

Thursday, May 3, 2018 at 2:16 PM

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**From:** ICANN Global Support <noreply-globalsupport@icann.org>

**Date:** Thursday, May 3, 2018 at 2:16 PM

**Subject:** Monthly Report of the CSC on PTI Performance - March 2018



Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message and the [March CSC Report](#).

All the best,  
Ria Otanés

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19 April 2018

Dear Community Members,

As chair of the Customer Standing Committee I am pleased to provide you our monthly report on the performance of Public Technical Identifiers (PTI) over March 2018. I am pleased to inform you the CSC has concluded that PTI's overall performance over March 2018 was Satisfactory – The service level agreement at 95.3% for the month of March 2018. Missing the 3 service levels was satisfactorily explained and is not considered an indication of a performance issue. The CSC was further informed

that during the reporting period PTI has not received complaints. The March 2018 PTI Naming Performance Report to the CSC, which includes the listing of the individual service level metrics along with their actual and historical performance, can be found at: <https://www.iana.org/performance/csc-reports/201803>.

In addition I am pleased to inform you that the CSC and PTI have now agreed on the Remedial Action Procedures as foreseen in the CSC charter. The procedures have been published and can be found at: <https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-03mar18-en.pdf>.

The CSC was also informed by the CSC Charter Review team - a joint ccNSO and Registry Stakeholder Group effort - about its findings and proposed changes to the charter. Their initial report has been published for public comment (see: <https://www.icann.org/public-comments/csc-charter-rt-initial-2018-04-11-en>).

The CSC regular meeting is scheduled at or around the 15th every month, and the CSC report on the PTI performance is sent out shortly after that meeting. 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>. Any comments on our reporting to you is welcome.

The CSC became 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>.

Kind regards,  
Byron Holland  
Chair CSC