



CUSTOMER STANDING COMMITTEE

Public Comment



Customer Standing Committee

- Established in 2016
- Ensures the satisfactory performance of IANA
- Monitors the Public Technical Identifier's (PTI) of the IANA naming function
- Analyses the monthly performance reports provided by PTI and is authorized to take remedial action to address performance
- Members (with direct experience of naming function) - two from RySG and two from ccNSO)
- Liaisons – from GAC, RSSAC, ALAC, GNSO (non-Registry) and PTI

Customer Standing Committee Effectiveness Review

- Released for Comment 14 September 2022
- Comments end 1 December 2022
- <https://www.icann.org/en/public-comment/proceeding/initial-report-on-the-second-csc-effectiveness-review-14-09-2022>

Customer Standing Committee Recommendations:

Recommendation: That the CSC Chair/Vice Chair be members (as opposed to liaisons) of the CSC – retaining current arrangements

- *Draft Response: One of the existing requirements for the CSC Chair is to be a ‘Member’. However, the past Chair was a liaison but with knowledge and experience of the CSC’s role and processes. ALAC Supports the recommendation to retain the current requirement, but with the qualification that, if no CSC member is available to be its Chair, the role of Chair is filled by a CSC liaison with direct knowledge of the role and processes of the CSC.*

Recommendation: To keep the existing arrangements whereby the CSC hold its meetings every month.

- *Draft Response: Support the existing arrangements for monthly meetings. However, if a meeting is cancelled, or the meetings are moved to bi-monthly meetings, the reports on SLA performance should still be circulated monthly and if any member or liaison has concerns with the report, have the ability to call for a meeting to address those concerns.*

Customer Standing Committee

Effectiveness Review: Suggested Responses

Recommendation: Consideration, after consultation, on attracting new and adequate volunteers

- *Draft Response: ALAC would be happy to participate in consultations on attracting new volunteers for participation in the CSC.*

Recommendation: Not broadening the limited role of the CSC to monitoring the PTI/IANA Naming function

- *Draft Response: ALAC supports the continued narrow focus of the CSC on the PTI/IANA naming function. However, ALAC does support the suggestion made in the Paper's introduction that the CSC meet annually with the RIRs, who monitor the numbering function and the IETF that monitors the protocol parameter functions – to allow at least an annual, joint oversight of all of the PTI/IANA functions.*

Customer Standing Committee

Effectiveness Review: Suggested Responses

Recommendation: There be regular reviews of the SLAs that are currently reported upon to the CSC.

- *Draft Response: ALAC strongly supports the development of a framework in which the SLAs are regularly reviewed. It is important that the SLAs reflect the important aspects of the naming function as, over time, technologies and practices of the numbering change and progress.*

Recommendation: That the SO/ACs appoint an alternate for their member/liaison

- *Draft Response: The ALAC supports the appointment by each SO/AC of an alternate for their member/liaison of the CSC, and that the alternate is regularly updated on CSC meetings.*