

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

	April	May	June	Quarter Totals
<b>Cable and Satellite Services</b>				
Service	33	42	32	107
Satellite Television Extension and Localism Act Programming	61	26	49	136
Over-the-Air Reception Devices	76	76	56	208
Billing and Rates	133	130	104	367
	176	136	132	444
<i>Totals</i>	<b>479</b>	<b>410</b>	<b>373</b>	<b>1,262</b>

	April	May	June	Quarter Totals
<b>Radio and Television Broadcasting</b>				
Emergency Alert System Complaints	28	30	29	87
Digital Television	32	31	27	90
Station Marketing and Advertising	61	41	31	133
Interference	107	112	89	308
Programming	278	243	173	694
<i>Totals</i>	<b>506</b>	<b>457</b>	<b>349</b>	<b>1,312</b>

	April	May	June	Quarter Totals
<b>Wireless Telecommunications</b>				
Tower	73	48	41	162
Interference	82	74	73	229
Service	113	106	85	304
Billing and Rates	210	167	103	480
License Information (General)	212	130	144	486
<i>Totals</i>	<b>617</b>	<b>477</b>	<b>405</b>	<b>1,661</b>

	April	May	June	Quarter Totals
<b>Wireline Telecommunications</b>				
Privacy	39	50	31	120
Slamming	78	62	56	196
Number Portability	139	141	115	395
Billing and Rates	177	177	153	507
Universal Service Fund Issues	418	371	688	1,477
<i>Totals</i>	<b>851</b>	<b>801</b>	<b>1,043</b>	<b>2,695</b>

	April	May	June	Quarter Totals
<b>Telephone Consumer Protection Act</b>				
Telephone Consumer Protection Act (Wireless)	74	73	42	189
Telephone Consumer Protection Act (Wireline)	1,834	1,542	1,355	4,731
<i>Totals</i>	<b>1,908</b>	<b>1,615</b>	<b>1,397</b>	<b>4,920</b>

**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.