**Customer Standing Committee (CSC) Meeting 73**

23 August | 02.00 UTC – 03.00 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)** | **To be scheduled for ICANN81** |
| Action item 03 70 2023 | **CSC to develop formal communication templates. Goal is to discuss first strawman by ICANN78 (Hamburg meeting)** | **To be completed by ICANN81** |
| **Action 01- 72-2023** | **Align action 03 70 2023 with table top exercise** | **See above** |
| **Action 02-72 2023** | **Staff to circulate CSC Findings report June 2023** | **Completed** |
| **Action item 03-72 2023** | **Staff to circulate updated version Internal Procedures to list for approval and include change log** | **Completed see item 6** |
| **Action item 04-72 2023** | **Staff to organize meeting at ICANN78** | **Ongoing, see item 7** |
| **Action item 05 72 2023** | **Staff to circulate documentation re SLA change process by meeting 73** | **Completed** |

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

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

Amy circulated PTI report on 8 August 2023. During the month of July, PTI met 98,3 % of the SLA thresholds (missed one (1) SLA).

Note email conversation between Rick Wilhelm and Kim Davies on list (emails 9 and 10 August)

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

Jennifer circulated draft Findings July 2023 by email on 10 August 2023

**4. Progress CSC membership selection process** (Jennifer)

**5. Adoption CSC Internal Procedures**

To accommodate potential appointment of alternates for members and liaisons the Internal procedures was updated, recirculated including the change history. No additional comments were received.

Final version for adoption

**6. Introduction Framework for Review of SLAs: start discussion with PTI & PTI Board**

Background material:

* [CSC Effectiveness Review Final Report](https://community.icann.org/display/ER/Final%2BReport%2Bof%2Bthe%2BCSC%2BSecond%2BEffectiveness%2BReview%2BTeam?preview=/244940999/244941003/Final%20Report%20CSC%20Second%20Effectiveness%20Review%20March%202023.pdf) , section 5 Additional Topics
* [Process for Amending IANA Service Level Agreements](https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf)
* Procedure to change Process (same document)
* [IANA Naming Function Contract](https://www.icann.org/iana_pti_docs/151-iana-naming-function-contract-v-30sep16)
* IANA Naming Function Service Levels| [IANA Naming Function Contract Annex A section 2](https://www.icann.org/iana_pti_docs/151-iana-naming-function-contract-v-30sep16)
1. **Next Meetings**
* Meeting 74| 14 September 2023 10.00-11.00 UTC
* Meeting 75 | 22 October 2023 , Block 5 (16.30-17.30, LOCAL, CET), meeting with PTI, PTI Board. Kick-off discussion Framework for general review IANA Naming Function SLAs
1. **AOB**

**9. Adjourn**