



PUBLIC NOTICE

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Demonstrations of the New WTB Support Center Website to be Conducted Wednesday, October 15, 2003, in Washington, DC

Demonstration Will Cover the New Support Center Website and Submission of Electronic Requests for Passwords and Requests for Help with Online Filing.

The Wireless Telecommunications Bureau (WTB) of the Federal Communications Commission will conduct a pilot demonstration of the new **WTB Support Center Website** at its Washington, DC, headquarters on Wednesday, October 15, 2003, 10:30 AM-11:30 AM. WTB staff will conduct the demonstration in South Conference Room 1-B516 on the 1st Floor of the Portals II building, 445 Twelfth Street, S. W. Seats are limited, and pre-registration is required.

The October 15, 2003, demonstration will cover the following topics:

- **New Toll Free Number**
- **Organization of the New Site**
- **Online Password Reset requests**
- **Online Technical Support requests**

If you are interested in attending the demonstration, please contact Drew Eisenhauer by e-mail, deisenha@fcc.gov, or by phone, 202-513-4534. Please provide your name, organization, telephone number, and e-mail address. We will confirm your registration or notify you of your place on the waiting list by return email. If you learn you are unable to attend after registering, please contact us immediately, so someone from the waiting list may take your place.

All of the features of the new WTB Support Center Website were designed with the needs of the Commission's customers in mind—we listen to your comments in focus groups, letters, calls, and e-mail. We also evaluate our processes and expedite them to provide you with the best self-help and customer service possible.

We hope this demonstration assists you in using the new features. We also seek comments and suggestions about any aspect of the website in this forum.