

Guideline: ccNSO Actions Respecting the Customer Standing Committee

Version 1.0

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1 Introduction and Background

ICANN has established a Customer Standing Committee (“CSC”) (Article 17 of the ICANN Bylaws) to monitor the performance of the Post Transition IANA (PTI) entity under the IANA Naming Function Contract and IANA Naming Function Statement of Work (SOW).

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

The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against the IANA Naming Function Contract and IANA Naming Function SOW and through mechanisms to engage with PTI to remedy identified areas of concern.

According to Article 17, the ccNSO shall appoint two (2) members of the CSC to represent ccTLD operators. In addition, under Article 17 the ccNSO and the GNSO together may, but need not, appoint one (1) additional member of the CSC representing top-level domain registry operators that are considered neither a ccTLD nor a GTLD.

2 Purpose of the Guideline

The purpose of this guideline is to document processes and procedures pertaining to the ccNSO’s discharge of its rights and responsibilities respecting the composition (members and liaisons) of the CSC as set forth under Article 17 of the ICANN bylaws and the charter of the CSC. This guideline is limited to describing the ccNSO's responsibilities with respect to the appointment of members to the CSC.

3 General Information

3.1 Eligibility of ccNSO Appointed Members

Membership of the CSC shall be open to individuals from all ccTLDs, members and non-members of the ccNSO.

3.2 Term of Appointment

In accordance with the charter of the CSC, the term for the initially appointed members are:

- for member 1 – two (2) years,
- for member 2 – three (3) years.

The ccNSO Council decides on the terms of the initially appointed members.

After the initial appointment the regular term of appointment shall be two (2) years. A member may be re-appointed for two additional terms (in total 3 terms).

3.3 Conflict of Interest

If a Councillor intends to become a member of the CSC, then this Councillor shall not be involved in the appointment process due to a direct conflict of interest. A Councillor may also declare a conflict of interest at any stage for other reasons, for example, a Councillor and nominee may be working for the same ccTLD manager. After such a declaration this Councillor ceases to be involved in the appointment process.

3.4 TLD Registry Operator

In addition, and in accordance with the charter of the CSC, representatives 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 Council.

This Expression of Interest will 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. If more than one representative as mentioned in this paragraph submits an Expression of Interest, the selection method as described in this Guideline will be applied and in coordination with the GNSO a member to the CSC will be selected.

3.5 Initial Appointment

At the initial appointment the ccNSO Council will select two members to the CSC.

3.6 Subsequent Appointments

After the initial appointment the ccNSO Council will select one member to the vacant seat on the CSC.

4 Timelines

4.1 Timeline of Initial Appointment

After ICANN has initiated the process and asked SO/ACs to appoint members and liaisons to the CSC, the ccNSO Council instructs the Secretariat to issue the call for Expression of Interest for membership of the CSC.

4.2 Subsequent Appointments

After the initial appointment the ccNSO Council will launch a call for Expression of Interest at least four months before a member's term expires.

5 Call for Expression of Interest

The Secretariat will send the call for Expression of Interest within two business days following the instruction by the ccNSO Council. The call for Expression of Interest will be sent to the ccNSO members and other relevant ccTLD community email lists. Regional ccTLD Organisations will be requested to distribute the call for Expression of Interest on their email lists.

This call for Expression of Interest shall include all relevant information and the closing date, which shall be not earlier than two weeks after the call for Expression of Interest has been issued at 23.59 UTC.

The template for the call for Expression of Interest is included as Annex A.

5.1 Information Received from Candidates

The first working day after the closure of the call for Expression of Interest, the Secretariat will send the information received from the interested community members to non-conflicted Councillors individually and also to the non-conflicted representatives from the Regional Organisations.

If the ccNSO Council is of the view that one or more candidates do not meet the *Selection Criteria* as defined below, the candidate(s) will be informed accordingly and their Expressions of Interest will not be considered.

The names of the candidates will be listed on the ccNSO website. Expressions of interest received after the closing date will not be valid.

5.2 Selection Process

5.2.1 Selection Criteria

CSC members will be selected based on how well they meet the following set of skills and experience:

- Direct experience and knowledge of the IANA naming function
- Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence.
- Experience in managing and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in order to contribute meaningfully to CSC processes
- Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation
- The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress
- Able to work and communicate in written and spoken English.

Further a candidate:

- Should commit to actively participate in the activities of the CSC on an on-going basis
- Should be employed or have active backing by a ccTLD manager and should demonstrate the support by the ccTLD manager in respect to the required time commitment to participate actively in the CSC.

In addition, and in accordance with the charter of the CSC, only if a candidate is considered to meet the above criteria the following diversity criteria should be taken into account:

- Geographic regions;
- Gender diversity;
- Type, experience and size of ccTLD manager.

5.2.2 Selection of Candidates

If same number or fewer candidates put their name forward than the number of members to be appointed on the CSC, the appointment will be confirmed by a vote of the Councillors eligible to vote, either by an email poll or at a phone call, which shall be no later than one week after the closure of the call for Expression of Interest.

If more candidates apply than are needed, the Councillors eligible to vote will each compile **a list of their up to top 5 candidates**, based on the Selection Criteria, by assigning 5 points to the most preferred candidate, 4 points to the second preferred candidate, etc.

Each of the voting Councillors will send her/his list of preferred candidates to the Secretariat (email address ccnsossecretariat@icann.org, or other email address agreed by the ccNSO Council), within 5 working days after receiving the list of candidates. Note that the Chair and Vice-Chairs of the ccNSO also receive the emails sent to the Secretariat's email.

Based on the individual Councillor rankings, the Secretariat will prepare the overall ranking of all candidates and report the ranking to the ccNSO Council one business day after they have received the list of candidates from the Councillors.

If, after compiling the list, the number of members to be appointed can be selected, the selection process is closed.

5.2.3 Second Round of Selection (if required)

If, after compiling the list, two or more of the candidates rank equally and as a result it is not possible to choose the limited number of members envisioned, there will be a run-off ranking for those candidates, with a defined closing date.

5.2.4 Consultation with the GNSO Registry Stakeholder group (RySG) and with the GNSO

In Accordance with the charter of the CSC and prior to making the final selection based on the ranking, the ccNSO Council, or a designated group of Councillors, shall consult with the RySG and GNSO, or their designees, to provide a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skills.

If the ccNSO Council intends to designate a group to coordinate the selection and approval of members and liaisons on the CSC (Selection Committee), it is suggested that the ccNSO Council appoints the following 6 Councillors:

- One Councillor from each of the five Geographic Regions appointed by the members of the ccNSO
- One NomCom appointed Councillor.

If the ccNSO Council decides to appoint the Selection Committee it has to clearly state the mandate of the Selection Committee as one of the following options:

- 1) Consultations Only - the Selection Committee is authorised to run consultations with the RySG and GNSO in order to select a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skills;
- 2) Consultations and Approval - the Selection Committee is authorised to run consultations with the RySG and GNSO in order to select a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skills and to approve the full slate of the CSC on behalf of the ccNSO Council.

5.3 Reporting on the ccNSO Selection Process

Within two business days after closure of the appointment process, the Secretariat will report the results to the ccNSO Council. The ccNSO Council will then formally appoint the CSC members by adopting the report at its next regular ccNSO Council meeting. The Chair of the ccNSO informs the Secretary about the ccNSO Council selection.

After adoption of the report by the ccNSO Council it shall be published on the ccNSO website.

6 Approval of Proposed Full Slate of CSC

The GNSO Council and the ccNSO Council shall approve the initial proposed members and liaisons of the CSC, and thereafter, the ccNSO and GNSO shall approve each annual slate of members and liaisons being recommended for a new term.

The ccNSO Council or a Selection Committee appointed by the ccNSO Council in consultation with the GNSO or their designees will review the candidates, agree on the full slate and approve the full slate.

7 Removal of ccNSO Appointed Members

Any CSC member selected and appointed by the ccNSO Council may be removed and replaced at any time by the ccNSO Council. The ccNSO Council will notify the CSC member of reason(s) for deselection. The ccNSO Council and the affected CSC Member will discuss whether the ccNSO Council will publish the reason(s) for the action. In all cases, the ccNSO Council's decision will be final.

The chair of the CSC may request the removal of a CSC member selected and appointed by the ccNSO Council in accordance with the ICANN Bylaws and the CSC Charter.

In the event the chair of the CSC requests removal of a CSC member selected and appointed by the ccNSO Council, the following consultation mechanism will apply:

- Any concerns regarding the behaviour or non-attendance of a ccNSO appointed CSC Member should firstly be raised with that Member.
- If the issue is not satisfactorily resolved, a formal complaint should be raised with the Chair of the ccNSO, who will attempt to mediate a resolution.
- If that is not possible, or if the complaint is sufficiently serious in nature, the Chair of the ccNSO is empowered to temporarily restrict the participation of the Member with a view to resolve the issues. However, if in the view of the chair the continued participation of the Member in the CSC would not be appropriate and/or would seriously disrupt the CSC from conducting its business, the Chair of the ccNSO shall raise the issue with the Vice-Chairs of the ccNSO Council or their designate(s), who will review the matter and then decide. The ccNSO Council, Chair of the CSC, CSC Member and Secretary shall be informed accordingly.

8 Vacancy

For purposes of this Guideline, a vacancy on the CSC shall be deemed to exist in the event of the death, resignation or removal of a ccNSO Council appointed member on the CSC. This vacancy shall be filled by the ccNSO Council using the selection procedure as described above in this Guideline (section 5) and shall be for the duration of the term of the member who is replaced.

A temporary replacement may be appointed by the ccNSO Council for the duration of the selection procedure and until the replacement has been appointed. The Chair of the ccNSO Council shall notify the Secretary of such a temporary replacement, with a notification copy to the chair of the CSC. Such a notification should include the expected date of appointment of the replacement to fill the vacancy.

The Chair of the ccNSO Council shall provide written notice to the Secretary, with a notification copy to the Chair of the CSC, following the ccNSO Council's appointment to fill the vacancy.

9 Miscellaneous

9.1 ccNSO Internal Guideline

This Guideline is an internal rule of the ccNSO in accordance with Article IX section 3.11 and Article IX section 4.2 of the ICANN Bylaws. This Guideline should also be considered as the internal procedure of the ccNSO to appoint members of the CSC, as mentioned in Article 17 of the ICANN bylaws and charter of the CSC.

9.2 Omission in or Unreasonable Impact of the Guideline

In the event the Guideline does not provide guidance and/or the impact is unreasonable to conduct the business of the ccNSO, the ccNSO Council, or the CSC, the Chair of the ccNSO will decide.

9.3 Publication and Review of the Guideline

The Guideline will be published as part of the rules and guidelines of the ccNSO after adoption by the ccNSO Council.

The Guideline will be always reviewed after review of the charter of the CSC, or adjusted when considered necessary. In order to become effective the updated Guideline must be adopted by the ccNSO Council and published on the ccNSO website.

Before publishing the updated Guideline, the Secretariat will adjust the version number and insert the date the Guideline was reviewed and adopted by the ccNSO Council.

10 Annex A - Call for Expression of Interest

Expression of Interest

For Customer Standing Committee

The ccNSO is seeking volunteers from the ccTLD community who might wish to be one of the ccTLD representatives on the Customer Standing Committee (CSC). Candidates for this role are requested to fill in this Expression of Interest and

submit it to the ccNSO Secretariat (ccNSOsecretariat@icann.org) by <insert date as approved by the ccNSO Council>.

Your Full Name:

ccTLD:

Geographic region:

I. Skill set and experience

Candidates are expected to have/be:

Requirement	Please indicate how you meet the requirements
Direct experience and knowledge of the IANA naming function	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence.	
Experience in managing and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in order to contribute meaningfully to CSC processes	
Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation	

The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress	
Able to work and communicate in written and spoken English	
Commits to actively participate in the activities of the CSC on an on-going basis	
Employed or have active backing by a ccTLD manager	

Please specify any other skill set or experience that you believe would be relevant to CSC's work.

II. Interest

Please explain your interest in becoming involved as a member in the CSC.

III. Understanding of Purpose of CSC

Please state your understanding of the purpose of the CSC.

IV. Time Commitment

Members and liaisons must attend a minimum of nine meetings in a one-year period, except that in the event there are fewer than 12 meetings over a one-year period, then a minimum participation rate of at least 75% of the total number of meetings held is required. A CSC member is also expected not be absent for more than two consecutive meetings without sufficient cause. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes.

For more information see <link>.

Please indicate whether you understand the time commitment required to participate in the CSC.

☐ I understand the time commitment required to participate in the CSC and can commit to this role.

Please provide any additional information or comment regarding your availability.

NB: For the initial appointment only! Would you like to be considered for an inaugural three-year term on the CSC if appointed?

☐ YES ☐ NO

V. Conflict of interest

Members of the CSC will be required disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☐ I understand that I will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☐ I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

VI. Supporting documents

Please attach to this Expression of Interest:

- 1) your resume, curriculum vitae, or biography.
- 2) if applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC.