Customer Standing Committee (CSC) Meeting 47
17 February 2021 @ 02:00 – 03:00 UTC
Draft Agenda

1. **Welcome and Introduction**

2. **Action items**

Action Items		
Action item 01 46 2021	**Liman to look at thresholds description in SLAs and come to recommendation on way it is phrased by next CSC meeting**	**See agenda item 4**
Action item 02 46 2021	**Secretariat to include item to discuss thresholds on the agenda.**	**Completed, see item 4**
Action item 03 46 2020	**Amy to Inform CSC when IFRT has submitted final report to the Board**	**See item 5**
Action item 04 46 2020	**Liman to send note endorsing the recommendations to the Board**	**Pending completion item 03 46 2020**
Action item 05 46 2020	**Secretariat to organise on-boarding session woth Milton, prior to February meeting.**	**Completed**
Action item 06 46 2020	**Secretariat to circulate presentation on PTI Survey to group**	**Completed**
Action item 07 46 2020	**Secretariat to include survey results on next meeting for more in depth discussion of results / responses CSC.**	**See item 6 agenda**
Action item 08 46 2020	**Secretariat to reach out to relevant staff to schedule meeting between CSC and Board BTC**	**Ongoing see item 7**
Action item 09 46 2020	**Secretariat to send out invites for next meetings (47, 48, and 49)**	**Completed**
Action item 05 45 2020	**Claudia to include the discussion regarding KSK roll-over on the CSC agenda for May 2021**	**Pending**

3. PTI Performance January 2021
> *a) PTI report to CSC Janaury 2021.*
> *b) CSC Findings PTI Performance January 2021.*

4. Review Thresholds SLAs

5. IANA Function Review

6. Results PTI customer satisfaction survey: focus CSC responses.

7. Update scheduling Meeting with Board Technical committee

8. Announcing Chair – Vice-Chair Nomination
CSC internal procedure for nomination of Chair and Vce-Chair:
https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf

9. Next meetings
- Wednesday 17 March 2021, 10.00 UTC
  - o Will include chair and vice-chair appointment
  - o To include meeting with Board BTC
- Wednesday 14 April 2021, 18.00 UTC

10. AOB

11. Adjourn