



Updates on FCC Consumer Complaint Data

The FCC has changed the way it publicly releases data on the consumer complaints it receives. As of January 1, 2015, consumer complaint data is available on the FCC's website on an ongoing basis through the Commission's new [Consumer Help Center](https://consumercomplaints.fcc.gov). The data, which is currently updated weekly, can be found at <https://consumercomplaints.fcc.gov>.

From 2002-2014, the FCC released aggregate complaint data by issue on a quarterly basis. Quarterly reports for those years are available at <http://www.fcc.gov/encyclopedia/quarterly-reports-consumer-inquiries-and-complaints>. In the Quarterly Reports, complaints were categorized using terminology that reflected how services have been provided traditionally, such as by wireline or wireless providers, or by broadcasters. The new Consumer Help Center adopts a more consumer-friendly approach, using terminology from a consumer's point of view. For that reason, the complaint data released via the new Consumer Help Center and the complaint data captured in the legacy Quarterly Reports are effectively "apples and oranges;" the categories of complaint data do not match perfectly.

During the fourth quarter of 2014, the FCC began to test its new Consumer Help Center, with increasing percentages of complaints being directed to the new Consumer Help Center portal over time. The test period began October 31 and ended December 29, 2014, with the launch of the new Consumer Help Center. Initially the percentage of complaints routed to the Consumer Help Center ranged from 20 to 30 percent. That percentage reached 100 percent shortly before the launch of the new system in late December. As a result, consumer complaints for the fourth quarter 2014 were received by both the legacy complaint system as well as the new Consumer Help Center. The Quarterly Report for fourth quarter 2014 includes only those complaints filed in the legacy complaint system. Complaints filed in the new Consumer Help Center during the test period can be found [here](#).

Over the next few months, the FCC will be making available increasing amounts of data sets, with increased granularity and specificity, through the new Consumer Help Center. The FCC thanks consumers for sharing their complaints with us. The data we gather through your complaints is used by the Commission to inform its policymaking and enforcement processes. We look forward to continuing to increase data transparency in the future.

For more information

For information about consumer issues, visit the FCC's Consumer Help Center at <https://consumercomplaints.fcc.gov>, or contact the FCC's Call Center at 1-888-CALL-FCC (Voice: 1-888-225-5322) or 1-888-TELL-FCC (TTY: 1-888-835-5322), or write to:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

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