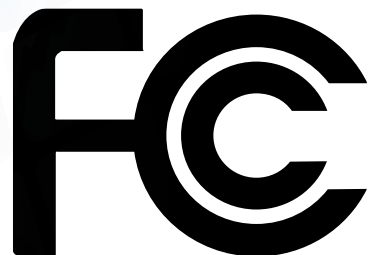


FEDERAL COMMUNICATIONS COMMISSION



**NATOA Annual Conference
September 22, 2021**

Engaging With The FCC

**Barbara Esbin,* Deputy Chief
Ed Bartholme, Associate Chief**

Consumer & Governmental Affairs Bureau

*** Views expressed are solely our own and do not represent the
views of the FCC or any of its staff**

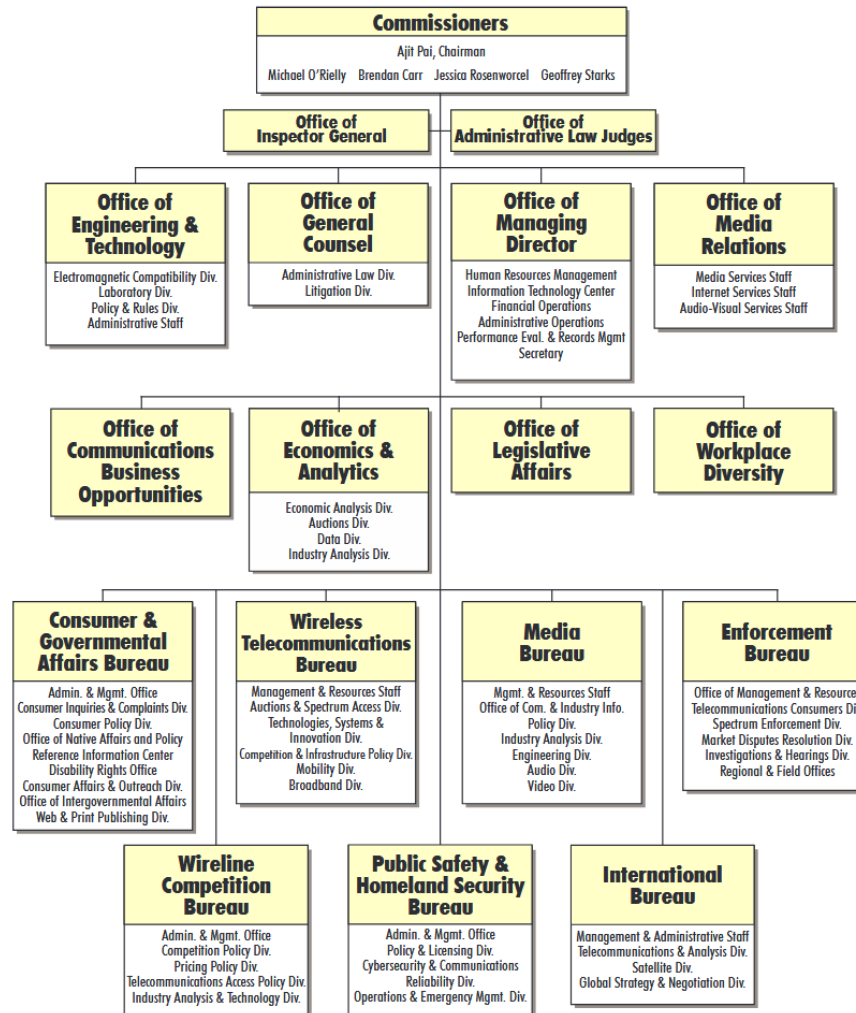
OVERVIEW

- Introduction
- FCC and Consumer and Governmental Affairs Bureau
- Office of Intergovernmental Affairs
- Intergovernmental Advisory Committee
- Informal Consumer Complaints
- Outreach & Education

THE FCC'S MISSION

- The Federal Communications Commission is an independent administrative agency overseen by Congress
 - Responsible regulating interstate and international communications by wire and radio
 - Covers wireline & wireless telecommunications, broadcast TV & radio, satellite, and cable TV
 - 7 Bureaus: Consumer & Governmental Affairs, Enforcement, International, Media, Public Safety, Wireless, Wireline
 - 10 Offices: e.g., General Counsel, Legislative Affairs, Managing Director, Engineering and Technology

FCC ORGANIZATIONAL CHART

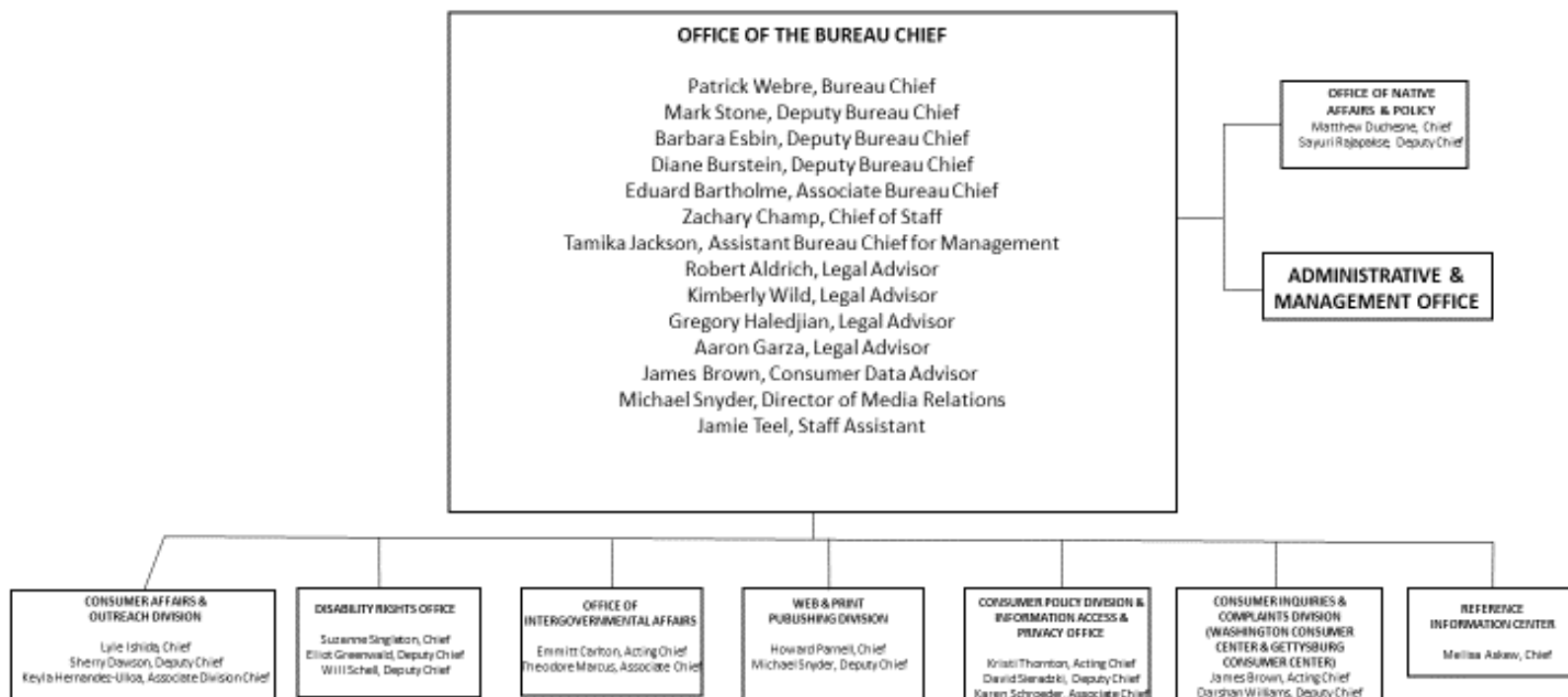


CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU

- Consumer and Governmental Affairs Bureau (CGB)
 - 10 Divisions and Offices – Main focuses are (i) consumer policy, information, outreach & complaints, disabilities access and (ii) governmental affairs
- Consumer Issues:
 - Consumer Policy Division (CPD)
 - Consumer Affairs and Outreach Division (CAOD)
 - Consumer Inquiries and Complaints Division (CICD)
 - Disabilities Rights Office (DRO)
- Governmental Affairs:
 - Office of Intergovernmental Affairs (IGA)
 - Office of Native Affairs and Policy (ONAP)

CGB ORGANIZATIONAL CHART

Consumer and Governmental Affairs Bureau

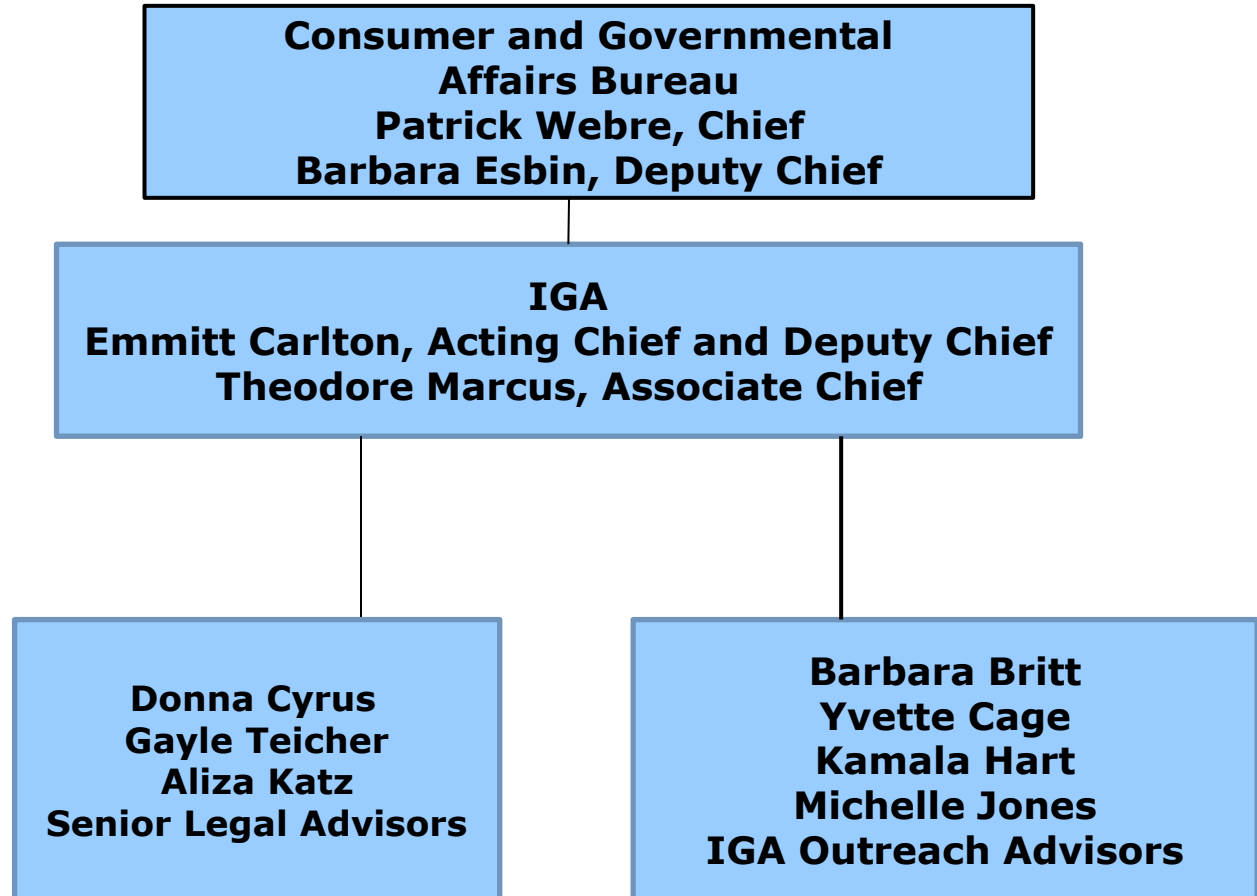


Last Update: 8/2/2021

OFFICE OF INTERGOVERNMENTAL AFFAIRS

- The Office of Intergovernmental Affairs was created during an FCC re-organization to establish a primary point of contact and face of the FCC for state and local governments and their organizations
- IGA staff each have responsibilities for outreach to state and local government organizations such as NATOA, National League of Cities, National Association of Counties

IGA ORGANIZATIONAL CHART



IGA's MISSION

- IGA is the portal in for receiving and processing questions and referrals from state and local governments
 - If IGA can't answer questions directly, it finds FCC subject matter experts who can
- IGA is the portal out providing information and outreach to state and local governments, as well as other federal regulatory agencies, for the purpose of fostering an understanding of FCC programs, policies, rules and decisions
 - Regularly attending and participating in conferences, seminars and industry meetings
 - Issuing informational blasts and webpage Spotlights
- IGA oversees the work and activities of the Intergovernmental Advisory Committee (IAC), and ad hoc special projects like the Hospital Robocall Protection Group

INTERGOVERNMENTAL ADVISORY COMMITTEE

- The IAC is a non-FACA advisory committee created by the FCC and governed by the Unfunded Mandates Reform Act
 - Pursuant to UMRA, IAC meetings and communications with FCC staff are non-public to encourage candid exchanges
- The IAC's predecessor, the Local & State Advisory Committee (LSGAC), was created after adoption of the Telecommunications Act of 1996 to give state and local governments a direct voice at the FCC
- It was reorganized in 2003 by Commission Order with the adoption of rules governing its composition and operations – 47 CFR § 0.701
- FCC rules specify a minimum number of members from various categories to ensure proportional representation of state, local, municipal and Tribal governments, including executive and legislative levels

INTERGOVERNMENTAL ADVISORY COMMITTEE

- The IAC advises the FCC on communications issues affecting state and local governments that are within the jurisdiction of the FCC, and may be called upon to provide guidance on specific topics the Commission deems necessary to address matters before it
- The previous IAC submitted reports to the Commission on:
 - The feasibility of inventorying state and local property for infrastructure siting pursuant to RAY BAUM'S Act of 2018
 - Multilingual Emergency Alerting
 - State Participation in State Emergency Communications Committees (SECCS)
 - Intergovernmental Disaster Response Coordination
 - State, Local Tribal, and Territorial Regulatory and Other Barriers and Incentives to Telemedicine

FOR MORE INFORMATION

- Barbara Esbin, Deputy Bureau Chief, Consumer & Governmental Affairs Bureau, Barbara.Esbin@fcc.gov
- Emmitt Carlton, Acting Chief and Deputy Chief, Office of Intergovernmental Affairs and Policy, Emmitt.Carlton@fcc.gov
- Theodore Marcus, Associate Chief, Office of Intergovernmental Affairs, Theodore.Marcus@fcc.gov
- <https://www.fcc.gov/general/consumer-and-governmental-affairs-bureau>
- <https://fcc.gov/consumer-and-governmental-affairs/office-intergovernmental-affairs>
- <https://www.fcc.gov/about-fcc/advisory-committees/general/intergovernmental-advisory-committee>

INFORMAL CONSUMER COMPLAINTS

- CICD administers the “Consumer Complaint Center,” which is a centralized place for consumers to file an informal consumer complaint or tell their story.
- If a complaint is about a telecom billing or service issue, we will serve the complaint on the consumer’s service provider, which has 30 days to send the consumer a response about his/her complaint. Complaints can be filed under the category that best describes the consumer’s issue:
 - TV
 - Phone
 - Internet
 - Radio
 - Access for People with Disabilities
 - Emergency Communications

consumercomplaints.fcc.gov or 888-Call-FCC

OUTREACH & EDUCATION

Consumer Affairs and Outreach Division (CAOD)

- CAOD develops and implements consumer outreach and education initiatives, and ensures that the commission has the benefit of a wide spectrum of information and viewpoints in its decision-making processes. [fcc.gov/outreach](https://www.fcc.gov/outreach)

• Web and Print Publishing Division (WPPD)

WPD creates and maintains public-facing consumer content for the FCC website and FCC print publications. The division's work includes developing and managing the Consumer Help Center (as well as consumer guides, articles, blog posts, graphics and videos. WPPD is also responsible for foreign-language translation services and producing and distributing documents in accessible formats such as braille, making them available to FCC staff, bureaus and offices and members of the public. [fcc.gov/consumer](https://www.fcc.gov/consumer)

- [fcc.gov/robocalls](https://www.fcc.gov/robocalls)
- [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit) (home to the partner toolkit)
- [fcc.gov/scam-glossary](https://www.fcc.gov/scam-glossary)

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