

# *Consumer Hot Line is now open for Alaskans*

The U.S. Consumer Product Safety Commission (CPSC) has expanded its 24-hour, toll-free Hot Line service to Alaska.

Alaskans can dial 800-638-8333 to report possible defects, injuries or accidents associated with consumer products. Complaints about potentially hazardous toys, household appliances or furniture are some of the types of calls received by the Hot Line.

The Hot Line also handles calls dealing with general information, such as questions on poison prevention or safety tips

on the use of such items as bicycles, skateboards, lawn mowers and snowmobiles. CPSC booklets on aluminum wiring and insulation for the home and many others including CPSC's publications catalog may also be obtained by contacting the Hot Line.

Calls dealing with products the Commission has no authority to regulate, such as food, drugs, cosmetics, radiation products, cars and tires are referred to other Federal agencies which have jurisdiction over them.

The Hot Line team has been enlarged to accommodate the expected increase in calls. The four-member staff will rotate

their work schedules to receive calls until 8 p.m. (ET). Consumers in Alaska must take into consideration the 5-6 hour time difference between their region and the Washington, D.C. location of the Hot Line. Citizens in some areas of Alaska will have to call before 2-3 p.m. (PT) to speak directly with a Hot Line team member.

After 8 p.m. (ET), the Hot Line staffers activate a phone message machine which records names and addresses of those who want their calls returned the next day. Hot Line staffers are asking consumers in Alaska who call after 8 p.m. (ET) to slowly and clearly spell their names and addresses for the phone message machine which will record the complaint made by the consumer.