

From: Dorothy Louis <Dorothy.Louis@changetowin.org>
Sent: Wednesday, October 26, 2016 5:26 PM
To: FOIA
Subject: Consumer Complaints on Wireless Companies

Follow Up Flag: Follow up
Flag Status: Flagged

Federal Trade Commission
Received

OCT 27 2016

FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

DATE: October 26, 2016

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that copies of the following be provided to me:

copies of all records and documents related to complaints against:

- (i) T-Mobile, from June 1, 2016 to present
- (ii) Verizon Wireless, not the landline division from June 1, 2016 to present
- (iii) AT & T Wireless, from June 1, 2016
- (iv) Sprint Wireless, from June 1, 2016

from the following Consumer Sentinel Product Codes (PCS)

- No. 20 – Credit Bureaus
- No. 26 – Credit Report Users
- No. 27 – Creditor Debt Collection
- No. 78 – Mobile: Carrier Rates\Plans
- No. 79 – Mobile: Other
- No. 81 – Mobile: Unauthorized Charges or Debits
- No. 110 – Third Party Debt Collection

If possible, I would prefer to receive these materials electronically. If some material is available before all material is available, please provide the material on a rolling basis.

In order to help determine fees, you should know that I am a researcher for a 501(c)(5) non-profit labor organization. I request a waiver of all fees for this request. The requested is not in my commercial interest and is for research purposes in the public interest. If this waiver is not granted, I am willing to pay fees up to \$50. If you expect the fees will exceed this, please contact me before proceeding.

I understand that the FTC is required to respond to this request within 20 business days. If you choose to deny this request, please provide a written explanation for the denial including a reference to the specific statutory exemption(s) upon which you rely. Also, please provide all segregable portions of otherwise exempt material.

If you need to discuss this request, I can be reached at (212) 558-0083 or Dorothy.Louis@changetowin.org. Thank you for your consideration of my request.

Sincerely,

Dorothy Louis
Change to Win
90 Broad St., Suite 710
New York, NY 10004
Office: (212) 558-0087
Cell: (347) 726-1344