

Thursday, August 8, 2019 at 1:01 PM

Date: Thursday, August 8, 2019 at 1:01 PM

Subject: Monthly Report of the CSC on PTI Performance - June 2019



Dear Contracted Party,

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

All the best,
Ria Otnes

Dear all,

On behalf of the chair of the CSC (Byron Holland), please find included following message and the latest CSC report.

All the
best,

Ria Otnes

2 August 2019

Dear Community Members,

As chair of the Customer Standing Committee I am providing you with our June 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 June 2019 was "Excellent" - PTI met the service level agreement at 100% for the month of June 2019. 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 the CSC was informed that the changed Technical Check – Retest and Supplemental: Amended SLAs became effective 01 July 2019. Two other Service Levels listed in the CSC Findings report are now in the process of being updated:

1. The public comment period on introduction of a new Service Level Agreement for processing Label Generation Rules with respect to IDN tables and publishing these tables closed on 26 July 2019 (see: <https://www.icann.org/public-comments/proposed-iana-sla-lgr-idn-tables-2019-06-10-en>). This is a new SLA to be introduced at the suggestion of the CSC.
2. The ccTLD Creation/Transfer – Validation and Reviews: SLA amendments is currently under development.

Further, the CSC was informed that the (re-)appoint process of some of the members and liaisons on the CSC, because of the end of term, is well underway.

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\[icann.org\]](https://www.icann.org/csc[icann.org]).

Kind regards,
Byron Holland
Chair CSC