

Consumer Connections

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

April 2018

Consumer Guides and Resources

- Download Our New Spoofing Poster
[Click to Download](#)
- Stop Unwanted Calls
[Consumer Guide Link](#)
- Understanding Your Phone Bill
[Consumer Guide Link](#)
- How To Protect Yourself Online
[Consumer Guide Link](#)
- Protect Your Mobile Device
[Consumer Guide Link](#)
- Disaster Relief Scams
[Consumer Guide Link](#)
- FCC Fraud and Scam Alerts
[Consumer Guide Link](#)
- Spoofing and Caller ID
[Consumer Guide Link](#)
- Phony IRS Scams
[Consumer Guide Link](#)

Consumer Tips for Older Americans:

- Avoid surprises; read your monthly phone bill. Understand your rights and know what to do if you find a problem.
- Never give out personal information such as Social Security numbers, account numbers, passwords, or other identifying information.
- Never leave your mobile phone unattended in a public place. Don't leave it visible in an unattended car.

Stop Illegal Robocalls Expo Hosted by FCC and FTC

The Federal Communications Commission and the Federal Trade Commission will host a Stop Illegal Robocalls Expo on April 23, 2018 from 10:00 a.m. to noon in the Pepco Edison Place Gallery at 702 8th St NW, Washington, D.C. 20068.



The Stop Illegal Robocalls Expo will feature technologies, devices and applications to minimize or eliminate the number of illegal robocalls that consumers receive. The Expo is free for the public to attend. It will provide a platform for showcasing innovative technologies, devices and applications that will improve consumers' daily lives by combatting illegal robocalls. More information is available on the event page ([Link to event page](#)).

Older Americans Month



At the FCC, we want to get everyone online. We are working closely with the American Library Association to develop programs to work with older Americans and teach them how to become part of the digital revolution. Seniors no longer need to sit on the sidelines, there is much online that is relevant and helpful to their daily lives, such as communicating with family and friends.

Older Americans Month is observed every May and is led by the Administration on Aging. The 2018 theme, "Engage at Every Age", emphasizes that you are never too old (or young) to participate in activities that stimulate your mind and body as well as contribute to your community. At the FCC, we celebrate this month highlighting our digital literacy partnership programs and by sharing consumer tips and information on telecommunications that are of helpful to Older Americans and their loved ones. We encourage Older Americans to get online and go to your local library for free assistance.

More information is available at fcc.gov/connected.

FCC and FTC Host Fighting the Scourge of Illegal Robocalls Forum

Upcoming Events

Stop Illegal Robocalls Expo

April 23, 2018
10:00 a.m. to noon
Pepco Edison Place Gallery at
702 8th St NW, Washington,
D.C. 20068
[Event page link](#)

Chairman's Awards for Advancement in Accessibility (Chairman's AAA)

The ceremony will be held in
June, 2018. Visit
fcc.gov/chairmansaaa for
updates and winner
announcements.

For Info on all FCC events
including upcoming Open
Commission Meetings:
fcc.gov/events

In Case You Missed It

During National Consumer
Protection Week 2018 (March
4 – 10) Consumer and
Governmental Affairs Bureau
Chief, Patrick Webre, shared
information and gave tips on
top consumer issues in the
“What the FCC Would Like
You to Know” webcast:
[\(Webcast Event Page Link\)](#)

The FCC released a Consumer
Alert: Protect Yourself Against
'Neighbor Spoofing', Scam
Callers Placing Phone Calls
That Appear To Be Local.
To read the full alert:
[Consumer Alert Link](#)

Contact Us

Please contact us if you have
any questions about
consumer issues and
outreach at the FCC or have
any recommendations for
this newsletter.
outreach@fcc.gov

Visit our webpage at:
fcc.gov/outreach



Chairman Pai giving remarks at the Fighting the Scourge of illegal Robocalls Forum

On March 23, 2018
the Federal
Communications
Commission (FCC)
and the Federal
Trade Commission
(FTC) hosted a
joint policy forum
highlighting the
actions the
agencies and
others have taken
to fight the

scourge of illegal robocalls. The forum discussed past, current, and potential future regulatory action to protect consumers and empower telephone service providers to block illegal robocalls. It included an in-depth discussion of recent policy changes and enforcement actions to stop illegal robocalls along with an overview of technological solutions consumers can employ to combat illegal robocalls. The forum featured speakers from the technology, consumer advocacy, and regulatory communities, among others.

[Event Page Link](#)

Commission Meeting Updates

During the March 2018 Open Commission Meeting, the FCC adopted a Second Notice of Proposed Rulemaking (FNPRM) in an effort to reduce calls placed by businesses and other legitimate callers to numbers that are no longer assigned to the consumers who consented to receive those calls. The Commission is proposing that one or more databases be made available to provide businesses with information needed to avoid placing such calls, thus reducing the number of unwanted calls to reassigned numbers. The proposal also seeks comment on ways to address the problem of unwanted calls to reassigned numbers. Specifically, it seeks comment on, among other issues, (1) the information that callers who choose to use a reassigned numbers database need from said database; and (2) the best way for service providers to report that information and for callers to access that information. With respect to this second issue, the proposal seeks comment on whether the Commission should:

- (1) require service providers to report reassigned number information to a single, FCC-designated database;
- (2) require service providers to report such information to one or more commercial data aggregators; or
- (3) allow service providers to report such information to commercial data aggregators on a voluntary basis.

This Second FNPRM also seeks comment on whether, and if so, how the Commission should adopt a safe harbor from Telephone Consumer Protection Act liability for those callers that choose to use a reassigned numbers database.

(Link to FNPRM: [FNPRM Link](#))