

**STATEMENT OF  
ACTING CHAIRMAN MICHAEL J. COPPS**

Re: *IP-Enabled Services*, WC Docket No. 04-36

Over the past several years, we have seen widespread adoption by the American public of dynamic new telecommunications technologies and services, and we are going to see even more dramatic deployments in the new age of broadband. We welcome, we encourage, this growth. As change occurs, however, we have the continuing obligation always to protect consumers. We discharge that obligation in this item and smooth the way when IP voice services replace traditional voice services.

Today's Order applies the same discontinuance, reduction and impairment of service requirements to interconnected Voice over Internet Protocol (VoIP) providers that we currently apply to non-dominant carriers. The Order requires interconnected VoIP providers to notify customers in a reasonable amount of time so that consumers don't find themselves left unexpectedly without voice service—a service that we have all come to expect and rely on. In addition, interconnected VoIP providers are required to notify officials in states where service is offered of any impending loss of service to those communities. These requirements do not strike me as burdensome, and in helping consumers and states along, I believe they serve the public interest.

Thanks to the Bureau for its forward-looking work on this and to my colleagues for agreeing once again to put consumers first.