



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Inkoo Kang
MuckRock News
DEPT MR 3203, PO Box 55819
Boston, MA 02205-5819

MAR 27 2013

Re: FOIA-2013-00600
Skype

Dear Mr. Kang:

This is in response to your request dated March 05, 2013, under the Freedom of Information Act seeking access to all complaints against Skype. In that request, you also asked for a waiver of all fees. There were no fees incurred in processing your request, and therefore a determination regarding your request for a fee waiver is not required.

In accordance with the FOIA and agency policy, we have searched our records, as of March 07, 2013, the date we received your request in our FOIA office. We have located approximately 1,700 responsive complaints. I am granting partial access to the accessible records. Some complaints are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

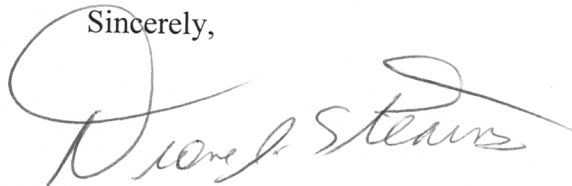
We are withholding approximately 120 complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

Enclosed are approximately 1,580 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and a long horizontal flourish extending to the right.

Dione J. Stearns
Assistant General Counsel

Enclosure:
1 CD