

Re: Deferral 3<sup>rd</sup> CSC Effectiveness Review

To: Tripti Sinha, chair ICANN Board of Directors  
Cc: Sally Costerton, Interim CEO and President ICANN  
Patricio Poblete, ccNSO appointed Board Member  
Becky Burr and Chris Buckridge, GNSO appointed Board Members  
Frederico Neves, Chair of the CSC

29 August 2024

Dear Tripti,

We are writing to inform you that the ccNSO and GNSO Councils have decided to defer the third (3<sup>rd</sup>) Customer Standing Committee (CSC) Effectiveness Review, and to revisit this decision in August 2025. According to the ICANN Bylaws and CSC Charter, the 3<sup>rd</sup> CSC Effectiveness Review is expected to start by 1 October 2024, and the ccNSO and GNSO Councils have to determine the review method.

The decision to defer the 3<sup>rd</sup> CSC Effectiveness Review is based on the following considerations:

- The short time between conclusion of the 2<sup>nd</sup> Effectiveness Review (April 2023) and required start of the 3<sup>rd</sup> Review (October 2024)
- The status of implementation of some of the major recommendations made by the 2<sup>nd</sup> CSC Review Team, and
- The concurrent 2<sup>nd</sup> IANA Function Review, which focuses on some aspects of the CSC

The Councils note that the 2<sup>nd</sup> CSC Effectiveness Review was launched in August 2021 by adoption of the Terms of Reference and appointment of the members of the Review Team. The Final Report was adopted by both Councils on 20 April 2023. In May 2023, the ccNSO and GNSO Councils [jointly informed](#) the ICANN Board of Directors of the outcome of the review and requested initiation of the process of Bylaw changes to adjust the frequency of Bylaw changes as suggested. The ccNSO re-iterated the request to amend the Bylaws as suggested by the 2<sup>nd</sup> Review Team during its meeting with the ICANN Board of Directors in October 2023, which was followed by re-sending the joint letter in November 2023.

It is the understanding of the Councils that currently the following two major recommendations still await (full) implementation:

- Regular review of the Service Level Agreements of PTI – The 2<sup>nd</sup> Review Team suggested that the CSC in close cooperation with PTI develop a framework for regular reviews of the complete set of Service Level Agreements. The Councils have been informed that the CSC and PTI are working on developing such a framework since October 2023.
- Adjustment of Frequency of CSC Effectiveness Reviews – The Review Team recommended to reduce the frequency to once every five years after the previous review was concluded, or at the request of the PTI Board, the CSC, the ccNSO or RySG if any of them deem a CSC effectiveness review to be necessary. Current status of the implementation of this recommendation is unknown.

With respect to the potential overlap of the IANA Function Review and the 3<sup>rd</sup> CSC Effectiveness Review, the Councils note that currently the 2<sup>nd</sup> IANA Function Review (IFR) is underway, which – although it focuses on the IANA Function - touches upon aspects of the role of the CSC. It's further our understanding that the CSC and PTI are both expected to provide liaisons to IANA Function Review and given the requirements, the pool of potential members for both reviews is limited. As the IFR is anticipated to be concluded at its earliest in the first semester of 2025, the launch of the 3<sup>rd</sup> CSC Effectiveness Review would result in an unnecessary burden of volunteers both as potential members of the Review Team and CSC membership.

As requested in our [letter from May 2023](#), and re-iterated in October and November 2023, we request the Board to initiate the Bylaw amendment process to adjust the frequency of the CSC Effectiveness Review. As stated above, and in anticipation of the requested Bylaw change, we will revisit our decision to defer the 3<sup>rd</sup> CSC Effectiveness in August 2025.

If you have any questions with respect to this letter, please do not hesitate to contact us.

Best regards, on behalf of the ccNSO and GNSO Councils

Alejandra Reynoso  
Chair of the ccNSO Council

Greg DiBiase  
Chair of the gNSO Council