

23 November 2018

Dear Community Members,

As chair of the Customer Standing Committee I am providing you our (belated) September and October 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 June 2018 was "Excellent" - PTI met the service level agreement at 100% for both months. The CSC was informed of no escalations.

The two 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/201806>

I am also pleased to inform you that Elaine Pruis, appointed by the RySG, was elected as vice-chair until march 2019. In addition, I want to refer you to the CSC annual overview of activities, which we presented in Barcelona

(<https://www.icann.org/en/system/files/files/csc-review-year-01nov18-en.pdf> [[icann.org](https://www.icann.org)]).

The CSC regular meeting is scheduled at or around the 15th every month, and the CSC report on the PTI performance is send 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> [[icann.org](https://www.icann.org)] .

Kind regards,
Byron Holland
Chair CSC