

Quarterly Activity Report outlining its efforts during the previous quarter to educate consumers on the transition to digital television. These reports must be maintained in the file for one year. Additional information about the DTV transition can be found at page 9 of this Manual.

## COMMENTS OR COMPLAINTS ABOUT A STATION

**Comments to Stations and Networks.** If you feel the need to do so, we encourage you to write directly to station management or to network officials to comment on their broadcast service. These are the people responsible for creating and selecting the station's programs and announcements and determining station operation. Letters to station and network officials keep them informed about audience needs and interests, as well as on public opinion on specific material and practices. Individuals and groups can often resolve problems with stations at the local level.

**Comments/Complaints to the FCC.** We give full consideration to the broadcast complaints, comments, and other inquiries that we receive. As stated above, we encourage you to first contact the station or network directly about programming and operating issues. If your concerns are not resolved in this manner, with the exception of complaints about obscene, indecent, or profane programming, which should be submitted in the manner described at page 15 of this Manual, and complaints about blanketing interference discussed at page 24, the best way to provide all the information the FCC needs to process your complaint about other broadcast matters is to complete fully the on-line complaint Form 2000E, which can be found at <http://www.fcc.gov/cgb/complaints.html>. You can also call in, e-mail or file your complaint in hard copy with the FCC's Consumer Center in the following manner:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th St., S.W.  
Washington, D.C. 20554

Fax number: (202) 418-0232  
Telephone number: (888) 225-5322 (voice); (888)835-5322 (TTY)  
E-mail address: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

If you are submitting an audio or video tape, DVD, CD or other type of media with your complaint, you should send it to the following address to avoid mail processing damage:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
9300 East Hampton Drive  
Capitol Heights, Maryland 20743

If you do not use the on-line complaint Form 2000E, your complaint, at a minimum, should indicate: (1) the call letters of the station; (2) the city and state in which the station is located; (3) the name, time, and date of the