ICANN

----
20 December 2019

Dear Community Members,

It's my pleasure as chair of the Customer Standing Committee (CSC), to provide you our latest monthly findings on the performance of Public Technical Identifiers (PTI) over November 2019. I am pleased to inform you that the CSC has concluded that PTI's overall performance over November 2019 was "Excellent" - PTI met 100% of the service level agreements over the month of November 2019. 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 very pleased to provide you an update on the two outstanding SLA changes:
1.   In accordance with the SLA change procedure: the CSC was informed that PTI has completed implementation of the new SLA: IDN Tables processing times, and is now recording data accordingly. The performance against this new SLA will be presented in the report over December 2019 and presented to us at our (CSC) January meeting.
2.   With respect to the second SLA listed in the CSC Findings report – the ccTLD Creation/Transfer – Validation and Reviews: SLA amendments - the CSC was informed that based on public comment there is no need to adjust the proposed SLA. In accordance with the SLA change process (https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf) PTI and CSC will now have to formally agree on the new SLA and then CSC will request the ccNSO and GNSO Councils to approve the changes.

Both SLA changes are explained in more detail in the CSC Findings report October 2019.

The CSC regular meetings are scheduled on or around the 15th every month. The Schedule can be found on the CSC website (https://www.icann.org/csc). The CSC Findings report on the PTI performance is sent out shortly after that. 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 athttps://www.icann.org/csc .

Kind regards,
Lars-Johan Liman
Chair CSC