

Customer Standing Committee (CSC) Meeting 17

14 December 2017 @ 20:00 – 22:30 UTC

Agenda

1. Welcome and Introduction

2. Update SLA change process

3. Discussion with the CSC Charter Review Team (TBD by CSC Review Team)

4. Action items (only report on open items)

Action 16 2017 01	Arrange call with Sam, Kal and Jay on advice and remarks on threshold	Completed
Action 16 2017 02	Include update and discussion as agenda item 15 November (<i>November call cancelled; deferred to December call</i>)	Completed
Action 16 2017 03	Include update Trang and/or Sam on agenda 15 November & 15 December 2017.	Completed
Action 16 2017 04	Provide response rate on after service survey to Naela	
Action 16 2017 05	Reschedule 15 December meeting to 14 December usual time	Completed
Action 16 2017 06	Schedule additional hour for meeting on 14 December to discuss initial findings CSC charter review team	Completed

5. PTI Performance November 2017

- a. PTI report to CSC
- b. CSC report

6. Update from Remedial Action Procedures Working Group

7. ICANN61 Puerto Rico

Tentatively Scheduled Meetings:

CSC Public Meeting, Block 5, Sunday, 11 March

CSC Wrap Up Meeting, Lunch, Thursday, 15 March

8. 2018 CSC Schedule: <https://community.icann.org/x/kNbRAw>

9. AOB

10. Adjourn