



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

JUL 3 1 2017

Tess Townsend  
Vox Media - Recode  
150 Spear Street, Suite 1700  
San Francisco, CA 94117

Re: FOIA-2017-01141

Dear Ms. Townsend:

This is in response to your request dated July 7, 2017 under the Freedom of Information Act seeking access to all competition complaints filed against Google, Google parent company Alphabet, or any of Alphabet's subsidiaries, received by the FTC between January 2013 and the present (July 2017). In accordance with the FOIA and agency policy, we have searched our records as of July 7, 2017, the date we received your request in our FOIA office.

Your request did not indicate an agreement to pay any fees associated with the processing of your request. However, the Commission's fee regulations specify that fees less than \$25 will be waived. *See* 16 C.F.R. § 4.8(b)(4). Because the fees associated with the processing of your request did not exceed \$25, we have processed your request free of charge. In the future, please provide a fee agreement to facilitate the processing of your request.

We have located approximately 73 responsive complaints that consumers have made 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).

Other consumer complaints concerning Google are posted to the FOIA Reading Room. Please visit [www.ftc.gov](http://www.ftc.gov). Also court filed complaints are publicly available on our website under the Cases and Proceedings tab.

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 the FOIA regulations or procedures, please contact Jacqueline Lightle at 202-326-3737.

Sincerely,

A handwritten signature in blue ink that reads "Sarah D. Mackey".

Sarah D. Mackey  
Associate General Counsel

Encl. - CD