

## National Contact Center 1-800-FED-INFO

GSA's National Contact Center (NCC), part of Office of Citizen Services and Innovative Technologies, serves as a single point of contact for citizens with questions about federal agencies, programs, and services.

Citizens can contact the NCC in several ways:

- Ask questions and speak with an agent (in English or Spanish) by calling 1-800-FED-INFO (800-333-4636), 8 am to 8 pm EST, M - F
- E-mail questions at [www.usa.gov/questions/](http://www.usa.gov/questions/)
- Chat with an agent by visiting [www.usa.gov/chat](http://www.usa.gov/chat), 8 am to 8 pm EST, M - F
- Listen to recorded information at 1-800-FED-INFO, 24 hours a day
- Find information at [Answers.USA.gov](http://Answers.USA.gov)

In fiscal year 2011, the NCC answered nearly 1 million calls, 77,000 emails, 16,000 chat sessions and had almost 7 million visits to Answers.USA.gov.

## Frequently Asked Questions

### ***What is the History of the NCC?***

Since 1966, people have been contacting the NCC (previously known as the Federal Information Center) to get answers to questions about the government. Initially, the service was only available in person or via local telephone numbers in key metropolitan areas. Starting in 1990, the NCC began responding to public questions with a toll-free telephone number. Eager to meet the public's changing needs, the NCC added FAQs and email in 2003 and web chat in 2006.

### **Can you tell me more about the specific channels?**

Finding an answer to a question about the federal government can seem impossible. The NCC's variety of communications channels allow you to pick the resource that fits your needs. You can get information about the federal government when and how you want it.

### **Phone (1-800-FED-INFO\*)**

Trained telephone agents are eager to help you find the answer to your question. Each agent has access to great information about the agencies, programs, and activities that make up the federal government. Agents answer questions in English and Spanish. Anyone in the U.S. or Canada can call toll-free to between 8 a.m. and 8 p.m. eastern time, M-F

\*Recorded information on frequently requested

subjects is available around the clock.

### **Email**

You can e-mail your questions about the federal government in English or Spanish — by going to [USA.gov](http://USA.gov) and clicking on "E-mail" at the top of the page. All questions will receive an e-mail response within two business days.

### **Chat**

For those who prefer the immediacy of live chat, the NCC offers this channel for questions in English from 8 a.m. to 8 p.m., eastern time, M-F.

### **Frequently Asked Questions (FAQs) in Spanish and English**

You can access the same great information available to agents by visiting [Answers.usa.gov](http://Answers.usa.gov) (for English) or [Respuestas.gobiernousa.gov](http://Respuestas.gobiernousa.gov) (for Spanish.)

### ***What are the questions most frequently asked by the American public?***

The NCC receives questions on every topic you can imagine related to the federal government. Questions about foreign travel, visas, and passports; about immigration and naturalization; and about Federal loans and grants are common. Other popular topics include

Federal jobs, Social Security, buying surplus government property, and how to contact your members of Congress.

## **Does the contact center do other things?**

In addition to general questions about the government, the NCC works with a few agencies to respond to their more specific public inquiries via telephone. Here are two:

- Department of State, Overseas Citizens Services - questions about status of Americans abroad, international adoptions, international abductions of children - 888-407-4747
- Department of the Interior, US Fish and Wildlife Service - questions about wildlife refuges, endangered species, and permits - 800-344 WILD (800-344-9453)

And the NCC helps GSA and Benefits.gov respond to e-mail inquiries on their sites.

## **How about accessibility?**

The NCC works very hard to assure full compliance with federal laws on its websites. TTY users may use the nationwide 711 relay to call any of the numbers; agents can give you our direct-dial number during the call for future reference.

### **For More Information on the National Contact Center and Related Programs**

If you are interested in obtaining additional information or want to explore working with the National Contact Center, please call Mary Ann Monroe at (202) 501-0854 or e-mail her at [maryann.monroe@gsa.gov](mailto:maryann.monroe@gsa.gov)

*How do agents find the right answer?*

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the NCC information agents

U.S. General Services  
Administration 1800 F  
Street, NW  
Washington, DC 20405-  
0002 [www.gsa.gov](http://www.gsa.gov)

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Contact Center and Related Programs***

If you are interested in obtaining additional information or want to explore working with the National Contact Center, please call **Henry Lai** at **(202) 501-0854** or e-mail him at [henry.lai@gsa.gov](mailto:henry.lai@gsa.gov).