

FCC Registration Number (FRN) Phase I Enhancements

**Online FRN Password Reset
and ULS FRN Association**

FCC Commission Meeting Room
Washington, D.C.
September 16, 2005

- **Welcome and Introduction**
 - Kimberly Hancher, Deputy CIO for e-Government
- **Current FRN Password Reset Process**
 - Nancy Gilbert, ULS Customer Support
- **Online Self-service FRN Password Reset Process**
 - Matt Slowik, CORES System Developer
- **Customer Support for New Password Reset Process**
 - Nancy Gilbert
- **Capturing the Personal Security Question**
 - Kimberly Hancher
- **Associating Call signs to FRNs in ULS**
 - Carl Alvano, ULS Analyst
- **General Q & A**
 - Kimberly Hancher

Presentation available for download at: <http://wireless.fcc.gov/papers2005.html>

- In October 2004, the FCC consolidated all FRN password reset requests to the ULS Customer Support group
- When someone forgets their FRN password, they must contact the FCC to request a password reset either by:
 - **Telephone** (1-888-225-5322, Option 2)
 - **Web based request** (<http://esupport.fcc.gov>)
- The FCC receives roughly **4,700** password resets requests per month.

- Requestor calls FCC Support at **1-888-225-5322**, selecting **Option 2**.
- Customer support verifies the identity of the requestor, using FRN Registration data fields:
 - **FRN**
 - **Registrant Name**
 - **Contact Name**
 - **SSN or EIN**
- Once identity is confirmed, Customer Support provides requestor their Password Hint
- Password can be reset manually by FCC customer support

Address <http://esupport.fcc.gov/index.htm>

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Welcome to Help & Support



[Find Support by Topic](#)

Get quick answers to common questions in our FAQs, help files, step-by-step instructions and other website content, organized by topic.



[Online Help](#)

[Submit an online help request to FCC Support.](#) You will receive a tracking number that you can use to check the status of your request. In addition, you may [reset your FCC Registration Number \(FRN\) password.](#)



[Contact FCC Support](#)

We encourage all of our visitors to browse [Support by Topic](#) prior to contacting the FCC. If you can not find your answer on the website, contact FCC support online or by phone.

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Last reviewed/updated on 3/18/2005.

Top Support Issues

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- [Notify of completion of construction](#)

Address <https://esupport.fcc.gov/password.htm>

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Support

[FCC > WTB > Support > Online Help > Forgot Your Password](#) [FCC Site Map](#)

Approved by OMB
[Control Number 3060-1042](#)

Forgot Your Password?

Use this form to reset your [FCC Registration Number \(FRN\)](#) password.

All fields are required to submit your request, unless otherwise noted.

FCC Registration Number (FRN)

[Find your FRN.](#)

Taxpayer Identification Number (TIN) 

Your TIN is also your Social Security Number (SSN) or Employment Identification Number (EIN).

Your Name

First Last

Entity or Company Name (if different from above)
 is

E-mail

Format: csmith@email.net

U.S. Phone

Area Ext. (Optional)

International Phone

(Optional)

I certify by submitting this request that I am responsible for FRN# and TIN# listed on this form. I request the FCC Registration Number password be reset and provided to me.

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Address <https://esupport.fcc.gov/helpdesk/passreq.jsp> Go Links

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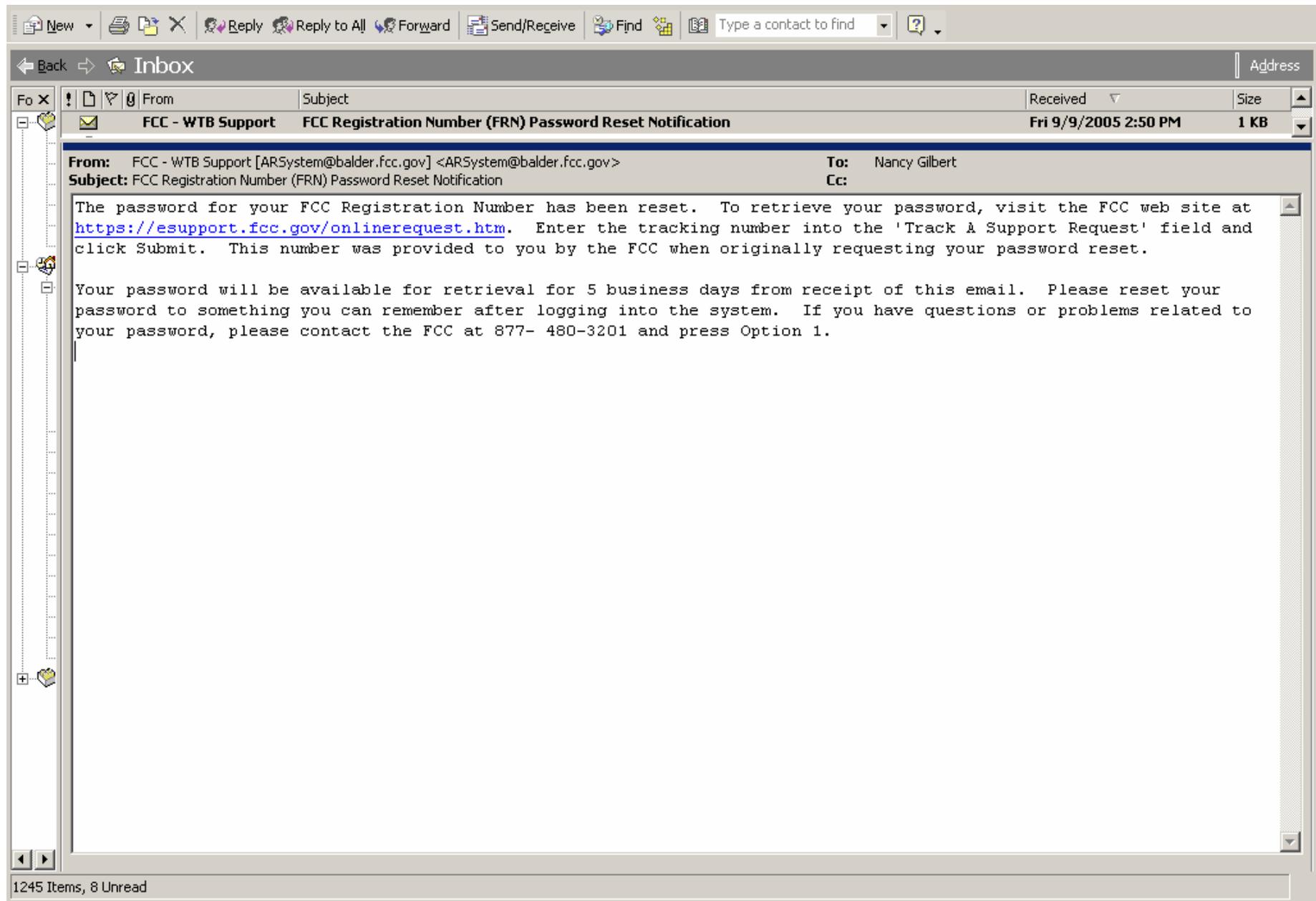
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Your new CORES password request has been received at **Fri Sep 09 14:42:16 2005**. FCC Support will contact you within the next 3 business days. You may [track your support request online](#) using the tracking number below.

Please print or save this number!

Tracking Number
HD00000000483386

Related Sites
[Forms](#)



The screenshot shows a Microsoft Outlook window with the following details:

- Toolbar:** New, Reply, Reply to All, Forward, Send/Receive, Find, and a search box.
- Navigation:** Back, Forward, and an "Inbox" label.
- Table:** A table with columns for From, Subject, Received, and Size. One email is listed with the subject "FCC Registration Number (FRN) Password Reset Notification" received on "Fri 9/9/2005 2:50 PM" and a size of "1 KB".
- Email Content:**
 - From:** FCC - WTB Support [ARSystem@balder.fcc.gov] <ARSystem@balder.fcc.gov>
 - To:** Nancy Gilbert
 - Subject:** FCC Registration Number (FRN) Password Reset Notification
 - Body:**

The password for your FCC Registration Number has been reset. To retrieve your password, visit the FCC web site at <https://esupport.fcc.gov/onlinerequest.htm>. Enter the tracking number into the 'Track A Support Request' field and click Submit. This number was provided to you by the FCC when originally requesting your password reset.

Your password will be available for retrieval for 5 business days from receipt of this email. Please reset your password to something you can remember after logging into the system. If you have questions or problems related to your password, please contact the FCC at 877- 480-3201 and press Option 1.

Address <https://esupport.fcc.gov/onlinerequest.htm> Go Links

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Online Help

We encourage all of our visitors to browse [Support by Topic](#) prior to contacting the FCC.



Submit an online Help Request to FCC Support now. You will receive a tracking number that you can use to check the status of your request online.

➔ [Forgot your password?](#)

➔ [Submit a help request](#)

➔ Track a support request Format: HDXXXXXXXXXXXX (HD + 13 Digits)

Last reviewed/updated on 12/13/2004.

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Support Request Status

The current status of your help request filed on **Fri Sep 09 14:42:16 2005** is listed below.

```
");
```

Tracking Number	Agent	Status	New Password
HD0000000483386	3-2830	Resolved	fcc123ng

Status descriptions

New

Your case has been submitted and is awaiting assignment to an Agent for research and resolution.

Assigned

Your case has been assigned to the individual listed as Agent.

Work in Progress

Your case has been submitted, assigned to an Agent, and is currently being reviewed.

Pending

Your case has been submitted, assigned, and reviewed, but further research is required for resolution. An Agent may contact you directly for more information about your case.

Resolved

Your case has been submitted, researched, and resolved by the Agent listed.

Closed

Your case has been Resolved for more than 5 business days.

The screenshot shows an Outlook email client window. The title bar reads "Inbox" and the address bar shows "Address". The email header includes "From: FCC - WTB Support [ARSystem@balder.fcc.gov] <ARSystem@balder.fcc.gov>", "Subject: ULS Help Case HD0000000483419 Resolution", "To: Nancy Gilbert", and "Cc:". The main body of the email contains the following text:

The case you submitted via the FCC has been resolved. The resolution details for Case ID HD0000000483419 are below.

If you have any questions contact us at (877) 480-3201.

Thank You!

Summary : Summary: User Forgot his Password
Description : Forgot Password
Solution Description : "DO NOT RESPOND TO THIS E-MAIL. ALL FUTURE INQUIRIES SHOULD BE MADE AT <http://esupport.fcc.gov/request.htm>"

Dear Nancy,

This letter is to inform you that we can not comply with your request to reset the password for FRN 0003781267. The Tax Identification Number (TIN) that you provided does not match the TIN we have listed for this FRN.

Please verify the TIN for the FRN, and submit your request again.

Should you have any further questions, or need additional information, please continue to contact us by submitting a help request at <http://esupport.fcc.gov> or by calling the Auctions/ULS Hotline at 1-877-480-3201, selecting option 2 after the main menu.

Sincerely, Agent # 3839(slj)

****Please do not reply back to this message. The e-mail address is configured for outgoing e-mail only.****

- CORES is being enhanced to provide applicants the capability to reset their FRN passwords online.
- The enhancement will allow applicants to store easily remembered question/answer information with their FRNs.
 - The question and answer information consists of a **Personal Security Question (PSQ)** and answer that can be used to reset FRN passwords.
- This enhancement will eliminate the need for an authorized user to contact the FCC for assistance in resetting a password.
- The target deployment date for this enhancement is **September 26th, 2005**.



FCC Registration

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FCC Registration

If you wish to conduct business with the FCC, you must first register through the FCC's **CO**mmission **RE**gistration **S**ystem (CORES). Upon registration, you will be assigned a **FCC Registration Number (FRN)**. This number will be used to uniquely identify you in all transactions with the FCC.

[News releases](#) related to the FCC Registration Number.

Select one of the following:

<p>REGISTER</p> <p>→ Register and receive your FRN</p> <p><input type="radio"/> REGISTER</p>	<p>UPDATE</p> <p>→ Update your registration information</p> <p><input checked="" type="radio"/> UPDATE</p>	<p>SEARCH</p> <p>→ Search for public FRN information</p> <p><input type="radio"/> SEARCH</p>
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Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page
FRN Help Line: 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET)			
The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also email the FRN Help desk with your questions and concerns.			

1. Select **Update Registration** from the FRN Registration home page www.fcc.gov/frnreg

2. Type in your FRN and password.

The screenshot shows the FCC Registration website interface. At the top, there is a navigation bar with the FCC logo and the text 'Federal Communications Commission'. To the right of the logo are links for 'FCC Home', 'Search', 'Updates', 'E-Filing', 'Initiatives', 'For Consumers', and 'Find People'. Below the navigation bar is a banner with a row of American flags and the text 'AMERICA THE BEAUTIFUL'. The main content area has a yellow header with the text 'FCC Registration'. Below this, there is a breadcrumb trail 'FCC > FCC Registration' and a link '< FCC Site Map'. The main heading is 'Update Registration'. Below the heading is a link 'Return to FCC Registration Home'. The central part of the page is a form titled 'FRN and Password'. The form has two input fields: 'FRN:' and 'Password:'. Below the input fields is a 'CONTINUE' button. Below the form, there is a paragraph of text: '**Forgot your password?** If you have previously provided us with a Personal Security Question and answer, then you may use the [online password reset](#) feature to create a new password for your FRN. If you have forgotten your password and have not previously provided a Personal Security Question and answer, you can request a password reset at <https://esupport.fcc.gov/password.htm>. If you need immediate assistance, please call FCC Technical Support at 1-877-480-3201 (please select **Option #1** from the menu), where support for password hints and reset requests is provided.' Below this text are two links: '[Frequently Asked Questions about Passwords](#)' and '[Wondering how to cancel your FRN?](#)'

3. Enter your personal security question and answer.
(The next 2 slides show your PSQ options.)

FCC Registration

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Update FRN Registration

[Return to FCC Registration Home](#)

You registered on **Jul 6 2005 2:58PM**.
Your registration information was last updated on **Jul 6 2005 2:58PM**.

Update a Domestic Business

Business Type:	Private Sector
Business Name: *	Media Company XYZ, Inc.
EIN:	123456783
Contact Information	
Organization:	XYZ Media Law Firm
Salutation:	Ms
Middle Initial:	Q
Suffix:	
Address Line 1: *	123 Main Street

FRN Password

Enter a 6- to 15-digit case-sensitive password of your choice, or leave both password fields blank if you would like the system to generate a password for you. [For advice on how to choose a secure password, click here.](#)

Password:	<input type="text"/>	Re-enter Password:	<input type="text"/>
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Personal Security Question

Please select a Personal Security Question type and provide its corresponding answer. If you wish to provide your own question, please select **Custom Question Type...** from the dropdown and enter your custom question in the space provided.

Personal Security Question: *	<input type="text"/>	PSQ Answer: *	<input type="text"/>
Custom Personal Security Question:	<input type="text"/>		

SUBMIT

Asterisks (*) indicate required fields.

At the top of screen you may update registration information if needed.

At the bottom of screen specify your personal security question and answer, then click "Submit" to save the changes.

4. Personal Security Question pull-down list.

Personal Security Question

Please select a Personal Security Question type and provide its corresponding answer. If you wish to provide your own question, please select **Custom Question Type...** from the dropdown and enter your custom question in the space provided.

Personal Security Question: *	<input type="text" value=""/>	PSQ Answer: *	<input type="text" value="*****"/>
Custom Personal Security Question:	<div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> Custom Personal Security Question Original city of birth Pet's name Corporate internal employee ID <li style="background-color: #333; color: white; padding: 2px;">Mother's maiden name </div>	SUBMIT	

Asterisks (*) indicate required fields.

Select from list: (1) Custom Personal Security Question; (2) Original city of birth; (3) Pet's name; (4) Corporate internal employee ID; and (5) Mother's maiden name. In this example: **"Mother's maiden name"** is selected as the Personal Security Question (PSQ), with an answer of "Smith".

Note: The answer is not case-sensitive.

Options 2 – 5 are pre-defined questions. The next slide describes the custom Personal Security Question option.

4(a). Custom Personal Security Question option.

Personal Security Question	
Please select a Personal Security Question type and provide its corresponding answer. If you wish to provide your own question, please select Custom Question Type... from the dropdown and enter your custom question in the space provided.	
Personal Security Question: *	<input type="text" value="Custom Personal Security Question"/> PSQ Answer: * <input type="text" value="*****"/>
Custom Personal Security Question:	<input type="text" value="Office Manager's Last Name"/>
<input type="button" value="SUBMIT"/>	

If you choose "Custom Personal Security Question," type your custom question and answer in the appropriate field. In this example: "**Office Manager's Last Name**" is specified as the custom question. Provide the appropriate answer and click "Submit".

5. Update FRN registration confirmation screen is displayed.

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Update FRN Registration

[Return to FCC Registration Home](#)

As of today, Sep 16 2005 8:26AM, you have have updated FCC Registration Number (FRN) **0011008190**. Please print this page for your records.

Domestic Business Registration			
Business Type:	Private Sector	Subtype:	Limited Liability Corporation
Business Name:	ABC Media, LLC		
EIN:	123456789		
Contact Information			
Organization:	ABC Media, LLC	Position:	President
Salutation:		First Name:	Jane
Middle Initial:	Q	Last Name:	Filer
Suffix:			
Address Line 1:	123 Avenue of the Americas	Address Line 2:	
City:	New York	State:	NEW YORK
Zip Code:	10020	Phone:	212 555 1234 ext. 5
Fax:	212 555 6789	Email:	jFiler@abcmedia.com
FRN Password			
Password:	test100		
Personal Security Question and Answer			
PSQ:	Office Manager's Last Name	PSQ Answer:	jackson

<http://www.fcc.gov/searchtools.html>

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FCC Registration

If you wish to conduct business with the FCC, you must first register through the FCC's **CO**mmission **RE**gistration **S**ystem (CORES). Upon registration, you will be assigned a **FCC Registration Number (FRN)**. This number will be used to uniquely identify you in all transactions with the FCC.

[News releases](#) related to the FCC Registration Number.

Select one of the following:

<p style="text-align: center; color: #003366;">REGISTER</p> <p style="text-align: center;">→ Register and receive your FRN</p> <p style="text-align: center; background-color: #FFD700; border-radius: 10px; padding: 5px; display: inline-block;">REGISTER</p>	<p style="text-align: center; color: #003366;">UPDATE</p> <p style="text-align: center;">→ Update your registration information</p> <p style="text-align: center; background-color: #FFD700; border-radius: 10px; padding: 5px; display: inline-block;">UPDATE</p>	<p style="text-align: center; color: #003366;">SEARCH</p> <p style="text-align: center;">→ Search for public FRN information</p> <p style="text-align: center; background-color: #FFD700; border-radius: 10px; padding: 5px; display: inline-block;">SEARCH</p>
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Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page
FRN Help Line: 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET)			
The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also email the FRN Help desk with your questions and concerns.			

1. Select **Register** from the FRN Registration home page.
www.fcc.gov/frnreg

2. Specify business or individual, and whether you're using a U.S. address.

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Registration Type

Are you registering as a business or as an individual?

A business (e.g., corporation, partnership, government agency, etc.)

An individual

Is your contact address within the United States or its territories?

Yes

No

CONTINUE

3. Register and enter your personal security question and answer.
(The next 2 slides show your PSQ options.)

The screenshot shows the FCC Registration form with the following sections and fields:

- Navigation:** FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People
- Header:** FCC Registration
- Left Sidebar:**
 - Register a Domestic Business
 - Business Type: Private Se
 - Business Name: * Media Cor
 - If your business has an Emp
 - If your business does not ha
 - Contact Information
 - Organization: Media Cor
 - Salutation: Mr
 - Middle Initial: Q
 - Suffix:
- Main Form:**
 - Address Line 1: * [] Address Line 2: []
 - City: * [] State: * []
 - Zip Code: * [] [] Phone: * [] [] [] ext. []
 - Fax: [] [] [] Email: []
 - FRN Password**
 - Enter a 6- to 15-digit case-sensitive password of your choice, or leave both password fields blank if you would like the system to generate a password for you. [For advice on how to choose a secure password, click here.](#)
 - Password: [] Re-enter Password: []
 - Personal Security Question**
 - Please select a Personal Security Question type and provide its corresponding answer. If you wish to provide your own question, please select **Custom Question Type...** from the dropdown and enter your custom question in the space provided.
 - Personal Security Question: * [] PSQ Answer: * []
 - Custom Personal Security Question: []

A blue arrow points from the text below to the PSQ Answer field. Another blue arrow points from the text below to the PSQ Question dropdown.

At the top of screen enter your registration information.

At the bottom of screen, specify your Personal Security Question and answer.

4. PSQ pull-down list of pre-defined options.

Personal Security Question

Please select a Personal Security Question type and provide its corresponding answer. If you wish to provide your own question, please select **Custom Question Type...** from the dropdown and enter your custom question in the space provided.

Personal Security Question: *	<input type="text"/>	PSQ Answer: *	<input type="text" value="*****"/>
Custom Personal Security Question:	<ul style="list-style-type: none">Custom Personal Security QuestionOriginal city of birthPet's nameCorporate internal employee IDMother's maiden name		

Asterisks (*) indicate required fields.

Select from your Personal Security Question from the drop-down list and specify the corresponding answer..

4(a). PSQ custom option.

Personal Security Question

Please select a Personal Security Question type and provide its corresponding answer. If you wish to provide your own question, please select **Custom Question Type...** from the dropdown and enter your custom question in the space provided.

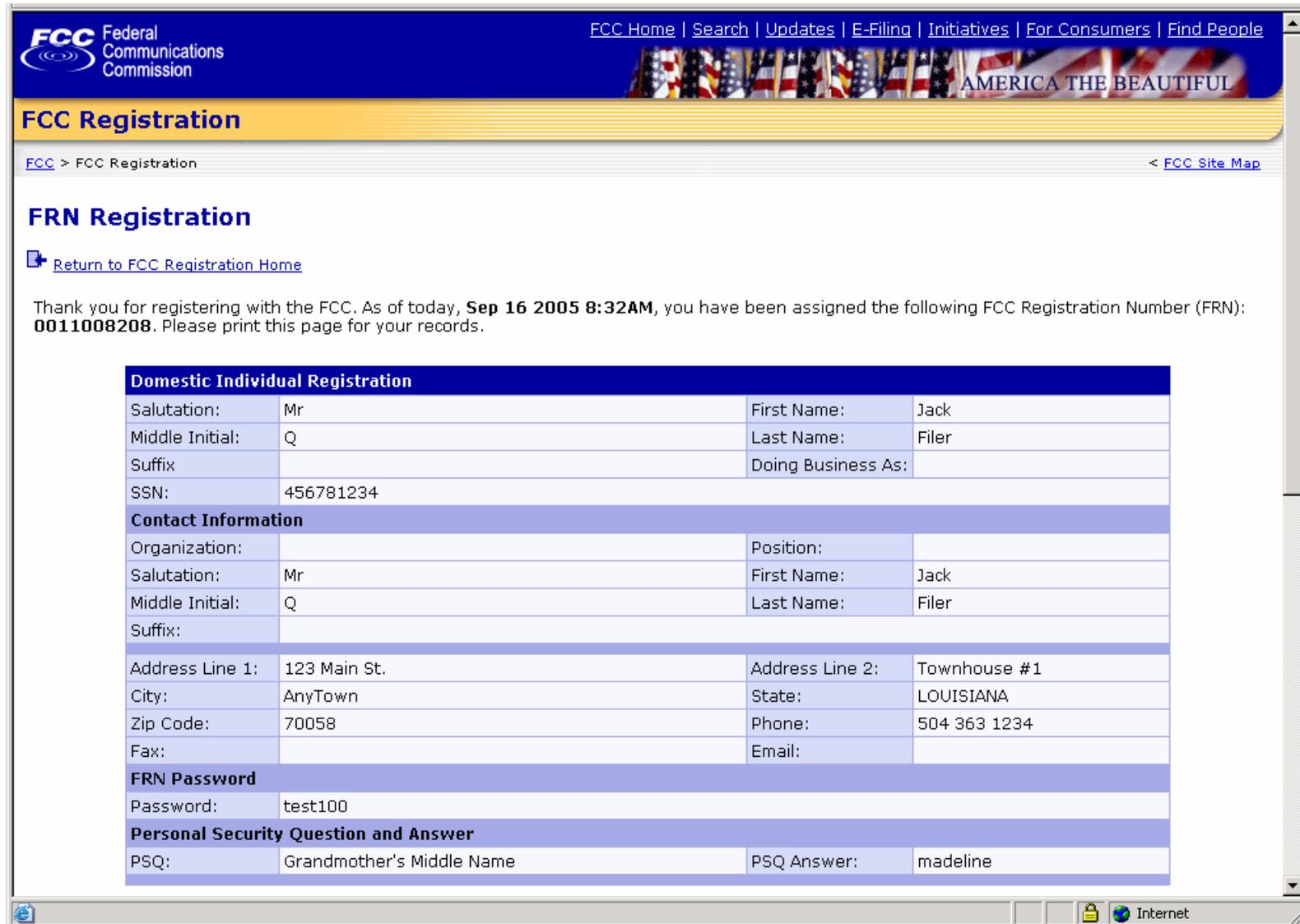
Personal Security Question: *	Custom Personal Security Question	PSQ Answer: *	*****
Custom Personal Security Question:	Grandmother's middle name		

SUBMIT

Asterisks (*) indicate required fields.

If you choose "Custom Personal Security Question," type custom question in the appropriate field. In this example: "Grandmother's middle name." Please provide the answer and then click "Submit."

5. FRN registration confirmation screen is displayed.



The screenshot shows the FCC Registration confirmation page. At the top, there is a navigation bar with links for Home, Search, Updates, E-Filing, Initiatives, For Consumers, and Find People. Below this is a banner with the text 'AMERICA THE BEAUTIFUL' and a row of American flags. The main heading is 'FCC Registration', followed by a sub-heading 'FRN Registration'. A message thanks the user for registering and provides the assigned FRN: 0011008208. The registration details are presented in a table format, organized into sections: Domestic Individual Registration, Contact Information, FRN Password, and Personal Security Question and Answer.

Domestic Individual Registration			
Salutation:	Mr	First Name:	Jack
Middle Initial:	Q	Last Name:	Filer
Suffix:		Doing Business As:	
SSN:	456781234		
Contact Information			
Organization:		Position:	
Salutation:	Mr	First Name:	Jack
Middle Initial:	Q	Last Name:	Filer
Suffix:			
Address Line 1:	123 Main St.	Address Line 2:	Townhouse #1
City:	AnyTown	State:	LOUISIANA
Zip Code:	70058	Phone:	504 363 1234
Fax:		Email:	
FRN Password			
Password:	test100		
Personal Security Question and Answer			
PSQ:	Grandmother's Middle Name	PSQ Answer:	madeline



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[News releases](#) related to the FCC Registration Number.

Select one of the following:

<p>REGISTER</p> <p>→ Register and receive your FRN</p> <p><input type="radio"/> REGISTER</p>	<p>UPDATE</p> <p>→ Update your registration information</p> <p><input checked="" type="radio"/> UPDATE</p>	<p>SEARCH</p> <p>→ Search for public FRN information</p> <p><input type="radio"/> SEARCH</p>
---	---	---

Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page
FRN Help Line: 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET)			
The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also email the FRN Help desk with your questions and concerns.			

1. Select **Update Registration** from the FRN registration home page.
www.fcc.gov/frnreg

2. Click "online password reset."

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FRN and Password

FRN:	<input type="text"/>	Password:	<input type="text"/>
<input type="button" value="CONTINUE"/>			

Forgot your password? If you have previously provided us with a Personal Security Question and answer, then you may use the [online password reset](#) feature to create a new password for your FRN.

If you have forgotten your password and have not previously provided a Personal Security Question and answer, you can request a password reset at <https://esupport.fcc.gov/password.htm> . If you need immediate assistance, please call FCC Technical Support at **1-877-480-3201** (please select **Option #1** from the menu), where support for password hints and reset requests is provided.

[Frequently Asked Questions about Passwords](#)

[Wondering how to cancel your FRN?](#)

3. Type your FRN and click "Continue."

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Communications
Commission

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FCC Registration

[FCC](#) > [FCC Registration](#) [< FCC Site Map](#)

FRN Password Reset

[Return to FCC Registration Home](#)

Please enter your FRN:

FRN	
FRN:	<input type="text" value="0005021738"/>
CONTINUE	

4. Type the answer to your Personal Security Question.

FCC Federal Communications Commission

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FCC Registration

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FRN Password Reset

[Return to FCC Registration Home](#)

Please provide the answer to your Personal Security Question:

Personal Security Question Answer	
Personal Security Question:	Mother's maiden name
Personal Security Question Answer:	<input type="text" value="*****"/>
<input type="button" value="CONTINUE"/>	

In this example, the personal security question is "Mother's maiden name" and the answer "Smith" is typed. Then click "Continue."

NOTE: After three (3) incorrect PSQ answers, the user is prevented from entering further answer attempts. The user will then need to contact FCC customer support directly.

5. Type your new password, then click "Continue."

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FCC Registration

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FRN Password Reset

[Return to FCC Registration Home](#)

Your Personal Security Question Answer has been successfully validated.

Please enter your new Password:

New CORES Password	
New Password:	<input type="password" value="*****"/>
Confirm Password:	<input type="password" value="*****"/>
CONTINUE	

Passwords must be between 6 and 15 alpha-numeric characters in length.

[Frequently Asked Questions about Passwords](#)

6. The FRN Password Reset confirmation screen is displayed.
You can now log into CORES and update your registration information.



The screenshot shows the FCC Registration website interface. At the top left is the FCC logo and the text "Federal Communications Commission". To the right are navigation links: "FCC Home | Search | Updates | E-Filing | Initiatives | For Consumers | Find People". Below this is a banner with an American flag and the text "AMERICA THE BEAUTIFUL". The main heading is "FCC Registration" in a yellow bar. Below that, the breadcrumb "FCC > FCC Registration" is shown on the left, and "< FCC Site Map" is on the right. The main title of the page is "FRN Password Reset". Below the title is a link with a document icon: "Return to FCC Registration Home".

The Password associated with FRN **0005021738** has been successfully updated.
You should now have full control over your account, including the ability to update
your registration information using the
[CORES Public Interface](#).

Support

[FCC](#) > [WTB](#) > [Support](#) > [Online Help](#) > [Forgot Your Password](#)

[FCC Site Map](#)

Search:

[Help](#) - [Advanced](#)

[WTB Home](#)

[Support Home](#)

[Support by Topic](#)

- [Top Support Issues](#)
- [Amateurs](#)
- [Antenna Structures](#)
- [Auctions](#)
- [Audits](#)
- [Common Filing Tasks](#)
- [Complaints](#)
- [Documents](#)
- [Fees](#)
- [Forms](#)
- [Licensing/ULS](#)
- [Public Comments](#)
- [Public Inquiries](#)
- [Registering](#)
- [Rules](#)
- [Website](#)

[Online Help](#)

[Contact FCC Support](#)

Forgot Your Password?

To reset your [FCC Registration Number \(FRN\)](#) password online you will need the answer to a **Personal Security Question**, as well as your FRN.

Select one of the following:

PERSONAL SECURITY QUESTION

→ If you do not have a Personal Security Question:

SET PERSONAL SECURITY QUESTION

PASSWORD RESET

→ If you know your FRN and Personal Security Question:

RESET PASSWORD

The Personal Security Question (PSQ) will allow the user the ability to change their password without contacting FCC Support staff. All customers will be required to select a PSQ and provide an answer when they log into CORES online. Individuals will be able to choose from questions commonly used in industry such as "what is mother's maiden name", "what is your favorite pet's name", and "what is the city of your birth". Business entities will be able to choose from predefined question types appropriate to their needs, such as "internal employee ID" and "Date of Hire". You may also define your own customer question. Once you enter a question and answer into the system, you can immediately begin using online password reset.

If you need your FRN password reset and you have not previously provided the FCC with a Personal Security Question, select the "Set Personal Security Question" option.

Support

[FCC](#) > [WTB](#) > [Support](#) > [Online Help](#) > [Forgot Your Password](#) > Set a Personal Security Question

[FCC Site Map](#)

Search:
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 - [Common Filing Tasks](#)
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 - [Public Comments](#)
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 - [Rules](#)
 - [Website](#)
- [Online Help](#)
- [Contact FCC Support](#)

- Related Sites**
- [Forms](#)
Find FCC Forms
 - [E-Filing](#)
Browse Online Systems
 - [Fees](#)
Learn about Application & Regulatory Fees

Approved by OMB
[Control Number 3060-1042](#)

Forgot Your Password?
Set a Personal Security Question

All fields are required to submit your request, unless otherwise noted.

FCC Registration Number (FRN)

FCC Registration Number (FRN): ([Find your FRN](#))
 Tax Identification Number (TIN)*:

*Your TIN is also your Social Security Number (SSN) or Employment Identification Number (EIN).

Your Contact Information

Name: First Last
 Entity or Company Name (if different from above)
 Entity is:
 E-mail:
 Phone - U.S.: Area - Ext. (Optional)
 Phone - International: (Optional)

Your Personal Security Question ?

Select a question or enter a custom question below.

Question:
 Custom Question:
 Answer:
 I certify by submitting this request that I am the registered owner of the above FRN.

this form. I request the FCC Personal Security Question be

Address <https://esupport.fcc.gov/helpdesk/passreq.jsp> Go Links

FCC Federal Communications Commission [FCC Home](#) | [Search](#) | [Updates](#) | [E-Filing](#) | [Initiatives](#) | [For Consumers](#) | [Find People](#)

Support

[FCC](#) > [WTB](#) > [Support](#) > [Online Help](#) > Forgot Your Password [FCC Site Map](#)

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[Public Comments](#)
[Public Inquiries](#)
[Registering](#)
[Rules](#)
[Website](#)

[Online Help](#)
[Contact FCC Support](#)

Related Sites
[Forms](#)

Your new CORES password request has been received at **Fri Sep 09 14:42:16 2005**. FCC Support will contact you within the next 3 business days. You may [track your support request online](#) using the tracking number below.

Please print or save this number!

Tracking Number
HD00000000483386

Support

[FCC](#) > [WTB](#) > [Support](#) > [Online Help](#) > [Forgot Your Password](#)

[FCC Site Map](#)

Search:

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- [Registering](#)
- [Rules](#)
- [Website](#)
- [Online Help](#)
- [Contact FCC Support](#)

Forgot Your Password?

To reset your [FCC Registration Number \(FRN\)](#) password online you will need the answer to a **Personal Security Question**, as well as your FRN.

Select one of the following:

PERSONAL SECURITY QUESTION

→ If you do not have a Personal Security Question:

SET PERSONAL SECURITY QUESTION

PASSWORD RESET

→ If you know your FRN and Personal Security Question:

RESET PASSWORD

Links To

The Personal Security Question (PSQ) will allow the user the ability to change their password without contacting FCC Support staff. All customers select a PSQ and provide an answer when they log into CORES online. Individuals will be able to choose from questions commonly used in the system, such as "mother's maiden name", "what is your favorite pet's name", and "what is the city of your birth". Business entities will be able to choose from questions appropriate to their needs, such as "internal employee ID" and "Date of Hire". You may also define your own customer question. Once you are logged into the system, you can immediately begin using online password reset.

required to provide an answer as "what is your favorite pet's name" and answer

If you need a password reset and you *have* previously provided the FCC with a Personal Security Question, select the "Password Reset" option, which will bring you directly to the **Online Self-service FRN Password Reset process**.

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FCC Registration

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FRN Password Reset

[Return to FCC Registration Home](#)

Please enter your FRN:

FRN
FRN: <input type="text"/>
<input type="button" value="CONTINUE"/>

- Online FRN Registrations and Updates
- eSupport web site: <http://esupport.fcc.gov>
- Electronic Batch Filing for ULS
- CORES Paper Forms **160** and **161**
 - **160** (FRN Registration) and **161** (FRN Update) have been updated to allow collection of the Personal Security Question and answer.
 - We will continue to accept and process old versions of the Forms 160 and 161, which do not contain entry blanks for the Personal Security Question and answer data, until **November 1, 2005**.
 - After this date, only the new Forms 160 and 161 will be accepted.

- Available Functions
 - Associate Call Signs and Antenna Structure Registration (ASR) Numbers with an FRN
 - **NEW:** Re-Associate Call Signs and ASR Numbers to another FRN
 - **NEW:** Disassociate Call Signs and ASR Numbers from an FRN

Log In

Log in to the License Manager to view and manage your licenses and applications, apply for a new license, and perform other license and application management tasks based on your FCC Registration Number (FRN). 10-digit FRN is required.

FCC Registration Number

Password

- ▶ **Forgot your password?** [Contact Tech Support](#)
- ▶ **Need an FRN?** [Register with the FCC](#)
- ▶ **Not sure if you have an FRN?** [Check your licenses](#) to determine if they've been assigned an FRN
- ▶ **Are you a certified Land Mobile frequency coordinator?** [Log in](#) using your coordinator login and password

FCC Registration Number

Password

About the FCC Registration Number (FRN)

An FRN is a 10-digit number that is assigned to a business or individual registering with the FCC. This unique FRN is used to identify the registrant's business dealings with the FCC. The FCC will use the FRN to determine if all of a registrant's fees have been paid. You are encouraged to register with the Commission as soon as you expect to do business with the FCC. This way, you will be ready to access any of the electronic licensing systems without having to go through the registration process at the time you submit an application.

The Wireless Telecommunications Bureau began requiring the FRN for the Universal Licensing System and Antenna Structure Registration on December 3, 2001.

For more information, see [Public Notice DA 01-2452](#).

Log into ULS in order to access Association, Re-Association, and Disassociation functions.

[Apply for a New License](#)

[Associate Licenses With Your FRN](#)

[Associate](#)

[Re-Associate](#)

[Disassociate](#)

[My Licenses](#)

[My Applications](#)

[My Ownership](#)

License Manager

Logged In: (Log Out)

My Licenses

The FCC recommends downloading [Java Sun J2D 05](#) when filing 601 applications for News, Modifications and Renewal/Modifications in Cellular, Microwave, Paging, Land Mobile and Coast and Ground Services.

Licenses 1-18 of 18

License	Licensee Name	Radio Service	Expiration Date
1 UNL452	WISDOM, BETTY M. & FOLKS, SR., RICHARD	CD	06/15/2005
2 UNL453	HOUSTON TELEPHONE & PAGING, INC.	CD	06/04/2007
3 UNL454	ZINSER, ROBERT A.	CD	05/07/2006
4 UNL454	SMRAUSA, INC.	CD	02/18/2009
5 UNL454	SMALLEY, SHAWN	CD	02/18/2009
6 UNL400	WRIGHT GARY LEE	CD	01/23/2006
7 UNL401	GARY LEE WRIGHT	CD	05/10/2005
8 UNL517	GULF COAST MOBILE COMMUNICATION, INC.	CD	05/17/2006
9 UNL922	EASTEX TELECOMMUNICATIONS CORP.	CD	06/04/2007
10 UNL956	METROLINK, INC.	CD	05/19/2005
11 UNL956	METROLINK, INC.	CD	01/25/2006
12 UNL956	HOUSTON WIRELESS CORPORATION	CD	02/28/2006
13 UNL956	METROLINK, INC.	CD	01/25/2006
14 UNL956	METROLINK, INC.	CD	01/25/2006
15 UNL956	CATALAN, CHARLES	CD	05/23/2006
16 UNL0205	METROLINK, INC.	CD	05/15/2005
17 UNL0211	DUWAYNE & LORI A. HARRINGTON	CD	01/24/2006
18 UNL0229	SMITH, GENE A.	CD	05/26/2005

Don't See Your Licenses Here?
It's possible that your licenses have not been associated with your FRN. In order to manage a license using the License Manager, you must first [associate the license with your FRN](#).

Re-associate Your Licenses With Another FRN
You may [re-associate all or some of these licenses with another FRN](#). Licenses may only be associated with one FRN, so by re-associating these licenses with another FRN, they will be disassociated from this FRN.

Disassociate Your Licenses From This FRN
You may also [disassociate all or some of these licenses from this FRN](#). Licenses may not be disassociated if they have expired or are otherwise no longer valid.

Don't See Your Licenses Here?

It's possible that your licenses have not been associated with your FRN. In order to manage a license using the License Manager, you must first [associate the license with your FRN](#).

Re-associate Your Licenses With Another FRN

You may [re-associate all or some of these licenses with another FRN](#). Licenses may only be associated with one FRN, so by re-associating these licenses with another FRN, they will be disassociated from this FRN.

Disassociate Your Licenses From This FRN

You may also [disassociate all or some of these licenses from this FRN](#). Licenses may not be disassociated if they have expired or are otherwise no longer valid.

Association, Re-Association, and Disassociation functions are accessed from the License Manager application.

1a. Enter Call Signs to Associate with your FRN

upload your call signs.

The screenshot displays the 'Enter Call Signs' page in the FCC License Manager. The page title is 'Associate Call Signs with your FRN' and the sub-header is 'Enter Call Signs'. Below the header, there is a table with four columns for call signs: WME724, KNKO616, KAA896, and WPZI808. Each column has a text input field and a 'INVALID' label below it. To the right of the table is an 'ADD MORE CALL SIGNS' button. Below the table, there is a link 'View all Call Sign(s) associated with your FRN' and a 'BACK' button. On the right side of the page, there are two buttons: 'ADD MORE CALL SIGNS' and 'CONTINUE'. A blue arrow points from the text 'upload your call signs.' to the table area.

Enter up to 20 Call Signs to associate with your FRN. In order to associate more than 20 Call Signs, click the "Add More Call Signs" button. User may also upload a series of Call Signs.

1b. Upload Call Signs to Associate with your FRN

FCC Federal Communications Commission

License Manager

FCC > Wireless > Licensing > Online Systems > License Manager

Logged In As 0010927150 (Log Out)

Associate Call Signs with your FRN

Upload Call Signs

Select file to upload

Upload a text file containing the Call Signs to be associated with your FRN. ?

File:

Select file to upload

Upload a text file containing the Call Signs to be associated with your FRN.

File:

- The Upload File must:
 - be an ASCII text file with a file extension of “.txt”
 - list only one call sign per line
 - have a carriage return (press the Enter key) between call signs and after the last call sign

2. Review Call Signs entered

License	Licensee Name
1 <input type="checkbox"/> WME799	MELIA COMMUNICATIONS, INC.

Call Signs 1-1 of 1

Associate Call Signs with FRN
Review Call Signs

You have selected the following Call Sign(s) to be associated with FRN: 0010927150. Review Call Sign(s) and click 'Confirm'.

Please note: some of the Call Sign(s) you have selected are not eligible to be associated with this call sign. View these Call Signs.

Call Signs 1-1 of 1

License	Licensee Name	Radio Service	Expiration Date
1 <input type="checkbox"/> WME799	MELIA COMMUNICATIONS, INC.	AS	Jun 1, 2005

Call Signs 1-1 of 1

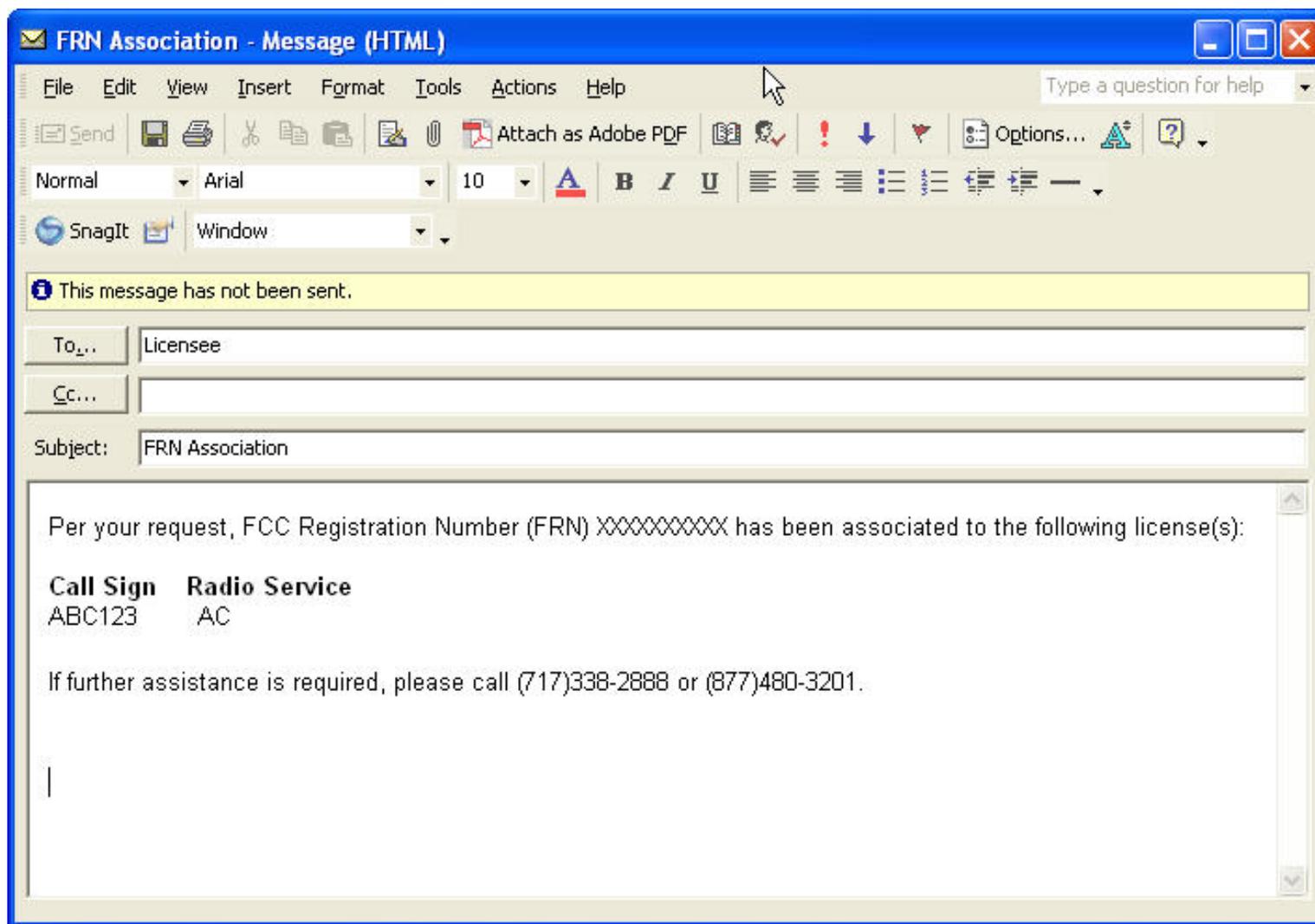
The following Call Signs are NOT eligible to be associated with your FRN. These Call Signs may already be associated to another FRN and need to be disassociated from that FRN before they can be associated with your current FRN. Log on to License Manager using the FRN to which these Call Signs are associated, to associate to a new FRN. If the licensee has expired, you must apply for a new license. For additional assistance, please call 800-485-6000.

Call Signs 1-4 of 4

License	Licensee Name	Radio Service	Expiration Date	Reason
1 KNK0616	MOBILE COMM. CORP. OF AMERICA	CD	Apr 14, 2008	Outstanding Audit on License
2 KAA896	FARNSWORTH RADIOPHONE	CD	Apr 1, 1999	License Inactive
3 WPZ1808	Alvano, Carl M	ZA	Jan 17, 2009	Associated with FRN 10217198
4 Invalid				Invalid Call Sign

License	Licensee Name	Radio Service	Expiration Date	Reason
1 KNK0616	MOBILE COMM. CORP. OF AMERICA	CD	Apr 14, 2008	Outstanding Audit on License
2 KAA896	FARNSWORTH RADIOPHONE	CD	Apr 1, 1999	License Inactive
3 WPZ1808	Alvano, Carl M	ZA	Jan 17, 2009	Associated with FRN 10217198
4 Invalid				Invalid Call Sign

If Call Sign is unable to be associated with the FRN, a reason is displayed to the user. If the user decides that some or all of the Call Signs that passed validation should not be associated with their FRN, they can utilize the "Remove Selected" button or the "Back" button.



Email will be sent to licensee email address in ULS. If the email address fails or does not exist in ULS, the CORES email address will be used. If the CORES email address fails or does not exist, a letter will be sent to the licensee using the contact information in ULS.

1a. Select Call Signs to Re-Associate to another FRN

▶ Re-associate a single call sign.

FC Federal Communications Commission

License Manager

FCC > Wireless > Licensing > Online Systems > License Manager

Logged In As: 0010927150 (Log Out)

Re-Associate Call Signs with FRN

Select Call Signs

The following Call Signs are eligible to be re-associated with another FRN. To re-associate any of these Call Signs, check the box next to the call sign and click the 'Re-Associate Selected Call Signs' button.

NOTE: You must not update the FRN if the change is due to the sale (transfer of control) of the Call Sign(s) to another party.

▶ [Re-associate a single call sign.](#)

[Printable Page](#) | Call Signs per page: **20** | [50](#) | [100](#) | [All](#)

Call Signs **1-9** of 9

Page: 1

License	Licensee Name	Radio Service	Expiration Date
1 <input type="checkbox"/> KNLP517	GULF COAST MOBILE COMMUNICATION, INC.	CD	May 17, 2006
2 <input type="checkbox"/> KNLP896	METROLINK, INC.	CD	May 19, 2005
3 <input type="checkbox"/> KNLP908	METROLINK, INC.	CD	Jan 25, 2006
4 <input type="checkbox"/> KNLP924	HOUSTON WIRELESS CORPORATION	CD	Feb 28, 2006
5 <input type="checkbox"/> KNLP935	METROLINK, INC.	CD	Jan 25, 2006
6 <input type="checkbox"/> KNLP956	METROLINK, INC.	CD	Jan 25, 2006
7 <input type="checkbox"/> KNLP962	CATALAN, CHARLES	CD	May 23, 2006
8 <input type="checkbox"/> KNLQ205	METROLINK, INC.	CD	May 15, 2005
9 <input type="checkbox"/> WME799	MELIA COMMUNICATIONS, INC.	AS	Jun 1, 2005

Call Signs **1-9**

Page: 1

[← BACK](#)

[CONTINUE ▶](#)

[CONTINUE ▶](#)

User selects Call Signs to re-associate to another FRN or can choose to re-associate a single call sign.

1b. Enter a Single Call Sign to Re-Associate to another FRN

The screenshot shows the FCC License Manager interface. At the top, there is a navigation bar with the FCC logo and the text "Federal Communications Commission". Below this, the page title "License Manager" is displayed. The breadcrumb trail reads "FCC > Wireless > Licensing > Online Systems > License Manager". The user is logged in as "0010927150" with a "Log Out" link. The main heading is "Re-Associate Call Signs with FRN" followed by "Enter Call Sign". A sub-heading reads "Enter a call sign to re-associate". Below this, there are two identical form sections. Each section contains the instruction "Enter call sign and click 'Continue'." followed by a "Call Sign:" label and an empty text input field. To the left of the first input field is a "BACK" button with a left-pointing arrow. To the right of the second input field is a "CONTINUE" button with a right-pointing arrow. Blue arrows point from the "BACK" button to the first input field and from the "CONTINUE" button to the second input field.

User may enter a single call sign to re-associate with another FRN. If the call sign cannot be re-associated, an error is displayed to the user.

2. Select the FRN to which the call sign(s) will be re-associated

Enter the FRN for which you wish your Call Sign(s) to be associated: [\(Search CORES\)](#)

FC Federal Communications Commission **License Manager**
FCC > [Wireless](#) > [Licensing](#) > [Online Systems](#) > License Manager

Logged In As: 0010927150 ([Log Out](#))

Re-Associate Call Signs with FRN ES

Enter FRN

Enter FRN

Enter the FRN for which you wish your Call Sign(s) to be associated: [\(Search CORES\)](#)

[← BACK](#) [CONTINUE ▶](#)

[CONTINUE ▶](#)

User must enter the FRN to which the previously selected call signs will be re-associated. User may also click the "Search CORES" link to find the appropriate FRN. If an invalid FRN is selected, an error will be displayed to the user.

3. Review Call Signs and the FRN to which they will be associated

You have selected the following Call Sign(s) to be associated with FRN: **0010927242** .

FC Federal Communications Commission **License Manager**
[FCC](#) > [Wireless](#) > [Licensing](#) > [Online Systems](#) > License Manager

Logged In As 0010927150 ([Log Out](#))

Re-Associate Call Signs with FRN
Review Call Signs

You have selected the following Call Sign(s) to be associated with FRN: **0010927242** . Review Call Sign(s) and click 'Confirm'.

[Printable Page](#) | Call Signs per page: [20](#) | [50](#) | [100](#) | [All](#)

Call Signs 1-1 of 1
Page: 1

License	Licensee Name	Radio Service	Expiration Date
1 <input type="checkbox"/> KNLP517	GULF COAST MOBILE COMMUNICATION, INC.	CD	May 17, 2006

[SELECT ALL](#) [REMOVE SELECTED](#)

Call Signs 1-1 of 1
Page: 1

[BACK](#)

License	Licensee Name
1 <input type="checkbox"/> KNLP517	GULF COAST MOBILE COMMUNICATION, INC.

[SELECT ALL](#) [REMOVE SELECTED](#)

[CONFIRM](#)

[CONFIRM](#)

User reviews the Call Signs selected and the FRN to which it will be re-associated. If the user decides that some or all of the Call Signs chosen should not be re-associated, they can utilize the "Remove Selected" button or the "Back" button.

4. Confirm Call Signs and the FRN to which they have been associated

The following Call Sign(s) have been associated with FRN: **0010927242**

FC Federal Communications Commission
 License Manager
 FCC > Wireless > Licensing > Online Systems > License Manager
 Logged In As: 0010927150 (Log Out)

Re-Associate Call Signs with FRN Confirmation

The following Call Sign(s) have been associated with FRN: **0010927242**

Printable Page | Call Signs per page: 20 | 50 | 100 | All

License	Licensee Name	Radio Service	Expiration Date
1 KNLP517	GULF COAST MOBILE COMMUNICATION, INC.	CD	May 17, 2006

Call Signs 1-1 of 1
Page: 1

License	Licensee Name
1 KNLP517	GULF COAST MOBILE COMMUNICATION, INC.

Call Signs 1-1 of 1
Page: 1

RETURN TO LICENSE MANAGER

RETURN TO LICENSE MANAGER

Confirmation page displays the Call Signs and the FRN to which they have been re-associated. It also provides the user a manner in which to return to License Manager.

1a. Select Call Signs to Disassociate from the FRN

▶ Disassociate a single call sign.

FC Federal Communications Commission
License Manager
FCC > Wireless > Licensing > Online Systems > License Manager

Logged In As 0010927150 (Log Out)

Disassociate Call Signs from FRN
Select Call Signs

The following Call Signs are eligible to be disassociated from this FRN. To disassociate any of these Call Signs, check the box next to the call sign(s) and click the 'Re-Associate Selected Call Signs' button.

▶ Disassociate a single call sign.

[Printable Page](#) | Call Signs per page: **20** | [50](#) | [100](#) | [All](#)

Call Signs 1-8 of 8
Page: 1

License	License	Licensee Name	Radio Service	Expiration Date
1 <input type="checkbox"/> KN	<input type="checkbox"/> KNLP896	METROLINK, INC.	CD	May 19, 2005
2 <input type="checkbox"/> KN	<input type="checkbox"/> KNLP908	METROLINK, INC.	CD	Jan 25, 2006
3 <input type="checkbox"/> KN	<input type="checkbox"/> KNLP924	HOUSTON WIRELESS CORPORATION	CD	Feb 28, 2006
4 <input type="checkbox"/> KN	<input type="checkbox"/> KNLP935	METROLINK, INC.	CD	Jan 25, 2006
5 <input type="checkbox"/> KN	<input type="checkbox"/> KNLP956	METROLINK, INC.	CD	Jan 25, 2006
6 <input type="checkbox"/> KN	<input type="checkbox"/> KNLP962	CATALAN, CHARLES	CD	May 23, 2006
7 <input type="checkbox"/> KN	<input type="checkbox"/> KNLQ205	METROLINK, INC.	CD	May 15, 2005
8 <input type="checkbox"/> W	<input type="checkbox"/> WME799	MELIA COMMUNICATIONS, INC.	AS	Jun 1, 2005

Call Signs 1-8 of 8
Page: 1

◀ BACK

SELECT ALL

CONTINUE ▶

User selects Call Signs to disassociate from their FRN or can choose to disassociate a single call sign.

1b. Enter a Single Call Sign to Disassociate from the user's FRN

FC Federal Communications Commission License Manager
FCC > Wireless > Licensing > Online Systems > License Manager

Logged In As 0010927150 (Log Out)

Disassociate Call Signs from FRN
Enter Call Sign

Enter a call sign to disassociate

Enter call sign and click 'Continue'.

Call Sign:

← BACK CONTINUE →

Enter call sign and click 'Continue':

Call Sign:

CONTINUE →

User may enter a single call sign to disassociate from their FRN. If the call sign cannot be disassociated, an error is displayed to the user.

2. Review Call Signs that will be associated from the user's FRN

You have selected the following Call Signs to be disassociated from FRN: **0010927150**.

FC Federal Communications Commission **License Manager**
 FCC > Wireless > Licensing > Online Systems > License Manager

Logged In As 0010927150 (Log Out)

DisAssociate Call Signs with FRN
Review Call Signs

You have selected the following Call Signs to be disassociated from FRN: **0010927150**. Review Call Sign(s) and click 'Confirm'.

Printable Page | Call Signs per page: 20 | 50 | 100 | All

Call Signs 1-1 of 1 Page: 1

License	Licensee Name	Radio Service	Expiration Date
1 <input type="checkbox"/> KNL896	METROLINK, INC.	CD	May 19, 2005

SELECT ALL REMOVE SELECTED

Call Signs 1-1 of 1 Page: 1

← BACK CONFIRM →

CONFIRM →

User reviews the Call Signs selected that will be disassociated from the user's FRN. If the user decides that some or all of the Call Signs chosen should not be disassociated, they can utilize the "Remove Selected" button or the "Back" button.

3. Confirm Call Signs that have been disassociated from the user's FRN

The following call sign(s) have been disassociated from your current FRN: [FRN]

FC Federal Communications Commission
License Manager
FCC > Wireless > Licensing > Online Systems > License Manager

Logged In As 0010927150 (Log Out)

Disassociate Call Signs from FRN Confirmation

Printable Page | Call Signs per page: 20 | 50 | 100 | All

Call Signs 1-1 of 1
Page: 1

License	Licensee Name	Radio Service	Expiration Date
1 KNL P896	METROLINK, INC.	CD	May 19, 2005

Call Signs 1-1 of 1
Page: 1

RETURN TO LICENSE MANAGER

License	Licensee Name
1 KNL P896	METROLINK, INC.

RETURN TO LICENSE MANAGER

Confirmation page displays the Call Signs that have been disassociated from the user's FRN. It also provides the user a manner in which to return to License Manager.

