Estimated time per response: 30 minutes

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 <u>fccinfo@fcc.gov</u>
- 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).

Estimated time per response: 30 minutes

FCC Form 2000

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:

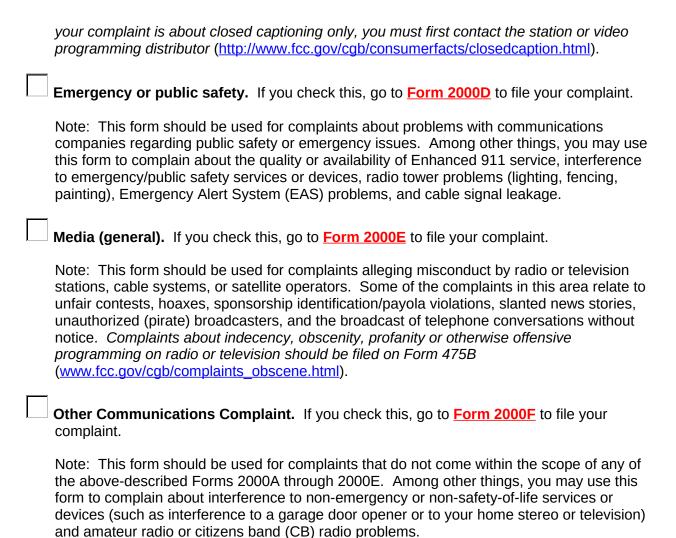
Complaint information:	
	at type of activity are you complaining about? Check ONE below to provide information out your complaint.
	Deceptive or unlawful advertising or marketing. If you check this, go to Form 2000A to file your complaint.
	Note: This form should be used for complaints about advertising 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. <i>Junk fax, do-not-call or other telemarketing complaints should be filed on Form 1088</i> (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

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Estimated time per response: 30 minutes

FCC Form 2000



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