

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

	October	November	December	Quarter Totals
Cable and Satellite Services				
Service	18	28	16	62
Satellite Television Extension and Localism Act	37	33	47	117
Programming	68	121	95	284
Over-the-Air Reception Devices	80	144	108	332
Billing and Rates	110	131	143	384
<i>Totals</i>	313	457	409	1,179

	October	November	December	Quarter Totals
Radio and Television Broadcasting				
Emergency Alert System Complaints	19	33	47	99
Disability and Access	33	40	41	114
Digital Television	27	69	74	170
Interference	75	131	124	330
Programming	295	291	263	849
<i>Totals</i>	449	564	549	1,562

	October	November	December	Quarter Totals
Wireless Telecommunications				
Tower	41	53	35	129
Interference	68	95	91	254
Service	78	119	122	319
Billing and Rates	122	195	171	488
License Information (General)	150	249	232	631
<i>Totals</i>	418	658	616	1,821

	October	November	December	Quarter Totals
Wireline Telecommunications				
Cramming	32	35	25	92
Slamming	41	82	53	176
Number Portability	64	122	105	291
Billing and Rates	95	113	117	325
Universal Service Fund Issues	232	367	291	890
<i>Totals</i>	464	719	591	1,774

	October	November	December	Quarter Totals
Telephone Consumer Protection Act				
Telephone Consumer Protection Act (Wireless)	33	58	51	142
Telephone Consumer Protection Act (Wireline)	1,021	1,617	1,382	4,020
<i>Totals</i>	1,054	1,675	1,433	4,162

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.