

CONSUMER ADVISORY COMMITTEE MEETING

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

Friday, December 4, 2009
8:30 a.m. - 4:00 p.m.

A G E N D A

Morning Session

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| 8:30 - 9:00 a.m. | Continental Breakfast |
| 9:00 - 9:10 a.m. | Welcome, Call to Order, and Introductions
Debra Berlyn, Chair, Consumer Advisory Committee (CAC) |
| 9:10 - 9:15 a.m. | Meeting Logistics
Scott Marshall, CAC Designated Federal Officer, Consumer & Governmental Affairs Bureau (CGB) |
| 9:15 - 9:45 a.m. | Remarks by Commissioners [Invited schedules permitting] |
| 9:45 – 10:15 a.m. | CGB Update, Thomas Wyatt, Deputy Chief, Consumer and Governmental Affairs Bureau |
| 10:15 - 10:45 a.m. | Update on the National Broadband Plan
Erik Garr, General Manager, Omnibus Broadband Initiative |
| 10:45 - 11:00 a.m. | Break |
| 11:00 – 12:15 p.m. | Consumer Complaint Resolution in the Broadband Age:
Best Practices and Challenges
Panel Moderator: John Breayault, Vice President, Public Policy, Telecommunications & Fraud, National Consumers League
Panelists
Brenda Pennington, Asst. Counsel, Office of the People's Counsel (DC) |

Mitsuko Herrera, Cable Communications Administrator,
Montgomery County MD Office of Cable and
Communication Services
Susan Mazrui, Director, Public Policy, AT&T
Philip D. Ziperman, Deputy Chief, Consumer Protection
Division, State of Maryland, Attorney General's Office

12:15 – 1:00 p.m.

Lunch Available in Commission Meeting Room

Afternoon Session

1:00 – 1:45 p.m.

Website Redesign & FCC New Media Update
Gray Brooks, Haley Van Dyck, FCC New Media

1:45 - 3:15 p.m.

Recommendations & Progress Reports from Working
Groups
Recommendation: Captioned Telephony, Disability
Working Group, Lisa Hamlin
Progress Report: Truth in Billing Principles, Consumer
Protection Working Group, Brenda Pennington
Progress report: Digital Closed Captioning and Video
Description Working Group, Brian Markwalter, Vice
President, Technology and Standards, Consumer
Electronics Association

3:15 – 3:45 p.m.

Demonstration of Electronic Comment Filing System,
Version 2
Bill Cline, Manager Reference Information Center, FCC

3:45 - 4: p.m.

Comments from the Public; Wrap-up

4:00 p.m.

Adjournment