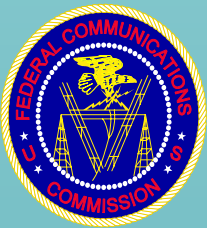


From the Frontlines

Annual Report
from

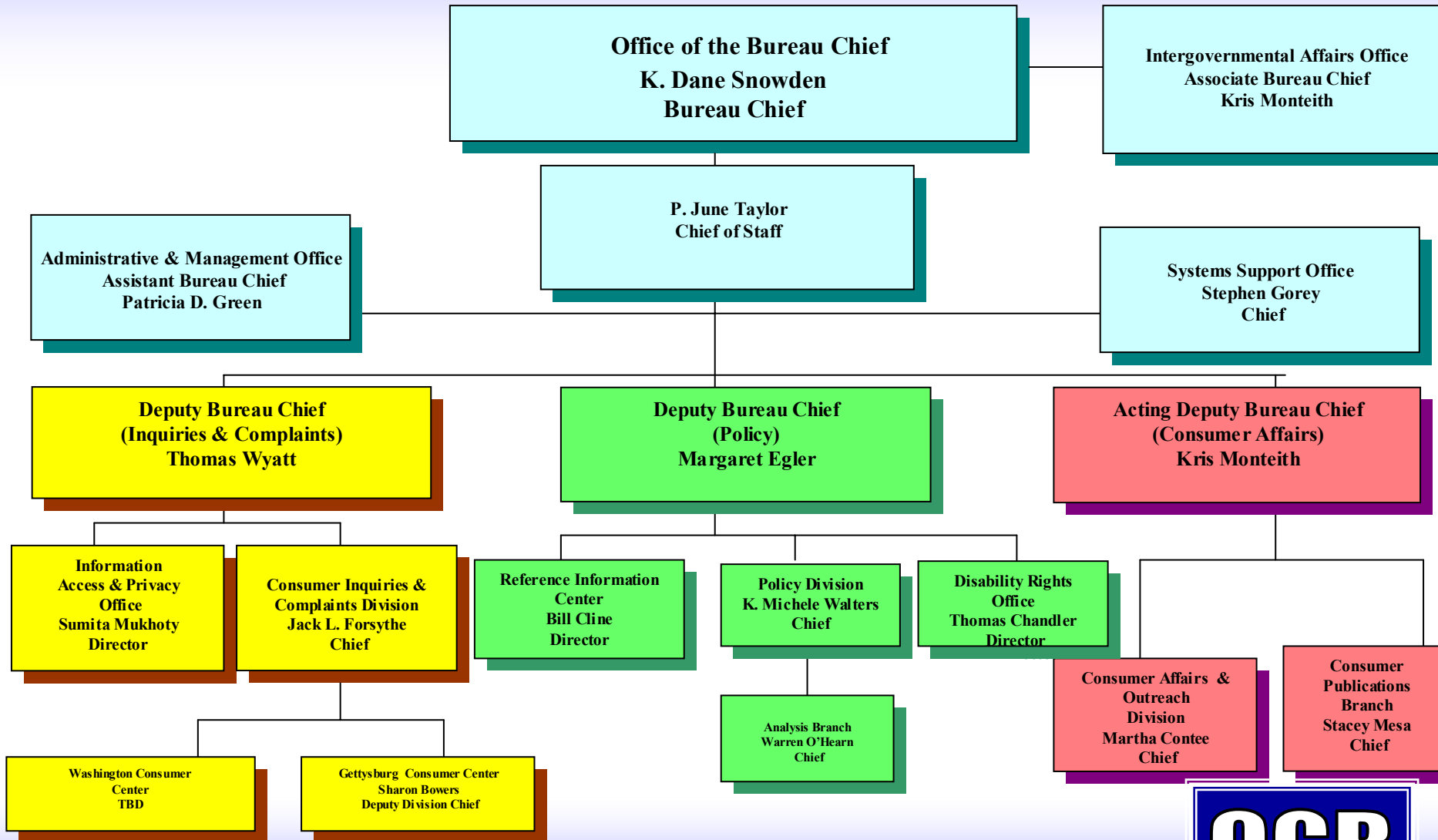
The Consumer & Governmental Affairs Bureau

January 15, 2003

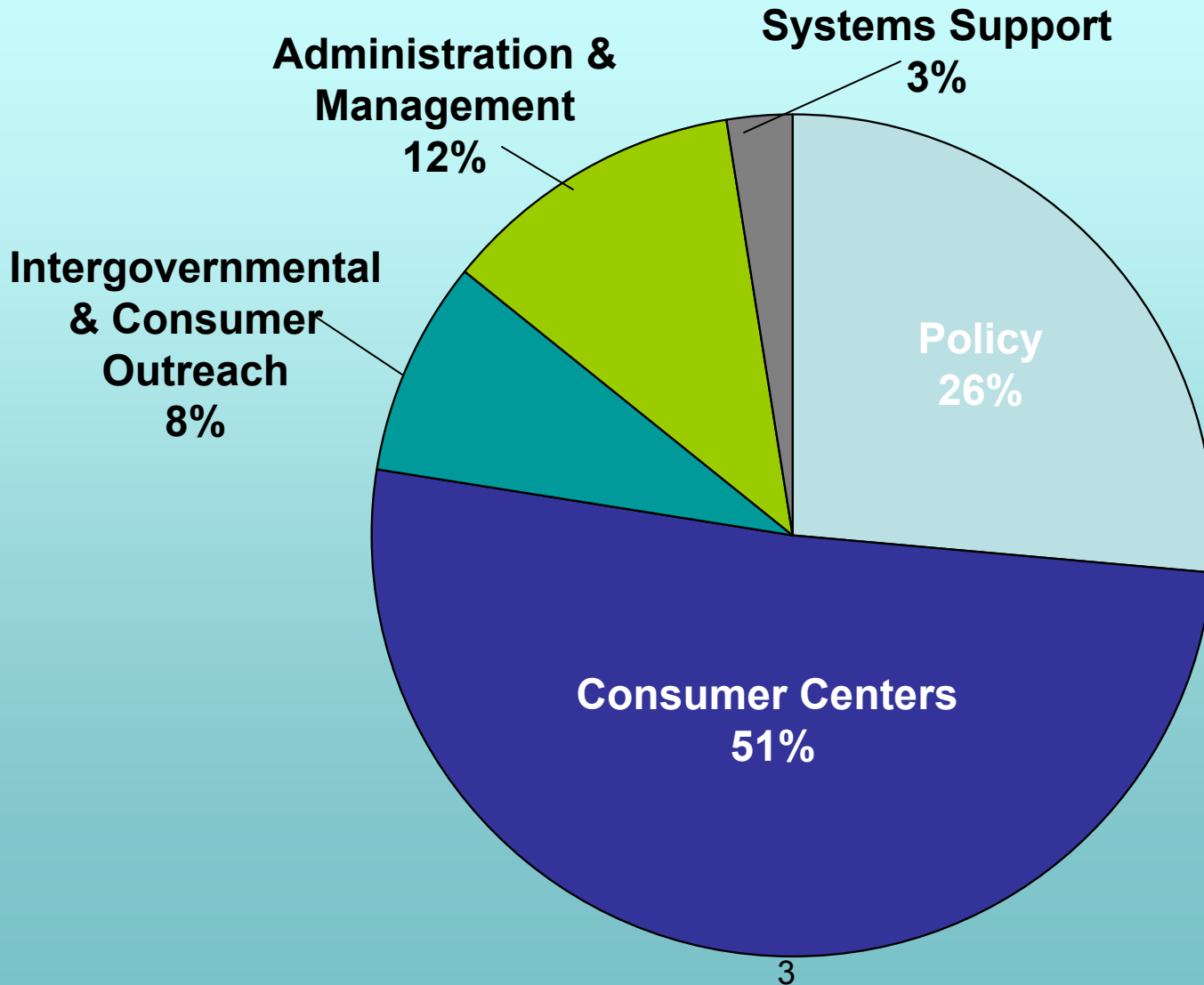


Consumer & Governmental Affairs Bureau

Organization Structure



CGB Staffing Chart

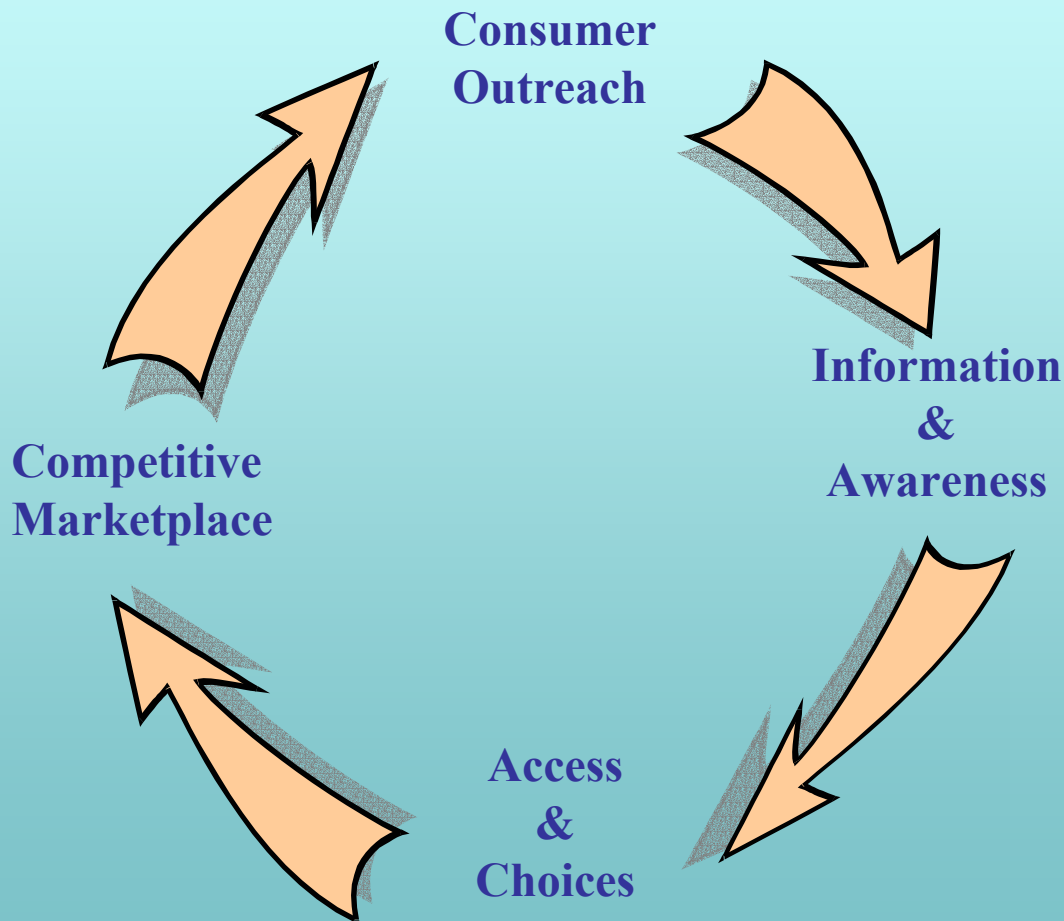


Strategic Goals



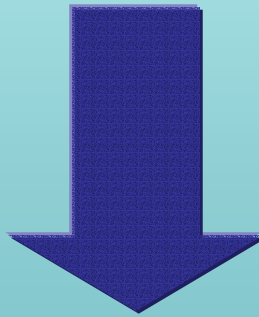
Achieving a Competitive Marketplace

Competition



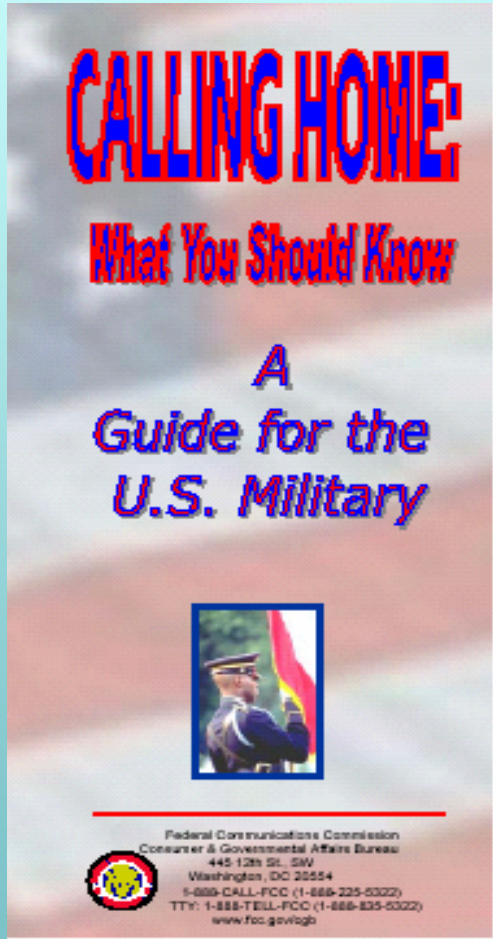
CGB's Role

- Arms consumers with knowledge and tools to make essential decisions
- Protect consumers from anti-competitive behavior
- Initiate, analyze, and collaborate policy with all bureaus and offices




Informed Consumer

Brochures and Booklets

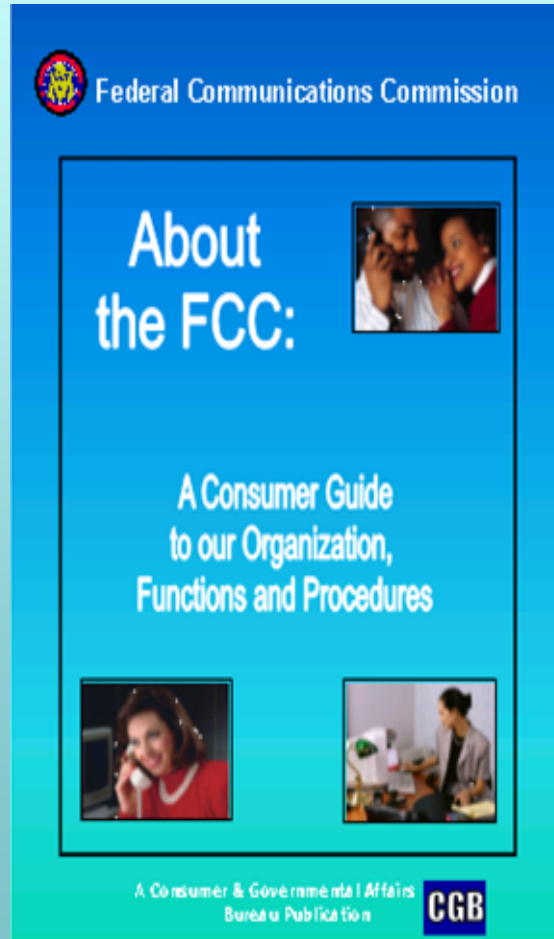


CALLING HOME:
What You Should Know

**A
Guide for the
U.S. Military**




Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW
Washington, DC 20554
1-888-CALL-FCC (1-888-225-5322)
TTY: 1-888-TELL-FCC (1-888-835-5322)
www.fcc.gov/ghg





Federal Communications Commission

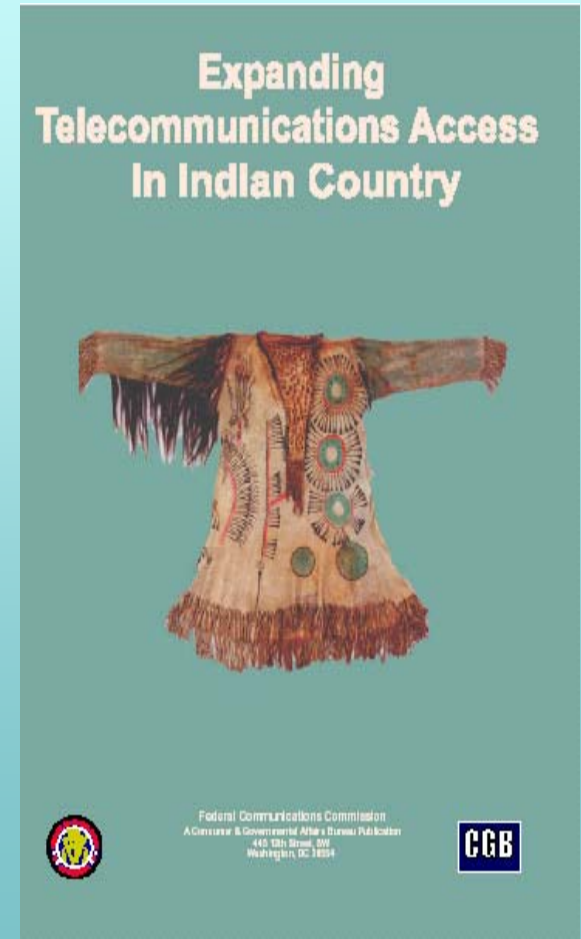
**About
the FCC:**




**A Consumer Guide
to our Organization,
Functions and Procedures**





A Consumer & Governmental Affairs
Bureau Publication **CGB**



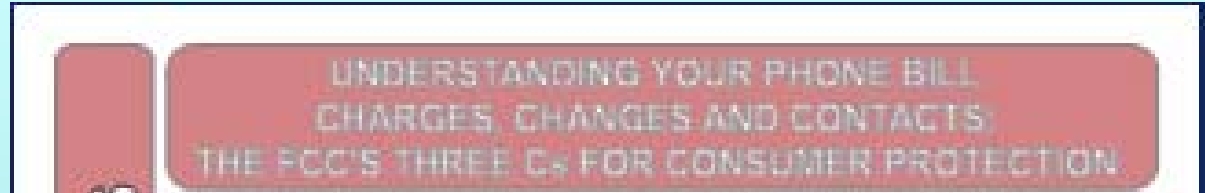
**Expanding
Telecommunications Access
In Indian Country**



Federal Communications Commission
A Consumer & Governmental Affairs Bureau Publication
445 12th Street, SW
Washington, DC 20554



Fact Sheets and Consumer Alerts



the growth of streaming
streaming | adding
the types of
cable phone
and what they are

that consumers are
communications | paid
marketplace. These



Consumer Inquiries and Complaints Division

- Frontline of the Commission.
- Shapes the industry's responsiveness to consumers through serving of complaints.
- The Consumer Centers received a total of **1,138,712 consumer inquiries and complaints in FY 02.**
 - An **increase of 220,000** consumer interactions over FY 01.

Consumer Inquiries and Complaints Division (FY 2002 Consumer Statistics Snapshot)



In addition, 11,837 visits to the Reference Information Center

*Includes calls placed directly to CAMS (313,665) and those received after-hours and answered the next business day (178,334).



CGB Policy

Consumer Policy Division

- TCPA
- Telephone Operator Consumers Services Improvement Act of 1990
- Slamming Docket
- Truth-In-Billing

Disability Rights Office

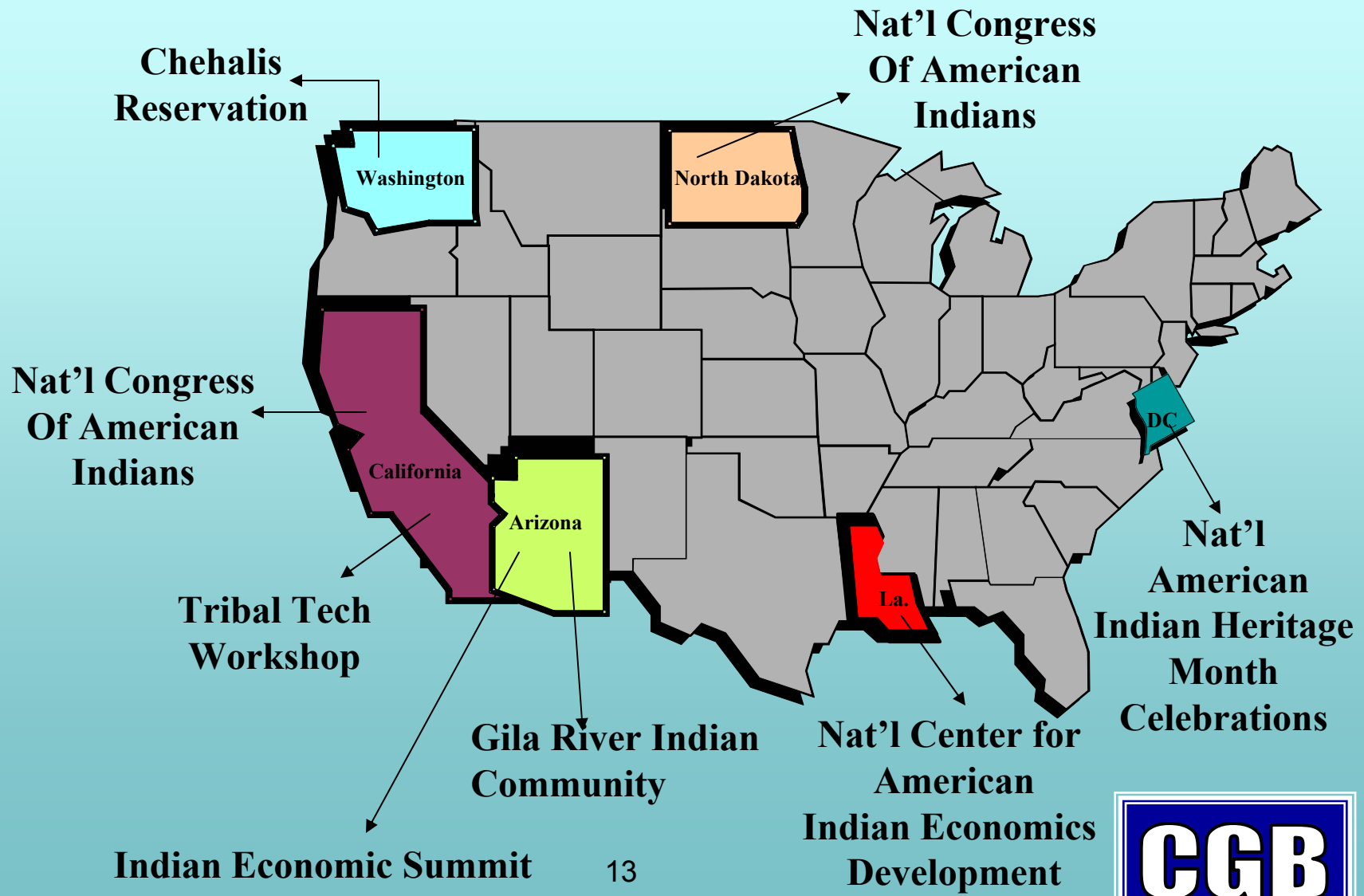
- Telecommunications Relay Service
- IP Relay
- Hearing Aid Compatibility (with WTB)
- E 911 (with WTB)
- Closed Captioning
- Digital TV

Foster Access to a Competitive Marketplace

Intergovernmental Affairs Strategy

- Established in Spring 2002
- Outreach to:
 - States
 - Local Governments
 - Tribal Governments
 - Federal Agencies
- Two-way exchange of telecommunications information
- Coordinate overlapping jurisdictions

Intergovernmental Affairs Outreach



Indian Economic Summit



Intergovernmental Affairs

- **Work with Local and State Advisory Committee, Consumer Advisory Committee, National Congress of American Indians, NARUC, and other organizations to promote the Commission's objective of access to effective communication services by:**
 - **Public Safety**
 - **Public Health**
 - **Emergency Response Personnel**
 - **Defense Response Personnel**

- We will continue various consumer outreach strategies aimed at ensuring that all Americans:

1. Know what the industry and the FCC are doing to ensure our network is safe.
2. Know how to best use the communications network during emergencies

FCC Consumer Facts

COMMUNICATING DURING EMERGENCIES

THE EMERGENCY ALERT SYSTEM (EAS)

History

"This is a test of the Emergency Alert System—this is only a test."

You will occasionally hear or see these words on your local television or cable station.

In 1921, President Harry Truman established CONELRAD (Control of Electromagnetic Radiation) as the first national alerting system. Under CONELRAD, radio stations were required to broadcast only on certain frequencies during an emergency alert. This prevented an enemy from attacking by using transmissions from broadcast stations as a guide to their target.

CONELRAD later became the "Emergency Broadcast System" (EBS). The EBS was designed to provide the President with a means to address the American people in the event of a national emergency. Through the EBS, the President had access to thousands of broadcast stations to send an emergency message to the public.

In 1994, to overcome some of the limitations of the older EBS system the Federal Communications Commission (FCC) replaced the EBS with the Emergency Alert System (EAS). The major difference between EBS and EAS is the method used to alert broadcast stations about an incoming message.

The EAS provides not only the President, but national, state and local authorities, with the ability to give emergency information to the general public via broadcast stations, cable and wireless cable systems. While participation in national EAS alerts is mandatory for those providers, state and local area EAS participation is voluntary.

The FCC and EAS

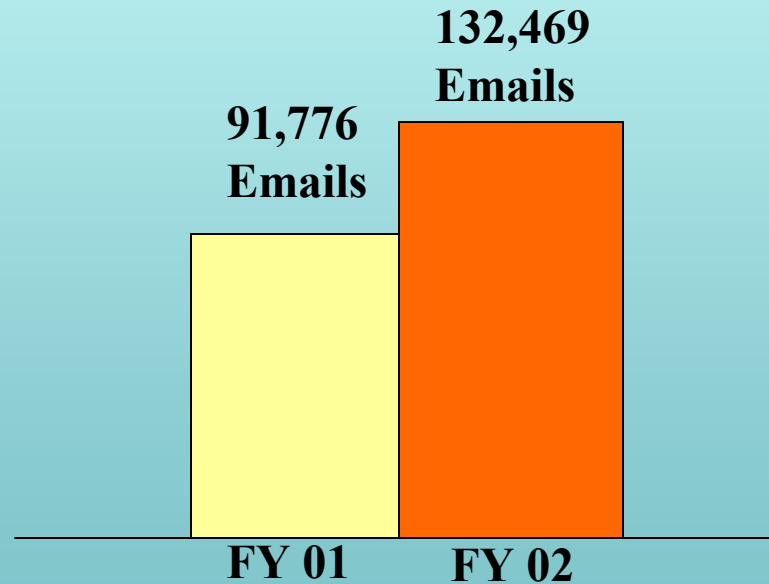
The FCC designed the EAS in cooperation with the National Weather Service (NWS) and the Federal Emergency Management Agency (FEMA). Each of these agencies plays an important role. The FCC provides information to broadcast stations, cable system operators, and other participants in the EAS regarding the technical and operational requirements of the EAS. Additionally, the FCC ensures that state and local EAS plans conform to the FCC's rules and regulations. The NWS provides emergency weather information to alert the public about dangerous conditions. FEMA provides direction for state and local emergency planning officials to plan and implement their roles in the EAS.

The EAS uses state-of-the-art digital technology to distribute messages. The system provides state and local officials with a method to quickly send out important local emergency information targeted to a specific area. Also, the EAS digital signal to the same signal that the National Weather Service (NWS) uses on the National Oceanic and Atmospheric Administration's Weather Radio (NWR). This allows NWR signals to be decoded by the EAS equipment at broadcast stations and cable systems. Broadcasters and cable operators can then send NWS weather warning messages almost immediately to their audiences.



CGB On-line

Consumer Center Inquiries & Complaints via the Web

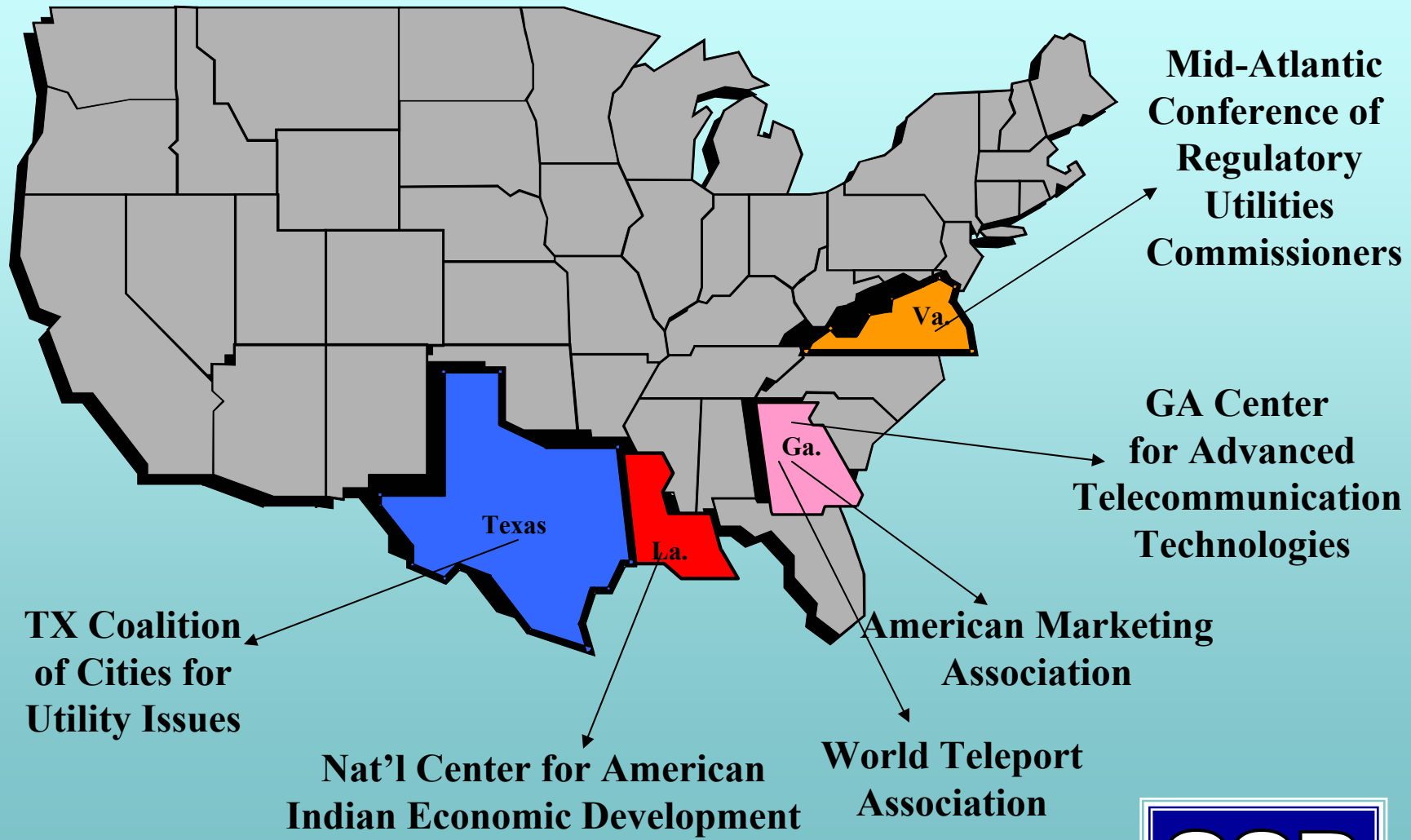


Consumer Education

- Our goal is to be a resource for consumers to get balanced information
- Web content is frequently updated
- Broadband outreach with LSGAC & CDTAC
- CGB News – Free email service on “Hot Topics.” Sign up at www.fcc.gov/cgb/emailservic.html

The screenshot shows the FCC website's Consumer & Governmental Affairs Bureau page. The header includes the FCC logo and navigation links like 'FCC Home', 'Search', 'Updates', 'E-Filing', 'Initiatives', 'For Consumers', and 'Find People'. Below the header, the page title is 'Consumer & Governmental Affairs Bureau' and the breadcrumb trail is 'FCC > CGB > Broadband'. A search bar and a 'Go' button are visible. The main content area features a banner for 'Broadband' with the title 'High Speed Internet Access'. Below the banner, there is a list of 'HOT TOPICS' including 'Careless Dialing Can Cost You Money (Fat Finger Dialing)', 'Accidental 911 Calls from Wireless Phones', 'For further information on accidental 9-1-1 calls', 'Digital Television', 'What You Should Know About Wireless Phone Service', 'Low Power FM Radio (LPFM)', 'High Speed Internet Access (Broadband)', 'Telemarketers', 'Information About Your Telephone Carrier', and 'Understanding Your Phone Bill'. There is also a 'COMPLAINTS' section with a link to 'Filing a complaint with the FCC is easy.' and a 'CONTACT US' section with an email address 'fccinfo@fcc.gov' and a call toll-free number. The main content area also includes a section for 'What is Broadband?' and 'Are There Different Types of Broadband?' with a list of services like Digital Subscriber Line (DSL), Cable Modem, Wireless Internet, and Satellite.

Consumer Broadband Outreach



Modernizing CGB

FCC Electronic Comment Filing System Express (ECFS Express) - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links

FC Federal Communications Commission

[ECC Home](#) | [Search](#) | [Updates](#) | [E-Filing](#) | [Initiatives](#) | [For Consumers](#) | [Find People](#)

ECFS Express

[ECC](#) > [ECFS](#) > ECFS Express [site map](#)

Search:
[Help](#) | [Advanced](#)

[ECFS Home](#)

Other Comments

Use the [expert version](#) of ECFS to comment on proceedings not listed here

Contact fccinfo@fcc.gov to comment on general matters

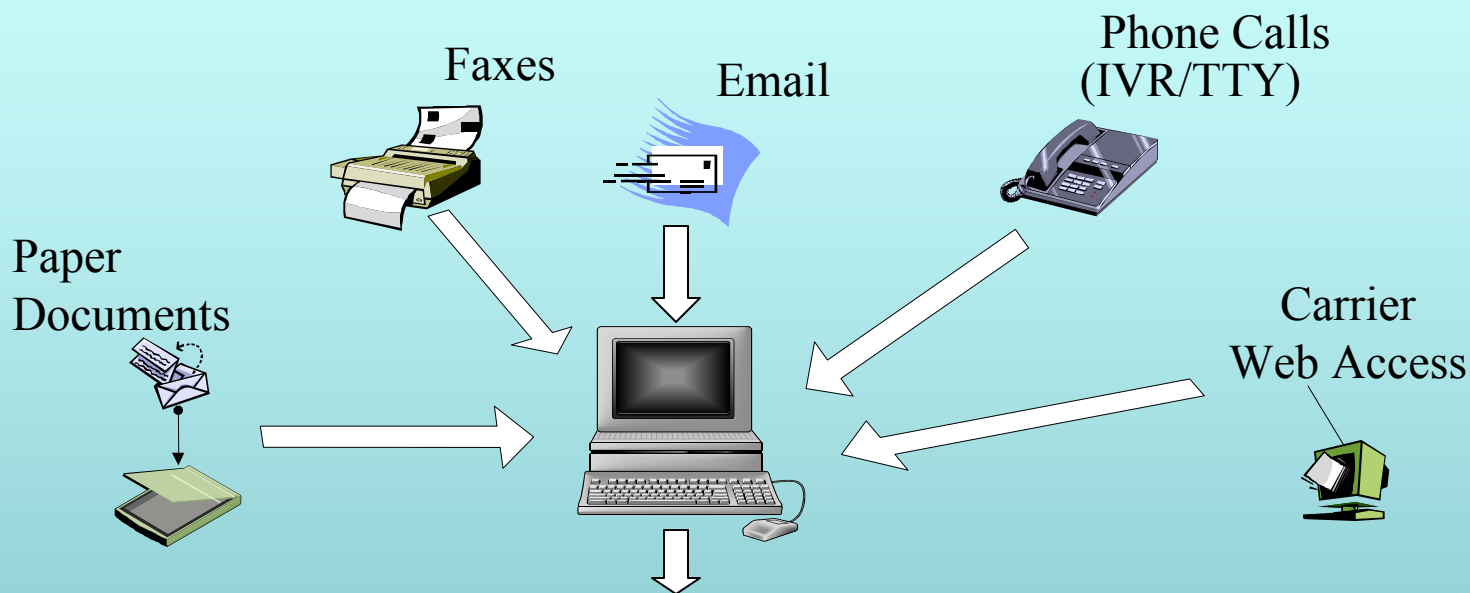
Read our [Fact Sheet](#) for instructions on filing a complaint

ECFS Express To file a comment, choose one of the open proceedings listed below and click "Continue".

- Broadband by Cable Company**
Receiving broadband from your cable company
- Broadband by Telephone Company**
Receiving broadband over your telephone line
- Closed Captioning Service**
Comment on captioning of television programming
- Digital Television Copyright Protection**
Should FCC mandate standards
- E-911 Service**
Should rules regarding access to emergency services be revised
- Media Ownership**
Limits the number of radio/TV stations & other media one can own
- Rural Wireless Services**
How effective is the delivery of service to rural areas
- Telephone Consumer Protection Act**
Whether to revise FCC rules governing telephone solicitations
- Telephone Relay Service**
Comment on services for hearing/speech disabilities
- Uniform Complaint Process**
To standardize the informal complaint process at FCC



Modernizing CGB



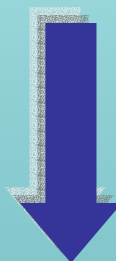
Consumer Information Management System Benefits:

- Identify trends
- Faster consumer service
- Virtual Consumer Centers
- Better access for individuals with disabilities
- Automated routing and archiving
- Structured workflow
- Standardized reporting
- Paperless

Modernizing CGB

Informal Complaint Pilot Program Participating Carriers

- AT&T Corporation
- Bellsouth
- Cingular Wireless
- Excel Telecommunications
- Sprint Communications
- Sprint PCS
- Verizon
- Verizon Wireless
- Worldcom Inc.



Faster Response for Consumers

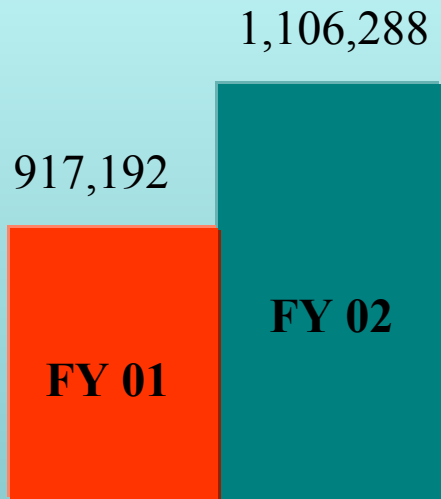
Modernizing CGB

- Organized by subject matter
- **726,942** “hits” by consumers to CGB home page
- Provides FAQs
- Regularly updated to reflect current trends and “Hot Topics”
- User friendly for all consumers

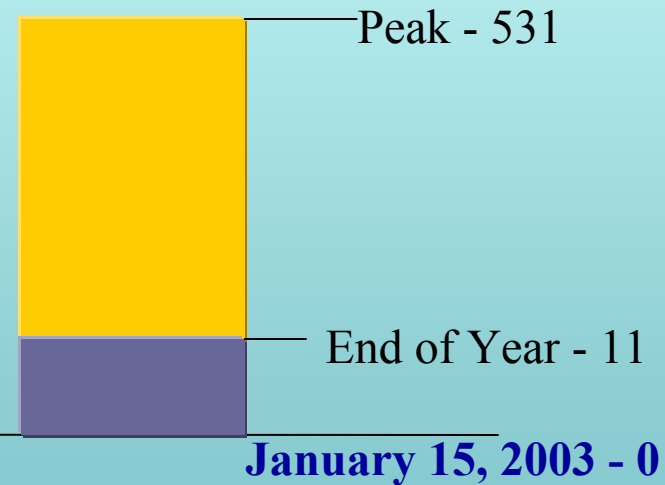
The screenshot shows the FCC Consumer & Governmental Affairs Bureau website. The header includes the FCC logo and navigation links: FCC Home, Search, Updates, E-Filing, Initiatives, For Consumers, and Find People. The main content area is titled "For Consumers" and features six categories of consumer issues, each with a representative image and a link: Wireless (mobile phone), Internet (computer), Radio (speakers), Satellite (dish), Telephone (landline), and Television & Cable (TV). Below these categories is a navigation bar with links for Glossary, Complaints, and En Español. At the bottom, there is a navigation bar with links for Consumers, Disability, Tribal, State & Local Governments, Military, Industry, and Media. The footer identifies the Consumer & Governmental Affairs Bureau and lists K. Dane Snowden as Chief, with links to Speeches, Press Releases, and Interviews.

Backlog Elimination

Complaints & Inquiries Received*



Backlog FY 02

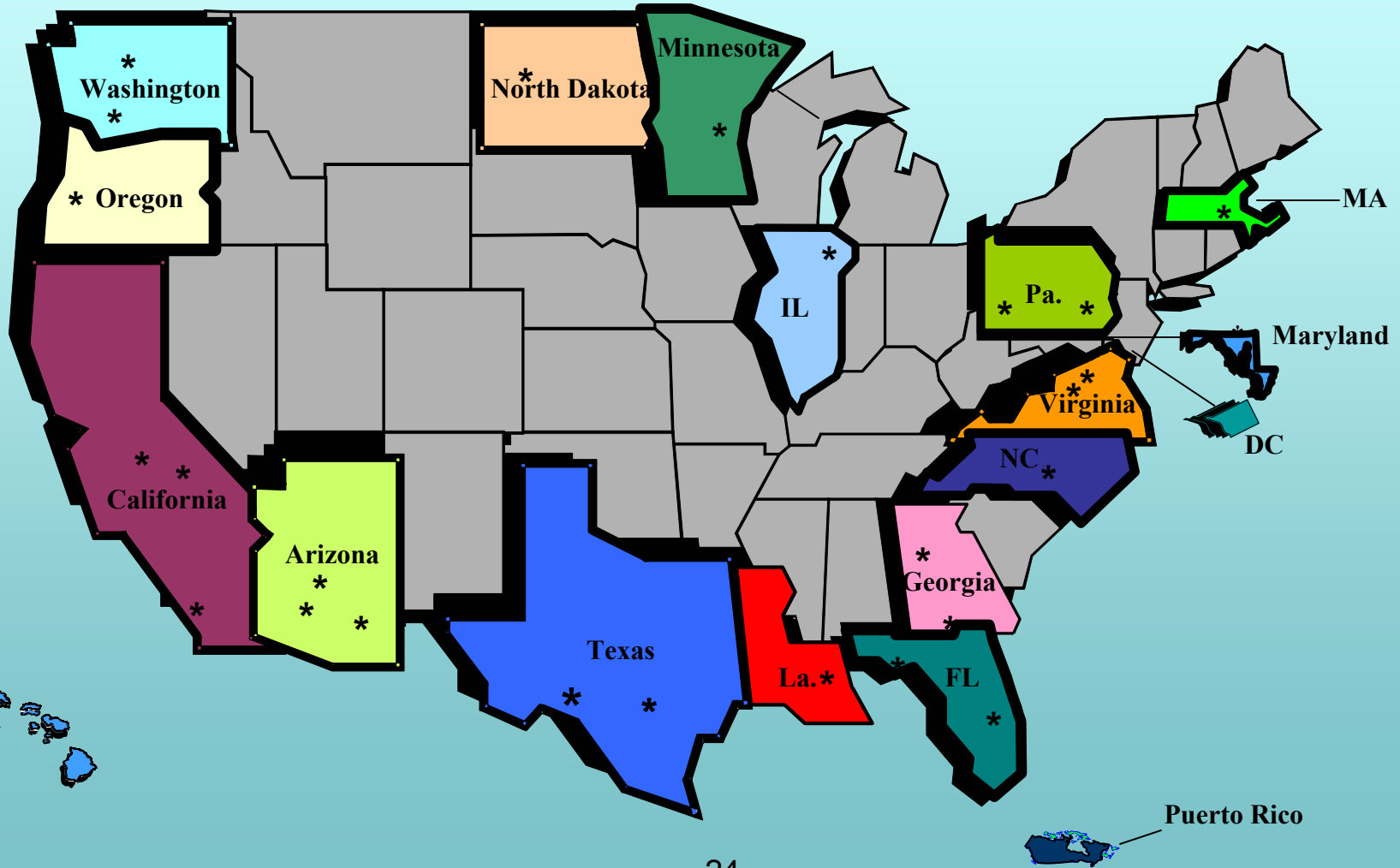


* 25,834 Spanish Inquiries Included

End of FY 02 – Backlog of 11 Consumer Complaints

Status as of 1/15/03 – **Backlog of 0 Consumer Complaints**

CGB on the Frontline



Goals FY'03

- Increase legal and Intergovernmental Affairs outreach staff
- Expand outreach to consumers with a focus on Rural, individuals with disabilities and underserved populations
- Continue to modernize our technology infrastructure
- Enhance our policy focus
- Ensure that all Voices are Heard