

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

	July	August	September	Quarter Totals
Cable and Satellite Services				
Service	51	45	21	117
Satellite Television Extension and Localism Act	41	58	59	158
Programming	96	69	68	233
Over-the-Air Reception Devices	148	129	150	427
Billing and Rates	197	163	187	547
<i>Totals</i>	533	464	485	1,482

	July	August	September	Quarter Totals
Radio and Television Broadcasting				
Emergency Alert System Complaints	28	22	26	76
Digital Television	24	36	31	91
Station Marketing and Advertising	38	54	41	133
Interference	105	85	97	287
Programming	214	238	245	697
<i>Totals</i>	409	435	440	1,284

	July	August	September	Quarter Totals
Wireless Telecommunications				
Tower	41	37	47	125
Interference	77	64	67	208
License Information (General)	174	114	177	465
Billing and Rates	189	185	184	558
Service	295	307	268	870
<i>Totals</i>	735	670	696	2,226

	July	August	September	Quarter Totals
Wireline Telecommunications				
Privacy	47	29	41	117
Slamming	45	62	56	163
Number Portability	143	137	129	409
Billing and Rates	207	186	175	568
Universal Service Fund Issues	361	278	252	891
<i>Totals</i>	803	692	653	2,148

	July	August	September	Quarter Totals
Telephone Consumer Protection Act				
Telephone Consumer Protection Act (Wireless)	39	34	26	99
Telephone Consumer Protection Act (Wireline)	1,050	1,102	1,099	3,251
<i>Totals</i>	1,089	1,136	1,125	3,350

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.