Consumer Signal Boosters

Under new government rules, customers are required to register their consumer signal boosters with their cellular providers. This is quick and easy. Please read on for guidance through this simple process.

What is a signal booster? Signal boosters are devices that can help strengthen cell phone coverage in some areas, such as inside buildings and tunnels, and extend it in others, such as outdoors. For example, consumer signal boosters are designed to improve cell phone coverage in cars, boats, homes, and even small offices.

Why do I need to register my signal booster? A signal booster can interfere with wireless networks and calls if, for example, it is malfunctioning or was not installed properly. Such problems can even result in interference with 911 calls. Therefore, the Federal Communications Commission (FCC) now requires all consumer signal boosters sold in the United States to be registered and meet new network protection standards intended to reduce harmful interference with wireless networks and devices. Now, before using a consumer signal booster, the user must:

1. Obtain the service provider’s approval
2. Register the booster with the service provider

Cellular One has approved the use of these new consumer signal boosters on its network. Customers can identify these boosters by looking for packaging and device labels which indicate that the device is a "consumer device" and set forth registration and other requirements. If a booster does not have this labeling, then the booster does not meet the new network protection standards.

In addition, Cellular One customers may continue to use their existing consumer signal boosters that do not meet the new network protection standards, provided these boosters do not cause interference problems. If Cellular One determines that a particular booster or booster model causes interference, this approval will be revoked. Accordingly, Cellular One recommends that customers replace older signal boosters as soon as possible with boosters meeting the new standards.

Registering your consumer signal booster with Cellular One is quick, easy, and free of charge. It is also required by the new FCC rules. Registration also helps Cellular One resolve interference issues and maintain the reliable network you have come to expect from Cellular One.

Consumer Signal Booster FAQs
1. What do I do if I already own a signal booster?
2. What will it cost to register my signal booster?
3. If I have multiple signal boosters, do I need to register all of them?
4. I stopped using my booster. Do I have to notify Cellular One?
5. I moved my booster to a different location. Do I have to notify Cellular One?
6. **I was told I have to shut down my booster because it is causing interference. What should I do?**

   Signal booster users are prohibited from causing interference to wireless networks, even if the user has complied with all the other FCC rules. If your signal booster is causing interference, you may be contacted by the FCC or any wireless provider. If you are told your signal booster is causing interference, it must be shut it down until you can fix the interference problem.

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7. **The label on the booster says "E911 location information may not be provided or may be inaccurate for calls served by using this device." How will this affect calls made to 911?**

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8. **How can I determine whether a booster is a consumer signal booster?**

9. **Can I purchase and use a signal booster with an "Industrial Use" label?**
When a 911 call is made, E911 systems automatically provide the caller's call back number to emergency service personnel. Location information is usually provided as well, but when a signal booster is used to complete a 911 call, the location information may not be provided or may be inaccurate. Inaccurate or omitted location information may hinder the ability of emergency personnel to locate the caller if necessary. However, signal boosters may help complete calls, including calls to 911, in areas where calls could not be completed otherwise. The decision whether to use a signal booster should be made based on the caller’s individual circumstances.

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8. **How can I determine whether a booster is a consumer signal booster?**

   The FCC has established specific rules for consumer signal boosters to make sure they are easy to install and use, and to avoid harmful interference with wireless networks. Therefore, consumers should make sure they only purchase and use boosters with a “Consumer Use” label similar to the label below:

   **This is a CONSUMER device.**

   BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have your provider's consent. Most wireless providers consent to use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider.

   You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed at least 20 cm (8 inches) from any person.

   You MUST cease operating this device immediately if requested by the FCC or a licensed wireless service provider.

   WARNING. E911 location information may not be provided or may be inaccurate for calls served by using this device.

   The warning label may look different than the sample label above, but the warning label must include the same information.

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9. **Can I purchase and use a signal booster with an "Industrial Use" label?**

   No. Boosters labeled for "Industrial Use" require specialized installations. They may only be used by FCC licensees or with special permission from the FCC licensee. Boosters labeled for “Industrial Use” will be labeled with a warning label similar to the one below:

   **WARNING. This is NOT a CONSUMER device.** It is designed for installation by FCC LICENSEES and QUALIFIED INSTALLERS. You MUST have an FCC LICENSE or express consent of an FCC Licensee to operate this device. Unauthorized use may result in significant forfeiture penalties, including penalties in excess of $100,000 for each continuing violation.

   The warning label may look different than the sample label above, but the warning label must include the same information.

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Additional information is available online at [www.fcc.gov/signal-boosters/](http://www.fcc.gov/signal-boosters/)