

ACUTA Alert:

FCC Implements Rules Requiring Contact Person for Telecom Disabilities Issues

The FCC has announced the implementation of rules that were originally scheduled to go into effect in January 2000. Under these rules, service providers including colleges and universities are required to file information with the FCC listing a contact person to receive complaints regarding access to telecom equipment and services for individuals with disabilities.

The FCC rules require all service providers and equipment manufacturers to designate an agent, to ensure the manufacturer's or service provider's prompt receipt and handling of accessibility concerns raised by consumers or Commission staff. This agent may be either an individual or an office with this responsibility.

The contact information must include a name or department designation, business address, telephone number, and, if available TTY number, facsimile number, and Internet e-mail address. The representative or agent should have the means available to convert materials distributed and received into accessible formats.

You must file this information by letter with the Secretary of the FCC at the following address:

Magalie Salas
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W., Room TW-A325
Washington, D.C., 20554

An additional copy must be sent to:

Federal Communications Commission
Disabilities Rights Office
Consumer Information Bureau, Room 5A-741
445 12th Street, S.W.
Washington, D.C. 20554
Attn: Dana Jackson

You should file this information as soon as possible, as the deadline was January 31. FCC staff has informed ACUTA that many organizations were not aware of the requirement, and there is no penalty for late filing. However, the information must be filed. If you have previously filed this information (when ACUTA first sent an Alert informing our members of the requirement in February, 2000) you are not required to re-file.

For further information on this matter, please review the following documents:

FCC Announcement re: January 31, 2002 Effective Date for Implementation of Rules:
http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-01-2730A1.txt

ACUTA Alert (Feb., 2000): <http://www.acuta.org/relation/downloadfile.cfm?docnum=237>

FCC Disabilities Issues Page: <http://www.fcc.gov/cib/dro>

Text of Telecom Act of 1996, Including Section 255: <http://www.fcc.gov/Reports/tcom1996.txt>

