

**Initial Report
Customer Standing Committee
Effectiveness Review**

**December 2018
Version 01**

Prepared by the Customer Standing Committee Effectiveness Review Team

Table of Contents

Executive Summary

- 1. Background**
- 2. Purpose, Scope and Method of the review**
- 3. Process and Timetable**
- 4. Summary of Effectiveness Review Team Findings**

ANNEX A - TEMPLATE CSC EFFECTIVENESS REVIEW

ANNEX B - Membership Effectiveness Review Team

ANNEX C – CSC Charter

Executive Summary

The Customer Standing Committee (CSC) was established on 1 October 2016. It performs the operational oversight previously performed by the U.S. Department of Commerce's National Telecommunications and Information Administration as it relates to the monitoring of the performance of the IANA naming functions. The mission of the CSC is to ensure continued satisfactory performance of the IANA functions for the direct customers of the naming services.

The CSC has been operating in accordance with a Charter that was developed by the Cross Community Working Group IANA Transition (CWG) and was part of the IANA Transition Proposal that was subsequently approved by the US Department of Commerce. The Charter was amended following a review of the Charter conducted one year after the first meeting of the CSC.

The Charter Review consultations revealed that the narrow scope and mission of the CSC as contained in the Charter and reflected in Section 17 of the ICANN Bylaws has provided the CSC with considerable clarity about its role and responsibilities. This in turn has been beneficial to the development of the CSC's operating procedures and other documents. The membership selection process and criteria contained in the Charter provided an element of rigor to the selection process that led to a well-qualified and knowledgeable inaugural CSC and as such should be maintained. These findings by the Charter Review Team established the starting point and baseline for the Effectiveness Review.

To be added: highlights results Effectiveness Review

1. Introduction

The Customer Standing Committee was established as one of the post IANA Transition entities and conducted its first meeting on 6 October 2016. It performs the operational oversight previously performed by the U.S. Department of Commerce's National Telecommunications and Information Administration as it relates to the monitoring of the performance of the IANA naming functions, currently performed by PTI. Its mission is to ensure continued satisfactory performance of the IANA functions for the direct customers of the naming services.

According to the ICANN Bylaws (Section 17.3 (c)) and reflected in the CSC Charter, the ccNSO and GNSO are required to define the method for the CSC Effectiveness Review two (2) years after the first meeting of the CSC.

Starting May 2018, a small drafting team was appointed by the ccNSO and GNSO to develop a Template (ToR) for the Effectiveness Review, taking into account the recommendations of the CSC Charter review Team. This group developed a Template for the Effectiveness Review, which was adopted by the ccNSO and GNSO Councils in September 2018. The Template is available in ANNEX A of this report. The members of the drafting team were subsequently appointed by their respective groups as the CSC Effectiveness Review Team (hereafter: RT). In addition, the CSC, ICANN Org and PTI appointed liaisons to the RT. The list of members and liaisons are included in ANNEX B.

An email list and wiki space were created for the RT: <https://community.icann.org/display/ER>

2. Purpose, Scope and Method of the Review

Purpose of the Review

The first CSC effectiveness review is intended to consider the Effectiveness of the CSC in carrying out its mission as defined in its charter.

Scope and Method of Review

The CSC has been operating in accordance with a Charter that was developed by the Cross Community Working Group IANA Transition (CWG) and was part of the IANA Transition Proposal that was subsequently approved by the US Department of Commerce. The Charter was amended following a review of the Charter conducted one year after the first meeting of the CSC. The Charter review was conducted by representatives of the Registries Stakeholder Group (RySG) and the Country Code Names Supporting Organization (ccNSO). The purpose of that review was to consider whether the Charter is adequate and provides a sound basis for the CSC to perform its responsibilities as envisioned in the development of the IANA Transition Proposal.

The CSC Charter RT conducted a number of consultations to inform their work, which included discussions with the CSC, PTI (Public Technical Identifiers), representatives of ICANN Org and the direct customers of the IANA Naming Functions. After a public comment period from 11 April 2018 until 1 June 2018 for the Initial Report by the CSC Charter RT, and refinement taking into account the comments received, the Final Report was submitted to the ccNSO Council, RySG and GNSO.

The Charter Review consultations revealed that the inaugural CSC was a cohesive and collaborative team that, in its first 12 months of operation and during the Charter review, has developed a good working relationship with PTI and the direct customers of the IANA naming services, and undertaken a significant body of work in developing operating procedures and carrying out its role as prescribed in the Charter.

The Charter Review Team also found that the narrow scope and mission of the CSC as envisioned by the CWG, as contained in the original Charter and reflected in Section 17 of the ICANN Bylaws has provided the CSC with considerable clarity about its role and responsibilities. This in turn is beneficial to the development of the CSC's operating procedures and other documents. In addition, the membership selection process and criteria contained in the Charter provided an element of rigor to the selection process that led to a well-qualified and knowledgeable inaugural CSC and as such should be maintained.

These findings established the baseline and starting point for the CSC Effectiveness Review.

In its Final Report the Charter RT expressed the concern about the potential overlap between the Effectiveness Review and the first periodic IANA Naming Function Review (IFR), which was convened in September 2018 and includes the performance of the CSC, as part of the oversight processes for the IANA functions (Article 18.3(j)). For that matter it is envisioned that the results of the Effectiveness Review will be submitted to the IANA Naming Function Review as input for their deliberations.

Out of Scope of the review

According to the Template if, in the course the review, the Effectiveness RT is made aware of issues that are out of scope of the CSC Effectiveness Review but considered relevant for the proper functioning of the CSC, it should inform the ccNSO and GNSO Councils. To date no issues have surfaced.

Method of Review

The high-level method for the review is described in the Template (Annex B). As stated, the CSC Charter nor other documentation does not specify what it means by, or how to measure, “effectiveness”. However, the Charter does define the mission of the CSC and identifies how the CSC should work. In addition, the charter places certain requirements on the membership of the CSC and sets requirements for reporting to the community.

As required under the Template the Effectiveness RT had to develop and use performance indicators and related metrics to measure the effectiveness. By using of the mission, listed activities and requirements on membership and reporting and assessing to extent they have been achieved and providing the outcome of this assessment, the Effectiveness RT believes it has developed an objective, verifiable and light weight method to review the effectiveness of the CSC.

3. Process and Schedule

Work to date

The Effectiveness RT had initial discussions and interviews with CSC, PTI and ICANN Org in September and October 2018.

In October 2018, during ICANN63, there were discussions with the ccNSO and GNSO/RySG, representing the direct customers of the naming services, and an open consultation.

In December 2018, the CSC was again consulted to discuss the Review Team’s initial findings.

Notes from these consultations and meetings of the RT are available on the CSC Charter RT wikispace: <https://community.icann.org/display/CRT>

As a result of these consultations, the RT prepared its Initial Report for public consultation.

Next Steps

Following the public comment period, which will close early February, the comments, if any, will be taken into consideration, and the Initial Report will be updated, if deemed necessary.

This updated report (Final Report) will be submitted to the ccNSO and GNSO Councils for adoption, and recommend the Councils to submit the report to the IANA Function Review Team for their consideration as input to their review of the oversight role of the CSC of the IANA functions (ICANN Bylaws Article 18.3(j)).

4. Summary of Effectiveness RT Findings
CSC Effectiveness Review Assessment Matrix
 (version 15 November 2018)

	Metric	Assessment	Outcome
1.	CSC monitors the performance of the IANA naming function against agreed service level targets on a regular basis	The CSC conducts monthly meetings to assess the performance of the IANA naming function against agreed services levels. These meetings provide an opportunity for the CSC to discuss the monthly reports provided to them by IANA and gain an understanding of reasons why agreed service level targets may not have been met and whether any action is required to address any identified problems.	Achieved
2.	CSC analyses monthly reports provided by PTI and publishes their findings	Written reports are distributed widely within the community, including the ccNSO and GNSO, and are also made available on the CSC wiki https://www.icann.org/en/csc/reports The CSC has developed and published a CSC Practices document that details the manner that they consider issues and conduct meetings etc. https://www.icann.org/en/system/files/files/guideline-csc-practices-24mar17-en.pdf	
3.	CSC follows up where required on any performance issues identified and agrees on a plan for resolution with PTI and ICANN	The CSC discusses anomalies in the monthly reports with PTI and reported with explanation: no further action deemed necessary All meetings are recorded along with notes, and both are published on the CSC wiki:	Achieved
4.	Where appropriate, the CSC requests a review or change of a service level.	The CSC has initiated a review of the process to instigate minor amendments to SLAs based on assessments of monthly reports, as well as recommendations to create SLAs where applicable.	Achieved
5.	Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures	No incidents have required follow up. The CSC reviewed and revised the Remedial Action Procedures as required in the initial CSC Charter, and the RAP now forms part of the amended Charter that was approved by the ccNSO and GNSO Councils on 27 June 2018 https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf <u>Remedial Action Procedures</u> https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-03mar18-en.pdf	N/A

	Metric	Assessment	Outcome
6.	When appropriate remedial action by the CSC has not resolved the poor performance, CSC is authorised to escalate the performance issues to the ccNSO and GNSO for consideration	To date the CSC has not needed to escalate performance issues to the ccNSO and GNSO. However, the Review Team does note that the CSC has developed a good working relationship with PTI and believes that this relationship will be important in the event remedial action of this nature is considered necessary in the future.	N/A
7.	CSC has an effective process for tracking complaints that have been escalated to PTI Management (Escalations), and CSC Members can be directly informed of individual complaints by email	<p>In accordance with the CSC Charter, the "... CSC may receive complaints from individual registry operators regarding the performance of the IANA Naming Function; however, the CSC will not become involved in a direct dispute between any registry operator and the IANA Functions Operator. The CSC will review individual complaints with a view to identifying whether there are any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature..."</p> <p>During the monthly meeting, the CSC asks PTI if there have been any Escalations. That information is included in the CSC Monthly report.</p> <p>In addition, the CSC Webpage includes a link to general Customer IANA Service Complaint Resolution Process</p>	Needs to be checked.
8.	CSC will at least annually conduct a consultation with PTI and ICANN, the primary customers of the naming services and the ICANN community about the performance of PTI	CSC members regularly provide updates to the GNSO and CCNSO at ICANN meetings, and invite comments. In addition, the CSC prepares and presents an annual review of its activities and of its assessment of PTI's overall performance and presents it to the CCNSO and GNSO and at public ICANN meetings, and invites comments from these communities.	Achieved

9.	CSC, in consultation with the registry operators, is authorised to discuss with ICANN and PTI ways to enhance the provision of IANA's operational services	CSC and PTI have discussed enhancements to the provision of IANA services, specifically with the addition of monitoring IDN table publication and changes to the reporting.	Achieved
10	Where ICANN and PTI have been responsible for implementing recommended changes to operational services or the Service Levels, the ¹ CSC is confident that has been completed appropriately	Changes to the SLAs has yet to be completed, but the data collection to inform the recommended changes has started and continues. The changes to monitoring IDN Table publication has become part of the regular publications of PTI.	Achieved
11	CSC is providing a liaison to the IANA Functions Review Team	The IANA Functions Review Team liaison has been appointed.	Achieved
12	CSC is providing a liaison to a Separation Cross Community Working Group	N/A	N/A
13	Attendance members CSC of regular meetings	According to attendance sheets members attend meetings. This is ensured by CSC quorum rule (all 4 appointed members need to attend a meeting to be quorate).	Achieved
14	Attendance liaison CSC of regular meetings	According to Attendance sheets, not all liaisons attend at regularly.	NEEDS TO BE UPDATED SEE COMMENTS DEBBIE

¹ Checked against the Charter, the changes could look at changes of the Services and changes of the related service levels.

Annex B —TEMPLATE CSC EFFECTIVENESS REVIEW

1. Context

The ICANN Bylaws and CSC Charter require that the “... effectiveness of the CSC will initially be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO.

The CSC was established in accordance with Article 17.3 (b) of the ICANN Bylaws and conducted its first meeting on 6 October 2016.

In order to meet the timeline for the first review of the CSC Effectiveness Review, the ccNSO and GNSO Councils have each appointed two representatives to conduct the review (CSC Review Team).

2. Intent of the Review

The first CSC effectiveness review is intended to consider the Effectiveness of the CSC in carrying out its mission as defined in its charter.

3. Measures of CSC Effectiveness

- a. The CSC Charter requires that “the effectiveness of the CSC will initially be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO.” The Charter does not specify what it means by, or how to measure, “effectiveness.”
- b. The mission of the CSC is defined in the Charter as:
 - i. to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services; and that this:
 - ii. will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.
- c. The Scope of Responsibilities in the Charter identifies how the CSC should work:
 - i. The CSC is authorized to monitor the performance of the IANA naming function against agreed service level targets on a regular basis.
 - ii. The CSC will analyze reports provided by the IANA Functions Operator on a monthly basis and publish their findings.
 - iii. Where performance issues have been identified, the CSC will work with the IANA Functions Operator to understand the reasons for the failure and agree a plan for resolution.
 - iv. Either the CSC or the IANA Functions Operator can request a review or change to service level/s, including the removal of existing service

levels or the inclusion of new service levels. The procedures will have to be commensurate with the type of the service level change being proposed. Informing the registry operators about proposed changes shall always be required; however, the type of service level change will determine whether it is necessary to conduct a community-wide consultation.

- v. The CSC is authorized to undertake remedial action to address poor performance in accordance with the Remedial Action Procedures, which have been developed and agreed by the CSC and the IANA Functions Operator post-transition.
- vi. In the event performance issues are not remedied to the satisfaction of the CSC, despite good-faith attempts to do so, the CSC is authorized to escalate the performance issues to the ccNSO and GNSO for consideration.
- vii. The CSC may receive complaints from individual registry operators regarding the performance of the IANA Naming Function; however, the CSC will not become involved in a direct dispute between any registry operator and IANA.
- viii. The CSC will review individual complaints with a view to identifying any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature. In relation to problem resolution, if CSC determines that remedial action has been exhausted and has not led to necessary improvements, the CSC is authorized to escalate to the PTI Board and further if necessary.
- ix. The CSC will, on an annual basis or as needs demand, conduct a consultation with the IANA Functions Operator, the primary customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator.
- x. The CSC, in consultation with registry operators, is authorized to discuss with the IANA Functions Operator ways to enhance the provision of IANA's operational services to meet changing technological environments; as a means to address performance issues; or other unforeseen circumstances. In the event it is agreed that a material change in IANA naming services or operations would be beneficial, the CSC reserves the right to call for a community consultation and independent validation, to be convened by the IANA Functions Operator, on the proposed change. Any recommended change must be approved by the ccNSO and RySG.
- xi. The IANA Functions Operator would be responsible for implementing any recommended changes and must ensure that sufficient testing is undertaken to ensure smooth transition and no disruption to service levels.
- xii. The CSC will provide a liaison to the IANA Function Review Team and a liaison to any Separation Cross Community Working Group.

4. Effectiveness can also be measured against these requirements.

- a. the Charter places certain requirements on members of, and liaisons to, the CSC and sets requirements for reporting to the community:
 - i. The CSC should be kept small and comprise representatives with direct experience and knowledge of IANA naming functions;
 - ii. Minimum membership and openness to liaisons;
 - iii. Election of the Chair;
 - iv. primary and secondary points of contact to facilitate formal lines of communication between the CSC and the IANA Functions Operator;
 - v. Meeting frequency and publication of meeting record;
 - vi. Regular CSC updates to the direct customers of the IANA naming function.
- b. In working as a committee, the CSC has needed to define its working methods and in particular to assess how to work with the IFO. This includes defining with the IFO the framework for remedial action and amending Service Level Expectations and establishing a framework for regular reporting to the community.

5. Method of assessing effectiveness

- a. In its nearly two years of operation, the CSC has regularly monitored the performance of IANA. These monthly reports of the CSC together with the related monthly reports from PTI, provide a useful framework for assessing the effectiveness of the CSC in developing its relationship with PTI, keeping the direct customers informed of PTI performance and in ensuring that the wider community is also aware of how the PTI is meeting its obligations.
- b. In assessing the effectiveness of the CSC in performing its role(s), the Review Team will develop and use relevant performance indicators and related metrics reflecting the measures of effectiveness listed in section 3 above. The Review Team will draw on the recently concluded CSC Charter Review that reported a good degree of confidence from the customers and from wider community interaction that the CSC is performing effectively.
- c. Given the above, the proposed way for carrying out the Effectiveness Review is to use Section 3 and 4 to identify how to assess the obligations on the CSC. Assessment of publicly available documents and CSC reports should allow the review to assess how effectively the CSC has performed during its formative stages.
- d. Further consideration will be given to whether and how to consult with the registries and the other communities which have nominated liaisons to the CSC about awareness about the CSC's work.

6. Out of Scope of the review

If, in the process of the review, the CSC Effectiveness Review Team is made aware of issues that are out of scope of the CSC Effectiveness Review but considered relevant for the proper functioning of the CSC, it will inform the ccNSO and GNSO Councils accordingly.

7. CSC Effectiveness Review Team

In accordance with internal processes, the ccNSO Council has appointed two members to the CSC Review Team, namely: [Debbie Monahan and Martin Boyle, TBC'ed]

In accordance with internal processes, the GNSO Council has appointed two members to the CSC Review Team, namely: [Donna Austin and Phillipe Fouquart, TBC'ed]

The CSC has appointed [name] as their Liaison to the Review Team.

8. Proposed Review Process

The role of the CSC Effectiveness Review Team is to:

1. Conduct a review of the CSC Effectiveness in accordance with the elements identified above. The review will include an analysis of clarifying documents developed during the implementation phase of the CSC, drafting of ICANN's bylaws only if considered to be relevant by the Review Team.
2. Conduct interviews with the CSC and the PTI to determine whether the CSC is fit for purpose and effective and whether measures should be taken to enhance the effectiveness of the CSC from their perspective.
3. Conduct a public session at ICANN 63 (October 2018) that is intended to provide an opportunity for the community to provide input to the process.
4. Produce a Report on the outcome of the review. This report should also include suggested recommendations, if any, to improve the effectiveness of the CSC. The Report will be submitted to the ccNSO and GNSO Councils for adoption post ICANN 63, and recommended to the IANA Function Review Team for their consideration.

9. Proposed Review Schedule

Adoption Template for review (September 2018) and appointment Review team

- September 2018: Propose terms of template for review to ccNSO and GNSO Councils to seek support and determine the method of the CSC Effectiveness Review and appoint the Review Team

Preparatory consultation with CSC and PTI (September – October 2018)

- Informal consultations September 2018

Consultation and review (October 2018)

- 1 October 2018 kick-off review
- Public Consultation (open session) including interview CSC and PTI at ICANN 63
- Consultation with direct customers (ccTLD, gTLD operators, others) at ICANN 63

Report on findings & recommendations, if any (November 2018 – December 2018)

- Preparation draft report, including recommendations, if any, by December 2018.

Finalization and closure (December 2018 – January 2019)

- Publication and submission Final Report to ccNSO and GNSO Councils for adoption according to their own rules and procedures (December 2018- January 2019).
- Following the adoption of the report by the ccNSO and GNSO Councils, the review team mandate ends.
- Submission adopted Final Report to IFRT (jointly by ccNSO and GNSO Councils)

Annex B – Membership CSC Effectiveness Review Team

Members

Donna Austin - GNSO appointed
Martin Boyle - ccNSO appointed
Debbie Monahan - ccNSO appointed
Phillipe Fouquart - GNSO appointed

Liaisons

Kim Davies – PTI
Trang Nguyen – ICANN Org
Elaine Pruis – CSC appointed

Support Staff

Marika Konings
Maria Otañes
Bart Boswinkel
Steve Chan

ANNEX C - CSC Charter adopted June 2018

Charter of the Customer Standing Committee (CSC)

Mission

The Customer Standing Committee (CSC) has been established to perform the operational oversight previously performed by the U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) as it relates to the monitoring of performance of the IANA naming function. This transfer of responsibilities took effect on October 1, 2016.

The mission of the CSC is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services. The direct customers of the naming services are top-level domain registry operators, but also include root server operators and other non-root zone functions.

The mission will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service levels and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern, including but not limited to the Remedial Action Procedures.

The CSC is not authorized to initiate a change in the IANA Functions Operator via a Special IANA Function Review, but could escalate a failure to correct an identified deficiency to the ccNSO and GNSO Councils, who might then decide to take further action using agreed consultation and escalation processes, which may include a Special IANA Function Review.

The CSC will be the primary interface between the IANA Naming Functions Operator, currently PTI, and its customers. Should PTI cease to be the IANA Naming Functions Operator, there should be an obligation on successor operators to work with the CSC to ensure satisfactory performance of the IANA naming functions.

Scope of Responsibilities

The CSC monitors the performance of the IANA naming function against agreed service levels on a monthly basis.

The CSC will analyze reports provided by the IANA Functions Operator and publish their findings on a monthly basis.

Where performance issues have been identified, the CSC will work with the IANA Functions Operator to understand the reasons for the failure and agree a plan for resolution.

The CSC or the IANA Functions Operator can request a review or change to service level/s.

The CSC, in consultation with the IANA Functions Operator, will develop procedures for changing service level/s including the removal of existing service levels or the inclusion of new service levels. These procedures will be commensurate with the type of the service level change being proposed. Informing the registry operators about proposed changes shall always be required; however, the type of service level change will determine whether it is

necessary to conduct a community-wide consultation. The procedures may be updated from time to time and will only become effective after publication of the process on the CSC webpage, and after informing the ccNSO Council and RySG, the direct customers.

The CSC is authorized to undertake remedial action to address performance issues in accordance with the Remedial Action Procedures (RAP) published on the CSC website. The RAP may be updated from time to time in accordance with the change mechanism foreseen in the RAP.

Should a new IANA Functions Operator be appointed, for example through the recommendations from the Special IANA Naming Function Review Team², the ccNSO and GNSO Councils will require the CSC to review and revise the RAP as necessary with the new operator.

In the event performance issues are not remedied to the satisfaction of the CSC, despite good-faith attempts to do so, and following the agreed escalation processes contained in the RAP, the CSC is authorized to escalate the performance issues to the ccNSO and GNSO Councils for consideration.

The CSC may receive complaints from individual registry operators regarding the performance of the IANA Naming Function; however, the CSC will not become involved in a direct dispute between any registry operator and the IANA Functions Operator.

The CSC will review individual complaints with a view to identifying whether there are any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature. The CSC may invoke the RAP if necessary to resolve performance issues that may be systemic or persistent.

The CSC will, as need demands, conduct consultations with the IANA Functions Operator, meet with the direct customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator.

The CSC, in consultation with registry operators, is authorized to discuss with the IANA Functions Operator ways to enhance the provision of IANA's operational services for any of the following reasons:

- to meet changing technological environments;
- as a means to address performance issues; or
- other unforeseen circumstances.

In the event it is agreed that a material change in IANA naming services or operations would be beneficial, the CSC reserves the right to call for a community consultation and independent validation, to be convened by the IANA Functions Operator, on the proposed change. Any recommended change that does not require a change to the IANA Naming Function Contract must be approved by the ccNSO Council and RySG

The IANA Functions Operator would be responsible for implementing any recommended changes and must ensure that sufficient testing is undertaken to ensure smooth transition and no disruption to service levels.

² See Section 18.12 ICANN Bylaws

The CSC will provide a liaison to the CSC Charter Review Team, the CSC Effectiveness Review Team, the IANA Function Review Team and to any Separation Cross Community Working Group.

Conflict of Interest

The ICANN Bylaws make clear that it must apply policies consistently, neutrally, objectively and fairly, without singling any party out for discriminatory treatment; which would require transparent fairness in its dispute resolution processes. Members of the CSC should accordingly disclose any conflicts of interest with a specific complaint or issue under review. The CSC may exclude from the discussion of a specific complaint or issue any member deemed by the majority of CSC members and liaisons to have a conflict of interest.

Membership Composition

The CSC should be kept small and comprise representatives with direct experience and knowledge of IANA naming functions. At a minimum the CSC will comprise:

- Two individuals representing gTLD Registry Operators appointed by the Registries Stakeholder Group
- Two individuals representing ccTLD Registry Operators appointed by the ccNSO
- One liaison from the IANA Functions Operator (PTI).

An individual representing a TLD that is not considered to be a ccTLD or gTLD registry, for example from the Internet Architecture Board for .ARPA, may also be included as a member of the CSC. The individual would seek appointment by either the ccNSO or GNSO Council.

Liaisons can also be appointed from the following organizations; however, providing a Liaison is not mandatory for any group:

- One liaison each from other ICANN SOs and ACs:
 - GNSO (non-registry)
 - ALAC
 - NRO (or ASO)
 - GAC
 - RSSAC
 - SSAC

Liaisons shall not be members of or entitled to vote on the CSC, but otherwise liaisons shall be entitled to participate on equal footing with members of the CSC.

The Chair of the CSC will be elected on an annual basis by the CSC. Ideally the Chair will be a direct customer of the IANA naming function and cannot be the IANA Functions Operator Liaison.

The CSC and the IANA Functions Operator will nominate primary and secondary points of contact to facilitate formal lines of communication.

The CSC as a whole will decide who will serve as the Liaison to the IANA Function Review Team. Preference should be given to the Liaison being a registry representative

given that technical expertise is anticipated to be valuable in the role.

Membership Selection Process

Members and Liaisons to the CSC will be appointed by their respective communities in accordance with internal processes. However, all candidates will be required to submit an Expression of Interest that includes a response addressing the following matters:

- Why they are interested in becoming involved in the CSC.
- What particular skills they would bring to the CSC.
- Their knowledge of the IANA Functions.
- Their understanding of the purpose of the CSC.
- That they understand the time necessary required to participate in the CSC and can commit to this role.

Interested candidates should also include a resume or curriculum vitae or biography in support of their Expression of Interest.

While the ccTLD and gTLD members will be appointed by the ccNSO and RySG respectively and liaisons by their applicable groups, ccTLD or gTLD registry operators that are not members of these groups will be eligible to participate in the CSC as members or liaisons. The ccNSO Council and RySG should consult prior to finalizing their selections with a view to providing a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skill set.

A representative for a TLD registry operator not associated with a ccTLD or gTLD registry, will be required to submit an Expression of Interest to either the ccNSO and GNSO Councils. The Expression of Interest must include a letter of support from the registry operator. This provision is intended to ensure orderly formal arrangements and is not intended to imply those other registries are subordinate to either the ccNSO or the GNSO.

The full membership of the CSC must be approved by the ccNSO and the GNSO Councils. While it will not be the role of the ccNSO and GNSO to question the validity of any recommended appointments to the CSC, in approving the full slate the ccNSO and GNSO Councils will take into account the overall composition of the proposed CSC in terms of geographic diversity and skill sets.

Terms

CSC appointments, regardless of whether members or liaisons, will be for a two-year period with the option to renew for up to two additional two-year terms. The intention is to stagger appointments to provide for continuity and knowledge retention.

To facilitate this, at least half of the inaugural CSC appointees will be appointed for an initial term of three years. Subsequent terms will be for two years.

CSC appointees must attend a minimum of nine meetings in a one-year period and must not be absent for more than two consecutive meetings. Failure to meet this requirement may

result in the Chair of the CSC requesting a replacement from the respective organization.

A vacancy on the CSC shall be deemed to exist in the case of the death, resignation, or removal of a CSC member or liaison. This vacancy shall be filled by the appointing organization or advisory committee for the unexpired term.

Changing circumstances of appointed CSC member

In the event that a member appointed to the CSC by either the ccNSO or RySG has a change in circumstances that may affect the basis upon which the member was appointed to the CSC, they are required to notify their appointing organization of their changing circumstances. If the member is willing to remain a member of the CSC, they will be required to seek re-confirmation of their appointment. The appointing organization will be responsible for considering the request in accordance with internal procedures.

The appointing organization will be responsible for notifying the Chair of the CSC of its decision and should also notify the other appointing organization.

In the event that the appointing organization is not willing to re-confirm the appointment, the member will be required to resign from the CSC and the appointing organization will be required to fill the vacancy as soon as possible. A temporary replacement may be appointed while attempts are made to fill the vacancy.

If a member wishes to resign from the CSC because of a change in circumstances, or for any other reason, they must notify their appointing organization.

Any new appointment will need to be approved by both the ccNSO Council and the RySG. The GNSO Council should be notified of any new appointment.

Recall of members or liaisons

Any CSC appointee can be recalled at the discretion of their appointing community.

In the event that a ccTLD or gTLD registry representative is recalled, a temporary replacement may be appointed by the designating group while attempts are made to fill the vacancy. As the CSC meets on a monthly basis, best efforts should be made to fill a vacancy within one month of the recall date.

The CSC may also request the recall of a member of the CSC in the event they have not met the minimum attendance requirements. The appointing community will be responsible for finding a suitable replacement.

Meetings

The CSC shall meet at least once every month via teleconference at a time and date agreed upon by members of the CSC.

The CSC will provide regular updates, at least twice per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and the ccNSO during

ICANN meetings.

To allow the CSC to carry out the work identified above and, in particular, to help develop a cooperative relationship with the IANA Functions Operator, the CSC is also required to meet with the Board of the IANA Functions Operator at least twice a year. These meetings should, wherever possible, be held at ICANN meetings.

The CSC will also consider requests from other groups, including the ICANN Board and ICANN org, to provide updates regarding the IANA Functions Operator's performance.

Record of Proceedings

Minutes of all CSC teleconferences will be made public within five business days of the meeting.

In the event that the CSC invokes the RAP, it will be required to inform the RySG, ccNSO and GNSO Councils and provide regular status updates.

Information sessions conducted during ICANN meetings will be open and posting of transcripts and presentations will be done in accordance with ICANN's meeting requirements.

Secretariat

ICANN will provide secretariat support for the CSC and will also be expected to provide and facilitate remote participation in all meetings of the CSC.

Review

The Charter may be reviewed at the request of the CSC, ccNSO Council, RySG or GNSO Council or in connection with an IANA Function Review. The review will be conducted by a committee of representatives from the ccNSO and the RySG in accordance with a method determined by the ccNSO Council and RySG. Each review is to include the opportunity for input from other ICANN stakeholders, via a Public Comment process. Any recommended changes are to be ratified by the ccNSO and the GNSO Councils.

The effectiveness of the CSC will initially be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO.