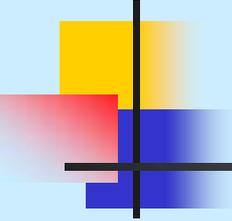


**Federal Rural Wireless Outreach Initiative**

**July 2, 2003**

**Washington, D.C.**

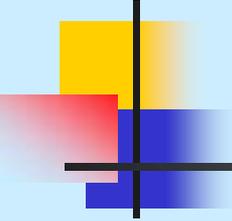


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**Building Lines of Communication:**

**The Role of the Consumer & Governmental  
Affairs Bureau in Rural Outreach**

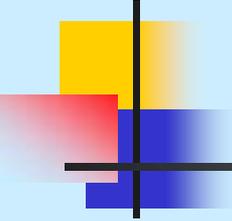
**Kris Anne Monteith  
Deputy Bureau Chief  
Consumer & Governmental  
Affairs Bureau**



# OVERVIEW

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- **CGB Mission**
- **Key CGB Initiatives Aimed at Rural America**
- **Conclusion**



# CGB Mission

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- ***Educate Consumers:***

- CGB works to educate and inform consumers about telecommunications goods and services, and to increase consumer awareness of the FCC's rules, regulations and policies.

- ***Coordinate Consumer Telecommunications Policy Efforts:***

- **Internally**, through its Consumer Policy Division, CGB has primary responsibility for consumer policy and rules and works to ensure that consumer perspectives are considered in all other Commission policy-making activities.
- **Externally**, through its Intergovernmental Affairs Group, CGB works with other governmental agencies -- federal, tribal, state and local – to ensure an understanding of the FCC's rules, regulations and policies and coordinate policies in areas of overlapping jurisdiction.

- ***Resolve Consumer Inquiries and Complaints:***

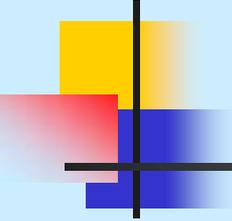
- CGB, through the FCC's national call center, provides informal mediation and resolution of individual informal consumer inquiries and complaints consistent with controlling laws and FCC regulations.

# CGB Rural

## Educational Initiatives

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- ***Consumer-Related Fact Sheets and Alerts***
  - Get-Connected: Promoting Telephone Subscribership in Indian Country
  - The FCC's Universal Service Program for Low-Income Consumers
  - The FCC's Universal Service Program for Rural Health Care Providers
  - Wireless 911 Calls
  
- ***Targeted Outreach***
  - Rural Web Page
  - Get Connected: Afford a Phone
  - Enhanced Lifeline/Link-Up
  
- ***Forums, Workshops and Advisory Councils***
  - Consumer Forums
  - Indian Telecommunications Initiatives
  - Consumer Advisory Council



# CGB Policy Efforts Affecting Rural Interests

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- ***CGB Areas of Primary Responsibility:***

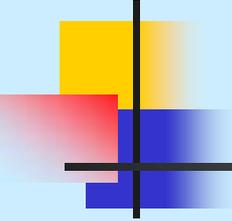
- Slamming
- Telephone Consumer Protection
- Truth-in-Billing
- Access for Individuals with Disabilities

- ***Coordination on Rulemakings and Orders Originated by Other Bureaus/Offices***

- Broadband – Cable Modem Services Proceeding, DSL NPRM, 706 Inquiry
- Wireless Services in Rural Areas Notice of Inquiry
- Wireless E911

- ***Intergovernmental Coordination***

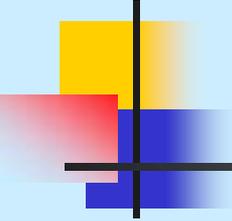
- Government-to-Government Consultation with Federally Recognized Tribes
- Local and State Government Advisory Committee
- Federal-State Joint Conference on Advanced Services
- Coordinate FCC Participation on Interagency Work Groups



# CGB Resolution of Rural-Related Inquiries and Complaints

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- ***Wireless Service Quality Issues***
  - Facilitating Discussions Between NARUC and the Wireless Industry
  
- ***Wireless Build Out in Indian Country***
  - Identifying Wireless Providers Licensed to Provide Services
  
- ***Consumer Complaints About Wireless Services***
  - Billing
  - Coverage
  - Contract Terms



# CONCLUSION

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- **Ensuring that basic and advanced telecommunications services are available in rural America remains a critical focus of the FCC.**
- **CGB is endeavoring to . . .**
  - *Develop rural outreach initiatives that promote access to basic telecommunications services and support the deployment of advanced telecommunications services to rural communities.*
  - *Establish beneficial relationships with governmental entities at all levels - federal, state, local and tribal - to ensure that consumers residing in rural areas reap the benefits of our combined efforts.*