**Customer Standing Committee (CSC) Meeting 81**

17 April 2024 March 2024 02.00-03.00 – UTC

**Draft Agenda**

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 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** | **Completed, see item 4 agenda** |
| **Action item 01-80 2024** | **Approve Finding Report on-line Staff to circulate CSC Findings PTI performance January 2024** | **Completed** |
| **Action item 02- 80 2024** | **Staff to circulate CSC Findings to community** | **Completed** |

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

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

During the month of March, PTI met 100% of the SLA thresholds. Amy circulated report to CSC by mail on 9 April 2024

1. ***CSC Findings PTI Performance March 2024***

Jennifer circulated draft Finding PTI Performance 10 April 2024

**4. Finalize Strawman SLA Changes Process & Next Steps**

***a) Finalize Strawman***

Is obligation to inform obligation to inform direct customer of upcoming SLA change covered by other obligations and/or requirements on Membership CSC?

***b) Next steps***

1. **Update IANA Function Review Process**
2. **Annual CSC Selection process**

The term of the following members ends 1 October 2024: Brett Carr (ccNSO), Rick Wilhelm (RySG), Ken Renard (RSSAC) and Gloria Atwine Katuuku (GAC). Members and Liaisons may be re-selected for 3 consecutive terms. If a person is term limited it will be mentioned. In addition term of all appointed alternates ends.

Background material: note from ICANN org (Jennifer).

1. **Next Meetings**

* Meeting 82 – 22 May 2024 | 10.00-11.00 UTC
* Meeting 83- 19 June 2024 | 18.00-19.00 UTC
* Meeting 84 – 17 July 2024 | 02.00-03.00 UTC
* Meeting 85 – 14 August 2024 | 10.00-11.00 UTC

1. **AOB**
2. **Adjourn**