**Customer Standing Committee (CSC)**

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| |  |  |  | | --- | --- | --- | | Latest Updates | Meetings & Work Sessions | Documents & Links | |

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| Members and Liaisons  [Charter](https://www.icann.org/iana_imp_docs/41-csc-charter-v-v1)  Correspondence  Reports and Findings | **About the Customer Standing Committee (CSC)**  The CSC ensures the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.  The CSC is responsible for monitoring Public Technical Identifier’s (PTI) performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract.  The CSC analyzes performance reports provided by PTI and publishes its findings.  The CSC is authorized to undertake remedial action to address poor performance of the IANA naming function, and if performance issues are not remedied, may escalate the issues to the ccNSO and GNSO.  Follow the CSC discussions at <http://mm.icann.org/pipermail/icann-csc/>. The CSC can be contacted at icann-csc@icann.org. |

**Latest Updates**

|  |  |
| --- | --- |
| Date | [Type] Title |

**Meetings & Work Sessions**

|  |  |  |
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| Date | Title | Links |

**Documents & Links**

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| Date | Title |

**Related Links**

IANA Naming Function Contract

Customer Service Complaint Process

**Customer Standing Committee (CSC) Members & Liaisons**

The Customer Standing Committee (CSC) is comprised of representatives with direct experience and knowledge of IANA naming functions. Please refer to the [CSC Candidates Qualification Requirements](https://www.icann.org/iana_imp_docs/39-csc-candidates-qualification-requirements-v-v2) for details about candidate selection, or the [CSC Charter](https://www.icann.org/iana_imp_docs/41-csc-charter-v-v1) for the full text of the CSC scope and responsibilities.

**Members**

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| 0114-user.eps  **Jay Daley**  Appointing Organization: ccNSO  Term: 2016-2018 | 0114-user.eps  **Kal Feher**  Appointing Organization: RySG  Term: 2016-2018 | 0114-user.eps  **Byron Holland** **(Chair)**  Appointing Organization: ccNSO  Term: 2016-2019 | 0114-user.eps  **Elaine Pruis**  Appointing Organization: RySG  Term: 2016-2019 |

**Liaisons**

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| 0114-user.eps  **Jeff Bedser**  Appointing Organization: SSAC | 0114-user.eps  **Mohamed El Bashir**  Appointing Organization: ALAC | 0114-user.eps  **James Gannon**  Appointing Organization: GNSO (Non-Registry) |  |
| 0114-user.eps  **Elise Gerich**  Appointing Organization: PTI | 0114-user.eps  **Lars-Johan Liman**  Appointing Organization: RSSAC | 0114-user.eps  **Elise Lindeberg** Appointing Organization: GAC |  |

**Correspondence**

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| --- | --- | --- | --- | --- |
| Date | Correspondence | Sender Affiliation | Issue | Related Correspondence |

**Reports and Findings**

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| Date | Type | Report |