



National Association of Real Estate Brokers, Inc.

9831 Greenbelt Road - Suite 309 | Lanham, MD 20706

April 6, 2020,

The Honorable Ajit Pai, Chairman
Federal Communications Commission
445 12th St SW
Washington, DC 20554

The Honorable Joseph J. Simons, Chairman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

RE: Online Conference Hacking Zoombombing

Dear Commissioners, Pai & Simons:

We are writing you on behalf of the National Association of Real Estate Brokers, Inc. (NAREB), the country's oldest black real estate trade association. Since 1947, NAREB we have led the charge for "Democracy in Housing" and have help guide our membership through some of the largest crises in American history. Like many Americans, our membership has been weathering the storm of the COVID-19 pandemic as much as they can and have looked to NAREB for guidance. We as an association, have made the necessary adjustments to transition our base of operations to online platforms like Zoom, so that we can continue to serve our constituents.

Unfortunately, during our March 31st advocacy training video conference, our conference line was compromised. Our participants were bombarded (zoom bombed) with inappropriate language and visuals to the point we had to cancel the rest of the call. It is disheartening that our membership did not get the necessary information that they needed. We are not alone, over the last week there have been many reports of other organizations having similar experiences and the response from Zoom has been less than desired. To make sure this does not happen again, we would like the FCC to issue guidelines and set best practices that online platforms, like Zoom, can follow to ensure online security. NAREB would like to suggest the following:

- Privacy feature for video conferences should be in the default in the off position
- Enhance the encryption of conference lines at all price points
- Provide rapid response technical support for conference calls
- Develop more training modules that help users navigate the system

This crisis is going to alter the way organizations conduct business in the future and will force them to adapt accordingly. This also means that sensitive information will be more vulnerable than ever. We hope that the FCC will step up and provide the guideline that will prevent these types of cyber-attacks from happening again. If you have any questions or concerns please do not hesitate to reach out to our policy & advocacy coordinator, James Privette via email at: james.privette@nareb.com or Antoine Thompson, National Executive Director at antoine.thompson@nareb.com.



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Sincerely,

Donnell Williams

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National President

Michele Calloway

Michele Calloway
Chair, Board of Directors

Antoine M. Thompson

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Derrick Jackson

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Chair, Public Affairs

James Privette

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CC:

The Honorable Roger Wicker, Chairman
U.S. Senate Committee on Commerce Science
& Transportation
555 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Maria Cantwell, Ranking Member
U.S. Senate Committee on Commerce Science &
Transportation
511 Hart Senate Office Building
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The Honorable Frank Pallone, Chairman
U.S. House Committee on Energy and Commerce
2107 Rayburn House Office Building
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The Honorable, Greg Walden, Ranking Member
U.S. House Committee on Energy and Commerce
2185 Rayburn House Office Building
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