

Maria Otnes:Welcome to the Customer Standing Committee Meeting 6
Maria Otnes:Jeff Bedser sends his apologies. He is traveling today and is unable to make today's call.
Jay Daley:I haven't either
Lars-Johan Liman (RSSAC):No comments received.
Lars-Johan Liman (RSSAC):+1 to Byron's proposal.
James Gannon [GNSO Liason, Non-RySG]:Apologies, traffic was bad on the way home
James Gannon [GNSO Liason, Non-RySG]:Was that not the concept of the csc-announce list?
Lars-Johan Liman (RSSAC):(Yup. We've been here already.)
Lars-Johan Liman (RSSAC):Jay's proposal works fine for me!
Kal Feher:we still need to consider transient failures with some tests. it will add a lot of work if re-testing is reduced too much
Lars-Johan Liman (RSSAC):Kal, you're right, but I think a good middle ground can be found.
Kal Feher:agree. I'd recommend some statistical analysis of past re-tests. how many until they were resolved?
Maria Otnes:apologies, I was dropped off
Maria Otnes:dialing back in now
Maria Otnes:My phone line keeps dropping. Have to dial back in again
Maria Otnes:I'm back on
elise gerich:Hi - would like to introduce Marilia Hirano who is on the call with us. Marilia is the lead on managing the Customer Satisfaction Survey. She has joined us for that discussion
Marilia Hirano:Hello!
James Gannon [GNSO Liason, Non-RySG]:Yes agreed
Kal Feher:agree
Lars-Johan Liman (RSSAC):Happy to!
elise gerich:Thank you, Jay,
Lars-Johan Liman (RSSAC):"5 free IP addresses if you respond!" :-)
Jay Daley:The chance of entering a draw for a \$100 gift card will have every ccTLD responding within minutes
James Gannon [GNSO Liason, Non-RySG]:Haha
Elaine Pruis:is the survey released during an icann meeting? maybe the ccnso can ask attendees to answer the survey during one of their sessions
Marilia Hirano:That is a good suggestion!
Elaine Pruis:ok good to know. maybe they need some incentive, like candy per Jay's suggestion :)
James Gannon [GNSO Liason, Non-RySG]:Thanks for making the time
Marillia
Marilia Hirano:sorry about my dog! I welcome any feedback you may have once you get a chance to review the report.
Marilia Hirano:You're welcome, my pleasure :)

Jay Daley:Nothing from me
Kal Feher:nothing for now
Elaine Pruis:nothing from me right now
elise gerich:Hi, the webpage that is noted is a reflection of Annex
I from the CWG
Maria Otanes:https://urldefense.proofpoint.com/v2/url?u=https-3A_community.icann.org_pages_viewpage.action-3FpageId-3D53779816&d=DwIFaQ&c=FmY1u3PJp6wrcrwl13mSVzgfbPSS6sJms7xcl4I5cM&r=pPHd0x0RM7KKQRoBWnp9qDoof8XAYsJ8yhHq-z8EWgM&m=N75jT_NLeNhSmKxj8sQXlg7pI6P5S6DhZ530vhWd_Xk&s=Vs-NFLvAHpAZhsX4YZ8fYNr_XJahGBpA4t5FnBSk6jU&e=
Kal Feher:we'll reach out and see what the appetite is.
Elise Lindeberg GAC:I have sent you an email on this Byron
Elise Lindeberg GAC:its already arranged with the GAC
Elaine Pruis:yes
Lars-Johan Liman (RSSAC):Yes! WFM!
James Gannon [GNSO Liason, Non-RySG]:Not here
Elaine Pruis:yes please
Jay Daley:Yes please too
Lars-Johan Liman (RSSAC):We seem to be using that time anyhow ... ;-)
elise gerich:Thank you everyone.
Jay Daley:thanks all
James Gannon [GNSO Liason, Non-RySG]:Thanks everyone
Kal Feher:thank you
Trang Nguyen:Thank you, everyone.
Elaine Pruis:thank you
Elise Lindeberg GAC:thanks