

The ICANN GNSO “Business Constituency”



ICANN Business Constituency (BC) Comment on [Customer Standing Committee \(CSC\) changes Process for Amending the IANA SLAs](#)

2-Jun-2025

Background

This document provides input from the ICANN Business Constituency (BC), from the perspective of business users and registrants. We advocate for ICANN policy that:

1. promotes end-user confidence because it is a safe place to conduct business
2. is competitive in the supply of registry and registrar and related services
3. is technically stable, secure and reliable.

Scope

This is in response to the Public Comment proceeding opened on 22nd Apr 2025, for the Proposed Changes to the Customer Standing Committee (CSC) Process for Amending the IANA SLAs.

General Comment:

The ICANN BC appreciates the effort for improving the SLAs review process and believes it will further enhance the PTA/IANA functions. The BC agrees to the new version of the “Process for Amending the IANA Naming Service Level Agreements (SLAs)” as it’s well articulated and well elaborates the four phases of SLA Amendment Process:

- Initiating the Process
- Determining that an SLA needs Amending
- Amending the SLA
- Periodic Reviews of SLAs

We particularly welcome the inclusion of periodic review mechanisms, which contribute to long-term adaptability and operational resilience. While the BC does not propose changes at this time, we encourage continued transparency and multistakeholder engagement throughout the SLA amendment process to maintain trust and ensure the process remains robust.

Conclusion

The BC supports the proposed updates to the CSC SLA amendment process and views this as a positive step toward enhancing the effectiveness and accountability of the IANA functions.

This comment was drafted by Hafiz Farooq. It was approved in accordance with our [Charter](#).