

## Template to the Member/Liaison

Dear <Insert name>

On behalf of the Chair of the CSC, I am informing you that you have been noted as absent from the last two CSC meetings. Please note, the CSC Charter indicates:

*CSC appointees must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organization.*

Your appointing organization or advisory committee will be notified if you miss the next CSC meeting.

The full Charter can be found here: <https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf>

Attendance records can be found here: <https://community.icann.org/x/0AsFBQ>

Kind regards,  
Ria Otones  
CSC Secretariat

## Template to the appointing organization or advisory committee

Dear <insert name of chair appointing organization>

I am writing to you on behalf of the Chair of the Customer Standing Committee (CSC), to inform you that <insert name>, the member/liaison you appointed to the CSC, was absent from three consecutive CSC meetings. <Insert name> has been informed accordingly. The CSC would appreciate if you would contact your appointee on this matter.

As noted in the CSC Charter, page 5, under Terms, third paragraph:

*CSC appointees must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organization.*

The full Charter can be found here: <https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf>

Attendance records can be found here: <https://community.icann.org/x/0AsFBQ>

Kind regards,  
Ria Otones  
CSC Secretariat

## Template for Annual Overview

Dear <insert name of chair appointing organization>

I am writing to you on behalf of the Chair of the Customer Standing Committee (CSC), to inform you of attendance record of <insert>, the member/liaison you appointed to the CSC. The full attendance records can be found here:

<https://community.icann.org/x/0AsFBQ>

The CSC Effectiveness Review Team recommended the CSC to inform the appointing organizations annually on the attendance record of their appointee. Please note that according to the CSC Charter, page 5, under Terms, third paragraph:

*CSC appointees must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organization.*

The full Charter can be found here: <https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf>

Kind regards,  
Ria Otones  
CSC Secretariat