

Maria Otones: Welcome to the Customer Standing Committee - Meeting 5

Lars-Johan Liman (RSSAC): I'm joining. In in a minute.

Byron: I'm here

Byron: Jay indicated to me earlier today that he will likely be late

Maria Otones: Yes, Jay just emailed and will be 10 minutes late

Byron: I have a bad cough and limited voice, so will try to get one of my colleagues to lead discussion rather than cough into the mike repeatedly:=(

Elaine Pruis - Donuts: hello!

Elaine Pruis - Donuts: connecting audio now

Byron: Just a "man cold" :)

Byron: We need at least 3 members to get going

Trang Nguyen: What's a man cold, Byron? :)

Elaine Pruis - Donuts: let's give it a few minutes.

Elise Gerich: does that mean you want to be waited on hand and foot, Byron :-)

Byron: I wish!

James Gannon [GNSO non-Registry: Sorry for being late

Elaine Pruis - Donuts: keeping my fingers crossed Jay shows up to chair

Elaine Pruis - Donuts: last resort laine :O

Elaine Pruis - Donuts: I'll do Items 1 and 2

Maria Otones: It is Meeting 5

James Gannon [GNSO non-Registry: Nothing here from my stakeholders

Byron:Nothing from me

Lars-Johan Liman (RSSAC): Nothing from RSSAC.Has ICANN staff received any comments through other channels?

Byron: Bart, can you cc the liason to each SO/AC Chair when you send report to the respective Chairs going forward

James Gannon [GNSO non-Registry: yes i would also appreciate that

Elise Gerich: No comments were received by PTI except for the previous discussions with the CSC

Lars-Johan Liman (RSSAC): Byron: yes that's a good idea.

Jay Daley: Apologies for joining late - my bus driver was taken ill

Kal Feher: we could allow people to subscribe to the report feed via RSS

James Gannon [GNSO non-Registry: Yes a CSC-Announce or similar

Lars-Johan Liman (RSSAC): Go ahead! :-)

Elise Lindeberg GAC: agree

Jay Daley: I agree too

Elaine Pruis - Donuts: stage fright over ;)

Maria Otnes: The document is scrollable

Bart Boswinkel: @ Kal to which page in reprot you refered?

Kal Feher: page 2 has the result

Kal Feher: the explanation was P9

Elise Gerich: In the report from PTI, there is an icon next to each narrative about the exception - if you click the icon, you will jump to the appropriate part of the report

Maria Otnes: Here is the report template. Apologies it took so long

Byron: Yes, agree to "Satisfactory" rating this month

Kal Feher: I'm ok with it

Kal Feher: yes wording is fine

Lars-Johan Liman (RSSAC): Once is never. Two times is a trend. Don't track at first offence.

Kal Feher: manual lodgement time should be addressed one way or another. either we request a change to the SLE or we track it

Lars-Johan Liman (RSSAC): Jay is right! That's how it should be!

Kal Feher: agree jay

Byron: As a principle I agree with Jay's comments

James Gannon [GNSO non-Registry]: Yes if the ticket doesnt have the needed info and clarifications, that shouldnt be done under the clock

Byron: I think it is better for PTI on the long run to do it this way (and a retroactive recalculation in the narrative would also be helpful)

James Gannon [GNSO non-Registry]: Yes

Kal Feher: yes

Byron: Yes

Elaine Pruis - Donuts: yes

Elaine Pruis - Donuts: yes

Lars-Johan Liman (RSSAC): Excellent, Trang!

Byron:: =)

Lars-Johan Liman (RSSAC): Good work with the web page!

Trang Nguyen: icann.org/csc

Byron: Agreed

Lars-Johan Liman (RSSAC): ccTLD mgrs ... :-)

Elaine Pruis - Donuts: 16th is fine by me

Byron: It was just that the 15th is a Sunday

Elaine Pruis - Donuts: or the 17th is fine too.

James Gannon [GNSO non-Registry]: 17th works for me

Elise Lindeberg GAC: 15 and 17 works for me

Lars-Johan Liman (RSSAC): 16 works for me, but happy to honour US holiday so 17 works too.

Byron: either is fine for me, 16th is preferable

Bart Boswinkel: I will be traveling

Kal Feher: 16th and 17th are fine by me

Lars-Johan Liman (RSSAC): Can we look at the following call too?

Lars-Johan Liman (RSSAC): (It's on a Wed, so no need to discuss.)

Kal Feher: bart has hand raised.

Kal Feher: naella sarras IIRC

Kal Feher: my apologies. that's a single "L"

Elaine Pruis - Donuts: yes copenhagen f2f please

Elise Gerich: Thank you, Kal - yes, the spelling is Naela Sarras

Byron: We need to do a f2f and have an open meeting there

James Gannon [GNSO non-Registry]: Agreed, apologies for missing Hyderabad but I intend to be in CPH

Lars-Johan Liman (RSSAC): WFM.

Byron: Yes, a presentation for general audience as to where we are at, plus a regular CSC meeting

Elise Lindeberg GAC: we should have - both internal for the list of upcoming reporting and process and also to inform all other interested

Byron: Also will want to consider whether to do specific presentation of SO/ACs

Byron: Particularly GAC and Board

Bart Boswinkel: @ Byron , yay you will be invited to ccNSO meeting

Elise Lindeberg GAC: yes, Byron - good !

Elise Lindeberg GAC: I will put a placeholder in the GAC agenda

Lars-Johan Liman (RSSAC): Not RSSAC.

James Gannon [GNSO non-Registry]: Thanks all happy holidays

Byron: Thank you to Jay and Elaine for pinch hitting, much appreciated:=-)

Trang Nguyen: Thank you all. Bye.

Lars-Johan Liman (RSSAC): (You guys have excellent teleconf diciplin. Impressed!)

Kal Feher: thank you

Byron: thanks all

Elise Lindeberg GAC: by all

Elaine Pruis - Donuts: thank you