

Product: Internet

Approved by OMB 3060-0874 (Estimated average burden per person is 15 minutes.)

Email address

Subject

Have you contacted your provider about this issue? y/n

Internet issue (drop down)

Availability

- Coverage areas/coverage maps
- Additional charge to make service available
 - Amount of charge
 - Reason for charge
 - Estimated time frame to complete
- No service available
 - Outside service area
 - Construction necessary
- Other (use description field)

Billing

- Service charges
- Lifeline
- Taxes/fees
- Surcharge (including Universal Service)
- Advertised rates
- Other (use description field)

Equipment

- Modems
- Other (use description field)

Interference

- Jamming/Blocking (including Wi-Fi)
 - Location/date/time
- Other (use description field)

OI/Net Neutrality

- Blocking
- Data caps
- Throttling
- Inaccurate disclosures/Transparency
- Other (use description field)

Privacy

- Has your personal information been accessed, obtained or used by an unauthorized person? y/n
- If yes:

Describe what personal information has been accessed, obtained or used
Describe how you discovered your personal information had been accessed, obtained or used

Did you receive written notice from your provider about the data breach?
y/n

If yes, attach or describe the notice, include the date you received the notice and what it contained

Did you have previous security concerns about your provider?

Speed/Service quality

Less than advertised speed

Inconsistent speed

Other (use description field)

Internet method

Fixed Wireless

Mobile Wireless

Cable

Satellite

DSL

Fiber

Wi-fi

Company name (your provider)

Are you a current, former, or prospective customer of this company?

Current

Former

Prospective

Other

Have you contacted this provider about this issue? y/n

Have you filed a complaint about this issue in the past 90 days?

Account number

First name/Last name

Address/city/state/zip code

Phone (where you can be contacted)

Filing on behalf of someone

If yes, your relationship (on behalf of)

First name (on behalf of)

Last name (on behalf of)

Company name (on behalf of)

Address (on behalf of)

City (on behalf of)

State (on behalf of)

Zip code (on behalf of)

Description of complaint (free text field)

Can the FCC share your description of your complaint (minus PII) with the public on our website? y/n

Attachments