

Tuesday, May 29, 2018 at 1:39 PM

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

Date: Tuesday, May 29, 2018 at 1:39 PM

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



Dear Registry Operator,

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

All the best,
Ria Otones

22 May 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 April 2018. I am pleased to inform you the CSC has concluded that PTI's overall performance over April 2018 was Satisfactory – The service level agreement at 95.3% for the month of April 2018. PTI missed 3 service levels and that was satisfactorily explained and is not considered an indication of a performance issue. The CSC did not receive any escalation.

The CSC was informed that the metric, "Publication of IDN Tables" was moved to the RZM dashboard (<https://sle-dashboard.iana.org/>). Starting with the May report, PTI will no longer be providing the metric in its monthly report. The April

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/201804> .

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