

**Shirley Rooker:** Good morning. Thank you for being here. I'm Shirley Rooker. I'm the president of Call for Action, which is a national consumer hotline group, and I am honored to be a member of this advisory committee. As a consumer advocate for many years—should I say 25—I am delighted that the FCC has established this committee to address the issues of its very varied constituencies. The membership, as you might imagine, is very diverse—made up of consumer and disability advocates, equipment manufacturers, trade associations, and service providers. So with our broad perspectives, we should be able to bring some interesting issues to the FCC. As you might imagine, the Committee will provide us with an opportunity for networking. It will also provide us for an opportunity to listen to each other and exchange information, and certainly, in this day, when we have such complex issues in telecommunications, we can learn from each other. So this is an excellent way for us to discuss these issues and ways to address them. Today, and over the course of the next two years, we will be talking about consumer issues, such as cramming, slamming, and customer service, disability issues, such as telecommunication relay services, video description, and affordability and availability issues, such as universal service and access to broadband, and much more. It should prove to be a stimulating discussion, and certainly educational. The goals of the Advisory Committee are to provide an annual report of our activities to the Commission, and periodic reports, making recommendations of our views on issues or proceedings before the FCC. And of course another goal is to learn from each other, to listen to divergent opinions, and come together with recommendations for the FCC. As with any meeting, a lot of people have worked very hard behind the scenes to make this meeting happen today, and I'd like to take a moment to thank those people. I'm not sure that my microphone is working, am I—are you okay? It sounds like it's fading in and out—it's hard to tell. But at any rate, I would like to thank FCC members Karen Strauss, Janice Wise, Dann Oliver and his staff, Roland Helvajian, Pam Gregory, ShaVonne Morris, Arlene Alexander, Brian Millin, Betty Thompson, Lois Neeley, Margaret Egger, Rosemary Kimble, Solita Griffis, Arneatta Strange, Marlene Jackson, and a lot of other people—believe it or not—who have worked very hard making this meeting happen today. I'd also like to give thanks to some of our Committee members, specifically, we're going to have a box lunch today, which Scott will tell you more about later, but I'd like to thank Laura Ruby of Microsoft for making that happen. Also for Susan Palmer of Cingular who said 'I'll help you round up some corporate sponsors for lunch, Shirley', and then Susan and Rich Ellis will be sponsoring lunches for us for two of our other meetings. Also for Steve Jacobs who very generously made the offer to find some corporate sponsors to help bring people to the Committee meeting that might not have been able to attend otherwise because of financial considerations. Jeff Kramer brought us pads so we could make notes today—thank you, Jeff. And I'd like to thank all of you for being here. Now there's one person from the FCC staff that I haven't mentioned, and that's Scott Marshall, and actually, he's the principal staff person to the committee and has worked on consumer and disability issues for some time. I first met Scott when I interviewed him on my radio program about 12 years ago—pre-ADA—we were talking about access issues at that time. So, anyway, Scott is going to give you the information on our logistics and our agenda for the day. Scott.

**Scott Marshall:** Thank you very much, Shirley. Good morning, ladies and gentlemen. I, too, would like to welcome you to the FCC, and we're delighted that you're here, and hope that your time with us will be productive for you, as we know it will be for us. A few logistic concerns, or items, that I'd like to review with you at this time. This meeting is being netcast on the Internet, and is also being heard by a conference call—two of your colleagues are calling in today on the conference call. Accordingly, we would greatly appreciate it if when you speak if you could kindly identify yourself, this will make it much easier for those listening or watching on the Internet, for those using the transcript being made for this proceeding, and so forth. And Shirley and I will try to be vigilant about reminding ourselves to do this, as well as you. We will be having later today in the afternoon session, some comments from the public. Here, George Washington, as well as received over the Internet, and I would encourage anyone who has a comment for us to email us now, or later, at [cdtac@fcc.gov](mailto:cdtac@fcc.gov) and we have a computer here in the meeting room and we will be taking those comments, as I said, later this afternoon. With respect to restrooms—an important ingredient to any meeting, I'm sure you would agree—they are located directly to my right out the door of the Commission Hearing Room here, the right-hand door, straight ahead, down a short corridor and immediately to your left, you will find the restrooms. Telephones are also out either of these two doors—either to my left or to the right, make a left, and on the wall going down toward the Registration Desk on the left-hand side, you'll find phones, including a TTY-equipped public phone. If you need some help during the day, I'd encourage you to please let us know what your needs are. The FCC staff here are all identified by their badges, and if you can't see the badge, which of course is near and dear to my heart, stick your hand in the air and wave it and somebody will get to you. We'll talk later about lunch and the breakout sessions, Shirley, and then we'll also talk a little later about our agenda after the Chairman and the Commissioners speak to us this morning. I will be circulating two lists to you, which I'd appreciate your reviewing and making any corrections on, and again if you need help in doing this, just let us know. We'd like to circulate our master mailing list to make sure we have all the information about you correct, in terms of your mailing information, phone number, email, etc. Another form to confirm that we do or do not have your permission to publish your bio on our Committee website, and I'll be talking more about the Committee website later. And, finally, in your packets, in the course of the day, if you could look at the calendar document, which I believe is the last item on the left-hand side, that will be used for designating the dates that you would not be available for our next meetings, and I'll talk to you a little more about that in a few moments.

**Shirley Rooker:** In your packets, you may want to take just a moment to look at it—there's committee assignments, the meeting rooms, and we'll go over the logistics for those this afternoon. You may want to take a look at your agenda, which provides you with an outline for the day and the things that we're going to accomplish. And just to reaffirm what Scott said about when you speak to be sure to identify yourself—I'm Shirley Rooker—and I forgot to do it. Shows you how long our attention span is. At any rate, we will also be taking a short break for lunch, so I want you to be aware of that. We do have a break in between this morning, between meetings as well. So there's a number of items, we will ask—after the Commissioners have spoken to us this morning—we will ask you to introduce yourselves and we want to hear from you briefly about what you're

doing and why you are here. I think that probably covers most of the housekeeping items, and we're expecting Chairman Powell to arrive at any moment. However—okay, that would be great. Karen Peltz Strauss will take over for a few minutes while—Chairman Powell should be here shortly.

**Karen Peltz Strauss:** I thought it might be helpful just to introduce some of the FCC staff members so that if you need to know where to go, where the rooms are, where the bathrooms are, etcetera that you know who to speak out. Also, it will help you to know who these people are if you have specific questions about specific subject matters. The first person I want to introduce is Janice Wise, and we're going to be saying "thank you" to all these people afterwards. But this woman—Janice, can you stand? To say that she put this whole thing together is sort of an understatement. You cannot imagine the number of graphs, flowcharts, directions, basically, she was the general of this operation. So everything you see in your packets, the organization, we have Janice to thank for this. And rather than wait until the end, I think that we should probably give her a round of applause at this point for all the work that she did. (applause) Some other people that I want you to meet, actually they are probably sitting out in the hallway and therefore they can't come in, but just to let you know their names, Betty Thompson and ShaVonne Morris are two staff assistants that are going to help guide you around today and provide you with any other information you might need. Pam Gregory—if you can stand—many of you already know, Pam is Chief of our Disabilities Rights Office, so for those of you who are interested in disability issues, if you don't already know Pam, which is very unlikely, now you know what she looks like. And Rosemary Kimball—are you here? Rosemary is our Media Relations Specialist, new to CIB but not new to the Commission—you've been here how many years? I shouldn't say that, right? OK, we're not going to go into the number of years. Rosemary is a veteran of the FCC and is one of the reasons that CIB is now being put on the press map. Another individual is Dan Rumelt. He's in the back over there. Dan is another Media Relations Specialist and; has about 20-25-30 years, I lose track, of consumer education experience as well. Jeff Blackwell is our Native American, or Indian Country liaison. He is in our front office and has been actively working with Indian Country communities to make sure that Native Americans are not underserved. I'm going to stop at this point, my filler has worked successfully. And now the Chairman has entered the room—if you would be so kind.

**Shirley Rooker:** It gives me great pleasure to welcome for us this morning Michael Powell, who is Chairman of the Federal Communications Commission. Chairman Powell, thank you for being with us. (applause)

**Chairman Michael K. Powell:** I never knew I'd have a job when I'd need a filler, Karen. Thank you. I am very proud and particularly privileged to welcome this inaugural meeting of the FCC's Consumer Disability Telecommunications Advisory Committee. It is one of only a handful of Federal Advisory Committees that has the important task of advising the Commission in its ongoing efforts in order to be more responsive to the critical breadth of constituencies to which it owes obligations and duties. And as I have been fond of saying since I've had the privilege of assuming this position, everything we do should be about consumers in every respect and I think this

body, the 40 members of which are representative of a broad cross-section of consumer interests are going to be a valuable and critical part in providing ongoing advice and input to our procedures and policies so that we may better and more effectively serve the communities that you represent. As all of you know, I believe sincerely in the marketplace, but I also realize the marketplace often bypasses communities and underserved communities and those with special needs. The Commission does not turn a deaf ear to them either, and we will look forward to this group helping us keep our eye on those things which are normally, and often, unfortunately, lost in the hubbub of the pace of change in this dynamic period of revolution. And so with that, I won't linger along. I know you have a lot of work to do. It's been my privilege to be with you—I wish you the best of luck today. I look forward to your advice and working with you in the future. Thank you, and with that I'll introduce Commissioner Ness. Thank you very much.

**Commissioner Susan Ness:** Greetings! I am so very pleased to see all of you here today. I have worked with quite a number of you for many years, including some from the mid-70s when I was very much engaged in consumer issues. So for me this is both a reunion as well as a vision achieved. It is vitally important that we at the Commission have a continuing relationship with the consuming public. Why? Because everything we do, as Chairman Powell was saying, affects the public. We represent the public. But so often as very difficult issues are debated at the agency, the public's voice is missing in action. So we are particularly happy to have the opportunity to be working with all of you individually as well as collectively, to hear what's going on in the marketplace from the public's perspective, to have that viewpoint early on in the process. That makes a huge difference for us. As an example, as we were debating some of the issues regarding Section 255, the implementations of the Disabilities Act, it was our disabilities group that came up with this very simple, but elegant idea. If you take equipment—consumer equipment—as its being designed day 1, you have an opportunity to make a huge difference in having it be accessible to those with disabilities without it costing an awful lot. You don't have to retrofit—just think about it in the very beginning. And we, working together with all the manufacturers, incorporated that in our rules. And so what we found as a result of this wonderful idea that had been brought to us again by the consumers, we found that a lot of consumers now have access to equipment that serves everybody—and serves in ways that people did not originally envision. So an awful lot of creative ideas, very important ideas, come from a group such as yours. Indeed, as we were debating some of the issues involving the compensation for carriers in telecommunications, a plan had come into play which had the support of a number of different segments of the industry. But I refused to look at that proposal until I knew that the consumers were at the table. And finally, three versions later, we felt that at least consumers had a fighting chance to have their needs addressed. And so I look again to this group to help us as we work through all of the different issues before the agency. I've also encouraged each of our bureaus to make sure that the CIB has an opportunity to review rules prior to them coming up to the commissioners. I would hope that you all would have an opportunity to participate in that in a meaningful way. Only then can we feel comfortable that consumer interests—including those of the disability community—have full airing and full representation. So once again, thank you all so very much for donating your time to this extremely important effort. Thank you. (applause)

**Scott Marshall:** Commission Furchtgott-Roth will be with us in a few moments.. In the meantime, we would appreciate it if you would look at your packets, and on the right-hand side, the last item is the calendar document, which we'd appreciate your filling out sometime during the course of the day—perhaps now is a good opportunity—relative to our next meetings in July and November. This committee will be meeting three times per year, and we would like you to indicate on that calendar—don't forget to put your name on it so we know who submitted it—we would like to know which days, on Mondays particularly, you would not be available for a meeting, an all-day meeting, in the months of July and November. And I'll mention this later in the day as well, and if you could give those to us by the end of the day, that would be great.

**Shirley Rooker:** You may want to just put an "X" through any Monday particularly that is not good for you in those two months. That's the easiest way, I think, for us to keep track of it. Would that be OK, Scott to put an "X"?

**Scott Marshall:** Sure, that would be great. I'm going to also start passing around the mailing list for verification that I spoke of earlier, as well as the form to give us permission, and many of you have already done so, to publish your bio on our website and also confirms your email address as well. So I'm going to start these forms going around to my left. And, Shirley, if this is amenable with you, perhaps we could start some – okay, Commissioner Furchtgott-Roth has arrived, Shirley.

**Shirley Rooker:** Commissioner, good morning! Thank you so much for joining you. We would love to have you address our group.

**Commissioner Harold Furchtgott-Roth:** Thank you very much for inviting me to address your group today, and I want to welcome all of you to the FCC. I've had the pleasure of looking through the list of resumes of the conference attendees, and I'm just humbled to be here. You have done more in your lifetime than many of us can ever hope to inspire to. This is the Federal Communication Commission. It is part of the Federal government. It is your government. We work for you. I want to address just a couple of themes today. The first is liberty, and the second is how laws are created in this land. The concept of liberty is explicitly stated in both the declaration of independence and the Constitution. And I hope during this gathering today and in coming years that you will give great thought to what liberty means, what it means for all Americans and help all Americans to better define it. The Preamble to the Declaration of Independence, the following couple of sentences. "We hold these truths to be self-evident, that all men are created equal and that they are endowed by their creator with certain inalienable rights, that among these are life, liberty and the pursuit of happiness." In the Preamble to the Constitution, and I'll just paraphrase, that we will secure for ourselves and our prosperity, among other things, liberty. And in the 14<sup>th</sup> Amendment to the Constitution "States may not deprive citizens of, among other things, liberty. What does this liberty mean? I think that those of you here today have an understanding of liberty that it would be very useful to share with other Americans, that we can learn from you what liberty means in the United States. The second theme I want to discuss is how laws are created in the United

States. I had the rare privilege of being a staff member in Congress during the writing and passage of the 1996 Telecommunications Act. It was a contentious period, and the way that law was written, as all laws are written, it's an amazing process to watch. And the role of staff is to be there, in essence, to fight. And you get into a large room with other staffers and people make proposals, and you sort of roll your eyes and say "Well, of course we can't do that until you do what I want to have happen." And this would go on for months and months and months. And everyone would come up with a lot of good ideas that represented the views of their principals, and there would be endless fighting. No idea—no concept—was above someone saying "no that won't work, we need to modify that, we need to change that". Section 255 of the TA was different. The staffer for Senator Dole came into the conference and said, "My boss is going to write this section—got any problems with that?" And the rest of us just looked around, we looked at each other, and we sort of said, "I don't have a problem with that". The relationship between the Federal government and the disability community in Section 255 is perhaps the only unalloyed section of the Telecommunications Act. No one can come up and say, 'Well, what they really meant to say was this, because it got lost in the confusion of the negotiation.' There was no negotiation on Section 255. The language was accepted in its entirety as it was initially proposed. I think it spoke—and I raise that, not just to honor Senator Dole's role in that—but to indicate to you the widespread political support the disability community has on Capitol Hill and in my job here at the FCC, I remember that every time an issue related to the disability community comes up. And so, again I would like to welcome all of you here to the Commission. Again, this is your government. We are here to serve you. Let us know what we can do. We are here to follow the law as it is written, and I hope you all give us insights into what you think the law means. And I hope that throughout today, and in the coming years, that you will give thought to helping all of us better understand what liberty means, both as its expressed in the Declaration of Independence, in the Constitution, and as we live within our daily lives. Thank you very much. (applause)

**Shirley Rooker:** Now, we're going to turn this over to Karen Strauss' able hands.

**Karen Peltz Strauss:** I'd just like to introduce a few more people, because I didn't finish. Arlene Alexander, are you here? There she is, okay. Arlene also has—oh, we have another Commissioner. I'm going to put this on hold and have Shirley introduce Commissioner Tristani and finish right after.

**Shirley Rooker:** Yes, Commissioner Tristani, welcome, good morning, it's so nice to see you. We're looking forward to hearing from you.

**Commissioner Gloria Tristani:** Good morning to everyone. I don't want to take too much time because I know you have a lot of good work to do, but I do want to add my welcome to each and every one of you to the first meeting of the Consumer/Disability Telecommunications Advisory Committee. I've been here in Washington 3 ½ years here at the FCC, and one of the things I constantly complain about is that I don't hear the voices of consumers or of people with disabilities or of the advocates for all of these people. And it's not that there aren't very good people advocating for most Americans,

it's just that they're outnumbered by the voices of many others. So this committee is absolutely essential so that we can do a better job for all Americans in doing what we must to have access for people with disabilities, in doing what we must to have good sound consumer protection for all Americans, and doing what we must to make sure that there's access to affordable telephone service and affordable broadband service for most Americans. On a personal note, and I think most of us have a story about someone in our families or someone close to us who may have a disability, and all the things that we would like to do—or hope to do—or try to do—to make the life easier for those Americans. We have parents, grandparents, we have children who have needs. And everything we do here helps make life better for Americans. I want to give special thanks to SR who has taken on this incredible task. I also want to give particular thanks to the staff at the FCC at the CIB, Rod Porter and also to KPS who is absolutely essential to everything we do here. Karen—thank you. I don't want to take much more of your time, but just tell you you're doing the most important work that we try to do here at the FCC—and that's speaking, advocating, and helping make Americans' lives easier in the world of information and technology that's taking over all of our lives. Thank you very much.

**Shirley Rooker:** Thank you, Commissioner. (applause) Now we go to the pleasant task of getting to meet each of you. What we'd like for you to do is—oh, okay. I'm sorry.

**Karen Peltz Strauss:** Since I started it, I might as well finish it. Arlene will be collecting emails from the Internet. And she will also be the person who runs around with the microphone later on when we take public comment and she's done an enormously wonderful job also helping out put together this—and the, she's the designer of our website, that's right, which Scott will talk about more later. He just keeps feeding me line. In addition, I'd like to introduce Margaret Egger, who is sitting to the right of SR. And Margaret is our Associate Bureau Chief for policy, and she will be talking about the types of policy issues that CIB works on, and her role within CIB a little bit later on. At this point, I would like to ask everybody else who is part of the FCC staff to please rise, if you're a part of the audience if I haven't mentioned your name, so that I can trigger my memory with seeing you. We have in the back Brian Millin. He is our alternative format person. He is the person who put everything into Braille and arranged for the audiotapes. And I will tell you he did a lot of this while suffering from the flu. I was on the phone with him—all of us were on the phone with him several times a day, and he was just trudging ahead, and he's responsible for getting all the alternative formats available for you today. Jenifer Simpson is in our DRO, and she also, many of you already know for many, many years, she works on complains. Shawn White is one of the new attorneys in our Disabilities Rights Office. And all of these people are absolutely phenomenal. Suzanne Perrin, also in our Disabilities Rights Office, also works on disability issues. Behind Suzanne is—I see Pam Slipakoff, and she is in our network services Division. And behind Suzanne, I'm sorry I don't know your name. Okay, with OET [Office of Engineering and Technology]. Thank you. And, am I missing anybody, somebody? Okay, and Dana. I'm sorry. Dana is new to our DRO as well. She is a paralegal in DRO—Dana Jackson. And I think that I've gotten everybody, if I haven't,

just call out your name. But we have a wonderful staff, as I'm sure you'll see throughout the day. Now back to you.

**Shirley Rooker:** Thank you, Karen. And again, I would like to express my thanks for the hard work that's gone into this meeting—it's been months in preparation. I'd like to ask, we'll start somewhere in this table, I haven't decided where yet, but ask you to introduce yourself, giving us your name, your organization or company, and telling us briefly why you're here, why you're a member of this committee. We would like to ask you to hold your remarks to one minute. I have a hook, so if you go too long, you may see—I also have a clock here. I'm being facetious, but seriously, we do need to move it along, but it's very important for us to get to know each other, and we'd like to know a little bit about you. So why don't we just start with Scott, which is my first choice here, and be sure you use the microphone, please.

**Scott Marshall:** And this is Scott Marshall, and identify yourself, please. I— You really did put me on the spot, didn't you, Madame Chairman. I've worked for the Commission since last May, and prior to that time I worked in the nonprofit advocacy field here in Washington for organizations representing blind individuals also AARP in the mid-80's and now I can devote all my attention to my first love, which has been issues related to technology, and I'm very proud to be in the right place to do that.

**Karen Peltz Strauss:** I'm Karen Peltz Strauss, and I guess I know most of you. For those who don't know me, before I came to the Commission last November a year ago November, I worked at Gallaudet University for 11 years, and the NAD, and did disability work with almost everybody around this table. And am just so excited about this meeting. If it's not showing, I am just so excited about the fact that this group exists and that hopefully this will be a permanent thing at the Commission and that the voices of people who are the consuming public, the underserved, the unserved and people with disabilities will never again be without a voice at the FCC, will always have a place to come and share views and impart what's needed for the community. Thank you for being here.

**Laura Ruby:** Hi. I'm Laura Ruby, and I'm with Microsoft. Many of you around the room know me from my prior role. Before coming to Microsoft, I was with McCaw/HEQ Wireless for 10 years, and before that worked for the Hearing, Speech and Deafness Center in Seattle. I'm an alumni of the 255 TAAC and have been working on accessibility issues and regulatory issues for a number of years, and I'm pleased to be here.

**Steve Jacobs:** My name is Steve Jacobs. I'm president of IDEAL at NCR, which is a not-for-profit organization whose mission is to support the development of accessible information and telecommunication products. I'm also glad to be here, and my interest on sitting on this committee is to help support enhancing the affordability and accessibility of telecommunications products through good business reasoning. There are many good business benefits behind doing this.

**Loretta Polk:** I'm Loretta Polk, I'm associate general counsel of the National Cable Television Association. I'm sitting in today for Daniel Brenner, who is out of the country. Dan is the senior vice-president of regulatory policy at NCTA, and we've been very involved with our members, cable companies, and cable program networks, in implementing the closed captioning rules from the 1996 Telecom Act, the Video Description proceeding, and also the Emergency Alerting System.

**Bob Segalman:** I'm Dr. Bob Segalman. I work for the California Department of Rehabilitation. Today I'm here to represent American Speech Hearing Association. My main concern is speech-to-speech, and I asked to be on this committee, and I am working to make sure that every state that works with the provider to provide outreach for speech-to-speech so that the consumer will use it.

**Refugio Rochin:** I'm Refugio Rochin, Director of the Smithsonian Center for Latino Initiatives. If you have trouble with my name Refugio, which means "refuge", my nickname is Will. I'm a native Californian. My father was a farm worker, and I've always been close to that community. I became a professor at the University of California-Davis in '71, and was one of the founders of Chicano-Latino studies. In '94, I retired, went to Michigan State University where I developed the Julian Somota Research Institute into a place for information and resources on demographic socio-economic conditions. And I moved to the Smithsonian in 1998 in order to enhance the representation, the image, the visibility and our knowledge of history, art, culture, music, and the contribution to science of our Hispanic population. I travel the nation, and I also travel across the borders into Latin America. But that is to say that you I hope will call on me as a resource for questions and any issues you might wonder about regarding the Hispanic, or Latino, or Chicano, or the Hispano or the Puerto Rican communities in the United States. I bring to your attention today USA Today, its been receiving a lot of press in the USA Today, the Hispanic population due to the demographics. Today's title is prophetic, but also something I can help address. "Hispanic Growth Reveals Isolation—Trend Might Take Decades to Reverse". But with your help in working together, I'm sure we can speed the reverse trend into a positive one. Thank you.

**Shirley Rooker:** Hello. This is Shirley Rooker. We're on. Thank you. Before we proceed, we do have some members who are joining us by telephone. I believe we have Rich Ellis and Paula Harkins—Judy Harkins, excuse me Judy. Are they with us?

**Judy Harkins:** Yes, I'm here.

**Shirley Rooker:** Hi, Judy.

**Judy Harkins:** Hi

**Rich Ellis:** And me, too.

**Shirley Rooker:** Why don't we just stop right now. Hi, Rich. Judy, why don't you introduce yourself and tell us a little about your organization and why you're a member of this committee.

**Judy Harkins:** Okay, thank you. I'm Judy Harkins. I'm from Gallaudet University, where I've worked for 20 years, and I'm currently a professor of Communications Studies. I direct a small research group that specializes in access to technology for people who are deaf or hard of hearing. And I just wanted to mention that my first comment that I ever wrote to the FCC was 14 years ago, and I asked them to set up an advisory committee on consumer issues, particularly disability access. So I'm very happy to be here, and I want to thank the Commission and the staff very much for letting me participate by telephone.

**Shirley Rooker:** Thank you, Judy. And Richard, are you with us?

**Rich Ellis:** I sure am. Sorry I can't be there in person, well not really, I'm sorry. I'm at Palm Springs on vacation right now. So if you listen real quietly in the background, you can hear the pool calling my name. But I am glad to be able to call in by phone and be with you. Through the miracle of telecommunications mergers I'm sitting in a central office Verizon has here in Palm Springs, and they said I can stay as long as I don't touch anything at all. So I'm being very good. For the past several years, I've represented Bell Atlantic and now Verizon in doing outreach to the senior consumer and disability communities. And one of the things I've learned over those years is that a lot of very good people, including a lot of folks there in the room, are all dedicated to finding solutions to problems that are facing consumers. But we all kind of address these things in our own perspective and we're all good people, well-meaning people, but we're viewing the world through our own filters, and we tend to come up with solutions that work real well from our perspective, but may not work as well from other perspectives. So I'm really glad to be a part of this group, which is going to look at issues from all different perspectives and work together to find great solutions. So I'm really looking forward to working with you all, and I can't wait to see you again at our next meeting in Washington.

**Shirley Rooker:** And, Rich, for your information. This is Shirley, it's cold and windy here.

**Rich Ellis:** Well it's about, it's going to be 85 degrees today, bright and sunny, so I promise I won't feel guilty while I'm sitting by the pool this afternoon.

**Shirley Rooker:** Don't rub it in—don't rub it in. Now, we'll proceed with our members around the table.

**Paul Ludwick:** My name is Paul Ludwick. I'm with Sprint. I'm the Product Manager for Sprint's Telecommunications Relay Service product. And it's really a pleasure to be here and participate in such a distinguished group. I'm looking forward to taking a lot of

the input that I get in the subcommittee meetings back to our company and also providing input for the direction of relay service. Thank you.

**Lila Laux:** I'm Lila Laux, and I work for Qwest, what used to be USWest until last summer. And I'm a human factors engineer and have been doing human factors work, was doing it in academia 20 years ago when I began working with particularly older people. I was one of the not-yet disabled, but now I find that my vision is going, my hearing is going, and I have arthritis in my hand, so maybe some of the work I've doing will work out for me, too.

**Joseph Gaskins:** Good morning. My name is Joe Gaskins. I'm from Seattle, Washington. I have my own company that I formed a couple of years ago. Prior to that I worked for AT&T Wireless and I was a director of special projects at Eagle River. While I was sitting in Sea-Tac airport yesterday while our plane was two hours late getting out, I was reading several magazines that piled up—I'm sure we all that happen—and I came across a quote that I thought was rather appropriate, at least as far as my perspective goes, and it's a quote by Tom Brokaw, and it says basically "It is not enough to wire the world if we short-circuit our souls. It is not enough to identify the genome to cure Alzheimer's if we go through life with closed minds. No piece of software replaces the rewards of a personal relationship, a strong community, the moral underpinnings of a life well lived. Technology gives us tools to grow, but these tools must be used as extensions of our hearts and minds." And I think that kind of wraps up, for me, philosophically, how I feel about participating on this committee and I'm really looking forward to working with each and every one of you. Thanks.

**Rayna Aylward:** Good morning. My name is Rayna Aylward, and I'm the Executive Director of the Mitsubishi Electric America Foundation. And, Madame Chairman, since you say we're ahead of schedule, is it possible to buy a little extra airtime, or –

**Shirley Rooker:** How much are you willing to pay?

**Rayna Aylward:** Let me look at my grant schedule.

**Shirley Rooker:** We're selling commercials and what-not.

**Rayna Aylward:** Let me say, first of all, that the corporation that funds our Foundation is Electric America, it has nothing to do with cars or banks or any of those other lines of business. Our consumer products are cell phones and televisions. The Foundation itself straddles the areas of disability and technology because our mission is to help young people with disabilities through technology. I'm really pleased to see around this room two of our fine grant projects in action—one of which is the WGBH national Center for Accessible Media, with which we've been partnering to produce a module for accessible distance learning. And also the World Institute on Disability, where we've helped them to put together a manual to train teachers in how to use the Internet to mainstream students with disabilities, and its called "Everyone On Line". Just one comment and then one reason why I'm here. One comment is to say with my corporate hat on, I'm just

delighted to see a whole bunch of competing companies here around this table sharing a common purpose, which is really remarkable. My purpose here is that we see the Internet becoming not just a means of communications, but increasingly an education content provider. And with education so preordained, predominate and primordial for our population, that Internet must be accessible for everyone. Thank you.

**Andrew Lange:** Good morning, everyone. My name is Andrew Lange. I work with Communication Services for the Deaf in Sioux Falls, South Dakota. Why am I here? Because I want to make a contribution to the FCC. I've worked with the Telecommunications Relay Service for the past seven years, and I think it's time that I share some of what I know with the Committee. So I look forward to meeting each of you individually and working with you for the next few years, I hope. Nice to see you all here. Thank you.

**Judith Viera:** My name is Judy Viera, and if you have difficulty understanding my speech, please let me know by raising your hand. Am I okay so far? I am vice president for Consumer and Regulatory Affairs for Wynd Communications Corporation in California. We developed two-way interactive pagers that are designed specifically for use by people who are deaf and hard of hearing. End of commercial. One of my favorite books at home is called "How Things Work Around the House, and What To Do When They Don't". And I think the same goes for my interest in political processes, regulatory affairs, and to learn how things work, and what needs to be done to make them work better for people who have disabilities and that's primarily why I'm here. And I'm very, very intrigued by the opportunities presented by the cross-section of people who are a part of this group. I think it has wonderful potential for achieving great things.

**Michael DelCasino:** Hi, everybody. I'm Mike DelCasino, and I'm representing AT&T on this panel. I represent AT&T's Consumer Services. I've been working in consumer services now, pretty much for 25 years. Some focus on disability issues for perhaps the past 5 years. I think it goes without saying that this is a time for huge change for the industry. It also happens to be a time of huge change for AT&T, and I am responsible basically to see AT&T Consumer Services through both of those transitions, and I am happy to participate on this panel. Thank you.

**Julie Carroll:** Good morning. Is this on? Good morning. I'm Julie Carroll. I represent the Information Technology Technical Assistance and Training Center, which is a newly funded center funded by NIDRR at the Department of Education;. We are headquartered at Georgia Tech. And our charge is to advance implementation of Section 255 and Section 508 of the Rehabilitation Act. So information technology is us. Hey, they might fit on a business card. My role is to handle industry and government relations.

**Dahlia Hayles:** My name is Dahlia Hayles, and I direct the Media and Telecommunications Project for Rainbow/PUSH Coalition and the Citizenship Education Fund. And I am here because our organizations have devoted a tremendous amount of time as an advocate for consumer rights for people of color, women, and underserved

communities. And this is a wonderful opportunity for us to participate in an entity such as this before the FCC, and I'm very pleased to be a part of it.

**Michaela Tucker:** This is—is this on? Okay. This is Michaela Tucker, from Nokia. We are both a—well actually we have quite a few areas besides mobile phones. We also do networks and Internet communications, and we are, as AT&T said, we are constantly developing and changing. I started in 1998 as the co-founder of the Nokia Industries Solution Team, which works on solutions for people with disabilities and special needs, which also includes underserved populations. We've had incredible support from our management globally and now have a global team which reaches all the way out to our teams in Japan who are working on similar issues. I'm here partly as the front line of communications for our engineers. I go back to our engineers with ideas for usability. And I'm also here to make sure that as we consider answers for better access that we don't miss out on the opportunities afforded to us by future technologies. Because I work so closely with our engineers, I know what's coming in five or ten years, and I think it's crucially important that we don't always look backward for solutions, so that people who are now underserved really get the best in what's coming.

**Kathleen O'Reilly:** Good morning. I'm Kathleen O'Reilly, and I'm listed on the Attendees as "Attorney at Law", which is the safe overall umbrella, although I've been a consumer advocate for about 25 years representing various consumer groups, and still do, on these issues. I do not sit on this panel specifically representing any one of them. And I think I'm here more as the product of about 25 years of experience in ratepayer advocacy. I'm basically a litigator that, 25 years ago, was taking a year off to do public interest work, and still sort of at it. And I've been previously the head of the Consumer Federation of America, and the Wisconsin Citizens' Utility Board. And I come to disability issues with several very strong biases that I want to announce. When I went to Wisconsin in 1983 to head up the CUB, I selfishly formed a utility ratepayer disability advisory committee, because although I am fortunate enough to have both friends and relatives who have disabilities and are very aggressive in making sure I understand that, I didn't want to guess at what those issues would be. And I feel very strongly that virtually every one of us have disabilities—that it is only a matter of degree and a matter of a calendar, and therefore at any past, current or future time of our lives I think we should assume that intensity will increase. I really appreciate Joseph here citing that quote from Tom Brokaw, because it's one that I think, I hope would be very much a part of the spirit of our group. But although I support it 2000%, I also feel very, very strongly that on purely economic grounds the case can, and should and must continue to be made that even if we don't want to do this because it's the right thing to do to recognize in advance the rights of persons with disabilities, I am convinced from everything that I've ever studied that it's a matter of economics that the productivity of individual corporations, society as a whole, are enhanced in pure dollar and cents terms when we make this happen, and one of the roles I wore, I was the consumer legal correspondent for the Today Show for a number of years, and produced a number of segments, and was particularly proud and converted by one that I did that I think demonstrated from industry's own statistics that when we make the workplace adaptable to the needs of the workers with respect to safety and so forth, the productivity does increase, the bottom-

line profits go up, and so although I do support on public policy and emotional and conscience grounds everything we stand for, I do so without apology or defense because I think on pure, pure dollars and cents, we're doing the right thing.

**Gil Becker:** Good morning. My name is Gil Becker. I'm here today representing the NASRA, that's NASRA. The purpose of NASRA is to educate our members about regulatory changes and standards and to advocate for change to improve the quality of relay service. Another purpose is to promote ideas about community outreach. And that's one of the primary reasons why I joined this committee was to increase the general awareness of relay and speech-to-speech service here in the nation. My day job—I'm the director of the Maryland Relay.

**Belinda Nelson:** Good morning, everyone. My name is Belinda Nelson. I'm the general manager of Gila River Telecommunications in Arizona. We're a telephone company that serves the Gila River Indian community, which is located just outside the Phoenix metropolitan area. I am also a member of the Pemet Tribe of the Gila River Indian Community. There are 21 Federally-recognized tribes in Arizona. Of those 21, there are five local telephone service providers that are owned by Indian communities there. I'm proud to be proud of this committee. I know that the FCC has addressed several tribal initiatives. We were privileged to host the FCC for its second public hearing on Indian lands in 1999. As a result of those public hearings, there's been the introduction of enhanced lifeline and linkup programs, which we actively promote in our community as well as other tribes with questions on the programs. We were also happy to see the FCC host the ITTI2000 last year in Saint Paul, Minnesota. And as I sit here right now, I'm still thawing out, because when I left Phoenix it was 90 degrees yesterday at 4:30. So, good morning to everyone. I'm happy to be here.

**Susan Grant:** Good morning. I'm Susan Grant from [inaudible] NCL has been advocating for consumers and workers in the marketplace [inaudible] Is this working? OK. In the communications arena, we've been active on several issues recently, such as cramming, slamming, truth in advertising, and truth in billing. And in fact it was at that forum here at the FCC last year about truth in billing that we unveiled a section on our [www.nclnet.org](http://www.nclnet.org) website about understanding your phone bill, something that we're having to constantly update as things change, but I recommend it to people. We're also interested in broader issues, such as Universal Service, Accessibility, and real competition. I'm here to learn from all of you and to work with all of you to make sure that the FCC takes an active, not a passive role, in ensuring that communications systems work for everybody. Thank you.

**Robert Chrostowski:** Good morning. My name is Bob Chrostowski. I'm Senior Vice President of Iwatsu America, Inc., a business systems manufacturer. I also represent the Telecommunications Industry Association (TIA) an organization consisting of manufacturers, suppliers, and resellers of telecommunication products and services. We have been very active in Section 255 and 508 proceedings, and we look forward to participation in this committee to keep on that work. Thank you.

**Brenda Battat:** Good morning. My name is Brenda Battat. I'm with Self Help for Hard of Hearing People, based in Bethesda, Maryland, a national organization with up to 250 chapters throughout the country. I'm here because there are so many issues facing our population in terms of access to communications that the FCC has enforcement for. And this is a fantastic opportunity to be at the table and get those issues addressed and noticed and paid attention to. I see this also—reminds me a lot about when the committee for the Access Board was developing regulations for 255 and we had a group of industry and consumer representatives, and I think there was so much more understanding and learning that happened in that committee. I think that committee almost did as much as the law itself did. So I see this as another wonderful opportunity of learning from one another and understanding different perspectives that I think will move things forward for all type of access concerns that we all have. I'm really pleased to be here.

**Nanci Linke-Ellis:** Good morning. I'm Nanci Linke-Ellis. I'm executive director of TRIPOD Captioned Films, which is a non-profit outreach program that provides open captioned films to deaf and hard of hearing audiences in 400 cities. I'm also here as a member of the Academy of Television Arts and Sciences, I work on the educational programs services committee which has to do with trying to find ways that the TV academy can involve diversity and disability in some of their new policies and awareness. I am a cochlear implant user. I was 45 years old—I'm telling my age, here—before I ever even had a deaf friend, or knew that a deaf organization existed. So part of my work is in raising consumer awareness to know that certain programs and issues are available and addressed to people who are raised in the mainstream, such as myself, who was unaware of even the existence of captioning till almost mid-1980's. And I'm really here to learn, and I look forward to being a part of it.

**Andrea Williams:** Good morning. My name is Andrea Williams, I'm Assistant General Counsel for the Cellular Telecommunications and Internet Association, better known as CTIA. We represent the wireless industry, which includes CMRS, which is known as Commercial Mobile Radio Services, such as cellular, broadband, PCS, ESMR, and also our new members, which is wireless data services and products. CTIA, as many of you know around this table, has been in the forefront with respect to trade associations, wireless trade associations in terms of our products and services providing access not only to individuals with disabilities, but also within underserved areas. I have been working on accessibility issues now for about six years now, right Brenda? When I met Brenda Battat about six years ago dealing with hearing aid compatibility, I also had a personal interest in that issue, since I myself am an individual with a hearing disability. I'm very, very proud to be amongst such distinguished guests and participants in this advisory committee. One of the things that I have found many times in these advisory committees, is that if nothing else we begin to understand the different perspectives and use that as a basis to build on where we go from here in terms of the main goal in terms of making sure that there is access for all. The wireless industry, I think, just by the number of my members that I see around this table, lets you know that our commitment as an industry to providing access to individuals with disabilities and also to underserved areas. Thank you.

**Shelley Nixon:** Hi, everyone. This is Shelley Nixon, I'm a college student from just outside Philadelphia, Pennsylvania. I go to Cabrini College, and am a junior there and studying human services in hopes of counseling disabled children some day and the reason I'm here is because first of all I enjoy working with people. I really am a people person, and second of all I need voice access to the web, and I'm also visually impaired so I need software that reads the screen to me, and I guess I'm basically representing the needs of disabled college students. Thanks.

**Vernon James:** Good morning. My name is Vernon James. And I'm with the San Carlos Apache Tribe. I am board president of the San Carlos Apache Telecommunications Utilities, Inc. In 1995, we came from a concept of phone ownership, telephone system phone ownership to the present status of owning a state-of-the-art telecommunications system on the reservation. We lit up a community of about 1200 who never had more than 12 access lines in their community. We went from a subscriber in 1995 of a little over 600 to 2,000 today, and its still growing. I'm also the executive director of the San Carlos Apache Health and Communications—I'm sorry—San Carlos Health and Human Services Department. My tribe, of which I'm a member, has a membership of 13,000. The reservation covers roughly 2,000 square miles. We're located in the southeastern central part of Arizona. The reservation goes from an elevation of 2,000 feet of Sonoran desert, to that of 7,000, mountains with ponderosa, rich with water. In Arizona, that's a good resource to have. My purpose to be here is also affordability and accessibility, particularly to our membership and also rural America. I'm also here to educate my fellow Americans about Indian tribes and their status as sovereign nations. I'm pleased to be part of this committee, and I thank the FCC for making it happen. Thank you.

**Larry Goldberg:** My name is Larry Goldberg, and I'm the Director of the Media Access Group at WGBH Educational Foundation in Boston, a public broadcaster. The Media Access Group at WGBH consists of the caption center, descriptive video service, and the National Center for Accessible Media. I'm very happy to be here today with many friends, colleagues, funders, and escapees from the CSUN conference out in California that many of us just returned from. I've been at WGBH for 15 years working on issues of access to media for people with disabilities. I worked with the FCC on the implementation of the TV Decoder Circuitry Act from 1990 on, and implementation of the captioning and video description rules. I was a member of the Access Board's Section 508 Advisory Committee, and work with many of you on that as well. My particular interest is in assuring access to today's television and video services, and what's coming very, very soon in digital television, and all the new and emerging media that is of great interest to everyone here. And I'm very happy to be here.

**Karen Walls:** Good morning. My name is Karen Walls. I'm here with TRAC—Telecommunications Research and Action Center, and my interest is in making usable and accessible information for consumers. I think a lot of consumers feel overwhelmed and don't know where to turn, so I'm here to help improve that.

**Susan Palmer:** I'm Susan Palmer from Cingular Wireless. I'm here today because Rich Ellis wouldn't take me to Palm Springs. I really don't think it was an anti-trust issue, Rich. My background has been in disability access for a number of years. I worked on the Telecommunications Access Advisory Committee, the subcommittees there. Recently my role at Cingular has expanded to general consumer issues. And I'm here today to hear what you have to say, because when Cingular Wireless says "What do you have to say?", we really mean it.

**Ken McEldowney:** Thank you. I'm Ken McEldowney with Consumer Action. We do most of our work through a national network of some 6,000 community-based organizations. In the coming year, we're going to distribute about two million pieces of consumer education in 5 different languages. We also reach hundreds of thousands of more consumers through our website—where publications are posted in up to 8 languages. Our primary concern is affordable access to basic and advanced telecommunications. There are a number of concerns I will be raising as our meetings progress. One is rising phone rates and poor disclosure, two are sharp reductions in pay phone availability, particularly in rural and low-income areas. The failure of the Telecommunications Act to bring competition for consumers. The benefits of competition for consumers and the widening digital divide. Thank you.

**Paul Schroeder:** Good morning. I'm Paul Schroeder. This has got to be the longest time I've ever sat in this room without asking the Commissioners to do something, sometimes nicely, I guess. I'm with the Alliance for Public Technology, an organization that is committed to focusing on access to broadband for all Americans. We have been spending a great deal of time, and will spend a great deal of time in this forum as well, convincing folks that these services are going to be as important, probably more important in many ways, than access to the plain old telephone service has been under the current universal service approach. I also spend most of my days working for the American Foundation for the Blind in its governmental relations group. I'm proud to say I've followed in the footsteps of a guy named Scott Marshall in that organization—yes the very same Scott that's here—and so we're very proud that he's moved onward and upward to fighting the good battles here inside the FCC. I will also be unashamed and unabashed in focusing on the needs of people with disabilities because I don't think there's a group that has a greater stake in access to information technology and a greater outcome if we are successful. That was certainly a good part of the reason why we worked so hard on Section 255. I think we've been moderately successful with that law. I think we've got a lot more to do. Some of that will be done here at the Commission. Most of that will be done at working directly with industry partners—a lot of whom are here, which is great, a lot aren't here, and we'll certainly work with them as well. And I'm pleased that Ken mentioned digital divide, whatever we call it, whether it's digital divide or whether it's something else, the plain fact is there are lots of folks who are currently left out of the telecommunications structure, be it broadband or plain old telephone, and I think our advisory committee has got to keep the Commission's focus on access both to plain old telephone and to the emerging broadband, and of course, access to technology for people with disabilities.

**Matt Kaltenbach:** Good morning. My name is Matt Kaltenbach. I'm honored to have an opportunity to serve on this committee with the distinguished members and to be part of the FCC process in the telecommunications consumer disability access. I also apologize because we've had some time to write down some comments that maybe the first speakers didn't have the opportunity of doing. I'm a product manager at Ericsson, Inc. and we're in the wireless area in Raleigh, North Carolina. I'm responsible for running 12 virtual development teams that are developing TTY for cellular, digital cellular access for E-911. That's just one of my assignments. I felt the need a couple of years ago to give something back to the opportunity, and also for the opportunities that I'd been given. When I read Section 255—and if any of you people are here, I want to thank you for working on coming to interpret that in the TAAC and any other documents that were created—it gave real clear guidance to companies like ours to provide us direction in how to interpret those well heartfelt intentions and turn them to actions. And that's why I'm here. I've never been accused of not having anything to say. When they looked at my bio, they had to cut it down—it was about five times too long, so I'll try to keep my comments brief. I work in the technical standards and consumer features group inside Ericsson, and that particular group is responsible for trying to interpret the directions that we've been given and turn them into action. As part of the high technology revolution, back in 1981, I joined IBM working on a personal computer team. In 1984 I worked on Ethernet, another networking technology, and I've also had the opportunity of working in telecommunications systems, fiber optics, large scale plant deployments, a lot of high technology areas. This is a new assignment for me at Ericsson, and so I've been asked to try to infuse a relational information approach into the process, in the area of 255. It gives me an opportunity to take a look at using a technology approach to infusing the section 255 guidelines into a company process. I'm hoping to be able to integrate that directly into the company process in an automated fashion, and my goal is to provide information into those processes and how we implement them in our company, in terms of systems and processes to gain efficiency to making it readily achievable to implement disability features in our mainstream processes. Thank you.

**Karen Kirsch:** Good morning, everyone. My name is Karen Kirsch, and I'm Vice President of Regulatory Affairs at the National Association of Broadcasters. I'm a lawyer there, and also their chief liaison to the FCC. As you all know, our Congressional mandate is to serve the public interest. Our members are radio and television stations and networks across the country. Once again, that Congressional mandate to serve the public interest, we take that very, very seriously, and so that's why I'm here. I want to discuss and learn ways that we may better serve the public—and, serve the public though within the laws of our country. I look forward to working with all of you.

**Milton Little:** Good morning. My name is Milton Little and I am the exec vice president and Chief Operating Officer of the National Urban League, and I am pleased to be here and excited about the prospects. I have a background that spans civil rights and disability advocacy, human resource and workforce development for many underserved populations. I also have a background in telecommunications philanthropy, having been a Vice President at the AT&T Foundation where among my responsibilities were digital

divide issues, and also being the person responsible for AT&T's philanthropy of organizations supporting people with disabilities, and many of those organizations are represented here. So it is my hope that I can be true to all those folks who have supported my career before me and bring much of what I've learned to the work that we have to do over the next couple of years.

**Marciella Gallegos:** Good morning. My name is Marciella Gallegos and I work for Hewlett-Packard in Palo Alto, California, the headquarters. My job is, I'm the disabilities program manager for Hewlett-Packard, and I've been doing this job for the past 15 years. I first started at the original label, which was in Sonoma County, where we have approximately 5,000 employees, and my job was to make Hewlett-Packard a more inclusive environment for people with disabilities, and what that translate is basically removing attitudinal barriers. If I was successful in doing that and everything was going to be very easy and I was able to accomplish that over a period of 5 years where most of the employees on both sides, they through a series of workshops and speakers, you know, they realized the value that people with disabilities brings into organizations. I am now working—my job is to do the same thing, but more on a global basis. We have over 80,000 employees in over 120 countries so its going to be more of a challenge for me to do, but it's a wonderful challenge. My interest in sitting in this committee is to be a voice, an advocate, to ensure that people who are differently able are given the appropriate resources and opportunities to achieve their full potential. Thank you.

**Jeff Kramer:** Good morning. My name is Jeff Kramer. I'm with AARP. I represent our members, all of whom are consumers and many of whom have varying degrees of disabilities, and who rely on communication services for their daily living. I represent them here at the FCC serving as a liaison of sorts. We've been very active at the Commission over the years, and we really center most of our advocacy on universality, affordability and access to services, while trying to make sure that we do what we can to eliminate deception and fraud in the marketing of these and the distribution of these services to people. I thank the Commission for taking this on and for allowing consumers to participate in the front-end of a lot of these rule-making proceedings, rather than to be on the defensive, which we tend to be a lot of times. Thank you.

**Margaret Egger:** I'm Margaret Egger. I'm the Associate Bureau Chief for Policy in the Consumer Information Bureau. I'm very happy to be here today. Unlike Scott and Karen, I don't know a lot of you, I've only worked with a few of you, so I'm really looking forward to getting to know you as these meetings progress. It was really fascinating reading through the resumes and the statements when we got all the initial applications in, and I was in awe of many of the things that a lot of you have done. One thing though—only one of you recommended to us that we read your autobiography, and that was Shelley Nixon, so we got on Amazon.com and got a couple copies of it and Karen and I read it, and I highly recommend it—it's a great read. So, we're glad all of you are here and looking forward to working with you.

**Shirley Rooker:** Thank you. I'm Shirley Rooker. As the president of Call for Action, which is a nonprofit consumer help line, I've been working 25 years for consumers, a

great deal-- most of that at WGOP radio running a consumer hotline, which was part of the Call for Action Network, and in 1989 I became President of the Call for Action Network. What we are is a group for hotlines staffed by over 1200 volunteers in 24 cities. We affiliate with radio and television stations. They bring us to their communities as a public service. Public service is not forgotten in the broadcast industry, I'm happy to say, because the stations provide us with access to consumers and with information and with the means to set up hotlines and to solve consumer problems. So we have retrieved millions—40, 50 million dollars at least conservatively per year in terms of goods and services for consumers. And one of the first things I did when I became president of Call for Action was to install TTY's in our offices. One of the other things I did was to start producing some consumer educational videos in Spanish for Univision. Then we opened our doors to small businesses, because we considered them also a forgotten consumer. So our history has been one of trying to reach out and expand the base of consumers that we serve and I'm very pleased and proud to be a part of this committee. And thank you, I think I stayed within my limits, too. So what we'd like to do now is to take a brief break, about 10 --- Julie, do you have a question?

**Julie Carroll:** There are some alternates in the room, do you mind changing ---

**Shirley Rooker:** Yes, I think that's an excellent idea. Perhaps if you would hold up your hand if you are an alternate, we do have a hand-held microphone and we could ask the alternates to introduce themselves. Where—do we have the microphone? Okay, Arlene has the microphone and she's coming around? Yes, Arlene is coming around to the people who are serving as alternates and we would like to meet you, that's an excellent idea. So we have hands here, I know Kathy is over here, we have several people. All right.

**Julie Rones:** Hi, I wanted to introduce myself. I'm Julie Rones and I'm here on behalf of the United States Telecom Association and we represent the nation's 1200 local exchange carriers as well as the converge companies involved in cable television and provision of all telecommunication services. I just wanted to let you know that we're very interested in your efforts here. We're also with you on the panel. We're being represented by Rich Ellis who also is representing Verizon. So we just wanted to let you know we are present and we are very enthusiastic about this process. Thank you.

**Clay Bowen:** I'm Clay Bowen I'm with the Virginia Department for the Deaf and Hard of Hearing. I'm contract manager for Virginia relay and I'm representing NASRA as the alternate member for this committee.

**Joe Gordon:** Hi, my name is Joe Gordon. I've been representing the Advocates for Better Communication in New York City, which is a division of the League for Hard of Hearing. I'm an alternate to Brenda Battat from Self Help for Hard of Hearing and I can say that these committees are really worthwhile, as other people mentioned. I was a member of the Hearing Aid Compatibility Committee in 1995, and a lot came out of that committee. I hope to be on the committee here for access for people with disabilities. I

have a lot of narrow interests, captioning of movies whether open or closed, captioning on TV, captioning on computers. I'll bring my whole list to the committee meeting.

**Kathy Martinez:** My name is Kathy Martinez and I, along—I'm an alternate representing the Information Technology Technical Assistance and Training Center, as Julie called it "Information Technology R Us." I also am the Deputy Director of the World Institute on Disability and I'm very happy to be here.

**Shirley Rooker:** Do we have any other alternates? Yes, back here.

**David Poehman:** I'm actually doing this under false pretenses. I'm David Poehman. I'm representing the American Council of the Blind today. And I have a photographic memory, but I didn't bring my film with me. I just wanted to make a short, informal presentation of myself. I have been involved with consumer technology issues for 15 years or more. As a blind consumer as well as a person who has a keen interest in universal access and universal design, and I am thrilled and honored to be here in the Paul and Scott league as a junior member, but also to work with all of you in providing the best services that are possible and leaving no one out. Thank you.

**Shirley Rooker:** All right. Do we have any other alternates? Yes, we do. We have--back here in the corner, Arlene.

**Roberta Braden:** Good morning. My name is Roberta Braden. I'm Director of Technical and Regulatory Affairs for Telecommunications Industry Association. I am Mr. Chrostowski's alternate. Some of you may recognize me in reference to the Telecommunications Access Advisory Committee that met in 1996 and 1997. I was its chair. So I'm very, very happy to be here. I'm very happy to continue my work in the disability community and I'm very excited about what's happening here. Thank you.

**Shirley Rooker:** Anyone else? Do we have--this is Shirley Rooker--do we have all the alternates? OK, we're going to take a break. I'd like for you to be back by quarter of 11:00, that's almost a 15-minute break. There's coffee and some wonderful pastries back there. So please enjoy. We'll be back shortly.

[Break]

**Shirley Rooker:** If I could ask you all to come back to your spaces at the table and the chairs, please? Hello there. Could we ask you to please come back in? Could we ask you all to please resume so that we could start the meeting if you would get back to your chairs? Thank you. We're going to have to round up the folks and get them back to their chairs, please, please. I know you all are having fun, but the day is very young. All right. Thank you all for coming back. It's nice to see everyone talking. And those of us who don't know everybody getting to meet you. Our next order of business--we have--I'm going to present to you Roderick K. Porter who is the Acting Chief of CIB. But what you're going to have to do is use your imagination because in fact Karen Strauss is going to be Rod Porter for us today. Now, I'd like to tell you that one of the great pleasures for

me in working for the FCC is getting to know Karen. It turns out she's very good friends with WTOP radio's editor. So we had a common bond to start with. And she was absolutely delightful. And for those of you—I don't know whether she said it or not but she has been with the Consumer Information Bureau since its inception last year. So now, using your imagination, Karen Strauss for Rod Porter.

**Karen Peltz Strauss:** Now I don't know how many of you know what Rod Porter looks like, but Rod is around what, 6'3" and he's an African-American man. So, you're going to really have to use your imagination. Okay, I'm going to read the statement that Rod was going to give. He apologizes for not being here. He was not feeling well today and he's very, very sorry to miss this meeting and we're hoping that he can make the next meeting. It is a testimony to the importance of this committee that the Chairman of the FCC and all our Commissioners wanted to welcome you today, personally, and thank you for your commitment to working with us to ensure that all consumers are well served by the FCC's policies and have every opportunity to participate in our processes. While you have a full agenda before you, you are also fortunate to have some of the best people in government working with you. You've already met them, but let me add a few words of my own. In Scott Marshall, you have an untiring consumer advocate who many of you have already learned doesn't miss a detail. And now, I'm going to skip the part that he said about me. He can give it next time. All right, you know what, Laura, you can read this--I'm going to let Laura read this part. I just want to tell you that last week I had to interpret for somebody who was also talking about me and I was interpreting about me. I just said I'm not doing this again. Read it with emotion.

**Laura Ruby:** I've known Karen for six or seven years so I could embellish.

**Karen Peltz Strauss:** No, no, no.

**Laura Ruby:** OK. Rod says, "working with Karen at CIB--working with Karen is CIB's Associate Chief for Policy Margaret Egger" Oh. "Most of you also know the Deputy Chief of the Consumer Information Bureau, Karen Peltz Strauss. For many years both inside government and out, she's been a moving force for the disability community. No one knows Section 255, Section 508 and the ADA like she does."

**Karen Peltz Strauss:** Thank you, that wasn't too painful. Working with Karen is CIB's Associate Bureau Chief for Policy, Margaret Egger. Margaret has worked in the FCC's Mass Media, Cable Services, and Common Carrier Bureaus so she knows the FCC from many angles." And I've already introduced Margaret. "Although he is not on this committee, I would like to make sure everyone knows that I have on my staff an attorney who's the FCC's liaison to tribal governments, Jeff Blackwell. " And I introduced him earlier. "He is always available to offer any assistance you might need. And of course we are all very fortunate to have Shirley Rooker as our chair. Her reputation as one of the country's leading consumer advocates is well known. Thank you, Shirley, for chairing the committee. Thank you to you all. It has been a little over five years now since the 1996 Telecom Act was adopted and rules were put in place to pave the way for a new era of greater competition and consumer choice in telecommunications for all Americans. As

we know, this doesn't happen automatically. We at the FCC need to hear the needs and concerns of all Americans, including those with disabilities, and those living in underserved areas, including Indian lands. This committee will be a major conduit for funneling the concerns of these folks to the FCC. You represent a cross-section of organizations and individuals and a variety of interests and points of view. You are in position to know what is on the minds of consumers, where telecommunications policy is succeeding, and where it is failing, what we are doing right, and how we can do it better. We are also counting on you to address the issue of how we can make it easier for everyone to participate in our processes. We want to make it easier to file petitions for rulemaking, to comment on proposals, and to file complaints. We want everyone to be able to access our web site and databases easily. We want everyone, including persons with disabilities and people living in underserved areas, to be able to cruise the information superhighway. In the last few years, the FCC has made substantial progress, but much more can be done. Let us hear from you. We've given you a broad mandate for helping to solve one of the most crucial problems facing our nation. But this is a group that is up to the task. Along with Chairman Powell and Commissioner Ness, Commissioner Harold Furchtgott-Roth and Commissioner Tristani, I look forward to listening to what you have to say to us.” And now, back to Shirley.

**Shirley Rooker:** Thank you, Mr. Porter. We're glad to have you here. Joining us on the phone is Jim Tobias. Jim, are you there?

**Jim Tobias:** Yes, I am.

**Shirley Rooker:** Why don't you introduce yourself and tell us about why you are on this committee.

**Jim Tobias:** OK. I am with Inclusive Technologies. I'm also President of Customer Accessibility Solutions. I've been in the field of technology and disability for about 30 years--15 or more of those specializing in telecommunications and information technology. I'm a former Bell Lab and Bellcore person but my initial experience was at the Center for Independent Living at Berkeley. So I have, I think something of a consumer viewpoint and also something of a corporate viewpoint.

**Shirley Rooker:** Thank you, Jim.

**Jim Tobias:** Let me use the fact that I'm participating virtually today as an example of what progress we have made and need to continue to make. Not only am I on this audio conference, I'm also watching the real player video stream. And it's interesting that the technology part of that, which includes the real time captioning, is a tremendous accommodation for someone who's deaf or hard of hearing to be able to see the captions, but also for me in case I need to take another call, I can mute everything and still see the content on the screen. So there's a lot of what we call universal design involved in a lot of this emerging technology. And the--some of the barriers that have to do with accommodations are not in the technology themselves, but are in the ways that companies operate and products are marketed and supported. So, for example, one of the--one of the

pieces of work that we do the most is helping companies analyze not only technically how their products do or don't comply with regulations or are or are not accessible, but how good is their customer support in responding to questions from people with disabilities? Do they have a T.T.Y. line? Is the product documentation available in an accessible format? Do the corporate communication staffers understand what the issues of accessibility are, not from a marketing perspective, but from a communicating with the consumer base? Another area that we work on a lot that I think might be relevant to this committee is trying to establish a linkage between regulations and product designs. This is an area where our private clients have understood that there's a big gap--in other words those of us who've read Section 255 or 508 or the others know that they're somewhat vague and hard to translate into an engineering specification. So we spend a lot of time trying to link specific product features with specific guidelines and standards. And we did this for the public through the Access Board in the Market Monitoring Report that we did. And now as I say, we're doing it for private clients, both in telecom and in information technology.

**Shirley Rooker:** Thank you very much, Jim. We're delighted that you were able to join us by a -- I'm putting a hook on you, Jim. You didn't hear me--you probably weren't on the line with us earlier when I warned everybody.

**Jim Tobias:** That's right. I'm sorry.

**Shirley Rooker:** We're delighted you're joining us by telephone. What we'd like to do at this point, and the people on the telephone will just have to go somewhere and read a book or something, but for the next 10 minutes, what we would like to do before we get back into our agenda items, is to give you a chance to talk to the people who are sitting next to you on either side. We want to spend five minutes on one side and five minutes on the other and you can decide whether it's right or left first, so you've got to be all together so that this will work. So, I suggest that we talk to the person on our right first. Now tell me if I'm being too regimented here, you know, but nevertheless. Go two people, two people on your right. Talk to the two people on your right. No, that won't work. That won't work. No, no. That won't work, will it? Does somebody have an answer to this? All right, talk to somebody.

**Karen Peltz Strauss:** If you have--the goal is to have you meet at least four people. So if you have the time, go two to the right and two to the left. If—you can divide this any way you want. But try to at least get to know within 10 minutes two people to the right and two people to the left.

**Shirley Rooker:** This is a logistical nightmare.

[Break]

**Shirley Rooker:** Well, shall we come back to attention here? Scott's promising to get me a gavel, but I think I really want a whistle. One thing I would like to--if I could have your attention. I hope you enjoyed having a brief few minutes before we start doing some hard

work this afternoon to get acquainted with some of the people sitting close to you. One thing I would like to ask--someone had asked me if I would check with the group and see who's going to be going to the airport after the meeting is over so that you might share a cab. Could we see a show of hands and maybe--okay. Lila, we've got some people here. Lila was asking about that--who are interested and--. You may want to look around and see if you can exchange information and perhaps get yourself together. Judith?

**Judith Viera:** Dulles.

**Shirley Rooker:** Dulles? Who's going to Dulles? Okay. Lila, Judith, we've got some takers and--someone else? At any rate, you may want to compare notes and see if you can get a cab together, save some money, because cab fare to Dulles is fairly expensive. Now what we're going to do is go into the next part of our program. I've already introduced Karen Strauss to you, but she's going to talk with you about some of the missions and what she sees--her view—well, I shouldn't tell you what she's going to say, I have no idea. Karen.

**Karen Peltz Strauss:** Thank you. I wanted to make sure that the control room is ready hopefully. The first slide--oh, good, it worked. What I'm going to do today is talk to you a little bit about what the Consumer Information Bureau is about, and then Margaret's going to talk about the policy approach of the Bureau and, as I mentioned, how everything in the Bureau interrelates. We have a number of people here from the Bureau that I would like to introduce--additional people beyond who we introduced this morning. But one of the things about this Bureau that you should know, if you don't already, is that it is fairly brand new. It was started in November of 1999, and it is a recognition by the Commission that consumer issues needed to be centralized, for the most part in one location to make sure that consumers are--consumer needs are addressed. Before the initiation of the Consumer Information Bureau, there were various consumer sections of various Bureaus. And, as I say, a lot of this was consolidated in one single location so that we could have a cohesive means of hearing your needs and responding to those needs. As the chart shows, we have a Consumer Information Network Division, a Reference Information Center, a Consumer Education Office, and a Strategic Information Office and Disabilities Rights Office. Next slide. The first division I wanted to just tell you about is the Consumer Information Network Division. And if the people from the Consumer Information Network Division can stand up, I would like to just introduce a few of you. Martha Contee and Cynthia Brown and I don't know if Jack Forsythe is here. I don't see him. But many of you may already know Martha and Cynthia. They've been in the Commission for a number of years and they work in the Consumer Information Network Division, which is a division that provides consumers with timely and accurate information on all Commission proceedings, all Commission activities through phone calls, e-mails, T.T.Y. calls, faxes, virtually any way you can think of. People contact the consumer centers that they oversee, and you can get any--virtually any question you want answered. It's a fantastic service. They are extraordinary in terms of the amount of information, the amount of knowledge that each of their consumer representatives have. And I encourage all of you to tell others that these centers exist. Have I covered it? Okay, thank you, thank you for coming. They also provide resolution of informal complaints

and they handle Congressional and other correspondence as well. Next slide. We have a Reference Information Center, and this serves as the official FCC records custodian. Also, many of you have filed electronic comments with the agency and it is the Reference Information Center that oversees the electronic filings. Many of you have had occasion to use the Reference Information Center. It's a walk-in center. It's open—actually it says here five days a week. I think that now they've closed on Friday. Is that right? I think they're open four days for now. But it's located right here in the building. Yes, I'm seeing a nod—yes, it's open four days. And they, too, can provide assistance with various documents that the FCC has that you might want to see up close and personal that you can't access electronically or just want to come in to look at. Next slide. The Consumer Education Office is a brand new office as well. And this is an office that's designed to conduct outreach and education. Some of you were participants in the forums that the Commission held on various consumer issues. We had forums on billing and customer service and Hispanic issues. At these forums, we've floored various issues, various subject matter of interest to consumers. This office has also now started to go outside of the building and hopefully eventually we'll have the funds to go outside of the beltway as well. We've done that a little bit, but not as much as we would like to. During National Consumers' Week, this office visited a number of senior centers and have a number more of additional senior centers lined up because the interest was so extraordinary. The interest in learning—we're at the FCC—in learning about consumer protection. We will be visiting—we already have made arrangements to visit several chapters of AARP. And, again, if any of you have groups that you would like them to speak to, they have a traveling road show at this point. Again, very well received. One of the presentations was to Iverson Mall Walkers--it's a group of about 1,000 mall walkers, senior citizens that walk at the mall on a regular basis, and about 250 or so were there the day that we went, and it was great. We got to do the electric slide and had a really good time. This office is also available for briefings and seminars for educational institutions, if any of you are affiliated with those. Basically, this office is at your disposal to provide information about the FCC. Next slide? The Strategic Information Office is another office here within the Bureau. As I mentioned before, we have the Consumer Information Network Division, which are our consumer centers. The Strategic Information Office has been the liaison between the Bureaus and the Consumer Information Network Division. So they've gotten information from the Bureaus and given it to CIND, which is Consumer Information Network Division. And they've also helped to analyze the complaints and inquiries that come in and provided information back to the Bureaus in the form of statistics as to who is inquiring about what. Next slide. The Disabilities Rights Office, as you know, is part of the Consumer Information Bureau. And DRO, as we like to call it, is, again, the first time in our history--in the FCC's history that the issues of disabilities--disability concerns have been institutionalized here at the agency. Before DRO, we had something called the Disabilities Issues Task Force, and that was a group of just two people, really, who were charged with almost a next to an impossible task of having to oversee all of the disability issues at the Commission. And there are so many issues. I can see -- I knew it before I came here and now I see even more that these issues touch virtually every proceeding--every merger, every spectrum issue, every wireless issue, every cable issue, every broadcast issue. They are all pervasive. And this office is in a position now to review all of these proceedings and see where there is a disability impact.

We now have--oh, Jack--can you stand up? I'm not sure whether you got to see Jack before. I don't know whether I saw that he was in that corner. Jack is the Chief of the Consumer Information Network Division that I just spoke about. The Disabilities Rights Office is now staffed for 14 people. So that gives you an idea of the commission's commitment up from two people only about a year and a half ago. It also provides advice and assistance to other Bureaus because obviously one office cannot handle all of these various issues--all of the Bureaus in the agency do some disability work. And this office is very similar to what Jeff does for Native American affairs, this Office does for disability affairs. In the near future, this office will be conducting its own rulemakings. Next slide. And this office will--also assists consumer representatives. You probably already know that this office has its own access mailbox--its [access@fcc.gov](mailto:access@fcc.gov). If you ever have a question about disability issues, you just have to send that inquiry directly to there. Or you can also send it to the CIND operators, the consumer representative operators. We also have an e-mail list, an e-mail distribution list. Many of you in the audience are here because of that list. That list provides day-to-day information and updates about the various FCC programs and activities including meetings, rulemakings, public notices. It's a way of keeping the community apprised. That list links to many other lists. And in that fashion, we let people around the country and potentially around the world know what's happening at the FCC. The Consumer Education Office works very closely with the Disabilities Rights Office. This forum in particular was really a strong combination and involves significant coordination between both of those two offices. For example, I introduced Janice before. She is with the Consumer Education Office. There are various other people in that office that did the beautiful graphics that you see here in the folders and then there are many people in the Disabilities Rights Office that also contributed to this effort such as Arlene Alexander joined the website and Brian doing the web--doing the alternative formats, and several other people in both offices. And, of course, we are able now to prepare all Commission materials in accessible formats and are very, very proud of doing that. That's all I want to say for now. I'm going to turn it over to Margaret Egger, our Associate Bureau Chief for Policy.

**Margaret Egger:** Thanks, Karen. That's where we are. And I guess I would like to tell you a little bit about where we're going in terms of policy. The rules that created the Consumer Information Bureau require us to take a look at the complaints that are coming in to CIND that Martha and Cynthia's and Jack's staff handle and respond to so quickly. But we also track those so that we can take a look at and make the other Bureaus and the commissions--the Commissioners and their offices aware of any spikes that we see, any trends, any new things that are coming up. We give them that information and then work with them to see whether or not there are rules that need to be amended or new rulemakings that need to take place. We also work with the Consumer Education Office, basically to--when they do the forums to see what kind of information not only do we disperse at the forums but what kind of information we get back from consumers. So, again, we can take part in the current rulemakings that are going on and any future rulemaking to make sure the consumers are taken care of. A third part of that will now be working with you on this Committee. As rulemakings come up, we'll be coming back to you. We hope you'll be coming to us at CIB via Scott that--to tell us what the Commission should be doing in any of the current rulemakings or if there are

rulemakings that need to be initiated. Commissioner Ness noted earlier today that she really wants to hear from CIB, and I can vouch for that. Because at the last Open Meeting a week and a half ago when the international detariffing item was up--which some of you would be, Mike DelCasino in particular—would be familiar with—and I'm not going to explain what detariffing is right now, but she specifically asked one of the members of CIB, myself, to come up to the table and say they had coordinated with us.

So the Commissioners are taking it very seriously. They want to hear from the Consumer Information Bureau, which is a great thing for us because we think that that will give consumers a much bigger voice at the Commission. It also gives all of you a bigger voice because you'll be coordinating with us as the procedures go on. We also coordinate with the Enforcement Bureau as one of the main Bureaus that we talk to pretty much on a daily basis as far as spikes, current complaints, or if there's a whole pattern of rule violations we see from complaints the Enforcement Bureau takes action on that as well. That's pretty much how the policy works. And, again, we look forward to working with you.

**Shirley Rooker:** Now, I'm going to turn the program over to Scott. He will give you some logistical information. But I--we're going to be breaking a little earlier for lunch. Our goal is to allow us more time in our subcommittee meetings, which is where the substance, where the real core of our work will take place. So I think if you can come back from lunch a little bit before 12:30 so that we can make certain that we get started at 12:30, is that okay with everybody? Okay. And then I'm going to turn it over to Scott. Thank you all so much for your participation this morning. Yes? Will?

**Refugio Rochin:** I [inaudible] ... I'm learning about all the good work you do for the first time and I know there are other forms of communication that probably aren't mandated but I worry about them. For example, I work at the Smithsonian and we do exhibitions and we try to meet standards of displays and types of audio/visual equipment and things like this that go with those displays. But does that kind of communication fit under your commission line of responsibility--how the public sees exhibits and how the public will be able to participate in these types of local types of programs--educational programs?

**Karen Peltz Strauss:** When you say exhibits, do you mean exhibits, for example, at museums and other things? That would fall more appropriately under issues related, for example, to the Americans with Disabilities Act which is overseen by the Department of Justice so that our province is really more telecommunications, telephones, including wireline, wireless, television, cable, satellite, broadcasting, spectrum issues such as radio licenses, access to assistive listening systems, etc., where, perhaps, there would be programs or activities that overlapped and involved telecommunications companies with the museum. Then it's something we might get into.

**Refugio Rochin:** There is something that might be an overlap. We are featuring what we call virtual exhibits on virtual galleries. It's all Internet educational type of programming where people can experience seeing some objects and—

**Karen Peltz Strauss:** Right.

**Refugio Rochin:** Does that fit under this, too?

**Karen Peltz Strauss:** That might very well. We can get into more of that later. That's one of the reasons we want to break early because we're thrilled that we're a little bit ahead of schedule because we were a little bit worried about the afternoon and trying to have enough time. So if we have enough time, what we would like to do is have you break out into subcommittee groups and have a little bit of extra time in the afternoon to have more of a group discussion here as well.

**Shirley Rooker:** Karen -- [inaudible] can we get copies of your slides?

**Karen Peltz Strauss:** Of what? Sure, I can do that two ways. I can xerox them or I can also put them up on the web. Okay.

**Scott Marshall:** I'll be--

**Karen Peltz Strauss:** And I can e-mail them as well.

**Scott Marshall:** I'll be talking about our website later this afternoon. And, I'm sorry, do we have another question?

**Margaret Egger:** Just so people know, in your pamphlet, or in your folders, you have a "What We're All About" book. This is also on the web, and basically this does explain what CIB is about and it also gives an explanation of every single Bureau and what the Bureaus do. So it's a pretty good overview of what the FCC is about.

**Karen Peltz Strauss:** And if I could add to that, hopefully all of you have read and memorized all the fact sheets that we sent out. But seriously, those fact sheets provide some very basic information. They're not too long. I know that you all have tremendous piles of reading material. But it really is worth reading them because we only sent out eight and we tried to make them on issues that we thought would come up at these committees. And we are very, very open to suggestions for other fact sheets that you may not have that you want more information on. We do, at this Commission, have approximately 250 fact sheets. So more than likely, we already have something prepared on the subject that you have an interest in. And what we're doing now is we're taking those fact sheets and putting them into easier to read language. So please do feel free to bombard us with requests for additional information that you don't have in front of you.

**Scott Marshall:** And one very nice component of the "What We're All About" brochure is a glossary of terms. And I learned a lot just reading it when I came here. And I have been working in this area for a while. So having some of the terminology and the telecommunications field defined in English, I think, was a big step forward too. And Dr. Rochin, the other comment to you is you have a lady over at the Smithsonian by the name of Jan Majewski--

**Refugio Rochin:** We work together.

**Scott Marshall:** Wonderful. A good friend and knows a lot about--about access-related issues. Do we have any more questions or comments at this point?

**Susan Palmer:** I have a question.

**Scott Marshall:** Then I'll talk about lunch. Go ahead. Hi, Susan.

**Susan Palmer:** This is Susan Palmer from Cingular Wireless. In terms of the exhibit question, is it also the hope of the FCC that this committee will make recommendations on possible outreach efforts that the FCC is doing? So, would that apply if the FCC is doing a--a suitcase presentation or doing--making their library more accessible or something like that? Would that apply, or is it--

**Scott Marshall:** Absolutely. A lot of what the Consumer Information Bureau is about is outreach and as one of our facilitators at a management team retreat a week after I got here, a lot of what we do is also inreach, that is, getting Bureaus more aware of these issues and being advocates within as well. I've been asked to talk about lunch, which is always a popular subject. We do have a wonderful lunch from Sutton Place Gourmet, courtesy of Microsoft. Thank you, Laura. And I would like to mention, however, that we have a limited number of lunches so we will be able to accommodate Committee members and alternates for lunch. But our other guests here, we would invite you to go to one of our cafeterias located on the courtyard level of this building. Take the elevators to the courtyard and there are two cafeterias that you can choose from--you're more than welcome to bring food back here and join in the conversation. We do have interpreters working over lunch, so that will help facilitate conversation as well. And I believe, Madam Chairman, you want us back here a little before 12:30 so we can have a little more time—what about 20 after 12:00? ... Yes, if you can, if that's possible. That's right. Oh, that's right. We can't start because of the real time transcription until 1:00 anyway.

**Karen Peltz Strauss:** Well, that's for the breakout session.

**Scott Marshall:** For the breakout session, that's correct.

**Karen Peltz Strauss:** 12:30.

**Scott Marshall:** 12:30 should do it. And if there are any other questions at this point, I guess we'll adjourn for lunch. Lunch is in this room. If you have any--it has arrived from what I understand. If you need some assistance in getting it or something, wave your hand in the air and one of the FCC staff will be able to help out. Otherwise, the cafeterias are on the courtyard level of this building.