Making changes to PTI’s naming Function Service Levels

**Introduction**

Currently two procedures are available to suggest changes to the Service levels documented in Annex A section 2 Service Levels of the IANA Naming Function Contract.

1. As a result of and at the suggestion of an IANA Function Review (IFR)
2. Resulting from a procedure flowing from the CSC Charter.

Any change (however trivial) to any service levels documented in Annex A section 2 Service Levels of the IANA Naming Function Contract has to be considered a change of that contract between PTI and ICANN. Currently any change process will therefore has to follow the change procedure described in that Contract and any related provisions in the ICANN Bylaws and PTI Bylaws.

A full overview of the change procedures is mapped in the Procedure for SLA Amendment (Annex A). The balance of this note will focus on amendment of the SLE following the procedure flowing from the CSC Charter.

**Current Procedure**

As stated, it is the understanding of the CSC that any change to a SLE, however fundamental or small has to follow the same procedure. Further, the CSC – PTI procedure and general procedure for changes to the IANA Naming Function Contract are stacked. As a result, there is also need for a complete and fulsome public consultation due to the (internal) procedures of the ccNSO and GNSO.

Focusing on the CSC-PTI procedure - independent of the proposed change - an amendment to the SLE will take at least 120 calendar days (see Annex B, description SLE change procedures following CSC charter). In addition, the proposed change need to be effected though the contractual procedure.

**CSC Proposal SLE change procedure**

The CSC is of the view that the current uniform procedure does not meet the needs of the community and PTI and hence proposes different procedures depending on the type of change:

* New SLA item
* Change SLA item definition and target/threshold
* Change SLA item/threshold only
* Remove SLA item

A detailed overview of the procedures is included in IFO SLA Change Procedures (Annex C)

Note this procedures does not affect the IANA Naming Function Contract change procedures, including the change of SLA.