

Before the
Federal Communications Commission
Washington, D.C. 20554

In the Matter of )
Improving Customer Service and Protecting ) CG Docket No. 26-52
Consumers Through Onshoring )
Advanced Methods to Target and Eliminate ) CG Docket No. 17-59
Unlawful Robocalls )
Rules and Regulations Implementing the Consumer ) CG Docket No. 02-278
Protection Act of 1991 )
Empowering Broadband Consumers Through ) CG Docket No. 22-2
Transparency )

ORDER GRANTING EXTENSION OF TIME

Adopted: May 21, 2026

Released: May 21, 2026

By the Chief, Consumer and Governmental Affairs Bureau:

1. By this Order, the Consumer and Governmental Affairs Bureau (CGB) of the Federal Communications Commission (Commission) grants a 7-day extension of the comment and reply comment dates in the above captioned proceeding. The new dates to file comments and reply comments are June 2, 2026 and June 29, 2026, respectively.

2. 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 sought comment on proposals 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 Comments in response to the NRPM are due on May 26, 2026, and reply comments are due on June 22, 2026.2

3. As set forth in section 1.46 of the Commission's rules, the Commission does not routinely grant extensions of time required comments.3 In this case, however, we believe that a brief extension will help commenters to develop more comprehensive responses to the issues presented in the item without jeopardizing the Commission's ability to move forward expeditiously with this proceeding. These extensions will provide commenters additional time for substantive engagement while maintaining

1 See Improving Customer Service and Protecting Consumers Through Onshoring, Advanced Methods to Target and Eliminate Unlawful Robocalls, Rules and Regulations Implementing the Consumer Protection Act of 1991, Empowering Broadband Consumers Through Transparency, CG Docket No. 26-52, CG Docket No. 17-59; CG Docket No. 02-278, and CG Docket No. 22-2, Notice of Proposed Rulemaking, FCC 26-16 (rel. Mar. 27, 2026) (NPRM).

2 Federal Communications Commission, Improving Customer Service and Protecting Consumers Through Onshoring, 91 Fed. Reg. 21761 (Apr. 23, 2026).

3 47 CFR § 1.46.

forward momentum on these important consumer protection issues.<sup>4</sup> Given these timing constraints, we find there is good cause to extend the deadlines for comments and reply comments for a period of 7 days.

4. Accordingly, IT IS ORDERED, pursuant to section 4(i) of the Communications Act of 1934, as amended, 47 U.S.C. § 154(i), and sections 0.131, 0.204, 0.331, and 1.46 of the Commission's rules, 47 CFR §§ 0.131, 0.204, 0.331, and 1.46, that the dates to file comments and reply comments in this proceeding ARE EXTENDED to June 2, 2026 and June 29, 2026, respectively.

FEDERAL COMMUNICATIONS COMMISSION

Eduard Bartholme  
Chief, Consumer and Governmental Affairs Bureau

---

<sup>4</sup> See Motion for Extension of Time to File Comments and Reply Comments, U.S. Chamber of Commerce, CG Docket No. 26-52; CG Docket No. 17-59; CG Docket No. 02-278; and CG Docket No. 22-2 (filed May. 15, 2026).