



## Consumer Inquiries and Complaints Center

Para presentar una queja en español, llamar al:  
888-225-5322

[Search](#)

[Consumer Complaints at the FCC](#)

## Internet Form - Descriptions of Complaint Issues

If you have questions about a problem you are having with your Internet service and want to read more about common Internet issues raised with the FCC, see our [consumer guides](#).

If our consumer guides do not address your issue, another option is to file a complaint.

If you are having issues with your provider involving the Affordable Connectivity Program (ACP), please see additional information [here](#).

Please look carefully at the list of issues available on the complaint form. If you already know what issue you'd like to file a complaint about then:

**[Start your complaint with the FCC](#)**

### Internet Issues on the Complaint Form

#### Availability

Services are not available in your area, issues with coverage areas or coverage maps.

#### Billing

Issues with your provider about advertised rates, service charges, taxes, fees, surcharges, lifeline.

#### Equipment

Issues with your modem, router, or other Internet equipment and related equipment.

#### Interference:

Issues with interference.

#### Privacy

Your personal information has been breached.

#### Speed

Issues with your Internet speeds, including not receiving advertised speeds or latency, issues.

**[Start your complaint with the FCC](#)**

#### Federal Communications Commission

45 L Street NE  
Washington, DC 20554  
Phone: 1-888-225-5322  
Videophone: 1-844-432-2275  
Fax: 1-866-418-0232  
More ways to contact us

#### Consumer Inquiries and Complaint Center

Browser compatibility  
Download a Complaint Form

#### Related links

FCC.GOV  
Website Policies and Notices  
Privacy Policy  
FOIA  
Accessibility  
Vulnerability Disclosure Policy

Internet Form