

CONSUMER ADVISORY COMMITTEE MEETING

**Federal Communications Commission
445 12th Street, S.W., Room TW-C305, Washington, DC**

**Friday, March 26, 2004
8:30 a.m. - 4:00 p.m.**

AGENDA

Morning Session

- 8:30 - 9:00 a.m. Continental Breakfast, Networking, and Conversation**
- 9:00 a.m. Welcome and Call to Order**
Shirley L. Rooker, Chair, Consumer Advisory Committee (CAC)
- 9:05 - 9:10 a.m. Meeting Logistics**
Scott Marshall, CAC Designated Federal Officer, Consumer & Governmental Affairs Bureau (CGB)
- 9:10 - 9:30 a.m. Introduction of the Chairman and Commissioners**
(Chairman and Commissioners invited -- schedules permitting)
K. Dane Snowden, Chief, CGB
- 9:30 - 9:45 a.m. FCC Update**
K. Dane Snowden, Chief, CGB
- 9:45 - 10:00 a.m. Overview of the Quarterly Inquiries and Complaints Report**
Thomas Wyatt, Deputy Bureau Chief, CGB
- 10:00 - 12:00 p.m. Working Group Break Out Sessions**
- 12:00 - 1:00 p.m. Lunch**
Presentation: Voice over Internet Protocol, Brooke Schulz
Vice President, Corporate Communications, Vonage

Afternoon Session

- 1:00 - 1:45 p.m.** **Recommendations Regarding Electronic Access to the FCC**
David Poehlman, Consumer Complaints, Outreach Education, and Participation Working Group
- 1:45 - 2:30 p.m.** **Review of Pending VoIP Rulemaking Proceeding**
Jeffrey Carlisle, Senior Deputy Bureau Chief, Wireline Competition Bureau (WCB)
- 2:30 - 2:45 p.m.** **Break**
- 2:45 - 3:45 p.m.** **Panel Discussion: Partnering with State & Local Consumer Affairs Agencies**
- Moderator:** Debra Berlyn, Consumer Complaints, Outreach Education, and Participation Working Group
- Presenters:** Louis Sigalos, Chief, Consumer Affairs and Outreach Division (CGB);
Elizabeth A. Noël, People's Counsel, District of Columbia;
Chrys Wilson, Manager, External Affairs, Maryland Public Service Commission;
Jane Lawton, Cable Communications Administrator, Montgomery County, MD
- 3:45 - 4:00 p.m.** **Comments from the Public; Wrap-Up; Future Meetings**
- 4:00 p.m.** **Adjournment**