Customer Standing Committee (CSC) Meeting 83
17 July 2024 | 02.00-03.00 – UTC
Draft Agenda

1. **Welcome and 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	Start date July 2024 – see item 5 on agenda
Action item 01-82 2024	Staff to circulate CSC April Findings to community	Completed
Action item 02-82 2024	Chair to circulate strawman to amend SLAs to PTI	Completed, see item 4 agenda

3. **Performance IANA Naming Function June 2024**
    a) *PTI report to CSC June 2024*
       Amy circulated report to CSC by mail on 3 July 2024. Over the month of June PTI met 100% of the SLA thresholds.

    b) *CSC Findings PTI Performance June 2024*
       Jennifer circulated draft Finding PTI Performance 4 July 2024

4. **Progress PTI on review proposal to SLA Changes Process**
   Informational

5. **Deferral launch 3rd CSC Effectiveness Review?**
   For discussion CSC & advise to ccNSO & GNSO Councils
   See briefing note, circulated with draft agenda

6. **Develop formal communication templates**
   Introduction and volunteers?

7. **Update on progress IANA Function Review Process**
   Informational

8. **Update Annual CSC Selection process**
   Informational

9. **Next Meetings**
   - Meeting 84 - 14 August 2024 | 10.00-11.00 UTC
   - Meeting 85 - 18 September 2024 | 18.00 - 19.00 UTC

10. **AOB**

11. **Adjourn**