



## **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, consider filing your complaint electronically at

[www.fcc.gov/complaints](http://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**

Availability:

Billing:

Equipment:

Indecent Content:

Loud Commercials:

### **Phone**

Unwanted Calls:

Availability:

Billing:

Cramming:

Equipment:

Interference:

Junk Faxes:

Number Portability:

Rural Call Completion:

Slamming:

### **Internet**

Availability:

Billing:

Equipment:

Interference:

Speed:

## **Radio**

Availability:

Billing:

Equipment:

Indecency:

Interference:

Pirate Radio:

## **Access for People with Disabilities**

Closed Captioning:

Emergency Information:

Hearing Aid Compatibility:

Telecommunications Relay Service:

Video Description:

## **Emergency Communications**

Interference:

Phone/911:

Tower Light Outage:

**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:**

### **Privacy Act Statement**

The Privacy Act is a law that requires the Federal Communications Commission (FCC) to explain why we are asking you for personal information and what we are going to do with this information after we collect it.

**Authority:** The FCC is authorized under the Communications Act of 1934, as amended, to collect the personal information that is requested through the Consumer Complaint Center (CCC). The FCC is authorized to request this information from consumers under 47 U.S.C. 151, 154, 206, 208, 225, 226, 227, 228, 255, 258, 301, 303, 309(e), 312, 362, 364, 386, 507, 610, 613, 617, 618, and 619; Section 504 of the Rehabilitation Act, 29 U.S.C. 794 and 794d; and 47 CFR 0.111, 0.141, 1.711 *et seq.*, 14.30 *et seq.*, 20.19, 64.604, 68.414 *et seq.*, and 79.1 *et seq.*

**Purpose:** We are collecting this information so that we can process informal consumer complaints, inquiries, and requests for dispute assistance from individuals, groups, and other entities. We access, maintain and use the information that you provide in the CCC as described in the system of records notice (SORN), FCC/CGB-1, available at <https://www.fcc.gov/managing-director/privacy-transparency/privacy-act-information#systems>.

**Routine Uses:** We may share the personal information you enter into the CCC with other parties for specific purposes, such as:

- with the provider/company the complaint is filed against to get a response for you;
- in an FCC enforcement action, your name may be made public unless you explicitly request confidentiality;
- with other state/local or federal agencies for investigation, enforcement, or prosecution by another agency;
- with a congressional office in response to an inquiry;
- with the public after redaction of personal information;
- with other agencies or organizations in response to a breach of information.

## **FCC Notice Required by the Paperwork Reduction Act**

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request through the Consumer Complaint Center (CCC). The CCC is used for complaints that involve: (1) phone, (2) TV, (3) radio; (4) emergency, (5) Internet (6) accessibility, and (7) general inquiries/comments. 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. The CCC is also used for Accessibility/Requests for Dispute Assistance. 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. 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-PERM, 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](mailto: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. 3507.

## **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  
45 L Street, NE  
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.