

**Commerce Learning Center
Support Contacts
October 2009**

Please use email addresses whenever possible. Inboxes will be monitored during local business hours.

Scroll down to contact your servicing Bureau Administrator.

For agencies that have a LIVE SUPPORT link, please use this option for password assistance.

Live Support service is a 24 hr live chat only.

Agency	Point of Contact	Phone	Email Address
Bureau of Economic Analysis	Primary - Tarik Pierce	202-606-1622	CLCsupport@bea.gov
	Secondary - Matthew Bright	202.606.9208	
Bureau of Industry and Security (BIS)	Primary – <u>Live Support</u>	202-482-7870	<u>Live Support</u>
	Cheryl Woodard		CWoodard@bis.doc.gov
Bureau of the Census	Workforce Development Branch	301-763-2348	hrd.lms@census.gov
Economic Development Agency	Michael Barber	202-482-2686	MBarber@eda.doc.gov
	Cynthia Torraco	312-353-8143 x149	CTorraco@eda.doc.gov
Economic Statistics Administration	Ileana Gabriel-Martinez	202-482-8315	IGabriel-Martinez@doc.gov
International Trade Administration	Primary – <u>Live Support</u>	202-482- 5993	<u>Live Support</u>
			italms@mail.doc.gov
Minority Business Development Agency	Lester Purnell	202-482-3102	LPurnell@mbda.gov
National Institute of Standards and Technology	Information Technology Assistance Center	301-975-5375	elearning@nist.gov

Agency	Point of Contact	Phone	Email Address
National Oceanic and Atmospheric Administration	Primary – <u>Live Support</u> Maria Krug Secondary – Michael Shyavitz	Contact numbers below between 7am - 3pm EST. 301-665-3766 301-713-6358	<u>Live Support</u> CLC.NOAAHelp@noaa.gov
National Technical Information Service / Technology Administration	Kathie Koenig Vicki Buttram	703-605-6152 703-605-6133	KKoenig@ntis.gov VButtram@ntis.gov
National Telecommunications and Information Administration	Primary – <u>Live Support</u> Lorna Brodsky	202-482-2790	<u>Live Support</u> LBrodsky@ntia.doc.gov
NOAA National Weather Service - Please send email prior to calling.	Primary - <u>Live Support</u> Primary - Don Rinderknecht Secondary - Jerry Griffin	405-325-2805	<u>Live Support</u> lms.nws@noaa.gov
Office of Inspector General	Primary – <u>Live Support</u> Rochelle Cobb	202-482-3701	<u>Live Support</u> rcobb@oig.doc.gov
Office of the Secretary	Primary – <u>Live Support</u> Brad Lockett	202-482-6342	<u>Live Support</u> CLCsupport@doc.gov
US Patent and Trademark Office	Tom Monroe – IT Security Training Accounts & Password Recovery Thomas Downing – Other CLC Issues	571-272-5352 571-272-3683	ITSecurityTraining@uspto.gov commercelearningcenter@uspto.gov