



785 Market St., Suite 1400
San Francisco, CA 94103
415.929.8876

January 15, 2015

Ms. Marlene H. Dortch
Secretary, Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Notice of *Ex Parte* presentation in: Protecting and Promoting the Open Internet, GN Docket No. 14-28; Framework for Broadband Internet Service, GN Docket No 10-127; AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition, GN Docket No. 12-353; Technology Transitions, GN Docket No. 13-5; A National Broadband Plan for Our Future, GN Docket No. 09-51; Policies and Rules Governing Retirement of Copper Loops by Incumbent Local Exchange Carriers, RM-11358; Truth-in-Billing and Billing Format, CC Docket No. 98-170; Customer Information and Disclosure, CC Docket No. 09-158; Lifeline and Link-Up Reform and Modernization, WC Docket No. 11-42; Universal Service Contribution Methodology, WC Docket No. 06-122; and Federal State Joint Board on Universal Service, WC Docket No. 96-45.

Dear Ms. Dortch:

On January 13, 2013 a meeting took place between FCC staff in the Consumer and Governmental Affairs Bureau and several consumer organizations. The FCC staff included Kris Monteith, Bureau Chief; Mark Stone, Deputy Bureau Chief; Michael Carowitz, Deputy Bureau Chief; Roger Goldblatt, Associate Bureau Chief; Parul Desai, Assistant Bureau Chief and Director of Consumer Engagement; Lyle Ishida, Chief, Consumer Affairs and Outreach Division; Kurt Schroeder, Chief, Consumer Policy Division & Information Access & Privacy Office; Nancy Stevenson, Deputy Chief, Consumer Policy Division & Information Access & Privacy Office; and Michael Snyder, Deputy Chief, Web and Print Publishing Division. The representatives from consumer organizations included Matt Wood and Lauren Wilson, Free Press; Harold Feld, Jodie Griffin and Edaeyl Casaperalta, Public Knowledge; Todd O'Boyle, Common Cause; Cheryl Leanza, United Church of Christ; Corrine Yu, Leadership Conference on Civil and Human Rights; Michael Scurato, National Hispanic Media Coalition and Ana Montes and Regina Costa of The Utility Reform Network (TURN). The meeting took place at the FCC's office in Washington, D.C. and TURN staff members participated via telephone.

The purpose of the meeting was to discuss the consumer organizations' priorities for the coming year regarding matters under consideration by the FCC. TURN expressed support for the FCC's efforts to improve data collection and emphasized the need for key data to be available to consumer representatives to support analysis regarding important policy issues. TURN also expressed appreciation for the Commission's efforts to address issues related to the IP Transition, including the importance of continued reliability of essential networks, services and 911. TURN also offered to assist the Bureau's staff in organizing meetings with consumers located in California's Central Valley. TURN stated that the following issues before the Commission are priorities for our organization during the upcoming year:

- Ensuring that Lifeline reform and changes to the universal service contribution mechanism result in efficient, sustainable programs while safeguarding the ability of Lifeline-eligible customers to receive service;
- Ensuring that all consumers benefit from the IP Transition, including addressing authority to apply consumer protections to essential communications services regardless of the technology used to provide service;
- Ensuring that telephone companies adequately maintain their networks and are required to respond to customer requests for service repair, including repair of copper-based service, and addressing unreasonable customer migration practices;
- Ensuring open networks, fostering deployment and universal access to broadband without discrimination in the provision or access to content, including support for Title II; and
- Ensuring that below-the-line fees are reasonable, fully disclosed to potential customers and that customers have full understanding of the total monthly bill that would apply upon purchase of a service, including bundled offerings.

In accordance with Section 1.1206(b) of the Commission's rules, this letter is being filed with your office. If you have any further questions, please contact me at (415) 929-8876, ext. 312.

Respectfully submitted,

/s/ Regina Costa
Telecommunications Policy Director
TURN

cc:
Parul Desai