

To: Katrina Sataki, Chair of the ccNSO & Keith Drazek, Chair of the GNSO

Cc: Göran Marby, President & CEO ICANN & Kim Davies, President PTI

Re: Approval ccNSO and GNSO Councils for amendment SLA for the ccTLD Creation and Transfer Process

Date: 20 February 2020

Dear Katrina and Keith,

I am writing you to seek approval of the country code Names Supporting Organization and Generic Names Supporting Organization Councils for the IANA Naming Function Service Level Agreement (SLA) for the ccTLD Creation and Transfer Process.

As you may recall the Customer Standing Committee and Public Technical Identifiers (PTI) recently agreed on a procedure to amend SLAs (see: <https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf> ). Accordingly, - in case of the change of the SLA item and threshold values, and after a public comment and agreement on the new SLA between PTI and the Customer Standing Committee (CSC) – the CSC should seek approval from the ccNSO and GNSO Councils on the amended SLA. After both Councils have approved the new SLA, it will be implemented according to the implementation plan.

Recently, the CSC and PTI have agreed to change the SLA for the ccTLD Creation and Transfer Process (for details you are referred to the attached document: Service levels for the ccTLD Creation and Transfer Process, version 9 January 2020). Background for the request is that the current SLA measures the processing time from beginning to end without differentiating between the responsibilities of the ccTLD Manager and PTI and the time it takes to complete a step.

Under the proposed SLA, the following will be measured and monitored:

1. The time it takes PTI staff to evaluate and to respond to each submission of the supporting documentation
2. The time it takes to author the delegation or transfer report for review by the ICANN Board of Directors, after all relevant material has been submitted by the ccTLD manager
3. Counting the number of transactions with the customer as indication of quality of the request.

For more details you are referred to the attached document.

The change request was initiated by the CSC and PTI, and, after completing a set of required steps including a public comment period, is now ready for approval by the ccNSO and GNSO Councils, which is required before implementation will start.

On behalf of the CSC

Lars- Johan Liman, Chair