Customer Standing Committee (CSC) Meeting 73
23 August | 02.00 UTC – 03.00 UTC
Draft Agenda

1. **Welcome & Roll Call**

2. Action Items

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
   a) 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)

   b) 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](#) , section 5 Additional Topics
   • [Process for Amending IANA Service Level Agreements](#)
   • Procedure to change Process (same document)
   • [IANA Naming Function Contract](#)
   • IANA Naming Function Service Levels| [IANA Naming Function Contract Annex A section 2](#)

7. 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

8. AOB

9. Adjourn