



**OFFICE OF INTERGOVERNMENTAL AFFAIRS  
QUARTERLY CALL  
Federal Communications Commission  
Washington, D.C.**

**Date: Thursday, October 31, 2024  
Time: 1:00 – 2:00 p.m. ET  
Virtual Meeting Via Zoom Call**

**AGENDA**

**I. WELCOME**

(1:00 – 1:02 p.m.)

*Emmitt Carlton, Deputy Chief, Office of Intergovernmental Affairs, Consumer and Governmental Affairs Bureau (CGB)*

**Message from our Division Chief**

(1:02 – 1:04 p.m.)

*Bridgette Gomez, Chief, Office of Intergovernmental Affairs, CGB*

**Meet a New IGA Team Member: Denise Rosado**

(1:04 – 1:05 p.m.)

*Denise Rosado, Attorney Advisor, Office of Intergovernmental Affairs, CGB*

**II. UPDATE ON KEY CONSUMER ISSUES**

(1:05 – 1:15 p.m.)

***Spoofing, Robocalls & Robotexts***

*Jerusha Burnett, Attorney Advisor, Consumer Policy Division, Information Access, & Privacy Office, CGB*

The FCC has made combatting unlawful robocalls and malicious caller ID spoofing a top consumer protection priority. By proposing and implementing impactful policy initiatives and pursuing strong enforcement actions, the FCC takes action to protect and empower consumers. The FCC is also taking unprecedented steps to combat the growing problem of scam text messaging. Visit our Stop Unwanted Robocalls and Texts webpage for more consumer information: [www.fcc.gov/robocalls](http://www.fcc.gov/robocalls).

(1:15 – 1:20 p.m.)

***Broadband Consumer Labels***

*Donna Cyrus, Senior Attorney Advisor Office of Intergovernmental Affairs, CGB*

Broadband Labels are designed to provide clear, easy-to-understand, and accurate information about the cost and performance of high-speed internet services. Consumers should look for broadband labels at any point of sale, including online and in stores. The labels must disclose important information about broadband prices, introductory rates, data allowances, and broadband speeds. If a provider is not displaying their labels or has posted inaccurate information about its fees or service plans, consumers can file a complaint with the [FCC Consumer Complaint Center](#).

(1:20 – 1:30 p.m.)

***Cyber Security Updates in Honor of Cyber Security Awareness Month***

*Alice Jou, Assistant Bureau Chief, Privacy, Data Security and Cybersecurity, Enforcement Bureau*

This October marked Cybersecurity Awareness Month (CAM24). In honor of this month we hope to bring more awareness to the important national efforts taking place to build the cyber defense.

(1:30 – 1:40 p.m.)

***FCC Explores How Broadband Data Caps Impact Competition and Consumers***

*Melissa Droller Kirkel, Deputy Chief, Competition Policy Division, Wireline Competition Bureau (WCB)*

The FCC announced the agency is officially exploring whether and how data caps impact consumers and competition, and how the impacts these fees and limits have on households and small businesses. The FCC posted hundreds of consumer stories about the impact of data caps on their lives. To read these and other stories, or to submit your own story, visit: <https://www.fcc.gov/data-caps>.

(1:40 – 1:50 p.m.)

***FCC's Discounted Phone & Broadband Service Support for Hurricane Helene Survivors***

*Nicholas Page, Wireline Competition Bureau (WCB)*

The Federal Communications Commission took quick action to assist people impacted by Hurricane Helene by providing discounted phone and broadband service through its Lifeline program. This waiver allows households to enter the Lifeline program if they are receiving individual assistance from the Federal Emergency Management Agency's (FEMA) Individuals and Households Program (IHP) as a result of the impacts of Hurricane Helene. This builds on the relief granted by the agency to prevent existing Lifeline subscribers from being disconnected in the areas affected by Hurricane Helene while they recover from the storm's effects.

**III. RUN DOWN OF NPRM OPEN COMMENT PERIODS**

(1:50 – 1:55 p.m.)

*Aliza Katz, Senior Attorney Advisor, Office of Intergovernmental Affairs, CGB*

**IV. CLOSING REMARKS**

(1:55 – 2:00 p.m.)

*Emmitt Carlton, Deputy Chief, Office of Intergovernmental Affairs, CGB*

**V. ADJOURNMENT**

(2:00 p.m.)