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For Immediate Release

FCC MODERNIZES CABLE SUBSCRIBER NOTICE RULES

WASHINGTON, November 15, 2018—The Federal Communications Commission today adopted a Report and Order that will allow cable operators to deliver notices to their customers via email, reducing costs and paper waste for both cable operators and consumers.

The action taken today protects subscribers by ensuring that electronic messages are sent only to verified email addresses and that subscribers can still opt for paper delivery at any time. The Commission also adopted a Further Notice of Proposed Rulemaking that seeks comment on whether subscribers should have the option to receive notices through other electronic means such as texts or apps.

The Commission’s rules require cable operators to provide written information to their subscribers about various service-related topics. In June 2017, the Commission issued a Declaratory Ruling clarifying that the annual notice that must be provided to subscribers can be sent via email, subject to certain consumer safeguards.

Today’s action expands upon this Declaratory Ruling by allowing cable operators and other pay TV companies to send additional general subscriber notices via email. The Order also allows cable operators to respond to certain consumer requests and billing dispute complaints by email if the consumer used email to file the complaint or asks for a response via email. In addition, the Order eliminates two outdated notice requirements in light of technological advances and market changes in the cable industry.

This action continues the Commission’s efforts to modernize regulations and reduce unnecessary requirements that can impede competition and innovation in the media marketplace.

Action by the Commission November 15, 2018 by Report and Order and Further Notice of Proposed Rulemaking (FCC 18-166). Chairman Pai, Commissioners O’Rielly and Carr approving. Commissioner Rosenworcel approving in part and dissenting in part. Chairman Pai, Commissioners O’Rielly and Rosenworcel issuing separate statements.

MB Docket Nos. 17-317 and 17-105

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).