Figure 24-a. The Afilias registry infrastructure.

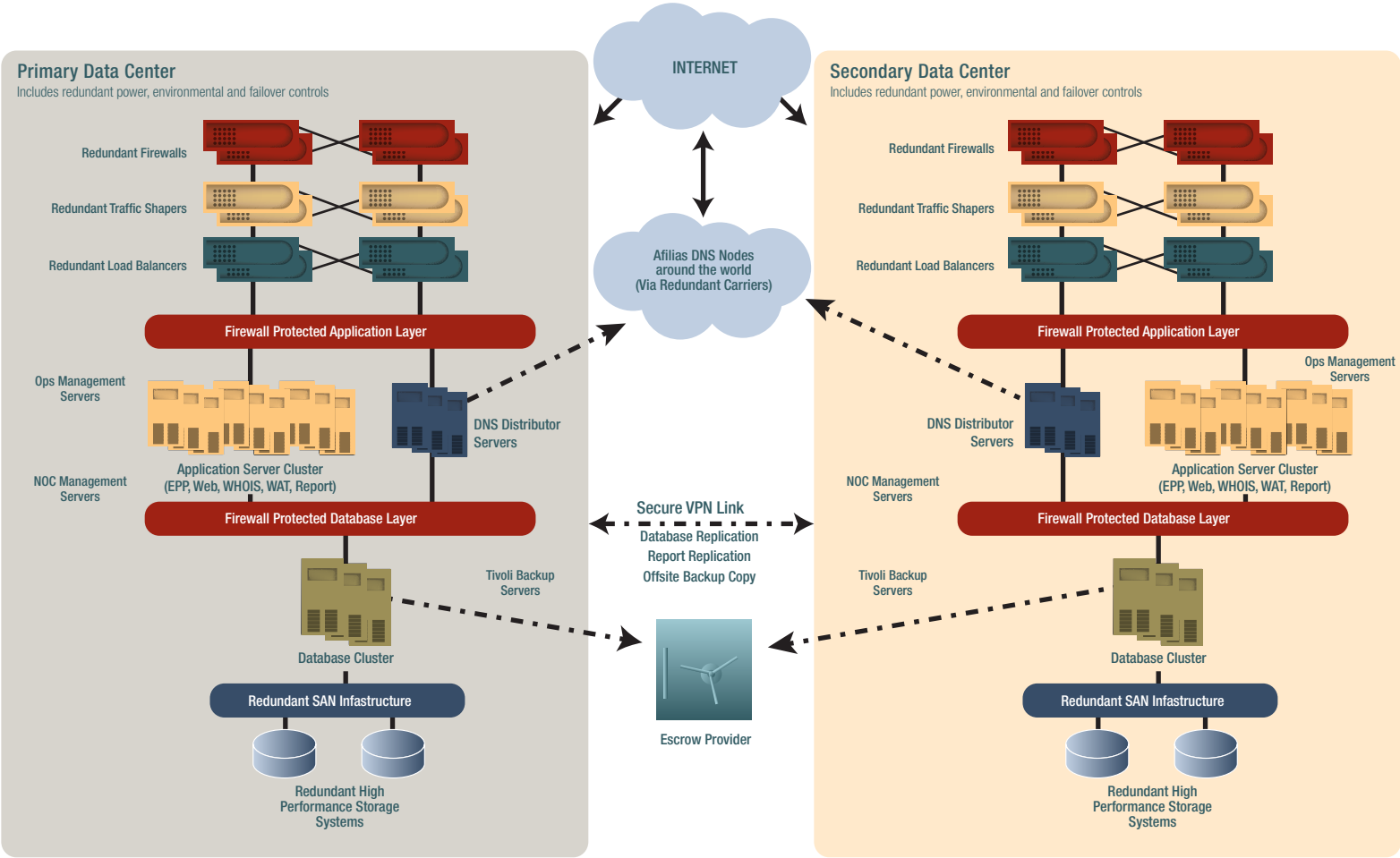

Figure 24-b. SRS/EPP performance metrics.

Parameter	Specification 10	Commitment	Example (2010 actuals for .INFO)
EPP Service Availability	≤ 864 min of downtime (≈ 98%)	Consistently meet or exceed	22min average downtime/month 99.95 % availability
EPP Session-command RTT	≤ 4000 ms, for at least 90% of the commands	Consistently meet or exceed	≤ 4000 ms, for 100% of the commands
EPP query-command RTT	≤ 2000 ms, for at least 90% of the commands	Consistently meet or exceed	≤ 2000 ms, for 100% of the commands
EPP transform-command RTT	≤ 4000 ms, for at least 90% of the commands	Consistently meet or exceed	≤ 4000 ms, for 100% of the commands
Emergency thresholds	24-hour downtime per week	Consistently meet or exceed	No equivalent of an emergency shutdown