



## Information for Consumers Who Own Signal Boosters

### What's new?

On **February 20, 2013**, the Federal Communications Commission (FCC) adopted new rules to improve signal booster design so these devices won't cause interference to wireless networks. The FCC also adopted new rules about what cell phone users need to do before using a signal booster. The new rules will not go into full effect until **March 1, 2014**.

### How can signal boosters affect wireless service?

Signal boosters can improve cell phone coverage by amplifying wireless signals between cell phones and wireless networks. However, malfunctioning, poorly designed, or improperly installed signal boosters can interfere with wireless networks and result in dropped or blocked calls, including emergency and 911 calls.

### WHAT DO I NEED TO KNOW?

- At this time, the FCC likely will not pursue enforcement against current or prospective signal booster users unless it involves an instance of unresolved interference. If a wireless licensee or the FCC asks you to turn off your signal booster because it is causing interference to a wireless network, however, you must turn off your booster and leave it off until the interference problem can be resolved. Please refer to the FCC contact information below should you have any questions during such a request.
- Signal boosters with additional safeguards that comply with our new rules and minimize interference to wireless networks are not yet available for sale. The FCC intends to work collaboratively with signal booster manufacturers to allow new boosters to come to market later this year. The FCC plans to notify the public when the new boosters are available.
- Consumers will soon be required to register signal boosters with their wireless providers. Providers must activate their registration system on or before March 1, 2014 and will notify subscribers at least 90 days before registration is required.

Consumers and other interested parties should take note that we intend to update this guidance prior to the new rules taking full effect on March 1, 2014.

### Where can I find more information?

For more information about signal boosters, visit the FCC's website at [www.fcc.gov/signal-boosters](http://www.fcc.gov/signal-boosters).



For information about this and other communications issues, visit the FCC's Consumers website at [www.fcc.gov/consumers](http://www.fcc.gov/consumers), or contact the FCC's Consumer Center by calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or writing to:

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, S.W.  
Washington, DC 20554

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*For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print or audio), please write or call us at the address or phone number below, or send an email to [FCC504@fcc.gov](mailto:FCC504@fcc.gov).*

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