

Thursday, June 28, 2018 at 11:24 AM

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

**Date:** Thursday, June 28, 2018 at 11:24 AM

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



Dear Registry Operator,

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

All the best,  
Ria Otones

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22 June 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 May 2018. I am content to inform you the CSC has concluded that PTI's overall performance over May 2018 was Excellent – All service levels were met at 100% over the reporting period. The CSC did not receive any escalation.

As already indicated my previous note to you, the metric, as of May 2018 the metric "Publication of IDN Tables" has been moved to the RZM dashboard (<https://sle-dashboard.iana.org/>) and is no longer included in PTI's monthly report to the CSC. The May 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/201805> .

CSC regular meetings are 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