

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

	October	November	December	Quarter Totals
Bundled and VoIP Services				
Broadband Services	56	35	36	127
Number Portability	56	34	44	134
Carrier Marketing and Advertising	55	42	41	138
Billing and Rates	226	201	191	618
Service	243	252	235	730
<i>Totals</i>	636	564	547	1,747

	October	November	December	Quarter Totals
Cable and Satellite Services				
Broadband	44	32	27	103
Disability and Access	42	67	30	139
Billing and Rates	147	117	134	398
Service	189	164	191	544
Programming	173	136	1,306	1,615
<i>Totals</i>	595	516	1,688	2,799

	October	November	December	Quarter Totals
Radio and Television Broadcasting				
Service	27	23	8	58
Interference	62	60	57	179
Programming - Indecency/Obscenity	130	109	59	298
Other Programming	647	359	286	1,292
Programming - General Criticism	242	187	3,288	3,717
<i>Totals</i>	1,108	738	3,698	5,544

	October	November	December	Quarter Totals
Wireless Telecommunications				
Equipment	188	167	131	486
Broadband	390	174	100	664
Service	880	831	678	2,389
Billing and Rates	940	850	796	2,586
Telephone Consumer Protection Act	7,657	9,035	7,273	23,965
<i>Totals</i>	10,055	11,057	8,978	30,090

	October	November	December	Quarter Totals
Wireline Telecommunications				
Service Quality	388	375	336	1,099
Billing and Rates	411	375	313	1,099
Telephone Consumer Protection Act-Unsolicited Fax	923	907	742	2,572
Telephone Consumer Protection Act -Other	6,276	4,643	4,060	14,979
Telephone Consumer Protection Act - Do Not Call List	7,221	5,987	5,471	18,679
<i>Totals</i>	15,219	12,287	10,922	38,428

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.