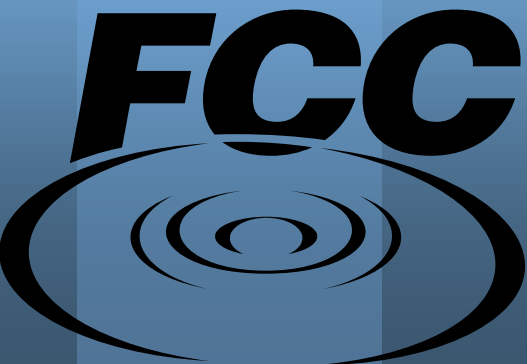


*Consumer & Governmental  
Affairs Bureau*

*January 13, 2005*



# 2004 Goals

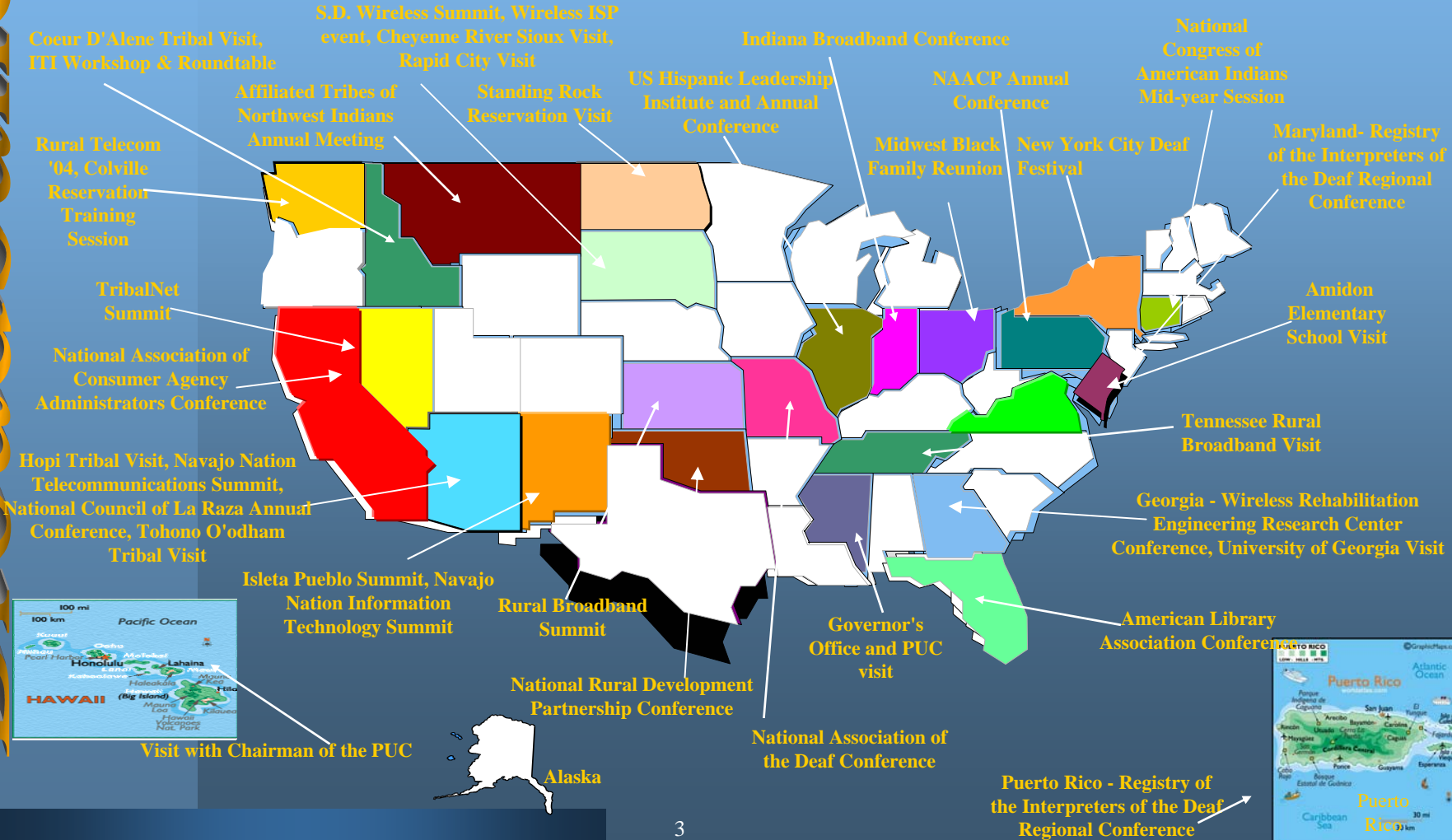
- **Broaden Policy Focus**
  - Telecommunications Relay Service, Telecommunications Consumer Protection Act, Wireless Spam
- **Expanded Outreach**
  - Broadband, DTV, Disability Issues, Tribal, Rural
- **Enhanced Consumer Experience**
  - Consumer Centers, Web Portals, Publications
- **Increased Training Activities**
  - Section 504 Handbook on disability access to the FCC
- **Taking the profit out of Slamming**
  - Increased Slamming Adjudications

CGGB

# Outreach Across America

Promoting Economic Growth, Consumer Choice, Public Safety

Broadband



# *Deployment to Underserved Areas*

**Promoting Economic Growth**

- Developed partnership with Delta Regional Authority (DRA) to bring advanced services to rural Delta communities.
- Continued partnership with Appalachian Regional Commission (ARC).
  - Visited Vanderbilt University Medical Center to showcase how broadband improves access to healthcare in rural areas.
- Partnered with Kansas State Legislatures and Regulators on broadband deployment in rural areas.
- Facilitated discussion of broadband issues with Intergovernmental Advisory Committee and Consumer Advisory Committee.

**Broadband**

**CGIB**

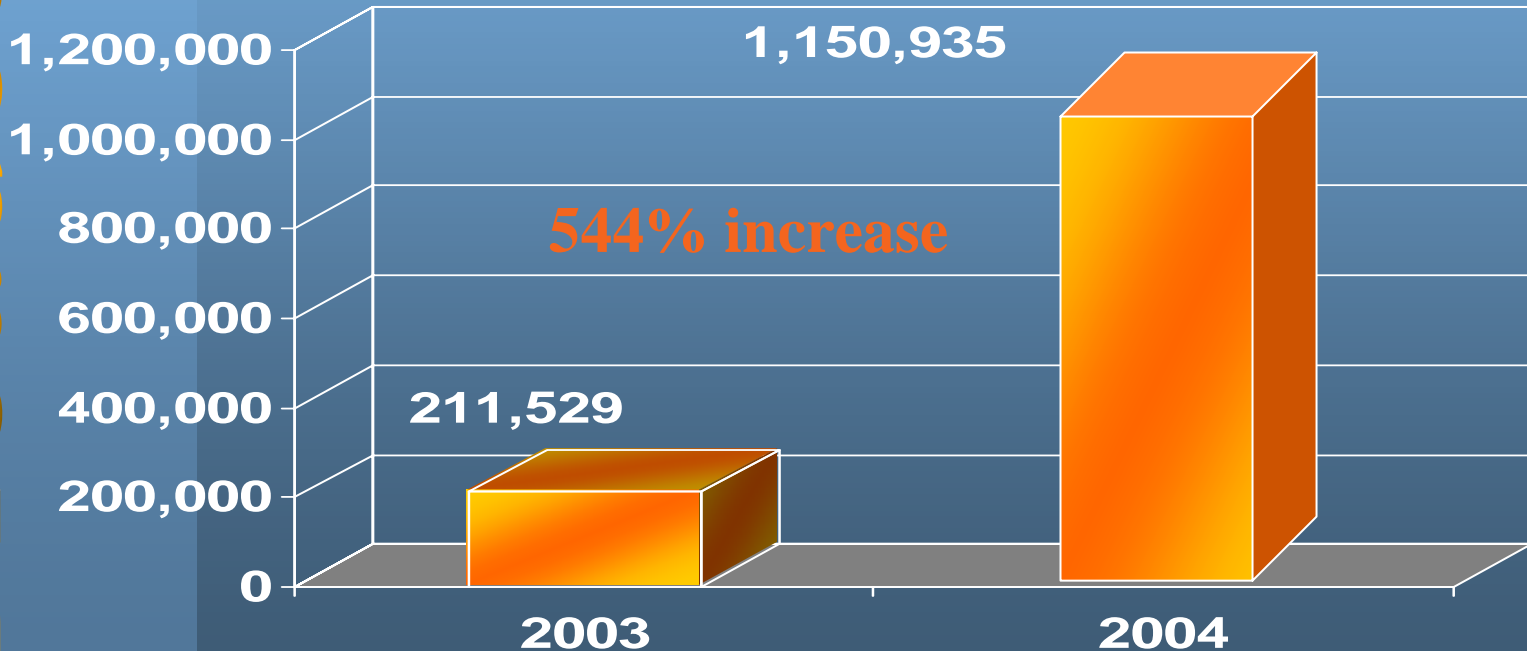
# Accessibility through Broadband

Promoting Economic Growth

IP Relay and Video Relay Service utilize broadband in the provision of Telecommunications Relay Service (TRS)

Broadband

Minutes of Use



CGB



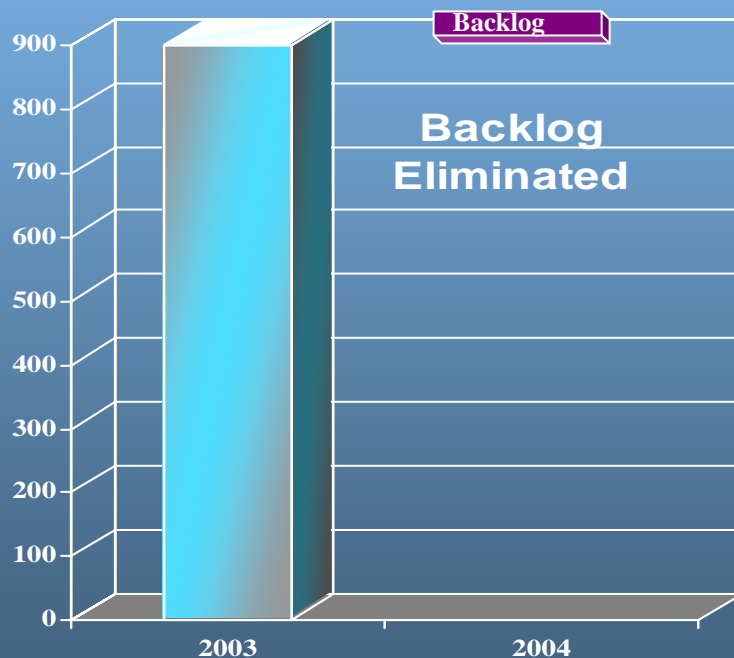
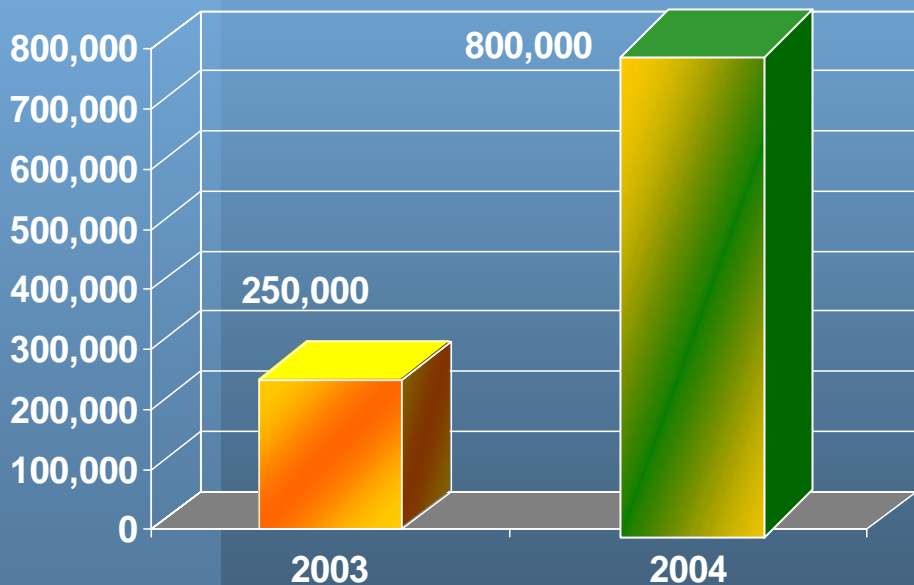
# Taking the Profit out of Slamming

## Promoting Consumer Choice

300% Increase



Refunds & Credits to Consumers



Competition

CGGB

# CAN-SPAM Database

Promoting Consumer Choice

FCC Federal Communications Commission  
[FCC Home](#) | [Search](#) | [Updates](#) | [E-Filing](#) | [Initiatives](#) | [For Consumers](#) | [Find People](#)

Consumer & Governmental Affairs Bureau  
[FCC > CGB Home](#) > [WLN](#) > [Wireless Local Number Portability](#)

## Wireless Local Number Portability

### Background

For years, consumers with wireline phones have been able to switch from one local carrier to another at the same location without having to change their phone numbers. Now, this service will be available to wireless customers as well.

Under the Federal Communications Commission's (FCC's) wireless local number portability rules, consumers can switch wireless carriers within the same geographic area and keep their existing phone numbers. However, that if you are moving from one geographic area to another, you may not be able to switch from one wireless carrier to another, in most cases, you will be able to switch from a wireline carrier to a wireless carrier, or from a wireless carrier to a wireline carrier and still keep your number.

### Initiating the Process

If you want to change carriers:

- Do not terminate your service with your existing carrier before initiating service with the prospective new carrier.

### Fees and Charges

- The FCC does not regulate wireless service provider fees. The wireless industry is very competitive in many areas, consumers have the right to shop for the best provider and plan options. Competition brings the...

FCC Federal Communications Commission  
[FCC Home](#) | [Search](#) | [Updates](#) | [E-Filing](#) | [Initiatives](#) | [For Consumers](#) | [Find People](#)

## Consumer Policy Issues

[FCC > CGB > Policy Issues > Domain Name Data Entry](#)

## Consumer & Governmental Affairs Bureau Domain Name Data Entry (For Wireless Providers Only)

The purpose of the domain name registry is to protect cellular and other commercial mobile service (CMRS) wireless consumers from unwanted commercial electronic mail messages, by identifying, for those who send commercial electronic mail messages, Internet domain names used to transmit electronic messages to CMRS consumers. Click [here](#) for more information on CAN-SPAM and the rules related to wireless electronic messages.

The collection of domain names below is only for those electronic mail domain names used to offer subscribers messaging specifically for wireless devices in connection with commercial mobile service. This web page is to provide a way for companies offering such service to comply with 47 C.F.R. 64.3100(e) and (f).

**This is not a list of individual e-mail addresses for a do-not-email list. There is no government-sanctioned list of individual e-mail addresses. This database is for submissions of entire domain names only by wireless providers and those authorized to submit material for such providers.**

What type of submittal is this? \*

- A new Domain Name.
- Update contact information for an existing Domain Name.
- Delete an existing Domain Name.

Contact Information:

FCC Federal Communications Commission  
[FCC Home](#) | [Search](#) | [Updates](#) | [E-Filing](#) | [Initiatives](#) | [For Consumers](#) | [Find People](#)

Consumer Policy Issues  
[FCC > CGB > Policy Issues > Telemarketing Policy](#)

## Telemarketing Policy

Enacted by Congress in 1991, the Telephone Consumer Protection Act (TCPA) restricts the use of the telephone and facsimile machine to deliver unsolicited advertisements. Specifically, the TCPA prohibits auto dialed calls to emergency telephone lines, health care facilities, paging services, cellular telephones, and any service for which the called party is charged for the call. The TCPA also prohibits the delivery of artificial or prerecorded messages to residences except for emergency purposes or with the prior express consent of the called party. Under the TCPA, one may not send an unsolicited advertisement to a fax machine. In addition, those sending fax messages or transmitting artificial or prerecorded voice messages are subject to certain identification requirements. In 1992, the Commission adopted rules to implement the TCPA, including the requirement that entities making telephone solicitations institute procedures for maintaining do-not-call lists. Under the company-specific do-not-call rules, once a consumer asks not to receive calls from a particular company, that company may not call that consumer.

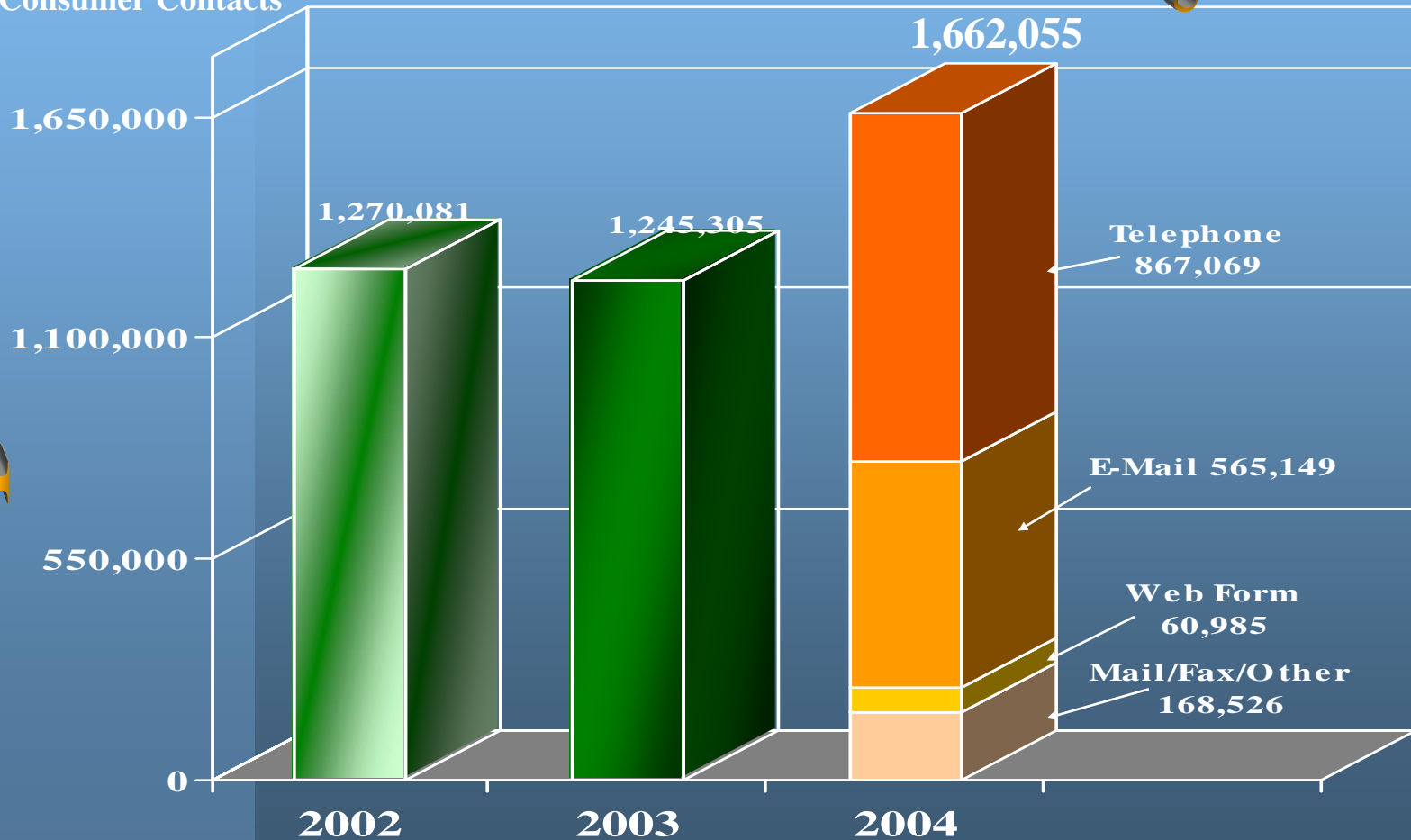
On June 26, 2003, the FCC revised its rules implementing the TCPA and established, in coordination with the Federal Trade Commission (FTC), a national [Do-Not-Call registry](#). The registry is nationwide in scope, includes all telemarketers (with the exception of certain non-profit organizations), and covers both interstate and intrastate telemarketing calls (the rules start at 47 C.F.R. 64.1200). Consumers can place their telephone numbers on the registry through one telephone call or one Web click.

The federal rules supersede all less restrictive state do-not-call rules, but states can have more restrictive do-not-call laws governing intrastate telemarketing. There are restrictions on the use of automatic dialing machines in an effort to reduce the number of "hang-up" and "dead air" calls consumers experience. The rules prohibit telemarketers from blocking

# *Increasing Consumer Contacts in 2004*

*Promoting Consumer Choice*

Consumer Contacts



*Competition*



# CGB Consumer Centers

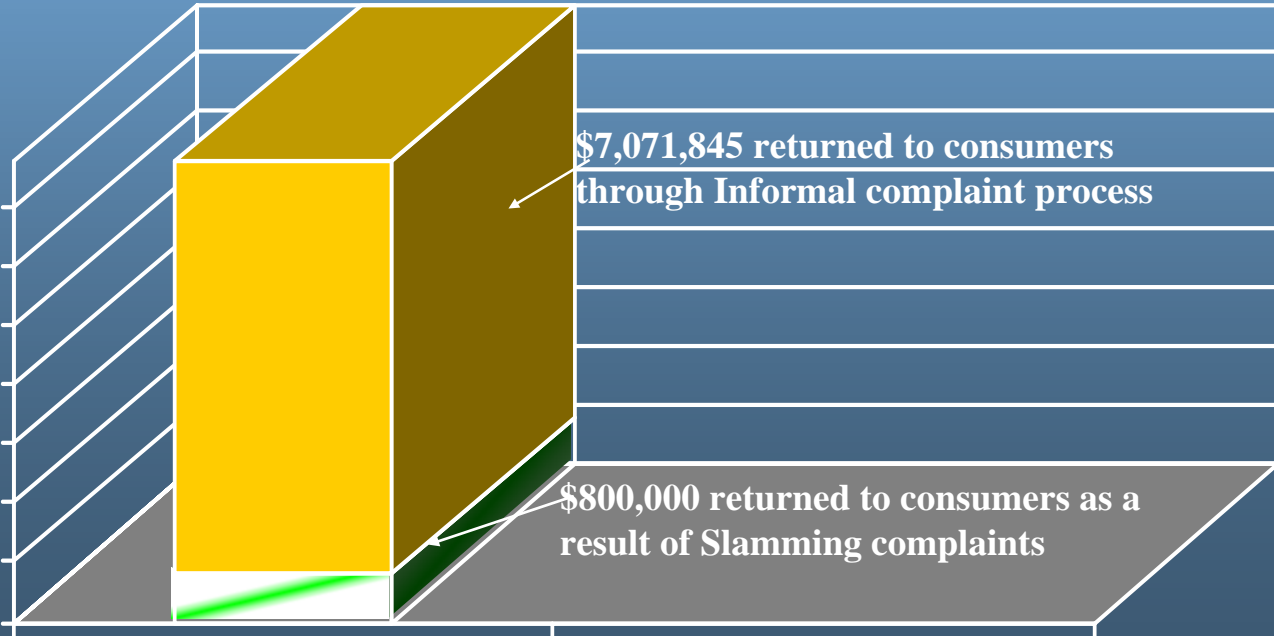
Promoting Consumer Choice

## Backlog Eliminated

\$7,871,845: Total amount CGB returned to consumers in 2004

Amount Returned  
to Consumers

\$7,000,000  
\$6,000,000  
\$5,000,000  
\$4,000,000  
\$3,000,000  
\$2,000,000  
\$1,000,000  
\$0



2004

Competition

Average Hits Per Month – 153,662

# DTV Outreach

[www.DTV.gov](http://www.DTV.gov)

Promoting Consumer Choice

Media



# *Access by People with Disabilities*

**Promoting Public Safety**

**Homeland Security**

- Updated & strengthened Telecommunications Relay Services rules.
- Developed policies that have led to exponential growth of Video Relay Services.
- Encouraged Telecommunications Relay Services facilities to apply for inclusion in Telecommunications Service Priority program

**CGCB**

# Protecting America's Telecommunications Network

## Promoting Public Safety

### Homeland Security

- Coordinated with other agencies of the federal government as well as state and local governments and tribal governments to ensure reliable communications in times of emergency.
- Facilitated summit of Emergency Communications and Homeland Security: Working with the Disability Community.
- Developed draft Tribal Communications Security Plan in consultation with Tribal leaders as part of Indian Telecommunications Initiative (ITI).

CCGB

# Tower Construction Notification System and Memo of Understanding

Spectrum

Promoting Consumer Choice

The screenshot shows the FCC's Wireless Outreach page for the Tower Construction Notification system. The page includes a search bar, a navigation menu with links to various FCC programs, and a main content area with the following sections:

- Search:** A search box with a "GO" button and a link to "Help - Advanced".
- WTB Home:** A link to the Wireless Tower Building (WTB) home page.
- Wireless Outreach:** A list of links including Broadband Forum, E911 Coordination, JSU Auction Test, Joint Rural Initiative, McKinley High Auction Test, Rural VISION Program, and Tower Notification.
- Tower Construction Notification:** The main heading for the system.
- Online Systems:** Two buttons: "LOGIN" (for receiving FCC notifications) and "NOTIFY" (for notifying Tribes and Historic Preservation Officers).
- Alerts:** A section indicating "No Alerts at this time" with a link to "More Alerts".
- How the System Works:** A brief description of the notification process.

# National Congress of American Indian Award



CGIB

# *Leveraging Technology*

*Promoting Consumer Choice*

*Modernizing the FCC*

- **CGB has completed Phase III of the Consumer Information Management System (CIMS); a new e-mail application that now tracks, reads, and responds to consumer e-mails.**
- **Campaign e-mails are now fully captured and tracked in CIMS as individual records.**

**CGB**

# KidsZone

## Promoting Consumer Choice

Modernizing the FCC

[www.fcc.gov/cgb/kidszone](http://www.fcc.gov/cgb/kidszone)

The screenshot shows the FCC KidsZone website. At the top, there is a navigation bar with links for FCC Home, Search, Updates, E-Filing, Initiatives, For Consumers, and Find People. Below this is the FCC logo and the text 'Federal Communications Commission' and 'A FUN PLACE TO LEARN FOR KIDS OF ALL AGES'. The main header reads 'Consumer & Governmental Affairs Bureau'. A breadcrumb trail shows 'FCC > CGB > Kids Zone'. On the left, there is a green sidebar with links for 'history', 'did you know?', 'the FCC & you', 'what's that mean?', 'is it true?', 'games', 'choose your zone', 'grades k - 3', 'grades 4 - 8', 'grades 9 - 12', 'parents' place', and 'teachers' guide'. The main content area features a 'Welcome to KidsZone' graphic with a cartoon character and a grid of photos. To the right, there is a 'this month in history' section with two bullet points: '1951 Manufacture of color television equipment is stopped for duration of Korean War' and '1976 For the first time since 1960, presidential candidates "debate" one another.' Below this is a 'FACTOID' section with the text: 'Did you know that over 55% of kids postpone their bed time in order to watch TV or be on the'. At the bottom, there is a section titled 'FCC IN THE NEWS'.



Chairman Powell and CGB Chief K. Dane Snowden guide FCC Best! Amidon students through the FCC KidsZone.



# 2005 Goals

- Enhanced policy focus:
  - TRS
  - Wireless Consumer Issues
  - VRS
  - TCPA
  - Truth-in-Billing
- Outreach:
  - Broadband
  - Disability Community
  - Indian Tribes
  - Seniors
  - Rural Communities
- Enhance consumer experience:
  - Consumer Centers
  - Web Portals
  - Fact Sheets
- Increase training:
  - Tribal Training
  - Professional Development

*Special Thanks to*

*CGB Staff*