

14 May 2024

RE: Request for Appointment of Members, Liaisons and Alternates to the Customer Standing Committee

To:

Alejandra Reynoso, Chair, Country Code Names Supporting Organization (ccNSO) Council

Gregory DiBiase, Chair, Generic Names Supporting Organization (GNSO) Council

Jeff Osborn, Chair, Root Server System Advisory Committee (RSSAC)

Nicolas Caballero, Chair, Governmental Advisory Committee (GAC)

Oscar Robles, Chair, Address Supporting Organization (ASO)

Ram Mohan, Chair, Security and Stability Advisory Committee (SSAC)

Samantha Demetriou, Chair, Registries Stakeholder Group (RySG)

Dear Chairs,

As of 30 September 2024, the following members, liaisons, and alternates of the [Customer Standing Committee](#) (CSC) will complete their term:

**Brett Carr, member**

Appointing Organization: ccNSO

Term: 2022 – 2024

**Rick Wilhelm, member**

Appointing Organization: RySG

Term: 2022 – 2024

**Ken Renard, liaison**

Appointing Organization: RSSAC

Term: 2022 – 2024

**Gloria Atwine Katuuku, liaison**

Appointing Organization: GAC

Term: 2022 – 2024

**Abdalmonem Galila, alternate**

Appointing Organization: ccNSO

Term: 2023 – 2024

**Hiro Hotta, alternate**

Appointing Organization: RSSAC

Term: 2023 – 2024

**Tracy Hackshaw, alternate**

Appointing Organization: GAC

Term: 2023 – 2024

**Other current vacant optional seats:**

The following optional seats are currently vacant as the respective groups have chosen not to appoint these in the past:

- **RySG** alternate seat (1)
- **SSAC** liaison seat (1) and alternate seat (1)
- **ASO** liaison seat (1) and alternate seat (1)

In addition, each of the appointing organizations may appoint one alternate to ensure the CSC attendance requirements are met. If an appointee (member or liaison) is not able to be present at a meeting and has informed the alternate and the CSC chair accordingly, an alternate may take on the role of the appointee (member or liaison).

**Please initiate your respective group's processes to appoint members, liaisons, and alternates to these seats.** Liaison and alternate appointments are optional (albeit strongly encouraged).

CSC appointments will be for a **two-year period with the option to renew for up to two additional two-year terms**. Participation in the CSC is voluntary. The CSC is expected to perform most of its work telephonically and via email.

Candidates should review the [CSC Candidates Qualification Requirements](#) for details about candidate selection and the [CSC Charter](#) to understand the scope of the requirements and duties. The [CSC onboarding deck](#) may also be a helpful resource. As noted in the Charter, all

candidates are required to submit an Expression of Interest (template attached) and should also include a resume or biography in support of their Expression of Interest.

Please notify ICANN org of your member, liaison, and alternate appointments, or your decision not to appoint optional roles, by **Friday 26 July 2024** at [csc-eoi@icann.org](mailto:csc-eoi@icann.org). A timeline of key activities and dates in the overall appointment process is included below for reference. If you have questions or need additional information, please do not hesitate to contact me.

Sincerely,

Jennifer Bryce

Project Manager, Office of the Chief Technology Officer (OCTO)

ICANN org

CC:

John Crain, SVP & Chief Technology Officer, ICANN org

Kim Davies, VP, IANA Services & President, PTI

Bart Boswinkel, VP, Policy Development & ccNSO Relations, ICANN org

Rob Hoggarth, VP, Policy Development & GAC Relations

Steve Chan, VP, Policy Development & GNSO Relations, ICANN org

Mary Wong, VP, Strategic Policy Management, ICANN org

Steve Sheng, Sr. Director, Policy Development & Technical Community Relations, ICANN org

## CSC Elections: Key Dates and Activities (2024)

Date	Activity
14 May	ICANN org sends the request for appointment of members, liaisons, and alternates to the Customer Standing Committee to the appointing Chairs.
14 May – 26 July	Appointing organizations select members, liaisons, and alternates in accordance with their own internal processes. <ul style="list-style-type: none"> <li>• All candidates are required to submit an expression of interest to the appointing organization.</li> <li>• The ccNSO and RySG should consult prior to finalizing the selection of members.</li> </ul>
By 26 July	Appointing organizations notify ICANN org of member, liaison, and alternate appointments, or decision to not appoint the optional roles. Notifications should be sent to <a href="mailto:csc-eoi@icann.org">csc-eoi@icann.org</a> .
By 29 July	ICANN org submits new CSC slate to the ccNSO and GNSO for approval.
By 25 September	ccNSO and GNSO notify ICANN org of approved slate.
By 26 September	ICANN org notifies CSC of new member, liaison, and alternate appointments.
1 October	New member, liaison, and alternate terms begin.

# Expression of Interest: Customer Standing Committee (CSC)

The CSC ensures the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.

The CSC is responsible for monitoring Public Technical Identifier's (PTI) performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract. The CSC analyzes performance reports provided by PTI and publishes its findings.

The CSC is authorized to undertake remedial action to address poor performance of the IANA naming function, and if performance issues are not remedied, may escalate the issues to the ccNSO and GNSO. Additionally, the CSC may recommend changes to the naming Service Level Expectations as well as enhancements to the provision of the IANA naming services.

[LIST SO/AC NAME] is seeking volunteers who wish to be a [member/liaison] on the Customer Standing Committee (CSC). Candidates should review the [CSC Candidates Qualification Requirements](#) for details about candidate selection and the [CSC Charter](#) to understand the scope of the requirements and duties. The [CSC onboarding deck](#) may also be a helpful resource.

Candidates are requested to submit this Expression of Interest and their resume to the [LIST SO/AC NAME], by [XX MONTH XXXX].

Please review and confirm agreement with ICANN's privacy policy before submitting:

**By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#), and agree to abide by the website [Terms of Service](#).**

<b>Your Full Name</b>	
<b>Your Affiliated SO/AC</b>	
<b>Your Company</b>	
<b>Geographic region</b>	
<b>Seeking Member or Liaison Role</b>	<input type="checkbox"/> Member <input type="checkbox"/> Liaison <input type="checkbox"/> Alternate

I. Skill set and experience

Candidates are expected to have/be:

<b>Requirement</b>	<b>Please indicate how you meet the requirements</b>
Direct experience and knowledge of the IANA naming function	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence	

<p>Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes</p>	
<p>Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation</p>	
<p>[For candidates for the ccTLD representative seats] Excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress</p>	
<p>Ability to work and communicate in written and spoken English</p>	
<p>Committed to actively participating in the activities of the CSC on an on-going basis</p>	

[For candidates for the ccTLD representative seats] Employed or has active backing by a ccTLD Manager	
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**Please specify any other skill set or experience that you believe would be relevant to CSC's work:**

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## II. Interest

**Please explain your interest in becoming involved as a member of or liaison to the CSC:**

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## III. Understanding of Purpose of CSC

**Please state your understanding of the purpose of the CSC:**

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## IV. Time Commitment

CSC members and liaisons are expected to participate in monthly meetings. Within a one-year period, members and liaisons must attend a minimum of either nine meetings out of twelve, or



75% of meetings should there be less than twelve meetings held. CSC members and liaisons are also expected to not be absent for more than two consecutive meetings without sufficient cause. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes.

For more information see: <https://www.icann.org/csc>

**Please indicate whether you understand the time commitment required to participate in the CSC:**

YES

NO

**Please provide any additional information or comment regarding your availability:**

## V. Conflict of Interest

**Members of the CSC will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC.**

I understand that I will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC

I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

## VI. Supporting Documents

**Please attach to this Expression of Interest:**

- 1) Your resume, curriculum vitae, or biography
- 2) If applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC