

**STATEMENT OF  
CHAIRMAN TOM WHEELER**

Re: *Protecting the Privacy of Customers of Broadband and Other Telecommunications Services*, WC Docket No. 16-106.

Last week, I visited Consumer Reports' headquarters in Yonkers, New York, where I toured their product testing facility and met with senior leadership. When looking at a smart refrigerator that collects and shares data over the Internet, the discussion turned to privacy. Who would have ever imagined that what you have in your refrigerator would be information available to AT&T, Comcast, or whoever your network provider is?

The more our economy and our lives move online, the more information about us goes over our Internet Service Provider (ISP) – and the more consumers want to know how to protect their personal information in the digital age.

Today, the Commission takes a significant step to safeguard consumer privacy in this time of rapid technological change, as we adopt rules that will allow consumers to choose how their Internet Service Provider (ISP) uses and shares their personal data.

The bottom line is that it's your data. How it's used and shared should be your choice.

Over the past six months, we've engaged with consumer and public interest groups, fixed and mobile ISPs, advertisers, app and software developers, academics, other government actors including the FTC, and individual consumers, to figure out the best approach. Based on the extensive feedback we've received, we crafted today's rules to provide consumers increased choice, transparency and security online.

The time has also come to address the harmful impacts of mandatory arbitration requirements on consumers of communications services. To address this issue comprehensively, we have begun an internal process designed to produce a Notice of Proposed Rulemaking on this important topic by February 2017.

I want to thank the FTC and the Administration for leading the way with the FTC's privacy framework, and the Administration's Consumer Privacy Bill of Rights.

I'd like to acknowledge the companies who believe consumers care about privacy, and came to the table with constructive feedback.

To the consumer and public interest groups who have for years fought for consumer privacy protections in a digital age, thank you.

To our incredibly talented wireline bureau team lead by Matt DeInero and Lisa Hone, your hard work and dedication is inspiring.

And to the Chairman's Office team, led by Ruth Milkman and Stephanie Weiner. Thank you.