



Welcome

***AND SAID, "WHATEVER
HAPPENED TO MY
TRANSYLVANIA
TWIST?"***



Intergovernmental Affairs Quarterly Webinar Briefing

Emmitt Carlton, Deputy Division Chief, Office of Intergovernmental Affairs
Consumer & Governmental Affairs Bureau



Combating Robocalls & Robotexts

Jerusha Burnett, Attorney Advisor, Consumer Policy Division,
Consumer & Governmental Affairs Bureau

Call Blocking and Robocall Mitigation

2017

- Permitted a provider to block a calling number in certain instances where there is no legitimate reason for the number to be originating calls

2019

- Confirmed that providers may block based on reasonable analytics

2020

July & December

- Adopted safe harbors for blocking
- Adopted affirmative obligations for providers, expands safe harbor, and enhanced transparency and redress

2022

- Adopted several robocall mitigation requirements specifically for gateway providers

2023

- Expanded certain robocall mitigation requirements adopted for gateway providers to other provider-types including the 24-hour traceback requirement, blocking following Commission notification, and the “know your upstream provider” requirement
- Sought comment on additional options

Enforcement

- Blocking Following Commission Notification

- The Enforcement Bureau has pursued enforcement action under the Commission's rules requiring blocking following Commission notification, including:

- Veriwave Initial Determination Order - <https://www.fcc.gov/document/fcc-issues-robocall-initial-determination-order-against-veriwave>
- One Owl Initial Determination Order - <https://www.fcc.gov/document/fcc-issues-initial-determination-robocall-order-against-one-owl>
- One Eye Final Determination Order - <https://www.fcc.gov/document/eb-issues-final-determination-order-against-one-eye>

- STIR/SHAKEN Enforcement

- The Enforcement Bureau settled a case with Lingo Telecom involving Lingo giving improper attestation to spoofed calls that involved an AI deep fake of President Biden's voice in New Hampshire telling recipients not to vote - <https://www.fcc.gov/document/fcc-eb-settles-lingo-transmitting-illegal-robocalls>

Text Blocking

2023

March

- Required blocking text messages based on a “reasonable do not originate list”
- Required a point of contact for resolving blocking complaints

2023

December

- Terminating providers must block calls from specific numbers upon Commission notification
- Codified that the National Do Not Call Registry’s protections apply to text messages
- Encouraged providers to make email-to-text an “opt-in” service
- Made unequivocally clear that callers must obtain prior express written consent from a consumer for a single seller at a time before robocalls or robotexts

Consumer Tips

- Visit our Stop Unwanted Robocalls and Texts webpage for more consumer information: www.fcc.gov/robocalls.
- Don't answer calls from unknown numbers. Let them go to voicemail.
- If the caller claims to be from a legitimate company or organization, hang up and call them back using a valid number found on their website or on your latest bill if you do business with them.
- If you answer and the caller (often a recording) asks you to press a button to stop receiving calls, or asks you to say "yes" in response to a question, just hang up. Scammers often use these tricks to identify, and then target, live respondents, or to use your "yes" to apply unauthorized charges on your bill.
- Be Aware: Caller ID showing a "local" number no longer means it is necessarily a local caller.
- If you answer and the caller asks for payment using a gift card, it's likely a scam. Legitimate organizations like law enforcement will not ask for payment with a gift card.
- If you receive a scam call, file a complaint with the [FCC Consumer Complaint Center](#) by selecting the "phone" option and selecting "unwanted calls." The data we collect helps us track trends and supports our enforcement investigations.
- If you have lost money because of a scam call, contact your local law enforcement agency for assistance.
- Ask your phone company if it offers a robocall blocking service. If not, encourage them to offer one. You can also visit the FCC's [website](#) for more information about illegal robocalls and resources on available robocall blocking tools to help reduce unwanted calls.
- Consider registering your telephone numbers in the [National Do Not Call Registry](#). Lawful telemarketers use this list to avoid calling consumers on the list.

DON'T GET SPOOFED!

Recognize and Avoid **SPOOFED CALLS**

WHAT IS SPOOFING?
Spoofing occurs when someone fakes Caller ID details that appear on your phone to trick you into revealing personal information.

HOW DOES IT WORK?
Caller ID displays your caller's name and number. But it can be manipulated to make it seem someone else is calling.

THINK YOU ARE BEING SPOOFED?
Here are some things you can do:

- Personal Information**
Never give account numbers, Social Security numbers, passwords or other personal information to unexpected callers.
- Use Caution**
Be careful if you are being pressured for information immediately.
- Inquiries**
If a caller claiming to be from a government agency or business seeks personal information, hang up and call the agency or business to confirm the request.
- Set a Password**
Make sure your voice mail account has a password so spoofers cannot access it.

Block unknown and unwanted calls

THANK YOU

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Broadband Consumer Labels

Donna Cyrus, Senior Attorney Advisor, Office of Intergovernmental Affairs

Consumer & Governmental Affairs Bureau

Broadband Facts

Provider Name	
Service Plan Name and/or Speed Tier	
[Fixed or Mobile] Broadband Consumer Disclosure	
Monthly Price	\$00.00
This monthly price is an introductory rate	Yes / No
Time the introductory rate applies	YY months
Monthly price after the introductory rate	\$00.00
Length of contract	YY months
Link to Terms of Contract https://www.example.com/terms-of-contract	
Additional Charges & Terms	
Provider Monthly Fees	
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
One-Time Purchase Fees	
Fee description	\$00.00
Fee description	\$00.00
Early Termination Fee	\$00.00
Government Taxes	Included/Varies by Location/\$00.00
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment.	
https://www.example.com/discounts	
Speeds Provided with Plan	
Typical Download Speed	000 Mbps
Typical Upload Speed	000 Mbps
Typical Latency	00 ms
Data Included with Monthly Price	
Charges for Additional Data Usage	000 GB \$/GB
https://www.example.com/data-usage	
Network Management Policy	
https://www.example.com/network-management	
Privacy Policy	
https://www.example.com/privacy	
Customer Support	
Phone:	(555) 555-5555
Website:	https://www.example.com
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center. fcc.gov/consumer	
Unique Plan Identifier: F0005937974123ABC456EMC789	

Broadband Facts

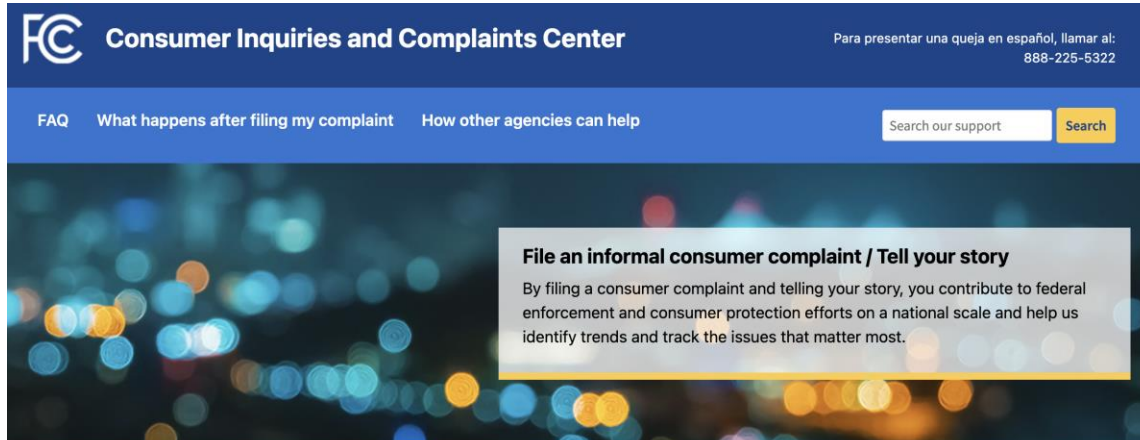
Acme Wireless	
50 Gigabit Data Plan	
Mobile Broadband Consumer Disclosure	
Monthly Price	\$75.00
This monthly price is an introductory rate	No
Time the introductory rate applies	n/a
Monthly price after the introductory rate	n/a
Length of contract	n/a
Link to Terms of Contract https://www.example.com/terms-of-contract	
Additional Charges & Terms	
Provider Monthly Fees	
Device Installation Payment	\$66.67
Device Insurance Coverage	\$3.99
Voicemail	\$1.00
One-Time Purchase Fees	
Activation Fee	\$36.00
Early Termination Fee	n/a
Government Taxes	Included
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.	
https://www.example.com/discounts	
Speeds Provided with Plan	
Typical Download Speed	35 Mbps
Typical Upload Speed	5 Mbps
Typical Latency	30 ms
Data Included with Monthly Price	
Charges for Additional Data Usage	50 GB \$5/GB
https://www.example.com/data-usage	
Network Management Policy	
https://www.example.com/network-management	
Privacy Policy	
https://www.example.com/privacy	
Customer Support	
Phone:	(555) 555-5555
Website:	https://www.example.com
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center. fcc.gov/consumer	
Unique Plan Identifier: F0005937974123ABC456EMC789	

The Infrastructure Investment and Jobs Act called for the FCC to require internet service providers to create consumer-friendly labels with information about their broadband services.

- Access to accurate, simple-to-understand information about broadband internet access services helps consumers make informed choices and is central to a well-functioning marketplace that encourages competition, innovation, low prices, and high-quality service.
- FCC's new label rules became effective on April 10, 2024, for large broadband providers. And for smaller providers with 100,000 or fewer subscriber lines, the deadline to comply is October 10, 2024.
- The rules require broadband providers to display, at the point of sale, labels that show prices, including introductory rates, as well as speeds, data allowances, and other critical broadband service information.
- [A glossary](#) is available to help consumers better understand the information displayed on the label.

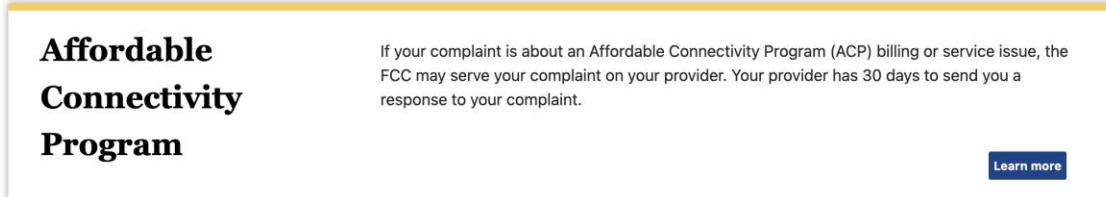
More information www.fcc.gov/broadbandlabels

Filing a Complaint



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.

FCC's Consumer Complaint Center:
<https://consumercomplaints.fcc.gov>



FCC's Complaint Call Center (*available in Eng & Span*):
Operating Hours: 8:00 - 5:00 PM ET
1-888-CALL-FCC (1-888-225-5322)
ASL: 1-844-432-2275



If you have a question about accessibility requirements for the Consumer Broadband Disclosure Labels, contact the FCC's Disability Rights office at 202-418-2517 for a voice phone call, at 844-432-2275 by videophone, or by email at DRO@fcc.gov.

THANK YOU

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Cyber Security

Alice Suh Jou, Assistant Bureau Chief, Privacy, Data Security & Cybersecurity

Enforcement Bureau

Enforcement – Privacy and Security

1. (Late data breach notification, national security agreement) – [FCC Settles Data Breach Notification Case with Liberty Latin America](#) – *June 13, 2024*
2. (Unlawful call content retention) – [FCC Settles Consumer Privacy Investigation With CaptionCall](#) – *July 9, 2024*
3. (API breaches, SIM swaps) – [TracFone to Pay \\$16M to Settle Data & Cybersecurity Investigation](#) – *July 22, 2024*

Enforcement – Privacy and Security

4. (Denial of service cyberattack, 911 outage) – [FCC settles 911 outage notification case with Charter for \\$15M – July 29, 2024](#)
5. (Vendor Cloud Breach) – [FCC Settles with AT&T for Vendor Cloud Breach – Sep 17, 2024](#)
6. (Zero-trust; phishing-resistant MFA; critical asset inventory) – [T-Mobile Required to Change Business Practices After Data Breaches – Sep 30, 2024](#)

THANK YOU

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Broadband Data Caps Impact Competition & Consumer

WC Docket No: 23-199

Melissa Droller Kirkel, Deputy Chief

Competition Policy Division, Wireline Competition Bureau

Notice of Inquiry

- On October 15, 2024, the Commission released a Notice of Inquiry to explore the use of data caps (sometimes called “usage allowances” or “usage limits” for fixed and mobile broadband Internet services).
- With this inquiry, the Commission is seeking to better understand the current state of data caps and their corresponding impact on competition or consumers’ ability to access broadband Internet services.
- The Notice specifically seeks comment on:
 - current trends in consumer data usage, including how much data typical households use
 - the impact of data caps on consumers, including for low-income consumers and those with disabilities, consumers’ experience with data caps, and how consumers are informed about data caps on service offerings
 - the impact of data caps on competition
 - the Commission’s legal authority to take action regarding data caps
- Comments are due November 14, 2024; replies are due December 2, 2024.

Data Caps Stories

- In 2023, the Chairwoman launched a portal for consumers to submit their stories so that the agency could hear from households and businesses impacted by limits on their broadband usage.
- The Commission recently posted hundreds of submitted stories from consumers, which are available here: <https://www.fcc.gov/data-caps>

THANK YOU

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Access to Discounted Phone & Broadband Service After National Disasters

Nicholas Page

Wireline Competition Bureau (WCB)

The Commission's Lifeline Program

- Lifeline is a federal program that helps lower the monthly cost of phone, internet, or bundled services.
- Qualifying consumers can receive:
 - A monthly discount of up to \$9.25 for phone, internet, or bundled services.
 - A monthly discount of up to \$34.25 for consumers living on qualifying Tribal lands.
- Consumers can typically qualify for Lifeline based on the standard qualifying criteria:
 - Household income at or below 135% of the federal poverty guidelines.
 - Participation in certain federal assistance programs and Tribal assistance programs:
 - Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), federal housing assistance, or Veterans Pension and Survivors Benefit.
 - Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations.

Commission's Disaster Response Enabling Easier Access to Discounted Service

- In response to Hurricane's Helene and Milton, the Commission acted to allow consumers who are participating in FEMA's Individuals and Households Program (IHP) to qualify for and enroll in the Lifeline program.
- While the Orders implementing these changes have slightly different timelines, individuals are generally allowed to enter the program relying on IHP for approximately the next six months.
- The Commission's order in response to Hurricane Milton also extended similar relief to any future declared disasters tied to tropical weather systems that might occur over the next six months.
 - Any such waivers would run for six months after the disaster has been declared. The Wireline Competition Bureau (Bureau) is expected to release a Public Notice confirming timelines as appropriate.
- The item also delegates to the Bureau the ability to expand this waiver to other disaster types that might arise over the six-month duration of the waiver.
- More generally, the Bureau acted to offer relief across its universal service programs.

THANK YOU

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Lifeline consumer handout can be found here:
<https://www.fcc.gov/news-events/events/2024/10/intergovernmental-affairs-quarterly-call>



NPRM Open Comment Periods

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Consumer & Governmental Affairs Bureau

Comments May Be Filed in the FCC's Electronic Comment Filing System



Quick Link to Submit Comments: <https://www.fcc.gov/ecfs/filings/standard>

Link to search comments: <https://www.fcc.gov/edocs>

When submitting comments to the FCC, be aware that:

- Comments should include your name.
- You must include the docket number or rulemaking number of the proceeding for the corresponding comment. The docket number or rulemaking number of the proceeding can be found on the first page of the FCC document or Public Notice opening the proceeding.
- You can file a comment both electronically and in paper format.
- Electronic comments must be filed by midnight Eastern Time on the date of the comment deadline.
- Written comments must be filed by 7p.m. ET on the date of the comment deadline.

Comments May Be Filed in the FCC's Electronic Comment Filing System



Quick Link to Submit Comments: <https://www.fcc.gov/ecfs/filings/standard>

Link to search comments: <https://www.fcc.gov/edocs>

Full Title: Data Caps in Consumer Broadband Plans

- **Description:** On October 15, 2024 the FCC proposed this Notice of Inquiry (NOI). With this NOI, the FCC explores the use of data caps for fixed and mobile broadband Internet service, and their corresponding impact on consumers and competition. Comments are due on or before November 14, 2024, and reply comments are due on or before December 2, 2024.
- **Docket No:** 23-199

Full Title: 2024 Incarcerated People's Communications Services Annual Reports PN - WCB and CGB Seek Comment on Revisions to Providers' Annual Reporting and Certification Requirements

- **Description:** By this Public Notice, the Wireline Competition Bureau (WCB) and the Consumer and Governmental Affairs Bureau (CGB) (collectively, the Bureaus) invite supplemental comment to refresh and expand upon the record regarding the annual reporting and certification requirements for providers of incarcerated people's communications services (IPCS). The Commission requires IPCS providers to make annual filings "to enable the Commission to monitor and track trends in the IPCS marketplace, increase provider transparency, and ensure compliance with the Commission's rules. Comments are due on or before November 4, 2024, and reply comments are due on or before November 18, 2024.
- **Docket No:** 23-62

Comments May Be Filed in the FCC's Electronic Comment Filing System



Quick Link to Submit Comments: <https://www.fcc.gov/ecfs/filings/standard>

Link to search comments: <https://www.fcc.gov/edocs>

Full Title: OET and BDTF Seek Comment on GA Tech CellWatch Mobile Speed Test App for Use in BDC Challenge Process

- Description: Office of Engineering and Technology and Broadband Data Task Force seek comment on the GA Tech CellWatch mobile speed test app for approval for use in the BDC mobile challenge process. Comments were due on or before October 17, 2024, and reply comments were due on or before November 1, 2024.
- Docket No: 24-2

Full Title: FCC Takes Necessary Steps to Implement the Framework for the 5G Fund for Rural America

- Description: The FCC takes important steps to implement the framework for the 5G fund for Rural America to support the buildout of advanced 5G mobile wireless broadband networks. Comments were due on or before October 17, 2024, and reply comments are due on or before November 1, 2024.
- Docket No: 20-32

THANK YOU

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FCC IGA Contact List

The Office of Intergovernmental Affairs is updating our contact list. We encourage you and your colleagues to share your most updated information with us by filling out the following form:

www.fcc.gov/iga-listserv-form

- The purpose of this collection is to create a contact list for public events hosted by the Commission's Consumer and Governmental Affairs Bureau (CGB).
- Providing personally identifiable information to be added to the CGB event contact list is voluntary.

FCC Participation at Upcoming Events & Conferences

- **Nov. 10-13:** NASUCA's Annual Meeting
- **Nov. 10-13:** NARUC's Annual Meeting
- **Nov. 13-16:** National League of Cities City Summit
- **Nov. 20-22:** National Hispanic Caucus of State Legislators Annual Summit
- **Dec. 2-7 :** National Black Caucus of State Legislators Annual Legislative Conference
- **Dec. 4-7:** Council of State Governments National Conference
- **Dec. 9-11:** National Attorney General's Annual Meeting

SAVE THE DATE

Next IGA Quarterly Briefing:

- **Thursday, January 30**

If you would like to schedule a meeting with our subject matter experts or invite the FCC to attend an event or conference, please reach out to iga@fcc.gov.

THANK YOU

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If you have any additional questions, please reach out to IGA@fcc.gov.