

# **CONSUMER ADVISORY COMMITTEE FINAL MEETING**

**Federal Communications Commission  
Washington, DC**

**Friday, September 25, 2020  
10:30 a.m. – 2:30 p.m.**



## **10:30 AM INTRODUCTION AND AGENDA**

- Steve Pociask, CAC Chairperson
- Debra Berlyn, CAC Vice Chairperson

## **10:40 AM ROLL CALL**

- Steve Pociask, CAC Chairperson
- Debra Berlyn, CAC Vice Chairman

**10:50 AM WELCOME AND OVERVIEW**

**11:15 AM FCC STAFF PRESENTATIONS AND  
UPDATES**

**11:15 AM**

**PANEL A: ADDRESSING COVID-19 CHALLENGES**

▪ **Accessibility During the Pandemic**

○ Diane Burstein, Deputy Chief, CGB

▪ **COVID-19 Scam Alerts and Updated Consumer Guides**

○ Ed Bartholme, Associate Chief, CGB

▪ **Update on Telehealth Initiatives**

○ Hayley Steffen, Attorney-Advisor, Telecommunications  
Access Policy Division, WCB

# Accessibility During the Pandemic



**Diane Burstein**  
**Deputy Bureau Chief**  
**Consumer and Governmental Affairs Bureau**  
**Federal Communications Commission**

# Waivers to Ensure Continued TRS Service

- Providers expressed significant concerns about the impact of the coronavirus on telecommunications relay services (TRS)
  - Increase in call volume
  - Decrease in ability to handle calls from call centers
  - Potential shortage of qualified personnel due to coronavirus
- FCC granted several waivers to provide more flexibility, starting in March
- Most recently, extended previously granted waivers until November 30, 2020



# Reminders to Video Providers about Accessible Emergency Information

- TV stations and other video providers must make emergency information about the pandemic accessible to people with disabilities
  - Critical details about emergencies must be presented visually and aurally
- Best practice is to ensure that the sign language interpreter is visible on the television screen at all times in order to benefit viewers who use American Sign Language

# Letter Urging Governors to Assist Communications Industry During Pandemic

- On May 26, 2020, FCC and the Cybersecurity and Infrastructure Security Agency released a joint letter to the nation's governors and D.C. mayor.
- With regard to accessibility, the letter asked the governors to declare the following as essential and to ensure they have appropriate resources and access:
  - Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities, and
  - TRS providers and closed captioning providers.

# Uninterrupted Consumer Services

- Consumers can still reach the FCC to obtain assistance and information and to file complaints by phone and email or online at [www.fcc.gov/complaints](http://www.fcc.gov/complaints)
- ASL users may call the FCC directly by videophone
  - 844-432-2275
- Contact the Disability Rights Office for more information at:
  - [DRO@fcc.gov](mailto:DRO@fcc.gov)
  - 202-418-2517
  - [www.fcc.gov/accessibility](http://www.fcc.gov/accessibility)

# **COVID-19 Scam Alerts and Updated Consumer Guides**



**Ed Bartholme**  
**Associate Bureau Chief**  
**Consumer and Governmental Affairs Bureau**  
**Federal Communications Commission**



# COVID-19 Scams Web Page

## Coronavirus Scams - Consumer Resources

[Español](#) | [繁體中文](#) | [Tagalog](#) | [Tiếng Việt](#) | [한국어](#)

Learn how to avoid coronavirus robocall and text scams, sanitize cell phones, improve home network performance, and more.

### COVID-19 Consumer Scams

As the COVID-19 pandemic continues to impact the United States, the FCC has learned of scam text-message campaigns and robocalls that prey on virus-related fears.

- COVID-19 text scams may falsely advertise a cure or offer bogus tests. [Learn more and see examples of scam texts.](#)
- Robocall scams have focused on health and financial concerns connected to COVID-19. [Learn more and listen to actual scam audio.](#)
- Bad actors are trying steal insurance information, money or both. [Get tips to avoid offers for bogus COVID-19 antibodies tests or pharmacy scams.](#)
- Contact tracing scams are on the rise. [Find out more about contact tracing and how to protect yourself.](#)
- Coronavirus scammers are targeting older Americans. [Get information to share with seniors and their families.](#)

### Tips for Avoiding COVID-19 Scams

- Do not respond to calls or texts from unknown numbers, or any others that appear suspicious.
- Never share your personal or financial information via email, text messages, or over the phone.
- Be cautious if you're being pressured to share any information or make a payment immediately.
- Scammers often [spoof phone numbers](#) to trick you into answering or responding.

### Phone Hygiene

Your mobile phone may be the item you touch the most throughout the day. [Use these simple tips to keep your device clean.](#)

### Download Poster



### Home Network Optimization

Since working and studying from home is the new normal for millions of Americans, [learn how you can optimize your home network during the pandemic.](#)

### Sample Scam Text

#### IRS COVID-19 News:

Click [xxx.xxx/IRS-COVID-19](#) to register/update your information in order to receive the economic impact payment regardless of your status.



# Sanitize Your Phone Infographic

## 5 TIPS TO SANITIZE YOUR PHONE AND YOUR OTHER DEVICES



Your mobile phone may be the item you touch the most throughout the day. With the COVID-19 pandemic, phone hygiene is a growing concern. Health experts suggest cleaning your phone at least once a day as a preventative measure.



### 01 SAFETY FIRST

Unplug the device before cleaning.



### 02 WHAT TO USE

Use a lint-free cloth slightly dampened with soap and water. Alcohol-based wipes can also be used.



### 03 HOW TO CLEAN

Don't spray cleaners directly onto the device.



### 04 SAFE PRODUCTS

Avoid aerosol sprays and cleaning solutions that contain bleach or abrasives.



### 05 PROTECT YOUR DEVICES

Keep liquids and moisture away from any openings on the device.



WASH AWAY THE GERMS





# Back to School Poster

## FCC BACK TO SCHOOL TIPS

Learn about broadband, Wi-Fi security, phone hygiene and more.



[fcc.gov/back-to-school](https://fcc.gov/back-to-school)

# ***Update on Telehealth Initiatives***

COVID-19 Telehealth Program

Connected Care Pilot Program

*Hayley Steffen*

Attorney Advisor

Wireline Competition Bureau

Telecommunications Access Policy Division



Federal  
Communications  
Commission



# Overview

- COVID-19 Telehealth Program
- Connected Care Pilot Program  
*(Upcoming)*

# COVID-19 Telehealth Program

- Congressionally appropriated budget of \$200 million to help eligible health care providers maximize their provision of connected care services during the COVID-19 pandemic. CARES Act, Pub. L. No 116-136, 134 Stat. 281 (2020)
- *Report & Order*, FCC 20-44 (April 2, 2020)
- Funding Awards – 539 funding applications in 47 states plus Washington, D.C. and Guam for a total of \$200 million in funding.
- For more information: <https://www.fcc.gov/covid-19-telehealth-program>



# Connected Care Pilot Program

- Established - *Report & Order*, FCC 20-44 (April 2, 2020) – 47 U.S.C. § 254(h)
- What is the Pilot Program?
  - A limited duration program that will make available up to \$100 million of universal service support over a three-year funding period to help defray health care providers' qualifying costs of providing connected care services, particularly to low-income Americans and veterans.

# Connected Care Pilot Program

- Who can apply?
  - Public and Non-Profit Eligible Health Care Providers that fall into one of the categories in 47 U.S.C. § 254(h)(7)(B)
  - Determine whether you are eligible by filing an FCC Form 460 with USAC.
- What services are eligible?
  - 85% of the qualifying costs of: (1) patient broadband Internet access services, (2) health care provider broadband data connections, (3) other connected care information services, and (4) certain network equipment. The Pilot Program will not fund end-user devices or medical equipment.



# Connected Care Pilot Program

- Where can I find the application?
  - The application is not yet available, and the Commission has not announced when the application filing window will open. A Public Notice with details about the application requirements was recently released ([DA-1019](#)) and can help to prepare interested applicants for the application becoming available.
- Where can I find updates about the Connected Care Pilot Program?
  - The FCC's Connected Care webpage: <https://www.fcc.gov/connectedcarepilot>



## Questions?

- For more information and Frequently Asked Questions (FAQs) about the Connected Care Pilot Program, please visit <https://www.fcc.gov/connectedcarepilot>.
- For questions about the Connected Care Pilot Program, please email [ConnCarePilotProg@fcc.gov](mailto:ConnCarePilotProg@fcc.gov).



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**11:40 PM**

**PANEL B: COMBATTING ROBOCALLS**

▪ **Call Blocking Report and Order**

- Jerusha Burnett, Attorney-Advisor, Consumer Policy Division, CGB

▪ **Call Blocking Tools Report**

- Mika Savir, Attorney-Advisor, Consumer Policy Division, CGB

▪ **Hospital Robocalls Protection Group**

- Donna Cyrus, Designated Federal Officer, HRPBG, CGB



# HOSPITAL ROBOCALL PROTECTION GROUP

Donna Cyrus, DFO

September 2020



# OVERVIEW

- On June 25, 2020, the Commission established the Hospital Robocall Protection Group (HRPG), a new federal advisory committee dedicated to combatting robocalls to hospitals.
- Congress directed the FCC to establish the HRPG in the Telephone Robocall Abuse Criminal Enforcement and Deterrence Act of 2019 (TRACED Act). The HRPG also is organized under, and operates in accordance with, the FACA.
- The TRACED Act requires that the HRPG produce hospital robocall mitigation recommendations no later than the week of December 21, 2020.

# OVERVIEW (CONT'D)

- In accordance with the TRACED Act, the HRPB will issue best practices regarding the following:
  - How voice service providers can better combat unlawful robocalls made to hospitals
  - How hospitals can better protect themselves from such calls, including by using unlawful robocall mitigation techniques
  - How the Federal Government and State governments can help combat such calls




# OVERVIEW (CONT'D)

- HRPG's initial meeting was on July 27, 2020. Since then, its three working groups have been actively meeting and working to produce the required recommendations.
- The Traced Act also requires that the Commission complete a proceeding no later than June 2021 to assess the extent to which the voluntary adoption of the best practices can be facilitated to protect hospitals and other institutions.





WEBSITE?

- Follow HRPBG at:  
<https://www.fcc.gov/hospital-robocall-protection-group>
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**12:05 PM**

**LUNCH BREAK (35 MINUTES)**

**12:40 PM**

**PANEL C: ADVANCING EMERGENCY RESPONSE  
CAPABILITIES**

▪ **PSAPs' Real-Time Text Capacity**

○ Suzy Singleton, Chief, Disability Rights Office, CGB

▪ **National Suicide and Mental Health Lifeline**

○ Jesse Goodwin, Attorney-Advisor, Competition Policy  
Division, WCB



# 911 Call Centers and Real-Time Text Technology

Consumer Advisory Committee

September 25, 2020

Suzy Rosen Singleton, Chief, Disability Rights Office, CGB  
Federal Communications Commission

# TTY –RTT Transition Necessary for Modernized Times

- TTY technology was developed for use on the PSTN
  - FCC rules requiring TTY support
  - TTYs do not work well in an IP environment: packet loss, distortion, transmission errors can degrade quality of communications
  - TTY usage is rapidly declining, especially for wireless services
- Real-Time Text (RTT) recognized as superior accessibility solution for IP networks
  - Fully integrated with mainstream voice communications (simultaneous voice and text)
  - Can be used with off-the-shelf devices
  - Uses Unicode character set (allows symbols, languages)



# Modernizing Communications:

## FCC Report and Order and

### Further Notice of Proposed Rulemaking on Real-Time Text

- December 2016: FCC adopted rules to facilitate the transition from TTYs to RTT over wireless Internet Protocol (IP) technologies.
- New rules permit the support of RTT in lieu of supporting TTY technology.
- Covered entities that support RTT in compliance with the FCC's rules will be relieved of TTY support requirements on all wireless networks and equipment, including services and devices used for legacy non-IP facilities.
- Covered entities:
  - IP-based wireless providers.
  - Manufacturers of end user equipment.

# Required RTT Core Functionalities

- Interoperable across networks and services  
(RFC 4103 standard is used as the safe harbor standard)
- Backward compatible with TTYs
- Support for 911 communications
- Simultaneous text and voice in the same call session
- Ability to initiate and receive call with the same telephone number

# Compliance Timelines

- **Service Providers.** By **December 31, 2017**, each Tier I CMRS provider and, by **June 30, 2020**, each non-Tier I provider (except resellers) choosing to support RTT shall support RTT either:
  - (1) through a downloadable RTT application or plug-in that supports RTT; or
  - (2) by implementing native RTT functionality into its core network, offering at least one handset model that supports RTT, and including support for RTT in future design specifications.By **December 31, 2019**, each Tier I CMRS provider and, by **June 30, 2021**, each non-Tier I CMRS provider (including resellers) choosing to support RTT shall support RTT for all new authorized user devices.
- **Manufacturers.** Covered manufacturers that choose to support RTT, instead of TTYs, shall implement RTT in newly manufactured equipment by December 31, 2018, if readily achievable or unless not achievable.

# PSAP Readiness for RTT

- FCC requires that carriers deliver text messages to PSAPs that are text-enabled within six months of a PSAP's request.
- The FCC maintains a text-to-911 registry, and RTT will be included once OMB approves the updated form. The comment period closed in early September 2020 with no opposition filed. The registry is found at [www.fcc.gov/text-to-911](http://www.fcc.gov/text-to-911).
- The FCC hosted a PSAP RTT Awareness Day in October 2018, and resources are available at [www.fcc.gov/rtt](http://www.fcc.gov/rtt).
- On August 3, 2020, NENA published draft “NENA PSAP Readiness for Real-Time-Text Information Document” with guidelines for installation and use of RTT. The comment period closed September 11, 2020.
- Case study: CA's 438 PSAPs and Cal. Gov. Code Section 53112: by January 1, 2021, each CA PSAP shall be RTT and SMS-enabled.

# Resources

- Subscribe to [AccessInfo@fcc.gov](mailto:AccessInfo@fcc.gov)
- Visit FCC Disability Rights Office webpage:  
<http://www.fcc.gov/accessibility>
- FCC's webpage about RTT  
<https://www.fcc.gov/rtt>
- Contact FCC DRO at:  
DRO@fcc.gov (e-mail)  
844-432-2275 (VideoPhone)  
202-418-2517 (Voice)
- Online Complaint Form: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)



# **Consumer Advisory Committee**

## **988 National Suicide Hotline Overview**

**Jesse Goodwin**

**Attorney Advisor**

**Federal Communications  
Commission**

**Wireline Competition Bureau**

**Competition Policy Division**



**September 25, 2020**

# Overview

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- The FCC has designated 988 for the National Suicide Prevention Lifeline, to be available July 16, 2022.
- 988 is not active yet. If you want to call the National Suicide Prevention Lifeline, call 1-800-273-TALK.
- This presentation will cover:
  - 988's background;
  - the Notice of Proposed Rulemaking;
  - the Order; and
  - Next steps

## 2018 Act and Report

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- On August 14, 2018, Congress passed the National Suicide Hotline Improvement Act of 2018, which tasked the FCC with examining and reporting on the technical feasibility of designating a shorter number—“a simple, easy-to-remember, 3-digit dialing code”—for a national suicide prevention and mental health crisis hotline.
- One year later, FCC staff, in consultation with the North American Numbering Council, Substance Abuse and Mental Health Services Administration, and Department of Veterans Affairs, released a report recommending the FCC initiate a rulemaking to adopt 988 as a single-purpose 3-digit code for the National Suicide Prevention Lifeline.



## Why 988?

- A unique 3-digit code obviates the need to age an existing N11 code and should reduce the overall implementation timeline.
- A wholly unique 3-digit code would be less disruptive to existing users.
- Consumer education campaigns for a unique 3-digit code would be simpler and likely more effective than those necessary for repurposing or expanding use of an existing N11 code.
- 988 is less technically complicated than using other unique 3-digit dialing codes.

# Rulemaking Proceeding

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- On December 16, 2019, the FCC released a Notice of Proposed Rulemaking that proposed to designate 988 as the 3-digit dialing code for the National Suicide Prevention Lifeline
- We received a robust record of comments from the mental health community, telecommunications companies, and other interested parties
- On July 16, 2020, the FCC adopted a Report and Order that adopted 988 as the 3-digit code for the Lifeline and required providers to implement 988 within two years.

## Timeline and Implementation

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- The Order requires all telecommunications carriers, interconnected voice over Internet Protocol (VoIP) providers, and one-way VoIP providers to make any network changes necessary to ensure that users can dial 988 to reach the Lifeline by July 16, 2022.
- Providers will route calls to 988 to the existing toll free access number (1-800-273-8255 / 1-800-273-TALK).
- Requires covered providers to implement 10-digit dialing in areas that both use 7-digit dialing and 988 as the first three digits of a number.
- North American Numbering Plan Administrator currently working with providers toward implementation.

## Non-Voice Communication

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- Several ways to get help:
  - Several text messaging options for suicide prevention are available nationwide, including a short-code to reach the Veterans Crisis Line (838255) and the non-profit Crisis Text Line (741741).
  - Lifeline offers online chat
  - Lifeline maintains a separate TTY number
  - The FCC did not mandate text messaging or direct video calling to 988 because it does not control the features of the Lifeline.

# Questions/Contacts/Links

## **Jesse Goodwin**

Federal Communications Commission

Attorney Advisor

202.418.0958

Benjamin.Goodwin@fcc.gov

Links:

National Suicide Hotline Improvement Act of 2018,

<https://www.congress.gov/115/plaws/publ233/PLAW-115publ233.pdf>

NANC Report

<https://www.fcc.gov/ecfs/filing/10531153709624>

FCC Report to Congress

<https://docs.fcc.gov/public/attachments/DOC-359095A1.pdf>

Order

[https://docs.fcc.gov/public/attachments/FCC-20-100A1\\_Rcd.pdf](https://docs.fcc.gov/public/attachments/FCC-20-100A1_Rcd.pdf)

**1:00 PM**

**PANEL D: PROMOTING 21<sup>ST</sup> CENTURY  
TECHNOLOGIES AND SERVICES**

- **Spectrum and Infrastructure Policies to Accelerate Access to Spectrum and 5G Deployment**
  - Susan Mort, Legal and Policy Advisor, WTB
  
- **Rural Digital Opportunity Fund and 5G Fund for Rural America**
  - Audra Hale-Maddox, Chief of Staff, Rural Broadband Auctions Task Force, OEA



# **PRESENTATION TO CONSUMER ADVISORY COMMITTEE**

**September 25, 2020**

**Susan Mort, Legal & Policy Advisor,  
Wireless Telecommunications  
Bureau**

\* This presentation and its contents are for informational purposes only; the Commission's rules in part 47 of the Code of Federal Regulations and the Commission's previous Reports and Orders adopting those rules represent the binding rules and determinations of the Commission.

# IMPACTS OF 5G

- Estimated 3 million new jobs, \$275 billion in private investment, and \$500 billion in new economic growth in the US\*
- Connection speeds anticipated to be over 10 Gbps - 100x faster than 4G. Lag times anticipated to be one-tenth of what they are today (50 milliseconds to 1 millisecond).
- Smart cities and smart transportation networks that reduce traffic, prevent accidents, and limit pollution.
- Wireless healthcare and remote surgeries.
- Precision agriculture.
- Industry automation.
- And, of course, 5G will unlock innovations that are yet to be imagined.

\* Source: Accenture Strategy, *How 5G Can Help Municipalities Become Vibrant Smart Cities*, 2017



*(Image: Fabian Horst / CC BY-SA)*



# FCC 5G FAST PLAN

Market-based U.S. approach to 5G innovation, investments, and deployment

Three key components:

- (1) pushing more spectrum into the marketplace
- (2) updating infrastructure policy
- (3) modernizing outdated regulations

Roll-out of 5G systems is underway!



# FCC SPECTRUM ACTIONS FOR 5G USE

## *High-band:*

28 GHz band auction (27.5 GHz – 28.35 GHz; 2 x 425) Completed January 2019

24 GHz band auction (24.25 – 24.45; 25.25 -25.75 GHz; 7 x100) Completed May 2019

37 GHz, 39 GHz, and 47 GHz Largest auction in U.S. history, releasing 3,400 megahertz of spectrum into the commercial marketplace. Completed March 2020

Currently working to free up additional high band spectrum

## *Mid-band:*

2.5 GHz, 3.45-3.55 GHz, 3.5 GHz, and 3.7-4.0 GHz bands

## *Low-band:*

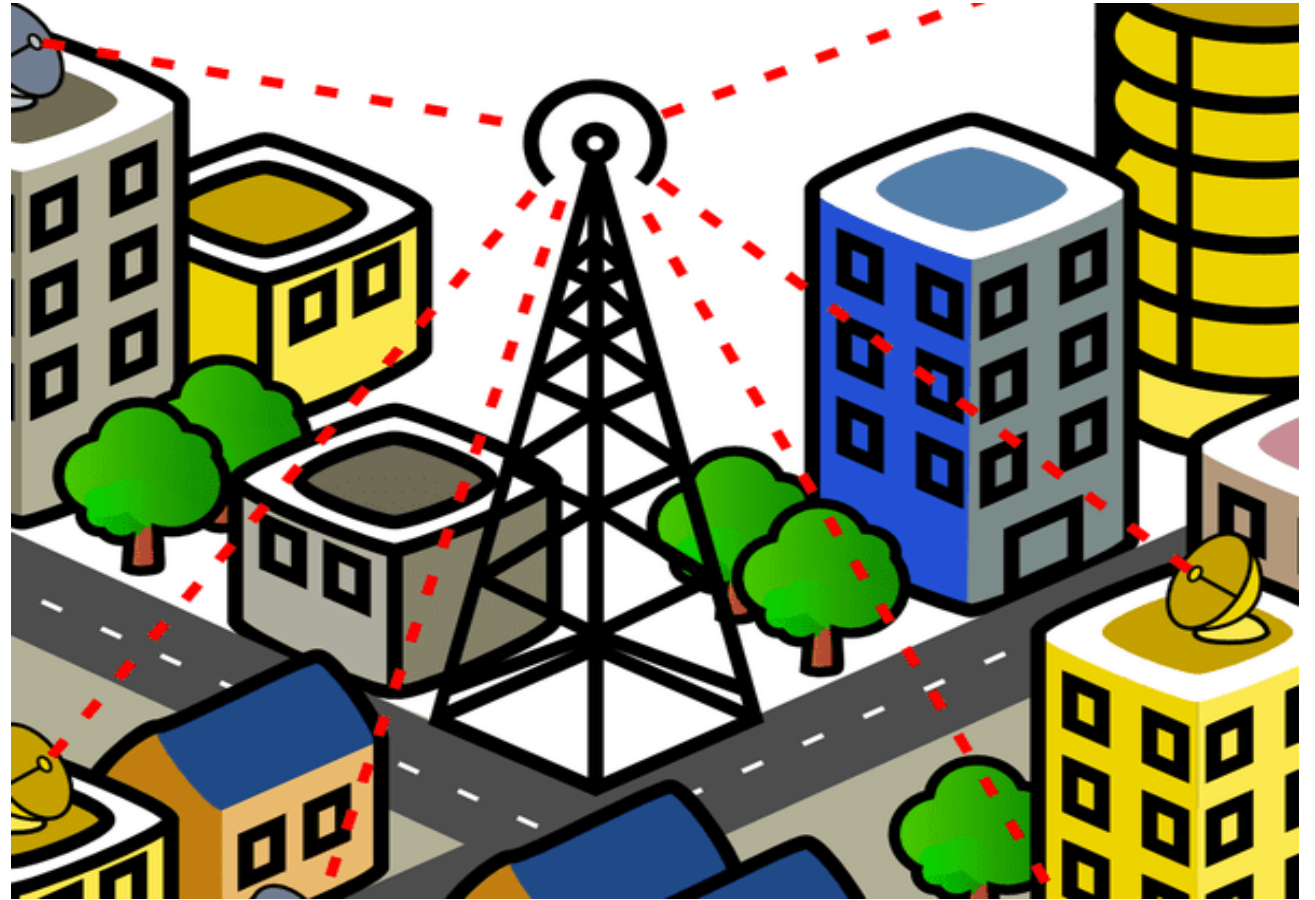
Targeted changes to 600 MHz, 800 MHz, and 900 MHz bands to improve use of low band spectrum for 5G services

## *Unlicensed:*

Creating opportunities for Wi-Fi in the 6 GHz, 61-71 GHz and above 95 GHz bands; also taking a fresh and comprehensive look at the 5.9 GHz (5.850-5.925 GHz) band that has been reserved for use by Dedicated Short-Range Communications (DSRC)

# INFRASTRUCTURE SITING AND REVIEW

- **Federal Review:** The FCC modernized Federal historic preservation and environmental reviews of wireless deployments
- **State and Local Review:** The FCC removed regulatory barriers such as unreasonable application fees and instituted two new 'shot clocks' for small wireless facilities



# INFRASTRUCTURE SITING: SECTION 6409

- Section 6409(a) of the Spectrum Act streamlined state and local government review of certain requests to modify transmission equipment on existing structures
- In June 2020, the FCC adopted a Declaratory Ruling, clarifying that when the 60-day shot clock for local review begins and how certain aspects of proposed modifications might impact the eligibility for streamlined review under the rules
- The FCC also adopted a Notice of Proposed Rulemaking seeking comment on proposed rule changes regarding excavation and deployment outside the boundaries of an existing tower site and the effects of such activities on eligibility for streamlined review
- Separate from clarifying the rules on streamlined local review, the Declaratory Ruling clarified a portion of the FCC's rules on environmental and historic preservation review that differed from most other U.S. federal agencies

# MODERNIZING OUTDATED REGULATIONS

**One-Touch Make-Ready:** The FCC has updated its rules governing the attachment of new network equipment to utility poles in order to reduce cost and speed up 5G backhaul deployment.

**Speeding the IP Transition:** The FCC revised its rules to make it easier for companies to invest in next-generation networks and services instead of the fading networks of the past.

**Business Data Services:** In order to incentivize investment in modern fiber networks, the FCC updated rules for high-speed, dedicated services by lifting rate regulation where appropriate.



**Thank You!**

# Rural Broadband Auctions

## 5G Fund

FCC Consumer Advisory Committee  
September 25, 2020

# Universal Service Fund and Auctions

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- USF provides support to carriers
- consumers in rural and high cost areas have access to reasonably comparable telephone and information services
- 2011 Transformation Order fundamentally reformed the USF program to require that carriers receiving support provide not only voice but also broadband services
  - Commission also created a Mobility Fund to distribute support for mobile services through reverse auctions
  - Also proposed using competitive bidding to distribute support for fixed services



# Rural Broadband Reverse Auctions

- **2011 USF Transformation Order**
  - Introduced new funding approach for price-cap areas using cost-model to identify high-cost areas and **competitive bidding** to allocate support
  - **Reverse auctions** are a formal process to determine what support a provider needs to extend service meeting program requirements to under-served or unserved areas (lowest bidder wins)
- **2012/2014 Mobility Fund I and Tribal Mobility Fund I**
  - One-time single-round reverse auctions for extension of wireless voice and 3G or 4G broadband service
  - \$300M for Mobility Fund I, \$50 M for Tribal Mobility Fund I

# Initial Wireline Reverse Auctions

- **2014 Connect America Cost Model (CAM)**
  - Estimated cost of providing service and locations by census blocks
  - Identified census blocks with costs above a specified benchmark
- **2015 Offer of Model-Based Support to Price Cap Carriers**
  - 9 carriers accepted over \$1.5 billion/year to serve 3.6M homes and businesses in their study areas by end of 2020 in 45 states & 1 territory

# In-Process Rural Broadband Auctions

- **Connect America Fund Phase II (completed):**
  - \$1.48B over 10 years for fixed broadband and voice services
- **Rural Digital Opportunity Fund (ongoing):**
  - Up to \$20.4B over 10 years for fixed broadband and voice services
    - Phase I: up to \$16B (Auction 904)
    - Phase II: up to \$4.4B + remainder of Phase I budget
  - Phase I auction bidding scheduled to commence on October 29, 2020
- **5G Fund for Rural America (proposed):**
  - Up to \$9B for 5G mobile voice and broadband service, with up to \$1B for network deployments facilitating precision agriculture

# Case Study: 5G Fund

- \$9 billion in two phases; multi-round reverse auctions to bring rural areas mobile voice and 5G broadband
- Phase Two focused on most rural areas and precision agriculture
- Pushing early expansion of mobile 5G in rural areas

# 5G Fund Details

- Eligibility by rurality vs. eligibility by coverage
- Adjustment factor to preference difficult terrain or economically impoverished rural areas
- Proposing performance and reporting obligations for legacy support recipients

**1:30 PM      CAC MEMBER DISCUSSION AND  
QUESTIONS FROM THE PUBLIC**

**2:00 PM      FAREWELL AND APPRECIATION**

**2:30 PM      ADJOURNMENT**



**THANK YOU!**

**<https://www.fcc.gov/consumer-advisory-committee>**