

CONSUMER ADVISORY COMMITTEE MEETING

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

Friday, March 26, 2003 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. Update on the Consumer & Governmental Affairs Bureau**
K. Dane Snowden, Chief, CGB
- 9:45 – 10:00 A.M. Overview of the Quarterly Complaints and Inquiries 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 (VOIP) demonstration [vendor TBD]

Afternoon Session

1:00 – 1:45 VOIP Proposed Rules [FCC staff TBD]

1:45 – 2:30 recommendations Regarding Electronic Access to the FCC, Susan K. Mazrui, Consumer Education, outreach, and Complaints Working Group

2:30 – 2:45 P.M. break

**2:45 – 3:45 P.M. Partnering with State/Local Consumer Affairs Agencies
[presenters TBD]**

3:45 - 4:00 p.m. Comments from the Public; Wrap-Up; Future Meetings

4:00 p.m. Adjournment

NOTE: This agenda will be revised if CAC is to consider recommendations from the Homeland Security Disability Summit