

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

	April	May	June	Quarter Totals
<b>Bundled and VoIP Services</b>				
Number Portability	50	42	38	130
Carrier Marketing and Advertising	58	47	53	158
Broadband Services	84	55	39	178
Billing and Rates	195	226	231	652
Service Related	198	275	256	729
<i>Totals</i>	585	645	617	<b>1,847</b>

	April	May	June	Quarter Totals
<b>Cable and Satellite Services</b>				
CableCard	44	34	25	103
Disability and Access	32	39	49	120
Billing and Rates	105	109	98	312
Programming	146	115	144	405
Service	154	189	166	509
<i>Totals</i>	481	486	482	<b>1,449</b>

	April	May	June	Quarter Totals
<b>Radio and Television Broadcasting</b>				
Service	23	36	28	87
Interference	66	70	65	201
Programming - Indecency/Obscenity	179	119	116	414
Programming - General Criticism	226	213	139	578
Other Programming	279	271	353	903
<i>Totals</i>	773	709	701	<b>2,183</b>

	April	May	June	Quarter Totals
<b>Wireless Telecommunications</b>				
Contract - Early Termination of Service	155	129	153	437
Equipment	209	210	212	631
Service	659	775	892	2,326
Billing and Rates	858	833	803	2,494
Telephone Consumer Protection Act	14,938	12,723	8,705	36,366
<i>Totals</i>	16,819	14,670	10,765	<b>42,254</b>

	April	May	June	Quarter Totals
<b>Wireline Telecommunications</b>				
Service Quality	339	379	380	1,098
Billing and Rates	355	417	364	1,136
Telephone Consumer Protection Act-Unsolicited Fax	1,355	1,240	1,123	3,718
Telephone Consumer Protection Act -Other	4,778	5,538	4,974	15,290
Telephone Consumer Protection Act - Do Not Call List	5,684	6,823	6,401	18,908
<i>Totals</i>	12,511	14,397	13,242	<b>40,150</b>

**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.