

Table 24-1 Performance Specification Matrix

|    | Performance Specification               | SRS                              |
|----|-----------------------------------------|----------------------------------|
| 1  | Service Availability                    | 98% per month                    |
| 2  | Planned Outage–Duration                 | 3 hours (180 minutes) per month  |
| 3  | Planned Outage–Timeframe                | 00:00-03:00 UTC Sunday           |
| 4  | Planned Outage–Notification             | 30 days                          |
| 5  | Extended Planned Outage–Duration        | 12 hours (720 minutes) per month |
| 6  | Extended Planned Outage–Timeframe       | 00:00-12:00 UTC Sunday           |
| 7  | Extended Planned Outage–Notification    | 30 days                          |
| 8  | Processing Time - EPP session command   | 200 milliseconds for 90%         |
| 9  | Processing Time - EPP query command     | 100 milliseconds for 90%         |
| 10 | Processing Time - EPP transform command | 200 milliseconds for 90%         |
| 11 | Update Frequency – DNS                  | 60 minutes for 95%               |
| 12 | Update Frequency – Whois                | 60 minutes for 95%               |
| 13 | RTT - EPP session command               | 4000 milliseconds for 90%        |
| 14 | RTT - EPP query command                 | 2000 milliseconds for 90%        |
| 15 | RTT - EPP transform command             | 4000 milliseconds for 90%        |