

**Summary of Top Consumer Inquiry Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau
First Quarter - Calendar Year 2012**

	January	February	March	Quarter Totals
Cable and Satellite Services				
Service	61	46	47	154
Programming	110	49	45	204
Over-the-Air Reception Devices	115	112	189	416
Satellite Television Extension & Localism Act	94	182	185	461
Billing and Rates	218	208	179	605
<i>Totals</i>	598	597	645	1,840

	January	February	March	Quarter Totals
Radio and Television Broadcasting				
Disability and Access	60	70	31	161
Station Marketing and Advertising	67	73	73	213
Interference	145	132	116	393
Digital Television	250	258	259	767
Programming	578	1,332	2,713	4,623
<i>Totals</i>	1,100	1,865	3,192	6,157

	January	February	March	Quarter Totals
Wireless Telecommunications				
General Mobile Information	51	69	58	178
Billing and Rates	101	83	78	262
Interference	122	114	92	328
Service	217	248	258	723
License Information (General)	247	259	268	774
<i>Totals</i>	738	773	754	2,265

	January	February	March	Quarter Totals
Wireline Telecommunications				
Cramming	103	110	83	296
Number Portability	133	160	150	443
Billing and Rates	286	323	276	885
Universal Service Issues	339	360	335	1,034
Telephone Consumer Protection Act	1,308	1,788	1,797	4,893
<i>Totals</i>	2,169	2,741	2,641	7,551

Notes:

* A consumer inquiry is defined as any correspondence or communication received at a Consumer and Governmental Affairs Bureau (CGB) Consumer Center from an individual seeking information on matters under the FCC's jurisdiction. A Report containing a brief description of each subject category is attached to this Summary.

** The data contained in this Summary account for statistics at the national level as reported to the Commission, and therefore are not necessarily indicative of corresponding state and local trends. In addition, the inquiries figures in this Summary represent volume for the categories and subcategories listed in this Summary only and are not inclusive of all inquiries for all categories handled by the FCC.