

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

	July	August	September	Quarter Totals
Cable and Satellite Services				
Service	45	44	31	120
Programming	44	55	45	144
Satellite Television Extension and Localism Act	48	49	49	146
Billing and Rates	154	158	138	450
Over-the-Air Reception Devices	148	182	168	498
<i>Totals</i>	439	488	431	1,358

	July	August	September	Quarter Totals
Radio and Television Broadcasting				
Station Marketing and Advertising	43	37	37	117
Disability and Access	33	37	53	123
Digital Television	55	50	55	160
Interference	113	103	116	332
Programming	354	242	235	831
<i>Totals</i>	598	469	496	1,563

	July	August	September	Quarter Totals
Wireless Telecommunications				
Tower	57	63	56	176
Interference	99	85	80	264
Service	120	120	95	335
License Information (General)	136	150	134	420
Billing and Rates	200	171	196	567
<i>Totals</i>	555	526	505	1,762

	July	August	September	Quarter Totals
Wireline Telecommunications				
Cramming	25	21	27	73
Slamming	41	69	61	171
Number Portability	127	131	118	376
Billing and Rates	168	244	150	562
Universal Service Fund Issues	366	441	453	1,260
<i>Totals</i>	727	906	809	2,442

	July	August	September	Quarter Totals
Telephone Consumer Protection Act				
Telephone Consumer Protection Act (Wireless)	49	67	48	164
Telephone Consumer Protection Act (Wireline)	1,462	1,473	1,593	4,528
<i>Totals</i>	1,511	1,540	1,641	4,692

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.