



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

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## THE CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS TELECOMMUNICATIONS EQUIPMENT MANUFACTURERS AND TELECOMMUNICATIONS SERVICE PROVIDERS OF OBLIGATION TO DESIGNATE AGENT FOR COMPLAINTS RECEIVED BY THE FCC

The purpose of this *Public Notice* is to remind telecommunications equipment manufacturers and telecommunications service providers subject to Section 255 of the Communications Act of 1934<sup>1</sup> of their obligation to designate an agent for service of informal and formal complaints received by the Federal Communications Commission ("Commission"). The valid control number for compliance with the designation of points of contact information contained in these sections is 3060-0833.

On September 29, 1999, the Commission released a *Report and Order and Further Notice of Inquiry (Report and Order)*<sup>2</sup> that adopted regulations implementing Section 255, which requires telecommunications equipment manufacturers and service providers to ensure that their equipment and services are accessible to persons with disabilities, to the extent that it is readily achievable to do so. The regulations require, in part, that equipment manufacturers and service providers covered by Section 255 designate an agent for service of informal and formal complaints received by the Commission.<sup>3</sup> The designation shall include a name or department designation, business address, telephone number, and, if available, TTY number, facsimile number, and Internet e-mail address.

This designation or updated designation information may be sent to the Commission via e-mail to [Section255\\_POC@fcc.gov](mailto:Section255_POC@fcc.gov) or mail **1 copy only** to: Federal Communications Commission, 445 12<sup>th</sup> Street, S.W., Washington, D.C., 20554, Attention: Arlene Alexander, Room CY-C418.

Contact information for Section 255 telecommunications equipment manufacturers is posted on the Consumer & Governmental Affairs Bureau's website at [http://www.fcc.gov/cgb/dro/section255\\_manu.html](http://www.fcc.gov/cgb/dro/section255_manu.html); contact information for telecommunications service providers is posted at [http://www.fcc.gov/cgb/dro/service\\_providers.html](http://www.fcc.gov/cgb/dro/service_providers.html); and contact information for affected colleges and universities is posted at [http://www.fcc.gov/cgb/dro/section255\\_colleges.html](http://www.fcc.gov/cgb/dro/section255_colleges.html). The

<sup>1</sup> 47 U.S.C. § 255; See 47 C.F.R. §§ 6.1 & 7.1.

<sup>2</sup> See *Implementation of Sections 255 and 251(a)(2) of the Communications Act of 1934, as enacted by the Telecommunications Act of 1996*, Report and Order and Further Notice of Inquiry, WT Docket No. 96-198, FCC 99-181, 16 FCC Rcd. 6417 (Sept. 29, 1999) (*Report and Order*).

<sup>3</sup> See 47 C.F.R. §§ 6.18 & 7.18.

Commission asks that you check this information for accuracy. If the information is not accurate, current, or if it is non-existent, please e-mail the correct information to [Section255\\_POC@fcc.gov](mailto:Section255_POC@fcc.gov).

The full text of this document and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-A257, Washington, D.C. 20554. These documents may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, S.W., Room CY-B402, Washington, D.C. 20554. Customers may contact BCPI, Inc. at their website: [www.bcpweb.com](http://www.bcpweb.com) or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at <http://www.fcc.gov/cgb/dro>.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and PDF formats at <http://www.fcc.gov/cgb/dro/section255.html>.

For further information regarding this *Public Notice*, contact Arlene Alexander, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-0581 (voice), (202) 418-0183 (TTY), or e-mail [Arlene.Alexander@fcc.gov](mailto:Arlene.Alexander@fcc.gov).

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