

STATEMENT
COMMISSIONER ROBERT M. McDOWELL

Re: In the Matter of IP-Enabled Services, WC Docket No. 04-36 (May 13, 2009)

I am pleased to support today's order. Consumers increasingly are finding that interconnected VoIP services are a substitute for traditional telephone service. In some instances, interconnected VoIP service providers exited markets or went out of business altogether and did not notify their customers beforehand. Consumers only knew something was awry once they lost dial tone. Today's order allows consumers of interconnected VoIP service to receive the same courtesy of a notice of discontinuance of service as a consumer of any other type of phone service. Such notice gives customers a reasonable opportunity to switch providers, and is consistent with our previous actions to ensure parity regarding obligations for E911, universal service, customer proprietary network information protections, disability access, and local number portability.

Many thanks to Acting Chairman Copps for bringing this order forward and to the Bureau staff for their work on this matter.