**Customer Standing Committee (CSC) Meeting 12**

17 July 2017 @ 20:00 – 21:30 UTC

**Agenda**

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

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| --- | --- | --- |
| Action 11 2017 01 | Byron to provide strawman on Remedial Action Procedures after the call | Completed |
| Action 11 2017 02 | PTI to look into data collected with respect to submission of IDN Tables and include in addendum/table in June report | To be completed 12 July |
| Action 11 2017 03 | PTI check with vendor on adding the questions with size of TLD operator (TLD names managed by operator) on basis of self-selection | Update to be provided |
| Action 11 2017 04 | PTI to send draft survey to CSC list to seek additional feed-back from CSC | Completed |
| Action 11 2017 05 | PTI to report back after conversation with vendor if there are issues with implementation of suggestions and that may affect the timeline | Update to be provided |
| Action 11 2017 06 | Secretariat to send out call for liaison to Review team CSC charter (Elaine Pruis volunteered during the June CSC call) | Completed |
| Action 11 2017 07 | Secretariat to send overview of SLE process documentation and put item on next agenda (to be discussed agenda item 5) | Agenda Item 5 |
| Action 11 2017 08 | PTI Document the complaint / escalation as appropriate to inform CSC | Completed |

1. **PTI Performance June 2017**

**a.** PTI report to CSC

**b.** CSC report

1. **Update from Remedial Action Procedures Working Group**
2. **Update on Procedure for SLA Amendment**
3. **Update on CSC Charter Review**
4. **Meetings**
	1. **ICANN59 Johannesburg – Any feedback post ICANN meeting?**
	2. **ICANN60 Abu Dhabi (28 October - 3 November)**
		1. **F2F CSC Meeting**
		2. **Meeting RySG**
		3. **ccNSO**
		4. **Review team CSC charter**
		5. **Other groups**
	3. **Next meeting regular meetings:**
		1. Thurs., August 17
		2. Fri., September 15
		3. Mon., October 16
		4. Wed., November 15
		5. Fri., December 15

**2017** meetings schedule can be found on Wiki: <https://community.icann.org/x/pMTRAw>

**2018** meeting schedule can be found on Wiki: <https://community.icann.org/x/kNbRAw>

1. **AOB**
2. **Adjourn**