**Customer Standing Committee (CSC) Meeting 72**

19 July 2023| 18.00 UTC – 19.00 UTC

**Draft Agenda**

1. **Welcome & Roll Call**

**2. Action Items**

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| **Action Items** | | |
| Action item 02 70 2023 | **Schedule table top exercise at next community forum (ICANN79) or 2024 AGM ( ICANN81)** | **Pending** |
| Action item 03 70 2023 | **CSC to develop formal communication templates. Goal is to discuss first strawman by ICANN78 (Hamburg meeting)** | **Pending** |

**3. Performance IANA Naming Function June 2023**

1. ***PTI report to CSC June 2023.***

Amy circulated PTI report on 6 july 2023. During the month of June, PTI met 100% of the SLA thresholds.

1. ***CSC Findings PTI Performance June 2023.***

Jennifer circulated draft Findings 7 July 2023

**4. Progress CSC membership selection process** (Jennifer, members and liaisons)

**5. Update CSC Internal Procedures**

To accommodate potential appointment of alternates for members and liaisons the Internal procedures need to be updated. Strawman for update has been prepared and circulated for discussion.

**6. Upcoming work items**

* 1. Review/Update of remedial action procedure: see Google doc:<https://docs.google.com/document/d/1ZacojWJXYvjzVyEKJWPCxj27itvfTupz/edit>
  2. Table top exercise remedial action procedures (ICANN79 or ICANN81)
  3. Per CSC effectiveness Review: Develop Framework for Review of SLAs: start discussion with PTI & PTI Board (ICANN78?)

**7. Meet at ICANN78 (Hamburg)?**

* 1. CSC meeting
  2. Meeting with PTI Board (start discussion on developing SLA review Framework) ?

1. **Proposed Next Meetings**

* Meeting 73| 23 August 02.00-03.00 UTC
* Meeting 74| 14 September 2023 10.00-11.00 UTC (TBC’ed)
* Meeting 75 | During ICANN75 TBC’ed

1. **AOB**

**10. Adjourn**