**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 in a post-NTIA transition environment. The primary customers of the naming services are top level domain registry operators, but also include .ARPA, root server operators and other non-root zone functions.

This will be achieved through regular monitoring of the IANA function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.

The CSC is not mandated to initiate a change in the IANA Functions Operator. However, in the event of serious and persistent performance deficiencies the CSC may initiate a community process to discuss whether more serious remediation procedures are warranted. This will be done in accordance with a pre-defined remediation and escalation process.

**Scope of Responsibilities**

The CSC is authorised to monitor the performance of the IANA function against agreed service level targets on a regular basis.

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

In the event of continued poor performance, despite attempts to remedy the issues, the CSC is authorised to escalate [through the ccNSO and GNSO] using agreed consultation and escalation processes~~.~~

The CSC may receive complaints from registry operators regarding IANA performance and can act as an intermediary in an attempt to resolve complaints. This will not prevent registry operators to address performance issues affecting their TLDs directly with the IANA functions operator; in these instances the CSC will be entitled to anonymized data provided by the IANA Functions Operator about the frequency and nature of complaints, procedures for handling and resolving complaints, and timelines for complaint resolution.

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 CSC may initiate periodic reviews of the IANA Statement of Work and of the Performance of the IANA Functions Operator. It is expected that such reviews should generally take place once every five years, but that an initial review should be commenced within two years of the IANA Stewardship Transition to account for lessons learned as a result of the transition.

**Composition**

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; however, providing a Liaison is not mandatory for any group:

* 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 Chair of the CSC will be elected on an annual basis by the CSC, but ideally will be a registry operator member.

The CSC and the IANA Functions Operator will nominate primary and secondary points of contact to facilitate formal lines of communication.

**Selection Process [Leaving this here for now]**

Members and Liaisons to the CSC will be appointed by their respective communities in accordance with internal processes. However, all candidates will be required to submit an Expression of Interest describing the following:

* why they are interested in becoming involved in the CSC;
* what particular skills they would bring to the CSC;
* their knowledge of the IANA function ;
* their understanding of the purpose of the CSC; and
* that they understand the time necessary required to participate in the CSC and can commit to the role.

Interested candidates should also include a resume or curriculum vitae or biography in support of their Expression of Interest.

While the ccTLD and gTLD members and liaisons will be appointed by the ccNSO and RySG respectively, registry operators that are not participants in these groups will be eligible to participate in the CSC as members or liaisons.

The full membership of the CSC must be approved by the ccNSO and the GNSO. While it will not be the role of the ccNSO and GNSO to question of validity of any recommended appointments to the CSC they will take into account the overall composition of the proposed CSC in terms of geographic diversity and skill sets.

**Terms**

CSC appointments will be for a two-year period with the option to renew for up to two additional two- year period. The intention is to stagger appointments to provide for continuity.

To facilitate this, half of the inaugural CSC appointees will be appointed for an initial term of three years. Subsequent terms will be for two years.

CSC appointees must attend a minimum of 9 meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organisation.

**Meetings**

The CSC shall meet at least once every month via teleconference at a time and date agreed by members of the CSC.

The CSC will provide regular updates, no less than 3 per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and the ccNSO during ICANN meetings.

The CSC will also consider requests from other groups to provide updates regarding IANA’s performance.

**Record of Proceedings**

Minutes of all CSC teleconferences will be made public within five business days of the meeting.

Any remedial action will also be reported by the CSC.

Information sessions conducted during ICANN meetings will be open and posting of transcripts and presentations will be done in accordance with ICANN’s meeting requirements.

**Secretariat**

The IANA Functions Operator will provide Secretariat support for the CSC. **The IANA Functions operator will also be expected to provide and facilitate remote participation in all meetings of the CSC.**

**Review**

The Charter and the performance of the CSC will be reviewed annually by a committee of representatives from the ccNSO and the RySG. In the first instance this review will occur one year after the first meeting of the CSC. The review is to include the opportunity for input from other ICANN stakeholders.

The Committee may recommend changes to the Charter and the CSC as a result of the Review. Any recommended changes are to be ratified by the ccNSO and the GNSO.

The CSC may also request changes to the Charter. Any changes must be ratified by the ccNSO and the GNSO.

Service level targets must be formally reviewed no less than every 18 months by the CSC and the IANA Functions Operator. Any proposed changes to service level targets must be agreed by the ccNSO and GNSO.

**Processes for remedial actions in the CSC [Leaving this here for now]**

**Remedial Action Procedures**

A responsibility of the *Customer Standing Committee (CSC)* is to pursue remedial actions relating to the performance of 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)