**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**

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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 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**

1. ***PTI report to CSC February 2024***

(if available, given the early date of the meeting)

1. ***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

1. **Presentation Outcome Survey IANA Naming Services**
2. **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**