



# NEWS

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Internet: <http://www.fcc.gov>  
<ftp.fcc.gov>

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

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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FOR IMMEDIATE RELEASE  
December 21, 2001

News Media Contact:  
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**CALLERS TO FCC CONSUMER CENTERS  
REACH IMPROVED, MORE USER FRIENDLY, SYSTEM**  
*FCC Redesigns Automated Voice Response System*

People calling the FCC consumer center will now be greeted with a new, more user friendly, automated response system. The redesigned Interactive Voice Response System (IVR) system offers speedy answers to commonly asked questions, via a series of automated menus. As always, consumers wishing to talk directly to an FCC specialist may do so during regular business hours, Monday through Friday, 8:00 AM to 5:30 PM, eastern time. The IVR is particularly useful for consumers with inquiries about a specific issue or for information outside business hours.

One advantage of the new system is that ALL options that are available to our English-speaking customers have been fully duplicated for our Spanish-speaking customers. Pressing 1 will enable the public to access the automated menus in Spanish. Pressing 3 will enable access to the English version of the automated menus.

To access the new IVR system begin by calling the toll free number 1-888-CALL-FCC (1-888-225-5322). Once the menu has been accessed (whether in English or Spanish) the following options are available:

- Information for News Media (Press Option 1).
- Telephone issues, including Slamming, Cramming, Universal Service Fund (USF) and Subscriber Line Charge (SLC) (Press Option 2).
- Information on Interference (Press Option 3).
- Information on obtaining FCC forms, documents and Public Notices (Press Option 4).
- Information on the status of Part 90 Radio Service Licenses and Amateur Licenses (Press Option 5).
- Information on Broadcast fees for AM and FM radio stations (Press Option 6). (Please note: this information will only be available between September 1<sup>st</sup> and November 1<sup>st</sup> of each calendar year.)

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Navigation through the menus has also been improved and simplified. The following instructions will apply through out the entire automated system.

- Pressing 0 at any time will transfer the caller to one of our specialists, who are well trained to handle any questions the public may have. (Specialists are available Monday through Friday, 8:00 AM to 5:30 PM, eastern time.)
- Pressing 8 at any time will repeat the current topic of information from the beginning.
- Pressing 9 at any time will take the caller back to the main menu, where all available options will again be available.
- There are no longer any options for disconnecting. Simply hanging up the phone will terminate the session.

The Commission is interested in consumer feedback about the new system and solicits comments either through the 1-888-CALL-FCC phone number or via e-mail at [info@fcc.gov](mailto:info@fcc.gov).

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Consumer and Information Bureau contact: Jack Forsythe at (202) 418-2294.