

***Resolution Supporting an Active State Role in Managing Consumer Issues in an IP
Telephony Enabled World***

WHEREAS, The National Association of Regulatory Utility Commissioners (NARUC) recognizes that the number of consumers subscribing to IP telephony services is on the rise; *and*

WHEREAS, NARUC supports the Federal Communications Commission's (FCC) policy to promote competitive alternatives for consumers in Telecommunications services and believes that VOIP services offer the promise of promoting competition; *and*

WHEREAS, NARUC recognizes that when establishing policy regarding the treatment of IP-enabled telephony that an appropriate regulatory balance between the FCC and the States is critical if the industry is to prosper and consumers are to benefit; *and*

WHEREAS, The FCC recently stated in its Vonage Order WC Docket No. 03-211 that they "expect...that as we move forward in establishing policy and rules for Digital Voice and other IP-enabled services, States will continue to play their vital role in protecting consumers from fraud, enforcing fair business practices, for example, in advertising and billing, and generally responding to consumer inquiries and complaints;" *and*

WHEREAS, State Commissions, with their vast expertise in consumer protection, are in the best position to investigate and resolve these types of consumer related issues; *and*

WHEREAS, Many State Commissions are already receiving consumer complaints regarding various problems with IP-enabled telephony; *now therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC), convened at its February 2005 Winter Meetings in Washington, D.C., commends the FCC for recognizing this vital State commission role in this new IP-enabled world; *and be it further*

RESOLVED, That the NARUC Board of Directors urges the FCC to quickly delineate the specific roles that State Commissions will have in managing IP-enabled telephony consumer related issues; *and be it further*

RESOLVED, That NARUC's General Counsel is directed to file in support of this position and take any appropriate actions to further the intent of this resolution.

Sponsored by the Consumer Affairs Committee

Adopted by the NARUC Board of Directors February 16, 2005