**Customer Standing Committee (CSC) Meeting 49**

14 April 2021 @ 14:00 – 15:30 UTC

**Draft Agenda**

1. **Welcome & Roll Call**
2. **Meeting ICANN Board Technical Committee – CSC (30 minutes)**
   1. ***Introduction CSC***
   2. ***Introduction BTC***
   3. ***Q&A, discussion***
3. **CSC regular meeting- roll call**
4. **Action items**

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| **Action Items** | | |
| Action item 03 46 2020 | **Amy to Inform CSC when IFRT has submitted final report to the Board** | **Pending decision IFRT** |
| Action item 04 46 2020 | **Liman to send note endorsing the recommendations to the Board** | **Pending closure Action item 03 46 2020** |
| Action item 01 48 2021 | **Adopt Finding report February 2021 online** | **Completed** |
| Action item 02 48 2021 | **PTI to express view whether or not to adjust thresholds measurement basis (change from calendar days to business days)** | **To be discussed under item 6 a** |
| Action item 03 48 2021 | **Discuss process with PTI, whether this process (Creation or redelegation gTLDs/contractor review) needs to be rewritten to only measure actions of PTI.** | **To be discussed under item 6 b** |
| Action item 04 48 2021 | **Chair to invite Jamaes Gannon and Elaine Pruis to share view whether to change the threshold RZ-LGR related SLA from days to business days** | **To be discussed under item 6 a** |
| Action item 05 48 2021 | **CSC members to select a chair and vice-chai** | **Completed** |
| Action item 06 48 2021 | **Secretariat to schedule upcoming CSC meetings and send invites** | **Completed** |

**5. PTI Performance March 2021**

***a) PTI report to CSC March 2021.***

***b) CSC Findings PTI Performance March 2021.***

1. **Review Thresholds SLAs**
2. ***Need to adjust (calendar) days to business days?***

For discussion

Follow-up discussions on SLA thresholds. Initial analyses shows manual thresholds are recorded in days. Assumption is that they are defined as calander days. Discussion whether suggesting a change from calander days to business days adds value.

1. ***Need to adjust process creation or redelegation gTLD/contractor review?***

For discussion

See action item 03 48 2021

1. **Update CSC membership**

Informational

ICANN Org will initiate the CSC membership selection process before ICANN71

1. **Joint CSC / PTI webinar to update and inform community?**

For discussion

ICANN71 may provide an opportunity to inform and update direct customers through a webinar.

**8. Next meetings**

* **Meeting 50, Monday 17 May 2021, 02.00 UTC**
* Meeting 51, Wednesday 16 June 2021, 10.00 UTC
* Meeting 52, Wednesday 21 July 2021, 18.00 UTC

Proposal is to limit the August CSC meeting to approve the Findings report PTI performance July 2021 online

**9. AOB**

**10. Adjourn**