

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

	April	May	June	Quarter Totals
Bundled and VoIP Services				
Number Portability	39	43	38	120
Broadband Services	46	43	81	170
Carrier Marketing and Advertising Service	66	54	66	186
Billing and Rates	250	257	276	783
<i>Totals</i>	716	687	704	2,107

	April	May	June	Quarter Totals
Cable and Satellite Services				
Disability & Access	33	43	37	113
Broadband	59	60	93	212
Billing and Rates	155	143	146	444
Service	199	165	153	517
Programming	782	701	433	1,916
<i>Totals</i>	1,228	1,112	862	3,202

	April	May	June	Quarter Totals
Radio and Television Broadcasting				
Service	32	22	25	79
Interference	62	43	50	155
Indecency/Obscenity	101	73	53	227
Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio)	381	408	266	1,055
Programming (e.g. Loud Commercials, Content Criticism, Violent TV, Scheduling Change)	981	660	671	2,312
<i>Totals</i>	1,557	1,206	1,065	3,828

	April	May	June	Quarter Totals
Wireless Telecommunications				
Broadband Access	94	90	107	291
Contract Termination	123	137	126	386
Equipment	150	188	180	518
Service	706	720	762	2,188
Billing and Rates	818	834	769	2,421
<i>Totals</i>	1,891	1,969	1,944	5,804

	April	May	June	Quarter Totals
Wireline Telecommunications				
Lifeline/Link Up	62	62	38	162
Number Portability	135	134	121	390
Broadband Access	264	247	230	741
Service Quality	278	298	258	834
Billing and Rates	354	319	281	954
<i>Totals</i>	1,093	1,060	928	3,081

	April	May	June	Quarter Totals
Telephone Consumer Protection Act				
<i>Wireline TCPA</i>				
1088 A - Unsolicited Fax Complaints	947	932	1,030	2,909
1088B - Do Not Call Complaints	6,600	6,029	6,053	18,682
1088C - Prerecorded Messages	2,436	2,083	2,011	6,530
1088D - Abandoned Calls & War Dialing	2,255	2,054	2,198	6,507
1088E - Business Telephone Complaint	550	515	411	1,476
1088F - Emergency Telephone Complaint	40	44	45	129
1088H - Call or Message to Toll-Free Number	113	95	90	298
<i>Wireless TCPA</i>				
1088G - Call or Message to Wireless Device	7,389	5,630	4,940	17,959
<i>Totals</i>	20,330	17,382	16,778	54,490

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.