



COMMITTEE ON
ENERGY AND COMMERCE

COMMITTEE ON
SCIENCE, SPACE, AND TECHNOLOGY

Congress of the United States
House of Representatives
Washington, DC 20515-0509

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October 29, 2020

The Honorable Ajit V. Pai
Federal Communications Commission
45 L Street N.E.
Washington, D.C. 20002

Dear Chairman Pai:

I am writing to follow up on my request from last month's Federal Communications Commission (FCC) oversight hearing that you make publicly available all consumer complaints the FCC has received regarding internet and phone service during the COVID-19 pandemic.¹ While your agency has made available a summary of the complaints on its website, the information that has been shared is incomplete. The American people deserve to know the specific problems that are arising, whether the problems are being resolved, and how long it is taking to resolve them. Unfortunately, none of this information is publicly posted on your agency's website.

It is concerning that more than seven months into the pandemic you have still not been fully upfront with the public about the problems that consumers have been facing. During an Energy and Commerce Committee teleconference in mid-May, I asked you about the number of complaints the FCC had received regarding communications providers not honoring commitments made under the Keep Americans Connected Pledge or other COVID-related commitments.² It was not until then that you or your agency publicly disclosed the number of complaints that had been received. Furthermore, it was not until documents from a Freedom of Information Act (FOIA) request were shared by a journalist that the public was made aware about the nature of the complaints.³ It should not take a congressional inquiry and a FOIA request to uncover these problems, especially during a pandemic.

¹ Hearing on "Trump FCC: Four Years of Lost Opportunity," House Committee on Energy and Commerce, September 17, 2020, available at <https://energycommerce.house.gov/committee-activity/hearings/hearing-on-trump-fcc-four-years-of-lost-opportunities>.

² Teleconference Forum on COVID-19 with Chairman Pai, House Committee on Energy and Commerce, May, 19, 2020, available at https://www.youtube.com/watch?v=alh_K9i8zU4&feature=youtu.be.

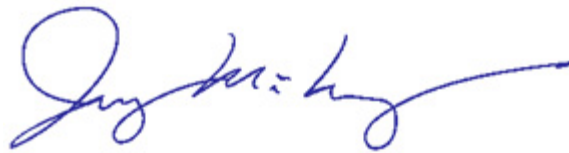
³ See "Read the Heartbreaking Complaints Americans Sent to the FCC After Their Internet was Shut off," The Daily Dot, June 5, 2020, available at <https://www.dailydot.com/debug/fcc-coronavirus-pledge-complaints/>.

At a time when nearly every aspect of our lives depends on connectivity, transparency and accountability with respect to connectivity problems are critical. Please make the following information publicly available by November 13, 2020:

1. For each individual consumer complaint received by the FCC relating to internet or phone service during the pandemic, the text of the complaint (properly de-identified to protect the individual's privacy), whether the complaint was resolved, and how long it took to resolve the complaint;
2. The number of complaints identified in (1) that were referred to the Enforcement Bureau or other bureaus in the agency and what further action was taken with respect to each referred complaint; and
3. With respect to the Keep Americans Connected Pledge, the number of instances in which the provider did not keep the promises it made under the Pledge.

Thank you for your attention in this important matter.

Sincerely,



Jerry McNerney
Member of Congress

CC: The Honorable Michael O'Rielly, Commissioner, Federal Communications Commission
The Honorable Jessica Rosenworcel, Commissioner, Federal Communications Commission
The Honorable Brendan Carr, Commissioner, Federal Communications Commission
The Honorable Geoffrey Starks, Commissioner, Federal Communications Commission