



NEWS

Federal Communications Commission
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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).

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FINAL AGENDA FOR MARCH 26 CONSUMER ADVISORY COMMITTEE RELEASED

Washington, DC – The Commission has released the Final Agenda for its Consumer Advisory Committee (CAC) meeting to be held on Friday, March 26, 2004, from 9:00 A.M. to 4:00 P.M. at the Commission's Headquarters Building, Room TW-C305, 445 12th Street, S.W., Washington, DC 20554. The meeting is open to the public.

The agenda includes an overview of the FCC's Quarterly Inquiries and Complaints Report, a demonstration of Voice over Internet Protocol (VoIP), and an overview of the VoIP rulemaking proceeding.

The Agenda for the meeting is attached.

The CAC is chaired by Shirley Rooker, President of Call For Action, and is composed of 35 members representing many of the FCC's constituencies. The expertise and diversity of the members provide a balanced point of view as required by the Federal Advisory Committee Act.

The Committee is organized under, and operates in accordance with, the provisions of the Federal Advisory Committee Act, 5 U.S.C., App. 2 (1988). Minutes of meetings are available for public inspection at the FCC and are posted on the Commission's website at www.fcc.gov/cgb/cac. Meetings are broadcast on the Internet in Real Audio/Real Video format with captioning at www.fcc.gov/cgb/cac.

Members of the public may address the Committee or may send written comments to Scott Marshall, Designated Federal Officer of the Committee, at scott.marshall@fcc.gov.

CONSUMER ADVISORY COMMITTEE MEETING

**Federal Communications Commission
445 12th Street, S.W., Room TW-C305, Washington, DC**

**Friday, March 26, 2004
8:30 a.m. - 4:00 p.m.**

AGENDA

Morning Session

- 8:30 - 9:00 a.m. Continental Breakfast, Networking, and Conversation**
- 9:00 a.m. Welcome and Call to Order**
Shirley L. Rooker, Chair, Consumer Advisory Committee (CAC)
- 9:05 - 9:10 a.m. Meeting Logistics**
Scott Marshall, CAC Designated Federal Officer, Consumer & Governmental Affairs Bureau (CGB)
- 9:10 - 9:30 a.m. Introduction of the Chairman and Commissioners**
(Chairman and Commissioners invited -- schedules permitting)
K. Dane Snowden, Chief, CGB
- 9:30 - 9:45 a.m. FCC Update**
K. Dane Snowden, Chief, CGB
- 9:45 - 10:00 a.m. Overview of the Quarterly Inquiries and Complaints Report**
Thomas Wyatt, Deputy Bureau Chief, CGB
- 10:00 - 12:00 p.m. Working Group Break Out Sessions**
- 12:00 - 1:00 p.m. Lunch**
Presentation: Voice over Internet Protocol
Brooke Schulz, Vice President, Corporate Communications, Vonage

Afternoon Session

- 1:00 - 1:45 p.m. Recommendations Regarding Electronic Access to the FCC**
David Poehlman, Consumer Complaints, Outreach Education, and Participation Working Group
- 1:45 - 2:30 p.m. Review of Pending VoIP Rulemaking Proceeding**
Jeffrey Carlisle, Senior Deputy Bureau Chief, Wireline Competition Bureau (WCB)
- 2:30 - 2:45 p.m. Break**
- 2:45 - 3:45 p.m. Panel Discussion: Partnering with State & Local Consumer Affairs Agencies**
- Moderator:** Debra Berlyn, Consumer Complaints, Outreach Education, and Participation Working Group
Presenters: Louis Sigalos, Chief, Consumer Affairs and Outreach Division (CGB); Elizabeth A. Noël, People's Counsel, District of Columbia; Chrys Wilson, Manager, External Affairs, Maryland Public Service Commission; Jane Lawton, Cable Communications Administrator, Montgomery County, MD
- 3:45 - 4:00 p.m. Comments from the Public; Wrap-Up; Future Meetings**
- 4:00 p.m. Adjournment**

Reasonable Accommodation

The meeting site is fully accessible to people using wheelchairs or other mobility aids. Meeting agendas and handouts will be provided in accessible formats; sign language interpreters, open captioning, and assistive listening devices will be provided on site. The meeting will be webcast with open captioning at www.fcc.gov/cgb/cac. Request other reasonable accommodations for people with disabilities as early as possible; please allow at least five days advance notice. Include a description of the accommodation you will need including as much detail as you can. Also include a way we can contact you if we need more information. Last minute requests will be accepted, but may be impossible to fill. Send an e-mail to: fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (tty).

The next meeting of the CAC is scheduled for June 18, 2004.

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