
Technology Transitions Policy Task Force

December 12, 2013

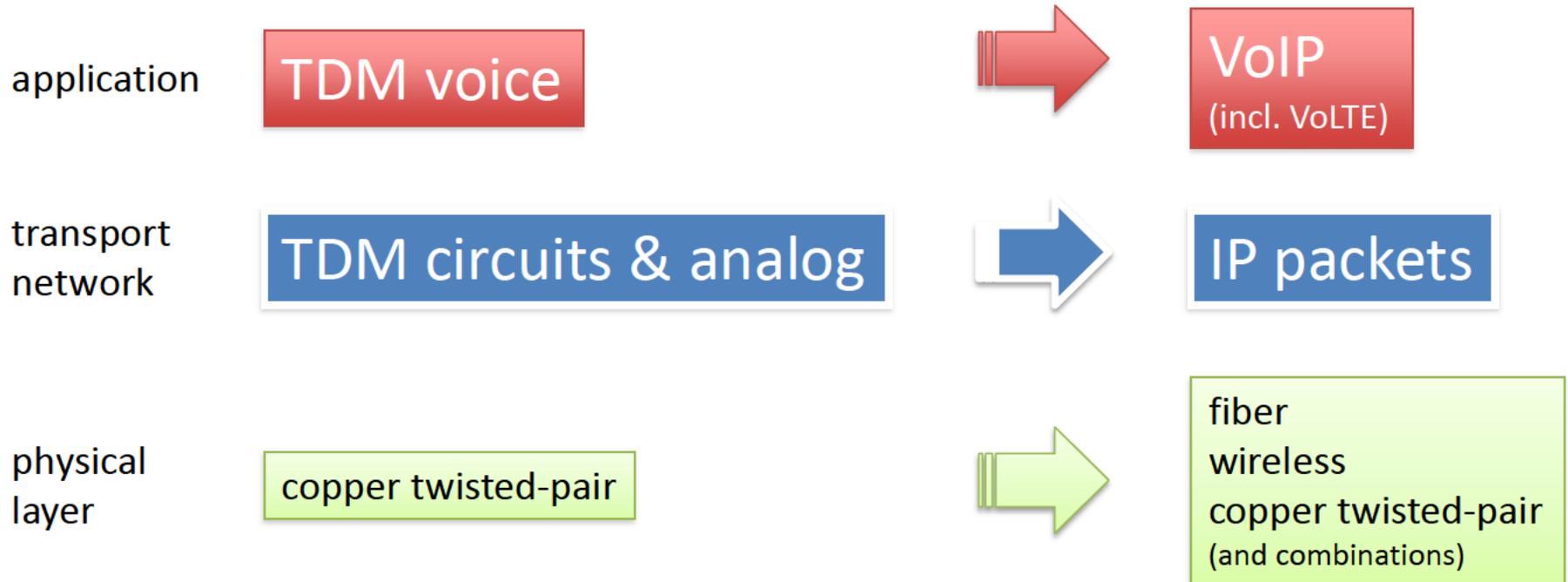
Technology Transitions Policy Task Force

- The Task Force is a cross-agency working group charged with presenting an Order to the Commission at its January Open Meeting:
 - Wireline, Wireless, Media, Consumer Affairs, International, and Public Safety Bureaus
 - Office of General Counsel, Office of Strategic Planning and Policy Analysis, and Office of Engineering and Technology
 - Chief Technology Officer, Chief Economist

Principles for Early Action

- Our immediate goal is to understand the impact of technology transitions on consumers through diverse experiments and open-data initiatives
 - Act—with speed—to support technology transitions that will benefit consumers and the economy
 - Learn – through the diverse experiments and research that will yield the data necessary for fact-based Commission decision making
 - Protect Enduring Values:
 - Public safety
 - Universal access
 - Competition
 - Consumer protection

Technology Transitions



What We Have Learned

- Technology transitions are on-going
- Benefits include innovative services and further investment
- But important issues still need to be resolved

What We Have Learned: Record

- Robust record of diverse and sometimes contradictory views:
 - Over 400 comments from our Dec. 2012 and May 2013 Public Notices
 - Experiments are best suited for evaluating consumer impacts; policy/legal questions to be informed by, but not decided as part of, experiments
 - Stakeholder questions about the consumer impact of experiments:
 - Public Safety
 - Disabilities Access
 - Critical infrastructure and federal operations
 - Service quality, reliability, and consumer protection
- “Natural experiments” highlight the impact of ongoing network changes to consumers, businesses, wholesale customers, competition, and the importance of regulatory and public involvement

What We Have Learned: AT&T Petition

- Asks the Commission to initiate a proceeding to elicit proposals for sponsored experiments
 - Providers would promptly submit detailed plans for conducting the experiments, including
 - Where the experiments would be held
 - What network modifications are involved
 - What services would be both provided and discontinued
 - How customers will be notified and transitioned
 - Timeline for implementation
- Commission would seek broad public comment on the proposals
- Commission would consider the proposals and the comments and then give its decision
- The Task Force's view: To authorize any experiments, the Commission would act under section 214 and other sections of the Act or our rules as appropriate.

How Can We Learn More: Targeted Experiments

- Initiate experiments and commissioned research that focus on impacts to consumer services and elicit data on how to preserve and protect fundamental values
- These efforts focus on particular classes of users and/or “proof of concept” in technology advancement
 - To demonstrate over-the-horizon network services that serve the public interest
 - To enhance services to consumers that may not have access to advanced services (e.g., rural America)
- Example: Access for persons with disabilities in an all-IP world.
 - Entering MOUs with federal research agencies to develop research plans to assess the effectiveness, efficiency, and consumer response to current and anticipated IP-based relay technologies

How Can We Learn More: Structured Observation & Data Collection

- Collect and analyze data outside of experiments to inform decision making on transition issues
- Principles that will guide our data collection:
 - Collected in an open, transparent process
 - From multiple sources, including outside experts/advisors; collaboration with other federal agencies, state, local, tribal governments and leaders; crowd-sourcing
 - Clear and consistent definitions and metrics, enabling aggregation of feedback to provide comprehensive picture of transition experience
 - Made publicly available for all interested parties while protecting customer privacy
- Example: FCC Consumer Complaints and Inquiries
 - To ensure that consumers know how to give FCC feedback on transition; create an inclusive data-sharing environment to optimize our collection and analysis efforts; and use real world experiences mined from the data to drive strategic decision making

What Is the Path Forward?

- The Task Force is working toward an Order for Commission consideration in January that would:
 - Invite, on a rolling basis, service-based experiments with short timelines for submission, establish criteria for experiments that focus on the impact on consumers, and create a speedy process for public comment and Commission evaluation
 - Recommend Commission actions to support targeted experiments and research
 - Describe structured observations and data collection initiatives
 - Establish a timeline for the adoption of a managerial framework to resolve the important legal/policy questions raised by the technology transitions