

**Summary of Top Consumer Informal Complaint Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau
First Quarter - Calendar Year 2012**

	January	February	March	Quarter Totals
Bundled and VoIP Services				
Number Portability	41	57	41	139
Carrier Marketing and Advertising	48	52	49	149
Broadband Services	77	63	52	192
Billing and Rates	263	251	195	709
Service	274	283	257	814
<i>Totals</i>	703	706	594	2,003

	January	February	March	Quarter Totals
Cable and Satellite Services				
CableCard	49	45	27	121
Disability and Access	35	54	62	151
Billing and Rates	164	135	135	434
Programming	296	160	115	571
Service	224	196	179	599
<i>Totals</i>	768	590	518	1,876

	January	February	March	Quarter Totals
Radio and Television Broadcasting				
Service	40	28	25	93
Interference	86	62	59	207
Programming - General Criticism	244	131	351	726
Programming - Indecency/Obscenity	231	386	406	1,023
Other Programming	892	422	540	1,854
<i>Totals</i>	1,493	1,029	1,381	3,903

	January	February	March	Quarter Totals
Wireless Telecommunications				
Contract - Early Termination of Service	163	171	205	539
Equipment	229	216	198	643
Service	875	917	840	2,632
Billing and Rates	1,087	1,128	1,019	3,234
Telephone Consumer Protection Act	11,739	13,134	13,475	38,348
<i>Totals</i>	14,093	15,566	15,737	45,396

	January	February	March	Quarter Totals
Wireline Telecommunications				
Billing and Rates	514	448	492	1,454
Service Quality	507	495	444	1,446
Telephone Consumer Protection Act-Unsolicited Fax	919	894	1,225	3,038
Telephone Consumer Protection Act -Other	4,284	4,722	4,858	13,864
Telephone Consumer Protection Act - Do Not Call List	5,040	5,514	5,676	16,230
<i>Totals</i>	11,264	12,073	12,695	36,032

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.