

***Resolution Applauding Establishment of an FCC Consumer Task Force***

**WHEREAS**, Upon his election, NARUC President David Coen announced this is the year of consumers; and has often stated that “We are all in these jobs for one reason: to serve the public;” *and*

**WHEREAS**, On January 20, 2010, Federal Communications Commission (FCC) Chairman Julius Genachowski announced creation of a consumer task force within the FCC stating, “the Commission must be a vigilant watchdog for the consumer<sup>1</sup>,” *and*

**WHEREAS**, The Government Accountability Office (GAO) issued a report in December 2009 (<http://www.gao.gov/new.items/d1034.pdf>) on consumer satisfaction and problems with wireless phone service and FCC actions to assist consumers with complaints and touting the benefits of coordinated federal and State action; *and*

**WHEREAS**, The GAO report states that 84 percent of subscribers are satisfied with their wireless service while an estimated nine to 14 percent are very or somewhat unsatisfied. The number of unsatisfied users represents approximately 24 million to 43 million customers; *and*

**WHEREAS**, The GAO report suggests that the FCC data significantly under-reports the problem, finding that most wireless consumers with problems would not complain to the FCC; and that many consumers do not know where they could complain; *and*

**WHEREAS**, That NARUC has called for consumer rights and protections, regardless of the communications technology utilized, for many years by providing testimony to governmental bodies, advocacy and policy resolutions; *and*

**WHEREAS**, As early as July 31, 2002, NARUC adopted a resolution indicating that “consumers of all telecommunications services” should “receive clear and complete information regarding rates, terms and conditions for services” so they can make informed decisions when purchasing communications services; *and*

**WHEREAS**, NARUC member commissions receive and capably resolve hundreds of thousands of consumer complaints in all utility sectors every year and can be a strong partner to the FCC in protecting consumers; *and*

**WHEREAS**, Consumers, as the economic engine driving industry successes, deserve fairness, access and full information; *now, therefore be it*

**RESOLVED**, That the Board of Directors of the National Association of Regulatory Utility Commissioners, convened at its 2010 Winter Committee Meetings in Washington, D.C., applauds FCC Chairman Julius Genachowski’s establishment of a Consumer Task Force within the FCC which recognizes that consumers interests must be part of the FCC decision making process; *and*

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<sup>1</sup> See *FCC Launches Consumer Task Force*, David W. Gardner, *Information Week*, (January 22, 2010 12:30PM)

**RESOLVED**, That, in the spirit of President David Coen's consumer initiative, NARUC offers to partner with the FCC in providing effective oversight, to address consumer concerns and to assist in other ways to be determined; *and, be it finally*

**RESOLVED**, That NARUC staff be directed to file this Resolution with the Federal Communications Commission.

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*Sponsored by the Committee on Consumer Affairs*

*Adopted by the NARUC Board of Directors February 17, 2010*