



FC Federal
Communications
Commission

End of Term Accomplishments





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Expanding Connectivity and Access to Communications

Presented by:

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ACP Nationwide Outreach & Engagement



Federal Agency Partnerships

- US Dept of Housing & Urban Development (HUD),
- Department of Education (ED),
- Social Security Administration (SSA),
- Veterans Affairs (VA),
- Health & Human Services (HHS),
- United States Dept of Agriculture (USDA),
- Department of Interior (DOI)



ACP Grant Program

- \$77 million awarded in outreach grants to over 240 state, local, Tribal, and nonprofit organizations nationwide to promote and enroll eligible households

Paid and Earned Media

- 549 million total advertising impressions across paid search, paid social, mobile display, radio ads, and newspaper including:
 - 59,103 radio ads
 - 344 newspaper ads across 84 different publications
 - 4.2 million mailers sent
 - 74 million ad impressions in Spanish, with 42 million of those being local radio



Agency Led Outreach & Technical Assistance

- 1,500+ Outreach and enrollment events
 - Over 840 virtual events
 - Over 124 in-person events
 - Over 540 virtual presentations and Train-the-Trainer sessions

Pilot Programs

- Your Home Your Internet Program,
- ACP Navigator Pilot Program.

Multilingual Education Materials

- Program Materials in 10+ Languages
- Multilingual Customer Support Call Center

ACP *By the numbers*



Represents **one in six households** nationwide enrolled in under three years

Served households in **every county** in the United States

Nearly half of ACP households are led by **someone over the age of 50**

68% of enrolled households had *inconsistent* connectivity or zero connectivity before the ACP

44% of enrolled households used ACP for fixed connections in the home

4 million+ households with an active or former military members

3.4 million households participated in National School Lunch or Breakfast Program

15% of all households in the program are from rural areas

330,000 Tribal subscribers enrolled in the program

23 Million +

Total Households Enrolled

85% Urban
15% Rural

12.4 Million +
Devices Claimed

2000 +
Participating
Providers

Broadband Labels



SAMPLE FIXED LABEL

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	000 GB
Charges for Additional Data Usage	\$/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	

SAMPLE MOBILE LABEL

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 Installment Payment	\$66.67
Device Insurance Coverage	\$3.99
Voice mail	\$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	50 GB
Charges for Additional Data Usage	\$/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 October 10, 2024, for smaller providers with 100,000 or fewer subscriber lines.
- 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.

E-Rate & Disability Access



Expanded E-Rate Eligibility to Tribal Colleges/University Libraries

- Through two rulemakings finalized in January 2022 and July 2023, the Commission updated the definition of libraries to clarify that Tribal libraries are eligible to participate in the Commission's E-Rate program, and expanded E-Rate program eligibility to Tribal College and University (TCU) libraries that serve as a public library in their communities.

Tribal Engagement, Education, and Outreach

- As part of ONAP's tribal engagement, the Commission conducted a Tribal Library Tour that consisted of visits to 14 Tribal Libraries and hosted three Tribal Roundtables on a regional and state basis around the country to raise awareness of the revised Tribal Library definition, and to promote Tribal participation in the E-Rate program.

Tribal Support and Technical Assistance

- The Commission also launched an E-Rate Tribal Library Pilot Program in conjunction with its Tribal Libraries rulemakings. The Pilot program continued for two years, and the permanent version of the program was launched in October 2024 and announced by FCC Chairwoman Rosenworcel at the annual convention of the National Congress of American Indians. The permanent Tribal Library E-Rate Advocacy Program (T-LEAP) program provides one-on-one assistance for Tribal library applicants in all aspects of preparing, applying, and receiving E-Rate support throughout an E-Rate funding year.

Made video programming more accessible for individuals who are blind or have low vision.

- From 2020 to 2024, coverage was increased from the top 60 to the top 100 designated market areas (DMAs). In 2023, the Commission adopted an 11-year plan whereby audio description requirements will apply to an additional ten Designated Market Areas per year, until all 210 DMAs are covered.

Made smartphones more accessible to people with hearing loss.

- On October 17, 2024, the Commission adopted rules recommended by a task force of industry and consumer stakeholders, requiring that, after a transition period, all wireless handset models offered for sale or use in the United States must be hearing aid-compatible.

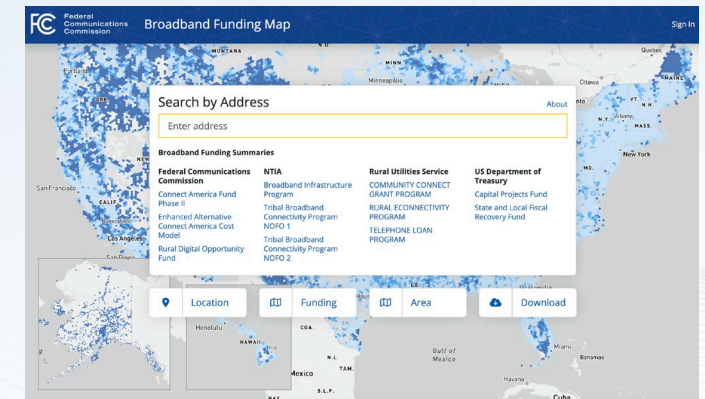
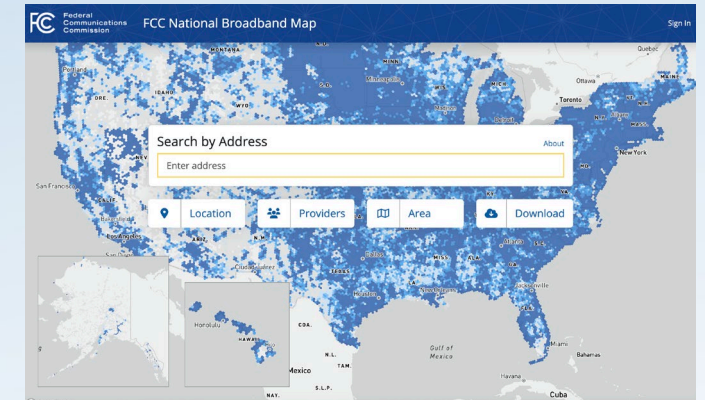
Improved access to video conferencing services to ensure that people with disabilities can fully participate in video conferencing, including the use of telecommunications relay services.

- In 2023, the Commission affirmed that video conferencing providers must make their services accessible to and usable by people with disabilities, if achievable.

Broadband Data Collection



- January 2021: Broadband Data Collection implementation begins
 - Staff from OEA, WTB, WCB, OET, CGB, SB, EB, OGC, OMD called upon to coordinate and expedite multiple workstreams
- June 2022: 1st Fabric available and 1st BDC window opens
- Over 2500 providers report precise broadband deployment data
- November 2022: pre-production draft National Broadband Map published
- Collections continue every 6 months (June '24 data now on the Map)
- Over 4.5 million availability challenges processed
- Extensive stakeholder engagement, including over 700 meetings with state and local agencies, Tribal leaders, consumer groups, and providers



Broadband Deployment Progress



- The BDC data show that the overall number of *unserved* locations continues to trend down. Using the BEAD program definition:
 - Just over 8 million unserved locations in June 2022
 - Approximately 5.1 million unserved locations in June 2024.
- The 2024 Section 706 Report relied on BDC data for the first time finding that, as of December 2022, approximately 24 million Americans (or approx. 7%) lacked access to broadband service at speeds of at least 100/20 Mbps.
- The 2024 Communications Marketplace Report found that as of December 2023, approximately 95% of Americans had access to fixed broadband service at speeds of 100/20 Mbps or higher.
- Further, between 2022 and 2023, the percentage of Americans with access to 5G mobile broadband at minimum speeds of 35/3 Mbps increased from 91% to approx. 94%.

OIA International Advocacy and Leadership



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- Achieved outcomes at WRC-23 that will support 5G connectivity, pave the way for 6G, and bolster U.S. leadership in the growing space economy.
- Supported the USG campaign to elect an American (Doreen Bogdan-Martin) as Secretary General of the ITU – the first woman to serve in that role in ITU’s 157-year history and the first from the United States in more than 50 years.
- Forged close relationships with countries around the world which were critical to advancing U.S. and FCC priorities and to supporting U.S. strategic alliances.
 - Over the last four years, OIA’s International Visitors Program met with 1,352 representatives and stakeholders across 179 countries and the Chairwoman and Commissioners met with dozens of regulatory counterparts, both at the FCC Headquarters and during trips to international events and foreign bilaterals.
- Paved the way to develop and promote critical interests in numerous multilateral organizations that address connectivity and development issues, including placing FCC staff on key committees within these organizations.



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Making Communications More Just for More People in More Places

Presented by:

TRENT HARKRADER

Chief, Wireline Competition Bureau

JEFFREY TIGNOR

Acting Director, Office of
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Opportunities

KAREN ONYEIJE

Deputy General Counsel /
Connect2Health Chief of Staff

D'WANA TERRY

Special Advisor to Chairwoman
Rosenworcel, Director, Office of
Workplace Diversity, and head of
the Task Force to Prevent Digital
Discrimination

Office Of Communications Business Opportunities



Advising the Commission on Small Business Issues

- Reviewed over 140 draft items for compliance with the Regulatory Flexibility Act to ensure that the Commission's policies take into consideration the competitive concerns of small businesses.
- Coordinated *ex parte* meetings with FCC staff and small businesses about various proceedings to ensure that policies are tailored to minimize compliance hurdles for small businesses and remove barriers to entry in the industries the Commission regulates.

Outreach and Public Engagement with Small Business Stakeholders

- Published a monthly news digest with updates and reminders about FCC proceedings and comment deadlines.
- Published a monthly small business spotlight, featuring conversations with small business leaders in the telecommunications and technology industries.
- Attended and exhibited at industry events, including last week's Consumer Electronics Show and roundtables hosted by the SBA to hear the perspectives of innovators and entrepreneurs.

Field Inquiries and Providing Technical Assistance

- Coordinated the publication of 26 Small Entity Compliance Guides to accompany final rules that became effective in 2024.
- Fielded small business inquiries about Commission programs and policies, directing small businesses to technical assistance or subject matter experts at the FCC.



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Maternal Health Mapping





Welcome to the Mapping Platform: *Mapping Broadband Health in America*



Created by the Connect2Health^{FCC} Task Force, this interactive mapping platform enables you to visualize, intersect, and analyze broadband and health data at the national, state and county levels. By generating customized maps that provide compelling insights into opportunities and gaps in the connected health space, policymakers, practitioners, researchers, and other platform users can chart a concrete path to a more connected and healthier future for all Americans.

[Take me to the Platform →](#)

Learning how to use the platform?

Select "Help me use the Platform" to open a Help Guide on the platform. The Guide explains how to explore the intersection of broadband and health data using the platform and walks you through its features.

[Help me use the Platform →](#)

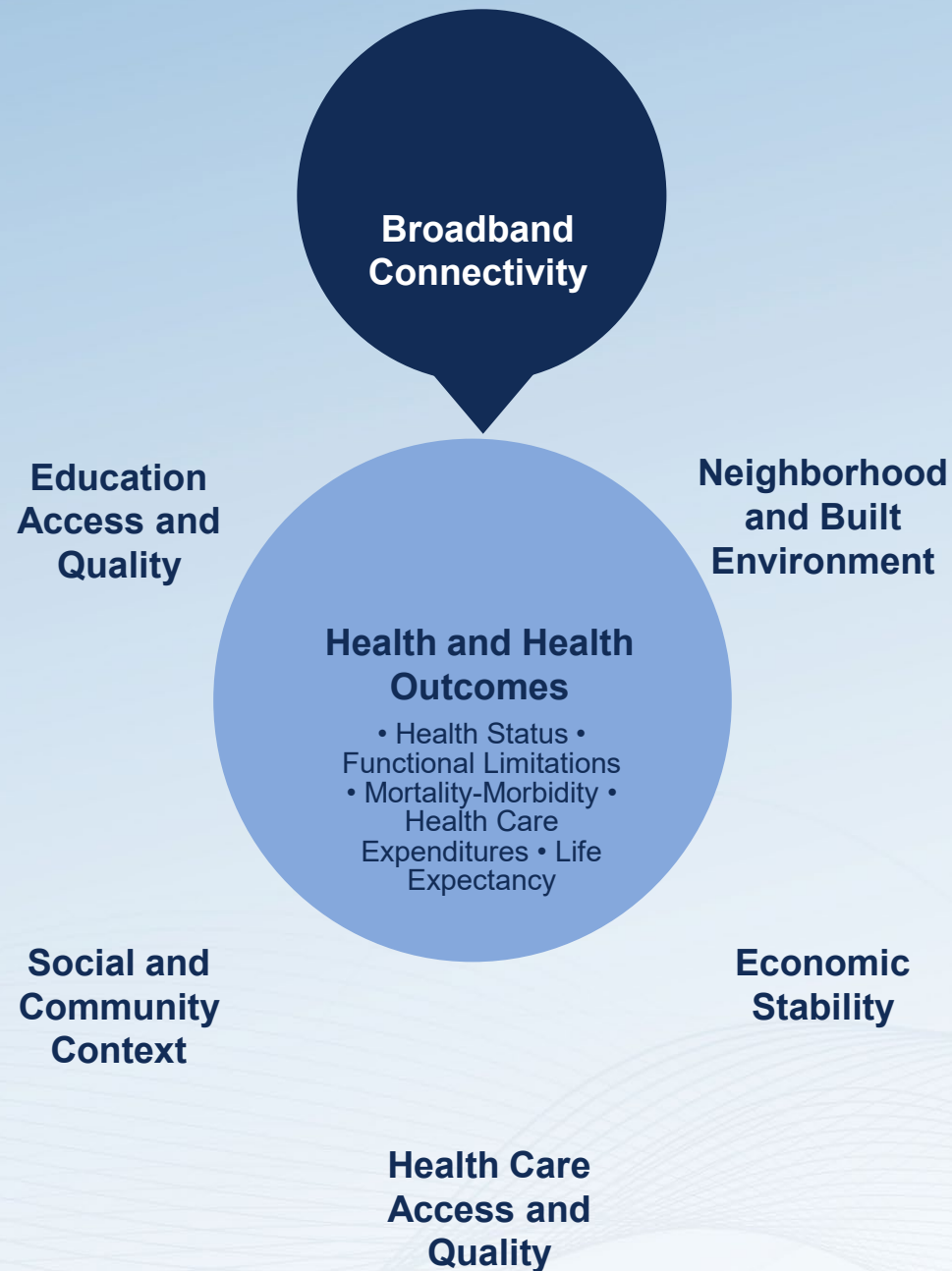
Explore Curated Maps

Not sure where to begin? The curated maps help answer sample questions you might ask using the mapping platform. Go to a curated map by clicking one of the buttons below and explore what the data can tell you!

[Internet Adoption and Maternal Diabetes](#)

[Broadband and Access to Care](#)

[Rural Fixed Broadband and Opioid Misuse](#)



Broadband Connectivity - *A Social Determinant of Health*

FCC Task Force To Prevent Digital Discrimination



Contributing Bureaus and Offices

- Consumer & Governmental Affairs Bureau
- Enforcement Bureau
- Media Bureau
- Office of Communications Business Opportunities
- Office of Economics and Analytics
- Office of General Counsel
- Office of Managing Director
- Office of Media Relations
- Office of Workplace Diversity
- Wireless Telecommunications Bureau
- Wireline Competition Bureau

Stakeholder Engagement

- Academics
- Consumer advocates
- Consumers
- Federal agencies
- Local, state and Tribal governments
- Private sector entities
- Public interest advocates
- Service providers

Public Listening Session Locations

- Los Angeles, CA
- Baltimore, MD
- Washington, DC (Gallaudet University)
- New York City, NY
- Topeka, KS



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National Security, Public Safety, and Consumer Protection

Presented by:

DEBRA JORDAN

Chief, Public Safety and
Homeland Security Bureau

PETER HYUN

Acting Chief, Enforcement Bureau

ROSEMARY HAROLD

Acting Chief, Media Bureau

ALEJANDRO ROARK

Chief, Consumer and
Governmental Affairs Bureau

TOM SULLIVAN

Deputy Chief, Office of
International Affairs

Joined by:

JODIE GRIFFIN

Deputy Chief, Wireline Competition Bureau

JAMIE COLEMAN

Associate Chief, Office of
Engineering and Technology

Promoting Network Security and Reliability



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- Strengthened Supply Chain
- Created U.S. Cyber Trust Mark Program
- Established Mandatory Disaster Response Initiative
- Launched Outage Information Sharing
- Active Disaster Response

Strengthening 911

- Improved Wireless 911 Call Routing
- Accelerating Next Generation 911
- Tackling 911 Fee Diversion
- 911 and 988 Outage Notifications



Improving Emergency Alerting

- Expanding Multilingual Wireless Emergency Alerts
- Adding Maps to Wireless Emergency Alerts
- Created New Missing and Endangered Persons Alert Code
- Improving Emergency Alert System Clarity and Planning



Helping First Responders Communicate

- Modernized Priority Services
- Completed 800 MHz Rebanding
- Nationwide Framework for 4.9 GHz Band



FCC Enforcement



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Approximate Total Enforcement Monetary Actions in 2024:

\$347,352,731.00

- **36** Notices of Apparent Liability: **\$26,414,746.00**
 - **26** Consent Decrees: **\$109,106,746.00**
 - **13** Forfeiture Orders: **\$211,831,239.00**
-
- **Beyond the Numbers**
 - EB has also required entities implement robust consumer protection and cybersecurity measures across an array of telecommunications sectors.

Data Protection



- Led the **Privacy and Data Protection Task Force** to make privacy and data protection a priority across the Commission
- **Data Breach Settlements**
 - All three major wireless carriers amounting to over \$50M in civil penalties
 - Mandated significant reforms: zero trust, MFA, data retention and minimization policies, vendor controls, asset inventories, board-level oversight, and independent third-party assessments
- **AT&T, T-Mobile/Sprint, and Verizon:** Issued Forfeiture Orders totaling more than \$200M for failing to reasonably protect their customers' location information
- **Liberty Latin America:** Settled investigation into whether the company failed to timely report a data breach under Commission rules and a national security agreement with “Team Telecom” agencies
- **CaptionCall:** Settled investigation into illegal retention of call content by a captioning service provider for hearing and speech-impaired users. The terms included a \$34M penalty & extensive consent terms to prevent future violations

Robocalls



- **Robocall Response Team**

- Ensured reliability of the Robocall Mitigation Database
- Fortified accuracy of caller ID and strengthened consumers' ability to determine who is calling through STIR/SHAKEN
- Advanced rules to allow the Commission to “red flag” certain phone numbers requiring carriers to block texts from those numbers

- **Major Enforcement Actions**

- **Steve Kramer:** Issued a \$6M Forfeiture Order for perpetrating an illegal spoofing campaign featuring AI-generated messages attempting to interfere with the New Hampshire presidential primary election
- **Lingo Telecom:** Settled investigation into Lingo, which transmitted millions of illegally spoofed robocalls with AI-generated voice messages purporting to be from President Joe Biden
- **C-CIST:** Issued first ever C-CIST classification against Royal Tiger
- **Spring Cleaning Initiative:** Demanded voice service providers cease and desist facilitating illegal robocall campaigns on their networks

Securing Our Networks



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- **Major Enforcement Actions**

- **Charter Communications:** Settled investigation into a cyberattack induced 911 network outage for \$15M and first of its kind cybersecurity compliance terms such as network segmentation and vulnerability mitigation management.
- **Puerto Rico Telephone Company and LATAM Telecommunications:** Settled investigations for \$1M each for the companies' failure to obtain Commission authorization prior to operation by PRTC and LATAM foreign affiliates of cable landing stations on the América Móvil Submarine Cable System (AMX-1), circumventing essential national security and law enforcement risk reviews conducted by Executive Branch agency partners
- **Supply Chain Efforts:** Took action to hold accountable foreign manufacturers of FCC-authorized equipment, including consumer wireless devices

- **Increased Cooperation with Local, State, and International Partners**

Consumer Protections in Media

- Eliminating hidden subscription fees
- Notification of broadcast TV blackouts
- Improving video service accessibility
- Increasing media transparency
- Launching “The Future of TV” initiative



Protecting Consumers



- **Stopping Unwanted and Illegal Robocalls**
 - **Bolstering Our Robocall Blocking and Mitigation Requirements** – new rules stop scam calls coming from abroad, close loopholes and strengthen consumers’ ability to stop unwanted and illegal calls.
 - **Blocking Illegal Robotexts** – adopted first-ever rules requiring the blocking of illegal robotexts.
 - **Addressing Artificial Intelligence (AI)** – proposed first-ever rules to require that callers and texters inform consumers if robocalls and/or texts are AI-generated.
- **Improving Transparency and Customer Service**
 - **Broadband Labels** – adopted rules requiring providers to display broadband labels with clear, easy-to-understand information about cost and performance of high-speed Internet services.
 - **Improving Customer Service** – launched a formal proceeding to review the quality of customer service that cable, broadband, satellite television, and voice service providers give their customers.



Promoting Innovation and Investment – Streamlining and Updating Regulations

- Adopted Submarine Cable NPRM, the first comprehensive review and update of the FCC's submarine cable landing licensing rules since 2001
- Adopted Evolving Risk Order & NPRM, which principally looked at adopting rules that for the first time would account for evolving national security risks
- Concluded the Commission's revocation proceedings against four Chinese state-owned network operators



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Focused on the Future of Communications

Presented by:

JULIE KEARNEY
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THANK YOU