

Request for Records Disposition Authority

Records Schedule Number DAA-0173-2019-0002

Schedule Status Approved

Agency or Establishment Federal Communications Commission

Record Group / Scheduling Group Records of the Federal Communications Commission

Records Schedule applies to Major Subdivision

Major Subdivision Consumer and Governmental Affairs Bureau

Minor Subdivision Consumer Inquiry and Complaints Division

Schedule Subject Informal Complaints Electronic System

Internal agency concurrences will be provided No

Background Information The Consumer Complaint Center is used by CGB to receive, process, track and maintain informal complaints and inquiries submitted by or on behalf of individual consumers to the Federal Communications Commission. The main complaint categories are phone, TV, Internet, radio, emergency and access for people with disabilities. Under the categories, consumers select an issue that best describes their complaint. There is also an option for consumers to explain their specific issues. Information maintained in the system includes the complaints, responses to the complaints from providers, consumer explanations and any other relevant documentation. Paper complaints and attachments received via U.S. postal mail or fax are scanned into the online Consumer Complaint Center. Each complaint is assigned a unique ticket number that follows throughout that complaint's lifecycle.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
4	0	4	0

GAO Approval

0001, 0002, 0003, 0004

Outline of Records Schedule Items for DAA-0173-2019-0002

Sequence Number	
1	Complaints and Related Materials - Electronic Disposition Authority Number: DAA-0173-2019-0002-0001
2	Slamming Complaints and Related Materials - Electronic Disposition Authority Number: DAA-0173-2019-0002-0002
3	Master Data File Disposition Authority Number: DAA-0173-2019-0002-0003
4	Notice of Informal Complaint (NOIC) Disposition Authority Number: DAA-0173-2019-0002-0004

Records Schedule Items

Sequence Number	
1	<p>Complaints and Related Materials - Electronic</p> <p>Disposition Authority Number DAA-0173-2019-0002-0001</p> <p>These are the general complaints submitted through the online Consumer Complaint Center. Complaints include the consumer's contact information, the selected issue, the subject, a description of the complaint, and responses to any other relevant questions based on the issue selected. Also included are records related to the complaint, such as relevant bills, previous correspondence, and provider responses. Excludes complaints related to slamming.</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? Yes</p> <p>GRS or Superseded Authority Citation N1-173-07-1 / 1A N1-173-07-1 / 5 N1-173-07-1 / 7 N1-173-07-1 / 9 N1-173-07-1 / 10</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cut off files monthly</p> <p>Retention Period Destroy 10 year(s) after complaint is closed.</p> <p>Additional Information</p> <p>GAO Approval Required and Received</p>
2	<p>Slamming Complaints and Related Materials - Electronic</p> <p>Disposition Authority Number DAA-0173-2019-0002-0002</p> <p>These are the complaints specific to the practice of slamming (illegal practice of switching a telephone provider to a different provider without the consumers knowledge or permission), submitted through the online Consumer Complaint Center. Complaints include the consumer's contact information, a description of</p>

the complaint, and other records related to the complaint, such as relevant bills, previous correspondence, and provider responses.

Final Disposition	Temporary
Item Status	Active
Is this item media neutral?	Yes
Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes
Do any of the records covered by this item exist as structured electronic data?	Yes
GRS or Superseded Authority Citation	N1-173-07-1 / 1b N1-173-07-1 / 5 N1-173-07-1 / 7 N1-173-07-1 / 9 N1-173-07-01 / 10

Disposition Instruction

Cutoff Instruction	Cut off files monthly.
Retention Period	Destroy 10 year(s) after complaint is closed.

Additional Information

GAO Approval	Required and Received
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Master Data File

Disposition Authority Number	DAA-0173-2019-0002-0003
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This system is an off-the-shelf product that is hosted off-site and utilizes licenses per user. Information maintained in the system is related to the contact information of the complainant, the company or companies named in the complaint and dates relative to the staff's processing of the complaint and, if required, provider response thereto. The information is identified by the informal ticket number assigned by the system.

Final Disposition	Temporary
Item Status	Active
Is this item media neutral?	Yes
Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes

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4	Do any of the records covered by this item exist as structured electronic data?	Yes
	GRS or Superseded Authority Citation	N1-173-07-1 / 6 N1-173-07-001 / 3
	Disposition Instruction	
	Cutoff Instruction	Cut off at the end of the month.
	Retention Period	Destroy 10 year(s) after case is closed.
	Additional Information	
	GAO Approval	Required and Received
	Notice of Informal Complaint (NOIC)	
	Disposition Authority Number	DAA-0173-2019-0002-0004
	This Notice is generated for each complaint served and is sent to the Carrier named in the complaint.	
	Final Disposition	Temporary
	Item Status	Active
	Is this item media neutral?	Yes
	Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes
	Do any of the records covered by this item exist as structured electronic data?	Yes
	GRS or Superseded Authority Citation	N1-173-07-1 / 8
	Disposition Instruction	
	Cutoff Instruction	Cut off files monthly.
	Retention Period	Destroy 10 year(s) after case is closed.
	Additional Information	
GAO Approval	Required and Received	

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
09/16/2019	Certify	Antonia McGowan	Agency Records Officer	Office of the Managing Director - Performance Evaluation and Records Management
06/26/2020	Return for Revision	Ann Gillette	Appraisal Archivist	National Archives and Records Administration - ACNR Records Management Services
07/13/2020	Submit For Certification	Darice Lee	Records and Information Management Specialist	Office of Managing Director - Performance Evaluation Management
07/14/2020	Certify	Antonia McGowan	Agency Records Officer	Office of the Managing Director - Performance Evaluation and Records Management
10/09/2020	Submit for Concurrence	Ann Gillette	Appraisal Archivist	National Archives and Records Administration - ACNR Records Management Services
10/16/2020	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
10/19/2020	Concur	Laurence Brewer	Chief Records Officer	National Records and Archives Administration - National Records and Archives Administration
10/19/2020	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist