

# SURVEY ON NATIONAL WIRELESS CONSUMER PROTECTION STANDARDS

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NARUC ANNUAL MEETING  
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# Overview

- ⦿ Initial step towards development of model national wireless consumer protection standards
- ⦿ Solicit broad range of input on what topics to include, how to prioritize, and how to address
- Fill out now (or at least before 2009) at  
<http://www.naruc.org/survey/survey.cfm>
- Additional materials to Brad Ramsay at

# Sources for Topics in Survey

- NARUC
  - Wireless Best Practices (2003)
  - Truth-in-Billing Resolution
  - Portland Resolution (summer 2008)
- Industry
  - CTIA's Consumer Code for Wireless Customers
- Existing state regulations and legislation
  - Regulations based on CA PUC and DC PSC survey
- Proposed federal legislation
  - Sen. Klobuchar (MN), Rep. Markey (MA)

# Topic Areas Listed in Survey

- Advertising Disclosures
  - What is mentioned in ads?
- Disclosure of Terms & Conditions at the Point-of-Sale
  - What is purchaser told when s/he buys?
- Contract Terms & Conditions
  - What terms & conditions are imposed?
- Billing Practices
  - What is charged for and how presented on bill?
- Quality of Service
  - How are service problems handled?
- What else?

# Process

- ⦿ Outreach for responses
  - ⦿ Consumer advocates
    - ⦿ AARP, CFA, CU
    - ⦿ Natl Assn of Attorneys General (NAAG) and members
    - ⦿ Natl Assn of State Consumer Advocates (NASUCA) and members
  - ⦿ Wireless industry
    - ⦿ CTIA, PCIA, WCA and members
    - ⦿ Rural Telecoms Group, Rural Cellular Assn and members
  - ⦿ State commissions
- ⦿ Convene five group representatives with NARUC ad-hoc committee to discuss responses and distill into recommended national standards
- ⦿ Make the Portland resolution happen!

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