

Customer Standing Committee (CSC) Meeting 77

20 December 2023 | 02.00 UTC – 03.00 UTC

Notes and Agenda

- **Action item 01 77 2023: Staff to circulate Findings PTI performance**
- **Action 02 77 2023: staff to update SLA change procedure document taking into account discussions 20 December 2023**

1. Welcome & Roll Call

Meeting is quorate

2. Action Items

Action Items		
Action item 02 70 2023	Schedule table top exercise at next community forum (ICANN79) or 2024 AGM (ICANN81)	To be scheduled for ICANN81
Action item 03 70 2023	CSC to develop formal communication templates. Goal is to discuss first strawman by ICANN78 (Hamburg meeting)	Start date July 2024 - to be completed by ICANN81
Action item 02- 75-2023	Schedule meeting CSC and PTI Board in next 6 weeks,	Pending, PTI Board to be invited in person meeting in Puerto Rico during ICANN79
Action item 01-76 2023	Staff to circulate Findings to community	Completed
Action 02-76 2023	PTI (Amy) to look at impact of changes to SLA on numbering scheme reporting	To be discussed under item 4
Action 03 76 2023	All Continue review and discussion on-list	See item 4
Action 04 76 2023	Include item agenda March meeting PTI to present results of survey.	Pending for meeting March 2024

3. Performance IANA Naming Function November 2023

a) PTI report to CSC November 2023.

Amy circulated PTI performance report 8 November 2023 by email on 6 December 2023. During the month of December, PTI met 100% of the SLA thresholds.

Amy: November 100 SLA

Received December escalation: application .int application. Do not qualify for .int.

Not unusual. Many applications, many been denied. Considering going public to consider application issues.

Open/ Pending case (no escalation, but resulting from ICANN78 public forum question): transfer request to IANA. One cc in Africa going through process. Only if appropriate transfer request. However, in specific case not appropriate paper work, no escalation.

If transfer request is deemed to be complete, it goes to the board

If request not complete, it will not go to the board.

RZMs: one registry bulk request. System bug completion notification, if not send not measured hence Bulk update in December. Happened again Customer was informed. Good faith information to CSC prior to PTI report

Encourage major customers to use API. Issue could be related to bulk submission.
Bulk Transfer tool to be included in Sandbox

b) CSC Findings PTI Performance November 2023.

Jennifer: PTI met 100 %

Approved

Action item 01 77 2023: Staff to circulate Findings PTI performance

4. Discussion SLA change procedure

Continue discussion on SLA change procedure, review the proposals in the Strawman:
<https://docs.google.com/document/d/1BanPdncC-cygTCzkZnAiBDUmGyRg2mEQ/edit>

Report needs to be updated, hard-coded, defer at the end
Further discussion, nothing happened
What happens if number is removed, organization gets messy

Use subcategories

Notes included in Change procedure document

Action 02 77 2023: staff to update SLA change procedure document taking into account discussions 20 December 2023.

Background material:

- [CSC Effectiveness Review Final Report](#) , section 5 Additional Topics
- [Process for Amending IANA Service Level Agreements](#)
- Procedure to change Process (same document)
- [IANA Naming Function Contract](#)
- IANA Naming Function Service Levels | [IANA Naming Function Contract Annex A section 2](#)

5. Next Meetings

- Meeting 78 | 24 January 2024 | 10.00-11.00 UTC
- Virtual Meeting (email) in February to discuss PTI Performance and approve CSC Findings PTI Performance January 2024
- Meeting 79 | Sunday 03 March 2024 meeting with PTI Board to discuss matters of mutual interest. Chair & vice-chair selection
Proposed: Tuesday 6 or Wednesday 7 March, CSC and PTI meeting with community to introduce SLA change process and other matters of relevance.
- Virtual Meeting (email) by mid-March 2024 to decide on Findings PTI performance February 2023 (assumption in person meeting too early in month)

6. AOB

7. Adjourn