**Customer Standing Committee (CSC) Meeting 7**

15 February 2017 @ 20:00 – 21:30 UTC

**Draft Agenda**

1. **Welcome and Introduction**
2. **Feedback on December Report**
   1. Content
   2. Distribution
3. **Review of Performance Report for January**
4. **Update on Status of Action Items from Last Meeting (Status highlighted)**

Action 062017-01 Staff to include distribution list on CSC website and note that if group want to receive CSC report contact staff (Completed)

Action 062017-02: Elise G: Check whether to include average time in narrative of report (by 6 February). (Ongoing – need for clarification)

Action 062017-03 Elise G: Provide clarification on required scope of adjustment needed to adjust manner how checks are done to date by February or March meeting. Action 062017-02 temporary measure as part of the overall package. (Ongoing – need for clarification)

Action 062017-04 Elise G: Will check if there is better way to perform the test under discussion and report back. (Ongoing – need for clarification)

Action 062016-05 Elise G: include word “previously” in text to read: The CSC has previously recommended that the 3 minutes limit will be revised. (Ongoing)

Action 062017-06: Trang: discussion on 3.1 and 3.2 will be included Refer with sentence to PTI report + reference to timing (Completed)

Action 062016-07: Staff (Maria) to launch CSC-Announce list on website in conjunction with distribution overview (Action 062017- 01) (Completed)

Action 062016-08: Staff to build repository of action items (open and closed). Present first outline at February meeting. (Ongoing)

Action 062017-09. Staff (Bart) to circulate internal procedures by 20 January 2017. To be discussed at February meeting (Completed, added to agenda)

Action 062017-10: Byron / Staff include survey discussion on February meeting for more fulsome discussion. (Included)

Action 062017-11: Byron/Staff to include discussion on Complaint and Remediation on February agenda. (Deferred to F2F meeting)

Action 2062017-12 Staff (Bart): Provide basic presentation frame for public meeting in Copenhagen. Should be available at February meeting. (Completed)

Action 062017-13. Staff (Maria) circulate draft of calendar of meetings. Members and liaisons to review proposed schedule. To be discussed and agreed at the February meeting. (Completed)

1. **Schedule of Meetings in 2017**
2. **Terms of Liaisons**
3. **Copenhagen Meeting**
   1. Meeting schedule and assignment of reps

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| Meeting | Date | Lead (suggestions) |
| CSC – GNSO Council | Sunday, March 12 | Jay and Elaine |
| CSC F2F Meeting 8 | Monday, March 13 | Byron |
| CSC – GAC Briefing | Tuesday, March 14 | Byron and Elise, or Elaine and Kal |
| CSC – Board | Wednesday, March 15 | Byron, Elaine, Kal |
| ccNSO Presentation | Wednesday, March 15 | Byron and Jay |

* 1. Slide deck/presentation (Bart and Allan – in progress)

1. **Survey Discussion (continued)**
2. **Internal Procedures**
3. **Other Business**
4. **Next Meeting**
5. **Adjournment**