

UNITED STATES OF AMERICA  
FEDERAL COMMUNICATIONS COMMISSION

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CONSUMER ADVISORY COMMITTEE

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MEETING

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FRIDAY  
SEPTEMBER 10, 2021

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The Advisory Committee met via Video  
Teleconference, at 10:30 a.m. EDT, Steve Pociask,  
Chair, presiding.

COMMISSIONERS PRESENT:

JESSICA ROSEWORCEL, Acting Chairwoman  
BRENDAN CARR, Commissioner  
GEOFFREY STARKS, Commissioner

COMMITTEE MEMBERS PRESENT:

STEPHEN POCIASK, Committee Chair  
JOSH BERCU, USTelecom  
DEBRA BERLYN, Project GOAL  
ELLIE BESSETTE, LGBT Technology Institute  
RADHIKA BHAT, NCTA  
JOHN BREYAUULT, National Consumers League  
JOSLYN DAY, Massachusetts Department of  
Telecommunications and Cable  
SAM DORISON, The Trevor Project  
FREDERICK ELLROD, National Association of  
Telecommunications Officers and  
Administrators  
ABBIE GRUWELL, National Conference of State  
Legislatures

BRIAN HURLEY, ACA Connects  
THADDEUS JOHNSON, National Association of State  
Utility Consumer Advocates  
JOHNNY KAMPIS, Taxpayers Protection Alliance  
ERIC KOCH, in his individual capacity  
VONDA LONG-DILLARD, AT&T  
IRENE E. LEECH, Consumer Federation of America  
SARAH LEGGIN, CTIA - The Wireless Association  
TINA METZER, RURAL RISE, a project of National  
Center for Resource Development (NCRD)  
RACHEL NEMETH, Consumer Technology Association  
FRANCELLA OCHILLO, Next Century Cities  
CLARK RACHFAL, American Council of the Blind  
BLAKE REID, Telecommunications for the Deaf and  
Hard of Hearing, Inc.  
MICHAEL SANTORELLI, in his individual capacity  
LINDSAY STERN, INCOMPAS  
BARRY UMANSKY, Digital Policy Institute  
LARRY WALKE, National Association of Broadcasters  
OLIVIA WEIN, National Consumer Law Center

COMMISSION STAFF:

SCOTT MARSHALL, Designated Federal Official  
GREGORY V. HALEDJIAN, Deputy Designated Federal  
Official  
DAVID AHERN  
EDUARD BARTHOLME  
JERUSHA BURNETT  
ALEXANDER HOBBS  
LYLE ISHIDA  
TONI MCGOWAN  
MOLLY O'CONOR  
PAULA SILBERTHAU  
MICHAEL SNYDER  
DANIEL STEPANICICH  
JENNIFER BEST VICKERS  
PATRICK WEBRE  
ERIC WU

C-O-N-T-E-N-T-S

Welcome and Introductions	
Welcome from Commission Leadership . . . . .	4
Roll Call and Member Introductions . . . . .	.22
Overview of Panels and Topics. . . . .	.31
Federal Advisory Committee Act Rules and Records Retention Requirements . . . . .	
	.35
FCC Staff Panel #1: FCC Response to the COVID-19 Pandemic	
Emergency Broadband Benefit (EBB) Program. . . . .	.52
Emergency Connectivity Fund (ECF) Program for Students, Schools, and Libraries . . . . .	.63
COVID-19 Telehealth Program. . . . .	.75
Outreach to Consumers and Providers. . . . .	.94
Lunch Break	
FCC Staff Panel #2: Protecting Consumers from Unwanted Robocalls and Scams	
Robocall Enforcement . . . . .	119
Call Blocking Proceedings. . . . .	128
STIR/SHAKEN. . . . .	142
Current Scam and Complaint Trends. . . . .	155
Consumer Outreach and Education. . . . .	155
Questions from the Public and Preview of Future CAC Meetings and Activities . . . . .	
	170
Adjournment. . . . .	178

1 P-R-O-C-E-E-D-I-N-G-S

2 (10:31 a.m.)

3 CHAIR POCIASK: Good morning. I'm  
4 Steve Pociask, I'll be chairing today's Consumer  
5 Advisory Committee meeting.

6 First I want to thank all the members  
7 and alternate staff, presenters, and the public  
8 for joining in this event.

9 We have a lot to cover and just a  
10 little time to do it, so we need to move ahead.  
11 And with that, I hope everyone is healthy and  
12 keeping safe.

13 So I will now call this meeting to  
14 order. Before proceeding with a roll call, we  
15 have several important key notes from leadership  
16 to start us off.

17 So first, I want to welcome a message  
18 from the FCC Acting Chairwoman, Jessica  
19 Rosenworcel, who will be kicking off this  
20 meeting. So, Chairwoman?

21 ACTING CHAIRWOMAN ROSENWORCEL: Hello  
22 and welcome to the latest meeting of the FCC's

1 Consumer Advisory Committee.

2 I'm so sorry I couldn't be with you  
3 live today because I'm at a meeting of the  
4 Competition Council, but I wanted to take the  
5 time to send a personal message to let you know  
6 how much I value the work of this group.

7 Part of the FCC's mission -- and this  
8 committee has helped guide and shape the  
9 Commission's Consumer Protection Agenda for more  
10 than two decades, and I think your work has never  
11 been more relevant and more important than it is  
12 right now.

13 In fact, just this week, the  
14 Commission advanced a new proposal to prevent  
15 unwanted robocalls by applying STIR/SHAKEN caller  
16 identification to foreign-originated calls.

17 Of course it was back in 2018 that  
18 this committee was one of the first voices  
19 pushing for STIR/SHAKEN technology, and you were  
20 right, and we took your lead, and we made it  
21 happen.

22 Now, over the past year, the

1 Commission has launched multiple efforts to help  
2 Americans stay connected during the pandemic.

3 Programs like the Emergency Broadband  
4 Benefit, which has already delivered direct  
5 relief to more than 5,000,000 households across  
6 the country.

7 Today, we're going to lean on your  
8 expertise to try to build on this progress and  
9 make sure these initiatives reach as many people  
10 as possible.

11 In particular, we look forward to  
12 discussing consumer awareness and education,  
13 which are just so critical to this work.

14 Now, this committee is collaborative  
15 at its core, and I want to thank all of you who  
16 have volunteered your time to contribute to its  
17 success.

18 Special recognition of course is due  
19 to our Co-Chairs, Steve and Debra, and I want to  
20 also offer a hefty thank you to our committee  
21 members, and note that I'm especially grateful  
22 when you serve or lead on one or more working

1 groups or subcommittees, where the initial work  
2 of developing recommendations takes place.

3 We're of course also grateful for the  
4 support of the leadership in the Commission's  
5 Consumer and Governmental Affairs Bureau, and to  
6 the countless subject matter experts from across  
7 the agency who freely share their knowledge with  
8 this committee.

9 I say go ahead, make sure you use  
10 them. I also want to thank our AB staff and  
11 accessibility staff, who make these meetings  
12 possible.

13 And finally, thanks to Scott Marshall,  
14 Greg Haledjian, and Catherine Langston, who  
15 support the committee's day-to-day work.

16 Thank you again for your service on  
17 behalf of United States consumers. That's a big  
18 deal. Have a great meeting.

19 CHAIR POCIASK: Great. Well, thank  
20 you to the Chairwoman for her pre-recorded  
21 comments, as well as her leadership here at the  
22 FCC.

1                   So next, we have a pre-recorded  
2 message from FCC Commissioner Brendan Carr, and  
3 we'll take that away.

4                   COMMISSIONER CARR: Thank you so much  
5 to the Consumer Advisory Committee for the chance  
6 to offer a couple of quick words.

7                   First and foremost, obviously I want  
8 to express my thanks and gratitude for all of you  
9 for participating in this committee. It does  
10 incredibly important work.

11                   I know that you all take this on on  
12 top of your regular day jobs, which are full  
13 enough as-is.

14                   The docket that's in front of you I  
15 think is some of the most important stuff the FCC  
16 does, and obviously it's the consumer-facing  
17 stuff that people really notice.

18                   We have a lot of arcane things that we  
19 do with the FCC, from tariffing to accounting  
20 rules, but the stuff you're looking at right now  
21 is so important to the lives of everyday  
22 Americans.



1            Obviously robocalls is going to be top  
2 of the list for you all to tackle.

3            I think we've made a lot of progress  
4 over the last couple of years in putting in place  
5 technologies that are going to help to finally  
6 break the back of these annoying calls.

7            As you all know as well, (audio  
8 interference) have a connection to the  
9 \$3,000,000,000 program we have designed for all  
10 types of low-income Americans.

11           On top of that, we have the COVID-19  
12 program that's underway, and so I think it's  
13 really important right now that we get the  
14 feedback from the experts on this group to make  
15 sure that the American people get the most bang  
16 for the buck.

17           So what that means is we need extra  
18 focus on the execution and administration of  
19 these programs.

20           We don't want to be in a situation a  
21 couple years from now where we look back and say,  
22 well, we spent billions and billions of dollars

1 and didn't make enough progress getting Americans  
2 connected.

3 I think the feedback that you all are  
4 going to provide the FCC is going to be critical  
5 to make sure we don't end up in that position, so  
6 thanks again for all the work you're doing on the  
7 committee.

8 CHAIR POCIASK: All right, that was  
9 Commissioner Carr. Very helpful comments.

10 And it's now my pleasure to introduce  
11 live the FCC Commissioner Geoffrey Starks for his  
12 opening statement.

13 COMMISSIONER STARKS: Well, good  
14 morning everyone, and thank you. Steve, as you  
15 mentioned, I'm coming to you live here.

16 And so, thanks for the invitation for  
17 today's convening of the Consumer Advisory  
18 Committee, and would like to extend a welcome to  
19 the three new committee members appointed by the  
20 acting Chair, as well.

21 Consumer Reports, very well known for  
22 its reliable and unbiased ratings, reports on

1 consumer products.

2 Second, the National Association of  
3 Telecommunications Officers and Advisors, NATOA,  
4 which supports and serves the communications,  
5 interests, and needs of local governments, and  
6 then last but not least, the National Consumer  
7 Law Center, which uses its expertise in consumer  
8 law and policy to work for consumer justice,  
9 economic security, and those issues for low-  
10 income and disadvantaged people.

11 These additional voices will bring  
12 important viewpoints and advocacy to the  
13 committee's deliberations, and I'm certain that  
14 they will make your recommendations to us even  
15 more valuable, so thank you and thank all of you  
16 for your service here on the committee.

17 And so, as our nation continues to  
18 face, of course, a number of challenges from the  
19 ongoing COVID-19 pandemic to the results of  
20 natural disasters, consumers are getting  
21 particularly hard hit on a number of fronts.

22 You know, one need only look at the

1       FTC webpage to discover information about  
2       fraudsters posing as the FTC Chair and promising  
3       pandemic relief money in exchange for personal  
4       information, schemes.

5                 Times like these of course should  
6       bring out the best in us, but sometimes they  
7       bring out the worst.

8                 Our own website has similar  
9       information on, example, coronavirus consumer  
10       scams, how to spot them, how to avoid them, and  
11       so kudos to our diligent staff in the Consumer  
12       and Governmental Affairs Bureau for staying on  
13       top of these types of schemes and providing us  
14       with valuable resources for consumers to use in  
15       these unprecedented times.

16                As the acting Chair and Commissioner  
17       Carr spoke about, a big portion of our pandemic  
18       response efforts have been focused on broadband,  
19       and I was proud of course to have worked  
20       alongside all my colleagues over the last 18  
21       months to implement those over \$10,000,000,000 in  
22       emergency measures for telehealth, assisting our

1 young learners, tackling internet inequality  
2 during the pandemic.

3 We've also taken pandemic-related  
4 consumer protection actions, such as suspending  
5 service delivery compliance deadlines for The  
6 Rural Health Care Program, to allow health care  
7 providers to focus on care for patients impacted  
8 by COVID-19.

9 We've also issued waivers for our  
10 rules governing the provisions of relay services  
11 to allow providers to change pandemic conditions,  
12 while all the while ensuring that consumers  
13 continue to have uninterrupted access to those  
14 important services.

15 It's uncertain, obviously, as we all  
16 sit here, how many more weeks or months we'll be  
17 contending with the pandemic and those  
18 conditions, but I certainly pledge to continue to  
19 be a steadfast supporter of responsible actions  
20 we can take to ease burdens for those that are  
21 working to meet our communication needs and  
22 consumers for the duration.

1                   And it goes without saying, no  
2                   discussion of the FCC's consumer protection  
3                   efforts would be complete without addressing  
4                   those unwanted and illegal, in many instances,  
5                   robocalls and texts, which remain the  
6                   Commission's biggest source of consumer  
7                   complaints.

8                   The FCC estimates that some  
9                   46,000,000,000 robocalls were made in 2020 alone.  
10                  YouMail estimates that 4,100,000,000 calls were  
11                  placed just last month, down from July's  
12                  4,200,000,000.

13                  I'd love to know how many, if any of  
14                  those, were car repair warranties that consumers  
15                  have bought in the last year or so as the result  
16                  of an illegal robocall.

17                  And I fully supported our increased  
18                  robocall enforcement efforts, including our  
19                  proposal of the largest ever robocall fine under  
20                  the TCPA, and the first action without issuing a  
21                  prior warning to the alleged perpetrators, and  
22                  that's because the TCPA has real teeth.

1           The revised one, and I was pleased to  
2 support this action, which exercised the  
3 statute's expanded authority here.

4           And so, our consumer protection plate  
5 is full, and not just with pandemic and robocall  
6 matters.

7           You know, what I would commend to you  
8 as consumers continue to be plagued of course by  
9 cyberdata breaches, as well.

10           The one that comes to mind was  
11 recently experienced by one of our biggest  
12 carriers, marking the fifth such breach in four  
13 years, that affected nearly 50,000,000 consumers.

14           Compromised data, including some of  
15 the most sensitive personal information,  
16 consumers' first names, last names, date of  
17 birth, social security numbers, driver's license  
18 information.

19           We should all be paying attention  
20 here.

21           And so, thank you for your continued  
22 hard work on all of the slate of these issues,

1 the Consumer and Governmental Affairs Bureau and  
2 its staff, with all their support that they give  
3 to this committee.

4 And everyone of course, as always, I  
5 trust that you'll have a great meeting, and be  
6 safe, and be well. Thank you.

7 CHAIR POCIASK: Thank you,  
8 Commissioner. I appreciate your being live and  
9 sharing those comments with me.

10 I have to admit one thing. This  
11 morning, I erased a voicemail that was on my  
12 phone offering me a warranty on my vehicle, so  
13 that was spot-on. Thank you again.

14 So finally, we have the chief of the  
15 FCC's Consumer and Governmental Affairs Bureau,  
16 Patrick Webre, who has his opening remarks.  
17 Patrick?

18 MR. WEBRE: Thank you, Steve, and good  
19 morning everyone, and welcome to the first  
20 meeting of the eleventh term of the Consumer  
21 Advisory Committee, or CAC 11, as we'll  
22 affectionately call it.



1           We're very excited that the CAC is  
2 back together again, and confident that everyone  
3 is refreshed and ready to tackle the  
4 telecommunications challenges facing American  
5 consumers.

6           CAC 11 is well-balanced, with 32  
7 members, including non-profit organizations  
8 representing consumers, communications companies  
9 and trade associations, regulators, and other  
10 stakeholders, as well as three individuals  
11 serving on their own behalf.

12           We thank you for your dedicated  
13 service to the Commission and to American  
14 consumers.

15           I'd like to extend a warm welcome to  
16 our CAC Chair, Steve Pociask, and our Deputy  
17 Chair, Debra Berlyn, for their continued  
18 leadership with the CAC.

19           I'd also like to thank Acting  
20 Chairwoman Rosenworcel, Commissioner Carr, and  
21 Commissioner Starks for their remarks.

22           And one other thing, I'd like to thank

1 my colleague, Scott Marshall, the CAC's  
2 designated federal officer, Greg Haledjian, the  
3 CAC's deputy designated federal officer, and our  
4 reader assistant, Catherine Langston, who have  
5 done so much behind the scenes to make the CAC's  
6 work possible.

7 We're focusing today's session on a  
8 broad review of the Commission's recent actions  
9 and our ongoing work on consumer-related issues.

10 We're setting aside time for CAC  
11 members to ask questions about these items at the  
12 end of each session.

13 We'll also have an opportunity for a  
14 more general discussion toward the end of today's  
15 meeting.

16 Much has happened on the consumer  
17 protection front at the Commission since the CAC  
18 last met.

19 On the robocalls front, the Commission  
20 took several actions to implement the  
21 requirements of the TRACED Act, and to crack down  
22 on unwanted robocalls by enabling more call

1 blocking, and requiring the implementation of  
2 STIR and SHAKEN.

3 We've also revised and clarified  
4 certain provisions of our TCPA rules to further  
5 protect consumers from unwanted calls.

6 And as you've already heard, the  
7 Commission's also been very busy implementing  
8 COVID-19 pandemic relief and stimulus programs  
9 established by Congress in the last several  
10 months, including the Emergency Broadband Benefit  
11 Program and the Emergency Connectivity Fund.

12 You'll be hearing lots more about  
13 these recent Commission actions during our  
14 meeting today, and I want to express my thanks in  
15 advance to all the FCC staff members who will be  
16 providing our briefings.

17 One other thing. I'd like to remind  
18 everyone about the nomination period for the  
19 tenth FCC Chair's Awards for Advancement in  
20 Accessibility, better known as the FCC Chair's  
21 AAA.

22 This year, we're seeking nominations

1 for innovative practices, technologies, and  
2 organizations that have creatively leveraged  
3 communications and broadband technology to break  
4 down accessibility barriers and ensure that  
5 people with disabilities are able to participate  
6 equally, despite the challenges associated with  
7 the ongoing pandemic.

8 The nomination period for the FCC  
9 Chair's AAA continues through September 17, 2021,  
10 which is next Friday, so please get your  
11 nominations in.

12 For more information on the award or  
13 how to apply, you can email us at [fcctaaa@fcc.gov](mailto:fcctaaa@fcc.gov).

14 Thanks again. I'll now hand the  
15 virtual gavel back to Steve to introduce the next  
16 segment of our program.

17 CHAIR POCIASK: Well thank you,  
18 Patrick, and also thanks, you know, to acting  
19 Chairwoman and our Commissioners for their  
20 comments, and the continued leadership of all of  
21 you here at the FCC. Thank you.

22 So today marks the fall 2021 meeting

1 for the CAC, and it'll be our first meeting of  
2 this eleventh charter.

3 At this time, I'd like to just take a  
4 moment just to recognize Debra Berlyn, the Vice  
5 Chair of the CAC. Good morning, Debra.

6 And let me just move ahead then to --

7 MEMBER BERLYN: Good morning, Steve.

8 It takes a second to unmute and put the video on,  
9 but good morning, good morning everybody.

10 CHAIR POCIASK: Yeah. Great seeing  
11 you. So, we have a busy schedule, Debra, and  
12 with that, let me go ahead and start by taking  
13 roll.

14 So as I call your organization's name,  
15 please turn on your audio and video back on, and  
16 then pause for a second or two, state your name,  
17 and then afterwards, you're present, you're  
18 marked present, then mute your audio and turn off  
19 your video.

20 It's going to take a little bit of  
21 time to do this, but I think it's important that  
22 we get everyone counted for the public record.

1                   So, I will begin roll call by calling  
2 on who else but the CAC's Vice Chair, Debra  
3 Berlyn. Debra?

4                   MEMBER BERLYN: Thanks, Steve. Debbie  
5 Berlyn, Project GOAL, present.

6                   CHAIR POCIASK: Thank you. AARP?

7                   AARP is -- Dawit, are you on?

8                   I'll come back. All right, so we have  
9 ACA Connects.

10                  MEMBER HURLEY: Hello. Brian Hurley.

11                  (Simultaneous speaking.)

12                  CHAIR POCIASK: Hi, Brian.

13                  MEMBER HURLEY: Hello. ACA Connects.

14 Present. Pleasure to be here.

15                  CHAIR POCIASK: Okay. The American  
16 Council of the Blind. Clark Rachfal, are you  
17 there?

18                  MEMBER RACHFAL: Hi, this is Clark  
19 Rachfal with the American Council of the Blind.

20                  CHAIR POCIASK: Good morning. AT&T?  
21 Do we have a representative online?

22                  AT&T?

1                   MEMBER LONG-DILLARD: My apologies.  
2                   Good morning, everyone. This is Vonda Long with  
3                   AT&T. I hope you can hear me now.

4                   CHAIR POCIASK: We got you, thank you.  
5                   Call for Action. Shirley Rooker, are you there?

6                   Okay, I don't hear her. So we'll come  
7                   back. The Consumer Federation of America. Irene  
8                   Leech, are you there?

9                   Irene?

10                  MEMBER LEECH: Yes, I'm here, and I  
11                  can't start my video. It says the host has  
12                  blocked it, but I'm with the Consumer Federation  
13                  of America.

14                  CHAIR POCIASK: Good to hear you. All  
15                  right. Next, let's go to Consumer Reports.  
16                  Jonathan or George, either of you on?

17                  Consumer Reports?

18                  All right. How about Consumer  
19                  Technology Association?

20                  MEMBER NEMETH: Hello, this is Rachel  
21                  Nemeth with CTA.

22                  CHAIR POCIASK: Got you, thank you.

1 And CTIA, the wireless association. Sarah, are  
2 you on?

3 MEMBER LEGGIN: Hello, this is Sarah  
4 Leggin at CTIA.

5 CHAIR POCIASK: Okay. And Digital  
6 Liberty. That's a project of ATR. Katie  
7 McAuliffe, are you on?

8 Katie?

9 All right, the Digital Policy  
10 Institute. Barry Umansky?

11 MEMBER UMANSKY: Yeah, Steve. Yeah,  
12 Barry Umansky with the DPI. I'm here.

13 CHAIR POCIASK: Wonderful. Good to  
14 hear your voice. How about INCOMPAS? Lindsay  
15 Stern?

16 MEMBER STERN: Hi, this is Lindsay  
17 Stern with INCOMPAS.

18 CHAIR POCIASK: Got you, thank you.  
19 Eric Koch, serving as an individual capacity.  
20 Eric, are you there?

21 MEMBER KOCH: I am, Steve, good  
22 morning. Eric Koch of Indiana, present.



1 CHAIR POCIASK: Wonderful. The LGBT  
2 Technology Institute. Ellie, are you on?

3 MEMBER BESSETTE: Hey, good morning.  
4 This is Ellie Bessette with LGBT Tech.

5 CHAIR POCIASK: Wonderful, got you.  
6 Okay. The Massachusetts Department of  
7 Telecommunications and Cable. Would that be  
8 Joslyn, are you there?

9 MEMBER DAY: I am. Good morning Steve  
10 and everyone. Massachusetts Department of  
11 Telecommunications and Cable present.

12 CHAIR POCIASK: Thank you. Good to  
13 hear your voice.

14 And now we're off to Wes Morrison.  
15 He's serving as an individual capacity, as a  
16 special government employee. Wes, are you on?

17 Okay, I don't hear from Wes. Let's  
18 move on to the National Association of  
19 Broadcasters. Larry, are you on?

20 MEMBER WALKE: Hi, this is Larry Walke  
21 from NAB, and my alternate, Liliana Ranon, is  
22 also present. Thank you.

1 CHAIR POCIASK: Wonderful. As noted.  
2 Thank you. The National Association of State  
3 Utility Consumer Advocates. Thaddeus, are you  
4 on?

5 MEMBER JOHNSON: Good morning, this is  
6 Thaddeus on behalf of NASUCA. Good to see  
7 everyone.

8 CHAIR POCIASK: Great. Now the  
9 National Association of Telecommunications  
10 Officers and Administrators.

11 MEMBER ELLROD: And Advisors, yes.  
12 This is Rick Ellrod of Fairfax County, Virginia,  
13 for NATOA, sitting in as alternate for Mitsuko  
14 Herrera. Good morning.

15 CHAIR POCIASK: Good morning. The  
16 National Conference of State Legislatures.

17 MEMBER GRUWELL: Good morning, this is  
18 Abbie with NCSL. Thank you for having me.

19 CHAIR POCIASK: Good morning Abbie.  
20 The National Consumer Law Center. Olivia?

21 MEMBER WEIN: Hi, good morning.  
22 Olivia Wein, National Consumer Law Center, and I

1 have a quick disclosure.

2 I'm also on the board of directors of  
3 the Universal Service Administrative Company,  
4 USAC, but I'm not authorized to speak on behalf  
5 of USAC or USAC's board of directors, I'm here  
6 solely in my capacity as a staff attorney at the  
7 National Consumer Law Center. Thank you.

8 CHAIR POCIASK: Thank you. The  
9 National Consumers League. John, are you on?

10 MEMBER BREYAULT: Hi, good morning  
11 everyone, yes. This is John Breyault with the  
12 National Consumers League.

13 I'm also joined by NCL's alternate,  
14 Cleo Stamatou, who's listening in on the call  
15 today.

16 CHAIR POCIASK: Okay. NCTA. Do we  
17 have anyone on for there?

18 MEMBER BHAT: Hi, it's Radhika Bhat  
19 from NCTA. It's nice to meet everyone virtually.

20 CHAIR POCIASK: Wonderful. I got you  
21 down. Next Century Cities?

22 MEMBER OCHILLO: Good morning

1 everyone. Thank you for your work. My name is  
2 Francella Ochillo and I am here on behalf of Next  
3 Century Cities.

4 CHAIR POCIASK: Thank you. Okay.  
5 RURAL RISE, a project of the National Center for  
6 Resource Development?

7 MEMBER METZER: Good morning, Tina  
8 Metzger, RURAL RISE, present, and I'm also joined  
9 by the alternate, Joseph Kapp. Thank you.

10 CHAIR POCIASK: Wonderful, thank you.  
11 All right, Michael Santorelli? Excuse me.

12 He's serving in his individual  
13 capacity as a special government employee.  
14 Michael, are you there?

15 Michael Santorelli?

16 Okay. The Taxpayers Protection  
17 Alliance. Johnny Kampis, are you there?

18 MEMBER KAMPIS: Good morning, Johnny  
19 Kampis, Taxpayers Protection Alliance. Good to  
20 see you.

21 CHAIR POCIASK: Thank you.  
22 Telecommunications for the Deaf and Hard of

1 Hearing.

2 MEMBER REID: Hey, this is Blake Reid  
3 at the Colorado Law Tech Law and Policy Clinic  
4 here for TDI.

5 Eric Kaika from TDI is also listening  
6 in. Good morning.

7 CHAIR POCIASK: Thank you. Now the  
8 Trevor Project. Sam, are you there?

9 MEMBER DORISON: Hi, this is Sam  
10 Dorison from the Trevor Project, the alternate.  
11 Sam Brinton is not on today.

12 CHAIR POCIASK: Okay, I got you down.  
13 Thank you very much. And last, I have USTelecom.  
14 Josh or Kayla?

15 MEMBER BERCU: Josh Bercu with  
16 USTelecom present. And Kayla's no longer with  
17 USTelecom, which we will address separately.

18 CHAIR POCIASK: Got you, okay. All  
19 right, so did we miss anyone who's a member of  
20 the CAC? If so, please raise your hand so I can  
21 recognize you.

22 MR. HALEDJIAN: Hey, Steve.

1 CHAIR POCIASK: Yes?

2 MR. HALEDJIAN: Michael Santorelli is  
3 on, he just couldn't get in to the audio.

4 CHAIR POCIASK: Okay. Got it, thank  
5 you. Anyone else that I may have missed? If so,  
6 there is a Zoom function, you can raise your  
7 hand, and I can recognize you. All right.

8 Well, with that, we have a quorum. So  
9 before going any further, I would like --

10 MR. BENDETSON: Excuse me.

11 CHAIR POCIASK: Yes?

12 MR. BENDETSON: This is William  
13 Bendetson. I'm an alternate with Massachusetts  
14 Department of Telecommunications with Joslyn Day.

15 CHAIR POCIASK: Thank you.

16 MR. BENDETSON: Thank you.

17 CHAIR POCIASK: All right.

18 So again, we have a quorum, and what  
19 I'd like to do before going further into the  
20 agenda, I'd like to turn it over to Scott  
21 Marshall, the designated federal officer, who's  
22 going to summarize today's agenda. Scott, are

1 you there?

2 MR. MARSHALL: Good morning Steve.

3 Thank you very much, and welcome everyone.

4 My deputy designated federal officer,  
5 Greg Haledjian, and I are going to give you a  
6 brief overview of what's on tap today.

7 This morning we're going to hear about  
8 the record retention rules required of us here at  
9 the FCC and its impact on this committee from our  
10 friend and colleague, Toni McGowan, and also  
11 Paula Silberthau with our Office of General  
12 Counsel will be with us, as she always is,  
13 talking about the rules that govern federal  
14 advisory committees.

15 Honestly she's kept me out of trouble  
16 for almost 20 years. So, we're always glad to  
17 have her.

18 We'll then move on to our first panel  
19 of the day, which is the FCC's response to the  
20 COVID-19 pandemic.

21 We'll first talk about the Emergency  
22 Broadband Benefit Program, and we'll be hearing

1 from Eric Wu of the WCB and Telecommunications  
2 Access Policy Division about that topic.

3 And then we'll be hearing from Molly  
4 O'Connor regarding the Emergency Connectivity Fund  
5 for students, schools, and libraries.

6 She's also with the Wireline  
7 Competition Bureau, Telecommunications Access  
8 Policy Division.

9 Our third segment on panel number one  
10 relates to COVID telehealth, and we'll be hearing  
11 from Jennifer Best Vickers, also with WCB.

12 They've been a great help on this  
13 agenda, as you can well tell. She's with their  
14 COVID-19 health team.

15 And also Dr. David Ahern, PhD, with  
16 our Connect2Health task force, which is a part of  
17 our Office of General Counsel's office. They'll  
18 all speak with us to talk about the program.

19 Finally, we will wrap panel 1 with a  
20 discussion of outreach to consumers and  
21 providers, and our good friends in CGB will be  
22 helping us with this.



1                   Lyle Ishida, who is chief of our  
2                   Consumer Affairs and Outreach Division, and  
3                   Michael Snyder, who's deputy chief of the Web and  
4                   Print Publishing Division, will be talking about  
5                   those topics.

6                   I'm sorry that we cannot deliver to  
7                   you gourmet sandwiches virtually, but Greg  
8                   Haledjian is here to talk about our afternoon  
9                   activities, and we both hope you'll stick around.  
10                  Greg?

11                  MR. HALEDJIAN: Thanks, Scott. So  
12                  after our 20-minute lunch break, we're going to  
13                  have the FCC staff panel number two, and the  
14                  focus is protecting consumers from unwanted  
15                  robocalls and scams.

16                  And so, the first panel is dealing  
17                  with robocall enforcement.

18                  It's Daniel Stepanicich, attorney with  
19                  EB, the Telecommunications Consumer Division, and  
20                  then we'll move on to call-blocking proceedings,  
21                  who is going to be Jerusha Burnett, an attorney  
22                  advisor with CGB's Consumer Policy Division.

1                   And then we have three more FCC  
2 speakers. Alexander Hobbs is going to focus on  
3 STIR/SHAKEN. He's an attorney advisor in WCB's  
4 Competition Policy Division.

5                   And then next is Ed Bartholme, the  
6 associate bureau chief in CGB. He's going to  
7 talk about different kinds of consumer scams that  
8 we're dealing with lately.

9                   And then that will wrap our  
10 substantive piece of the meeting, and then we'll  
11 go into Q&A from the public and preview of future  
12 CAC meetings and activities. Thank you. Steve?

13                   CHAIR POCIASK: Well, thank you.  
14 Thank you Scott and Greg.

15                   So before we begin these panels today,  
16 let me just introduce Toni McGowan. She's in the  
17 FCC Records Office.

18                   She's going to be discussing the  
19 Federal Advisory Committee Act rules and the  
20 records retention requirements, and she'll be  
21 followed by Paula Silberthau from the Office of  
22 the General Counsel, and I ask here, as I will

1 for the other panels, that we hold any questions  
2 to the end of the presentation.

3 So with that, Toni, would you like to  
4 start?

5 MS. MCGOWAN: Sure. Thank you, Steve.

6 My presentation is actually very short  
7 and very sweet because Scott and Greg are  
8 actually responsible for the majority of our  
9 requirements in records management.

10 The federal advisory committee records  
11 are to be maintained in accordance with General  
12 Record Schedule 6.2.

13 I'll share an electronic copy of the  
14 disposition authority, if folks want it, along  
15 with the checklist that outlines all the  
16 different types of documentation that will be  
17 required for us to accession to the National  
18 Archives in accordance with the retention  
19 schedule or at the termination of this committee,  
20 whichever is sooner.

21 The Disposition Schedule 6.2 is media-  
22 neutral, meaning it applies to all records,

1 regardless of format. They can be paper,  
2 audiovisual, electronic.

3           However, to comply with the December  
4 31, 2022 NARA deadline, all documentation going  
5 forward is to be electronic, with the exception  
6 of any meetings that will be recorded, and those  
7 will be in digital formats that will comply with  
8 the National Archives' requirement.

9           Our AV Department is aware of these,  
10 and Geoff and his team are already set to provide  
11 the digital files to us.

12           So what does this mean to all of you?  
13 Actually, it's pretty easy. All you will be  
14 required to do from a recordkeeping perspective  
15 is ensure that you provide the DFOs a complete  
16 and accurate record of the documents that the  
17 committee deliberates on and decides on.

18           Scott and Greg have made this pretty  
19 easy. Every committee member must copy the DFOs  
20 on all the emails pertaining to the business of  
21 the committee or its working group.

22           They've set up an FCC list management

1 software that automatically archives this mail.

2 The CAC members do not need to do  
3 anything special except use the lists that are  
4 provided to you. I'll work with Scott and Greg  
5 to archive all the records, including mail, at  
6 the term conclusion.

7 I know this sounds pretty simple, and  
8 from your viewpoint it really is, so as long as  
9 the list gets all of the communications and all  
10 the documentation, you guys are off the hook.

11 If there are any questions, please  
12 forward them to Scott, and he'll get them to me  
13 because if you have a question, others probably  
14 do as well, and we'll actually put out a written  
15 answer for you.

16 So with that, I'll turn it over to  
17 Paula.

18 MS. SILBERTHAU: Thanks Toni, I'm just  
19 unmuting here. Now, whoever is running the  
20 slides, are you going to put up -- there we go.

21 I'm going to go through some of the  
22 general principles of the Advisory Committee Act,

1       which some of you have heard already, and then  
2       I'm going to go into a few pointers that are sort  
3       of practical that may come up as you work on  
4       different projects or reports, or perhaps later  
5       divide into some (audio interference).

6                So, we operate under the Federal  
7       Advisory Committee Act federal statute, and that  
8       governs the operations of most federal advisory  
9       committees unless a statute expressly exempts a  
10      committee from the FACA rules.

11              And a couple guiding principles under  
12      FACA include openness in government.

13              So as you know, this is, for example,  
14      a public meeting, diversity, a balance in  
15      membership, and public accountability.

16              Next slide.

17              Public notice and open meetings are a  
18      keystone of FACA, and therefore, FACA requires  
19      timely notice of the committee's meetings, they  
20      should be published in the Federal Register,  
21      which at this point given the pandemic can be  
22      sort of a challenge, because my standing is that

1 the Federal Register is somewhat backed up.

2 But we do our best nonetheless to  
3 provide 15 days calendar notice of each committee  
4 meeting. However, to be practical, we tend to  
5 publish meeting notices in FCC releases, on the  
6 internet, under the website for the various  
7 committees, and through other media.

8 And as you see today, meetings may  
9 include video conferencing, internet conferences,  
10 teleconferencing, et cetera, and you should be  
11 aware that even when hopefully someday we go back  
12 to in-person meetings, people will also be  
13 permitted to attend (audio interference) in any  
14 other (audio interference).

15 Next slide. Next slide. Okay.

16 As I said, the meetings have to be  
17 open to the public, and FACA permits submission  
18 of written statements to the committee from third  
19 parties, which we would maintain in our file, and  
20 time-permitting or subject to the individual  
21 committee guidelines, sometimes members of the  
22 public may also address the committee at our

1 public meetings.

2 Next slide.

3 I doubt this will arise here, but  
4 there are certain specific circumstances in which  
5 meetings in whole or in part may be closed,  
6 subject to the procedures in the statute, and  
7 this would involve situations where there may be  
8 discussion of classified government materials,  
9 national security, and in some cases that have  
10 arisen with our advisory committees, trade  
11 secrets, but that is unlikely to come up with  
12 your group, as I said.

13 And if there are going to be parts of  
14 meetings that need to be closed, this will be  
15 announced in advance.

16 Next slide.

17 The Commission is required to keep  
18 minutes of meetings, and we do so, and in most  
19 cases, we maintain for public accessibility a  
20 video tape of our meetings so that anyone who is  
21 interested in the work of the committee has  
22 access to the minutes, to the video, to hear



1 everything in, you know, complete format, and  
2 also any documents we maintain can be accessed by  
3 the public.

4 Next slide.

5 Just to note that for -- it tends to  
6 be for the most significant information, we post  
7 this on committee websites.

8 Next slide.

9 Now getting down to a couple more  
10 practical things.

11 The role of your committee Chair and  
12 Vice Chair, these are important folks. They  
13 serve as the focal point for the membership. You  
14 can contact them if you have questions.

15 If there are legal questions, they or  
16 the DFO will get in touch with me. If it's  
17 recordkeeping questions, that will go to Toni and  
18 the records staff.

19 Also, the committee Chair and Vice  
20 Chair have a role in naming people to the working  
21 groups that may be set up, subject to the  
22 agency's approval, and as you know, they will

1       conduct the committee meetings and participate in  
2       formulating meeting agendas.

3               Next slide.

4               The DFO and your assistant DFO, Greg,  
5       are very key players.

6               They're responsible for, you know,  
7       keeping things running and doing it properly, and  
8       their duties will include scheduling and calling  
9       the meetings, setting up the agendas, attending  
10      the meetings.

11              If your committee Chair or Vice Chair  
12      are not available, potentially chairing the  
13      meetings, and as Toni mentioned, maintaining the  
14      committee records.

15              Also taking minutes of meeting. Next  
16      slide.

17              Okay, we can skip the recordkeeping  
18      because -- if you have questions, you can look at  
19      the slide, but Toni has covered this.

20              Okay. This is pretty important.  
21      There are likely to be informal working groups.  
22      They're called working groups, sometimes called

1 subcommittees.

2           These are groups that actually operate  
3 sort of with confidentiality and privately.

4           Unlike your FACA meetings, the  
5 informal working groups tend to meet privately,  
6 and the role of informal working groups are to  
7 gather information, create working plans, draft  
8 reports to the extent assigned by the DFO and the  
9 committee Chairs, and basically serve as the  
10 focal point for getting basic facts about things  
11 that may be addressed by your committee.

12           So setting the groundwork for  
13 subsequent reports that would go to the  
14 committee. Okay, next slide.

15           The important thing to know here if  
16 you are working on a working group is that a  
17 working group cannot act as the de facto parent  
18 advisory committee.

19           In other words, just because a  
20 recommendation comes to the full committee from a  
21 working group does not unfortunately mean the  
22 recommendation is perfect, or that you need to

1 accept it.

2 So, whenever you get a report or a  
3 recommendation at the full committee that comes  
4 from a working group, pay attention to it, but  
5 you need to debate it and to understand it, and  
6 to be able to ask questions at the meeting.

7 The key thing here is that the working  
8 group recommendations or reports cannot be  
9 rubber-stamped, and I cannot emphasize how  
10 important that is, because as you recall, the  
11 working groups can meet privately and tend to  
12 meet -- they're not usually open to the public,  
13 and therefore, if the full committee just rubber-  
14 stamps something the working group did, it would  
15 violate FACA, because you would be rubber-  
16 stamping something that was done without sort of  
17 public review and participation.

18 The other thing to remember is that  
19 the working group folks can say, potentially,  
20 here's what we did, but they can't say, here's  
21 what the CAC did, because a working group is just  
22 a small piece of the larger group and cannot

1 speak on behalf of the whole committee, and  
2 similarly, a working group without running its  
3 recommendations through the full committee cannot  
4 make direct recommendations to the Commission.

5 So, a working group is just that.  
6 It's a really important component, but it's just  
7 a working group, and then everything has to be  
8 reviewed and debated and approved by the full  
9 committee.

10 Next slide.

11 Neither the working groups nor the  
12 full committee can do surveys, and the reason --  
13 please remember this because this tends to come  
14 up frequently.

15 I don't know whether it's come up on  
16 the CAC in the past, but surveys, because in some  
17 ways -- because you guys are established by the  
18 Commission, anything that you do in terms of  
19 surveys would be subject to the Paperwork  
20 Reduction Act.

21 So, if you believe you need outside  
22 information that goes beyond what you could

1 research online or beyond what individuals  
2 already know about, and you think a survey would  
3 be great, it really wouldn't be, because it would  
4 take several months to get approval from OMB.

5 So, if you want to get information  
6 from the public, please advise your DFO.

7 There are various things that can be  
8 done to, you know, to help assist you in getting  
9 that information, but it can't be done through a  
10 survey of identical questions to more than nine  
11 members of the public.

12 We can put things online, we can post  
13 questions, we can ask online open-ended questions  
14 to try to get participation from the public, et  
15 cetera, but we cannot do formal surveys that  
16 would trigger the PRA, which, as I'm thinking is  
17 more than nine people being asked identical  
18 questions. I think that's the right number.

19 Okay, next slide.

20 I've already said this, that the  
21 informal working groups are not subject to the  
22 public notice requirements and public

1 participation of FACA.

2 Also, working groups should be less  
3 than a quorum.

4 Next slide. Okay.

5 Just a note, if you do meet in working  
6 groups, generally your discussions should be  
7 treated pretty much as confidential to -- I just  
8 lost my slide, sorry -- confidential to the  
9 members of the working group, and also just so  
10 you know, to facilitate the coordination and the  
11 flow of information, it is fine for a person  
12 who's a member of the full committee to attend  
13 the working group meetings even if you're not a  
14 member, but if you're not a member and you're  
15 attending, then you should be -- only participate  
16 as an observer and not join in the discussions  
17 or vote.

18 But it's fine if you want to sit there  
19 and just observe so you understand, you know,  
20 what other people in your group are working on.

21 Next slide. Okay.

22 The other point is that if you have a

1 working group, you may invite third parties who  
2 are often, you know, experts or members of  
3 organizations that are important to the issues  
4 you're discussing.

5 Those third parties could come in,  
6 make presentations at the group's closed meetings  
7 as to give you information that you desire.

8 However, once the third party's  
9 completed its presentation and answered  
10 questions, that individual should leave the  
11 meeting.

12 In other words, third parties, even if  
13 they present information to you, should not  
14 remain to hear your working group's internal  
15 deliberations.

16 Next slide.

17 I believe you have an exemption that  
18 already applies to your ex parte communications,  
19 or else presumably Scott or Greg will work with  
20 me, and they'll be an exemption to some sort of  
21 public notice issued shortly, but just so you  
22 know, the Commission's ex parte rules, subject to



1 any exemptions that do apply to presentations  
2 made to a committee or its working group, and  
3 presentations between the committee, working  
4 groups, and FCC staff.

5 So, that's why, since often you may be  
6 talking about or working on items that are  
7 pending before the Commission, that is why we  
8 will most likely be issuing or have issued a PN  
9 providing for exemptions for your communications.

10 Such exemptions would only apply to  
11 communications in your roles as members of the  
12 CAC, so in other words, you'd be presenting the  
13 CAC view on something, but this doesn't mean that  
14 if you represent, for example, AT&T, and you're  
15 discussing an issue from AT&T's perspective with  
16 staff responsible for that matter, that of  
17 course, in that case, in my example, the AT&T  
18 person would still need to file an ex parte  
19 letter with the Commission.

20 Okay, next slide. Whoops, we have one  
21 more slide. Okay. Seem to be having -- ah --  
22 yeah, okay, here we go.

1           So the last point is that from time to  
2 time, there have been occasions where members of  
3 a working group or the full committee have been  
4 asked to present their views, for example, in an  
5 opinion piece to a paper or to a radio station.  
6 You know, sometimes you're involved in hot  
7 topics.

8           It's fine for you to make whatever  
9 presentations you want, but you should explain  
10 when you're doing so very clearly, either in  
11 writing or verbally, that the views that you're  
12 presenting are your personal views on these  
13 topics that are pending before the CAC, and just  
14 your individual views, not those of the full  
15 committee.

16           The exception to that of course would  
17 be if the full committee has voted on something  
18 and has taken a position on it, then of course  
19 you can say, you know, the committee voted such  
20 and such, or passed the report, or, you know,  
21 sent these recommendations to the Commission.

22           But if otherwise you're just

1 discussing hot topics, and you're giving your own  
2 views of it, please make it clear that you're  
3 speaking on your own behalf and not on behalf of  
4 the committee.

5 And that is all I have, and happy to  
6 address any questions anyone might have.

7 CHAIR POCIASK: Yeah, thank you Paula  
8 and Toni. So if there are any questions, then  
9 please raise your hand and we can recognize.

10 Okay, so let's move on with the Agenda  
11 Topic 1. Everyone else should be muted at this  
12 point. I'm getting a little bit of echo.

13 So, now let's move on to Agenda Topic  
14 1. It's the FCC's response to COVID-19 pandemic.

15 In the interest of time, I'm going to  
16 ask that we hold all the questions until the  
17 entire panel of speakers has completed their  
18 presentation.

19 So let me introduce the first speaker  
20 here, on the topic of Emergency Broadband Benefit  
21 Program, we have Eric Wu.

22 He's the attorney advisor with the

1 Wireline Competition Bureau in the  
2 Telecommunications Access Policy Division. Eric,  
3 are you there?

4 MR. WU: Yes, I'm here.

5 CHAIR POCIASK: Yeah, please go ahead.

6 MR. WU: Thank you, Steve, and good  
7 morning, and thank you everyone for having me  
8 here to speak with you.

9 I'll be providing an overview of the  
10 Emergency Broadband Benefit Program that Congress  
11 established in the Consolidated Appropriations  
12 Act of 2021.

13 It is a \$3,200,000,000 temporary  
14 program designed to assist households struggling  
15 to pay for internet service during the COVID-19  
16 pandemic.

17 Today I'm going to explain what the  
18 benefit is, who's eligible for the benefit, and  
19 more about the EBB Program.

20 On December 27, 2020, the Consolidated  
21 Appropriations Act became law.

22 The act, among other changes and

1 actions, intended to provide relief during the  
2 COVID-19 pandemic, established the Emergency  
3 Broadband Benefit Program to support broadband  
4 service and equipment for low-income households.

5 The program builds on the regulatory  
6 framework for the Lifeline Program and leverages  
7 systems like the Lifeline National Eligibility  
8 Verifier, National Lifeline Accountability  
9 Database, and the Lifeline Claims System.

10 The benefit provides eligible  
11 households with up to \$50 a month discount for  
12 broadband services, including associated  
13 equipment, such as a modem, an enhanced benefit  
14 of up to \$75 a month discount for eligible  
15 households on tribal lands, and a one-time  
16 discount of up to \$100 for a laptop, desktop  
17 computer, or tablet purchased through a  
18 participating provider, if the household  
19 contributes more than \$10 and less than \$50  
20 towards the purchase.

21 The connected (audio interference)  
22 device must be provided by the same provider that

1 the eligible household is receiving discounted  
2 broadband service from as a part of the EBB  
3 Program.

4 It is not a coupon or rebate that can  
5 be used at a third-party retailer store to buy a  
6 device.

7 The Emergency Broadband Benefit is  
8 limited to one monthly service discount and one  
9 device discount per eligible household, and it's  
10 not a direct-to-consumer benefit.

11 It is a discount off the monthly  
12 service bill and/or device. The service provider  
13 will then seek reimbursement directly from the  
14 EBB Program.

15 Next slide, please.

16 There are five eligibility categories  
17 for the benefit. I'm going to go over the first  
18 four on this slide and then cover the fifth on  
19 the next slide.

20 A household is eligible if a member of  
21 the household meets one of the criteria below.

22 They've received a Pell Grant in the

1 current award year, they've been approved to  
2 receive benefits under the free and reduced price  
3 school lunch program or school breakfast program,  
4 including through the USDA Community Eligibility  
5 Provision in the 2019 to 2020 and 2020 to '21  
6 school years.

7 And this past Wednesday, we released  
8 the public notice that expanded eligibility to  
9 the current 2021 to 2022 school year, as well.

10 Another criterion is if a member of  
11 the household experienced a substantial loss of  
12 income due to a job loss or furlough since  
13 February 29, 2020, and the household had a total  
14 income in 2020 at below \$99,000 for single filers  
15 or \$198,000 for joint filers.

16 Or if a member of the household meets  
17 the eligibility criteria for participating  
18 providers existing low-income or COVID-19  
19 program.

20 Keep in mind that a member of the  
21 household must meet only one of the eligible  
22 criteria, and they do not need to meet all of the

1 criteria for the household to be eligible.

2 Next slide.

3 The fifth Emergency Broadband Benefit  
4 Program eligibility category is that a member of  
5 the household qualifies or is currently receiving  
6 benefits in the Lifeline Program.

7 Now, some of you may be familiar with  
8 the Lifeline Program. It's a federal program  
9 that lowers the monthly cost of phone and  
10 internet services.

11 Eligible customers receive up to  
12 \$9.25, or up to \$34.25 on tribal lands, toward  
13 their bill for Lifeline.

14 In order to qualify for Lifeline, the  
15 household income must be at or less than 135  
16 percent of the Federal Poverty Guidelines, or a  
17 member of the household must participate in one  
18 of the several government programs, including the  
19 Supplemental Nutrition Assistance Program, SNAP,  
20 Medicaid, Supplemental Security Income, federal  
21 public housing assistance, veterans pension and  
22 survivors benefit.



1           A member of the household may also  
2 participate in one of these tribal programs,  
3 including the Bureau of Indian Affairs General  
4 Assistance, tribal Head Start, tribal Temporary  
5 Assistance for Needy Families, and the Food  
6 Distribution Program on Indian Reservation  
7 assistance.

8           Current Lifeline participants are  
9 automatically eligible for the EBB Program, and  
10 they do not need to separately apply for the  
11 program unless they choose a provider who has an  
12 approved alternative verification process and  
13 they need to validate their eligibility for an  
14 existing low-cost or COVID-19 program.

15           In addition, current Lifeline  
16 participants that are on tribal lands are  
17 automatically eligible for (audio interference)  
18 benefit (audio interference) EBB program.

19           Current Lifeline participants will  
20 need to select a provider and an eligible EBB  
21 plan in order to receive the benefit.

22           They cannot be automatically enrolled

1 in the EBB Program by their current Lifeline  
2 service provider, and they will need to provide  
3 us affirmative consent before they can be  
4 enrolled in the EBB Program.

5 Consumers can receive both the  
6 Lifeline and the Emergency Broadband Benefit at  
7 the same time.

8 They can be applied to the same  
9 qualifying service, or separately to a Lifeline  
10 service and an EBB service for the same or  
11 different providers.

12 Next slide, please.

13 So what is a household? A household  
14 is a group of people who live together and share  
15 money, even if they're not related to each other.

16 If you live together and share money,  
17 you're one household. If you don't live together  
18 or you don't share money, you are two or more  
19 households.

20 A household can qualify because of an  
21 eligible dependent or a child that meets the  
22 eligibility criteria.

1                   You may have to answer questions about  
2 your household when you apply for the EBB  
3 Program, and there's a household worksheet  
4 available to help assist in determining the  
5 household's eligibility.

6                   Next slide, please.

7                   The EBB Program launched on May 12,  
8 2021.

9                   It is a temporary program, and will  
10 end once the program funds are exhausted or six  
11 months after the Department of Health and Human  
12 Services declares an end to the pandemic,  
13 whichever comes first.

14                   The program is administered by the  
15 Universal Service Administrative Company, which  
16 also administers the Lifeline Program, but USAC  
17 hosts the application portal and the  
18 [getemergencybroadband.org](https://www.getemergencybroadband.org) consumer website.

19                   There are over 5,300,000 households  
20 enrolled in the EBB Program, and over 109,000 of  
21 those reside on tribal lands.

22                   Additional program data can be found

1 at USAC's EBB Program website.

2 The next slide, please.

3 There are a number of consumer  
4 protections in the EBB Program. To avoid bill  
5 shock when the temporary program ends, the FCC  
6 included some important protections.

7 Participating providers must give  
8 consumers notice about the last date or billing  
9 cycle the full benefit will apply to the bill,  
10 and the date or billing cycle that a partial  
11 benefit will apply to the bill, in addition to  
12 information about the cost of broadband service  
13 after the program ends.

14 Households will be required to opt in  
15 or request to continue broadband services with  
16 their provider.

17 If they do not opt in to continue  
18 receiving broadband service with their provider,  
19 or they select a new service plan with a  
20 provider, their broadband service will end once  
21 the program ends.

22 Even if they had the service with the

1 same provider before enrolling in the EBB  
2 Program, they will need to opt in to continue  
3 services after the program ends.

4 Eligible households for the EBB  
5 Program cannot be excluded based on prior debt  
6 which has been provided, and consumers can change  
7 their benefit to a different participating  
8 provider at any time.

9 They are not locked into the company  
10 that they first enroll with; however, the  
11 connected device discount can only be used once  
12 per household, even if the household changed the  
13 providers.

14 Next slide, please.

15 The EBB Program is open to all  
16 broadband providers that meet program  
17 requirements, and not just those that are  
18 currently offering Lifeline services.

19 Both fixed and mobile broadband  
20 providers have elected to participate in the  
21 program, and fixed broadband providers' services  
22 are provided to your home at a single location.

1           These include cable, fiber optic, DSL,  
2           satellite, and fixed wireless services, whereas  
3           mobile broadband services are device-based and  
4           available throughout the service provider's  
5           service area, similar to cell phone service.

6           You will need to check with a  
7           broadband provider in the area to learn about  
8           plans for program participation, and there's a  
9           list of participating providers by state and  
10          territories at [fcc.gov/broadbandbenefit](http://fcc.gov/broadbandbenefit).

11          Additionally, consumers will be able  
12          to use USAC's Companies Near Me tool on the  
13          [getemergencybroadband.org](http://getemergencybroadband.org) website to look up  
14          service providers offering services near their  
15          zip code.

16          Not all providers plan to offer  
17          connected devices through the program, and you'll  
18          be able to look at providers that are offering  
19          devices at [fcc.gov/broadbandbenefit](http://fcc.gov/broadbandbenefit).

20          Thank you, and I will now turn it back  
21          over to Steve for the next presentation.

22          CHAIR POCIASK: Okay, thank you, Eric,

1 I appreciate that, and let's move on to a  
2 discussion of the Emergency Connectivity Fund  
3 programs for students, schools, and libraries.

4 Our presenter today is Molly O'Connor,  
5 attorney advisor for the Wireline Competition  
6 Bureau and the Telecommunications Access Policy  
7 Division. Molly?

8 MS. O'CONNOR: Thank you, Steve. Hi  
9 everyone. Thank you all for having me. Again my  
10 name is Molly O'Connor.

11 I'm here to provide a brief overview  
12 of the Emergency Connectivity Fund program for  
13 schools and libraries, as well as an update on  
14 what has been happening lately in the program.

15 So to start out with a little  
16 background on the program, earlier this year,  
17 Congress established the \$7.171 billion Emergency  
18 Connectivity Fund as part of the American Rescue  
19 Plan Act of 2021.

20 The fund was created in order to help  
21 schools and libraries provide connected devices  
22 and broadband connectivity to students, school

1 staff, and library patrons at locations that  
2 include locations other than a school or library  
3 campus during the coronavirus pandemic.

4 So, many of you may be familiar with  
5 the E-Rate Program that supports on-campus  
6 services.

7 The Emergency Connectivity Fund was  
8 designed to address remote learning needs off-  
9 campus.

10 Given only 60 days to promulgate rules  
11 for the distribution of this funding, the  
12 Commission sought comment on how best to  
13 implement the Emergency Connectivity Fund, and we  
14 received several hundred filings in response from  
15 a diverse array of stakeholders.

16 And on May 10, the Commission adopted  
17 a report and order in which we established rules  
18 for the distribution of funding through which  
19 eligible schools and libraries could apply for  
20 reimbursement of the purchase of laptops,  
21 tablets, Wi-Fi hotspots, modems, routers, and  
22 broadband connections for off-campus use by



1 students, school staff, and library patrons who  
2 would otherwise not have access to such eligible  
3 equipment and services during the current school  
4 year.

5 More recently on June 29, 2021, USAC,  
6 who administers the program, opened the initial  
7 application filing window, allowing eligible  
8 schools and libraries to apply for reimbursement  
9 of such eligible equipment and services.

10 And I'm happy to report that the first  
11 application filing window just closed on August  
12 13, 2021, garnering applications amounting to  
13 \$5.137 billion in requested funding.

14 And in light of this outstanding  
15 demand, a second application filing window will  
16 be opened on September 28 and close on October 13  
17 in order to provide support for the current  
18 school year.

19 I'll discuss the application filing  
20 windows in greater detail right after a brief  
21 overview of the program rules. Next slide,  
22 please.

1           So first I'll go over who is eligible  
2           to apply for the Emergency Connectivity Fund  
3           Program. Our rules provide that all schools,  
4           libraries, and consortia of schools and libraries  
5           that are eligible for E-Rate services are  
6           eligible to apply for the Emergency Connectivity  
7           Fund.

8           Please note that entities do not need  
9           to participate in the E-Rate Program in order to  
10          participate in the Emergency Connectivity Fund  
11          Program. USAC will verify the eligibility of all  
12          new applicants as part of the Emergency  
13          Connectivity Fund Program application process.

14          So, for schools, eligibility is based  
15          on the definition of elementary and secondary  
16          schools established in the Elementary and  
17          Secondary Education Act, or ESEA, and under ESEA,  
18          states are the ones that define elementary and  
19          secondary schools.

20          Additionally, as for who is not  
21          eligible, for-profit schools and schools with an  
22          endowment of \$50 million or more are not eligible

1 for Emergency Connectivity Fund support.

2 As for libraries, the eligibility of  
3 libraries is based on the definition established  
4 in the Library Services and Technology Act. And  
5 I'd also note that this definition includes  
6 tribal libraries, and therefore tribal libraries  
7 are eligible for ECF support. Next slide, please.

8 Next we'll just go over what is  
9 eligible for Emergency Connectivity Fund support,  
10 starting with equipment.

11 So, the American Rescue Plan Act  
12 specifically sets out that eligible equipment  
13 includes connected devices, Wi-Fi hotspots,  
14 modems, routers, and devices that combine a modem  
15 and a router.

16 Connected devices are further defined  
17 to include laptops and tablet computers. This  
18 includes Chromebooks and iPads, but it does not  
19 include desktop computers and smartphones, so  
20 those are not eligible. And additionally, just  
21 to mention that aircards are eligible wireless  
22 modems. Next slide, please.

1           In addition to equipment, schools and  
2           libraries can also request support for  
3           commercially available internet services to  
4           provide either fixed or mobile broadband  
5           connections.

6           Dark fiber is ineligible for the  
7           Emergency Connectivity Fund, as is construction  
8           of broadband networks and customer premises  
9           equipment for receiving data caching services.

10           These are generally ineligible,  
11           however there is a limited exception where there  
12           are no commercially available internet service  
13           options sufficient to engage in remote learning.

14           One other thing I just want to note is  
15           that the funding is available to support off-  
16           campus learning even if the school or library is  
17           returned to full-time in-person instruction or  
18           some type of hybrid model. That will not  
19           disqualify them from eligibility. Next slide,  
20           please.

21           So the program will reimburse  
22           applicants for the reasonable cost of eligible

1 equipment and services, and in the order the FCC  
2 established maximum reasonable support amounts  
3 for certain equipment.

4 So as noted here, there is a cap of  
5 \$400 for each connected device and a maximum of  
6 \$250 that can be requested for each Wi-Fi hotspot  
7 provided to a student, school staff, or library  
8 patron.

9 And for all other services and  
10 equipment, USAC is directed to carefully review  
11 the requests and determine, along with the FCC's  
12 guidance, that the expenses are reasonable. Next  
13 slide, please.

14 Okay, just a brief overview of the  
15 application process and the reimbursement  
16 process.

17 So schools and libraries can apply by  
18 submitting an ECF FCC Form 471 application in  
19 order to request support for eligible equipment  
20 and services purchased and provided between July  
21 1, 2021 and June 30, 2022, so it covers the  
22 current school year, and that's for use by

1 students, school staff, or library patrons who  
2 would otherwise lack access to devices or  
3 connectivity sufficient to meet their remote  
4 learning needs.

5 And in order to ensure that funding is  
6 used to support those who are unconnected,  
7 schools and libraries will be required to certify  
8 that they are only seeking support for eligible  
9 equipment and services that will be provided to  
10 the students, school staff, and library patrons  
11 who do not have access to devices or connectivity  
12 sufficient to meet their remote learning needs.

13 Additionally, applicants will also be  
14 required to certify to compliance with all  
15 applicable local, state, and tribal procurement  
16 requirements. They will not be subject to a  
17 program specific competitive bidding process like  
18 they are in the E-Rate Program.

19 And now that we've completed one  
20 application filing window, I also wanted to  
21 discuss the invoicing process. So there are two  
22 ways for applicants to request reimbursement for

1 eligible equipment and services through the  
2 program.

3 Applicants and service providers who  
4 agree to invoice on behalf of an applicant may  
5 submit a request for reimbursement once the  
6 services and equipment have been received or  
7 delivered, consistent with what was approved on  
8 the ECF FCC Form 471 application.

9 And on the next slide I will discuss  
10 the first application filing window.

11 So, USAC opened the initial 45 day  
12 application filing window on June 29, and it was  
13 closed recently on August 13, 2021.

14 As I mentioned, the FCC received  
15 requests for \$5.137 billion in order to fund 9.1  
16 million connected devices and 5.4 million  
17 broadband connections during the first filing  
18 window.

19 We received applications from all 50  
20 states, as well as American Samoa, Guam, Northern  
21 Mariana Islands, Puerto Rico, U.S. Virgin  
22 Islands, and D.C., and this includes schools and

1 libraries in both rural and urban communities,  
2 and they were all seeking funding for eligible  
3 equipment and services received or delivered  
4 between July 1, 2021 and June 30, 2022.

5 I just want to note that the FCC has  
6 made a map of the state by state breakdown of  
7 funding demands available on its website.  
8 Additionally, more specific data about who  
9 applied and what was requested is available on  
10 USAC's open data platform, which is scheduled to  
11 be made publicly available today.

12 In recognizing the importance of  
13 getting funding out quickly, the FCC set a target  
14 in the order to review and issue decisions for 50  
15 percent of the workable applications filed within  
16 60 days after the close of the filing window,  
17 which would be around mid-October.

18 USAC and the FCC are currently  
19 reviewing the applications from the first window,  
20 and they're looking to release the first wave of  
21 commitments in the very near future. Next slide,  
22 please.



1           So, in view of outstanding demand, as  
2 well as the recent spike in coronavirus cases,  
3 the FCC will open a second 15 day application  
4 filing window for schools and libraries to  
5 request funding or connect to devices and  
6 broadband connections for off-campus use by  
7 students, school staff, and library patrons for  
8 the current 2021 to 2022 school year.

9           In opening this window, we are  
10 recognizing the challenges that many schools  
11 faced with the limited resources that they have  
12 available during the summertime recess. So USAC  
13 will open the second application filing window on  
14 September 28 and close it 15 days later, on  
15 October 13, 2021.

16           And given that the demand was so great  
17 during the first window, and there's a chance  
18 that demand may exceed the available funding in  
19 the second application filing window, the rules  
20 also establish a mechanism for prioritizing  
21 applications based on their E-Rate Category 1  
22 discount rates, and it will also be provided that

1 a five percent increase will be provided to rural  
2 schools and libraries. Next slide, please.

3 Finally, I just wanted to provide a  
4 number of ECF Program resources, specifically in  
5 order to apply, which you can access the  
6 application along with general information about  
7 the program at the ECF website, which is  
8 [www.emergencyconnectivityfund.org](http://www.emergencyconnectivityfund.org).

9 Additionally, the FCC regularly  
10 updates its website with the most frequently  
11 asked questions about the program, which is also  
12 linked here at [www.fcc.gov/emergency-](http://www.fcc.gov/emergency-)  
13 [connectivity-fund-faqs](http://www.fcc.gov/emergency-connectivity-fund-faqs).

14 For all other ECF related inquiries,  
15 there is a customer service center specifically  
16 dedicated to answering questions about the  
17 application process and all things Emergency  
18 Connectivity Fund Program related, and this can  
19 be reached by calling 1-800-234-9781.

20 The line is open from Monday to Friday  
21 from 8:00 a.m. to 8:00 p.m. Eastern Time.

22 This concludes my overview of the

1 Emergency Connectivity Fund Program, so I will  
2 pass it back to Steve. Thank you all.

3 CHAIR POCIASK: Well, thank you,  
4 Molly.

5 So, let's turn our attention to the  
6 COVID-19 Telehealth Program. We have two  
7 speakers on this topic, Jennifer Best Vickers and  
8 David Ahern.

9 Jennifer is the attorney advisor with  
10 the Wireline Competition Bureau on the COVID-19  
11 Telehealth Team, and David is a senior advisor  
12 with the Office of General Counsel, the counsel's  
13 Connect2Health task force.

14 So, let me go ahead and turn it over  
15 first to Jennifer and then David.

16 MS. VICKERS: Thank you, Steve. Good  
17 morning and thank you for having me.

18 My name is Jennifer Best Vickers and  
19 I am an attorney advisor in the Wireline  
20 Competition Bureau, and I have had the distinct  
21 pleasure of working on both round 1 and round 2  
22 COVID-19 Telehealth teams.

1                   As you may know, the COVID-19  
2           Telehealth Program was established by Congress as  
3           part of the CARES Act in early 2020 in response  
4           to the COVID-19 pandemic.

5                   Congress appropriated \$200 million to  
6           the FCC to provide health care providers with  
7           funding to purchase tools necessary to treat  
8           patients remotely, and by doing so, mitigate the  
9           spread of COVID-19. Oh, my apologies. Next  
10          slide.

11                   During round 1, the COVID-19  
12          Telehealth Program garnered a lot of interest.  
13          The FCC received over 4,000 applications.

14                   The telehealth team reviewed  
15          applications on a rolling basis and awarded \$200  
16          million in funding to 539 applicants in 47  
17          states, the District of Columbia, and Guam. Next  
18          slide.

19                   With the success of round 1 and with  
20          COVID-19 continuing to ravage our country,  
21          Congress appropriated an additional \$249.95  
22          million to the COVID-19 Telehealth Program

1 through the Consolidated Appropriations Act in  
2 December of 2020. Next slide.

3 Congress did not require any  
4 eligibility changes to round 2 of the program.  
5 For both round 1 and round 2 of the program, in  
6 order to be eligible to receive funding,  
7 applicants had to be or must be non-profit and  
8 public health care providers that fall within the  
9 categories listed on this slide.

10 While these categories are similar to  
11 those in the Rural Health Care Program, both  
12 rural and urban applicants may participate in the  
13 COVID-19 Telehealth Program. Next slide.

14 As for eligible services and devices,  
15 health care providers may receive funding for  
16 information services and devices to enable them  
17 to provide remote patient care.

18 For instance, providers can receive  
19 funding to expand their internet network  
20 capabilities, security, and stability, as well as  
21 increase their cellular connectivity and voice  
22 services.

1           In addition, funding is available for  
2 devices that allow providers to monitor their  
3 patients remotely in a brick and mortar facility,  
4 mobile unit, or from the patient's own home. Next  
5 slide.

6           The items most frequently requested  
7 from across both programs are telehealth and  
8 videoconferencing platforms and subscriptions,  
9 internet services and network upgrades,  
10 computers, laptops, telemedicine carts, and  
11 peripheral devices for providers, cell phones and  
12 tablets for patients, as well as cellular and  
13 internet service for patients to allow patients  
14 to communicate with their providers remotely.

15           Also popular are patient monitoring  
16 devices that allow providers to assess patients  
17 with acute and chronic health conditions in real-  
18 time without the patient even leaving their  
19 couch. Next slide.

20           The Consolidated Appropriations Act  
21 required the FCC to make some policy and  
22 procedural changes to round 2 of the program.

1           Those changes include establishing a  
2           system to evaluate and prioritize applications,  
3           ensuring that all 50 states, territories, and the  
4           District of Columbia receive funding across both  
5           rounds of the program, and provide applicants  
6           with the ability to supplement their application  
7           before it is denied by the Commission. Next  
8           slide.

9           As required by Congress, the FCC  
10          established an objective and transparent scoring  
11          system. The FCC identified nine evaluation  
12          metrics and weighted the scoring for each metric  
13          to target funding to those health care providers  
14          that most need telehealth funding.

15          As you can see on the slide, health  
16          care providers received 15 points if they're in a  
17          hardest hit area, a low-income area, a tribal  
18          community, or did not receive funding but applied  
19          for funding during round 1.

20          The points are cumulative, meaning  
21          that the applicants can receive points for each  
22          individual metric, but cannot receive any more

1 than 95 points.

2 Also, the metrics that you can receive  
3 ten points for and five points for are listed on  
4 this slide. Next slide.

5 The FCC established a phased funding  
6 approach to address equitable funding  
7 requirements by Congress.

8 First, the FCC would award funding to  
9 the highest scoring applicants from each state,  
10 territory, and the District of Columbia. This is  
11 part of the equitable distribution phase.

12 Then, in the initial commitment phase,  
13 the FCC will continue to fund the highest scoring  
14 applications, regardless of service area, until  
15 at least \$150 million in commitments have been  
16 awarded. Next slide, please.

17 Those applicants not funded during the  
18 equitable distribution and initial commitment  
19 phases will receive an Intent to Deny letter,  
20 providing the applicant with ten days to  
21 supplement their application.

22 The FCC will then re-evaluate and re-



1 score each application, and award funding to the  
2 highest scoring applicants until the 249.95  
3 million in funding has been awarded. Next slide.

4 The FCC made other changes to round 2  
5 of the program, including creating a filing  
6 window, providing outreach and training to  
7 applicants, and a phased funding commitment  
8 approach, as discussed earlier.

9 In addition, the FCC engaged the  
10 Universal Services Administrative Company, USAC,  
11 to assist in administering the program under the  
12 FCC's supervision, like the FCC does with many of  
13 its other universal service programs. Next slide.

14 As you can see by this slide, since  
15 the Consolidated Appropriations Act, the FCC has  
16 been steadily and efficiently reaching huge  
17 milestones in the program.

18 Most notably, during the one week  
19 application filing window from April 29 through  
20 May 6, 2021, the FCC received almost 2,000  
21 applications from all 50 states, territories, and  
22 the District of Columbia. Next slide.

1                   As stated earlier, USAC and the FCC  
2 proactively reached out to applicants through  
3 email and information posted on both USAC's and  
4 FCC's websites.

5                   We also offered live and recorded  
6 videoconference training webinars before and  
7 during the application filing window to assist  
8 health care providers with their applications.  
9 Some of the outreach and training were targeted  
10 to tribal organizations.

11                   USAC and the FCC have been busy  
12 responding to emails and calls to their support  
13 lines and inboxes, responding to well over 1,800  
14 emails and 500 phone calls so far. Next slide.

15                   Most recently, on August 26, the FCC  
16 issued funding commitment awards in the first  
17 wave of the equitable distribution funding phase.

18                   The FCC awarded funding to 62  
19 applicants from all 50 states, territories, and  
20 the District of Columbia, totaling \$42 million in  
21 funding. The final wave of equitable distribution  
22 funding awards will be issued in the coming

1 weeks. Next slide.

2 The next steps of round 2 funding  
3 awards include completing all the commitment  
4 phases discussed earlier and awarding funding to  
5 the highest scoring applicants until all funding  
6 is exhausted. Next slide.

7 This is only a brief overview of a  
8 very comprehensive program. If you'd like  
9 additional information about the COVID-19  
10 Telehealth Programs, round 1 and round 2, you can  
11 access information from the FCC and USAC landing  
12 page website on this slide.

13 Now I'd like to turn it over to my  
14 distinguished colleague, David Ahern from  
15 Connect2Health.

16 Thank you very much and have a  
17 wonderful day.

18 CHAIR POCIASK: Hey David, do you have  
19 your --

20 MR. AHERN: Yes.

21 CHAIR POCIASK: Your mute on? Okay,  
22 go ahead, please.

1 MR. AHERN: Okay, thank you. Thank  
2 you, Jennifer and thank you, Steve, for the  
3 invitation and opportunity to present to you  
4 today.

5 First I'll begin with the next slide,  
6 with an overview of the Connect2Health Task  
7 Force.

8 The Connect2Health Task Force is  
9 comprised of a senior level team in the Office of  
10 General Counsel of the FCC and is chaired by  
11 Acting General Counsel Michele Ellison.

12 So to be clear, the task force is not  
13 a federal advisory committee. Rather, it's a  
14 small specialized team within the FCC.

15 The task force is charged with  
16 studying the intersection of broadband, advanced  
17 technology and health, making policy  
18 recommendations, working on various initiatives,  
19 and providing expert assistance to the agency on  
20 telehealth related programs and policies.

21 More detailed information about the  
22 task force and our work can be found on the FCC's

1 website at [www.fcc.gov/health](http://www.fcc.gov/health).

2 Some of the current initiatives that  
3 we'll highlight include the Mapping Broadband  
4 Health in America platform.

5 The task force conceived and created  
6 this mapping platform to serve as a valuable  
7 interactive tool for public and private  
8 stakeholders to visualize key cross currents in  
9 broadband and health data at the national, state,  
10 and county levels.

11 And the map has been used by policy  
12 makers, researchers, as well as innovators and  
13 entrepreneurs in the digital health space.

14 The task force is currently working on  
15 significant updates to the platform, including  
16 incorporating substance use and opioids-related  
17 data that Congress has requested.

18 We believe this update is especially  
19 timely, given the profound impact of and critical  
20 need for telehealth and other broadband-enabled  
21 health solutions during the ongoing pandemic, and  
22 to help address another ongoing national public

1 health emergency that is the opioid crisis, which  
2 tragically worsened last year.

3 Another initiative is the Linking and  
4 Amplifying User-Centered Networks through  
5 Connected Health, or LAUNCH Initiative.

6 This initiative focuses on promoting  
7 broadband-enabled solutions for individuals with  
8 cancer in rural Appalachian counties of Kentucky.

9 This work, along with other studies of  
10 broadband and health conducted by the task force  
11 has advanced our understanding of the  
12 relationship of broadband access and adoption to  
13 cancer incidents and mortality, and I'll speak a  
14 bit more about this initiative shortly.

15 Another new initiative of the task  
16 force is the broadband as a social determinant of  
17 health initiative. This initiative is focused on  
18 advancing broadband as a recognized and  
19 established social determinant of health.

20 The task force has conducted several  
21 studies which provide evidence supporting this  
22 case, and we're seeing more interest across the

1 health policy and health research spectrum,  
2 research community showing a relationship between  
3 broadband access and adoption and health outcomes  
4 and mortality.

5 I'd like to also conclude with a  
6 summary of the support for the COVID Telehealth  
7 Program that the task force has provided and also  
8 the health and health care benefits of the  
9 program. Next slide.

10 So the vision of the task force, one  
11 that really guides our work, is that everyone  
12 connected to the people, services, and  
13 information they need to get well and stay  
14 healthy, so this helps inform our work and keeps  
15 us focused on the larger goal of having everyone  
16 connected. Next slide.

17 The objectives overall of the task  
18 force are to promote effective policy and  
19 regulatory solutions, identify where there are  
20 barriers to those solutions, strengthening the  
21 nation's telehealth infrastructure through  
22 broadband, and raising awareness to the public of

1 the value proposition of broadband, where we  
2 think the health use case is particularly  
3 compelling to the public in terms of the  
4 importance of broadband. Next slide.

5 So, it really is the broadband health  
6 imperative work that we do within the task force,  
7 and that we believe strongly that future public  
8 health is fundamentally premised on the  
9 widespread availability and accessibility of  
10 highspeed connectivity by health care providers,  
11 public health departments, and consumers alike,  
12 so having access to highspeed broadband really is  
13 critical to improving health and health care.

14 Next slide.

15 One of the concerns that the task  
16 force has had, and perhaps for many of us  
17 publicly is the impact that the COVID-19 pandemic  
18 has had on access to care, particularly in the  
19 context of COVID, but also if an individual has a  
20 comorbidity or another illness or condition for  
21 which they are not able to seek care because of  
22 COVID-19.



1                   And I share this slide, which was  
2                   published and presented by Dr. Ned Sharpless, the  
3                   director of the National Cancer Institute, where  
4                   there was a study done projecting through a  
5                   modeling approach what the cumulative excess  
6                   deaths from colorectal and breast cancers alone  
7                   would be related to lapses in care, both  
8                   screenings and care delivery, for cancer from  
9                   2020 to 2030, so what this article respectively  
10                  projects is an excess of 10,000 deaths for these  
11                  two cancer types as a result of the lack of  
12                  screenings and care, so this certainly raises a  
13                  high level of concern, and one in which we think  
14                  connectivity could be part of the solution. Next  
15                  slide.

16                  The other observation through the  
17                  pandemic that was known but clearly the spotlight  
18                  has been put on the structural inequities in  
19                  health care within the health care system, and  
20                  this is shown in the racial disparities  
21                  distribution, the COVID-19 deaths, that persons  
22                  of color have disproportionately higher rates of

1 death and complications to COVID-19, and this  
2 disparity is one that has become particularly  
3 acute in the context of the COVID pandemic. Next  
4 slide.

5 And a final public article was an  
6 evaluation of Quest Diagnostics data during the  
7 pandemic in 2020 where three in five U.S. adults  
8 have avoided or delayed in-person health care,  
9 one in three Americans who have a chronic health  
10 condition reported that their condition had  
11 worsened during that period, and that one in five  
12 Americans had skipped or delayed blood work or  
13 lab testing during this time.

14 And what the concerns of this are that  
15 there will be this significant increase in  
16 worsening of conditions and health status, and  
17 need of care post-pandemic that we're sort of  
18 anticipating as a result of these changes. Next  
19 slide.

20 So in the context of the work of the  
21 task force, this particular initiative that I  
22 mentioned earlier, the LAUNCH collaborative, the

1 LAUNCH initiative really does address some of  
2 these barriers and burdens that have only been  
3 made worse by the COVID-19 pandemic, and  
4 particularly in rural areas of the United States  
5 where access to care is limited, through either  
6 limited access to connectivity and geography, in  
7 terms of distance from clinical centers.

8           So in 2017, the Federal Communications  
9 Commission and the National Cancer Institute  
10 signed a memorandum of understanding with  
11 colleagues from the University of California San  
12 Diego Design Laboratory and Amgen as the private  
13 entity, to join the University of Kentucky Markey  
14 Cancer Center in focusing on addressing the  
15 burden of cancer care for individuals living in  
16 rural counties of Appalachian Kentucky, where  
17 although three or four hours from Lexington, the  
18 cancer center, Markey Cancer Center, the distance  
19 alone is tremendously burdensome, and then access  
20 to care through connectivity is limited.

21           So bringing broadband solutions to  
22 these communities, particularly those counties

1 with limited broadband access, was a really  
2 important part of our work, and you can find more  
3 details about our reports and our publications of  
4 the work over the last four years on the website  
5 that we've provided earlier. Next slide.

6 One part of the work that was done in  
7 the LAUNCH Initiative was really using the  
8 broadband mapping in health tool, and looking at  
9 those counties, specifically in the Appalachian  
10 region of Kentucky, that have what we term double  
11 burden status, that is having low internet access  
12 and high mortality rates related specifically in  
13 this case to lung cancer.

14 And we were able to identify those  
15 counties, and those counties are those that would  
16 benefit perhaps the greatest from increasing  
17 broadband access and addressing some of the  
18 cancer burden and cancer morbidity to reduce  
19 those mortality rates, and that's part of the  
20 work that we've been doing.

21 And we have a specific study looking  
22 at the broadband and cancer relationship through

1 the data analysis work of the team, and we have a  
2 paper that we'll be submitting for publication  
3 soon that demonstrates this double burden concept  
4 and really provides, I think, an important  
5 resource for researchers and health policy makers  
6 to really target those communities that could  
7 have the greatest benefit from receiving  
8 broadband and having access to care. Next slide.

9 So, to conclude, the health and health  
10 care benefits of the COVID-19 Telehealth Program  
11 have really become quite clear as we're seeing  
12 more studies actually being published.

13 It really highlights the critical role  
14 of broadband in supporting telehealth and  
15 telemedicine, and that funding programs like the  
16 COVID-19 Telehealth Program can help fill the  
17 gaps in access to care created by the pandemic.

18 It addresses the need for connected  
19 health devices to support remote patient  
20 monitoring and virtual care, which increased  
21 dramatically as most folks may know during the  
22 pandemic as a way to continue to stay connected

1 and hopefully mitigate some of those projections  
2 of the worsening state of health status related  
3 to the pandemic.

4 And finally, to help bridge the  
5 digital divide and reduce the health inequities  
6 that we know exist in the health care system.

7 So I'll conclude with that and look  
8 forward to any further discussion. Thank you.

9 CHAIR POCIASK: Okay, well, thank you,  
10 Jennifer and David for that. Let's just turn to  
11 the last speakers here.

12 On the topic of outreach to consumers  
13 and providers, we have Lyle Ishida, the division  
14 chief for the Consumer and Government Affairs  
15 Bureau and the Consumer Affairs and Outreach  
16 Division, and then we'll have Michael Snyder, the  
17 deputy division chief at the Consumer and  
18 Government Affairs Bureau at the Web and Printing  
19 Publishing Division.

20 So, Lyle, are you ready?

21 MR. ISHIDA: I am, and thank you very  
22 much, Steve. Mr. Chairman, Madam Vice Chair,

1       esteemed members of the Consumer Advisory  
2       Committee, my longtime friend and colleague DFO  
3       Scott Marshall, Deputy DFO Greg Haledjian, and  
4       ladies and gentlemen on the livestream, I'm Lyle  
5       Ishida.

6                 Aloha kakahiaka, a warm and pleasant  
7       good morning to all of you.

8                 It's a pleasure and honor to take a  
9       few minutes to discuss our outreach efforts  
10       surrounding the Emergency Broadband Benefit and  
11       other FCC COVID-19 response programs.

12                Our team has supported consumers and  
13       consumer-focused entities by socializing the  
14       COVID-19 response programs you just heard about,  
15       fielding inquiries and ensuring partners and  
16       others get connected with the right people for  
17       help.

18                And additionally, I just want to  
19       reinforce something that you heard Patrick  
20       discuss earlier in this session about the FCC  
21       Chair's Awards for Advancement in Accessibility.

22                This year's awards focus on notable

1 technical policy and practice achievements to  
2 provide accessibility to the disability community  
3 during the challenges of the pandemic.

4 Our nomination period approaches and  
5 we want to build awareness of the award, its  
6 history and purpose, and nomination procedures,  
7 and they're all available at [www.fcc.gov/fccaaa](http://www.fcc.gov/fccaaa),  
8 and we hope to engage all of you on this stream  
9 in the next version of the award. So, please join  
10 us there.

11 But as the primary consumer focused  
12 program to help the households deal with  
13 challenges of the pandemic, I'd like to focus my  
14 comments today about our outreach and education  
15 effort surrounding the Emergency Broadband  
16 Benefit, EBB.

17 Next slide, please. Oh, sorry about  
18 that, Greg. Put that back, the first slide  
19 backwards. Sorry.

20 As the only direct consumer benefit  
21 program included in the FCC's COVID-19 response  
22 efforts, EBB has been our primary focus and it



1 involves a number of complimentary work streams.

2           Among the most relevant are  
3 presentations to community groups, national and  
4 state advocacy and governmental organizations,  
5 local houses of worship and neighborhood leaders.

6           As soon as the legislation authorizing  
7 this program was announced, we knew that  
8 partnering with trusted local voices would be  
9 critical to the success of the program and  
10 building awareness.

11           Since February, we have had over  
12 32,000 partners, ranging from local boys and  
13 girls clubs, school districts, Meals on Wheels,  
14 and grassroots organizers, to national non-  
15 profits that focus on digital inclusion volunteer  
16 to help us spread the word.

17           Leveraging this email list has kept  
18 partners up to date on the program developments,  
19 socialized a really robust tool kit which Mike  
20 Snyder will highlight for you shortly, and  
21 maintained a sense of community among those  
22 dedicated to building program awareness and

1 acceptance where they live and work.

2 We have also worked across government  
3 and through our networks to share information  
4 about the program with Department of Labor, state  
5 unemployment agencies, workforce trade groups. We  
6 co-hosted a webinar with HHS for which over 1,700  
7 attendees participated, and co-hosted another  
8 webinar with Housing and Urban Development group.

9 We shared EBB information with  
10 governors' offices, state officials, and mayors,  
11 and are actively working through a number of  
12 local officials to share EBB information  
13 directly, and through national and on the ground  
14 organizations such as NARUC, NASUCA, National  
15 Association of Cities, and NALEHO (phonetic), to  
16 name a few.

17 The FCC has also collaborated with the  
18 Department of Education on an email campaign to  
19 conduct individual outreach to all of the 2020  
20 and 2021 Pell Grant recipients to increase  
21 awareness of the EBB Program, given their unique  
22 eligibility.

1           In addition to our partnership work,  
2           our EBB Team also triages and answers the EBB  
3           general information inbox, which has received  
4           over 5,400 inquiries that are each responded to  
5           personally.

6           Before and surrounding the launch  
7           date, these inquiries were overwhelmingly focused  
8           on seeking program information about the EBB.

9           The natures of the inquiry have  
10          evolved over time so that we're now fielding  
11          inquiries about either the status of a consumer's  
12          application or consumer inquiries related to  
13          providers and their service offerings and billing  
14          practices.

15          The book an EBB speaker button has  
16          received over 3,000 inquiries since May, and  
17          while not all requests were for speakers, since  
18          May, we've participated in over 350 community  
19          group presentations.

20          Consumers have also been using the  
21          button to address general information, and these  
22          inquiries are responded to similar to the EBB

1       inbox individually, but are not counted in that  
2       metric.

3                   The EBB Speaker Program is robust.  
4       Some weeks, we saw our staff providing EBB  
5       presentations in 30 to 40 events. Next slide,  
6       please.

7                   So, you know, as a federal employee  
8       and those in the federal space, you know that you  
9       can't come to a federal presentation without an  
10      ask.

11                   The story goes, as a federal employee,  
12      I say, we're here to help, and everyone else  
13      says, glad to have you. I have an ask.

14                   We ask that you leverage your circles  
15      and partners to build awareness about these two  
16      pathways to help and assist consumers to  
17      ultimately learn about and enroll in the EBB.

18                   By visiting [fcc.gov/broadbandbenefit](http://fcc.gov/broadbandbenefit),  
19      your partners and affiliates will be able to both  
20      book a speaker for their membership or  
21      communities, and also sign up to be an EBB  
22      outreach partner to join this growing group of

1 consumer engagement advocates and navigators that  
2 can help amplify program awareness and trust.

3 Next slide, please.

4 So, okay, so having done our ask, a  
5 brief highlight of what's ahead. Next slide  
6 after this, please. So, our work on EBB is not  
7 done. We continue to find ways to spread the  
8 word about the program and opportunity that being  
9 connected can provide to households.

10 We're focusing on more data-driven  
11 approaches, and now that we have a few months of  
12 program data to review, you can view enrollment  
13 of data broken out in a number of ways, including  
14 down to the five digit zip code level.

15 You can find that by visiting  
16 [www.usac.org/about/emergency.broadband-benefit-](http://www.usac.org/about/emergency.broadband-benefit-program/emergency-broadband-benefitprogram-enrollments-and-claims-tracker)  
17 [program/emergency-broadband-benefitprogram-](http://www.usac.org/about/emergency.broadband-benefit-program/emergency-broadband-benefitprogram-enrollments-and-claims-tracker)  
18 [enrollments-and-claims-tracker.](http://www.usac.org/about/emergency.broadband-benefit-program/emergency-broadband-benefitprogram-enrollments-and-claims-tracker)

19 And I know that's really difficult, so  
20 for those on the live stream, if you want to just  
21 get that URL, please send us an email at  
22 [broadbandbenefit@fcc.gov](mailto:broadbandbenefit@fcc.gov), and for those internal

1 participating in this live stream, I have just  
2 posted that into our comments.

3 We are also open to feedback and  
4 suggestions on where outreach can improve. Since  
5 February, we've continuously held meetings with a  
6 variety of stakeholder groups to gather feedback  
7 on program and accomplished materials to ensure  
8 that both public messaging efforts and the  
9 toolkit contents are effectively driving program  
10 awareness enrollment.

11 If you have feedback or best  
12 practices, please share with us so that we can  
13 benefit from your experience. And as a final  
14 reminder, we welcome any opportunity to work  
15 together on consumer outreach and engagement  
16 activities. Our group email address is  
17 outreach@fcc.gov.

18 I close with an acknowledgment of our  
19 team members who have done yeoman's work, days,  
20 nights, weekends, to accomplish the missions that  
21 I discussed today, and they include Alma Hughes,  
22 Chantal Virgile, David Savolaine, Deandrea

1 Wilson, Diana Coho, Rebecca Lockhart, Renee  
2 Coles, and our team's project leader, Keyla  
3 Hernandez-Ulloa, associate division chief, who  
4 has continued to demonstrate exceptional  
5 leadership skills and an unparalleled work ethic to  
6 this mission.

7 So, with that, that concludes my  
8 briefing. Thank you again for the opportunity to  
9 present to all of you. So Steve, take it away.

10 CHAIR POCIASK: Yeah, Michael Snyder,  
11 it's up to you. You go ahead, please. Michael,  
12 are you there? Michael Snyder?

13 Okay, well look, while I'm waiting,  
14 John at NCL, you had a question. Why don't we  
15 just open it up for a quick question, and then  
16 we'll see if we can get Michael back on?

17 MEMBER BREYAULT: Oh Steve, this is  
18 John. It looks like Michael just joined.

19 CHAIR POCIASK: Okay. All right, go  
20 ahead. Yeah, go ahead.

21 MR. SNYDER: Okay. Sorry about that,  
22 new headset.

1                   Thanks very much for the opportunity  
2                   to participate in the CAC meeting and share some  
3                   information about what the Web and Print  
4                   Publishing Division has been doing, specifically  
5                   with the Emergency Broadband Benefit.

6                   It continues to be a top priority for  
7                   the Web and Print Publishing Division, and it's  
8                   been one of our most ambitious projects in terms  
9                   of robust content creation for consumers in web,  
10                  print, and social media to date.

11                  If we could go to our first slide,  
12                  Greg? Or perhaps we're on there already.

13                  On February 11, 2021, this year, WPPD  
14                  stood up the initial EBB webpage, and by the end  
15                  of the month working with the IT developers in  
16                  the FCC, an outreach partner intake form was  
17                  added to the page, along with logos and branding  
18                  produced by WPPD's web and graphic design team,  
19                  and I didn't grab the stat, but I know we had  
20                  actually thousands of people interested in  
21                  participating as outreach partners for EBB.

22                  Throughout the spring months, WPPD



1 produced an Emergency Broadband Benefit FAQ that  
2 has gone through multiple iterations to keep pace  
3 with pre- and post-launch program updates.

4 The complete EBB web suite includes  
5 pages from news media, social media resources for  
6 partners, and a page with more than 1,100  
7 participating providers for consumers, and that's  
8 browsable by state.

9 The participating providers page is  
10 updated twice weekly now, but it was being  
11 updated daily for many weeks. That hard work  
12 paid off. If we could go to the next slide, Greg?  
13 Thank you.

14 Our usage stats. The hard work paid  
15 off in terms of consumer usage, dating from  
16 February 2021 and as of Monday this week, the  
17 page views for the top four EBB webpages are,  
18 we've had more than 4.5 million page views for  
19 the main page.

20 For the participating EBB providers --  
21 and this is really directed right to consumers --  
22 we've had more than one million page views. For

1 the EBB Consumer FAQ, we've had more than 250,000  
2 page views. And for the outreach tool kit, we've  
3 had roughly 100,000 page views, and that's not  
4 counting what people downloaded.

5 Those stats aren't available through  
6 our analytics at this time, but I suspect that  
7 we've done quite well in that area, as well.

8 Just to put it all in perspective, the  
9 total number of page views was 6,069,987 hundred.

10 Sorry, I should have written that out  
11 in a way that would make sense, but more than six  
12 million total page views, and unique page views,  
13 meaning different people coming into the website,  
14 has been over five million.

15 So, we're very proud of those stats,  
16 and to put that into context, prior to this, the  
17 top consumer page, which is our robocalls  
18 consumer guide -- more on that later today --  
19 received nearly 900,000 page views in 2020, and  
20 is on a similar usage pace through this year. If  
21 we could move to the next slide, Greg?

22 We talked quite a bit about the

1 outreach tool kit. Earlier, Lyle alluded to it.  
2 This is for the folks that want to do outreach on  
3 those partners.

4 While we were working on all these  
5 other webpages we developed and published a tool  
6 kit on a parallel track with multiple  
7 downloadable consumer handouts, translated into  
8 Spanish. Many of them also translated into 13  
9 other languages.

10 We had color flyers, a poster, an  
11 infographic, PowerPoint presentation, and PDF of  
12 those slides, and fact sheets.

13 The FCC has produced multiple audio  
14 PSAs and videos and webinars that we produced,  
15 and also those that we pushed people over to the  
16 USAC website, and were featured links on that  
17 page.

18 And there's also eye catching  
19 promotion on the social media page with links to  
20 dozens of downloadable social media images for  
21 partners to use on Facebook, Twitter, and  
22 Instagram.

1                   And as Lyle also thanked his staff, I  
2                   want to go through some of the staff that  
3                   contributed to this to make this possible.

4                   Christian Fiascunari for web design  
5                   and production, Felisha Davis for logo, color  
6                   poster and flyer design and social media design,  
7                   Marlene Davis for consumer handout graphics,  
8                   designs, and production in 13 languages -- and  
9                   many of those were first time experiences for her  
10                  and us, and she had to troubleshoot quite a few  
11                  new and challenging fonts.

12                  Sandra Bechan for many iterations and  
13                  ongoing iterations of Spanish translations for  
14                  all of the web and consumer handout content. And  
15                  Terry Pacheco for quality assurance on  
16                  accessibility.

17                  They worked extremely long hours to  
18                  meet deadlines for web launches and updates,  
19                  timed to important announcements from the acting  
20                  Chairwoman, and we're grateful for their  
21                  professionalism and dedication.

22                  Many thanks also to the coordination

1 and support from around the virtual FCC building,  
2 CGB front office, the Office of Media Relations,  
3 which also contributed dozens of social media  
4 images, the IT support, of course the Wireline  
5 Competition Bureau, and the Office of the Acting  
6 Chairwoman. And now, I will turn it back over to  
7 you, Steve.

8 Thank you for this opportunity to  
9 share a little bit about what WPPD has been doing  
10 to support the efforts to close the homework gap  
11 through EBB throughout the pandemic. Thanks.

12 CHAIR POCIASK: Thank you, Michael.  
13 Let me just jump to a couple quick questions here  
14 before we take a break.

15 John at NCL, you have a quick  
16 question?

17 MEMBER BREYAULT: Hi, yes. Thank you,  
18 Steve, and thank you to the staff for putting  
19 together some excellent presentations. I do have  
20 a concern and a question.

21 The concern is that, as I understand  
22 it, the charge of the CAC is to make

1 recommendations to the Commission, specifically  
2 on topics specified by the Commission relating to  
3 the needs and interests of consumers.

4 When NCL has been on the CAC in the  
5 past, we were tasked with developing some  
6 important recommendations on things like  
7 broadband pricing disclosure, broadband privacy,  
8 and I didn't hear anything in the Commissioner's  
9 or the Chair's remarks, or in the staff briefings  
10 that suggest there are topics that will be  
11 specified by the Commission we should make  
12 recommendations about.

13 So, there are plenty of  
14 recommendations I could suggest we work on, like  
15 things from the President's Competition EO, but,  
16 you know, in the past, it's been the FCC that  
17 sort of gave us marching orders.

18 So, I understand that we're not likely  
19 to hear such suggestions from the staff today,  
20 and assuming that's correct, you know, I have an  
21 additional concern about timing for us.

22 You know, this CAC was chartered back

1 in December. Our meeting was canceled in  
2 February, and so this is the first meeting of the  
3 new CAC, and our charter expires next December.

4 So, here's my question. What are the  
5 topics the FCC wants the CAC to make  
6 recommendations about, and does the FCC share my  
7 concerns about the amount of time we have  
8 available to make substantive recommendations  
9 about this in the current CAC's charter?

10 CHAIR POCIASK: All right. So John,  
11 we're actually going to raise this in the second  
12 half, but just to get to the point, we expect the  
13 Chairwoman Rosenworcel to assign specific topics  
14 to CAC, so we're expecting to hear back from  
15 that, and then we'll use those topics to form  
16 working groups, which will review and potentially  
17 make recommendations.

18 So, you know, we're sort of waiting on  
19 this, and I don't know if we have anything else  
20 to add to that, but we can raise this again this  
21 afternoon.

22 MEMBER BREYAULT: Has the Chair or

1 anyone on staff given us any indication of a  
2 timeline of when we should expect to receive  
3 those topics?

4 CHAIR POCIASK: I can't speak to that.

5 MEMBER BREYAULT: Okay. At least from  
6 my point of view, Steve, that's kind of worrying.

7 There's not a lot of time left in this  
8 charter, and I think the sooner the better so  
9 that we can get started on the work that the  
10 Commission wants us to do.

11 MEMBER BERLYN: Hey, John, this is  
12 Debbie.

13 While I share your concerns, can we  
14 discuss this later in the meeting and just use  
15 this time to address questions to our speakers?

16 MEMBER BREYAULT: Sure, thank you.

17 CHAIR POCIASK: Right, we really want  
18 to stay on this panel. So Debra, you had a  
19 question, didn't you?

20 MEMBER BERLYN: I do have a question.  
21 I don't know if I'm -- am I unmuted? Okay.  
22 Sorry, there we go. Yes, I do have a question



1 for our EBB speakers.

2 You did mention that we could go to  
3 the USAC website for information on zip code,  
4 those who have gotten EBB support by zip code,  
5 and I was wondering if there is other information  
6 about those who have signed up for EBB support  
7 with USAC?

8 I'm interested in whether or not  
9 there's tracking of other demographics. I'm  
10 interested in the aging population, for example,  
11 and whether or not we have that kind of tracking  
12 available, or whether there will be that sort of  
13 information. Thank you.

14 CHAIR POCIASK: Do we have a panelist  
15 to respond?

16 MR. WU: Hi, yes, so this is Eric Wu.  
17 So the USAC website, it does include subscribers  
18 by age, as well.

19 It has some age ranges of the  
20 subscribers, so that information is available on  
21 there, the claims tracking.

22 MEMBER BERLYN: Great, thank you so

1 much. I'll check that out, thanks.

2 CHAIR POCIASK: All right, so how  
3 about Rick Ellrod, did you have anything you  
4 wanted to ask the panelists?

5 MEMBER ELLROD: Yes, I had one  
6 question about the telehealth program.

7 Does the program address issues of  
8 broadband affordability as distinct from  
9 availability?

10 MS. VICKERS: Can you repeat your  
11 question? I think I heard you say, does it  
12 address broadband affordability as well as  
13 availability?

14 MEMBER ELLROD: Yes, that's what I'm  
15 wondering about.

16 MS. VICKERS: Pardon?

17 MEMBER ELLROD: Yes, that's what I  
18 mean. Affordability as distinct from  
19 availability.

20 MS. VICKERS: Right. So, the  
21 telehealth program is a very limited emergency  
22 program, so the only thing that we do is we will

1 fund health care providers to assist them in  
2 being able to pay for broadband services.

3 So, for instance, in rural areas where  
4 broadband services could be astronomical, we will  
5 assist them in funding them to upgrade their  
6 broadband services, so that's the only way in  
7 which the telehealth program assists in broadband  
8 affordability.

9 MEMBER ELLROD: Thanks. That does  
10 sound like it addresses the affordability issues,  
11 I'm glad to hear it.

12 MS. VICKERS: Thank you.

13 CHAIR POCIASK: Okay, so we have time  
14 for just one more question.

15 Tina Metzger, you're with Rural RISE.  
16 Do you have a question for the panelists?

17 MEMBER METZER: Yes, quick question.  
18 Is there a way to see how much this really  
19 impacts rural communities?

20 Like one of the demographics --  
21 similar to what Debra said -- how we can quickly  
22 look and see if it's really getting to the rural

1 communities and what programs are specific to  
2 rural communities and remote communities in rural  
3 America? Thanks.

4 CHAIR POCIASK: Do we have a panelist  
5 here? Would anyone like to address that?

6 MS. VICKERS: For the telehealth  
7 program, we do not provide any kind of specific  
8 data with regards to rural recipients.

9 However, as I said, the evaluation  
10 metrics does prioritize in a way rural recipients  
11 as well as tribal communities, but we send out a  
12 public notice every week.

13 That is on the FCC's website, COVID-19  
14 telehealth website, as well as USAC's website.  
15 That lists the service areas and individual  
16 applicants that do receive funding.

17 So for instance, you know, a health  
18 care provider that serves Oklahoma probably would  
19 be a rural health care institution, and so it  
20 shows which city and state the services are being  
21 provided to and has a description, oftentimes, of  
22 the type of groups of applicants that are

1 applying.

2 For instance, federally qualified  
3 health centers and such, that again -- or I know  
4 that's a little bit more of a health care desert  
5 type thing, but also does overlap with rurality.

6 CHAIR POCIASK: Okay. We're sort of  
7 short on time here, but how about a quick  
8 question from Clark Rachfal.

9 Also remember, if you've raised your  
10 hand to lower it. Go ahead, Clark. You have a  
11 quick question, and then we'll take a break.

12 MEMBER RACHFAL: Yes, thank you. I'm  
13 going to cheat, I actually have two quick  
14 questions.

15 So on telehealth, with the FCC's  
16 broadband adoption supports, are there  
17 requirements that the telehealth providers  
18 provide an accessible service in compliance with  
19 the ADA and Communications Video Accessibility  
20 Act, so that individuals with disabilities in  
21 rural areas are able to use the service provided?

22 And then for the USAC and the EBB

1 Program, is there data that tracks the amount of  
2 time it takes for someone to complete the  
3 application, and whether they need to provide  
4 supplemental materials?

5 So just the whole process start to  
6 finish, if there are metrics on the time it takes  
7 to complete the application?

8 MS. VICKERS: With regards to the  
9 accessibility question and the telehealth  
10 program, I'm not exactly sure how to answer that  
11 question, but if you provide me with the question  
12 and your contact information I will look into it  
13 and get back with you as soon as possible. Thank  
14 you.

15 CHAIR POCIASK: Okay, with that, let's  
16 take a 20 minute break.

17 We'll start back precisely at 1:00, so  
18 if you can, everyone will be on and I'll do the  
19 countdown and we'll resume, and then we'll take  
20 on the second panel and wrap up the session, the  
21 meeting today.

22 So, at this point, let's all take a

1 break for lunch. Thank you.

2 (Whereupon, the above-entitled matter  
3 went off the record at 12:40 p.m. and resumed at  
4 1:00 p.m.)

5 CHAIR POCIASK: So let's start off  
6 now. We have our second panel.

7 The staff panel will consist of a  
8 number of topics on robo enforcement and various  
9 proceedings, and so on.

10 The topic is protecting consumers from  
11 unwanted robocalls and scams, and our first  
12 speaker is Daniel Stepanicich, the attorney  
13 advisor for the Enforcement Bureau in the  
14 Telecommunications Consumer Division.

15 Daniel, are you on?

16 MR. STEPANICICH: Yes.

17 CHAIR POCIASK: Okay. Well, go ahead.  
18 Why don't you begin?

19 MR. STEPANICICH: All right. Thank  
20 you for having me here this afternoon, and I'm  
21 happy to be talking about the Enforcement  
22 Bureau's efforts on combatting robocalls.

1                   You can go to the next slide.

2                   So, I'm going to highlight our  
3 enforcement action that we have taken in the past  
4 year, as well as we had our new enforcement tool,  
5 our cease and desist letter initiative, that we  
6 have been using, and then we completed a  
7 rulemaking establishing a private entity robocall  
8 submission portal, and so I will go through that.

9                   So, starting with our recent  
10 enforcement actions.

11                   Two weeks ago, we released a notice of  
12 apparent liability against John Burkman and Jacob  
13 Wohl.

14                   We call these the Project-1599 calls.  
15 These calls were targeting various cities in  
16 primarily the Northeast and Midwest, and were  
17 voter intimidation calls.

18                   The NAL is proposing an approximate  
19 \$5,000,000 proposed penalty for 1,148 unlawful  
20 robocalls to wireless numbers in apparent  
21 violation of TCPA.

22                   This enforcement action is also the



1 first TCPA enforcement action that the Commission  
2 has taken since the enactment of the TRACED Act,  
3 and the important thing here in this case was  
4 that it eliminated the citation requirement, so  
5 we were able to go directly to an NAL proceeding  
6 on this case.

7 So now, Burkman and Wohl have 30 days  
8 to respond, and then staff will then continue the  
9 investigation and proceed onto the forfeiture  
10 proceeding.

11 Then our second enforcement action we  
12 released on March 18, 2021, this was a  
13 \$225,000,000 penalty imposed on Rising Eagle  
14 Capital Group, and its managers John Spiller and  
15 Jakob Mears.

16 They made over 1,000,000,000 robocalls  
17 in the first quarter of 2019 that were health  
18 insurance calls that were impersonating or  
19 otherwise being deceptive as and using the --  
20 wrongfully using the names of well-known health  
21 insurance brands, such as Blue Cross Blue Shield  
22 or Cigna, and they were, when they had the actual

1 sellers -- and the robocalls actually had nothing  
2 to do with these calls.

3 So we found at least 150,000 of these  
4 were illegally spoofed in violation of Truth in  
5 Caller ID Act, and we found that there was intent  
6 to defraud, cause harm, and also wrongfully  
7 obtain something of value.

8 Something of note of this case was  
9 that we worked with seven other state attorney  
10 generals' offices, as well as the DOJ in a cross-  
11 agency collaboration effort and investigation,  
12 which was a first of its kind, for the  
13 Enforcement Bureau on robocall enforcement, and  
14 really it is the future of robocall enforcement,  
15 is that it has to be a multi-agency approach, and  
16 that is something that the acting Chairwoman has  
17 been pushing, and that is a -- and so now we are  
18 incorporating it to a lot of our enforcement  
19 actions.

20 And then a third enforcement action  
21 beginning in the year, January 14, 2021, we  
22 released the fourth forfeiture order against

1 Scott Rhodes.

2 This was a nearly \$10,000,000  
3 forfeiture for also Truth in Caller ID Act  
4 violations.

5 Scott Rhodes was sending harmful calls  
6 to various traumatized communities on hot button  
7 and racially sensitive topics.

8 So one of the communities was  
9 Charlottesville, and he also targeted another  
10 community in Iowa where a college girl was  
11 murdered by an illegal immigrant.

12 He also was engaging in, like, his  
13 local newspaper was giving him tough press  
14 coverage, so he also sent robocalls targeting the  
15 newspaper or the newspaper's owner, so we found  
16 that there was the harm and wrongfully obtained  
17 something of value.

18 So those were our three enforcement  
19 actions on robocalling since the beginning of the  
20 year.

21 Now onto our cease and desist letter  
22 initiative.

1           This arose out of the July 2020 call  
2 blocking order, as well as last year when we  
3 pursued several COVID-19 scams where we issued  
4 warning letters to providers that were bringing  
5 these COVID-19 scams into the United States  
6 network.

7           So the July 2020 call blocking order  
8 providing for provider-based blocking upon notice  
9 from the Commission to the bad actor, and there  
10 are -- the letters that we have devised have two  
11 requirements on the notified bad actor provider.

12           First, they must mitigate the  
13 identified traffic in the letter within 48 hours,  
14 and then they also must inform the Commission  
15 within 14 days of mitigation measures to prevent  
16 new and renewing customers from abusing the  
17 network.

18           If they fail to take either action,  
19 then downstream providers of that bad actor may  
20 start blocking that traffic.

21           However, they first must notify the  
22 Commission of their intent to do so and their

1 reason for doing so.

2 Since March 2021, we have issued six  
3 of these letters.

4 Lastly, we have completed our  
5 rulemaking proceeding on establishing a private  
6 entity robocall submission portal.

7 This was a requirement in the TRACED  
8 Act to streamline the process by which private  
9 entities may submit information about suspected  
10 robocall and spoofing violations.

11 We adopted the final order on June 17,  
12 2021.

13 This portal, which will be put onto  
14 the FCC website, will allow private entities to  
15 submit information about these robocall  
16 violations directly to the Enforcement Bureau.

17 In the order, we discuss the  
18 definition of a private entity, and we made two  
19 limits to the definition.

20 One is that we excluded individual  
21 consumers as we believe that the current informal  
22 consumer complaint process is appropriate for

1 those types of complaints, and one of the issues  
2 here with the private entities thinking, like  
3 businesses, that they might not know that the  
4 consumer complaint portal is really for them.

5 So, this is a way for them to have a  
6 mechanism for them to come directly to the  
7 Enforcement Bureau about various robocall  
8 violations.

9 And also, the definition excludes any  
10 public entity as the statutory language requires  
11 that this be limited to private entities.

12 So the type of information that we  
13 anticipate to be filed in this portal would be  
14 mass robocalling events that particularly may be  
15 targeting a company's PBX; that's just completely  
16 shutting down that network, or a private entity  
17 whose number has been spoofed, maybe particularly  
18 by an imposter scam.

19 And then lastly, potentially  
20 information from voice service providers that  
21 they might have about robocalling events.

22 And so, we figure that, you know, this

1 information is not only going to be helpful for  
2 these private entities to have recourse, but also  
3 it will be useful information for the Bureau to  
4 have to pursue our own investigations and further  
5 crackdown on robocalling abuses.

6 So like I said, we completed the  
7 rulemaking on June 17.

8 We are now in the process of working  
9 through the OMB approvals for the collection  
10 form, and that will take a little longer before  
11 the portal actually goes live.

12 And then one other point on this is  
13 where we making sure that this is not going to  
14 create any confusion with the consumer complaint  
15 process, both in the order, and then when we  
16 actually launch the portal, there will be  
17 multiple -- it'll clearly explain the purpose of  
18 the portal, and also have lots of offramps for if  
19 a consumer is mistakenly on this portal, that  
20 there will be notifications that, you know, to  
21 redirect them over to the informal complaint  
22 process.

1           Fun fact. If we do receive consumer  
2           complaints into this portal, we'll make sure that  
3           they are forwarded to CGB.

4           So that's all I have on what the  
5           Enforcement Bureau has been doing to combat  
6           robocalls, and I'm always happy to take  
7           questions. Thank you.

8           CHAIR POCIASK: All right, well, yeah,  
9           thank you very much, Daniel.

10          On the next topic, we have Jerusha  
11          Burnett, the attorney advisor for the Consumer  
12          and Government Affairs Bureau in the Consumer  
13          Policy Division.

14          So please take it away. We'll be  
15          discussing call blocking proceedings.

16          MS. BURNETT: Thanks, Steve. Yeah.  
17          My name's a little tricky to pronounce, Jerusha.

18          So, as many of you are aware, the  
19          Commission has been incredibly active in call  
20          blocking, starting as far back as 2015.

21          So, to start us out, here's a little  
22          bit of a timeline of the Commission's rulemaking



1 work, and also declaratory rulings and things  
2 like that, since 2015.

3 So we started out with the 2015 TCPA  
4 Omnibus Order that made clear that providers may  
5 offer blocking based on analytics to consumers on  
6 an opt-in basis.

7 Then in 2017, we took further steps to  
8 permit blocking of calls according to certain  
9 categories of phone numbers.

10 This was done on the basis that such  
11 calls are highly likely to be illegal because  
12 there's no valid reason for someone to be using  
13 those numbers.

14 Then in 2019, the call blocking  
15 declaratory ruling made clear that it's not just  
16 on an opt-in basis that you can use analytics-  
17 based blocking, you can also do this on an  
18 informed opt-out basis.

19 It also made clear that white list  
20 style blocking based on a consumer's contact list  
21 can be offered on an opt-in basis.

22 Then in 2020, the Commission took two

1 major actions.

2 First, the July 2020 call blocking  
3 order, which Dan already referenced, adopted a  
4 couple of safe harbors blocking to encourage  
5 providers to block, as well as protections for  
6 lawful calls.

7 And then in December of 2020, the  
8 Commission took a step further and adopted three  
9 affirmative obligations for voice service  
10 providers, specifically to combat illegal calls.

11 It expanded the reasonable analytics  
12 blocking safe harbor, and it adopted and enhanced  
13 transparency and redress requirements.

14 There's also currently pending, just  
15 released yesterday on public release for the  
16 September 30 open meeting, a gateway provider  
17 NPRM that I'll speak about briefly.

18 Next slide.

19 So, the first big action, so the 2015  
20 TCPA Omnibus was a statement in a large order, is  
21 the 2017 call blocking order.

22 This was adopted in November of 2017,

1 and took a permissive approach to blocking based  
2 on the number that purports to originate the  
3 call.

4 So, phone companies, voice service  
5 providers, can proactively block calls that are  
6 likely to be illegal because they appear to be  
7 from a telephone number placed on a do not  
8 originate list by the number's subscriber.

9 So the emblematic example of this is  
10 spoofing the IRS's incoming phone number, right?

11 Someone might spoof that number to  
12 impersonate the IRS.

13 And so blocking those calls based on  
14 the number is useful because it reduces the  
15 amount of trust the consumer might have in that  
16 number.

17 It also permitted calls that appear to  
18 be from invalid numbers, such as those with area  
19 codes that simply don't exist, calls that appear  
20 to be from numbers that have not been allocated  
21 to a provider, and calls that appear to be from  
22 numbers allocated to a provider but not currently

1 in use.

2 Again, the reasoning for all of these  
3 is that there is no valid reason for a call to be  
4 originating from these numbers, so those calls  
5 are highly likely to be illegal.

6 This blocking does not require the  
7 consumer to opt in or out.

8 They'll have the ability to opt out  
9 because no reasonable consumer, as the Commission  
10 stated, would want to receive illegal calls.

11 Next slide.

12 The 2019 call blocking declaratory  
13 ruling took two major steps.

14 As I mentioned, it made clear that  
15 providers can offer services designed to block  
16 calls identified as unwanted based on reasonable  
17 analytics on an opt-out basis.

18 This was a step further than 2015,  
19 where we made clear that providers could block on  
20 an opt-in basis.

21 It does make clear that, in doing so,  
22 a voice service provider must offer sufficient

1 information so consumers can make an informed  
2 choice. Right?

3 Analytics-based blocking is generally  
4 not going to be 100 percent perfect, and so we  
5 want consumers who might have a different  
6 willingness to accept error to have the option  
7 and to know what they're choosing.

8 The second one made clear that voice  
9 service providers can offer services that block  
10 all calls from numbers not on a consumer's white  
11 list, which may be the consumer's phone contact  
12 list on an opt-in basis.

13 Obviously in order for the consumer to  
14 have a white list or authorize blocking from  
15 their contact list, they need to be able to opt  
16 in. That can't be really done on an opt-out  
17 basis.

18 Next slide.

19 The July 2020 call blocking order took  
20 steps to provide voice service providers greater  
21 certainty when engaging in blocking that they  
22 aren't going to run afoul of our rules.

1           So, it adopted two safe harbors for  
2 voice service providers that block calls.

3           The first one is for certain blocking  
4 based on reasonable analytics.

5           This blocking can block calls based on  
6 reasonable analytics that are designed to  
7 identify calls that are unwanted, and must be on  
8 an opt-out basis, informed opt-out, just like the  
9 2019 declaratory ruling.

10           And then the second one is for the  
11 blocking of calls from bad actor providers, so  
12 this is actually what Dan was talking about  
13 before.

14           The Commission notifies a provider  
15 that they are transmitting illegal traffic.

16           The provider then takes steps to  
17 effectively mitigate and to prevent new and  
18 renewing customers from originating the traffic.

19           If the provider fails to do those  
20 things, the Commission can let other voice  
21 service providers know, and those voice service  
22 providers can block calls from that provider, and

1 there's a safe harbor for doing so.

2 The order also adopted certain  
3 protections for emergency calls.

4 Specifically, it made clear that calls  
5 to 911 should never be blocked unless it is  
6 certain, unless a provider is certain that the  
7 call is illegal, and that providers must take all  
8 reasonable efforts to prevent blocking of calls  
9 from public safety answering points, government  
10 outbound emergency numbers, things like that.

11 It also adopted the point of contact  
12 requirement, which requires that a voice service  
13 provider that blocks have a single point of  
14 contact publicly available on their website, for  
15 which a caller can dispute blocking that it  
16 believes is in error.

17 Next slide.

18 The December 2020 call blocking order  
19 adopted, first, three affirmative obligations for  
20 voice service providers.

21 These include a requirement that all  
22 voice service providers -- this includes

1       originating providers, intermediate providers,  
2       and terminating providers, any provider in the  
3       call path must respond to traceback promptly, or  
4       timely and fully I think is the language the  
5       order uses, and any traceback request from the  
6       Commission, civil or criminal law enforcement, or  
7       the industry traceback consortium designated by  
8       the Commission.

9               And then the second one, actually  
10       built under a bad actor provider safe harbor, it  
11       now requires all voice service providers to  
12       effectively mitigate illegal traffic when  
13       notified of that traffic by the Commission.

14              And then the third one also sort of  
15       builds on that safe harbor and clearly requires  
16       voice service providers to take steps to prevent  
17       new and renewing customers from using the network  
18       to retain illegal traffic.

19              The Commission did not prescribe  
20       specific steps and talked more about the results  
21       than necessarily these specific steps to allow  
22       providers flexibility on how they did this.



1           It also expanded the reasonable  
2 analytic safe harbor effect.

3           Now, the earlier reasonable analytic  
4 safe harbor required that consumers be given the  
5 opportunity to opt-out.

6           The expanded safe harbor does not  
7 require that and allowed voice service providers  
8 to block -- terminating voice service providers  
9 to block at the network level without consumer  
10 opt-out, but it only allows blocking of calls  
11 that are highly likely to be illegal based on  
12 reasonable analytics, and requires that the  
13 provider have a process to ensure that the  
14 blocking is working as intended, and that it is  
15 really only blocking calls that are highly likely  
16 to be illegal.

17           It also adopted several enhanced  
18 transparency and redress requirements.

19           So, these include a response time to  
20 blocking disputes within 24 hours, a blocked  
21 calls list for consumers who want to check to see  
22 what calls have been blocked, an immediate

1 notification requirement for voice service  
2 providers to send back to the caller, and a  
3 couple other things around certain STIR/SHAKEN  
4 elements that are involved in blocking.

5 It's worth noting that the analytic  
6 safe harbor does require -- and I'll get into  
7 this a little bit more later -- incorporation of  
8 caller ID authentication information, such as  
9 STIR/SHAKEN, which one of my colleagues from  
10 Wireline will be talking more about after me.

11 Next slide.

12 Now, yesterday the Commission released  
13 publicly a Gateway Provider FNPRM.

14 This item is currently slated for  
15 consideration at the September 30 meeting, and as  
16 a note, I can't really answer too many questions  
17 about this one because it is a pending item.

18 I'm happy to answer questions about  
19 our existing rules, however. This item does  
20 several things.

21 Its main focus is to ensure that  
22 gateway providers, who are the provider that is

1 the first U.S.-based provider, the first point of  
2 entry into the U.S. network from a call  
3 originating internationally, takes certain steps  
4 to prevent illegal calls from entering the U.S.  
5 network.

6 Most evidence points to a large  
7 percentage of illegal calls originating overseas,  
8 so gateway providers are the first provider in  
9 the U.S. network that really can address this  
10 problem.

11 Of interest in the call blocking  
12 world, there are three types of proposals in  
13 here, and then there's some additional  
14 STIR/SHAKEN-related proposals.

15 The first is an enhancement of our  
16 traceback requirement to require that gateway  
17 providers respond within 24 hours, so not just  
18 timely, but within 24 hours with no exceptions.

19 The second is several mandatory  
20 blocking proposals.

21 These proposals generally build on our  
22 existing blocking safe harbors, so they either

1 build on the bad actor provider safe harbor, the  
2 effective mitigation requirement, or the  
3 reasonable analytics-based safe harbor.

4 And then the third thing is these know  
5 your customer style obligations that the  
6 Commission proposes to apply to calls that appear  
7 to originate from U.S. numbers, and to ensure  
8 that the caller is authorized to use that number.

9 Next slide.

10 So, I mentioned STIR/SHAKEN briefly a  
11 moment ago, and I said that our analytics-based  
12 safe harbor requires incorporation of caller ID  
13 and education information.

14 The current caller ID authentication  
15 system in use in the network is called  
16 STIR/SHAKEN -- and as I said, my colleague from  
17 the WCB will talk in more detail about what that  
18 is -- but it's worth noting that STIR/SHAKEN and  
19 call blocking are really two pieces of the puzzle  
20 in the Commission's approach to combatting  
21 unwanted and illegal calls.

22 Neither one of these things solves the

1 problem entirely by itself.

2 STIR/SHAKEN combats illegal caller ID  
3 spoofing and provides essential information in  
4 the fight against unwanted and illegal calls.

5 Call blocking, on the other hand, uses  
6 information, including the STIR/SHAKEN  
7 information, to prevent unwanted and illegal  
8 calls from reaching consumers, so one sort of  
9 provides the data and the other one makes use of  
10 that data.

11 You can't have one running without the  
12 other, basically.

13 Our analytics-based safe harbor, both  
14 the opt-out version and the network level  
15 version, require voice service providers that are  
16 blocking to incorporate caller ID authentication  
17 information into their analytics wherever that  
18 information is available.

19 And just a final note, STIR/SHAKEN is  
20 an extremely important input whether calls should  
21 be blocked, but it is not the only input.

22 Analytics can cover a really wide

1 range of things, from call per minute, to  
2 complaint data, to so on.

3 And that's it. As I mentioned, happy  
4 to answer any questions about the existing rules.

5 I have some limitations on what I can  
6 answer about the gateway provider NPRM that's  
7 currently on public release as it's pending.

8 Thank you.

9 CHAIR POCIASK: Okay, well, thank you,  
10 Jerusha, I really appreciate you doing that.

11 Now next, we're going to have a  
12 discussion of the STIR/SHAKEN, and we have  
13 attorney-advisor for the Wireline Competition  
14 Bureau in the Competition Policy Division,  
15 Alexander Hobbs.

16 MR. HOBBS: Hi, I'm Alex Hobbs,  
17 attorney-advisor in the Wireline Competition  
18 Bureau.

19 I'll be giving an overview of the  
20 Commission's efforts to combat illegal robocalls  
21 by mandating the implementation of the  
22 STIR/SHAKEN caller ID authentication framework,

1 and discuss the Commission's ongoing efforts to  
2 stop illegal spoofing.

3 So one part of FCC's missions is  
4 STIR/SHAKEN, but the Commission takes a multi-  
5 pronged approach to fighting robocalls that  
6 includes enforcement efforts, policy actions  
7 regarding call blocking and access to numbers,  
8 and caller ID authentication.

9 Caller ID authentication is a key part  
10 of the Commission's efforts because it is an  
11 effective tool to fight spoofing and establish  
12 trust between originating and terminating voice  
13 service providers, and helps ensure that the  
14 phone numbers Americans see on their phone  
15 screens are accurate, and that they can answer  
16 their phone with confidence that they're not  
17 being scammed.

18 Next slide.

19 What is STIR/SHAKEN?

20 The STIR/SHAKEN framework is a set of  
21 standards that helps to combat illegal spoofing,  
22 a practice that involves falsifying caller ID

1 information in order to trick people into  
2 thinking that calls are trustworthy because the  
3 caller ID information associated with the call  
4 appears as if it came from a neighbor or a  
5 familiar or reputable source.

6 The technical process of the  
7 STIR/SHAKEN framework involves adding new  
8 information to the metadata of a call. That  
9 information includes the following.

10 An encrypted version of the caller ID  
11 information that has traditionally been sent with  
12 the call to allow the terminating provider to  
13 cross-check information about the provider that  
14 authenticated the call.

15 An attestation level, which reflects  
16 what the authenticating provider knows about the  
17 caller, and it's right to use the number  
18 displayed, and a certificate which essentially  
19 states that the voice service provider  
20 authenticating the caller ID information is the  
21 voice service provider it claims to be.

22 It is authorized to authenticate this



1 information, and thus the voice service  
2 provider's claims about the caller ID information  
3 can be trusted.

4 To maintain trust and accountability  
5 in the voice service providers that vouch for the  
6 caller ID information, STIR/SHAKEN also relies on  
7 the social process.

8 A neutral governance system issues the  
9 certificates that providers must attach to call  
10 assignments through SHAKEN.

11 The governance system includes three  
12 key participants.

13 The governance authority managed by a  
14 board consisting of representatives from across  
15 the voice service industry, defines the policies  
16 and procedures for which entities can issue or  
17 require certificates.

18 The policy administrator, which  
19 applies the rules the governance authority  
20 establishes, confirms that certification  
21 authorities are authorized to issue certificates  
22 and confirms that voice service providers are

1 authorized to request and receive certificates.

2 And certification authorities, of  
3 which there are several, issue the certificates  
4 the voice service providers use to authenticate  
5 and verify calls.

6 This system makes sure that providers  
7 can trust that the new STIR/SHAKEN information a  
8 provider adds to a call is itself legitimate  
9 because without it, a bad actor could spoof the  
10 STIR/SHAKEN information itself.

11 Next slide.

12 STIR/SHAKEN implementation  
13 requirements that voice service providers have to  
14 comply with.

15 By June 30 of 2021, voice service  
16 providers were required to implement STIR/SHAKEN  
17 in the internet protocol or IP portions of their  
18 networks.

19 There were some extensions of this  
20 date as well that I'll explain in a minute.

21 Voice service providers must meet  
22 three STIR/SHAKEN implementation requirements.

1                   They must authenticate and verify  
2                   intra-network calls, authenticate calls destined  
3                   for another provider's network, and to the extent  
4                   technically feasible, transmit the call with  
5                   authenticated caller ID information to the next  
6                   provider in the call path, and third, verify  
7                   authenticated caller ID information for all calls  
8                   received, and for which the caller ID information  
9                   has been authenticated.

10                   Intermediate providers also have  
11                   obligations consisting of two components.

12                   For authenticated calls, they must  
13                   pass unaltered identity headers, except where  
14                   necessary to complete the call.

15                   And for unauthenticated calls, they  
16                   have two options.

17                   Either authenticate the caller ID  
18                   information, or participate in traceback with the  
19                   industry traceback consortium.

20                   The Commission is considering  
21                   proposing some new obligations on this score that  
22                   I'll touch on in a moment.

1 Next slide.

2 As I mentioned, not all voice service  
3 providers were required to implement STIR/SHAKEN  
4 on June 30. Some qualified for categorical  
5 extensions.

6 The Commission granted four  
7 categorical extensions. First, for small  
8 providers defined as those with 100,000 or fewer  
9 subscriber lines.

10 Those small providers have until June  
11 30, 2023 to complete STIR/SHAKEN implementation,  
12 but as I'll explain later, the Commission is  
13 considering move this date up for small voice  
14 service providers.

15 Second, providers that can't receive  
16 a certificate necessary to participate in  
17 STIR/SHAKEN are subject to an extension until  
18 they are capable of obtaining one.

19 However, since the FCC granted this  
20 extension, the governance system revised its  
21 rules to address the most common token access  
22 roadblocks.

1           This extension is likely to apply to  
2           only a few entities at this point.

3           Third, services subject to a pending  
4           application for discontinuance have until June  
5           30, 2022, at which point they must implement  
6           STIR/SHAKEN if the service has not yet been  
7           discontinued.

8           And finally, for non-IP networks, for  
9           those portions of a voice service provider's  
10          network with non-IP technology, they're subject  
11          to a continuing extension until a non-IP caller  
12          ID authentication solution is standardized and  
13          available.

14          In the meantime, providers that rely  
15          on a non-IP technology must participate in  
16          working groups, working to develop a non-IP  
17          caller ID authentication solution.

18          And for all providers with an  
19          extension during the course of the extension,  
20          voice service providers must perform robocall  
21          mitigation on traffic they originate.

22          The Commission took a non-prescriptive

1 approach to that robocall mitigation, requiring  
2 only that it be crafted to specifics of the voice  
3 service provider's network and fluid as needed to  
4 respond to changing robocall scams.

5 The robocall mitigation program must  
6 also be reasonably expected to stop the  
7 origination of illegal robocalls and will be  
8 considered insufficient if a provider knowingly  
9 or with negligence serves as an originator for  
10 unlawful robocall campaigns.

11 Additionally, all voice service  
12 providers were required to file in the robocall  
13 mitigation database by June 30th, certifying what  
14 level STIR/SHAKEN implementation they have  
15 achieved, and, if they have not achieved full  
16 STIR/SHAKEN implementation, that they are  
17 performing robocall mitigation to ensure that  
18 they're not the source of illegal robocalls.

19 The robocall mitigation database data  
20 is publicly available, and to date, we've  
21 received 3,083 filings in the database.

22 Of those filings, 546 certified to

1 complete STIR/SHAKEN implementation, 818 partial  
2 implementation, and 1716 no implementation.

3 And those that certified anything  
4 short of complete implementation had to describe  
5 their robocall mitigation efforts.

6 Next slide.

7 There are three upcoming compliance  
8 deadlines to take note of.

9 The first is beginning September 28 of  
10 this year.

11 Voice service providers and  
12 intermediate providers will be prohibited from  
13 accepting traffic from voice service providers  
14 not listed in the robocall mitigation database.

15 Second, we'll be reevaluating  
16 extensions and implementation deadline.

17 The TRACED Act directed the Commission  
18 to reassess granted extensions, and revise or  
19 extend them as necessary annually after the first  
20 extension is granted, ensuring the Commission-  
21 directed Wireline Competition Bureau to seek  
22 comment on and review all granted extensions, and

1 if the Bureau determines revision of a granted  
2 extension is necessary, it will issue a public  
3 notice and ask them to change, but the Bureau  
4 can't terminate an extension early, and if it  
5 further extends an extension, can only decrease  
6 the scope of entities entitled to the class-based  
7 extension. On September 3, the Bureau released a  
8 public notice seeking comment on the extensions.

9 And third is the reevaluation  
10 technologies subject to the mandate.

11 The TRACED Act required the Commission  
12 to reevaluate the technologies required by its  
13 caller ID authentication mandate no later than  
14 three years after the date of enactment, and  
15 every three years thereafter.

16 The first reevaluation would be  
17 required by December 30, 2022.

18 Next slide.

19 We have some recent policy actions,  
20 been busy on rulemakings in the STIR/SHAKEN  
21 space.

22 First is the further notice of



1 proposed rulemaking shortening the small provider  
2 extension.

3 On May 8, the Commission proposed and  
4 sought comment on shortening the extension  
5 granted to a subset of small voice service  
6 providers likely to be the source of illegal  
7 robocalls.

8 The Commission made this proposal  
9 after examining new evidence that shows a small  
10 subset of small voice service providers, those  
11 with 100,000 or fewer subscribers originate a  
12 disproportionate amount of illegal robocalls.

13 The Commission proposed shortening the  
14 extension to one year in order to see quicker  
15 deployment of STIR/SHAKEN by these providers.

16 If adopted, this proposal would  
17 require small providers that originate a high  
18 volume of calls to implement STIR/SHAKEN by June  
19 30, 2022.

20 Small voice service providers that do  
21 not originate a high volume of traffic will still  
22 be subject to the two-year extension, and second

1 is the notice of proposed rulemaking on gateway  
2 providers.

3 On Wednesday, the acting Chairwoman  
4 announced that later this month at the open  
5 meeting the Commission will consider a further  
6 notice of proposed rulemaking, which, if adopted,  
7 would propose new rules for gateway providers or  
8 to the point of entry for foreign calls into the  
9 United States.

10 A further notice of proposed  
11 rulemaking would propose to require gateway  
12 providers apply STIR/SHAKEN caller ID  
13 authentication to and perform robocall mitigation  
14 on foreign-originated calls with U.S. numbers.

15 This would subject foreign-originated  
16 calls to requirements similar to those of  
17 domestic-originated calls, once they enter the  
18 United States.

19 This proposal will help address the  
20 threat to American consumers posed by the large  
21 number of illegal robocalls that originate  
22 abroad.

1                   And that is the end of my  
2 presentation. I'll take any questions at the end  
3 of the panel.

4                   CHAIR POCIASK: Great. Well, thank  
5 you for that.

6                   So the next two topics are both by Ed  
7 Bartholme. He's the associate bureau chief for  
8 the Consumer and Government Affairs Bureau.

9                   Ed first will be talking about the  
10 current scam and complaint trends, and then he'll  
11 follow up with a second issue of consumer  
12 outreach and education.

13                   So Ed's an old familiar name to the  
14 CAC, so take it away, Ed.

15                   MR. BARTHOLME: Thanks, Steve, and  
16 it's good to be with everyone today, even if it  
17 is virtually.

18                   Hopefully we can get. So, good  
19 afternoon everyone. Back to doing this in person  
20 before too long.

21                   Thanks for giving me the opportunity  
22 to present on some of the trends related to

1 unwanted calls and scams that we've been  
2 tracking.

3 I'll also cover a little bit of the  
4 content we've created to help educate consumers  
5 and partners about these scams.

6 And like so many other things in our  
7 lives right now, the pandemic has played a role  
8 in the phone-based scam activity and trends we've  
9 seen over the last year and a half.

10 Our own internal complaint numbers, as  
11 well as -- thanks, Greg. You're right. I think  
12 we're missing a slide.

13 Anyway, so our own internal complaint  
14 numbers, as well as data published by third-party  
15 analytics companies, showed a sharp decline in  
16 robocalls in the early months of the pandemic,  
17 and collective wisdom has really attributed that  
18 decline to global lockdowns that prevented call  
19 center staff from working the phones.

20 And while many of the outbound calls  
21 are often fully automated, the scams rely on call  
22 center staff to close the deal, so to speak, and

1 actually get the money or the means of payment  
2 from the victim.

3 Another thing that we've noted is that  
4 while call volume declined, we've heard reports  
5 that text message based scams maintained a steady  
6 volume with little to no drop off, and that was  
7 even when sort of global lockdowns were in place,  
8 and experts point to the fact that text scams can  
9 be managed by a single operator and often don't  
10 rely on a call center back-end for support.

11 So, they were able to continue doing  
12 those sorts of scams even when they couldn't work  
13 the call center and do phone call based scams.

14 Many of you have likely noticed that  
15 unfortunately scam calls have made a steady  
16 return to their pre-pandemic numbers, but there  
17 has been a slight downward trend over the last  
18 few months, and potentially that's tied to some  
19 of the great work that my colleagues just briefed  
20 us all on.

21 And as I shared during our last CAC  
22 meeting, back in September of last year, we

1 continue to see a strong correlation between the  
2 hooks that scammers use and the pandemic.

3 Earlier this year as vaccines began to  
4 become available, we saw a wave of scams tied to  
5 vaccine appointments and availability, and scams  
6 have continued to follow the headlines.

7 Over the summer, we heard reports of  
8 scams tied to the Child Tax Credit payments that  
9 began in July.

10 The broad themes that we're hearing  
11 about are government imposter scams, vaccine  
12 related scams, and benefit or stimulus related  
13 scams, and again, the variation on these themes  
14 often tie directly to current events and the  
15 headlines.

16 We even recently learned about an  
17 online imposter scam where the website was  
18 claiming to administer the FCC's own Emergency  
19 Broadband Benefit Program that you heard about  
20 during the first panel today, and it was  
21 attempting to collect PII and payment from  
22 consumers.

1                   You can find a link to our consumer  
2 alert on this scam on the EBB page, which is  
3 [fcc.gov/broadbandbenefit](http://fcc.gov/broadbandbenefit).

4                   We continue to maintain a COVID-19  
5 consumer resources page with periodic updates as  
6 we learn about new pandemic related scams.

7                   We have a post that provides an  
8 overview of pandemic scam calls, including audio  
9 from actual calls, a post on text message based  
10 scams with sample messages.

11                   The page also contains links to alerts  
12 on delivery text message scams, vaccine scams,  
13 and peer to peer payment scams, all trends that  
14 have emerged or increased in volume during the  
15 pandemic.

16                   Specifically on peer to peer scams,  
17 this is something that we're seeing is becoming a  
18 preferred method of payment for scam operators.

19                   The money transfers instantly and the  
20 scammer doesn't have to convince the victim to go  
21 to a retail location to buy gift cards.

22                   You can find more on all of these

1       scams and additional COVID related resources at  
2       fcc.gov/covid-scams.

3               Staying on this slide. An important  
4       part of our unwanted call and scam work continues  
5       to be collaboration with partners. Partners  
6       across the spectrum.

7               Governmental agencies, consumer  
8       organizations, and industry have all been allies  
9       in identifying trending scams and helping to  
10       inform consumers about the steps they can take to  
11       help themselves and protect themselves.

12              Additionally, as my colleagues have  
13       shared with the call blocking rules and our  
14       caller ID authentication work, in many instances,  
15       industry is able to block scam call traffic  
16       before it even reaches the consumer.

17              Our Enforcement Bureau, the Industry  
18       Traceback Group, and other federal and state  
19       partners like the FTC and DOJ, as well as  
20       industry and analytics companies, have been  
21       tracking emerging COVID-19 scams and helping to  
22       publicize the tactics being used by fraudsters.



1           So, speaking of partnerships, I wanted  
2           to highlight a few webinars we posted to help  
3           educate the public about scams over the last  
4           year.

5           So last November we collaborated with  
6           the Better Business Bureau and the Federal Trade  
7           Commission to host the all I want for the  
8           holidays is your safety webinar, highlighting  
9           tips and resources to protect consumers during  
10          the 2020 holiday season, which we all remember  
11          presented some unique challenges for consumers.

12          Topics discussed included online  
13          shopping, avoiding charity scams, and safety tips  
14          for using Wi-Fi and mobile devices, along with  
15          safety tips related to having virtual holiday  
16          gatherings.

17          In December, we hosted a webinar for  
18          consumers that focused on avoiding COVID-19  
19          scams.

20          This was in partnership with the FTC  
21          and the U.S. Postal Inspection Service, and it  
22          highlighted COVID-19 scams and provided tips and

1 resources to protect consumers during the  
2 pandemic from fraudsters who use robocalls and  
3 text messages to defraud consumers of money or  
4 personally identifiable information.

5 And in February, we partnered with the  
6 CFPB and the Association for Community Living  
7 within HHS to host a webinar for consumers that  
8 was titled, COVID-19 scams and older adults.

9 The event highlighted how older adults  
10 can protect themselves from current COVID-19  
11 scams, with a special emphasis on scams related  
12 to the vaccine, which was just becoming available  
13 in February.

14 I've also included on the slide here  
15 a webinar we hosted that focused on virtual  
16 volunteerism or internet based ways to donate  
17 time.

18 This highlighted the practice of  
19 leveraging broadband to match individual  
20 volunteers with non-profit organizations to  
21 provide direct services to those in need.

22 The event featured presenters from the

1 United Nations and entities that have been  
2 successfully using virtual volunteerism models to  
3 provide services to clients.

4 While the event didn't focus on scams,  
5 it did touch on another important FCC priority:  
6 broadband adoption and relevance.

7 You can find all these events in our  
8 events archive at [fcc.gov/events](http://fcc.gov/events), and look for  
9 the archived events button on the page.

10 Next slide.

11 So this would've been the first slide,  
12 so if you just want to leave that up there for a  
13 minute? Great.

14 That's our COVID scams page. It talks  
15 a little bit about some of the trends and the  
16 categories of scams that I highlighted in the  
17 intro there, and then if you want to go to the  
18 next one, please, Greg?

19 So earlier this year, we also released  
20 the first of what I hope will be a series of data  
21 spotlights, and this initial post highlighted the  
22 top five unwanted call complaint categories that

1 the FCC saw in 2020.

2 As you can see on the chart, auto  
3 warranty renewal scams were the top robocall  
4 complaint filed with the FCC by consumers in  
5 2020, and you can see that that actually -- it's  
6 the purple line on the chart.

7 It actually wasn't the top category  
8 early in the year, but quickly became and then  
9 maintained its presence as the top complaint  
10 category that we saw.

11 And it, you know passed the longtime  
12 frontrunner, which was Social Security phishing  
13 scams, which did come in second at the end of the  
14 year.

15 And as you've likely experience, auto  
16 warranty calls often include specific information  
17 about your particular car, and it seems more  
18 legitimate because their sort of intro is  
19 information that's correct.

20 It might mention a make or a model of  
21 the vehicle that you currently have or maybe  
22 recently had in the recent past.

1           We have a consumer education post that  
2 features audio from an auto warranty call, and  
3 you can find that on our website at  
4 [fcc.gov/consumers](http://fcc.gov/consumers).

5           Rounding out the top five unwanted  
6 call categories reported to the FCC in 2020 were  
7 computer tech support calls, credit repair and  
8 credit card rate reduction calls, and health  
9 insurance related calls.

10           During the first six months of this  
11 year, the top five has changed very little.

12           Health insurance scam complaints have  
13 fallen a bit and have been surpassed as number  
14 five by lawsuit and criminal charge related  
15 complaint calls, so that's swapped out a little  
16 bit. But then the other thing that we've noticed  
17 in the first six months of this year is that the  
18 gap between auto warranty calls and our second  
19 highest category, which remains the SSN phishing  
20 scam calls has continued to widen.

21           We're now receiving over three times  
22 as many complaints reporting auto warranty calls

1 as we are this second most common topic, which is  
2 again the SSN and phishing calls.

3 And that just proves the point that  
4 Commissioner Starks and Steve made way back at  
5 the beginning of the day, that auto warranty  
6 calls are the ones that you're getting in your  
7 voicemail and they're the ones you're probably  
8 deleting or ignoring most often right now.

9 So, do stay tuned. Look for more data  
10 spotlights in the future. This is something that  
11 we want to continue to do, and we're open to  
12 suggestions.

13 If you have ideas about things that we  
14 could highlight, please reach out and let us  
15 know.

16 Next slide.

17 So finally, I want to leave you with  
18 some resources that you can share and help us to  
19 amplify so that we can all do more work  
20 protecting consumers.

21 You can find all the links that I've  
22 included on the slide here, as well as a lot of

1 other information about scams and other consumer  
2 topics, by visiting [fcc.gov/consumers](http://fcc.gov/consumers).

3 Our main robocalls consumer guide and  
4 one of our most visited webpages is  
5 [fcc.gov/robocalls](http://fcc.gov/robocalls).

6 We have consumer-facing webpages on  
7 call blocking and caller ID authentication, which  
8 were discussed earlier, both of which explain  
9 these tools in plain language for consumers.

10 We continue to update our own scam  
11 glossary with new entries, such as our peer to  
12 peer scam post that I mentioned earlier.

13 And I'd also like to encourage you to  
14 visit our new page that we created,  
15 [fcc.gov/tracedact](http://fcc.gov/tracedact).

16 And this page tracks the FCC's  
17 progress meeting the deadlines Congress set in  
18 the TRACED Act, many of which played a role in  
19 some of the work my colleagues presented on  
20 during this panel, and I'm happy to report if you  
21 do go by that webpage, you'll see a lot of  
22 checkmarks on the page, indicating that we met

1 the deadlines and most if not all of the tasks  
2 have been completed.

3 And to the left on this slide, I have  
4 a nice new graphic that our graphics team  
5 developed that reiterates our top five consumer  
6 tips when it comes to robocalls.

7 Don't answer calls from unknown  
8 numbers, never give out personal information to  
9 inbound callers, consider and talk to your  
10 carrier about call blocking tools, don't reply to  
11 unexpected text messages, and don't hang on, hang  
12 up when you're speaking with a suspicious caller.

13 As always, we're eager to partner and  
14 open to feedback.

15 Please reach out if you have ideas,  
16 questions or concerns. Scott and Greg both know  
17 how to find me. Thank you. Back over to you,  
18 Steve.

19 CHAIR POCIASK: Well, thank you, Ed.  
20 That was a terrific wrap. So that now concludes  
21 our second panel.

22 So if there are any questions on this



1 topic, you know, if so, you know, please, you  
2 know, raise your hand using the Zoom feature.  
3 You know, I'll recognize you.

4 All right, so I'm checking. I don't  
5 see any hands, so let's just move on then.

6 So as we begin the eleventh charter,  
7 what I was trying to say earlier is that we  
8 expect the acting Chairwoman to assign specific  
9 topics as soon as the CAC.

10 You know, she'll give us those topics  
11 and then we'll use those topics to form working  
12 groups, and those working groups will then review  
13 and potentially make recommendations.

14 We're waiting on this and we expect to  
15 hear more on this soon.

16 The timing and the selected topics are  
17 completely at the good judgment of the  
18 Chairwoman, so I will communicate back once I  
19 hear more.

20 We also expect our next full CAC  
21 meeting to occur sometime during the first  
22 quarter this year, and that's really all I have

1 to report on that.

2 So at this time, do the CAC members  
3 have anything they wish to discuss before we open  
4 up for public comment?

5 Just please raise your hand if you  
6 have a comment or a question.

7 Okay. I don't hear any, so just  
8 moving on. Do we have any comments from the  
9 public?

10 Hey, John. Let me turn that over to  
11 you.

12 MEMBER BREYAULT: Hey, Steve. Sorry,  
13 just a quick question.

14 I understand from you that what you've  
15 just said, that we are awaiting sort of direction  
16 from the Chairwoman about what topics the CAC  
17 should take up, and then we have our next  
18 scheduled meeting of the CAC scheduled for a TBD  
19 date in Q1 2022.

20 So, will we be able to form working  
21 groups or do any work, assuming we get some  
22 direction from the Chairwoman between now and the

1 next meeting, in terms of starting working  
2 groups?

3 And again, this is just sort of me  
4 being worried about if we are potentially, you  
5 know, on a nine-month timeline if we meet in  
6 March next year, to actually do work and have  
7 recommendations presented and voted on by the CAC  
8 before our charter expires at the end of December  
9 next year.

10 Is that the timeline I understand it  
11 to be?

12 CHAIR POCIASK: Yeah, unfortunately  
13 that's sort of the hand we're dealt, and there's  
14 really nothing that we can do at this point.

15 We're sort of working at the pleasure  
16 of the Chairwoman, so I don't know if, Greg or  
17 Scott, you have anything you'd like to add on  
18 this?

19 But that's my understanding, is that  
20 once we get direction from her, then we can move  
21 ahead, we can assign working groups, allocate  
22 people to those working groups, and begin working

1 away, but that's all I know.

2 MR. MARSHALL: Steve?

3 CHAIR POCIASK: Yes?

4 MR. MARSHALL: Okay, it's Scott. Yes,  
5 I wanted to make a comment if I could.

6 And the Commission is very much aware  
7 that we are late in this particular committee's  
8 term.

9 And the Commission is now working on  
10 how best the CAC can be helpful on consumer  
11 issues of importance given the time remaining in  
12 this term, which expires as you well know, in  
13 October of '22.

14 We will be in contact with the CAC  
15 leadership to discuss potential topics, and as we  
16 have done in the past, we'll then get a charge  
17 for our working group and we will solicit  
18 interest in working on that group.

19 Unfortunately I don't have any other  
20 news about that for you today, but we hope to  
21 have it soon, and as Steve says, and again,  
22 there's no date that's been set, but typically,

1 in the beginning of a year, our first meeting is  
2 usually in the first quarter of the year.

3 And hopefully that's helpful.

4 CHAIR POCIASK: Okay.

5 MEMBER BREYAULT: Steve, this is John.

6 Can I follow up on that?

7 CHAIR POCIASK: Oh, go ahead.

8 MEMBER BREYAULT: Yes.

9 Sorry to keep beating this dead horse,  
10 but I guess one thing I would just like to  
11 suggest to you, Scott and Steve, and to the  
12 Commission, if input from the CAC about the  
13 topics that we could cover would be helpful in  
14 how the Chairwoman sort of ultimately directs us  
15 to do the topics for us to take up, you know, I  
16 would just like to underscore sort of the topics  
17 that I mentioned from the President's executive  
18 order on competition.

19 There are a number of rulemakings sort  
20 of suggested in that executive order.

21 I don't believe the FCC has yet  
22 initiated those rulemakings and I think that

1 those topics are very ripe for the CAC to provide  
2 input on as the FCC develops those rulemakings.

3 So I'll stop there and get off my  
4 soapbox, but thank you.

5 MR. MARSHALL: It's Scott again.

6 I'd be happy to talk with you further  
7 about that at any time, and we're always open to  
8 new ideas, and that sort of thing, so yes, I  
9 would like to talk to you about it further.

10 CHAIR POCIASK: Okay. Irene, did you  
11 have a question or a comment?

12 MEMBER LEECH: Yes. And I guess my  
13 question is for Scott.

14 When I first became involved in this,  
15 I seem to recall that the Committee identified  
16 things that we thought were important, as well as  
17 the Commission occasionally giving us things to  
18 do, and it was the last CAC that I thought for  
19 the first time was totally directed by the  
20 Commission's request.

21 So, is this a change in the rules? I  
22 didn't hear that this morning, but I'm a bit

1 confused about, you know, kind of what we're  
2 allowed and not allowed to do, and why we exist.

3 MR. MARSHALL: Hi, Irene.

4 Actually, the rules have not changed  
5 about the fact that I as the Commission's  
6 representative, as the designated federal officer  
7 of the Committee, has the authority to approve  
8 agendas for the Committee.

9 And that's been true for years.

10 What changed in the charter of the CAC  
11 was to make it clear that the Commission wanted  
12 to be sure that the CAC's time was best utilized  
13 on issues that were timely, important, and that  
14 then it came to the point where the Commission  
15 chose to specify issues that the CAC should  
16 consider.

17 That has never precluded ideas from  
18 being, you know, offered, discussed, that sort of  
19 thing, and we've always done that and I'm always  
20 ready to listen and hear those ideas and  
21 communicate them to upper management.

22 CHAIR POCIASK: Okay so, one more

1 opportunity. Do we have any other comments from  
2 the public?

3 I mean, hearing none, I think we've  
4 completed our work today.

5 I wanted to thank all of you CAC  
6 members for participation and look forward to our  
7 contributions during the charter period.

8 I want you to know how profoundly  
9 grateful I am of the opportunity to work with all  
10 of you.

11 I also want to thank today's  
12 presenters, the FCC staff in support in making  
13 the session go smoothly, and bringing the CAC up  
14 to date on the issues related to COVID and  
15 consumer protections.

16 Patrick, Scott, Greg and Catherine,  
17 thank you all for your support.

18 Let me just, right before I close  
19 here, Scott, did you have anything else you  
20 wanted to add before I close here?

21 MR. MARSHALL: Yes, Steve, thank you  
22 very much. I just want to thank everyone



1 involved in putting together this meeting.

2 I think the acting Chairwoman was  
3 absolutely correct this morning.

4 It takes a lot of hands, ranging from,  
5 thank you for doing, and it takes a lot of help  
6 from various sources across the Commission for us  
7 to produce a program for you and also to manage  
8 the Committee.

9 We really rely on our subject matter  
10 experts a lot to help us help you advise us. So  
11 thank you to you for doing what you do, and I  
12 want to thank all my colleagues, as well.

13 I'm not going to go down a long list,  
14 but I would be very remiss not to mention those  
15 who are directly involved with me day-to-day on  
16 the CAC team, which would be Greg Haledjian,  
17 who's my deputy DFO, and Catherine Langston, and  
18 of course CGB management.

19 CHAIR POCIASK: All right, so one last  
20 question here for the floor. Is there any new  
21 business?

22 All right, well, seeing none, I move

1 that the Consumer Advisory Committee meeting be  
2 adjourned.

3 Do I have a second?

4 MEMBER WEIN: So moved.

5 CHAIR POCIASK: And with that, thanks  
6 to everyone, farewell, and take care.

7 (Whereupon, the above-entitled matter  
8 went off the record at 2:02 p.m.)

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<b>A</b>		
<b>a.m</b> 1:10 4:2 74:21	<b>action</b> 14:20 15:2 23:5 120:3,22 121:1,11 122:20 124:18 130:19	135:2,11,19 137:17 153:16 154:6
<b>AAA</b> 19:21 20:9	<b>actions</b> 13:4,19 18:8,20 19:13 53:1 120:10 122:19 123:19 130:1 143:6 152:19	<b>adoption</b> 86:12 87:3 117:16 163:6
<b>AARP</b> 22:6,7	<b>active</b> 128:19	<b>adults</b> 90:7 162:8,9
<b>AB</b> 7:10	<b>actively</b> 98:11	<b>advance</b> 19:15 40:15
<b>Abbie</b> 1:21 26:18,19	<b>activities</b> 3:18 33:9 34:12 102:16	<b>advanced</b> 5:14 84:16 86:11
<b>ability</b> 79:6 132:8	<b>activity</b> 156:8	<b>Advancement</b> 19:19 95:21
<b>able</b> 20:5 44:6 62:11,18 88:21 92:14 100:19 115:2 117:21 121:5 133:15 157:11 160:15 170:20	<b>actor</b> 124:9,11,19 134:11 136:10 140:1 146:9	<b>advancing</b> 86:18
<b>above-entitled</b> 119:2 178:7	<b>actual</b> 121:22 159:9	<b>advise</b> 46:6 177:10
<b>abroad</b> 154:22	<b>acute</b> 78:17 90:3	<b>advisor</b> 33:22 34:3 51:22 63:5 75:9,11,19 119:13 128:11
<b>absolutely</b> 177:3	<b>ADA</b> 117:19	<b>Advisors</b> 11:3 26:11
<b>abuses</b> 127:5	<b>add</b> 111:20 171:17 176:20	<b>advisory</b> 1:3,10 3:4 4:5 5:1 8:5 10:17 16:21 31:14 34:19 35:10 37:22 38:7,8 40:10 43:18 84:13 95:1 178:1
<b>abusing</b> 124:16	<b>added</b> 104:17	<b>advocacy</b> 11:12 97:4
<b>ACA</b> 2:1 22:9,13	<b>adding</b> 144:7	<b>advocates</b> 2:2 26:3 101:1
<b>accept</b> 44:1 133:6	<b>addition</b> 57:15 60:11 68:1 78:1 81:9 99:1	<b>Affairs</b> 7:5 12:12 16:1 16:15 33:2 57:3 94:14 94:15,18 128:12 155:8
<b>acceptance</b> 98:1	<b>additional</b> 11:11 59:22 76:21 83:9 110:21 139:13 160:1	<b>affectionately</b> 16:22
<b>accepting</b> 151:13	<b>additionally</b> 62:11 66:20 67:20 70:13 72:8 74:9 95:18 150:11 160:12	<b>affiliates</b> 100:19
<b>access</b> 13:13 32:2,7 40:22 52:2 63:6 65:2 70:2,11 74:5 83:11 86:12 87:3 88:12,18 91:5,6,19 92:1,11,17 93:8,17 143:7 148:21	<b>address</b> 29:17 39:22 51:6 64:8 80:6 85:22 91:1 99:21 102:16 112:15 114:7,12 116:5 139:9 148:21 154:19	<b>affirmative</b> 58:3 130:9 135:19
<b>accessed</b> 41:2	<b>addressed</b> 43:11	<b>affordability</b> 114:8,12 114:18 115:8,10
<b>accessibility</b> 7:11 19:20 20:4 40:19 88:9 95:21 96:2 108:16 117:19 118:9	<b>addresses</b> 93:18 115:10	<b>afoul</b> 133:22
<b>accessible</b> 117:18	<b>addressing</b> 14:3 91:14 92:17	<b>afternoon</b> 33:8 111:21 119:20 155:19
<b>accession</b> 35:17	<b>adds</b> 146:8	<b>age</b> 113:18,19
<b>accomplish</b> 102:20	<b>adjourned</b> 178:2	<b>agencies</b> 98:5 160:7
<b>accomplished</b> 102:7	<b>Adjournment</b> 3:20	<b>agency</b> 7:7 84:19 122:11
<b>accountability</b> 38:15 53:8 145:4	<b>administer</b> 158:18	<b>agency's</b> 41:22
<b>accounting</b> 8:19	<b>administered</b> 59:14	<b>agenda</b> 5:9 30:20,22 32:13 51:10,13
<b>accurate</b> 36:16 143:15	<b>administering</b> 81:11	<b>agendas</b> 42:2,9 175:8
<b>achieved</b> 150:15,15	<b>administers</b> 59:16 65:6	<b>aging</b> 113:10
<b>achievements</b> 96:1	<b>administration</b> 9:18	<b>ago</b> 120:11 140:11
<b>acknowledgment</b> 102:18	<b>Administrative</b> 27:3 59:15 81:10	<b>agree</b> 71:4
<b>act</b> 3:4 18:21 34:19 37:22 38:7 43:17 45:20 52:12,21,22 63:19 66:17 67:4,11 76:3 77:1 78:20 81:15 117:20 121:2 122:5 123:3 125:8 151:17 152:11 167:18	<b>administrator</b> 145:18	<b>ah</b> 49:21
<b>acting</b> 1:12 4:18,21 10:20 12:16 17:19 20:18 84:11 108:19 109:5 122:16 154:3 169:8 177:2	<b>Administrators</b> 1:21 26:10	<b>ahead</b> 4:10 7:9 21:6,12 52:5 75:14 83:22 101:5 103:11,20,20 117:10 119:17 171:21 173:7
	<b>admit</b> 16:10	<b>Ahern</b> 2:14 32:15 75:8 83:14,20 84:1
	<b>adopted</b> 64:16 125:11 130:3,8,12,22 134:1	<b>aircards</b> 67:21
		<b>alert</b> 159:2
		<b>alerts</b> 159:11
		<b>Alex</b> 142:16
		<b>Alexander</b> 2:15 34:2 142:15
		<b>alike</b> 88:11
		<b>alleged</b> 14:21
		<b>Alliance</b> 2:2 28:17,19
		<b>allies</b> 160:8
		<b>allocate</b> 171:21
		<b>allocated</b> 131:20,22
		<b>allow</b> 13:6,11 78:2,13 78:16 125:14 136:21 144:12
		<b>allowed</b> 137:7 175:2,2
		<b>allowing</b> 65:7
		<b>allows</b> 137:10
		<b>alluded</b> 107:1
		<b>Alma</b> 102:21
		<b>Aloha</b> 95:6
		<b>alongside</b> 12:20
		<b>alternate</b> 4:7 25:21 26:13 27:13 28:9 29:10 30:13
		<b>alternative</b> 57:12
		<b>ambitious</b> 104:8
		<b>America</b> 1:1 2:4 23:7,13 85:4 116:3
		<b>American</b> 2:7 9:15 17:4 17:13 22:15,19 63:18 67:11 71:20 154:20
		<b>Americans</b> 6:2 8:22 9:10 10:1 90:9,12 143:14
		<b>Amgen</b> 91:12
		<b>amount</b> 111:7 118:1 131:15 153:12
		<b>amounting</b> 65:12
		<b>amounts</b> 69:2
		<b>amplify</b> 101:2 166:19
		<b>Amplifying</b> 86:4
		<b>analysis</b> 93:1
		<b>analytic</b> 137:2,3 138:5
		<b>analytics</b> 106:6 129:5 130:11 132:17 134:4 134:6 137:12 141:17 141:22 156:15 160:20
		<b>analytics-</b> 129:16
		<b>analytics-based</b> 133:3 140:3,11 141:13
		<b>and/or</b> 54:12
		<b>announced</b> 40:15 97:7 154:4
		<b>announcements</b> 108:19
		<b>annoying</b> 9:6
		<b>annually</b> 151:19
		<b>answer</b> 37:15 59:1

118:10 138:16,18  
142:4,6 143:15 168:7  
**answered** 48:9  
**answering** 74:16 135:9  
**answers** 99:2  
**anticipate** 126:13  
**anticipating** 90:18  
**Anyway** 156:13  
**apologies** 23:1 76:9  
**Appalachian** 86:8  
91:16 92:9  
**apparent** 120:12,20  
**appear** 131:6,17,19,21  
140:6  
**appears** 144:4  
**applicable** 70:15  
**applicant** 71:4 80:20  
**applicants** 66:12 68:22  
70:13,22 71:3 76:16  
77:7,12 79:5,21 80:9  
80:17 81:2,7 82:2,19  
83:5 116:16,22  
**application** 59:17 65:7  
65:11,15,19 66:13  
69:15,18 70:20 71:8  
71:10,12 73:3,13,19  
74:6,17 79:6 80:21  
81:1,19 82:7 99:12  
118:3,7 149:4  
**applications** 65:12  
71:19 72:15,19 73:21  
76:13,15 79:2 80:14  
81:21 82:8  
**applied** 58:8 72:9 79:18  
**applies** 35:22 48:18  
145:19  
**apply** 20:13 49:1,10  
57:10 59:2 60:9,11  
64:19 65:8 66:2,6  
69:17 74:5 140:6  
149:1 154:12  
**applying** 5:15 117:1  
**appointed** 10:19  
**appointments** 158:5  
**appreciate** 16:8 63:1  
142:10  
**approach** 80:6 81:8  
89:5 122:15 131:1  
140:20 143:5 150:1  
**approaches** 96:4  
101:11  
**appropriate** 125:22  
**appropriated** 76:5,21  
**Appropriations** 52:11  
52:21 77:1 78:20  
81:15  
**approval** 41:22 46:4  
**approvals** 127:9

**approve** 175:7  
**approved** 45:8 55:1  
57:12 71:7  
**approximate** 120:18  
**April** 81:19  
**arcane** 8:18  
**archive** 37:5 163:8  
**archived** 163:9  
**archives** 35:18 37:1  
**Archives'** 36:8  
**area** 62:5,7 79:17,17  
80:14 106:7 131:18  
**areas** 91:4 115:3  
116:15 117:21  
**arisen** 40:10  
**arose** 124:1  
**array** 64:15  
**article** 89:9 90:5  
**as-is** 8:13  
**aside** 18:10  
**asked** 46:17 50:4 74:11  
**assess** 78:16  
**assign** 111:13 169:8  
171:21  
**assigned** 43:8  
**assignments** 145:10  
**assist** 46:8 52:14 59:4  
81:11 82:7 100:16  
115:1,5  
**assistance** 56:19,21  
57:4,5,7 84:19  
**assistant** 18:4 42:4  
**assisting** 12:22  
**assists** 115:7  
**associate** 34:6 103:3  
155:7  
**associated** 20:6 53:12  
144:3  
**association** 1:20 2:1,4  
2:6,10 11:2 23:19  
24:1 25:18 26:2,9  
98:15 162:6  
**associations** 17:9  
**assuming** 110:20  
170:21  
**assurance** 108:15  
**astronomical** 115:4  
**AT&T** 2:3 22:20,22 23:3  
49:14,17  
**AT&T's** 49:15  
**ATR** 24:6  
**attach** 145:9  
**attempting** 158:21  
**attend** 39:13 47:12  
**attendees** 98:7  
**attending** 42:9 47:15  
**attention** 15:19 44:4  
75:5

**attestation** 144:15  
**attorney** 27:6 33:18,21  
34:3 51:22 63:5 75:9  
75:19 119:12 122:9  
128:11  
**attorney-advisor**  
142:13,17  
**attributed** 156:17  
**audio** 9:7 21:15,18 30:3  
38:5 39:13,14 53:21  
57:17,18 107:13  
159:8 165:2  
**audiovisual** 36:2  
**August** 65:11 71:13  
82:15  
**authenticate** 144:22  
146:4 147:1,2,17  
**authenticated** 144:14  
147:5,7,9,12  
**authenticating** 144:16  
144:20  
**authentication** 138:8  
140:14 141:16 142:22  
143:8,9 149:12,17  
152:13 154:13 160:14  
167:7  
**authorities** 145:21  
146:2  
**authority** 15:3 35:14  
145:13,19 175:7  
**authorize** 133:14  
**authorized** 27:4 140:8  
144:22 145:21 146:1  
**authorizing** 97:6  
**auto** 164:2,15 165:2,18  
165:22 166:5  
**automated** 156:21  
**automatically** 37:1 57:9  
57:17,22  
**AV** 36:9  
**availability** 88:9 114:9  
114:13,19 158:5  
**available** 42:12 59:4  
62:4 68:3,12,15 72:7  
72:9,11 73:12,18 78:1  
96:7 106:5 111:8  
113:12,20 135:14  
141:18 149:13 150:20  
158:4 162:12  
**avoid** 12:10 60:4  
**avoided** 90:8  
**avoiding** 161:13,18  
**awaiting** 170:15  
**award** 20:12 55:1 80:8  
81:1 96:5,9  
**awarded** 76:15 80:16  
81:3 82:18  
**awarding** 83:4

**awards** 19:19 82:16,22  
83:3 95:21,22  
**aware** 36:9 39:11  
128:18 172:6  
**awareness** 6:12 87:22  
96:5 97:10,22 98:21  
100:15 101:2 102:10

---

**B**


---

**back** 5:17 9:6,21 17:2  
20:15 21:15 22:8 23:7  
39:11 62:20 75:2  
96:18 103:16 109:6  
110:22 111:14 118:13  
118:17 128:20 138:2  
155:19 157:22 166:4  
168:17 169:18  
**back-end** 157:10  
**backed** 39:1  
**background** 63:16  
**backwards** 96:19  
**bad** 124:9,11,19 134:11  
136:10 140:1 146:9  
**balance** 38:14  
**bang** 9:15  
**barriers** 20:4 87:20  
91:2  
**Barry** 2:9 24:10,12  
**Bartholme** 2:14 34:5  
155:7,15  
**based** 61:5 66:14 67:3  
73:21 129:5,17,20  
131:1,13 132:16  
134:4,5 137:11 157:5  
157:13 159:9 162:16  
**basic** 43:10  
**basically** 43:9 141:12  
**basis** 76:15 129:6,10,16  
129:18,21 132:17,20  
133:12,17 134:8  
**beating** 173:9  
**Bechan** 108:12  
**becoming** 159:17  
162:12  
**began** 158:3,9  
**beginning** 122:21  
123:19 151:9 166:5  
173:1  
**behalf** 7:17 17:11 26:6  
27:4 28:2 45:1 51:3,3  
71:4  
**believe** 45:21 48:17  
85:18 88:7 125:21  
173:21  
**believes** 135:16  
**Bendetson** 30:10,12,13  
30:16  
**benefit** 3:7 6:4 19:10

31:22 51:20 52:10,18  
52:18 53:3,10,13 54:7  
54:10,17 56:3,22  
57:18,21 58:6 60:9,11  
61:7 92:16 93:7 95:10  
96:16,20 102:13  
104:5 105:1 158:12  
158:19  
**benefits** 55:2 56:6 87:8  
93:10  
**Bercu** 1:16 29:15,15  
**Berlyn** 1:16 17:17 21:4  
21:7 22:3,4,5 112:11  
112:20 113:22  
**Bessette** 1:17 25:3,4  
**best** 2:19 12:6 32:11  
39:2 64:12 75:7,18  
102:11 172:10 175:12  
**better** 19:20 112:8  
161:6  
**beyond** 45:22 46:1  
**Bhat** 1:17 27:18,18  
**bidding** 70:17  
**big** 7:17 12:17 130:19  
**biggest** 14:6 15:11  
**bill** 54:12 56:13 60:4,9  
60:11  
**billing** 60:8,10 99:13  
**billion** 63:17 65:13  
71:15  
**billions** 9:22,22  
**birth** 15:17  
**bit** 21:20 51:12 86:14  
106:22 109:9 117:4  
128:22 138:7 156:3  
163:15 165:13,16  
174:22  
**Blake** 2:7 29:2  
**Blind** 2:7 22:16,19  
**block** 130:5 131:5  
132:15,19 133:9  
134:2,5,22 137:8,9  
160:15  
**blocked** 23:12 135:5  
137:20,22 141:21  
**blocking** 3:12 19:1  
124:2,7,8,20 128:15  
128:20 129:5,8,14,17  
129:20 130:2,4,12,21  
131:1,13 132:6,12  
133:3,14,19,21 134:3  
134:5,11 135:8,15,18  
137:10,14,15,20  
138:4 139:11,20,22  
140:19 141:5,16  
143:7 160:13 167:7  
168:10  
**blocks** 135:13

**blood** 90:12  
**Blue** 121:21,21  
**board** 27:2,5 145:14  
**book** 99:15 100:20  
**bought** 14:15  
**boys** 97:12  
**branding** 104:17  
**brands** 121:21  
**breach** 15:12  
**breaches** 15:9  
**break** 3:10 9:6 20:3  
33:12 109:14 117:11  
118:16 119:1  
**breakdown** 72:6  
**breakfast** 55:3  
**breast** 89:6  
**Brendan** 1:13 8:2  
**Breyault** 1:18 27:10,11  
103:17 109:17 111:22  
112:5,16 170:12  
173:5,8  
**Brian** 2:1 22:10,12  
**brick** 78:3  
**bridge** 94:4  
**brief** 31:6 63:11 65:20  
69:14 83:7 101:5  
**briefed** 157:19  
**briefing** 103:8  
**briefings** 19:16 110:9  
**briefly** 130:17 140:10  
**bring** 11:11 12:6,7  
**bringing** 91:21 124:4  
176:13  
**Brinton** 29:11  
**broad** 18:8 158:10  
**broadband** 3:7 6:3  
12:18 19:10 20:3  
31:22 51:20 52:10  
53:3,3,12 54:2,7 56:3  
58:6 60:12,15,18,20  
61:16,19,21 62:3,7  
63:22 64:22 68:4,8  
71:17 73:6 84:16 85:3  
85:9 86:10,12,16,18  
87:3,22 88:1,4,5,12  
91:21 92:1,8,17,22  
93:8,14 95:10 96:15  
104:5 105:1 110:7,7  
114:8,12 115:2,4,6,7  
117:16 158:19 162:19  
163:6  
**broadband-enabled**  
85:20 86:7  
**broadbandbenefit@f...**  
101:22  
**Broadcasters** 2:10  
25:19  
**broken** 101:13

**browsable** 105:8  
**buck** 9:16  
**build** 6:8 96:5 100:15  
139:21 140:1  
**building** 97:10,22 109:1  
**builds** 53:5 136:15  
**built** 136:10  
**burden** 91:15 92:11,18  
93:3  
**burdens** 13:20 91:2  
**burdensome** 91:19  
**bureau** 7:5 12:12 16:1  
16:15 32:7 34:6 52:1  
57:3 63:6 75:10,20  
94:15,18 109:5  
119:13 122:13 125:16  
126:7 127:3 128:5,12  
142:14,18 151:21  
152:1,3,7 155:7,8  
160:17 161:6  
**Bureau's** 119:22  
**Burkman** 120:12 121:7  
**Burnett** 2:15 33:21  
128:11,16  
**business** 36:20 161:6  
177:21  
**businesses** 126:3  
**busy** 19:7 21:11 82:11  
152:20  
**button** 99:15,21 123:6  
163:9  
**buy** 54:5 159:21

---

### C

---

**C-O-N-T-E-N-T-S** 3:1  
**cable** 1:19 25:7,11 62:1  
**CAC** 3:18 16:21 17:1,6  
17:16,18 18:10,17  
21:1,5 29:20 34:12  
37:2 44:21 45:16  
49:12,13 50:13 104:2  
109:22 110:4,22  
111:3,5,14 155:14  
157:21 169:9,20  
170:2,16,18 171:7  
172:10,14 173:12  
174:1,18 175:10,15  
176:5,13 177:16  
**CAC's** 18:1,3,5 22:2  
111:9 175:12  
**caching** 68:9  
**calendar** 39:3  
**California** 91:11  
**call** 3:3,12 4:13,14  
16:22 18:22 21:14  
22:1 23:5 27:14  
120:14 124:1,7  
128:15,19 129:14  
130:2,21 131:3 132:3  
132:12 133:19 135:7  
135:18 136:3 139:2  
139:11 140:19 141:5  
142:1 143:7 144:3,8  
144:12,14 145:9  
146:8 147:4,6,14  
156:18,21 157:4,10  
157:13,13 160:4,13  
160:15 163:22 165:2  
165:6 167:7 168:10  
**call-blocking** 33:20  
**called** 42:22,22 140:15  
**caller** 5:15 122:5 123:3  
135:15 138:2,8 140:8  
140:12,14 141:2,16  
142:22 143:8,9,22  
144:3,10,17,20 145:2  
145:6 147:5,7,8,17  
149:11,17 152:13  
154:12 160:14 167:7  
168:12  
**callers** 168:9  
**calling** 22:1 42:8 74:19  
**calls** 5:16 9:6 14:10  
19:5 82:12,14 120:14  
120:15,17 121:18  
122:2 123:5 129:8,11  
130:6,10 131:5,13,17  
131:19,21 132:4,10  
132:16 133:10 134:2  
134:5,7,11,22 135:3,4  
135:8 137:10,15,21  
137:22 139:4,7 140:6  
140:21 141:4,8,20  
144:2 146:5 147:2,2,7  
147:12,15 153:18  
154:8,14,16,17 156:1  
156:20 157:15 159:8  
159:9 164:16 165:7,8  
165:9,15,18,20,22  
166:2,6 168:7  
**campaign** 98:18  
**campaigns** 150:10  
**campus** 64:3,9 68:16  
**canceled** 111:1  
**cancer** 86:8,13 89:3,8  
89:11 91:9,14,15,18  
91:18 92:13,18,18,22  
**cancers** 89:6  
**cap** 69:4  
**capabilities** 77:20  
**capable** 148:18  
**capacity** 2:3,8 24:19  
25:15 27:6 28:13  
**Capital** 121:14  
**car** 14:14 164:17  
**card** 165:8

- cards** 159:21  
**care** 13:6,6,7 76:6 77:8  
 77:11,15,17 79:13,16  
 82:8 87:8 88:10,13,18  
 88:21 89:7,8,12,19,19  
 90:8,17 91:5,15,20  
 93:8,10,17,20 94:6  
 115:1 116:18,19  
 117:4 178:6  
**carefully** 69:10  
**CARES** 76:3  
**Carr** 1:13 8:2,4 10:9  
 12:17 17:20  
**carrier** 168:10  
**carriers** 15:12  
**carts** 78:10  
**case** 49:17 86:22 88:2  
 92:13 121:3,6 122:8  
**cases** 40:9,19 73:2  
**catching** 107:18  
**categorical** 148:4,7  
**categories** 54:16 77:9  
 77:10 129:9 163:16  
 163:22 165:6  
**category** 56:4 73:21  
 164:7,10 165:19  
**Catherine** 7:14 18:4  
 176:16 177:17  
**cause** 122:6  
**cease** 120:5 123:21  
**cell** 62:5 78:11  
**cellular** 77:21 78:12  
**center** 2:5,10 11:7  
 26:20,22 27:7 28:5  
 74:15 91:14,18,18  
 156:19,22 157:10,13  
**centers** 91:7 117:3  
**Century** 2:6 27:21 28:3  
**certain** 11:13 19:4 40:4  
 69:3 129:8 134:3  
 135:2,6,6 138:3 139:3  
**certainly** 13:18 89:12  
**certainty** 133:21  
**certificate** 144:18  
 148:16  
**certificates** 145:9,17,21  
 146:1,3  
**certification** 145:20  
 146:2  
**certified** 150:22 151:3  
**certify** 70:7,14  
**certifying** 150:13  
**cetera** 39:10 46:15  
**CFPB** 162:6  
**CGB** 32:21 34:6 109:2  
 128:3 177:18  
**CGB's** 33:22  
**Chair** 1:11,15 4:3 7:19  
 10:8,20 12:2,16 16:7  
 17:16,17 20:17 21:5  
 21:10 22:2,6,12,15,20  
 23:4,14,22 24:5,13,18  
 25:1,5,12 26:1,8,15  
 26:19 27:8,16,20 28:4  
 28:10,21 29:7,12,18  
 30:1,4,11,15,17 34:13  
 41:11,12,19,20 42:11  
 42:11 51:7 52:5 62:22  
 75:3 83:18,21 94:9,22  
 103:10,19 109:12  
 111:10,22 112:4,17  
 113:14 114:2 115:13  
 116:4 117:6 118:15  
 119:5,17 128:8 142:9  
 155:4 168:19 171:12  
 172:3 173:4,7 174:10  
 175:22 177:19 178:5  
**Chair's** 19:19,20 20:9  
 95:21 110:9  
**chaired** 84:10  
**chairing** 4:4 42:12  
**Chairman** 94:22  
**Chairs** 43:9  
**Chairwoman** 1:12 4:18  
 4:20,21 7:20 17:20  
 20:19 108:20 109:6  
 111:13 122:16 154:3  
 169:8,18 170:16,22  
 171:16 173:14 177:2  
**challenge** 38:22  
**challenges** 11:18 17:4  
 20:6 73:10 96:3,13  
 161:11  
**challenging** 108:11  
**chance** 8:5 73:17  
**change** 13:11 61:6  
 152:3 174:21  
**changed** 61:12 165:11  
 175:4,10  
**changes** 52:22 77:4  
 78:22 79:1 81:4 90:18  
**changing** 150:4  
**Chantal** 102:22  
**charge** 109:22 165:14  
 172:16  
**charged** 84:15  
**charity** 161:13  
**Charlottesville** 123:9  
**chart** 164:2,6  
**charter** 21:2 111:3,9  
 112:8 169:6 171:8  
 175:10 176:7  
**chartered** 110:22  
**cheat** 117:13  
**check** 62:6 114:1  
 137:21  
**checking** 169:4  
**checklist** 35:15  
**checkmarks** 167:22  
**chief** 16:14 33:1,3 34:6  
 94:14,17 103:3 155:7  
**child** 58:21 158:8  
**choice** 133:2  
**choose** 57:11  
**choosing** 133:7  
**chose** 175:15  
**Christian** 108:4  
**Chromebooks** 67:18  
**chronic** 78:17 90:9  
**Cigna** 121:22  
**circles** 100:14  
**circumstances** 40:4  
**citation** 121:4  
**cities** 2:6 27:21 28:3  
 98:15 120:15  
**city** 116:20  
**civil** 136:6  
**claiming** 158:18  
**claims** 53:9 113:21  
 144:21 145:2  
**clarified** 19:3  
**Clark** 2:7 22:16,18  
 117:8,10  
**class-based** 152:6  
**classified** 40:8  
**clear** 51:2 84:12 93:11  
 129:4,15,19 132:14  
 132:19,21 133:8  
 135:4 175:11  
**clearly** 50:10 89:17  
 127:17 136:15  
**Cleo** 27:14  
**clients** 163:3  
**Clinic** 29:3  
**clinical** 91:7  
**close** 65:16 72:16 73:14  
 102:18 109:10 156:22  
 176:18,20  
**closed** 40:5,14 48:6  
 65:11 71:13  
**clubs** 97:13  
**Co-Chairs** 6:19  
**co-hosted** 98:6,7  
**code** 62:15 101:14  
 113:3,4  
**codes** 131:19  
**Coho** 103:1  
**Coles** 103:2  
**collaborated** 98:17  
 161:5  
**collaboration** 122:11  
 160:5  
**collaborative** 6:14  
 90:22  
**colleague** 18:1 31:10  
 83:14 95:2 140:16  
**colleagues** 12:20 91:11  
 138:9 157:19 160:12  
 167:19 177:12  
**collect** 158:21  
**collection** 127:9  
**collective** 156:17  
**college** 123:10  
**color** 89:22 107:10  
 108:5  
**Colorado** 29:3  
**colorectal** 89:6  
**Columbia** 76:17 79:4  
 80:10 81:22 82:20  
**combat** 128:5 130:10  
 142:20 143:21  
**combats** 141:2  
**combatting** 119:22  
 140:20  
**combine** 67:14  
**come** 22:8 23:6 38:3  
 40:11 45:13,15 48:5  
 100:9 126:6 164:13  
**comes** 15:10 43:20  
 44:3 59:13 168:6  
**coming** 10:15 82:22  
 106:13  
**command** 15:7  
**comment** 64:12 151:22  
 152:8 153:4 170:4,6  
 172:5 174:11  
**comments** 7:21 10:9  
 16:9 20:20 96:14  
 102:2 170:8 176:1  
**commercially** 68:3,12  
**Commission** 1:1 2:12  
 3:2 5:14 6:1 17:13  
 18:17,19 19:13 40:17  
 45:4,18 49:7,19 50:21  
 64:12,16 79:7 91:9  
 110:1,2,11 112:10  
 121:1 124:9,14,22  
 128:19 129:22 130:8  
 132:9 134:14,20  
 136:6,8,13,19 138:12  
 140:6 143:4 147:20  
 148:6,12 149:22  
 151:17 152:11 153:3  
 153:8,13 154:5 161:7  
 172:6,9 173:12  
 174:17 175:11,14  
 177:6  
**Commission's** 5:9 7:4  
 14:6 18:8 19:7 48:22  
 128:22 140:20 142:20  
 143:1,10 174:20  
 175:5

- Commission-** 151:20  
**Commissioner** 1:13,13  
8:2,4 10:9,11,13  
12:16 16:8 17:20,21  
166:4  
**Commissioner's** 110:8  
**Commissioners** 1:12  
20:19  
**commitment** 80:12,18  
81:7 82:16 83:3  
**commitments** 72:21  
80:15  
**committee** 1:3,10,15,15  
3:4 4:5 5:1,8,18 6:14  
6:20 7:8 8:5,9 10:7,18  
10:19 11:16 16:3,21  
31:9 34:19 35:10,19  
36:17,19,21 37:22  
38:7,10 39:3,18,21,22  
40:21 41:7,11,19 42:1  
42:11,14 43:9,11,14  
43:18,20 44:3,13 45:1  
45:3,9,12 47:12 49:2  
49:3 50:3,15,17,19  
51:4 84:13 95:2  
174:15 175:7,8 177:8  
178:1  
**committee's** 7:15 11:13  
38:19 172:7  
**committees** 31:14 38:9  
39:7 40:10  
**common** 148:21 166:1  
**communicate** 78:14  
169:18 175:21  
**communication** 13:21  
**communications** 1:1  
11:4 17:8 20:3 37:9  
48:18 49:9,11 91:8  
117:19  
**communities** 72:1  
91:22 93:6 100:21  
115:19 116:1,2,2,11  
123:6,8  
**community** 55:4 79:18  
87:2 96:2 97:3,21  
99:18 123:10 162:6  
**comorbidity** 88:20  
**companies** 17:8 62:12  
131:4 156:15 160:20  
**company** 27:3 59:15  
61:9 81:10  
**company's** 126:15  
**compelling** 88:3  
**competition** 5:4 32:7  
34:4 52:1 63:5 75:10  
75:20 109:5 110:15  
142:13,14,17 151:21  
173:18
- competitive** 70:17  
**complaint** 3:14 125:22  
126:4 127:14,21  
142:2 155:10 156:10  
156:13 163:22 164:4  
164:9 165:15  
**complaints** 14:7 126:1  
128:2 165:12,22  
**complete** 14:3 36:15  
41:1 105:4 118:2,7  
147:14 148:11 151:1  
151:4  
**completed** 48:9 51:17  
70:19 120:6 125:4  
127:6 168:2 176:4  
**completely** 126:15  
169:17  
**completing** 83:3  
**compliance** 13:5 70:14  
117:18 151:7  
**complications** 90:1  
**complimentary** 97:1  
**comply** 36:3,7 146:14  
**component** 45:6  
**components** 147:11  
**comprehensive** 83:8  
**comprised** 84:9  
**Compromised** 15:14  
**computer** 53:17 165:7  
**computers** 67:17,19  
78:10  
**conceived** 85:5  
**concept** 93:3  
**concern** 89:13 109:20  
109:21 110:21  
**concerns** 88:15 90:14  
111:7 112:13 168:16  
**conclude** 87:5 93:9  
94:7  
**concludes** 74:22 103:7  
168:20  
**conclusion** 37:6  
**condition** 88:20 90:10  
90:10  
**conditions** 13:11,18  
78:17 90:16  
**conduct** 42:1 98:19  
**conducted** 86:10,20  
**Conference** 1:21 26:16  
**conferences** 39:9  
**conferencing** 39:9  
**confidence** 143:16  
**confident** 17:2  
**confidential** 47:7,8  
**confidentiality** 43:3  
**confirms** 145:20,22  
**confused** 175:1  
**confusion** 127:14
- Congress** 19:9 52:10  
63:17 76:2,5,21 77:3  
79:9 80:7 85:17  
167:17  
**connect** 73:5  
**Connect2Health** 32:16  
75:13 83:15 84:6,8  
**connected** 6:2 10:2  
53:21 61:11 62:17  
63:21 67:13,16 69:5  
71:16 86:5 87:12,16  
93:18,22 95:16 101:9  
**connection** 9:8  
**connections** 64:22 68:5  
71:17 73:6  
**connectivity** 3:7 19:11  
32:4 63:2,12,18,22  
64:7,13 66:2,6,10,13  
67:1,9 68:7 70:3,11  
74:18 75:1 77:21  
88:10 89:14 91:6,20  
**connectivity-fund-faqs**  
74:13  
**Connects** 2:1 22:9,13  
**consent** 58:3  
**consider** 154:5 168:9  
175:16  
**consideration** 138:15  
**considered** 150:8  
**considering** 147:20  
148:13  
**consist** 119:7  
**consistent** 71:7  
**consisting** 145:14  
147:11  
**Consolidated** 52:11,20  
77:1 78:20 81:15  
**consortia** 66:4  
**consortium** 136:7  
147:19  
**construction** 68:7  
**consumer** 1:3 2:2,4,6  
2:10 3:15 4:4 5:1,9  
6:12 7:5 8:5 10:17,21  
11:1,6,7,8 12:9,11  
13:4 14:2,6 15:4 16:1  
16:15,20 18:16 23:7  
23:12,15,17,18 26:3  
26:20,22 27:7 33:2,19  
33:22 34:7 59:18 60:3  
94:14,15,17 95:1  
96:11,20 99:12 101:1  
102:15 105:15 106:1  
106:17,18 107:7  
108:7,14 119:14  
125:22 126:4 127:14  
127:19 128:1,11,12  
131:15 132:7,9
- 133:13 137:9 155:8  
155:11 159:1,5 160:7  
160:16 165:1 167:1,3  
168:5 172:10 176:15  
178:1  
**consumer's** 99:11  
129:20 133:10,11  
**consumer-facing** 8:16  
167:6  
**consumer-focused**  
95:13  
**consumer-related** 18:9  
**consumers** 1:18 3:9,11  
7:17 11:20 12:14  
13:12,22 14:14 15:8  
15:13 17:5,8,14 19:5  
27:9,12 32:20 33:14  
58:5 60:8 61:6 62:11  
88:11 94:12 95:12  
99:20 100:16 104:9  
105:7,21 110:3  
119:10 125:21 129:5  
133:1,5 137:4,21  
141:8 154:20 156:4  
158:22 160:10 161:9  
161:11,18 162:1,3,7  
164:4 166:20 167:9  
**consumers'** 15:16  
**contact** 41:14 118:12  
129:20 133:11,15  
135:11,14 172:14  
**contains** 159:11  
**contending** 13:17  
**content** 104:9 108:14  
156:4  
**contents** 102:9  
**context** 88:19 90:3,20  
106:16  
**continue** 13:13,18 15:8  
60:15,17 61:2 80:13  
93:22 101:7 121:8  
157:11 158:1 159:4  
166:11 167:10  
**continued** 15:21 17:17  
20:20 103:4 158:6  
165:20  
**continues** 11:17 20:9  
104:6 160:4  
**continuing** 76:20  
149:11  
**continuously** 102:5  
**contribute** 6:16  
**contributed** 108:3  
109:3  
**contributes** 53:19  
**contributions** 176:7  
**convening** 10:17  
**convince** 159:20

**coordination** 47:10  
 108:22  
**copy** 35:13 36:19  
**core** 6:15  
**coronavirus** 12:9 64:3  
 73:2  
**correct** 110:20 164:19  
 177:3  
**correlation** 158:1  
**cost** 56:9 60:12 68:22  
**couch** 78:19  
**Council** 2:7 5:4 22:16  
 22:19  
**Counsel** 31:12 34:22  
 75:12 84:10,11  
**counsel's** 32:17 75:12  
**countdown** 118:19  
**counted** 21:22 100:1  
**counties** 86:8 91:16,22  
 92:9,15,15  
**counting** 106:4  
**countless** 7:6  
**country** 6:6 76:20  
**county** 26:12 85:10  
**couple** 8:6 9:4,21 38:11  
 41:9 109:13 130:4  
 138:3  
**coupon** 54:4  
**course** 5:17 6:18 7:3  
 11:18 12:5,19 15:8  
 16:4 49:17 50:16,18  
 109:4 149:19 177:18  
**cover** 4:9 54:18 141:22  
 156:3 173:13  
**coverage** 123:14  
**covered** 42:19  
**covers** 69:21  
**COVID** 32:10 87:6  
 88:19 90:3 160:1  
 163:14 176:14  
**COVID-19** 3:6,8 9:11  
 11:19 13:8 19:8 31:20  
 32:14 51:14 52:15  
 53:2 55:18 57:14 75:6  
 75:10,22 76:1,4,9,11  
 76:20,22 77:13 83:9  
 88:17,22 89:21 90:1  
 91:3 93:10,16 95:11  
 95:14 96:21 116:13  
 124:3,5 159:4 160:21  
 161:18,22 162:8,10  
**crack** 18:21  
**crackdown** 127:5  
**crafted** 150:2  
**create** 43:7 127:14  
**created** 63:20 85:5  
 93:17 156:4 167:14  
**creating** 81:5

**creation** 104:9  
**creatively** 20:2  
**credit** 158:8 165:7,8  
**criminal** 136:6 165:14  
**crisis** 86:1  
**criteria** 54:21 55:17,22  
 56:1 58:22  
**criterion** 55:10  
**critical** 6:13 10:4 85:19  
 88:13 93:13 97:9  
**cross** 85:8 121:21  
**cross-** 122:10  
**cross-check** 144:13  
**CTA** 23:21  
**CTIA** 2:4 24:1,4  
**cumulative** 79:20 89:5  
**current** 3:14 55:1,9  
 57:8,15,19 58:1 65:3  
 65:17 69:22 73:8 85:2  
 111:9 125:21 140:14  
 155:10 158:14 162:10  
**currently** 56:5 61:18  
 72:18 85:14 130:14  
 131:22 138:14 142:7  
 164:21  
**currents** 85:8  
**customer** 68:8 74:15  
 140:5  
**customers** 56:11  
 124:16 134:18 136:17  
**cyberdata** 15:9  
**cycle** 60:9,10

---

**D**


---

**D.C** 71:22  
**daily** 105:11  
**Dan** 130:3 134:12  
**Daniel** 2:18 33:18  
 119:12,15 128:9  
**Dark** 68:6  
**data** 15:14 59:22 68:9  
 72:8,10 85:9,17 90:6  
 93:1 101:12,13 116:8  
 118:1 141:9,10 142:2  
 150:19 156:14 163:20  
 166:9  
**data-driven** 101:10  
**database** 53:9 150:13  
 150:19,21 151:14  
**date** 15:16 60:8,10  
 97:18 99:7 104:10  
 146:20 148:13 150:20  
 152:14 170:19 172:22  
 176:14  
**dating** 105:15  
**David** 2:14 32:15 75:8  
 75:11,15 83:14,18  
 94:10 102:22

**Davis** 108:5,7  
**Dawit** 22:7  
**day** 1:18 8:12 25:9  
 30:14 31:19 71:11  
 73:3 83:17 166:5  
**day-to-day** 7:15 177:15  
**days** 39:3 64:10 72:16  
 73:14 80:20 102:19  
 121:7 124:15  
**de** 43:17  
**dead** 173:9  
**deadline** 36:4 151:16  
**deadlines** 13:5 108:18  
 151:8 167:17 168:1  
**Deaf** 2:7 28:22  
**deal** 7:18 96:12 156:22  
**dealing** 33:16 34:8  
**dealt** 171:13  
**Deandrea** 102:22  
**death** 90:1  
**deaths** 89:6,10,21  
**debate** 44:5  
**debated** 45:8  
**Debbie** 22:4 112:12  
**Debra** 1:16 6:19 17:17  
 21:4,5,11 22:2,3  
 112:18 115:21  
**debt** 61:5  
**decades** 5:10  
**December** 36:3 52:20  
 77:2 111:1,3 130:7  
 135:18 152:17 161:17  
 171:8  
**deceptive** 121:19  
**decides** 36:17  
**decisions** 72:14  
**declaratory** 129:1,15  
 132:12 134:9  
**declares** 59:12  
**decline** 156:15,18  
**declined** 157:4  
**decrease** 152:5  
**dedicated** 17:12 74:16  
 97:22  
**dedication** 108:21  
**define** 66:18  
**defined** 67:16 148:8  
**defines** 145:15  
**definition** 66:15 67:3,5  
 125:18,19 126:9  
**defraud** 122:6 162:3  
**delayed** 90:8,12  
**deleting** 166:8  
**deliberates** 36:17  
**deliberations** 11:13  
 48:15  
**deliver** 33:6  
**delivered** 6:4 71:7 72:3

**delivery** 13:5 89:8  
 159:12  
**demand** 65:15 73:1,16  
 73:18  
**demands** 72:7  
**demographics** 113:9  
 115:20  
**demonstrate** 103:4  
**demonstrates** 93:3  
**denied** 79:7  
**Deny** 80:19  
**Department** 1:18 25:6  
 25:10 30:14 36:9  
 59:11 98:4,18  
**departments** 88:11  
**dependent** 58:21  
**deployment** 153:15  
**deputy** 2:13 17:16 18:3  
 31:4 33:3 94:17 95:3  
 177:17  
**describe** 151:4  
**description** 116:21  
**desert** 117:4  
**design** 91:12 104:18  
 108:4,6,6  
**designated** 2:12,13  
 18:2,3 30:21 31:4  
 136:7 175:6  
**designed** 9:9 52:14  
 64:8 132:15 134:6  
**designs** 108:8  
**desire** 48:7  
**desist** 120:5 123:21  
**desktop** 53:16 67:19  
**despite** 20:6  
**destined** 147:2  
**detail** 65:20 140:17  
**detailed** 84:21  
**details** 92:3  
**determinant** 86:16,19  
**determine** 69:11  
**determines** 152:1  
**determining** 59:4  
**develop** 149:16  
**developed** 107:5 168:5  
**developers** 104:15  
**developing** 7:2 110:5  
**Development** 2:5 28:6  
 98:8  
**developments** 97:18  
**develops** 174:2  
**device** 53:22 54:6,9,12  
 61:11 69:5  
**device-based** 62:3  
**devices** 62:17,19 63:21  
 67:13,14,16 70:2,11  
 71:16 73:5 77:14,16  
 78:2,11,16 93:19



161:14  
**devised** 124:10  
**DFO** 41:16 42:4,4 43:8  
 46:6 95:2,3 177:17  
**DFOs** 36:15,19  
**Diagnostics** 90:6  
**Diana** 103:1  
**Diego** 91:12  
**different** 34:7 35:16  
 38:4 58:11 61:7  
 106:13 133:5  
**difficult** 101:19  
**digit** 101:14  
**digital** 2:9 24:5,9 36:7  
 36:11 85:13 94:5  
 97:15  
**diligent** 12:11  
**direct** 6:4 45:4 96:20  
 162:21  
**direct-to-consumer**  
 54:10  
**directed** 69:10 105:21  
 151:17,21 174:19  
**direction** 170:15,22  
 171:20  
**directly** 54:13 98:13  
 121:5 125:16 126:6  
 158:14 177:15  
**director** 89:3  
**directors** 27:2,5  
**directs** 173:14  
**disabilities** 20:5 117:20  
**disability** 96:2  
**disadvantaged** 11:10  
**disasters** 11:20  
**disclosure** 27:1 110:7  
**discontinuance** 149:4  
**discontinued** 149:7  
**discount** 53:11,14,16  
 54:8,9,11 61:11 73:22  
**discounted** 54:1  
**discover** 12:1  
**discuss** 65:19 70:21  
 71:9 95:9,20 112:14  
 125:17 143:1 170:3  
 172:15  
**discussed** 81:8 83:4  
 102:21 161:12 167:8  
 175:18  
**discussing** 6:12 34:18  
 48:4 49:15 51:1  
 128:15  
**discussion** 14:2 18:14  
 32:20 40:8 63:2 94:8  
 142:12  
**discussions** 47:6,16  
**disparities** 89:20  
**disparity** 90:2

**displayed** 144:18  
**disposition** 35:14,21  
**disproportionate**  
 153:12  
**disproportionately**  
 89:22  
**dispute** 135:15  
**disputes** 137:20  
**disqualify** 68:19  
**distance** 91:7,18  
**distinct** 75:20 114:8,18  
**distinguished** 83:14  
**distribution** 57:6 64:11  
 64:18 80:11,18 82:17  
 82:21 89:21  
**District** 76:17 79:4  
 80:10 81:22 82:20  
**districts** 97:13  
**diverse** 64:15  
**diversity** 38:14  
**divide** 38:5 94:5  
**division** 32:2,8 33:2,4  
 33:19,22 34:4 52:2  
 63:7 94:13,16,17,19  
 103:3 104:4,7 119:14  
 128:13 142:14  
**docket** 8:14  
**documentation** 35:16  
 36:4 37:10  
**documents** 36:16 41:2  
**doing** 10:6 42:7 50:10  
 76:8 92:20 104:4  
 109:9 125:1 128:5  
 132:21 135:1 142:10  
 155:19 157:11 177:5  
 177:11  
**DOJ** 122:10 160:19  
**dollars** 9:22  
**domestic-originated**  
 154:17  
**donate** 162:16  
**Dorison** 1:19 29:9,10  
**double** 92:10 93:3  
**doubt** 40:3  
**downloadable** 107:7,20  
**downloaded** 106:4  
**downstream** 124:19  
**downward** 157:17  
**dozens** 107:20 109:3  
**DPI** 24:12  
**Dr** 32:15 89:2  
**draft** 43:7  
**dramatically** 93:21  
**driver's** 15:17  
**driving** 102:9  
**drop** 157:6  
**DSL** 62:1  
**due** 6:18 55:12

**duration** 13:22  
**duties** 42:8

---

**E**


---

**E** 2:4  
**E-Rate** 64:5 66:5,9  
 70:18 73:21  
**eager** 168:13  
**Eagle** 121:13  
**earlier** 63:16 81:8 82:1  
 83:4 90:22 92:5 95:20  
 107:1 137:3 158:3  
 163:19 167:8,12  
 169:7  
**early** 76:3 152:4 156:16  
 164:8  
**ease** 13:20  
**Eastern** 74:21  
**easy** 36:13,19  
**EB** 33:19  
**EBB** 3:7 52:19 54:2,14  
 57:9,18,20 58:1,4,10  
 59:2,7,20 60:1,4 61:1  
 61:4,15 96:16,22 98:9  
 98:12,21 99:2,2,8,15  
 99:22 100:3,4,17,21  
 101:6 104:14,21  
 105:4,17,20 106:1  
 109:11 113:1,4,6  
 117:22 159:2  
**ECF** 3:7 67:7 69:18 71:8  
 74:4,7,14  
**echo** 51:12  
**economic** 11:9  
**Ed** 34:5 155:6,9,14  
 168:19  
**Ed's** 155:13  
**EDT** 1:10  
**EDUARD** 2:14  
**educate** 156:4 161:3  
**education** 3:15 6:12  
 66:17 96:14 98:18  
 140:13 155:12 165:1  
**effect** 137:2  
**effective** 87:18 140:2  
 143:11  
**effectively** 102:9  
 134:17 136:12  
**efficiently** 81:16  
**effort** 96:15 122:11  
**efforts** 6:1 12:18 14:3  
 14:18 95:9 96:22  
 102:8 109:10 119:22  
 135:8 142:20 143:1,6  
 143:10 151:5  
**either** 23:16 50:10 68:4  
 91:5 99:11 124:18  
 139:22 147:17

**elected** 61:20  
**electronic** 35:13 36:2,5  
**elementary** 66:15,16,18  
**elements** 138:4  
**eleventh** 16:20 21:2  
 169:6  
**eligibility** 53:7 54:16  
 55:4,8,17 56:4 57:13  
 58:22 59:5 66:11,14  
 67:2 68:19 77:4 98:22  
**eligible** 52:18 53:10,14  
 54:1,9,20 55:21 56:1  
 56:11 57:9,17,20  
 58:21 61:4 64:19 65:2  
 65:7,9 66:1,5,6,21,22  
 67:7,9,12,20,21 68:22  
 69:19 70:8 71:1 72:2  
 77:6,14  
**eliminated** 121:4  
**Ellie** 1:17 25:2,4  
**Ellison** 84:11  
**Ellrod** 1:20 26:11,12  
 114:3,5,14,17 115:9  
**email** 20:13 82:3 97:17  
 98:18 101:21 102:16  
**emails** 36:20 82:12,14  
**emblematic** 131:9  
**emerged** 159:14  
**emergency** 3:7,7 6:3  
 12:22 19:10,11 31:21  
 32:4 51:20 52:10 53:2  
 54:7 56:3 58:6 63:2  
 63:12,17 64:7,13 66:2  
 66:6,10,12 67:1,9  
 68:7 74:17 75:1 86:1  
 95:10 96:15 104:5  
 105:1 114:21 135:3  
 135:10 158:18  
**emerging** 160:21  
**emphasis** 162:11  
**emphasize** 44:9  
**employee** 25:16 28:13  
 100:7,11  
**enable** 77:16  
**enabling** 18:22  
**enactment** 121:2  
 152:14  
**encourage** 130:4  
 167:13  
**encrypted** 144:10  
**endowment** 66:22  
**ends** 60:5,13,21 61:3  
**enforcement** 3:12  
 14:18 33:17 119:8,13  
 119:21 120:3,4,10,22  
 121:1,11 122:13,13  
 122:14,18,20 123:18  
 125:16 126:7 128:5

136:6 143:6 160:17  
**engage** 68:13 96:8  
**engaged** 81:9  
**engagement** 101:1  
 102:15  
**engaging** 123:12  
 133:21  
**enhanced** 53:13 130:12  
 137:17  
**enhancement** 139:15  
**enroll** 61:10 100:17  
**enrolled** 57:22 58:4  
 59:20  
**enrolling** 61:1  
**enrollment** 101:12  
 102:10  
**enrollments-and-clai...**  
 101:18  
**ensure** 20:4 36:15 70:5  
 102:7 137:13 138:21  
 140:7 143:13 150:17  
**ensuring** 13:12 79:3  
 95:15 151:20  
**enter** 154:17  
**entering** 139:4  
**entire** 51:17  
**entirely** 141:1  
**entities** 66:8 95:13  
 125:9,14 126:2,11  
 127:2 145:16 149:2  
 152:6 163:1  
**entitled** 152:6  
**entity** 91:13 120:7  
 125:6,18 126:10,16  
**entrepreneurs** 85:13  
**entries** 167:11  
**entry** 139:2 154:8  
**EO** 110:15  
**equally** 20:6  
**equipment** 53:4,13 65:3  
 65:9 67:10,12 68:1,9  
 69:1,3,10,19 70:9  
 71:1,6 72:3  
**equitable** 80:6,11,18  
 82:17,21  
**erased** 16:11  
**Eric** 2:3,20 24:19,20,22  
 29:5 32:1 51:21 52:2  
 62:22 113:16  
**error** 133:6 135:16  
**ESEA** 66:17,17  
**especially** 6:21 85:18  
**essential** 141:3  
**essentially** 144:18  
**establish** 73:20 143:11  
**established** 19:9 45:17  
 52:11 53:2 63:17  
 64:17 66:16 67:3 69:2

76:2 79:10 80:5 86:19  
**establishes** 145:20  
**establishing** 79:1 120:7  
 125:5  
**esteemed** 95:1  
**estimates** 14:8,10  
**et** 39:10 46:14  
**ethic** 103:5  
**evaluate** 79:2  
**evaluation** 79:11 90:6  
 116:9  
**event** 4:8 162:9,22  
 163:4  
**events** 100:5 126:14,21  
 158:14 163:7,8,9  
**everybody** 21:9  
**everyday** 8:21  
**evidence** 86:21 139:6  
 153:9  
**evolved** 99:10  
**ex** 48:18,22 49:18  
**exactly** 118:10  
**examining** 153:9  
**example** 12:9 38:13  
 49:14,17 50:4 113:10  
 131:9  
**exceed** 73:18  
**excellent** 109:19  
**exception** 36:5 50:16  
 68:11  
**exceptional** 103:4  
**exceptions** 139:18  
**excess** 89:5,10  
**exchange** 12:3  
**excited** 17:1  
**excluded** 61:5 125:20  
**excludes** 126:9  
**Excuse** 28:11 30:10  
**execution** 9:18  
**executive** 173:17,20  
**exemption** 48:17,20  
**exemptions** 49:1,9,10  
**exempts** 38:9  
**exercised** 15:2  
**exhausted** 59:10 83:6  
**exist** 94:6 131:19 175:2  
**existing** 55:18 57:14  
 138:19 139:22 142:4  
**expand** 77:19  
**expanded** 15:3 55:8  
 130:11 137:1,6  
**expect** 111:12 112:2  
 169:8,14,20  
**expected** 150:6  
**expecting** 111:14  
**expenses** 69:12  
**experience** 102:13  
 164:15

**experienced** 15:11  
 55:11  
**experiences** 108:9  
**expert** 84:19  
**expertise** 6:8 11:7  
**experts** 7:6 9:14 48:2  
 157:8 177:10  
**expires** 111:3 171:8  
 172:12  
**explain** 50:9 52:17  
 127:17 146:20 148:12  
 167:8  
**express** 8:8 19:14  
**expressly** 38:9  
**extend** 10:18 17:15  
 151:19  
**extends** 152:5  
**extension** 148:17,20  
 149:1,11,19,19  
 151:20 152:2,4,5,7  
 153:2,4,14,22  
**extensions** 146:19  
 148:5,7 151:16,18,22  
 152:8  
**extent** 43:8 147:3  
**extra** 9:17  
**extremely** 108:17  
 141:20  
**eye** 107:18

## F

**FACA** 38:10,12,18,18  
 39:17 43:4 44:15 47:1  
**face** 11:18  
**Facebook** 107:21  
**faced** 73:11  
**facilitate** 47:10  
**facility** 78:3  
**facing** 17:4  
**fact** 5:13 107:12 128:1  
 157:8 175:5  
**facto** 43:17  
**facts** 43:10  
**fail** 124:18  
**fails** 134:19  
**Fairfax** 26:12  
**fall** 20:22 77:8  
**fallen** 165:13  
**falsifying** 143:22  
**familiar** 56:7 64:4 144:5  
 155:13  
**Families** 57:5  
**FAQ** 105:1 106:1  
**far** 82:14 128:20  
**farewell** 178:6  
**FCC** 3:6,6,11 4:18 7:22  
 8:2,15,19 10:4,11  
 14:8 19:15,19,20 20:8  
 20:21 31:9 33:13 34:1  
 34:17 36:22 39:5 49:4  
 60:5 69:1,18 71:8,14  
 72:5,13,18 73:3 74:9  
 76:6,13 78:21 79:9,11  
 80:5,8,13,22 81:4,9  
 81:12,15,20 82:1,11  
 82:15,18 83:11 84:10  
 84:14 95:11,20 98:17  
 104:16 107:13 109:1  
 110:16 111:5,6  
 125:14 148:19 163:5  
 164:1,4 165:6 173:21  
 174:2 176:12  
**FCC's** 4:22 5:7 14:2  
 16:15 31:19 51:14  
 69:11 81:12 82:4  
 84:22 96:21 116:13  
 117:15 143:3 158:18  
 167:16  
**fcc.gov/broadbandb...**  
 62:10,19 100:18  
 159:3  
**fcc.gov/consumers**  
 165:4 167:2  
**fcc.gov/covid-scams**  
 160:2  
**fcc.gov/events** 163:8  
**fcc.gov/robocalls**  
 167:5  
**fcc.gov/tracedact**  
 167:15  
**fccaaa@fcc.gov** 20:13  
**feasible** 147:4  
**feature** 169:2  
**featured** 107:16 162:22  
**features** 165:2  
**February** 55:13 97:11  
 102:5 104:13 105:16  
 111:2 162:5,13  
**federal** 1:1 2:12,13 3:4  
 18:2,3 30:21 31:4,13  
 34:19 35:10 38:6,7,8  
 38:20 39:1 56:8,16,20  
 84:13 91:8 100:7,8,9  
 100:11 160:18 161:6  
 175:6  
**federally** 117:2  
**Federation** 2:4 23:7,12  
**feedback** 9:14 10:3  
 102:3,6,11 168:14  
**Felisha** 108:5  
**fewer** 148:8 153:11  
**Fiascunari** 108:4  
**fiber** 62:1 68:6  
**fielding** 95:15 99:10  
**fifth** 15:12 54:18 56:3  
**fight** 141:4 143:11

**fighting** 143:5  
**figure** 126:22  
**file** 39:19 49:18 150:12  
**filed** 72:15 126:13  
 164:4  
**filers** 55:14,15  
**files** 36:11  
**filing** 65:7,11,15,19  
 70:20 71:10,12,17  
 72:16 73:4,13,19 81:5  
 81:19 82:7  
**filings** 64:14 150:21,22  
**fill** 93:16  
**final** 82:21 90:5 102:13  
 125:11 141:19  
**finally** 7:13 9:5 16:14  
 32:19 74:3 94:4 149:8  
 166:17  
**find** 92:2 101:7,15  
 159:1,22 163:7 165:3  
 166:21 168:17  
**fine** 14:19 47:11,18  
 50:8  
**finish** 118:6  
**first** 4:6,17 5:18 8:7  
 14:20 15:16 16:19  
 21:1 31:18,21 33:16  
 51:19 54:17 59:13  
 61:10 65:10 66:1  
 71:10,17 72:19,20  
 73:17 75:15 80:8  
 82:16 84:5 96:18  
 104:11 108:9 111:2  
 119:11 121:1,17  
 122:12 124:12,21  
 130:2,19 134:3  
 135:19 139:1,1,8,15  
 148:7 151:9,19  
 152:16,22 155:9  
 158:20 163:11,20  
 165:10,17 169:21  
 173:1,2 174:14,19  
**five** 54:16 74:1 80:3  
 90:7,11 101:14  
 106:14 163:22 165:5  
 165:11,14 168:5  
**fixed** 61:19,21 62:2  
 68:4  
**flexibility** 136:22  
**floor** 177:20  
**flow** 47:11  
**fluid** 150:3  
**flyer** 108:6  
**flyers** 107:10  
**FNPRM** 138:13  
**focal** 41:13 43:10  
**focus** 9:18 13:7 33:14  
 34:2 95:22 96:13,22

97:15 138:21 163:4  
**focused** 12:18 86:17  
 87:15 96:11 99:7  
 161:18 162:15  
**focuses** 86:6  
**focusing** 18:7 91:14  
 101:10  
**folks** 35:14 41:12 44:19  
 93:21 107:2  
**follow** 155:11 158:6  
 173:6  
**followed** 34:21  
**following** 144:9  
**fonts** 108:11  
**Food** 57:5  
**for-profit** 66:21  
**force** 32:16 75:13 84:7  
 84:8,12,15,22 85:5,14  
 86:10,16,20 87:7,10  
 87:18 88:6,16 90:21  
**foreign** 154:8  
**foreign-originated** 5:16  
 154:14,15  
**foremost** 8:7  
**forfeiture** 121:9 122:22  
 123:3  
**form** 69:18 71:8 104:16  
 111:15 127:10 169:11  
 170:20  
**formal** 46:15  
**format** 36:1 41:1  
**formats** 36:7  
**formulating** 42:2  
**forward** 6:11 36:5 37:12  
 94:8 176:6  
**forwarded** 128:3  
**found** 59:22 84:22  
 122:3,5 123:15  
**four** 15:12 54:18 91:17  
 92:4 105:17 148:6  
**fourth** 122:22  
**framework** 53:6 142:22  
 143:20 144:7  
**Francella** 2:6 28:2  
**fraudsters** 12:2 160:22  
 162:2  
**FREDERICK** 1:20  
**free** 55:2  
**freely** 7:7  
**frequently** 45:14 74:10  
 78:6  
**Friday** 1:7 20:10 74:20  
**friend** 31:10 95:2  
**friends** 32:21  
**front** 8:14 18:17,19  
 109:2  
**frontrunner** 164:12  
**fronts** 11:21

**FTC** 12:1,2 160:19  
 161:20  
**full** 8:12 15:5 43:20  
 44:3,13 45:3,8,12  
 47:12 50:3,14,17 60:9  
 150:15 169:20  
**full-time** 68:17  
**fully** 14:17 136:4  
 156:21  
**Fun** 128:1  
**function** 30:6  
**fund** 3:7 19:11 32:4  
 63:2,12,18,20 64:7,13  
 66:2,7,10,13 67:1,9  
 68:7 71:15 74:18 75:1  
 80:13 115:1  
**fundamentally** 88:8  
**funded** 80:17  
**funding** 64:11,18 65:13  
 68:15 70:5 72:2,7,13  
 73:5,18 76:7,16 77:6  
 77:15,19 78:1 79:4,13  
 79:14,18,19 80:5,6,8  
 81:1,3,7 82:16,17,18  
 82:21,22 83:2,4,5  
 93:15 115:5 116:16  
**funds** 59:10  
**furlough** 55:12  
**further** 19:4 30:9,19  
 67:16 94:8 127:4  
 129:7 130:8 132:18  
 152:5,22 154:5,10  
 174:6,9  
**future** 3:18 34:11 72:21  
 88:7 122:14 166:10

## G

**gap** 109:10 165:18  
**gaps** 93:17  
**garnered** 76:12  
**garnering** 65:12  
**gateway** 130:16 138:13  
 138:22 139:8,16  
 142:6 154:1,7,11  
**gather** 43:7 102:6  
**gatherings** 161:16  
**gavel** 20:15  
**general** 18:14 31:11  
 32:17 34:22 35:11  
 37:22 57:3 74:6 75:12  
 84:10,11 99:3,21  
**generally** 47:6 68:10  
 133:3 139:21  
**generals'** 122:10  
**gentlemen** 95:4  
**Geoff** 36:10  
**Geoffrey** 1:13 10:11  
**geography** 91:6

**George** 23:16  
**getemergencybroad...**  
 59:18 62:13  
**getting** 10:1 11:20 41:9  
 43:10 46:8 51:12  
 72:13 115:22 166:6  
**gift** 159:21  
**girl** 123:10  
**girls** 97:13  
**give** 16:2 31:5 48:7 60:7  
 168:8 169:10  
**given** 38:21 64:10  
 73:16 85:19 98:21  
 112:1 137:4 172:11  
**giving** 51:1 123:13  
 142:19 155:21 174:17  
**glad** 31:16 100:13  
 115:11  
**global** 156:18 157:7  
**glossary** 167:11  
**goal** 1:16 22:5 87:15  
**gotten** 113:4  
**gourmet** 33:7  
**govern** 31:13  
**governance** 145:8,11  
 145:13,19 148:20  
**governing** 13:10  
**government** 25:16  
 28:13 38:12 40:8  
 56:18 94:14,18 98:2  
 128:12 135:9 155:8  
 158:11  
**governmental** 7:5  
 12:12 16:1,15 97:4  
 160:7  
**governments** 11:5  
**governors'** 98:10  
**governs** 38:8  
**grab** 104:19  
**Grant** 54:22 98:20  
**granted** 148:6,19  
 151:18,20,22 152:1  
 153:5  
**graphic** 104:18 168:4  
**graphics** 108:7 168:4  
**grassroots** 97:14  
**grateful** 6:21 7:3 108:20  
 176:9  
**gratitude** 8:8  
**greater** 65:20 133:20  
**greatest** 92:16 93:7  
**Greg** 7:14 18:2 31:5  
 33:7,10 34:14 35:7  
 36:18 37:4 42:4 48:19  
 95:3 96:18 104:12  
 105:12 106:21 156:11  
 163:18 168:16 171:16  
 176:16 177:16

**GREGORY** 2:13  
**ground** 98:13  
**groundwork** 43:12  
**group** 5:6 9:14 36:21  
 40:12 43:16,17,21  
 44:4,8,14,19,21,22  
 45:2,5,7 47:9,13,20  
 48:1 49:2 50:3 58:14  
 98:8 99:19 100:22  
 102:16 121:14 160:18  
 172:17,18  
**group's** 48:6,14  
**groups** 7:1 41:21 42:21  
 42:22 43:2,5,6 44:11  
 45:11 46:21 47:2,6  
 49:4 97:3 98:5 102:6  
 111:16 116:22 149:16  
 169:12,12 170:21  
 171:2,21,22  
**growing** 100:22  
**GRUWELL** 1:21 26:17  
**Guam** 71:20 76:17  
**guess** 173:10 174:12  
**guidance** 69:12  
**guide** 5:8 106:18 167:3  
**guidelines** 39:21 56:16  
**guides** 87:11  
**guiding** 38:11

---

**H**


---

**Haledjian** 2:13 7:14  
 18:2 29:22 30:2 31:5  
 33:8,11 95:3 177:16  
**half** 111:12 156:9  
**hand** 20:14 29:20 30:7  
 51:9 117:10 141:5  
 169:2 170:5 171:13  
**handout** 108:7,14  
**handouts** 107:7  
**hands** 169:5 177:4  
**hang** 168:11,11  
**happen** 5:21  
**happened** 18:16  
**happening** 63:14  
**happy** 51:5 65:10  
 119:21 128:6 138:18  
 142:3 167:20 174:6  
**harbor** 130:12 135:1  
 136:10,15 137:2,4,6  
 138:6 140:1,3,12  
 141:13  
**harbors** 130:4 134:1  
 139:22  
**hard** 2:8 11:21 15:22  
 28:22 105:11,14  
**hardest** 79:17  
**harm** 122:6 123:16  
**harmful** 123:5

**he'll** 37:12 155:10  
**Head** 57:4  
**headers** 147:13  
**headlines** 158:6,15  
**headset** 103:22  
**health** 13:6,6 32:14  
 59:11 76:6 77:8,11,15  
 78:17 79:13,15 82:8  
 84:17 85:4,9,13,21  
 86:1,5,10,17,19 87:1  
 87:1,3,8,8 88:2,5,8,10  
 88:11,13,13 89:19,19  
 90:8,9,16 92:8 93:5,9  
 93:9,19 94:2,5,6  
 115:1 116:17,19  
 117:3,4 121:17,20  
 165:8,12  
**healthy** 4:11 87:14  
**hear** 23:3,6,14 24:14  
 25:13,17 31:7 40:22  
 48:14 110:8,19  
 111:14 115:11 169:15  
 169:19 170:7 174:22  
 175:20  
**heard** 19:6 38:1 95:14  
 95:19 114:11 157:4  
 158:7,19  
**hearing** 2:8 19:12 29:1  
 31:22 32:3,10 158:10  
 176:3  
**hefty** 6:20  
**held** 102:5  
**Hello** 4:21 22:10,13  
 23:20 24:3  
**help** 6:1 9:5 32:12 46:8  
 59:4 63:20 85:22  
 93:16 94:4 95:17  
 96:12 97:16 100:12  
 100:16 101:2 154:19  
 156:4 160:11 161:2  
 166:18 177:5,10,10  
**helped** 5:8  
**helpful** 10:9 127:1  
 172:10 173:3,13  
**helping** 32:22 160:9,21  
**helps** 87:14 143:13,21  
**Hernandez-Ulloa** 103:3  
**Herrera** 26:14  
**Hey** 25:3 29:2,22 83:18  
 112:11 170:10,12  
**HHS** 98:6 162:7  
**Hi** 22:12,18 24:16 25:20  
 26:21 27:10,18 29:9  
 63:8 109:17 113:16  
 142:16 175:3  
**high** 89:13 92:12  
 153:17,21  
**higher** 89:22

**highest** 80:9,13 81:2  
 83:5 165:19  
**highlight** 85:3 97:20  
 101:5 120:2 161:2  
 166:14  
**highlighted** 161:22  
 162:9,18 163:16,21  
**highlighting** 161:8  
**highlights** 93:13  
**highly** 129:11 132:5  
 137:11,15  
**highspeed** 88:10,12  
**history** 96:6  
**hit** 11:21 79:17  
**Hobbs** 2:15 34:2 142:15  
 142:16,16  
**hold** 35:1 51:16  
**holiday** 161:10,15  
**holidays** 161:8  
**home** 61:22 78:4  
**homework** 109:10  
**Honestly** 31:15  
**honor** 95:8  
**hook** 37:10  
**hooks** 158:2  
**hope** 4:11 23:3 33:9  
 96:8 163:20 172:20  
**hopefully** 39:11 94:1  
 155:18 173:3  
**horse** 173:9  
**host** 23:11 161:7 162:7  
**hosted** 161:17 162:15  
**hosts** 59:17  
**hot** 50:6 51:1 123:6  
**hotspot** 69:6  
**hotspots** 64:21 67:13  
**hours** 91:17 108:17  
 124:13 137:20 139:17  
 139:18  
**household** 53:18 54:1,9  
 54:20,21 55:11,13,16  
 55:21 56:1,5,15,17  
 57:1 58:13,13,17,20  
 59:2,3 61:12,12  
**household's** 59:5  
**households** 6:5 52:14  
 53:4,11,15 58:19  
 59:19 60:14 61:4  
 96:12 101:9  
**houses** 97:5  
**housing** 56:21 98:8  
**huge** 81:16  
**Hughes** 102:21  
**Human** 59:11  
**hundred** 64:14 106:9  
**Hurley** 2:1 22:10,10,13  
**hybrid** 68:18

---

**I**


---

**ID** 122:5 123:3 138:8  
 140:12,14 141:2,16  
 142:22 143:8,9,22  
 144:3,10,20 145:2,6  
 147:5,7,8,17 149:12  
 149:17 152:13 154:12  
 160:14 167:7  
**ideas** 166:13 168:15  
 174:8 175:17,20  
**identical** 46:10,17  
**identifiable** 162:4  
**identification** 5:16  
**identified** 79:11 124:13  
 132:16 174:15  
**identify** 87:19 92:14  
 134:7  
**identifying** 160:9  
**identity** 147:13  
**ignoring** 166:8  
**illegal** 14:4,16 123:11  
 129:11 130:10 131:6  
 132:5,10 134:15  
 135:7 136:12,18  
 137:11,16 139:4,7  
 140:21 141:2,4,7  
 142:20 143:2,21  
 150:7,18 153:6,12  
 154:21  
**illegally** 122:4  
**illness** 88:20  
**images** 107:20 109:4  
**immediate** 137:22  
**immigrant** 123:11  
**impact** 31:9 85:19  
 88:17  
**impacted** 13:7  
**impacts** 115:19  
**imperative** 88:6  
**impersonate** 131:12  
**impersonating** 121:18  
**implement** 12:21 18:20  
 64:13 146:16 148:3  
 149:5 153:18  
**implementation** 19:1  
 142:21 146:12,22  
 148:11 150:14,16  
 151:1,2,2,4,16  
**implementing** 19:7  
**importance** 72:12 88:4  
 172:11  
**important** 4:15 5:11  
 8:10,15,21 9:13 11:12  
 13:14 21:21 41:12  
 42:20 43:15 44:10  
 45:6 48:3 60:6 92:2  
 93:4 108:19 110:6  
 121:3 141:20 160:3

163:5 174:16 175:13  
**imposed** 121:13  
**imposter** 126:18 158:11  
 158:17  
**improve** 102:4  
**improving** 88:13  
**in-person** 39:12 68:17  
 90:8  
**inbound** 168:9  
**inbox** 99:3 100:1  
**inboxes** 82:13  
**incidents** 86:13  
**include** 38:12 39:9 42:8  
 62:1 64:2 67:17,19  
 79:1 83:3 85:3 102:21  
 113:17 135:21 137:19  
 164:16  
**included** 60:6 96:21  
 161:12 162:14 166:22  
**includes** 67:5,13,18  
 71:22 105:4 135:22  
 143:6 144:9 145:11  
**including** 14:18 15:14  
 17:7 19:10 37:5 53:12  
 55:4 56:18 57:3 81:5  
 85:15 101:13 141:6  
 159:8  
**inclusion** 97:15  
**income** 11:10 55:12,14  
 56:15,20  
**incoming** 131:10  
**INCOMPAS** 2:9 24:14  
 24:17  
**incorporate** 141:16  
**incorporating** 85:16  
 122:18  
**incorporation** 138:7  
 140:12  
**increase** 74:1 77:21  
 90:15 98:20  
**increased** 14:17 93:20  
 159:14  
**increasing** 92:16  
**incredibly** 8:10 128:19  
**Indian** 57:3,6  
**Indiana** 24:22  
**indicating** 167:22  
**indication** 112:1  
**individual** 2:3,8 24:19  
 25:15 28:12 39:20  
 48:10 50:14 79:22  
 88:19 98:19 116:15  
 125:20 162:19  
**individually** 100:1  
**individuals** 17:10 46:1  
 86:7 91:15 117:20  
**industry** 136:7 145:15  
 147:19 160:8,15,17

160:20  
**ineligible** 68:6,10  
**inequality** 13:1  
**inequities** 89:18 94:5  
**infographic** 107:11  
**inform** 87:14 124:14  
 160:10  
**informal** 42:21 43:5,6  
 46:21 125:21 127:21  
**information** 12:1,4,9  
 15:15,18 20:12 41:6  
 43:7 45:22 46:5,9  
 47:11 48:7,13 60:12  
 74:6 77:16 82:3 83:9  
 83:11 84:21 87:13  
 98:3,9,12 99:3,8,21  
 104:3 113:3,5,13,20  
 118:12 125:9,15  
 126:12,20 127:1,3  
 133:1 138:8 140:13  
 141:3,6,7,17,18 144:1  
 144:3,8,9,11,13,20  
 145:1,2,6 146:7,10  
 147:5,7,8,18 162:4  
 164:16,19 167:1  
 168:8  
**informed** 129:18 133:1  
 134:8  
**infrastructure** 87:21  
**initial** 7:1 65:6 71:11  
 80:12,18 104:14  
 163:21  
**initiated** 173:22  
**initiative** 86:3,5,6,14,15  
 86:17,17 90:21 91:1  
 92:7 120:5 123:22  
**initiatives** 6:9 84:18  
 85:2  
**innovative** 20:1  
**innovators** 85:12  
**input** 141:20,21 173:12  
 174:2  
**inquiries** 74:14 95:15  
 99:4,7,11,12,16,22  
**inquiry** 99:9  
**Inspection** 161:21  
**Instagram** 107:22  
**instance** 77:18 115:3  
 116:17 117:2  
**instances** 14:4 160:14  
**instantly** 159:19  
**Institute** 1:17 2:9 24:10  
 25:2 89:3 91:9  
**institution** 116:19  
**instruction** 68:17  
**insufficient** 150:8  
**insurance** 121:18,21  
 165:9,12

**intake** 104:16  
**intended** 53:1 137:14  
**intent** 80:19 122:5  
 124:22  
**interactive** 85:7  
**interest** 51:15 76:12  
 86:22 139:11 172:18  
**interested** 40:21 104:20  
 113:8,10  
**interests** 11:5 110:3  
**interference** 9:8 38:5  
 39:13,14 53:21 57:17  
 57:18  
**intermediate** 136:1  
 147:10 151:12  
**internal** 48:14 101:22  
 156:10,13  
**internationally** 139:3  
**internet** 13:1 39:6,9  
 52:15 56:10 68:3,12  
 77:19 78:9,13 92:11  
 146:17 162:16  
**intersection** 84:16  
**intimidation** 120:17  
**intra-network** 147:2  
**intro** 163:17 164:18  
**introduce** 10:10 20:15  
 34:16 51:19  
**Introductions** 3:2,3  
**invalid** 131:18  
**investigation** 121:9  
 122:11  
**investigations** 127:4  
**invitation** 10:16 84:3  
**invite** 48:1  
**invoice** 71:4  
**invoicing** 70:21  
**involve** 40:7  
**involved** 50:6 138:4  
 174:14 177:1,15  
**involves** 97:1 143:22  
 144:7  
**Iowa** 123:10  
**IP** 146:17  
**iPads** 67:18  
**Irene** 2:4 23:7,9 174:10  
 175:3  
**IRS** 131:12  
**IRS's** 131:10  
**Ishida** 2:16 33:1 94:13  
 94:21 95:5  
**Islands** 71:21,22  
**issue** 49:15 72:14  
 145:16,21 146:3  
 152:2 155:11  
**issued** 13:9 48:21 49:8  
 82:16,22 124:3 125:2  
**issues** 11:9 15:22 18:9

48:3 114:7 115:10  
 126:1 145:8 172:11  
 175:13,15 176:14  
**issuing** 14:20 49:8  
**it'll** 21:1 127:17  
**item** 138:14,17,19  
**items** 18:11 49:6 78:6  
**iterations** 105:2 108:12  
 108:13

---

**J**


---

**Jacob** 120:12  
**Jakob** 121:15  
**January** 122:21  
**Jennifer** 2:19 32:11  
 75:7,9,15,18 84:2  
 94:10  
**Jerusha** 2:15 33:21  
 128:10,17 142:10  
**Jessica** 1:12 4:18  
**job** 55:12  
**jobs** 8:12  
**John** 1:18 27:9,11  
 103:14,18 109:15  
 111:10 112:11 120:12  
 121:14 170:10 173:5  
**Johnny** 2:2 28:17,18  
**JOHNSON** 2:1 26:5  
**join** 47:16 91:13 96:9  
 100:22  
**joined** 27:13 28:8  
 103:18  
**joining** 4:8  
**joint** 55:15  
**Jonathan** 23:16  
**Joseph** 28:9  
**Josh** 1:16 29:14,15  
**Joslyn** 1:18 25:8 30:14  
**judgment** 169:17  
**July** 69:20 72:4 124:1,7  
 130:2 133:19 158:9  
**July's** 14:11  
**jump** 109:13  
**June** 65:5 69:21 71:12  
 72:4 125:11 127:7  
 146:15 148:4,10  
 149:4 150:13 153:18  
**justice** 11:8

---

**K**


---

**Kaika** 29:5  
**kakahiaka** 95:6  
**Kampis** 2:2 28:17,18,19  
**Kapp** 28:9  
**Katie** 24:6,8  
**Kayla** 29:14  
**Kayla's** 29:16  
**keep** 40:17 55:20 105:2

173:9  
**keeping** 4:12 42:7  
**keeps** 87:14  
**Kentucky** 86:8 91:13,16  
 92:10  
**kept** 31:15 97:17  
**key** 4:15 42:5 44:7 85:8  
 143:9 145:12  
**Keyla** 103:2  
**keystone** 38:18  
**kicking** 4:19  
**kinds** 34:7  
**kit** 97:19 106:2 107:1,6  
**knew** 97:7  
**knowingly** 150:8  
**knowledge** 7:7  
**known** 10:21 19:20  
 89:17  
**knows** 144:16  
**Koch** 2:3 24:19,21,22  
**kudos** 12:11

---

**L**


---

**lab** 90:13  
**Labor** 98:4  
**Laboratory** 91:12  
**lack** 70:2 89:11  
**ladies** 95:4  
**landing** 83:11  
**lands** 53:15 56:12  
 57:16 59:21  
**Langston** 7:14 18:4  
 177:17  
**language** 126:10 136:4  
 167:9  
**languages** 107:9 108:8  
**lapses** 89:7  
**laptop** 53:16  
**laptops** 64:20 67:17  
 78:10  
**large** 130:20 139:6  
 154:20  
**larger** 44:22 87:15  
**largest** 14:19  
**Larry** 2:10 25:19,20  
**lastly** 125:4 126:19  
**late** 172:7  
**lately** 34:8 63:14  
**latest** 4:22  
**launch** 86:5 90:22 91:1  
 92:7 99:6 127:16  
**launched** 6:1 59:7  
**launches** 108:18  
**law** 2:10 11:7,8 26:20  
 26:22 27:7 29:3,3  
 52:21 136:6  
**lawful** 130:6  
**lawsuit** 165:14

**lead** 5:20 6:22  
**leader** 103:2  
**leaders** 97:5  
**leadership** 3:2 4:15 7:4  
 7:21 17:18 20:20  
 103:5 172:15  
**League** 1:18 27:9,12  
**lean** 6:7  
**learn** 62:7 100:17 159:6  
**learned** 158:16  
**learners** 13:1  
**learning** 64:8 68:13,16  
 70:4,12  
**leave** 48:10 163:12  
 166:17  
**leaving** 78:18  
**Leech** 2:4 23:8,10  
 174:12  
**left** 112:7 168:3  
**legal** 41:15  
**Leggin** 2:4 24:3,4  
**legislation** 97:6  
**Legislatures** 1:22 26:16  
**legitimate** 146:8 164:18  
**let's** 23:15 25:17 51:10  
 51:13 63:1 75:5 94:10  
 118:15,22 119:5  
 169:5  
**letter** 49:19 80:19 120:5  
 123:21 124:13  
**letters** 124:4,10 125:3  
**level** 84:9 89:13 101:14  
 137:9 141:14 144:15  
 150:14  
**levels** 85:10  
**leverage** 100:14  
**leveraged** 20:2  
**leverages** 53:6  
**leveraging** 97:17  
 162:19  
**Lexington** 91:17  
**LGBT** 1:17 25:1,4  
**liability** 120:12  
**Liberty** 24:6  
**libraries** 3:8 32:5 63:3  
 63:13,21 64:19 65:8  
 66:4,4 67:2,3,6,6 68:2  
 69:17 70:7 72:1 73:4  
 74:2  
**library** 64:1,2 65:1 67:4  
 68:16 69:7 70:1,10  
 73:7  
**license** 15:17  
**Lifeline** 53:6,7,8,9 56:6  
 56:8,13,14 57:8,15,19  
 58:1,6,9 59:16 61:18  
**light** 65:14  
**Liliana** 25:21

**limitations** 142:5  
**limited** 54:8 68:11  
 73:11 91:5,6,20 92:1  
 114:21 126:11  
**limits** 125:19  
**Lindsay** 2:9 24:14,16  
**line** 74:20 164:6  
**lines** 82:13 148:9  
**link** 159:1  
**linked** 74:12  
**Linking** 86:3  
**links** 107:16,19 159:11  
 166:21  
**list** 9:2 36:22 37:9 62:9  
 97:17 129:19,20  
 131:8 133:11,12,14  
 133:15 137:21 177:13  
**listed** 77:9 80:3 151:14  
**listen** 175:20  
**listening** 27:14 29:5  
**lists** 37:3 116:15  
**little** 4:10 21:20 51:12  
 63:15 109:9 117:4  
 127:10 128:17,21  
 138:7 156:3 157:6  
 163:15 165:11,15  
**live** 5:3 10:11,15 16:8  
 58:14,16,17 82:5 98:1  
 101:20 102:1 127:11  
**lives** 8:21 156:7  
**livestream** 95:4  
**living** 91:15 162:6  
**local** 11:5 70:15 97:5,8  
 97:12 98:12 123:13  
**location** 61:22 159:21  
**locations** 64:1,2  
**lockdowns** 156:18  
 157:7  
**locked** 61:9  
**Lockhart** 103:1  
**logo** 108:5  
**logos** 104:17  
**long** 23:2 37:8 108:17  
 155:20 177:13  
**LONG-DILLARD** 2:3  
 23:1  
**longer** 29:16 127:10  
**longtime** 95:2 164:11  
**look** 6:11 9:21 11:22  
 42:18 62:13,18 94:7  
 103:13 115:22 118:12  
 163:8 166:9 176:6  
**looking** 8:20 72:20 92:8  
 92:21  
**looks** 103:18  
**loss** 55:11,12  
**lost** 47:8  
**lot** 4:9 8:18 9:3 76:12

112:7 122:18 166:22  
 167:21 177:4,5,10  
**lots** 19:12 127:18  
**love** 14:13  
**low** 92:11  
**low-** 11:9  
**low-cost** 57:14  
**low-income** 9:10 53:4  
 55:18 79:17  
**lower** 117:10  
**lowers** 56:9  
**lunch** 3:10 33:12 55:3  
 119:1  
**list** 9:2 36:22 37:9 62:9  
**Lyle** 2:16 33:1 94:13,20  
 95:4 107:1 108:1

---

**M**


---

**Madam** 94:22  
**mail** 37:1,5  
**main** 105:19 138:21  
 167:3  
**maintain** 39:19 40:19  
 41:2 145:4 159:4  
**maintained** 35:11 97:21  
 157:5 164:9  
**maintaining** 42:13  
**major** 130:1 132:13  
**majority** 35:8  
**makers** 85:12 93:5  
**making** 84:17 127:13  
 176:12  
**manage** 177:7  
**managed** 145:13 157:9  
**management** 35:9  
 36:22 175:21 177:18  
**managers** 121:14  
**mandate** 152:10,13  
**mandating** 142:21  
**mandatory** 139:19  
**map** 72:6 85:11  
**mapping** 85:3,6 92:8  
**March** 121:12 125:2  
 171:6  
**marching** 110:17  
**Mariana** 71:21  
**marked** 21:18  
**Markey** 91:13,18  
**marking** 15:12  
**marks** 20:22  
**Marlene** 108:7  
**Marshall** 2:12 7:13 18:1  
 30:21 31:2 95:3 172:2  
 172:4 174:5 175:3  
 176:21  
**mass** 126:14  
**Massachusetts** 1:18  
 25:6,10 30:13

- match** 162:19  
**materials** 40:8 102:7  
 118:4  
**matter** 7:6 49:16 119:2  
 177:9 178:7  
**matters** 15:6  
**maximum** 69:2,5  
**mayors** 98:10  
**McAuliffe** 24:7  
**McGowan** 2:16 31:10  
 34:16 35:5  
**Meals** 97:13  
**mean** 36:12 43:21  
 49:13 114:18 176:3  
**meaning** 35:22 79:20  
 106:13  
**means** 9:17 157:1  
**Mears** 121:15  
**measures** 12:22 124:15  
**mechanism** 73:20  
 126:6  
**media** 39:7 104:10  
 105:5,5 107:19,20  
 108:6 109:2,3  
**media-** 35:21  
**Medicaid** 56:20  
**meet** 13:21 27:19 43:5  
 44:11,12 47:5 55:21  
 55:22 61:16 70:3,12  
 108:18 146:21 171:5  
**meeting** 1:5 4:5,13,20  
 4:22 5:3 7:18 16:5,20  
 18:15 19:14 20:22  
 21:1 34:10 38:14 39:4  
 39:5 42:2,15 44:6  
 48:11 104:2 111:1,2  
 112:14 118:21 130:16  
 138:15 154:5 157:22  
 167:17 169:21 170:18  
 171:1 173:1 177:1  
 178:1  
**meetings** 3:18 7:11  
 34:12 36:6 38:17,19  
 39:8,12,16 40:1,5,14  
 40:18,20 42:1,9,10,13  
 43:4 47:13 48:6 102:5  
**meets** 54:21 55:16  
 58:21  
**member** 3:3 21:7 22:4  
 22:10,13,18 23:1,10  
 23:20 24:3,11,16,21  
 25:3,9,20 26:5,11,17  
 26:21 27:10,18,22  
 28:7,18 29:2,9,15,19  
 36:19 47:12,14,14  
 54:20 55:10,16,20  
 56:4,17 57:1 103:17  
 109:17 111:22 112:5  
 112:11,16,20 113:22  
 114:5,14,17 115:9,17  
 117:12 170:12 173:5  
 173:8 174:12 178:4  
**members** 1:15 4:6 6:21  
 10:19 17:7 18:11  
 19:15 37:2 39:21  
 46:11 47:9 48:2 49:11  
 50:2 95:1 102:19  
 170:2 176:6  
**membership** 38:15  
 41:13 100:20  
**memorandum** 91:10  
**mention** 67:21 113:2  
 164:20 177:14  
**mentioned** 10:15 42:13  
 71:14 90:22 132:14  
 140:10 142:3 148:2  
 167:12 173:17  
**message** 4:17 5:5 8:2  
 157:5 159:9,12  
**messages** 159:10  
 162:3 168:11  
**messaging** 102:8  
**met** 1:10 18:18 167:22  
**metadata** 144:8  
**method** 159:18  
**metric** 79:12,22 100:2  
**metrics** 79:12 80:2  
 116:10 118:6  
**Metzer** 2:5 28:7,8  
 115:15,17  
**Michael** 2:8,18 28:11,14  
 28:15 30:2 33:3 94:16  
 103:10,11,12,16,18  
 109:12  
**Michele** 84:11  
**mid-October** 72:17  
**Midwest** 120:16  
**Mike** 97:19  
**milestones** 81:17  
**million** 66:22 71:16,16  
 76:5,16,22 80:15 81:3  
 82:20 105:18,22  
 106:12,14  
**mind** 15:10 55:20  
**minute** 118:16 142:1  
 146:20 163:13  
**minutes** 40:18,22 42:15  
 95:9  
**missed** 30:5  
**missing** 156:12  
**mission** 5:7 103:6  
**missions** 102:20 143:3  
**mistakenly** 127:19  
**mitigate** 76:8 94:1  
 124:12 134:17 136:12  
**mitigation** 124:15 140:2  
 149:21 150:1,5,13,17  
 150:19 151:5,14  
 154:13  
**Mitsuko** 26:13  
**mobile** 61:19 62:3 68:4  
 78:4 161:14  
**model** 68:18 164:20  
**modeling** 89:5  
**models** 163:2  
**modem** 53:13 67:14  
**modems** 64:21 67:14  
 67:22  
**Molly** 2:17 32:3 63:4,7  
 63:10 75:4  
**moment** 21:4 140:11  
 147:22  
**Monday** 74:20 105:16  
**money** 12:3 58:15,16  
 58:18 157:1 159:19  
 162:3  
**monitor** 78:2  
**monitoring** 78:15 93:20  
**month** 14:11 53:11,14  
 104:15 154:4  
**monthly** 54:8,11 56:9  
**months** 12:21 13:16  
 19:10 46:4 59:11  
 101:11 104:22 156:16  
 157:18 165:10,17  
**morbidity** 92:18  
**morning** 4:3 10:14  
 16:11,19 21:5,7,9,9  
 22:20 23:2 24:22 25:3  
 25:9 26:5,14,15,17,19  
 26:21 27:10,22 28:7  
 28:18 29:6 31:2,7  
 52:7 75:17 95:7  
 174:22 177:3  
**Morrison** 25:14  
**mortality** 86:13 87:4  
 92:12,19  
**mortar** 78:3  
**move** 4:10 21:6 25:18  
 31:18 33:20 51:10,13  
 63:1 106:21 148:13  
 169:5 171:20 177:22  
**moved** 178:4  
**moving** 170:8  
**multi-** 143:4  
**multi-agency** 122:15  
**multiple** 6:1 105:2  
 107:6,13 127:17  
**murdered** 123:11  
**mute** 21:18 83:21  
**muted** 51:11  


---

**N**  


---

**NAB** 25:21  
**NAL** 120:18 121:5  
**NALEHO** 98:15  
**name** 21:14,16 28:1  
 63:10 75:18 98:16  
 155:13  
**name's** 128:17  
**names** 15:16,16 121:20  
**naming** 41:20  
**NARA** 36:4  
**NARUC** 98:14  
**NASUCA** 26:6 98:14  
**nation** 11:17  
**nation's** 87:21  
**national** 1:18,20,21 2:1  
 2:5,10,10 11:2,6  
 25:18 26:2,9,16,20,22  
 27:7,9,12 28:5 35:17  
 36:8 40:9 53:7,8 85:9  
 85:22 89:3 91:9 97:3  
 97:14 98:13,14  
**Nations** 163:1  
**NATO** 11:3 26:13  
**natural** 11:20  
**natures** 99:9  
**navigators** 101:1  
**NCL** 103:14 109:15  
 110:4  
**NCL's** 27:13  
**NCRD** 2:5  
**NCSL** 26:18  
**NCTA** 1:17 27:16,19  
**near** 62:12,14 72:21  
**nearly** 15:13 106:19  
 123:2  
**necessarily** 136:21  
**necessary** 76:7 147:14  
 148:16 151:19 152:2  
**Ned** 89:2  
**need** 4:10 9:17 11:22  
 37:2 40:14 43:22 44:5  
 45:21 49:18 55:22  
 57:10,13,20 58:2 61:2  
 62:6 66:8 79:14 85:20  
 87:13 90:17 93:18  
 118:3 133:15 162:21  
**needed** 150:3  
**needs** 11:5 13:21 64:8  
 70:4,12 110:3  
**Needy** 57:5  
**negligence** 150:9  
**neighbor** 144:4  
**neighborhood** 97:5  
**Neither** 45:11 140:22  
**Nemeth** 2:6 23:20,21  
**network** 77:19 78:9  
 124:6,17 126:16  
 136:17 137:9 139:2,5  
 139:9 140:15 141:14

147:3 149:10 150:3  
**networks** 68:8 86:4  
 98:3 146:18 149:8  
**neutral** 35:22 145:8  
**never** 5:10 135:5 168:8  
 175:17  
**new** 5:14 10:19 60:19  
 66:12 86:15 103:22  
 108:11 111:3 120:4  
 124:16 134:17 136:17  
 144:7 146:7 147:21  
 153:9 154:7 159:6  
 167:11,14 168:4  
 174:8 177:20  
**news** 105:5 172:20  
**newspaper** 123:13,15  
**newspaper's** 123:15  
**nice** 27:19 168:4  
**nights** 102:20  
**nine** 46:10,17 79:11  
**nine-month** 171:5  
**nomination** 19:18 20:8  
 96:4,6  
**nominations** 19:22  
 20:11  
**non-** 97:14  
**non-IP** 149:8,10,11,15  
 149:16  
**non-prescriptive**  
 149:22  
**non-profit** 17:7 77:7  
 162:20  
**Northeast** 120:16  
**Northern** 71:20  
**notable** 95:22  
**notably** 81:18  
**note** 6:21 41:5 47:5  
 66:8 67:5 68:14 72:5  
 122:8 138:16 141:19  
 151:8  
**noted** 26:1 69:4 157:3  
**notes** 4:15  
**notice** 8:17 38:17,19  
 39:3 46:22 48:21 55:8  
 60:8 116:12 120:11  
 124:8 152:3,8,22  
 154:1,6,10  
**noticed** 157:14 165:16  
**notices** 39:5  
**notification** 138:1  
**notifications** 127:20  
**notified** 124:11 136:13  
**notifies** 134:14  
**notify** 124:21  
**noting** 138:5 140:18  
**November** 130:22  
 161:5  
**NPRM** 130:17 142:6

**number** 11:18,21 32:9  
 33:13 46:18 60:3 74:4  
 97:1 98:11 101:13  
 106:9 119:8 126:17  
 131:2,7,10,11,14,16  
 140:8 144:17 154:21  
 165:13 173:19  
**number's** 131:8  
**numbers** 15:17 120:20  
 129:9,13 131:18,20  
 131:22 132:4 133:10  
 135:10 140:7 143:7  
 143:14 154:14 156:10  
 156:14 157:16 168:8  
**Nutrition** 56:19

---

**O**


---

**O'Connor** 2:17 32:4 63:4  
 63:8,10  
**objective** 79:10  
**objectives** 87:17  
**obligations** 130:9  
 135:19 140:5 147:11  
 147:21  
**observation** 89:16  
**observe** 47:19  
**observer** 47:16  
**obtain** 122:7  
**obtained** 123:16  
**obtaining** 148:18  
**obviously** 8:7,16 9:1  
 13:15 133:13  
**occasionally** 174:17  
**occasions** 50:2  
**occur** 169:21  
**Ochillo** 2:6 27:22 28:2  
**October** 65:16 73:15  
 172:13  
**off-** 64:8 68:15  
**off-campus** 64:22 73:6  
**offer** 6:20 8:6 62:16  
 129:5 132:15,22  
 133:9  
**offered** 82:5 129:21  
 175:18  
**offering** 16:12 61:18  
 62:14,18  
**offerings** 99:13  
**office** 31:11 32:17,17  
 34:17,21 75:12 84:9  
 109:2,2,5  
**officer** 18:2,3 30:21  
 31:4 175:6  
**Officers** 1:20 11:3  
 26:10  
**offices** 98:10 122:10  
**Official** 2:12,13  
**officials** 98:10,12

**offramps** 127:18  
**oftentimes** 116:21  
**Oklahoma** 116:18  
**old** 155:13  
**older** 162:8,9  
**Olivia** 2:10 26:20,22  
**OMB** 46:4 127:9  
**Omnibus** 129:4 130:20  
**on-campus** 64:5  
**once** 48:8 59:10 60:20  
 61:11 71:5 154:17  
 169:18 171:20  
**one-time** 53:15  
**ones** 66:18 166:6,7  
**ongoing** 11:19 18:9  
 20:7 85:21,22 108:13  
 143:1  
**online** 22:21 46:1,12,13  
 158:17 161:12  
**open** 38:17 39:17 44:12  
 61:15 72:10 73:3,13  
 74:20 102:3 103:15  
 130:16 154:4 166:11  
 168:14 170:3 174:7  
**open-ended** 46:13  
**opened** 65:6,16 71:11  
**opening** 10:12 16:16  
 73:9  
**openness** 38:12  
**operate** 38:6 43:2  
**operations** 38:8  
**operator** 157:9  
**operators** 159:18  
**opinion** 50:5  
**opioid** 86:1  
**opioids-related** 85:16  
**opportunity** 18:13 84:3  
 101:8 102:14 103:8  
 104:1 109:8 137:5  
 155:21 176:1,9  
**opt** 60:14,17 61:2 132:7  
 132:8 133:15  
**opt-in** 129:6,16,21  
 132:20 133:12  
**opt-out** 129:18 132:17  
 133:16 134:8,8 137:5  
 137:10 141:14  
**optic** 62:1  
**option** 133:6  
**options** 68:13 147:16  
**order** 4:14 56:14 57:21  
 63:20 64:17 65:17  
 66:9 69:1,19 70:5  
 71:15 72:14 74:5 77:6  
 122:22 124:2,7  
 125:11,17 127:15  
 129:4 130:3,20,21  
 133:13,19 135:2,18

136:5 144:1 153:14  
 173:18,20  
**orders** 110:17  
**organization's** 21:14  
**organizations** 17:7  
 20:2 48:3 82:10 97:4  
 98:14 160:8 162:20  
**organizers** 97:14  
**originate** 131:2,8 140:7  
 149:21 153:11,17,21  
 154:21  
**originating** 132:4  
 134:18 136:1 139:3,7  
 143:12  
**origination** 150:7  
**originator** 150:9  
**outbound** 135:10  
 156:20  
**outcomes** 87:3  
**outlines** 35:15  
**outreach** 3:9,15 32:20  
 33:2 81:6 82:9 94:12  
 94:15 95:9 96:14  
 98:19 100:22 102:4  
 102:15 104:16,21  
 106:2 107:1,2 155:12  
**outreach@fcc.gov**  
 102:17  
**outside** 45:21  
**outstanding** 65:14 73:1  
**overall** 87:17  
**overlap** 117:5  
**overseas** 139:7  
**overview** 3:3 31:6 52:9  
 63:11 65:21 69:14  
 74:22 83:7 84:6  
 142:19 159:8  
**overwhelmingly** 99:7  
**owner** 123:15

---

**P**


---

**P-R-O-C-E-E-D-I-N-G-S**  
 4:1  
**p.m** 74:21 119:3,4  
 178:8  
**pace** 105:2 106:20  
**Pacheco** 108:15  
**page** 83:12 104:17  
 105:6,9,17,18,19,22  
 106:2,3,9,12,12,17,19  
 107:17,19 159:2,5,11  
 163:9,14 167:14,16  
 167:22  
**pages** 105:5  
**paid** 105:12,14  
**pandemic** 3:6 6:2 11:19  
 12:3,17 13:2,11,17  
 15:5 19:8 20:7 31:20



- 38:21 51:14 52:16  
53:2 59:12 64:3 76:4  
85:21 88:17 89:17  
90:3,7 91:3 93:17,22  
94:3 96:3,13 109:11  
156:7,16 158:2 159:6  
159:8,15 162:2
- pandemic-related** 13:3  
**panel** 3:6,11 31:18 32:9  
32:19 33:13,16 51:17  
112:18 118:20 119:6  
119:7 155:3 158:20  
167:20 168:21
- panelist** 113:14 116:4  
**panelists** 114:4 115:16  
**panels** 3:3 34:15 35:1  
**paper** 36:1 50:5 93:2  
**Paperwork** 45:19  
**parallel** 107:6  
**Pardon** 114:16  
**parent** 43:17  
**part** 5:7 32:16 40:5 54:2  
63:18 66:12 76:3  
80:11 89:14 92:2,6,19  
143:3,9 160:4
- parte** 48:18,22 49:18  
**partial** 60:10 151:1  
**participants** 57:8,16,19  
145:12
- participate** 20:5 42:1  
47:15 56:17 57:2  
61:20 66:9,10 77:12  
104:2 147:18 148:16  
149:15
- participated** 98:7 99:18  
**participating** 8:9 53:18  
55:17 60:7 61:7 62:9  
102:1 104:21 105:7,9  
105:20
- participation** 44:17  
46:14 47:1 62:8 176:6  
**particular** 6:11 90:21  
164:17 172:7
- particularly** 11:21 88:2  
88:18 90:2 91:4,22  
126:14,17
- parties** 39:19 48:1,5,12  
**partner** 100:22 104:16  
168:13
- partnered** 162:5  
**partnering** 97:8  
**partners** 95:15 97:12  
97:18 100:15,19  
104:21 105:6 107:3  
107:21 156:5 160:5,5  
160:19
- partnership** 99:1  
161:20
- partnerships** 161:1  
**parts** 40:13  
**party's** 48:8  
**pass** 75:2 147:13  
**passed** 50:20 164:11  
**path** 136:3 147:6  
**pathways** 100:16  
**patient** 77:17 78:15,18  
93:19
- patient's** 78:4  
**patients** 13:7 76:8 78:3  
78:12,13,13,16
- Patrick** 2:19 16:16,17  
20:18 95:19 176:16
- patron** 69:8  
**patrons** 64:1 65:1 70:1  
70:10 73:7
- Paula** 2:17 31:11 34:21  
37:17 51:7
- pause** 21:16  
**pay** 44:4 52:15 115:2  
**paying** 15:19  
**payment** 157:1 158:21  
159:13,18
- payments** 158:8  
**PBX** 126:15  
**PDF** 107:11
- peer** 159:13,13,16,16  
167:11,12
- Pell** 54:22 98:20
- penalty** 120:19 121:13  
**pending** 49:7 50:13  
130:14 138:17 142:7  
149:3
- pension** 56:21  
**people** 6:9 8:17 9:15  
11:10 20:5 39:12  
41:20 46:17 47:20  
58:14 87:12 95:16  
104:20 106:4,13  
107:15 144:1 171:22
- percent** 56:16 72:15  
74:1 133:4
- percentage** 139:7  
**perfect** 43:22 133:4  
**perform** 149:20 154:13  
**performing** 150:17  
**period** 19:18 20:8 90:11  
96:4 176:7
- periodic** 159:5  
**peripheral** 78:11  
**permissive** 131:1  
**permit** 129:8  
**permits** 39:17  
**permitted** 39:13 131:17  
**perpetrators** 14:21  
**person** 47:11 49:18  
155:19
- personal** 5:5 12:3 15:15  
50:12 168:8
- personally** 99:5 162:4  
**persons** 89:21  
**perspective** 36:14  
49:15 106:8
- pertaining** 36:20  
**phase** 80:11,12 82:17  
**phased** 80:5 81:7  
**phases** 80:19 83:4  
**PhD** 32:15  
**phishing** 164:12 165:19  
166:2
- phone** 16:12 56:9 62:5  
82:14 129:9 131:4,10  
133:11 143:14,14,16  
157:13
- phone-based** 156:8  
**phones** 78:11 156:19  
**phonetic** 98:15  
**piece** 34:10 44:22 50:5  
**pieces** 140:19
- Pll** 158:21
- place** 7:2 9:4 157:7  
**placed** 14:11 131:7  
**plagued** 15:8  
**plain** 167:9  
**plan** 57:21 60:19 62:16  
63:19 67:11
- plans** 43:7 62:8  
**plate** 15:4  
**platform** 72:10 85:4,6  
85:15
- platforms** 78:8  
**played** 156:7 167:18  
**players** 42:5  
**pleasant** 95:6  
**please** 20:10 21:15  
29:20 37:11 45:13  
46:6 51:2,9 52:5  
54:15 58:12 59:6 60:2  
61:14 65:22 66:8 67:7  
67:22 68:20 69:13  
72:22 74:2 80:16  
83:22 96:9,17 100:6  
101:3,6,21 102:12  
103:11 128:14 163:18  
166:14 168:15 169:1  
170:5
- pleased** 15:1  
**pleasure** 10:10 22:14  
75:21 95:8 171:15
- pledge** 13:18  
**plenty** 110:13  
**PN** 49:8
- Pociask** 1:10,15 4:3,4  
7:19 10:8 16:7 17:16  
20:17 21:10 22:6,12
- 22:15,20 23:4,14,22  
24:5,13,18 25:1,5,12  
26:1,8,15,19 27:8,16  
27:20 28:4,10,21 29:7  
29:12,18 30:1,4,11,15  
30:17 34:13 51:7 52:5  
62:22 75:3 83:18,21  
94:9 103:10,19  
109:12 111:10 112:4  
112:17 113:14 114:2  
115:13 116:4 117:6  
118:15 119:5,17  
128:8 142:9 155:4  
168:19 171:12 172:3  
173:4,7 174:10  
175:22 177:19 178:5
- point** 38:21 41:13 43:10  
47:22 50:1 51:12  
111:12 112:6 118:22  
127:12 135:11,13  
139:1 149:2,5 154:8  
157:8 166:3 171:14  
175:14
- pointers** 38:2  
**points** 79:16,20,21 80:1  
80:3,3 135:9 139:6
- policies** 84:20 145:15  
**policy** 2:9 11:8 24:9  
29:3 32:2,8 33:22  
34:4 52:2 63:6 78:21  
84:17 85:11 87:1,18  
93:5 96:1 128:13  
142:14 143:6 145:18  
152:19
- popular** 78:15  
**population** 113:10  
**portal** 59:17 120:8  
125:6,13 126:4,13  
127:11,16,18,19  
128:2
- portion** 12:17  
**portions** 146:17 149:9  
**posed** 154:20  
**posing** 12:2  
**position** 10:5 50:18  
**possible** 6:10 7:12 18:6  
108:3 118:13
- post** 41:6 46:12 159:7,9  
163:21 165:1 167:12
- post-launch** 105:3  
**post-pandemic** 90:17  
**Postal** 161:21  
**posted** 82:3 102:2  
161:2
- poster** 107:10 108:6  
**potential** 172:15  
**potentially** 42:12 44:19  
111:16 126:19 157:18

169:13 171:4  
**Poverty** 56:16  
**PowerPoint** 107:11  
**PRA** 46:16  
**practical** 38:3 39:4  
 41:10  
**practice** 96:1 143:22  
 162:18  
**practices** 20:1 99:14  
 102:12  
**pre-** 105:3  
**pre-pandemic** 157:16  
**pre-recorded** 7:20 8:1  
**precisely** 118:17  
**precluded** 175:17  
**preferred** 159:18  
**premised** 88:8  
**premises** 68:8  
**prescribe** 136:19  
**presence** 164:9  
**present** 1:12,15 21:17  
 21:18 22:5,14 24:22  
 25:11,22 28:8 29:16  
 48:13 50:4 84:3 103:9  
 155:22  
**presentation** 35:2,6  
 48:9 51:18 62:21  
 100:9 107:11 155:2  
**presentations** 48:6  
 49:1,3 50:9 97:3  
 99:19 100:5 109:19  
**presented** 89:2 161:11  
 167:19 171:7  
**presenter** 63:4  
**presenters** 4:7 162:22  
 176:12  
**presenting** 49:12 50:12  
**President's** 110:15  
 173:17  
**presiding** 1:11  
**press** 123:13  
**presumably** 48:19  
**pretty** 36:13,18 37:7  
 42:20 47:7  
**prevent** 5:14 124:15  
 134:17 135:8 136:16  
 139:4 141:7  
**prevented** 156:18  
**preview** 3:17 34:11  
**price** 55:2  
**pricing** 110:7  
**primarily** 120:16  
**primary** 96:11,22  
**principles** 37:22 38:11  
**print** 33:4 104:3,7,10  
**Printing** 94:18  
**prior** 14:21 61:5 106:16  
**prioritize** 79:2 116:10

**prioritizing** 73:20  
**priority** 104:6 163:5  
**privacy** 110:7  
**private** 85:7 91:12  
 120:7 125:5,8,14,18  
 126:2,11,16 127:2  
**privately** 43:3,5 44:11  
**proactively** 82:2 131:5  
**probably** 37:13 116:18  
 166:7  
**problem** 139:10 141:1  
**procedural** 78:22  
**procedures** 40:6 96:6  
 145:16  
**proceed** 121:9  
**proceeding** 4:14 121:5  
 121:10 125:5  
**proceedings** 3:12  
 33:20 119:9 128:15  
**process** 57:12 66:13  
 69:15,16 70:17,21  
 74:17 118:5 125:8,22  
 127:8,15,22 137:13  
 144:6 145:7  
**procurement** 70:15  
**produce** 177:7  
**produced** 104:18 105:1  
 107:13,14  
**production** 108:5,8  
**products** 11:1  
**professionalism**  
 108:21  
**profits** 97:15  
**profound** 85:19  
**profoundly** 176:8  
**program/emergency-...**  
 101:17  
**programs** 6:3 9:19 19:8  
 56:18 57:2 63:3 78:7  
 81:13 83:10 84:20  
 93:15 95:11,14 116:1  
**progress** 6:8 9:3 10:1  
 167:17  
**prohibited** 151:12  
**project** 1:16,19 2:5 22:5  
 24:6 28:5 29:8,10  
 103:2  
**Project-1599** 120:14  
**projecting** 89:4  
**projections** 94:1  
**projects** 38:4 89:10  
 104:8  
**promising** 12:2  
**promote** 87:18  
**promoting** 86:6  
**promotion** 107:19  
**promptly** 136:3  
**promulgate** 64:10

**pronged** 143:5  
**pronounce** 128:17  
**properly** 42:7  
**proposal** 5:14 14:19  
 153:8,16 154:19  
**proposals** 139:12,14,20  
 139:21  
**propose** 154:7,11  
**proposed** 120:19 153:1  
 153:3,13 154:1,6,10  
**proposes** 140:6  
**proposing** 120:18  
 147:21  
**proposition** 88:1  
**protect** 19:5 160:11  
 161:9 162:1,10  
**protecting** 3:11 33:14  
 119:10 166:20  
**protection** 2:2 5:9 13:4  
 14:2 15:4 18:17 28:16  
 28:19  
**protections** 60:4,6  
 130:5 135:3 176:15  
**protocol** 146:17  
**proud** 12:19 106:15  
**proves** 166:3  
**provide** 10:4 36:10,15  
 39:3 53:1 58:2 63:11  
 63:21 65:17 66:3 68:4  
 74:3 76:6 77:17 79:5  
 86:21 96:2 101:9  
 116:7 117:18 118:3  
 118:11 133:20 162:21  
 163:3 174:1  
**provided** 37:4 53:22  
 61:6,22 69:7,20 70:9  
 73:22 74:1 87:7 92:5  
 116:21 117:21 161:22  
**provider** 53:18,22  
 54:12 57:11,20 58:2  
 60:16,18,20 61:1,8  
 62:7 116:18 124:11  
 130:16 131:21,22  
 132:22 134:14,16,19  
 134:22 135:6,13  
 136:2,10 137:13  
 138:13,22 139:1,8  
 140:1 142:6 144:12  
 144:13,16,19,21  
 146:8 147:6 150:8  
 153:1  
**provider's** 62:4 145:2  
 147:3 149:9 150:3  
**provider-based** 124:8  
**providers** 3:9 13:7,11  
 32:21 55:18 58:11  
 60:7 61:13,16,20 62:9  
 62:14,16,18 71:3 76:6

77:8,15,18 78:2,11,14  
 78:16 79:13,16 82:8  
 88:10 94:13 99:13  
 105:7,9,20 115:1  
 117:17 124:4,19  
 126:20 129:4 130:5  
 130:10 131:5 132:15  
 132:19 133:9,20  
 134:2,11,21,22 135:7  
 135:20,22 136:1,1,2  
 136:11,16,22 137:7,8  
 138:2,22 139:8,17  
 141:15 143:13 145:5  
 145:9,22 146:4,6,13  
 146:16,21 147:10  
 148:3,8,10,14,15  
 149:14,18,20 150:12  
 151:11,12,13 153:6  
 153:10,15,17,20  
 154:2,7,12  
**providers'** 61:21  
**provides** 53:10 93:4  
 141:3,9 159:7  
**providing** 12:13 19:16  
 49:9 52:9 80:20 81:6  
 84:19 100:4 124:8  
**Provision** 55:5  
**provisions** 13:10 19:4  
**PSAs** 107:14  
**public** 3:17 4:7 21:22  
 34:11 38:14,15,17  
 39:17,22 40:1,19 41:3  
 44:12,17 46:6,11,14  
 46:22,22 48:21 55:8  
 56:21 77:8 85:7,22  
 87:22 88:3,7,11 90:5  
 102:8 116:12 126:10  
 130:15 135:9 142:7  
 152:2,8 161:3 170:4,9  
 176:2  
**publication** 93:2  
**publications** 92:3  
**publicize** 160:22  
**publicly** 72:11 88:17  
 135:14 138:13 150:20  
**publish** 39:5  
**published** 38:20 89:2  
 93:12 107:5 156:14  
**Publishing** 33:4 94:19  
 104:4,7  
**Puerto** 71:21  
**purchase** 53:20 64:20  
 76:7  
**purchased** 53:17 69:20  
**purple** 164:6  
**purports** 131:2  
**purpose** 96:6 127:17  
**pursue** 127:4

**pursued** 124:3  
**pushed** 107:15  
**pushing** 5:19 122:17  
**put** 21:8 37:14,20 46:12  
 89:18 96:18 106:8,16  
 125:13  
**putting** 9:4 109:18  
 177:1  
**puzzle** 140:19

---

**Q**


---

**Q&A** 34:11  
**Q1** 170:19  
**qualified** 117:2 148:4  
**qualifies** 56:5  
**qualify** 56:14 58:20  
**qualifying** 58:9  
**quality** 108:15  
**quarter** 121:17 169:22  
 173:2  
**Quest** 90:6  
**question** 37:13 103:14  
 103:15 109:16,20  
 111:4 112:19,20,22  
 114:6,11 115:14,16  
 115:17 117:8,11  
 118:9,11,11 170:6,13  
 174:11,13 177:20  
**questions** 3:17 18:11  
 35:1 37:11 41:14,15  
 41:17 42:18 44:6  
 46:10,13,13,18 48:10  
 51:6,8,16 59:1 74:11  
 74:16 109:13 112:15  
 117:14 128:7 138:16  
 138:18 142:4 155:2  
 168:16,22  
**quick** 8:6 27:1 103:15  
 109:13,15 115:17  
 117:7,11,13 170:13  
**quicker** 153:14  
**quickly** 72:13 115:21  
 164:8  
**quite** 93:11 106:7,22  
 108:10  
**quorum** 30:8,18 47:3

---

**R**


---

**Rachel** 2:6 23:20  
**Rachfal** 2:7 22:16,18,19  
 117:8,12  
**racial** 89:20  
**racially** 123:7  
**Radhika** 1:17 27:18  
**radio** 50:5  
**raise** 29:20 30:6 51:9  
 111:11,20 169:2  
 170:5

**raised** 117:9  
**raises** 89:12  
**raising** 87:22  
**range** 142:1  
**ranges** 113:19  
**ranging** 97:12 177:4  
**Ranon** 25:21  
**rate** 165:8  
**rates** 73:22 89:22 92:12  
 92:19  
**ratings** 10:22  
**ravage** 76:20  
**re-** 80:22  
**re-evaluate** 80:22  
**reach** 6:9 166:14  
 168:15  
**reached** 74:19 82:2  
**reaches** 160:16  
**reaching** 81:16 141:8  
**reader** 18:4  
**ready** 17:3 94:20  
 175:20  
**real** 14:22  
**real-** 78:17  
**reason** 45:12 125:1  
 129:12 132:3  
**reasonable** 68:22 69:2  
 69:12 130:11 132:9  
 132:16 134:4,6 135:8  
 137:1,3,12 140:3  
**reasonably** 150:6  
**reasoning** 132:2  
**reassess** 151:18  
**rebate** 54:4  
**Rebecca** 103:1  
**recall** 44:10 174:15  
**receive** 55:2 56:11  
 57:21 58:5 77:6,15,18  
 79:4,18,21,22 80:2,19  
 112:2 116:16 128:1  
 132:10 146:1 148:15  
**received** 54:22 64:14  
 71:6,14,19 72:3 76:13  
 79:16 81:20 99:3,16  
 106:19 147:8 150:21  
**receiving** 54:1 56:5  
 60:18 68:9 93:7  
 165:21  
**recess** 73:12  
**recipients** 98:20 116:8  
 116:10  
**recognition** 6:18  
**recognize** 21:4 29:21  
 30:7 51:9 169:3  
**recognized** 86:18  
**recognizing** 72:12  
 73:10  
**recommendation** 43:20

43:22 44:3  
**recommendations** 7:2  
 11:14 44:8 45:3,4  
 50:21 84:18 110:1,6  
 110:12,14 111:6,8,17  
 169:13 171:7  
**record** 21:22 31:8 35:12  
 36:16 119:3 178:8  
**recorded** 36:6 82:5  
**recordkeeping** 36:14  
 41:17 42:17  
**records** 3:5 34:17,20  
 35:9,10,22 37:5 41:18  
 42:14  
**recourse** 127:2  
**redirect** 127:21  
**redress** 130:13 137:18  
**reduce** 92:18 94:5  
**reduced** 55:2  
**reduces** 131:14  
**reduction** 45:20 165:8  
**reevaluate** 152:12  
**reevaluating** 151:15  
**reevaluation** 152:9,16  
**referenced** 130:3  
**reflects** 144:15  
**refreshed** 17:3  
**regarding** 32:4 143:7  
**regardless** 36:1 80:14  
**regards** 116:8 118:8  
**region** 92:10  
**Register** 38:20 39:1  
**regular** 8:12  
**regularly** 74:9  
**regulators** 17:9  
**regulatory** 53:5 87:19  
**Reid** 2:7 29:2,2  
**reimburse** 68:21  
**reimbursement** 54:13  
 64:20 65:8 69:15  
 70:22 71:5  
**reinforce** 95:19  
**reiterates** 168:5  
**related** 58:15 74:14,18  
 84:20 89:7 92:12 94:2  
 99:12 155:22 158:12  
 158:12 159:6 160:1  
 161:15 162:11 165:9  
 165:14 176:14  
**relates** 32:10  
**relating** 110:2  
**Relations** 109:2  
**relationship** 86:12 87:2  
 92:22  
**relay** 13:10  
**release** 72:20 130:15  
 142:7  
**released** 55:7 120:11

121:12 122:22 130:15  
 138:12 152:7 163:19  
**releases** 39:5  
**relevance** 163:6  
**relevant** 5:11 97:2  
**reliable** 10:22  
**relief** 6:5 12:3 19:8 53:1  
**relies** 145:6  
**rely** 149:14 156:21  
 157:10 177:9  
**remain** 14:5 48:14  
**remaining** 172:11  
**remains** 165:19  
**remarks** 16:16 17:21  
 110:9  
**remember** 44:18 45:13  
 117:9 161:10  
**remind** 19:17  
**reminder** 102:14  
**remiss** 177:14  
**remote** 64:8 68:13 70:3  
 70:12 77:17 93:19  
 116:2  
**remotely** 76:8 78:3,14  
**Renee** 103:1  
**renewal** 164:3  
**renewing** 124:16  
 134:18 136:17  
**repair** 14:14 165:7  
**repeat** 114:10  
**reply** 168:10  
**report** 44:2 50:20 64:17  
 65:10 167:20 170:1  
**reported** 90:10 165:6  
**reporting** 165:22  
**reports** 10:21,22 23:15  
 23:17 38:4 43:8,13  
 44:8 92:3 157:4 158:7  
**represent** 49:14  
**representative** 22:21  
 175:6  
**representatives** 145:14  
**representing** 17:8  
**reputable** 144:5  
**request** 60:15 68:2  
 69:19 70:22 71:5 73:5  
 136:5 146:1 174:20  
**requested** 65:13 69:6  
 72:9 78:6 85:17  
**requests** 69:11 71:15  
 99:17  
**require** 77:3 132:6  
 137:7 138:6 139:16  
 141:15 145:17 153:17  
 154:11  
**required** 31:8 35:17  
 36:14 40:17 60:14  
 70:7,14 78:21 79:9

137:4 146:16 148:3  
 150:12 152:11,12,17  
**requirement** 36:8 121:4  
 125:7 135:12,21  
 138:1 139:16 140:2  
**requirements** 3:5 18:21  
 34:20 35:9 46:22  
 61:17 70:16 80:7  
 117:17 124:11 130:13  
 137:18 146:13,22  
 154:16  
**requires** 38:18 126:10  
 135:12 136:11,15  
 137:12 140:12  
**requiring** 19:1 150:1  
**Rescue** 63:18 67:11  
**research** 46:1 87:1,2  
**researchers** 85:12 93:5  
**Reservation** 57:6  
**reside** 59:21  
**resource** 2:5 28:6 93:5  
**resources** 12:14 73:11  
 74:4 105:5 159:5  
 160:1 161:9 162:1  
 166:18  
**respectively** 89:9  
**respond** 113:15 121:8  
 136:3 139:17 150:4  
**responded** 99:4,22  
**responding** 82:12,13  
**response** 3:6 12:18  
 31:19 51:14 64:14  
 76:3 95:11,14 96:21  
 137:19  
**responsible** 13:19 35:8  
 42:6 49:16  
**result** 14:15 89:11  
 90:18  
**results** 11:19 136:20  
**resume** 118:19  
**resumed** 119:3  
**retail** 159:21  
**retailer** 54:5  
**retain** 136:18  
**retention** 3:5 31:8  
 34:20 35:18  
**return** 157:16  
**returned** 68:17  
**review** 18:8 44:17 69:10  
 72:14 101:12 111:16  
 151:22 169:12  
**reviewed** 45:8 76:14  
**reviewing** 72:19  
**revise** 151:18  
**revised** 15:1 19:3  
 148:20  
**revision** 152:1  
**Rhodes** 123:1,5

**Rick** 26:12 114:3  
**Rico** 71:21  
**ripe** 174:1  
**RISE** 2:5 28:5,8 115:15  
**Rising** 121:13  
**roadblocks** 148:22  
**robo** 119:8  
**robocall** 3:12 14:16,18  
 14:19 15:5 33:17  
 120:7 122:13,14  
 125:6,10,15 126:7  
 149:20 150:1,4,5,10  
 150:12,17,19 151:5  
 151:14 154:13 164:3  
**robocalling** 123:19  
 126:14,21 127:5  
**robocalls** 3:11 5:15 9:1  
 14:5,9 18:19,22 33:15  
 106:17 119:11,22  
 120:20 121:16 122:1  
 123:14 128:6 142:20  
 143:5 150:7,18 153:7  
 153:12 154:21 156:16  
 162:2 167:3 168:6  
**robust** 97:19 100:3  
 104:9  
**role** 41:11,20 43:6  
 93:13 156:7 167:18  
**roles** 49:11  
**roll** 3:3 4:14 21:13 22:1  
**rolling** 76:15  
**Rooker** 23:5  
**Rosenworcel** 1:12 4:19  
 4:21 17:20 111:13  
**roughly** 106:3  
**round** 75:21,21 76:11  
 76:19 77:4,5,5 78:22  
 79:19 81:4 83:2,10,10  
**Rounding** 165:5  
**rounds** 79:5  
**router** 67:15  
**routers** 64:21 67:14  
**rubber-** 44:13,15  
**rubber-stamped** 44:9  
**rulemaking** 120:7 125:5  
 127:7 128:22 153:1  
 154:1,6,11  
**rulemakings** 152:20  
 173:19,22 174:2  
**rules** 3:4 8:20 13:10  
 19:4 31:8,13 34:19  
 38:10 48:22 64:10,17  
 65:21 66:3 73:19  
 133:22 138:19 142:4  
 145:19 148:21 154:7  
 160:13 174:21 175:4  
**ruling** 129:15 132:13  
 134:9

**rulings** 129:1  
**run** 133:22  
**running** 37:19 42:7  
 45:2 141:11  
**rural** 2:5 13:6 28:5,8  
 72:1 74:1 77:11,12  
 86:8 91:4,16 115:3,15  
 115:19,22 116:2,2,8  
 116:10,19 117:21  
**rurality** 117:5

---

**S**


---

**safe** 4:12 16:6 130:4,12  
 134:1 135:1 136:10  
 136:15 137:2,4,6  
 138:6 139:22 140:1,3  
 140:12 141:13  
**safety** 135:9 161:8,13  
 161:15  
**Sam** 1:19 29:8,9,11  
**Samoa** 71:20  
**sample** 159:10  
**San** 91:11  
**Sandra** 108:12  
**sandwiches** 33:7  
**Santorelli** 2:8 28:11,15  
 30:2  
**Sarah** 2:4 24:1,3  
**satellite** 62:2  
**Savolaine** 102:22  
**saw** 100:4 158:4 164:1  
 164:10  
**saying** 14:1  
**says** 23:11 100:13  
 172:21  
**scam** 3:14 126:18  
 155:10 156:8 157:15  
 158:17 159:2,8,18  
 160:4,15 165:12,20  
 167:10,12  
**scammed** 143:17  
**scammer** 159:20  
**scammers** 158:2  
**scams** 3:11 12:10 33:15  
 34:7 119:11 124:3,5  
 150:4 156:1,5,21  
 157:5,8,12,13 158:4,5  
 158:8,11,12,13 159:6  
 159:10,12,12,13,16  
 160:1,9,21 161:3,13  
 161:19,22 162:8,11  
 162:11 163:4,14,16  
 164:3,13 167:1  
**scenes** 18:5  
**schedule** 21:11 35:12  
 35:19,21  
**scheduled** 72:10  
 170:18,18

**scheduling** 42:8  
**schemes** 12:4,13  
**school** 55:3,3,6,9 63:22  
 64:2 65:1,3,18 68:16  
 69:7,22 70:1,10 73:7  
 73:8 97:13  
**schools** 3:8 32:5 63:3  
 63:13,21 64:19 65:8  
 66:3,4,14,16,19,21,21  
 68:1 69:17 70:7 71:22  
 73:4,10 74:2  
**scope** 152:6  
**score** 81:1 147:21  
**scoring** 79:10,12 80:9  
 80:13 81:2 83:5  
**Scott** 2:12 7:13 18:1  
 30:20,22 33:11 34:14  
 35:7 36:18 37:4,12  
 48:19 95:3 123:1,5  
 168:16 171:17 172:4  
 173:11 174:5,13  
 176:16,19  
**screenings** 89:8,12  
**screens** 143:15  
**season** 161:10  
**second** 11:2 21:8,16  
 65:15 73:3,13,19  
 111:11 118:20 119:6  
 121:11 133:8 134:10  
 136:9 139:19 148:15  
 151:15 153:22 155:11  
 164:13 165:18 166:1  
 168:21 178:3  
**secondary** 66:15,17,19  
**secrets** 40:11  
**security** 11:9 15:17  
 40:9 56:20 77:20  
 164:12  
**seeing** 21:10 86:22  
 93:11 159:17 177:22  
**seek** 54:13 88:21  
 151:21  
**seeking** 19:22 70:8  
 72:2 99:8 152:8  
**seen** 156:9  
**segment** 20:16 32:9  
**select** 57:20 60:19  
**selected** 169:16  
**sellers** 122:1  
**send** 5:5 101:21 116:11  
 138:2  
**sending** 123:5  
**senior** 75:11 84:9  
**sense** 97:21 106:11  
**sensitive** 15:15 123:7  
**sent** 50:21 123:14  
 144:11  
**separately** 29:17 57:10

58:9  
**September** 1:8 20:9  
 65:16 73:14 130:16  
 138:15 151:9 152:7  
 157:22  
**series** 163:20  
**serve** 6:22 41:13 43:9  
 85:6  
**serves** 11:4 116:18  
 150:9  
**service** 7:16 11:16 13:5  
 17:13 27:3 52:15 53:4  
 54:2,8,12,12 58:2,9  
 58:10,10 59:15 60:12  
 60:18,19,20,22 62:4,5  
 62:5,14 68:12 71:3  
 74:15 78:13 80:14  
 81:13 99:13 116:15  
 117:18,21 126:20  
 130:9 131:4 132:22  
 133:9,20 134:2,21,21  
 135:12,20,22 136:11  
 136:16 137:7,8 138:1  
 141:15 143:13 144:19  
 144:21 145:1,5,15,22  
 146:4,13,15,21 148:2  
 148:14 149:6,9,20  
 150:3,11 151:11,13  
 153:5,10,20 161:21  
**services** 13:10,14  
 53:12 56:10 59:12  
 60:15 61:3,18,21 62:2  
 62:3,14 64:6 65:3,9  
 66:5 67:4 68:3,9 69:1  
 69:9,20 70:9 71:1,6  
 72:3 77:14,16,22 78:9  
 81:10 87:12 115:2,4,6  
 116:20 132:15 133:9  
 149:3 162:21 163:3  
**servicing** 17:11 24:19  
 25:15 28:12  
**session** 18:7,12 95:20  
 118:20 176:13  
**set** 36:10,22 41:21  
 72:13 143:20 167:17  
 172:22  
**sets** 67:12  
**setting** 18:10 42:9  
 43:12  
**seven** 122:9  
**SHAKEN** 19:2 145:10  
**shape** 5:8  
**share** 7:7 35:13 58:14  
 58:16,18 89:1 98:3,12  
 102:12 104:2 109:9  
 111:6 112:13 166:18  
**shared** 98:9 157:21  
 160:13

**sharing** 16:9  
**sharp** 156:15  
**Sharpless** 89:2  
**she'll** 34:20 169:10  
**sheets** 107:12  
**Shield** 121:21  
**Shirley** 23:5  
**shock** 60:5  
**shopping** 161:13  
**short** 35:6 117:7 151:4  
**shortening** 153:1,4,13  
**shortly** 48:21 86:14  
 97:20  
**showed** 156:15  
**showing** 87:2  
**shown** 89:20  
**shows** 116:20 153:9  
**shutting** 126:16  
**sign** 100:21  
**signed** 91:10 113:6  
**significant** 41:6 85:15  
 90:15  
**Silberthau** 2:17 31:11  
 34:21 37:18  
**similar** 12:8 62:5 77:10  
 99:22 106:20 115:21  
 154:16  
**similarly** 45:2  
**simple** 37:7  
**simply** 131:19  
**Simultaneous** 22:11  
**single** 55:14 61:22  
 135:13 157:9  
**sit** 13:16 47:18  
**sitting** 26:13  
**situation** 9:20  
**situations** 40:7  
**six** 59:10 106:11 125:2  
 165:10,17  
**skills** 103:5  
**skip** 42:17  
**skipped** 90:12  
**slate** 15:22  
**slated** 138:14  
**slide** 38:16 39:15,15  
 40:2,16 41:4,8 42:3  
 42:16,19 43:14 45:10  
 46:19 47:4,8,21 48:16  
 49:20,21 54:15,18,19  
 56:2 58:12 59:6 60:2  
 61:14 65:21 67:7,22  
 68:19 69:13 71:9  
 72:21 74:2 76:10,18  
 77:2,9,13 78:5,19  
 79:8,15 80:4,4,16  
 81:3,13,14,22 82:14  
 83:1,6,12 84:5 87:9  
 87:16 88:4,14 89:1,15

90:4,19 92:5 93:8  
 96:17,18 100:5 101:3  
 101:5 104:11 105:12  
 106:21 120:1 130:18  
 132:11 133:18 135:17  
 138:11 140:9 143:18  
 146:11 148:1 151:6  
 152:18 156:12 160:3  
 162:14 163:10,11  
 166:16,22 168:3  
**slides** 37:20 107:12  
**slight** 157:17  
**small** 44:22 84:14 148:7  
 148:10,13 153:1,5,9  
 153:10,17,20  
**smartphones** 67:19  
**smoothly** 176:13  
**SNAP** 56:19  
**Snyder** 2:18 33:3 94:16  
 97:20 103:10,12,21  
**soapbox** 174:4  
**social** 15:17 86:16,19  
 104:10 105:5 107:19  
 107:20 108:6 109:3  
 145:7 164:12  
**socialized** 97:19  
**socializing** 95:13  
**software** 37:1  
**solely** 27:6  
**solicit** 172:17  
**solution** 89:14 149:12  
 149:17  
**solutions** 85:21 86:7  
 87:19,20 91:21  
**solves** 140:22  
**someday** 39:11  
**somewhat** 39:1  
**soon** 93:3 97:6 118:13  
 169:9,15 172:21  
**sooner** 35:20 112:8  
**sorry** 5:2 33:6 47:8  
 96:17,19 103:21  
 106:10 112:22 170:12  
 173:9  
**sort** 38:2,22 43:3 44:16  
 48:20 90:17 110:17  
 111:18 113:12 117:6  
 136:14 141:8 157:7  
 164:18 170:15 171:3  
 171:13,15 173:14,16  
 173:19 174:8 175:18  
**sorts** 157:12  
**sought** 64:12 153:4  
**sound** 115:10  
**sounds** 37:7  
**source** 14:6 144:5  
 150:18 153:6  
**sources** 177:6

**space** 85:13 100:8  
 152:21  
**Spanish** 107:8 108:13  
**speak** 27:4 32:18 45:1  
 52:8 86:13 112:4  
 130:17 156:22  
**speaker** 51:19 99:15  
 100:3,20 119:12  
**speakers** 34:2 51:17  
 75:7 94:11 99:17  
 112:15 113:1  
**speaking** 22:11 51:3  
 161:1 168:12  
**special** 6:18 25:16  
 28:13 37:3 162:11  
**specialized** 84:14  
**specific** 40:4 70:17  
 72:8 92:21 111:13  
 116:1,7 136:20,21  
 164:16 169:8  
**specifically** 67:12 74:4  
 74:15 92:9,12 104:4  
 110:1 130:10 135:4  
 159:16  
**specifics** 150:2  
**specified** 110:2,11  
**specify** 175:15  
**spectrum** 87:1 160:6  
**spent** 9:22  
**spike** 73:2  
**Spiller** 121:14  
**spoke** 12:17  
**spoof** 131:11 146:9  
**spoofed** 122:4 126:17  
**spoofing** 125:10 131:10  
 141:3 143:2,11,21  
**spot** 12:10  
**spot-on** 16:13  
**spotlight** 89:17  
**spotlights** 163:21  
 166:10  
**spread** 76:9 97:16  
 101:7  
**spring** 104:22  
**SSN** 165:19 166:2  
**stability** 77:20  
**staff** 2:12 3:6,11 4:7  
 7:10,11 12:11 16:2  
 19:15 27:6 33:13  
 41:18 49:4,16 64:1  
 65:1 69:7 70:1,10  
 73:7 100:4 108:1,2  
 109:18 110:9,19  
 112:1 119:7 121:8  
 156:19,22 176:12  
**stakeholder** 102:6  
**stakeholders** 17:10  
 64:15 85:8

**Stamatos** 27:14  
**stamping** 44:16  
**stamps** 44:14  
**standardized** 149:12  
**standards** 143:21  
**standing** 38:22  
**Starks** 1:13 10:11,13  
 17:21 166:4  
**start** 4:16 21:12 23:11  
 35:4 57:4 63:15 118:5  
 118:17 119:5 124:20  
 128:21  
**started** 112:9 129:3  
**starting** 67:10 120:9  
 128:20 171:1  
**stat** 104:19  
**state** 1:21 2:1 21:16  
 26:2,16 62:9 70:15  
 72:6,6 80:9 85:9 94:2  
 97:4 98:4,10 105:8  
 116:20 122:9 160:18  
**stated** 82:1 132:10  
**statement** 10:12 130:20  
**statements** 39:18  
**states** 1:1 7:17 66:18  
 71:20 76:17 79:3  
 81:21 82:19 91:4  
 124:5 144:19 154:9  
 154:18  
**station** 50:5  
**stats** 105:14 106:5,15  
**status** 90:16 92:11 94:2  
 99:11  
**statute** 38:7,9 40:6  
**statute's** 15:3  
**statutory** 126:10  
**stay** 6:2 87:13 93:22  
 112:18 166:9  
**staying** 12:12 160:3  
**steadfast** 13:19  
**steadily** 81:16  
**steady** 157:5,15  
**step** 130:8 132:18  
**Stepanicich** 2:18 33:18  
 119:12,16,19  
**STEPHEN** 1:15  
**steps** 83:2 129:7  
 132:13 133:20 134:16  
 136:16,20,21 139:3  
 160:10  
**Stern** 2:9 24:15,16,17  
**Steve** 1:10 4:4 6:19  
 10:14 16:18 17:16  
 20:15 21:7 22:4 24:11  
 24:21 25:9 29:22 31:2  
 34:12 35:5 52:6 62:21  
 63:8 75:2,16 84:2  
 94:22 103:9,17 109:7

109:18 112:6 128:16  
 155:15 166:4 168:18  
 170:12 172:2,21  
 173:5,11 176:21  
**stick** 33:9  
**stimulus** 19:8 158:12  
**STIR** 19:2  
**STIR/SHAKEN** 3:13  
 5:15,19 34:3 138:3,9  
 140:10,16,18 141:2,6  
 141:19 142:12,22  
 143:4,19,20 144:7  
 145:6 146:7,10,12,16  
 146:22 148:3,11,17  
 149:6 150:14,16  
 151:1 152:20 153:15  
 153:18 154:12  
**STIR/SHAKEN-related**  
 139:14  
**stood** 104:14  
**stop** 143:2 150:6 174:3  
**store** 54:5  
**story** 100:11  
**stream** 96:8 101:20  
 102:1  
**streamline** 125:8  
**streams** 97:1  
**strengthening** 87:20  
**strong** 158:1  
**strongly** 88:7  
**structural** 89:18  
**struggling** 52:14  
**student** 69:7  
**students** 3:8 32:5 63:3  
 63:22 65:1 70:1,10  
 73:7  
**studies** 86:9,21 93:12  
**study** 89:4 92:21  
**studying** 84:16  
**stuff** 8:15,17,20  
**style** 129:20 140:5  
**subcommittees** 7:1  
 43:1  
**subject** 7:6 39:20 40:6  
 41:21 45:19 46:21  
 48:22 70:16 148:17  
 149:3,10 152:10  
 153:22 154:15 177:9  
**submission** 39:17  
 120:8 125:6  
**submit** 71:5 125:9,15  
**submitting** 69:18 93:2  
**subscriber** 131:8 148:9  
**subscribers** 113:17,20  
 153:11  
**subscriptions** 78:8  
**subsequent** 43:13  
**subset** 153:5,10

**substance** 85:16  
**substantial** 55:11  
**substantive** 34:10  
 111:8  
**success** 6:17 76:19  
 97:9  
**successfully** 163:2  
**sufficient** 68:13 70:3,12  
 132:22  
**suggest** 110:10,14  
 173:11  
**suggested** 173:20  
**suggestions** 102:4  
 110:19 166:12  
**suite** 105:4  
**summarize** 30:22  
**summary** 87:6  
**summer** 158:7  
**summertime** 73:12  
**supervision** 81:12  
**supplement** 79:6 80:21  
**supplemental** 56:19,20  
 118:4  
**support** 7:4,15 15:2  
 16:2 53:3 65:17 67:1  
 67:7,9 68:2,15 69:2  
 69:19 70:6,8 82:12  
 87:6 93:19 109:1,4,10  
 113:4,6 157:10 165:7  
 176:12,17  
**supported** 14:17 95:12  
**supporter** 13:19  
**supporting** 86:21 93:14  
**supports** 11:4 64:5  
 117:16  
**surpassed** 165:13  
**surrounding** 95:10  
 96:15 99:6  
**survey** 46:2,10  
**surveys** 45:12,16,19  
 46:15  
**survivors** 56:22  
**suspect** 106:6  
**suspected** 125:9  
**suspending** 13:4  
**suspicious** 168:12  
**swapped** 165:15  
**sweet** 35:7  
**system** 53:9 79:2,11  
 89:19 94:6 140:15  
 145:8,11 146:6  
 148:20  
**systems** 53:7

---

**T**

---

**tablet** 53:17 67:17  
**tablets** 64:21 78:12  
**tackle** 9:2 17:3

**tackling** 13:1  
**tactics** 160:22  
**taken** 13:3 50:18 120:3  
 121:2  
**takes** 7:2 21:8 118:2,6  
 134:16 139:3 143:4  
 177:4,5  
**talk** 31:21 32:18 33:8  
 34:7 140:17 168:9  
 174:6,9  
**talked** 106:22 136:20  
**talking** 31:13 33:4 49:6  
 119:21 134:12 138:10  
 155:9  
**talks** 163:14  
**tap** 31:6  
**tape** 40:20  
**target** 72:13 79:13 93:6  
**targeted** 82:9 123:9  
**targeting** 120:15  
 123:14 126:15  
**tariffing** 8:19  
**task** 32:16 75:13 84:6,8  
 84:12,15,22 85:5,14  
 86:10,15,20 87:7,10  
 87:17 88:6,15 90:21  
**tasked** 110:5  
**tasks** 168:1  
**Tax** 158:8  
**Taxpayers** 2:2 28:16,19  
**TBD** 170:18  
**TCPA** 14:20,22 19:4  
 120:21 121:1 129:3  
 130:20  
**TDI** 29:4,5  
**team** 32:14 36:10 75:11  
 76:14 84:9,14 93:1  
 95:12 99:2 102:19  
 104:18 168:4 177:16  
**team's** 103:2  
**teams** 75:22  
**tech** 25:4 29:3 165:7  
**technical** 96:1 144:6  
**technically** 147:4  
**technologies** 9:5 20:1  
 152:10,12  
**technology** 1:17 2:6  
 5:19 20:3 23:19 25:2  
 67:4 84:17 149:10,15  
**teeth** 14:22  
**telecommunications**  
 1:19,20 2:7 11:3 17:4  
 25:7,11 26:9 28:22  
 30:14 32:1,7 33:19  
 52:2 63:6 119:14  
**Teleconference** 1:10  
**teleconferencing** 39:10  
**telehealth** 3:8 12:22

32:10 75:6,11,22 76:2  
76:12,14,22 77:13  
78:7 79:14 83:10  
84:20 85:20 87:6,21  
93:10,14,16 114:6,21  
115:7 116:6 117:15  
117:17 118:9  
**teleheath** 116:14  
**telemedicine** 78:10  
93:15  
**telephone** 131:7  
**tell** 32:13  
**temporary** 52:13 57:4  
59:9 60:5  
**ten** 80:3,20  
**tend** 39:4 43:5 44:11  
**tends** 41:5 45:13  
**tenth** 19:19  
**term** 16:20 37:6 92:10  
172:8,12  
**terminate** 152:4  
**terminating** 136:2  
137:8 143:12 144:12  
**termination** 35:19  
**terms** 45:18 88:3 91:7  
104:8 105:15 171:1  
**terrific** 168:20  
**territories** 62:10 79:3  
81:21 82:19  
**territory** 80:10  
**Terry** 108:15  
**testing** 90:13  
**text** 157:5,8 159:9,12  
162:3 168:11  
**texts** 14:5  
**Thaddeus** 2:1 26:3,6  
**thank** 4:6 6:15,20 7:10  
7:16,19 8:4 10:14  
11:15,15 15:21 16:6,7  
16:13,18 17:12,19,22  
20:17,21 22:6 23:4,22  
24:18 25:12,22 26:2  
26:18 27:7,8 28:1,4,9  
28:10,21 29:7,13 30:4  
30:15,16 31:3 34:12  
34:13,14 35:5 51:7  
52:6,7 62:20,22 63:8  
63:9 75:2,3,16,17  
83:16 84:1,1,2 94:8,9  
94:21 103:8 105:13  
109:8,12,17,18  
112:16 113:13,22  
115:12 117:12 118:13  
119:1,19 128:7,9  
142:8,9 155:4 168:17  
168:19 174:4 176:5  
176:11,17,21,22  
177:5,11,12

**thanked** 108:1  
**thanks** 7:13 8:8 10:6,16  
19:14 20:14,18 22:4  
33:11 37:18 104:1  
108:22 109:11 114:1  
115:9 116:3 128:16  
155:15,21 156:11  
178:5  
**themes** 158:10,13  
**things** 8:18 41:10 42:7  
43:10 46:7,12 74:17  
110:6,15 129:1  
134:20 135:10 138:3  
138:20 140:22 142:1  
156:6 166:13 174:16  
174:17  
**third** 32:9 39:18 48:1,5  
48:8,12 122:20  
136:14 140:4 147:6  
149:3 152:9  
**third-party** 54:5 156:14  
**thought** 174:16,18  
**thousands** 104:20  
**threat** 154:20  
**three** 10:19 17:10 34:1  
90:7,9 91:17 123:18  
130:8 135:19 139:12  
145:11 146:22 151:7  
152:14,15 165:21  
**tie** 158:14  
**tied** 157:18 158:4,8  
**time-permitting** 39:20  
**timed** 108:19  
**timeline** 112:2 128:22  
171:5,10  
**timely** 38:19 85:19  
136:4 139:18 175:13  
**times** 12:5,15 165:21  
**timing** 110:21 169:16  
**Tina** 2:5 28:7 115:15  
**tips** 161:9,13,15,22  
168:6  
**titled** 162:8  
**today** 5:3 6:7 19:14  
20:22 27:15 29:11  
31:6 34:15 39:8 52:17  
63:4 72:11 84:4 96:14  
102:21 106:18 110:19  
118:21 155:16 158:20  
172:20 176:4  
**today's** 4:4 10:17 18:7  
18:14 30:22 176:11  
**token** 148:21  
**Toni** 2:16 31:10 34:16  
35:3 37:18 41:17  
42:13,19 51:8  
**tool** 62:12 85:7 92:8  
97:19 106:2 107:1,5

120:4 143:11  
**toolkit** 102:9  
**tools** 76:7 167:9 168:10  
**top** 8:12 9:1,11 12:13  
104:6 105:17 106:17  
163:22 164:3,7,9  
165:5,11 168:5  
**topic** 32:2 51:11,13,20  
75:7 94:12 119:10  
128:10 166:1 169:1  
**topics** 3:3 33:5 50:7,13  
51:1 110:2,10 111:5  
111:13,15 112:3  
119:8 123:7 155:6  
161:12 167:2 169:9  
169:10,11,16 170:16  
172:15 173:13,15,16  
174:1  
**total** 55:13 106:9,12  
**totaling** 82:20  
**totally** 174:19  
**touch** 41:16 147:22  
163:5  
**tough** 123:13  
**traceback** 136:3,5,7  
139:16 147:18,19  
160:18  
**TRACED** 18:21 121:2  
125:7 151:17 152:11  
167:18  
**track** 107:6  
**tracking** 113:9,11,21  
156:2 160:21  
**tracks** 118:1 167:16  
**trade** 17:9 40:10 98:5  
161:6  
**traditionally** 144:11  
**traffic** 124:13,20 134:15  
134:18 136:12,13,18  
149:21 151:13 153:21  
160:15  
**tragically** 86:2  
**training** 81:6 82:6,9  
**transfers** 159:19  
**translated** 107:7,8  
**translations** 108:13  
**transmit** 147:4  
**transmitting** 134:15  
**transparency** 130:13  
137:18  
**transparent** 79:10  
**traumatized** 123:6  
**treat** 76:7  
**treated** 47:7  
**tremendously** 91:19  
**trend** 157:17  
**trending** 160:9  
**trends** 3:14 155:10,22

156:8 159:13 163:15  
**Trevor** 1:19 29:8,10  
**trriages** 99:2  
**tribal** 53:15 56:12 57:2  
57:4,4,16 59:21 67:6  
67:6 70:15 79:17  
82:10 116:11  
**trick** 144:1  
**tricky** 128:17  
**trigger** 46:16  
**trouble** 31:15  
**troubleshoot** 108:10  
**true** 175:9  
**trust** 16:5 101:2 131:15  
143:12 145:4 146:7  
**trusted** 97:8 145:3  
**trustworthy** 144:2  
**Truth** 122:4 123:3  
**try** 6:8 46:14  
**trying** 169:7  
**tuned** 166:9  
**turn** 21:15,18 30:20  
37:16 62:20 75:5,14  
83:13 94:10 109:6  
170:10  
**twice** 105:10  
**Twitter** 107:21  
**two** 5:10 21:16 33:13  
58:18 70:21 75:6  
89:11 100:15 117:13  
120:11 124:10 125:18  
129:22 132:13 134:1  
140:19 147:11,16  
155:6  
**two-year** 153:22  
**type** 68:18 116:22  
117:5 126:12  
**types** 9:10 12:13 35:16  
89:11 126:1 139:12  
**typically** 172:22

---

**U**


---

**U.S** 71:21 90:7 139:2,4  
139:9 140:7 154:14  
161:21  
**U.S.-based** 139:1  
**ultimately** 100:17  
173:14  
**Umansky** 2:9 24:10,11  
24:12  
**unaltered** 147:13  
**unauthenticated**  
147:15  
**unbiased** 10:22  
**uncertain** 13:15  
**unconnected** 70:6  
**underscore** 173:16  
**understand** 44:5 47:19

109:21 110:18 170:14  
171:10  
**understanding** 86:11  
91:10 171:19  
**underway** 9:12  
**unemployment** 98:5  
**unexpected** 168:11  
**unfortunately** 43:21  
157:15 171:12 172:19  
**uninterrupted** 13:13  
**unique** 98:21 106:12  
161:11  
**unit** 78:4  
**United** 1:1 7:17 91:4  
124:5 154:9,18 163:1  
**universal** 27:3 59:15  
81:10,13  
**University** 91:11,13  
**unknown** 168:7  
**unlawful** 120:19 150:10  
**unmute** 21:8  
**unmuted** 112:21  
**unmuting** 37:19  
**unparallel** 103:5  
**unprecedented** 12:15  
**unwanted** 3:11 5:15  
14:4 18:22 19:5 33:14  
119:11 132:16 134:7  
140:21 141:4,7 156:1  
160:4 163:22 165:5  
**upcoming** 151:7  
**update** 63:13 85:18  
167:10  
**updated** 105:10,11  
**updates** 74:10 85:15  
105:3 108:18 159:5  
**upgrade** 115:5  
**upgrades** 78:9  
**upper** 175:21  
**urban** 72:1 77:12 98:8  
**URL** 101:21  
**USAC** 27:4,5 59:16 65:5  
66:11 69:10 71:11  
72:18 73:12 81:10  
82:1,11 83:11 107:16  
113:3,7,17 117:22  
**USAC's** 27:5 60:1 62:12  
72:10 82:3 116:14  
**usage** 105:14,15  
106:20  
**USDA** 55:4  
**use** 7:9 12:14 37:3  
62:12 64:22 69:22  
73:6 85:16 88:2  
107:21 111:15 112:14  
117:21 132:1 140:8  
140:15 141:9 144:17  
146:4 158:2 162:2

169:11  
**useful** 127:3 131:14  
**User-Centered** 86:4  
**uses** 11:7 136:5 141:5  
**USTelecom** 1:16 29:13  
29:16,17  
**usually** 44:12 173:2  
**Utility** 2:2 26:3  
**utilized** 175:12

---

**V**


---

**V** 2:13  
**vaccine** 158:5,11  
159:12 162:12  
**vaccines** 158:3  
**valid** 129:12 132:3  
**validate** 57:13  
**valuable** 11:15 12:14  
85:6  
**value** 5:6 88:1 122:7  
123:17  
**variation** 158:13  
**variety** 102:6  
**various** 39:6 46:7 84:18  
119:8 120:15 123:6  
126:7 177:6  
**vehicle** 16:12 164:21  
**verbally** 50:11  
**verification** 57:12  
**Verifier** 53:8  
**verify** 66:11 146:5  
147:1,6  
**version** 96:9 141:14,15  
144:10  
**veterans** 56:21  
**Vice** 21:4 22:2 41:12,19  
42:11 94:22  
**Vickers** 2:19 32:11 75:7  
75:16,18 114:10,16  
114:20 115:12 116:6  
118:8  
**victim** 157:2 159:20  
**video** 1:10 21:8,15,19  
23:11 39:9 40:20,22  
117:19  
**videoconference** 82:6  
**videoconferencing**  
78:8  
**videos** 107:14  
**view** 49:13 73:1 101:12  
112:6  
**viewpoint** 37:8  
**viewpoints** 11:12  
**views** 50:4,11,12,14  
51:2 105:17,18,22  
106:2,3,9,12,12,19  
**violate** 44:15  
**violation** 120:21 122:4

**violations** 123:4 125:10  
125:16 126:8  
**Virgile** 102:22  
**Virgin** 71:21  
**Virginia** 26:12  
**virtual** 20:15 93:20  
109:1 161:15 162:15  
163:2  
**virtually** 27:19 33:7  
155:17  
**vision** 87:10  
**visit** 167:14  
**visited** 167:4  
**visiting** 100:18 101:15  
167:2  
**visualize** 85:8  
**voice** 24:14 25:13 77:21  
126:20 130:9 131:4  
132:22 133:8,20  
134:2,20,21 135:12  
135:20,22 136:11,16  
137:7,8 138:1 141:15  
143:12 144:19,21  
145:1,5,15,22 146:4  
146:13,15,21 148:2  
148:13 149:9,20  
150:2,11 151:11,13  
153:5,10,20  
**voicemail** 16:11 166:7  
**voices** 5:18 11:11 97:8  
**volume** 153:18,21  
157:4,6 159:14  
**volunteer** 97:15  
**volunteered** 6:16  
**volunteerism** 162:16  
163:2  
**volunteers** 162:20  
**Vonda** 2:3 23:2  
**vote** 47:17  
**voted** 50:17,19 171:7  
**voter** 120:17  
**vouch** 145:5

---

**W**


---

**waiting** 103:13 111:18  
169:14  
**waivers** 13:9  
**Walke** 2:10 25:20,20  
**wanted** 5:4 70:20 74:3  
114:4 161:1 172:5  
175:11 176:5,20  
**wants** 111:5 112:10  
**warm** 17:15 95:6  
**warning** 14:21 124:4  
**warranties** 14:14  
**warranty** 16:12 164:3  
164:16 165:2,18,22  
166:5

**wasn't** 164:7  
**wave** 72:20 82:17,21  
158:4  
**way** 93:22 106:11 115:6  
115:18 116:10 126:5  
166:4  
**ways** 45:17 70:22 101:7  
101:13 162:16  
**WCB** 32:1,11 140:17  
**WCB's** 34:3  
**web** 33:3 94:18 104:3,7  
104:9,18 105:4 108:4  
108:14,18  
**webinar** 98:6,8 161:8  
161:17 162:7,15  
**webinars** 82:6 107:14  
161:2  
**webpage** 12:1 104:14  
167:21  
**webpages** 105:17  
107:5 167:4,6  
**Webre** 2:19 16:16,18  
**website** 12:8 39:6 59:18  
60:1 62:13 72:7 74:7  
74:10 83:12 85:1 92:4  
106:13 107:16 113:3  
113:17 116:13,14,14  
125:14 135:14 158:17  
165:3  
**websites** 41:7 82:4  
**Wednesday** 55:7 154:3  
**week** 5:13 81:18 105:16  
116:12  
**weekends** 102:20  
**weekly** 105:10  
**weeks** 13:16 83:1 100:4  
105:11 120:11  
**weighted** 79:12  
**Wein** 2:10 26:21,22  
178:4  
**welcome** 3:2,2 4:17,22  
10:18 16:19 17:15  
31:3 102:14  
**well-balanced** 17:6  
**well-known** 121:20  
**went** 119:3 178:8  
**Wes** 25:14,16,17  
**Wheels** 97:13  
**whichever** 35:20 59:13  
**white** 129:19 133:10,14  
**Whoops** 49:20  
**Wi-Fi** 64:21 67:13 69:6  
161:14  
**wide** 141:22  
**widen** 165:20  
**widespread** 88:9  
**William** 30:12  
**willingness** 133:6



**Wilson** 103:1  
**window** 65:7,11,15  
 70:20 71:10,12,18  
 72:16,19 73:4,9,13,17  
 73:19 81:6,19 82:7  
**windows** 65:20  
**wireless** 2:4 24:1 62:2  
 67:21 120:20  
**Wireline** 32:6 52:1 63:5  
 75:10,19 109:4  
 138:10 142:13,17  
 151:21  
**wisdom** 156:17  
**wish** 170:3  
**Wohl** 120:13 121:7  
**wonderful** 24:13 25:1,5  
 26:1 27:20 28:10  
 83:17  
**wondering** 113:5  
 114:15  
**word** 97:16 101:8  
**words** 8:6 43:19 48:12  
 49:12  
**work** 5:6,10 6:13 7:1,15  
 8:10 10:6 11:8 15:22  
 18:6,9 28:1 37:4 38:3  
 40:21 48:19 84:22  
 86:9 87:11,14 88:6  
 90:12,20 92:2,4,6,20  
 93:1 97:1 98:1 99:1  
 101:6 102:14,19  
 103:5 105:11,14  
 110:14 112:9 129:1  
 157:12,19 160:4,14  
 166:19 167:19 170:21  
 171:6 176:4,9  
**workable** 72:15  
**worked** 12:19 98:2  
 108:17 122:9  
**workforce** 98:5  
**working** 6:22 13:21  
 36:21 41:20 42:21,22  
 43:5,6,7,16,16,17,21  
 44:4,7,11,14,19,21  
 45:2,5,7,11 46:21  
 47:2,5,9,13,20 48:1  
 48:14 49:2,3,6 50:3  
 75:21 84:18 85:14  
 98:11 104:15 107:4  
 111:16 127:8 137:14  
 149:16,16 156:19  
 169:11,12 170:20  
 171:1,15,21,22,22  
 172:9,17,18  
**worksheet** 59:3  
**world** 139:12  
**worried** 171:4  
**worrying** 112:6

**worse** 91:3  
**worsened** 86:2 90:11  
**worsening** 90:16 94:2  
**worship** 97:5  
**worst** 12:7  
**worth** 138:5 140:18  
**would've** 163:11  
**wouldn't** 46:3  
**WPPD** 104:13,22 109:9  
**WPPD's** 104:18  
**wrap** 32:19 34:9 118:20  
 168:20  
**writing** 50:11  
**written** 37:14 39:18  
 106:10  
**wrongfully** 121:20  
 122:6 123:16  
**Wu** 2:20 32:1 51:21  
 52:4,6 113:16,16  
**www.emergencycon...**  
 74:8  
**www.fcc.gov/emerge...**  
 74:12  
**www.fcc.gov/fccaaa**  
 96:7  
**www.fcc.gov/health**  
 85:1  
**www.usac.org/about...**  
 101:16

---

**X**


---



---

**Y**


---

**year** 5:22 14:15 19:22  
 55:1,9 63:16 65:4,18  
 69:22 73:8 86:2  
 104:13 106:20 120:4  
 122:21 123:20 124:2  
 151:10 153:14 156:9  
 157:22 158:3 161:4  
 163:19 164:8,14  
 165:11,17 169:22  
 171:6,9 173:1,2  
**year's** 95:22  
**years** 9:4,21 15:13  
 31:16 55:6 92:4  
 152:14,15 175:9  
**yeoman's** 102:19  
**yesterday** 130:15  
 138:12  
**YouMail** 14:10  
**young** 13:1

---

**Z**


---

**zip** 62:15 101:14 113:3  
 113:4  
**Zoom** 30:6 169:2

---

**0**


---



---

**1**


---

**1-800-234-9781** 74:19  
**1,000,000,000** 121:16  
**1,100** 105:6  
**1,148** 120:19  
**1,700** 98:6  
**1,800** 82:13  
**1:00** 118:17 119:4  
**10** 1:8 53:19 64:16  
**10,000** 89:10  
**10,000,000** 123:2  
**10,000,000,000** 12:21  
**10:30** 1:10  
**10:31** 4:2  
**100** 53:16 133:4  
**100,000** 106:3 148:8  
 153:11  
**109,000** 59:20  
**11** 16:21 17:6 104:13  
**119** 3:12  
**12** 59:7  
**12:40** 119:3  
**128** 3:12  
**13** 65:12,16 71:13 73:15  
 107:8 108:8  
**135** 56:15  
**14** 122:21 124:15  
**142** 3:13  
**15** 39:3 73:3,14 79:16  
**150** 80:15  
**150,000** 122:3  
**155** 3:14,15  
**17** 20:9 125:11 127:7  
**170** 3:18  
**1716** 151:2  
**178** 3:20  
**18** 12:20 121:12  
**198,000** 55:15

---

**2**


---

**2** 3:11 75:21 77:4,5  
 78:22 81:4 83:2,10  
**2,000** 81:20  
**2:02** 178:8  
**20** 31:16 118:16  
**20-minute** 33:12  
**200** 76:5,15  
**2015** 128:20 129:2,3  
 130:19 132:18  
**2017** 91:8 129:7 130:21  
 130:22  
**2018** 5:17  
**2019** 55:5 121:17  
 129:14 132:12 134:9  
**2020** 14:9 52:20 55:5,5  
 55:13,14 76:3 77:2

89:9 90:7 98:19  
 106:19 124:1,7  
 129:22 130:2,7  
 133:19 135:18 161:10  
 164:1,5 165:6  
**2021** 1:8 20:9,22 52:12  
 55:9 59:8 63:19 65:5  
 65:12 69:21 71:13  
 72:4 73:8,15 81:20  
 98:20 104:13 105:16  
 121:12 122:21 125:2  
 125:12 146:15  
**2022** 36:4 55:9 69:21  
 72:4 73:8 149:5  
 152:17 153:19 170:19  
**2023** 148:11  
**2030** 89:9  
**21** 55:5  
**22** 3:3 172:13  
**225,000,000** 121:13  
**24** 137:20 139:17,18  
**249.95** 76:21 81:2  
**250** 69:6  
**250,000** 106:1  
**26** 82:15  
**27** 52:20  
**28** 65:16 73:14 151:9  
**29** 55:13 65:5 71:12  
 81:19

---

**3**


---

**3** 152:7  
**3,000** 99:16  
**3,000,000,000** 9:9  
**3,083** 150:21  
**3,200,000,000** 52:13  
**30** 69:21 72:4 100:5  
 121:7 130:16 138:15  
 146:15 148:4,11  
 149:5 152:17 153:19  
**30th** 150:13  
**31** 3:3 36:4  
**32** 17:6  
**32,000** 97:12  
**34.25** 56:12  
**35** 3:5  
**350** 99:18

---

**4**


---

**4** 3:2  
**4,000** 76:13  
**4,100,000,000** 14:10  
**4,200,000,000** 14:12  
**4.5** 105:18  
**40** 100:5  
**400** 69:5  
**42** 82:20  
**45** 71:11

**46,000,000,000** 14:9  
**47** 76:16  
**471** 69:18 71:8  
**48** 124:13

---

**5**

---

**5,000,000** 6:5 120:19  
**5,300,000** 59:19  
**5,400** 99:4  
**5.137** 65:13 71:15  
**5.4** 71:16  
**50** 53:11,19 66:22 71:19  
 72:14 79:3 81:21  
 82:19  
**50,000,000** 15:13  
**500** 82:14  
**52** 3:7  
**539** 76:16  
**546** 150:22

---

**6**

---

**6** 81:20  
**6,069,987** 106:9  
**6.2** 35:12,21  
**60** 64:10 72:16  
**62** 82:18  
**63** 3:8

---

**7**

---

**7.171** 63:17  
**75** 3:8 53:14

---

**8**

---

**8** 153:3  
**8:00** 74:21,21  
**818** 151:1

---

**9**

---

**9.1** 71:15  
**9.25** 56:12  
**900,000** 106:19  
**911** 135:5  
**94** 3:9  
**95** 80:1  
**99,000** 55:14

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In the matter of: Consumer Advisory Committee

Before: Federal Communications Commission

Date: 09-10-21

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