**Customer Standing Committee (CSC)**

**Charter**

**Mission**

The Mission of the CSC is ensure continued satisfactory performance of the IANA function for the direct customers of the naming services, namely country code and generic top level domain registry operators in a post-NTIA transition environment. Mission is also performance .ARPA, root server operators, and other non-root zone functions.

This will be achieved through the development of processes that will enable the regular monitoring of the IANA function against agreed service level targets.

The CSC is not mandated to initiate a change in the IANA Functions Operator. However, in the event that service level targets are not being met to the satisfaction of the CSC, the CSC has the authority to engage with the IANA Functions Operator to remedy the areas of poor technical performance. This will be done in accordance with a pre-defined remediation process.

**Scope**

The CSC is authorised to monitor the performance of the IANA Functions Operator on a regular basis. It is anticipated that the CSC will meet once every month to evaluate IANA’s performance against agreed service level targets.

The CSC is authorised to undertaken remedial action to address poor performance in accordance with the Remedial Action Procedures (below).

In the event of continued poor performance, despite attempts to remedy the issues, the CSC is authorised to escalate the Remedial Action Procedures ~~[issue to an as yet identified entity to address.]~~

The CSC may receive complaints from registry operators regarding IANA performance and can act as an intermediary in an attempt to resolve complaints.

The CSC is also expected, on an annual basis, to undertake a consultation with the IANA Functions Operator ccTLD and gTLD registry operators, and the ICANN community about the performance of IANA. The consultation is expected to include any changes to the IANA services that are underway or are anticipated in the future.

The Charter and the performance of the CSC will be reviewed 12 months after the first meeting of the CSC. This review will include a public comment period.

**Membership**

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:

* 2 x gTLD registry operators
* 2 x ccTLD registry operators
* 1 Liaison from IANA

Liaisons can also be appointed from:

* 1 additional TLD representative (this could be a ccTLD or gTLD or other TLD operator such as the IAB for .arpa)
* 1 Liaison each from other ICANN Supporting Organizations and Advisory Committees:
* GNSO (non-registry)
* RSSAC
* SSAC
* GAC
* ALAC

The CSC will elect a Chair.

The CSC will also nominate primary and secondary points of contact for the IANA Functions Operator.

**Deliverables**

The CSC will be responsible for developing a work plan that will be made public.

Minutes of all CSC meetings/teleconferences will be made public within 5 business days of the meeting.

The CSC will also provide regular updates to the direct customers of the IANA naming services.

**Processes for remedial actions in the CSC**

the *Customer Standing Committee (CSC)* is a function for remedial actions relating to IANA operational functions. As outlined [in detail in xxx..yy.zzz – Design Team M – ‘escalation’] CWG foresee and recommend three sets of process in case of issues in IANA functions operational issues.

1. *Root Zone Emergency* - a process for TLD managers in cases where expedited handling is required and is essentially the same as the process currently (before transition) used by ICANN (Annex X)
2. *Customer Service Complaint Resolution Process* – a process for any **direct customer to IFO with[[1]](#footnote-1)** a complaint about IANA services (Annex Y)
3. *Problem Management Escalation Process* – a process for critical, persistent or systemic failures of IANA services. (Annex Z)

Processes take into account and describe different sets of issues, and consequently range from the need of immediate actions to long term initiatives. According to the three sets of remedial actions, the proposed *Customer Standing Committee* (CSC) is activated and engaged halfway through second phase of *Customer Service Complaint Resolution Process*. Processes are:

1 Root Zone Emergency

Root zone Emergency Process is described in detail in Annex X of the xxxx (Design Team M)- it contains no active role for CSC

2 Customer Service Complaint Resolution Process

If an issue will not be resolved through process described in Annex X, in relation between direct customer and IFO staff, an escalation process is initiated by complainant through the following steps (Annex Y, step 2):

1. **CSC is notified by complainant to take action. CSC decide to take action or not.**
2. ~~Involve~~ CSC to mediate **direct with IFO**
3. If issue is not addressed, CSC to **assign** ~~involve~~ a mediator
4. If issue is not addressed, CSC to ~~consider~~ **decide** whether issue is problem (critical, persistent or systematic failure) and escalates to problem management procedure
5. If issue is not addressed and not considered to be a problem (critical, persistent or systematic failure), registry operator could decide to initiate an **Independent Review Process**

3 Problem Management Escalation Process

As outlined in Annex Z, Problem Management (i.e. Critical, Persistent or Systemic Failures) has a different last outcome than Complaint resolution process.

The Customer Standing Committee (CSC) is empowered to determine a significant failure of the IANA Functions Operator either due to the outcome of periodic audits or the CSC’s evaluation of a rising number of TLD registry operator complaints.

1. CSC reports significant failure to the IANA Functions Operator and requests response in a predetermined number of days.**(30 days?)**
2. If CSC determines the IANA Functions Operator response to be inadequate, the CSC directs remedial action in a specified period of time.
3. CSC confirms completion of remedial action.
4. If remediation is unsatisfactory, CSC involves a mediator.
5. If mediation fails, a **binding Independent Appeals Panel** is initiated.

Detailed process is outlined in *tables* corresponding to processes

1. Highlighted because it is a proposed change to curent text [↑](#footnote-ref-1)