



Dear Contracted Party,

On behalf of the Chair of the CSC, Lars-Johan Liman, please find included following message and the April [CSC report](#).

Dear Community Members,

It's my pleasure as chair of the Customer Standing Committee, to provide you with our monthly findings on the performance of Public Technical Identifiers (PTI) over April 2020. I am very pleased to inform you that the CSC has concluded that PTI's overall performance over April 2020 was "Excellent" - PTI met 100 % of the service level agreements. 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'm also pleased to inform you that the CSC has requested the ccNSO and GNSO Councils to approve the amendment of the Service Level Agreement pertaining to ccTLD Creation/Transfer – Validation and Reviews. This amended SLA amendment was approved by the CSC and PTI and the ccNSO and GNSO Councils approval is required as part of the SLA change process (see: <https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf>)

I am honored to inform you that at our last meeting the CSC has selected me as its new Chair and Brett Carr - one of the ccNSO appointed members - as Vice-Chair, both for the duration one (1) year (until March 2021).

Generally, the CSC regular meetings are scheduled on or around the 15th every month, and the CSC Findings report on the PTI performance is sent out shortly after that. These and other CSC meetings are open to attend.

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,
Lars-Johan Liman
Chair CSC