

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

| | October | November | December | Quarter Totals |
|-----------------------------------|------------|------------|------------|----------------|
| Bundled and VoIP Services | | | | |
| Number Portability | 44 | 20 | 7 | 71 |
| Broadband Services | 92 | 48 | 10 | 150 |
| Carrier Marketing and Advertising | 86 | 58 | 16 | 160 |
| Billing and Rates | 358 | 188 | 76 | 622 |
| Service | 336 | 270 | 90 | 696 |
| <i>Totals</i> | 916 | 584 | 199 | 1,699 |

| | October | November | December | Quarter Totals |
|-------------------------------------|------------|------------|------------|----------------|
| Cable and Satellite Services | | | | |
| Cable Cards | 43 | 19 | 5 | 67 |
| Broadband | 128 | 86 | 25 | 239 |
| Billing and Rates | 167 | 89 | 36 | 292 |
| Service | 235 | 193 | 44 | 472 |
| Programming | 309 | 155 | 61 | 525 |
| <i>Totals</i> | 882 | 542 | 171 | 1,595 |

| | October | November | December | Quarter Totals |
|---|--------------|------------|------------|----------------|
| Radio and Television Broadcasting | | | | |
| Service | 35 | 25 | 10 | 70 |
| Interference | 67 | 41 | 17 | 125 |
| Indecency/Obscenity | 98 | 62 | 9 | 169 |
| Other Miscellaneous Programming (e.g. Children's TV, Pirate Radio) | 510 | 283 | 68 | 861 |
| Programming (e.g. Loud Commercials, Content Criticism, Violent TV, Scheduling Change) | 566 | 380 | 81 | 1,027 |
| <i>Totals</i> | 1,276 | 791 | 185 | 2,252 |

| | October | November | December | Quarter Totals |
|------------------------------------|--------------|--------------|------------|----------------|
| Wireless Telecommunications | | | | |
| Number Portability | 115 | 55 | 20 | 190 |
| Equipment | 109 | 64 | 37 | 210 |
| Carrier Marketing and Advertising | 173 | 101 | 29 | 303 |
| Service | 836 | 471 | 155 | 1,462 |
| Billing and Rates | 1,036 | 612 | 211 | 1,859 |
| <i>Totals</i> | 2,269 | 1,303 | 452 | 4,024 |

| | October | November | December | Quarter Totals |
|------------------------------------|--------------|------------|------------|----------------|
| Wireline Telecommunications | | | | |
| Slamming | 43 | 27 | 9 | 79 |
| Number Portability | 124 | 76 | 24 | 224 |
| Broadband Access | 314 | 197 | 69 | 580 |
| Billing and Rates | 352 | 193 | 101 | 646 |
| Service Quality | 380 | 216 | 84 | 680 |
| <i>Totals</i> | 1,213 | 709 | 287 | 2,209 |

| | October | November | December | Quarter Totals |
|---|---------------|---------------|--------------|----------------|
| Telephone Consumer Protection Act | | | | |
| <i>Wireline TCPA</i> | | | | |
| 1088 A - Unsolicited Fax Complaints | 687 | 490 | 306 | 1,483 |
| 1088B - Do Not Call Complaints | 9,635 | 4,980 | 1,539 | 16,154 |
| 1088C - Prerecorded Messages | 2,336 | 1,250 | 409 | 3,995 |
| 1088D - Abandoned Calls & War Dialing | 2,146 | 1,178 | 489 | 3,813 |
| 1088E - Business Telephone Complaint | 559 | 278 | 80 | 917 |
| 1088F - Emergency Telephone Complaint | 61 | 37 | 14 | 112 |
| 1088H - Call or Message to Toll-Free Number | 111 | 58 | 23 | 192 |
| <i>Wireless TCPA</i> | | | | |
| 1088G - Call or Message to Wireless Device | 5,231 | 3,064 | 1,074 | 9,369 |
| <i>Totals</i> | 20,766 | 11,335 | 3,934 | 36,035 |

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.

**** During the fourth quarter of 2014, the FCC began to test its new Consumer Help Center, with increasing percentages of complaints being directed to the new Consumer Help Center portal over time. The test period began October 31 and ended December 29, 2014, with the launch of the new Consumer Help Center. Initially the percentage of complaints routed to the Consumer Help Center ranged from 20 to 30 percent. That percentage reached 100 percent shortly before the launch of the new system in late December. As a result, consumer complaints for the fourth quarter 2014 were received by both the legacy complaint system as well as the new Consumer Help Center. The Quarterly Report for fourth quarter 2014 includes only those complaints filed in the legacy complaint system. Data for complaints filed in the new Consumer Help Center during the test period can be found at <https://consumercomplaints.fcc.gov>.