

Consumer Connections

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

July 2018

28th Anniversary of the Americans with Disabilities Act (ADA)

July 26, 2018 marks the 28th Anniversary of the Americans with Disabilities Act (ADA), one of America's most comprehensive pieces of civil rights legislation. The ADA prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life -- to enjoy employment opportunities, to purchase goods and services, and to participate in state and local government programs and services.

The FCC's Disability Rights Office (DRO) leads the Commission's efforts to address telecommunication accessibility issues. Among its many responsibilities, DRO provides expert advice and assistance on issues relevant to people with disabilities, develops recommendations to ensure that communications are accessible to people with disabilities, and supports the Commission's goal of increasing accessibility of communications services and technologies for persons with disabilities.

For additional resources and to learn more about their work, visit: fcc.gov/dro

Chairman Presents 7th Awards for Advancement in Accessibility



Chairman Pai with the 2018 Chairman's AAA Recipients

The Chairman's Awards for Advancement in Accessibility (Chairman's AAA) is an FCC program recognizing products, services, standards and other innovative developments that improve the experience of people with disabilities in telecommunications and technology. The Chairman's AAA celebrates outstanding private and public-sector ventures as part of the Commission's continuing effort to facilitate ongoing exchanges among the

telecommunications industry, assistive technology companies, app developers, government representatives and consumers to share best practices and solutions for accessible communications technologies. Winners for 2018 were recognized at an awards ceremony on June 12, 2018, held in conjunction with the M-Enabling Summit in Arlington, VA.

Winners of 2018 Chairman's AAA:

- Orbit Reader 20
- Captioning and Description Editing Tool (CADET)
- Content Clarifier
- Seeing AI

For more information and full descriptions of the winners' technologies, please visit: fcc.gov/chairmansaaa

FCC at the American Library Association (ALA) Annual Conference

At the FCC, we want to erase the fear many older adults have of modern technology. At the American Library Association's Annual Meeting in June, Roger Goldblatt, Deputy Chief of the Consumer and Governmental Affairs Bureau, represented the FCC on a panel entitled: The New Frontier, Teaching Older Adults the Newest Technology. He explained that relevancy, not cost, is the main reason older adults may not be open to new technologies. Because they may not use hardware and online tools the same way a younger person would, it is important to

Upcoming Events

Open Commission Meetings
10:30 am – 12:30 pm EDT
Room TW-C305, 445 12th
Street S.W., Washington, DC
Livestream: fcc.gov/live

- August 2, 2018
- September 26, 2018

For Info on all FCC events including upcoming Open Commission Meetings: fcc.gov/events

In Case You Missed It

Stop Illegal Robocalls Expo
April 23, 2018
[Event page link](#)

FCC's Broadcast Television and Post Incentive Auction Transition Video

Click [Video Link](#) to view an informational video, featuring Celeste McCray, Consumer & Governmental Affairs Bureau, and Jean Kiddo, Chair, Incentive Auctions Task Force.

Educational Resources

We recently added an "Educational Resources" section to our Outreach webpage (fcc.gov/outreach). Click the links below to download our new materials targeted towards parents, students and educators!

- [FCC Fun Activity Booklet](#)
- [Schools Out Flyer](#)
- [Online Gaming Safety Flyer](#)
- [Phishing Flyer](#)

Contact Us

Please contact us if you have any questions about consumer issues and outreach at the FCC or have any recommendations for this newsletter.
outreach@fcc.gov

Visit our webpage at:
fcc.gov/outreach



Left to Right: Alma Hughes and Keyla Hernandez-Ulloa at the FCC Booth

show how technology can be relevant to this group. Goldblatt noted that the big trends in tech for older adults are independence and wellness - products that set reminders and alerts, wearable tech, fitness trackers, voice assistants, and on-demand services, like laundry and grocery delivery. Peer-to-peer learning where older adults train each other on how to use technology is often the most effective teaching tool. FCC staff also distributed information and answered questions regarding the FCC's top consumer issues at ALA 2018 in New Orleans, LA.

FCC Hosts Student for Capstone Project



Left to Right: Evan O'Neil, Ramesh Nagarajan, Keyla Hernandez-Ulloa

In April, during a visit to the FCC, Keyla Hernandez-Ulloa, CAOD Associate Bureau Chief, hosted Evan O'Neil, an eighth-grade student, and his mother, Lily O'Neil, from San Francisco, CA. Evan was gathering information for his Capstone project. Capstone projects are independently designed and conducted to gain further knowledge on a topic that is of special interest to individual students. Evan chose to come to the FCC because he wanted to explore

more about our rules and their potential ability to change the future of the technologies that we use. During the visit, Evan also met with Ramesh Nagarajan, an FCC Attorney Advisor with the Wireline Competition Bureau. Ramesh explained current FCC policies and rules and provided Evan with the background and history on how they are shaped into law.

Commission Meeting Updates

During the June 2018 Open Commission Meeting, the FCC approved new rules to help protect consumers from two illegal and harmful practices. One harmful practice is slamming: the unauthorized change of a consumer's preferred telephone service provider. The other is cramming: the practice of including unauthorized charges on a consumer's phone bill. The Commission's rules now include a ban on misrepresentations made during sales calls. The revised rules make it clear that when a company misrepresents the information it provides to a consumer, any authorization given by that consumer to switch telephone companies is invalidated.

Also, under the new slamming rules, service providers that are found to be abusing the third-party verification process will be suspended from using that process for five years. Suspended providers will need to rely on other approved methods to verify customer switches. This action will discourage providers from abusing the system. It will also create an extra check on providers with a history of misuse.

The Commission's rules now explicitly prohibit placing unauthorized charges on consumers' phone bills. Implementing these specific cramming rules will further deter wireless and wireline providers from allowing these unauthorized charges.

For more information, please view: [Slamming and Cramming Report and Order Link](#)