

Frequently Asked Questions

Customer Standing Committee (CSC) Charter

This document accompanies the CSC Charter and provides clarifications to certain aspects of the Charter where questions were raised during the ICANN Bylaws drafting process. This document is a compilation of the various clarification points that have been provided during the course of ICANN Bylaws drafting, and is not intended to modify the approved CSC Charter.

MISSION

QUESTION:

The mission refers to “direct customer” and “primary customer” of the naming services. What is the difference?

ANSWER:

In the context of the Charter the terms mean the same thing and are used interchangeably.

SCOPE OF RESPONSIBILITY

QUESTION:

Is there specific information as to how the CSC will consult with the Post Transition IANA (PTI), the primary customer of the naming services, and the ICANN community about the performance of PTI?

ANSWER:

Not at this time. The CSC will determine its own consultation processes once established.

QUESTION:

Is there specific information as to how the CSC will consult with registry operators when discussing ways to enhance the provision of IANA’s operational services with the IANA Functions Operator?

ANSWER:

Not at this time. The CSC will determine its own consultation processes once established.

QUESTION:

What is reporting is required when remedial actions are taken?

ANSWER:

The reporting requirements will largely be dependent on the Remedial Action Procedures, which will be developed by the CSC and PTI after the CSC is formed.

QUESTION:

Is there a voting threshold for CSC’s decision?

ANSWER:

The CSC was envisioned to be a consensus based decision maker; however, it will be the responsibility of the CSC to develop their operational procedures once formed.

MEMBERSHIP COMPOSITION

QUESTION:

Does the liaison from PTI have voting rights?

ANSWER:

The PTI liaison to the CSC provides operational knowledge and expertise of the IANA naming function to assist the CSC in its work. As is the case with liaisons from ICANN Supporting Organizations and Advisory Committees, the PTI liaison would not be participate in any decision-making.

QUESTION:

Who would qualify as a TLD not considered a ccTLD or gTLD that is listed as an optional member to the CSC?

ANSWER:

.ARPA

QUESTION:

Is it Number Resource Organization (NRO) or Address Supporting Organization (ASO) that is able to participate as a liaison to the CSC?

ANSWERS:

For the purposes of selecting a liaison for CSC, the ASO as the ICANN Supporting Organization will be the organization making the appointment.

MEMBERSHIP SELECTION PROCESS

QUESTION:

Will the ccNSO and GNSO Councils approve the CSC members only or the liaisons as well?

ANSWER:

The ccNSO and GNSO Councils will approve the full membership of the CSC, which includes both members and liaisons.

QUESTION:

Will the full composition of the CSC be approved by ccNSO and the GNSO for initial selection, or on an ongoing basis as well?

ANSWER:

Both; however, for reappointment due to recall, interim members/liasons will not require ccNSO and GNSO Councils's approval. For filling interim members and liaisons, the appointing organizations should

give due consideration to the overall composition of the CSC and make best efforts to fill vacancy with a person with a similar skillset and diversity.

QUESTION:

What is the geographical diversity and skill sets requirement for CSC membership?

ANSWER:

Candidates should possess the following qualifications:

- Direct experience and knowledge of IANA naming function.
- Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence.
- Able to work and communicate in written and spoken English.
- Have effective communication skills.
- Experience in managing and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in order to contribute meaningfully to CSC processes.
- Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation.

Unless the applicant pool does not allow, candidates should not all come from the same geographical region (Europe; Asia/Australia/Pacific; Latin America/Caribbean islands; Africa; and North America), or be of the same gender. It should be noted that when approving the final composition of the CSC membership, which includes members and liaisons, the ccNSO and GNSO will also consider diversity in making their determination.

QUESTION:

What is the process of filling the vacancy on the CSC membership?

ANSWER:

Vacancies are to be filled by the appointing organization. The appointing organization shall provide written notice to the CSC Secretariat of its appointment to fill a vacancy, with a notification copy to the Chair of the CSC. The ccNSO and GNSO shall thereafter approve the appointment of such member or liaison. The organization responsible for filling such vacancy shall use its reasonable efforts to fill such vacancy within one month after the occurrence of such vacancy.

TERMS

QUESTION:

How will CSC ensure continuity and knowledge retention within membership?

ANSWER:

Appointments to the CSC will be for terms of two years, with the ability to renew for up to two additional two-year terms. Recognizing the need for continuity and knowledge retention, it is intended that the membership of the CSC will be staggered and this will be achieved by appointing half of the inaugural membership of the CSC for an initial three year term.

QUESTION:

Would an individual be able to serve again after a certain amount of time had elapsed?

ANSWER:

Yes. A member or liaison may serve at most two successive terms, after which at least two years must elapse before the individual is eligible to serve another term. The term limits may be decided by CSC once it's established.

RECALL OF MEMBERS

QUESTION:

Aside from missing the minimum number of meetings required for the CSC appointees, what are other criteria to recall a member or a liaison?

ANSWER:

The CSC Chair may ask the appointing organization to replace their member or liaison in the case of appropriate misbehavior. A member or liaison can also be recalled by their appointing organization.

MEETINGS

QUESTION:

Is there a set time and date for CSC meeting?

ANSWER:

Not at this time. This is for the CSC to decide once it is formed by developing its operating procedures; however, it is anticipated that the CSC will meet once a month and be required to provide regular updates to direct customers no less than three times per year.

REVIEWS

QUESTION:

Can the CSC change service level targets for the naming function?

ANSWER:

The CSC and PTI could request a review or change to service level targets.. Any proposed changes to would require approval from the ccNSO and GNSO.

QUESTION:

Does the ICANN board need to approve amendments to the CSC Charter?

ANSWER:

The CSC Charter amendment only requires ratification by the GNSO and ccNSO..

QUESTION:

What is the approval threshold by ccNSO and GNSO for the CSC Charter amendment?

ANSWER:

The ratification may be provided by super majority vote.

QUESTION:

Which organization will select the representatives from the ccNSO and the RySG to review the CSC Charter?

ANSWER:

The ccNSO and the RySG will select representatives to form a committee to review the CSC Charter in accordance with internal procedures.

QUESTION:

Can ICANN or PTI Board request the CSC Charter review?

ANSWER:

Yes, ICANN or PTI Board may request a review of the CSC Charter.