Patrick Webre
Chief

- Consumer Policy Division
- Consumer Affairs & Outreach Division
- Consumer Inquiries & Complaints Division
- Reference Information Center

- Disability Rights Office
- Office of Native Affairs & Policy
- Office of Intergovernmental Affairs
- Web & Print Publishing Division
• Four Call Blocking Rulemakings
• Reassigned Numbers Database
• Restrictions on calls from federal, state and local government contractors
• Limits on non-telemarketing calls to homes
• YouMail reported a more than 20% drop in robocalls in 2020
ACCESSIBILITY

- Celebrated milestone anniversaries of the ADA and CVAA
- Improved Telecommunications Relay Services
- Automatic Speech Recognition captioned telephone services
- $1.5B in savings to TRS Fund
ONAP visited 24 Native nations, hosted 43 events and held 20 Tribal consultations.

Key outreach included 5G, infrastructure and 2.5 GHz rural Tribal priority window.

NNCTF recommendations on Tribal broadband deployment and engagement.

HRPG Best Practices.

IAC proposals on multilingual emergency alerting, disaster response coordination and telemedicine.
- Educating consumers about illegal and unwanted robocalls and caller ID spoofing
- Rural Tours, Robocalls Workshop, Tech Expo
- FCC’s consumer education website: fcc.gov/consumers
- Growing catalog of content available in multiple languages
• Process ~317,000 complaints per year, with a 99% provider response rate

• Answer ~120,000 consumer calls per year

• Transitioned to a fully remote call center due to pandemic with no service interruptions
COVID-19

- Rulings and Waivers to keep consumers informed and ensure availability of relay services
- COVID Consumer Resources page with scam information and tips
- Tracked company offers above and beyond the Keep Americans Connected Pledge
- Raised awareness of programs to help consumers
Thank you!