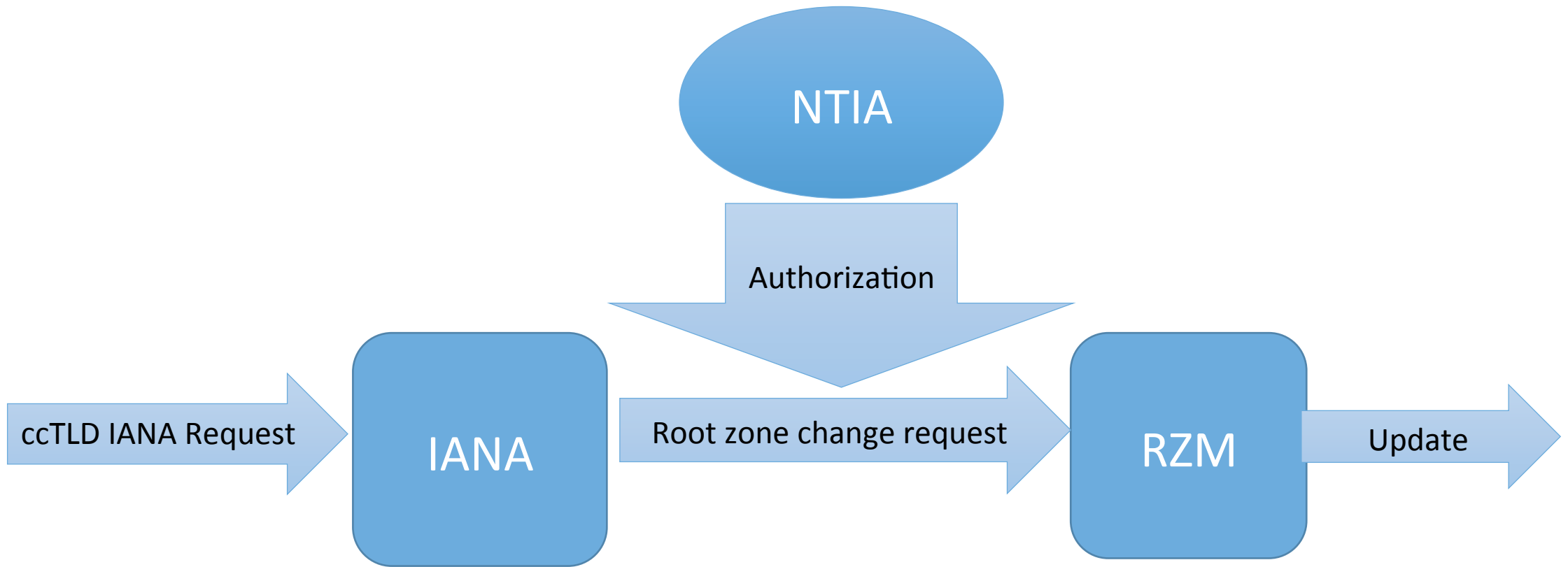


Specific ccTLD aspects

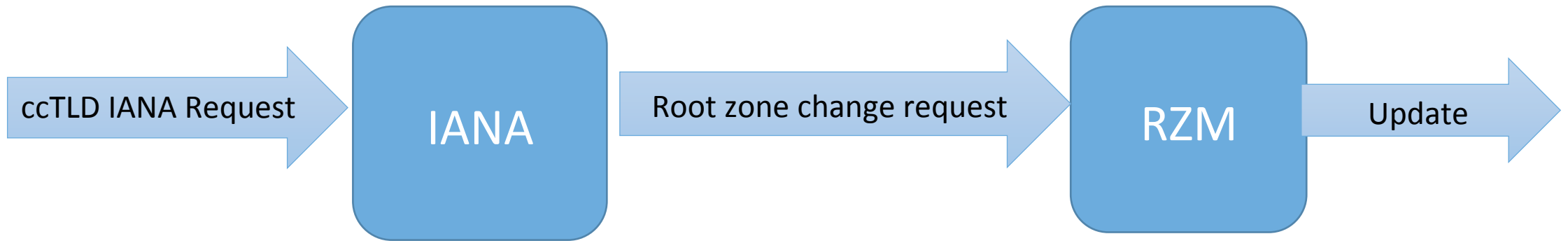
- Authorisation function
- SLE's for ccTLD's
- Relevancy of Remedial and Escalation processes

Authorization Function

Current situation



No Authorization proposed post transition



Service Level Expectations (SLE)

- SLEs applicable for all TLDs (ccTLD s and gTLDs)
 - complaint mechanisms
- Customer Standing Committee (CSC) monitor SLE's
 - receive reports,
 - resolve issues around SLE directly
- Mechanisms to change IANA services
 - (example: introduction or change DNSSec)
- Mechanism for review and adjustment of SLEs over time

Remedial and Escelation Mechanisms

Current situation

Any individual has the right to complain about the operations of the IANA functions

Proposal for Post Transition

1. Individual ccTLD will have the right to complain.
 2. Additional mechanism for complaints and escalation of complaints
- CWG outline: Remedial and escalation due to complaints
 - Potential structure and more details Page 62 of proposal

Remedial and Escalation Mechanisms

Mechanisms are predefined steps in:

- **Root Zone Emergency Process**
This process is for TLD managers in cases where expedited handling is required and is essentially the same as the process currently used by ICANN.
- **Customer Service Complaint Resolution Process**
This process is for anyone who has a complaint about IANA services. It is modified somewhat from the current process used by ICANN with some added steps at the end.
- **Problem Management Escalation Process**
This is a new process for persistent performance issues or systemic problems associated with the provision of IANA services.

(more detail: Annexes J, K, L, page 68, 69,72 of proposal)