



PUBLIC NOTICE

Federal Communications Commission
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DA 26-410

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CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU ANNOUNCES COMMENT DATES FOR CALL CENTER ONSHORE NOTICE OF PROPOSED RULEMAKING CG Docket No. 26-52; CG Docket No. 17-59; CG Docket No. 02-278; CG Docket No. 22-2

Comment Date: May 26, 2026

Reply Comment Date: June 22, 2026

On March 27, 2026, the Commission released the Notice of Proposed Rulemaking in CG Docket No. 26-52; Tenth Further Notice of Proposed Rulemaking in CG Docket No. 17-59; Further Notice of Proposed Rulemaking in CG Docket No. 02-278; and Third Further Notice of Proposed Rulemaking in CG Docket No. 22-2 that proposes ways to improve customer service communications and better protect consumers' sensitive personal information by limiting use of foreign call centers and by improving standards applicable to a company's remaining foreign call center operations.¹ The *Notice* sets deadlines for filing comments and reply comments at 30 and 60 days after publication of a summary in the Federal Register.

On April 23, 2026, a summary of the *Notice* was published in the Federal Register.² Accordingly, comments are due on or before May 26, 2026, and reply comments are due on or before June 22, 2026.³ Complete comment filing instructions are set forth in the *Notice*.⁴

For further information, contact John B. Adams, Consumer Policy Division, Consumer and Governmental Affairs Bureau, at (202) 418-2854 or JohnB.Adams@fcc.gov.

¹ See *Improving Customer Service and Protecting Consumers Through Onshoring*, CG Docket No. 26-52; *Advanced Methods to Target and Eliminate Unlawful Robocalls*, CG Docket 17-59; *Telephone Consumer Protection Act*, CG Docket No. 02-278; *Empowering Broadband Consumers Through Transparency*, CG Docket No. 22-2, Notice of Proposed Rulemaking in CG Docket No. 26-52; Tenth Further Notice of Proposed Rulemaking in CG Docket No. 17-59; Further Notice of Proposed Rulemaking in CG Docket No. 02-278; and Third Further Notice of Proposed Rulemaking in CG Docket No. 22-2, FCC 26-16 (rel. Mar. 27, 2026) (*Notice*).

² Federal Communications Commission, *Improving Customer Service and Protecting Consumers Through Onshoring; Advanced Methods to Target and Eliminate Unlawful Robocalls; Telephone Consumer Protection Act; Empowering Broadband Consumers Through Transparency*, Proposed Rule, 91 Fed. Reg. 21761 (Apr. 23, 2026).

³ The due date for initial comments falls on Saturday, May 23, 2026. Pursuant to section 1.4(j) of the Commission's rules, 47 CFR § 1.4(j), initial comments are due on the next business day, which is Tuesday, May 26, 2026.

⁴ *Notice* at para. 113.