

Process for Amending the IANA Naming Service Level Agreements

This document describes the procedures for amending the IANA Naming Service Level Agreements (SLAs). These SLAs are memorialized at <https://pti.icann.org/iana-naming-function-services-service-level-agreements> and are incorporated by reference in the obligations of the IANA Naming Functions Contact.

1. Starting this process

- 1.1 **On demand.** Any of the three parties — PTI, ICANN, or the Customer Standing Committee — may request to change the SLAs. The change request, along with reasoning for the change, must be distributed to the other parties.
- 1.2 **Periodic Review.** If the Periodic Review referred to in Section 4 of this Document results in any proposed change[s], this Process shall govern the consideration of those proposals.

2. Determining that an SLA needs amending

- 2.1 The parties shall meet to review the SLAs and to discuss any change requests; this may be done during the CSC's regular monthly meeting or during a separate meeting.
- 2.2 Change requests must be evaluated based on the benefit provided to the Customer (as defined by Article 1.1(k) of the IANA Naming Function Contract); the feasibility; and the associated cost, resources and time required to make the change. The analysis should consider the benefits that the proposed change would achieve over both the short and longer term, as well as any actual or potential impacts of implementing the proposed change.
- 2.3 Should a change request be mutually agreed by the parties, the proposed change will proceed to the amendment process described below.
- 2.4 Should the parties not mutually agree to the proposed change, the Service Level Agreements will remain as-is. Upon identification that the proposed change will not be agreed upon, the parties shall each issue a written communication noting that there is no mutual agreement, which will bring the process to a close.

3. Amending the SLAs

- 3.1 Based on mutual agreement to a proposed change to an SLA, PTI will draft a SLA Change Recommendation, which includes an impact analysis that expands with further detail based on their earlier discussions during the "Determining that a SLA needs amending" stage. The analysis should review such items as the impact on potential resources, including considerations from PTI and ICANN's budgeting and planning processes.
- 3.2 After that analysis is available, the parties should reach agreement on how PTI can support the implementation of the SLA Change Recommendation. Such assessment

should seek to include relevant data and anticipated impact on the community of the change.

- 3.3 The SLA Change Recommendation shall be subject to an ICANN Public Comment Proceeding, which shall be initiated by PTI and/or ICANN.
 - 3.3.1 Changes that only reflect changes to threshold values of an existing SLA do not require this step.
 - 3.3.2 The CSC may conduct additional outreach, such as during open sessions at ICANN Public Meetings.
 - 3.3.3 Community feedback should be taken into consideration in the final SLA Change Recommendation, including the Public Comment Feedback if a Public Comment was held. If community feedback results in significant changes to the SLA Change Recommendation, then the parties shall attempt to reach mutually agreed upon revisions but have an option to stop the SLA proceedings.
- 3.4 When a final draft SLA Change Recommendation is agreed upon between the parties, the CSC shall seek approval from the GNSO and ccNSO Councils. Changes shall only proceed with the approval of both councils.
 - 3.4.1 Changes that only reflect changes to threshold values of an existing SLA do not require this step.
- 3.5 After approval of the SLA changes, PTI will implement the changes in accordance with the implementation plan. The SLA webpage will be updated with the new SLA specification.

4. Periodic Review of SLAs

- 4.1 At least once every five years, the CSC shall initiate a review of the full set of SLAs. Each review shall be timed from when the outcomes of the prior Periodic Review were completed.
- 4.2 The Periodic Review is not required to result in any change to any of the SLAs. If changes are identified through this process, then the aforementioned process for amending the SLAs applies.

Background Information

- This procedure was developed and agreed to by the Customer Standing Committee (CSC), ICANN and PTI. This process was developed to enable timely amendments to service levels that fall into several defined categories. It was last amended on <DATE>.
- The SLAs are enforceable by ICANN through the IANA Naming Functions Contract it holds with PTI. None of the requirements in the process for amending IANA Naming SLAs override any obligations within the IANA Naming Functions Contract. Pursuant

to that agreement, PTI's obligations to consult or notify ICANN are not modified through this process for amending IANA Naming SLAs.