

REPORT ON INFORMAL CONSUMER INQUIRIES AND COMPLAINTS
3rd Quarter Calendar Year 2008
Executive Summary

This report tracks the top subject areas for consumer inquiries and complaints received during the 3rd quarter of calendar year 2008 and processed by the Consumer & Governmental Affairs Bureau (CGB).ⁱ Inquiries are defined as correspondence or communications received at the Commission from individuals seeking information on matters under the FCC's jurisdiction. An informal consumer complaint is defined as a communication received at CGB's consumer centers either via postal mail, fax, email, internet, or telephone from or on behalf of an individual that: (i) identifies a particular entity under the FCC's jurisdiction; (ii) alleges harm or injury; and (iii) seeks relief.

2008 Third Quarter Inquiries. During this quarter, the total number of inquiries for all four reported categories increased more than 64%, from 62,036 in the 2nd quarter of 2008 to 102,079 in the 3rd quarter of 2008. Notably, the number of Radio and Television Broadcasting inquiries increased more than 93%, from 31,719 in the 2nd quarter to 61,404 in the 3rd quarter. The bulk of the Radio and Television Broadcasting inquiries, i.e., 88%, pertained to Digital Television Issues. Wireline inquiries increased over 16% from 21,502 in the 2nd quarter to 24,981 in the 3rd quarter. Telephone Consumer Protection Act (TCPA) inquiries constituted over 73% of the inquiries in this category. The number of Cable and Satellite Services inquiries increased more than 118%, as compared to the 2nd quarter, from 4,130 to 9,008. Inquiries regarding Digital Television Issues constituted 60% of the inquiries in this category. Wireless inquiries increased more than 42% from 4,685 in the 2nd quarter to 6,686 in the 3rd quarter.

2008 Third Quarter Complaints. During this quarter, complaints in the reported categories increased over 14%, from 86,530 in the 2nd quarter to 98,816 in the 3rd quarter of 2008. Most of the increase occurred in the Radio and Television Broadcasting category where complaints increased from 30,317 in the second quarter to 40,057 this quarter. Programming Indecency/Obscenity complaints comprised over 93% of the 40,057 complaints in this category. Cable & Satellite Services-related complaints increased over 60% from 1,414 in the 2nd quarter of 2008 to 2,263 in the 3rd quarter. Wireless complaints increased 25% from 13,560 in the 2nd quarter of 2008 to 16,950 in the 3rd quarter. TCPA issues comprised over 67% of the complaints in this category. Wireline complaints decreased in the 3rd quarter of 2008 to 39,546 from 41,239 in the 2nd quarter of 2008. Telephone Consumer Protection Act - Other Issues, Telephone Consumer Protection Act - Do Not Call List and Telephone Consumer Protection Act – Unsolicited Fax ranked as the top categories of wireline complaints and when combined, totaled over 84% of the wireline-related complaints in the reported sub-categories.

The Commission receives many inquiries and complaints that do not involve violations of the Communications Act, or a rule or order of the Commission. The existence of a complaint does not necessarily indicate wrongdoing by the company at issue. The quarterly report on informal consumer inquiries and complaints release can be viewed at: <http://www.fcc.gov/cgb/quarter/welcome.html>.

ⁱ The data reported reflects the complaints and inquiries recorded in CGB's automated tracking systems for the period July 1, 2008 to September 30, 2008. The information generated for this specific report is information entered into the tracking systems on or before a specific date. In addition, the data within this report account for statistics at the national level as reported by the Commission and, therefore, are not necessarily indicative of corresponding state or local trends.