

18 December 2018

Dear Community Members,

As chair of the Customer Standing Committee I am providing you our November 2018 monthly findings on the performance of Public Technical Identifiers (PTI). I am pleased to inform you the CSC has concluded that PTI's overall performance over November 2018 was "Satisfactory" - PTI met the service level agreement at 98.4%. PTI missed 1 service level and that was satisfactorily explained and is not considered an indication of a performance issue. 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 am also very pleased to inform you that after extensive discussions and hard work the CSC approved and adopted both the Process for Amending the IANA Naming Service Level Agreements and related procedure for Modifying the Process for Amending the IANA Naming Service Level Agreements. This is a first critical step in the process to amend the Service Levels change procedure contained in IANA Naming Function Contract. The documents can be found on the CSC wikispace: <https://community.icann.org/x/TIMWBg>

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