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

	July	August	September	<b>Quarter Totals</b>
Bundled and VoIP Services				
Number Portability	53	56	39	148
Carrier Marketing and Advertising	57	74	50	181
Broadband Services	74	73	60	207
Billing and Rates	301	298	282	881
Service	329	323	288	940
Totals	814	824	719	2,357

	July	August	September	<b>Quarter Totals</b>
Cable and Satellite Services				
Disability & Access	33	29	49	111
Broadband	88	98	76	262
Billing and Rates	122	154	154	430
Service	175	239	216	630
Programming	439	593	368	1,400
Totals	857	1,113	863	2,833

	July	August	September	<b>Quarter Totals</b>
Radio and Television Broadcasting				
Service	46	37	19	102
Interference	64	76	59	199
Indecency/Obscenity	89	116	83	288
Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio)	393	340	293	1,026
Programming (e.g. Loud Commercials, Content Criticism, Violent TV, Scheduling Change)	758	685	532	1,975
Totals	1,350	1,254	986	3,590

	July	August	September	<b>Quarter Totals</b>
Wireless Telecommunications				
Number Portability	100	121	97	318
Contract Termination	136	148	137	421
Equipment	173	184	153	510
Billing and Rates	740	768	656	2,164
Service	946	879	1,064	•
Totals	2,095	2,100	2,107	6,302

	July	August	September	<b>Quarter Totals</b>
Wireline Telecommunications				
Lifeline/Link Up	51	51	46	148
Number Portability	158	154	111	423
Broadband Access	305	303	271	879
Service Quality	370	333	323	1,026
Billing and Rates	365	372	320	1,057
Totals	1,249	1,213	1,071	3,533

	July	August	September	<b>Quarter Totals</b>
Telephone Consumer Protection Act				
Wireline TCPA				
1088 A - Unsolicited Fax Complaints	1,115	995	1,037	3,147
1088B - Do Not Call Complaints	7,387	7,542	6,569	21,498
1088C - Prerecorded Messages	2,855	2,664	2,550	8,069
1088D - Abandoned Calls & War Dialing	2,416	2,227	2,071	6,714
1088E - Business Telephone Complaint	504	542	527	1,573
1088F - Emergency Telephone Complaint	78	62	58	198
1088H - Call or Message to Toll-Free Number	101	88	91	280
Wireless TCPA				
1088G - Call or Message to Wireless Device	5,479	6,000	5,742	17,221
Totals	19,935	20,120	18,645	58,700

## 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 August 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 August include duplicate complaints or contacts that subsequently are determined insufficient to be actionable.

<sup>\*\*\*</sup>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.