

FCC CONSUMER ADVISORY COMMITTEE
Recommendation Regarding the IP-Transition Trials

WHEREAS adoption of Internet Protocol (IP) based broadband services has been prioritized by the Commission and by other Federal and State governmental entities as a strategic goal; and

WHEREAS access, deployment and use of these IP-based services have been widely identified as an essential contributor to economic growth, job creation, national competitiveness, consumer welfare and civic engagement in the digital age; and

WHEREAS consumers are making the transition from traditional TDM-based telephone services to an Internet Protocol (IP-based) network services; and

THEREFORE, as the first of several recommendations, and in order to enhance the openness and transparency of the IP transition trials, we urge the Commission to develop a series of metrics to serve as a checklist for evaluating successful execution of the IP-transition trials before they begin, and encourage the development of best-in-class benchmarks for future trials.

MOREOVER, we suggest that this checklist embrace the many of the consumer-centric principles raised in the Commission's adopted Orders and Notices in this matter, among them:

1. Ensuring that quality IP-based services are, from a consumer's perspective, reliable, functionally comparable or superior to TDM-based telephone services, and available to all; and
2. Making sure that technological solutions enhance consumer choice; and
3. Providing functionally comparable or superior services for public safety, including access to e-911, and for people with disabilities, including seeking advice from disability experts on whether access needs are being addressed; and
4. Providing connectivity with telemedicine applications, alarm systems, modems, fax machines, captioned telephones, TTYs and other similar third-party services and equipment; and
5. Ensuring the protection of consumer privacy; and
6. Ensuring affordable solutions, options and choices to meet a wide array of consumer telecommunications needs for all consumers

Finally, during the IP-transition trials, we recommend that the FCC review public outreach to provide consumers with appropriate and sufficient information throughout the trials, as well as independent survey research and other data on consumer experiences.

Adopted: March 28, 2014

Abstentions: CEA; CTIA; NASUCA; NCTA; Qualcomm; TWC; T-Mobile; Verizon

Respectfully Submitted:

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FCC Consumer Advisory Committee