



PUBLIC NOTICE

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REVISED WIRELINE AND WIRELESS TELEPHONE COMPLAINT FORM NOW AVAILABLE ONLINE FOR CONSUMERS

The FCC's Consumer Information Bureau (CIB) announces the availability of a new online complaint form to aid consumers in filing complaints against telecommunications providers. The newly revised FCC Form 475 can now be used to file general telephone complaints against both wireline and wireless carriers about billing disputes, cramming, telephone company advertising practices, telephone information services, unsolicited telephone marketing calls and faxes, and accessibility by persons with disabilities to telecommunications equipment and services. Previously, FCC Form 475 was used to report all telephone complaints, including slamming. The revised Form 475 should not be used to report slamming complaints. Consumers who believe that they have been victims of "slamming", the illegal practice of changing a consumer's telephone service without permission, should now use FCC Form 501 which is also available online and exclusively used for slamming complaints. FCC Form 475 and FCC Form 501 can be accessed online at www.fcc.gov/cib/ccformpage.html. The FCC's web site also includes information on where to send the completed forms. Copies of FCC Form 475 and Form 501 can also be obtained by calling the CIB Consumer Center's toll-free number at 1-888-CALL-FCC (voice) or 1-888-835-5322 (TTY).

If a consumer is not seeking individual relief or assistance, but only wants to provide general information about a telecommunications service problem that is within the FCC's jurisdiction, details should be provided to scoop@fcc.gov. Consumers may also use the toll-free number to contact the Consumer Center for more information on completing the complaint form(s), including the type of documentation that must be submitted with the completed form(s). Consumers using FCC Form 475 and Form 501 must include all of the required information and necessary documentation to avoid any delay in the processing of their complaint.

FOR ADDITIONAL INFORMATION CONTACT: Arthur D. Scrutchins,
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