Amended Charter of the Customer Standing Committee (CSC)[1]
Draft Ferbruary 2018
Version 01

Mission

The Customer Standing Committee (CSC) has been established to perform the operational oversight previously performed by the U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) as it relates to the monitoring of performance of the IANA naming function. This transfer of responsibilities took effect on October 1, 2016 (1).

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. As such, the CSC and the IANA Functions Operator should work together to identify issues and to initiate timely action.(4)

The CSC is authorized to undertake remedial action to address performance issues in accordance with the Remedial Action Procedures. (2) The Remedial Action Procedures are to be developed and agreed to by the CSC and the IANA Functions Operator post-transition, once the CSC is formed.

In the event performance issues are not remedied to the satisfaction of the CSC, despite good-faith attempts to do so, the CSC will use the escalation procedure in the manner set out in the RAPs and failing resolution will refer to the RySG and the ccNSO Council (5)

The CSC is not mandated to initiate a change in the IANA Functions Operator via a Special IANA Function Review, but could escalate a failure to correct an identified deficiency to the ccNSO and GNSO Councils, who (6) might then decide to take further action using agreed consultation and escalation processes, which may include a Special IANA Function Review.

In the event that there is a change in the IANA Functions Operator, the CSC will remain to ensure continued satisfactory performance of the IANA naming functions by the subsequent operator.

---

[1] The original Charter is Annex G of the Cross Community Working Group on Naming Related Functions (CWG- Stewardship) Proposal. See https://www.icann.org/en/system/files/files/iana-stewardship-transition- proposal-10mar16-en.pdf.

The CSC will be the primary interface between the IANA Functions Operator, currently PTI, and its customers. Should PTI cease to be the IANA Functions Operator, there should be an obligation on successor operators to work with the CSC to ensure satisfactory performance of the IANA naming functions (3)

Scope of Responsibilities

The CSC is authorized to monitor the performance of the IANA naming function against agreed service level requirements (7) on a regular basis.

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

The CSC is authorized to undertake remedial action to address performance issues in accordance with agreed Remedial Action Procedures. Any necessary remedial action will be discussed by the IANA Functions Operator and CSC and will lead to an agreed plan for resolving the issues (8).

The Remedial Action Procedures should include procedures to escalate issues to the IANA Functions Operator and ICANN management should there be a failure to resolve issues (9).

In the event performance issues are not remedied to the satisfaction of the CSC, despite good-faith attempts to do so, and following the agreed escalation processes (RAP) (10) , the CSC is authorized to escalate the performance issues to the ccNSO and GNSO Councils (10) for consideration.

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 direct dispute between any registry operator and IANA.

The CSC will review individual complaints with a view to identifying whether any patterns of poor performance issues exist and if so, may invoke the Remedial Action procedures if necessary (11).

The CSC will, on an annual basis or (12) 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 the IANA Functions Operator.

The CSC, in consultation with registry operators, is authorized 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 naming services or operations would be beneficial, the CSC reserves the right to call for a community consultation and independent validation, to be convened by the IANA Functions Operator, on the proposed change. Any recommended change that does not require a change to the IANA Naming Function Contract (13) must be approved by the ccNSO Council (13) 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.

The CSC will provide a liaison to the CSC Charter Review Team, the CSC Effectiveness Review Team[1],(16) IANA Function Review Team and a liaison to any Separation Cross Community Working Group.

To allow the CSC to carry out the work identified above and, in particular, to help develop a cooperative relationship with the IANA Functions Operator, there should be meetings between the CSC and the Board of the IANA Functions Operator as necessary. These meetings should, wherever possible, be held at ICANN meetings and might be at the request of either the IANA Functions Operator Board or the CSC (14)

The CSC will develop with the IANA Function Operator and ICANN a process for timely amendments to the SLE's where such changes are minor and are unlikely to impose additional resource requirements on PTI (15).

Conflict of Interest

The ICANN Bylaws make clear that it must apply policies consistently, neutrally, objectively and fairly, without singling any party out for discriminatory treatment; which would require transparent fairness in its dispute resolution processes. Members of the CSC should accordingly disclose any conflicts of interest with a specific complaint or issue under review. The CSC may exclude from the discussion of a specific complaint or issue any member deemed by the majority of CSC members and liaisons to have a conflict of interest.

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:

- Representatives from two gTLD Registry Operators.
- Representatives from two ccTLD Registry Operators.
- One additional TLD representative not considered a ccTLD or gTLD registry operator such as the IAB for .ARPA could also be included in the minimum requirements but is not mandatory.
- One liaison from the IANA Functions Operator (PTI).

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

- One liaison each from other ICANN SOs and ACs:

---

[1] Additional suggestion

- GNSO (non-registry)
- ALAC
- NRO (or ASO)
- GAC
- RSSAC
- SSAC

Liaisons shall not be members of or entitled to vote on the CSC, but otherwise liaisons shall be entitled to participate on equal footing with members of the CSC.

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, and cannot be the IANA Functions Operator Liaison.

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

The CSC as a whole will decide who will serve as the Liaison to the IANA Function Review Team. Preference should be given to the Liaison being a registry representative given that technical expertise is anticipated to be valuable in the role.

Membership 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 that includes a response addressing the following matters:

- Why they are interested in becoming involved in the CSC.
- What particular skills they would bring to the CSC.
- Their knowledge of the IANA Functions.
- Their understanding of the purpose of the CSC.
- That they understand the time necessary required to participate in the CSC and can commit to this 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 will be appointed by the ccNSO and RySG respectively and liaisons by their applicable groups, ccTLD or gTLD registry operators that are not members of these groups will be eligible to participate in the CSC as members or liaisons. The ccNSO and RySG should consult prior to finalizing their selections with a view to providing a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skill set.

A representative for a TLD registry operator not associated with a ccTLD or gTLD registry, will be required to submit an Expression of Interest to either the ccNSO and GNSO Council. The Expression of Interest must include a letter of support from the registry operator. This provision is intended to ensure orderly formal arrangements, and is not intended to imply those other registries are subordinate to either the ccNSO or the GNSO.

The full membership of the CSC must be approved by the ccNSO and the GNSO Councils. While it will not be the role of the ccNSO and GNSO to question the 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, regardless of whether members or liaisons, will be for a two-year period with the option to renew for up to two additional two-year terms. The intention is to stagger appointments to provide for continuity and knowledge retention.

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 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 organisation.

Changing circumstances of appointed CSC member (19) :
In the event that a member appointed to the CSC by either the ccNSO or RySG has a change in circumstances that may affect the basis upon which the member was appointed to the CSC, they are required to notify their appointing organization of their changing circumstances and, if the member wishes to remain a member of the CSC, seek re-confirmation of their appointment. The appointing organization will be responsible for considering the request in accordance with internal procedures.

The appointing organization will be responsible for notifying the Chair of the CSC of its decision and should also notify the other appointing organisation.

In the event that the appointing organization is not willing to re-confirm the appointment, the member will be required to resign from the CSC and the appointing organization will be required to fill the vacancy as soon as possible. A temporary replacement may be appointed while attempts are made to fill the vacancy.

If a member wishes to resign from the CSC because of a change in circumstances, or for any other reason, they must notify their appointing organization.

Any new appointment will need to be approved by both the ccNSO Council and the RySG, and the GNSO Council should be notified of any new appointment.

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 temporary replacement may be appointed by the designating group while attempts are made to fill the vacancy. As the CSC meets on a monthly basis best efforts should be made to fill a vacancy within one month of the recall date.

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 upon members of the CSC.

The CSC will provide regular updates, at least twice (17) 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 the IANA Functions Operator's performance.

Record of Proceedings

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

In the event that the CSC invokes the Remedial Action procedures, it will provide regular public updates to the RySG, GNSO and ccNSO Councils of the status of the process (21) .

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

ICANN (22) 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 one year after the first meeting of the CSC. The review is to include the opportunity for input from other ICANN stakeholders, via a Public Comment process. 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 and may also be reviewed in connection with the IANA Function Review.

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 to by the ccNSO and GNSO.

==============================
This section to be deleted, pending outcome of discussions around the RAP (24).

.

Formatted: Font color: Red

Deleted: no less than three

Formatted: Font color: Red

Deleted: Any remedial action will also be reported by the CSC.¶ ... [16]

Formatted: Indent: Left: 0.07"

Deleted: The IANA Functions Operator

Formatted: Font color: Red, Not Expanded by / Condensed by

Deleted: ¶
Proposed Remedial Action Procedures¶
This proposal is illustrative of what could be included in the Remedial Action Procedures. It is anticipated that the procedures would be agreed between the CSC and the IANA Functions Operator prior to implementation.¶
¶
¶ ... [17]

Formatted: Strikethrough

Formatted: Font: 10 pt

Formatted: Normal, Line spacing: Multiple 0.06 li

Page 2: [1] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [1] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [1] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [2] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [2] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [3] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [3] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [3] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [4] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [4] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [4] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red, Not Expanded by / Condensed by

Page 2: [5] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [5] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [6] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [6] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [6] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [6] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font: +Body (Calibri), Font color: Red

Page 2: [7] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Normal, Indent: Left: 0", Right: 0", Line spacing: single

Page 2: [8] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Not Expanded by / Condensed by

Page 2: [8] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Not Expanded by / Condensed by

Page 2: [8] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Not Expanded by / Condensed by

Page 2: [9] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Not Expanded by / Condensed by

Page 2: [9] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Not Expanded by / Condensed by

Page 2: [9] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Not Expanded by / Condensed by

Page 2: [10] Deleted	Review Team proposed	2/6/18 8:17:00 PM

IANA Functions Operator in responding to complaints of a similar nature. In

Page 2: [11] Deleted	Review Team proposed	2/6/18 8:17:00 PM

[1] This

Page 2: [12] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Indent: Left: 0.32", Right: 0.1", Space Before: 0 pt

Page 2: [13] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red

Page 2: [13] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red

Page 2: [13] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red

Page 2: [13] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red

Page 2: [14] Deleted	Review Team proposed	2/6/18 8:17:00 PM

Section Break (Next Page)

relation to problem resolution, if CSC determines that remedial action has been exhausted and has not led to necessary improvements, the CSC is authorized to escalate to the PTI Board and further if necessary.

Page 2: [15] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Strikethrough

Page 2: [15] Formatted	Review Team proposed	2/6/18 8:17:00 PM

Font color: Red, Strikethrough

Page 6: [16] Deleted	Review Team proposed	2/6/18 8:17:00 PM

 Any remedial action will also be reported by the CSC.

~~~~~~Section Break (Next Page)~~~~~~

Proposed Remedial Action Procedures

This proposal is illustrative of what could be included in the Remedial Action Procedures. It is anticipated that the procedures would be agreed between the CSC and the IANA Functions Operator prior to implementation.

	Notification	1st Escalation	2nd Escalation	3rd Escalation
Occurs	Process control limit exceeded IANA customer presents evidence that IANA did not meet SLE	Corrective action plan late Corrective action plan milestones missed Two or more additional	Corrective action plan late Corrective action plan milestones missed Two or more additional "notification"	Corrective action plan from 2nd escalation not delivered or executed timely. Additional similar violations occur when corrective action from 2nd

————————————————————————Section Break (Next Page)————————————————————————

	IANA periodic report indicates SLE not met	"notification" violations occur while corrective action plan is open	violations occur while corrective action plan is supposed to be in place	escalation is supposed to be in place
Addressee	IANA Manager	PTI Board	Global Domains Division President	ICANN Board, CEO
Message Content	Identify SLE breach and evidence Conference call request to discuss issues raised by CSC message. Corrective action requirement Time frame Identify party requiring response	Identify SLE breach and evidence Conference call request to discuss issues raised by CSC message. Corrective action requirement Time frame	Same as previous	Same as previous

-----------------------------Section Break (Next Page)-----------------------------

Response Requested	Agreement that SLE violation occurred (or evidence to contrary)	Reissue corrective action plan to:	Same as previous plus	Same as previous plus
	Cause Correction made on individual case	Remediate earlier failed plan	Organizational, operational changes to correct lack of corrective action	Remediation through the ICANN-PTI Contract and/or Special IFR
	Corrective action plan to:	Include new violations Corrective action plan milestones missed		
	remedy current situation	Two or more additional "notification" violations occur while corrective action plan is open		
	prevent future occurrence			
	Corrective action plan required in 14-days			