



# NEWS

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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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FOR IMMEDIATE RELEASE:  
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## **FCC RELEASES QUARTERLY REPORT OF CONSUMER INQUIRIES AND INFORMAL COMPLAINTS FOR 3RD 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 third 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

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 third 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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