



COMMONWEALTH OF MASSACHUSETTS

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February 14, 2023

Filed Via ECFS

Marlene H. Dortch, Secretary
Federal Communications Commission
45 L Street NE
Washington, D.C. 20554

In the Matter of Empowering Broadband Consumers Through Transparency, GN Docket No. 22-2

Dear Ms. Dortch:

The Massachusetts Department of Telecommunications and Cable (“MDTC”) offers the following comments to the Federal Communications Commission (“Commission”) in the above-captioned proceeding.¹ The MDTC applauds the Commission for acting on broadband labels and restates several previous suggestions in response to the November 17, 2022, Report and Order and Further Notice of Proposed Rulemaking (“FNPRM”).²

First, the MDTC agrees with the Commission regarding the value of providing consumer education materials beyond a glossary of terms hosted on the Commission’s website. In particular, the MDTC agrees that the Commission should consider developing educational materials that provide examples to assist consumers in understanding the many different features of broadband service offerings.³ In addition, the MDTC further agrees with the Commission’s decision to require uniform, standardized labels, and to require providers to make labels available in languages other than English when the providers market services in such other languages.⁴

Next, the MDTC wishes to reiterate several suggestions the MDTC made in response to the Commission’s prior Notice of Proposed Rulemaking (“NPRM”) in this proceeding.⁵ The FNPRM seeks additional guidance on, among other topics, performance information and network

¹ See *In Re Empowering Broadband Consumers Through Transparency*, GN Docket No. 22-2, Report and Order and Further Notice of Proposed Rulemaking, (November 17, 2022).

² See *In Re Empowering Broadband Consumers Through Transparency*, GN Docket No. 22-2, Comments of the MDTC, (March 9, 2022).

³ FNPRM ¶ 60-62, Comments of the MDTC at 3-4.

⁴ FNPRM ¶ 84, Comments of the MDTC at 2-4.

⁵ See *In Re Empowering Broadband Consumers Through Transparency*, GN Docket No. 22-2, Notice of Proposed Rulemaking, (January 27, 2022).

management information.⁶ In its prior comments, the MDTC made several recommendations for broadband labels that directly address these topics, such as making performance information as meaningful as possible by exploring different time-of-day reporting periods, making information more geographically specific, and measuring jitter and latency to help communicate consistency and reliability of service, and establishing a technical committee to advise on how best to enhance future label reporting and enforcement.⁷ Finally, although not addressed in the FNPRM, the MDTC reiterates its request that the Commission consider requiring that providers disclose sunset dates for the support of customer-owned equipment.

The MDTC thus respectfully requests that the Commission consider the MDTC's prior positions on the NPRM as it sets out to evaluate the best path forward on its FNPRM.

Please contact the undersigned with any questions.

Respectfully submitted,

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⁶ FNPRM ¶ 138-147.

⁷ Comments of the MDTC at 6-9.