

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

	January	February	March	Quarter Totals
<b>Cable and Satellite Services</b>				
Service	45	49	50	144
Programming	77	51	50	178
Satellite Television Extension and Localism Act	92	57	70	219
Over-the-Air Reception Devices	113	120	116	349
Billing and Rates	174	190	205	569
<i>Totals</i>	<b>501</b>	<b>467</b>	<b>491</b>	<b>1,459</b>

	January	February	March	Quarter Totals
<b>Radio and Television Broadcasting</b>				
Disability and Access	40	37	50	127
Station Marketing and Advertising	42	54	57	153
Digital Television	45	56	63	164
Interference	163	121	134	418
Programming	365	342	288	995
<i>Totals</i>	<b>655</b>	<b>610</b>	<b>592</b>	<b>1,857</b>

	January	February	March	Quarter Totals
<b>Wireless Telecommunications</b>				
Tower	68	65	63	196
Service	102	100	88	290
Interference	117	111	99	327
Billing and Rates	255	219	240	714
License Information (General)	290	260	277	827
<i>Totals</i>	<b>764</b>	<b>690</b>	<b>704</b>	<b>2,354</b>

	January	February	March	Quarter Totals
<b>Wireline Telecommunications</b>				
Slamming	67	61	54	182
Cramming	27	33	37	97
Number Portability	127	115	118	360
Billing and Rates	208	209	214	631
Universal Service Fund Issues	612	437	383	1,432
<i>Totals</i>	<b>1,041</b>	<b>855</b>	<b>806</b>	<b>2,702</b>

	January	February	March	Quarter Totals
<b>Telephone Consumer Protection Act</b>				
Telephone Consumer Protection Act (Wireless)	62	81	72	215
Telephone Consumer Protection Act (Wireline)	1,369	1,711	1,784	4,864
<i>Totals</i>	<b>1,431</b>	<b>1,792</b>	<b>1,856</b>	<b>5,079</b>

**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 combined 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.