From: ICANN Global Support <noreply-globalsupport@icann.org>
Date: Thursday, January 24, 2019 at 11:51 AM
To: Janella Conroy <janella.conroy@icann.org>
Subject: Monthly Report of the CSC on PTI Performance - December 2018

![ICANN logo]

Dear Registry Operator,

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

All the best,
Ria Otanes

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17 January 2019

Dear Community Members,

As chair of the Customer Standing Committee, I am providing you with our December 2018 monthly findings on the performance of Public Technical Identifiers (PTI). I am very pleased to inform you the CSC has concluded that PTI's overall performance over December 2018 was "Excellent" - PTI met the service level agreement at 100%. The CSC was informed of no escalations. 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 pleased to inform you that at its last meeting on 15 January 2019, and after extensive discussions and hard work the CSC has approved and adopted the amended Remedial Action Procedure (RAP), to meet the requirements of our updated Charter. The amended RAP will become effective after adoption by PTI

and publication. The documents can be found on the CSC wikispace: https://community.icann.org/display/CSC/Documents

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 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

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To reference past registry operator communications please click here.