**Customer Standing Committee (CSC) Meeting 5**

**14 December 2016 @ 20:00-21:00 UTC**

Note: the following notes are informal. For a full understanding of the discussions you are deferred to the recordings of the meeting.

**Attendees: see ADOBE recording**

Meeting quorate (at least 3 members present)

Decision quorum on the call as well (all member present)

**Decision as noted:**

Decision 052016 -01: As general principle leave recorded item on list of SLA related topics to be discussed in section 3 of CSC report until it comes off

**Action items as noted:**

Action 052016- 01 Action staff: CSC/liaisons to be copied in on SO/AC email going forward

Forward CSC email to SO/AC to the list.

Action 052016 – 02 Staff: Check feasibility and implement asap CSC- Announce list publications of CSC

Action 052016 -03: Jay Daley to contact Elise G directly and off-line about minor remarks PTI report on metrics section.

Action 052016 -04: Action PTI. PTI report should be updated to adjust reference to time zone (is LA should be PST) and time should be recorded for the party responsible for action, once completed and handed over clock should stop.

Action 052016-05 Action PTI: look at section on manual lodges, and get back to CSC

Action 052016 -06 Action staff:  Include language to explain satisfactory level. Language should reflect *to date minor issues, ongoing discussions with PTI to mediate in future, no indication of trend*

Action 052016 -07 Action: staff to update CSC report for month November according to agreed points and submit to CSC

Action 052016- 08 Byron: include review PTI survey on agenda for next meeting

Action 052016-09 PTI: provide basic metrics on complaints before next meeting

Action 052016-10 Action Bart: organize one open f-2-f meeting CSC

Action 052016-11 Staff to arrange meetings with GNSO, GAC and Board

Action 052016-12 Maria: Doodle poll for January meeting

Look also at February meeting and suggest time

**Agenda:**

**1. Welcome and Introduction**

Elaine Pruis chair of first part of the meeting (up to agenda item 3)

**2. Feedback on October Report**

Distributed on November 30

Question any feed-back?

Registry group: additional information to registry group by Elaine and Kal, no comments from registry group to date

Elise Lindberg (GAC): Has not seen info on the GAC list. To ensure liaisons are aware of posting and assist distribution suggests that all liaisons are included in posting of document to the respective groups.

**Action 052016- 01 Action staff: CSC/liaisons to be copied in on SO/AC email going forward**

**Forward CSC email to SO/AC to the list.**

Link on the CSC site for email notification

CSC documents are posted on page

Liman: public list to which anybody can subscribe and to inform subscribers of postings

**Action 052016 – 02 Staff: Check feasibility and implement asap** **CSC- Announce list publications of CSC**

**3. Review of Performance Report for November**

Jay Daley chair of the meeting

Kal: Could Elise go through first check (page 9)

Is there underlying issue?

Elise G and Kim Davies Roadmap for improving RZM, will include more detailed explanation. This will be shared with the CSC.

Jay: page 4

Questions on Comments on exceptions and narrative

No comments

Jay concluded no comments on PTI report as presented.

CSC: can staff write up report?

Trang: The CSC has to provide guidance on how to fill in the report, staff can surely write it up.

4 sections to CSC report. Group discussed each section.

1. ***Level satisfactory as overall level (Overall Findings)***

Question: should wording be adjusted?

No comment, and agreement with satisfactory, no adjustment of wording

1. ***Metrics section***

Jay: minor remarks re PTI report, will be taken off-line.

**Action 052016 -03: Jay Daley to contact Elise G directly and off-line about minor remarks PTI report on metrics section.**

Of 4 exceptions

first two manual lodge time has appeared before

Should manual lodge time be tracked?

Elsie G: narrative has been changed, need for clarification before they could lodge their request

Remark/Suggestion 1: use Pacific time zone (use time zone names)

Suggestion CSC:  Should clock have stopped?

Elise G: Used the way the SLE was written. Could change but need agreement

Time is recorded for the party responsible for action, once handed over clock should stop.

Supported by membership

**Action 052016 -04: Action PTI. PTI report should be updated to adjust reference to time zone (is LA should be PST) and time should be recorded for the party responsible for action, once completed and handed over clock should stop.**

**Action 052016-05 Action PTI: look at section on manual lodges, and get back to CSC**

See notes in chat as well

Jay: on the cueing of first offence, no tracking

There are no metrics currently tracked, but are due for discussion

Explain: why satisfactory rather than excellent

**Action 052016 -06 Action staff:  Include language to reflect *to date minor issues, ongoing discussions with PTI to mediate in future, no indication of trend***

1. ***Service level Agreement section***

Technical checks (leave it on there?) No additional items to be included.

**Decision 052016 -01: As general principle leave recorded item on list included in this section until it comes off**

1. ***Section report of Escalations: leave as is***

Agreed

**Action 052016 -07 Action: staff to update CSC report for month November according to agreed points and submit to CSC**

**4.Update on Action Items from Last Meeting**

a) Change text in October Report and template heading third column: rename “Actual SLA” to “actual performance” –

Trang

**Completed**

b) Include note in report as narrative around changed language re. minimum targets (was already adjusted in Annex to IANA Naming Function Agreement); Include in section on SLA, in narrative form. - Trang

**Completed**

c) Rename the section on SLA table altogether to Changes to the SLA the CSC is recommending or considering –

Trang

**Completed**

d) Accept or disagree with proposed report - Elaine

**Completed**

e) Draft covering note and send out note and report - Byron

**Completed**

f) Get back to group in week on boiler plate for internal procedures CSC and introduce person - Bart

***Ongoing*** Tuesday UTC or CET

g) Follow up with product group to implement suggested changes to website - Trang

**Completed**

h) Share additional document with group on review of Bylaw’s that are associated with CSC – Byron

**Completed**

Topic Feed-back complaint and survey

Suggest for next meeting

Elise G: PTI just concluded survey (1 September 2015 -31 August 2016) report will be shared with CSC

Agenda: Discuss implication of result of survey

**Action 052016- 08 Byron: include review PTI survey on agenda for next meeting**

Complaint issue. Understand the number of complaints, quantifications are needed to understand the urgency to work on complaint procedure.

Escalation process

**Action 052016-09 PTI: provide basic metrics on complaints before next meeting**

i) Add CCG to list to receive CSC report – Bart

Completed

j) Schedule calls at agreed time. Have a CSC review meeting within 3 or 4 days of receipt of report, at or around the 15th of each month or first Monday/weekday thereafter. Time for call 20.00 UTC – Maria

Done

**5. Other Business**

***PTI Secondary contact***

Elise G: In the charter Primary and secondary contact

Naela Sarras will be secondary contact.

Naela is manager of all change requests and she will be joining calls

***CSC Meetings Copenhagen***

Suggestion is one meeting In Copenhagen which is 1. open f-2-f meeting of CSC and 2. Introduce CSC to community

**Action 052016-10 Action Bart: organize one open f-2-f meeting CSC**

CSC also intends to meet with GNSO, GAC and Board

**Action 052016-11 Staff to arrange meetings with GNSO, GAC and Board**

**6. Next Meeting**

January 15, is on Sunday and January 16 is US Holiday

Timing is 20.00 UTC

**Action 052016-12 Maria: Doodle poll for January meeting**

**Look also at February meeting and suggest time**

**Adjournment**