

Customer Standing Committee (CSC)

Operational oversight Role of CSC

Ensure satisfactory performance

- Regular monitoring against agreed service levels
 - Review of monthly reports
 - Publish (discuss with the community)
- Monitor complaints for serious and systemic failures
- Working with the IANA functions operator (PTI) to ensure that it addresses failures.
- As a last resort (remedial action is not in place or has not worked) refer to GNSO and ccNSO councils which might launch a Special IANA Functions Review

Membership of CSC

Small, focussed on operational performance

- Members should have direct experience /knowledge of the IANA naming functions
- Two gTLD operators (appointed by GNSO RySG, open to non-members. Slate of candidates.)
- Two ccTLD operators (appointed by ccNSO, open to non-members. Slate of candidates.)
- (If required a TLD not considered to be a ccTLD or a gTLD (IAB for .arpa, .edu for example)
- Liaisons *can* be appointed by other SO/ACs. Not entitled to vote:
 - GNSO non-registry
 - ALAC
 - NRO / ASO
 - GAC
 - RSSAC
 - SSAC

Appointments for two years renewable twice, staggered to maintain continuity

Formal Structure for CSC

- CWG prepared draft Charter – “ready to go?”
- Need to incorporate into ICANN bylaws
- Rules of procedure need to be developed
- Will ccNSO and GNSO bylaws need to be amended to provide for “operational” role?
- Role of communications - Minimum of three regular updates to the direct customers each year
- Expectations on members & liaisons: attendance requirements (mainly conference calls)