



United States Senate  
WASHINGTON, DC 20510-0905

March 25, 2014

The Honorable Tom Wheeler  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Re: GN Docket No. 14-25 – FCC Process Reform; Publicly Searchable Online  
Consumer Complaints Database

Dear Chairman Wheeler:

We write to urge the Federal Communications Commission (FCC) to expeditiously take steps to create a publicly searchable online consumer complaints database that can be accessed from the homepage of the Commission's website.

Although the Commission annually receives about 400,000 consumer complaints and other public inquiries through its website and other means, complaint data are only made public on a very limited basis. Moreover, the Government Accountability Office (GAO) found in 2009 that the complaint numbers may be low because many consumers are not aware of the Commission's complaint filing process and procedures.<sup>1</sup> GAO also highlighted that the Commission lacks measures to effectively resolve problems through its consumer complaint process.

We believe a searchable and user-friendly consumer complaints database will enhance transparency, help the FCC empower consumers, and spur greater innovation in the telecommunications marketplace. Furthermore, improving the collection and disclosure of consumer complaint information could help the Commission identify emerging issues, as well as inform its enforcement and policymaking activities.

Our request is consistent with a recent recommendation of the FCC's Consumer Advisory Committee, which asked the Commission to "utilize an online database to give public access to non-identifiable consumer complaints and aggregated data." The committee further wrote that:

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<sup>1</sup> Government Accountability Office. *Telecommunications: Preliminary Observations about Consumer Satisfaction and Problems with Wireless Phone Service and FCC's Efforts to Assist Consumers with Complaints (GAO-09-800T)*, June 17, 2009, available at <http://www.gao.gov/assets/130/122792.pdf>.

Improvements to complaint data reporting at the FCC could reduce costs for the agency in the long term, assist in its regulatory efforts, and make the FCC a leader in openness and making information available to the public. This effort would also improve public involvement and support of the agency's efforts.<sup>2</sup>

The Consumer Advisory Committee also highlighted the example of the Consumer Financial Protection Bureau's consumer complaints database. Other Federal agency examples include the Consumer Product Safety Commission's *SaferProducts.gov* website and the National Highway Traffic Safety Administration's *safecar.gov* website.

We believe this action has bipartisan support at the Commission. In response to questions for the record submitted in connection with a September 11, 2013 Senate hearing, three current FCC Commissioners all expressed support for making more consumer data publicly available.<sup>3</sup> Commissioner Mignon Clyburn noted that helping consumers is a top priority and that improving the complaint process could benefit consumers. Commissioner Jessica Rosenworcel wrote that the Commission could upgrade its consumer complaint process and "should consider making its data more open, in machine-readable formats, and if possible, with APIs and common metadata tagging schemes." Commissioner Ajit Pai further recommended that the Commission publish an online dashboard that, among other things, allows consumers to evaluate how well the Commission resolves complaints.

More recently, an FCC working group's report on FCC reform recommended making complaint and inquiry data more readily accessible and understandable to the public. In the report, FCC staff noted that a searchable consumer complaint database "has the potential to facilitate better overall outcomes for consumers."<sup>4</sup>

A searchable online database of consumer complaints will facilitate FCC transparency, benefit consumers, and ensure that all stakeholders have information about current trends in the telecommunications marketplace. Therefore, we urge you to take action to implement this database as soon as possible.

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<sup>2</sup> Federal Communications Commission. *FCC Consumer Advisory Committee Recommendation Regarding Reporting of Consumer Complaint Data*, December 16, 2013, available at [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DOC-325347A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-325347A1.pdf).

<sup>3</sup> Senate Appropriations Subcommittee on Financial Services and General Government. *Hearing on the Fiscal Year 2014 Budget Request for the Federal Communications Commission*, September 11, 2013, available at <http://www.appropriations.senate.gov/webcasts.cfm?method=webcasts.view&id=0fe936d4-087a-4f6d-832f-10ca1a2e1696>.

<sup>4</sup> Federal Communications Commission. *Report on FCC Process Reform, Recommendation 2.17, GN Docket No. 14-25*, February 14, 2014, available at [http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2014/db0214/DA-14-199A2.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2014/db0214/DA-14-199A2.pdf).

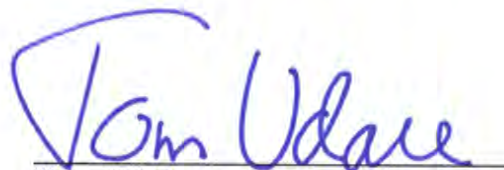
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Thank you in advance for your consideration of this important consumer protection measure. We look forward to working with you on this critical issue.

Sincerely,



Bill Nelson  
United States Senator



Tom Udall  
United States Senator

cc: The Honorable Mignon Clyburn, Commissioner  
The Honorable Jessica Rosenworcel, Commissioner  
The Honorable Ajit Pai, Commissioner  
The Honorable Michael O'Reilly, Commissioner