

CONSUMER ADVISORY COMMITTEE MEETING

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

**Monday, October 20, 2014
9:00 a.m. – 3:00 p.m.**

A G E N D A

Morning Session

- 8:30 – 9:00 a.m. Continental Breakfast & Networking
- 9:00 a.m. Welcome & Call to Order
Debra Berlyn, CAC Chairperson
- 9:05 – 9:10 a.m. Self Introductions & Meeting Logistics
- 9:15 – 10:00 a.m. Consumer & Governmental Affairs Bureau Update,

Mark Stone, Deputy Bureau Chief, CGB
Roger Goldblatt, Associate Bureau Chief, CGB
Robert Aldrich, Legal Advisor, Office of the Bureau Chief, CGB
- 10:00 – 10:30 a.m. Progress Toward a Better FCC Web Experience
Mary Ellen Seal, Executive Director for Modernization, Office of the
Managing Director, FCC
Spencer Gerrol, Founder & CEO, Spark Experience
- 10:30 - 10:40 a.m. Break
- 10:40 - 11:00 a.m. Progress Toward a Better Online Consumer Complaint System
Michael Carowitz, Deputy Bureau Chief, CGB
Kimberly Wild, Legal Advisor, Office of the Bureau Chief, CGB
- 11:00– 11:30 a.m. Discussion: Advice to the next Consumer Advisory Committee
Debra Berlyn

11:30 – 12:00 p.m. Powering CPE & the IP Transition: Why Important to consumers?
Tim Walden, SVP Engineering, CenturyLink
Dave Russell, Solutions Marketing Director, Calix

12:00 - 1:00 p.m. **Lunch available in Commission Meeting Room**

Afternoon Session

1:00 – 2:00 p.m. Working Group Reports & Consideration of Recommendations
Working Group Chairs

2:00 - 2:45 p.m. Invitation to Visit the Technology Experience Center
Darshan Williams, Manager

2:45 - 2:50 p.m. Comments from the Public

2:50 - 3:00 p.m. Wrap-Up

3:00 p.m. **Adjournment**