

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

	April	May	June	Quarter Totals
Bundled and VoIP Services				
Number Portability	35	45	53	133
Broadband Services	74	51	40	165
Carrier Marketing and Advertising	84	81	96	261
Billing and Rates	304	294	320	918
Service	315	305	346	966
<i>Totals</i>	812	776	855	2,443

	April	May	June	Quarter Totals
Cable and Satellite Services				
Cable Cards	42	35	45	122
Broadband	102	102	115	319
Billing and Rates	145	119	141	405
Service	181	175	236	592
Programming	377	552	504	1,433
<i>Totals</i>	847	983	1,041	2,871

	April	May	June	Quarter Totals
Radio and Television Broadcasting				
Service	26	33	28	87
Interference	43	55	59	157
Indecency/Obscenity	67	67	60	194
Programming (e.g. Loud Commercials, Content Criticism, Violent TV, Scheduling Change)	330	510	289	1,129
Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio)	274	1,173	341	1,788
<i>Totals</i>	740	1,838	777	3,355

	April	May	June	Quarter Totals
Wireless Telecommunications				
Number Portability	79	81	78	238
Carrier Marketing and Advertising	120	110	118	348
Equipment	129	111	148	388
Billing and Rates	612	638	604	1,854
Service	640	658	672	1,970
<i>Totals</i>	1,580	1,598	1,620	4,798

	April	May	June	Quarter Totals
Wireline Telecommunications				
Lifeline/Link-Up	55	68	36	159
Number Portability	140	131	158	429
Broadband Access	231	224	282	737
Service Quality	262	307	328	897
Billing and Rates	287	294	340	921
<i>Totals</i>	975	1,024	1,144	3,143

	April	May	June	Quarter Totals
Telephone Consumer Protection Act				
<i>Wireline TCPA</i>				
1088 A - Unsolicited Fax Complaints	837	1,040	839	2,716
1088B - Do Not Call Complaints	7,232	8,088	11,086	26,406
1088C - Prerecorded Messages	1,914	1,859	2,050	5,823
1088D - Abandoned Calls & War Dialing	2,120	2,107	1,950	6,177
1088E - Business Telephone Complaint	535	527	501	1,563
1088F - Emergency Telephone Complaint	68	45	59	172
1088H - Call or Message to Toll-Free Number	126	120	134	380
<i>Wireless TCPA</i>				
1088G - Call or Message to Wireless Device	5,692	5,144	4,771	15,607
<i>Totals</i>	18,524	18,930	21,390	58,844

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.