Customer Standing Committee (CSC) Meeting 25

17 December 2018 @ 19:00 – 21:00 UTC

Agenda

1. Welcome

2. Action items (only report on open items, all completed)

Action 01 24 2018	CSC to look at language CSC Effectiveness Review team assessment matrix	Completed
Action 02 24 2018	Report to be sent out	Completed
Action 03 24 2018	CSC to schedule face-to-face meeting during ICANN AGM going forward. Agenda to be drafted well ahead of the meeting. Related: CSC to meet with members of the ICANN Board during community forum meeting	Completed
Action 04 24 2018	Secretariat to schedule CSC F2F during AGM and Community Forum for block 2 on Monday (after opening ceremony)	Completed
Action 05 24 2018	By Mid-November Trang (ICANN Org) to share major milestones project plan to get to ICANN and PTI approval for changing IANA Naming Function Contract with respect to the Service Levels change process	Ongoing
Action 06 24 2018	Trang to share by next meeting with CSC: • Procedures themselves • IANA Contract Draft Amendment • Mock-up of webpages, referencing the SLA	Ongoing
Action 07 24 2018	Naela to provide background information with respect to proposed changes actual service levels (as already identified)	Completed
Action 08 24 2018	Secretariat to provide update RAP Procedures plus explanation of required changes before next meeting	Completed
Action 09 24 2018	Secretariat to schedule next CSC meeting for 2 hours at convenient time for all	Completed

3. PTI Performance November 2018
   a. PTI report to CSC
   b. CSC report

4. SLA Change Mechanism

5. RAP Update

6. Progress CSC Related Reviews
   a. Effectiveness Review
   b. IFRT

7. Evaluation of CSC Barcelona Meeting: Lessons Learned Going Forward

8. CSC F2F Meeting in Kobe: Monday 11 March, Block 2 or 3

9. Next Meeting: Tuesday, 15 January 2019
      a. Fixed time for meetings (19:00-20:30 UTC)

10. AOB

11. Adjourn