

**STATEMENT OF  
JONATHAN S. ADELSTEIN**

Re: *In the Matter of IP-Enabled Services*, WC Docket No. 04-36

Today we take an overdue step to further protect users of interconnected Voice over Internet Protocol (VoIP) services. I support this Order because it reaffirms the Commission's commitment to consumer protection and public safety as consumers continue to migrate to new and innovative technologies like VoIP. Interconnected VoIP users will no longer be subject to abrupt discontinuance of service as carriers will now be required to give them sufficient notice before discontinuing, reducing, or impairing service. The bottom line is that interconnected VoIP users will now enjoy the same protection as users of traditional telephone service.

This is good news for the millions of Americans who subscribe to interconnected VoIP services. We already have extended disabilities access and privacy requirements to interconnected VoIP. As we have recognized for a while now, these users expect the same protection as users of traditional telephone technologies. This is critical since we expect that more people will switch to VoIP, especially as we push broadband availability throughout the country.

Today's action is not merely about consumers' convenience. It is a serious public safety matter. If a subscriber does not receive sufficient warning that their interconnected VoIP provider will cut off service, that consumer could well be left without telephone – and 911 – service. The Commission should have given consumers these protections years ago, as we have seen interconnected VoIP service providers go out of business and strand consumers.

Today is also a victory for competition. By giving interconnected VoIP users the same protections as users of traditional telephone, we further position this exciting technology as a direct competitor against more established services.

I want to thank Chairman Copps for bringing attention to this and the other consumer-protection actions that we take today. This is government at its best, taking concrete steps to protect citizens' safety and well-being.