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Consumer & Governmental Affairs Bureau

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The FCC does not regulate the Internet or Internet Service Providers (ISPs). You may contact your state consumer protection office or if there is possible fraud involved, you may contact the [Federal Trade Commission](#).

Our most commonly asked questions about the Internet are:

- [What is Broadband?](#)
- [How do I file a complaint against my Internet Service Provider?](#)
- [I have been connected to a web site and now I am being charged for international calls on my telephone bill. How do I file a complaint?](#)

What is Broadband?

Broadband refers most commonly to a new generation of **high-speed transmission services**, which allows users to access the Internet and Internet-related services at significantly higher speeds than traditional modems.

How do I file a complaint against my Internet Service Provider?

The FCC does not regulate the Internet or Internet Service Providers (ISPs). You may contact your state consumer protection office or if there is possible fraud involved, you may contact the [Federal Trade Commission](#).

I have been connected to a web site and now I am being charged for international calls on my telephone bill. How do I file a complaint?

You may file a complaint with the FCC by using the FCC's [On-line Consumer Complaint Form](#).

[More consumer information on internet issues](#)