



NEWS

Federal Communications Commission
445 12th Street, S.W.
Washington, D. C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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NEWS MEDIA CONTACT:
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>.

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