

December 2, 2020

VIA ECFS

Ms. Marlene Dortch
Secretary
Federal Communications Commission
45 L Street NE
Washington, DC 20554

Re: Notice of *Ex Parte* Meeting, *Advanced Methods to Target and Eliminate Unlawful Robocalls*, CG Docket No. 17-59.

Dear Ms. Dortch:

On November 30, 2020, representatives of the Associations identified in Appendix A held separate telephonic meetings with Zenji Nakazawa, Public Safety and Consumer Protection Advisor for Chairman Ajit Pai, and Joseph Calascione, Legal Advisor for Commissioner Brendan Carr. The participants for each meeting are set forth in the Appendix A. Consistent with the Associations' filings in the above-captioned proceeding, we urged the Federal Communications Commission to require voice service providers or their third-party analytics providers to provide immediate, real-time notification to callers when they block or adversely label a call.¹ We further urged the Commission to adopt a 24-hour time frame within which the voice service provider must resolve claims of erroneous blocking or mislabeling.

Respectfully submitted,

_____/s/
Michael Pryor
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Counsel for the Credit Union National Association

cc: Zenji Nakazawa
Joseph Calascione

¹ Letter from Michael Pryor, Counsel for the Credit Union National Association, to Marlene Dortch, Secretary of the FCC, *Advanced Methods to Target and Eliminate Unlawful Robocalls*, CG Docket No. 17-59 (filed Nov. 23, 2020); Comments of the American Bankers Association, *et al.* CG Docket No. 17-59 (filed Sept. 1, 2020); Reply Comments of the Credit Union National Association, *et al.*, CG Docket No. 17-59 (filed Sept. 29, 2020).

Appendix A

Participants Meeting with Zenji Nakazawa, Public Safety and Consumer Protection Advisor for Chairman Ajit Pai

Jonathan Thessin, American Bankers Association
Mark Brennan and Arpan Sura, Hogan Lovells (Counsel for the American Association of Healthcare Administrative Management)
Damon Smith, Credit Union National Association
Michael Pryor, Brownstein Hyatt Farber Schreck (Counsel for the Credit Union National Association)
Leah Dempsey, ACA International
Celia Winslow, American Financial Services Association
Stephen Congdon, Consumer Bankers Association
Elizabeth LaBerge, National Association of Federally-Insured Credit Unions
Blake Chavis, Mortgage Bankers Association
Shelly Repp, National Council of Higher Education Resources

Participants Meeting with Joseph Calascione, Legal Advisor for Commissioner Brendan Carr

Jonathan Thessin, American Bankers Association
Mark Brennan and Arpan Sura, Hogan Lovells (Counsel for the American Association of Healthcare Administrative Management)
Damon Smith, Credit Union National Association
Michael Pryor, Brownstein Hyatt Farber Schreck (Counsel for the Credit Union National Association)
Leah Dempsey, ACA International
David Androphy, American Financial Services Association
Stephen Congdon, Consumer Bankers Association
Blake Chavis, Mortgage Bankers Association
Scott Buchanan, Student Loan Servicing Alliance
Elizabeth LaBerge, National Association of Federally-Insured Credit Unions