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BUILDING GLOBAL COMMUNICATIONS

COMMITTEE CORRESPONDENCE

Aug 27, 2001

Alliance for Telecommunications Industry Solutions (ATIS)
1200 G Street, NW, Suite 500
Washington, DC 20005 USA
Attention: Mr. Tim Jefferies
Director, ACTA and Technology Development

US Service Center Information Not Required in Database

TIA TR41 subcommittee, TR41.11 "Administrative Regulatory Considerations" held a discussion at its latest meeting on 21-Aug-2001 relating to the inclusion of the US Service Center information in the ACTA Database. We arrived at the consensus opinion that this information is of no value in the ACTA database because:

- A vast majority of products today are not repaired; they are returned to the retailer, replaced or discarded.
- The existence of a repair facility is not an FCC requirement. Its concern is that the broader issue of product compliance is maintained.
- It may be argued that its existence in the database is to help the customer contact the repair facility. However, consumers are unlikely to use the database as a means of finding a service center because generally they would not know of the existence of this database. Also, customers with problems are more likely to contact the manufacturer's help line that may send the customer a replacement or direct the customer where to send the product for repair.
- If repair is possible there may be more than one repair facility and listing only one in the database may direct the customer to a facility that may not be the closest to them or even appropriate for their product.

So, as mentioned above, we ask that ACTA remove the US Service Center field from its database.

Sincerely,

Greg Slingerland
Chairman, TIA TR41.11

CC: Mr. Steve Whitesell, Chair TR41
Ms. Stephanie Montgomery, Senior Manager, Standards Development and Promotion, TIA

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