

ARIN Service Level Commitments

Nate Davis
Director of Operations



ARIN Service Level Commitments

- ★ Announcing commitment targets
- ★ Implementing performance measurements to monitor performance against targets
- ★ Continuing to implement processes, procedures, and infrastructure to meet targets
- ★ Reporting to the community the effectiveness and progress on meeting targets
- ★ Understanding that this is a journey...

Business Services

- ★ Provide Customer Support from 9:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, excluding holidays
- ★ Response to phone and e-mail messages from ARIN customers within two business days
- ★ Billing schedule commitment:
 - ▶ Send invoices for new registrations within three (3) business days following completion of the Billing Account form.
 - ▶ Send invoices for renewal IP allocations forty-five (45) days in advance of the beginning of the anniversary month.
 - ▶ Send invoices for maintenance thirty (30) days prior to the beginning of the anniversary month.

Inclement weather and service providers may impact delivery of these services

Member Services

- ★ Publish *ARIN Today*, quarterly
- ★ Publish ARIN's Annual Report at the first Public Policy and Members Meeting of the year
- ★ Conduct two Public Policy and Members Meetings each year
- ★ Publish meeting minutes and presentations on-line within seven (7) business days of meeting conclusion
- ★ Conduct annual elections for the ARIN Board of Trustees, ARIN Advisory Council, and the ICANN Address Supporting Organization Address Council (ASO AC)

Registration Services

- ★ Provide Help Desk support from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday, excluding holidays
- ★ Respond to all e-mail within two (2) business days at the latest, with the intended goal being a same day response
- ★ Provide priority response to Internet number resource requests for existing registration records
- ★ Provide issue escalation services from 10:00 a.m. to 4:00 p.m. Eastern time, Monday through Friday, excluding holidays

Incllement weather and service providers may impact delivery of these services

Engineering

Service	Mean Time to Repair
Auto reply for Registration	1 hour
Auto reply for Routing Registry	1 hour
DNS Master Zones	30 minutes
DNS provided by ARIN*	5 minutes
FTP Data*	12 hours
Routing Registry*	24 hours
RWhois*	24 hours
WebWHOIS	30 minutes
Webserver (http)*	30 minutes
Webserver (https)	24 hours
WHOIS*	30 minutes

- * Service commitment goal is to provide services 24/7 with the following exceptions:
 - ▶ Announced maintenance windows
 - ▶ Scheduled and unscheduled outages by service providers
- * Several external services are now also provided at the co-location in Ashburn (*)

Thank You!