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FOR IMMEDIATE RELEASE
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NRC ESTABLISHES TOLL-FREE NUMBER
TO HANDLE GENERAL INQUIRIES FROM THE PUBLIC

The Nuclear Regulatory Commission (NRC) is establishing a toll-free number to be used by the public for general inquiries. The system will be tried for a 6-month trial period, during which public comments will be sought.

The toll-free number will be answered by an operator at the Main Switchboard and then forwarded to appropriate internal offices. Callers should continue to contact individual employees when their telephone numbers are known.

The NRC also maintains various other toll-free numbers for a variety of specific information purposes, such as electronic bulletin boards and meeting notifications. These numbers will remain unchanged.

The new toll-free number, 1-800-368-5642, will become effective on November 1. A small sample of the callers may be asked to evaluate the trial program.

During the trial period, the NRC staff will also be asked to evaluate the new procedure.

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