

Date: Monday, January 22, 2018 at 11:02 AM

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

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Subject: CSC Report Performance on PTI - December 2017



Dear Registry Operator,

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

All the best,
Ria Otañes

17 January 2018

Dear Community Members,

As chair of the Customer Standing Committee, I am providing you our December 2017 monthly report on the performance of Public Technical Identifiers (PTI). I am pleased to inform you the CSC has concluded that PTI's overall performance over December 2017 was again "Excellent" - PTI met all the service level agreement at 100 % over the month of December 2017. The CSC was informed that during the reporting period PTI has not received complaints.

The December 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/201612>.

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