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**6712-01**

**FEDERAL COMMUNICATIONS COMMISSION**

**[OMB 3060-1203 and 3060-0874]**

**Information Collections Being Reviewed by the Federal Communications Commission**

**AGENCY:** Federal Communications Commission.

**ACTION:** Notice and request for comments.

**SUMMARY:** As part of its continuing effort to reduce paperwork burdens, and as required by the Paperwork Reduction Act (PRA) of 1995, the Federal Communications Commission (FCC or Commission) invites the general public and other Federal agencies to take this opportunity to comment on the following information collections. Comments are requested concerning: whether the proposed collection of information is necessary for the proper performance of the functions of the Commission, including whether the information shall have practical utility; the accuracy of the Commission's burden estimate; ways to enhance the quality, utility, and clarity of the information collected; ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology; and ways to further reduce the information collection burden on small business concerns with fewer than 25 employees.

The FCC may not conduct or sponsor a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the PRA that does not display a valid OMB control number.

**DATES:** Written comments should be submitted on or before **[INSERT DATE 60 DAYS FROM PUBLICATION IN FEDERAL REGISTER]**. If you anticipate that you will be submitting comments, but find it difficult to do so within the period of time allowed by this notice, you should advise the contacts below as soon as possible.

**ADDRESSES:** Direct all PRA comments to Cathy Williams, FCC, via email [PRA@fcc.gov](mailto:PRA@fcc.gov) and to [Cathy.Williams@fcc.gov](mailto:Cathy.Williams@fcc.gov).

**FOR FURTHER INFORMATION CONTACT:** For additional information about the information collection, contact Cathy Williams at (202) 418-2918.

**SUPPLEMENTARY INFORMATION:**

**OMB Control No.:** 3060-1203.

**Title:** Section 79.107 User Interfaces Provided by Digital Apparatus; Section 79.108 Video Programming Guides and Menus Provided by Navigation Devices; Section 79.110 Complaint Procedures for User Interfaces, Menus and Guides, and Activating Accessibility Features on Digital Apparatus and Navigation Devices.

**Form No.:** N/A.

**Type of Review:** Revision of a currently approved collection.

**Respondents:** Individuals or households; Business or other for-profit entities; Not for profit institutions; State, Local or Tribal government.

**Number of Respondents and Responses:** 4,175 respondents and 516,982 responses.

**Estimated Time per Response:** 0.0167 hours to 10 hours.

**Frequency of Response:** On occasion reporting requirement; Third party disclosure requirement; Recordkeeping requirement.

**Obligation to Respond:** Voluntary. The statutory authority for this information collection is contained in the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), Pub. L. 111-260, 124 Stat. 2751, and sections 4(i), 4(j), 303(r), 303(u), 303(aa), 303(bb), and 716(g) of the Communications Act of 1934, as amended, 47 U.S.C. 154(i), 154(j), 303(r), 303(u), 303(aa), 303(bb), and 617(g).

**Total Annual Burden:** 24,043 hours.

**Annual Cost Burden:** \$70,500.

**Nature and Extent of Confidentiality:** Confidentiality is an issue to the extent that individuals and households provide personally identifiable information, which is covered under the FCC's updated system of records notice (SORN), FCC/CGB-1, "Informal Complaints, Inquiries, and Requests for

Dispute Assistance.” As required by the Privacy Act, 5 U.S.C. 552a, the Commission also published a SORN, FCC/CGB-1 “Informal Complaints, Inquiries, and Requests for Dispute Assistance,” in the Federal Register on August 15, 2014 (79 FR 48152) which became effective on September 24, 2014.

**Privacy Act Impact Assessment:** The FCC completed a Privacy Impact Assessment (PIA) on June 28, 2007. It may be reviewed at <http://www.fcc.gov/omd/privacyact/Privacy-Impact-Assessment.html>. The Commission is in the process of updating the PIA to incorporate various revisions to it as a result of revisions to the SORN.

**Needs and Uses:**

On October 29, 2013, in document FCC 13-138, Report and Order and Further Notice of Proposed Rulemaking (the User Interfaces Accessibility Order), MB Docket Nos. 12-108, 12-107, published at 78 FR 77210, December 20, 2013, the Commission adopted rules implementing sections 204 and 205 of the CVAA related to making accessible the user interfaces, text menus and guides of digital apparatus designed to receive or play back video programming and navigation devices for the display or selection of multichannel video programming. On November 20, 2015, in document FCC 15-156, the Commission released a Second Report and Order, Order on Reconsideration, and Second Further Notice of Proposed Rulemaking (the Second User Interfaces Accessibility Order), MB Docket No. 12-108, published at 81 FR 5921, February 14, 2016, adopting additional rules to ensure that consumers are able to find out about what accessible devices and features are available from covered manufacturers and multichannel video programming distributors (MVPDs) and how to use such devices and features. Collectively, these rules are codified at 47 CFR 79.107-79.110.

Covered entities are required to comply with the rules and information collection requirements contained in the User Interfaces Accessibility Order and in the Second User Interfaces Accessibility Order beginning December 20, 2016.

The Commission is submitting this revised information collection to transfer certain information collection burdens associated with this OMB Control Number 3060-1203 to OMB Control Number 3060-0874. This transfer is being made because the Commission’s online consumer complaint portal, which is

part of the information collection contained in OMB Control Number 3060-0874, is being revised to enable consumers to file complaints related to the Commission's user interfaces accessibility requirements through the Commission's online complaint portal.

**OMB Control Number:** 3060-0874.

**Title:** Consumer Complaint Portal: General Complaints, Obscenity or Indecency Complaints, Complaints under the Telephone Consumer Protection Act, Slamming Complaints, RDAs and Communications Accessibility Complaints.

**Form Number:** N/A.

**Type of Review:** Revision of a currently approved collection.

**Respondents:** Individuals or households; Business or other for-profit entities; Not for profit institutions; State, Local or Tribal Government.

**Number of Respondents and Responses:** 335,979 respondents; 335,979 responses.

**Estimated Time per Response:** 15 minutes (.25 hours) to 30 minutes (.50 hours).

**Frequency of Response:** On occasion reporting requirement.

**Obligation to Respond:** Voluntary. The statutory authority for this collection is contained in 47 U.S.C. 208 of the Communications Act of 1934, as amended (the Act).

**Total Annual Burden:** 84,006 hours.

**Total Annual Cost:** None.

**Nature and Extent of Confidentiality:** Confidentiality is an issue to the extent that individuals and households provide personally identifiable information, which is covered under the FCC's updated system of records notice (SORN), FCC/CGB-1, "Informal Complaints, Inquiries and Requests for Dispute Assistance." As required by the Privacy Act, 5 U.S.C. 552a, the Commission also published a SORN, FCC/CGB-1 "Informal Complaints, Inquiries, and Requests for Dispute Assistance," in the Federal Register on August 15, 2014 (79 FR 48152) which became effective on September 24, 2014.

**Privacy Impact Assessment:** The FCC completed a Privacy Impact Assessment (PIA) on June 28, 2007.

It may be reviewed at <http://www.fcc.gov/omd/privacyact/Privacy-Impact-Assessment.html>. The Commission is in the process of updating the PIA to incorporate various revisions to it as a result of revisions to the SORN.

**Needs and Uses:** The Commission consolidated all of the FCC informal consumer complaint intake into an online consumer complaint portal, which allows the Commission to better manage the collection of informal consumer complaints. Informal consumer complaints consist of informal consumer complaints, inquiries and comments. This revised information collection requests OMB approval for the addition of a layer of consumer reported complaint information related to the FCC's disability accessibility requirements for video programming digital apparatus and navigation device user interfaces (e.g., TV and set-top box controls, menus, and program guides). The information collection burdens associated with these complaints is being transferred from OMB Control Number 3060-1203 to OMB Control Number 3060-0874 to enable consumers to file complaints related to the Commission's user interfaces accessibility requirements through the Commission's online complaint portal.

FEDERAL COMMUNICATIONS COMMISSION.

Marlene H. Dortch,  
Secretary.  
Office of the Secretary.

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