

ACTA Working Group to Increase Commission Involvement in ACTA and Enforcement of Part 68 (WG) – Summary of Activities

The WG held three meetings since the last ACTA General Council Meeting.

- Participants discussed FCC's Public Safety & Homeland Security Bureau Seeks Comment on Multi-Line Telephone Systems Pursuant to the Next Generation 911 Advancement Act 2012. TIA's comments were reviewed and it was determined that no additional action was required on this call for comments, which ACTA also submitted comments on. TIA Staff informed the WG that they would continue to track this issue and share any relevant information with the WG
- Participants reviewed an Action Item assigned to the WG from the July General Council meeting: It was recommended that the Enforcement WG discuss at its next meeting sending a letter to the Wireline Competition Bureau about adding Part 68/Terminal Equipment Premises Wiring and Connectors to the online form (**ACTA General Council ACTION ITEM**).
 - It was noted that this item was discussed at the General Council meeting. During the meeting, participants reviewed the FCC online complaint form. It was noted that it is no clear location to submit a complaint regarding Part 68/Terminal Equipment Premises Wiring and Connectors. It was noted that the FCC Consumer and Government Affairs Bureau (CBG) is responsible for the maintenance of the online complain form.
 - The Secretariat will drafted a letter to the CBG outline ACTA's concerns and requesting that the online complaint form be modified to accommodate ACTA's concerns.
 - It was noted that this the Secretariat Staff met with representatives of the FCC Consumer and Government Affairs Bureau (CBG) regarding the August 17th letter from the Council. The FCC Representatives noted that, if the FCC were to open a project to update the complaint form as requested in the Council's letter, it could take up to a year to implement such a change. The FCC Representatives also noted that the Commission currently is undergoing a top to bottom review of the FCC complaint process including how information is received, reviewed, and processed. This long term project includes interviewing other Federal Agencies on their complaint processes and will likely result in significant changes in the online complaint process. The FCC proposed an alternative solution that would provide a quick fix to the issue addressed by the ACTA, while still agreeing to consider our long term recommendation as part of its broader review of its complaint processes. The FCC's proposal is to change the bullet on the complaint category (second screen) to read: "Billing, Service, Privacy, Number Portability, **Equipment**, and other issues". As you will recall, this is the screen that comes up after an end user selects "Wired Telephone." The FCC Representatives already have issued a project request for this change with their internal information technology department and anticipate that this would be completed in September. Secretariat Staff currently is looking into ways that the ACTA can promote this change to the complaint form on the Part 68 website, or possibly through a PN. We will keep the Council in the loop on any further developments, including when we receive the information that the change is in place. Lastly, Secretariat staff informed the FCC Representatives that the ACTA would be

happy to provide further guidance to the FCC on this subject as they go through their long term review process of the complaint process. The FCC seemed very receptive to this offer and we will make sure to continue to communicate with them on this issue. Overall, Secretariat staff believes that this is a big *win* for ACTA due to the fact that the FCC responded quickly and positively to the issue raised by the ACTA. [excerpt from email to IS Reps on 8/28/12]

- On 10/17/12, Staff received confirmation from the FCC that the requested update had been made. This information will be shared at the Executive Committee and General Council Meetings.
- Participants discussed that they would like some more information on the complaint process once a complaint (both formal and informal) has been filed with the FCC. It was noted that this could be a good topic for the next General Council meeting. Staff and the ACTA Chair are perusing this as a future agenda item.
- Participants discussed that ACTA still is missing a critical Point-of-Contact (PoC) for Part 68 issues. It was noted that the Secretariat fields a significant number of questions from the general public which fall outside of ACTA's scope. While the Secretariat can point the inquiring individual to the FCC, it would be helpful to have a specific person's name/email address/phone number. A document has been drafted and will be revised during the 11/13 General Council Meeting.
- Participants review the non-compliance data compiled by Sentinel and circulated to the WG via email. It was noted that during the 11/13 General Council Meeting, Sentinel would present a contribution with just summary data, not the specific company names. Additionally, it was noted that the information included in the document is not test data, but rather reflects the information pulled from manufacture's websites and spec information.
- Participants discussed if they believe that there has been greater attention by the Commission to this issue. It was noted that there is definitely greater awareness, but there had not been any specific action taken. It was discussed that from an ACTA perspective, in order to make a strong case for further enforcement, ACTA would need to demonstrate what the negative impacts to the network are from non-compliant plugs and jacks.
- It was noted that in the mid 1990's, TIA petitioned the FCC requesting that company submit an affidavit noting that plug and jack specs complied to the specified industry standard. This was not adopted by the FCC due primarily to the fact that lack of compliance was not directly tied to harm to the network. In addition it was noted that in Canada, there are not requirements regarding plugs and jacks, but the 'best' specifications are left to the market place.
- Participants discussed a number of potential negative consequences to the network that would be caused by non-compliant plugs and jacks. Specifically, participants noted that this could affect public safety, and consumer concerns for incomplete calls.
- Participants discussed what the best method would be when presenting this data at the General Council meeting. It was noted that the bottom line is that currently TIA-1096-A is a Part 68 requirement, which is not being met by a significant number of manufacturers in the industry. This lack of compliance can lead to significant life & safety concerns, as well as customer dissatisfaction.

The Next ACTA Enforcement WG will be held on December 3rd from 11am-12pm ET.