

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

In the Matter of )  
 )  
Establishment of the Enforcement Bureau and )  
The Consumer Information Bureau )

ORDER

Adopted: December 30, 1999; Released: January 4, 2000

By the Managing Director:

1. On October 27, 1999, the Commission released an Order in the above matter amending the Commission’s rules to reflect the creation of an Enforcement Bureau, a Consumer Information Bureau and an Office of Media Relations; and to reflect the elimination of the Office of Public Affairs. <sup>1</sup> Notice of this action was published in the Federal Register at 64 FR 60715 (November 8, 1999), and the amended rules became effective on November 8, 1999. This Order makes minor, non-substantive corrections to the amended rules adopted in the Order. Specifically, this Order corrects statements in sections 0.111(a)(2) and 0.141(b)(1) to make them consistent with the statement in section 0.111(a)(1) that the Consumer Information Bureau will handle informal consumer complaints involving access to telecommunications services and equipment for persons with disabilities.

2. The language describing the responsibility of the Consumer Information Bureau in the note to section 0.111(a)(2) of the Commission’s rules is corrected by deleting the language “other than complaints involving access to communications services and equipment for persons with disabilities.” The note to section 0.111(a)(2) will now read as follows: “Note to (a)(2): The Consumer Information Bureau has primary responsibility for informally resolving individual informal complaints from consumers against non-common carriers subject to the Commission’s jurisdiction under Title II of the Communications Act and related provisions.”

3. The language describing the responsibility of the Consumer Information Bureau in section 0.141(b)(1) of the Commission’s rules is corrected by deleting the following language: “(except those complaints filed regarding accessibility to telecommunications services and equipment for persons with disabilities, including complaints filed pursuant to sections 225, 255 and 713 of the Communications Act, which are handled by the Enforcement Bureau.)” Section 0.141(b)(1) will now read

---

<sup>1</sup> In the Matter of Establishment of the Enforcement Bureau and the Consumer Information Bureau, Order, FCC 99-172 (released October 27, 1999).

as follows: “(1) Provide informal resolution of individual informal consumer complaints in accord with the Bureau’s delegated authority.”

4. ACCORDINGLY, IT IS ORDERED, pursuant to the authority delegated under 47 C.F.R. 0.231(b), that 47 C.F.R. Part 0 IS AMENDED as set forth in the Appendix to this Order effective upon publication thereof in the Federal Register.

FEDERAL COMMUNICATIONS COMMISSION

Andrew S. Fishel  
Managing Director

Attachment

**APPENDIX**

Rule Changes

Part 0 of Title 47 of the Code of Federal Regulations is amended as follows:

**PART 0 – COMMISSION ORGANIZATION**

1. The authority citation for part 0 continues to read as follows:

AUTHORITY: Secs. 5, 48 Stat. 1068, as amended; 47 U.S.C. 155, 225, unless otherwise noted.

2. Section 0.111 is revised to read as follows:

§ 0.111 Functions of the Bureau.

(a)\*\*\*

(2)\*\*\*

Note: The Consumer Information Bureau has primary responsibility for informally resolving individual informal complaints from consumers against non-common carriers subject to the Commission's jurisdiction under Title II of the Communications Act and related provisions.

3. Section 0.141 is revised to read as follows:

§ 0.141 Functions of the Bureau

\*\*\*\*\*

(b) \*\*\*

- (1) Provide informal resolution of individual consumer complaints in accord with the Bureau's delegated authority.