



New gTLD Service Level Agreement

Focus on the service delivered to registrants and Internet users



What is the new gTLD SLA?

- Is part of the draft Registry Agreement.
- Defines the level of service expected from the critical functions of new gTLDs.
- Let registrants & Internet users know what to expect from core registry services.



Parameters to be measured

- Availability
- Response time
- Update time



Services to be measured

Five critical gTLD functions:

1. DNS
2. DNSSEC
3. Whois
4. EPP (provisioning system)
5. Data Escrow



Services/Measurements Matrix

Critical Function	Availability	Response-Time	Update-Time
DNS	✓	✓	✓
DNSSEC	✓	N/A	✓
Whois	✓	✓	✓
EPP	✓	✓	N/A
Data Escrow	N/A	N/A	✓



How would it be measured?

- ICANN would contract measurement probes distributed over the Internet
- Probes would measure services periodically (every 1 or 5 minutes depending on service)
- Centralize data gathering for identification of issues and engaging registries
- Would allow ICANN to act in emergency situations



The new gTLD SLA

	Parameter	Requirement (monthly)
DNS	Service availability	0 min downtime = 100% availability
	Server availability	≤ 432 min of downtime (≈ 99%)
	TCP resolution RTT	≤ 1500 ms, for at least 95% of the queries
	UDP resolution RTT	≤ 400 ms, for at least 95% of the queries
	Update time	≤ 60 min, for at least 95% of the updates
Whois	Service availability	≤ 432 min of downtime (≈ 99%)
	Query RTT	≤ 1500 ms, for at least 95% of the queries
	Update time	≤ 60 min, for at least 95% of the updates
EPP	Service availability	≤ 864 min of downtime (≈ 98%)
	Session-command RTT	≤ 3000 ms, for at least 90% of the commands
	Query-command RTT	≤ 1500 ms, for at least 90% of the commands
	Transform-command RTT	≤ 3000 ms, for at least 90% of the commands



Emergency Thresholds

Critical Function	Emergency Threshold	
DNS (all servers)	4-hour continuous downtime	4-hour downtime / week
DNSSEC	4-hour continuous downtime	4-hour downtime / week
EPP	5-day continuous downtime	5-day downtime / month
Whois	7-day continuous downtime	7-day downtime / month
Data Escrow	Missed 1 full deposit, or 5 differential deposits and 12 days without response from the registry.	





Thank You



Questions

One World

One Internet

