**Customer Standing Committee (CSC) Meeting 11**

15 June 2017 @ 20:00 – 21:30 UTC

**Agenda**

1. **Welcome and Introduction**
2. **Action items (only report on open items)**

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| Action 10-2017-01 | Elise G to circulate timeline at the end of the call | Completed |
| Action 10-2017-02 | Trang/Bart provide clarity on role PTI Board in process | Completed |
| Action 10-2017-03 | Elise, Kal and Jay to further define process (definition of SLE procedure) | Ongoing |
| Action 10-2017-04 | Create CSC WG to review remediation process included as Annex in CSC charter. Members Byron, Elise G (or someone else PTI team), Elaine and James Gannon. WG to recommend to CSC on further action | Pending |
| Action 10-2017-05 | Start review CSC charter in August | Ongoing |
| Action 10-2017-06 | Update work schedule to include CSC review of CSC charter (starting date August) | Completed |

1. **PTI Performance May 2017**

**a.** PTI report to CSC

**b.** CSC report

1. **Update on Identified Working Items**
2. **Update on Procedure for SLA Amendment**
3. **Update on CSC Charter Review**
4. **Annual Customer Satisfaction Survey Discussion**
5. **AOB**
6. **Adjourn**