

# Consumer Connections

Brought to you by the Consumer Affairs and Outreach Division  
Consumer & Governmental Affairs Bureau, FCC

October 2017

## Attend the Accessibility Innovation Expo October 23, 2017

### October is National Disability Employment Awareness Month

The FCC recognizes National Disability Employment Awareness Month (NDEAM). This year's theme is **"Inclusion Drives Innovation."**

The U.S. Department of Labor's Office of Disability Employment Policy leads [NDEAM](#) to celebrate the contributions of workers with disabilities and to educate about the value of an inclusive workforce.

**The federal government has used technology to help make its workforce more inclusive.**

[Section 508](#) of the Rehabilitation Act mandates accessibility of information and communication technologies that are produced or purchased by the federal government, including mobile technologies.

The federal government offers free and accessible [mobile apps](#) produced by various agencies. Federal agencies also contribute to a [catalog](#) of mobile code snippets and developer tools so that useful, accessible apps may be created easily.



Come and join us at our Accessibility Innovations Expo! You will have the opportunity to learn about outstanding technologies that impact the daily lives of consumers and see demonstrations of next-generation innovations and breakthroughs for users of all abilities.

In the health arena, the event will demonstrate cutting-edge broadband-enabled solutions that show how consumers benefit from the connected health revolution.

The Expo, which is free and open to the public, will take place on Monday, October 23, 2017, from 10 a.m. - noon, at the Pepco Edison Place Gallery at 702 8th Street, NW, Washington, DC 20068.



## FCC Emergency Assistance Available 24/7



Commissioner Mignon Clyburn (left) and Chairman Pai (third from left) meet with teams restoring connectivity in Florida after Hurricane Irma on September 18, 2017.

The FCC is available 24 hours a day to address emergency communications needs due to Hurricane Harvey, Hurricane Irma and Hurricane Maria in all affected areas including U.S. territories such as Puerto Rico and the U.S. Virgin Islands. The FCC reminds emergency communications providers, including broadcasters, cable service providers, wireless and wireline service providers, satellite service providers, emergency response managers and first responders, and others needing assistance to initiate, resume, or maintain communications operations during hurricanes, to contact the FCC Operations Center for assistance at 202-418-1122 or by e-mail at [CCOPCenter@fcc.gov](mailto:CCOPCenter@fcc.gov). Consumers should report any communication service outages directly to their service providers.

## Upcoming Events

### [Disability Advisory Committee Meeting](#)

**October 16, 2017**

9:00 a.m. - 3:30 p.m.

Federal Communications Commission

445 12th Street SW,  
Washington, DC 20554

Commission Meeting Room

(Room TW-C305)

### [Accessibility Innovations Expo](#)

**October 23, 2017**

10:00 a.m. - noon

Pepco Edison Place Gallery

702 8th Street, NW

Washington, DC 20068

## Resources for Topics in This Issue

### [FCC/FEMA Tips for Communicating During an Emergency](#)

For more information to prepare for and during emergencies:

[www.ready.gov](http://www.ready.gov)

[www.redcross.org](http://www.redcross.org)

[www.fema.gov](http://www.fema.gov)

For Information on Hurricane Harvey, Hurricane Irma and Hurricane Maria

Visit: [www.fcc.gov](http://www.fcc.gov)

### [FCC's Disability Related Consumer Guides](#)

## Contact Us

Please contact us if you have any questions about consumer issues and outreach at the FCC.

[outreach@fcc.gov](mailto:outreach@fcc.gov)

Check out our revamped webpage at:

[fcc.gov/outreach](http://fcc.gov/outreach)

## Meet Our New Commissioners



**Brendan Carr** was nominated to serve as a Commissioner of the FCC by President Donald J. Trump and was confirmed unanimously by the United States Senate on August 3, 2017. He was sworn into office on August 11, 2017. Commissioner Carr brings over a dozen years of public and private sector experience to the position in technology and communications law and policy.



**Jessica Rosenworcel** returned as a Commissioner to the FCC on August 11, 2017 after being nominated by the President and unanimously confirmed by the United States Senate. Previously, Commissioner Rosenworcel served as an FCC Commissioner from May 11, 2012 to January 3, 2017 following her nomination by President Obama and unanimous Senate confirmation. Commissioner Rosenworcel brings a decade and a half of public sector and private sector communications law experience to her position at the FCC.



Commissioner Carr, Commissioner Clyburn, Chairman Pai, Commissioner O'Rielly and Commissioner Rosenworcel (left to right) at the September 2017 Open Commission Meeting, September 26, 2017.

## FCC Consumer Guides in Additional Languages – Now Online!

We are pleased to announce that our top FCC Consumer Guides are now available in four additional languages: Tagalog, Vietnamese, Korean, and Chinese. Topics of the newly translated guides include robocalls; unauthorized charges on telephone bills; spoofing and caller ID; pre-paid phone cards; local, toll, and long distance calling; slamming; and other important issues. The guides include links to the [FCC's Consumer Help Center](#) and information about how to reach the [FCC's Consumer Complaint Center](#).

- Mga Gabay ([Tagalog](#))
- 소비자 안내서 ([Korean](#))
- 消費者指南 ([Chinese](#))
- Người tiêu dùng Hướng dẫn ([Vietnamese](#))

## Commission Meeting Updates: Consumer Protection Month at the FCC

July was Consumer Protection Month at the FCC. The Commission Meeting's agenda focused on addressing several common telecommunications issues that consumers face: unlawful robocalls, slamming/cramming, rural call completion, and improving access to telecommunications for consumers with disabilities. For more details on these topics and other initiatives set forth by Chairman Pai during Consumer Protection Month, please read the [Chairman's blog](#).