**Customer Standing Committee (CSC) Meeting 39**

15 April 2020 @ 18:00 – 19:30 UTC

**Agenda**

**1. Welcome and Introduction**

**2. Action items (all actions completed)**

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| Action Items |
| Action 01 38 2020 | PTI’s performance in its role as the operator of the Key Signing Key for the DNS Root Zone | Completed, to item 6 on agenda |
| Action 02 38 2020 | CSC membership think-up relevant metrics to monitor PTI performance re KSK roll-over. | Item 6 agenda |
| Action 03 38 2020 | CSC Secretariat to circulate PTI slides to CSC list. | Completed |

**4. PTI Performance February 2020**

a) PTI report to CSC March 2020.

b) CSC Findings PTI Performance.

**5. SLA Amendment Updates**

Awaiting confirmation of approval by the ccNSO and GNSO Councils

**6. PTI’s performance in its role as the operator of the Key Signing Key for the DNS Root Zone**

**7. IFRT Update**

James Gannon / Amy Craemer on progress to date IFRT

* Progress to date and presentation
* Meeting CSC with IFRT: 28 April 2020. Question IFRT to CSC:

***In CSC's opinion, has PTI acted in good faith to resolve any performance issues the CSC has identified in the past?***

**8. AOB**

**9. Next meetings**

**Proposed dates, to be confirmed:**

* Wednesday 13 May 2020, 18.00 UTC (Hoping PTI is able to report before the regular meeting of the 15th)
* Wednesday 17 June 2020, 18.00 UTC
* Wednesday 15 July 2020, 18.00 UTC

**10. Adjourn**