

Customer Standing Committee (CSC) Meeting 46

20 January 2021 @ 18:00 – 19:00 UTC

Draft Agenda

1. Welcome and Introduction

2. Action items

Action Items		
Action item 01 45 2020	Amy to correct the reference to reflect the October period in the report CSC Findings PTI Performance October 2020.	Completed
Action item 02 45 2020	Amy to assist Brett with his onboarding as liaison to IFRT	Completed
Action item 03 45 2020	Chair to draft a proposed response on the public comment to the IFRT Report, and to share the draft on the CSC mailing list. Once there is consensus, the Chair will submit the comment.	Ongoing , to be discussed under 4
Action item 04 45 2020	Amy to reach out to GNSO Policy Staff and see whether there are any updates and when the replacement of James Gannon will be in place.	Completed. Replacement to be appointed 21 January
Action item 05 45 2020	Claudia to include the discussion regarding KSK roll-over on the CSC agenda for May 2021	
Action item 06 45 2020	Claudia to send the timezone diagram for the current membership to CSC mailing list	Completed
Action item 07 45 2020	Group to discuss the timeslot for future meetings on the mailing list, once the person who will replace James is known	Only candidate resides in US
Action item 08 45 2020	Marilyn to address possible concerns regarding the PTI customer satisfaction survey with the vendor	Completed see also item 6
Action item 09 45 2020	Amy to reach out to Laxmi directly, to verify his subscription CSC mailing list	Completed

3. PTI Performance December 2020

a) PTI report to CSC December 2020.

b) CSC Findings PTI Performance December 2020.

4. IANA Function Review

Progress IFRT to date & anticipated next steps, if any, relevant to the CSC

5. Membership CSC Update Replacement James Gannon

Appointment new liaison is expected on 21 January 2021. Organise on-boarding

6. Preliminary Results PTI customer satisfaction survey.

7. Does CSC want to meet with Board Technical committee?

8. Next meetings

a) Rotation of meeting time

Overview of timezones members and liaisons are living. Chair's proposal: Rotate eight hours, and review after 3 meetings (April 2021), how it works.

<https://www.timeanddate.com/worldclock/meetingtime.html?iso=20210114&p1=137&p2=94&p3=263&p4=136&p5=239&p6=166&p7=117&p8=240>

b) Next meetings

- Wednesday 17 February 2021, 02.00 UTC
- Wednesday 17 March 2021, 10.00 UTC
- Wednesday 14 April 2021, 18.00 UTC

9. AOB

10. Adjourn