

## Request for Dispute Assistance (RDA Form)

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Please use this form to request assistance from the FCC Disability Rights Office to resolve an accessibility or usability problem related to telecommunications or advanced communications services or equipment. The FCC Disability Rights Office must work with you and the company for at least 30 days to try to resolve your accessibility problem before you can file an informal complaint with the FCC. You may request additional time for this assistance. After 30 days, if your problem is not resolved, you may file an informal complaint with the FCC Enforcement Bureau.

Complete the sections as indicated below. **Sections marked with an asterisk (\*) must be completed.** If you need assistance completing or submitting this form, or if you have any questions, please contact the FCC Disability Rights Office at dro@fcc.gov or call 202-418-2517 (voice) or 202-418-2922 (TTY).

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**\* Select the type of service or equipment that best describes your accessibility problem:**

wireless or mobile telephone service or equipment (such as a cellphone or smartphone)

wireline or landline telephone service or equipment (such as your home phone)

cable or Internet phone service or equipment (such as home phone service provided by your Internet service provider)

Internet voice communication service or equipment (such as using your computer to talk to a friend)

electronic messaging service or equipment (such as text messaging, instant messaging, or e-mail)

interoperable video conferencing service or equipment

Accessibility specifically required for individuals who are blind or visually impaired:

Internet browser built into a wireless or mobile telephone (such as a cellphone or smartphone)

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**Your Contact Information:**

\* **First Name:** \_\_\_\_\_

\* **Last Name:** \_\_\_\_\_

\* **Street Address or Post Office Box Number:** \_\_\_\_\_

\* **City:** \_\_\_\_\_ \* **State:** \_\_\_\_\_ \* **Zip Code:** \_\_\_\_\_ - \_\_\_\_\_

Please provide both a phone number and an e-mail address, if available.

**Telephone Number:** Area Code: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Ext: \_\_\_\_\_

Voice

Videophone

TTY

**E-mail Address:** \_\_\_\_\_

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We plan to contact you by e-mail and/or phone. If these methods of communication are not accessible to you, please indicate your preferred format or method of response:

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Are you filing this request on behalf of a company or organization?

Yes

No

When "Yes" is selected, the following information is requested:

Name of company or organization: \_\_\_\_\_

Your job title: \_\_\_\_\_

Are you filing this request on behalf of another person, such as a family member or friend?

Yes

No

When "Yes" is selected, the following information is requested:

Name of the other person:

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Your relationship to this person: \_\_\_\_\_

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## **Information about Your Accessibility Problem:**

1. Provide the following information about your equipment and service. Check all that apply.

Equipment Manufacturer

Name: \_\_\_\_\_

The type of device (such as cellphone, smartphone, or computer):

\_\_\_\_\_

Model number: \_\_\_\_\_

Service Provider

Name: \_\_\_\_\_

Software/App

Name of software/app: \_\_\_\_\_ Version: \_\_\_\_\_

Name of Internet browser: \_\_\_\_\_ Version: \_\_\_\_\_

## Request for Dispute Assistance (RDA Form)

2. Please provide the approximate date the service or equipment was purchased, acquired, or used (or attempted to be purchased, acquired, or used):

Month: \_\_\_\_\_ Year: \_\_\_\_\_

Date when you became aware of the accessibility problem:

Month: \_\_\_\_\_ Year: \_\_\_\_\_

3. \* Briefly describe the way the service or equipment is not accessible or usable. Be as specific as possible. If desired, you may submit additional information or documents. Follow the instructions below.

4. Did you contact anyone in the company about this accessibility problem before filing this Request for Dispute Assistance? If yes, please provide the date, name of the person or department you contacted, and the phone number, if available. Please describe what happened when you contacted the company.

## Request for Dispute Assistance (RDA Form)

5. \* What would you like the company to do to solve your accessibility problem?

6. Please provide any other information you think may be useful to solve your accessibility problem.

**ADDITIONAL INFORMATION:** You may attach and submit additional information or documentation that is related to this Request for Dispute Assistance.

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After you submit this Request for Dispute Assistance, you will receive a confirmation with your case number and information about how your request will be processed. If you provided an e-mail address above, the confirmation will be sent to you by e-mail. Please print and/or save the confirmation e-mail for future reference.

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## **Filing Options:**

**Online** – You may complete and submit a Request for Dispute Assistance (RDA Form) online at <https://esupport.fcc.gov/ccmsforms/RDAformEnglish>.

**Mail** your completed Request for Dispute Assistance (RDA Form), with a copy of all supporting information or documentation you wish to provide, to the following address:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Disability Rights Office  
Request for Dispute Assistance  
445 12th Street, SW  
Washington, DC 20554

**E-mail** a scanned or electronic version of your completed Request for Dispute Assistance (RDA Form), with a scanned or electronic copy of all supporting information or documentation you wish to provide, to the FCC Disability Rights Office at [dro@fcc.gov](mailto:dro@fcc.gov).

**Fax** your completed Request for Dispute Assistance (RDA Form), with a copy of all supporting information or documentation you wish to provide, to 202-418-0037.

If you need assistance completing and filing this form, or if you have any questions, please contact the FCC Disability Rights Office at [dro@fcc.gov](mailto:dro@fcc.gov) or call 202-418-2517 (voice) or 202-418-2922 (TTY).

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# Request for Dispute Assistance (RDA Form)

## FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve billing, privacy, or service quality. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERM, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a common carrier, the complaint is forwarded to the defendant carrier who must, within a prescribed time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office; a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).

September 2013