



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

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

AUG 01 2016

Re: FOIA-2016-00936  
T-Mobile, et al.

Dear Ms. Louis:

This is the final response to your request dated June 17, 2016 under the Freedom of Information Act seeking access to consumer complaints from March 1, 2016 to present for T-Mobile, Verizon, AT&T, and Sprint under certain product lines. In accordance with the Act and agency policy, we have searched our records as of June 14, 2016, the date we received your request in our FOIA notice.

The Commission's fee regulations specify that fees less than \$25 will be waived. See 16 C.F.R. § 4.8(b)(4). Because the fees associated with the processing of your request did not exceed \$25, we have processed your request free of charge.

This release concerns the complaints covering T-Mobile. We have located approximately 2,086 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the individual complainants have not necessarily been identified by the FTC. Therefore, you should make your own judgment as to why you are receiving this information provided. I am denying access to consumers' names and addresses and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. See *Loeb v. FBI*, 352 F.3d 1177 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580, within 90 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest. You also may seek assistance from services from the FTC FOIA Public Liaison, Richard Quirk, (202) 326-3357, [quirk@ftc.gov](mailto:quirk@ftc.gov) or from the Office of Government Information Services via email at [OGIS@fta.gov](mailto:OGIS@fta.gov), or fax (202) 549-2696 or via mail, Office of Government Information Services (OGIS), National Archives and Records Administration, 3601 Adelphi Road, College Park, MD 20740-6001.

If you need any further information, please contact the undersigned.

  
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Assistant General Counsel