**Strawman Proposal for Remedial Action Procedures**

1. Where the CSC has decided to undertake a review of a complaint to determine if a performance issue exists, it will invite the President of PTI to comment before finalizing its review.
2. Where the CSC determines that a performance issue exists, it will communicate its conclusions to the President of PTI within 48 hours of finalizing its report.
3. The President of PTI will initiate a conference call with all of the members of CSC within 10 business days of the receipt of the CSC’s report to discuss its findings and propose a Corrective Action Plan to address the performance issue. Where ICANN and PTI have previously agreed to a remedial action plan for the same issue or set of issues, it shall be duly considered in the development of the Corrective Action Plan.
4. The Corrective Action Plan will contain a specific timeframe for implementing corrective measures along with specific milestones for achieving this and dates when the President of PTI will provide the CSC with an update of its progress in meeting these milestones.
5. The CSC will meet within 10 business days of receiving a proposed Corrective Action Plan to review and approve the plan.
6. PTI will move expeditiously to implement the Corrective Action Plan and provide regular reports to the CSC on its progress in meeting the requirements of the plan.
7. Where the President of PTI fails:
   1. to provide a Corrective Action Plan or revised Corrective Action Plan that is satisfactory to the CSC
   2. to implement the corrective action agreed upon in the Corrective Action Plan, or revised Corrective Action Plan within the timeframe agreed upon,
   3. to provide an update on its progress in meeting the milestones set out in the Corrective Action Plan or revised Corrective Action Plan within the timeframe for reporting agreed to in that plan or plans

the CSC may escalate the matter to a ‘subsequent level’.

1. The subsequent level escalations are, in order:
   1. the PTI Board, then
   2. the CEO of ICANN, and finally
   3. the ICANN Board.
2. Where the CSC has escalated the matter to a subsequent level, the receiving party, that is
   1. the Chair of the PTI Board on behalf of the PTI Board
   2. the CEO of ICANN
   3. the Chair of the ICANN Board on behalf of the ICANN Board

shall call a meeting or conference call with the CSC within 10 business days to review the situation and agree upon a Revised Corrective Action Plan.