

## Customer Standing Committee (CSC) Meeting 64

Sunday , 18 September (ICANN75)

05.15 – 06.30 UTC

Block 3, local time 13.15-14.30

### Draft Agenda

#### 1. Welcome & Roll Call

#### 2. Action Items

Action Items		
Action item 01 62 2022	Secretariat to circulate Findings	completed

#### 3. Performance IANA Naming Function August 2022

a) *PTI report to CSC August 2022.*

b) *CSC Findings PTI Performance August 2022.*

#### 4. Customer Feed-back on the IANA naming Function

PTI to speak about customer feedback on the naming functions, from the post-ticket survey and the upcoming annual engagement survey. The goal would be to:

1. share a recap of last year's Annual engagement survey trends as well as an update on the post-ticket survey satisfaction and response rate
2. share what customers wanted to see improved, and the steps that have been taken to start addressing those both from an engagement and a day to day customer service perspective.
3. Talk about the upcoming survey timeline highlighting a couple of changes that are planned on this year and the expectation on what to see differently.

#### 5. Comment on Initial Report CSC Effectiveness review team?

The CSC Effectiveness Review Team has finalized its draft Initial Report, which was published to seek public comments. Does CSC want to submit comments? The comment period will be open until 8 November 2022.

#### 6. Reflection chairs PTI Board and CSC on what's been achieved and evolution of relation.

#### 7. Chair and Vice-Chair Election

#### 8. Next Meetings

- ccNSO/general Public session ICANN 75 (together with PTI and PTI Board)| Tuesday, 20 September block 4 ( 07.00 - 08.00 UTC)
- Regular meeting: 19 October 2022, 10.00-11.00 UTC

#### 9. AOB

#### 10. Thank you and Closure