

Date: Tuesday, November 28, 2017 at 11:54 AM

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

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Subject: Monthly Report of the CSC on PTI Performance - October 2017



Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message, [October CSC Report](#) and underlying PTI September report to the CSC.

All the best,
Ria Otnes

17 November 2017

Dear Community Members,

As chair of the Customer Standing Committee I provide you with our monthly report on the performance of Public Technical Identifiers (PTI) over October 2017. I am pleased to inform you that the CSC has concluded PTI's overall performance in October 2017 was "Satisfactory"- PTI met the service level agreement at 96.9% for the month of October 2017. Missing the service levels was adequately explained and is not an indication of a persistent issue. The CSC was informed that no complaints were received in October 2017.

The October 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/201710>.

In addition to its regular view of the PTI report, the CSC held several meetings at ICANN60 and the related presentations and recordings can be found at: <https://www.icann.org/en/csc/documents>.

The CSC regular meeting is scheduled every month at or around the 15th and the CSC report on the PTI performance is sent out shortly after each 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\[icann.org\]](https://www.icann.org/csc[icann.org]).

Kind regards,
Byron Holland
Chair CSC