**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. |
| Action 06 39 2020 | Secretariat to include item on agenda next meeting to start discussion longer term KSK roll-over | Completed, However in lieu of lack of new developments deferred until further notice. |
| 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. Update discussion with relevant GNSO groups on adjustment CSC role with respect to monitoring PTI’s.**

**6. IFRT Update**

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

**7. AOB**

**8. Next meetings (confirmed)**

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

**9. Adjourn**