



Search our support

Search

Internet Complaint

Approved by OMB 3060-0874 (Est. average burden per response is 15 minutes). [Read Privacy Statement](#)

Fields marked with * are required. The submit button will not be active until all required fields are completed.

The FCC's informal complaint process is designed to facilitate a conversation between you and your provider. After submitting a complaint, your information will most likely be shared with your selected provider and the company will have 30 days to respond. Not all complaints will be served on a provider and not all complaints served on a provider will result in the consumer's desired outcome. The FCC cannot act as your personal lawyer, a court of law, or your legal advisor.

If you want to share information with the FCC and not have your information shared with the selected company, use the [Your Story](#) form.

Subject *

FORMAL REBUTTAL: FCC Complaint Closure / File No. 8633706

Description *

This is a follow-up to your previous request #8633706 "Wireless Service – Service Quality / Coverage / Speeds"
TO: Robert Ramirez, Executive Response, T-Mobile USA, Inc.
Mr. Ramirez,
I am in receipt of your formal correspondence dated April 29, 2026, sent via USPS. Please find a copy of your letter

Your description is important to understanding your situation. Do not include any sensitive information, such as SSN, DOB, driver's license numbers, medical history, etc.

Internet Issues *

Speed

Scroll through the list to select the issue that best describes your complaint. For disability related concerns about video programming on the internet (e.g., closed captions) or disability access to electronic messaging services (e.g. sms, or e-mail) or using internet voice chat services, please use the forms found at [www.fcc.gov/accessibilitycomplaints](#).

Internet Speed Sub Issue *

Less than Advertised Speed

Select a sub issue that best describes your situation.

Your Internet Method *

Wireless

Company Name *

T-Mobile

Please select the company that is the subject of your complaint. If the company is not listed, select "other" and provide the name of the company.

Relationship to Company *

Former Customer

Have you contacted this company about your issue? *

Yes

Account Number(optional)

7029691775

Please enter your account number, if applicable.

Your First Name *

Celestia

Your Last Name *

Quixs

Address 1 *

8440 Las Vegas Blvd S

If you have a PO Box, please enter it in this field.

Address 2(optional)

Unit B155

City *

Las Vegas

State *

Nevada

Zip Code *

89123-1607

The format of the zip code can be: 20850 or 20850-1234

Phone (where you can be contacted) *

725-247-2217

Phone (where you can be contacted): is invalid

Please enter the phone number in the following format 555-555-5555

Filing on Behalf of Someone *

No

Please indicate whether you are filing this on behalf of someone else.

Attachments(optional)

Add file or drop files here

 20260625_074825[1].jpg



 Untitled 2.pdf



Note: If you are a **current or former employee** of the provider in question and wish for your information to **NOT be shared** with the selected company, please **DO NOT** submit a complaint. Instead, please submit via the [Your Story](#) form.

Submit

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
File a complaint using our ASL Hotline

Related links

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

Ceesiphi

Profile

Requests
Activities
Sign out