

Tuesday, February 21, 2017 at 2:28 PM

From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Tuesday, February 21, 2017 at 2:28 PM
Subject: Monthly Report of the CSC on PTI Performance - January 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 January report to the CSC.

Kind regards,

Trang Nguyen

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), for January 2017. You will see the CSC has concluded that, overall, PTI's performance in January 2017 was "Satisfactory", in that they met the service level agreement. The CSC is aware of some minor issues that were previously identified and we are in an ongoing dialogue with PTI to mediate them for the future, noting there is no trend. In summary: No persistent problems were identified and no further action is needed, nor was the CSC informed about any complaint.

Attached is the report from PTI to the CSC listing the individual service level metrics along with their actual and historical performance. Any comments on our reporting to you would be welcomed.

I also use this opportunity to draw your attention to our meetings with the different stakeholders and the ICANN Board of Directors at during ICANN 58 in Copenhagen. The schedule of the meetings can be found on our website.

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]).

Kind regards,
Byron Holland
Chair CSC