

Filing an Informal Complaint

Consumers can file a complaint with the FCC on issues about phone equipment and services, internet service, and TV and radio services. The types of complaints include access and billing concerns to issues with service speeds, number porting, equipment, unwanted calls and texts, and much more. Complaints can be filed online at [fcc.gov/complaints](https://www.fcc.gov/complaints). Filing online is the quickest and most effective way to file a complaint.

Other options for filing a complaint with the FCC include:

- Phone: 1-888-CALL-FCC (1-888-225-5322); ASL Video Call: 1-844-432-2275
- Mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
45 L Street NE
Washington, DC 20554

The informal complaint process requires no complicated legal procedures, has no filing charge, and does not require the complaining party to appear before the FCC.

If your complaint is sent to your service provider by the FCC to help resolve the issue:

- The service provider is required to respond within 30 days of receiving the complaint.
- The service provider is required to send their response, in writing, to you and the FCC.
- The service provider may contact you directly to resolve the complaint.

In some cases, the FCC does not have authority to resolve an individual complaint. However, by submitting a detailed complaint, the Commission can provide additional resources to guide you through possible next steps, including directions to other agencies that may have jurisdiction over your issue.

Consumer Help Center

For more information on consumer issues, visit the FCC's Consumer Help Center at www.fcc.gov/consumers.



Alternate formats

To request this article in an alternate format - braille, large print, Word or text document or audio - write or call us at the address or phone number at the bottom of the page, or send an email to fcc504@fcc.gov.

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