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

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QUARTERLY REPORT OF CONSUMER INQUIRIES AND INFORMAL COMPLAINTS FOR SECOND QUARTER OF CALENDAR YEAR 2012 RELEASED

Washington, DC – The Commission has released its Report of the top subject areas of consumer inquiries and informal complaints received and processed by the Consumer & Governmental Affairs Bureau (CGB) during the second quarter of calendar year 2012.

2012 Second Quarter Inquiries. During the second quarter of 2012, the overall number of inquiries for the top four reported inquiry categories decreased by nearly 21% from the number received and processed by CGB during the previous quarter, from 17,813 during the first quarter of 2012, to 14,138, as described below. The number of Cable and Satellite Services inquiries decreased by more than 17%, from 1,840 to 1,511, due to a decrease in inquiries regarding Billing and Rates, Service, Satellite Television Extension & Localism Act, Over-the-Air Reception Devices, and Programming issues. Inquiries regarding Billing and Rates issues constituted more than 38% of the inquiries in this category during the second quarter. The number of Radio and Television Broadcasting inquiries decreased by more than 44%, from 6,157 to 3,444, primarily due to a decrease in inquiries concerning Programming issues. Wireless Telecommunications inquiries decreased by nearly 7%, from 2,265 to 2,109, with a decrease in the number of inquiries regarding Billing and Rates, and Service issues. Wireline Telecommunications inquiries decreased by more than 6%, from 7,551 to 7,074, with Telephone Consumer Protection Act (TCPA) matters constituting more than 66% of the second quarter inquiries in this category.

2012 Second Quarter Informal Complaints. During the second quarter of 2012, the overall number of informal complaints in the top five reported categories decreased by nearly 2% from those received and processed during the first quarter of 2012, from 89,210 to 87,883. Bundled and VoIP Service-related complaints decreased by more than 7% this quarter, from 2,003 to 1,847. Cable & Satellite Services complaints decreased by more than 22%, from 1,876 to 1,449. The number of Radio and Television Broadcasting complaints decreased by more than 44%, from 3,903 to 2,183, due to a decrease in complaints regarding Programming issues. Wireless Telecommunications complaints decreased by more than 6%, from 45,396 to 42,254, with TCPA-related complaints comprising the bulk of the complaints in this category. Wireline Telecommunications complaints increased by more than 11%, from 36,032 to 40,150, with TCPA-Other Issues, Do Not Call List and Unsolicited Faxes constituting the top categories of such complaints. These three subcategories, combined, constituted over 94% of the Wireline complaints in the reported subcategories during the second quarter.

The Commission receives many inquiries and informal complaints that do not involve violations of the Communications Act, or a rule, policy or order of the Commission. The existence of a complaint does not necessarily establish wrongdoing by the named company. The second quarter Report, as well as previous reports on consumer inquiries and informal complaints, can be viewed at: <http://www.fcc.gov/encyclopedia/quarterly-reports-consumer-inquiries-and-complaints>.

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REPORT OF CONSUMER INQUIRIES AND INFORMAL COMPLAINTS
Second Quarter, Calendar Year 2012
Executive Summary

This Report tracks the top subject areas of consumer inquiries and informal complaints received and processed during the second quarter of calendar year 2012 by the Consumer & Governmental Affairs Bureau (CGB).¹ A consumer inquiry is defined as correspondence or communications received by the Commission from or on behalf of an individual seeking information regarding a matter under the FCC's jurisdiction. An informal consumer complaint is defined as correspondence or a communication received by a CGB Consumer Center, either 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.

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ⁱ The data reported reflect the informal complaints and inquiries recorded in CGB's automated tracking systems during the period from April 1 to June 30, 2012. The information generated for this Report is that entered into the tracking systems on or before those specific dates. In addition, the data referenced in this Report account for statistics at the national level as reported by the Commission and, therefore, are not necessarily indicative of corresponding state or local trends.