

Thursday, February 28, 2019 at 5:08 PM

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

Date: Thursday, February 28, 2019 at 5:08 PM

Subject: Monthly Report of the CSC on PTI Performance - January 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

21 February 2019

Dear Community Members,

As chair of the Customer Standing Committee, I am providing you with our January 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 January 2019 was "Satisfactory" - PTI met the service level agreement at 98.4% for the month of January 2019. The missed service level agreement that 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 at its last meeting on 15 February 2019, PTI informed the CSC it also has adopted the amended Remedial Action Procedure (RAP). With the publication of the amended RAP on the CSC webpages (see: <https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-19feb19-en.pdf>), they have now become effective.

Generally, 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. The next meeting of the CSC will be an open in-person meeting during ICANN64 in Kobe, on Monday, 11 March 2019, 01.30 UTC. 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](#).