

**Summary of Top Consumer Inquiry * Subjects
Processed by the FCC's Consumer & Governmental Affairs Bureau (CGB)
Third Quarter - Calendar Year 2008**

	July	August	September	Quarter Totals
Cable & Satellite Services				
Disability & Access Related Issues	23	16	17	56
Service Related Issues	189	120	68	377
Satellite Home Viewer Improvement Act Issues	80	171	189	440
Programming Issues	161	156	161	478
Over-the-Air Reception Devices Issues	223	204	192	619
Billing & Rates Issues	615	612	406	1,633
Digital Television Issues	921	1407	3077	5,405
<i>Totals</i>	2,212	2,686	4,110	9,008

	July	August	September	Quarter Totals
Radio and Television Broadcasting				
Disability & Access Related Issues	52	55	61	168
Carrier Marketing & Advertising	117	99	108	324
Interference	121	317	86	524
Broadcast Programming Issues	1,073	750	1,236	3,059
Equipment Related Issues	524	796	1,875	3,195
Digital Television Issues	9,914	12,625	31,595	54,134
<i>Totals</i>	11,801	14,642	34,961	61,404

	July	August	September	Quarter Totals
Wireless Telecommunications				
Amateur License Information	71	51	99	221
Tower Related Issues	121	86	94	301
Billing & Rates	286	217	223	726
Interference	283	236	424	943
Service Related Issues	492	444	377	1,313
License Information (General)	1,438	900	844	3,182
<i>Totals</i>	2,691	1,934	2,061	6,686

	July	August	September	Quarter Totals
Wireline Telecommunications				
Number Portability	151	117	134	402
Universal Service Issues	157	141	155	453
Billing & Rates	456	351	408	1,215
Slamming	580	543	470	1,593
Cramming	913	991	973	2,877
Telephone Consumer Protection Act Issues	6,062	6,377	6,002	18,441
<i>Totals</i>	8,319	8,520	8,142	24,981

Notes:

* An inquiry is defined as any correspondence or communication received at CGB's Consumer Centers from individuals seeking information on matters under the FCC's jurisdiction.

(1) See attachment for brief description of subject categories.

(2) The data within this report account for statistics at the national level as reported to the Commission, and therefore are not necessarily indicative of corresponding state and local trends.

** The inquiries figures in this report represent volume for the categories and sub-categories listed in this report only and are not inclusive of all inquiries for all categories handled by the FCC.