



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

July 23, 2018

The Honorable Frank Pallone
Ranking Member
Committee on Energy and Commerce
U.S. House of Representatives
2322A Rayburn House Office Building
Washington, D.C. 20515

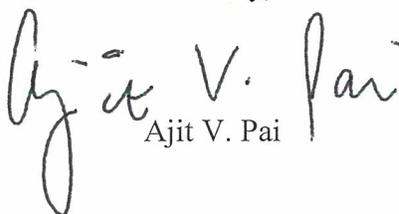
Dear Congressman Pallone:

Thank you for your letter regarding the Commission's informal complaint process. Consumers are at the center of everything we do at the Commission as we seek to fulfill our core mission of working in the public interest. I agree with you that the Commission's traditional role of helping consumers in the informal complaint process is extremely important. I therefore want to assure you that there has been no change to the Commission's longstanding practice of assisting consumers through the informal complaint process.

The Commission sought comment on proposed revisions to the text of our informal complaints rules in a *Notice of Proposed Rulemaking*, which was unanimously approved by the Commission in September 2017 (including every current member of the Commission). In the following nine months, not one commenter expressed any concern whatsoever about the change to the text of the informal complaint rule. The modification to the informal complaint rules in the *Report and Order* adopted on July 12, 2018 is exactly the same as was proposed in the *Notice*. As the career staff of the FCC's Enforcement Bureau made clear at our open meeting, that modification does not affect how the Commission deals with informal complaints but merely clarifies the existing, uncodified practice which has been in place since 1986—that the informal complaint process facilitates a dialogue and negotiations but does not result in a formal Commission ruling. As the career staff of the FCC's Enforcement Bureau made clear at our open meeting, that modification in no way impedes the Commission's ability to take enforcement actions on the basis of informal complaints. And as the career staff of the FCC's Enforcement Bureau made clear at our open meeting, media reports that Americans will have to pay a \$225 fee to file a complaint with the FCC are “blatantly false.”

Please let me know if I can be of any further assistance.

Sincerely,


Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

July 23, 2018

OFFICE OF
THE CHAIRMAN

The Honorable Mike Doyle
Ranking Member
Subcommittee on Communications and Technology
Committee on Energy and Commerce
U.S. House of Representatives
2322A Rayburn House Office Building
Washington, D.C. 20515

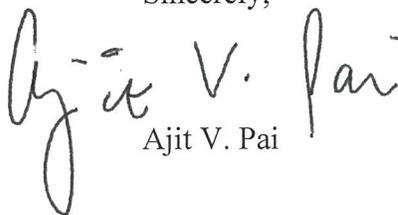
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Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink that reads "Ajit V. Pai". The signature is written in a cursive, flowing style. Below the signature, the name "Ajit V. Pai" is printed in a standard sans-serif font.

Ajit V. Pai