

# Consumer Connections

Brought to you by the Consumer Affairs and Outreach Division

Consumer & Governmental Affairs Bureau, FCC

February 2020

## National Consumer Protection Week March 1 – 7, 2020

- Learn more about avoiding scams. Visit [fcc.gov/consumers](https://fcc.gov/consumers).
- Has that incoming call been “spoofed”? You may not be able to tell right away. Scammers often spoof numbers to look “local” in your caller ID display. If you don’t know the number, don’t pick up. [fcc.gov/spoofing](https://fcc.gov/spoofing)
- Talk to your phone company about call blocking tools, they may have apps that you can download to your mobile device to block unwanted calls. [fcc.gov/robocalls](https://fcc.gov/robocalls)
- Scammers know that by hijacking your mobile phone number they can assume your identity, intercept security protocols sent to your phone, and gain access to your financial and social media accounts. Add a PIN or password to your mobile account. [fcc.gov/port-out-fraud-targets-your-private-accounts](https://fcc.gov/port-out-fraud-targets-your-private-accounts)

## Arizona and New Mexico Rural Tour



*The FCC's Keyla Hernandez-Ulloa briefs an overflow crowd at the Oro Valley library on FCC consumer-related issues on January 28, 2020.*

The Federal Communications Commission’s (FCC) [Arizona and New Mexico Rural Tour](#) began on January 27 and ended on January 31. During the tour the FCC visited thirteen cities to meet with consumers, grassroots community leaders, and local officials in a series of informative public-facing events. Tours also provide a chance to build outreach and education partnerships with local community-serving institutions.

In each town the FCC leads awareness and education sessions on issues such as robocalls and spoofing; communicating during emergencies; mobile device security; and other consumer communications topics. Highlights from the tour include:

- Seeing a Tribal telecommunications officials’ commitment to discussing fraud prevention and creating a better world for the Tribe’s members.
- Co-hosting a meeting and event in each state with the FCC’s [Disability Rights Office](#) who joined remotely from FCC headquarters in Washington DC.
- Meeting diverse groups of people in small town forums, where everyone wanted to know what they can do to help their community.
- The commitment of a rural telecom whose service and roots in the community not only includes keeping people connected, but also means sponsoring the town’s little league uniforms.

Learn more about the tour and how we plan them by visiting [Rural Tour Dispatches](#) .

The next Rural Tour will be to Arkansas and Louisiana March 23 - 27, 2020. For more information, email us at [outreach@fcc.gov](mailto:outreach@fcc.gov).



*The FCC's Alma Hughes answers questions from an attendee after a HELP New Mexico consumer education event in Albuquerque, NM.*

## Events

### Open Commission Meetings

[February 28, 2020](#)

10:30 am - 12:30 pm EST

[March 31, 2020](#)

10:30 am - 12:30 pm EST

[All FCC Events](#)

### Join us for our Monthly Consumer Information Call!

**March 3, 2020**

**2:00 p.m. EDT**

To RSVP and more info  
email [outreach@fcc.gov](mailto:outreach@fcc.gov)

### Broadcast Transition Information

Did you know that some TV stations may be changing frequencies in your market? If you watch TV with an antenna, remember to rescan! [More info.](#)

Phase 8 of the transition began 1/18/2020 and ends 3/13/2020; Phase 9 begins 3/14/2020 and ends 5/1/2020.

### Connect with the FCC:

[Facebook](#)

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### Contact CAOD:

If you have questions about consumer issues and outreach at the FCC or recommendations for this newsletter, please contact and visit:

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

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

## FCC Visits Operation HOPE's HOPE Inside Center in Baltimore, MD



The FCC attended the grand opening of M&T Bank's HOPE Inside facility in Baltimore, Md. on Dec. 4, 2019. HOPE Inside is Operation HOPE's partnership with financial institutions, government agencies and community groups to provide financial dignity and economic empowerment

through resources. The FCC partners with Operation HOPE to share our resources on supplier diversity, robocalls and fraud. Pictured here are Lance Triggs (Operation HOPE), Sherry Dawson (FCC), Celeste McCray (FCC), Alma Hughes (FCC), and other attendees.

## 5G FAQs

Advertisements promoting 5G networks have become commonplace, but [recent research suggests](#) consumers still have questions such as when will 5G service be available and will they need a new device. We answer these and other frequently asked questions in the FCC's new [5G Consumer FAQ](#).

Some highlights:

- 5G stands for fifth generation, and is the term used to describe the next generation of mobile communications. 5G promises much faster data rates with lower latency, or delays, in transmitting data.
- *Your 4G phone will still work, and 4G networks will continue to be supported.* If you still have a 3G device, check with your carrier for details about their timelines for phasing out 3G services.
- Before buying a 5G device, check on 5G service availability where you live and work.
- 5G Wi-Fi is not the same as 5G mobile service.
- The FCC believes that 5G deployment will provide real and important benefits to American consumers. Learn more about the FCC's [5G FAST Plan](#), our strategy to facilitate US 5G deployment.

## Consumer Education Materials to Download and Share

FCC consumer education materials are available for free to download in PDF format and print. Please consider sharing our tip cards at your upcoming events.

### [Tip Cards and Posters](#)

Our Outreach page has a new look. Stop by and check it out: [fcc.gov/outreach](http://fcc.gov/outreach)