



Consumer Connections

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

April 2020

Consumer Education Materials to Share

Free FCC [tip cards and posters](#) are available in PDF format to download and print.

Tip card topics include:

- Robocalls
- Spoofing
- 5G FAQs
- Phone Bill Facts
- Emergency Communication

Tip cards are available in Spanish, Korean, Tagalog, Traditional Chinese and Vietnamese upon request.

Arkansas and Louisiana Rural Tour

In response to COVID-19, and out of an abundance of caution, the FCC is suspending all domestic and international travel until further notice. Our Rural Tour through Arkansas and Louisiana Tour that was scheduled for the last week of March is postponed until further notice.

The FCC Response to the Coronavirus

The FCC is focused on ensuring that Americans stay connected during the pandemic.

• [Keep Americans Connected Pledge](#): On March 13, FCC Chairman Ajit Pai called on broadband and telephone service providers to maintain connectivity for Americans impacted by the coronavirus. Over 700 companies have pledged to:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- open their Wi-Fi hotspots to any American who needs them.



Many companies are going [above and beyond](#) the pledge to serve their communities.

- **Protecting Consumers:** The FCC has information to keep Americans informed about the latest COVID-19 phone and text-based scams. [Learn more and hear audio from scam calls.](#)
- **Sharing home network tips:** Public health guidelines on social distancing have suddenly made staying at home the new normal for tens of millions of Americans. Optimize your home network during the pandemic [with these tips from the FCC.](#)
- **Establishing a \$200 million COVID-19 Telehealth Program:** To help health care providers deliver connected care services to patients at their homes or mobile locations in response to the pandemic. To learn more the program, visit [fcc.gov/covid19telehealth](https://www.fcc.gov/covid19telehealth).

The FCC has also taken a number of actions to maintain [Lifeline access](#), extend [E-Rate](#) filing deadlines, and provide wireless companies with access to additional spectrum in order to increase network coverage and capacity in response to this national emergency. For more information and updates on the FCC's response, please visit [fcc.gov/coronavirus](https://www.fcc.gov/coronavirus).

FCC Visits Tampa, Florida for Elder Justice Initiative

Events

Open Commission Meetings

[April 23, 2020](#)

10:30 am - 12:30 pm EST

[May 13, 2020](#)

10:30 am - 12:30 pm EST

Consumer Advisory Committee Meeting

[April 27, 2020](#)

10:30 am - 12:30 pm EST

[All FCC Events](#)

Join us for our Monthly Consumer Information Call!

May 12, 2020

2:00 p.m. EDT

To RSVP and more info email 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 9 began on 3/14/2020 and ends 5/1/2020.

Connect with the FCC:

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Contact CAOD:

If you have questions about consumer issues and outreach at the FCC, please contact and visit:

outreach@fcc.gov
fcc.gov/outreach



Left to Right: The FCC's Renee Coles and Lyle Ishida exhibiting at the Elder Justice Initiative in Tampa, Florida.

2020 Great Lakes Media Show

The FCC exhibited at the 2020 Great Lakes Media Show hosted by the Michigan Association of Broadcasters (MAB) in Lansing, MI, March 3 - 4, 2020. Broadcasters play a crucial role in keeping their communities informed and that often includes providing valuable consumer protection information. Alma Hughes of the FCC's Consumer and Governmental Affairs Bureau shared information on robocalls, spoofing, and how to avoid becoming a victim of telephone scams.



Alma Hughes (FCC) and Luke Delaney (Northern Michigan University) discussing radio regulations.

Important Information for Consumers who Watch TV Using an Antenna

Some local TV stations in cities across the U.S. will be changing their over-the-air broadcast frequencies between now and July 2020.

People who watch free over-the-air television with an antenna will need to rescan their TV set each time a station moves to continue receiving the local channel. It's the same scan that you did to find your local channels when you set up your TV or converter box for the first time. Except in rare circumstances, no new equipment or services are required. Subscribers to cable or satellite TV will not need to rescan.

If you want to know more about why this is happening, watch a video on how to rescan your TV, or search our map for your home address to see when to watch for changes near you, visit <https://www.fcc.gov/TVrescan>. And if you need some extra help performing the rescan, we also have a Help Desk available 7-days a week from 8:00 am to 1:00 am, Eastern time, where representatives are available to help in both English and Spanish. To contact the Help Desk, call 1-888-CALL-FCC (1-888-225-5322) and select Option 6.

On March 4th, the FCC attended the Elder Justice Initiative - an event that helps raise awareness about fraud targeting older adults - in Tampa, Florida. Hosted by the Department of Justice, the annual event highlights an important collaboration between federal agencies to protect older Americans. Featured exhibitors included a number of organizations that educate older adults about how to protect themselves from robocalls, scams and predatory criminal practices. Victims of fraud can contact the National Elder Fraud Hotline at 1-833-FRAUD-11 (1-833-372-8311).

www.stopelderfraud.ovc.ojp.gov.