**Customer Standing Committee (CSC) Meeting 55**

17 November 2021 @ 18.00 – 19.30 UTC

**Draft Agenda**

***Special meeting***

**1. Welcome to CSC and Review Team**

**2. CSC Effectiveness: kick-off review**

***Regular CSC meeting***

**1. Roll Call**

**2. Action Items**

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| **Action Items** | | |
| Action item 01 54 2021 | **Action 01 54 2021: Online adoption Findings Report** | **Completed** |
| Action item 02 54 2021 | **PTI to provide overview and explanation of SLAs/Thresholds at December meeting** | **For later date** |
| Action item 03 54 2021 | **Secretariat to invite RT at CSC meeting November meeting** | **Completed** |
| Action item 04 54 2021 | **Secretariat to include discusson survey results in agenda February and/or March 2022 meeting** | **For later date** |
| Action item 05 54 2021 | **If feasible, PTI to provide response to question % of customers served in a particular year**. | **Ongoing** |

**3. Performance IANA Naming Function October 2021**

1. ***PTI report to CSC October 2021***
2. ***CSC Findings PTI Performance October 2021***

**4. Relevant ICANN72 related meetings**

1. ***Report back on theupdate to the RySG***
2. ***Other updates?***

**5.Next Meetings**

* Meeting 56, **15 December 2021, 01.30-03.00 UTC**, invite PTI Board (Note the duration of the meeting has been extended to 90 minutes!!)
* Meeting 57, **19 January 2022, 10.00-11.00 UTC** (If necessary, follow-up with Effectivenss RT)
* Meeting 58, **16 February 2022, 18.00-19.00 UTC**
* Meeting 59, **16 March 2022, 02.00-03.00 UTC** (Chair/Vice-Chair Election)

**6. AOB**

**7. Adjourn**