



## Webinar on Telecommunications Consumer Protection with the Federal Communications Commission and the CARICOM Competition Commission

Wednesday 21<sup>st</sup> June 2023

### PROVISIONAL AGENDA

Time	Session	Speaker
10:00	Welcome Remarks	<b>Mr. Nigel Cassimire</b> Deputy Secretary-General CTU
10:05	Opening Remarks	<b>Ms. Nese Guendelsberger</b> Deputy Chief Office of International Affairs Federal Communications Commission (FCC)
10:10	<b>FCC Initiatives on Consumer Protection Matters in the USA:</b>  <ul style="list-style-type: none"> <li>• <b>Robocalls and Call Blocking</b> Unwanted calls – including illegal robocalls and illegally spoofed calls - are the FCC's top consumer complaint and our top consumer protection priority. The FCC has implemented policies and actions to help combat unlawful robocalls and malicious caller ID spoofing. The speaker will discuss the FCC's approach to combatting this major consumer issue/challenge and will discuss some of the FCC's latest actions.</li> </ul>	<b>Ms. Kristi Thornton</b> Acting Chief, Consumer Policy Division, Consumer and Governmental Affairs Bureau, Federal Communications Commission (FCC)
10:45	<ul style="list-style-type: none"> <li>• <b>Consumer Broadband Labels</b> The FCC has adopted rules that require broadband providers to display easy-to-understand labels to allow consumers to comparison shop for broadband services. The rules require broadband providers to display, at the point of sale, labels that show prices, including introductory rates, as well as speeds, data allowances, and other critical broadband service information. The speaker will discuss these rules and FCC's latest actions on this matter.</li> </ul>	<b>Mr. Zac Champ</b> Deputy Chief, Consumer Policy Division & Governmental Affairs Bureau, FCC
11:15	<ul style="list-style-type: none"> <li>• <b>STIR/SHAKEN framework: Assuring Caller ID in IP Networks</b> Caller ID authentication technology enables subscribers to trust that callers are who they say they are. The STIR/SHAKEN framework, an industry-standard caller ID authentication technology, is a set of technical standards and protocols that allow for the authentication and verification of caller ID information for calls carried over Internet Protocol (IP) networks. The FCC rules require most providers to implement and use STIR/SHAKEN in the Internet Protocol (IP) portions of their networks. As implementation continues to progress, in this session, the FCC will discuss the actions it has taken to facilitate implementation of this technology to give consumers more confidence that the caller ID information they receive is accurate.</li> </ul>	<b>Ms. Nese Guendelsberger</b> Deputy Chief Office of International Affairs FCC



11:30	<b>Consumer Protection in Digital Markets: A Regional Perspective</b>	<b>Mr. Rommell Hippolyte</b> Economist, CARICOM Competition Commission
11:50	<b>Discussion of Possible Future Interventions and/or Collaborations</b>	<b>CTU, FCC, CCC</b>
12:00	Closing	<b>Mr. Nigel Cassimire, CTU</b>