



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

DEC 08 2016

**via e-mail: Dorothy.Louis@changetowin.org**

Dorothy Louis  
Change to Win  
90 Broad St., Suite 710,  
New York, NY 10004

Re: FOIA-2017-00088  
T-Mobile; Verizon Wireless; AT&T  
Wireless; Sprint Wireless

Dear Ms. Louis:

This is in response to your request dated October 26, 2016, under the Freedom of Information Act seeking access to all records and documents related to complaints against: 1) T-Mobile; 2) Verizon Wireless; 3) AT & T Wireless; and 4) Sprint Wireless, from June 1, 2016 to October 27, 2016, with the following Consumer Sentinel product service codes: Nos. 20, 26, 27, 78, 79, 81, and 110. On November 8, 2016, you narrowed the scope of your request and stated that you only wanted the "Comments" section of consumer complaints for T-Mobile.

In accordance with the FOIA and agency policy, we have searched our records, as of October 27, 2016, the date we received your request in our FOIA office.

We have located approximately 7,860 responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. Three complaints, and portions of other complaints, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

We are withholding three complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

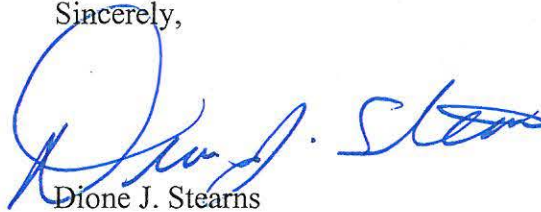
Enclosed are 7,857 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

You also may seek dispute resolution services from the FTC FOIA Public Liaison Richard Gold via telephone at 202-326-3355 or via e-mail at [rgold@ftc.gov](mailto:rgold@ftc.gov); or from the Office of Government Information Services via email at [ogis@nara.gov](mailto:ogis@nara.gov), via fax at 202-741-5769, or via mail at Office of Government Information Services (OGIS), National Archives and Records Administration, 8601 Adelphi Road, College Park, MD 20740.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Carolyn Cheung at 202-326-2411.

Sincerely,



Dione J. Stearns  
Assistant General Counsel