

CONSUMER ADVISORY COMMITTEE MEETING

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

Friday, September 21, 2012
2:00 p.m. – 4:00 p.m.

A G E N D A

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| 2:00 p.m. | Welcome & Call to Order Debra Berlyn, CAC Chairperson |
| 2:05 – 2:10 p.m. | Roll Call of Members Scott Marshall, CAC DFO |
| 2:10 - 2:20 p.m. | Recommendation Broadband Working Group – Broadband Adoption Chris Baker & Mark Defalco, Co-chairpersons |
| 2:20 - 2:40 p.m. | Recommendations Universal Service Working Group – Outreach Lifeline Program; Affordable Calling for Incarcerated Individuals and Families Cecilia Garcia, Chairperson |
| 2:40 – 2:50 p.m. | Recommendation Consumer Empowerment Working Group – Text Spamming Shirley Rooker and Ed Barhome, Co-chairpersons |
| 2:50 – 3:25 p.m. | Recommendation Consumer Complaints Task Force – Web complaint and Telephone IVR Systems Debra Berlyn & John Breyault, Co-chairpersons |
| 3:25 - 3:35 p.m. | Acceptance of Web Complaints & IVR Recommendation William Freedman, Deputy Chief Consumer and Governmental Affairs Bureau |
| 3:35 - 3:55 p.m. | Disability Complaints Processing Gregory Hlibok Chief, & Susan Kimmel, Deputy Chief, Disability Rights Office |
| 3:55 - 4:00 p.m. | Comments from the Public & Next Meeting |
| 4:00 p.m. | Adjournment |

