

**Summary of Top Six Consumer Informal Complaint Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau
First Quarter - Calendar Year 2014**

	January	February	March	Quarter Totals
Bundled and VoIP Services				
Number Portability	43	50	34	127
Broadband Services	63	70	67	200
Carrier Marketing and Advertising Service	63	60	78	201
Service	298	279	288	865
Billing and Rates	337	254	326	917
<i>Totals</i>	804	713	793	2,310

	January	February	March	Quarter Totals
Cable and Satellite Services				
Cable Cards	27	34	31	92
Broadband	121	102	102	325
Billing and Rates	144	140	166	450
Service	185	166	192	543
Programming	566	340	373	1,279
<i>Totals</i>	1,043	782	864	2,689

	January	February	March	Quarter Totals
Radio and Television Broadcasting				
Service	31	51	39	121
Interference	82	60	102	244
Indecency/Obscenity	98	80	89	267
Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio)	400	307	299	1,006
Programming (e.g. Loud Commercials, Content Criticism, Violent TV, Scheduling Change)	770	395	482	1,647
<i>Totals</i>	1,381	893	1,011	3,285

	January	February	March	Quarter Totals
Wireless Telecommunications				
Number Portability	112	82	79	273
Carrier Marketing and Advertising	83	100	99	282
Equipment	167	111	126	404
Billing and Rates	767	607	741	2,115
Service	841	668	743	2,252
<i>Totals</i>	1,970	1,568	1,788	5,326

	January	February	March	Quarter Totals
Wireline Telecommunications				
Slamming	42	23	39	104
Number Portability	132	125	154	411
Broadband Access	250	241	258	749
Service Quality	262	255	302	819
Billing and Rates	363	305	335	1,003
<i>Totals</i>	1,049	949	1,088	3,086

	January	February	March	Quarter Totals
Telephone Consumer Protection Act				
<i>Wireline TCPA</i>				
1088 A - Unsolicited Fax Complaints	782	858	956	2,596
1088B - Do Not Call Complaints	6,143	6,365	6,795	19,303
1088C - Prerecorded Messages	1,803	1,811	1,862	5,476
1088D - Abandoned Calls & War Dialing	2,252	2,082	2,176	6,510
1088E - Business Telephone Complaint	575	558	590	1,723
1088F - Emergency Telephone Complaint	47	59	70	176
1088H - Call or Message to Toll-Free Number	142	114	111	367
<i>Wireless TCPA</i>				
1088G - Call or Message to Wireless Device	5,858	5,205	5,454	16,517
<i>Totals</i>	17,602	17,052	18,014	52,668

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.