

Wednesday, February 21, 2018 at 10:11 AM

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

**Date:** Wednesday, February 21, 2018 at 10:11 AM

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



Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message and the [January 2018 CSC report](#).

All the best,  
Ria Otones

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16 February 2018

Dear Community Members,

As chair of the Customer Standing Committee, I am providing you our January 2018 monthly report 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 2018 was again "Excellent"- PTI met the service level agreement at 100%. The CSC was informed that during the reporting period PTI has not received complaints. The January 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/201801>.

The CSC and PTI have had productive discussions on Remedial Action Procedures, as foreseen in the CSC charter. The CSC was also informed on the progress of the work of the CSC Charter Review team, a joint ccNSO – Registry Stakeholder Group effort, and looks forward to its findings and proposals.

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 on 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