



Consumer Connections

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

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Emergency Broadband Benefit Resources

- [FCC EBB Consumer page](#)
- [Emergency Broadband Benefit Provider page](#)
- [EBB Consumer FAQ](#)
- [EBB Outreach Toolkit](#)

USAC Help Center:

Hours: 7 days a week,
from 9:00 a.m. to 9:00
p.m. ET

Email:

EBBHelp@usac.org

By Phone:

(833) 511-0311

The EBB Program
Support Center can help
with questions about:
The status of your EBB
Program application
Documents needed to
show you qualify
Companies in your area
Assistance with the
EBB Program
Household Worksheet
Resetting your account

31st Anniversary of the Americans with Disabilities Act

On July 26, 2021, the FCC recognized the 31st Anniversary of the Americans with Disabilities Act (ADA). Our core mission is to help ensure that every American has access to advanced communications, including the tens of millions of Americans with disabilities. To fulfill that mission, the FCC implements and enforces Title IV of the ADA, ensuring the availability of nationwide telecommunications relay services. Telecommunications Relay Service (TRS) allows individuals who are deaf, hard of hearing, deafblind, or have speech disabilities to communicate with others in a way that's functionally equivalent to those who do not have hearing or speech disabilities. Learn more about TRS at <https://www.fcc.gov/trs>

3G Cellular Networks Phasing Out

If your mobile phone is more than a few years old, you may need to upgrade your device before your mobile provider shuts down its 3G network, to avoid losing service. For more information on your mobile providers' plans for 3G retirement and how you can prepare, contact your provider directly.

Once 3G networks are shut down, many older cell phones will be unable to make or receive calls and texts, including calls to 911, or use data services. This will affect 3G mobile phones and certain older 4G mobile phones that do not support Voice over LTE (VoLTE or HD Voice).

Other connected devices, such as certain medical devices, tablets, smart watches, vehicle SOS services, and home security systems, may also be using 3G network services. And don't forget about devices that use cellular connectivity as a back-up when a wired internet connection goes down. If the device is not labeled, contact the monitoring company or other service provider to confirm how the device connects and whether your device may be impacted.

Some providers will be shutting down their 3G networks as early as January 1, 2022, plans and timing will vary by company and may change. You can learn more about this upcoming network transition in our guide: www.fcc.gov/consumers/guides/plan-ahead-phase-out-3g-cellular-networks-and-service

Upcoming Events

Join us for our
**Monthly Consumer
Information Call!**
September 14, 2021
October 12, 2021
2:00 p.m. EDT

To RSVP and for more
info email
outreach@fcc.gov

Open Commission Meetings

[August 5, 2021](#)
10:30 am - 12:30 pm
EST

[September 30, 2021](#)
10:30 am - 12:30 pm
EST

[All FCC Events](#)

Resources:

[Consumer Guides](#)
[FCC Scam Glossary](#)
[Consumer Help Center](#)
[Consumer Complaint
Center](#)

Consumer Education Materials to Share

Download PDF's of
the FCC's [tip cards](#)
[and posters](#) to share.
Tip cards are
available in Spanish,
Korean, Tagalog,
Traditional Chinese &
Vietnamese upon
request.

Connect with the FCC:

[Facebook](#)
[Twitter](#)
[YouTube](#)

Contact CAOD:

Inquiries and information
requests can be sent to
outreach@fcc.gov
fcc.gov/outreach

Emergency Broadband Benefit: Back to School

As students prepare to get back to school, the Federal Communications Commission is reminding eligible households to enroll in the Emergency Broadband Benefit (EBB) program.

Launched on May 12, 2021, the EBB is a temporary program to households struggling to afford Internet service during the COVID-19 pandemic. Households qualify if a member of the household was approved to receive benefits under the free and reduced-price school lunch or school breakfast program, including through the USDA Community Eligibility Provision, in the 2019-2020 or 2020-2021 school year. Households where a student has received a Federal Pell Grant during the current award year also qualify.

To help promote the Emergency Broadband Benefit as a tool for the coming school year, the FCC has added new back-to-school themed materials to its EBB [Outreach Toolkit](#). New materials include school posters, bookmarks, handouts and Pell Grant and school lunch and breakfast program specific flyers. Additional social media posts and images have also been added.

Eligible households receive a discount of up to \$50 per month toward broadband service. The benefit increases to up to \$75 per month for eligible households on qualifying Tribal lands. Internet access is an important tool for every student's success, whether classes are held in person or online.

Households can enroll through a [participating broadband provider](#) or directly with the Universal Service Administrative Company (USAC) using an [online](#) or mail in application.

More information about the benefit, including eligibility and enrollment information is available by visiting www.fcc.gov/broadbandbenefit or by calling USAC at 833-511-0311.

Information from our Partners



#GetBanked to Receive Child Tax Credits and Other Government Payments

The Federal Deposit Insurance Corporation (FDIC) encourages you to open a checking account to receive Child Tax Credits that begin in July. With an insured bank account, you can receive stimulus funds and tax refunds securely and more quickly via direct deposit. Having a bank account can also provide access to safer and lower-cost financial products.

The [#GetBanked website](#) has helpful resources in English and Spanish, including the top reasons to #GetBanked, a checklist to help you choose the best type of account for your needs, and links to FDIC partners where you can **open an account online** or at a local branch. With a banking relationship, you can receive and send money, pay bills online, all with no

check-cashing fees.

There's a better way. Help promote the importance of a banking relationship by following FDIC.gov on social media, @FDICgov and #GetBanked.