

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

	July	August	September	Quarter Totals
Bundled and VoIP Services				
Number Portability	57	57	36	150
Broadband Services	47	63	40	150
Carrier Marketing and Advertising	43	60	57	160
Billing and Rates	240	259	176	675
Service	278	289	229	796
<i>Totals</i>	665	728	538	1,931

	July	August	September	Quarter Totals
Cable and Satellite Services				
Broadband	43	33	29	105
Disability and Access	108	25	29	162
Billing and Rates	154	99	131	384
Programming	169	143	139	451
Service	219	174	180	573
<i>Totals</i>	693	474	508	1,675

	July	August	September	Quarter Totals
Radio and Television Broadcasting				
Service	38	41	30	109
Interference	59	57	58	174
Programming - Indecency/Obscenity	76	124	246	446
Programming - General Criticism	225	168	163	556
Other Programming	694	190	545	1,429
<i>Totals</i>	1,092	580	1,042	2,714

	July	August	September	Quarter Totals
Wireless Telecommunications				
Broadband	57	241	239	537
Equipment	205	235	184	624
Service	953	936	772	2,661
Billing and Rates	756	847	763	2,366
Telephone Consumer Protection Act	8,725	7,275	7,033	23,033
<i>Totals</i>	10,696	9,534	8,991	29,221

	July	August	September	Quarter Totals
Wireline Telecommunications				
Service Quality	416	390	307	1,113
Billing and Rates	403	451	313	1,167
Telephone Consumer Protection Act-Unsolicited Fax	949	1,110	938	2,997
Telephone Consumer Protection Act -Other	4,394	5,313	5,154	14,861
Telephone Consumer Protection Act - Do Not Call List	6,208	6,986	6,580	19,774
<i>Totals</i>	12,370	14,250	13,292	39,912

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.