Sent on behalf of the interim chair of the CSC, Lars-Johan Liman.

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03 October 2019

Dear Community Members,

On this third day as interim chair of the Customer Standing Committee, I am providing you with our monthly findings on the performance of Public Technical Identifiers (PTI) over August 2019. I am pleased to inform you that the CSC has concluded that PTI's overall performance over August 2019 was "Satisfactory" - PTI met the service level agreement at 98.4% for the month of August 2019. The missed service level agreement was satisfactorily explained and not an indication of a performance issue. 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 that:

1.   in accordance with the SLA change procedure: the CSC will request the ccNSO and GNSO Councils to approve to the introduction of this SLA.

2.   The second SLA listed in the CSC Findings report – the ccTLD Creation/Transfer – Validation and Reviews: SLA amendments -was approved by the CSC, and PTI will shortly open a public comment forum to seek your input and comments.

Both SLA changes are explained in more detail in the CSC Findings report August 2019.

At its latest meeting the CSC also decided to amend its internal procedures to deal with the special circumstance that one or more of the seats on the CSC for a member appointed by the direct customers (ccNSO and registry stakeholder group) is vacant. If such an extraordinary circumstance occurs, the CSC will continue its basic business of monitoring the PTI performance and limit its decision making to approval of the CSC Findings report up and until there is no more vacancy.

As our previous chair, Byron Holland, has stepped down from the CSC per 1 October 2019, I would like to thank him for his outstanding leadership during the creation of the CSC and through its first years. I would also like to thank Elaine Pruis for her valuable time on the CSC, as she too now steps down. In the current situation, with two vacant member seats, I have humbly accepted the trust from the CSC to act as interim Chair for the group up and until the full membership of the CSC (members and liaisons) have been approved by the ccNSO and GNSO Councils and the new membership has appointed a new Chair and vice-chair.

Generally, the CSC regular meeting is scheduled on 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 .

Finally, I want to use this opportunity to thank you again for your trust and support for the CSC and I thank my fellow CSC members and liaisons, and PTI and ICANN org staff for building and supporting a strong and viable CSC.

Kind regards,
Lars-Johan Liman
Interim Chair CSC