



Federal
Communications
Commission

Welcome



FC Federal
Communications
Commission



Barbara Esbin

Deputy Bureau Chief, Consumer & Governmental Affairs Bureau

Barbara.Esbin@fcc.gov

The Consumer and Governmental Affairs Bureau develops and implements the commission's consumer policies, including disability access. We serve as the public face of the commission through outreach and education and by responding to consumer inquiries and complaints. CGB also maintains collaborative partnerships with state, local and Tribal governments in critical areas such as emergency preparedness and implementation of new technologies.

- **Office of Intergovernmental Affairs**
- **Office of Native Affairs & Policy**
- Consumer Affairs & Outreach Division
- Disability Rights Office
- Consumer Policy Division, Information Access & Privacy Division
- Web & Print Publishing Division
- Consumer Inquiries & Complaints Division

Chairman Carr's Build America Agenda



Unleashing High-Speed
Infrastructure Builds



Restoring America's
Leadership in Wireless



Advancing National Security
and Public Safety



Boosting America's
Space Economy



Cutting Red Tape and
Modernizing FCC Operations



Strengthening America's
Workforce

IP TRANSITION RECENT RULEMAKINGS



FCC Federal
Communications
Commission

☐ **Reducing Barriers to Network Improvements and Service Changes**

Report & Order (*Adopted March 26, 2026*) WC Docket No: 25-209, 25-208

☐ **Advancing IP Interconnection**

NPRM (*Adopted October 28, 2025*) WC Docket No: 25-304, 25-208, 17-97

☐ **Reforming Intercarrier Compensation**

NPRM (*Adopted February 18, 2026*) WC Docket No: 25-311, 25-208

☐ **Reforming the High-Cost Program for an All-IP Future**

NPRM (*Adopted May 20, 2026*) Docket No: 26-96, 10-90

Lifeline and Link Up



FCC Federal
Communications
Commission

Lifeline and Link Up Reform & Modernization NPRM

- The Lifeline program provides discounts on voice and broadband services for qualifying low-income Americans.
- Providers receive up to \$9.25 per month per eligible subscriber for qualifying voice and broadband service, and an additional \$25 monthly benefit for subscribers residing on Tribal lands.
- This Notice of Proposed Rulemaking, seeks reforms in the Lifeline program to:
 1. ensure that federal dollars go to eligible Americans
 2. enhance program integrity
 3. ensure that service providers comply with the Commission's rules and regulations, and
 4. streamline Lifeline rules.



STOPPING ROBOCALLS ALONG THE CALL PATH



- 1 BEFORE THE CALL**
INCREASING COSTS & REDUCING PROFITS FOR ROBOCALL GENERATORS
- Strengthening "Know Your Customer" Requirements
 - Restricting Phone Number Access and Use
 - Removing or Limiting Service for Bad-Actor Providers



- 2 CALL ORIGINATION**
PROVIDER OBLIGATIONS TO DETER ROBOCALL ORIGINATION
- Stopping International Robocalls at Their Source
 - Strengthening the Robocall Mitigation Database
 - Expanding Caller ID Authentication (STIR/SHAKEN)



- 3 CALL TRANSIT**
STOPPING ROBOCALLS BEFORE THEY REACH CONSUMERS
- Enhanced Provider Blocking Protections: Includes multiple blocking requirements, safe harbors, and network-level protections



STOP THE SCAM ALONG THE ROBOCALL PATH

Robocalls travel through several networks before reaching you. Stopping them along the way helps block scams.



- 5 AFTER THE CALL**
ENHANCING ACCOUNTABILITY FOR CALLERS
- Strong Enforcement Actions Against Bad Actors



- 4 CALL TERMINATION**
EMPOWERING CONSUMERS
- Caller Name and Call Branding for Verified Caller ID
 - Labeling and Blocking Tools
 - Customer White Lists for Approved Numbers
 - Disclosing to Consumers When a Call Originates Overseas

COMBATTING ROBOCALLS RECENT RULEMAKINGS



FCC Federal
Communications
Commission

☐ Updating Rules to Curb Robocallers' Access to Phone Number

Third Report & Order (Adopted December 18, 2025) WC Docket No: 13-97, 07-243, 20-67

☐ Combatting Illegal Robocalls Through FCC Numbering Policies

NPRM (Adopted March 26, 2026) WC Docket No: 26-49, 20-67, 13-97, 07-243

☐ Call Center Onshoring - Addressing Foreign-Originated Scam Calls

NPRM (Adopted March 26, 2026) WC Docket No: 26-52, 17-59, 02-278, 22-2

☐ Strengthening Know-Your-Customer Rules

NPRM (Adopted April 30, 2026) WC Docket No: 17-59, 02-278

☐ Enhancing Know-Your-Upstream Provider Requirements

FNPRM (Adopted May 20, 2026) WC Docket No: 17-97, 17-59



Questions?

If you have any additional questions, please reach out to IGA@fcc.gov.
Or visit www.fcc.gov/consumers for additional resources



FCC Federal
Communications
Commission

THANK YOU