Design Team C—Customer Standing Committee

The CWG recommends the creation of a Customer Standing Committee (CSC) to monitor the performance of IANA with the following mission:

> The Customer Standing Committee (CSC) has been established to perform the operational responsibilities previously performed by the US Department of Commerce National Telecommunications and Information Administration as it relates to the monitoring of performance of the IANA naming function. This transfer of responsibilities took effect on [date].

> The Mission of the CSC is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services. The primary customers of the naming services are top level domain registry operators, but also include root server operators and other non-root zone functions.

> The mission will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.

> The CSC is not mandated to initiate a change in the IANA Functions Operator.

The complete charter of the Customer Standing Committee can be found in **Annex X**.

Explanatory Notes:
Absent the knowledge of whether there will be a Multi-Stakeholder Review Team or some other oversight body, Design Team C has defaulted to any required approvals or escalations to be done through the ccNSO and RySG, or the ccNSO and GNSO.

Remedial Action Procedures have not been provided but are expected to be similar to those provided as illustrative by the CSC in the [Recommendations document](#) prepared for the face-to-face meeting in Istanbul.

Design Team C are strongly of the view that the remit of the CSC is very narrow and only relates to the monitoring and reporting on the performance of the IANA naming function.
In this context, the CSC changed some of their recommendations as stated during the Istanbul meeting: the most notable being that the CSC has no role in dispute resolution between IANA and a direct customer. While a direct customer can provide the CSC with details of dispute with IANA, the CSC has no role in resolving the dispute. Rather, the CSC will use such information in their overall monitoring of IANA's performance.

Design Team C had a very detailed exchange about the role of the CSC in the provision of new technological changes to IANA services. The Team expressed strong concerns about the CSC being responsible for anything other than performance monitoring. It was agreed to leave the following language in the Charter as a place-holder, on the understanding that this was important and needed to be addressed as part of the transition review.

> *This consultation is expected to include any changes to the IANA services that are underway or are anticipated in the future.*

> *In the event a change in IANA services is anticipated, the CSC is authorised to establish an ad hoc committee of technical and other experts to oversee the changes, in accordance with a defined process.*

Following the discussion alternate language was provided for consideration of the Design Team as a suggestion to overcome the concern discussed by the Design Team. Unfortunately, due to time restrictions the full team has not been in a position to respond to whether they agree with the suggested language. However, in the interests of time the language is retained in the Charter on the understanding that it has not been accepted by all members of the Design Team.

> *The CSC, in consultation with registry operators, is authorised to discuss with the IANA ways to enhance the provision of IANA's operational services to meet changing technological environments; as a means to address performance issues; or other unforeseen circumstances. In the event it is agreed that a material change in IANA functions services or operations would be beneficial, the CSC reserves the right to call for a community consultation and independent validation, to be convened by IANA, on the proposed change. Any recommended change must be approved by the ccNSO and RySG.*

The IANA Functions Operator would be responsible for implementing any recommended changes and must ensure that sufficient testing is undertaken to ensure smooth transition and no disruption to service levels.

Annex X—Charter of the Customer Standing Committee

Customer Standing Committee (CSC)

Charter

Mission

The Customer Standing Committee (CSC) has been established to perform the operational responsibilities previously performed by the US Department of Commerce National Telecommunications and Information Administration as it relates to the monitoring of performance of the IANA naming function. This transfer of responsibilities took effect on [date].

The Mission of the CSC is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services. The primary customers of the naming services are top level domain registry operators, but also include root server operators and other non-root zone functions.

The mission will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.

The CSC is not mandated to initiate a change in the IANA Functions Operator.

Scope of Responsibilities

The CSC is authorised to monitor the performance of the IANA function against agreed service level targets on a regular basis.

The CSC will analyse reports provided by IANA on a monthly basis and publish their findings.

The CSC is authorised to undertake remedial action to address poor performance in accordance with the Remedial Action Procedures.

In the event performance issues are not remedied to the satisfaction of the CSC, despite good-faith attempts to do so, the CSC is authorised to escalate through the ccNSO and GNSO using agreed consultation and escalation processes.

The CSC may receive complaints from individual registry operators regarding the performance of the IANA naming function; however, the CSC will not become involved in a dispute between the registry operator and IANA.

The CSC will, on an annual basis or as needs demand, conduct a consultation with the IANA Functions Operator, the primary customers of the naming services, and the ICANN community about the performance of IANA. This consultation is expected to include any changes to the IANA services that are underway or are anticipated in the future.

In the event a change in IANA services is anticipated, the CSC is authorised to establish an ad hoc committee of technical and other experts to oversee the changes, in accordance with a defined process.

[*The CSC, in consultation with registry operators, is authorised to discuss with the IANA Functions Operator ways to enhance the provision of IANA's operational services to meet changing technological environments; as a means to address performance issues; or other unforeseen circumstances. In the event it is agreed that a material change in IANA functions services or operations would be beneficial, the CSC reserves the right to call for*

a community consultation and independent validation, to be convened by IANA, on the proposed change. Any recommended change must be approved by the ccNSO and RySG.

The IANA Functions Operator would be responsible for implementing any recommended changes and must ensure that sufficient testing is undertaken to ensure smooth transition and no disruption to service levels.] NB: Alternate text not yet approved by the whole of Design Team C. Please see Explanatory Note.

Membership Composition

The CSC should be kept small and comprise representatives with direct experience and knowledge of IANA naming functions. At a minimum the CSC will comprise:

- 2 x gTLD registry operators
- 2 x ccTLD registry operators
- 1 Liaison from IANA

Liaisons can also be appointed from the following organisations; however, providing a Liaison is not mandatory for any group:

- 1 additional TLD representative (this could be a ccTLD or gTLD or other TLD operator such as the IAB for .arpa)
- 1 Liaison each from other ICANN Supporting Organizations and Advisory Committees:
  - GNSO (non-registry)
  - RSSAC
  - SSAC
  - GAC
  - ALAC

The Chair of the CSC will be elected on an annual basis by the CSC. Ideally the Chair will be a direct customer of the IANA naming function, but cannot be the IANA Liaison.

The CSC and the IANA Functions Operator will nominate primary and secondary points of contact to facilitate formal lines of communication.

Selection Process

Members and Liaisons to the CSC will be appointed by their respective communities in accordance with internal processes. However, all candidates will be required to submit an Expression of Interest describing the following:

- why they are interested in becoming involved in the CSC;
- what particular skills they would bring to the CSC;
- their knowledge of the IANA function ;
- their understanding of the purpose of the CSC; and
- that they understand the time necessary required to participate in the CSC and can commit to the role.

Interested candidates should also include a resume or curriculum vitae or biography in support of their Expression of Interest.

While the ccTLD and gTLD members and liaisons will be appointed by the ccNSO and RySG respectively, registry operators that are not participants in these groups will be eligible to participate in the CSC as members or liaisons.

The full membership of the CSC must be approved by the ccNSO and the GNSO. While it will not be the role of the ccNSO and GNSO to question of validity of any recommended appointments to the CSC they will take into account the overall composition of the proposed CSC in terms of geographic diversity and skill sets.

Terms

CSC appointments will be for a two-year period with the option to renew for up to two additional two- year period. The intention is to stagger appointments to provide for continuity.

To facilitate this, at least half of the inaugural CSC appointees will be appointed for an initial term of three years. Subsequent terms will be for two years.

CSC appointees must attend a minimum of 9 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 organisation.

Recall of members

Any CSC appointee can be recalled at the discretion of their appointing community.

In the event that a ccTLD or gTLD registry representative is recalled, a replacement must be provided in order to participate in the next meeting of the CSC.

The CSC may also request the recall of a member of the CSC in the event they have not met the minimum attendance requirements. The appointing community will be responsible for finding a suitable replacement.

Meetings

The CSC shall meet at least once every month via teleconference at a time and date agreed by members of the CSC.

The CSC will provide regular updates, no less than 3 per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and the ccNSO during ICANN meetings.

The CSC will also consider requests from other groups to provide updates regarding IANA's performance.

Record of Proceedings

Minutes of all CSC teleconferences will be made public within five business days of the meeting.

Any remedial action will also be reported by the CSC.

Information sessions conducted during ICANN meetings will be open and posting of transcripts and presentations will be done in accordance with ICANN's meeting requirements.

Secretariat

The IANA Functions Operator will provide Secretariat support for the CSC. The IANA Functions Operator will also be expected to provide and facilitate remote participation in all meetings of the CSC.

Review

The Charter will initially be reviewed by a committee of representatives from the ccNSO and the RySG on year after the first meeting of the CSC. The review is to include the opportunity for input from other ICANN stakeholders. Any recommended changes are to be ratified by the ccNSO and the GNSO.

Thereafter, the Charter will be reviewed at the request of the CSC, ccNSO or GNSO. The effectiveness of the CSC will initially be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO.

The CSC or the IANA Functions Operator can request a review or change to service level targets. Any proposed changes to service level targets as a result of the review must be agreed by the ccNSO and GNSO.