

CONSUMER ADVISORY COMMITTEE MEETING

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

**Wednesday, November 10, 2010
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 - 9:30 a.m. | Remarks by Commissioners [Invited schedules permitting] |
| 9:30 - 9:45 a.m. | CGB Update
Joel Gurin, Chief, Consumer and Governmental Affairs
Bureau |
| 9:45 - 10:30 a.m. | Implementing the Twenty-First Century Communications
and Video Accessibility Act
Karen Peltz Strauss, Deputy Chief, CGB |
| 10:30 – 10:45 a.m. | Break |
| 10:45 – 11:00 a.m. | Update on Accessibility and Innovation Initiative
Jamal Mazrui, Deputy Director |

- 11:00 - 11:30 a.m. Update on Consumer Disclosures NOI & Bill Shock
NPRM Richard Smith, Special Counsel, Policy Division,
CGB
- 11:30 - 11:45 a.m. Introducing the Office on Native Affairs and Policy Geoff
Blackwell, Director
- 11:45 – 12:15 p.m. Update USF Lifeline Linkup Programs
Elizabeth McCarthy, Wireline Competition Bureau
- 12:15 - 1:00 p.m. Lunch Available in Commission Meeting Room

Afternoon Session

- 1:00 - 1:30 p.m. How Consumer Complaints are Handled at the FCC
Sharon Bowers, Acting Chief, Consumer Inquiries and
Complaints Division, CICD/CGB and Perlista
Hollingsworth, Attorney Advisor, CICD/CGB
- 1:30 - 2:15 p.m. Pilot Complaint Project & Chairman’s Consumer
Empowerment Agenda Recommendations
Lawrence Daniels, Consumer Protection Working Group
- 2:15 – 2:30 p.m. Update on Technical Working Group on Digital Closed
Caption and Video Description Issues Susan Kimmel,
Deputy Chief, Disability Rights Office
- 2:30 - 3:00 p.m. Update on fcc.gov redesign
Haley Van Dyck, New Media Team
- 3:00 – 3:10 p.m. Comments from the Public
- 3:10 – 4:00 p.m. Agenda for the New Committee
Debra Berlyn
- 4:00 p.m. Adjournment