**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, primarily top-level domain registry operators, in a post-NTIA transition environment.

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 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 for naming services against agreed service level targets.

The CSC is authorised to undertaken remedial action to address poor performance in accordance with the Remedial Action Procedure.

In the event of continued poor performance, despite attempts to remedy the issues, the CSC is authorised to escalate the 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.