

## **CONSUMER ADVISORY COMMITTEE MEETING**

**Federal Communications Commission  
445 12<sup>th</sup> 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<br>Debra Berlyn, CAC Chairperson   |
| 2:05 – 2:10 p.m. | Roll Call of Members<br>Scott Marshall, CAC DFO  |
| 2:10 - 2:20 p.m. | Recommendation Broadband Working Group – Broadband Adoption<br>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<br>Cecilia Garcia, Chairperson |
| 2:40 – 2:50 p.m. | Recommendation Consumer Empowerment Working Group – Text Spamming<br>Shirley Rooker and Ed Barthome, Co-chairpersons   |
| 2:50 – 3:25 p.m. | Recommendation Consumer Complaints Task Force – Web complaint and Telephone IVR Systems<br>Debra Berlyn & John Breyault, Co-chairpersons                                 |
| 3:25 - 3:35 p.m. | Acceptance of Web Complaints & IVR Recommendation<br>William Freedman, Deputy Chief Consumer and Governmental Affairs Bureau   |
| 3:35 - 3:55 p.m. | Disability Complaints Processing<br>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.        | <b>Adjournment</b>   |

