

Re: Deferral 3rd Customer Standing Committee (CSC) Effectiveness Review

To: Tripti Sinha, Chair, ICANN Board of Directors
Cc: Kurtis Lindqvist, CEO and President of ICANN org
Byron Holland and Patricio Poblete, ccNSO appointed Board Members
Becky Burr and Chris Buckridge, GNSO appointed Board Members
Rick Wilhelm, Chair of the CSC

19 August 2025

Dear Tripti,

We are writing to inform you that the ccNSO and GNSO Councils have decided to defer the third (3rd) Customer Standing Committee (CSC) Effectiveness Review, and to revisit this decision in June 2026. According to the ICANN Bylaws and CSC Charter, the 3rd CSC Effectiveness Review was expected to start by 1 October 2024, and the ccNSO and GNSO Councils have to determine the review method.

The decision to defer the 3rd CSC Effectiveness Review again is based on the following considerations:

- The status of implementation of some of the major recommendations made by the 2nd CSC Review Team, and
- The concurrent 2nd IANA Function Review, which focuses on some aspects of the CSC

The Councils note that the 2nd 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 CSC effectiveness reviews as suggested. The Councils also alerted the Board to the other main recommendations, including introducing Alternates and amendment of the IANA Service Level Agreement Framework to accommodate a regular review of the full set of SLAs. We note that the amendment of the Framework is nearly completed and we are working with ICANN org regarding the suggested Bylaws changes. Because these changes are still under discussion, the full set of recommendations will not have been in effect if the 3rd CSC Effectiveness Review would be launched by October 2025.

With respect to the potential overlap of the IANA Function Review and the 3rd CSC Effectiveness Review, the Councils note that the 2nd IANA Function Review (IFR) has recently produced its [Final Report](#). This review – although it focuses on the IANA Function - touches upon aspects of the role of the CSC. It is our view that conducting two back-to-back reviews on related subjects is not the best use of volunteer and staff time.

As stated above, and in anticipation of the requested Bylaws changes, we will revisit our decision to launch the 3rd CSC Effectiveness in June 2026.

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

Nacho Amadoz and Tomslin Samme-Nlar
Interim Co-Chairs of the GNSO Council