



CONSUMER & GOVERNMENTAL AFFAIRS BUREAU (CGB)

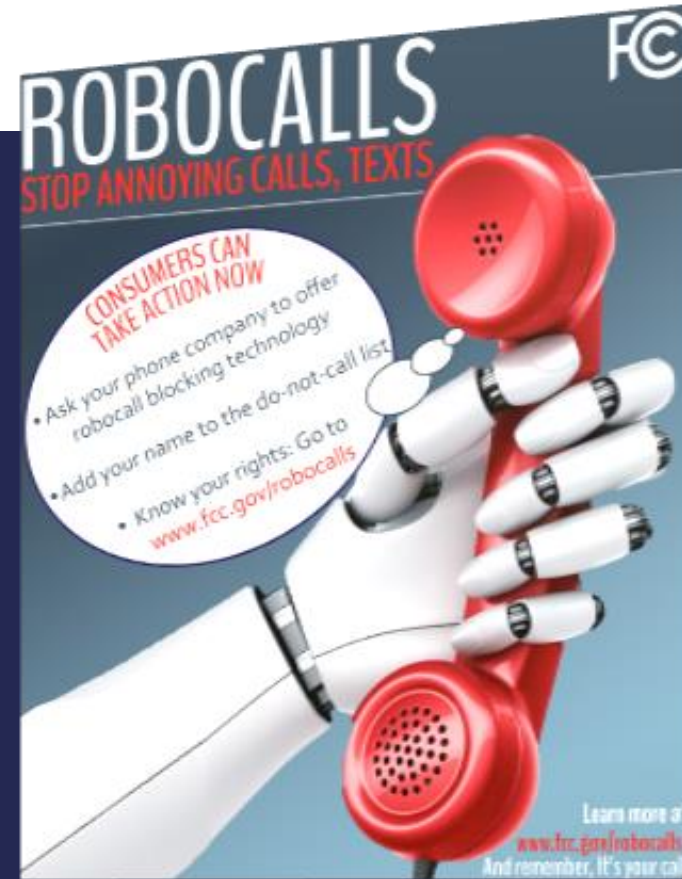
Patrick Webre
Chief

- **Consumer Policy Division**
- **Consumer Affairs & Outreach Division**
- **Consumer Inquiries & Complaints Division**
- **Reference Information Center**
- **Disability Rights Office**
- **Office of Native Affairs & Policy**
- **Office of Intergovernmental Affairs**
- **Web & Print Publishing Division**



ROBOCALLS

- Four Call Blocking Rulemakings
- Reassigned Numbers Database
- Restrictions on calls from federal, state and local government contractors
- Limits on non-telemarketing calls to homes
- YouMail reported a more than 20% drop in robocalls in 2020





ACCESSIBILITY

- Celebrated milestone anniversaries of the ADA and CVAA
- Improved Telecommunications Relay Services
- Automatic Speech Recognition captioned telephone services
- \$1.5B in savings to TRS Fund





TRIBAL AND INTERGOVERNMENTAL

- ONAP visited 24 Native nations, hosted 43 events and held 20 Tribal consultations
- Key outreach included 5G, infrastructure and 2.5 GHz rural Tribal priority window
- NNCTF recommendations on Tribal broadband deployment and engagement
- HRPB Best Practices
- IAC proposals on multilingual emergency alerting, disaster response coordination and telemedicine





CONSUMERS

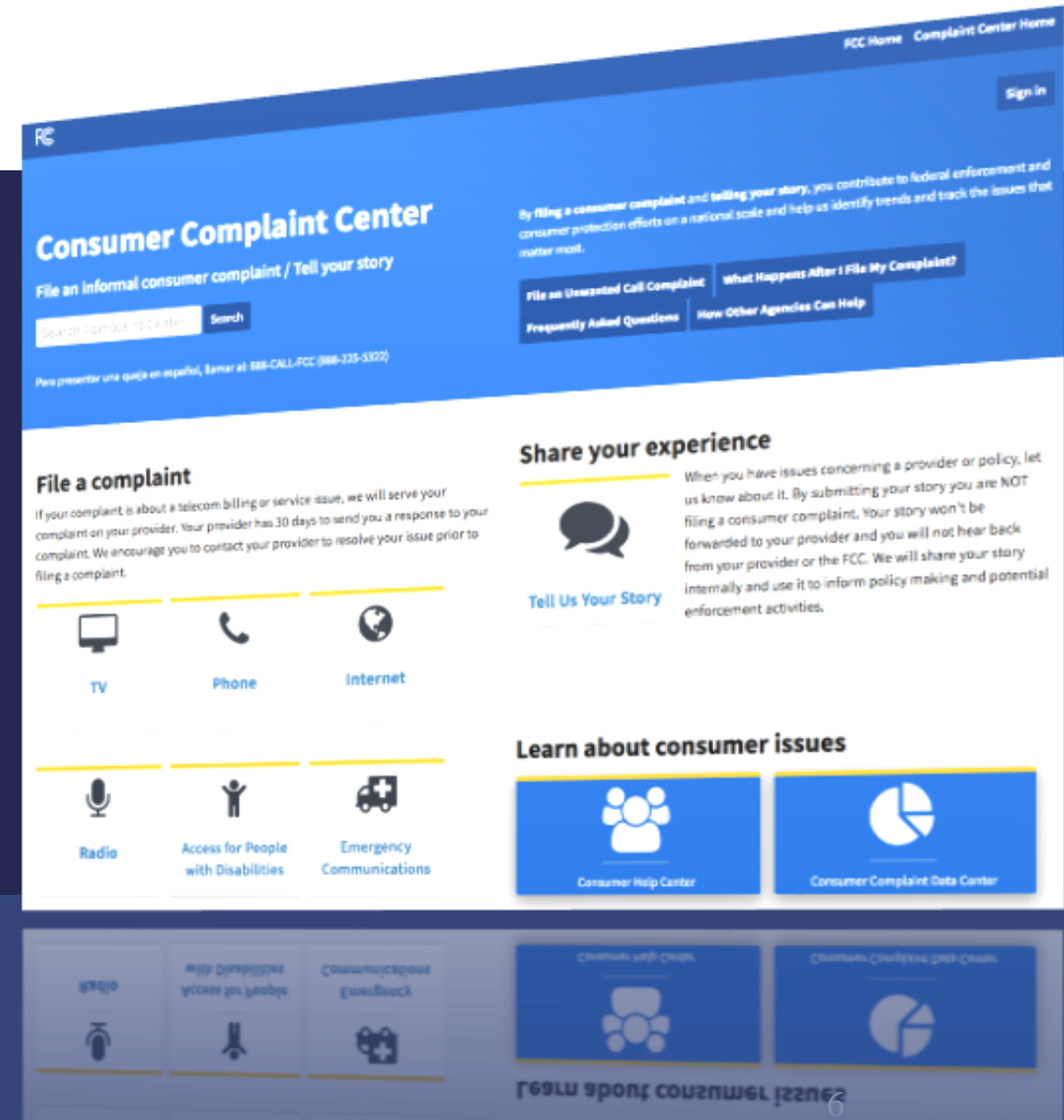
- Educating consumers about illegal and unwanted robocalls and caller ID spoofing
- Rural Tours, Robocalls Workshop, Tech Expo
- FCC's consumer education website: fcc.gov/consumers
- Growing catalog of content available in multiple languages





CONSUMERS

- Process ~317,000 complaints per year, with a 99% provider response rate
- Answer ~120,000 consumer calls per year
- Transitioned to a fully remote call center due to pandemic with no service interruptions





COVID-19

- Rulings and Waivers to keep consumers informed and ensure availability of relay services
- COVID Consumer Resources page with scam information and tips
- Tracked company offers above and beyond the Keep Americans Connected Pledge
- Raised awareness of programs to help consumers



Coronavirus Scams - Consumer Resources

Learn how to avoid coronavirus robocall and text scams, sanitize cell phones, improve home network performance, and more.

COVID-19 Consumer Scams

As the COVID-19 pandemic continues to impact the United States, the FCC has learned of scam text message campaigns and robocalls that prey on virus-related fears.

- COVID-19 text scams may falsely advertise a cure or offer bogus tests. [Learn more and see examples of scam texts.](#)
- Robocall scams have focused on health and financial concerns connected to COVID-19.

Phone Hygiene

Your mobile phone may be the item you touch the most throughout the day. Use these simple tips to keep your device clean.

Home Network Optimization

Since working and studying from home is the new normal for millions of Americans, learn how you can optimize your home network during the pandemic.

Sample Delivery Scam Text

Text Message Today 9:34 AM

Hi, we are having issues releasing your package

Please update shipping directions



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Thank you!