

CSC Findings of PTI Performance Report for the Month of December 2017

Date: 15 January 2018

Overall Finding

The CSC completed review of the December 2017 PTI Performance Report and finds that PTI's performance for the month was:

Excellent- PTI met the service level agreement at 100% for the month of December 2017.

Metrics That the CSC is Tracking Closely

Currently, there are no metrics requiring close tracking.

Service Level Agreement(s) that the CSC is considering or recommending be adjusted

Metric	Current SLA	Actual Performance	Proposed Adjusted SLA	Explanation
Technical Check – Retest and Supplemental	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection of historical trend
Publication of IDN tables	No current SLAs	Data being gathered	To be determined	The CSC recommends that a SLA be determined for the maintenance of IDN tables and label generation rulesets. The Naming Function Contract calls

				for the maintenance of such a repository.
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Report of Escalations

No new escalations have been received during this reporting period.

Appendix of PTI performance report for the month of December 2017 is attached.