

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

	January	February	March	Quarter Totals
Cable and Satellite Services				
Service	35	38	38	111
Satellite Television Extension and Localism Act	74	74	55	203
Programming	135	68	98	301
Over-the-Air Reception Devices	116	110	132	358
Billing and Rates	174	159	206	539
<i>Totals</i>	534	449	529	1,512

	January	February	March	Quarter Totals
Radio and Television Broadcasting				
Digital Television	45	29	27	101
Emergency Alert System Complaints	39	23	42	104
Station Marketing and Advertising	52	36	47	135
Interference	124	93	141	358
Programming	314	245	250	809
<i>Totals</i>	574	426	507	1,507

	January	February	March	Quarter Totals
Wireless Telecommunications				
Tower	57	42	57	156
Interference	90	72	97	259
Service	126	87	107	320
License Information (General)	191	154	176	521
Billing and Rates	235	301	201	737
<i>Totals</i>	642	614	581	1,993

	January	February	March	Quarter Totals
Wireline Telecommunications				
Cramming	38	19	22	79
Slamming	75	56	69	200
Number Portability	131	111	137	379
Billing and Rates	220	218	209	647
Universal Service Fund Issues	349	237	297	883
<i>Totals</i>	813	641	734	2,188

	January	February	March	Quarter Totals
Telephone Consumer Protection Act				
Telephone Consumer Protection Act (Wireless)	88	67	68	223
Telephone Consumer Protection Act (Wireline)	1,552	1,500	1,578	4,630
<i>Totals</i>	1,640	1,567	1,646	4,853

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.