

CONSUMER PROTECTIONS FOR THE 21ST CENTURY IN TELECOMMUNICATIONS

65th Annual NECPUC Symposium
Rockport, Maine
May 21, 2012

Betty Ann Kane
Chairman
DC Public Service Commission

Who Needs POTS When the ILEC/CATV Wants to Sell You VOIP

- Copper Removal

- 2008 DC PSC Price Cap Order
- New Verizon Service Quality Investigation
- Up Sales to Costlier Services

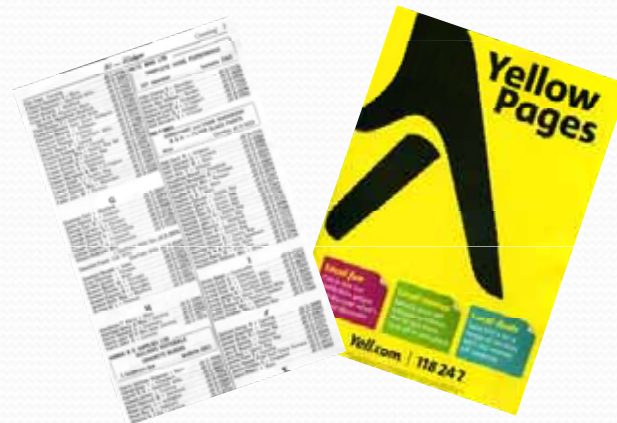
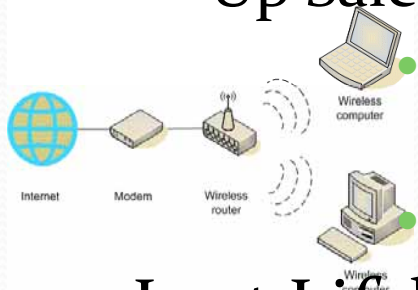


- POTS to Bundled VoIP/Cable TV/Broadband Internet Access

- DSL to Broadband Internet Access

- Lost Lifeline Service Discounts

- White Pages/Yellow Pages
& Other Vanishing Services





Help!! Who You Gonna' Call? Cramming

- April 27: FCC Cramming Order requires wireline carriers to:
 - Notify customers that they can block 3rd party charges to bill
 - Separate 3rd party charges from Telecom Service Charges on bill
- FCC further notice asks:
 - Should consumers opt-in to allow 3rd party charges to telecom bills?
 - Should wireless carriers have to comply with cramming rules?

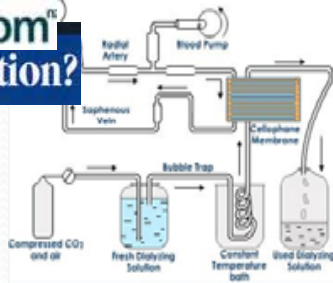




Help!! Who You Gonna' Call? Wireless Bill Shock

- April-May 2010: FCC Survey, 30 million Americans -- one in six wireless customers -- have experienced “bill shock.” More than half had an increase of \$50 or more.
- October 2011: FCC/CTIA announce voluntary “bill shock” notifications to customers by participating wireless carriers
 - Free alerts prior to exceeding voice, data & text usage limits & international roaming charges
 - Effective October 17, 2012
 - Non-Enforceable Commitment
- April 2012 FCC Launches Webpage (through www.fcc.gov)





Legacy Telecom Regulation is on Life Support!

- February 16: FCC Forbearance Petition Filed by U.S. Telecom Association
 - “enforcement of these regulations is not necessary to protect consumers”
 - Eliminate 90 days public notice for retiring copper loops
 - Eliminate FCC approval of and notification to state Commissions of plans to discontinue provision of legacy telecom services
 - Why? USTA argues that where there is broadband service there is no loss of telecommunications service!

