**From:** ICANN Global Support <noreply-globalsupport@icann.org>
**Date:** Tuesday, August 21, 2018 at 2:24 PM
**Subject:** Monthly Report of the CSC on PTI Performance - July 2018



Dear Registry Operator,

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

All the best,
Ria Otanes

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16 August 2018

Dear Community Members,

As chair of the Customer Standing Committee I am providing you our July 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 July 2018 was "Satisfactory" - PTI met the service level agreement at 98.4% for the month of July 2018. The reason for missing the service level agreement fully was satisfactorily explained. The CSC was informed of no escalations.

The July 2018 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/201807

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