

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

	October	November	December	Quarter Totals
<b>Cable and Satellite Services</b>				
Service	41	48	37	126
Programming	65	41	47	153
Satellite Television Extension and Localism Act	87	52	106	245
Over-the-Air Reception Devices	166	137	90	393
Billing and Rates	186	158	139	483
<i>Totals</i>	545	436	419	<b>1,400</b>

	October	November	December	Quarter Totals
<b>Radio and Television Broadcasting</b>				
Station Marketing and Advertising	71	44	34	149
Disability and Access	46	78	38	162
Interference	132	120	133	385
Digital Television	198	183	169	550
Programming	363	400	262	1,025
<i>Totals</i>	810	825	636	<b>2,271</b>

	October	November	December	Quarter Totals
<b>Wireless Telecommunications</b>				
General Mobile Information	82	76	69	227
Tower	131	68	49	248
Interference	97	90	86	273
Service	125	103	92	320
License Information (General)	322	351	318	991
<i>Totals</i>	757	688	614	<b>2,059</b>

	October	November	December	Quarter Totals
<b>Wireline Telecommunications</b>				
Slamming	83	54	69	206
Number Portability	135	108	103	346
Billing and Rates	238	213	167	618
Universal Service Fund Issues	694	666	542	1,902
Telephone Consumer Protection Act	1,739	1,469	1,180	4,388
<i>Totals</i>	2,889	2,510	2,061	<b>7,460</b>

**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.