**Customer Standing Committee (CSC) Meeting 77**

20 December2023 | 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)** | **Start date July 2024 - to be completed by ICANN81** |
| **Action item 02- 75-2023** | **Schedule meeting C SC and PTI Board in next 6 weeks,** | **Pending, PTI Board to be invited in person meeting in Puerto Rico during ICANN79** |
| **Action item 01-76 2023** | **Staff to circulate Findings to community** | **Completed** |
| **Action 02-76 2023** | **PTI (Amy) to look at impact of changes to SLA on numbering scheme reporting** | **To be discussed under item 4** |
| **Action 03 76 2023** | **All Continue review and discussion on–list** | **See item 4** |
| **Action 04 76 2023** | **Include item agenda March meeting PTI to present results of survey.** | **Pending for meeting March 2024** |
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**3. Performance IANA Naming Function November 2023**

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

Amy circulated PTI performance report 8 November 2023 by email on 6 December 2023. During the month of December, PTI met 100% of the SLA thresholds.

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

**4. Discussion SLA change procedure**

Continue discussion on SLA change procedure, review the proposals in the Strawman:

<https://docs.google.com/document/d/1BanPdnsC-cygTCzkZnAiBDUmGyRg2mEQ/edit>

Background material:

* [CSC Effectiveness Review Final Report](https://community.icann.org/display/ER/Final+Report+of+the+CSC+Second+Effectiveness+Review+Team?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 78 | 24 January 2024 | 10.00-11.00 UTC
* Virtual Meeting (email) in February to discuss PTI Performance and approve CSC Findings PTI Performance January 2024
* Meeting 79 | Sunday 03 March 2024 meeting with PTI Board to discuss matters of mutual interest. Chair & vice-chair selection

Proposed: Tuesday 6 or Wednesday 7 March, CSC and PTI meeting with community to introduce SLA change process and other matters of relevance review.

* Virtual Meeting (email) by mid-March 2024 to decide on Findings PTI performance February 2023 (assumption in person meeting too early in month)

1. **AOB**

**7. Adjourn**