

CONSUMER HELP CENTER

THE CONSUMER HELP CENTER PROVIDES INFORMATION ABOUT ISSUES AND DIRECTS YOU TO RESOURCES TO TAKE ACTION.

By filing a consumer complaint or telling us your story, you help us identify trends and track the issues that matter most.



*Find web resources and learn more at
fcc.gov/consumers*

Consumer Help Center



Browse or search FCC consumer guides

We provide information about various topics, including: telephone billing, services, fraud, and consumer scams such as robocalls; broadband and internet; TV and radio; health, safety and emergency communications; and disability issues. Learn more at fcc.gov/consumers.



File a consumer complaint with the FCC

If your complaint is about a telecom billing or service issue, the FCC will serve your complaint on your provider, which has 30 days to send you a response. Visit fcc.gov/complaints to file.



Share your experience: tell us your story

When you have issues concerning a provider or policy, tell us about it via the Consumer Complaint Center and help inform policymaking and potential enforcement activities.



Mine complaint data and track consumer trends

The collective data the FCC receives helps us keep a pulse on what consumers are experiencing. Complaint data, charts and graphs and APIs are available at fcc.gov/consumer-help-center-data.



For more information visit
fcc.gov/consumers