Customer Standing Committee (CSC) Meeting 54  
20 October 2021 @ 10.00 – 11.00 UTC  
Agenda and Notes

- Action 02 54 2021: PTI to provide overview and explanation of SLAs/Thresholds at December meeting.
- Action 03 54 2021: Secretariat to invite RT at CSC meeting November meeting.
- Action 04 54 2021: Secretariat to include discussion survey results in agenda March 2022 meeting.
- Action 05 54 2021: If feasible, PTI to provide response to question % of customers served in a particular year.

1. Welcome & Roll Call
   Welcome. Meeting is not quorate

2. Action items

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action item 01 53 2021</td>
<td>CSC member (Brett Carr) to approve CSC August Findings on-line</td>
<td>Completed</td>
</tr>
<tr>
<td>Action item 02 53 2021</td>
<td>CSC member (Brett Carr) to appoint CSC liaison to the Effectiveness review team on-line.</td>
<td>Completed</td>
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<tr>
<td>Action item 03 53 2021</td>
<td>Secretariat to update slides for possible presentation to RysG.</td>
<td>Completed</td>
</tr>
<tr>
<td>Action item 04 53 2021</td>
<td>Gaurav to check and inform CSC if meeting with gTLD operators is anticipated during ICANN72</td>
<td>Completed</td>
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All actions completed

3. Performance IANA Naming Function August 2021
   a) PTI report to CSC September 2021.  
      100 % no comments

   b) CSC Findings PTI Performance September 2021.
      - Jennifer: Only change was date change, findings again confirmed
      - Laxmi: 64 indicators, are there any sub-indicator
      - Included in PTI report, 64 thresholds, no sub-indicator. Agreed to have ask for explanation of indicators.

      Action 01 54 2021: Online adoption Findings Report.
      Action 02 54 2021: PTI to provide overview and explanation of SLAs/Thresholds at December meeting.

4. CSC Effectiveness Review Process: what to expect?
   Good kick-off meeting. Review same format as first review.
   Likely process:
   - RT interviews various stakeholders
• Check whether 4 recommendations first review have been implemented
  
  **Action 03 54 2021: Secretariat to invite RT at CSC meeting November**

5. **Next Meetings**
   • Meeting 55, 17 November 2021, 18.00-19.00 UTC, invite CSC to the meeting
   • Meeting 56, 15 December 2021, 02.00-03.00 UTC, invite PTI Board

6. **AOB**
   Customer survey: to everyone or only those who received service last year?
   Those who received service.
   For CSC members: You may have received multiple requests to fill in Survey. Please limit to one response the one consider most applicable

   Results: to be presented at March ICANN meeting
   **Action 04 54 2021: Secretariat to include discussion survey results in agenda March 2022 meeting**

   Question: Does PTI have an indicator of the % of customers served in a particular year?
   Response to be provided.
   **Action 05 54 2021: If feasible, PTI to provide response to question % of customers served in a particular year.**

7. **Adjourn**