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From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Tuesday, June 20, 2017 at 9:04 AM
Subject: Monthly Report of the CSC on PTI Performance - May 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 May report to the CSC.

All the best,
Ria Otanes

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16 June 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 May 2017. You will see that the CSC has concluded that, overall, PTI's performance in May 2017 was "Satisfactory", in that they met the agreed service agreement for 98.6 % of the defined metrics. The two, missed service level are subject to a CSC recommendation. In summary: on the evidence to date, the CSC has not identified a persistent problem and no further action is needed. The CSC was informed that PTI has not received a complaint in May 2017.

The May 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/201705

In addition to its review of the PTI report, the CSC has reviewed the PTI survey to its customers (formerly known as the IANA survey) and together with PTI looked at ways to increase the level of feed-back from its customers in the naming community. The processes to the change the agreed Service Level Expectations were further discussed as well.

The CSC has regular meetings: Every month at or around the 15th. The CSC report on the PTI performance is send 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] .

Kind regards,
Byron Holland
Chair CSC