

DRAFT

FCC Form 2000

You may use FCC Form 2000 to complain about issues related to: (1) deceptive or unlawful advertising and marketing (2) billing, privacy and service quality (3) disability access, (4) emergency and public safety, (5) media (general), and (6) other communications issues. If you provide enough information to indicate a potential violation of the Communications Act of 1934, as amended, or the FCC's rules, the FCC will use your complaint to pursue enforcement action against the potential violators.

The FCC Form 2000 is divided into short forms or sections for each type of complaint. You need only fill out and submit those sections pertaining to your complaint. For example, to submit a complaint regarding deceptive or unlawful advertising or marketing, you only need to fill out Form 2000A. To complain about a billing, privacy or service quality issue, you only need to fill out and submit Form 2000B. A list of complaint topics and the associated short form follows.

You may submit your complaint in the following ways:

- over the Internet at <http://www.fcc.gov/cgb/complaints.html>
- by e-mail to fccinfo@fcc.gov
- by fax to 1-866-418-0232
- by postal mail to: Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554
- by telephone. You may call the FCC's toll free telephone number, 1-888-CALL-FCC or 1-888-TELL-FCC (TTY) to submit your complaint. If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation.

If you have any questions or would like additional assistance, please feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TTY).

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If you have more than one complaint, complete a separate Consumer Complaint, FCC Form 2000, for each subject. If the allocated space is insufficient or if you wish to provide documents or other media (e.g., tapes, disks, etc.), download a copy of the correct complaint form at http://www.fcc.gov/cgb/complaints_catchall_print.html, print out the complaint form and mail it to the address listed at the end of the complaint form, making sure to include copies of all supporting information.

Complaint Information:

What type of activity are you complaining about? Check **ONE** below to provide information about your complaint.

- Deceptive or unlawful advertising or marketing.** If you check this, go to **Form 2000A** to file your complaint.

Note: This form should be used for complaints about advertising or marketing practices by communications companies. For example, you may use this form for complaints about the deceptive or misleading advertising by a telephone company, wireless provider, or Internet access service provider. You may also use this form for complaints about subliminal advertising on radio or television, violations of the Commission's commercial limits during children's television or carriage of illegal advertisements on a noncommercial broadcast station. *Junk fax, do-not-call or other telemarketing complaints should be filed on Form 1088* (www.fcc.gov/cgb/complaints_tcpa.html).

- Billing, privacy, or service quality.** If you check this, go to **Form 2000B** to file your complaint.

Note: This form should be used for complaints about billing or unauthorized charges by your telephone company or wireless provider. You should also use this form for complaints about the quality or availability of service by your telephone company, wireless provider or Internet access service provider, including complaints that your telephone company or wireless provider is not allowing you to keep your telephone number when you change service providers. Finally, you should use this form for complaints about the unauthorized disclosure of your calling records by telephone companies or wireless carriers. *Slamming complaints (unauthorized change of your telephone carrier or company) should be filed on Form 501* (www.fcc.gov/cgb/complaints_slamming.html).

- Disability access.** If you check this, go to **Form 2000C** to file your complaint.

Note: This form should be used for complaints about disability access. For example, you should use this form for complaints about Telecommunications Relay Service, closed captioning, and the accessibility of emergency information. You should also use this form for complaints about the accessibility of telecommunications equipment and services such as the compatibility of hearing aids with both wireless and wireline telephone equipment. *If your complaint is about closed captioning only, you must first contact the station or video programming distributor* (<http://www.fcc.gov/cgb/consumerfacts/closedcaption.html>).

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- Emergency or public safety.** If you check this, go to **Form 2000D** to file your complaint.

Note: This form should be used for complaints about problems with communications companies regarding public safety or emergency issues. Among other things, you may use this form to complain about the quality or availability of Enhanced 911 service, interference to emergency/public safety services or devices, radio tower problems (lighting, fencing, painting), Emergency Alert System (EAS) problems, and cable signal leakage.

- Media (general).** If you check this, go to **Form 2000E** to file your complaint.

Note: This form should be used for complaints alleging misconduct by radio or television stations, cable systems, or satellite operators. Some of the complaints in this area relate to unfair contests, hoaxes, sponsorship identification/payola violations, slanted news stories, unauthorized (pirate) broadcasters, and the broadcast of telephone conversations without notice. *Complaints about indecency, obscenity, profanity or otherwise offensive programming on radio or television should be filed on Form 475B (www.fcc.gov/cgb/complaints_obscene.html).*

- Other Communications Complaint.** If you check this, go to **Form 2000F** to file your complaint.

Note: This form should be used for complaints that do not come within the scope of any of the above-described Forms 2000A through 2000E. Among other things, you may use this form to complain about interference to non-emergency or non-safety-of-life services or devices (such as interference to a garage door opener or to your home stereo or television) and amateur radio or citizens band (CB) radio problems.