

Resolution on Responding to FCC NPRM on Broadband Customer Service

WHEREAS, The Federal Communications Commission issued its NPRM on Consumer Protection in the Broadband Era on September 23, 2005, and it was published in the Federal Register on October 17, 2005; *and*

WHEREAS, The NPRM specifically asks whether the following issues related to consumer protection provisions that arose under Title II authority need to be addressed with regard to broadband Information Service offerings under Title I:

Customer Proprietary Network Information (CPNI),
Slamming,
Truth-in Billing,
Network Outage Reporting,
Section 214 Discontinuance,
Section 254(g) Rate Averaging Requirements,
Federal and State Involvement, and
Consumer Options for Enforcement; *and*

WHEREAS, Comments are due January 17, 2006 and replies are due March 1, 2006; *now therefore be it*

RESOLVED, That the National Association of Regulatory Utility Commissioners (NARUC), convened in its November 2005 Annual Convention in Indian Wells, California, directs the NARUC General Counsel to develop an appropriate response to the FCC's Notice of Proposed Rulemaking (FCC 05-150) consistent with the policies and proposals articulated in NARUC's July 2005 resolution and white paper, entitled *Federalism and Telecom* and established NARUC policies; *and be it further*

RESOLVED, That NARUC's General Counsel should file comments with the FCC based on the considerations raised in this resolution and NARUC's established policies.

Sponsored by the Committee on Telecommunications

Recommended by the NARUC Board of Directors November 15, 2005

Adopted by the NARUC November 16, 2005