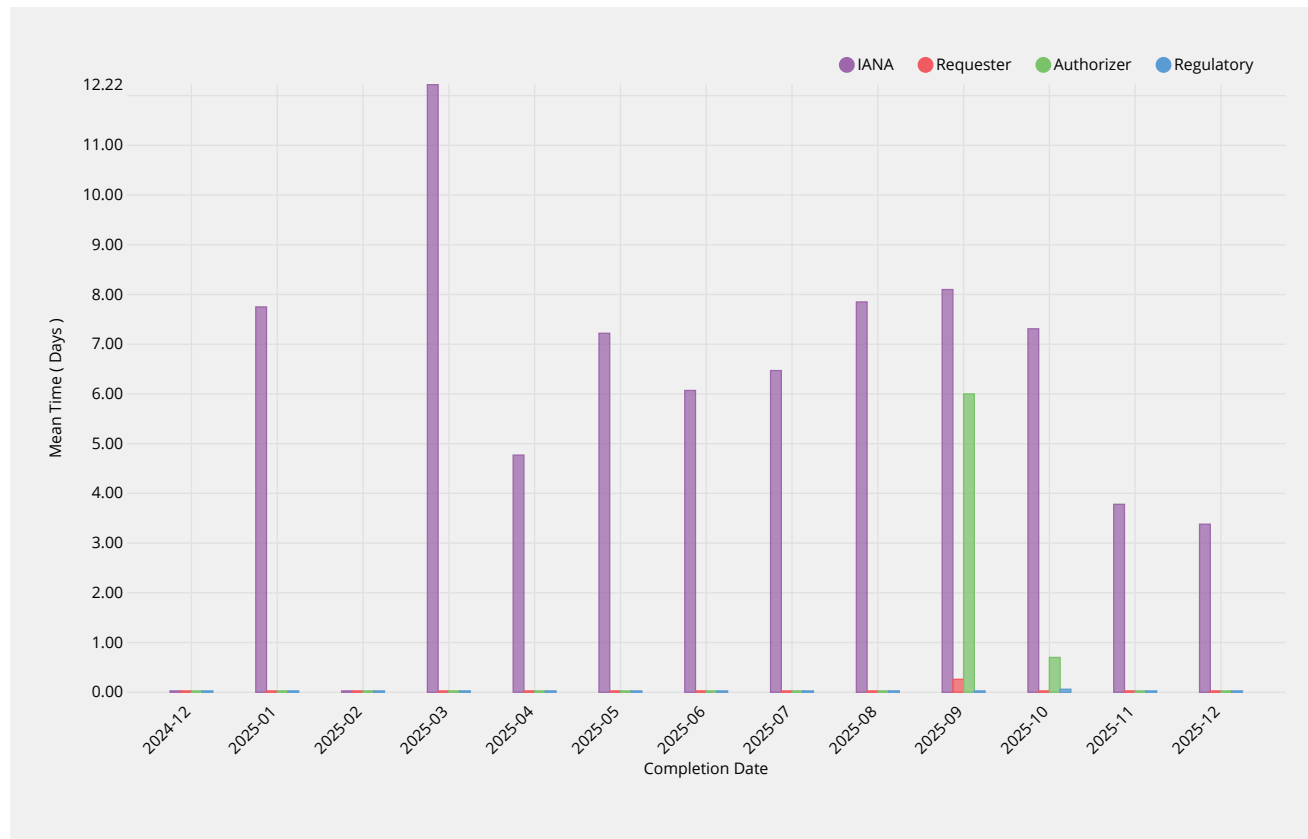


Requester Clarification	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Count	—	0	—	0	0	0	0	0	0	1	0	0	0
Request Count	0	1	0	2	12	7	9	4	18	9	1	1	1
Shortest Clarification	—	0	—	0	0	0	0	0	0	0	0	0	0
Longest Clarification	—	0	—	0	0	0	0	0	0	1	0	0	0

Time per Actor

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

regulatory checks.



IANA	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Mean Time	—	7.75d	—	12.22d	4.77d	7.22d	6.07d	6.47d	7.85d	8.10d	7.31d	3.78d	3.38d
Review Count	0	1	0	2	12	7	9	4	18	9	1	1	1
Shortest Time	—	7.75d	—	6.17d	1.02d	5.98d	3.24d	2.16d	1.11d	4.88d	7.31d	3.78d	3.38d
Longest Time	—	7.75d	—	18.27d	8.12d	9.22d	12.67d	8.20d	12.14d	13.37d	7.31d	3.78d	3.38d
Median Time	—	7.75d	—	12.22d	5.44d	7.64d	5.43d	7.76d	9.02d	7.32d	7.31d	3.78d	3.38d
PStDev Time	—	0.00d	—	6.05d	2.23d	1.11d	2.68d	2.52d	3.21d	2.68d	0.00d	0.00d	0.00d

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

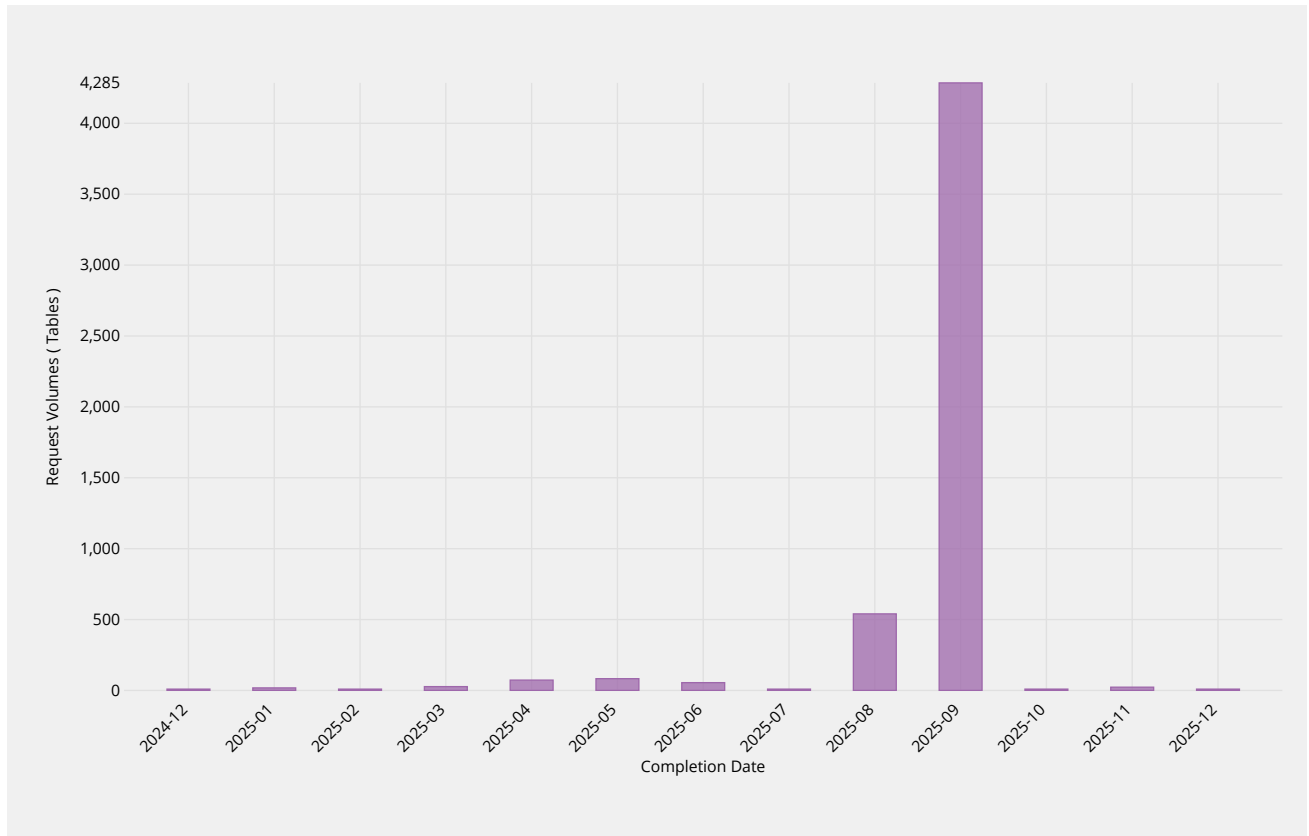
Authorizer	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09	2025-10	2025-11	2025-12
Mean Time	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—	—
Review Count	0	0	0	0	0	0	0	0	0	1	1	0	0
Shortest Time	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—	—
Longest Time	—	—	—	—	—	—	—	—	—	6.00d	0.70d	—	—
Median Time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

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

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

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.