

Carrier Name : ACC LICENSEE, INC. (WJLA-TV)

<u>User Complaint Number</u>	<u>Last Name, First Name</u>	<u>City, State, Zip</u>	<u>Form Type</u>
14-C00621289	SUTCLIFFE, RONALD	ADELPHI, MD, 20783	2000C

Carrier Name: ACC LICENSEE, INC. (WJLA-TV)

Serve Start Date: 11/26/2014

Serve Due Date: 12/26/2014

**Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
445 12th Street, S.W.
Washington, D.C. 20554**

**OFFICIAL
NOTICE OF INFORMAL COMPLAINT**

**November 26, 2014
(SUTCLIFFE) (ACC LICENSEE, INC. (WJLA-TV))
FCC Case No. 14-C00621289-1**

Attached is a copy of an informal complaint naming your company that was recently filed with the Disability Rights Office (DRO) of the Federal Communications Commission. Pursuant to Section 713 of the Communications Act of 1934, as amended (the "Act"), 47 U.S.C. § 613, and Section 79.1 of the Commission's Rules, 47 C.F.R. § 79.1, we direct your company to respond to the complaint. **Your response is due within thirty (30) days of the date of this Notice.**

Your company, as the Broadcaster or Multichannel Video Programming Distributor (MVPD), must respond specifically to each matter raised in the complaint and summarize the actions that it has taken to satisfy each such matter. If the programming at issue is reaching you without captions, in responding to the complaint, you have the responsibility to check with the supplying network or program producer before responding to determine that either the material is exempt from the captioning requirements pursuant to one of the categorical exemptions in 47 CFR §79.1(d) or pursuant to an individual petition for exemption filed under 47 CFR §79.1(f). Please note that even if the supplying network or program producer qualifies for a captioning exemption, it still has an obligation to pass through captions of already captioned programs in accordance with 79.1(c).

Please provide the complainant's name and the complaint number at the top of your response. A company that receives and responds to informal complaints electronically must submit its responses to the Commission via the FCC website using its DRO log-in. If your company does not receive and respond to informal complaints electronically via the FCC website, you must file a hard copy of your response with the Disability Rights Office of the Federal Communications Commission at 445 12th St., SW, Washington, D.C. 20554. Only if you are required to file a hard copy, please also send a courtesy electronic copy of the response to DROinquiries&complaints@fcc.gov which will expedite processing.

You are further directed to send a copy of your response to the complainant at the time that you forward the response to the Commission. To ensure that your response is received by the complainant in an accessible format, please send it pursuant to the preferred format or method of response indicated by the complainant on the complaint form. Finally, your company is directed to retain all records that are or may be pertinent to the allegations raised in each complaint until final Commission disposition of the complaint at issue.

A failure to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Act, 47 U.S.C. § 409(m). Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provides for the imposition by the Commission of forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order.

If you have any questions regarding this Notice, please call the DRO inquiries and complaints assistance line at 202-418-2517 or write to DROinquiries&complaints@fcc.gov. To ensure that we can adequately respond to your inquiry, please provide the names of the complainant and your company, the complaint number, and the specific questions that you would like to have answered.

Sincerely,



Susan L. Kimmel, Deputy Chief
Disability Rights Office
Consumer and Governmental Affairs Bureau

CARRIER RESPONSE COVER PAGE

COMPLAINT # : 14-C00621289-1

CARRIER : ACC LICENSEE, INC. (WJLA-TV)

CONSUMER NAME : SUTCLIFFE



Carrier Instructions: To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, this cover page has been provided to you for responding to the complaint referenced above. Please ensure that this page precedes your response to this complaint. If you have any questions, please contact your FCC POC.

FCC Instructions: When scanning the carrier's response, select file type "Carrier Response" and upload file to the complaint # noted above.

Complaint Summary: 14-C00621289-1

Date Served : 11/26/2014

Response Due Date : 12/26/2014

Carrier : ACC LICENSEE, INC. (WJLA-TV)

Form Type : 2000C

Consumer Name : SUTCLIFFE, RONALD

Complaint Submission Date: 10/13/2014

Complaint Type: Broadcast

Complaint Category: Disability

Complaint Sub-Category: Closed Captioning

Form 2000C – Disability Access Complaint

Consumer's Information:

First Name: **Ronald** Last Name: **Sutcliffe**

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: **9213 Tuckahoe Lane**

Address 2:

Mailing Address (where mail is delivered)

City: **Adelphi** State: **MD** Zip Code: **20783**

Telephone Number (Residential or Business): **(301) 328 - 8838**

E-mail Address: **ronald.sutcliffe@gallaudet.edu**

Are you filing information on behalf of another party, such as client, parent, spouse or roommate?:

No

If yes, complete items a through h.

- a. Your relationship with the party:
- b. The party's first name:
- c. The party's last name:
- d. The party's daytime phone number:
- e. The party's street address or post office box number:
- f. City: State: Zip Code:
- g. E-mail address:
- h. Fax Number:

IMPORTANT: Please indicate the preferred format or method of response to the complaint by the Commission and defendant:

Form 2000C – Disability Access Complaint

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

1. Check the appropriate box for your type of complaint:

2. Provide the name, address and telephone number (if known) of the company(s) involved in your complaint:
Name: **News Channel 8**
City: **washington** State: **DC** Zip Code:
Telephone number:

3. If your complaint is about hearing aid compatibility, provide the make and model number of the telephone:

4. If your complaint is about closed captioning or emergency information on television, provide the date (mm/dd/yyyy): **10/13/2013 01:00 PM**
and any details of when the event or action you are complaining about occurred:
There was a panel between Maryland Governor candidates. No caption was provided that got us lost of what's going on.

5. If your complaint is about access to emergency information on television, provide the following information:
 - a. Television station call sign and network name (if applicable), or channel name (for example, "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):
NC8 HD
 - b. Channel (for example, "13"): **8**
 - c. Station or subscription TV provider system location:
City: **washington** County:
State: **DC**
 - d. Date(s) and time(s) of emergency:
 - e. Detailed description of the emergency (for example, flood, hurricane, tornado, etc., as well as the areas in which the emergency occurred):

6. If your complaint is about video description or closed captioning on television, provide the following:
 - a. Television station call sign and network name (if applicable), or channel name (for example, "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):

 - b. Channel (for example, "13"):
 - c. Station or subscription TV provider system location:
City: County:
State:

Form 2000C – Disability Access Complaint

***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

-
- d. If you pay to receive television programming, type of subscription service (for example, cable, Satellite):
 - e. If you pay to receive television programming, name of the company to whom you subscribe:
 - f. Name of program(s) involved:
7. If your complaint is about closed captioning of television programs streamed or downloaded from the Internet, provide the following information:
- a. Information about the program viewed (for example, "Orange Blossoms, Season 3, Episode 6"):
 - b. Name, address, website, or e-mail address of the program distributor, provider, and/or owner (for example, "WZUF-CBC.com," "WZUE-TV.com," "SportingchannelWest.com," "TV&MoviesOnline"):
 - c. Information about the device or software used to view the program (for example, manufacturer, model, name of video player software or application):
 - d. Date (mm/dd/yyyy) and time the program was viewed.
8. Briefly describe your complaint and include the resolution you are seeking. If applicable, provide a full description of the telecommunications equipment or customer premises equipment (CPE) and/or the telecommunications service about which the complaint is made, and the date or dates on which the complainant either purchased, acquired or used, or attempted to purchase, acquire or use the telecommunications equipment, CPE or telecommunications service about which the complaint is being made:

You may submit this form over the Internet at <http://www.fcc.gov/cgb/complaints.html>, by e-mail to fccinfo@fcc.gov, by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TTY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TTY).

Form 2000C – Disability Access Complaint

***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve disability access. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PER, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060 - 0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a company, the complaint is forwarded to the defendant who must, within a prescribed time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office;

a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Disability Rights Office
445 12th Street, S.W.
Washington, D.C. 20554

ELECTRONIC INFORMAL COMPLAINT AND RESPONSE PROCESS

We are pleased to inform you of the Consumer Complaint Management System's (CCMS) Electronic Complaint and Response process. It is a web-based system that does not require any special software or equipment on the part of users. The attached CCMS Carrier Manual provides Carriers with the procedure to receive and respond electronically to an informal complaint that has been served by the FCC. The manual is easy to follow and the CCMS system is user friendly. Weekly serves are processed and uploaded on Wednesday afternoons and are available to view and download on Thursday mornings.

Please review and share the document with those on your staff who may use this system. After reviewing the attached manual, we request that you follow the instructions in order to immediately participate in the electronic process.

We look forward to your participation and we will work together to address any questions you may have regarding its use.

If you have any questions or concerns, please call the DRO inquiries and complaints assistance line at 202-418-7020 or write to DROinquiries&complaints@fcc.gov.

Sincerely,



Susan L. Kimmel, Deputy Chief
Disability Rights Office
Consumer and Governmental Affairs Bureau

Attachment(s)



Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

CCMS Carrier Manual

Electronic Informal Complaint and Response

Version 5.3

Date: January 2012

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1. INTRODUCTION

1.1 OVERVIEW

The Consumer Complaint Management System (CCMS) is designed to provide an end-to-end complaint management solution. Within the Federal Communications Commission's (FCC) Consumer & Governmental Affairs Bureau (CGB), Consumer Advocacy and Mediation Specialists (CAMS) are responsible for responding to and processing each complaint. Complaints may be submitted by Consumers using the FCC Internet complaint form, the FCC telephone consumer complaint system, email, fax, or postal mail. In turn, Carriers are able to receive and respond to informal complaints served by the FCC CAMS either electronically on the FCC web site, as well as via fax, email, or postal mail. .

1.2 PURPOSE

The serve process, one functional component of the CCMS end-to-end system, allows Carriers to receive and respond to informal complaints served by the FCC CAMS.

1.3 SCOPE

This document provides Carriers with the procedure to receive and respond electronically to an informal complaint that has been served by the FCC CAMS. It does not provide Carriers with instructions on how to respond via fax, email, or postal mail nor does it provide the FCC CAMS with the procedure on how to serve the informal complaint to the Carrier.

1.4 USER PRIVILEGES

Carriers need a User ID and Password to access, download, and respond to any informal complaints that have been served electronically. The User ID and Password are assigned by the FCC liaison.

2. THE ELECTRONIC COMPLAINT PROCESS

2.1 DESCRIPTION

To better understand the Carrier's role in responding electronically to served informal complaints, the following is an overview of the electronic FCC complaint process.

1. Paper complaints are sorted, scanned, and given an Informal Complaint (IC) number. Basic information about the complaint is inputted into CCMS and associated with the image for processing.
2. The CAMS determine that a complaint is to be served and serve the informal complaint to an identified Carrier or multiple Carriers. The cases, marked for service, are approved by the Supervisor and placed in a queue for regularly scheduled processing.
3. Once the Serve process is run, all cases for paper-based Carriers are printed and sent via postal mail, whereas the cases for web-based Carriers are separated from this process and are processed electronically.
4. CCMS creates a PDF file from the informal complaint data and includes its User Complaint Number (aka IC number), Date Served, Response Due Date, Carrier, Form Type, Consumer Name, and Expected Response Method.
5. When a Carrier has reviewed the informal complaint and is ready to respond electronically, the response file is uploaded through the same web site back to CCMS. The date that the Carrier logs in, downloads, and responds to the informal complaint(s) is recorded.

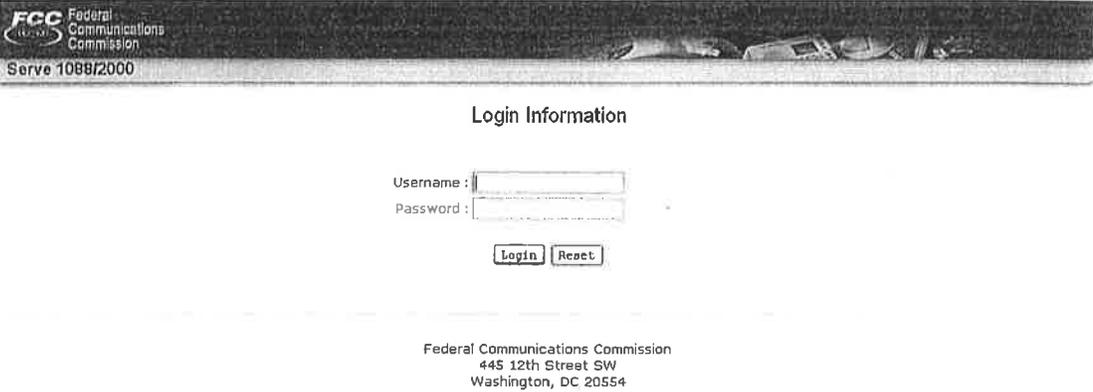
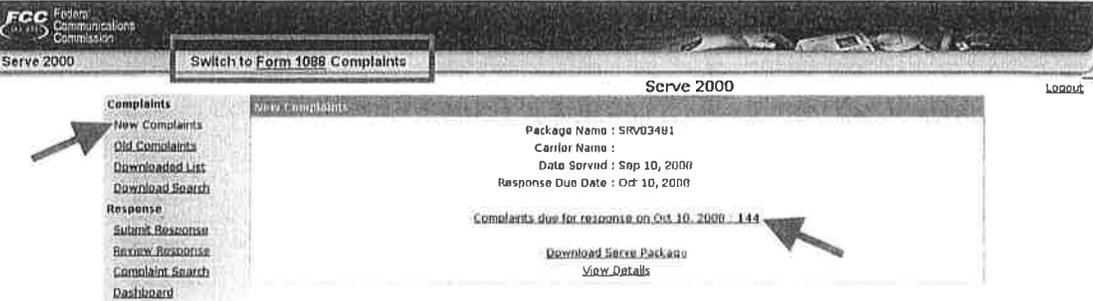
NOTE: See Section [6.3](#) for a list of supported file types. Any other file types may become corrupted during the PDF conversion process and will need to be resubmitted. Password protected files are not accepted.

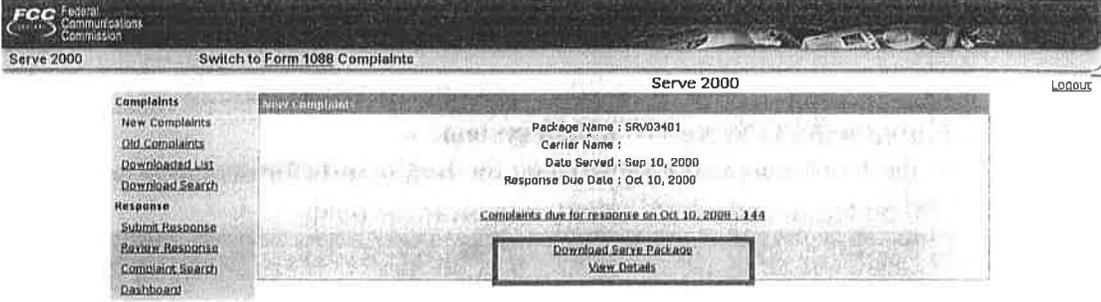
6. The Carrier can also access the web site to search for specific informal complaints that have been served to them, using the Last Name, User Complaint Number (aka IC number), or Date Served.
7. CCMS is scheduled daily to check periodically for any new uploaded responses and associate the responses with the appropriate informal complaint case.
8. The CAMS review the responses and continue processing the complaint.
9. If a submitted response is removed from a complaint, the number of complaints missing responses increases under the Dashboard (see Section [5.1](#) for further instructions on the Dashboard).

3. SERVED INFORMAL COMPLAINT PROCEDURES

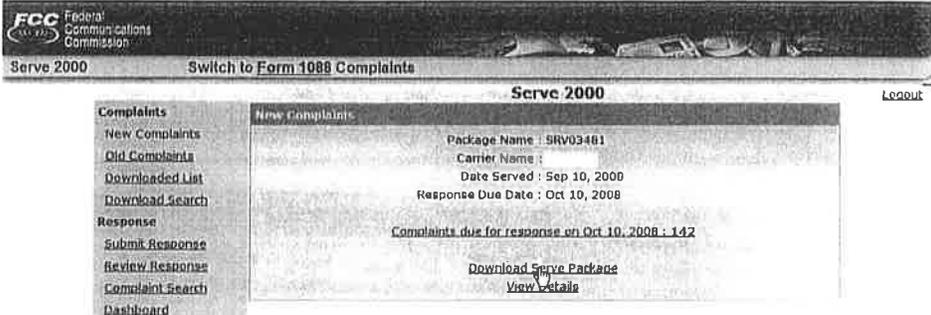
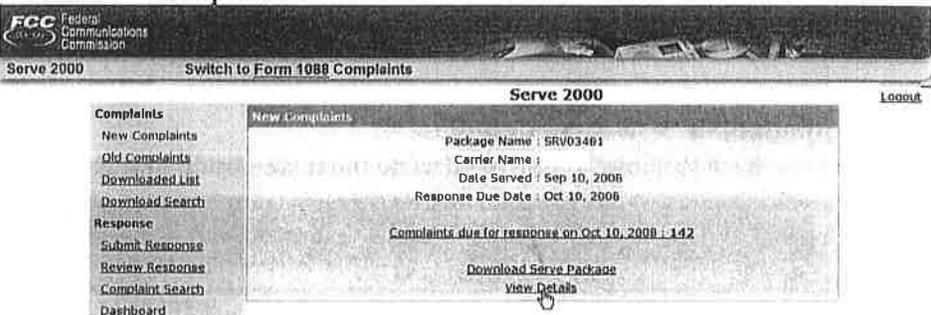
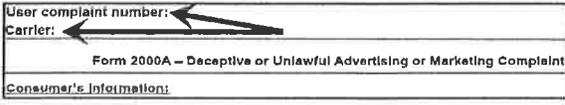
NOTE: The following instructions have been written for Windows Internet Explorer. Other web browsers may produce different results.

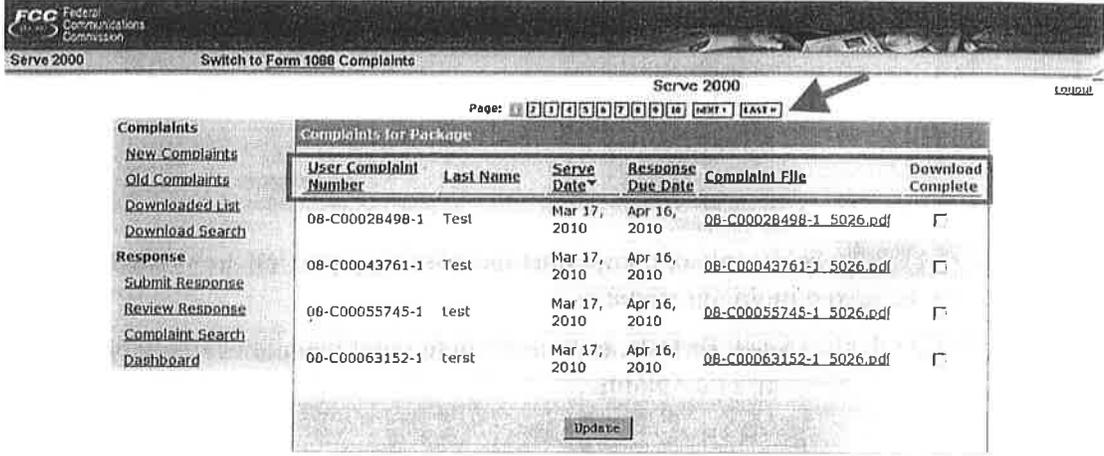
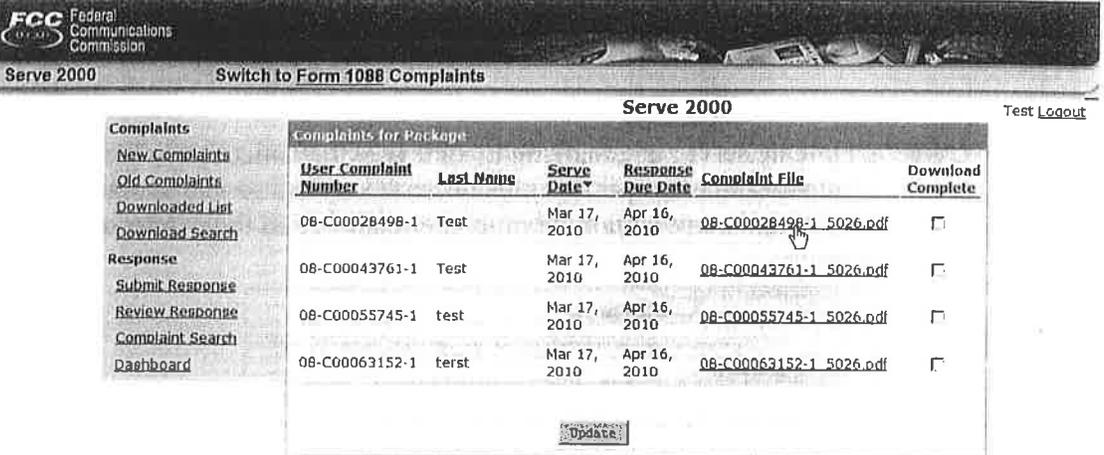
3.1 HOW TO LOGIN AND RETRIEVE SERVED INFORMAL COMPLAINTS

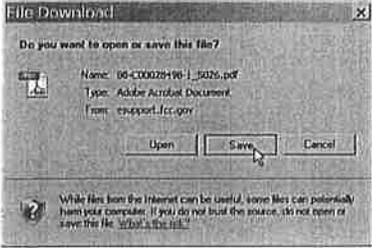
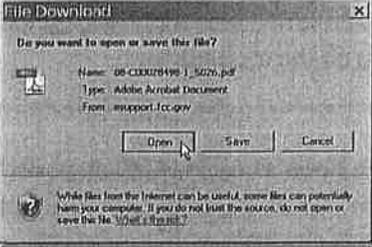
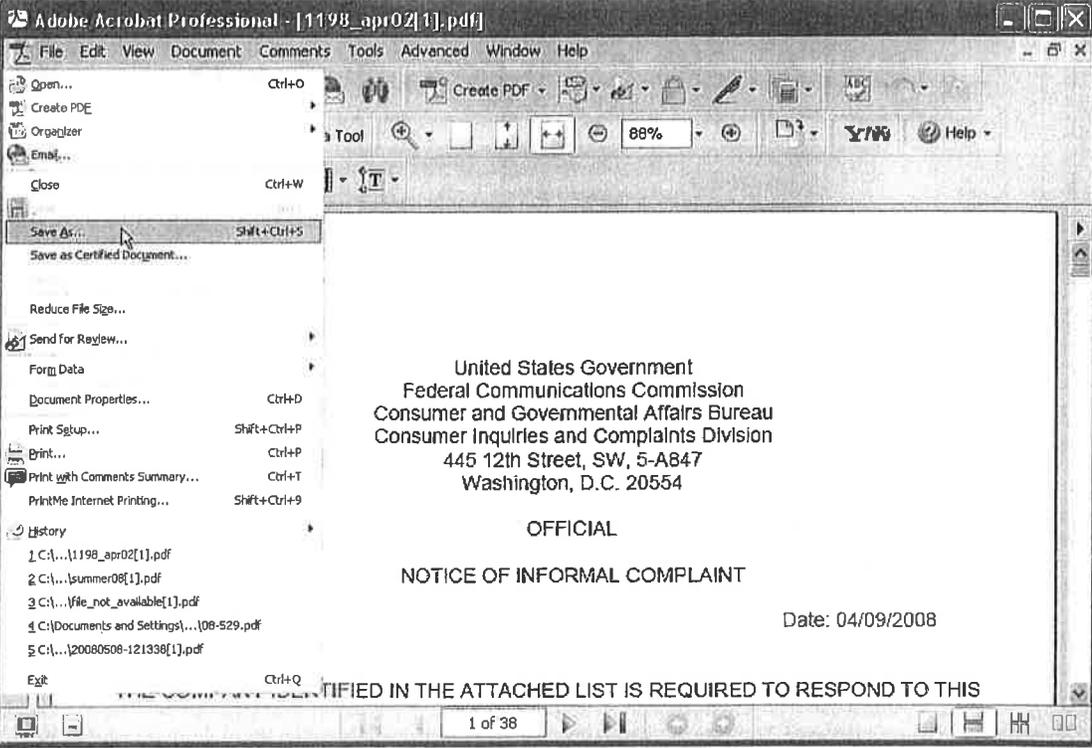
Step	Action
1	<p>Go to the FCC Serve 1088/2000 website. The following web address is the location of the FCC Serve 2000 system set up for carriers to electronically receive and respond to served informal complaints.</p> <p style="text-align: center;">https://esupport.fcc.gov/serve2000/</p>
2	<p>Log into the FCC Serve 1088/2000 system. Enter the Username and Password on the Login Information screen, then click on the <input type="button" value="Login"/> button. Use the <input type="button" value="Reset"/> button to clear the fields.</p>  <p>NOTE: Contact either your FCC liaison or send an email to CCMSHelp@fcc.gov for a user account setup or password reset.</p>
3	<p>Complaints → New Complaints The New Complaints window for Serve 2000 is the default home page, providing all Form 2000 carrier-served complaints. To go to the Serve 1088 page for all Form 1088 carrier-served complaints, click on the Form 1088 toggle at the top left of the page.</p>  <p>NOTE: The number of expected responses and the due date is noted on this page.</p>

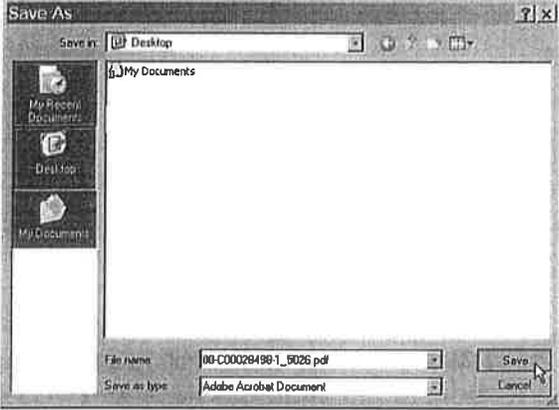
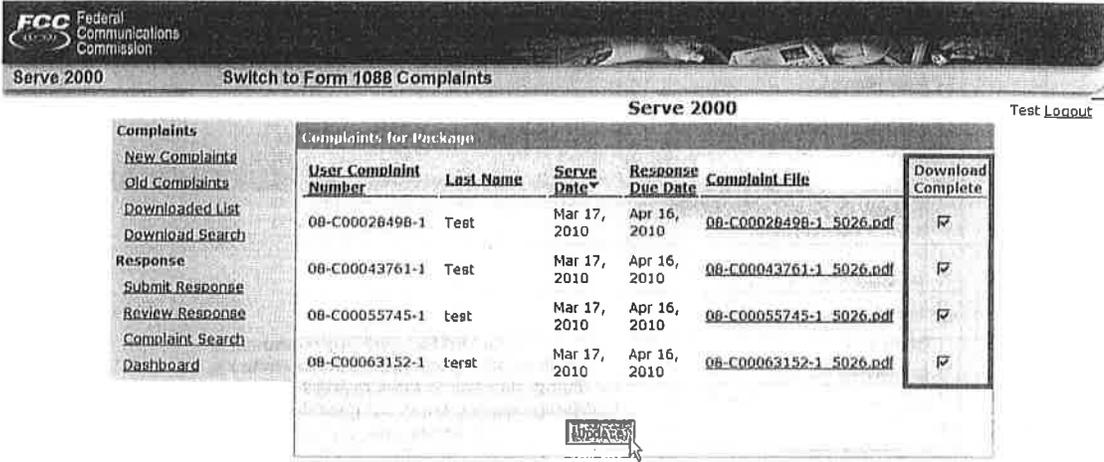
Step	Action
4	<p>Complaints → New Complaints</p> <p>If there have been informal complaints served to a Carrier, then a complaint package is displayed, with the following two download options. Reference Section 3.2, for further instructions on How to Download Served Informal Complaints.</p> <ul style="list-style-type: none"> • Click on Download Serve Package to download the complete package. • Click on View Details to download the complaints individually.  <p>NOTES: The Serve Package consists of a Notice of Informal Complaint (NOIC), with a serve date, a summary report listing the IC numbers and names of everyone in that serve package, along with each complaint form and any accompanying attachments.</p> <p>Under View Details, each individual complaint file is available for downloading, but only provides a copy of the Consumer's complaint.</p> <p>Complaints are updated real-time; therefore if a period of time elapses from the initial download, it is recommended to download the complaints again to include any updates that have occurred during that time.</p>

3.2 HOW TO DOWNLOAD SERVED INFORMAL COMPLAINTS

Step	Action
1	<p>Complaints → New Complaints</p> <p>OPTION 1: To download the complete package, click on Download Serve Package and proceed to Step 4 of this procedure.</p> <p>NOTE: The Serve Package consists of a Notice of Informal Complaint (NOIC) with a serve date, a summary report listing the IC numbers and names of everyone in that serve package, along with each complaint form and any accompanying attachments.</p>  <p>OPTION 2: To download complaints individually, click on View Details and proceed to the next step in this procedure.</p> <p>NOTE: Under View Details, each individual complaint file only provides a copy of the Consumer's complaint.</p>  <p>NOTE: Duplicate serves are being addressed systematically. To assist in the identification of possible duplicate serves and served subsidiaries, the served Carrier and complaint number are identified in the header of each complaint form.</p> 

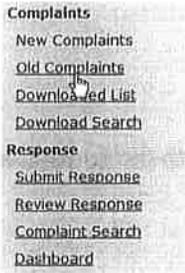
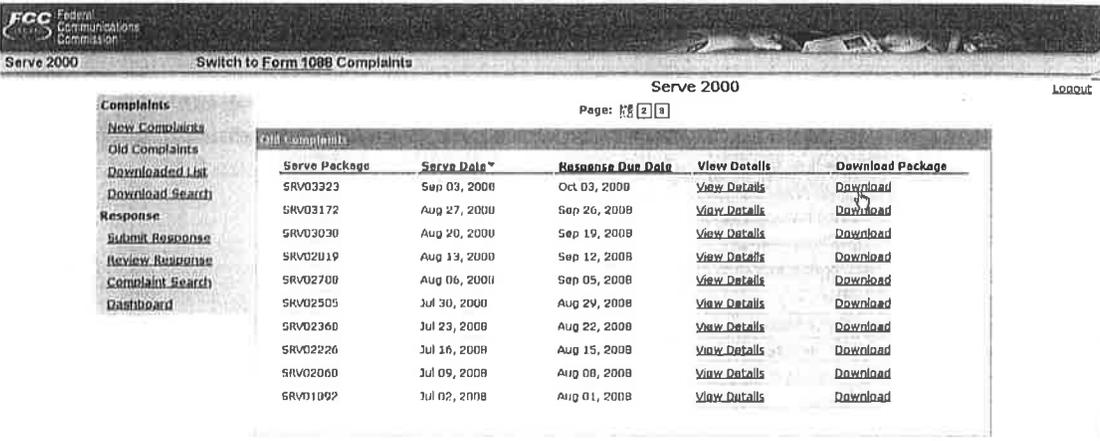
Step	Action
<p>2</p>	<p>Complaints → New Complaints Each informal complaint included in the package is listed individually, identified by a User Complaint Number (aka IC number), the complainant's Last Name, Serve Date, Response Due Date, and the Complaint File in PDF format.</p> <p>NOTE: There may be more than one page of the individually listed complaints. Click on the following options above the list to page through the list.</p> <ul style="list-style-type: none"> - Page numbers proceeds directly to the selected page. - Next proceeds to the subsequent page in the queue. - Last proceeds to the final page in queue. - Previous returns to the prior page. - First returns to the initial page. 
<p>3</p>	<p>Complaints → New Complaints Click on the file name and proceed to the next step in this procedure.</p> 

Step	Action
4	<p>Complaints → New Complaints</p> <p>OPTION 1: Click on the <input type="button" value="Save"/> button in the File Download window and proceed to the next step in this procedure.</p>  <p>OPTION 2: Click on the <input type="button" value="Open"/> button in the File Download window to open the package in Adobe Acrobat, then select File → Save As from the application's menu and proceed to the next step in this procedure.</p>  

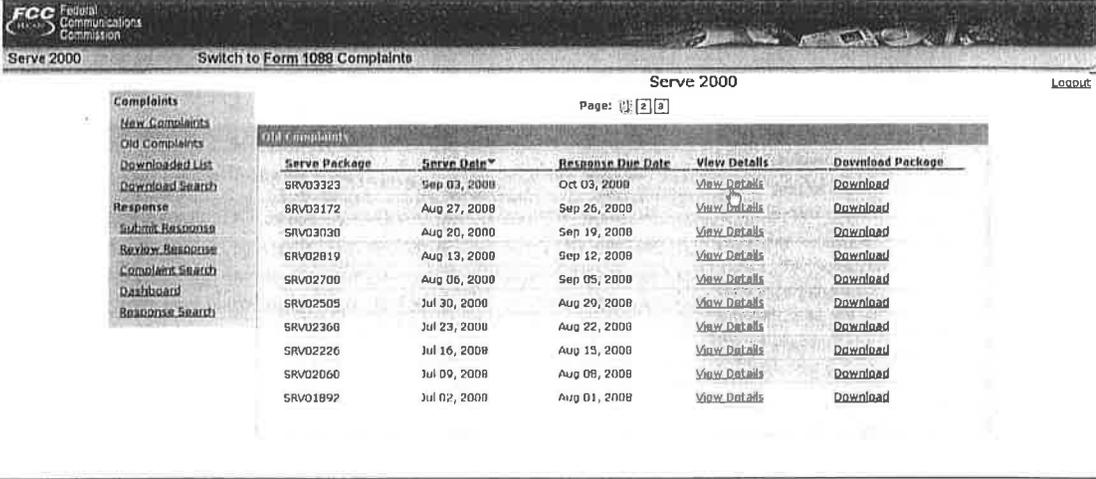
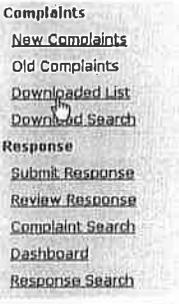
Step	Action																																					
<p>5</p>	<p>Complaints → New Complaints Select a Desktop file location to save the informal complaint, such as a network directory or a local hard drive, then click the <input type="button" value="Save"/> button.</p>  <p>NOTE: Complaints are updated real-time; therefore if a period of time elapses from the initial download, it is recommended to download the complaints again to include any updates that have occurred during that time.</p>																																					
<p>6</p>	<p>Complaints → New Complaints Once all served informal complaint files have been downloaded, click on View Details and confirm their receipt by checking the Download Complete box next to each downloaded file, then click the <input type="button" value="Update"/> button at the bottom of the page.</p>  <table border="1"> <thead> <tr> <th colspan="7">Complaints for Package</th> </tr> <tr> <th>User Complaint Number</th> <th>Last Name</th> <th>Serve Date</th> <th>Response Due Date</th> <th>Complaint File</th> <th>Download Complete</th> </tr> </thead> <tbody> <tr> <td>08-C00028498-1</td> <td>Test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00028498-1_5026.pdf</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>08-C00043761-1</td> <td>Test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00043761-1_5026.pdf</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>08-C00055745-1</td> <td>test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00055745-1_5026.pdf</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>08-C00063152-1</td> <td>terst</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00063152-1_5026.pdf</td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>	Complaints for Package							User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File	Download Complete	08-C00028498-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00028498-1_5026.pdf	<input checked="" type="checkbox"/>	08-C00043761-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00043761-1_5026.pdf	<input checked="" type="checkbox"/>	08-C00055745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00055745-1_5026.pdf	<input checked="" type="checkbox"/>	08-C00063152-1	terst	Mar 17, 2010	Apr 16, 2010	08-C00063152-1_5026.pdf	<input checked="" type="checkbox"/>
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08-C00063152-1	terst	Mar 17, 2010	Apr 16, 2010	08-C00063152-1_5026.pdf	<input checked="" type="checkbox"/>																																	

Step	Action												
7	<p>Complaints → New Complaints</p> <p>If an individual file or a selection of files is confirmed as downloaded, then the following confirmation appears.</p> <div data-bbox="321 415 971 548" style="border: 1px solid gray; padding: 5px;"> <p>Complaints for Package</p> <p>Selected Complaints marked as Downloaded</p> <table border="1"> <thead> <tr> <th>User Complaint Number</th> <th>Last Name</th> <th>Serve Date</th> <th>Response Due Date</th> <th>Complaint File</th> <th>Download Complete</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> </div> <p>If all files within the package are confirmed as downloaded, then the following confirmation appears.</p> <div data-bbox="321 653 971 800" style="border: 1px solid gray; padding: 5px;"> <p>Complaints for Package</p> <p>Selected Complaints marked as Downloaded</p> <p>There are no more Complaints in this Package(SRV03401) to be downloaded.</p> <p style="text-align: center;">View/Download Again</p> </div> <p>NOTES: To view or download the individual complaints again click on View/Download Again and return to <u>Step 3</u> of this procedure.</p> <p>To download the package again, click on New Complaints in the left menu, then click on Download Serve Package and return to <u>Step 4</u> of this procedure.</p> <div data-bbox="435 999 618 1262" style="border: 1px solid gray; padding: 5px;"> <p>Complaints</p> <ul style="list-style-type: none"> New Complaints Old Complaints Downloaded List Download Search Response <ul style="list-style-type: none"> Submit Response Review Response Complaint Search Dashboard </div>	User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File	Download Complete						
User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File	Download Complete								

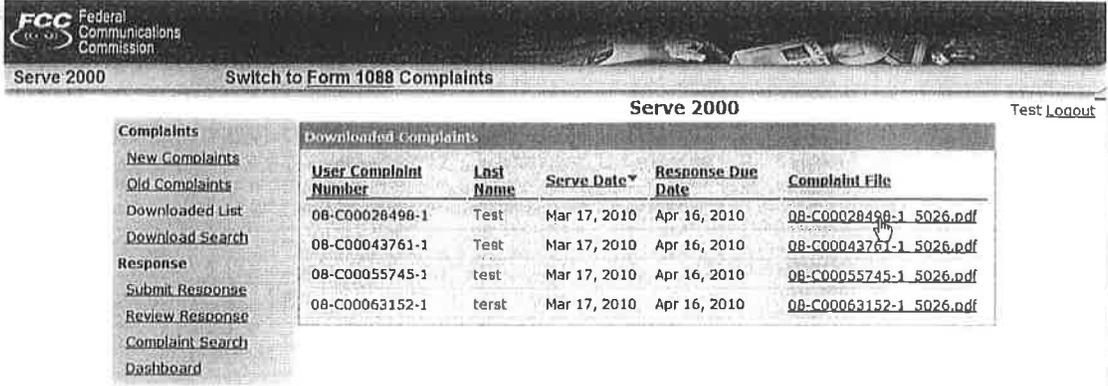
3.3 HOW TO RETRIEVE PREVIOUSLY SERVED PACKAGES AND INFORMAL COMPLAINTS

Step	Action
<p>1</p>	<p>Complaints → Old Complaints To view previously served packages, click on Old Complaints in the left menu.</p> 
<p>2</p>	<p>Complaints → Old Complaints To download a previously served package¹, click on a selection under Download Package and return to Step 4 of the procedure in Section 3.2.</p> 

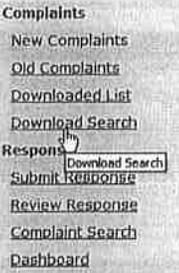
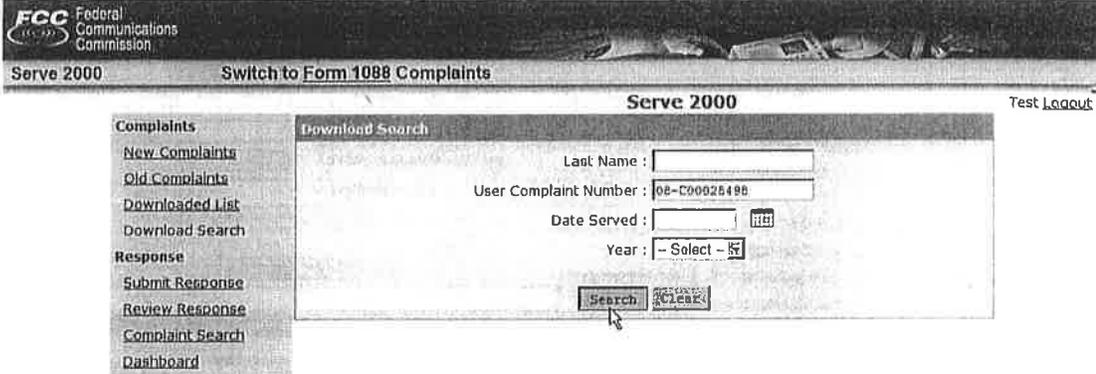
¹ Complaints are updated real-time; therefore if a period of time elapses from the initial download, it is recommended to download the complaints again to include any updates that have occurred during that time.

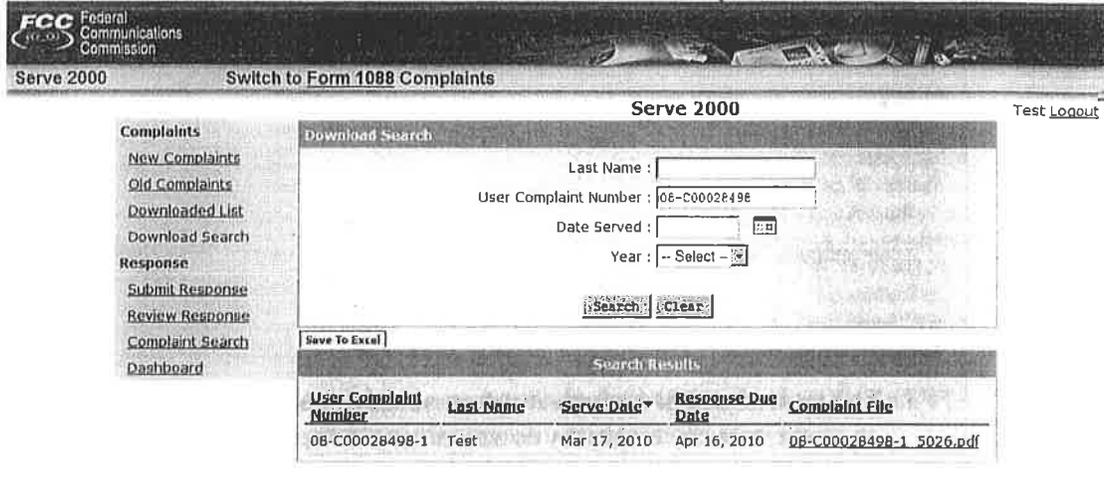
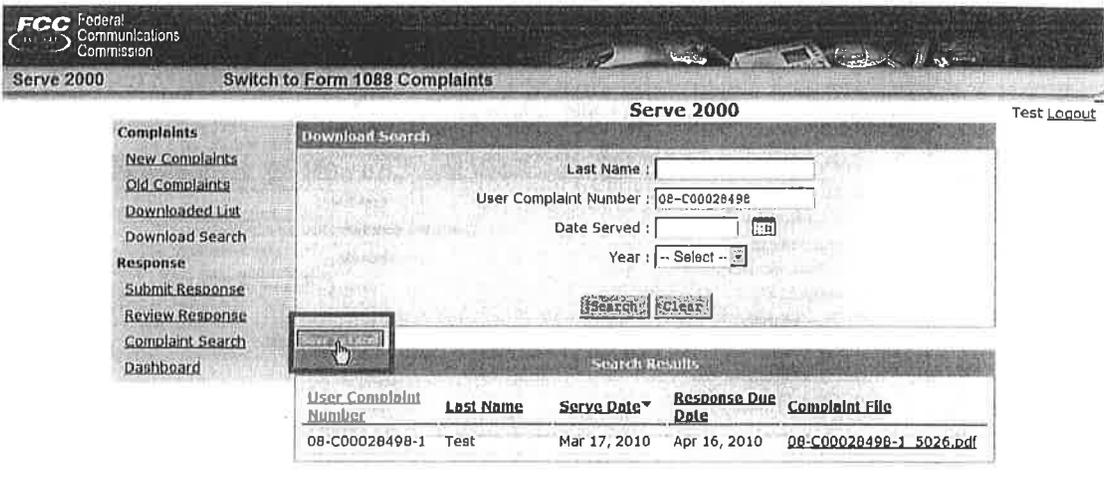
Step	Action																																																							
<p>3</p>	<p>Complaints → Old Complaints To download a complaint within a previously served package², click on a selection under View Details and return to Step 3 of the procedure in Section 3.2.</p>  <p>The screenshot shows the FCC Serve 2000 interface. On the left is a navigation menu with options like 'New Complaints', 'Old Complaints', 'Downloaded List', 'Download Search', 'Response', 'Submit Response', 'Review Response', 'Complaint Search', 'Dashboard', and 'Response Search'. The main area displays a table titled 'Old Complaints' with the following data:</p> <table border="1"> <thead> <tr> <th>Serve Package</th> <th>Serve Date</th> <th>Response Due Date</th> <th>View Details</th> <th>Download Package</th> </tr> </thead> <tbody> <tr> <td>SRV03323</td> <td>Sep 03, 2008</td> <td>Oct 03, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV03172</td> <td>Aug 27, 2008</td> <td>Sep 26, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV03030</td> <td>Aug 20, 2008</td> <td>Sep 19, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV02819</td> <td>Aug 13, 2008</td> <td>Sep 12, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV02700</td> <td>Aug 06, 2008</td> <td>Sep 05, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV02505</td> <td>Jul 30, 2008</td> <td>Aug 29, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV02366</td> <td>Jul 23, 2008</td> <td>Aug 22, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV02226</td> <td>Jul 16, 2008</td> <td>Aug 15, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV02060</td> <td>Jul 09, 2008</td> <td>Aug 08, 2008</td> <td>View Details</td> <td>Download</td> </tr> <tr> <td>SRV01892</td> <td>Jul 02, 2008</td> <td>Aug 01, 2008</td> <td>View Details</td> <td>Download</td> </tr> </tbody> </table>	Serve Package	Serve Date	Response Due Date	View Details	Download Package	SRV03323	Sep 03, 2008	Oct 03, 2008	View Details	Download	SRV03172	Aug 27, 2008	Sep 26, 2008	View Details	Download	SRV03030	Aug 20, 2008	Sep 19, 2008	View Details	Download	SRV02819	Aug 13, 2008	Sep 12, 2008	View Details	Download	SRV02700	Aug 06, 2008	Sep 05, 2008	View Details	Download	SRV02505	Jul 30, 2008	Aug 29, 2008	View Details	Download	SRV02366	Jul 23, 2008	Aug 22, 2008	View Details	Download	SRV02226	Jul 16, 2008	Aug 15, 2008	View Details	Download	SRV02060	Jul 09, 2008	Aug 08, 2008	View Details	Download	SRV01892	Jul 02, 2008	Aug 01, 2008	View Details	Download
Serve Package	Serve Date	Response Due Date	View Details	Download Package																																																				
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SRV01892	Jul 02, 2008	Aug 01, 2008	View Details	Download																																																				
<p>4</p>	<p>Complaints → Downloaded List To download a previously served complaint², click on Downloaded List in the left menu.</p>  <p>The screenshot shows the same FCC Serve 2000 interface as above, but the 'Downloaded List' option in the left navigation menu is highlighted with a mouse cursor.</p>																																																							

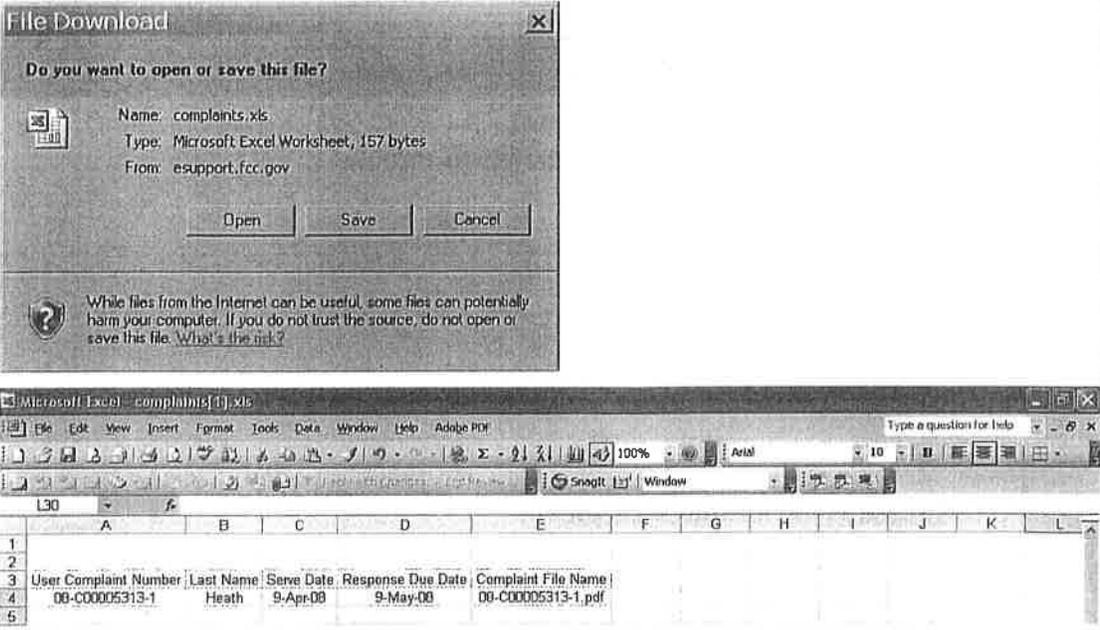
² Complaints are updated real-time; therefore if a period of time elapses from the initial download, it is recommended to download the complaints again to include any updates that have occurred during that time.

Step	Action																									
<p>5</p>	<p>Complaints → Downloaded List Click on a selected file under Complaint File and return to <u>Step 4</u> of the procedure in Section 3.2.</p>  <p>The screenshot shows the FCC Federal Communications Commission interface. At the top, there is a navigation bar with 'Serve 2000' and 'Switch to Form 1088 Complaints'. Below this is a sidebar menu with options: 'Complaints', 'New Complaints', 'Old Complaints', 'Downloaded List', 'Download Search', 'Response', 'Submit Response', 'Review Response', 'Complaint Search', and 'Dashboard'. The main content area is titled 'Downloaded Complaints' and contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>User Complaint Number</th> <th>Last Name</th> <th>Serve Date</th> <th>Response Due Date</th> <th>Complaint File</th> </tr> </thead> <tbody> <tr> <td>08-C00028496-1</td> <td>Test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00028496-1_5026.pdf</td> </tr> <tr> <td>08-C00043761-1</td> <td>Test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00043761-1_5026.pdf</td> </tr> <tr> <td>08-C00055745-1</td> <td>test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00055745-1_5026.pdf</td> </tr> <tr> <td>08-C00063152-1</td> <td>terst</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00063152-1_5026.pdf</td> </tr> </tbody> </table>	User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File	08-C00028496-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00028496-1_5026.pdf	08-C00043761-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00043761-1_5026.pdf	08-C00055745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00055745-1_5026.pdf	08-C00063152-1	terst	Mar 17, 2010	Apr 16, 2010	08-C00063152-1_5026.pdf
User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File																						
08-C00028496-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00028496-1_5026.pdf																						
08-C00043761-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00043761-1_5026.pdf																						
08-C00055745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00055745-1_5026.pdf																						
08-C00063152-1	terst	Mar 17, 2010	Apr 16, 2010	08-C00063152-1_5026.pdf																						

3.4 HOW TO SEARCH FOR PREVIOUSLY SERVED PACKAGES AND INFORMAL COMPLAINTS

Step	Action
<p>1</p>	<p>Complaints → Download Search To search for a served informal complaint, click on Download Search in the left menu.</p>  <p>NOTE: The Download Search function searches for served complaints and provides the user with the ability to download the complaints from the results. To search for complaints with the intention of submitting a response, then the Complaint Search function should be used.</p>
<p>2</p>	<p>Complaints → Download Search Enter any search parameter, such as Last Name, User Complaint Number, Date Served, or Year, then click Search.</p> 

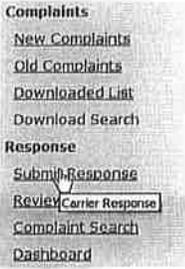
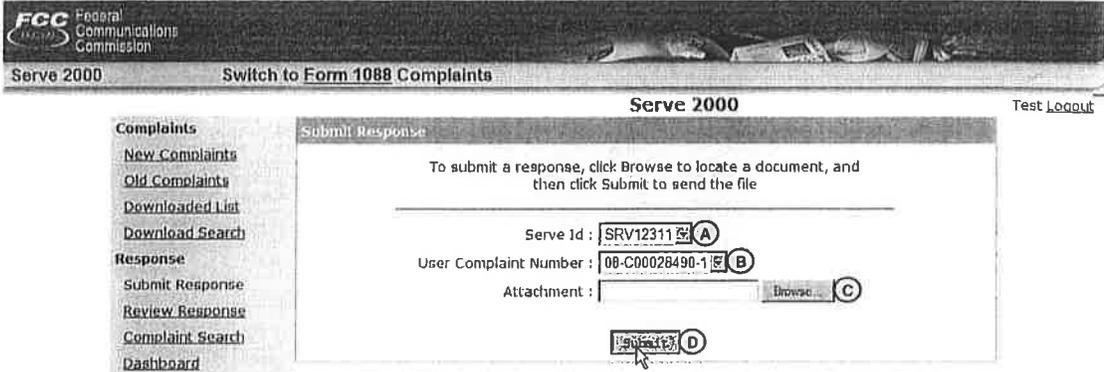
Step	Action
<p>3</p>	<p>Complaints → Download Search Search results appear at the bottom of the page.</p>  <p>The screenshot shows the FCC Serve 2000 interface. On the left is a navigation menu with options like 'New Complaints', 'Download Search', and 'Response'. The main area is titled 'Download Search' and contains input fields for 'Last Name', 'User Complaint Number' (08-C00028498), 'Date Served', and 'Year'. Below these are 'Search' and 'Clear' buttons. A 'Save to Excel' button is located above the search results table. The table has columns for 'User Complaint Number', 'Last Name', 'Serve Date', 'Response Due Date', and 'Complaint File'. One result is shown for user 08-C00028498-1, served on Mar 17, 2010, with a response due on Apr 16, 2010, and a file named 08-C00028498-1_5026.pdf.</p>
<p>4</p>	<p>Complaints → Download Search To save search results in a spreadsheet, click on Save to Excel, located above the Search Results.</p>  <p>This screenshot is identical to the one above, but a mouse cursor is pointing to the 'Save to Excel' button, which is highlighted with a red box to indicate the action to be taken.</p>

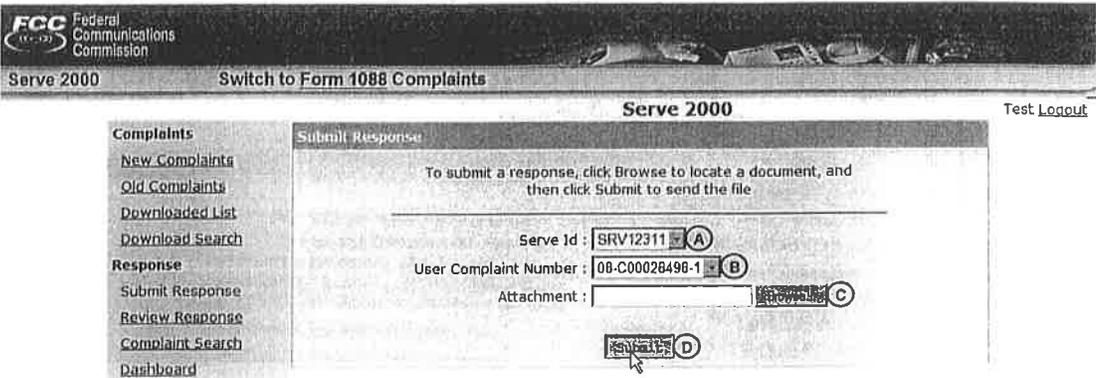
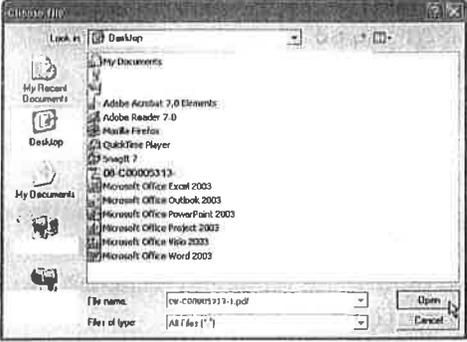
Step	Action																																																																														
<p>5</p>	<p>Complaints → Download Search Open or Save the spreadsheet to a desktop location.</p>  <p>The screenshot shows a 'File Download' dialog box with the following details:</p> <ul style="list-style-type: none"> Name: complaints.xls Type: Microsoft Excel Worksheet, 157 bytes From: esupport.fcc.gov Buttons: Open, Save, Cancel Warning: While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk? <p>Below the dialog box is a Microsoft Excel spreadsheet with the following data:</p> <table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> <th>G</th> <th>H</th> <th>I</th> <th>J</th> <th>K</th> <th>L</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> </tr> <tr> <td>2</td> <td></td> </tr> <tr> <td>3</td> <td>User Complaint Number</td> <td>Last Name</td> <td>Serve Date</td> <td>Response Due Date</td> <td>Complaint File Name</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>00-C00005313-1</td> <td>Heath</td> <td>9-Apr-08</td> <td>9-May-08</td> <td>00-C00005313-1.pdf</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	G	H	I	J	K	L	1													2													3	User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File Name								4	00-C00005313-1	Heath	9-Apr-08	9-May-08	00-C00005313-1.pdf								5												
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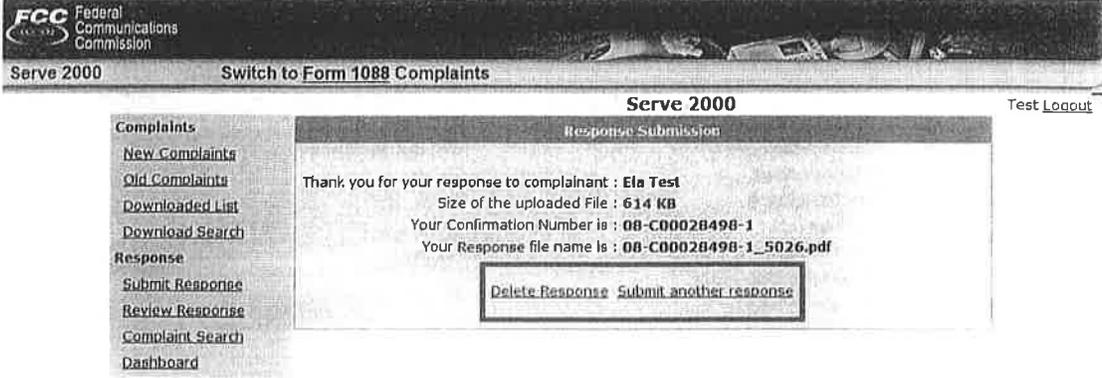
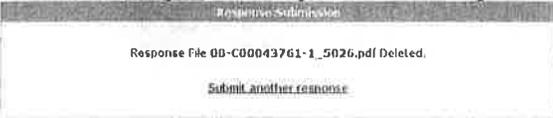
4. CARRIER RESPONSE PROCEDURES

NOTE: The following instructions have been written for Windows Internet Explorer. Other web browsers may produce different results.

4.1 HOW TO SUBMIT A RESPONSE

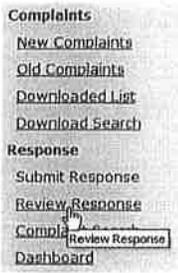
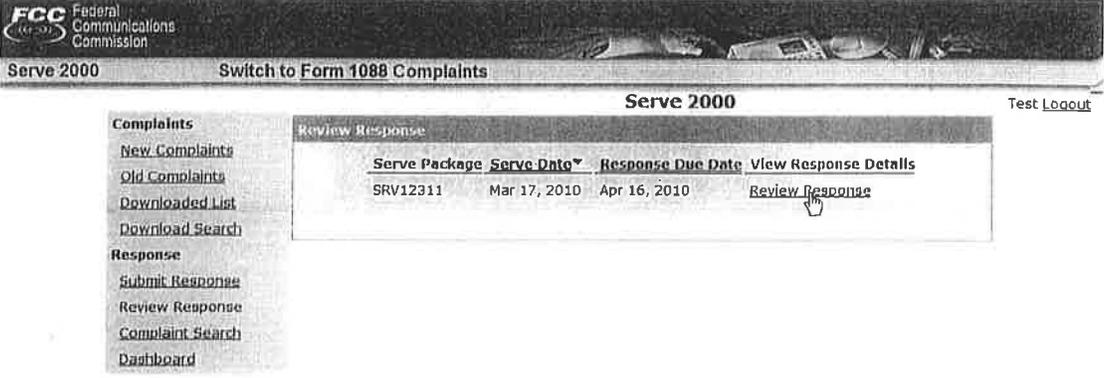
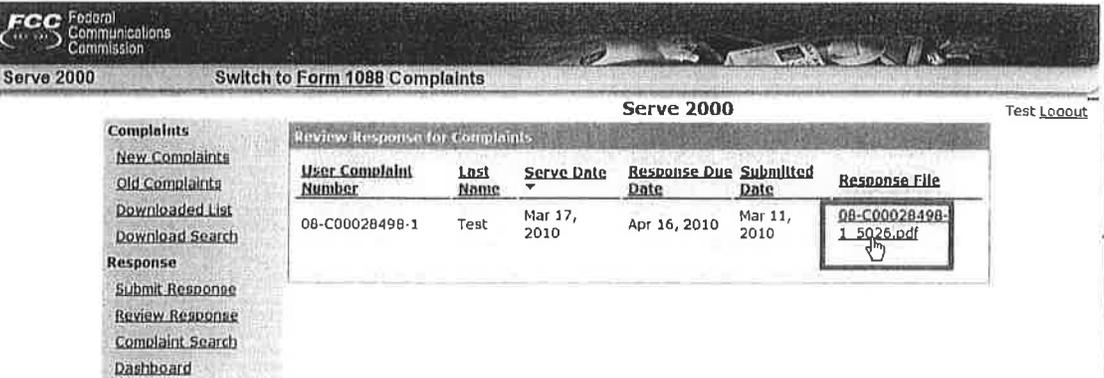
Step	Action
<p>1</p>	<p>Response → Submit Response Click Submit Response from the left menu.</p> 
<p>2</p>	<p>Response → Submit Response Select the package, complaint, and response to upload, then click Submit.</p>  <p>A. Select the Serve ID (aka package name) of the complaint to which a response is to be submitted.</p> <p>B. Select the User Complaint Number (aka IC number) within the served package.</p> <p><i>Steps continued on next page</i></p>

Step	Action
2	<p>Response → Submit Response</p> <p><i>Continued from previous page</i></p>  <p>C. Select the Attachment to upload from the desktop location.</p> <ul style="list-style-type: none"> Click the Browse... button next to the Attachment field. Select the response file from the saved location and click Open.  <p>D. Click on the Submit button to send the response to the FCC</p> <p>NOTE: See Section 6.3 for a list of supported file types. Any other file types may become corrupted during the PDF conversion process and will need to be resubmitted. Password protected files are not accepted.</p>

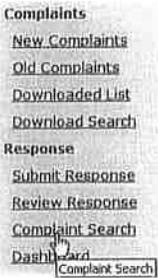
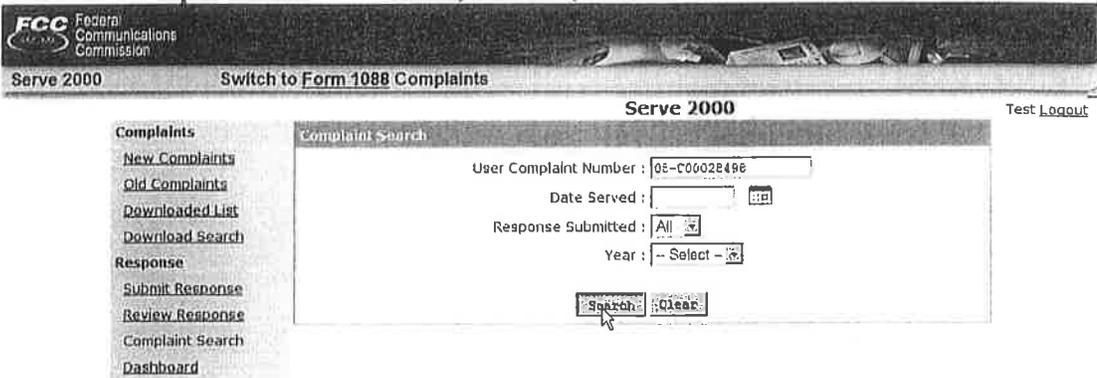
Step	Action
<p>3</p>	<p>Response → Submit Response The response submission is confirmed, as shown below. Additionally, at the bottom of the screen the ability to delete the response or submit another response is provided.</p> 
<p>4</p>	<p>Response → Submit Response If Delete Response is selected, then the following message confirms the deletion. Return to <u>Step 1</u> of this procedure to upload another response file.</p>  <p>NOTE: This is the ONLY opportunity to delete an uploaded response. Once the user navigates from the page, a file cannot be deleted because it has become part of the complaint record. To remove an uploaded response file, send a deletion request to fran.lookenbill@fcc.gov.</p>
<p>5</p>	<p>Response → Submit Response Submit Another Response returns to the screen in <u>Step 1</u> of this procedure.</p>

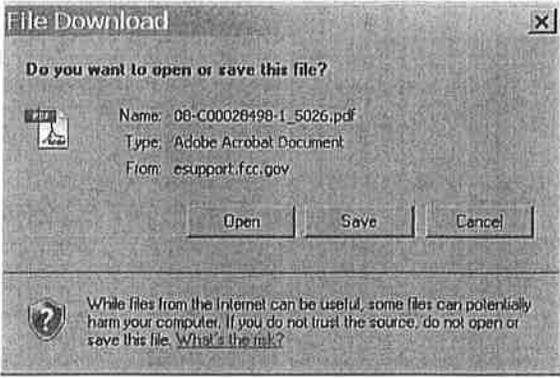
Step	Action
6	<p>Response → Submit Response</p> <p>To print the confirmation, go to the Internet Explorer menu and select File → Print and click on  in the pop-up window.</p>  <p>The screenshot shows the Internet Explorer File menu with the following options: New, Open... (Ctrl+O), Edit with Microsoft Office Word, Save As..., Page Setup..., Print... (Ctrl+P), Print Preview..., Send, Import and Export..., Properties, Work Offline, and Close. The Print... option is highlighted, and a mouse cursor is pointing at it. A 'Print' dialog box is open in the foreground, showing the 'General' tab. It includes a 'Select Printer' list with 'Microsoft XPS Document ...' selected, a 'Print to file' checkbox, a 'Find Printer' button, 'Page Range' options (All, Selection, Current Page, Pages), a 'Number of copies' spinner set to 1, and a 'Print' button.</p>

4.2 HOW TO REVIEW A SUBMITTED RESPONSE

Step	Action												
<p>1</p>	<p>Response → Review Response To review previously submitted responses, click Review Response in the left menu.</p> 												
<p>2</p>	<p>Response → Review Response Click on Review Response next to the selected Serve Package.</p>  <table border="1" data-bbox="641 913 1339 1039"> <thead> <tr> <th>Serve Package</th> <th>Serve Date</th> <th>Response Due Date</th> <th>View Response Details</th> </tr> </thead> <tbody> <tr> <td>SRV12311</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>Review Response</td> </tr> </tbody> </table>	Serve Package	Serve Date	Response Due Date	View Response Details	SRV12311	Mar 17, 2010	Apr 16, 2010	Review Response				
Serve Package	Serve Date	Response Due Date	View Response Details										
SRV12311	Mar 17, 2010	Apr 16, 2010	Review Response										
<p>3</p>	<p>Response → Review Response Click on the selected complaint's Response File.</p>  <table border="1" data-bbox="641 1417 1339 1575"> <thead> <tr> <th>User Complaint Number</th> <th>Last Name</th> <th>Serve Date</th> <th>Response Due Date</th> <th>Submitted Date</th> <th>Response File</th> </tr> </thead> <tbody> <tr> <td>08-C00028498-1</td> <td>Test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>Mar 11, 2010</td> <td>08-C00028498-1_5026.pdf</td> </tr> </tbody> </table> <p>NOTE: There may be more than one page of complaints. Toggle between the pages by clicking on the page number at the top of the screen. Page: 1 2</p>	User Complaint Number	Last Name	Serve Date	Response Due Date	Submitted Date	Response File	08-C00028498-1	Test	Mar 17, 2010	Apr 16, 2010	Mar 11, 2010	08-C00028498-1_5026.pdf
User Complaint Number	Last Name	Serve Date	Response Due Date	Submitted Date	Response File								
08-C00028498-1	Test	Mar 17, 2010	Apr 16, 2010	Mar 11, 2010	08-C00028498-1_5026.pdf								

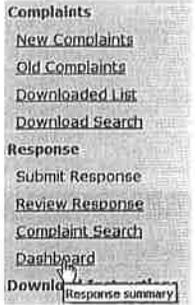
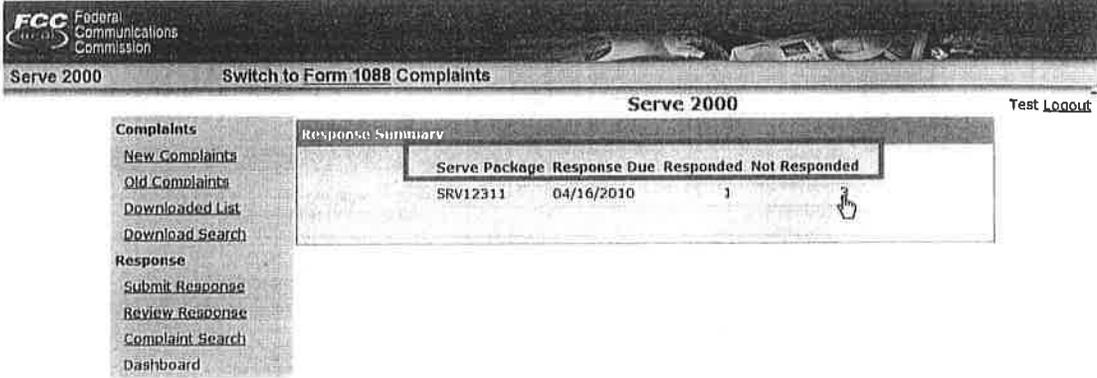
4.3 HOW TO SEARCH FOR A RESPONDED INFORMAL COMPLAINT

Step	Action
<p>1</p>	<p>Response → Complaint search To search for a responded informal complaint, click on Complaint Search in the left menu.</p>  <p>NOTE: The Complaint Search function searches for served complaints and provides the user with the ability to submit responses from the results. To search for complaints with the intention of downloading the complaint, then the Download Search function should be used. See Section 3.4, How to Search for Previously Served Packages and Informal Complaints, for details on using the Download Search function.</p>
<p>2</p>	<p>Response → Complaint search Search parameters include User Complaint Number (aka IC number), Date Served, whether a Response was Submitted, or Year, then click on the Search button.</p> 

Step	Action
4	<p>Response → Review Response</p> <p>Click <input type="button" value="Open"/> to view the response or click on <input type="button" value="Save"/> to save the response file to a desktop location.</p> 

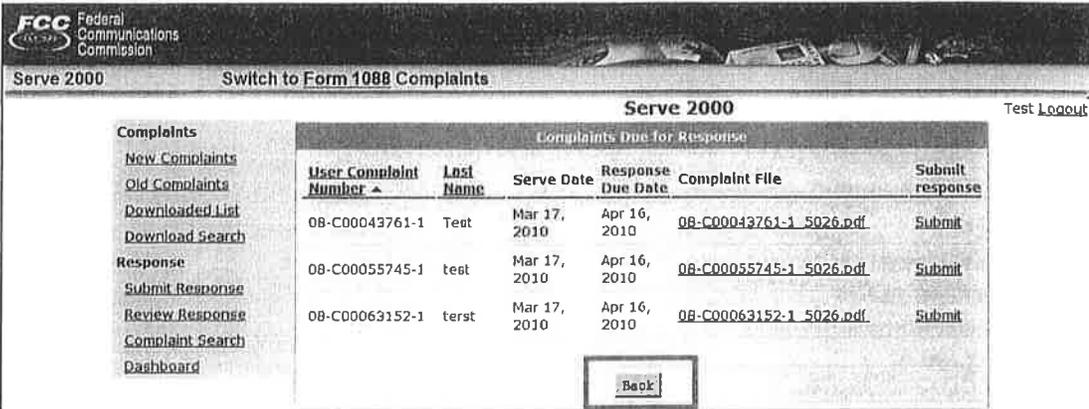
5. DASHBOARD PROCEDURE

5.1 HOW TO USE THE FCC CARRIER RESPONSE WEBSITE'S DASHBOARD

Step	Action
<p>1</p>	<p>Dashboard To view a summary of previously submitted responses, click Dashboard in the left menu.</p> 
<p>2</p>	<p>Dashboard The Response Summary displays the Serve Package, Response Due Date, How many complaints within the package have submitted responses, as well as how many do not have responses submitted. To view the complaints that have missing responses, click on the number under Not Responded³.</p> 

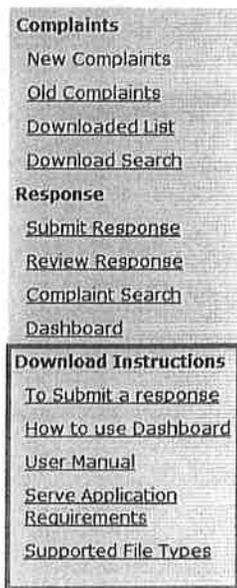
³ If a carrier response is removed from a complaint by the FCC, then the number under Not Responded will increase and the response needs to be resubmitted.

Step	Action
3	<p>Response → Complaint search The search results display as shown below.</p> <p>NOTES: To submit an additional response for a complaint, click on Submit Again.</p> <p>Reference Section 4.1 for instructions on <u>How to Submit a Response</u>.</p> <p>Reference Section 3.4, Step 4 of the procedure in on how to export search results to an Excel spreadsheet.</p>

Step	Action																								
<p>3</p>	<p>Dashboard</p> <p>The next screen displays all complaints requiring a response within that Serve Package.</p> <p>NOTE: To return to the previous screen, click on Back at the bottom of the screen.</p>  <p>The screenshot shows the FCC Federal Communications Commission 'Serve 2000' interface. It features a navigation menu on the left with options like 'New Complaints', 'Downloaded List', and 'Response'. The main area displays a table titled 'Complaints Due for Response' with columns for 'User Complaint Number', 'Last Name', 'Serve Date', 'Response Due Date', 'Complaint File', and 'Submit response'. Three rows of complaint data are visible, each with a 'Submit' button. A 'Back' button is located at the bottom center of the table area.</p> <table border="1"> <caption>Complaints Due for Response</caption> <thead> <tr> <th>User Complaint Number</th> <th>Last Name</th> <th>Serve Date</th> <th>Response Due Date</th> <th>Complaint File</th> <th>Submit response</th> </tr> </thead> <tbody> <tr> <td>08-C00043761-1</td> <td>Test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00043761-1_5026.pdf</td> <td>Submit</td> </tr> <tr> <td>08-C00055745-1</td> <td>test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00055745-1_5026.pdf</td> <td>Submit</td> </tr> <tr> <td>08-C00063152-1</td> <td>terst</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00063152-1_5026.pdf</td> <td>Submit</td> </tr> </tbody> </table>	User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File	Submit response	08-C00043761-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00043761-1_5026.pdf	Submit	08-C00055745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00055745-1_5026.pdf	Submit	08-C00063152-1	terst	Mar 17, 2010	Apr 16, 2010	08-C00063152-1_5026.pdf	Submit
User Complaint Number	Last Name	Serve Date	Response Due Date	Complaint File	Submit response																				
08-C00043761-1	Test	Mar 17, 2010	Apr 16, 2010	08-C00043761-1_5026.pdf	Submit																				
08-C00055745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00055745-1_5026.pdf	Submit																				
08-C00063152-1	terst	Mar 17, 2010	Apr 16, 2010	08-C00063152-1_5026.pdf	Submit																				

6. DOWNLOAD INSTRUCTIONS

Download instructions on how to best utilize the CCMS Carrier Response site are available in the left menu. These instructions include how to submit a response, how to use the Dashboard, the most recently updated Carrier Electronic Informal Complaint and Response Manual, a list of System Requirements needed for the CCMS Carrier Response site, and the file types that are supported by CCMS.



6.1 HOW TO SUBMIT A RESPONSE

1. Login with the User Name and Password provided by the FCC.
2. Click **Submit Response** from the left menu.
3. Select the Serve ID (aka package name) of the complaint to which a response is to be submitted.
4. Select the User Complaint Number (aka IC number) within the served package.
5. Click the **Browse** button next to the Attachment field.
6. Select the response file to upload from the desktop location, then click the **Open** button. See Section [6.3](#) for a list of supported file types. Any other file types may become corrupted during the PDF conversion process and will need to be resubmitted. Password protected files are not accepted.
7. Click on the **Submit** button to send the response to the FCC.
8. The response submission is confirmed.
9. Click on **Submit another response** at the bottom of the confirmation message to continue submitting responses.

10. If a file was submitted in error, click on **Delete Response** at the bottom of the confirmation message. Note that this is the **ONLY** opportunity to delete an uploaded response.
11. Confirm that the number of submitted responses have been received by the FCC by checking the **Carrier Response Dashboard**.

6.2 HOW TO USE THE DASHBOARD

1. Login with the **User Name** and **Password** provided by the FCC.
2. Next to the message "Complaints due for response..." the number of due responses is displayed.
3. Note the number of missing carrier responses, then click on the message.
4. The next page displays the complaints within the serve package that have a response due.
5. Submit a response for one or more complaints and note the number of responses submitted.
6. Click on **New Complaints** in the left menu, and note the number of due responses. The number should have decreased from what was displayed in **Step 2** by the number of responses submitted in **Step 5**.
7. Click on **Dashboard** in the left menu. Statistics should display the number of submissions in **Step 5**.
8. Click on a number under **Not Responded**. The next page displays the complaints that have a response due within that serve package.

6.3 USER MANUAL

The most recently updated Carrier Electronic Informal Complaint and Response Manual is available on the CCMS Carrier Response site. It provides detailed instructions on how to best utilize the available functionality. Contact either your FCC liaison or send an email to CCMSHelp@fcc.gov for any clarification or corrections to the manual.

6.4 SERVE APPLICATION REQUIREMENTS

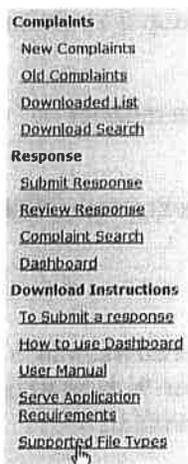
- **Browser(s):** Internet Explorer (7.0 and above), Firefox (3 and above)
- **Operating System:** Windows (2000, XP, Vista, 7)
- **Internet Connection:** Minimum 128kbps upload speed.
- **Website URL:** <https://esupport.fcc.gov/serve2000/>
- **Tips for Uploading Responses:**
 1. Ask your IT Infrastructure Team to add <https://esupport.fcc.gov/serve2000/> to the list of websites that you and your team can access.

2. Confirm with your IT Infrastructure Team that you can attach files to the website.
3. A list of supported file types for attachments can be found by clicking **Supported File Types** (see section [6.5](#)).
4. While attaching the files, do not type the path in the **Browse** window. Please use the **Browse** window to search and select the file to be attached.
5. Only one file can be uploaded at a time.
6. Do not attach password protected or locked files. Since they can not be processed, the response will need to be resubmitted correctly, thereby delaying the submission process.

6.5 SUPPORTED FILE TYPES

File types that are accepted in the electronic carrier response website: bmp, csv, doc, docx, gif, jpg, pdf, png, ppt, pptx, properties, rtf, tif, tiff, txt, vsd, vsdx, xls, and xlsx. Any other file types may become corrupted during the PDF conversion process and will need to be resubmitted. Click on Supported File Types in the left menu for the latest list.

NOTE: Password protected files are not accepted.



- .bmp – Bitmap (image)
- .csv – Comma Separated Value
- .doc, .docx – MS Word 2003-2010
- .gif – Image File
- .jpg – Image File
- .pdf – Adobe
- .png – Image File
- .ppt, .pptx – MS PowerPoint 2003-2010
- .properties – File Properties
- .rtf – Rich Text Format
- .tif/.tiff – Image File
- .txt – Text
- .vsd, .vsdx – MS Visio 2003-2010
- .xls, .xlsx – MS Excel 2003-2010

6.6 INSTRUCTIONS FOR USING THE CARRIER RESPONSE COVER PAGE

To better assist the FCC in ensuring that carrier responses are attached to the correct complaint, within each paper-based serve package each complaint should have its own Carrier Response Cover Page. Include the relevant complaint's Carrier Response Cover Page with the response sent to the FCC. Note that electronic-based serve packages do not have Carrier Response Cover Pages. If you have any questions, please contact your FCC POC.

7. TECHNICAL SUPPORT

CCMS is a web-based application and should, therefore, be free from issues which may arise with locally installed software applications. However, differences in internet preferences, security protocols, or other applications can affect internet connectivity and cause unexpected errors. Error messages or requests for technical assistance should be emailed to CCMSHelp@fcc.gov.

8. GLOSSARY

Term	Definition
CAMS	Consumer Advocacy and Mediation Specialists
CCMS	Consumer Complaint Management System
CGB	Consumer & Governmental Affairs Bureau
FCC	Federal Communications Commission
ID	Identification
IC	Informal Complaint number; aka User Complaint Number in CCMS
NOIC	Notice of Informal Complaint
PDF	Adobe Portable Document Format