

Monday, May 22, 2017 at 9:02 AM

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**From:** ICANN Global Support <[noreply-globalsupport@icann.org](mailto:noreply-globalsupport@icann.org)>  
**Date:** Monday, May 22, 2017 at 9:02 AM  
**Subject:** Monthly Report of the CSC on PTI Performance - April 2017

Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message, CSC report and underlying PTI April report to the CSC.

All the best,  
Ria Otanés

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18 May 2017

Dear Community Members,

As chair of the Customer Standing Committee I am pleased to provide you with our monthly report on the performance of Public Technical Identifiers (PTI) over April 2017. You will see that the CSC has concluded that, overall, PTI's performance in April 2017 was "Satisfactory", in that they met the agreed service agreement for 98.6 % of the defined metrics. The single missed service level is subject to a CSC recommendation. In summary: on the evidence to date, the CSC has not identified a persistent problem and no further action is needed. The CSC was informed that PTI has received no complaint.

The April 2017 PTI report to the CSC, listing the individual service level metrics along with their actual and historical performance, can be found at: <https://www.iana.org/performance/csc-reports/201704>

In addition to its review of the PTI report, the CSC together with PTI has started to work on the Remedial Action Procedure and processes to the change the agreed Service Level Expectations.

If you would like to be informed of upcoming meetings or receive CSC reports directly, you may want to subscribe to our announce list at <https://mm.icann.org/mailman/listinfo/csc-announce> . The CSC was formed effective October 1, 2016. Background information on the committee along with transcripts of our meetings and other useful information can be found at [https://www.icann.org/csc\[icann.org\]](https://www.icann.org/csc[icann.org]) .

Any comments on our reporting to you would be welcomed.

Kind regards,  
Byron Holland  
Chair CSC