

Friday, March 16, 2018 at 1:39 PM

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

Date: Friday, March 16, 2018 at 1:39 PM

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



Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message and the [February 2018 CSC report](#).

All the best,
Ria Otones

14 March 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 February 2018. I am pleased to inform you the CSC has concluded that PTI's overall performance over February 2018 was Satisfactory – The service level agreement at 96.9% for the month of February 2018. Missed service level agreements that were satisfactorily explained and not an indication of a performance issue. The CSC was informed that during the reporting period PTI has not

received complaints. The February 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/201802>.

The CSC and PTI have concluded their discussions on Remedial Action Procedures, as foreseen in the CSC charter and now awaits formal agreement. The CSC was also informed on the progress of the work of the CSC Charter Review team, a joint ccNSO – Registry Stakeholder Group effort, and looks forward to its findings and proposals in the near future.

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