

Table 23-1 Summary Table of Service Level Agreement

| | Parameter | ICANN SLR (monthly basis) | ".商标" Registry SLA (monthly basis) |
|-------------|------------------------------|---|--|
| DNS | DNS service availability | 0 min downtime = 100% availability | 0 min downtime = 100% availability |
| | DNS name server availability | 432 min of downtime ($\approx 99\%$) | 43.2 min of downtime ($\approx 99.9\%$) |
| | TCP DNS resolution RTT | 1500 ms, for at least 95% of the queries | 1500 ms, for at least 95% of the queries |
| | UDP DNS resolution RTT | 500 ms, for at least 95% of the queries | 500 ms, for at least 95% of the queries |
| | DNS update time | 60 min, for at least 95% of the probes | 15 min, for at least 95% of the probes |
| RDDS | RDDS availability | 864 min of downtime ($\approx 98\%$) | 43.2 min of downtime ($\approx 99.9\%$) |
| | RDDS query RTT | 2000 ms, for at least 95% of the queries | 2000 ms, for at least 95% of the queries |
| | RDDS update time | 60 min, for at least 95% of the probes | 20 min, for at least 95% of the probes |
| EPP | EPP service availability | 864 min of downtime ($\approx 98\%$) | 43.2 min of downtime ($\approx 99.9\%$) |
| | EPP session-command RTT | 4000 ms, for at least 90% of the commands | 4000 ms, for at least 90% of the commands |
| | EPP query-command RTT | 2000 ms, for at least 90% of the commands | 2000 ms, for at least 90% of the commands |
| | EPP transform-command RTT | 4000 ms, for at least 90% of the commands | 4000 ms, for at least 90% of the commands |