



Intergovernmental Affairs Quarterly Webinar Briefing

Bridgette Gomez, Chief, Office of Intergovernmental Affairs
Consumer & Governmental Affairs Bureau



Welcome

Alejandro Roark, Bureau Chief
Consumer & Governmental Affairs Bureau



Meet the IGA Team

Emmitt Carlton, Deputy Chief

Aliza Katz, Attorney Advisor

Donna Cyrus, Attorney Advisor, IAC Liaison

Theodore Marcus, Attorney Advisor, Front Office, IAC Liaison

Kamala Hart, Intergovernmental Affairs Outreach Specialist

Yvette Cage, Intergovernmental Affairs Outreach Specialist

Michelle Jones, Intergovernmental Affairs Outreach Specialist

Barbara Britt, Intergovernmental Affairs Outreach Specialist



Affordable Connectivity Program (ACP)

Miriam Yohannes Montgomery, Consumer Affairs and Outreach Division Chief
Consumer & Governmental Affairs Bureau

Affordability



Bridging the Broadband
Affordability Gap

**Affordable
Connectivity
Program (ACP)**



23 Million+

Total Households Enrolled

- Consumer Benefits**
- 1,700+ Participating ISPs
 - 12.4 Million + Devices Claimed
 - 44% of enrolled households use ACP for fixed connections in the home

**ACP/HUD Navigator Pilot Program
ACP/Navigator Pilot Program**

Consumer Support

More information

- FCC Outreach & Engagement**
- 228+ ACP Outreach Grants issued to trusted state, local and Tribal governments and community partners with \$72 million invested.
 - National Paid Media Campaign
 - Federal Agency Partnerships
 - 1,400+ FCC Supported Outreach/Enrollment events
 - Program Education & Outreach Materials in 10 Languages

- Multilingual ACP Support Center
- FCC rules to protect consumers participating in the ACP
- Dedicated FCC process for ACP complaints

www.fcc.gov/acp

Future of ACP

The Affordable Connectivity Program has accomplished more over the course of the past two years to bridge our country's digital opportunity divide than any other stand-alone effort in our nation's history. With over 23 million households enrolled across all 50 states, territories, and federally recognized Tribal Lands, the success, reach, and impact of the program are unmatched.

Without Congressional action to appropriate new funding for the program, the Affordable Connectivity Program will end by the end of May.

April 2024 was the last month that currently enrolled ACP households received their full ACP discount. This month (May 2024), some ACP households received a *partial* discount which ranged from \$7 to \$16 depending on the provider. After May 2024, unless Congress provides additional funding, the program will end.

Guidance to Households to Prepare for the ending of the ACP?

- ✓ Carefully review written notices from their internet company and from USAC about the ACP wind-down.
 - **Reminder:** ACP providers are required to send at least three written notices to households on ACP wind-down.
- ✓ Carefully review USAC written notices about the ACP wind-down, complementing the required provider written notices to ACP participants.
- ✓ Consult with their internet company to learn more about how the end of the ACP will impact their internet service and bill.
- ✓ Refer to the FCC and USAC consumer-facing webpages such as [fcc.gov/ACP](https://www.fcc.gov/ACP) and [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov)
- ✓ See if the ACP household qualifies for the Lifeline Program
 - The FCC’s [Lifeline](#) program, which offers up to \$9.25 a month off phone, internet, or bundled phone and internet services (up to \$34.25 if you live on qualifying Tribal lands).
 - Not all ACP recipients will qualify for Lifeline and not all ACP internet companies participate in the Lifeline Program.
 - To learn more and apply, visit [LifelineSupport.org](https://www.LifelineSupport.org)

Outreach Partner and Consumer Resources

FCC ACP Website: www.fcc.gov/acp

- ACP Wind-Down Frequently Asked Questions
- ACP Wind-Down Fact Sheet
- ACP Wind-Down Fact Sheet on opting in or out of continuing internet service
- ACP Wind-Down on Consumer Protection
- Measuring the impact of ACP survey that was conducted by the FCC to better understand how the end of the ACP may impact enrolled ACP households
- State-by-state fact sheets with data on how families are enrolled in the ACP, including estimates of percentages of households enrolled in the ACP in every Congressional district

Helpful Tools

- ACP Enrollment Map
- ACP Enrollment and Claims Tracker
- Additional ACP Data (age, eligibility categories, service by type)

The FCC is also available to provide ACP briefings at your next event or meeting so that all our outreach partners and consumers are updated and can plan for what's next.

FCC's Consumer Complaint Center: Consumers can continue to file complaints through the FCC's Consumer Complaint Center at: <https://consumercomplaints.fcc.gov> about ACP billing and service issues

Letters to Congress

- A letter from Chairwoman Rosenworcel to key Congressional Appropriations members (House and Senate) as well as key Senate Committee on Commerce, Science, and Transportation and House Committee on Energy and Commerce members. This letter also includes total ACP households enrolled by Congressional District
- Congresswoman Clarke (NY-09) led 158 of her colleagues in a bipartisan letter to Speaker of the House Mike Johnson, House Minority Leader Hakeem Jeffries, Senate Majority Leader Chuck Schumer, and Senate Minority Leader Mitch McConnell urging them to preserve the ACP
- Thirty-three Democratic and Independent Senators co-signed a letter urging Senate and House leaders to use “must-pass” budget legislation to include an extension of the ACP
- Bipartisan Problem Solvers Caucus Backs Legislation to Protect Internet Access for Low-Income Families
- United States Conference of Mayors (USCM) Letter to Congress on behalf of 174 Mayors
- With a Lifeline at Risk, Mayors Urge Congress to Renew Critical High-Speed Internet Program
- County officials, members of Congress team up to support extension of Affordable Connectivity Program
- Letter to Congress on behalf of leadership of the National League of Cities (NLC), representing America’s 19,000 cities, towns and villages to pass Affordable Connectivity Program Extension Act
- National Governors Association (NGA) Economic Development and Revitalization Task Force Sends FY24 Appropriations Letter to Congress
- National Association of Attorneys General (NAAG) Letter to Congress on behalf of a bipartisan coalition of 37 state and territory attorneys general
- NCSL Supports Additional Funding for the Affordable Connectivity Program Extension Act - National Conference of State Legislatures
- National Association of Regulatory Utility Commissioners (NARUC) Resolution Supporting Permanent Funding for the Affordable Connectivity Program

THANK YOU

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AI Generated Robocalls & Robotexts

Zac Champ, Deputy Chief, Consumer Policy Division
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AI Generated Robocalls & Robotexts

- November 2023 - Commission adopted a *Notice of Inquiry* (NOI) that sought to gather information and prepare for changes in calling and texting practices that may result from new AI-affected technologies.
- February 2024 - FCC issued a Declaratory Ruling that recognized that calls made with AI-generated voices are “artificial” or “prerecorded voice messages” under the TCPA.
- Docket remains open for public participation.

THANK YOU

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Broadband Consumer Labels

Mika Savir, Attorney Advisor, Consumer Policy Division

Consumer & Governmental Affairs Bureau

Broadband Facts	
Provider Name	
Service Plan Name and/or Speed Tier	
[Fixed or Mobile] Broadband Consumer Disclosure	
Monthly Price	\$00.00
This monthly price is an introductory rate	Yes / No
Time the introductory rate applies	YY months
Monthly price after the introductory rate	\$00.00
Length of contract	YY months
Link to Terms of Contract https://www.example.com/terms-of-contract	
Additional Charges & Terms	
Provider Monthly Fees	
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
One-Time Purchase Fees	
Fee description	\$00.00
Fee description	\$00.00
Early Termination Fee	\$00.00
Government Taxes	Included/Varies by Location/\$00.00
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment.	
https://www.example.com/discounts	
Speeds Provided with Plan	
Typical Download Speed	000 Mbps
Typical Upload Speed	000 Mbps
Typical Latency	00 ms
Data Included with Monthly Price	000 GB
Charges for Additional Data Usage	\$/GB
https://www.example.com/data-usage	
Network Management Policy	
https://www.example.com/network-management	
Privacy Policy	
https://www.example.com/privacy	
Customer Support	
Phone:	(555) 555-5555
Website:	https://www.example.com
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center. fcc.gov/consumer	
Unique Plan Identifier: F0005937974123ABC456EMC789	

Broadband Facts	
Acme Wireless	
50 Gigabit Data Plan	
Mobile Broadband Consumer Disclosure	
Monthly Price	\$75.00
This monthly price is an introductory rate	No
Time the introductory rate applies	n/a
Monthly price after the introductory rate	n/a
Length of contract	n/a
Link to Terms of Contract https://www.example.com/terms-of-contract	
Additional Charges & Terms	
Provider Monthly Fees	
Device Installation Payment	\$66.67
Device Insurance Coverage	\$3.99
Voicemail	\$1.00
One-Time Purchase Fees	
Activation Fee	\$36.00
Early Termination Fee	n/a
Government Taxes	Included
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.	
https://www.example.com/discounts	
Speeds Provided with Plan	
Typical Download Speed	35 Mbps
Typical Upload Speed	5 Mbps
Typical Latency	30 ms
Data Included with Monthly Price	50 GB
Charges for Additional Data Usage	\$/GB
https://www.example.com/data-usage	
Network Management Policy	
https://www.example.com/network-management	
Privacy Policy	
https://www.example.com/privacy	
Customer Support	
Phone:	(555) 555-5555
Website:	https://www.example.com
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center. fcc.gov/consumer	
Unique Plan Identifier: F0005937974123ABC456EMC789	



The Infrastructure Investment and Jobs Act called for the FCC to require internet service providers to create consumer-friendly labels with information about their broadband services.

- Access to accurate, simple-to-understand information about broadband internet access services helps consumers make informed choices and is central to a well-functioning marketplace that encourages competition, innovation, low prices, and high-quality service.
- FCC's new label rules became effective on April 10, 2024, for large broadband providers. And for smaller providers with 100,000 or fewer subscriber lines, the deadline to comply is October 10, 2024.
- The rules require broadband providers to display, at the point of sale, labels that show prices, including introductory rates, as well as speeds, data allowances, and other critical broadband service information.
- [A glossary](#) is available to help consumers better understand the information displayed on the label.

More information www.fcc.gov/broadbandlabels

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Emergency Alert System (EAS) Multilingual Alerting

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David Munson, Attorney Advisor

Cybersecurity and Communications Reliability, Public Safety and Homeland Security Bureau

Emergency Alert System (EAS) Notice of Proposed Rulemaking (NPRM)

- NPRM adopted on February 15, 2024
- Comments were due by April 8, and reply comments were due on May 6
 - Proposes templates for common alerts in 13 most commonly spoken non-English languages.
 - Sought comment on feasibility of supporting ASL templates.

Multilingual Wireless Emergency Alerts (WEA)

- Rules adopted in October 2023.
 - Requires support for template alerts in the 13 most commonly spoken non-English languages, and American Sign Language.
- Public Notice seeking comment on implementation released February 15, 2024.
 - Which alerts should be the subject of templates?
 - Are proposed translations accurate and effective?
 - Should templates be customizable by emergency managers?
 - Should templates in additional languages be supported?
- Comments are due on June 12; Reply Comments are due on July 12.

THANK YOU

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Missing Endangered Persons (MEP) Emergency Alert System (EAS) Code Notice of Proposed Rulemaking (NPRM)

New Emergency Alert Code for Missing & Endangered Adults
Docket No: 15-91, 15-94

Bambi Kraus, Chief, Office of Native Affairs and Policy
Consumer & Governmental Affairs Bureau

Office of Native Affairs and Policy(ONAP)

The Office of Native Affairs and Policy (ONAP) was established by FCC Order in 2010 to further the Commission's efforts to bring the benefits of modern communications to all Native communities.

ONAP assists the Commission in developing policies and programs to address the lack of adequate communications services on Tribal lands nationwide.

ONAP plans and leads the Commission's outreach to Tribal governments and organizations, with the objective of increasing their awareness of, and participation in, Commission programs and proceedings.

MEP Code - *Substantive Background*

- In the United States, in 2022, approximately 187,000 adults who fell outside of the criteria for either AMBER Alerts or Silver Alerts went missing.
- *Ashanti Alerts*. Enacted in 2018, the Ashanti Alert Act was named in honor of Ashanti Billie, a 19-year-old woman who was abducted in Virginia and killed in North Carolina in 2017.
- *Savanna's Act*. Savanna's Act was named after Savanna LaFontaine-Greywind, a pregnant member of the Spirit Lake Tribe who was found murdered in the Red River of North Dakota in 2017.

Notice of Proposed Rule Marking (NPRM)

New “MEP” Emergency Alert System Event Code

Approved March 14, 2024 on unanimous vote, the *NPRM* proposes to revise *Part 11* of the Commission’s rules regarding the *Emergency Alert System (EAS)* by adding a new “MEP” event code for delivery of critical messages to the public over television and radio about missing and endangered adult persons.

National Congress of American Indians Adoption of Resolution #NO-23-001

- Native Public Media sponsored a resolution calling for the FCC to establish an MEP event code to “enable a more rapid and coordinated response to incidents involving missing indigenous persons.” NCAI Resolution noted that “Native Americans face significant challenges in addressing the issue of missing and endangered adults, requiring immediate attention and action,” and the current EAS event codes failed to account for these unique missing person circumstances.
- Resolution further noted that their “communities have historically been disproportionately affected by missing person cases, with Native Americans constituting 2.5% of all missing person cases despite comprising only 1.2% of the U.S. population, as reported by the National Crime Information Center, underscoring the urgent need for targeted measures.”
- The NCAI General Assembly adopted resolution in November 2023 to broadcast timely and critical alerts across the nation using IPAWS.

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Safe Connections Act Report & Order

Supporting Survivors of Domestic and Sexual Violence
WC Docket Nos: 22-238, 11-42, 21-450

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Safe Connections Act Report & Order

Separation of Lines from Shared Mobile Service Contracts

- The Commission's November 2023 *Report and Order* adopted rules to implement the line separation provisions in the Safe Connections Act of 2022, which allow survivors to separate a mobile phone line from an abuser.
- The rules largely track the statutory language, with key additions and clarification to address privacy, account security, fraud detection, and operational or technical infeasibility.
- Among other things, the *Report and Order* establishes requirements regarding the information that survivors must submit to request a line separation and the options providers must offer when survivors are making a line separation request. It also sets requirements regarding communications with consumers and survivors, and provides restrictions on various practices in connection with line separation requests.
- In addition, the *Report and Order* requires covered providers to train employees who may interact with survivors on how to assist them or direct them to other employees who have received such training. The *Report and Order* also delineates the financial responsibilities for the monthly service costs and mobile device following a line separation.
- Compliance with the line separation rules is required by July 15, 2024.

Safe Connections Act Report & Order

Ensuring the Privacy of Calls and Text Messages to Domestic Abuse Hotlines

- The *Report and Order* requires covered providers, wireline providers of voice service, fixed wireless providers of voice service, and fixed satellite providers of voice service to:
 - Omit from consumer-facing logs of calls and text messages any records of calls or text messages to covered hotlines in the central database established by the Commission; and
 - Maintain internal records of calls and text messages excluded from consumer-facing logs of calls and text messages.
- Providers are generally given 12 months to comply with these requirements, except that small service providers are given 18 months, subject to certain conditions that may extend these compliance timeframes.

Safe Connections Act Report & Order

Emergency Communications Support for Survivors

- The *Report and Order* designates the Lifeline program as the program that will support emergency communications service for survivors that have pursued the line separation process and are suffering a financial hardship. Survivors will be able to self-certify their financial hardship.
- The *Report and Order* directs the administrator of the Lifeline program, the Universal Service Administrative Company (USAC), to ensure that survivors experiencing financial hardship will be able to apply for and enroll in the Lifeline program.
- The *Report and Order* further directs USAC to implement processes to transition survivors from emergency communications support at the end of the six-month emergency support period mandated by the Safe Connections Act.
- The actions taken in the Report and Order do not place any significant new requirements on service providers that are also eligible telecommunications carriers (ETC) participating in the Lifeline program.
- We expect that emergency communications support will be available to survivors later this year.

THANK YOU

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NPRM Open Comment Periods

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Comments May Be Filed in the FCC's Electronic Comment Filing System



Quick Link to Submit Comments: <https://www.fcc.gov/ecfs/filings/standard>

Link to search comments: <https://www.fcc.gov/edocs>

Full Title: Wireline Competition Bureau Announces Comment and Reply Comment Dates for 988 Georouting Second Further Notice of Proposed Rulemaking

- Description: On May 29, 2024, a summary of the 988 Georouting Second FNPRM was published in the Federal Register. Comments are due on or before June 28, 2024, and reply comments are due on or before July 29, 2024.
- Docket/RM: 18-336

Full Title: Public Safety and Homeland Security Bureau Announces Comment and Reply Dates for Multilingual Wireless Emergency Alerts Template Implementation

- Description: PSHSB invites comment on WEA multilingual template implementation. Comments are due on or before June 12, 2024, and reply comments are due on or before July 12, 2024.
- Docket/RM: 15-91

Full Title: In the Matter of Wireless Emergency Alerts; Amendments to Part 11 of the Commission's Rules Regarding the Emergency Alert System; Notice of Proposed Rulemaking

- Description: Proposes to adopt a new Emergency Alert System event code option to deliver critical messages to the public over television and radio about missing and endangered adults. Comments were due on or before May 20, 2024, and reply comments are due on or before June 17, 2024.
- Docket/RM: 15-94

Comments May Be Filed in the FCC's Electronic Comment Filing System



Quick Link to Submit Comments: <https://www.fcc.gov/ecfs/filings/standard>

Link to search comments: <https://www.fcc.gov/edocs>

Full Title: Promoting the Integrity and Security of Telecommunications Certification Bodies, Measurement Facilities, and the Equipment Authorization Program

- Description: On May 24, 2024, the Commission proposes new rules to ensure that wireless equipment authorizations are not compromised by entities that have been found to pose national security concerns. No comment cycle established yet.
- Docket No: 24-136

Full Title: Fostering Independent and Diverse Sources of Video Programming

- Description: In item released April 19, 2024, FCC seeks comment on the current state of the video marketplace, ways to help foster diverse and independent video programming, and how current obstacles to MVPD/online carriage impact consumers. Comments are due on or before June 6, 2024, and reply comments are due on or before July 8, 2024.
- Docket No: 24-115

Full Title: Cybersecurity Labeling for Internet of Things

- Description: The FCC (in an FNPRM released March 25, 2024) proposes new rules to establish a voluntary cybersecurity labeling program for wireless consumer Internet of Things, or IoT, products that will help consumers make safer purchasing decisions, raise consumer confidence regarding the cybersecurity of the IoT products they buy, and encourage manufacturers to develop IoT products with security-by-design principles in mind. Comments were due on or before April 24, 2024, and reply comments were due on or before May 24, 2024. Now in *ex parte* period.
- Docket No: 23-239

Comments May Be Filed in the FCC's Electronic Comment Filing System



Quick Link to Submit Comments: <https://www.fcc.gov/ecfs/filings/standard>

Link to search comments: <https://www.fcc.gov/edocs>

Full Title: Single Network Future: Supplemental Coverage from Space

- Description: On March 15, 2024, The Commission proposed new rules to take further steps toward a single network future that harnesses the power of satellites to fill wireless coverage gaps. Comments are due on or before May 30, 2024. Reply comments are due on or before July 1, 2024.
- Docket Nos: 23-65 and 22-271



Closing Remarks

Bridgette Gomez, Chief, Office of Intergovernmental Affairs
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SAVE THE DATES

Next IGA Quarterly Briefings:

- Thursday, August 29
- Thursday, October 31
- Thursday, January 30

If you would like to schedule a meeting with our subject matter experts or invite the FCC to attend an event or conference, please reach out to iga@fcc.gov.

FCC Participation at Upcoming Local Conferences

- National Governor's Association's Broadband Leaders Workshop
- National Organization of Black County Officials (NOBCO)
- National League of Cities (NLC) - Woman in Government & Black Caucus of Local Elected Officials (NBC-LEO) Summer Meetings
- US Conference of Mayors (USCM) Annual Meeting
- National Association of Counties Annual Conference and Expo
- National Conference of State Legislatures' (NCSL) Legislative Annual Summit
- National Association of Telecommunications Officers and Advisors (NATOA) Annual Conference

THANK YOU

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