

FCC Consumer Advisory Committee
Recommendation Regarding DTV Consumer Forum

At its November 2008 meeting, the Consumer Advisory Committee adopted a set of 10 recommendations on the digital television transition. The eighth recommendation reads:

Create an online DTV Consumer Forum.

The Commission should quickly establish a Consumer Forum on the FCC website for consumers confronting similar issues to talk to and learn from each other. Users of the forum could exchange information on:

- 1 how to get good reception from different local stations;
- 2 which local retailers have which converter boxes in stock;
- 3 converter box capabilities and installation issues;
- 4 trouble shooting; and addressing special needs.

In the face of new leadership and a (possible) new deadline for the DTV transition, the CAC again recommends that the FCC, while redesigning its website to make it more friendly, give high priority to the creation and maintenance of a DTV Consumer Forum so that consumers have an online space to bring up and offer advice on issues related to their personal adoption of digital television technology.

Adopted unanimously, January 30, 2009

Theresa R. Berlyn, Chairperson
Consumer Advisory Committee