FOR IMMEDIATE RELEASE: NEWS MEDIA CONTACT:

MARCH 12, 2014 Mike Snyder, 202-418-0997

 E-mail: Mike.Snyder@fcc.gov

**FCC RELEASES QUARTERLY REPORT OF CONSUMER INQUIRIES AND INFORMAL COMPLAINTS FOR 4TH 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 fourth 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 fourth 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/)

.