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*"Rummaging in the government's attic"*

Description of document: **All informal complaints received by the Federal Communications Commission (FCC) regarding the television show 'Mad Men' between January 2003 and November 2008**

Requested date: 28-October-2008

Released date: 25-November- 2008

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Date/date range of document: 24-July-2007, 27-December-2007

Source of document: Federal Communications Commission  
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Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554



November 25, 2008

FOIA No. 2009-044

This letter responds to your recent Freedom of Information Act ("FOIA") request received by the Federal Communications Commission (the "FCC" or "Commission") and assigned to the Consumer & Governmental Affairs Bureau ("CGB") by the Commission's FOIA Office on October 28, 2008. You are seeking copies of all informal complaints received at the FCC regarding the television show "Mad Men" between January 2003 and the present.

CGB conducted a search of the databases in which we maintain the records of informal complaints filed by, or on behalf of, consumers. Our search identified two complaints responsive to your request. The responsive documents are enclosed. All personal, identifying information relating to the individuals who submitted or are named in the complaints has been redacted pursuant to FOIA Exemption 6, 5 U.S.C. § 552(b)(6), and Commission rule Section 0.457(f), 47 C.F.R. § 0.457(f). A release of this information would constitute a clearly unwarranted invasion of personal privacy under the Privacy Act, 5 U.S.C. § 552a(b). In addition, certain FCC employee names have been redacted pursuant to FOIA Exemption 2, 5 U.S.C. § 552(b)(2), and Section 0.457(b) of the Commission's rules, 47 C.F.R. § 0.457(b).

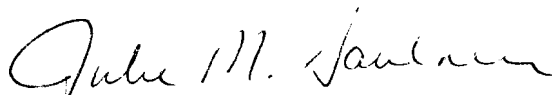
Please be advised that the Commission receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, the existence of a complaint filed against a particular company does not necessarily indicate wrongdoing by the company.

We are required by the FOIA, 5 U.S.C. § 552(a)(4)(A)(i), and Section 0.470 of the Commission's rules, 47 C.F.R. § 0.470, to charge FOIA requesters certain fees, depending on the classification of requesters into one of three categories defined in Section 0.466 of the Commission's rules, 47 C.F.R. § 0.466. The categories are: (1) commercial use requesters; (2) educational and noncommercial scientific institution requesters and requesters who are representatives of the news media; and (3) all other requesters. Your request was categorized as "all other requester" by the FCC's FOIA Office.

Section 0.470(a)(3) of the Commission's rules, 47 C.F.R. §0.470(a)(3), provides that all other requesters are not charged for the first two hours of search time and the first 100 pages of reproduction. Because your request falls within these guidelines, there are no charges associated with processing it.

If you consider this to be a denial of your FOIA request, you may file an application for review of this decision with the Commission's Office of the General Counsel within 30 days in accordance with Section 0.461(j) of the Commission's rules, 47 C.F.R. § 0.461(j).

Sincerely,



Julie M. Saulnier  
Deputy Chief  
Consumer Policy Division  
Consumer & Governmental Affairs Bureau

Enclosures

# COMPLAINT FOR [REDACTED] <sup>b6</sup>

Complaint Type: Cable

Account Type: Residential

Congressional Complaint

IC Number:	07-WB13217490	Case Type:	Complaint
Date Received:	07/24/2007	Complainant:	<span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>
Date Entered:	07/24/2007	Date Assigned:	07/25/2007
Entered By:	OSCARServer	Date Reassigned:	
Assigned To:	<span style="background-color: black; color: black;">[REDACTED]</span> FCCIN <sup>b2</sup>	Service Date:	Referral
Date Closed:	07/26/2007	Response Date:	
Closed By:	<span style="background-color: black; color: black;">[REDACTED]</span> <sup>b2</sup>	Original Analyst:	
Close Letter Needed?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Purged By:	Purged Date:
		Removed By:	Removed Date:
Supervisor Check:	<input type="radio"/> Yes <input checked="" type="radio"/> No	Indecency Referral Code:	Denial - Cable/Indecency/Profane

**Current Status: Closed**

Associated Case:

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**Complaint Summary:**

Within the first 25 minutes I heard the sh\*\* word at least five times. Jesus Christ was used as an inflammatory swear word. The opening scene was extremely sexually explicit with nudity ( though they were careul not to reveal frontal nudity). Couldn't even bother watching the remainder of the program. I am quite sure there was more of the same to follow. Also watched AMC (American Movie Channel)(Cable channel 19 Chattanooga TN) Friday, July 20, 2007 at 10:00 pm EST, another new program "Mad Men" where both the sh\*\* word AND the "F" word were used.(And 90% of all the actors were chain smoking...cigarette commercials are banned, but we can have an entire program promoting buying and smoking cigarettes?) Is this now acceptable on regular cable television? I don't have HBO. That is by choice to keep the plethora of swear words and sexual explicitness out of my home. Now I have to put up with it on regular cable? Why is this happening? Are there new rules? Anything goes? I find the above mentioned items to be profane and obscene (with the exception of the cigarette issue which I just find as stupid, and a bit of a double standard). If the FCC does not, then I guess there isn't ANYTHING obscene or profane anymore, and therefore, there is no need for rules of any kind. PLEASE...there are still common decent people who want to raise common decent children into common decent adults. Your help would be greatly appreciated.

Apparent Carrier(s): [REDACTED]

Yes<<< Check here if you wish to serve both a Wireline and Wireless carrier.

<b>Problem Number:</b>			
Title: None	First Name: <span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>	Middle Initial: <span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>	Last Name: <span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>
Contact Name:	<span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>	Best Time to Call:	
Contact Number:	<span style="background-color: black; color: black;">[REDACTED]</span> Ext. <sup>b6</sup>	Consumer's Telephone Number:	Ext.
Fax Number:		TTY Number:	
Email Address:	<span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>	Internet Address:	
PO Box:		Address:	<span style="background-color: black; color: black;">[REDACTED]</span> <sup>b6</sup>
City:	Ooltewah	State: TN	Zip: 37363

On Behalf Of:	
Company Name:	
Party's Name:	Relationship with the Party:
Party's Contact Number: Ext.	PO Box:
	Address:
	City:State:Zip:
Other Party that can be contacted?	

<b>Case Information</b>			
Control ID : CIMS00000711808	IC Number : 07-WB13632093	Submission Method : Web	Status : Closed
Complaint Type : Satellite	Assigned Subject Code : Programming Issues	Sub-Category : Content Criticism	Assigned Code Acronym : PCCR
Owner Rep Number : SPT08	Creator : cgb.475	Problem Submitted Time : 12/27/2007 10:55:43PM	Date Closed : 1/4/2008

<b>Contact Information</b>			
Consumer's Name : [REDACTED] b6	Phone : [REDACTED] b6	Best Time to Call :	
Address : [REDACTED] b6	Address 2 :	P. O. Box :	
City / State / Zip : HILLSBOROUGH NJ 08844	Title :	Fax Number :	
Email : [REDACTED] b6	Company :		
On Behalf Of :	Phone :	Relationship :	
Behalf Of Address :	Address 2 :	P.O.Box :	
Behalf Of City/St/Zip :	Behalf Of Company Name :		

<b>Indecency</b>			
Date of Program : 12/27/2007	Call Sign/Channel/Frequency : AMC		
Time of Program : 10:30PM	City/State of Program :	Hillsborough, NJ	
Network : AMC	Program Type :	Satellite TV	
Name of Program/DJ/Personality/Song/Film : Mad Men			

**Complaint Summary**

The problem is not just with the program, but DishNetwork channel locks in general. This program was rated TV-14, but the channel was not blocked. Dish Network shows the rating of this channel as NR, and they provide no way of blocking NR shows. Since the network provides a rating the satellite company should honor that rating and allow the program through by changing the rating to NR. Dish suggested using the V-chip, but that function does not work on our TV with the satellite rating system. This is very frustrating for us, and I can't believe others aren't having the same problem. We are thinking of cancelling DishNetwork, but we are obligated under an 18 month contract.

The program and channel we picked above are just an example, there are many stations that have a rating from the broadcaster that is changed by the satellite company and can no longer be blocked.

Thank you for your interest in this matter,

[REDACTED] b6