



National Hispanic  
Media Coalition

Submitted via FOIA Online  
<https://foiaonline.regulations.gov>

May 1, 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 formal complaints filed since June 2015 under 47 C.F.R. § 8.12.
- **(2)** All documents, information, and communications related to informal complaints submitted to the FCC since June 2015 under the category of Open Internet/Net Neutrality, for all sub-issues such as blocking, data caps, inaccurate disclosures/transparency, throttling, and other. 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

Headquarters | 65 South Grand Ave., Suite 200 | Pasadena CA 91105 | 626 792 6462  
Washington, DC Office | 718 7th St NW | Washington, DC 20001 | 202 596 2063

- **(3)** All records, including but not limited to emails, phone calls, handwritten or typed notes, and calendar invites since June 2015 indicating when consumers, businesses, and other organizations' sought guidance from the ombudsperson.
- **(4)** All records, including but not limited to emails, phone calls, handwritten or typed notes, and calendar invites since June 2015 indicating when consumers, businesses, and other organizations' sought guidance from the Consumer and Governmental Affairs Bureau (CGB).

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,

Carmen Scurato, Esq.  
Director, Policy & Legal Affairs  
National Hispanic Media Coalition  
718 7th Street NW  
Washington, DC 20001  
(202) 596-8997  
cscurato@nhmc.org