



Notice of Inquiry

Consumer Information and Disclosure, Truth-in-Billing Format, and IP-Enabled Services

Key Dates

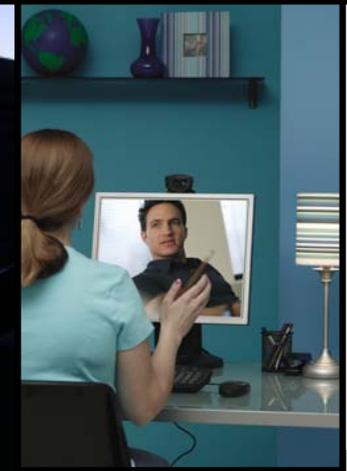
1999	Commission adopts First Truth-in-Billing Order
2003	CTIA members voluntarily adopt “Consumer Code”
2004	Commission releases IP - Enabled Services NPRM
2005	Commission adopts Second Truth-in-Billing Order and FNPRM
2009	Commission considers Notice of Inquiry on Consumer Information and Disclosure, Truth-in-Billing Format, and IP-Enabled Services Dockets

Increasing Communications Options

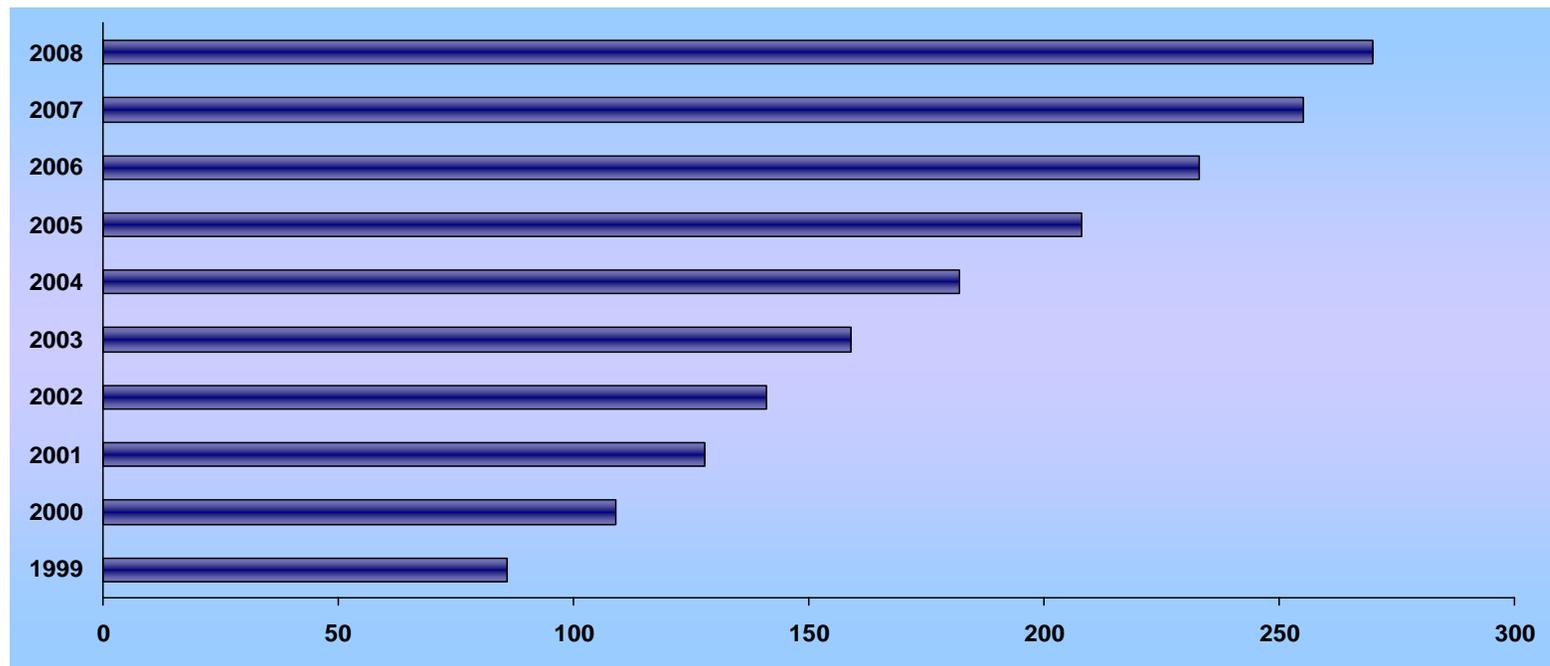
1999



2009

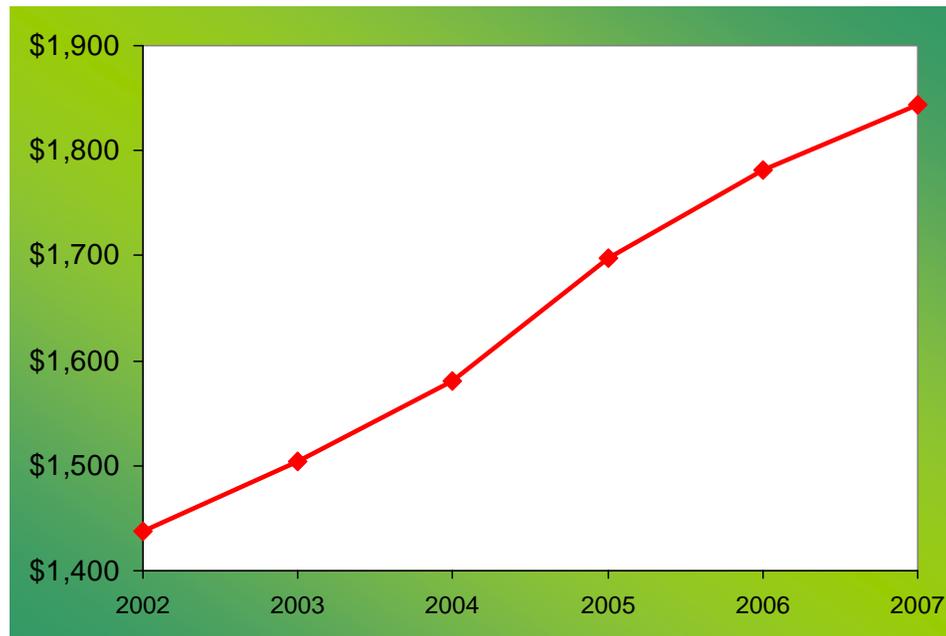


Number of Mobile Telephone Subscribers (Millions) 1999-2008



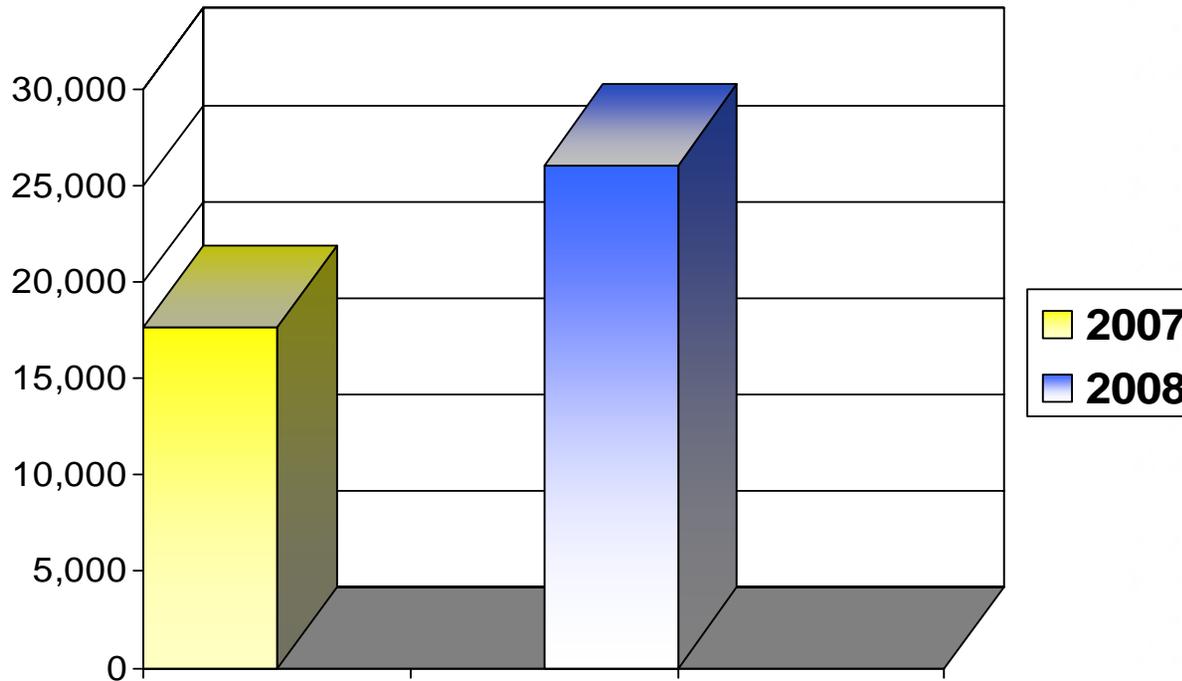
Source: CTIA

Expenditures on Communications Services 2002-2007



Annual household income expenditures on communications services rose from \$1,438 in 2002 to \$1,844 in 2007.

FCC Billing and Rates Complaint Data 2007-2008

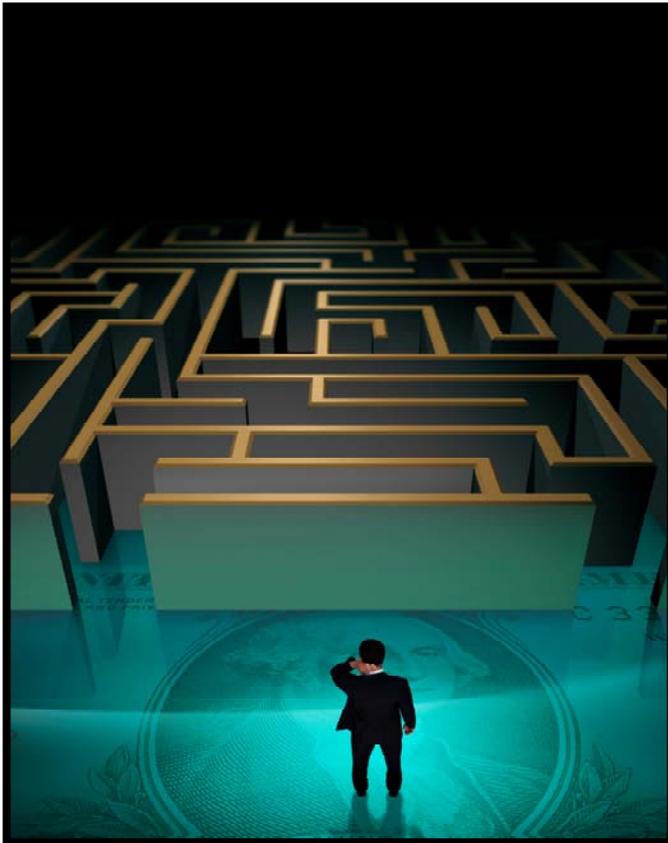


Complaint data for cable, satellite, wireline and wireless services.



Four Stages of Consumer Purchasing Process

Choosing a Service Provider



Examples of Relevant Information Informing Consumer Choice

- Service Plans
- Quality of Service
- Quality of Equipment

Choosing a Service Plan



Examples of Relevant Information Informing Consumer Choice

- Pricing
- Point-of-Sale Disclosures
- Bundling of Services

Managing Use of the Service Plan



Examples of Relevant Information Informing Consumer Choice

- Detailed Information on Usage
- Overage Charges
- Unauthorized Charges

Deciding Whether and When to Switch an Existing Provider Plan



Examples of Relevant Information Informing Consumer Choice

- The Costs of Switching Providers
- The Gains of Switching Providers
- Technological Tools to Monitor and Evaluate Plans

Other Issues

- **Formatting and Display of Consumer Information**
- **Technological Tools**
- **Resolving Disputes**
- **Addressing the Needs of Persons with Disabilities**
- **Consumer Education**

*Empowering Consumers By
Enhancing Sufficient Access to Relevant
Information About Communications Services*