Dear Contracted Party,

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

All the best,
Ria Otanes

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27 August 2019

Dear Community Members,

As chair of the Customer Standing Committee I am providing you with our monthly findings on the performance of Public Technical Identifiers (PTI) over July 2019. I am pleased to inform you the CSC has concluded that PTI's overall performance over July 2019 was again "Excellent" - PTI met the service level agreement at 100% for the month of July 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 inform you that after the conclusion of the public comment period on the Service Level Agreement for processing Label Generation Rules with respect to IDN tables and publishing these tables, the CSC has agreed to the proposed changes. In accordance with the SLA change procedure the next step is that CSC will request the ccNSO and GNSO Councils to approve to the introduction of this SLA.

The second SLA listed in the CSC Findings report - the ccTLD Creation/Transfer – Validation and Reviews: SLA amendments - is currently under development.

Generally, the CSC regular meeting is scheduled on or around the 15th every month, and the CSC Findings 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