

**STATEMENT OF
CHAIRWOMAN JESSICA ROSENWORCEL**

Re: *Strengthening Customer Service in the Communications Industry*, CG Docket No. 24-472, Notice of Inquiry

Hundreds of thousands of consumers reach out to the Federal Communications Commission each year. They file complaints because they have run into issues cancelling their service, are saddled with unexpected charges, are upset by unexplained outages, and are frustrated with billing issues they have not been able to resolve on their own. Many describe being stuck in “doom loops” that make it difficult to get a real person on the line to help with service that needs repair or to address charges they believe are a mistake.

We cannot ignore these complaints, especially not when we know that it is possible to do better. That is why today we start this inquiry. We seek to understand the state of customer service in communications—from top to bottom and inside and out. We want to help improve the customer experience, understand what tools we have to do so, and what gaps there may be in the law that prevent consumers from having the ability to resolve routine problems quickly, simply, and easily. I look forward to the record that develops in response.