Table 23-1 Summary Table of Service Level Agreement

	Parameter	ICANN SLR (monthly basis)	".shop" 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 (≈99%)	**43.2** min of downtime (≈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 (≈98%)	**43.2** min of downtime (≈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 (≈98%)	**43.2** min of downtime (≈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