

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

	October	November	December	Quarter Totals
Cable and Satellite Services				
Service	34	24	35	93
Satellite Television Extension and Localism Act	66	46	36	148
Programming	87	68	68	223
Over-the-Air Reception Devices	120	101	97	318
Billing and Rates	150	114	145	409
<i>Totals</i>	457	353	381	1,191

	October	November	December	Quarter Totals
Radio and Television Broadcasting				
Digital Television	29	18	20	67
Emergency Alert System Complaints	67	20	16	103
Station Marketing and Advertising	43	34	30	107
Interference	88	63	53	204
Programming	361	172	175	708
<i>Totals</i>	588	307	294	1,189

	October	November	December	Quarter Totals
Wireless Telecommunications				
Tower	45	40	47	132
Interference	75	37	55	167
Service	155	69	75	299
License Information (General)	129	91	92	312
Billing and Rates	242	230	279	751
<i>Totals</i>	601	427	501	1,661

	October	November	December	Quarter Totals
Wireline Telecommunications				
Privacy	44	34	20	98
Slamming	50	54	39	143
Number Portability	115	91	104	310
Billing and Rates	200	147	177	524
Universal Service Fund Issues	236	241	256	733
<i>Totals</i>	645	567	596	1,808

	October	November	December	Quarter Totals
Telephone Consumer Protection Act				
Telephone Consumer Protection Act (Wireless)	47	22	22	91
Telephone Consumer Protection Act (Wireline)	1,033	707	697	2,437
<i>Totals</i>	1,080	729	719	2,528

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.**

***** 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>.**