



FC Federal
Communications
Commission

Back to School Webinar

CONSUMER AFFAIRS AND
OUTREACH DIVISION

Outreach@fcc.gov

September 12, 2024





Keyla Hernandez-Ulloa

DEPUTY DIVISION CHIEF

Consumer Affairs and Outreach Division
Consumer and Governmental Affairs Bureau

Agenda

- **Welcome and Overview of FCC Initiatives:** Keyla Hernandez-Ulloa, Deputy Chief, Consumer Affairs and Outreach Division
- **Lightning Rounds**
 - U.S. Department of Education
 - Schools Health and Libraries Broadband Coalition (SHLB)
- **Consumer and Partner Outreach Resources:** Outreach@fcc.gov
- **Wrap Up/Thank You:** Keyla Hernandez-Ulloa

Broadband Consumer Labels

Blank Sample Label



Broadband Facts

Provider Name
Service Plan Name and/or Speed Tier
 [Fixed or Mobile] Broadband Consumer Disclosure

Monthly Price \$00.00

This monthly price is an introductory rate Yes / No
 Time the introductory rate applies YY months
 Monthly price after the introductory rate \$00.00
 Length of contract YY months
 Link to Terms of Contract
<https://www.example.com/terms-of-contract>

Additional Charges & Terms

Provider Monthly Fees	
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
One-Time Purchase Fees	
Fee description	\$00.00
Fee description	\$00.00
Early Termination Fee	\$00.00
Government Taxes	Included/Varies by Location /\$00.00

Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment.
<https://www.example.com/discounts>

Speeds Provided with Plan

Typical Download Speed	000 Mbps
Typical Upload Speed	000 Mbps
Typical Latency	00 ms

Data Included with Monthly Price

Charges for Additional Data Usage	000 GB
	\$/GB

<https://www.example.com/data-usage>

Network Management Policy
<https://www.example.com/network-management>

Privacy Policy
<https://www.example.com/privacy>

Customer Support

Phone: (555) 555-5555
 Website: <https://www.example.com>

Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.
[fcc.gov/consumer](https://www.fcc.gov/consumer)

Unique Plan Identifier: F0005937974123ABC458EMC789



The FCC requires internet companies to provide Broadband Consumer Labels when you purchase wired (home) and wireless (mobile) internet services.



Modeled after the U.S. Food and Drug Administration nutrition labels, Broadband Consumer Labels should make it easier to understand and compare internet service plans.



Refer to the blank sample label to see the types of details that are provided when shopping for a home or mobile internet service.

✓ The monthly cost of the internet service

✓ The length of the internet service contract

✓ A breakdown of additional fees and costs

Available discounts and bundled services

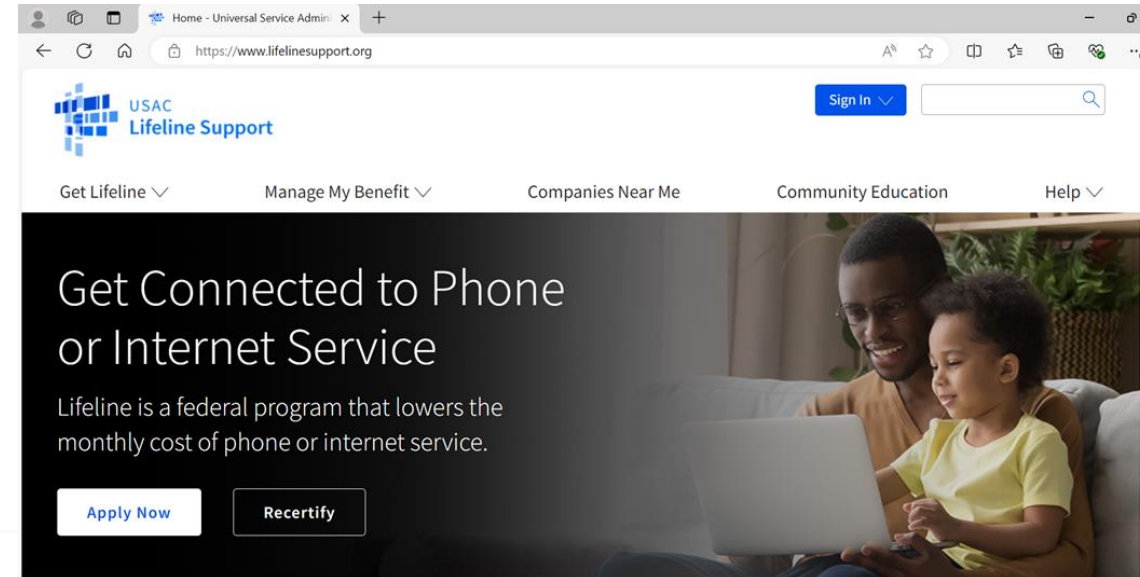
✓ Typical download, upload, and latency speeds

Lifeline Program

The Lifeline Program helps make telephone and internet service affordable for eligible households.

Eligible households receive a monthly discount of up to \$9.25 that can be applied to their monthly telephone or internet service.

Consumers living on Tribal lands are eligible for an enhanced discount of up to \$34.25 per month.



Visit [lifelinesupport.org](https://www.lifelinesupport.org) for more information about the Lifeline Program.

Qualify for the Lifeline Program

Based on:

- Participation in Federal Assistance Programs:
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
 - Project Based Rental Assistance (PBRA)/Section 202/Section 811
 - Public Housing
 - Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians
 - Veterans Pension and Survivors Benefit

- Household income is at or below 135% of the Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$20,331	\$25,394	\$23,369
2	\$27,594	\$34,479	\$31,725
3	\$34,857	\$43,565	\$40,082
4	\$42,120	\$52,650	\$48,438
5	\$49,383	\$61,736	\$56,795
6	\$56,646	\$70,821	\$65,151
7	\$63,909	\$79,907	\$73,508
8	\$71,172	\$88,992	\$81,864
For each additional person, add:	7,263	\$9,086	\$8,357

E-Rate Program

The Schools and Libraries (E-Rate) program has been providing discounts to assist schools and libraries obtain affordable telecommunications and internet access. Organizations that can apply for the discount on eligible services include public or private K-12 schools, libraries, and groups of schools and libraries such as consortia, districts and systems.

On July 18, 2024, the Federal Communications Commission voted to approve final rules to support the students, school staff, and library patrons around the country who find themselves on the wrong side of the digital and educational divide. Now, schools and libraries will be able to utilize E-Rate resources to loan out Wi-Fi hotspots which will provide internet access for those individuals without a reliable connection at home.

Mobile broadband connectivity for school buses is eligible as a Category One Internet Access service starting in FY2024. Installation Fees and Equipment needed to make this wireless service for school buses functional are also eligible in this category.

Wi-Fi Hotspots

Allow schools and libraries to use E-Rate funding to loan out Wi-Fi hotspots and support high-speed internet access for students, school staff, and library patrons in both rural and urban parts of the country.

Wi-Fi on School Buses

School bus Wi-Fi services are eligible for buses that are school-owned, as well as leased or contracted school buses, provided that the school buses are used primarily to transport students to and from school or school-related activities for educational purposes as defined by FCC rules.

988 Suicide and Crisis Lifeline



Too many people experience suicidal crisis or mental health-related distress without the support and care they need. There is hope. **The 988 Suicide and Crisis Lifeline** – previously known as the National Suicide Prevention Lifeline - **is a national network of more than 200 crisis centers** that helps thousands of people overcome crisis situations every day.

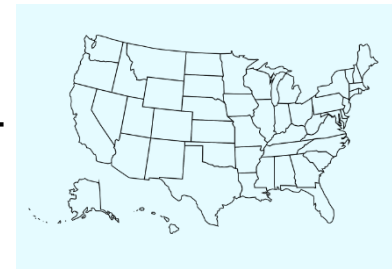


Free and confidential help by dialing or texting 988.

The 988 Suicide and Crisis Lifeline provides 24/7, confidential support to people in suicidal crisis or mental health-related distress.

988 is an inclusive, national crisis resource.

It is available to everyone in need including veterans, members of the LGBTQIA+ community, loss survivors, youth, disaster survivors, and more. Assistance is available in Spanish and via Sign Language Interpreters.



<https://988lifeline.org/our-crisis-centers/>

988 Inclusive Crisis Resource

For Veterans & Service Members:

- Press “1” after dialing 988 to connect directly to the Veterans Crisis Lifeline. This Lifeline serves our nation’s Veterans, service members, National Guard and Reserve members, and those who support them.
- To text the Veterans Crisis Lifeline, use short code: 838255.

LGBTQIA+ Support:

- Texting “PRIDE” to 988 or press “3” to reach a specialized LGBTQIA+ affirming counselor,
- To chat with a counselor, visit www.988lifeline.org.

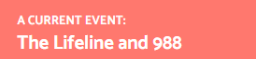
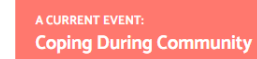
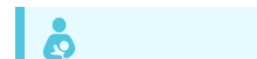
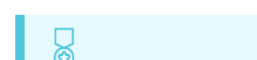
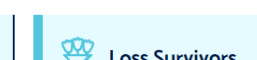
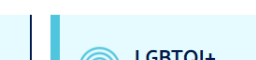
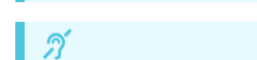
Services in Spanish:

- To call a Spanish-speaking crisis counselor, dial 988 and then press “2.”
- To text with a Spanish-speaking crisis counselor, text AYUDA to 988.
- To chat with a Spanish-speaking crisis counselor, visit <https://988lifeline.org/es/chat/>.

American Sign Language:

- People who use American Sign Language can use their videophones to contact 988 directly.

Anyone could be struggling with suicide. Find more specific resources below.

 <p>A CURRENT EVENT: The Lifeline and 988</p>	 <p>A CURRENT EVENT: Coping During Community Unrest</p>	 <p>A CURRENT EVENT: Emotional Well-being During COVID-19</p>	 <p>Individuals with Neurodivergence</p>
 <p>Black Mental Health</p>	 <p>Maternal Mental Health</p>	 <p>Youth</p>	 <p>Disaster Survivors</p>
 <p>Native American, Indian, Indigenous, & Alaska Natives</p>	 <p>Veterans & Service Members</p>	 <p>Loss Survivors</p>	 <p>LGBTQI+</p>
 <p>Attempt Survivors</p>	 <p>Deaf, Hard of Hearing, Hearing Loss</p>		

Tips for Stopping or Reducing Unwanted Calls & Texts

**Unwanted calls and texts plague consumers and are consistently the Commission's top source of consumer complaints.
This also remains the FCC's top consumer protection priority!**

- ⊗ Don't give out personal information such as account numbers, Social Security Numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- ⊗ Don't answer calls from unknown numbers. If you answer such a call, hang up immediately.
- ⊗ If you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- ⊗ Don't respond to any questions, especially those that can be answered with "Yes".

Tips for Stopping or Reducing Unwanted Calls & Texts (cont.)

- ⚠ You may not be able to tell right away if an incoming call is spoofed. Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller.
- ⚠ If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request.
 - You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- ✓ Register on the Federal Trade Commission's Do Not Call Registry.

Tips for Protecting Children from Objectionable Content

- Know and understand the capabilities of their wireless devices and what types of content and applications are available (either included or for an extra fee) under your service plan.
- Ask wireless service providers about filtering software or other parental controls that can be installed on wireless devices.
- Talk to children about how they use wireless devices. Ask them what they are sending and receiving or downloading, and from where.
- If children access websites from wireless devices, know what sites they are accessing and what's associated with them, particularly social networking and chat sites and apps.

Lightning Round 1

Isabella Zachariah

POLICY FELLOW, OFFICE OF EDUCATIONAL TECHNOLOGY

U.S. DEPARTMENT OF EDUCATION

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Mission

The U.S. Department of Education Office of Educational Technology (OET) *develops national educational technology policy and establishes the vision* for how technology can be used to *transform teaching and learning* and how to make *everywhere, all-the-time learning* possible for early learners through K-12, higher education, and adult education.

tech.ed.gov

The National Educational Technology Plan is the flagship edtech policy document for the U.S. Department of Education. The Plan articulates a vision of equitable digital access, design, and use and collaborative leadership to make everywhere, all-the-time learning possible.

tech.ed.gov/NETP



OFFICE OF
Educational Technology

A Call to Action for Closing the Digital Access, Design, and Use Divides

2024 National Educational Technology Plan

JANUARY 2024
US DEPARTMENT OF EDUCATION
<http://tech.ed.gov>



Digital Divides



Use



Design

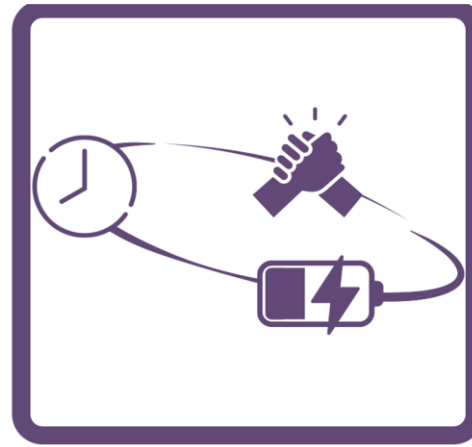


Access

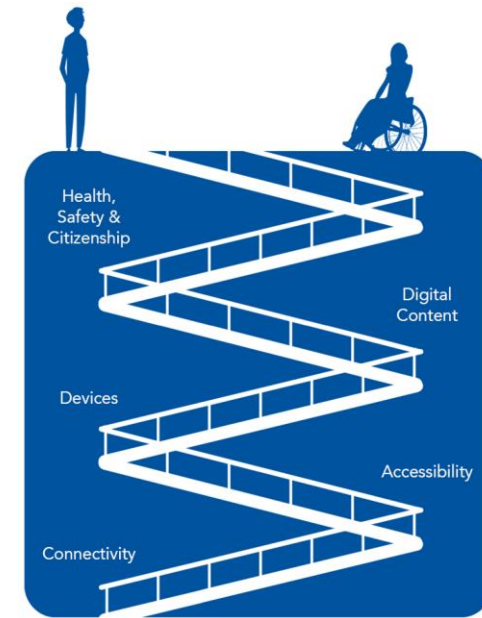
Key Actions



- Portraits of the expectations of learners/ graduates.
- Students as co-designers of their learning.



- Sustainable, systemic support of professional learning.
- Universal Design for Learning Framework



- Equitable access to connectivity, devices, & content.
- Accessibility.
- Digital health, safety, and citizenship education

Additional Resources

- Dear Colleague Letter: Leveraging Federal Funds for Teaching and Learning with Technology
- Story Engine
- Blogs
 - AI Literacy
 - Adult Education & Digital Skills
 - Back-to-School
- Kids Online Health and Safety Report
 - Best practices for youth and parents/caregivers
- NTIA Digital Equity Competitive Grant
 - Application Deadline: Sept 23
- OET Newsletter

The screenshot shows the website for the Office of Educational Technology. The navigation bar includes Home, About, Projects, Publications, Past Projects, **Stories**, and Blog. The 'Stories' section is highlighted with a red circle. Below the navigation bar, there is a section titled 'Stories of EdTech Innovation' with a brief description. To the right is a map of the United States with several location pins. Below the map is a 'Browse Stories' filter section with tabs for 'All', 'P-12', and 'Higher & Adult Ed', and dropdown menus for 'State' and 'Level'. A search bar is also present. Below the filters is a 'Topics' section with various tags like 'NETP24 (60)', 'Digital Equity (32)', '1:1 Initiative (14)', 'Connectivity (10)', 'Professional Learning (10)', and 'Openly Licensed Educational Resources (7)'. On the right side, there is a 'Featured Story' section titled 'Digital Equity Champions for All Learners: Lytle High School P-Tech' with a photo of students in graduation gowns and a 'Read More' button.

Lightning Round 2

John Windhausen

EXECUTIVE DIRECTOR

SCHOOLS, HEALTH AND LIBRARIES BROADBAND COALITION

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SHLB

SCHOOLS, HEALTH & LIBRARIES
BROADBAND COALITION

Sept. 12, 2024

FCC Back to School Webinar:

E-rate Opportunities for
Schools and Libraries

FCC “Learn without Limits” program

3 Opportunities

- **School Bus Wi-Fi (E-rate)**
- **Hotspot Lending program (E-rate)**
- **Cybersecurity pilot program (for schools/libraries, separate application process)**

School Bus Wi-Fi (FCC Order in 2023)

Eligible Services

- Mobile service for use on school buses
- Equipment needed to make this wireless service for school buses functional, like:



- Antennas,
- Routers, including portable school bus Wi-Fi routers
- Note: this excludes Wi-Fi hotspots
- Modems
- Installation

E-rate Hot Spot Lending Opportunity

FCC Order Adopted July 2024 for 2025 Funding Year

Changes to the E-rate Eligible Services List will go into effect for **Funding Year 2025 (July 1, 2025, to June 30, 2026)**

Applicants must go through a Form 470 competitive bidding process to request discounts on hotspot lending for use off-premises

The FY 2025 version of the Form 470 will be available this fall. E-rate applications due Jan-March 2025.

E-rate Hotspot lending limits

- Schools/Libraries can purchase internet “hotspots” to lend to students and library patrons off-campus!
- Monthly hotspot service up to \$15/month per hotspot
- Hotspot device up to \$90
- The applicant must comply with CIPA.
- Three year budget (based on an FCC formula).
- Schools/Libraries must retain asset inventory information for 10 years.

Resources Available Now

- **USAC Wi-Fi Hotspot Eligibility Webinar** from 8/15/24: [Slides](#) & Recording [linked on Webinars page](#)
- USAC has added the Form 470 for Funding Year 2025 to the [EPC Training Site](#). If you need access to the training site, you can complete the [EPC Training Site Request Form](#).



Cybersecurity Pilot Program

FCC Order Adopted June 2024

**One Filing Window:
Sept. 17 to Nov. 1, 2024**

**Applicants may apply for
one amount of funding to
last three years.**

Total cap of \$200 Million

**Purpose: To Improve
security and protection of
E-Rate-funded networks
and to Measure the
cybersecurity costs.**

USAC Cybersecurity resources:

- **Cyber Security Websites:**

<https://www.usac.org/e-rate/cybersecurity-pilot-program/>

<https://www.fcc.gov/cybersecurity-pilot-program>

AnchorNets Conference

- Save the date: October 2-4
- Crystal Gateway Marriott: 1700 Richmond Hwy, Arlington, VA 22202
- <http://shlbconference.org/>
- Two pre-conference workshops on Cybersecurity and hotspot lending – Oct. 2



Thank You!



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www.shlb.org | [@SHLBCoalition](#)

The SHLB Coalition is proudly supported by over 322 member organizations.

Consumer & Outreach Partner Resources

- **Broadband Labels:** www.fcc.gov/broadbandlabels



- **Lifeline Program:** www.lifelinesupport.org/



- **E-Rate Program:** www.usac.org/e-rate/



- **988 Suicide and Crisis Lifeline:** www.fcc.gov/988-suicide-and-crisis-lifeline



- **Consumer Help Center:** www.fcc.gov/consumers



- **Consumer Inquiries and Complaint Center:** consumercomplaints.fcc.gov/hc/en-us



- **Email CAOD:** outreach@fcc.gov

Consumer & Outreach Partner Resources Cont.

- **Stop Unwanted Robocalls and Texts:** www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts



- **Protecting Children from Objectionable Content on Wireless Device:** www.fcc.gov/consumers/guides/protecting-children-objectionable-content-wireless-devices



- **Children's Internet Protection Act (CIPA):** www.fcc.gov/consumers/guides/childrens-internet-protection-act



- **National Do Not Call Registry:** www.donotcall.gov/



- **Substance Abuse and Mental Health Services Administration (SAMHSA):** www.samhsa.gov/newsroom/observances/suicide-prevention-month



Consumer & Outreach Partner Resources Cont.

- **U.S. Department of Education:** tech.ed.gov/



- **Schools, Health and Libraries Broadband Coalition (SHLB):** www.shlb.org/



- **Schools and Libraries Cybersecurity Pilot Program:** <https://www.fcc.gov/cybersecurity-pilot-program>



- **National Association of Regulatory Utility Commissioners (NARUC):** www.naruc.org/about-naruc/our-programs/national-digital-connectivity-lifeline-awareness-week/



- **FCC Adopts Changes to E-Rate to Support Off-Premises Wi-Fi Hotspots:** www.fcc.gov/consumer-governmental-affairs/fcc-adopts-changes-e-rate-support-premises-wi-fi-hotspots





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THANK YOU

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