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# *Consumer & Governmental Affairs Bureau*

*2007 Annual Report*

*January 17, 2008*



# 2007 Goals

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- **DTV:** Consumer Education and Outreach for the Digital Television (DTV) Transition
- **Consumer Responsiveness:** Addressing Consumer Needs through Policy Work and Consumer Support
- **Accessibility:** Furthering Access to Telecommunications for People with Disabilities

# *Focus on DTV Transition*

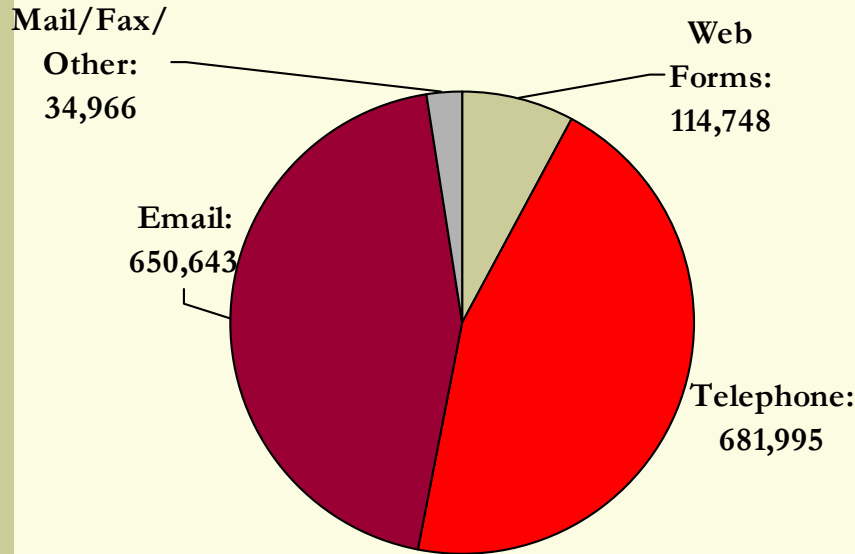
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Promoted consumer awareness of the February 17, 2009 DTV transition deadline through a variety of methods:

- Participated in events, conferences, and DTV Awareness sessions through the United States.
- Hosted a series of DTV workshops in Washington, DC
- Established ongoing partnerships with federal, state, local and tribal governments as well as consumer, industry and community organizations
- Worked with the news media to highlight the upcoming transition via radio and TV interviews and articles
- Prepared a variety of DTV consumer publications in multiple languages and formats
- Enhanced the [dtv.gov](http://dtv.gov) Web site

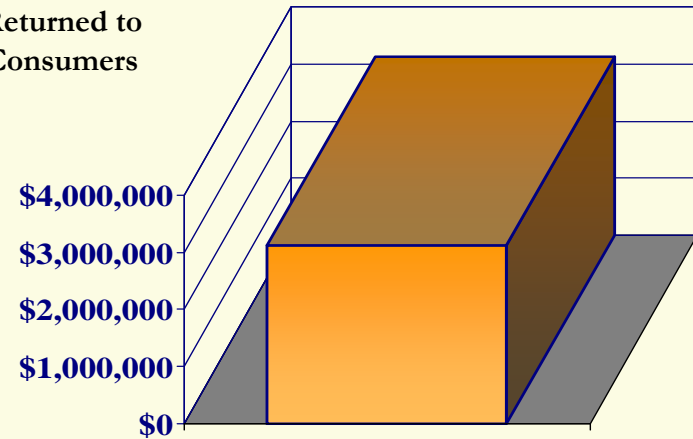
# *Consumer Responsiveness: 2007 Complaints and Inquiries*

**\$3,130,676: Total amount returned to consumers in 2007**



\$3,067,364 returned to consumers through Informal Complaint process

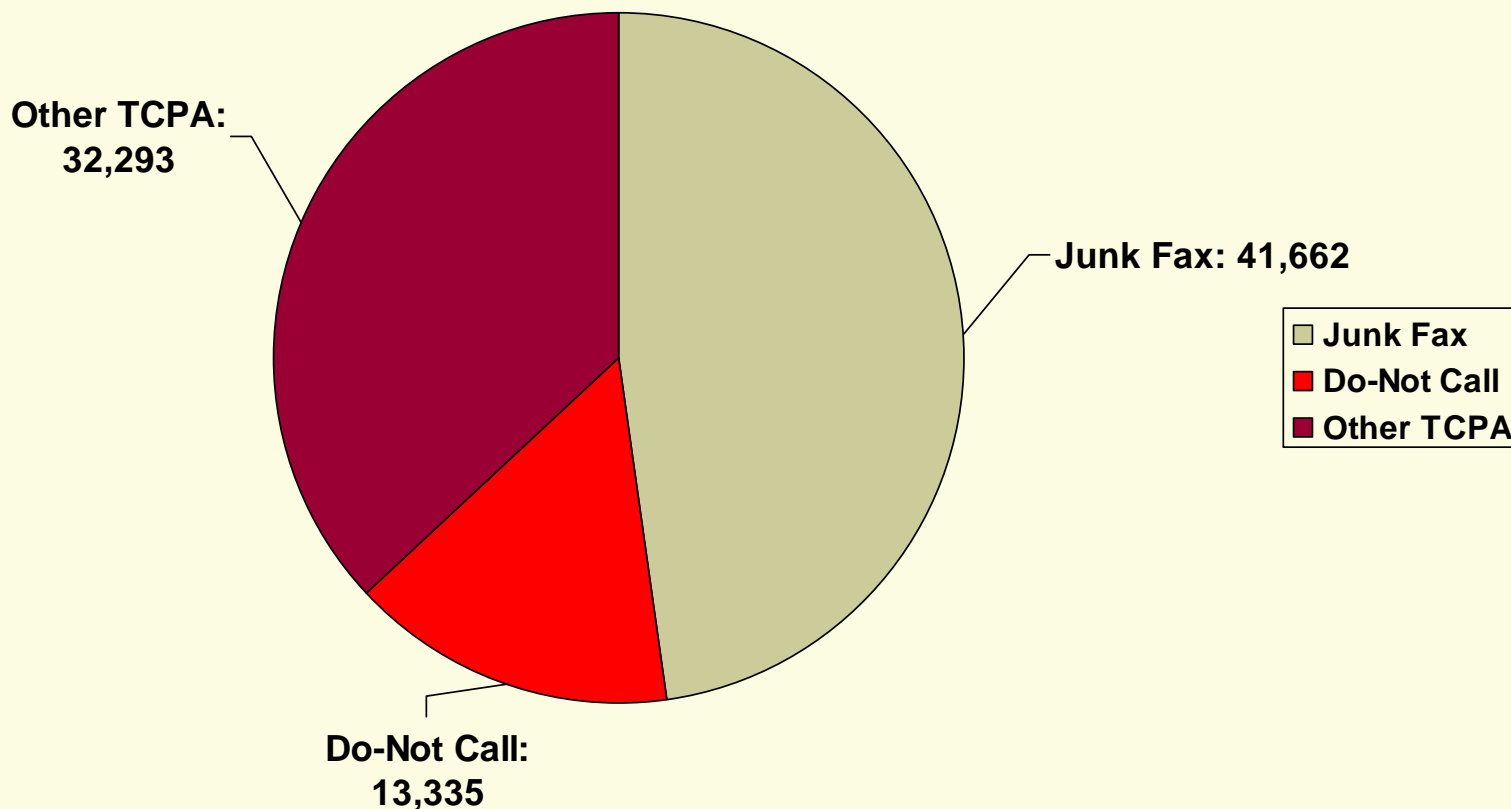
Amount Returned to Consumers



\$63,312 returned to consumers as a result of Slamming Complaints

**Total CGB  
Consumer Contacts:  
1,482,382**

# *Consumer Responsiveness: 2007 Telephone Consumer Protection Act (TCPA) Complaints*



**Total TCPA Complaints:  
87,290**

# *Consumer Responsiveness*

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- **Telephone Consumer Protection Act**
  - Initiated proceeding to ensure that registrations on the Do-Not-Call list do not expire after the current five year registration period
  - Received and processed nearly 100,000 TCPA complaints and inquiries
- **Slamming (Unauthorized Switching of Consumer's Carrier)**
  - Resolved over 1800 slamming complaints
  - Strengthened the rules governing verification of a consumer's request to switch carriers
- **CAN-SPAM**
  - Administered Wireless Domain Registry to protect consumers from unwanted commercial electronic mail messages

# *Consumer Responsiveness (cont.)*

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## ➤ **Consumer Publications and Consumer Information**

- Created or updated over 60 fact sheets, consumer advisories, and other publications
- Issued new DTV transition-related consumer advisories on closed captioning requirements
- Translated into Spanish 50 consumer fact sheets and all disability and DTV Web pages
- Translated DTV consumer publication into Chinese, Vietnamese, Korean, Tagalog, French, Russian

## ➤ **Disability Access Services**

- Converted over 27,000 pages of print documents into accessible formats
- Provided hundreds of hours of sign language interpreting, CART, and revoicing services

# *Access by Persons with Disabilities*

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- **Strengthened TRS**
  - Adopted new cost reimbursement methodologies
  - Improved management and administration of Interstate TRS Fund
- **Expanded Access to Relay Services**
  - Extended disability access requirements to interconnected VoIP providers and manufacturers of VoIP equipment
  - Initiated proceeding on emergency call handling procedures for relay calls routed through interconnected VoIP service