



# NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.  
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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## **QUARTERLY REPORT ON INFORMAL CONSUMER INQUIRIES AND COMPLAINTS RELEASED**

Washington, DC – The Commission has released the report on inquiries and complaints received by the Consumer & Governmental Affairs Bureau (CGB) during the second quarter of calendar year 2002.

Composite complaint activity within the wireless and wireline telecommunications categories was relatively consistent with that of the prior quarter. The most noteworthy increase was in slamming, where complaints rose from 767 in the first quarter of 2002 to 1,001 during this quarter, an increase of 30.5%. On the other hand, wireline and wireless billing and rates complaints eased by 4.7% and 9.1%, respectively, during the second quarter. Wireline--cramming (11.7%), wireline--service quality (11.1%) and wireless--service quality (13.5%) also declined.

Complaint activity within the cable services and radio and television broadcasting categories combined was little more than two percent of wireless and wireline complaint activity during the second quarter.

Wireline inquiries stepped up by 9.7%, with a sharp rise in slamming inquiries spearheading the increase. Wireless inquiries fell by 12.3%, largely due to sharp decreases in billing and rates, contract-early termination, and service quality inquiries. Radio and television broadcasting inquiries edged up by 3.8%, which is attributed to a 130.3% leap in Madalyn M. O'Hair religious broadcast rumor inquiries. Declines in inquiries about the Satellite Home Viewer Improvement Act and rate matters led to a 7.0% drop in cable inquiries overall.

The Commission receives many informal complaints that do not involve violations of the Communications Act, or a rule or order of the Commission. The existence of a complaint does not necessarily indicate wrongdoing by the company at issue.

The data within this report account for statistics at the national level as reported to the Commission and, therefore, are not necessarily indicative of corresponding state or local trends.

Accessible formats (computer diskettes, large print, audio recording and Braille) are available to persons with disabilities by contacting Brian Millin, of the Consumer & Governmental Affairs Bureau, at (202) 418-7426, TTY (202) 418-7365, or at [bmillin@fcc.gov](mailto:bmillin@fcc.gov).

CGB contact: Warren O'Hearn at (202) 418-2230.

**REPORT ON INFORMAL CONSUMER INQUIRIES AND COMPLAINTS**  
**2<sup>nd</sup> Quarter Calendar Year 2002**  
**Executive Summary**

This report shows consumer inquiries and complaints processed by the Consumer & Governmental Affairs Bureau (CGB) during the second quarter of calendar year 2002. Inquiries are defined as correspondence or communications received at the Commission from individuals seeking information on matters under the FCC's jurisdiction. Informal consumer complaints are defined as a communication received at CGB's consumer centers either via postal mail, fax, email 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) seeks relief.

Composite complaint activity within the wireless and wireline telecommunications categories was relatively consistent with that of the prior quarter. The most noteworthy increase was in slamming, where complaints rose from 767 in quarter 1 to 1,001 during quarter 2, an increase of 30.5%. On the other hand, billing and rate-related complaints, although they continue to be the largest category of consumer complaints against both wireless and wireline telecommunications service providers, eased by 4.7% and 9.1%, respectively, during the second quarter. Complaints about wireline--cramming (11.7%), wireline--service quality (11.1%) and wireless--service quality (13.5%) also declined.

Complaint activity within the cable services and radio and television broadcasting categories combined was little more than 2 percent of wireless and wireline complaint activity during the second quarter. Complaints about allegedly indecent broadcast programming were the most frequent among these categories.

Inquiries regarding wireline subjects stepped up by 9.7%, with a sharp rise in slamming inquiries spearheading the increase. Wireless inquiries fell by 12.3%, largely due to sharp decreases in billing and rates, contract-early termination, and service quality inquiries. Radio and television broadcasting inquiries edged up by 3.8%, which is attributed to a 130.3% leap in Madalyn M. O'Hair religious broadcast rumor inquiries. Declines in inquiries about the Satellite Home Viewer Improvement Act and rate matters led to a 7.0% drop in cable inquiries overall.

The Commission receives many informal complaints that do not involve violations of the Communications Act, or a rule or order of the Commission. The existence of a complaint does not necessarily indicate wrongdoing by the company at issue.

The data within this report account for statistics at the national level as reported to the Commission and, therefore, are not necessarily indicative of corresponding state or local trends.

**Summary of Top Consumer Inquiry\* Subjects**  
**Processed by the FCC's Consumer & Governmental Affairs Bureau (CGB)**  
**Second Quarter - Calendar Year 2002**

	April	May	June	Quarter Total
<b>Cable Services</b>				
Over the Air Reception Device Issues	473	442	349	1,264
Programming Issues	211	154	165	530
Rates	160	154	131	445
Satellite Home Viewer Improvement Act	310	276	247	833
Service-Related Issues	488	471	420	1,379
<b>Totals</b>	<b>1,642</b>	<b>1,497</b>	<b>1,312</b>	<b>4,451</b>

	April	May	June	Quarter Total
<b>Radio &amp; Television Broadcasting</b>				
General Broadcast Information	264	297	268	829
How to Start Broadcast Station	217	267	241	725
Low Power Broadcast Information	218	266	247	731
Madalyn M. O'Hair Religious Broadcast Rumor	33	66	53	152
General Programming & Content	506	452	437	1,395
<b>Totals</b>	<b>1,238</b>	<b>1,348</b>	<b>1,246</b>	<b>3,832</b>

	April	May	June	Quarter Total
<b>Wireless Telecommunications</b>				
Billing & Rates	897	825	975	2,697
Carrier Marketing	56	61	68	185
Contract - Early Termination	100	125	145	370
Cramming	12	14	15	41
Equipment	48	48	51	147
Service Quality	76	60	73	209
<b>Totals</b>	<b>1,189</b>	<b>1,133</b>	<b>1,327</b>	<b>3,649</b>

	April	May	June	Quarter Total
<b>Wireline Telecommunications</b>				
Billing & Rates	3,379	3,054	2,658	9,091
Carrier Marketing & Advertising	163	147	165	475
Cramming	5,062	4,749	4,403	14,214
Service Quality	96	82	328	506
Slamming	10,311	10,928	9,880	31,119
Telephone Consumer Protection Act	2,103	2,575	2,316	6,994
<b>Totals</b>	<b>21,114</b>	<b>21,535</b>	<b>19,750</b>	<b>62,399</b>

**NOTES:**

\* An inquiry is defined as a correspondence received at CGB's consumer centers either via letter, fax, email or telephone from individuals seeking information on matters under the FCC's jurisdiction.

The data within this report account for statistics at the national level as reported to the Commission, and therefore are not necessarily indicative of corresponding state or local trends.

**Summary of Top Consumer Complaint\* Subjects  
Processed by the FCC's Consumer & Governmental Affairs Bureau (CGB)  
Second Quarter - Calendar Year 2002**

	April	May	June	Quarter Total
<b>Cable Services</b>				
Billing & Rates	0	1	2	3
Connections to Cable TV System	1	3	3	7
Disability Issues	9	5	4	18
Over the Air Reception Device	2	0	0	2
Satellite Home Viewer Improvement Act	0	1	0	1
<b>Totals</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>31</b>

	April	May	June	Quarter Total
<b>Radio &amp; Television Broadcasting</b>				
Disability Issues	2	4	5	11
Programming - General Criticism	0	1	1	2
Programming - Indecency/Obscenity**	46	47	48	141
Programming - Religious	0	15	0	15
Other Programming Issues	1	1	0	2
<b>Totals</b>	<b>49</b>	<b>68</b>	<b>54</b>	<b>171</b>

	April	May	June	Quarter Total
<b>Wireless Telecommunications</b>				
Billing & Rates	592	588	502	1,682
Carrier Marketing & Advertising	101	117	119	337
Contract - Early Termination	112	121	85	318
Cramming	7	26	16	49
Equipment	41	41	24	106
Service Quality	88	106	119	313
<b>Totals</b>	<b>941</b>	<b>999</b>	<b>865</b>	<b>2,805</b>

	April	May	June	Quarter Total
<b>Wireline Telecommunications</b>				
Billing & Rates	1,028	1,143	1,022	3,193
Carrier Marketing & Advertising	225	250	225	700
Cramming	177	196	170	543
Service Quality	114	134	111	359
Slamming	327	111	563	1001
Telephone Consumer Protection Act	448	444	493	1,385
<b>Totals</b>	<b>2,319</b>	<b>2,278</b>	<b>2,584</b>	<b>7,181</b>

**NOTES:** (1) See attachment for brief description of subject categories.

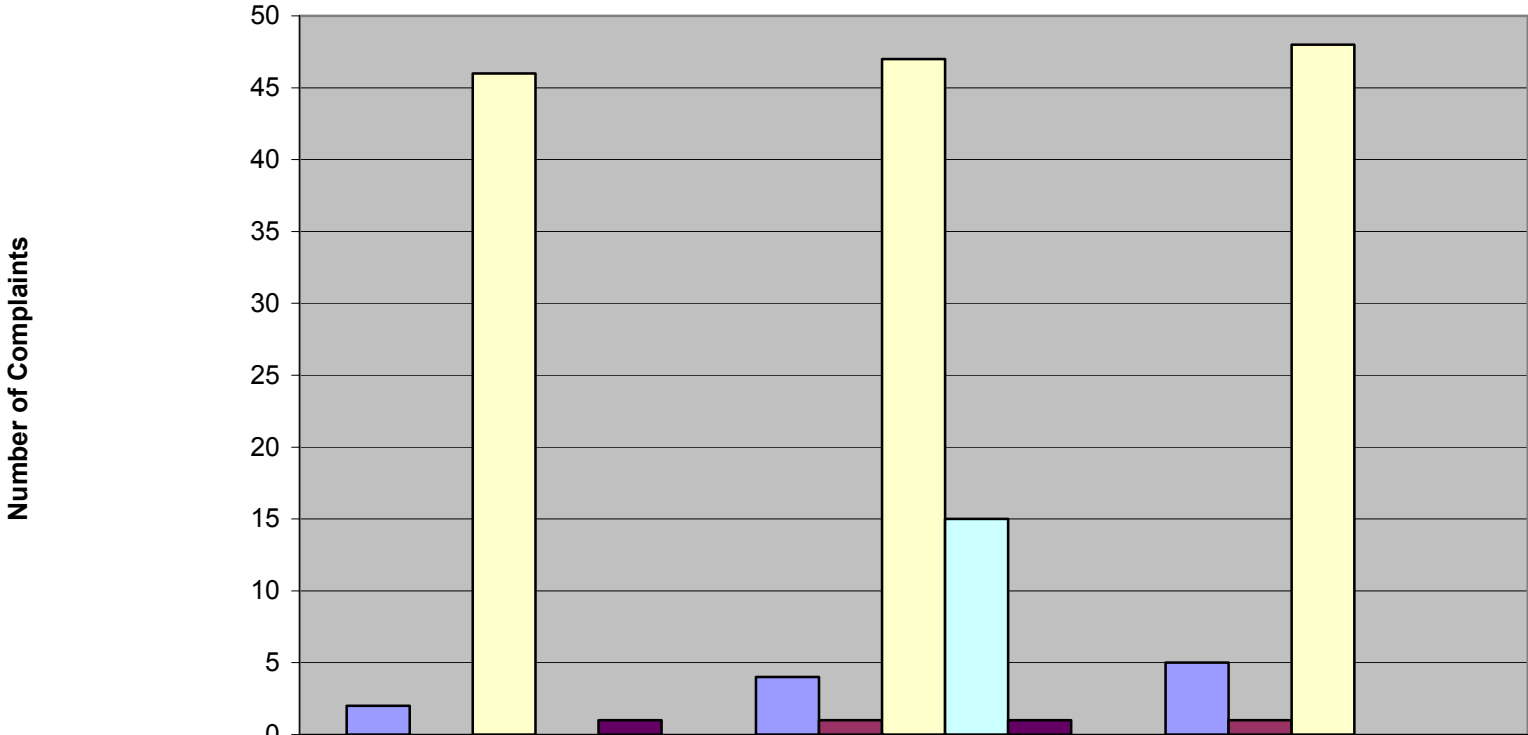
\* A complaint is defined as a communication received at CGB's consumer centers either via letter, fax, email or telephone from or on behalf of an individual that: (i) identifies a particular entity under the FCC's jurisdiction; (ii) alleges harm or injury; and (iii) seeks relief. The FCC receives many complaints that do not involve violations of the Communications Act or a FCC rule or order. The existence of a complaint does not necessarily indicate wrongdoing by the company involved.

\*\* Complaints regarding alleged indecency/obscenity during specific broadcasts are forwarded to the Enforcement Bureau (EB) for appropriate handling. The numbers reported in this category include complaints forwarded to EB as well as complaints received separately by EB. Of the 141 complaints, 133 were referred to or received by the Enforcement Bureau. During this period, EB received 12,000+ emails regarding one specific program. For purposes of its review, EB treated these emails as one consolidated complaint which is included in the 133 complaints mentioned above.

The data within this report account for statistics at the national level as reported to the Commission, and therefore are not necessarily indicative of corresponding state or local trends.

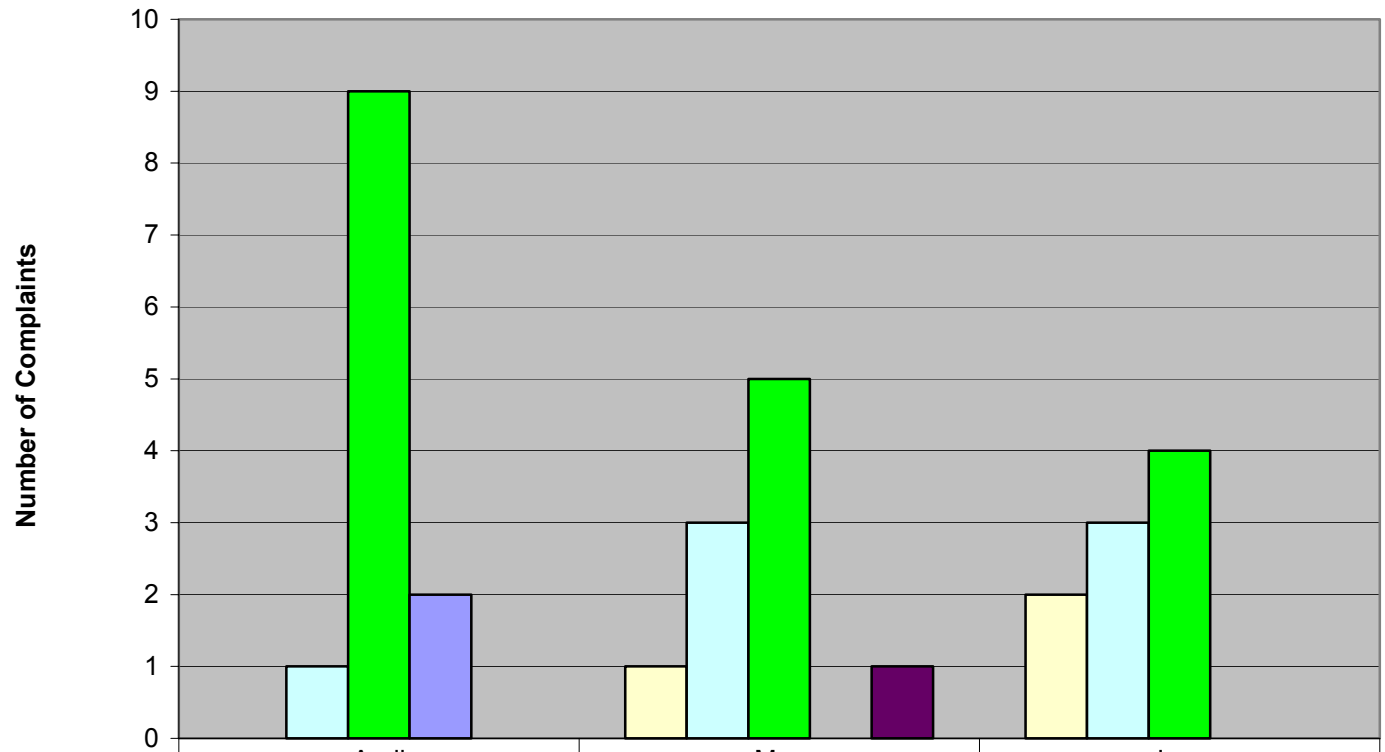


**Consumer & Governmental Affairs Bureau  
 Top Radio & Television Broadcasting Consumer Complaints  
 Second Quarter - Calendar Year 2002**



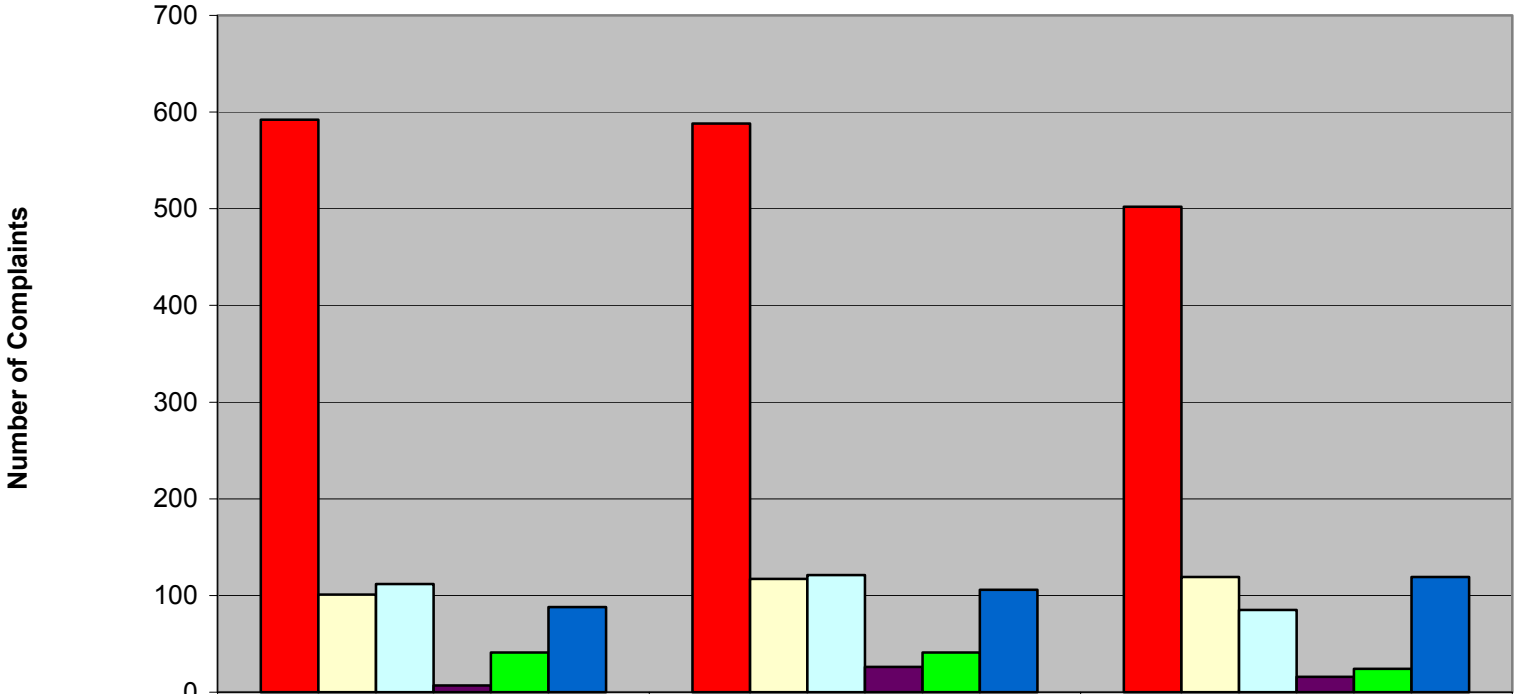
	April	May	June
■ Disability Issues	2	4	5
■ Programming - General Criticism	0	1	1
■ Programming -Indecency/Obscenity**	46	47	48
■ Programming - Religious	0	15	0
■ Other Programming Issues	1	1	0

**Consumer & Governmental Affairs Bureau  
Top Cable Service Consumer Complaints  
Second Quarter - Calendar Year 2002**



	April	May	June
■ Billing & Rates	0	1	2
■ Connections to Cable TV System	1	3	3
■ Disability Issues	9	5	4
■ Over the Air Reception Device	2	0	0
■ Satellite Home Viewer Improvement Act	0	1	0

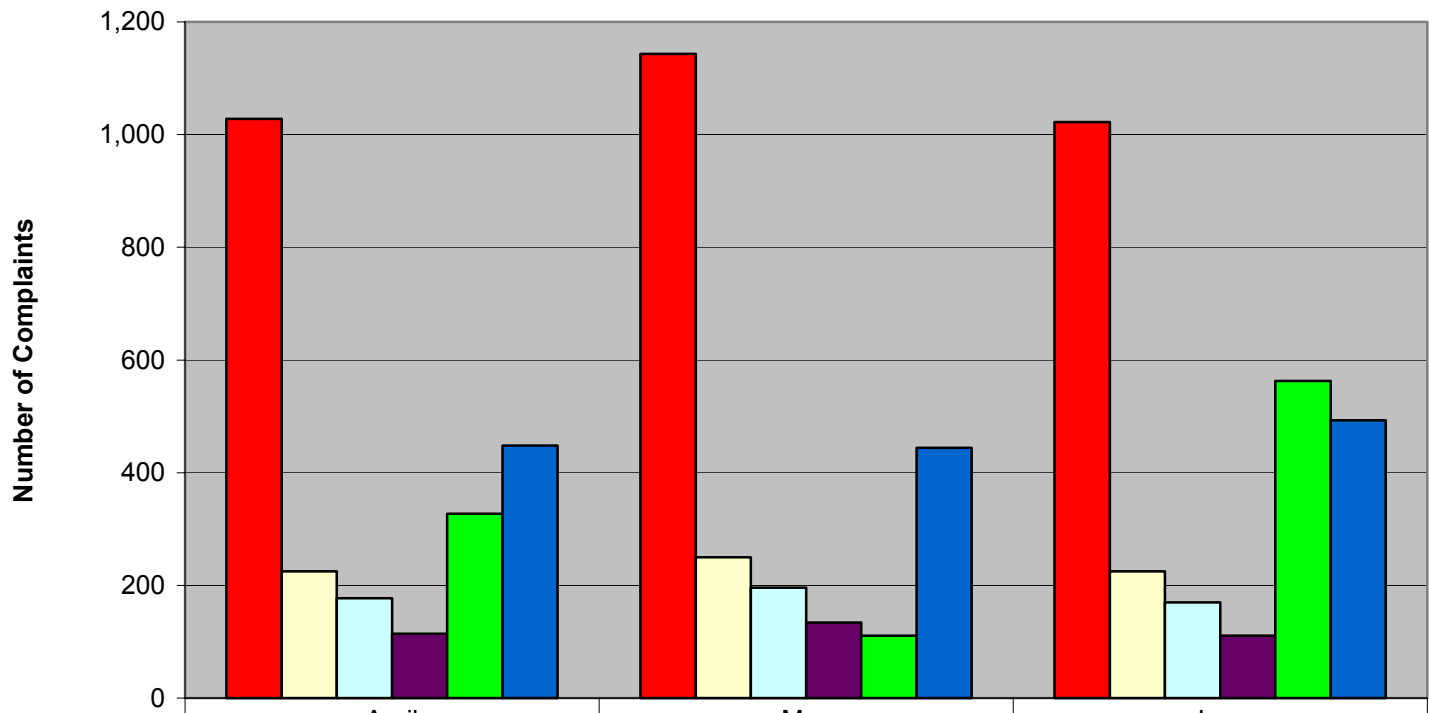
**Consumer & Governmental Affairs Bureau  
 Top Wireless Telecommunications Consumer Complaints  
 Second Quarter - Calendar Year 2002**



	April	May	June
■ Billing & Rates	592	588	502
■ Carrier Marketing & Advertising	101	117	119
■ Contract - Early Termination	112	121	85
■ Cramming	7	26	16
■ Equipment	41	41	24
■ Service Quality	88	106	119

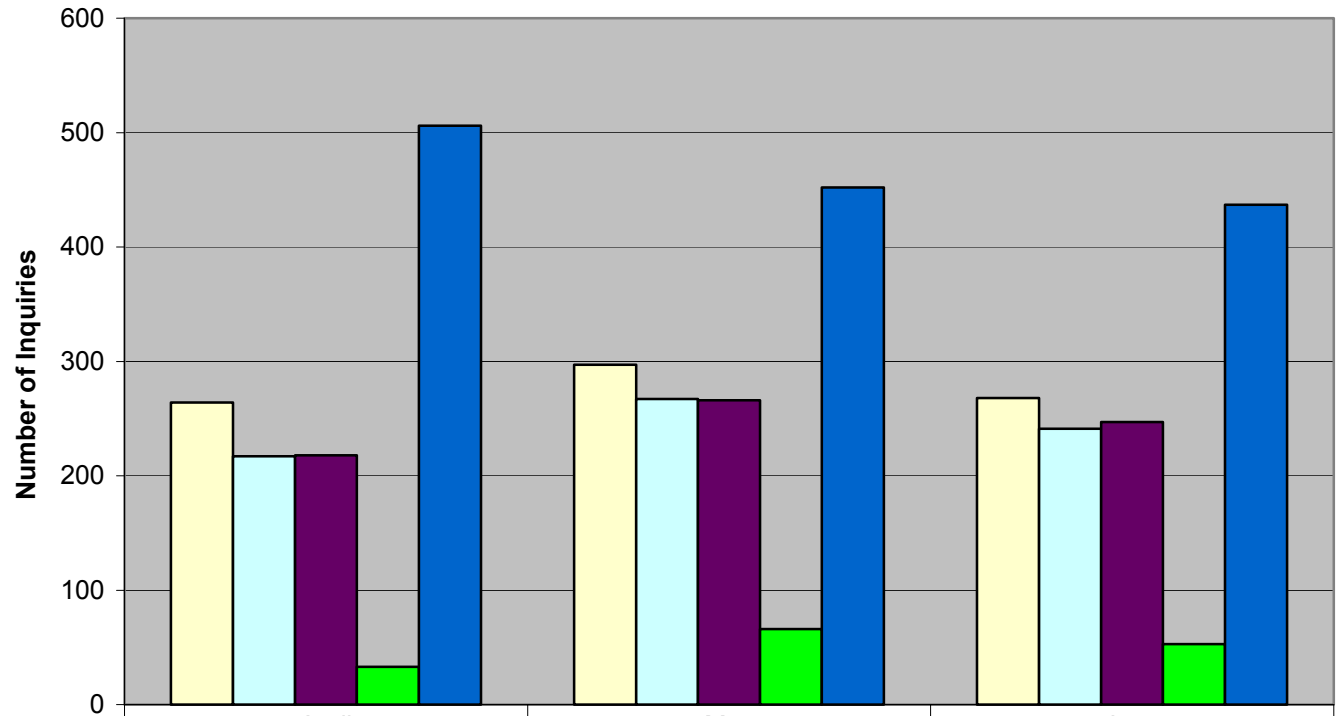


**Consumer & Governmental Affairs Bureau  
Top Wireline Telecommunications Consumer Complaints  
Second Quarter - Calendar Year 2002**



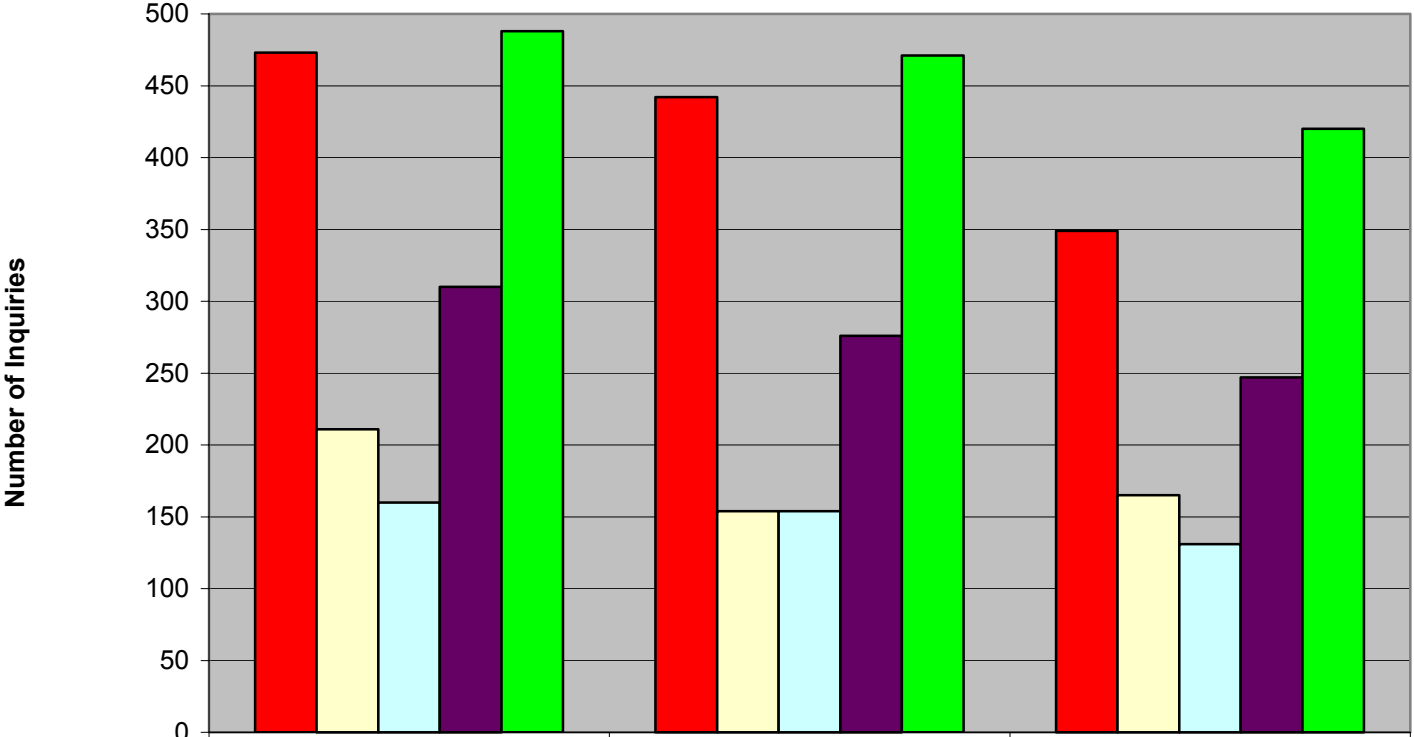
	April	May	June
■ Billing & Rates	1,028	1,143	1,022
■ Carrier Marketing & Advertising	225	250	225
■ Cramming	177	196	170
■ Service Quality	114	134	111
■ Slamming	327	111	563
■ Telephone Consumer Protection Act	448	444	493

**Consumer & Governmental Affairs Bureau  
Top Radio & Television Broadcasting Inquiries  
Second Quarter - Calendar Year 2002**



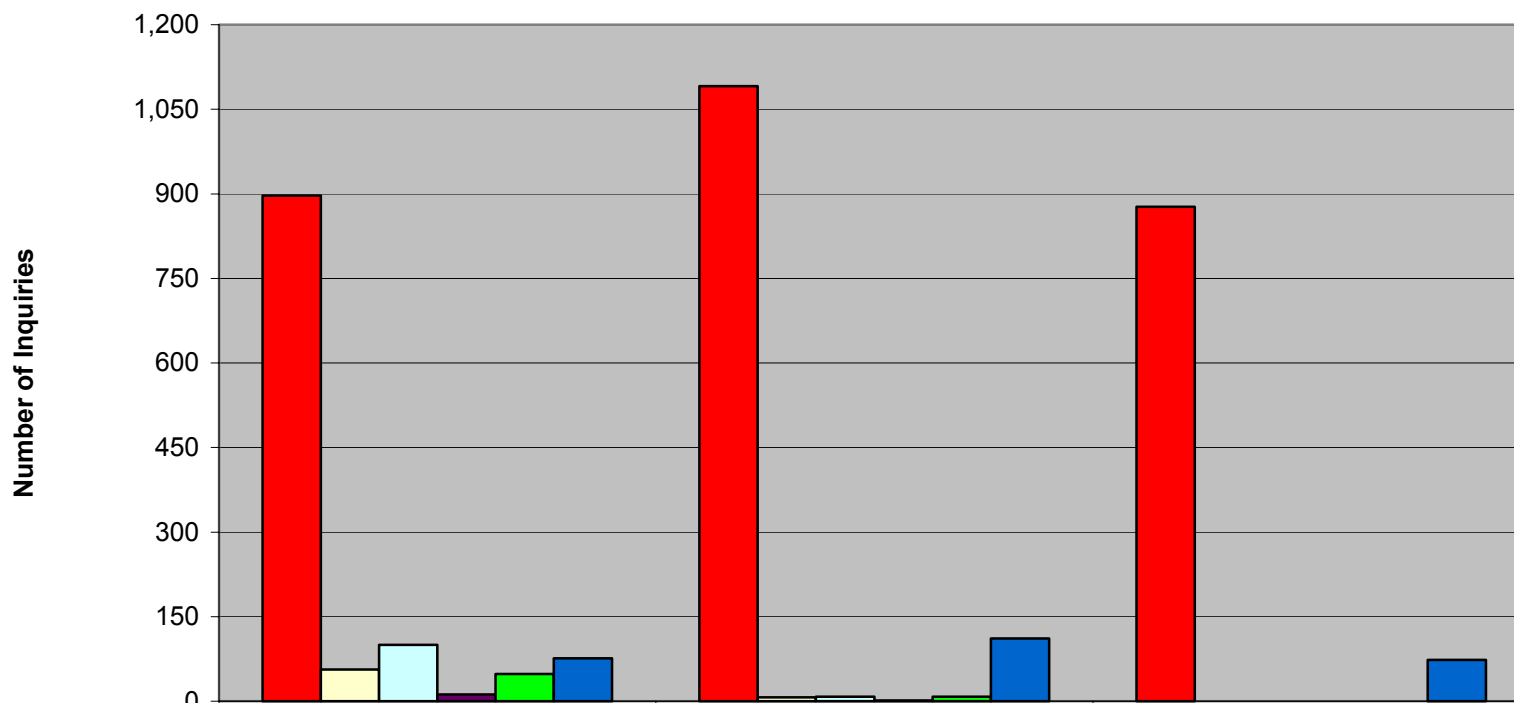
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**Consumer & Governmental Affairs Bureau  
 Top Cable Service Consumer Inquiries  
 Second Quarter - Calendar Year 2002**



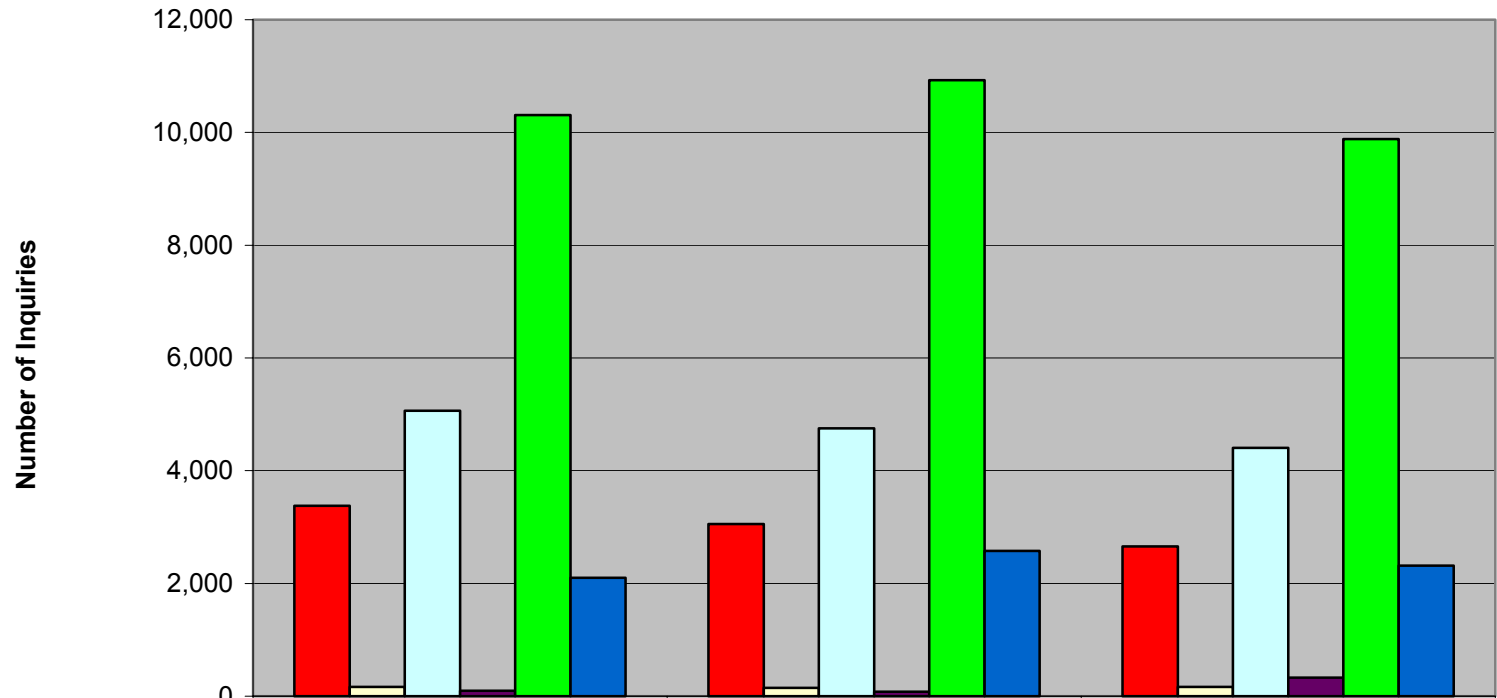
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Programming Issues	211	154	165
Rates	160	154	131
Satellite Home Viewer Improvement Act	310	276	247
Service-Related Issues	488	471	420

**Consumer & Governmental Affairs Bureau  
Top Wireless Telecommunications Consumer Inquiries  
Second Quarter - Calendar Year 2002**



	April	May	June
■ Billing & Rates	897	1,091	877
■ Carrier Marketing **	56	7	0
■ Contract - Early Termination **	100	8	0
■ Cramming **	12	1	0
■ Equipment **	48	8	0
■ Service Quality	76	111	73

**Consumer & Governmental Affairs Bureau  
Top Wireline Telecommunications Consumer Inquiries  
Second Quarter - Calendar Year 2002**



	April	May	June
■ Billing & Rates	3,379	3,054	2,658
■ Carrier Marketing & Advertising	163	147	165
■ Cramming	5,062	4,749	4,403
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