



United States of America  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

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

MAY 07 2015

Re: FOIA-2015-00549  
T-Mobile; MetroPCS

Dear Ms. Louis:

This is in response to your request dated February 05, 2015, under the Freedom of Information Act seeking access to all complaints filed and all related correspondence, memos, documents, including but not limited to aggregated or summary data, or other records and/or including investigations not connected to any consumer complaint but based on company conduct regarding T-Mobile USA, Inc. and/or MetroPCS from January 2, 2012 to the present. You also submitted a list of search terms on February 25, 2015. In accordance with the FOIA and agency policy, we have searched our records, as of February 05, 2015, the date we received your request in our FOIA office. We stopped our searches when we met your fee agreement.

We have located approximately 3650 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 two 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 approximately 3650 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).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this response to your request.

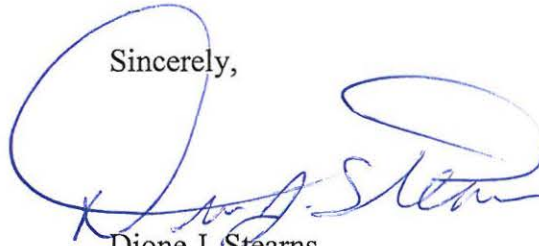
Please make checks payable to U.S. Treasury and send payment to:

Financial Management Office, H-790  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

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 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Anna Murray at (202) 326-2820.

Sincerely,



Dione J. Stearns  
Assistant General Counsel

Enc: 1 CD  
Invoice