

**Summary of Top Six Consumer Informal Complaint Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau
First Quarter - Calendar Year 2013**

	January	February	March	Quarter Totals
Bundled and VoIP Services				
Number Portability	68	45	44	157
Broadband Services	45	53	60	158
Carrier Marketing and Advertising Service	50	62	69	181
Service	294	218	262	774
Billing and Rates	273	237	304	814
<i>Totals</i>	730	615	739	2,084

	January	February	March	Quarter Totals
Cable and Satellite Services				
Cable Cards	45	38	32	115
Broadband	47	54	37	138
Service	239	181	214	634
Billing and Rates	236	219	209	664
Programming	1,762	1,199	743	3,704
<i>Totals</i>	2,329	1,691	1,235	5,255

	January	February	March	Quarter Totals
Radio and Television Broadcasting				
Service	26	13	25	64
Interference	72	54	60	186
Programming - Indecency/Obscenity	91	375	153	619
Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio Change)	464	323	353	1,140
	2,956	1,426	1,022	5,404
<i>Totals</i>	3,609	2,191	1,613	7,413

	January	February	March	Quarter Totals
Wireless Telecommunications				
Carrier Marketing & Advertising	99	80	94	273
Contract Termination	164	116	132	412
Equipment	169	148	166	483
Service	800	646	617	2,063
Billing and Rates	913	797	761	2,471
<i>Totals</i>	2,145	1,787	1,770	5,702

	January	February	March	Quarter Totals
Wireline Telecommunications				
Lifeline/Link Up	86	62	84	232
Number Portability	139	129	147	415
Broadband Access	300	288	285	873
Service Quality	396	312	326	1,034
Billing and Rates	462	408	381	1,251
<i>Totals</i>	1,383	1,199	1,223	3,805

	January	February	March	Quarter Totals
Telephone Consumer Protection Act				
<i>Wireline TCPA</i>				
1088 A - Unsolicited Fax Complaints	809	798	901	2,508
1088B - Do Not Call Complaints	6,732	6,799	7,053	20,584
1088C - Prerecorded Messages	2,557	2,757	2,608	7,922
1088D - Abandoned Calls & War Dialing	2,273	2,120	2,386	6,779
1088E - Business Telephone Complaint	394	508	532	1,434
1088F - Emergency Telephone Complaint	49	56	56	161
1088H - Call or Message to Toll-Free Number	118	121	135	374
<i>Wireless TCPA</i>				
1088G - Call or Message to Wireless Device	9,167	8,702	8,439	26,308
<i>Totals</i>	22,099	21,861	22,110	66,070

Notes:

* An informal consumer complaint is defined as any correspondence or communication received at a Consumer and Governmental Affairs Bureau (CGB) Consumer Center via U.S. mail, fax, e-mail, the Internet or telephone from or on behalf of an individual that: (i) identifies a particular entity under the FCC's jurisdiction; (ii) alleges harm or injury; and (iii) requests relief. The complaint figures in this Summary reflect selected categories of complaints -- specifically, the top complaint categories listed above-- and are not inclusive of all complaints handled by the FCC. A Report containing a brief description of each subject category is attached to this Summary.

** The number of broadcast programming complaints assigned to each of the programming subcategories is based upon initial processing. The distribution of programming complaints among the subcategories may change upon further review. Complaints regarding alleged indecency/obscenity/profanity during specific programs are forwarded to the Enforcement Bureau (EB) for appropriate handling. The number of programming complaints noted in this Summary reflects complaints received by CGB, EB, and those e-mailed directly to the respective offices of the FCC Chairman and the Commissioners. The reported counts may include duplicate complaints or contacts that subsequently are determined insufficient to be actionable.

***The data noted in this Summary reflect statistics at the national level as reported to the Commission, and therefore are not necessarily indicative of corresponding state or local trends.