

# Consumer Issues in an IP World



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# State Regulatory Role Shifts, But Does Not Vanish



Not:

- Retail economic regulation
- Market entry
- Customer disputes ?

But:

- Consumer information
- Interconnection
- Universal access

# Quality of Service

- How assure?
- How monitor?
- Battery backup ?
- Market may value through price



# Directory Assistance

- Access to IP numbers
- International



# Public Safety

- Emergency location
- CALEA



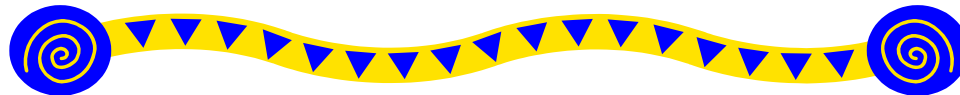
# Intercarrier Compensation

- Regulation by service not technology
- More bundled offerings
- Stabilize market by ending arbitrage
- Sustainable universal service



# Regulate Services, Not Technology

- Public policy associated with services
- Consumer perspective
- Level competitive playing field
- Let economics drive technology choice
- Challenging, but worthwhile



Thank you  
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