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See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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QUARTERLY REPORT ON INFORMAL CONSUMER INQUIRIES AND COMPLAINTS RELEASED

Washington, DC – The Commission has released its report on the inquiries and complaints processed by the Consumer & Governmental Affairs Bureau (CGB) during the second quarter of calendar year 2005.

Wireless complaints declined from 7,330 in the 1st quarter to 6,783 in the 2nd quarter. Notably, the only category showing a decrease was Billing and Rates, which dropped from 4,006 to 3,320. There were increases in each of the remaining Wireless categories. Wireline complaint receipts also declined, dropping from 16,765 to 15,323. There were declines in each of the top five categories.

The number of Radio and Television Broadcasting complaints dropped from 157,650 in the 1st quarter to 6,429 in the 2nd quarter. Cable and Satellite Services complaints also recorded a decrease, dropping from 718 in the 1st quarter to 191 in the 2nd quarter. The biggest decrease occurred in the Programming category, which dropped from 502 to 37. There were more modest declines in the Billing and Rates and Service Related categories.

There was a modest decline in the number of wireless inquiries received during the 2nd quarter as they fell from 10,774 in the 1st quarter to 10,297 in the 2nd quarter. Wireline inquiries also continued downward, dropping from 36,439 in the 1st quarter to 30,233 in the 2nd quarter. There were declines in each of the top categories, except the Telephone Consumer Protection Act category, which increased from 8,648 to 9,494. Continuing a downward path, Radio and Television Broadcasting inquiry receipts fell from 9,072 in the 1st quarter to 4,313 in the 2nd quarter. Once again, there were decreases in each of the top categories. Cable and Satellite Services inquiries reversed a trend and experienced a modest decline, dropping from 4,677 to 4,022.

The Commission receives many inquiries and complaints that do not involve violations of the Communications Act, or a rule or order of the Commission. The existence of a complaint does not necessarily indicate wrongdoing by the company at issue.

CGB contact: Thomas Wyatt at (202) 418-1400.

- FCC -

REPORT ON INFORMAL CONSUMER INQUIRIES AND COMPLAINTS
2nd Quarter Calendar Year 2005
Executive Summary

This report tracks consumer inquiries and complaints processed by the Consumer & Governmental Affairs Bureau (CGB) received during the 2nd quarter of calendar year 2005.¹ Inquiries are defined as correspondence or communications received at the Commission from individuals seeking information on matters under the FCC's jurisdiction. Informal consumer complaints are defined as a communication received at CGB's consumer centers either via postal mail, fax, email 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) seeks relief.

Wireless complaints declined from 7,330 in the 1st quarter to 6,783 in the 2nd quarter. Notably, the only category showing a decrease was Billing and Rates, which dropped from 4,006 to 3,320. There were increases in each of the remaining Wireless categories. Wireline complaint receipts also declined, dropping from 16,765 to 15,323. There were declines in each of the top five categories.

The number of Radio and Television Broadcasting complaints dropped from 157,650 in the 1st quarter to 6,429 in the 2nd quarter. Cable and Satellite Services complaints also recorded a decrease, dropping from 718 in the 1st quarter to 191 in the 2nd quarter. The biggest decrease occurred in the Programming category, which dropped from 502 to 37. There were more modest declines in the Billing and Rates and Service Related categories.

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The Commission receives many inquiries and informal complaints that do not involve violations of the Communications Act, or a rule or order of the Commission. The existence of a complaint does not necessarily indicate wrongdoing by the company or companies at issue.

¹ The data reported reflect the complaints and inquiries recorded in CGB's automated tracking systems for the period April 1, 2005 to June 30, 2005. The information generated for this specific report is information entered into the tracking systems on or before a specific date. In addition, the data within this report account for statistics at the national level as reported to the Commission and, therefore, are not necessarily indicative of corresponding state or local trends.

Top Consumer Issues – Subject Category Reference Guide

CABLE & SATELLITE SERVICES

Accessibility Issues: Complaints/inquiries regarding video description, closed captioning, and emergency access to video programming

Billing & Rates: Complaints/inquiries concerning billing matters and the rates charged for cable programming service (or expanded basic) tier on a cable system or satellite services

Cable Modem Service: Complaints/inquiries regarding cable modem service

Connections to Cable Systems: Complaints/inquiries regarding availability or quality of connections to cable systems

Over-The-Air-Reception-Devices (OTARD) Issues: Complaints/inquiries regarding the installation, maintenance or use of antennas -- including direct-to-home satellite dishes that are less than one meter (39.37") in diameter (or of any size in Alaska), TV antennas, and wireless cable antennas -- to receive video programming

Programming Issues: Complaints/inquiries regarding program content or the choice of channels or programs available to subscribers

Satellite Home Viewer Improvement Act (SHVIA): Complaints/inquiries regarding SHVIA issues

Service Related Issues: Complaints/inquiries about the quality of service provided by cable operators or satellite programming distributors

RADIO & TELEVISION BROADCASTING

Accessibility Issues: Complaints/inquiries regarding video description, closed captioning, and emergency access to video programming

Commercial Advertisement Issues: Complaints/inquiries regarding commercial advertisements

General Broadcast Information: Inquiries regarding general broadcast requirements, licenses, and community obligations

How to Start Broadcast Station: Inquiries regarding starting a broadcast station

Low Power Issues: Inquiries regarding low power TV and low power radio

Political Programming: Inquires regarding political programming

Programming Issues

- Indecency/Obscenity: Complaints/inquiries regarding programs that allegedly contain indecent or obscene material
- Loud Commercials: Complaints/inquiries regarding abrupt changes in volume during transition from regular programming to commercials
- Religious: Complaints/inquiries regarding religious programs
- Violence: Complaints/inquiries regarding violence in programs
- General Content Criticism: generalized concerns regarding the content of programs

WIRELESS TELECOMMUNICATIONS

Amateur License Issue: Inquiries regarding Amateur license acquisition, requirements, eligibility, and replacement

Billing and Rates-Related – Includes the Following Subcategories:

Billing/Rates - Airtime Charges: Complaints/inquiries regarding charges to subscriber for actual time spent talking on a wireless phone

Billing/Rates-Credit/Refunds/Adjustments: Complaints/inquiries regarding credits, refunds, or bill adjustments

Billing/Rates - Line Items: complaints/inquiries regarding surcharges and taxes appearing on a phone bill

- Access Charge: Complaints/inquiries regarding miscellaneous line items charges
- E-911: Complaints/inquiries regarding provision of automatic location information and automatic number identification via a wireless phone used to contact a 911 call center
- Taxes: Complaints/inquiries regarding taxes appearing on cellular bill
- Universal Service: Complaints/inquiries about the availability and affordability of phone service for low income consumers in geographic areas where the costs of providing telephone service is high

Billing/Rates – Recurring Charges: Complaints/inquiries over recurring monthly charges that appear on a customer’s bill

Billing/Rates – Roaming Rates: Complaints/inquiries about charges assessed to the subscriber for wireless calls made while roaming in another carrier’s territory

Billing/Rates – Rounding: Complaints/inquiries about the practice of rounding calls to a full minute

Billing/Rates – Service Plan Rate: Complaints/inquiries about the terms and conditions of service:

- Activation Fee: usually one time charge to initiate service
- Off-Peak: specified time where per-minute rate is lower
- Optional Services: including caller-id, voice mail, road-rescue, etc.
- Peak: specified time where per-minute rate is higher
- Prepaid Service: subscriber pays for service in advance
- Promo Plan: including minute allowances
- Security Deposit: usually one time charge that is held by the carrier for a specified timeframe in order for subscriber to acquire service

Carrier Marketing & Advertising: Complaints/inquiries regarding advertising and marketing practices of carriers including alleged misrepresentations

Contract – Early Termination: Complaints/inquiries regarding termination of a subscriber’s service prior to end of specified contract term

- Termination of Service by subscriber: subscriber’s liability for terminating service prior to specified contract term
- Termination of Service by carrier: carrier’s right to disconnect a subscriber’s service prior to end of a specified contract term

Electrical Interference Issue: Inquiries regarding unwanted signals from nearby transmitters to home entertainment electronic equipment

General Mobile Radio Service (GMRS) License Issue: Inquiries regarding GMRS license acquisition, requirements, eligibility, and replacement

Land Mobile (LM) License Issue: Inquiries regarding LM license acquisition, requirements, eligibility, and replacement

Service – Quality/Coverage: Complaints/inquiries regarding quality of service or the lack of coverage within a geographic area served by a wireless provider:

- Dead Spots: inability to receive service within certain areas
- Dropped Calls: premature termination of calls
- Home Area Service: overall quality of service within the subscriber’s local calling area
- Network Busy Signal: involving calls that do not go through because of overcrowding of the service frequencies
- Roaming Availability: availability of service outside the subscriber’s local calling area
- Roaming Service: overall quality of service while roaming
- Service Interruption: inability to use cellular phone because service was interrupted by service provider

Tower-Related Issues: Complaints/inquiries regarding tower related issues

WIRELINE TELECOMMUNICATIONS

Billing and Rates-Related – Includes the Following Subcategories:

Billing/Rates Credit/Refunds/Adjustments: Complaints/inquiries about credits, refunds, or adjustments allegedly owed to the subscriber

Billing/Rates – Line Item: Complaints/inquiries about the line items appearing on telephone bills:

- Access – Subscriber Line Charge: questions regarding subscriber local-loop line charges for maintaining residential and business and telephone access to the network
- Access – Universal Service: questions regarding the FCC’s universal service fund-affordable access to basic telephone service for low-income consumers and consumers in high-cost areas, and communications services for schools and libraries and health care facilities
- Interstate Directory Assistance: questions about charges assessed for access to directory assistance information
- Taxes on Telephone Bill: questions about local, state, or federal taxes appearing on a telephone bill
- Truth in Billing - No Service Provider ID: Complaints/inquiries about whether the name of the service provider and/or contact information for the service provider is easily identifiable on the bill
- Truth in Billing - Bundled Charges: Complaints/inquiries about whether bills contain plain language description and breakdown of charges for each carrier when multiple carriers appear on the bill
- Truth in Billing - No Payment Solution: Complaints/inquiries about whether a bill clearly distinguishes charges for which nonpayment will result in disconnection from those that will not result in disconnection

Billing/Rates – Rates: Miscellaneous complaints/inquiries about the rates and charges billed by telephone companies:

- Casual Call Billing: rates billed for calls placed from non-public phones through a carrier who is not the presubscribed carrier for the telephone (or which does not recognize a telephone number as that of a subscriber)
- Double Billing: dispute involving alleged double billing for calls or services
- DSL Rate Problem: DSL promotion plan rates allegedly altered or unspecified to consumer
- International Internet Dial-up: international calls (routed to places like Chad, Madagascar or other countries) that were billed to consumers as a result of using local (domestic) Internet service providers to access websites
- International Calls – Rates: international calls, rates and/or service that either originate or terminate in the U.S.
- International 809# Billing: 809 area code collect call and consumer dialing scam

- 900 Pay-Per-Call Billing: commercially provided interstate 900 number information or entertainment services
- OSP Rates: rates charged for interstate calls placed from public phones
- Rates for Interstate Telecommunications Services – Billing: disputes about interstate rates and charges

Billing/Rates – Recurring Charges: Complaints/inquiries about recurring charges that appear on a customer’s bill

Carrier Marketing & Advertising: Complaints/inquiries regarding the marketing and advertising practices of interexchange carriers

Card (Calling & Prepaid) Issues: Complaints/inquiries regarding long distance service provider issued and/or prepaid calling cards

Cramming: Complaints/inquiries about allegedly unauthorized, misleading, or deceptive charges appearing on a telephone bill

Digital Service Line (DSL) Issues: Complaints/inquiries regarding DSL issues

Slamming: Complaints/inquiries regarding the practice of changing a subscriber’s telecommunications service provider (or a calling plan) without the subscriber’s permission

- International slam: changing a subscriber’s international long distance service without permission
- Local Service slammed: changing a subscriber’s local or regional intrastate long distance service without permission
- Local and Long Distance slammed: changing a subscriber’s local and long distance service without permission
- Long Distance slammed: changing a subscriber’s interstate telephone company service without permission
- Slamming w/Problem LOA: changing a subscriber’s interstate telephone company based on fraudulent signed documents or illegal format, such as sweepstake

Service Quality: Complaints/inquiries regarding the quality of service provided by telephone companies:

- DSL Service Inadequate: poor quality of service or service outage
- Interstate Telecommunications: poor call reception, service outage, service disconnects, or carrier’s failure to release telephone line (and no charges are associated)
- Long Distance Service Treatment: inadequate customer service treatment by long distance carrier including, but not limited to, additional services being added without the consumer’s knowledge or approval, etc.

Telephone Consumer Protection Act (TCPA): Complaints/inquiries regarding compliance with the TCPA:

- Artificial or Prerecorded Message and/or ATDS: calls to a residence using an artificial or prerecorded voice to deliver a message without prior consent of the called party prohibited unless an emergency exists
- Do Not Call List Request Not Honored: no person or entity may initiate any telephone solicitation to a residential telephone subscriber, unless such person or entity has instituted procedures for maintaining a list of persons who have requested not to receive telephone solicitations
- Fax Complaint: unsolicited (“junk”) faxes or the use of a computer or other device to send any messages via a telephone facsimile prohibited unless such message clearly contains the date and time it is sent and an identification of the business, other entity or individual sending the message
- TCPA General Solicitations: the initiation of a call or message for the purpose of encouraging the purchase or rental of, or investment in property, goods, or services
- Time of Day violation: no person or entity may initiate any telephone solicitation to a residential telephone subscriber before 8 a.m. or after 9 p.m. (local time based on the called party’s location)

Summary of Top Consumer Complaint* Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau (CGB)
Second Quarter - Calendar Year 2005

	April	May	June	Quarter Total
Cable & Satellite Services				
Billing & Rates	29	17	16	62
Cable Modem Service	7	13	11	31
Accessibility Issues	5	2	4	11
Programming Issues	14	12	11	37
Service Related Issues	17	16	17	50
<i>Totals</i>	72	60	59	191

	April	May	June	Quarter Total
Radio & Television Broadcasting				
Accessibility Issues	4	4	5	13
Programming - General Criticism	73	83	78	234
Programming - Indecency/Obscenity**	2,101	2,053	2,007	6,161
Other Programming Issues	4	10	7	21
<i>Totals</i>	2,182	2,150	2,097	6,429

	April	May	June	Quarter Total
Wireless Telecommunications				
Billing & Rates	1,164	1,106	1,050	3,320
Carrier Marketing & Advertising	299	324	306	929
Contract - Early Termination	362	353	349	1,064
Equipment	162	134	154	450
Service Quality	303	324	393	1,020
<i>Totals</i>	2,290	2,241	2,252	6,783

	April	May	June	Quarter Total
Wireline Telecommunications				
Billing & Rates	1,445	1,083	937	3,465
Cramming	170	119	107	396
Service Quality	201	203	209	613
Slamming	178	140	151	469
Telephone Consumer Protection Act	2,991	4,000	3,389	10,380
<i>Totals</i>	4,985	5,545	4,793	15,323

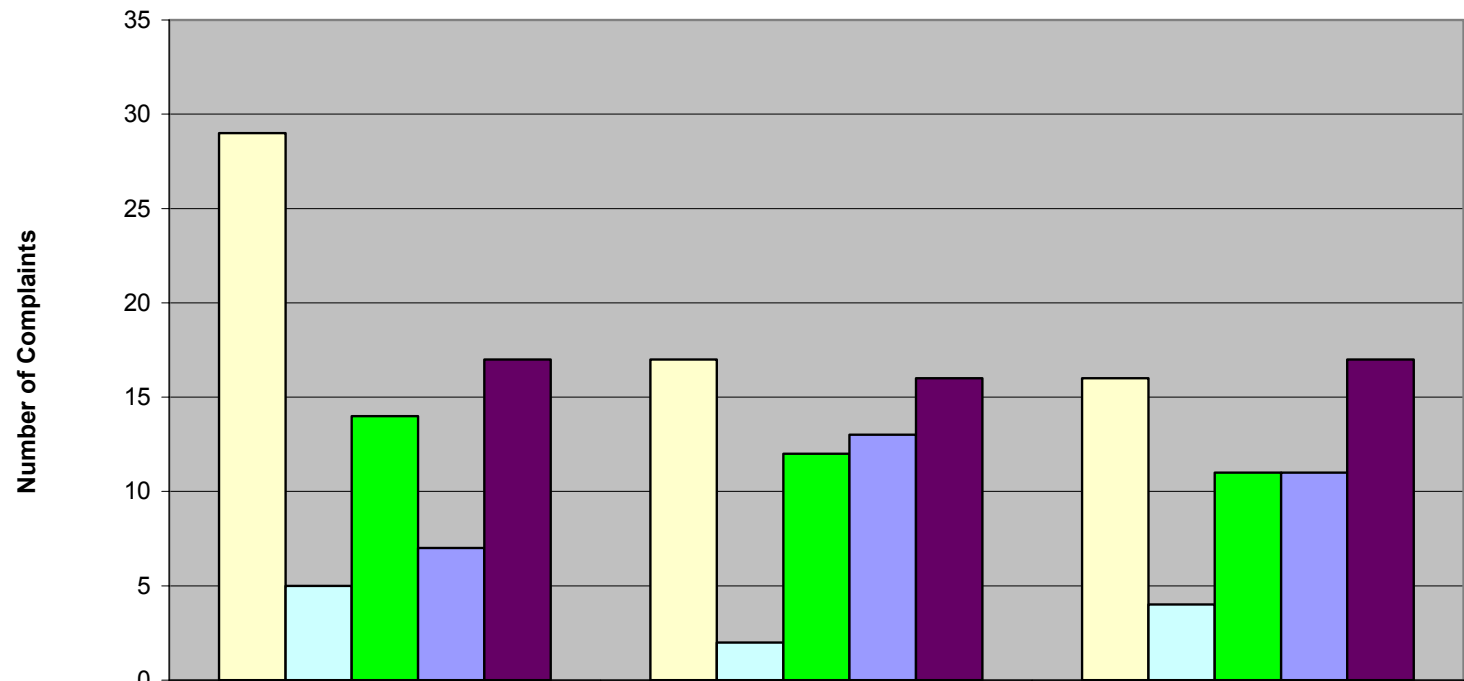
NOTES: (1) See attachment for brief description of subject categories.

* A complaint is defined as a communication received at CGB's consumer center either via letter, fax, email 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) seeks relief. The FCC receives many complaints that do not involve violations of the Communications Act or a FCC rule or order. The existence of a complaint does not necessarily indicate wrongdoing by the company involved.

** Complaints regarding alleged indecency/obscenity during specific programs are forwarded to the Enforcement Bureau (EB) for appropriate handling. The reported counts reflect complaints received by CGB, complaints received separately by EB, and complaints emailed directly to the offices of the FCC Chairman and the respective offices of the Commissioners. The reported counts may also include duplicate complaints or contacts that subsequently are determined insufficient to constitute actionable complaints.

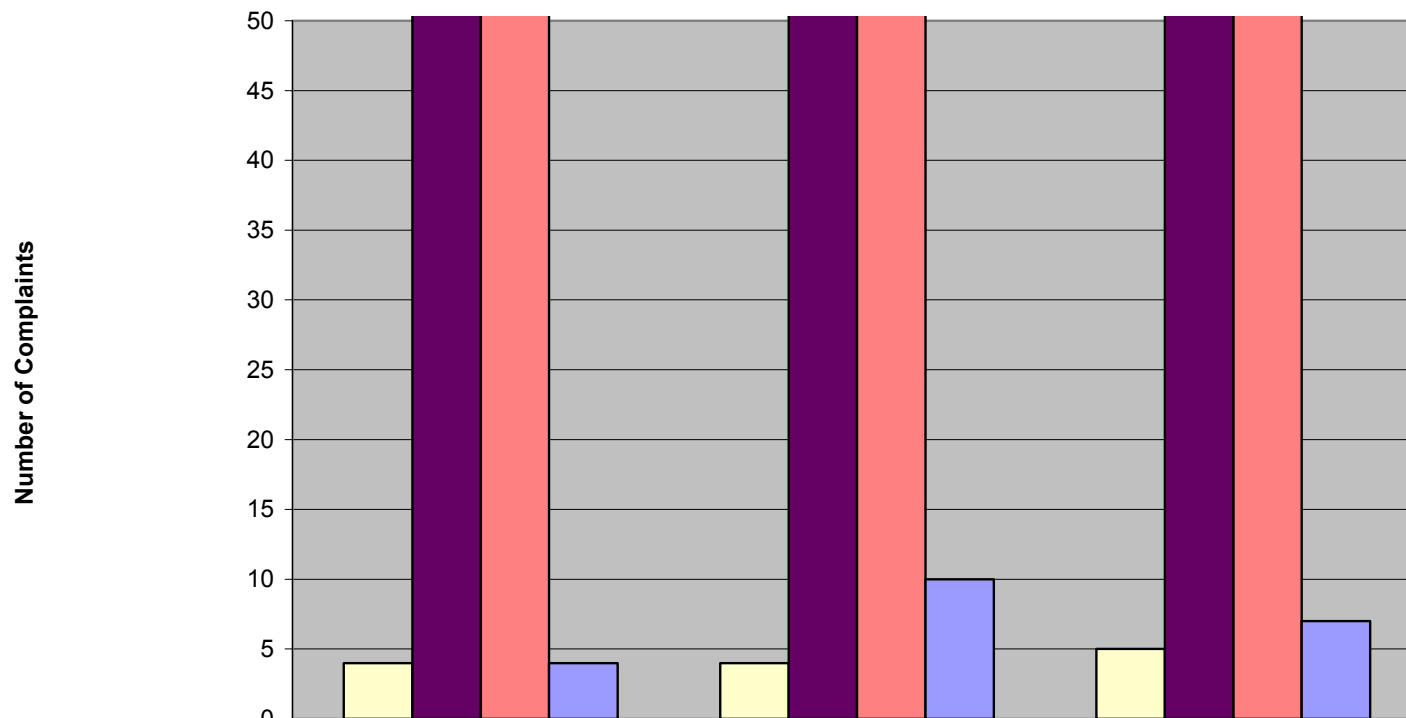
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**Consumer & Governmental Affairs Bureau
Top Cable Service Consumer Complaints
Second Quarter - Calendar Year 2005**



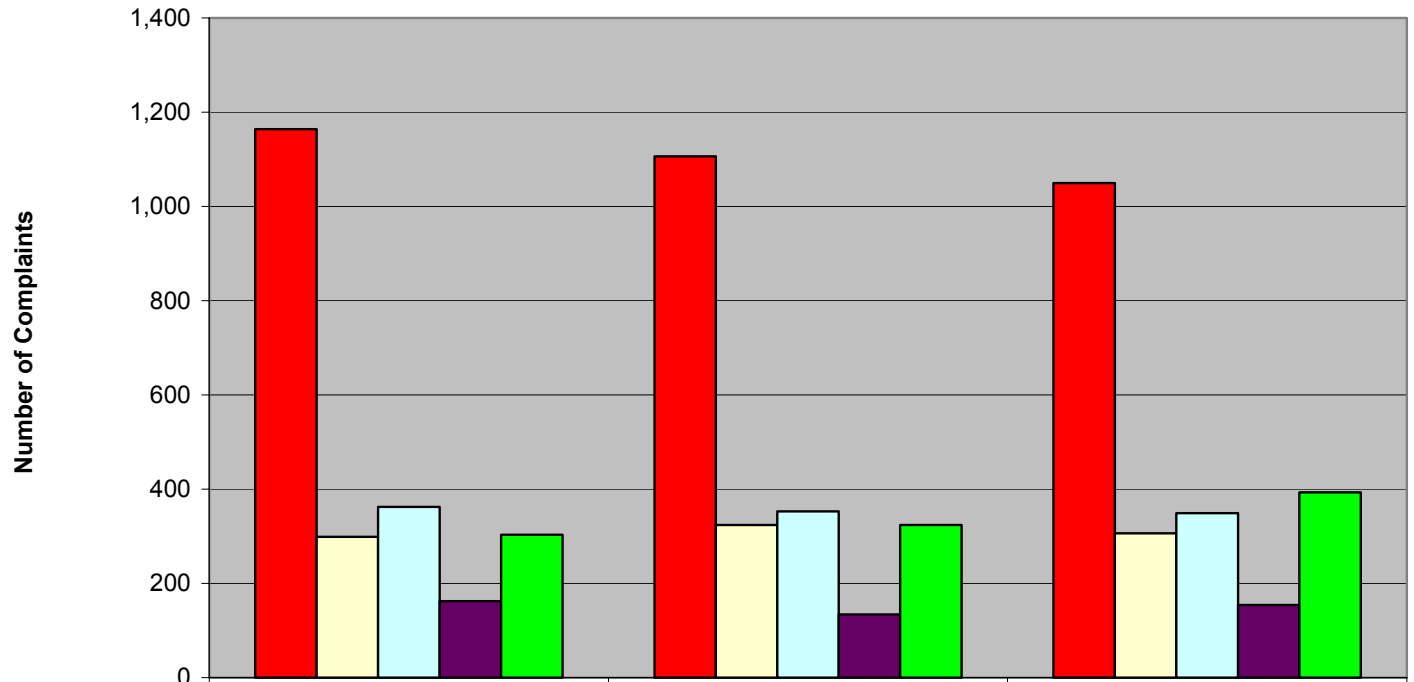
	April	May	June
■ Billing & Rates	29	17	16
■ Accessibility Issues	5	2	4
■ Programming Issues	14	12	11
■ Cable Modem Service	7	13	11
■ Service Related Issues	17	16	17

**Consumer & Governmental Affairs Bureau
Top Radio & Television Broadcasting Consumer Complaints
Second Quarter - Calendar Year 2005**



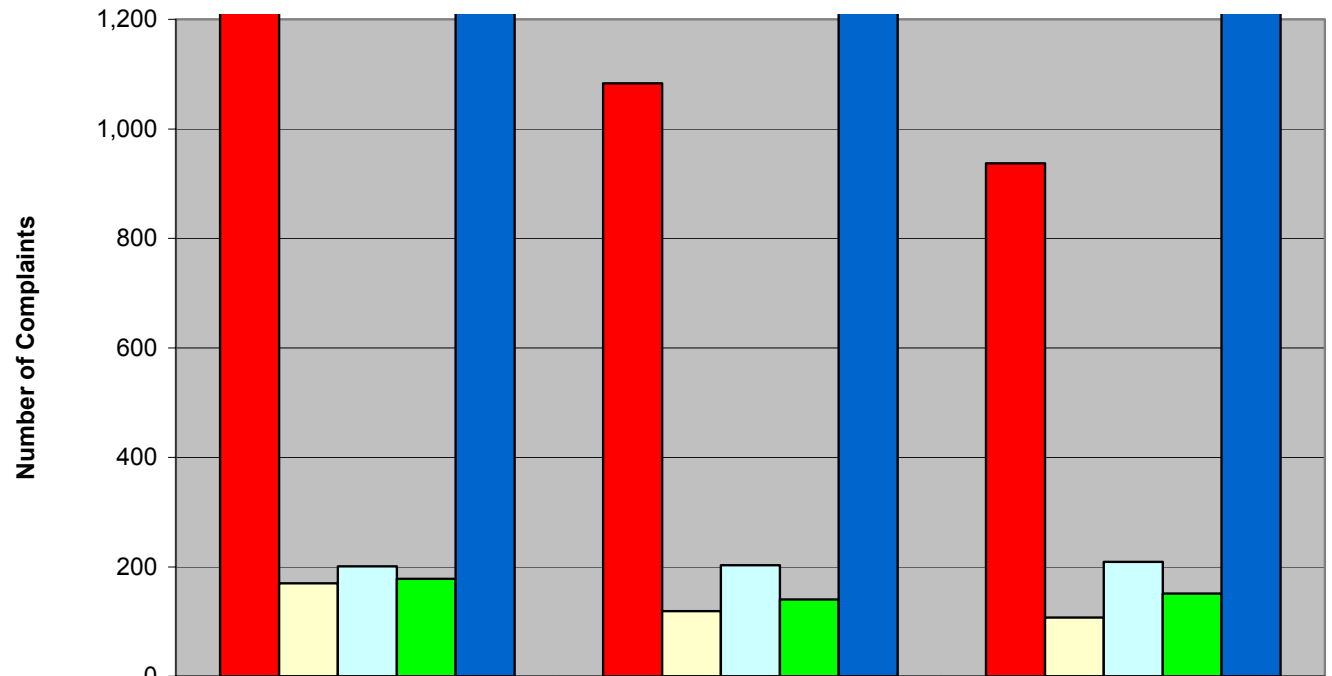
	April	May	June
Accessibility Issues	4	4	5
Programming - General Criticism	73	83	78
Programming - Indecency/Obscenity**	2,101	2,053	2,007
Other Programming Issues	4	10	7

**Consumer & Governmental Affairs Bureau
Top Wireless Telecommunications Consumer Complaints
Second Quarter - Calendar Year 2005**



	April	May	June
■ Billing & Rates	1,164	1,106	1,050
□ Carrier Marketing & Advertising	299	324	306
□ Contract - Early Termination	362	353	349
■ Equipment	162	134	154
■ Service Quality	303	324	393

**Consumer & Governmental Affairs Bureau
Top Wireline Telecommunications Consumer Complaints
Second Quarter - Calendar Year 2005**



	April	May	June
■ Billing & Rates	1,445	1,083	937
■ Cramming	170	119	107
■ Service Quality	201	203	209
■ Slamming	178	140	151
■ Telephone Consumer Protection Act	2,991	4,000	3,389

Summary of Top Consumer Inquiry* Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau (CGB)
Second Quarter - Calendar Year 2005

	April	May	June	Quarter Total
Cable & Satellite Services				
Programming Issues	217	242	160	619
Over the Air Reception Device Issues	271	218	238	727
Satellite Issues	208	229	230	667
Satellite Home Viewer Improvement Act Issues	190	201	157	548
Service-Related Issues	503	475	483	1,461
<i>Totals</i>	1,389	1,365	1,268	4,022

	April	May	June	Quarter Total
Radio & Television Broadcasting				
Commercial Advertisement Issues	159	372	175	706
General Broadcast Information	215	199	180	594
How to Start Broadcast Station	138	111	150	399
Low Power Broadcast Information	142	158	113	413
Programming & Content	1,124	1,116	667	2,907
<i>Totals</i>	1,778	1,956	1,285	4,313

	April	May	June	Quarter Total
Wireless Telecommunications				
Amateur License	446	452	513	1,411
Commercial License	159	190	161	510
Electrical Interference	1,741	1,666	1,780	5,187
General Mobile Radio Service License	584	771	1,038	2,393
Land Mobile License	233	303	260	796
<i>Totals</i>	3,163	3,382	3,752	10,297

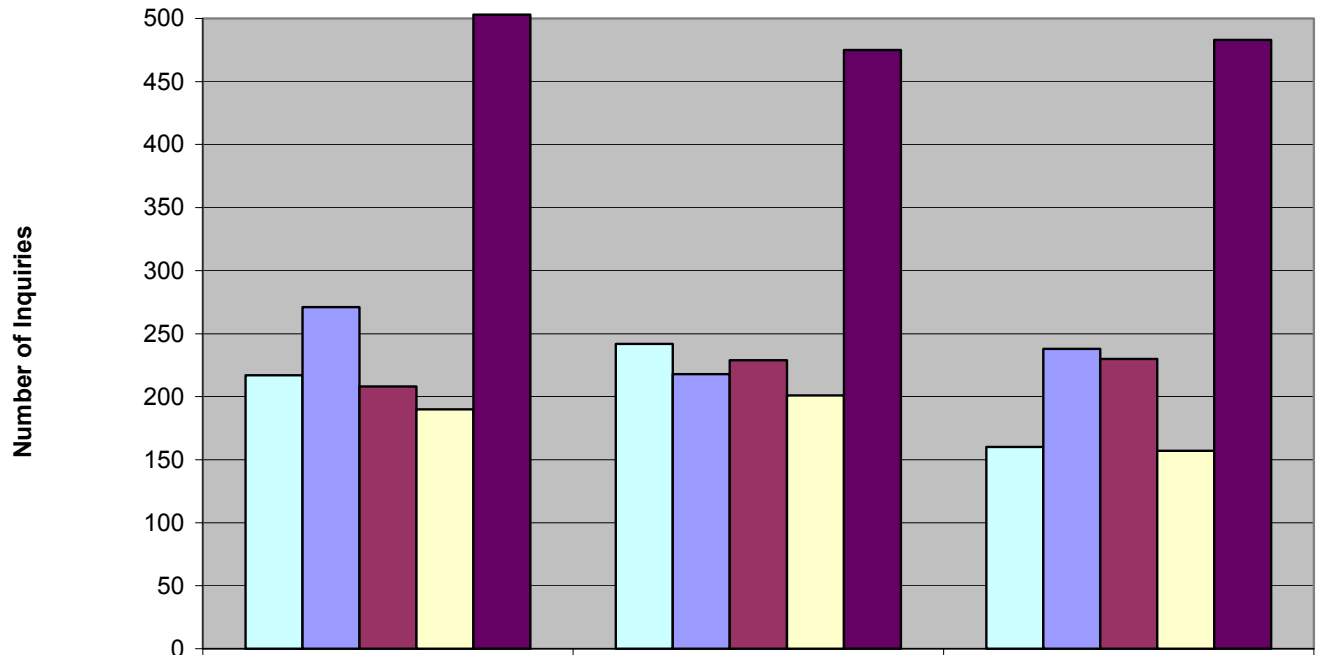
	April	May	June	Quarter Total
Wireline Telecommunications				
Billing & Rates	1,388	1,270	1,068	3,726
Cramming	2,684	2,226	2,279	7,189
Digital Subscriber Line Issues	120	91	106	317
Slamming	3,639	2,978	2,877	9,494
Telephone Consumer Protection Act	2,667	3,165	3,675	9,507
<i>Totals</i>	10,498	9,730	10,005	30,233

NOTES:

* An inquiry is defined as a correspondence received at CGB's consumer center either via letter, fax, email or telephone from individuals seeking information on matters under the FCC's jurisdiction.

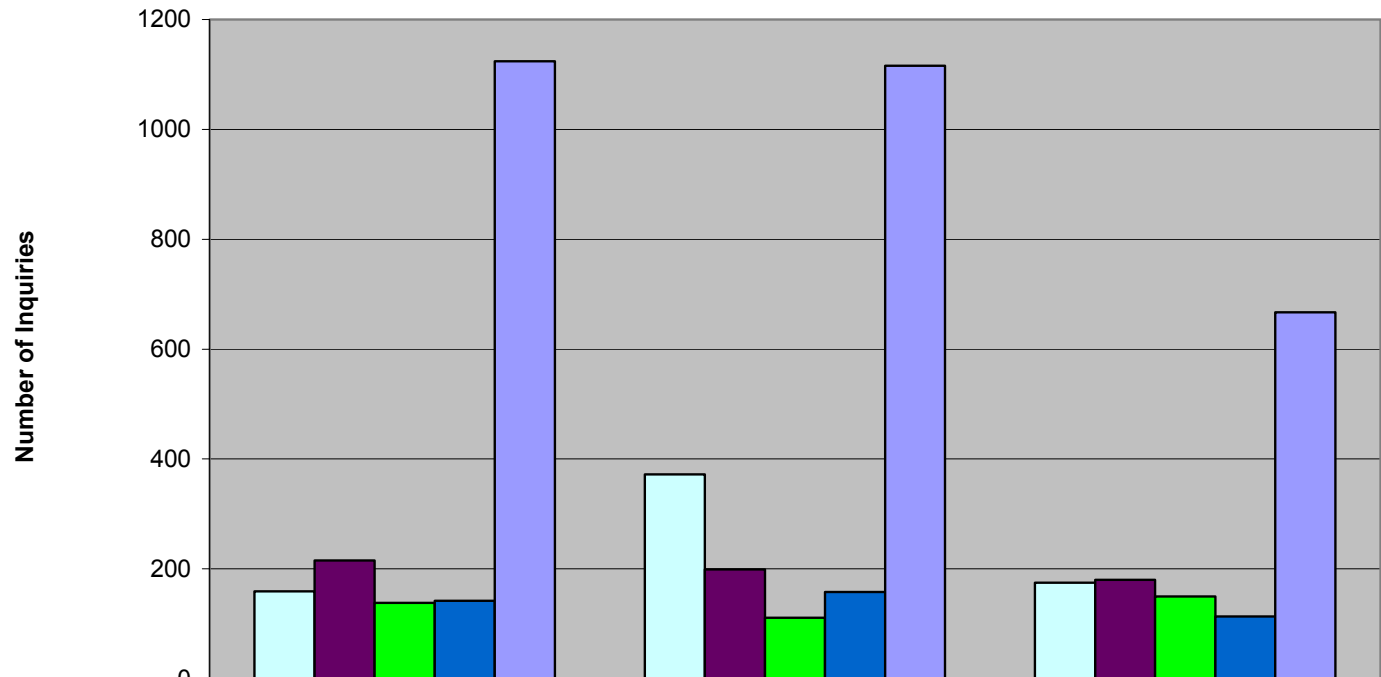
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**Consumer & Governmental Affairs Bureau
Top Cable Service Consumer Inquiries
Second Quarter - Calendar Year 2005**



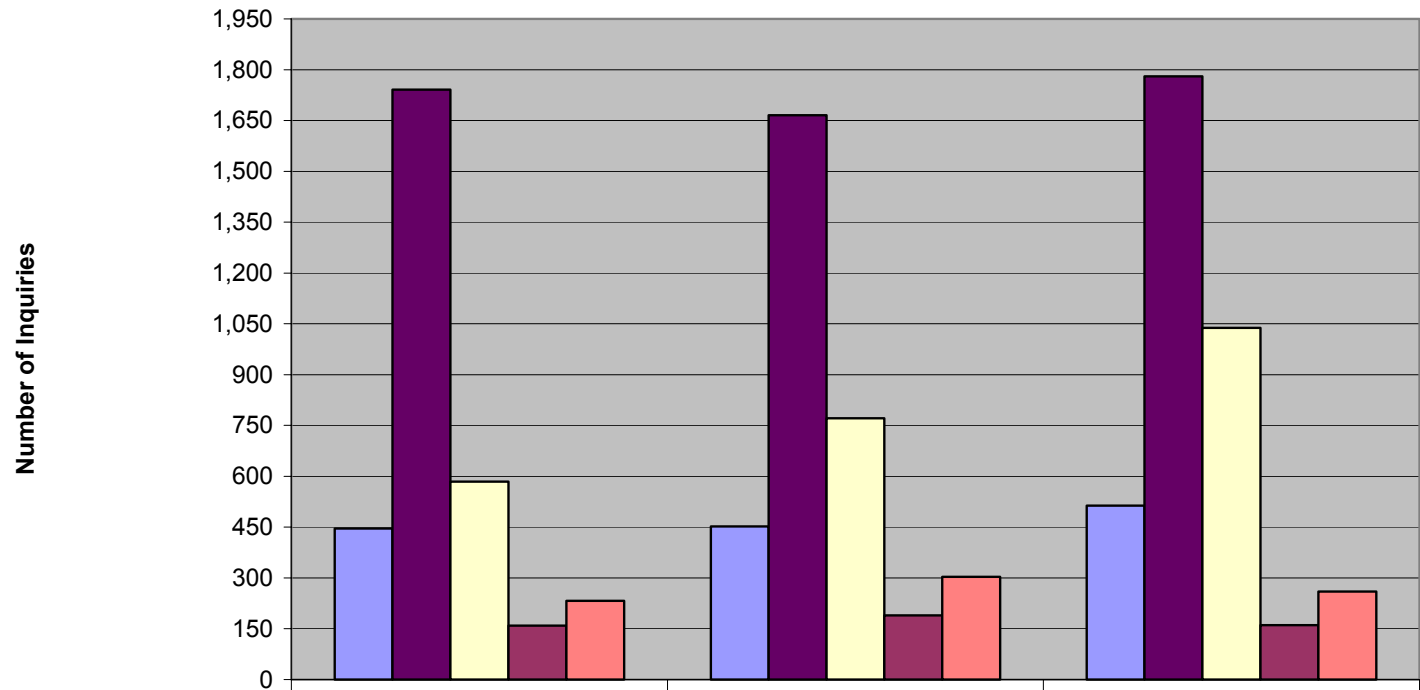
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**Consumer & Governmental Affairs Bureau
Top Radio & Television Broadcasting Inquiries
Second Quarter - Calendar Year 2005**



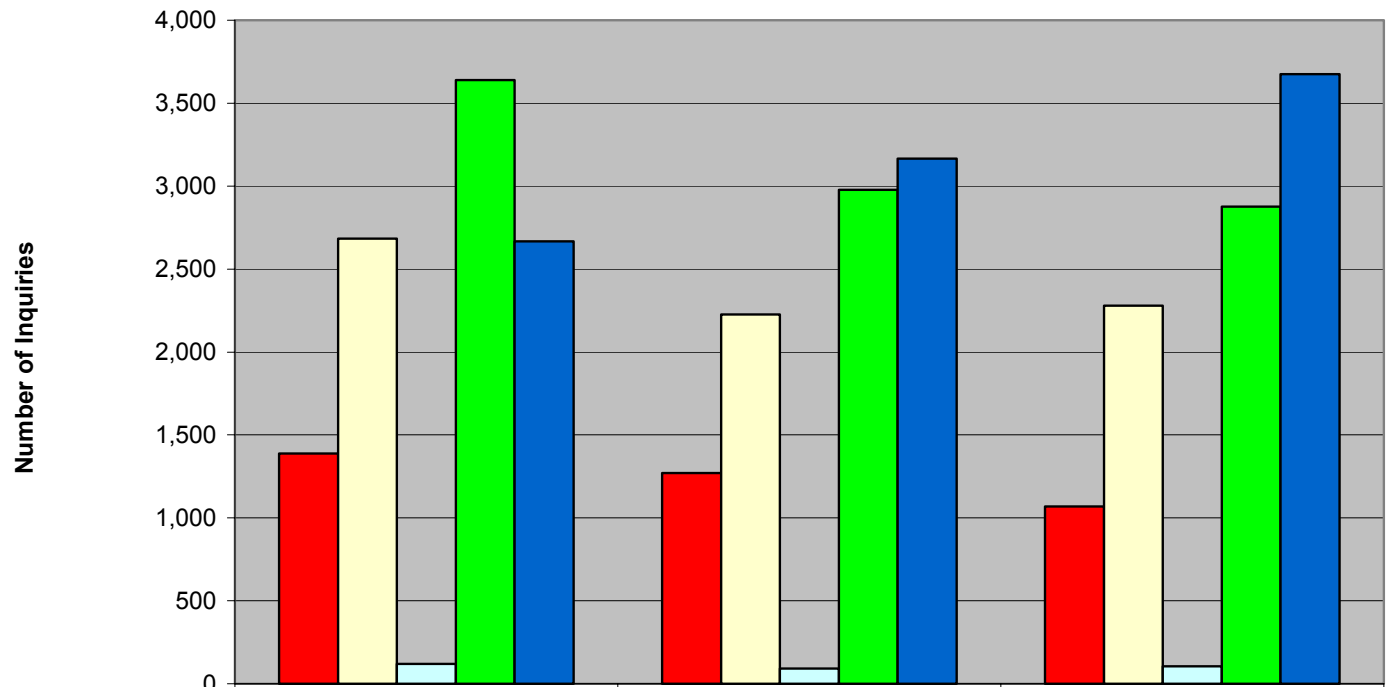
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**Consumer & Governmental Affairs Bureau
Top Wireless Telecommunications Consumer Inquiries
Second Quarter - Calendar Year 2005**



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**Consumer & Governmental Affairs Bureau
Top Wireline Telecommunications Consumer Inquiries
Second Quarter - Calendar Year 2005**



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