

# Consumer Connections

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

October 2020

## October is National Cybersecurity Awareness Month

Watch out for identity theft and privacy risks when using unsecured Wi-Fi networks.

Never send personal information or login into financial accounts when using public Wi-Fi hotspots.

Lock your cellphone and other devices with strong unique passwords and don't use the same passwords for multiple accounts.

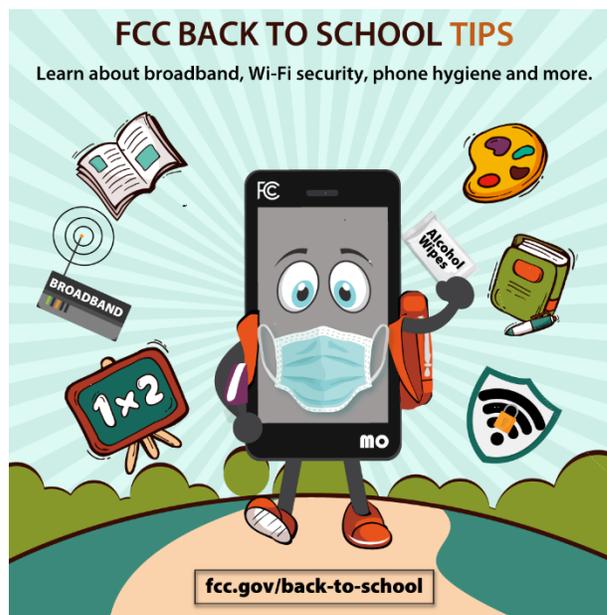
Adjust devices settings so they do not automatically connect to nearby Wi-Fi networks.

Watch out for imposter Wi-Fi hotspots.

For more consumer tips:

[How to Protect Yourself Online](#)

## Broadband Access for Grades K - 12



Heading back to school during the ongoing pandemic presents students, families, and teachers with a unique set of challenges. This is true whether it's in-person, online, or a hybrid of both. For students taking classes online, broadband connectivity is critically important.

FCC Chairman Ajit Pai recently stated: *"With the start of the school year and the continued reliance upon remote learning in many parts of the country, it is essential that students have the connectivity they need to continue their education through this and similar initiatives."*

[Earlier this month](#), the FCC worked with a number of rural providers to help address the connectivity needs of students in low-income families. Chairman Pai has also [welcomed](#) NTCA's partnership with the non-profit EducationSuperHighway to launch the [Bridge to Broadband Initiative](#), which seeks to fill connectivity gaps for low-income K-12 students throughout the country who are engaged in remote learning. To further help students connect, the FCC is also [collaborating with the U.S. Department of Education](#) to raise awareness of CARES Act funding for remote learning.

If you have a home internet connection, make sure your current plan offers the speed and capacity you need to support everyone who needs to be online. With parents working from home and many schools offering more robust online learning programs, you may have more devices streaming and use more data than expected. The FCC has tips on [how to optimize your home network](#) and get the most out of your current setup.

Additional Back to School resources:

- The FCC's Back to School Page: [fcc.gov/back-to-school](https://www.fcc.gov/back-to-school).
- [Download FCC activity booklets](#) featuring educational telecommunications themed puzzles.

## Upcoming Events

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

**October 13, 2020**  
**2:00 p.m. EDT**  
**November 10, 2020**  
**2:00 p.m. EDT**

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

## Open Commission Meetings

[October 27, 2020](#)

10:30 am - 12:30 pm EST

[November 18, 2020](#)

10:30 am - 12:30 pm EST

## All FCC Events

### Resources:

[Consumer Guides](#)  
[FCC Scam Glossary](#)  
[Consumer Help Center](#)  
[Consumer Complaint Center](#)

## Consumer Education Materials to Share

Download PDF's of FCC [tip cards and posters](#) to share. Tip cards are available in Spanish, Korean, Tagalog, Traditional Chinese & Vietnamese upon request.

## Connect with the FCC:

[Facebook](#)  
[Twitter](#)  
[YouTube](#)

## Contact CAOD:

Inquiries and information requests can be sent to [outreach@fcc.gov](mailto:outreach@fcc.gov) & [fcc.gov/outreach](http://fcc.gov/outreach)

## Watch out for One Ring Scams

Ever heard of a "one ring" phone scam? This happens when your phone rings once, then falls silent. Scammers use this ploy to try to get you to call the number back. They may place more than one call within a short timeframe, sometimes late at night, to pique your curiosity or create a false sense of urgency.

One-ring calls look like they originate within the United States, often with three initial digits like a domestic area code. Some international numbers also begin with three-digit codes – for example, "232" goes to Sierra Leone and "809" goes to the Dominican Republic. Similar scams use phony voice-mail messages or texts with a call back number to "schedule a delivery," or notify you about a "sick" relative.

If you call back, you risk being connected to a phone number outside the U.S. As a result, you may wind up being charged a fee for connecting, along with significant per-minute fees for as long as they can keep you on the phone. These charges may show up on your bill as premium services, international calling, or toll-calling.

Always check unfamiliar numbers before you call back and review your phone bill each month for any unusual charges. If you do not make international calls, ask your phone company to block outgoing international calls on your line. For more consumer tips and information, please see our [One Ring Scam Consumer Guide](#).

## Supporting Families & Communities Online During COVID-19

*Family Online Safety Institute (FOSI)*

The Family Online Safety Institute offers a range of free tip sheets, tools, and resources to help families create a healthy balance with technology, especially during distance learning this autumn. You can find information on screen time, digital citizenship, and online safety at [fosi.org/parenting](http://fosi.org/parenting), including their [How to Be a Good Digital Parent Toolkit](#).

## 10<sup>th</sup> Anniversary of the CVAA

The Federal Communications Commission will celebrate the 10<sup>th</sup> Anniversary of the 21st Century Communications and Video Accessibility Act (CVAA) on October 8 with two virtual events starting at 2:00 p.m. (EDT).

The first event will be a panel discussion on the CVAA's major milestones and a look at the challenges that lie ahead. After a short intermission, the panel will be followed by the Chairman's Awards for Advancement in Accessibility (Chairman's AAA).

The [Chairman's AAA](#) is an FCC program recognizing innovative developments to improve the experience of people with disabilities in telecommunications and technology. In previous years, the Commission has recognized those improvements by focusing on innovative products, services and standards. This year, the Commission will recognize *individuals* for their contributions to advancing accessible communications.

Both events will be available for live streaming on October 8 at [www.fcc.gov/live](http://www.fcc.gov/live). Registration is not required.

More Information:

- [Chairman's AAA Event Page](#)
- [Public Notice](#)