

5 August 2019

CSC Findings on PTI Performance (June 2019 Report)

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

FOR: All Community Leaders

INFORMATION SHARING

As chair of the Customer Standing Committee (CSC), I am providing you with our [June 2019 monthly findings \[r20.rs6.net\]](#) on the performance of Public Technical Identifiers (PTI). I am pleased to inform you the CSC has concluded that PTI's overall performance over June 2019 was "Excellent" - PTI met the service level agreement at 100% for the month of June 2019. The related PTI report to the CSC, listing the individual service level metrics along with their actual and historical performance, can be found [here \[r20.rs6.net\]](#).

I'm also very pleased to inform you that the CSC was informed that the changed Technical Check – Retest and Supplemental Amended SLAs became effective 1 July 2019. Two other Service Levels listed in the CSC Findings report are now in the process of being updated:

1. The [Public Comment proceeding \[r20.rs6.net\]](#) on introduction of a new Service Level Agreement for processing Label Generation Rules with respect to Internationalized Domain Name (IDN) tables and publishing these tables closed on 26 July 2019. This is a new SLA to be introduced at the suggestion of the CSC.
2. The country code top-level domain creation/transfer – validation and reviews: SLA amendments is currently under development.

Further, the CSC was informed that the (re-)appointment process of some of the members and liaisons on the CSC because of the end of term is well underway.

BACKGROUND

Generally, the CSC regular meeting is scheduled on or around the 15th 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 \[r20.rs6.net\]](#). 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 [here](http://r20.rs6.net) [\[r20.rs6.net\]](http://r20.rs6.net).