

Date: Tuesday, July 25, 2017 at 2:06 PM

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

Date: Tuesday, July 25, 2017 at 2:06 PM

Subject: Monthly Report of the CSC on PTI Performance - June 2017

Dear Registry Operator,

On behalf of the chair of the CSC (Byron Holland), please find included the following message, CSC report and underlying PTI June report to the CSC.

All the best,
Ria Otanés

19 July 2017

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) over June 2017. You will see that the CSC has concluded that, overall, PTI's performance in June 2017 was "Excellent" - PTI met the service level agreement at 100% for the month of June 2017. The CSC was informed that PTI has received two complaints in June 2017 and requested PTI to keep the CSC informed on progress handling the complaints.

The June 2017 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/201706\[iana.org\]](https://www.iana.org/performance/csc-reports/201706[iana.org]).

In addition to its review of the PTI report, the CSC together with PTI had a productive discussion on the development of the Remedial Action Procedure as foreseen in it the CSC charter. The CSC and PTI continued with developing the processes to the change the agreed Service Level Expectations.

The CSC has regular meetings: Every month at or around the 15th. The CSC report on the PTI performance is sent out shortly after each 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 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\[icann.org\]](https://www.icann.org/csc[icann.org]) .

Kind regards,
Byron Holland
Chair CSC