

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

	July	August	September	Quarter Totals
Cable and Satellite Services				
Service	54	53	40	147
Programming	84	51	52	187
Satellite Television Extension and Localism Act	133	149	67	349
Over-the-Air Reception Devices	117	159	148	424
Billing and Rates	210	179	165	554
<i>Totals</i>	598	591	472	1,661

	July	August	September	Quarter Totals
Radio and Television Broadcasting				
Disability and Access	48	59	61	168
Station Marketing and Advertising	69	70	85	224
Interference	126	136	121	383
Digital Television	243	275	205	723
Programming	372	442	296	1,110
<i>Totals</i>	858	982	768	2,608

	July	August	September	Quarter Totals
Wireless Telecommunications				
Tower	58	64	41	163
Billing and Rates	61	58	58	177
Interference	90	103	104	297
Service	136	153	87	376
License Information (General)	224	246	237	707
<i>Totals</i>	569	624	527	1,720

	July	August	September	Quarter Totals
Wireline Telecommunications				
Slamming	75	98	67	240
Number Portability	118	155	116	389
Billing and Rates	267	372	180	819
Universal Service Fund Issues	368	538	561	1,467
Telephone Consumer Protection Act	1,375	1,471	1,324	4,170
<i>Totals</i>	2,203	2,634	2,248	7,085

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.