

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%