

# Guideline: CSC Practices

Version 2

Date of adoption by the CSC: September 2023

## 1 Introduction and Background

ICANN has established a Customer Standing Committee (“CSC”) to monitor the performance of the Public Technical Identifiers (PTI) entity under the IANA Naming Function Agreement and Statement of Work for Management of the DNS Root Zone as included in the IANA Naming Functions Agreement .

The role and responsibilities of the CSC is set out in Section 17 of the ICANN Bylaws, the IANA Naming Function Agreement, and the Charter of the CSC.

The CSC conducts its affairs via meetings.

## 2 Purpose of the Guideline

This Guideline provides information on how CSC meetings are prepared, conducted and reported to the community and the description of the related procedures and processes. The Guideline also defines roles and responsibilities of those involved in the preparation and running of CSC meetings.

## 3 General Information

CSC meetings are conducted regularly, in principle once per month as PTI performance reports are produced monthly. Additional meetings can be scheduled when needed. The CSC mailing list is used for information sharing, discussions and decision- making.

The CSC shall consist of Members and Liaisons.

Members:

- (i) Two individuals representing gTLD registry operators appointed by the Registries Stakeholder Group;
- (ii) Two individuals representing ccTLD registry operators appointed by the ccNSO; and
- (iii) If so determined by the ccNSO and GNSO, the CSC may, but is not required to, include one additional member: an individual representing top-level domain registry operators that are not considered a ccTLD or gTLD, who shall be appointed by the ccNSO and the GNSO.

Liaisons:

- (i) One individual liaison appointed by PTI. PTI may appoint an alternate. That person will be listed as such on the website.
- (ii) One liaison from the following organizations:
  - GNSO (from the Registrars Stakeholder Group or the Non-Contracted Parties House),
  - ALAC,
  - the NRO or ASO (as determined by the ASO),
  - GAC,
  - RSSAC,
  - SSAC
  - any other Supporting Organization or Advisory Committee established under the ICANN Bylaws.

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 members and liaisons must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Attendance shall be recorded and made public.

In addition, and taking into account the required level of attendance and diversity of the time zones in which the CSC membership is located, each of the appointing organisation may appoint one alternate, to ensure the 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).

The notes of the meeting and attendance record will record if an alternate of an appointee acted.

Members, Liaisons and Alternates shall be listed on the CSC website.

CSC meetings are open to observers, however they are not entitled to participate actively in the proceedings of the CSC, unless explicitly invited by the chair of the CSC.

## **4 Agenda and Background Documentation**

The Chair of the CSC will send out, or have the CSC Secretariat send out, a draft agenda one week before each scheduled CSC meeting. The agenda will contain the following items:

- Apologies for absence, if any
- An update on actions from previous meetings
- Overview of intersessional / email decisions
- Issues for discussion:
  - Reference to background documentation, if any;
  - An indication of purpose: for information only, for discussion purposes or decision required;
  - If a decision is required, a description of the decision and possibly a draft decision.
- Any other business
- Next meeting

As soon as the draft agenda is send to the CSC, the Secretariat will publish the draft agenda and the available, related documents on the CSC webpage/wiki accordingly. Closer to the meeting additional background material will be circulated, for example the PTI reports.

The definite agenda will be determined at the meeting, however, items added after publication of the draft agenda may only be discussed: they shall not be decided at the meeting. The notes of the meeting will record the definite agenda as established at the meeting.

## **5 CSC meeting**

### **5.1 Definition**

A CSC meeting may be face-to-face or a conference call, or other means the CSC considers appropriate.

### **5.2 Quorum**

A CSC meeting shall be quorate if the 4 (four) Members (or, jointly four (4) Members and alternate(s) of Member(s)) are present at the meeting. The notes will state if the meeting was quorate, or, - if only quorate for a part of the meeting - which items of

business were discussed when quorate. ~~This internal rule will be reviewed in conjunction with the first review of the CSC charter.~~

### **5.3 Record of attendance**

The names of the Members and Liaisons (or their Alternates) who are present at the meeting will be recorded

Members or Liaisons not present will be recorded as absent. If a Member or Liaison has notified the CSC, the Chair of the CSC or the Secretariat of their absence before the start of the meeting, she or he will be recorded as absent with apologies and the alternate if appointed, when replacing the Member of Liaison, will be recorded as such.

The list of attendees will be separately published on the CSC website or wiki space.

## **6 Notes and Decisions**

### **6.1 Decision-making**

#### ***6.1.1 Quorum***

Only a quorate CSC meeting may take decisions. If a meeting is not quorate, a decision may be discussed, but no decision taken and decisions will be taken on-line or deferred to the next (quorate) meeting.

If a meeting is only quorate for a part, decisions should be taken during the period the meeting was quorate.

#### ***6.1.2 Decision-making at a meeting***

In addition to the quorum rule, CSC decisions will be taken using the following procedure:

For a decision to be taken it must be approved by at least 3 Members present, unless another threshold is required either by the ICANN Bylaws, or by the CSC itself prior to the decision making.

In taking its decisions, developing its work plan and any of its reports, the CSC shall seek to act by consensus. Consensus calls should always make best efforts to involve all (appointed members and liaisons).

- Firstly, the Chair of the meeting will call for discussion of a proposed decision. If a proposed decision is changed as a result of the discussion, the Chair will ensure the correct recording of the final decision.
- The Chair will also note any abstentions or declarations of a conflict of interests.

The Chair shall be responsible for designating whether a decision has one of the following :

- a) Full Consensus - a position where no minority disagrees; identified by an absence of objection
- b) Consensus – a position where a small minority disagrees, but most, including 3 (three) of the 4 (four) Members agree

In the absence of Full Consensus, the Chair should allow for the submission of minority viewpoint(s) and these, along with the consensus view, shall be included in the report.

In the notes the proposer of the decision will be recorded. The notes will also note the level of support for a decision, if not unanimous. In the event of abstentions or objection, the name of the Member or Liaison abstaining or objecting will be recorded in the notes and the Chair will offer this person the opportunity to express her/his concerns.

### **6.1.3 Decision-making by email**

When the CSC needs to take a decision by email, the Chair or the CSC secretariat will send out the proposed decision to all members and liaisons using the CSC email list. The email will include the decision and the date and time by which a decision is needed, which will be at least 3 working days after sending the email, unless agreed otherwise prior to sending out the decision.

An email proposal is considered adopted if a majority of the membership concurs / approves, including at least 3 Members by the date and time included in the email.

The decision by email will be recorded in the agenda of the first CSC meeting following the decision.

## **6.2 Numbering and publication of Notes and Decisions**

The numbering of notes and decision follows the numbering of the CSC meetings.

If, for instance, a CSC meeting is held where no decisions are taken, the next decision's number will remain the same as the number of the meeting. Sub-numbers are then given to each decision item that is passed. E.g. Meeting 1, decision 1 will have the decision number 1.1 and so on.

All decisions adopted by the CSC (whether at a meeting or by email) will be published as soon as possible after they have been approved, preferably within 24 hours. The decisions will be published on the CSC website.

## **6.3 Recording of Discussions**

The notes will reflect only those remarks which are considered to be relevant to understand the decisions, thread of the discussion and action items. The notes will refer to a verbatim recording of the proceedings of the meeting, if such a recording has been made. The notes and recording will be made publicly available via the CSC website/ wiki space.

## **7 Action Items**

The notes will reflect the action items flowing from the meeting, and the description will include a brief description of the action item, whom is responsible for completion and the due date.

The format for the numbering of the action items starts with the number of the meeting, the year. The items will be sub-numbered action 01, Action 02 and so on. Action items are published separately online.

## **8 Approval of the Notes and Amendments**

The secretariat will send notes of a meeting to the CSC email list as soon as possible after the meeting is closed. Members and liaisons of the CSC will be given an opportunity to propose amendments to the notes within one week after posting. If no comments are received, the notes will be considered adopted by the CSC.

In the event amendments to the draft notes are proposed the Chair will determine whether the proposed amendments will be included in the notes and secondly whether the amended notes will be considered approved or need to be resent again to the CSC for approval.

## **9 CSC email lists, Website**

The CSC will have a dedicated email list, which shall be maintained by the Secretariat and updated according to the instructions of the CSC. This email list shall be open to observers: <http://mm.icann.org/pipermail/icann-csc>

In addition the CSC will have a dedicated email list to distribute its reports, announcements etc., and which is open for subscription to anyone interested: <https://mm.icann.org/mailman/listinfo/csc-announce>

The CSC will have a dedicated web-page: <https://www.icann.org/csc> , which shall be maintained by the Secretariat and updated according to the instructions of the CSC.

## **10 Miscellaneous**

### **10.1 CSC Internal Guideline**

The procedures are internal to the CSC. Notwithstanding the foregoing, to the extent any provision in this Internal Procedures or amendment to the Internal Procedures conflict with terms of the CSC Charter or terms of the ICANN Bylaws, the terms of the Charter or Bylaws shall control.

## **10.2 Omission in or Unreasonable Impact of the Guideline**

In the event this Internal Procedure does not provide guidance and/or the impact is unreasonable to conduct the business of the CSC, the Chair of the CSC will decide, after consulting the Members.

## **10.3 Publication and Review of the Guideline**

The Guideline will be published as part of the rules and guidelines of the CSC after adoption by the CSC.

The Guideline will be reviewed at a minimum after a review of the charter of the CSC or adjusted when considered necessary. To become effective the updated Guideline must be adopted by the CSC and published on the CSC website.

Before publishing the updated Guideline, the secretariat will adjust the version number and insert the date the Guideline was reviewed and adopted by the CSC.

## **10.4 References**

- ICANN Bylaws Article 17 CUSTOMER STANDING COMMITTEE
- Charter of the CUSTOMER STANDING COMMITTEE
- IANA NAMING FUNCTION CONTRACT between ICANN and PTI
- FINAL REPORT SECOND REVIEW CSC EFFECTIVENESS AND EFFICIENCY

## **Change log version 1 to version 2**

Version 1 was adopted by the CSC in March 2017. Version 2 includes following changes to accommodate for the inclusion of “alternates”:

- Section 3: add “member and Liaisons”. Add paragraph on “Alternates” and recording of presence.
- Section 5.2: impact of including Alternates on quorum
- Section 5.3: Include how attendance Alternates is recorded

In addition some small editorial changes have been made.