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Wireless Telecommunications Bureau Announces eSupport Website and New Toll Free Contact Number

The Wireless Telecommunications Bureau (WTB) of the Federal Communications Commission (FCC) would like to announce its new eSupport website at http://esupport.fcc.gov. Using external customer feedback (comments in focus groups, letters, calls, and email), WTB has created a new on-line resource for technical and licensing questions related to wireless services and auctions. All features of the new eSupport website were designed around the needs of those that use WTB's electronic systems.

We evaluated our processes, integrated separate customer support helpdesks, and introduced new technologies and web based self-help tools. Specifically we now offer the following features:

- **Top Support Issues**: This area is dedicated to the top support issues and questions for FCC's wireless customers. This section replaces the Frequently Asked Questions (FAQ) of the WTB website and is updated as the top issues and questions change.

- **Support by Topic**: This area allows users to search for answers to their questions by topic. Frequently asked questions are organized by topic and the most frequently asked questions are highlighted by topic in each section.

- **Contact the FCC**: This area provides hours of operation, telephone and TTY numbers, electronic mail addresses and a means to submit on-line help requests.

- **Online Password Reset Requests:** We have recognized the need for streamlining the process of resetting the FCC Registration Number (FRN) password and provided a method for the electronic submission of password reset requests. To submit an on-line request for password reset, all required fields must be filled in to ensure we have the relevant information to perform a password reset.   The website also provides you with the ability to track your password reset request.

- **Online Technical Support Requests:** In another effort to streamline our processes and improve service, we now offer you the ability to submit an on-line request for technical support related to the WTB's electronic systems. This form allows you to submit a technical support request while giving us information necessary to contact you with any questions about your request.

- **Toll Free Telephone Number:** We are now also offering the public a toll free number at 877- 480-3201 to obtain assistance in technical and licensing issues related to the WTB's electronic systems, as well as FRN related issues

We hope you find the new eSupport website and toll free telephone access beneficial. Suggestions for improvement or questions regarding the eSupport website may be sent via electronic mail to wtbweb@fcc.gov. We are interested in your feedback and will continue to pursue improvements to provide our customers with the best support possible. Additional features will be deployed over time and may include items such as online training materials and subscription services.

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