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

**[Month Year]**

Date:

**Overall Finding**

The CSC completed review of the [Month Year] PTI Performance Report and finds that PTI’s performance for the month was:

[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.

Missed service level agreements that were satisfactorily explained and is not an indication of a persistent issue:

[listing of missed SLAs]]

[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.]

**Metrics that the CSC is tracking closely**

Below are metrics that is not yet cause for concern, but the CSC is tracking closely to assess whether there are indications of a persistent issue:

[listing of metrics]

**Service Level Agreement(s) that the CSC is considering or recommending be adjusted**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metric | Current SLA | Actual SLA | Future SLA | Explanation |
|  |  |  |  |  |

**Report 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.