



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

APR 14 2016

Dorothy Louis
Change to Win
90 Broad St., Suite 710,
New York, NY 10004

Re: FOIA-2016-00589
T-Mobile, Verizon, AT&T, Sprint

Dear Ms. Louis:

This is in response to your request dated March 09, 2016 under the Freedom of Information Act seeking access to all records and documents related to complaints against: (1) T-Mobile, from September 15, 2015 to present; (2) Verizon Wireless, not the landline division from September 15, 2015 to present; (3) AT&T Wireless, from September 15, 2015 to present; and (4) Sprint Wireless, from September 15, 2015 to present, with the Consumer Sentinel Product Codes Nos. 20, 26, 27, 78, 79, 81, and 110. On March 14, 2016, you narrowed the scope of your request to consumer complaints for the same companies and within the same timeframe, and only required the "Comments" section for the T-Mobile consumer complaints, with the same product codes applied.

In accordance with the FOIA and agency policy, we have searched our records as of March 09, 2016, the date we received your request in our FOIA office.

We have located 10,012 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided.

We are withholding four complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

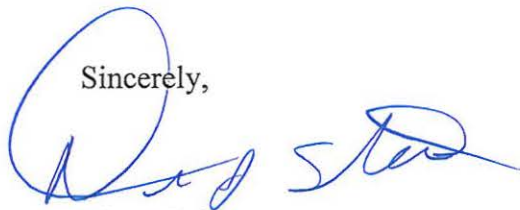
I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Additionally, you requested a fee waiver. Because you are not being charged any fees for your request, your fee waiver request is moot.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Carolyn Cheung at 202-326-2411.

Sincerely,



Dione J. Stearns
Assistant General Counsel