



NEWS

Federal Communications Commission
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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

For Immediate Release:
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CONSUMER ADVISORY COMMITTEE TO MEET NOVEMBER 20 *Agenda Includes Broadband and TRS Recommendations*

Washington, DC – The Consumer Advisory Committee (CAC) will hold its next meeting on Thursday, November 20, 2003, 9:00 A.M. to 4:00 P.M., at the Commission's Headquarters Building, Room TW-C305, 445 12th Street, S.W., Washington, DC 20554. The meeting is open to the public.

The Committee will consider: (1) recommendations of its Telecommunications Relay Services (TRS) Working Group regarding outreach and funding for these services; (2) a recommendation of its Broadband Working Group regarding further study of broadband issues; (3) recommendations of its Consumer Complaints, Education and Outreach Working Group regarding funding for, and effective methods of, outreach to consumers; and (4) a progress report of its Ancillary Services Working Group. There will also be time for working group meetings between 10:00 A.M. and 12:00 P.M. The Committee will also receive briefings by FCC staff regarding Consumer & Governmental Affairs Bureau activities and other matters.

The Tentative Agenda for the November 20 meeting is attached.

The CAC is chaired by Shirley Rooker, President of Call For Action, and is composed of 35 members who represent the FCC's many constituencies. The expertise and diversity of the members provide a balanced point of view as required by the Federal Advisory Committee Act.

The Committee is organized under, and operates in accordance with, the provisions of the Federal Advisory Committee Act, 5 U.S.C., App. 2 (1988). Minutes of meetings are available for public inspection at the FCC and are posted on the Commission's website at www.fcc.gov/cgb/cac. Meetings are broadcast on the Internet in Real Audio/Real Video format with captioning at www.fcc.gov/cgb/cac.

Members of the public may address the Committee or may send written comments to Scott Marshall, Designated Federal Officer of the Committee, at smarshal@fcc.gov.

Reasonable Accommodation

The meeting site is fully accessible to people using wheelchairs or other mobility aids. Meeting agendas and handouts will be provided in accessible formats; sign language interpreters, open captioning, and assistive listening devices will be provided on site. The meeting will be webcast with open captioning at www.fcc.gov/cgb/cac . Request other reasonable accommodations for people with disabilities as early as possible; please allow at least 5 days advance notice. Include a description of the accommodation you will need including as much detail as you can. Also include a way we can contact you if we need more information. Last minute requests will be accepted, but may be impossible to fill. Send an e-mail to: fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (tty).

The next meeting of the CAC is scheduled for March 26, 2004.

-- FCC --

CGB Contact: Scott Marshall 202-418-2809 (voice) or 202-418-0179 (TTY);
e-mail: smarshal@fcc.gov.

CONSUMER ADVISORY COMMITTEE MEETING

**Federal Communications Commission
445 12th Street, S.W., Room TW-C305, Washington, DC**

**Thursday, November 20, 2003
8:30 a.m. - 4:00 p.m.**

PRELIMINARY AGENDA

Morning Session

- 8:30 - 9:00 a.m. Continental Breakfast, Networking, and Conversation**
- 9:00 a.m. Welcome and Call to Order**
Shirley L. Rooker, Chair, Consumer Advisory Committee (CAC)
- 9:05 - 9:10 a.m. Meeting logistics**
Scott Marshall, CAC Designated Federal Officer, Consumer & Governmental Affairs Bureau (CGB)
- 9:10 - 9:30 a.m. Introduction of the Chairman and Commissioners, (Chairman and Commissioners invited --schedules permitting)**
K. Dane Snowden, Chief, Consumer & Governmental Affairs Bureau
- 9:30 - 9:45 a.m. Update on the Consumer & Governmental Affairs Bureau**
K. Dane Snowden, Chief, CGB
- 10:00 a.m. – 12:00 p.m. Working Group break out sessions**
- 12:00 - 1:00 p.m. Lunch**
Presentation: Voluntary Consumer Information Code,
Andrea Williams, asst. General Counsel, Cellular Telecommunications and Internet Association

Afternoon Session

1:00 – 1:30 p.m. **The life of a complaint** [FCC staff invited]

1:30 – 3:45 p.m. **Working Group Recommendations and Progress Reports**

TRS Working Group – Brenda Kelly-Frey, Chair

Broadband Working Group – Larry Goldberg, Chair

2:30 - 2:45p.m. **Break**

Consumer Outreach, Education and Complaints Working Group –
Joy Ragsdale, Chair

Ancillary Services Working Group – Eugene Seagriff, Chair

3:45 - 4:00 p.m. **Comments from the Public; Wrap-Up; Future Meetings**

4:00 p.m. **Adjournment**