

Customer Standing Committee (CSC) Meeting 31

12 June 2019 @ 19:00 – 20:00 UTC

Agenda

1. Welcome and Introduction

2. Action items (only report on open items)

| Action Items From Previous Meeting | | |
|---|--|-----------|
| Action 03 28 2019 | PTI Staff to introduce proposal for ccTLD create Service Level by May meeting. (deferred until June) | Completed |
| Action Items From May Meeting | | |
| Action 01 30 2019 | Secretariat to draft communication to inform direct customers about SLA changes | Completed |
| Action 02 30 2019 | PTI to check whether IANA page on complaint needs to be updated to reflect current status IANA due by June meeting | Completed |
| Action 03 30 2019 | Full CSC to fill out skill matrix as adopted. Secretariat to circulate reminder | Completed |
| Action 04 30 2019 | CSC chair to query issues with respect to (non-granting) travel funding request with relevant ICANN staff and Board members. Report back by July meeting | Ongoing |
| Action 05 30 2019 | Secretariat to circulate Doodle poll for meeting in week of 10 June | Completed |

3. PTI Performance May 2019

- a) PTI report to CSC
- b) CSC report

4. Changes to SLAs

- a) ccTLDs
- b) Technical Checks
- c) LGRs

5. IFRT Update

6. CSC Member Selection Process

7. Next Meeting: Propose to have a virtual July Meeting to approve CSC report. Subsequent meeting is proposed for: 15 August, 18:00-19:30 UTC

8. AOB

9. Adjourn