**Customer Standing Committee (CSC) Meeting 40**

13 May 2020 @ 18:00 – 19:30 UTC

**Agenda**

**1. Welcome and Introduction**

**2. Action items**

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| Action Items | | |
| Action 01 39 2020 | Secretariat to propose Refinement of terminology of Excellent and Satisfactory Performance before next meeting | Completed |
| Action 02 39 2020 | Secretariat and James Gannon to check with GNSO Council (support staff) progress adoption procedure SLA change | Completed, see item 4. |
| Action 03 39 2020 | James Gannon to discuss with relevant GNSO groups CSC role with respect to monitoring PTI’s role as the operator of the Key Signing Key for the DNS Root Zone | See item 6 |
| Action 04 39 2020 | Secretariat to inform James of documentation shared with CSC on previous calls re monitoring role of CSC | Completed |
| Action 05 39 2020 | PTI to request Kim Davies to email document for longer term approach | Completed, see item 5 |
| Action 06 39 2020 | Secretariat to include item on agenda next meeting to start discussion longer term KSK roll-over | Completed, Item 5 on agenda. |
| Action 07 39 2020 | Secretariat to include topic metrics again on July 2020 agenda (revisit in 3 months) | Ongoing |
| Action 08 39 2020 | All, send additional proposed metrics, if any, to the list | Completed |
| Action 09 39 2020 | Secretariat draft statement for IFRT based on key words to be provided CSC | OnGoing |

**3. PTI Performance April 2020**

a) PTI report to CSC April 2020.

b) Approval standard language to qualify monthly performance PTI (excellent, satisfactory, needs improvement).

c) CSC Findings PTI Performance.

**4. SLA Amendment Updates**

ccNSO Council approved SLA update. GNSO Council is pending.

**5. Long term PTI as operator of the Key Signing Key for the DNS Root Zone**

At the April meeting the CSC expressed concern that not discussed what is happening as replacement of current process, in environment as currently faced to be further explored on call in May 2020.

**6. Update discussion on need to adjust procedures with relevant GNSO groups on CSC role with respect to monitoring PTI’s.**

**7. IFRT Update**

1. James Gannon / Amy Craemer on progress to date IFRT
2. Draft statement CSC

**8. AOB**

**9. Next meetings (confirmed)**

* Wednesday 17 June 2020, 18.00 UTC
* Wednesday 15 July 2020, 18.00 UTC

**10. Adjourn**