

Wednesday, March 27, 2019 at 10:31 AM

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

Date: Wednesday, March 27, 2019 at 10:31 AM

Subject: Monthly Report of the CSC on PTI Performance - February 2019



Dear Registry Operator,

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

All the best,
Ria Otones

Dear all,

On behalf of the chair of the CSC (Byron Holland), please find included following message and the latest CSC report.

All the best,
Ria Otones

19 March 2019

Dear Community Members,

As chair of the Customer Standing Committee, I am providing you with our February 2019 monthly findings on the performance of Public Technical

Identifiers (PTI). I am pleased to inform you the CSC has concluded that PTI's overall performance over February 2019 was "Excellent" - PTI met the service level agreement at 100% for the month of February 2019. The related 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>.

I'm also very pleased to inform you at our in person at the Kobe ICANN64 meeting the CSC and PTI started to discuss the first steps to make changes to the Service Level Agreements identified in our Findings report. This discussion will continue and we will keep you informed.

Generally, the CSC regular meeting is scheduled at or around the 15th every month, and the CSC Findings 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

To reference past registry operator communications please click [here](#).