

***Resolution Supporting Coordination between the FCC and States on Telecommunications
Consumer Issues***

WHEREAS, National Association of Regulatory Utility Commissioners (NARUC) and the Federal Communications Commission (FCC) have a history of fruitful collaboration and cooperation on various issues affecting consumers such as, FCC slamming rules, the State-federal slamming and cramming complaint database, numbering allocation and area code exhaust, as well as the FCC detariffing process, and enforcement actions; *and*

WHEREAS, The FCC has recognized that State commissions, given their unique exposure to and understanding of the issues in their respective States, can provide the FCC with valuable first-hand documentation of consumer experiences, guidance into the import of consumer issues in competitive markets, insight into the development of policies or guidelines that affect those issues, and the means to determine and ensure compliance; *and*

WHEREAS, Oversight of telecommunications consumer issues by State commissions has been enhanced through collaboration with the FCC, as evidenced by more extensive information on market practices and trends, by less divergence in regulatory responses to market abuses, by stronger enforcement efforts, and by a common front in opposition to abusive practices affecting consumers of telecommunications services; *and*

WHEREAS, In 1999, NARUC and the FCC formulated the State and National Action Plan (SNAP) to provide formal coordination between federal and State regulatory agencies on consumer and enforcement issues, including monthly conference calls to exchange information regarding emerging consumer problems or issues and pending enforcement actions; *and*

WHEREAS, FCC Chairman Michael Powell, in a June 21, 2001, speech to the Federal Communications Bar Association, emphasized the agency's commitment to a strong consumer-protection agenda and to programs that contribute to consumer education and reduce consumer confusion about telecommunications services; *and*

WHEREAS, NARUC and the FCC jointly sponsored a workshop on Consumer Friendly Billing Practices in March 2000, and created a working group to address the burgeoning problems of confusing and misleading telephone billing practices; *and*

WHEREAS, The FCC is seeking input on its "comprehensive reform effort" to ensure that it operates efficiently, effectively and responsively; *and*

WHEREAS, NARUC and the FCC held a joint press conference in July 2000, on telephone billing problems and NARUC unveiled new Truth-in-Billing rule guidelines, highlighting the collaborative effort between the FCC and state regulatory agencies to combat abusive billing practices such as slamming through clear telephone bills; *now, therefore, be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners, convened in its 2001 Summer Meetings in Seattle, Washington, encourages the FCC to make a strong and effective cooperative relationship with State commissions as one of its goals of its reorganization; *and be it further*

RESOLVED, That NARUC endorses and encourages continued, active enforcement of consumer protections in the telecommunications industry as it evolves to a competitive marketplace; *and be it further*

RESOLVED, That NARUC encourages and supports the FCC's call for continued efforts at an effective, strong, and cooperative relationship with NARUC and its member states as it addresses consumer issues, including development of rules and policies, enforcement actions against violators, and developing and distributing consumer education materials.

*Sponsored by the Committees on Consumer Affairs and Telecommunications
Adopted by the Board of Directors July 18, 2001*