

**STATEMENT OF
COMMISSIONER ANNA M. GOMEZ**

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

When customer service is good, it is great. But when you encounter bad customer service, it can ruin your day. Consumers do not typically reach out to customer service until they need help, and when they reach out, they are hoping to encounter someone at the other end that can help them find a solution.

I am glad the FCC is adopting a Notice of Inquiry to learn about the current state of customer service in our industry. I have said that our agency does best when our work honors the people it serves, and this item is wholeheartedly in the service of people. I look forward to seeing the record develop.