

Customer Standing Committee (CSC) Meeting 54

20 October 2021 @ 10.00 – 11.00 UTC

Agenda and Notes

- **Action 01 54 2021: Online adoption Findings Report.**
- **Action 02 54 2021: PTI to provide overview and explanation of SLAs/Thresholds at December meeting**
- **Action 03 54 2021: Secretariat to invite RT at CSC meeting November meeting.**
- **Action 04 54 2021: Secretariat to include discussion survey results in agenda March 2022 meeting**
- **Action 05 54 2021: If feasible, PTI to provide response to question % of customers served in a particular year.**

1. Welcome & Roll Call

Welcome. Meeting is not quorate

2. Action items

Action Items		
Action item 01 53 2021	CSC member (Brett Carr) to approve CSC August Findings on-line	Completed
Action item 02 53 2021	CSC member (Brett Carr) to appoint CSC liaison to the Effectiveness review team on-line.	Completed
Action item 03 53 2021	Secretariat to update slides for possible presentation to RySG.	Completed
Action item 04 53 2021	Gaurav to check and inform CSC if meeting with gTLD operators is anticipated during ICANN72	Completed

All actions completed

Update to RySG confirmed for Monday 25 October 2021.

3. Performance IANA Naming Function August 2021

a) *PTI report to CSC September 2021.*

100 % no comments

b) *CSC Findings PTI Performance September 2021.*

Jennifer: Only change was date change, findings again confirmed

Laxmi: 64 indicators, are there any sub-indicator

Included in PTI report, 64 thresholds, no sub-indicator. Agreed to have ask for explanation of indicators.

Action 01 54 2021: Online adoption Findings Report.

Action 02 54 2021: PTI to provide overview and explanation of SLAs/Thresholds at December meeting.

4. CSC Effectiveness Review Process: what to expect?

Good kick-off meeting. Review same format as first review.

Likely process:

- RT interviews various stakeholders

- Check whether 4 recommendations first review have been implemented

Action 03 54 2021: Secretariat to invite RT at CSC meeting November

5. Next Meetings

- Meeting 55, 17 November 2021, 18.00-19.00 UTC, invite CSC to the meeting
- Meeting 56, 15 December 2021, 02.00-03.00 UTC, invite PTI Board

6. AOB

Customer survey: to everyone or only those who received service last year?

Those who received service.

For CSC members: You may have received multiple requests to fill in Survey. Please limit to one response the one consider most applicable

Results: to be presented at March ICANN meeting

Action 04 54 2021: Secretariat to include discusson survey results in agenda March 2022 meeting

Question: Does PTI have an indicator of the % of customers served in a particular year?

Response to be provided.

Action 05 54 2021: If feasible, PTI to provide response to question % of customers served in a particular year.

7. Adjourn