

**Summary of Top Five Consumer Inquiry Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau
Second Quarter - Calendar Year 2013**

	April	May	June	Quarter Totals
Cable and Satellite Services				
Service	48	39	36	123
Satellite Television Extension and Localism Act Programming	47	39	40	126
Over-the-Air Reception Devices	48	45	37	130
Billing and Rates	126	135	129	390
	190	171	134	495
<i>Totals</i>	459	429	376	1,264

	April	May	June	Quarter Totals
Radio and Television Broadcasting				
Disability and Access	40	46	29	115
Digital Television	69	54	46	169
Station Marketing and Advertising	75	57	45	177
Interference	124	128	107	359
Programming	372	246	247	865
<i>Totals</i>	680	531	474	1,685

	April	May	June	Quarter Totals
Wireless Telecommunications				
Tower	69	68	46	183
Interference	110	118	77	305
Service	114	110	104	328
Billing and Rates	197	204	180	581
License Information (General)	258	226	108	592
<i>Totals</i>	679	658	469	1,989

	April	May	June	Quarter Totals
Wireline Telecommunications				
Cramming	35	33	27	95
Slamming	71	62	42	175
Number Portability	112	125	101	338
Billing and Rates	171	164	139	474
Universal Service Fund Issues	449	371	366	1,186
<i>Totals</i>	838	755	675	2,268

	April	May	June	Quarter Totals
Telephone Consumer Protection Act				
Telephone Consumer Protection Act (Wireless)	57	62	44	163
Telephone Consumer Protection Act (Wireline)	1,615	1,316	1,202	4,133
<i>Totals</i>	1,672	1,378	1,246	4,296

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.