



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

**Date: Thursday, May 30, 2024
Time: 1:00 – 2:15 p.m. ET
Virtual Meeting Via Zoom Call**

AGENDA

I. WELCOME

(1:00 – 1:03 p.m.)

Bridgette Gomez, Chief, Office of Intergovernmental Affairs, Consumer and Governmental Affairs Bureau (CGB)

Message from our Bureau Chief

(1:03 – 1:05 p.m.)

Alejandro Roark, Chief, Consumer and Governmental Affairs Bureau

Meet the IGA Team

(1:05 – 1:10 p.m.)

Emmitt Carlton, Deputy Chief, Office of Intergovernmental Affairs

Aliza Katz, Attorney Advisor, Office of Intergovernmental Affairs

Donna Cyrus, Attorney Advisor, IAC Liaison, Office of Intergovernmental Affairs

Kamala Hart, Intergovernmental Affairs Outreach Specialist

Yvette Cage, Intergovernmental Affairs Outreach Specialist

Michelle Jones, Intergovernmental Affairs Outreach Specialist

Barbara Britt, Intergovernmental Affairs Outreach Specialist

Theo Marcus, Attorney Advisor, Front Office of CGB

II. UPDATE ON KEY CONSUMER ISSUES

(1:10 – 1:20 p.m.)

ACP Wind-Down

Miriam Montgomery, Chief, Consumer Affairs and Outreach Division, CGB

Our Chairwoman Jessica Rosenworcel has continued to stress the urgency of providing additional funding for the Affordable Connectivity Program (ACP) before funding is officially exhausted by the end of this month of May, and participating households can no longer receive any ACP benefit. April was the last month households could receive an applicable \$30 discount, and this month of May some households could continue to receive an up-to-\$14 discount if their provider opted into offering a partial discount

during the final month of the program. Chairwoman Rosenworcel’s letter to Congress recently highlighted that the end of the ACP would have broad consequences nationwide, and how its end could impact other broadband deployment efforts that the federal government has heavily invested in, like the Commerce Department’s Broadband Equity, Access, and Deployment (BEAD) program. We continue to monitor several short- and long-term funding vehicles currently in front of Congress. The Commission stands ready to work with Congress to help prevent the over 23 million households enrolled nationwide from experiencing a lapse in their internet service coverage. We would like to also remind our outreach partners and consumers of various ACP Wind Down related resources that are available, to include Fact Sheets and Frequently Asked Questions, at: www.fcc.gov/acp.

(1:20 – 1:30 p.m.)

AI Generated Robocalls & Robotexts

Zac Champ, Deputy Chief, Consumer Policy Division, CGB

FCC adopted a Declaratory Ruling that recognizes calls made with AI-generated voices are “artificial” under the Telephone Consumer Protection Act (TCPA). The ruling makes voice cloning technology used in common robocall scams targeting consumers illegal. This gives State Attorneys General across the country new tools to go after bad actors behind these nefarious robocalls and ensure the public is protected from fraud and misinformation. The TCPA is the primary law the FCC uses to help limit junk calls. It restricts the making of telemarketing calls and the use of automatic telephone dialing systems and artificial or prerecorded voice messages. Under FCC rules, it also requires telemarketers to obtain prior express written consent from consumers before robocalling them. This Declaratory Ruling ensures AI-generated voices in calls are also held to those same standards. The TCPA gives the FCC civil enforcement authority to fine robocallers. The Commission can also take steps to block calls from telephone carriers facilitating illegal robocalls. In addition, the TCPA allows individual consumers or an organization to bring a lawsuit against robocallers in court.

(1:30 – 1:40 p.m.)

Broadband Consumer Labels

Mika Savir, Attorney Advisor, Consumer Policy Division, CGB

As of April of 2024, many providers began displaying broadband consumer labels. Providers with less than 100,000 subscribers have until Oct. 10, 2024, to comply with the FCC rules to display broadband labels at their points of sale. Broadband Labels are designed to provide clear, easy-to-understand, and accurate information about the cost and performance of high-speed internet services. The labels are modeled after the FDA nutrition labels and are intended to help consumers comparison shop for the internet service plan that will best meet their needs and budget. Internet service providers that offer home, or fixed, internet services, or mobile broadband plans are required to have a label for each service plan they offer. 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. They also include links to information about network management practices and privacy policies. 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](#).

(1:40 – 1:50 p.m.)

Emergency Alert System (EAS) Updates

Josh Gehret, Attorney Advisor, Cyber Security and Communications Reliability Division, Public Safety and Homeland Security Bureau
Bambi Kraus, Chief, Office of Native Affairs and Policy, CGB

The FCC is implementing a multilingual alert processing model for the Emergency Alert System (EAS) to promote the distribution of EAS alerts in non-English languages. The proposed processing model would create pre-scripted (“template”) alert messages in English as well as Arabic, Chinese, French, German, Haitian Creole, Hindi, Italian, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese for select emergencies (such as wildfires). TV and radio broadcasters, cable service providers, and other services that make up the EAS public alert distribution system would be required to transmit template alerts in the language that matches their programming content. In addition, the NPRM seeks comment on the feasibility of developing and implementing American Sign Language (ASL) versions of the template alerts, including how ASL translations of the template scripts would be processed and displayed.

- Comment Due Date: June 12, 2024
- Reply Comment Due Date: July 12, 2024

In observance of Missing or Murdered Indigenous Persons Awareness Day on May 5th we want to highlight the Notice of Proposed Rulemaking (NPRM) wherein the Commission initiated a proceeding to revise the Emergency Alert System (EAS) rules to adopt a new EAS event code for Missing and Endangered Persons.

- Comment Due Date: May 20, 2024
- Reply Comment Due Date: Jun 17, 2024

(1:50 – 2:00 p.m.)

FCC’s Implementation of the Safe Connections Act for Survivors of Domestic and Sexual Violence

Melissa Kirkel, Competition Policy Division, Wireline Competition Bureau (WCB)
Edward Krachmer, Deputy Division Chief, Competition Policy Division, WCB

The FCC took action to help domestic violence survivors access safe and affordable communications. These rules will implement key provisions in the Safe Connections Act of 2022 to support survivors of domestic abuse and other related crimes seeking to maintain critical connections with friends, family, and support networks. As survivors navigate difficult circumstances, access to communications services is critically important, especially since many survivors may not have direct control over their mobile phone plans, which may still be managed by their abusers. This will help survivors by requiring mobile providers to separate phone lines linked to family plans where the abuser is on the account; protect the privacy of survivors by requiring providers to omit records of calls and text messages to domestic violence hotlines from consumer-facing call and text message logs; and provide support for survivors who suffer from financial hardship through the FCC’s Lifeline program. The Commission expects carriers to comply with line separations and emergency support requirements by the third quarter of 2024 and anticipates that carriers will have the necessary tools in place to omit records of calls or text messages to hotlines by late 2024 for most providers.

III. RUN DOWN OF NPRM OPEN COMMENT PERIODS

(2:00 – 2:05 p.m.)

Theo Marcus, Attorney Advisor, Front Office of the Consumer & Governmental Affairs Bureau

IV. CLOSING REMARKS

(2:05 – 2:10 p.m.)

Bridgette Gomez, Chief, Office of Intergovernmental Affairs, CGB

V. ADJOURNMENT

(2:15 p.m.)

