**CSC Findings of PTI Performance Report for the Month of**

 **[Month Year]**

Date:

Finding Based on Review of PTI [Month Year] Performance Report:

[Excellent - PTI met all service level agreements for the month of [Month Year].]

[Satisfactory - PTI met the service level agreement for [%] of defined metrics. Missed service level agreements were satisfactorily explained and the CSC has determined that these exceptions were no cause for concern. No persistent problems were identified and no further action is needed.]

[Need Improvement - Performance needs improvement due to a) severe degradation in meeting SLAs from previous months, b) a trend in complaints that indicate a persistent issue to be resolved, and c) a negative trend in compliance to SLAs over several months.]

Finding of Escalations:

To-date, PTI has notified the CSC of  [#] escalations.

[a) The CSC reviewed the escalations that are being addressed by PTI and is confident that PTI is addressing the issue.

b) The CSC reviewed the escalations; identified an area for concern; and has requested further information.

c) The CSC has identified a persistent issue and triggered the IANA Problem Resolution Process for [#] of these types of escalations. During the month of [Month Year], [#] of the issues undergoing the IANA Problem Resolution Process completed the process to the customer satisfaction. The remainder has not yet completed the IANA Problem Resolution Process.]

Appendix of PTI performance report for the month of [Month Year] is attached.