

January 25, 2010

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington DC 20554

**Re: Notice of Ex Parte Communication
GN Docket No. 09-51**

Dear Ms. Dortch:

On January 12, 2010, Dave Vorhaus, Nick Maynard, and Sridhar Prasad of the National Broadband Taskforce at the Federal Communications Commission spoke via telephone with Dr. Devin Jopp, Chief Operating Officer of the Service Corps of Retired Executives (SCORE) program. SCORE is a partner program of the Small Business Administration which receives its funding through the SBA. The impetus of this call was to gain further detail on the SCORE program, as well as assess potential ways to engage SCORE and private partners to assist Small Disadvantaged Businesses (SDBs) and small businesses in economically distressed areas.

The following are the key points discussed in the call:

- SCORE currently has 12,400 volunteers in 300 chapters and 900 branches nationwide.
- While the various chapters function separately, SCORE is a single organization with all chapters and volunteers linked up and integrated.
- SCORE's budget is currently being increased, to allow the program to double its volunteer base over the next seven years.
- SCORE is looking to equip itself with increased virtual / online capabilities, to allow for greater reach and impact on entrepreneurs without increasing physical capacity (increasingly using Skype-based counseling).
 - o This is combined with a shift to a "Relationship Management" model of counseling, where counselors are assigned to businesses based on expertise, not geography.
- Social media is now the number one topic requested in SCORE workshops, meaning that it needs to continue to increase the expertise of its counselors in the area.
- Dr. Jopp believes that the program would be open to expanding its base of volunteers to younger individuals, college students, MBA candidates, etc, who may be more technologically savvy and capable of addressing digital literacy and broadband training.
 - o SCORE has already begun to move away from the "retired executives" model. Today, approximately 30% of counselors are full-time, and another 10% are part-time.
- Dr. Jopp believes that the program would be open to targeting SDBs and small businesses in economically distressed areas. These are businesses that present a challenge

for SCORE currently, as it is important to have the appropriate partners in place to reach them.

- The FCC should be involved in this effort as well, helping disadvantaged businesses with broadband education and training. SCORE needs off-the-shelf content for small businesses that are looking to get online.

Disclosure of this presentation has not been made by the presenter, by the next business day after the presentation, as required pursuant to 47 C.F.R. 1.1206(b). Disclosure herein in no way changes the presenter's obligations under 47 C.F.R. 1.1206(b).

Respectfully submitted,

Dave Vorhaus

Expert Advisor

National Broadband Taskforce, FCC