

Updates and Recent News from the Federal Communications Commission

December 2014



Brought to you by the Consumer & Governmental Affairs Bureau's Consumer Affairs & Outreach Division

For more information, please visit:

www.fcc.gov/Outreach

or contact the Consumer & Governmental Affairs Bureau's Consumer Affairs & Outreach Division (CAOD) at: Outreach@fcc.gov

Lost or Stolen Mobile Devices

The theft of wireless devices, particularly smartphones, is sharply on the rise across the country, according to many published reports. The high resale value of these high-tech phones has made them a prime target for robbers and the personal information contained on the device that could be used by identity thieves.



Below are links that provide information on several steps that you can take to better protect yourself, your device, and the data it contains, along with instructions on what to do if your device is lost or stolen.

[Stolen and Lost Mobile Devices](http://www.fcc.gov/guides/stolen-and-lost-wireless-devices)

(<http://www.fcc.gov/guides/stolen-and-lost-wireless-devices>)

[Stolen and Lost Mobile Devices FCC Consumer Fact Sheet](http://transition.fcc.gov/cgb/consumerfacts/lostwirelessdevices.pdf)

(<http://transition.fcc.gov/cgb/consumerfacts/lostwirelessdevices.pdf>)

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Modernizing the E-rate Program for Schools and Libraries

At the December Open Commission Meeting, the FCC voted on a Second Report and Order and Order on Reconsideration to close the school and library connectivity gap that will adjust program rules and support levels in order to meet long-term program goals for high-speed connectivity to and within all eligible schools and libraries and will increase funding by \$1.5 Billion.

In his recent blog, Chairman Wheeler addressed closing the digital divide in rural America and said that the FCC can play an important role in closing this gap. To read the blog please click here:

[Chairman Wheeler's Blog: Closing the Digital Divide in Rural America](http://www.fcc.gov/blog/closing-digital-divide-rural-america)

(<http://www.fcc.gov/blog/closing-digital-divide-rural-america>)

EVENTS:

- **To see all events, visit:**
www.fcc.gov/events

Recent Events and Outreach

2014 National Organization for Youth Safety (NOYS) Teen Distraction Summit

The 2014 NOYS Teen Distracted Driving Summit took place on October 20, 2014 at the Washington Court Hotel in Washington, DC. The National Organizations for Youth Safety (NOYS) is a non-profit organization founded in 1994 to build partnerships that will save lives, prevent injuries, and promote safe and healthy lifestyles among all youth. They also help to empower and encourage leadership of its members by addressing health and safety issues that affect youth in the United States. The Federal Communications Commission exhibited at this event along with other federal government agencies, wireless carriers, state and local law enforcement offices, and consumer advocacy groups involved with distracted driving. FCC staff talked to approximately 100 students and young adults. They provided consumer information about the Commission's hot topics, as well as provided in-depth dialogue on how the FCC is involved with the deadly behaviors of distracted driving (more specifically texting and driving). The Commission's goal for attending this conference was to empower consumers, youth, and young adults through knowledge gained from consumer fact sheets. The students enjoyed the FCC's trivia question provided for the exhibitor's "treasure hunt" games. Consumers were pleased to see the FCC in attendance at the NOYS Conference.



Deandrea Wilson and Celeste McCray enjoyed visiting other exhibitors and trying out the distracted driving simulators.



On November 12 and November 13, 2014, the Federal Communications Commission took part in the Family Online Safety Institute (FOSI) 8th Annual Conference. The Family Online Safety Institute is an international, non-profit organization which works to make the online world safer for kids and their families.

FOSI convenes leaders in industry, government and the non-profit sectors to collaborate and innovate new solutions and policies in the field of online safety. Through research, resources, events and special projects, FOSI promotes a culture of responsibility online and encourages a sense of digital citizenship for all. FOSI brought together a vast audience made up of educators, industry representatives, non-profits, government, and academics to widen the debate on online safety, and create a new definition of what it means to be safe online. The conference included a keynote address from FCC Commissioner Jessica Rosenworcel. There were also lively discussions surrounding graphic content, media literacy, digital parenting and sexting. Consumers who visited the FCC booth during the event discussed topics such as mobile device theft protection and online privacy concerns. Our goal is to empower consumers by ensuring that they have the tools and information to make informed choices in their use of communication services.

Recent Events and Outreach



CAOD Staff, Diana Coho and Anthony Butler, at the FCC Booth.

CAOD exhibited at the **Mayor's Annual Senior Holiday Celebration**, in conjunction with the DC Office on Aging and the Senior Service Network on December 10, 2014. Over 3,000 area seniors visited informational exhibits and enjoyed live entertainment, dancing and a festive, holiday meal. More than 60 exhibitors from governmental agencies, the private sector, and nonprofit organizations shared information and giveaways to help Older Americans learn more about various services and programs available to them. CAOD staff distributed consumer guides and provided information about the FCC and its mission, cable programming content, robocalls, discounted telephone rates based on income, and the benefits of using the internet. For more information, please visit www.dcoa.dc.gov

Nominations for the 4th Chairman's Awards for Advancement in Accessibility

The FCC will accept nominations for the 4th Chairman's Awards for Advancement in Accessibility (Chairman's AAA) from January 5, 2015 through March 5, 2015 for new products, services, technologies or practices designed to advance accessibility to communications or video programming technologies for people with disabilities. Innovations are eligible for submission if they were first made available to the public between January 1, 2014 and December 31, 2014. Winners will be recognized at a ceremony in June 2015. The place and time for the ceremony will be announced at a later time.

Nominations will be accepted in the following eight categories: (1) CAPTCHA Alternatives, (2) Internet of Things, (3) Wearable Devices, (4) Real-Time Text, (5) Teleconferencing, (6) Video Description, (7) Augmented Reality and (8) Miscellaneous.

For more information about the categories and criteria for nominations, and how to submit nominations, please review the following Public Notice:

<http://www.fcc.gov/document/advancement-accessibility-awards-nominations>

FCC Launches Online Consumer Help Center

The Federal Communications Commission launched a new online Consumer Help Center that will more efficiently link consumers to the information they need, as well as make it easier for consumers to file complaints and get responses to their concerns.

The Consumer Help Center is part of the FCC's broader efforts to reform its processes to better serve the public. By quickly and efficiently managing consumer complaints, the FCC will help protect consumers and give them a greater voice in its policy initiatives to improve communications services for all.

The Consumer Help Center can be found at <http://consumercomplaints.fcc.gov>.

A blog about the Consumer Help Center authored by Kris Monteith, Gigi Sohn, and Diane Cornell is available at: <http://www.fcc.gov/blog/new-consumer-help-center-designed-empower-consumers-streamline-complaint-system>.