Monthly SLA Reports of CNNIC

2016.09

China Internet Network Information Center (CNNIC) is a non-profit administration and service institution established under the authorization of the Ministry of Information Industry (MIIT), performing its responsibilities as the national Internet network information center. CNNIC is not only a registry in charge of the operation and administration of .CN domain names and Chinese domain names, but also the operator for running and administering the root servers for .CN domain names and Chinese domain names.

CNNIC is dedicated to providing world-leading services to the public and registrars. Aiming at offering phased operations and maintenance analysis data of CNNIC services, the *Monthly SLA Reports of CNNIC* facilitate all related parties to learn the operation of CNNIC and discover and solve problems in a timely manner. In this way, CNNIC can improve its service quality and develop further to provide fundamental services for the Internet network of China in a better way.

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1. Overview

This report provides an overview of CNNIC Registry Service Level Agreement (SLA) Performance from September 1 - 30, 2016, covering the Shared Registration System (SRS), Resolution Service and Whois Service for .中国 domain name.

2. SLA Performance

2.1 .中国 SLA Performance

2.1.1 .中国 SLA Performance for SRS

SRS	Requirement	Actual Performance
Service Availability	99.90%	100%
Planned Outage	/	/
	/	/
Planned Outage Timeframe	/	/
Planned Outage Notification	/	/
Extended Planned Outage	18 Hours/3 Months	/
		/
Extended Planned Outage Notification	3 days	/
Check Domain RTT	< 1000 ms for 95%	34.53(34.05,35.00)
Modify/Update Domain RTT	< 1500 ms for 95%	57.76(57.10,58.42)
Delete Domain RTT	< 1500 ms for 95%	46.13(45.81,46.46)
Add/Create Domain RTT	< 1500 ms for 95%	82.86(82.02,83.70)
SRS Update Frequency for DNS	4 Hours for 95%	< 5 Minutes for 95%
SRS Update Frequency for Whois	15 Minutes for 95%	5 Minutes for 100%

Table 1: .中国 SLA Performance for SRS for the reporting month

2.1.2 .中国 SLA Performance for DNS Service

DNS Name Server	Requirement	Actual Performance
Service Availability	100%	100.00%
Processing Time	< 100 ms for 95% (Excluding Network Delay)	0.36(0.17,0.55)
Planned Outage	Not Allowed	/
Planned Outage Timeframe	None	/
Extended Planned Outage	Not Allowed	/

Table 2: .中国 SLA Performance for Resolution Service for the reporting month

2.1.3 .中国 SLA Performance for Whois Service

Whois	Requirement	Actual Performance
Service Availability	99.90%	100%
Processing Time	< 500 ms for 95% (Excluding Network Delay)	14.83(12.71,16.96)
Planned Outage	/	
	/	
Planned Outage Timeframe	/	/
Planned Outage Notification	/	/
Extended Planned Outage	18 Hours/3 Months	/
Extended Planned Outage Notification	3 days	/
Webbased-Whois Availability	99.90%	100％
Webbased-Whois Processing Time	< 1000 ms for 95% (Excluding Network Delay)	71.27(70.59,71.94)

Table 3: .中国 SLA Performance for Whois Service for the reporting month