

Resolution Regarding the Federal Communications Commission's Complaint Procedure

WHEREAS, A competitive marketplace benefits consumers by offering the ability to choose between competing services and providers based on many factors; *and*

WHEREAS, True competition requires consumer access to all pertinent information about the price, quality and service plans available so potential customers can make informed decisions; *and*

WHEREAS, The Federal Communications Commission (FCC) posts a copy on its Website of the "Report of Consumer Inquiries and Informal Complaints" approximately four months after each quarter for wireline and wireless telecommunications services, cable and satellite television services, bundled and Voice over Internet Protocol (VoIP) services, and radio and television broadcast services; *and*

WHEREAS, It is often difficult for consumers to research information regarding complaint data on services regulated by the FCC because the relevant information is currently not publicly available in an online searchable database; *and*

WHEREAS, The FCC clearly has the legal authority, pursuant to §4(m) of the Communications Act of 1934, as amended, to create an online publicly searchable database of consumer service complaints; *and*

WHEREAS, A publicly available, searchable database on the FCC website that is user friendly and is capable of sorting consumer service complaints by date filed, topic of complaint, location of complaint, service provider, and related issues would be a useful tool for consumers to use when choosing between service providers; *and*

WHEREAS, An online publicly searchable database of consumer service complaints would also be useful to the FCC and to other State and federal agencies to detect systemic anti-competitive and/or anti-consumer behavior by service providers; *and*

WHEREAS, An online publicly searchable database of consumer service complaints would also promote competition and allow service providers with fewer complaints to promote their services; *now, therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners, convened at its 2012 Winter Committee Meetings in Washington, D.C., urges the FCC to create an online publicly searchable database of its consumer service complaints as soon as possible; *and be it further*

RESOLVED, That NARUC supports federal legislation to require the FCC to present its consumer service complaint information in a publicly available, searchable database on its website that is easily accessible by consumers and that enables public research comparisons.

*Sponsored by the Committees on Consumer Affairs and Telecommunications
Adopted by the NARUC Board of Directors February 8, 2012*