



National Hispanic  
Media Coalition

Submitted via FOIA Online  
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May 5, 2017

Federal Communications Commission  
445 12th Street, S.W., Room 1-A836  
Washington, D.C. 20554

**FREEDOM OF INFORMATION ACT REQUEST**

To Whom It May Concern:

This letter is a request from the National Hispanic Media Coalition (NHMC) under the Freedom of Information Act (FOIA) 5 U.S.C. § 522, implemented as 47 C.F.R. § 0.461, to the Federal Communications Commission (FCC).

NHMC seeks records regarding the FCC's enforcement of the 2015 *Open Internet Order*, GN Docket No. 14-28, FCC-15-24 (Rel. Mar. 12, 2015) that went into effect on June 12, 2015.

**Documents Requested:**

- **(1)** All documents, information, and communications related to informal complaints submitted to the FCC since June 2015 for internet complaints relating to speed issues, including all sub-issues such inconsistent speed, less than advertised speed, and other.
- **(2)** All documents, information, and communications related to informal complaints submitted to the FCC since June 2015 for internet complaints relating to interference issues, including all sub-issues such jamming/blocking (including Wi-Fi), and other.
- **(3)** All documents, information, and communications related to informal complaints submitted to the FCC since June 2015 for Internet complaints relating to privacy, whether or not the individual had their personal information been accessed, obtained or used by an unauthorized person.

NHMC seeks the following information for each informal complaint:

- (a) Date of complaint
- (b) City and State of filer
- (c) Subject of complaint
- (d) Description of complaint
- (e) Internet method (i.e., Wireless, Cable, Satellite, DSL, Fiber)
- (f) Company Name
- (g) Filer's relationship to company
- (h) Whether filer contacted company about the issue
- (i) Whether filer submitted complaint on behalf of someone else
- (j) Any attachments included with the filer's complaint
- (k) Resolution of complaint, including provider's response letters

NHMC seeks disclosure of the above requested documents because the documents will "contribute significantly to public understanding of the operations or activities of the government," and all duplication fees should be waived pursuant to 5 U.S.C. § 552(a)(4)(A)(iii). NHMC also asserts that these "records are not sought for commercial use." 5 U.S.C. § 552(a)(4)(A)(ii)(I). Further, disclosure of this information would provide significant insight into the FCC's enforcement of the 2015 *Open Internet Order*, and whether consumers utilize the current rules to address and remedy provider violations of the bright-line rules of no blocking, no throttling, no paid prioritization, as well as the transparency rule.

Thank you for your consideration of this request.

Respectfully submitted,

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