



Consumer Connections

Brought to you by the Consumer Affairs and Outreach Division

Consumer & Governmental Affairs Bureau, FCC

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Peer-to-Peer Mobile Payment Apps Attract Scammers

As Americans grow comfortable using peer-to-peer mobile payment apps, scammers see opportunities for quick and often anonymous access to cash. [Learn how you can avoid P2P scams.](#)

- Visit the [FCC Scam Glossary](#) to learn more about avoiding consumer fraud

How Businesses Can Avoid Having Legitimate Calls Blocked

Phone companies and their partner service providers look for suspicious calling patterns to proactively block unwanted and illegal calls. The FCC shares best practices to help legitimate businesses avoid having their calls blocked or labeled as spam by mistake: [Call Blocking Tools and Resources](#)

- **Consumer Guides:** [Robocalls and Texts](#) | [Spoofing](#)

Consumer Webinar: All I Want for the Holidays Is Your Safety

The 2020 holiday season will present unique challenges for consumers, with many connecting to loved ones virtually and shopping for gifts online. The Consumer and Governmental Affairs Bureau (CGB), Better Business Bureau (BBB) and Federal Trade Commission (FTC), co-hosted a webinar that provided tips and resources to protect consumers this upcoming holiday season. Presenters provided consumer protection information on various topics, including online shopping, avoiding charity scams, protecting a mobile device and public Wi-Fi safety tips. View the [event page](#) to view the archived webinar.

Chairman's AAA 2020 Winners Honored

On October 8, 2020, in recognition of the 30th anniversary of the [Americans with Disabilities Act](#) (ADA) and the 10th anniversary of the [Twenty-First Century Communications and Video Accessibility Act](#) (CVAA), the FCC hosted the Chairman's Awards for Advancements in Accessibility (Chairman's AAA). While in previous years, the Chairman's AAA has honored emerging and innovative technologies, the 2020 awards honored individuals who have made lasting and impactful contributions to the advancement of accessible communications technologies and services in the fields of policy, advocacy, research, and design.

This year's awards were presented to Karen Peltz Strauss (Telecommunications Attorney), Claude L. Stout (Executive Director Emeritus of Telecommunications for the Deaf and Hard of Hearing Inc. (TDI)) and Tom Wlodkowski (Vice President of Accessibility and Multicultural Technology and Product at Comcast Corporation).

Prior to the awards ceremony, the FCC's Disability Rights Office hosted a panel discussion exploring the progress made since the CVAA's passage in 2010 and the challenges that remain. You can view the event and learn about past winners at [fcc.gov/chairmansaaa](#).



Karen Peltz Strauss is a trailblazer whose decades-long career advocating for accessible technology for consumers includes many years as a public servant at the FCC. She has contributed to landmark legislation that has advanced equality in telecommunications access, including Sections 255 and 305 of the Telecommunications Act of 1996 (requiring telecommunications access and television captioning), Title IV of the Americans with Disabilities Act (mandating relay services), the Decoder Circuitry Act of 1990, and the CVAA.

Upcoming Events

Join us for our Monthly Consumer Information Call!

January 12, 2021
February 9, 2021
2:00 p.m. EDT

To RSVP and for more
info email
outreach@fcc.gov

Open Commission Meetings

[December 10, 2020](#)

10:30 am - 12:30 pm EST

[January 13, 2021](#)

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

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Inquiries and information requests can be sent to outreach@fcc.gov
fcc.gov/outreach



Claude L. Stout's work spans technological generations, from TDI's iconic work distributing its "Blue Book" of TTY numbers, to his efforts with the Coalition of Organizations for Accessible Technology (COAT) advocating for and helping to develop the CVAA. Prior to his time at TDI, he worked on behalf of people with disabilities at the state level in North Carolina and Missouri. Throughout his career, he worked collaboratively with industry stakeholders to achieve positive outcomes for consumers, and participated in numerous advisory groups and committees, panels, and conferences.



Tom Wlodkowski has been innovating for people with disabilities for 30 years. Prior to joining Comcast, Mr. Wlodkowski served as the Director of Accessibility at AOL for more than 10 years and held positions at the WGBH Media Access Group, home to the Descriptive Video Service, Caption Center and the National Center for Accessible Media (NCAM). His accomplishments include overseeing the development of a talking television guide that revolutionized access to video programming for people who are blind or visually impaired. He has been a tireless advocate for increased access to video programming, internet/broadband, and connected technologies.

Call Blocking Rules in Effect October 14, 2020



Stopping unwanted and illegal calls to consumers continues to be the Federal Communication Commission's top consumer protection priority. With the passage of the Telephone Robocall Abuse Criminal Enforcement and Deterrence Act (TRACED Act), Congress provided the Commission with additional tools to tackle this problem.

On July 16, 2020, the Commission adopted the Call Blocking Third Report and Order, which adopted rules for the blocking of calls. It established safe harbors from liability for voice service providers that block unwanted calls identified by reasonable analytics. It also established certain protections for legitimate callers.

The Federal Register published the summary on September 14, 2020. Accordingly, the rules adopted in the

Call Blocking Third Report and Order went into effect on October 14, 2020.

For more information:

- [July 17, 2020 announcement](#)
- [July 2020 Open Meeting](#)
- [Public Notice](#)