



Consumer Connections

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

February 2021

National Consumer Protection Week (NCPW) is February 28 to March 6, 2021

Visit fcc.gov/consumers for NCPW tips to avoid scams including:

- COVID-19 text scams may falsely advertise a cure or offer bogus tests. [Learn more and see examples of scam texts.](#)
- Scammers often spoof numbers that look “local” in your caller ID display. If you don’t know the number, don’t pick up.
- Talk to your phone company about tools or apps they may have to block unwanted calls. Visit fcc.gov/robocalls.
- SIM swapping is when someone hijacks your mobile phone number to gain access to your texts and calls. Intercepting two-factor security messages can allow a thief to take over your financial and social media accounts. [Learn more and protect your device.](#)

Jessica Rosenworcel Designated Acting FCC Chairwoman



On January 21, 2021, President Biden designated Commissioner Jessica Rosenworcel as Acting Chairwoman of the Federal Communications Commission. In her time at the FCC, Acting Chairwoman Rosenworcel has

worked to promote greater opportunity, accessibility, and affordability in our communications services to ensure that all Americans get a fair shot at 21st century success. From fighting to protect net neutrality to ensuring access to the internet for students caught in the Homework Gap, she has been a consistent champion for connecting all. She is a leader in spectrum policy, developing new ways to support wireless services from Wi-Fi to video and the internet of things. Read her statement [here](#).

Emergency Broadband Benefit Program Roundtable

On February 12, 2021, the Federal Communications Commission is hosting a round table to gather public input on how to structure the new Emergency Broadband Benefit Program. The program, established under the Consolidated Appropriations Act of 2021, would enable eligible households to receive a discount on the cost of broadband service and certain connected devices during the COVID-19 pandemic.

The roundtable will allow interested parties an opportunity to share ideas on the important public policy and program administration decisions that will shape the Commission’s approach to establishing the Emergency Broadband Benefit Program. The Commission is currently gathering comments on the program in response to a [request for comment](#) issued January 4, 2021. Reply comments are due February 16, 2021.

More information is available on the [event page](#).

Upcoming Events

Join us for our Monthly Consumer Information Call!

February 9, 2021
March 9, 2021
2:00 p.m. EDT

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

Open Commission Meetings

[February 17, 2021](#)

10:30 am - 12:30 pm EST

[March 17, 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.

Connect with the FCC:

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

Contact CAOD:

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

A Webinar for Consumers: Avoiding COVID-19 Scams

The FCC's Consumer and Government Affairs Bureau, along with its partners, the Federal Trade Commission and the U.S Postal Inspection Service, recently hosted a webinar highlighting current COVID-19 scams and providing tips and resources to protect consumers during the pandemic. National COVID-19 infection rates remain high and vaccines beginning to be administered across the country. As new information becomes available, the environment is ripe for fraudsters to use robocalls and texts to attempt to defraud consumers of money or obtain personally identifying information. View the archived webinar [here](#).

Consumer Scams Video in American Sign Language

As the COVID-19 pandemic continues to impact the United States, phone scammers have seized the opportunity, using robocalls and text message scams, to offer free home testing kits, promote bogus cures, sell health insurance, and promise financial relief.

The Federal Communications Commission has created a COVID-19 Consumer Scams video in American Sign Language (ASL). The video can be accessed via the [ASL Video Library](#).

The video contains information and tips for avoiding COVID-19 scams including:

- Do not respond to calls or texts from unknown numbers, or any others that appear suspicious.
- Never share your personal or financial information via email, text messages, or over the phone.
- Be cautious if you're being pressured to share any information or make a payment immediately.
- Scammers often spoof phone numbers to trick you into answering or responding. Remember that government agencies will never call you to ask for personal information or money.
- Do not click any links in a text message. If a friend sends you a text with a suspicious link that seems out of character, call them to make sure they weren't hacked.
- Always check on a charity (for example, by calling or looking at its actual website) before donating.
- If you think you've been a victim of a coronavirus scam, contact law enforcement immediately.

For more information and resources about the FCC's efforts to inform consumers about COVID-19 scam calls and texts, visit www.fcc.gov/covid-scams. Complaints about such scams can be filed at www.fcc.gov/complaints. If you prefer to file a complaint through the ASL Consumer Support Line, call 844-432-2275.

For more information on the FCC's policy efforts to improve and increase accessibility in communications services for consumers with disabilities, visit the webpage of the Commission's Disability Rights Office at www.fcc.gov/accessibility.

Farewell from Chairman Pai

On his final day at the FCC, Chairman Ajit Pai released a summary of FCC's accomplishments over the last four years. He stated: "This FCC was one of the most productive in history, thanks to the talent and dedication of the agency's extraordinary staff. We weren't marking time; we made a difference."

The full list of accomplishments is available [here](#). The former Chairman also issued a [statement](#) noting that "Serving the American people as Chairman of the FCC has been the greatest honor of my professional life."