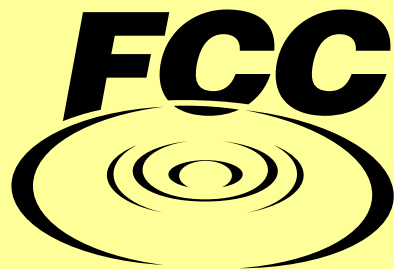




# *Consumer & Governmental Affairs Bureau*

*2006 Annual Report*

*January 17, 2007*



# *2006 Goals*

- ✓ **Furthering Access to Telecommunications for Americans with Disabilities**
  - Telecommunications Relay Service, Closed Captioning, Accessible Video Broadcast Information
- ✓ **Implementing Consumer Policy**
  - Junk Fax Prevention Act, CAN-SPAM Act, Accurate Consumer Billing, Continued Slamming Adjudications
- ✓ **Rapid Response to Consumer Needs**
  - Consumer Center, Web Portals, Publications
- ✓ **Targeted Outreach**
  - Broadband, DTV, Disability Issues, Tribal, Rural, Spanish Speakers
  - Working with our State, Tribal, and Local, Governmental Partners
- ✓ **Leveraging Technology**
  - Web Portals, Electronic Comment Filing System, Reference Information Center, Consumer Information Registry, Spanish Language Web Pages

# *Accessibility Highlights*

- **Strengthening Telecommunications Relay Service**
  - Video Relay Service (VRS) providers must provide interoperability with competing VRS providers
  - Exploring technical enhancements to VRS
  - More flexibility for VRS communications assistants
  - Convened E9-1-1 Disability Access Summit to facilitate critical E9-1-1 access during emergencies
  - Approved IP Captioned Telephone Relay Service

# *Accessibility Highlights (cont.)*

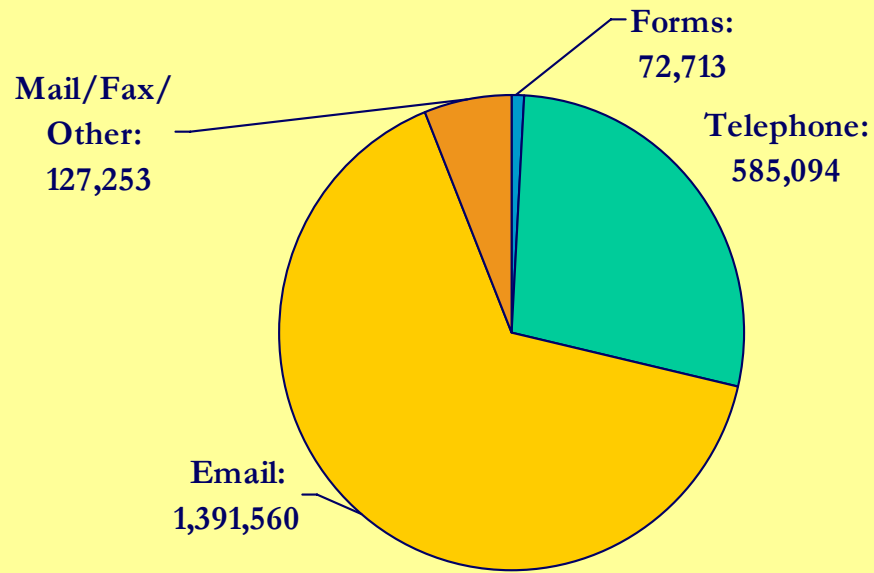
- **Strengthening Telecommunications Relay Service (cont.)**
  - Improve management and administration of Interstate TRS Fund
  - Expanded number of eligible entities providing covered VRS through expedited certification decisions
- **Accessible Emergency Information**
  - Reminded video programming distributors of their obligation to make emergency information accessible to individuals with hearing disabilities
- **Interagency Coordinating Council**
  - Represent FCC as Chair of Emergency Subcommittee of Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities

# *Consumer Policy Highlights*

- **Junk Fax Prevention Act**
  - Implemented Congressionally mandated protections against unsolicited facsimile advertising
- **Customer Account Record Exchange**
  - Improved the FCC's CARE rules
- **Slamming (Switching of Consumer's Authorized Carrier)**
  - Closed 1386 slamming complaints
- **CAN-SPAM**
  - Ongoing administration of the Wireless Domain Registry to protect wireless consumers from unwanted commercial electronic mail messages

Policy Team

# 2006 Complaints and Inquiries

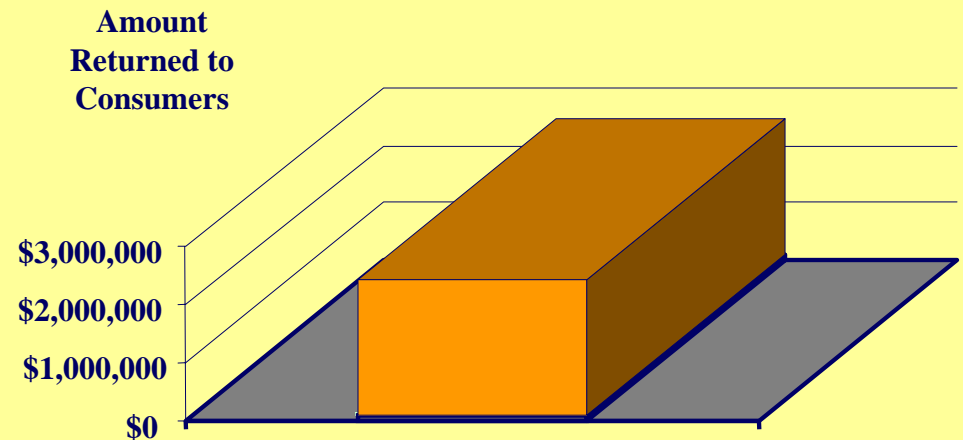


**Total CGB  
Consumer Contacts:  
2,176,620**

Consumer Center

**\$2,433,771:** Total amount returned to consumers in 2006

**\$2,344,727** returned to consumers through Informal Complaint process



**\$89,044** returned to consumers as a result of Slamming Complaints

# *Responsive to Consumers*

- **Disability Access Services**
  - Converted over 3994 pages of print documents into accessible formats (e.g., Braille, large print, audio)
  - Provided hundreds of hours of sign language interpreting, CART, and revoicing services
- **Spanish Language Translations**
  - Created Spanish language forms for filing comments and complaints
  - Translated 60 consumer fact sheets and all disability and DTV web pages
  - Improved Spanish portal home page, “Bienvenidos”
- **Consumer Publications Projects**
  - Created or updated nearly 100 fact sheets, consumer advisories, and other publications
- **Technical Improvements**
  - Improved **Reference Information Center** processing time by allowing consumers to send faxes 24/7 using toll-free 800 number
  - Improved **Electronic Comment Filing System (ECFS)** allowing more tailored search results

# Outreach

- Launched **“DTV Toolkit”** on [www.dtv.gov](http://www.dtv.gov) website
- **“Ask the FCC”** sessions in Harlem, Poughkeepsie, and Port Jervis, NY
- Participated in **international forum** on accessibility in Mexico City
- Featured **PSAs** on D.C. Metro buses and subway stations
- Participated in **La Raza** annual conference in Los Angeles, CA
- Recognized by **Department of Homeland Security** for promoting emergency preparedness with respect to persons with disabilities
- Hosted **Fourth Annual Dialogue with National Congress of American Indians**
- Sponsored Indian Telecom Initiatives workshops on **broadband deployment, public safety and homeland security in Indian Country**
- Participated in annual meetings of **National Congress of American Indians and United South and Eastern Tribes**
- Created web portal for **live web casts** of Indian Telecom Initiatives workshops

Outreach Team