

*Consumer & Governmental Affairs  
Bureau*

*January 15, 2004*



# *2003 Goals*

- Increase legal and Intergovernmental Affairs outreach staffs
- Expand outreach to underserved stakeholders (e.g. people with disabilities, rural communities)
- Continue to modernize CGB technology infrastructure
- Enhance CGB policy focus
- Ensure that all Voices are Heard



# Promoting the Commission's Strategic Goals



- Broadband
- Competition
- Media
- Homeland Security
- Spectrum
- Modernizing the FCC



## *Deployment*

- Forged partnership with Appalachian Regional Commission to bring advanced services to rural Appalachian communities.
- Showcased how broadband links the University of Virginia's Medical Center to rural health care facilities.
- Facilitated discussion of broadband issues by the FCC's Consumer Advisory Committee.



## *TCPA / National Do-Not-Call Registry*

- Balance consumers' privacy rights with telemarketers' telemarketing rights.
- Over 55 million consumers have registered since July 2003.
- For 2004 CGB will continue to work on the TCPA docket to update and enhance the telemarketing and unsolicited fax rules.

**“...a tool that will help ensure that telemarketers respect the privacy of our nation’s citizens.”**

**~ President George W. Bush ~**

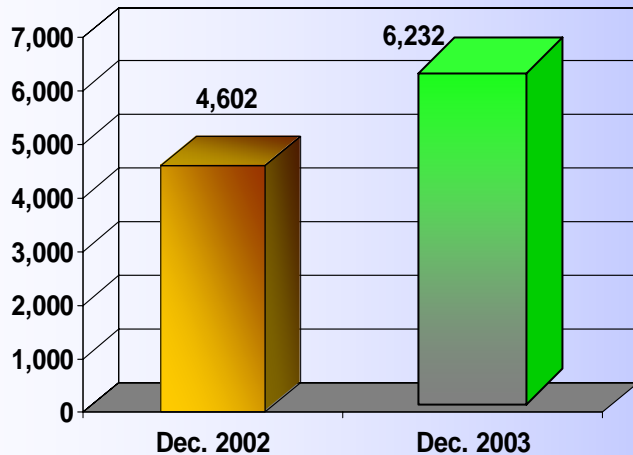


## *Taking the Profit out of Slamming*

- Revised rules to allow further consumer protections.
- Eliminated Form 478 to alleviate burdens on carriers.
- Provided a consumer mechanism for recourse.

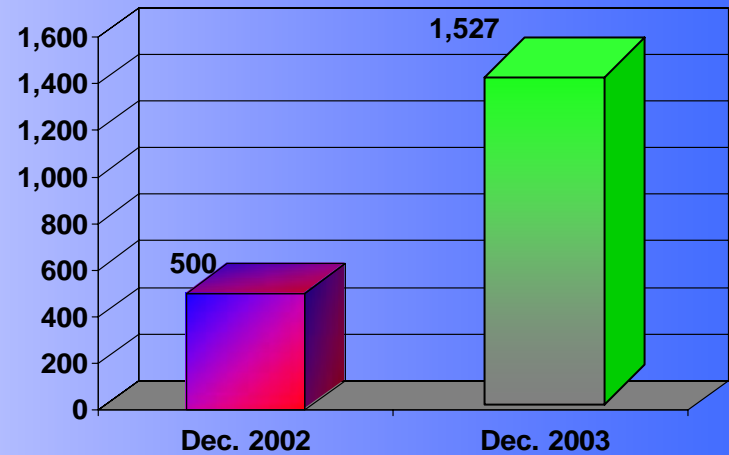
# Taking the Profit out of Slamming

**Complaints Closed**



*35.4% more than the number tallied at the same time last year.*

**Orders Released**



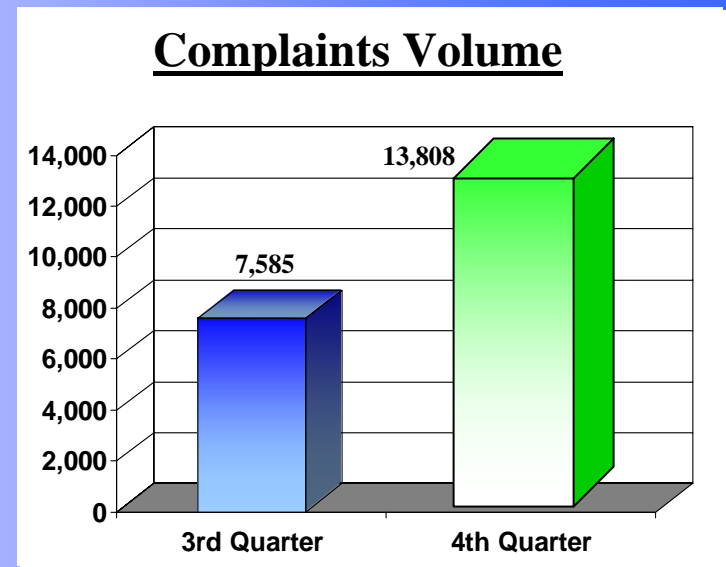
*An increase of nearly 300% over last year totals.*



More than \$250,000 in refunds and credits to consumers

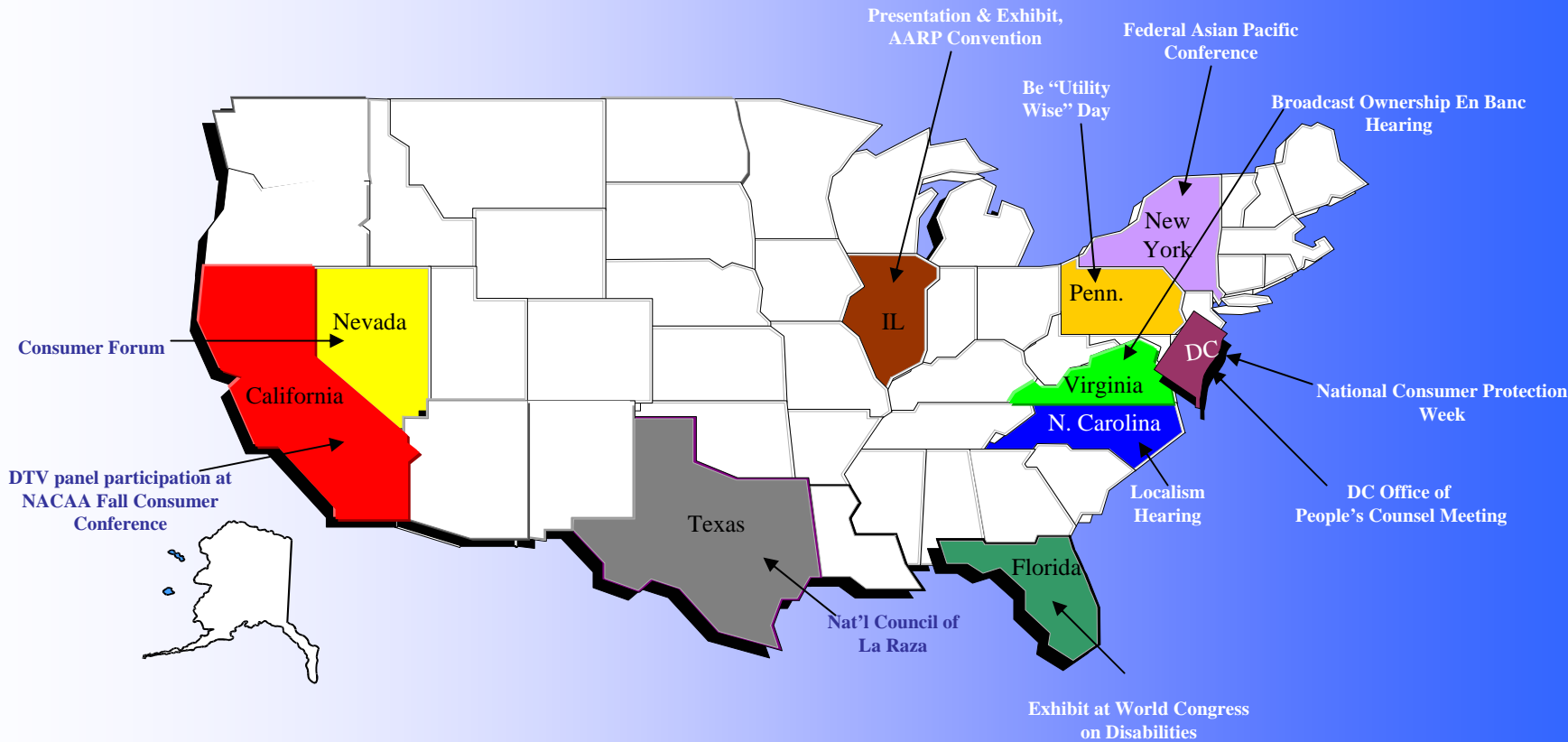
## *Consumer Centers Informal Complaints Backlog*

- Electronic filing initiatives contributed to about a **10% increase** in the average speed of disposal for informal complaints and inquiries.
- Modest backlog in 2003 of 161 informal complaints.
  - The National Do-Not-Call and Wireless Local Number Portability complaints nearly doubled monthly complaint activity from 7,585 in the 3<sup>rd</sup> quarter to 13,808 in the 4<sup>th</sup> quarter.

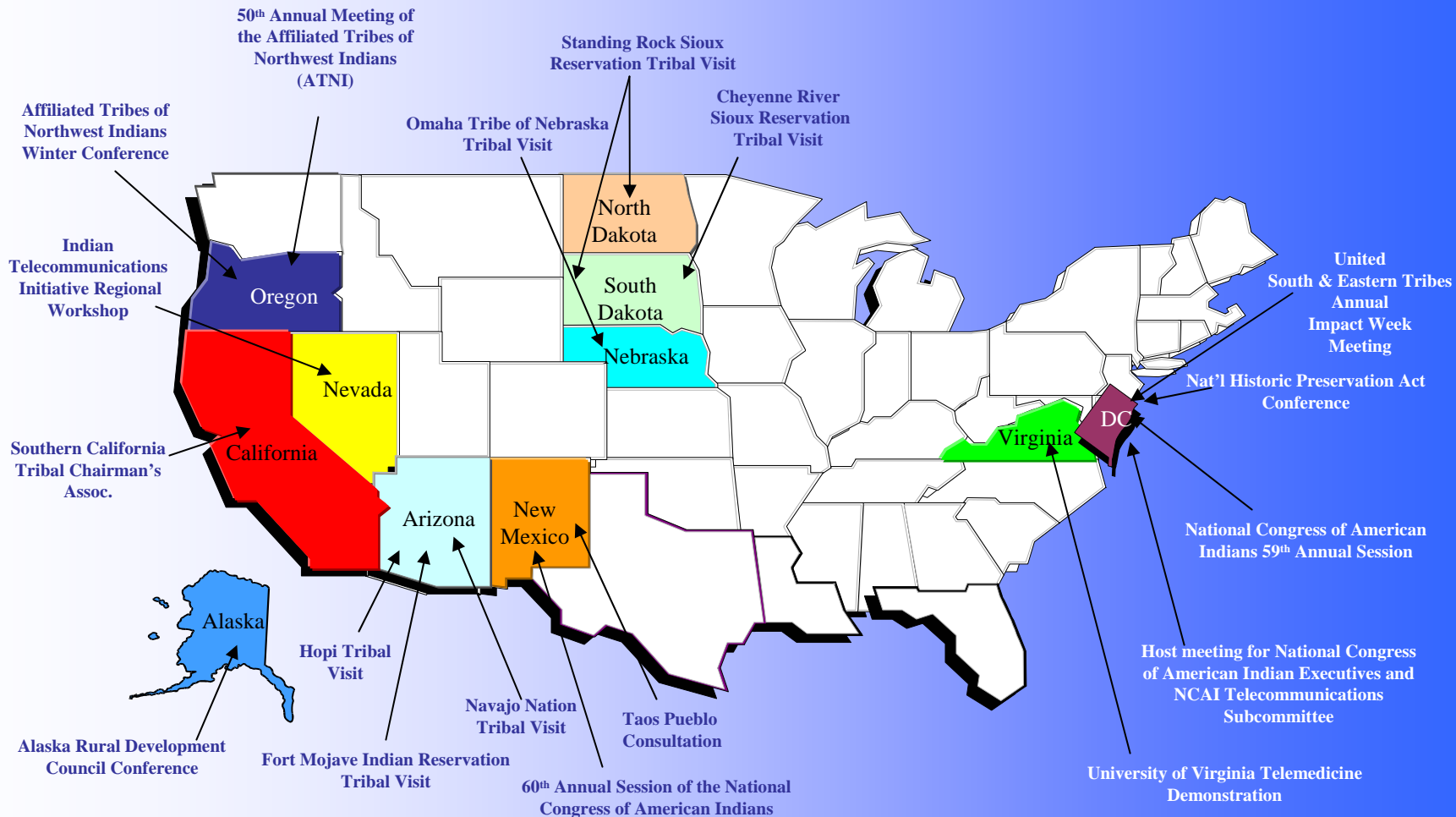




# Taking the “government to the people”



# Rural Lands of Opportunity



## *Not a One-Way Street*

- Solicited input from:
  - Consumers
  - State, Local, and Tribal governments
    - Development of VoIP
    - Development of FCC policies
  - Industry

# Communicating to the Public

## Publications



New technologies are changing the landscape of our communications arena almost daily. With an increasing number and variety of communications entering our homes each day, it can be hard for parents and caregivers to monitor, or even track, what children are watching, hearing, and accessing.

This booklet and our Web site, [www.fcc.gov/parents](http://www.fcc.gov/parents), offer an array of information to help parents deal with, decipher, and monitor the communications that their children have access to.

### Take a look at what's new inside:

- Child's TV Rules ..... 2
- TV Ratings ..... 2
- Obscenity & Indecency ..... 3
- TV Channel Blocking ..... 4
- Internet Child's Access ..... 5
- TV Programming ..... 6
- Emergency-Only Alerts ..... 6
- Limiting TV Commercials ..... 7
- 900 Numbers ..... 7
- Cable in the Classroom ..... 7

1-888-CALL-FCC (1-888-225-5332) TTY: 1-888-TELL-FCC (1-888-825-5332)  
[www.fcc.gov/parents](http://www.fcc.gov/parents)

## Consumer Alerts

## Fact Sheets

Interception and Divulgence of Radio Communications

### Recording Telephone Conversations

**CC Consumer Facts**

On September 11, 2007, the Federal Communications Commission (FCC) has announced an increasing number of reports of unauthorized interception of telephone conversations and unauthorized interception of radio communications. The FCC also has issued a public notice regarding unauthorized interception of telephone conversations and radio communications.

The FCC will take the place of telephone conversations to ensure that communications are secure. Telephone and radio communications are protected under the wiretap laws. The FCC will take the place of telephone conversations to ensure that communications are secure. Telephone and radio communications are protected under the wiretap laws.

- Unauthorized interception of telephone conversations is a violation of the wiretap laws.
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**Unauthorized interception of radio communications is a violation of the wiretap laws.**

### FCC Consumer Advisory

#### Accidental 9-1-1 Calls From Wireless Phones Pose Risk to Public Safety

On September 11, 2007, the Federal Communications Commission (FCC) has issued a consumer advisory regarding accidental 9-1-1 calls from wireless phones. The FCC has issued a consumer advisory regarding accidental 9-1-1 calls from wireless phones. The FCC has issued a consumer advisory regarding accidental 9-1-1 calls from wireless phones.

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# FCC Web Sites

Competition

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

## National Do-Not-Call Registry

How To...  
[Related Rules](#)  
[How To Complain](#)  
[Looking For More Information?](#)  
[Major Telemarketing Orders and Notices](#)  
[Telemarketing Policy](#)

**Hot Topics:**  
 09/30/03  
 FCC Issues Consumer Advisory on FCC Do-Not-Call Rules.  
[Word | Acrobat](#)  
 News Release:  
[Word | Acrobat](#)  
 Consumer Advisory:  
[Word | Acrobat](#)


9/24/03  
 Statement of Chairman Powell on Do Not Call List Court Decision  
[Word | Acrobat](#)

**Do-Not-Call Links:**  
 6/26/03  
 Consumer Alert - National Do-Not-Call Registry. I  
[Acrobat](#)

6/26/03  
 FCC Authorizes Nationwide Do-Not-Call Registry  
 News Release:  
[Word | Acrobat](#)  
 Powell Statement:  
[Word | Acrobat](#)  
 Abernathy Statement:  
[Word | Acrobat](#)  
 Copps Statement:  
[Word | Acrobat](#)  
 Adelstein Statement:  
[Word | Acrobat](#)

3/25/03  
 Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

Has your evening or weekend been disrupted by a call from a telemarketer? If so, you're not alone. The Federal Communications Commission (FCC) has been receiving complaints in increasing numbers from consumers throughout the nation about unwanted and uninvited calls to their homes from telemarketers.



Recently, pursuant to its broad authority under the Telephone Consumer Protection Act (TCPA), the FCC established a national Do-Not-Call Registry. The registry is nationwide in scope, applies to all telemarketers (with the exception of certain non-profit organizations), and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is on the registry. As a result, consumers can, if they choose, reduce the number of unwanted phone calls to their homes.

**Do-Not-Call Registry**


You can register your phone number for free, and it will remain on the national do-not-call list for five years. You may re-enter your number onto the list when the five years have passed, and you may remove your name from the list at any time.

The Do-Not-Call registry will not prevent all unwanted calls. It will not cover the following:

- calls from organizations with which you have established a business relationship;
- calls for which you have given prior written consent;
- calls which are not commercial or do not include unsolicited advertisements;
- calls by or on behalf of tax-exempt non-profit organizations.

**How to Register**

Consumers can register on-line for the national do-not-call registry beginning June 27, 2003. Telephone registration will open for consumers in states west of the Mississippi River - including Minnesota and Louisiana - on the same date. Telephone registration will be available July 7 in the entire country. To register, consumers may call 1-888-382-1222; for TTY call 1-866-290-4236. You must call from the phone number you wish to register. The registry will become effective on October 1, 2003.



Subscribers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call registry by telephone or by Internet at no cost.

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

Consumer & Governmental Affairs

## Wireless Local Number Portability

You CAN Take It With You!

123-555-4567

Search:  Go

[Help - Advanced](#)

[Consumer Alerts and Factsheets](#)

[Consumer Policy Issues](#)

[Click Here to learn how to put yourself on the National Do Not Call Registry](#)

**ECFS Express** File your comments electronically using [ECFS Express](#)

**Hot Topics:**  
[Wireless Local Number Portability \(WLNP\)](#)  
[Do Not Call Advisory](#)  
[Parents Place](#)  
[Rural Telecommunication](#)  
[Cellular Telephone Specific Absorption Rate \(SAR\)](#)  
[What You Should Know About Wireless Phone Service](#)  
[High Speed Internet Access \(Broadband\)](#)

### Beginning November 24, 2003

[Factsheet on Wireless Local Number Portability](#)

[Checklist - What are the steps to take?](#)

[Frequently Asked Questions](#)

[Recent Developments](#)

[The 100 Largest Metropolitan Statistical Areas \(MSAs\)](#)

[Top 100 MSA's by County](#)

### Wireless Local Number Portability (WLNP) Frequently Asked Questions

[View Video](#)

- What is wireless number portability (WLNP)?
- When will WLNP be available?
- Once porting becomes available, who should consumers contact if they want to port their number to a new carrier?
- Are carriers allowed to charge for number porting, and, if so, how much can be charges be?
- Can different carriers charge different amounts?
- If a consumer has a long-term contract with a carrier, is that consumer still

# *Securing Service for All Americans*


- **Provided leadership in protecting and restoring the nation's communications infrastructure and facilities in emergency situations.**
- **Partnered with WTB and the National Governors Association to bring together state E911 experts to identify cooperative strategies to facilitate E911 deployment.**
- **Coordinated with NARUC's Critical Infrastructure Committee to identify opportunities to facilitate dialogue on homeland security issues.**
- **Worked to ensure that persons with hearing and speech disabilities have access to telecommunications services during time of local, national, or international crisis.**



# Securing Service for All Americans

## Homeland Security

Federal Communications Commission



### Homeland Security Policy Council Overview

"With the events of September 11th, it has become imperative that the communications community come together to determine our role in ensuring homeland security. We must be aggressive in ensuring that our policies support the many efforts being made to make our nation safe. We will work with industry to ensure the reliability and security of our nation's communications infrastructure."

Michael H. Fossell  
Chairman  
Federal Communications Commission  
October 22, 2001

**Mission of the FCC Homeland Security Policy Council (HSPC)**

- Assist the Commission in evaluating and strengthening measures for protecting U.S. telecommunications, broadcast and other communications infrastructure and facilities;
- Assist the Commission in ensuring rapid restoration of U.S. telecommunications, broadcast, and other communications infrastructure and facilities after disruption by a terrorist threat or attack; and
- Assist the Commission in assessing that public safety, public health, and other emergency and defense personnel have effective communications services available to them to serve the public.

**Organization of the HSPC**

- The FCC's Homeland Security Policy Council is comprised of senior staff from the Commission's Bureaus and Offices. The director is the FCC Chief of Staff.

(over)

**Staff:**

- Martha MacBride, Director
- Linda Blair, Deputy Director
- Peter Tarkenton, Special Counsel
- Jim Doherty, Senior Advisor

Federal Communications Commission



# Homeland Security Policy Council

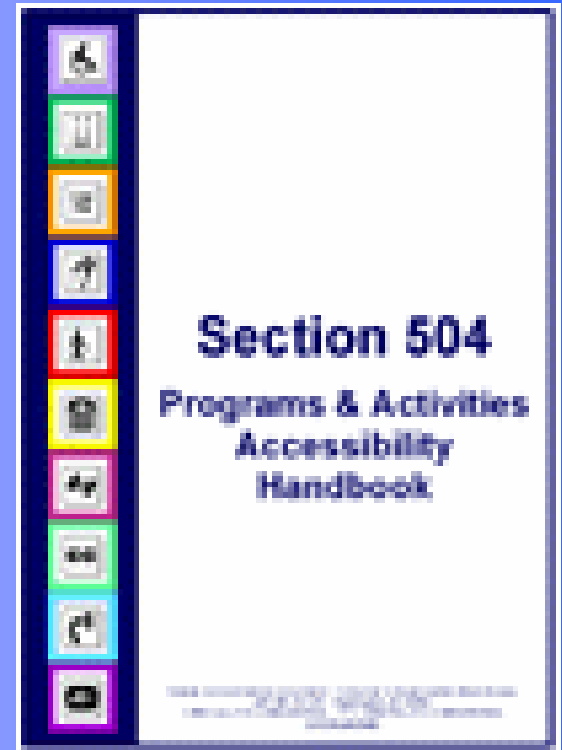
## *Access by People with Disabilities*

- Updated & strengthened Telecommunications Relay Services (TRS) rules.
- Coordinated with the Wireless Telecommunications Bureau on Hearing Aid Compatibility rules for wireless telephones.
- Comprehensive review of the TRS provider data resulted in significant reduction of Video Relay Service reimbursement rate and savings of millions of dollars for U.S. telecommunications rate payers.



# Enhancing Professional Development

- Amended Commission's Rules to Implement Section 504 of the Rehabilitation Act of 1973.
- Created *The Federal Communications Commission Section 504 Programs & Activities Accessibility Handbook*.
- Held training on current topics for FCC Consumer Centers.
- Designed a Consumer Affairs and Outreach curriculum for the FCC University.
- Conducted CLE training and presentations on TCPA for DC Bar, FCBA, the Women's Bar Association



## Streamlined the means for Americans to Comment

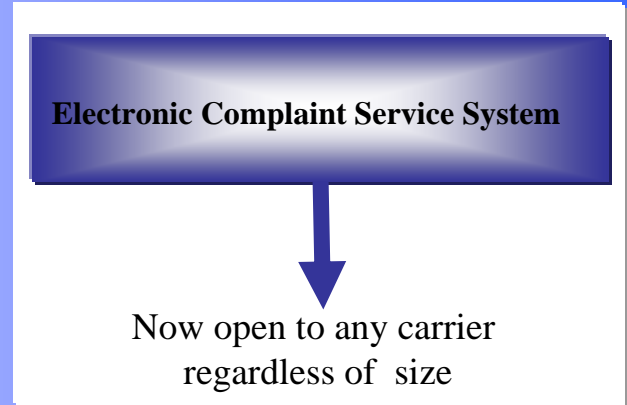
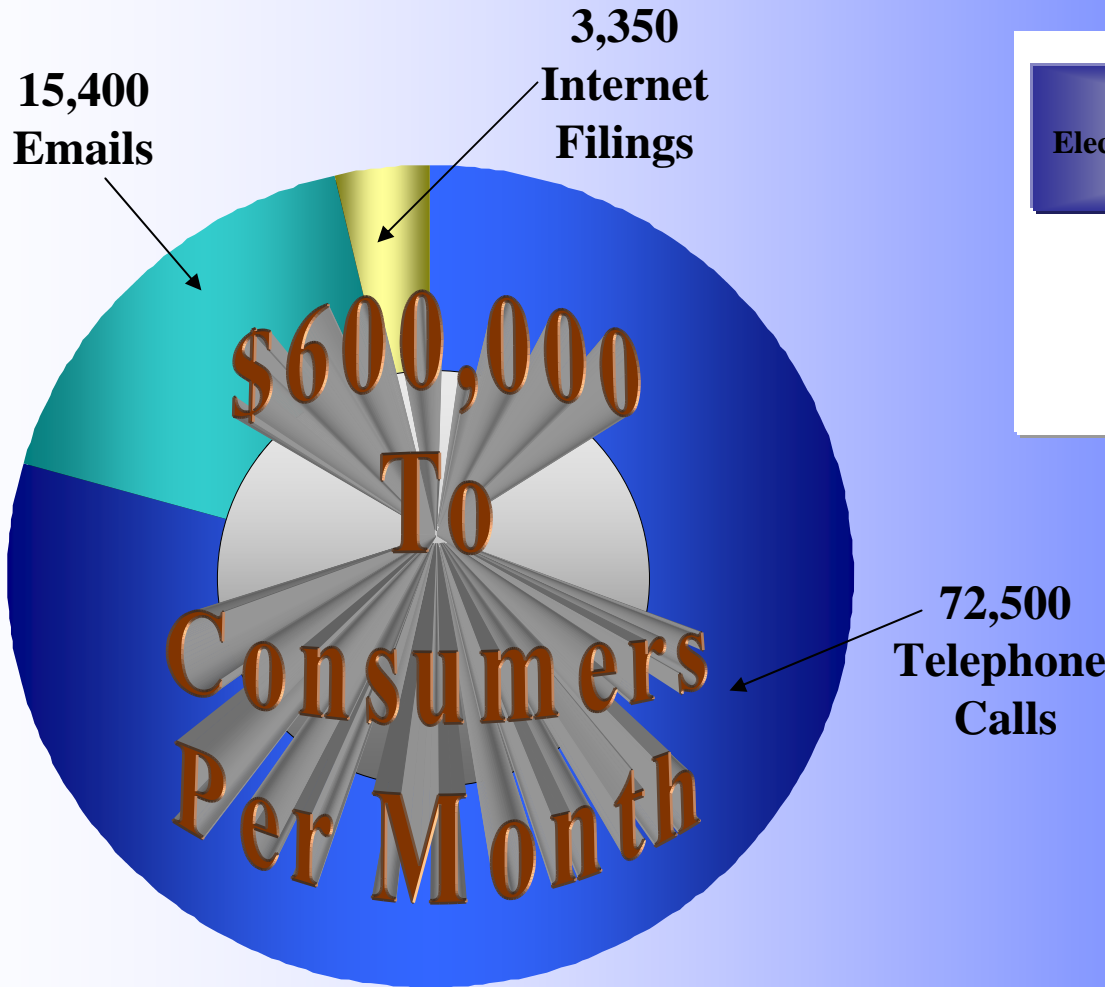


*\* One fourth of FCC's filings were made through ECFS Express in FY'03.*

- ECFS *Express* ~ 7,343 Filings
- ECFS Internet ~ 18,078 Filings
- E-mail ~ 440 Filings
- Paper scanning ~ 9,987 Filings

(Feb. 1 – Dec. 31, 2003)

# CGB Consumer Centers



## *Leveraging Technology*

- Consumer Information and Management System (CIMS) will improve efficiency of processing and tracking consumer inquiries and complaints.
- Improvements in CGB's IVR and Web-based systems.
  - Nearly 36,000 consumers (per month) were able to access information.
  - Allows staff more time to analyze and resolve complaints.



# 2004 Goals

- **Enhanced policy focus:**
  - TRS
  - TCPA
  - HAC
  - Wireless Spam
- **Outreach:**
  - Broadband
  - Disability Community
  - Indian Tribes
  - Seniors
  - Rural Communities
- **Taking profit out of Slamming**
- **Enhance consumer experience:**
  - Consumer Centers
  - Web Portals
  - Fact Sheets
- **Increase slamming adjudications**
- **Eliminate backlog:**
  - Informal Complaints
- **Increase training:**
  - 504 Handbook
  - Tribal Training
  - Professional Development





# Special Thanks To CGB Staff