

Federal Communications Commission

Explanation of Non-Substantive Changes to OMB Control Number: 3060-1042:

- . Licensing and Customer Support Help Request Form

Purpose of this Submission: This submission documents a proposed non-substantive revision to an existing information collection pursuant to 44 U.S.C. § 3507. This submission seeks to submit a non-substantive change request submission for the Licensing and Customer Support Help Desk Form approved under OMB Control Number 3060-1042. This submission is being made because a separate data field for customers to identify upcoming deadlines is being added to the form. This addition will allow the customer support agents to quickly identify requests requiring immediate assistance and reduce the number applicants and licenses missing required deadlines. Customers sometimes neglect to mention the upcoming deadline, or the agent can overlook the details as part of a lengthy problem description. A draft of the proposed revised form is attached.

The help request form is amended as follows:

Current text:

The Customer Support Help Request Form currently provides a Problem Description text box. In this field the customer provides details of their inquiry including Call Signs, FCC Registration Number (FRN), filing deadlines and other important details a describing the issue requiring assistance.

Amended text:

We propose revising the Customer Support Help Request Form to provide a separate optional field for the customer to provide information regarding filing deadlines. The following language would be added.

Proposed text:

Please provide any upcoming filing date (i.e. call sign expiration date, required notification date, ect.):

This amended text will not have an impact on the annual burden hours or annual costs.