

**Summary of Top Four Consumer Inquiry Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau
Second Quarter - Calendar Year 2012**

	April	May	June	Quarter Totals
Cable and Satellite Services				
Service	56	37	29	122
Programming	63	30	53	146
Satellite Television Extension and Localism Act	165	56	72	293
Over-the-Air Reception Device	129	123	117	369
Billing and Rates	189	197	195	581
<i>Totals</i>	602	443	466	1,511

	April	May	June	Quarter Totals
Radio and Television Broadcasting				
Disability and Access	41	60	59	160
Interference	125	182	123	430
Station Marketing and Advertising	346	67	105	518
Digital Television	285	261	225	771
Programming	359	559	647	1,565
<i>Totals</i>	1,156	1,129	1,159	3,444

	April	May	June	Quarter Totals
Wireless Telecommunications				
General Mobile Information	68	61	51	180
Tower Related Issues	62	76	87	225
Interference	119	128	95	342
Service	203	221	156	580
License Information (General)	305	272	205	782
<i>Totals</i>	757	758	594	2,109

	April	May	June	Quarter Totals
Wireline Telecommunications				
Slamming	88	89	77	254
Number Portability	133	164	123	420
Billing and Rates	225	250	259	734
Universal Service Issues	323	251	393	967
Telephone Consumer Protection Act	1,648	1,580	1,471	4,699
<i>Totals</i>	2,417	2,334	2,323	7,074

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.