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Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

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News Media Contact:
Rosemary Kimball at (202) 418-0511
e-mail: rkimball@fcc.gov

CONSUMER INFORMATION BUREAU RELEASES FIRST ANNUAL REPORT

Washington, DC – Today the Consumer Information Bureau of the Federal Communications Commission released its first Annual Report, which reflects the performance of the now one-year-old bureau in providing the crucial telecom information necessary for consumers to make informed choices.

The report indicates that the new bureau has in its first full year of operation eliminated a 15-year backlog of 66,937 informal complaints, and provided written responses to over 300,000 additional non-backlogged informal complaints and general inquiries.

In addition, CIB has forged strong relationships with state and local governments to implement more effectively Commission mandates and stop such anti-consumer practices as slamming and cramming. It has helped to expand access to America's 54 million persons with disabilities through such innovations as 711 and video description. And it has worked with several other bureaus to help address the need for basic telecommunications services on tribal lands across the country.

Roderick Porter, chief of the Consumer Information Bureau said, "We're off to a good start and the success of our first year is very encouraging. As we go forward, the bureau is firmly committed to exploring new and creative ways to educate and assist all Americans to be informed consumers of telecom products and services."

Copies of the first Annual Report are available on the Commission's website at www.fcc.gov/cib.

Copies are available for purchase from the Commission's duplicating contractor, International Transcription Service (ITS) at (202) 314-3070.

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