



Informal Complaint Form

Federal Communications Commission

Consumer & Governmental Affairs Bureau

Phone: 1-888-CALL-FCC (1-888-225-5322)

Fax: 1-866-418-0232

TTY: 1-888-TELL-FCC (1-888-835-5322)

American Sign Language Support Line: 1-844-4-FCC-ASL (1-844-432-2275)

For faster submission and complaint tracking, consider filing your complaint electronically at www.fcc.gov/complaints

CONTACT INFORMATION

(Colons below designate locations for responses)

First Name:

Last Name:

Company Name (if applicable):

Street Address/ PO Box:

City or Town:

State:

Zip Code:

Telephone Number and extension (if applicable):

Best Time to Contact You if Additional Information is Needed:

E-mail Address:

COMPLAINT INFORMATION

Your Issue (choose all that apply by placing an "X" on same line):

TV Section

Availability:

Billing:

Equipment:

Indecent Content:

Loud Commercials:

Phone Section

Availability:

Billing:

Cramming:

Equipment:

Number Portability:

Slamming:

Telemarketing:

Robocalls/Junk Faxes:

Internet Section

Availability:

Billing:
Equipment:
Speed:

Radio Section

Availability:
Billing:
Equipment:
Indecency:
Pirate Radio:

Access for People with Disabilities Section

Closed Captioning:
Emergency Information:
Hearing Aid Compatibility:
Telecommunications Relay Service:
Video Description:

Emergency Communications Section

Internet:
Phone:
Radio:
Tower:
TV:

Identify the name of the company that you are complaining about:

Describe what happened so that we can understand your issue. If relevant, include the name of the company you are complaining about, your account number and any other information you think might be pertinent. You may attach any documents you believe will support your complaint:

How to Submit Your Informal Complaint

You may submit this form by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, D.C. 20554.

In addition, you may submit your complaint or obtain consumer information over the telephone by calling 888-CALL-FCC (1-888-225-5322) voice, or 1-888-TELL-FCC (1-888-835-5322) TTY, or 844-4-FCC-ASL (1-844-432-2275) ASL. An FCC customer service representative will fill out an electronic version of the form for you during your conversation.

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission (“FCC” or “Commission”) is authorized under the Communications Act of 1934 (“Act”), as amended, to collect the personal information that we request in the consumer complaint form. The form is used for complaints that involve (1) deceptive or unlawful advertising or marketing, (2) billing, privacy, or service quality, (3) disability access; (4) emergency or public safety, (5) media (general), (6) junk faxes, (7) telemarketing (including do-not-call violations), and (8) other related issues such as prerecorded messages, automatic telephone dialing systems, and unsolicited commercial email messages to wireless telecommunications

devices. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. The consumer complaint form is used for complaints about obscene, profane and indecent programming. The public reporting for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. This form is used for complaints that involve slamming disputes between consumers and telecommunications carriers to be brought before appropriate state commissions, or this Commission in cases where the state has not opted to administer our rules, rather than to authorized carriers. If we believe there may be a violation or potential violation of a statute, FCC regulation, rule or order, your complaint may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing or implementing the statute, rule, regulation, or order. The public reporting for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information.

If you have any comments on these burden estimates, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PER, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874. THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW

104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).