

**National Cable & Telecommunications Association**

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Mr. Tom Wheeler
Transition Agency Group Leader
Presidential Transition Team

Dear Tom:

Given the statement today by John Podesta, I wanted to bring an important matter to your attention. As you recall when you and the Transition Team asked all of the affected industry stakeholders involved with the digital transition to come in to meet with you in November, you identified the lack of a plan for call centers as a key challenge to the digital transition. In particular you identified the lack of any plan for live operator customer support as a key deficiency. In subsequent discussions you noted that this was a broadcaster, not a cable, transition, but nonetheless asked our industry to step forward to lead an effort to put such a plan together. Since then, working with broadcast networks, state broadcasting associations, NAB and the satellite industry (with the active encouragement of Commissioners Copps, Adelstein and McDowell and bipartisan Members of Congress), we have crafted an integrated plan that contemplates the use of up to 7000 live operators during a period leading up to and after the digital transition on February 17.

However, in order for this plan to succeed decisions must be made now. This plan contemplates the expenditures of up to \$20 million, most of it by the cable industry, and the timeline for executing contracts in order to achieve the necessary capacity, hiring agents, training agents and developing scripts must take place in the next few days in order for this kind of robust call center effort to succeed. Thus it is important to reach a go/no go decision on the call center effort in the next few days.

I appreciate the leadership you and your team have displayed on the digital transition and look forward to hearing back from you soon.

Sincerely,

Kyle E. McSlarrow