

**Customer Standing Committee (CSC) Meeting 80**  
 03 March 2024 | block 5 – local time 16:30 San Juan (UTC -4)  
 20:30 UTC  
 Room 201  
**Draft Agenda**

**Joint meeting CSC & PTI Board**

1. Welcome and tour de table
2. Introduction, discussion, and next steps proposal to review full set of SLAs
3. Identify and discuss other topics of mutual interest
4. AOB
5. Closure & invite to reception

**Regular meeting CSC**

1. Welcome and roll call

**2. Action Items**

<b>Action Items</b>		
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 CSC and PTI Board at in person meeting in Puerto Rico during ICANN79,	Completed
Action item 04 76 2023	Include survey item agenda March meeting: PTI to present results of survey	Scheduled March 2024 meeting, item 5
Action 01 79 2024	Staff to circulate CSC Findings PTI performance January 2024	Completed
Action 02 79 2024	Chair to circulate notes on item 6 and 8 agenda meeting 79	Completed
Action 03 79 2024	Staff to check if obligation to inform direct customer of upcoming SLA change covered by other obligations and/or requirements on Membership CSC	Scheduled for meeting 81

**3. Performance IANA Naming Function February 2024**

- a) *PTI report to CSC February 2024*  
 (if available, given the early date of the meeting)
  
- b) *CSC Findings PTI Performance February 2024*  
 (if available, given the early date of the meeting)

**4. CSC Chair, Vice-Chair Election**

To date the following two members were nominated:

- Frederico Neves for Vice-Chair
- Rick Wilhelm Discussion

The new chair and vice -chair take their seat at the end of ICANN79

**5. Presentation Outcome Survey IANA Naming Services**

**6. Next Meetings**

- Reception CSC, PTI and invitees, | Sunday 03 March 2024, after the meeting (in meeting room)
- Community meeting: Wednesday 7 March, CSC and PTI meeting with community to introduce amendment SLA change process and other matters of relevance.
- Meeting 81 - 20 March or 17 April 2024 – 02.00 – 03.00 UTC (depending on need to approve February Findings report see item 3 above) Finalize Strawman SLA Change process

**7. AOB**

**8. Adjourn & Cocktail**