

Consumer Connections

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

February 2019

FCC is Now Accepting Nominations for the 8th Chairman's Awards for Advancement in Accessibility

The Chairman's Awards for Advancement in Accessibility (Chairman's AAA) is an FCC program recognizing products, services, standards and other innovative developments that improve the experience of people with disabilities in telecommunications and technology.

The nominating period is open through **February 28, 2019**.

To be eligible for consideration, the products, services, technologies or practices must have been introduced to the public between January 1, 2018 and December 31, 2018.

Anyone can submit a nomination, and self-nominations are encouraged.

Submit nominations by email to: ChairmansAAA@fcc.gov.

For more information and details on what to include in your submission, visit: fcc.gov/chairmansaaa.

(Link to read the [FCC's Public Notice on nominations](#))

Appalachian Region Consumer Outreach Rural Tour



Lyle Ishida Presenting to Mayor Dale Kelley and Consumers in Huntingdon, TN

The FCC embarked on its latest Rural Road Trip (RRT), this time a 627-mile sojourn through Appalachia and ending up near Fort Campbell, KY. The RRT program is designed to engage consumers, local elected and appointed leaders, and community anchor institutions in a concentrated series of consumer informational events and collaborative meetings. The tour began in Morgantown, WV on December 3rd and ended in Clarksville, TN on December 7th. Throughout their travels, the team hosted public consumer events in five cities and met with local leaders in Bridgeport, WV; Clarksburg, WV; Charleston, WV; Elizabethtown, KY; Frankfort, KY; Waverly, TN and Huntingdon, TN. Lyle Ishida, Dave Savolaine and Deandrea Wilson from the Consumer Affairs and Outreach Division, engaged rural consumers as well as local, state, military and community leaders on the various topics including

robocalls, spoofing and scam alerts; slamming, cramming and other phone billing issues; broadband access and digital inclusion; TV station transitions; telehealth; lost and stolen mobile devices; and how to comment and file informal complaints with the Commission. Additionally, the team visited Fort Campbell for a tour and briefing from military medical leaders on the Intrepid Spirit Center which delivers a cutting edge, medically-integrated approach to treating soldiers suffering from traumatic brain injuries.



Rep. Jason Hodges, Judge Paul Summers and Dr. Monty Burks (clockwise) Presenting at Austin Peay State University in Clarksville, TN



Representative Jason Hodges (TN) and Monty Burks, Ph.D., Director of Faith Based Initiatives,

A highlight of the trip was the final event held at Austin Peay State University in Clarksville, TN that focused on broadband and telehealth and how access to high speed connections relates to the opioid epidemic that plagues many communities

in the United States. Former FCC Commissioner Deborah Taylor Tate, Director of the Administrative Office of the Courts in Tennessee, and the National Co-Chair of the Judicial Opioid Task Force, assisted with inviting an esteemed panel including Judge Paul G. Summers, Tennessee Attorney General (Ret.), Director of Corporate & External Relations, The Jason Foundation, Inc.;

Upcoming Events

March 2019 Open Commission Meeting

March 15, 2019
10:30 am - 12:30 pm EST
Room TW-C305
445 12th Street S.W.
Washington, DC
Livestream: [fcc.gov/live](https://www.fcc.gov/live)
[Event Page Link](#)

FCC Events: [fcc.gov/events](https://www.fcc.gov/events)

FCC Emergency Assistance Available 24/7

The FCC is available 24 hours a day to address emergency communications needs due to weather related emergencies and other natural disasters in the U.S. and U.S. territories including 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, first responders, and others needing assistance to initiate, resume, or maintain communications operations during emergencies, to contact the FCC Operations Center for assistance at 202-418-1122 or by e-mail at FCCOperationCenter@fcc.gov.

Contact Us

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

outreach@fcc.gov

Visit our webpage:
[fcc.gov/outreach](https://www.fcc.gov/outreach)

Division of Substance Abuse Services, Tennessee Department of Mental Health and Substance Abuse. The panel shared personal stories and anecdotes as well as data and statistics that drive home the fact that broadband and telehealth are critical tools in fighting the opioid epidemic across the nation. Karen Onyeije from the [Connect2HealthFCC](#) Task Force participated remotely from FCC Headquarters in DC to discuss the FCC's role in telehealth and the importance of broadband.

For more information, visit: [Appalachian Region Consumer Outreach Rural Tour Event Page Link](#)

Career Day at John Hanson Montessori



Alma Hughes and Dave Savolaine Presenting at John Hanson Montessori

In November 2018, Alma Hughes, David Savolaine and Chantal Virgile, from the Consumer Affairs and Outreach Division visited John Hanson Montessori in Oxon Hill, MD, for its 15th Annual Career Day. They spoke to 6th, 7th and 8th graders about the Commission's work and telecommunication services that students depend on. Topics included how telecommunications technology works, tips for staying safe online, protecting smart devices and avoiding distracted driving. They also highlighted the importance of education and skill building and encouraged students to aim to be engineers and problem solvers of next generation telecommunications technology and policy.

FCC's Latest Action to Help Prevent Unwanted Robocalls

During the December Open Meeting, the FCC approved a new database to help protect consumers with recently reassigned phone numbers from receiving unwanted robocalls. This will help address situations when a legitimate caller tries to reach a consumer who expects a call, but, unbeknownst to the caller, the number has been reassigned to someone else. When this occurs, the new consumer receives an unwanted call intended for the prior owner of that number, but the new owner of that number is also deprived of expected calls.

This new comprehensive database will contain all reassigned numbers and require a minimum aging period of 45 days for each retired phone number prior to reassignment to a new consumer. This will allow consumers to verify whether a phone number has been permanently disconnected and is eligible for reassignment before calling that number. This is the latest action taken under the leadership of Chairman Pai to tackle one of the many factors behind the surge of wanted and often insidious calls that can be tied to harmful scams targeting consumers.



Farewell to Roger Goldblatt

The Consumer Affairs and Outreach Division would like to thank Roger Goldblatt for his service at the FCC and bid him a fond farewell as he retired from the Commission in December 2018. Goldblatt joined the FCC in 2000 after running the national Y2k outreach program. At the FCC, he held several positions, including Director of Nationwide Outreach for the DTV Transition, Director of Community Outreach for the Broadband Task Force and Outreach Director for the Connect2HealthFCC Task Force. Most recently he served as the Deputy Bureau Chief of the Consumer and

Governmental Affairs Bureau where he oversaw the Web and Print Publishing Division and the Consumer Affairs and Outreach Division. In this role, Roger focused on helping consumers across the nation, especially those in underserved communities. He enjoyed travelling across the US to talk to communities and educate consumers. FCC Chairman Ajit Pai has called Roger "the face of the Agency to many Americans," noting that while at the Commission, Roger exuded enthusiasm and was a friend to many. Roger will be greatly missed, especially by the Consumer and Governmental Affairs Bureau.