



# PUBLIC NOTICE

Federal Communications Commission  
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## FCC TO HOST CONSUMER WEBINAR: WHAT THE FCC'S CONSUMER HELP CENTER CAN DO FOR YOU

Washington D.C. – On April 24, the FCC will host a free webinar for consumers and consumer advocates to learn more about the FCC's Consumer Help Center. The Help Center is the Agency's online portal for consumer information and complaint filing. Hosted by the FCC's Consumer and Government Affairs Bureau, the webinar will demonstrate how to navigate the website (<https://www.fcc.gov/consumers>), including finding information on communications services, resolving issues affecting those services, and filing informal complaints, including complaints related to access for people with disabilities.

Registration is not required for this event. On April 24 from 1-2 pm (EDT), the event will be live-streamed with open captions at [www.fcc.gov/live](http://www.fcc.gov/live). During the event, participants may submit comments and questions by emailing [livequestions@fcc.gov](mailto:livequestions@fcc.gov) or via Twitter using the hashtag #FCCLive.

More information about the webinar and the archived version of the webinar will be posted on the event page: <https://www.fcc.gov/news-events/events/2017/04/consumer-information-session-what-fccs-consumer-help-center-can-do-you>.

### Agenda

**1:00 p.m. - 1:05 p.m.**

*Welcome*

Rebecca Lockhart, Consumer Education and Outreach Specialist,  
Consumer Affairs and Outreach Division, Consumer and  
Governmental Affairs Bureau

**1:05 p.m. - 1:15 p.m.**

*FCC's Consumer Help Center: An Overview*

Michael Snyder, Deputy Chief, Web and Print Publishing  
Division, Consumer and Governmental Affairs Bureau

**1:15 p.m. - 1:35 p.m.**

***Demonstration of the FCC Consumer Complaint Center***

James Brown, Consumer Data Officer, Consumer Inquiries and Complaints Division, Consumer and Governmental Affairs Bureau

**1:35 p.m. - 1:45 p.m.**

***How to File an Informal Complaint Related to Access for People with Disabilities***

Robert McConnell, Telecommunications Accessibility Specialist, Disability Rights Office, Consumer and Governmental Affairs Bureau

**1:45 p.m. – 2:00 p.m.**

***Questions and Closing***

**Accessibility and Additional Information**

Reasonable accommodations for people with disabilities are available upon request. Please include a description of the accommodation you will need and tell us how to contact you if we need more information. Make your request as early as possible. Send an email to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice) or 202-418-0432 (TTY). Last minute requests will be accepted but may be impossible to fill.

For additional information about the webinar, please contact Keyla Hernandez-Ulloa at [Keyla.Hernandez-Ulloa@fcc.gov](mailto:Keyla.Hernandez-Ulloa@fcc.gov) or 202-418-0965 and/or Rebecca Lockhart at [Rebecca.Lockhart@fcc.gov](mailto:Rebecca.Lockhart@fcc.gov) or 202-418-2221.