

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

**OFFICIAL**  
**NOTICE OF INFORMAL COMPLAINT**

October 10, 2012  
(Carlson) (WLS)  
FCC Case No. 12-C00418506-1

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 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 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. To expedite processing, please also send a courtesy electronic copy of the response to [DROinquiries&complaints@fcc.gov](mailto:DROinquiries&complaints@fcc.gov).

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 202-418-7020 or write to [DROinquiries&complaints@fcc.gov](mailto: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



**Form 2000C – Disability Access Complaint****\*\*\* ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT \*\*\***

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).**



## Form 2000C – Disability Access Complaint

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

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

**Closed Captioning**

2. Provide the name, address and telephone number (if known) of the company(s) involved in your complaint:

Name: **WLS TV**

City: **Chicago** State: **IL** Zip Code: **60601**

Telephone number:

3. If your complaint is about accessibility of telecommunications services or equipment, provide the make and model number of the equipment or device that this complaint is about:

4. If your complaint is about closed captioning or emergency information on television, provide the date (mm/dd/yyyy) : **08/16/2012 16:50 PM**  
and any details of when the event or action you are complaining about occurred:

**At this time, and many others, the Closed Captions block the pertinent weather information, such as temperature. Captions have to be placed to avoid blocking the important information, since often this is not included in the captions themselves.**

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 (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):

b. Channel (e.g., "13"):

c. Station or subscription TV provider system location:

City: State:

d. Date(s) and time(s) of emergency:

e. Detailed description of the emergency (i.e., flood, hurricane, tornado, etc., as well as the 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 (e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):

**WLS-TV**

b. Station frequency (e.g., "1020" or "88.5"):

or channel (e.g., "13"): **7**

c. Station or subscription TV provider system location:

City : **Chicago** State: **IL**

d. Name of program(s) involved: **ABC7 News at 4:30 (and most other newscasts)**

## CARRIER RESPONSE COVER PAGE

COMPLAINT # : 12-C00418506-1

CARRIER : WLS

CONSUMER NAME : Carlson



**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.

User Complaint Key: 12-C00418506

Carrier: WLS

---

Form 2000C – Disability Access Complaint

---

**Consumer's Information:**

First Name: **Rexanna** Last Name: **Carlson**

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: **384 Ashwood Ct**  
Mailing Address (where mail is delivered)

Address 2:

City: **Vernon Hills** State: **IL** Zip Code: **60061**

Telephone Number (Residential or Business): **(847) 247 - 0529**

E-mail Address: **rexie@rexie.com**

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

**N**

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: , **No**

**Carrier Name : WLS**



United States Government  
Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, S.W., Room 5-A847  
Washington, D.C. 20554

ELECTRONIC INFORMAL COMPLAINT AND RESPONSE PROCESS

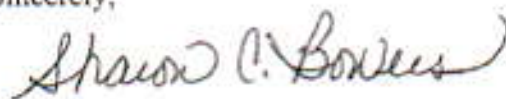
We are pleased to inform you of the Consumer Complaint Management System's (CCMS) Electronic Complaint and Response process. It is a web-based system that does not require any special software or equipment on the part of users. The attached CCMS Carrier Manual provides Carriers with the procedure to 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 contact Fran Lookenbill at 717-338-2547 or [fran.lookenbill@fcc.gov](mailto:fran.lookenbill@fcc.gov).

Sincerely,



Sharon C. Bowers, Division Chief  
Consumer Inquiries & Complaints Division  
Consumer & Governmental Affairs Bureau

Attachment(s)



Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

---

# **CCMS Carrier Manual**

Electronic Informal Complaint and Response

Version 5.3

**Date:** January 2012



## **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.

### 3. SERVED INFORMAL COMPLAINT PROCEDURES


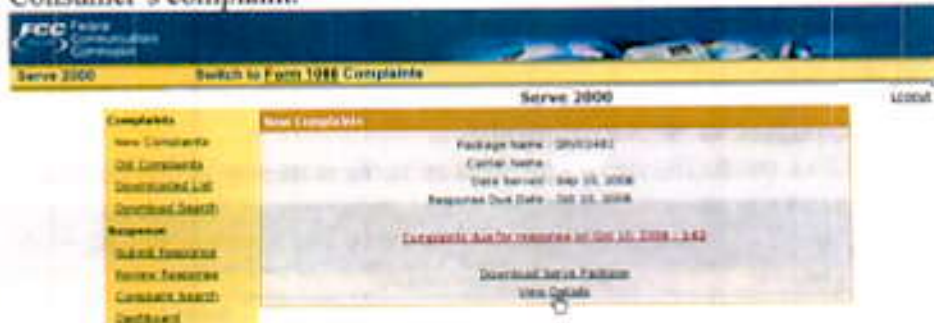

**NOTE:** The following instructions have been written for Windows Internet Explorer. Other web browsers may produce different results.




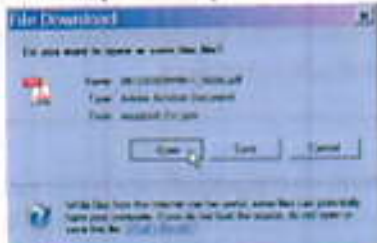
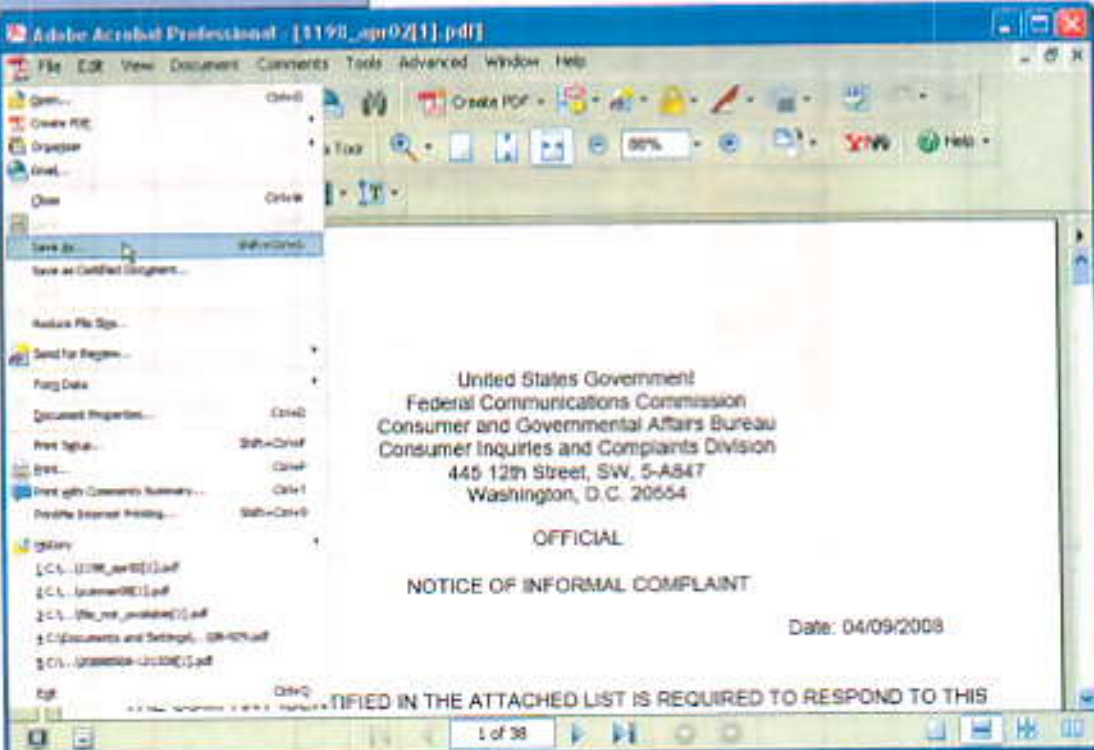
#### 3.1 HOW TO LOGIN AND RETRIEVE SERVED INFORMAL COMPLAINTS

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;"><a href="https://esupport.fcc.gov/serve2000/">https://esupport.fcc.gov/serve2000/</a></p>
2	<p>Log into the FCC Serve 1088/2000 system. Enter the <b>Username</b> and <b>Password</b> on the <b>Login Information</b> screen, then click on the <b>Login</b> button. Use the <b>Reset</b> button to clear the fields.</p>  <p><b>NOTE:</b> Contact either your FCC liaison or send an email to <a href="mailto:CCMSHelp@fcc.gov">CCMSHelp@fcc.gov</a> for a user account setup or password reset.</p>
3	<p><b>Complaints → New Complaints</b> The <b>New Complaints</b> window for Serve 2000 is the default home page, providing all Form 2000 carrier-served complaints. To go to the <b>Serve 1088</b> page for all Form 1088 carrier-served complaints, click on the <b>Form 1088</b> toggle at the top left of the page.</p>  <p><b>NOTE:</b> The number of expected responses and the due date is noted on this page.</p>


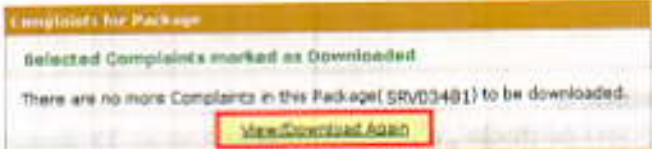



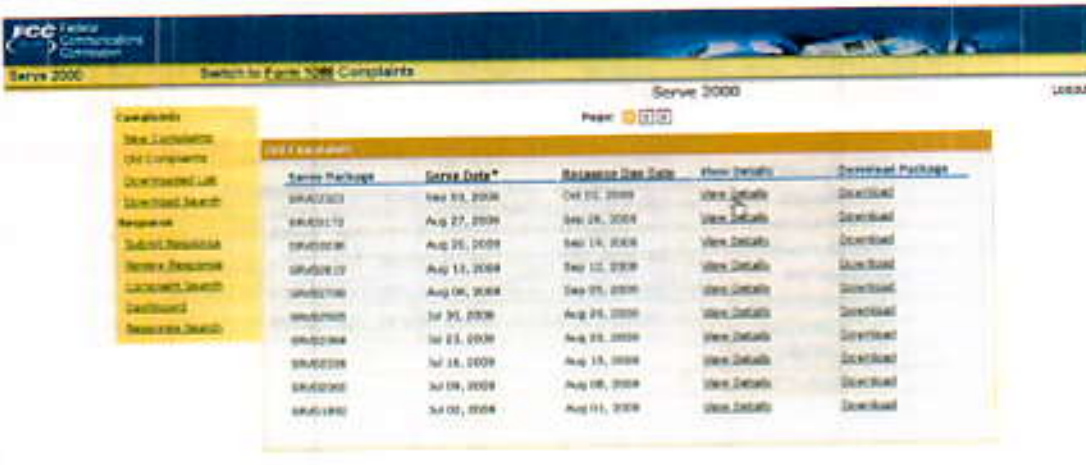

## 3.2 HOW TO DOWNLOAD SERVED INFORMAL COMPLAINTS

Step	Action
1	<p><b>Complaints → New Complaints</b></p> <p><b>OPTION 1:</b> To download the complete package, click on <b>Download Serve Package</b> and proceed to <b>Step 4</b> of this procedure.</p> <p><b>NOTE:</b> The <b>Serve Package</b> 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><b>OPTION 2:</b> To download complaints individually, click on <b>View Details</b> and proceed to the next step in this procedure.</p> <p><b>NOTE:</b> Under <b>View Details</b>, each individual complaint file only provides a copy of the Consumer's complaint.</p>  <p><b>NOTE:</b> 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
4	<p><b>Complaints → New Complaints</b></p> <p><b>OPTION 1:</b> Click on the  button in the <b>File Download</b> window and proceed to the next step in this procedure.</p>  <p><b>OPTION 2:</b> Click on the  button in the <b>File Download</b> window to open the package in Adobe Acrobat, then select <b>File → Save As</b> from the application's menu and proceed to the next step in this procedure.</p>   <p>The screenshot of Adobe Acrobat Professional shows the 'File' menu open with 'Save As...' selected. The main window displays the following text:</p> <p style="text-align: center;">United States Government Federal Communications Commission Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints Division 445 12th Street, SW, 5-A547 Washington, D.C. 20554</p> <p style="text-align: center;">OFFICIAL</p> <p style="text-align: center;">NOTICE OF INFORMAL COMPLAINT</p> <p style="text-align: right;">Date: 04/09/2008</p> <p style="text-align: center;">...IFIED IN THE ATTACHED LIST IS REQUIRED TO RESPOND TO THIS</p>




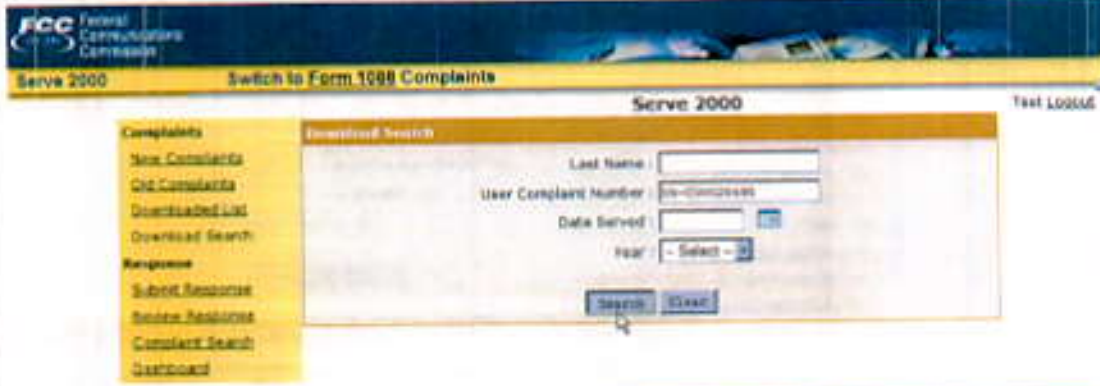
Step	Action
7	<p><b>Complaints → New Complaints</b></p> <p>If an individual file or a selection of files is confirmed as downloaded, then the following confirmation appears.</p>  <p>If all files within the package are confirmed as downloaded, then the following confirmation appears.</p>  <p><b>NOTES:</b> To view or download the individual complaints again click on <b>View/Download Again</b> and return to <a href="#">Step 3</a> of this procedure.</p> <p>To download the package again, click on <b>New Complaints</b> in the left menu, then click on <b>Download Serve Package</b> and return to <a href="#">Step 4</a> of this procedure.</p> 

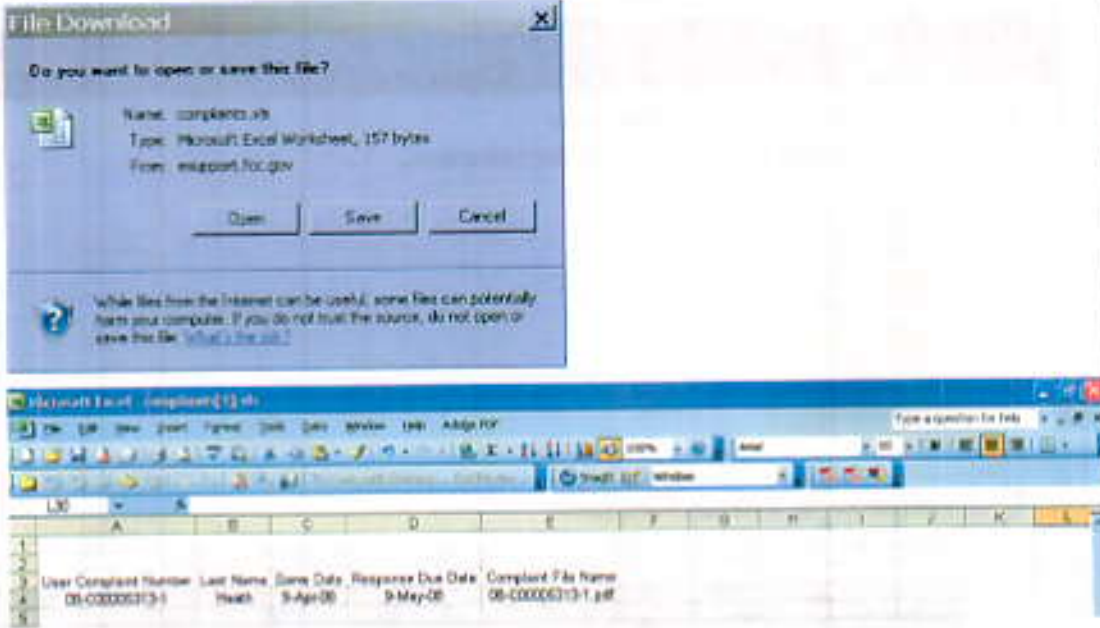
Step	Action																																																							
3	<p><b>Complaints → Old Complaints</b> To download a complaint within a previously served package<sup>2</sup>, click on a selection under <b>View Details</b> and return to <a href="#">Step 3</a> of the procedure in <a href="#">Section 3.2</a>.</p>  <p>The screenshot shows the FCC Complaints interface. On the left is a navigation menu with options: Complaints, New Complaints, Old Complaints, Downloaded List, Downloaded Search, Response, Submit Response, Review Response, Consultant Search, Dashboard, and Response Search. The 'Old Complaints' option is selected. The main area displays a table titled 'Old Complaints' with the following data:</p> <table border="1"> <thead> <tr> <th>Served Package</th> <th>Served Date*</th> <th>Release Date</th> <th>View Details</th> <th>Download Package</th> </tr> </thead> <tbody> <tr><td>SR40003</td><td>Aug 19, 2008</td><td>Oct 15, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40012</td><td>Aug 27, 2008</td><td>Nov 26, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40026</td><td>Aug 25, 2008</td><td>Nov 19, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40019</td><td>Aug 13, 2008</td><td>Nov 12, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40016</td><td>Aug 06, 2008</td><td>Nov 05, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40005</td><td>Jul 31, 2008</td><td>Aug 29, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40004</td><td>Jul 23, 2008</td><td>Aug 21, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40009</td><td>Jul 16, 2008</td><td>Aug 13, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40000</td><td>Jul 09, 2008</td><td>Aug 06, 2008</td><td>View Details</td><td>Download</td></tr> <tr><td>SR40002</td><td>Jul 01, 2008</td><td>Aug 01, 2008</td><td>View Details</td><td>Download</td></tr> </tbody> </table>	Served Package	Served Date*	Release Date	View Details	Download Package	SR40003	Aug 19, 2008	Oct 15, 2008	View Details	Download	SR40012	Aug 27, 2008	Nov 26, 2008	View Details	Download	SR40026	Aug 25, 2008	Nov 19, 2008	View Details	Download	SR40019	Aug 13, 2008	Nov 12, 2008	View Details	Download	SR40016	Aug 06, 2008	Nov 05, 2008	View Details	Download	SR40005	Jul 31, 2008	Aug 29, 2008	View Details	Download	SR40004	Jul 23, 2008	Aug 21, 2008	View Details	Download	SR40009	Jul 16, 2008	Aug 13, 2008	View Details	Download	SR40000	Jul 09, 2008	Aug 06, 2008	View Details	Download	SR40002	Jul 01, 2008	Aug 01, 2008	View Details	Download
Served Package	Served Date*	Release Date	View Details	Download Package																																																				
SR40003	Aug 19, 2008	Oct 15, 2008	View Details	Download																																																				
SR40012	Aug 27, 2008	Nov 26, 2008	View Details	Download																																																				
SR40026	Aug 25, 2008	Nov 19, 2008	View Details	Download																																																				
SR40019	Aug 13, 2008	Nov 12, 2008	View Details	Download																																																				
SR40016	Aug 06, 2008	Nov 05, 2008	View Details	Download																																																				
SR40005	Jul 31, 2008	Aug 29, 2008	View Details	Download																																																				
SR40004	Jul 23, 2008	Aug 21, 2008	View Details	Download																																																				
SR40009	Jul 16, 2008	Aug 13, 2008	View Details	Download																																																				
SR40000	Jul 09, 2008	Aug 06, 2008	View Details	Download																																																				
SR40002	Jul 01, 2008	Aug 01, 2008	View Details	Download																																																				
4	<p><b>Complaints → Downloaded List</b> To download a previously served complaint<sup>2</sup>, click on <b>Downloaded List</b> in the left menu.</p>  <p>The screenshot shows the FCC Complaints interface with the 'Downloaded List' option selected in the left navigation menu. The menu options are: Complaints, New Complaints, Old Complaints, Downloaded List, Downloaded Search, Response, Submit Response, Review Response, Consultant Search, Dashboard, and Response Search.</p>																																																							

<sup>2</sup> 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.

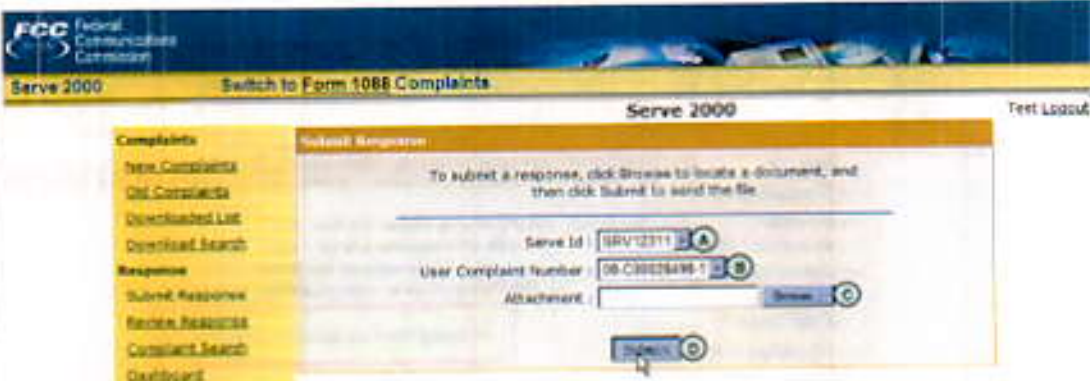
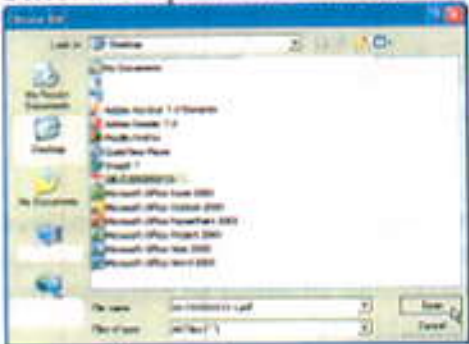



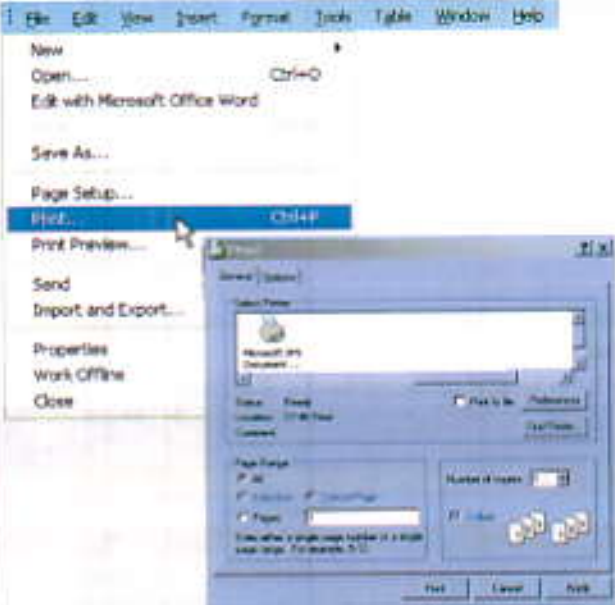
## 3.4 HOW TO SEARCH FOR PREVIOUSLY SERVED PACKAGES AND INFORMAL COMPLAINTS

Step	Action
1	<p><b>Complaints → Download Search</b> To search for a served informal complaint, click on <b>Download Search</b> in the left menu.</p>  <p><b>NOTE:</b> The <b>Download Search</b> 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 <b>Complaint Search</b> function should be used.</p>
2	<p><b>Complaints → Download Search</b> Enter any search parameter, such as <b>Last Name, User Complaint Number, Date Served, or Year</b>, then click <b>Search</b>.</p> 

Step	Action										
5	<p><b>Complaints → Download Search</b>                      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"> <li>Do you want to open or save this file?</li> <li>Name: complaints.xls</li> <li>Type: Microsoft Excel Worksheet, 157 bytes</li> <li>From: msupport.fcc.gov</li> <li>Buttons: Open, Save, Cancel</li> <li>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 the file.</li> </ul> <p>Below the dialog box is a Microsoft Excel spreadsheet titled 'Complaints (13) .xls'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th>User Complaint Number</th> <th>Last Name</th> <th>Service Date</th> <th>Response Due Date</th> <th>Complaint File Name</th> </tr> </thead> <tbody> <tr> <td>08-00000713-1</td> <td>Heath</td> <td>9-Apr-08</td> <td>9-May-08</td> <td>08-00000713-1.pdf</td> </tr> </tbody> </table>	User Complaint Number	Last Name	Service Date	Response Due Date	Complaint File Name	08-00000713-1	Heath	9-Apr-08	9-May-08	08-00000713-1.pdf
User Complaint Number	Last Name	Service Date	Response Due Date	Complaint File Name							
08-00000713-1	Heath	9-Apr-08	9-May-08	08-00000713-1.pdf							


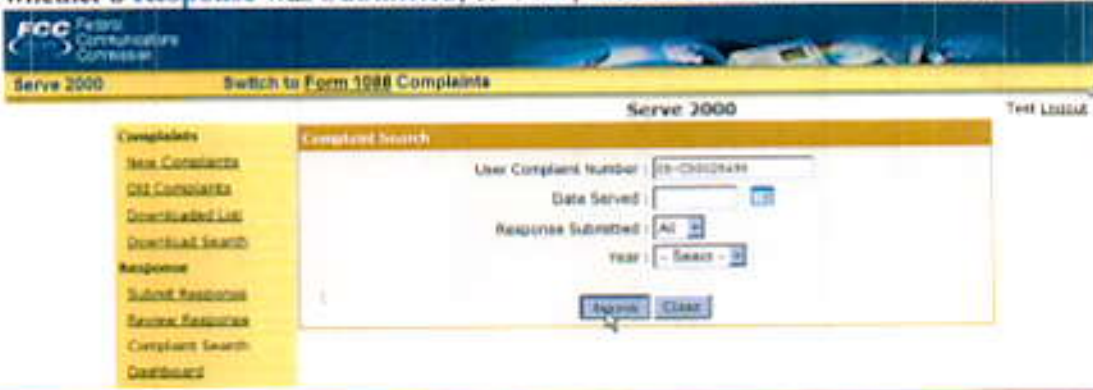


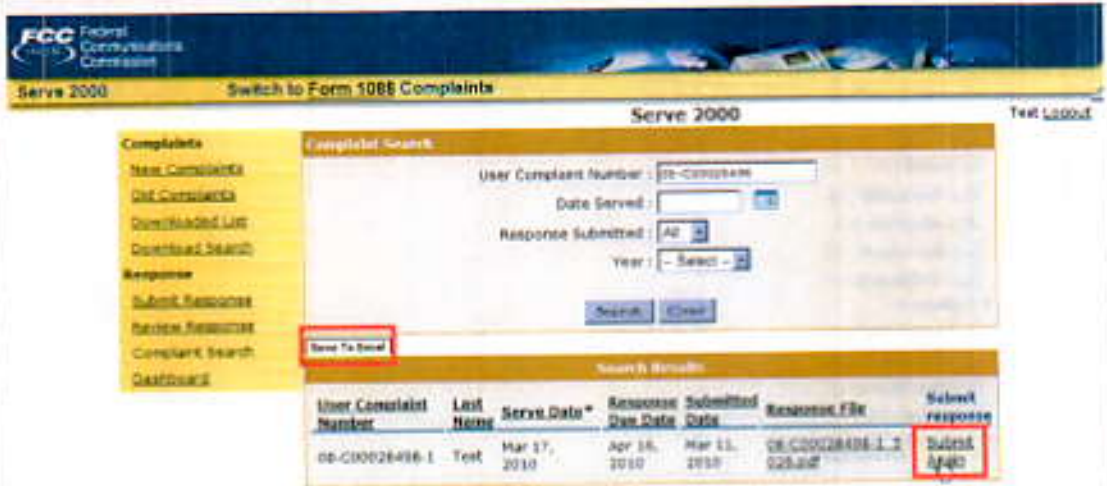
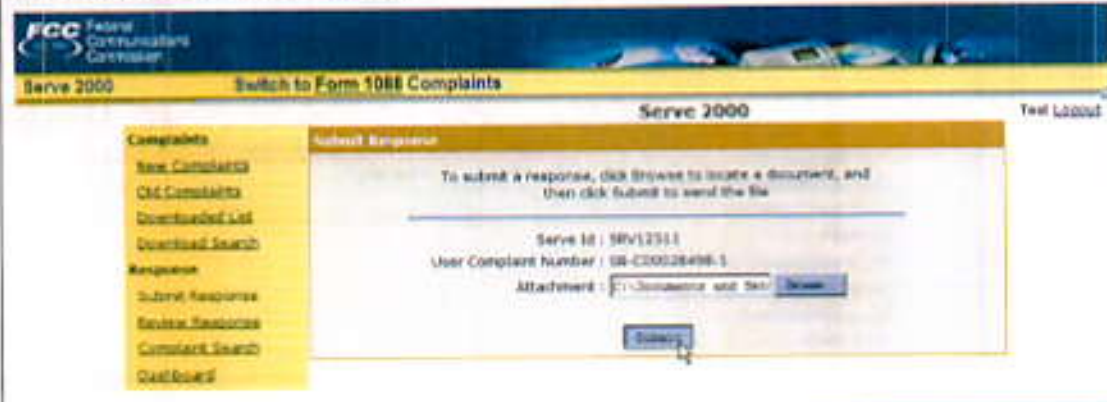
Step	Action
2	<p><b>Response → Submit Response</b></p> <p><i>Continued from previous page</i></p>  <p>C. Select the <b>Attachment</b> to upload from the desktop location.</p> <ul style="list-style-type: none"> <li>Click the <b>Browse...</b> button next to the <b>Attachment</b> field.</li> <li>Select the response file from the saved location and click <b>Open</b>.</li> </ul>  <p>D. Click on the <b>Submit</b> button to send the response to the FCC</p> <p><b>NOTE:</b> 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
6	<p><b>Response → Submit Response</b></p> <p>To print the confirmation, go to the Internet Explorer menu and select <b>File → Print</b> and click on  in the pop-up window.</p>  <p>The screenshot shows the Internet Explorer File menu with 'Print...' selected. The Print dialog box is open, showing 'Microsoft Word Document' as the file name, 'Print to the Printer' selected, and 'Page Range' set to 'All'. The 'Number of copies' is set to 1. The 'Print' button is highlighted.</p>

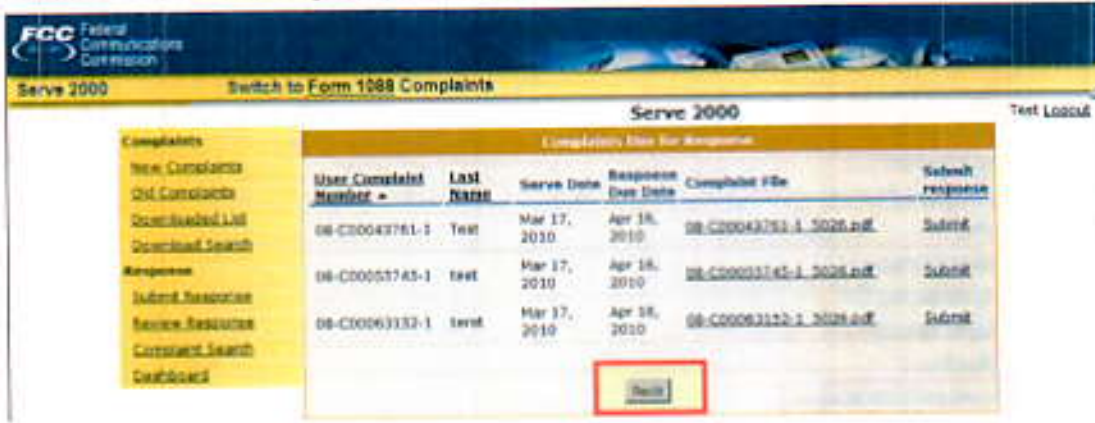


## 4.3 HOW TO SEARCH FOR A RESPONDED INFORMAL COMPLAINT

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

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



Step	Action																								
<p><b>3</b></p> <p><b>Dashboard</b></p> <p>The next screen displays all complaints requiring a response within that Serve Package.</p> <p><b>NOTE:</b> To return to the previous screen, click on <a href="#">Back</a> at the bottom of the screen.</p>	 <p>The screenshot shows the FCC Serve 2000 dashboard. At the top, there is a navigation bar with 'Serve 2000' and 'Switch to Form 1088 Complaints'. Below this is a 'Complaints' sidebar menu with options like 'New Complaints', 'Old Complaints', 'Download List', 'Download Search', 'Response', 'Submit Response', 'Review Response', 'Complaint Search', and 'Dashboard'. The main content area is titled 'Complaints Due for Response' 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> <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-C00051745-1</td> <td>test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00051745-1_5026.pdf</td> <td>Submit</td> </tr> <tr> <td>08-C00063133-1</td> <td>test</td> <td>Mar 17, 2010</td> <td>Apr 16, 2010</td> <td>08-C00063133-1_5026.pdf</td> <td>Submit</td> </tr> </tbody> </table> <p>A 'Back' button is highlighted with a red box at the bottom center of the table area.</p>	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-C00051745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00051745-1_5026.pdf	Submit	08-C00063133-1	test	Mar 17, 2010	Apr 16, 2010	08-C00063133-1_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-C00051745-1	test	Mar 17, 2010	Apr 16, 2010	08-C00051745-1_5026.pdf	Submit																				
08-C00063133-1	test	Mar 17, 2010	Apr 16, 2010	08-C00063133-1_5026.pdf	Submit																				

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](mailto: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.

## 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](mailto:CCMSHelp@fcc.gov).