



Service Level Commitments

Jonathan Shea

HKIRC

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Agenda



- Customer Charter
- Service Provision
- DNS Service Restoration
- Customer Service
- Responding to Complaint



Service Level Commitments are publicly posted on our website www.hkdnr.hk in the form of a ‘Customer Charter’

Service Provision



Service	Target of availability / Target to effect the service
DNS Availability	100%
HKDNR Website Availability	99.95%
New Domain Activation	Within 1 hr (document NOT required) Within 1 working day (document required)
Name Server Change	Within 1 hr normally
Transfer of domain	Within 3 working days

DNS Service Restoration



**The Mean-Time-To-Restore for DNS Service
is within 1 working hour after the problem
is found**

Customer Service



Being Accessible

- 24/7 service hotline
 - answer within 6 rings
- Email, fax and mail
 - respond within one working day
- Walk-in to our office
 - Mon – Fri (0900 hrs to 1730 hrs)

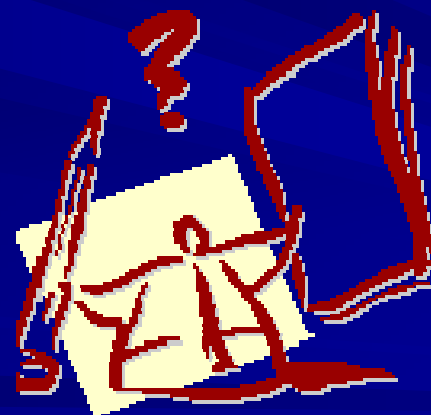
Responding to Complaint



We will ensure any complaint is handled without prejudice. We aim to respond to customer within 1 working day and resolve the complaint within 10 working days of receiving it. If more time is required for investigation, we will let the complainant know the expected time by which a response will be given.



Q & A





Thank you!