

**STATEMENT OF
COMMISSIONER ANNA M. GOMEZ**

Re: *Improving Customer Service and Protecting Consumers through Onshoring; Advanced Methods to Target and Eliminate Unlawful Robocalls; Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, Further Notice of Proposed Rulemaking, CG Docket Nos. 26-52, 17-59, 02-278 (March 26, 2026)

I believe that the FCC does best when our work honors the people we serve. That is why I support action by this FCC that honors consumer concerns. Consumers rely on customer support lines to solve the problems they experience with communications services. Thus, questions about how to improve the customer service experience are within our remit and a meaningful way to ensure we continue to serve the public.

I look forward to hearing from consumers about the proposals we present today. I also look forward to hearing from service providers about the extensive new regulations with which they would be required to comply. I believe a robust record would help us better understand the scope of the problem consumers face, the industry efforts already underway, and the right incentives to encourage industry to improve customer service.