

30 October 2019

Dear IFR Review Team,

On behalf of the GNSO Council and the ccNSO Council, we would hereby like to transmit to you the [Customer Standing Committee \(CSC\) Effectiveness Review Report](#).

To provide you with a little bit of background:

- The Customer Standing Committee (CSC) was established as one of the post IANA Transition entities and conducted its first meeting on 6 October 2016.
- The ICANN Bylaws, Section 17.3 (b) states, "The effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO and the findings of the review will be published on the Website."
- On 27 June 2018, in the process of adopting the amended CSC Charter as required by the ICANN Bylaws, Section 17.3, it was agreed by the ccNSO and GNSO Councils to conduct an analysis of the requirements of the IANA Naming Function Review and the CSC Effectiveness Review with a view to creating synergies and avoiding overlap.
- Representatives from the ccNSO and GNSO met and discussed the requirements of the IANA Naming Function Review and the CSC Effectiveness Review and explored a number of options for addressing any potential or perceived overlap. These discussions concluded that the most practical and efficient path forward is for the ccNSO and GNSO to each appoint two members to conduct the CSC Effectiveness Review that will consider the effectiveness of the CSC in performing its responsibilities as outlined in the CSC Charter and that the findings of the Review, as adopted by both the GNSO and ccNSO Councils, will become an input to the IANA Naming Function Review.
- This approach was developed on the basis that the recently concluded CSC Charter Review established that the CSC is working well and is non-controversial; the Final Report of the CSC Charter Review provides a good platform from which to conduct an effectiveness Review; and that the primary purpose of the IANA Naming Function Review is to review the performance of PTI in performing the IANA Function and therefore is not likely to spend too much time reviewing the effectiveness of the CSC.
- On 16 January 19, the Initial Report for the CSC Effectiveness Review prepared by the CSC Effectiveness Review Team was published <https://www.icann.org/en/system/files/files/csc-effectiveness-initial-16jan19-en.pdf>.
- The public comment on the Initial Report on CSC Effectiveness opened from 16 Jan 2019 to 25 Feb 2019 and comments were received <https://mm.icann.org/pipermail/comments-csc-effectiveness-initial-16jan19/>
- On 05 March 2019, the final of the report of the Customer Standing Committee Effectiveness Review was published at <https://community.icann.org/x/VQpIBg>, as a revision of the initial report in light of the comments received.
- The GNSO Council and the ccNSO Council adopted the final report of the Customer Standing Committee Effectiveness Review <https://community.icann.org/x/VQpIBg> on 13 March 2019 and agreed that in accordance with terms of CSC Effectiveness Review Template, the Chair of GNSO Council and the Chair of ccNSO Council are requested to submit the report to IANA Naming Function Review Team (IFRT) as soon as that is established.

The GNSO Council and ccNSO Council hope that the CSC Effectiveness Review Final Report will help inform and facilitate the IFRT's work.

Should you have any further questions, please do not hesitate to reach out to us.

Best regards,

Katrina Sasaki
ccNSO Council Chair

Keith Drazek
GNSO Chair