

# CWG CSC/MRT Survey

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## Introduction

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This survey is based on suggestions from the public comments, as well as additional, related questions. The goal is to get a high level sense of the views of CWG participants (i.e., Members and Participants) regarding these suggestions prior to the intensive work weekend on 10-11 January. To the extent possible, Members should make choices that they believe reflect the views of the group they represent; when that is not possible, they should express their personal opinion. (We assume that Members may not have time to go back to their respective groups in a timely fashion; there will be an opportunity for that later, as we develop the final proposal.)

Some of the public comment suggestions were provided in the context of a particular proposal (either the CWG proposal, the alternative “internal to ICANN” proposal, or another proposal). Because the proposal(s) to be submitted to the IANA Coordination Group (ICG) has/have not yet been decided, the survey statements are designed to be independent of any particular proposal. This survey contains suggestions related to the Customer Service Committee (CSC) and the Multi-stakeholder Review Team (MRT). Please respond to all items regardless of the overall proposal you prefer. Where necessary, assume that the CSC and MRT are the same as described in the Draft Proposal, except as modified by the statement in question.

The results of the survey will be used to guide the CWG in considering the public comments and continuing its work toward development of a final proposal for submission to the ICG. Please note that this is NOT a consensus poll in any shape or form. Another survey is planned in a few days that will include suggestions related to the Independent Appeals Panel (IAP) and Contract Co.

## Instructions

1. Select one response for each of the statements that best represents your view. The choices are:
  - Strongly Agree/Agree/Is Acceptable/Disagree/Strongly Disagree/No Response.
  - “Is Acceptable” should be used for statements that you believe you (or your group) can accept.
2. Do not assume any particular proposal (i.e., CWG proposal, Internal to ICANN proposal, or some other proposal). However, where necessary, assume that the CSC and MRT are the same as described in the CWG Proposal, except as modified by the statement in question.
3. Select a response even if you do not support the concept of the CSC or MRT, as applicable.
4. Names and other demographic information are requested to ensure that there are no duplicate submissions and to analyze certain data trends; names will not be reported with the results.

## CWG Proposal Definitions of CSC and MRT

When responding to the statements in this survey, assume the following definitions (based on the CWG Proposal) apply, except to the extent modified by the statement in question:

## Customer Service Committee (CSC)

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Primarily made up of a number of representatives of registry operators, including ccTLD and gTLD registries. Input from the CSC would feed into and inform the work of the MRT. The CSC may also include additional individuals with relevant expertise and/or liaisons (or representatives) from other SO/ACs. The CSC would work with the MRT to establish Service Levels and Performance Indicators for the performance of the IANA Naming Functions; receive and evaluate reports from the IANA Functions Operator including regular performance reports; review these reports against established service levels; attempt to resolve any issues that arise; and escalate any unresolved issues to the MRT.

## Multi-stakeholder Review Team (MRT)

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A multistakeholder body with formally selected representatives from all relevant communities, operating with maximum public transparency. The MRT would develop the detailed contract terms for the agreement between Contract Co. and the IANA Functions Operator based on the key contract terms proposed by the CWG; make key decisions for Contract Co. (e.g., whether or not to enter into an RFP process); conduct the annual IANA Functions Operator Budget Review and performance reviews; address any escalation issues raised by the CSC (including engaging in enforcement); managing a re-contracting or RFP process (whether as an enforcement option or as part of a regular rebidding procedure).

## Demographics

1. **Name \***

Name is requested for the sole purpose of ensuring that there are no duplicate submissions.

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2. **Email address \***

Please enter your email address where you want a confirmation of completing the survey sent.

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3. **Member or Participant**

Please specify if you are a member or participant of the CWG.  
*Check all that apply.*

Member

Participant

Other: .....

4. **Organizational affiliation**

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## Customer Standing Committee (CSC)







**9. Customer Standing Committee (CSC)**

Select one response for each of the statements that best represents your view of the Customer Standing Committee (CSC)

Mark only one oval per row.

|  | Strongly Agree        | Agree                 | Is Acceptable         | Disagree              | Strongly Disagree     | No Opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 15. Assuming the MRT is not a standing committee, the CSC should decide whether an instance of the MRT needs to be created to address a specific topic or issue the CSC has been unable to resolve.                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. The CSC may develop IANA service levels without going through the MRT.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. The CSC should be a subgroup of the MRT.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. The CSC should be tasked with the job of resolving issues related to policy implementation, or escalating these issues to the MRT if the CSC cannot resolve the issue.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. Assuming the CSC is composed only of registry representatives, the CSC (and not the MRT) should be solely responsible for annual IANA tasks (performance review, budget review and customer survey input).     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. Assuming the CSC is composed of registries and other stakeholders, the CSC (and not the MRT) should be solely responsible for annual IANA tasks (performance review, budget review and customer survey input). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Customer Standing Committee (CSC) - Comments**











**15. Statements regarding the Multistakeholder Review Team (MRT)**

Select one response for each of the statements that best represents your view  
*Mark only one oval per row.*

|  | Strongly Agree        | Agree                 | Is Acceptable         | Disagree              | Strongly Disagree     | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 15. The MRT's primary function should be deciding whether to renew the IANA Functions Contract and whether the IANA naming functions contract needs to be amended. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. The MRT should have a continuous existence (regardless of how often it meets).   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. The MRT should be "re-created" each time it is needed.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. Members should have staggered terms (e.g., only one-third of the members should be replaced each year), to provide continuity.                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. The MRT should be kept small in number, e.g., no more than a dozen representatives.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**16. Statements regarding the Multistakeholder Review Team (MRT)**

Select one response for each of the statements that best represents your view  
*Mark only one oval per row.*

|  | Strongly agree        | Agree                 | Is Acceptable         | Disagree              | Strongly Disagree     | No opinion            |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 20. The MRT can be larger in number, e.g., twenty or more representatives, so that broad representation can be achieved. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. The composition and size of the MRT should be difficult to alter or amend.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22. The term length of MRT members should be limited to two full contract cycles.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Multistakeholder Review Team (MRT) - Comments**

**17. Additional comments about the Multistakeholder Review Team (MRT)**

Please enter any additional comments you may have about the Multistakeholder Review Team (MRT) in the space below.

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**Thank you**

Thank you for completing the CWG CSC/MRT survey.