



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

Released: April 7, 2017

A WEBINAR FOR CONSUMERS: WHAT THE FCC'S CONSUMER HELP CENTER CAN DO FOR YOU

Washington D.C. – Consumers and consumer advocates will have an opportunity later this month to learn more about the FCC's Consumer Help Center, the agency's online portal for filing complaints and consumer information. In a webinar scheduled for April 24 from 1 to 2 pm, the FCC's Consumer and Government Affairs Bureau will provide an overview of the site, which is at <https://www.fcc.gov/consumers>, so that consumers can quickly find what they need.

The free webinar will demonstrate how to navigate the site, exploring how consumers can get information about communications services and resolve issues affecting that service. The webinar will also cover how to file an informal complaint related to access for people with disabilities.

Registration is not required for this event. It will be streamed live at www.fcc.gov/live with open captions. During the event, participants may submit comments and questions by emailing livequestions@fcc.gov or via Twitter using the hashtag #FCCLive.

As more information about this webinar becomes available, it will be posted on the event page www.fcc.gov/news-events/events/2017/04/consumer-information-session-what-fcc's-consumer-help-center-can-do-you.

Accessibility and Additional Information

Reasonable accommodations for people with disabilities are available upon request. Send an email to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice) or 202-418-0432 (TTY). Please include a description of the accommodation you will need and tell us how to contact you. Requests for special accommodation should be made as early as possible. 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 or 202-418-0965 and/or Rebecca Lockhart at Rebecca.Lockhart@fcc.gov or 202-418-2221.