

11 March 2019

CSC Findings of IANA Naming Function Performance (February 2019 Report)

From: Byron Holland, Customer Standing Committee (CSC) Chair

FOR: All Community Leaders

INFORMATION SHARING

I am pleased to inform you the CSC has concluded that PTI's overall performance over February 2019 was "Excellent" - PTI met the service level agreement at 100% for the month of February 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 \[r20.rs6.net\]](https://www.iana.org/performance/csc-reports [r20.rs6.net]).

I am also very pleased to inform you that at our in person at ICANN64, the CSC and PTI started to discuss the first steps to make changes to the Service Level Agreements identified in our Findings report. This discussion will continue and we will keep you informed.

BACKGROUND

Generally, the CSC regular meeting is scheduled at or around the 15th of 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 \[r20.rs6.net\]](https://mm.icann.org/mailman/listinfo/csc-announce [r20.rs6.net]). 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 \[r20.rs6.net\]](https://www.icann.org/csc [r20.rs6.net]).