Draft

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FCC Form 1088 – Junk Faxes and Telemarketing

You may use the FCC Form 1088 to complain about: (1) junk faxes, (2) telemarketing (including Do-Not-Call violations), and (3) other issues, such as pre-recorded telephone messages, automatic telephone dialing systems, and unsolicited commercial e-mail messages to cell phones, pagers, and other wireless telecommunications devices. 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 violators. This enforcement action could include forfeitures.

The FCC Form 1088 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 junk fax, you will need to fill out only Form 1088A. To complain about a Do-Not-Call violation to a residential telephone, you will need to fill out and submit only Form 1088B. A list of complaint topics and the associated short form follows. NOTE: If you are complaining that your telephone company was changed to another telephone company without your permission (a practice called "SLAMMING"), then you should use the FCC Form 501 to submit a complaint. In addition, if you wish to submit a complaint about other general telephone issues, e.g., billing disputes, cramming, telephone company advertising practices, etc., please use Form 475.

You may submit your complaint:

- 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, 888-CALL-FCC, 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 888-CALL-FCC.

Complaint Information:

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

☐ **Junk fax to your residential or business fax machine** (If you check this, go to **Form 1088A**, to file your complaint.)

☐ **Live telephone call received at a residential telephone** (If you check this, go to **Form 1088B**, to file your complaint.)

☐ **Prerecorded message received at a residential telephone** (If you check this, go to **Form 1088C**, to file your complaint.)

☐ **"Abandoned call" or "War dialing" received at a business or residential telephone** (If you check this, go to **Form 1088D**, to file your complaint.)

Live telephone (or telemarketing) call, voice message, prerecorded telemarketing call, or e-mail/text message to:

☐ **Business telephone** (If you check this, go to **Form 1088E**, to file your complaint.)

☐ **Emergency telephone; patient telephone in hospital, nursing home, or elderly care facility** (If you check this, go to **Form 1088F**, to file your complaint.)

☐ **Wireless communications device (cell phone, pager)** (If you check this, go to **Form 1088G**, to file your complaint.)

☐ **A toll-free number (800, 888, etc.) or any other service (except wireless) for which the called party is charged** (If you check this, go to **Form 1088H**, to file your complaint.)