Description of document:	Listing of Federal Communications Commission (FCC) Consumer Information Management System (CIMS) informal complaint categories and acronyms, 2014
Requested date:	December 2013
Released date:	16-January-2014
Posted date:	24-February-2014
Title of Document:	CIMSReport: Active Assigned Code Acronyms
Source of document:	FOIA Request Federal Communications Commission 445 12th Street, S.W., Room 1-A836 Washington, D.C. 20554 Email: FOIA@fcc.gov Fax: 202-418-0521 Online Electronic FOIA (E-FOIA) Request Form

January 16, 2014

FOIA No. 2014-127

This letter responds to your recent Freedom of Information Act ("FOIA") request received by the Federal Communications Commission (FCC or Commission) and assigned to the Consumer & Governmental Affairs ("CGB") Bureau.   Your requests seek copies of documents "describing the listing/taxonomy of subject used to categorize informal complaints included in the Consumer Information Management System database at the FCC, and a printout of the categories and [acronyms]."

CGB conducted a search of the databases in which we maintain the records of informal complaints filed by, or on behalf of, consumers. The information you requested is enclosed.

FOIA and FCC rules require the FCC to charge requesters for time spent searching for and reviewing responsive documents, and for copying them.[1] Based on your classification as an "all other" requester, the FCC does not charge you for the first two hours of search time and the first 100 pages of copying.[2] Because preparing the response to your request falls within these limits, the FCC is not charging you for processing it.

If you think this response denies your FOIA request, you may file an application for review of this decision with the FCC's Office of the General Counsel within 30 days.[3] Both the application and envelope containing it must be marked "Review of Freedom of Information Action" and the application should refer to FOIA Control No. 2014-127.

Sincerely,

Nancy Stevenson
Deputy Chief
Consumer Policy Division
Consumer & Governmental Affairs Bureau

Enclosures

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[1] 5 U.S.C. § 552(a)(4)(A)(i); 47 C.F.R. § 0.470.
[2] 47 C.F.R. § 0.470(a)(3).
[3] 47 C.F.R. § 0.461(j).

CIMSReport
Active Assigned Code Acronyms (FOIA: 2014-127)
Report Generated January 14, 2014

TOTAL Active Scripts: 26

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Active	BCRA	Wireline	Billing - Rates	Billing - Credit/Refunds/Adjustments
Active	BOSR	Wireline	Billing - Rates	OSP Rates
Active	CHIL	Broadcast	Programming Issues	Children
Active	CHIL	Cable	Programming Issues	Children
Active	CHIL	Satellite	Programming Issues	Children
Active	CHIL	Unknown Media Types	Programming Issues	Children
Active	INDE	Broadcast	Programming Issues	Indecent
Active	INDE	Cable	Programming Issues	Indecent
Active	INDE	Unknown Media Types	Programming Issues	Indecent
Active	LOUD	Broadcast	Programming Issues	Loud commercial
Active	OSBC	Broadcast	Programming Issues	Obscene
Active	OSBC	Cable	Programming Issues	Obscene
Active	OTHE	Other Service Types	Other	Other
Active	PCCR	Broadcast	Programming Issues	Content Criticism
Active	PCCR	Satellite	Programming Issues	Content Criticism
Active	PCCR	Unknown Media Types	Programming Issues	Content Criticism
Active	PROF	Broadcast	Programming Issues	Profane
Active	PROF	Cable	Programming Issues	Profane
Active	PROF	Unknown Media Types	Programming Issues	Profane
Active	RELI	Broadcast	Programming Issues	Religious
Active	SLDS	Wireline	Service Quality	Long Distance Service Treatment
Active	SLGD	Wireline	Slamming	Long Distance slammed
Active	SLLD	Wireline	Slamming	Local and Long Distance Slamming
Active	TGEN	Wireline	TCPA	TCPA General Solicitations
Active	VIOL	Broadcast	Programming Issues	Violence
Active	VIOL	Unknown Media Types	Programming Issues	Violence

TOTAL Scripts: **244**

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Active	BCRA	Wireline	Billing - Rates	Billing - Credit/Refunds/Adjustments
Active	BOSR	Wireline	Billing - Rates	OSP Rates
Active	CHIL	Broadcast	Programming Issues	Children
Active	CHIL	Cable	Programming Issues	Children
Active	CHIL	Satellite	Programming Issues	Children
Active	CHIL	Unknown Media Types	Programming Issues	Children
Active	INDE	Broadcast	Programming Issues	Indecent
Active	INDE	Cable	Programming Issues	Indecent
Active	INDE	Unknown Media Types	Programming Issues	Indecent
Active	LOUD	Broadcast	Programming Issues	Loud commercial
Active	OSBC	Broadcast	Programming Issues	Obscene
Active	OSBC	Cable	Programming Issues	Obscene
Active	OTHE	Other Service Types	Other	Other
Active	PCCR	Broadcast	Programming Issues	Content Criticism
Active	PCCR	Satellite	Programming Issues	Content Criticism
Active	PCCR	Unknown Media Types	Programming Issues	Content Criticism
Active	PROF	Broadcast	Programming Issues	Profane
Active	PROF	Cable	Programming Issues	Profane
Active	PROF	Unknown Media Types	Programming Issues	Profane
Active	RELI	Broadcast	Programming Issues	Religious
Active	SLDS	Wireline	Service Quality	Long Distance Service Treatment
Active	SLGD	Wireline	Slamming	Long Distance slammed
Active	SLLD	Wireline	Slamming	Local and Long Distance Slamming
Active	TGEN	Wireline	TCPA	TCPA General Solicitations
Active	VIOL	Broadcast	Programming Issues	Violence
Active	VIOL	Unknown Media Types	Programming Issues	Violence
Inactive	2TRS	Wireless	Disability Complaints	Telecommunications Relay Service-TRS
Inactive	2TRS	Wireline	Disability Complaints	Telecommunications Relay Service-TRS

TOTAL Scripts: 244

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	AMRA	Other Service Types	Amateur Radio Issues	
Inactive	ARIN	Other Service Types	Amateur Radio Interference	
Inactive	B809	Wireline	Billing - Rates	809 International Calls
Inactive	B900	Wireline	Billing - Rates	900 Pay-Per-Call Billing
Inactive	BACC	Wireless	Billing - Line Items	Access Charge
Inactive	BACT	Wireless	Billing - Service Plan Rate	Activation Fee
Inactive	BAIR	Wireless	Billing - Airtime Charges	
Inactive	BANK	Wireless	Bankrupt Carrier	
Inactive	BANK	Wireline	Bankrupt Carrier	
Inactive	BBDE	Cable	Billing & Rates	Billing Dispute
Inactive	BBUL	Cable	Billing & Rates	Bulk Rates
Inactive	BCCB	Wireline	Billing - Rates	Casual Call Billing
Inactive	BCRA	Wireless	Billing - Credit/Refunds/Adjustments	
Inactive	BDBB	Wireless	Double Billing	
Inactive	BDBB	Wireline	Billing - Rates	Double Billing
Inactive	BDIS	Cable	Billing & Rates	Discount Rates
Inactive	BDNB	Wireless	Billing - Delayed or No Bill	
Inactive	BDNB	Wireline	Billing - Delayed or No Bill	
Inactive	BDRP	Wireline	Billing - Rates	DSL Rate Problem
Inactive	BE91	Wireless	Billing - Line Items	E-911
Inactive	BICR	Wireline	Billing - Rates	International Calls - Rates
Inactive	BIDA	Wireline	Billing - Line Items	Interstate Directory Assistance
Inactive	BIID	Wireline	Billing - Rates	International Internet Dial-up
Inactive	BOFF	Wireless	Billing - Service Plan Rate	Off-Peak
Inactive	BOPT	Wireless	Billing - Service Plan Rate	Optional Services
Inactive	BPEA	Wireless	Billing - Service Plan Rate	Peak
Inactive	BPRE	Wireless	Billing - Service Plan Rate	Prepaid Service
Inactive	BPRO	Wireless	Billing - Service Plan Rate	Promo Plan
Inactive	BREC	Wireless	Billing - Recurring Charges	
Inactive	BREC	Wireline	Billing - Rates	Billing - Recurring Charges

TOTAL Scripts: 244

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	BRFF	Cable	Billing & Rates	Regulatory/Franchise Fees
Inactive	BROA	Wireless	Billing - Roaming Rates	
Inactive	BROU	Wireless	Billing - Rounding	
Inactive	BRTS	Wireline	Billing - Rates	Rates for Interstate Telecommunications Services
Inactive	BSEC	Wireless	Billing - Service Plan Rate	Security Deposit
Inactive	BSLC	Wireline	Billing - Line Items	Access - Subscriber Line Charge
Inactive	BTAX	Wireless	Billing - Line Items	Taxes
Inactive	BTAX	Wireline	Billing - Line Items	Taxes on Telephone Bill
Inactive	BTBC	Wireline	Billing - Line Items	Truth in Billing Bundled Charges
Inactive	BTNP	Wireline	Billing - Line Items	Truth in Billing no Payment Solution
Inactive	BTSP	Wireline	Billing - Line Items	Truth in Billing no Service Provider ID
Inactive	BUND	Wireless	Bundling	
Inactive	BUNI	Wireless	Billing - Line Items	Universal Service
Inactive	BUNI	Wireline	Billing - Line Items	Access - Universal Service
Inactive	CARR	Wireless	Carrier Marketing & Advertising	
Inactive	CARR	Wireline	Carrier Marketing & Advertising	
Inactive	CBIN	Other Service Types	HEEE Interference	
Inactive	CBRI	Other Service Types	Citizens Band (CB) Radio Issues	
Inactive	CCAL	Wireline	Card Issues	Calling Card
Inactive	CIS	Cable	Cable Internet Modem Services	
Inactive	CLCA	Broadcast	Disability Issues	Closed Captioning
Inactive	CLCA	Cable	Disability Issues	Closed Captioning
Inactive	CLCA	Satellite	Disability Issues	Closed Captioning
Inactive	CONN	Cable	Connections to Cable Systems	
Inactive	CPDC	Wireline	Card Issues	Prepaid Debit Calling Card
Inactive	CRAM	Wireless	Cramming	
Inactive	CRAM	Wireline	Cramming	
Inactive	CTOC	Wireline	Referral to Gov't Agencies/FCC Offices	Carrier to Carrier
Inactive	CTSC	Wireless	Contract - Early Termination	Termination of Service by Carrier

TOTAL Scripts: **244**

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	CTSS	Wireless	Contract - Early Termination	Termination of Service by Subscriber
Inactive	DIAL	Wireline	Dial-Around	
Inactive	DMDI	Wireline	Detariffing Issues	Miscellaneous Detariffing Issues
Inactive	DNBL	Wireline	Detariffing Issues	No Business Location
Inactive	DNIN	Wireline	Detariffing Issues	No Increase Notice
Inactive	DSLA	Wireline	Digital Subscriber Line Availability	
Inactive	DWEB	Wireline	Detariffing Issues	Web Posting
Inactive	EFAU	Wireless	Equipment	Faulty Equipment
Inactive	ELIN	Other Service Types	Electrical Interference	
Inactive	ESTO	Wireless	Equipment	Stolen Equipment
Inactive	HEAR	Wireless	Disability Complaints	Hearing Aids
Inactive	HEAR	Wireline	Disability Complaints	Hearing Aids (HEAR)
Inactive	IFRAU	Wireless	Identity Fraud	
Inactive	IFRAU	Wireline	Identity Fraud	
Inactive	IINS	Wireline	Information Services	International Services
Inactive	IISS	Wireline	Information Services	Interstate Services (non 900#)
Inactive	INDE	Satellite	Programming Issues	Indecent
Inactive	INTL	International	International - General	
Inactive	LOUD	Cable	Programming Issues	Loud commercial
Inactive	LOUD	Satellite	Programming Issues	Loud commercial
Inactive	LOUD	Unknown Media Types	Programming Issues	Loud commercial
Inactive	NPCT	Wireless	Number Portability - Contract Termination	
Inactive	NPCT	Wireline	Number Portability - Contract Termination	
Inactive	NPEQ	Wireless	Number Portability - Porting Request - Equipment	
Inactive	NPEQ	Wireline	Number Portability - Porting Request - Equipment	
Inactive	NPOR	Wireless	Number Portability - General	
Inactive	NPOR	Wireline	Number Portability - General	
Inactive	NPPC	Wireline	Billing - Line Items	Porting Charge
Inactive	NPPR	Wireless	Number Portability - Porting Request	
Inactive	NPPR	Wireline	Number Portability - Porting Request- General	

TOTAL Scripts: **244**

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	NPRC	Wireless	Billing - Line Items	Porting Charge
Inactive	NPRC	Wireless	Number Portability - Porting Request - Rate Center	
Inactive	NTEL	Non-Telecommunications	Non-Telecommunications Issues	
Inactive	OACI	Wireline	Operator-Assisted Call Issues	
Inactive	OBAC	Wireline	Operator Service Provider (OSP) Issues	Blocking of Access to OSPs
Inactive	OCOC	Wireless	OTHER	Carrier-to-Carrier
Inactive	OCPN	Wireless	OTHER	Customer Proprietary Network Information
Inactive	OCPN	Wireline	OTHER	Customer Proprietary Network Information
Inactive	OCPP	Wireless	OTHER	Calling Party Pays
Inactive	OCUC	Wireline	Operator Service Provider (OSP) Issues	Charges for Unanswered OSP Calls
Inactive	OINF	Wireline	OTHER	Information Requests
Inactive	OINM	Wireline	Operator Service Provider (OSP) Issues	OSP Inmate Issue
Inactive	OINU	Wireless	OTHER	Incoherent - Unanswerable
Inactive	OINU	Wireline	OTHER	Incoherent - Unanswerable
Inactive	OIRT	Cable	OTHER	Information Request
Inactive	ONPI	Wireline	Operator Service Provider (OSP) Issues	No Posting/Incorrect Posting of OSP Information
Inactive	OPAT	Cable	OTHER	Privacy Act Information
Inactive	OSBC	Satellite	Programming Issues	Obscene
Inactive	OSBC	Unknown Media Types	Programming Issues	Obscene
Inactive	OSER	Wireless	OTHER	Service Treatment
Inactive	OSPE	Wireline	OTHER	Special Handle
Inactive	OSPG	Wireline	Operator Service Provider (OSP) Issues	OSP General Issues
Inactive	OTAR	Cable	OTARD Issues	
Inactive	OTARD	Satellite	Satellite TV Issues	OTARD
Inactive	OTHE	Broadcast	OTHER	Other
Inactive	OTHE	Cable	OTHER	Other
Inactive	OTHE	Satellite	OTHER	Other

TOTAL Scripts: 244

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	OTHE	Wireless	OTHER	Other (OTHE)
Inactive	OTHE	Wireline	OTHER	Other
Inactive	PBLK	Cable	Programming Issues	Program Blackout
Inactive	PCCR	Cable	Content Criticism	
Inactive	PHSI	Broadcast	Programming Issues	Howard Stern - Indecent/Obscene
Inactive	PHSI	Satellite	Programming Issues	Howard Stern - Indecent/Obscene
Inactive	PMUS	Cable	Programming Issues	Must Carry Signal Issues
Inactive	PNCA	Cable	Programming Issues	Number of Commercial Ads
Inactive	PPCD	Wireline	Pay-Per-Call General Issue	Pay-Per-Call Disconnection
Inactive	PPCM	Wireline	Pay-Per-Call General Issue	Miscellaneous Pay-Per-Call Issues
Inactive	PPEG	Cable	Programming Issues	P.E.G/Leased Access
Inactive	PROF	Satellite	Programming Issues	Profane
Inactive	PROG	Cable	Programming Issues	Programming Change
Inactive	PTLC	Wireline	Pay Telephone Compensation	
Inactive	PVSI	Broadcast	Programming Issues	Victoria's Secret - Indecent/Obscene
Inactive	R900	Wireline	Referral to Gov't Agencies/FCC Offices	900# non-rule violation
Inactive	RADV	Wireline	Referral to Gov't Agencies/FCC Offices	Deceptive Advertisement
Inactive	RATES	Cable	Billing & Rates	Consumer Rate Issue
Inactive	RCPE	Wireline	Referral to States (PUC or AG)	Customer Premise Equipment
Inactive	RCRM	Wireline	Referral to Gov't Agencies/FCC Offices	Cramming
Inactive	RDBC	Wireline	Referral to Gov't Agencies/FCC Offices	Debit card
Inactive	RDCV	Wireless	Referral to Gov't Agencies/FCC Offices	Debt Collection Violation
Inactive	RDCV	Wireline	Referral to Gov't Agencies/FCC Offices	Debt Collection Violation
Inactive	RECT	Wireline	Recording of Telephone Calls "Beep Tone"	
Inactive	RELC	Wireline	Referral to States (PUC or AG)	Expanded Local Calling Service
Inactive	RELI	Cable	Programming Issues	Religious
Inactive	RELI	Satellite	Programming Issues	Religious
Inactive	RELI	Unknown Media Types	Programming Issues	Religious
Inactive	RENS	Wireline	Referral to States (PUC or AG)	Enhanced Services
Inactive	REUC	Wireline	Referral to Gov't Agencies/FCC Offices	End User Common Line Charge

TOTAL Scripts: **244**

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	RIBC	Wireline	Referral to States (PUC or AG)	Intrastate Bills or Charges
Inactive	RISP	Wireline	Referral to Gov't Agencies/FCC Offices	Internet Service Provider Disputes
Inactive	ROTH	Wireline	Referral to Gov't Agencies/FCC Offices	Other
Inactive	ROTH	Wireline	Referral to States (PUC or AG)	Other (ROTH)
Inactive	RPTR	Wireline	Referral to States (PUC or AG)	Pay Telephone - Refunds, Credits, etc.
Inactive	RSERV	Wireline	Referral to States (PUC or AG)	Local Service Treatment
Inactive	RWIR	Wireline	Referral to Gov't Agencies/FCC Offices	Wiretapping
Inactive	SCBE	Cable	Service Issues	Converter Box/Equipment Issues
Inactive	SCWI	Cable	Service Issues	Cable Wiring Issues
Inactive	SDIG	Cable	Service Issues	Digital Service
Inactive	SDRP	Wireless	Service - Quality/Coverage	Dropped Calls
Inactive	SDSL	Wireline	Service Quality	DSL Service Inadequate
Inactive	SDST	Wireless	Service - Quality/Coverage	Dead Spots
Inactive	SERV	Cable	Service Issues	
Inactive	SHAS	Wireless	Service - Quality/Coverage	Home Area Service
Inactive	SHVI	Cable	SHVIA Issues	
Inactive	SHVIA	Satellite	Satellite TV Issues	SHVIA
Inactive	SINT	Wireline	Slamming	International slammed
Inactive	SITS	Wireline	Slamming	Intrastate Toll Slam
Inactive	SLAM	Wireless	Slamming	
Inactive	SLOA	Wireline	Slamming	Slamming w/Problem LOA
Inactive	SLOC	Wireline	Slamming	Local Service slammed
Inactive	SNBS	Wireless	Service - Quality/Coverage	Network Busy Signal
Inactive	SPAM	Internet	Referral to Gov't Agencies/FCC Offices	CAN SPAM
Inactive	SPAM	Wireless	CAN SPAM	
Inactive	SROA	Wireless	Service - Quality/Coverage	Roaming Availability
Inactive	SROS	Wireless	Service - Quality/Coverage	Roaming Service
Inactive	SSAV	Cable	Service Issues	Service Availability
Inactive	SSIN	Wireless	Service - Quality/Coverage	Service Interruption

TOTAL Scripts: **244**

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	SSQU	Cable	Service Issues	Signal Quality
Inactive	SSTR	Cable	Service Issues	Service Treatment
Inactive	TAPM	Wireline	TCPA	Artificial or Prerecorded Message and/or ATDS
Inactive	TCPA	Wireless	TCPA	
Inactive	TDNC	Wireline	TCPA	Do Not Call List Request Not Honored
Inactive	TFAX	Wireline	Slamming	Fax Complaint
Inactive	TFAX	Wireline	TCPA	Fax Complaint
Inactive	TFRA	Wireline	Toll Fraud Issues	
Inactive	TFRE	Wireline	Toll Free Service	
Inactive	TGEN	Wireline	Slamming	TCPA General Solicitations
Inactive	TPDI	Wireline	Slamming	Predictive Dialing
Inactive	TPDI	Wireline	TCPA	Predictive Dialing
Inactive	TTDV	Wireline	Slamming	Time of Day violation
Inactive	TTDV	Wireline	TCPA	Time of Day violation
Inactive	TTY	Wireless	Disability Complaints	TTY
Inactive	TTY	Wireline	Disability Complaints	TTY
Inactive	VCRA	VOIPs	Credits/Refunds/Adjustments	
Inactive	VE91	VOIPs	E911 - Service	
Inactive	VICR	VOIPs	Rates - International	
Inactive	VIDE	Broadcast	Disability Issues	Video Description
Inactive	VIDE	Cable	Disability Issues	Video Description
Inactive	VIDE	Satellite	Disability Issues	Video Description
Inactive	VIOL	Cable	Programming Issues	Violence
Inactive	VIOL	Satellite	Programming Issues	Violence
Inactive	VLIN	VOIPs	Billing Line Itemy	
Inactive	VLPT	VOIPs	Porting Request - Length of Time	
Inactive	VPCT	VOIPs	Porting Contract Termination	
Inactive	VPPR	VOIPs	Porting Request - Valid Request - Local	
Inactive	VPVR	VOIPs	Porting Request - Release of Number	

CIMSReport
All Assigned Code Acronyms (FOIA: 2014-127)
Report Generated January 14, 2014

TOTAL Scripts: 244

Status	Assigned Code Acronym	Level One Script	Level Two Script	Level Three Script
Inactive	VRAT	VOIPs	Billing -- Rates	
Inactive	VSER	VOIPs	Service Quality	
Inactive	WEB	Wireless	Web Access	
Inactive	WEB	Wireline	Web Access	
Inactive	WLWL	Wireline	Number Portability - Porting Request - Local Area	Wireline to Wireline
Inactive	WLWL	Wireline	Number Portability - Porting Request - Rate Center	Wireline to Wireline
Inactive	WLWS	Wireline	Number Portability - Porting Request - Local Area	Wireline to Wireless
Inactive	WLWS	Wireline	Number Portability - Porting Request - Rate Center	Wireline to Wireless
Inactive	WSWL	Wireless	Number Portability - Porting Request - Local Area	Wireless to Wireline
Inactive	WSWL	Wireless	Number Portability - Porting Request - Rate Center	Wireless to Wireline
Inactive	WSWS	Wireless	Number Portability - Porting Request - Local Area	Wireless to Wireless
Inactive	WSWS	Wireless	Number Portability - Porting Request - Rate Center	Wireless to Wireless