

## CONSUMER ADVISORY COMMITTEE MEETING

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

Wednesday, August 17, 2011  
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 & Networking   |
| 9:00 a.m.          | Welcome & Call to order      Debra Berlyn, CAC Chairperson   |
| 9:05 a.m.          | Meeting Logistics Scott Marshall, Designated Federal Officer   |
| 9:10 - 9:30 a.m.   | Expanded Self Introductions  |
| 9:30 - 9:45 a.m.   | Remarks by the Chairman & Commissioners<br>(schedules permitting)  |
| 9:45 - 10:10 a.m.  | Bureau Update Joel Gurin, Chief, Consumer & Governmental Affairs Bureau  |
| 10:10 - 10:20 a.m. | Welcome to the World of FACA Ann Bushmiller, Deputy Associate General Counsel, Office of General Counsel                     |
| 10:20 - 10:30 a.m. | <b>Break</b>   |
| 10:30 - 10:50 a.m. | Need for Speed NPRM & Samknows Report, Deborah Broderson, Attorney Advisor CGB & Ellen Satterwhite, Consumer Researcher, CGB |
| 10:50 - 11:20 a.m. | Lifeline/Linkup Update, Jamie Susskind, Attorney Advisor, Lifeline Team, Wireline Competition Bureau                         |
| 11:20 - 11:40 a.m. | What's Up on Crammin? John B. Adams, Attorney Advisor, Policy Division, CGB  |
| 11:40 - 1:00 p.m.  | <b>Lunch &amp; Networking</b>  |

### **Afternoon Session**

1:00 - 1:30 p.m.	About the FCC Technology Experience Center, Ronald Cunningham, Manager
1:30 - 2:10 p.m.	CAC members are invited to visit the TEC for a hands-on experience with Cutting Edge Technologies (see exhibit list)
2:10 - 3:00 p.m.	Structure and Operation of Advisory Committee and Working Groups Debra Berlyn, Scott Marshall
3:00 - 3:20 p.m.	Trends in Consumer Complaints --What Consumers Complain to the FCC About and How Such Information Drives Policy, William Freedman, Associate Bureau Chief, CGB
3:20 - 3:30 p.m.	Emergency Alert System & November test Thomas J. Beers, Chief Policy Division, Public Safety and Homeland Security Bureau
3:30 - 3:40 p.m.	Comments from the Public
3:40 - 4:00 p.m.	Wrap-up & Next Meeting
4:00 p.m.	<b>Adjournment</b>