

Maria Otones: Hi everyone! Welcome to the Customer Standing Committee Call - Meeting 3

Elaine Pruis: hello

Maria Otones: Hi Elaine, welcome

James Gannon [GNSO-Non-Registry]: Apologies all, last call ran late.

elise gerich: Thank you, Byron - special call out to Kim Davies and Naela Sarras for working on completing this for the CSC in such a timely fashion

Jeff Bedser: Agree with Jay on that

Kal Feher: agree jay.

Kal Feher: also perhaps a summary upfront

elise gerich: my microphone seems to be on mute - will you please give me speaking priveleges

elise gerich: i will type

Maria Otones: Hi Elise - could you please dial in to the bridge? You're only on Adobe Connect

elise gerich: it may be that our program to create the report may not be able to do what he is asking

elise gerich: we can move the exceptions to the beginning of the report

elise gerich: need to confirm if the exceptions will be interleaved as proposed

elise gerich: the exceptions are a narrative - and we can look at making the system to do so

Elaine Pruis: question

Lars-Johan Liman (RSSAC): Sorry for joining late. I had dialling problems (locally).

Elaine Pruis: in defense of PTI--they've known for a long time what they would have to report on. We certainly need flexibility in content and format, but I'd like to commend them for being ahead this far along

Kal Feher: correct me if I'm wrong, but this report is for us only. our report should be a summary of this

Elise Lindeberg GAC: I also thought we should produce some summary

Jay Daley: Use DT-A glossary

Kal Feher: @Elise, yes agree

Lars-Johan Liman (RSSAC): I'm with Kal there! PTI's report should be available, but must not be modified by us. We just share our interpretation of the report. IMHO.

Kal Feher: perhaps for clarity we refer to it as PTI report and CSC report or pick your favourite name.

Elaine Pruis: +1

Kal Feher: I'm fairly sure there is a monthly obligation

Jay Daley: OK, sorry it is Monthly

James Gannon [GNSO-Non-Registry]: There is a customer communication which is quarterly

James Gannon [GNSO-Non-Registry]: CSC to provide regular updates (no less than 3 a year) to customers of the naming function (may be provided to RySG and ccNSO during ICANN meetings)

Kal Feher: but it would be brief in my mind

James Gannon [GNSO-Non-Registry]: Agree Kal

Kal Feher: the 3 per year report would be perhaps highlighting trends and longer term issues. anything we are tracking etc.

Lars-Johan Liman (RSSAC): And the quarterly report is the customer report, right?

Lars-Johan Liman (RSSAC): (I.e., we refer to it as "the customer report"?)

Lars-Johan Liman (RSSAC): Just to have a term for it.

James Gannon [GNSO-Non-Registry]: I would hope the monthly report could be limited to a scorecard with some minor commentary if needed.

Kal Feher: I think Elise asked for a brief statement, but generally agree James.

Lars-Johan Liman (RSSAC): The CSC report should be minimal! Yes!

Lars-Johan Liman (RSSAC):(Unless PTI underperforms.)

Elise Lindeberg GAC: ok, a monthly report with brief comments and a quartely report that has some more analyses/conclusions from us ?

James Gannon [GNSO-Non-Registry]: +1 Elise

Lars-Johan Liman (RSSAC): +1 from me too, Elise.

Lars-Johan Liman (RSSAC): This is as good a starting point as any. Comments can be added in-line, to support our judgement.

Jay Daley: I agree EliseG - I think that's important

Elise Lindeberg GAC: Agree Elise, but then I think it would be usefull tht we note the discussions we have in our brief comments t

James Gannon [GNSO-Non-Registry]: Agreed, and I also have a hard stop at 11pm.

elise gerich: I support the change to 10 minutes

Maria Otones: Hi all - the document is scrollable

Kal Feher: @Elise G, thanks for the context. support the increase

Lars-Johan Liman (RSSAC): Is it up to the CSC to change the SLA? Do we have that mandate?

Lars-Johan Liman (RSSAC): (Dropped out. Sorry. :-P)

Lars-Johan Liman (RSSAC): Back in now.

elise gerich: Thank you, Jay, for noting that PTI should not dedicate resources to develop something that does not have an impact on the service to the customers

Kal Feher: agree

James Gannon [GNSO-Non-Registry]: Agree

Jay Daley: Other distrubution: - CENTR, APTLD, LACTLD, AfrTLD mailings lists

Jay Daley: Regops List

Trang Nguyen: From an ICANN perspective, I can be the recipient of the report

James Gannon [GNSO-Non-Registry]: Pres of GDD I would think no?

Lars-Johan Liman (RSSAC):Let's start with that, yes!

Elise Lindeberg GAC: Agree

Jay Daley: I think we need another call soon

James Gannon [GNSO-Non-Registry]:Thanks all.

Jay Daley: thanks

Lars-Johan Liman (RSSAC): Thanks, all!!

Kal Feher: thanks all

elise gerich: Thanks and bye

Elise Lindeberg GAC: thanks