

**Category: Internet**

Not Yet Approved by OMB 3060-0874 (Estimated average burden per person is 15 minutes.)

Privacy Statement

Email address

Internet issue

Availability

- Inaccurate Coverage areas/coverage maps
- No internet deployment/service in my area
- Inadequate network upgrades
- Inadequate network maintenance
- Additional charge to make service available
- Outages or Inconsistent Availability
- Other (use description field)

Speed

- Inadequate internet speed
- Less than advertised speed
- Inconsistent speed
- Low data caps
- Throttling (intentional slowing of internet speed)
- Failure to undertake advertised service upgrade
- Other

Billing or Pricing

- Advertised rates
- Service charges or deposits
- Lifeline/USF
- Taxes/fees/surcharges
- Late fees (excessive or over-charged)
- Credit check
- Service suspension or termination without notice
- Other

Equipment

- Modems
- Problems with service installation on site
- Other (use description field)

Broadband Label

- Monthly, one-time, or early termination fees
- Discounts and bundles
- ACP
- Speeds
- Data
- Incomplete List of Fees

Label Accessibility

Not in Language Marketed to

Broken Links

Legibility and visibility

Other

Interference

Jamming/Blocking (including Wi-Fi)

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?

Does your complaint involve digital discrimination of access based on income level, race, ethnicity, color, religion, or national origin? y/n/Don't know

If yes:

Which of the following characteristics is your digital discrimination of access complaint based on? (Multi-select)

income level

race

ethnicity

color

religion

national origin

none of the above

Is the digital discrimination of access complaint you have happening at your residence or another location?

Residence

Another Location

Type of Location

School

Library

Public commercial location

Other

City of Location

State of Location

Zip of Location

Do other members of your neighborhood or area also experience the issue described in your complaint? y/n/Don't Know

If yes:

Is the issue affecting 500 or more households? Y/n/Don't Know

Is there a neighboring area that is receiving better service than you? Y/n/Don't Know

If yes:

Name of the neighboring area?

City of the neighboring area

State of the neighboring area

Zip of the neighboring area

What is the advertised download speed of the internet plan you subscribe to

25MB or less

26-50MB

51-100 MB

101MB- 500

501 MB - 999MB

1GB or more

Don't Know

Internet method

Wireless

Cable

Satellite

DSL

Fiber

Company name (your provider)

Relationship to Company

Current Customer

Former Customer

Prospective Customer

Other

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

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)

Age of Complaint Filer? (Drop Down)

Under 18

18-24

25-34

35-44

45-54

55-64

65 or older

Ethnicity? (Drop Down)

Hispanic or Latino

Not Hispanic or Latino

Race(Multi-Select) Select one or more:

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

Primary language spoken at home? (Multi-select)

English

Spanish

Chinese

French

Tagalog

Vietnamese

German

Korean

Other

Total Household Income? (Drop Down)

0-\$20,000

\$20,001-60,000

\$60,001 - \$100,000

\$100,001 - \$150,000

\$150,001+

Housing? (Drop Down)

Multi-Unit Building(Apartment or Condo)  
Single Family Home(House, Mobile Home, Townhome)  
Other

Subject

Description

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

Attachments