

**STRUCTURAL ANALYSIS:  
CUSTOMER STANDING COMMITTEE**

Issue	Proposed Response
Entity Status of CSC	CSC will be a “working group.” CSC will not be a legal entity (e.g., corporation, partnership, trust, etc.) or an unincorporated association. It will not be located or “domiciled” in any particular jurisdiction.
Relationship to ICANN	CSC will be wholly independent of ICANN, similar to the MRT.
Relationship to MRT	The CSC will take direction from the MRT, report to the MRT and escalate matters to the MRT. [Should the CSC be a subcommittee or other form of standing structure of the MRT, or should it be independent?]
Organizational Documentation (Charter, etc.)	The CSC will have a Charter, similar to the MRT. The Charter must include a clear and limited mission statement and fundamental principles and limitations for the CSC (e.g., guidelines for resolution and escalation of issues with IANA performance.) The Charter will make it clear that the focus of the CSC is day-to-day oversight over the IANA Functions to support and maintain operational excellence. [Does the CSC Charter need to have specific rules for dealing with confidential information from IANA?]
Transparency	The CSC will function in a fully transparent manner unless dealing with confidential or sensitive information (e.g., IANA reports which are not made public), with an open mailing list, open meetings, and publicly posted recordings, transcripts and chat transcripts
Accountability	Members will be accountable to their respective communities, the MRT and to the global multistakeholder community. A Member can be recalled by their community if he/she is not acting in accordance with the community’s instructions, or by their community or the MRT if the Member is not fulfilling their duties on the CSC. The CSC will also be subject to annual public comment and review by the global multistakeholder community through an independent online process, to be collated and displayed by the CSC Secretariat. The CSC budget will be subject to an equivalent review.
Composition – Organizing Principles:	[The CSC will primarily be made up of gTLD and ccTLD registry operator representatives, along with representatives of other groups/organizations within the names community. The composition will be structured and balanced to ensure that the CSC embodies a focus on operational and technical excellence and a strong commitment to efficient and neutral administration of the DNS root zone rather than any specific policy agenda.

Issue	Proposed Response
Stakeholder Organizations, Advisory Committees and other “names community groups” represented by Members	ccNSO Other ccTLDs Registry Stakeholder Group (RySG) Other gTLD Registries Other GNSO Stakeholder Groups Registrar Stakeholder Group (RsSG) Commercial Stakeholder Group (CSG) Non-Commercial Stakeholder Group (NCSG) Government Advisory Committee (GAC) Security and Stability Advisory Committee (SSAC) Root Server Operators Advisory Committee (RSSAC) At-Large Advisory Committee (ALAC)
Are there other “names community” groups that should be represented? If so, which, and should their representatives be Members?	TBD
Should the other “operational communities” be represented, and should their representatives be Members?	[The ASO (for numbers) and by [IAB or IETF] (for protocol parameters) should each appoint a non-voting but fully participating liaison to facilitate coordination across the different IANA functions at the level of “day-to-day” oversight over IANA performance.] or [No, given that the focus of the CSC is purely on performance of IANA with respect to names.]
How will the Member seats on the CSC be allocated?	[TBD by the CWG] or [TBD by the MRT.]
Will there be “Participants” in addition to Members?	No.
Will there be Alternate Members?	No, but Members will need to provide a proxy (for purposes of consensus calls) if they will miss a meeting.
Should ccTLD registry representative seats be allocated by region?	TBD
Should there be any other “balance” considerations, aside from balance among stakeholder groups? (e.g., geography, gender, etc.)	No, but the focus for CSC members must should be on appointing qualified and dedicated people.
How are members chosen?	[Members will be chosen by their stakeholder groups using processes developed by those groups] or [the MRT].
How would it meet (phone, web, F2F with remote participation)?	Meetings would be conducted primarily by phone and web. F2F meetings as above.

Issue	Proposed Response
Can Members be recalled by their communities and/or the MRT?	Yes. This should be specified in the Charter, and each community should be encouraged to implement a method for recall. In addition, the MRT can remove a member for failure to participate, pursuant to an escalation process TBD.
Can Members be removed for other reasons?	If a Member exceeds a stated number of absences, the MRT [will or should] be required to replace that Member
Term length and limits	CSC members should be appointed for limited terms. Members' terms should be staggered to ensure continuity.
How will the leadership of the CSC be constituted?	The CSC will need to elect (at a minimum) a Chair and a Vice-chair in order to function.
How will decisions be made?	Wherever possible, decisions will be made on the basis of rough consensus among the Members. Where necessary, a formal consensus call will be conducted among the Members. [There will be no voting] or [There will be a supermajority voting construct ( $\frac{2}{3}$ or $\frac{3}{5}$ ) for key decisions.]
Will the CSC have other advisors (including legal counsel)?	No – there should be no need to this given their responsibilities.
Communication to MRT	CSC will communicate on all formal and required matters in writing to MRT. Email will be considered a “writing,” but social media, texts and “chat” will not.
Support Needs (e.g., secretariat, email, wiki, website, interpretation, accessibility, SOI space)	CSC will require a secretariat, which it should share with the MRT. CSC will require an internal wiki (including SOI functionality) and external web presence, as well as email and email list functionality.
Compensation for members	Members will not be compensated
Travel support for members	TBD; if offered at all, Members should receive travel support only based on need (e.g., for Members who do not have travel paid for by their employer or organization, and only for F2F meetings that are not held in conjunction with ICANN meetings or other Internet Governance meetings)
When would the CSC meet?	The CSC would meet at a minimum on a monthly basis to review the performance reports.
Funding	Same as MRT.
Capture	Safeguards must be in place to ensure that the CSC remains independent of “ICANN corporate” but also cannot be captured or unduly influenced by governments, intergovernmental organizations, or specific economic or ideological interests.
How would the CSC conduct site visits?	TBD by MRT and/or CSC.