

Monday, January 23, 2017 at 9:29 AM

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**From:** ICANN Global Support <[noreply-globalsupport@icann.org](mailto:noreply-globalsupport@icann.org)>  
**Date:** Monday, January 23, 2017 at 9:29 AM  
**Subject:** Monthly Report of the CSC on PTI Performance - December 2016

Dear Registry Operator,

Following the Hyderabad discussion, please find included and on behalf of the chair of the CSC (Byron Holland), the message from the chair, the CSC report and underlying PTI December report to the CSC.

On behalf of Byron Holland, chair of the CSC.  
Kind regards,  
Trang Nguyen

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Dear Community Members,

As chair of the Customer Standing Committee I am pleased to provide you with our monthly report on the performance of Public Technical Identifiers (PTI), for December 2016. You will see the CSC has concluded that, overall, PTI's performance was "Satisfactory", in that they met the service level agreement. The CSC is aware of some minor issues and is in an ongoing discussion with PTI to mediate them for the future, noting there is no trend. In summary: No persistent problems were identified and no further action is needed, nor was the CSC informed about any complaint.

Also attached is the report from PTI to the CSC listing the individual service level metrics along with their actual and historical performance. As we expect that our reporting to you an evolving process, any comments would be welcomed.

The CSC was formed 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

**Byron Holland**, President & CEO

Canadian Internet Registration Authority (CIRA)

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