

CSC Findings of PTI Performance Report for the Month of October 2016

Date: November 30, 2016

Overall Finding

The CSC completed review of the October 2016 PTI Performance Report and finds that PTI's performance for the month was:

Satisfactory - PTI met the service level agreement for 95.9%* 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 are not an indication of a persistent issue:

- a) Technical Checks (Retest and Supplemental)
- b) ccTLD Delegation
- c) Manual Lodgement

Metrics that the CSC is tracking closely

There are no metrics that the CSC is tracking closely at this time to assess whether there are indications of a persistent issue.

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

Metric	Current SLA	Actual SLA	Proposed adjusted SLA	Explanation
Technical Check - Retest and Supplemental	1-5 minutes	5-8 minutes	10 minutes	No impact on customer and better reflection of historical trend

Report of Escalations

To-date, PTI has notified the CSC of 0 escalations.

Appendix of PTI performance report for the month of October 2016 is attached.

* Method for arriving at percentage of SLAs met was sum of the percentage of all the categories divided by the number of categories. There are 8 categories and the sum of the percentages of all the categories equaled 767.31. The sum divided by 8 equals 95.91%