FOR IMMEDIATE RELEASE: NEWS MEDIA CONTACT:

Oct. 29, 2013 Mike Snyder, 202-418-0997

 E-mail: Mike.Snyder@fcc.gov

**FCC RELEASES QUARTERLY REPORT OF CONSUMER INQUIRIES AND INFORMAL COMPLAINTS FOR 1ST QUARTER OF 2013**

**Washington, D.C**. – The FCC today released its report of the top subject areas of consumer inquiries and informal complaints received and processed by the Consumer & Governmental Affairs Bureau (CGB) during the first quarter of 2013.

Inquiries and complaints for this quarter are reported under the following category headings:

* Bundled and VoIP Services
* Cable and Satellite Services
* Radio and Television Broadcasting
* Telephone Consumer Protection Act (TCPA)
* Wireless Telecommunications
* Wireline Telecommunications

With this report, complaints and inquiries concerning the Telephone Consumer Protection Act (TCPA) are now being categorized separately from the Wireless and Wireline headings where they had previously been reported as subcategories. Creating the new TCPA category will allow for the reporting of additional subcategories under the Wireless and Wireline categories in the future.

The FCC receives many inquiries and informal complaints that do not involve violations of the Communications Act, or a rule, policy or order of the Commission. The existence of a complaint does not necessarily establish wrongdoing by the named company. The first quarter report, as well as previous reports on consumer inquiries and informal complaints, can be viewed at: <http://www.fcc.gov/encyclopedia/quarterly-reports-consumer-inquiries-and-complaints>.

-FCC-

For more news and information about the FCC, visit [www.fcc.gov](http://www.fcc.gov/)

.