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Submitted via FOIA Online

<https://www.foiaonline.gov/foiaonline/action/public/request>

November 9, 2018

Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Re: Freedom of Information Act Request

To Whom It May Concern:

This letter is a request from Free Press 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).

We seek records regarding consumer complaints in the aftermath of the devastating 2017 and 2018 Atlantic hurricane seasons and the FCC's actions taken in response to the hurricane seasons. We also seek communications related to the work of the FCC's Hurricane Recovery Task Force.

Documents Requested

- 1) All documents, information, and communications related to informal complaints filed with the FCC for all issues including, but not limited to, billing and loss or interruption of service for the following locations:
 - a) Complaints filed in the islands of Puerto Rico, and from the mainland United States regarding activity occurring in Puerto Rico, beginning September 20, 2017 through the present;
 - b) Complaints filed in Texas and Florida, or from other states regarding activity occurring in Texas and Florida, between August 26, 2017 and December 1, 2017; and
 - c) Complaints filed in Florida, or from other states regarding activity occurring in Florida, between October 10, 2018 and the present.

We seek the following information for each informal complaint:

- a) Date of complaint;
- b) City, state, and zip code of filer;
- c) Subject of complaint;
- d) Description of complaint;
- e) Status of complaint;
- 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; and
 - k) Resolution of complaint, including provider's response letters.
- 2) All formal complaints filed since September 20, 2017 from people or organizations located in the islands of Puerto Rico or complaints from the mainland United States regarding activity occurring in Puerto Rico.
 - 3) All records, including but not limited to emails, phone calls, handwritten or typed notes, meeting minutes and calendar invites regarding the activity and recommendations of the Commission's Hurricane Recovery Task Force (Task Force) since it was established on October 6, 2017.¹
 - 4) All records, including but not limited to emails, phone calls, handwritten or typed notes, and calendar invites since September 2017 between the Task Force, or other Commission staff working on issues related to the immediate response and recovery efforts during the 2017 and 2018 hurricane seasons, with outside entities, such as the Puerto Rico Telecommunications Regulatory Board, commercial providers, and entities seeking experimental authorizations or offering solutions.²
 - 5) All records, including but not limited to emails, phone calls, handwritten or typed notes, and calendar invites since August 26, 2017 between the Public Safety and Homeland Security Bureau and FEMA officials.

We seek 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). We also assert 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 and industry's responses to the 2017 and 2018 Atlantic hurricane seasons.

Thank you for your consideration of this request.

Respectfully Submitted,

/s/ Carmen Scurato

Carmen Scurato
Senior Policy Counsel

¹ See News, FCC, *FCC Chair Announces Hurricane Recovery Task Force* (rel. Oct. 6, 2017).

² See *Public Safety and Homeland Security Bureau Announces Workshop to Identify Critical Information Needs to Improve Communications During Disasters*, Public Notice, DA 18-292 (rel. Mar. 23, 2018) (*Critical Information Needs Workshop*).