

Summary of Top Consumer Complaint Subjects*
Processed by the FCC's Consumer Information Bureau
Third Quarter - Calendar Year 2001

	July	August	September	Quarter Total
Radio & Television Broadcasting				
Children's TV	0	0	0	0
Programming - Religious	3	3	2	8
Other Programming Issues	13	16	44	73
Indecency/Obscenity**	1	6	25	32
Totals	17	25	71	113

	July	August	September	Quarter Total
Cable Services				
Connections to Cable TV System	1	5	5	11
Over the Air Reception Device Issues	1	2	1	4
Programming Issues	7	3	1	11
Rates	4	7	5	16
Satellite Home Viewer Improvement Act	2	2	2	6
Totals	15	19	14	48

	July	August	September	Quarter Total
Wireless Telecommunications				
Billing/Rates	565	580	535	1680
Carrier Marketing & Advertising	140	156	122	418
Contract- Early Termination	117	129	100	346
Cramming	16	12	21	49
Equipment	47	66	40	153
Service Quality	134	179	117	430
Totals	1019	1122	935	3076

	July	August	September	Quarter Total
Wireline Telecommunications				
Billing/Rates	2657	2695	1670	7022
Carrier Marketing & Advertising	387	410	291	1088
Cramming	288	242	277	807
Service Quality	217	249	149	615
Slamming	500	610	387	1497
Telephone Consumer Protection Act	458	585	290	1333
Totals	4507	4791	3064	12362

NOTES: See attachment for brief description of subject categories.

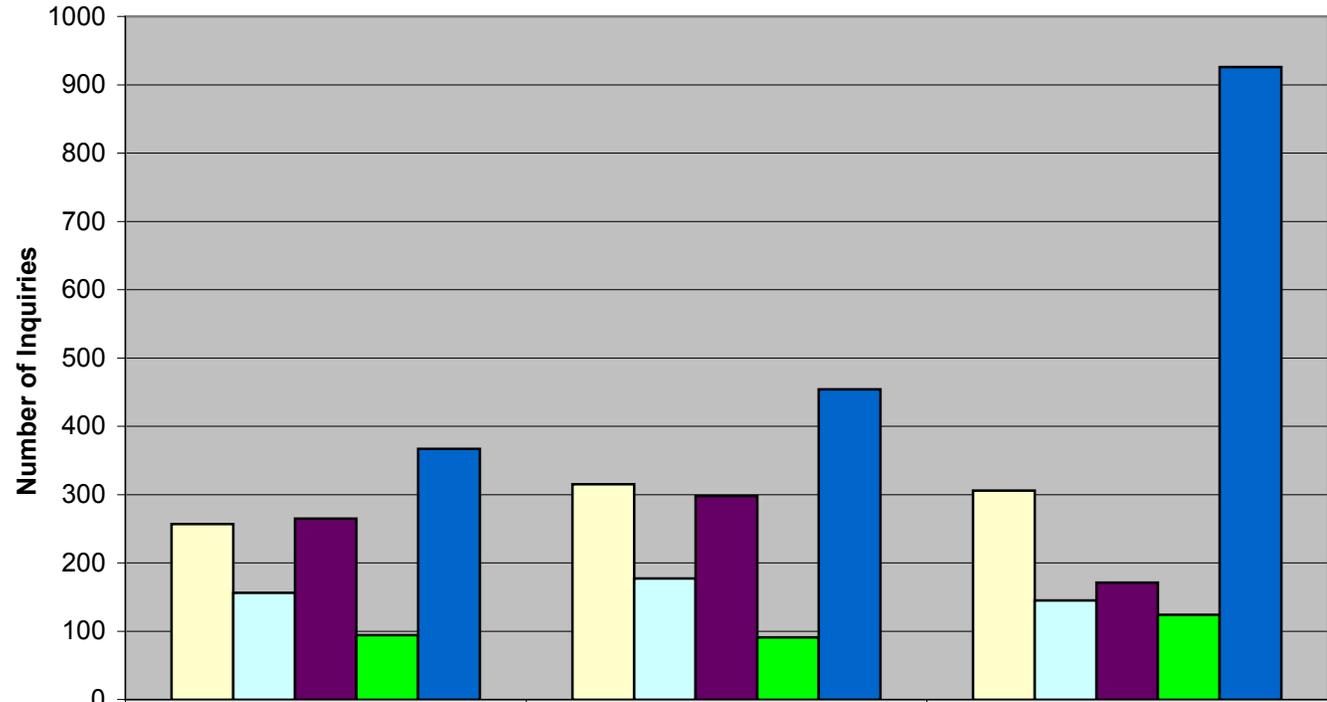
* A complaint is defined as a correspondence received at CIB's consumer centers either via letter, fax, email or telephone from individuals who complain about the actions or omissions of an entity regulated by the FCC.

The FCC receives many complaints that do not involve violations of the Communications Act or a FCC rule or order.

The existence of a complaint does not necessarily indicate wrongdoing by the company involved.

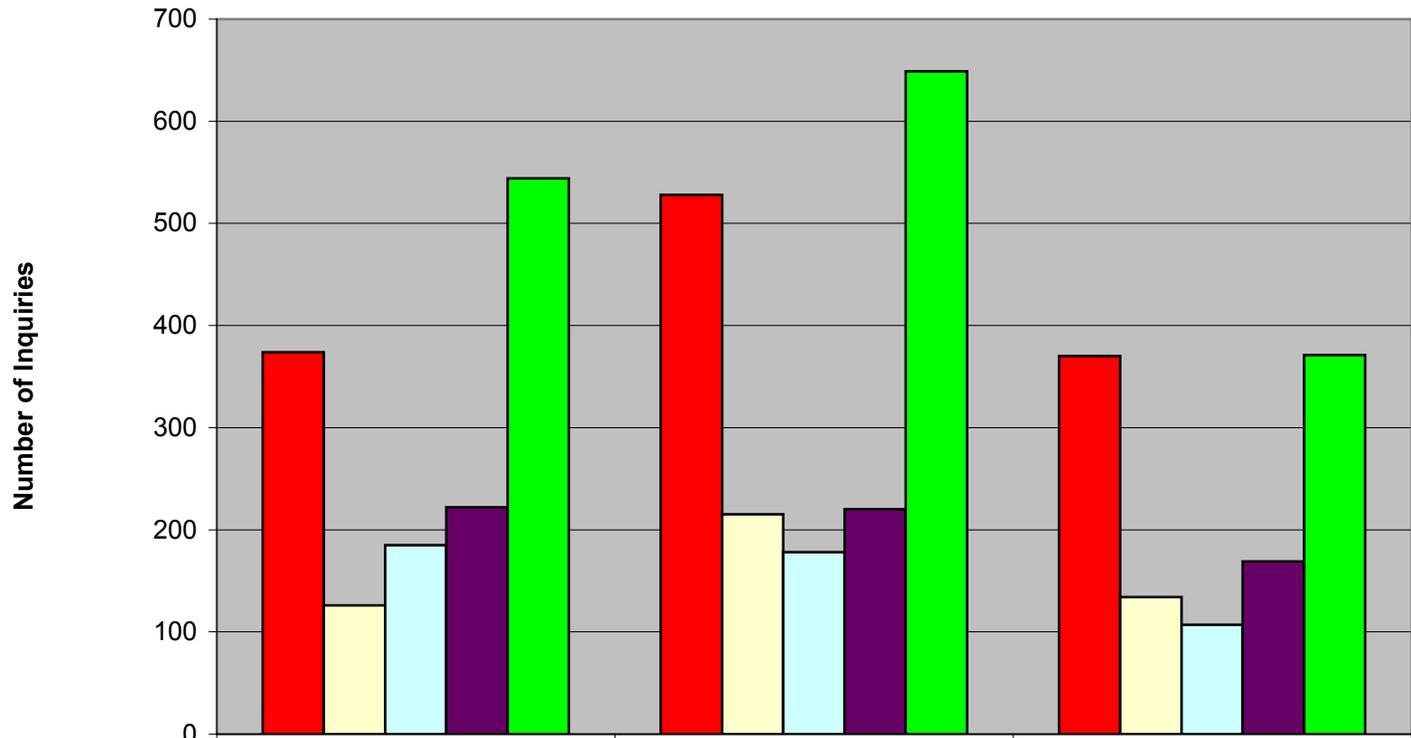
** Includes correspondence from individuals expressing generalized concerns about sexual references and depictions on radio and television broadcast stations. Informal complaints regarding specific indecency/obscenity matters are handled by the Enforcement Bureau.

**Consumer Information Bureau
Top Radio & Television Broadcasting Inquiries
Third Quarter - Calendar Year 2001**



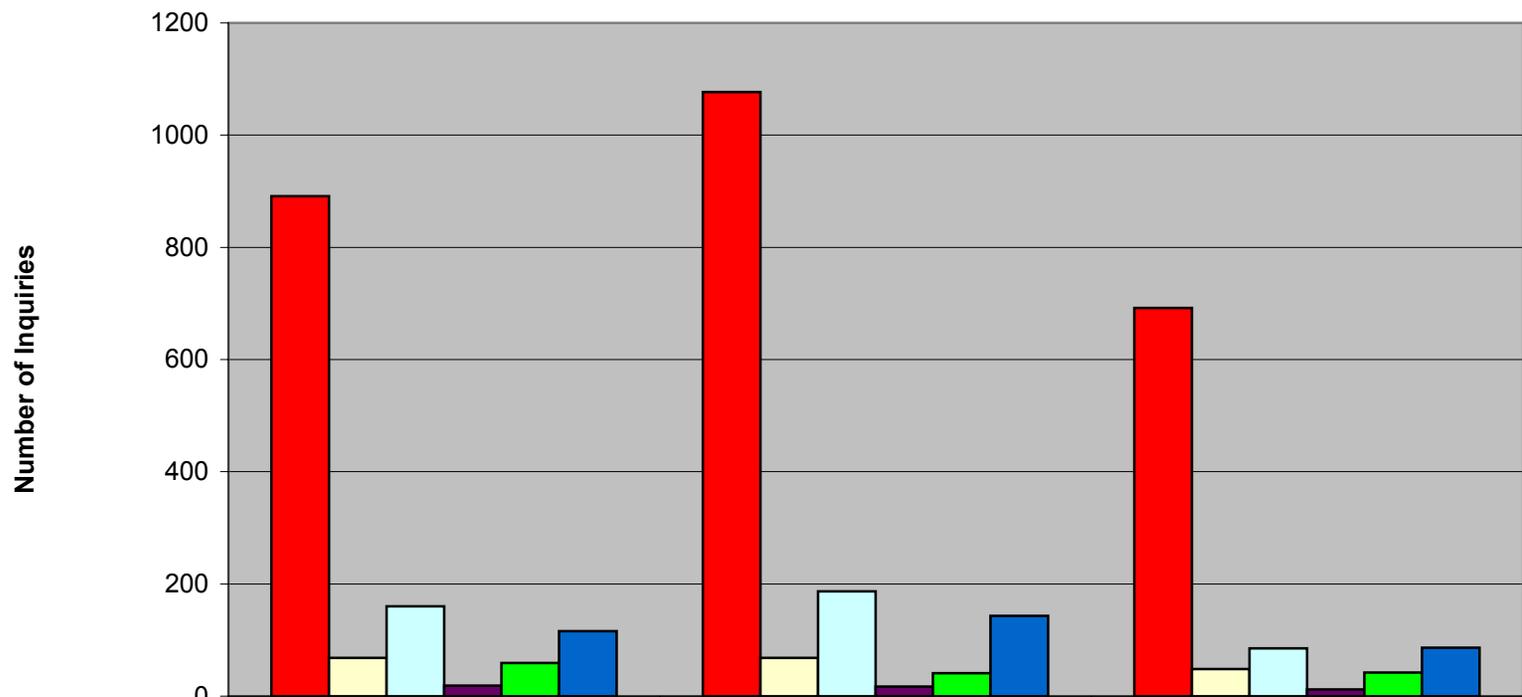
	July	August	September
General Broadcast Information	257	315	306
How to Start Broadcast Station	156	177	145
Low Power Broadcast Information	265	298	171
Madalyn M. O'Hair Religious Broadcast Rumor	94	91	124
General Programming & Content**	367	454	926

**Consumer Information Bureau
Top Cable Service Consumer Inquiries
Third Quarter - Calendar Year 2001**



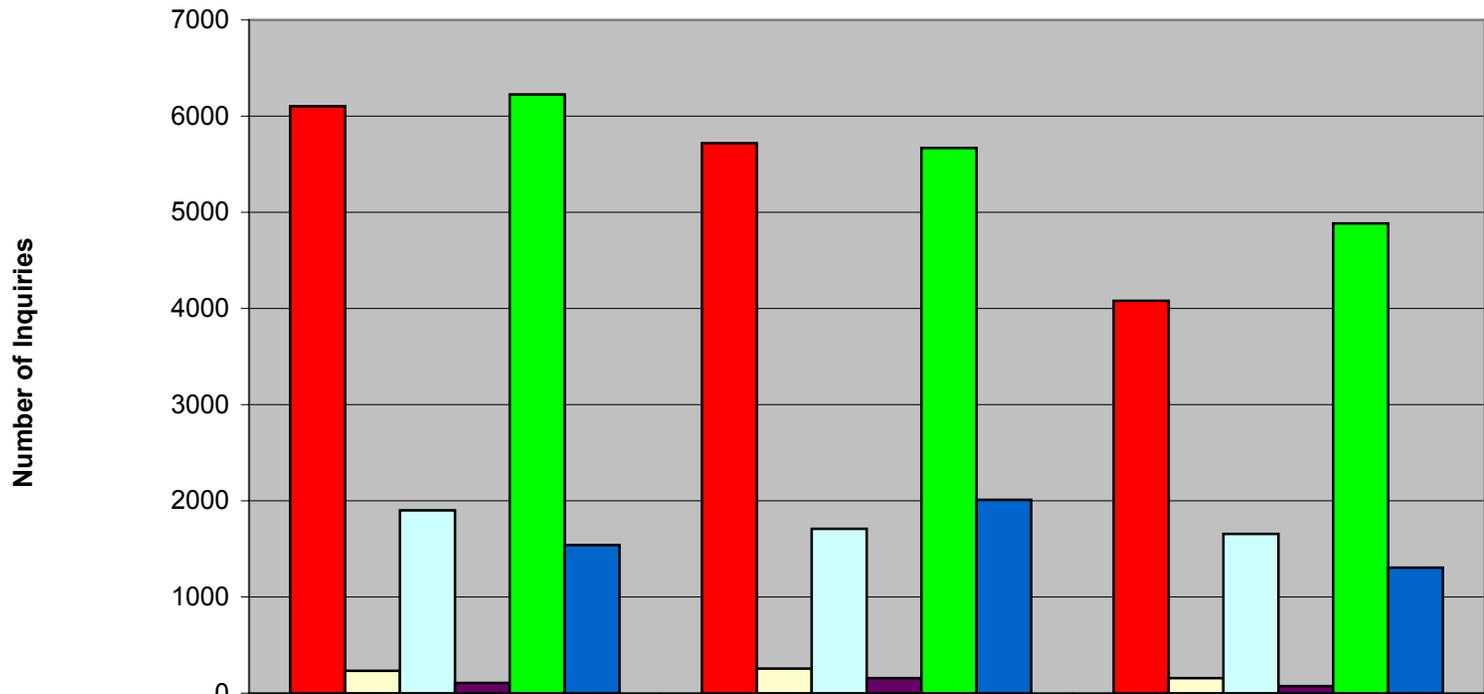
	July	August	September
Over the Air Reception Device Issues	374	528	370
Programming Issues	126	215	134
Rates	185	178	107
Satellite Home Viewer Improvement Act	222	220	169
Service-Related Issues	544	649	371

**Consumer Information Bureau
Top Wireless Telecommunications Consumer Inquiries
Third Quarter - Calendar Year 2001**



	July	August	September
■ Billing/Rates	891	1077	692
■ Carrier Marketing & Advertising	68	68	48
■ Contract- Early Termination	160	187	85
■ Cramming	19	17	12
■ Equipment	59	41	42
■ Service Quality	116	143	86

**Consumer Information Bureau
Top Wireline Telecommunications Consumer Inquiries
Third Quarter - Calendar Year 2001**



	July	August	September
■ Billing/Rates	6103	5720	4080
■ Carrier Marketing & Advertising	232	254	155
■ Cramming	1900	1707	1657
■ Service Quality	107	156	72
■ Slamming	6225	5668	4884
■ Telephone Consumer Protection Act	1539	2010	1304

Summary of Top Consumer Inquiry Subjects*
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	July	August	September	Quarter Total
Radio & Television Broadcasting				
General Broadcast Information	257	315	306	878
How to Start Broadcast Station	156	177	145	478
Low Power Broadcast Information	265	298	171	734
Madalyn M. O'Hair Religious Broadcast Rumor	94	91	124	309
General Programming & Content**	367	454	926	821
Totals	1139	1335	1672	3220
	July	August	September	Quarter Total
Cable Services				
Over the Air Reception Device Issues	374	528	370	898
Programming Issues	126	215	134	349
Rates	185	178	107	285
Satellite Home Viewer Improvement Act	222	220	169	389
Service-Related Issues	544	649	371	1020
Totals	1451	1790	1151	2941
	July	August	September	Quarter Total
Wireless Telecommunications				
Billing/Rates	891	1077	692	2660
Carrier Marketing & Advertising	68	68	48	184
Contract- Early Termination	160	187	85	432
Cramming	19	17	12	48
Equipment	59	41	42	142
Service Quality	116	143	86	345
Totals	1313	1533	965	3811
	July	August	September	Quarter Total
Wireline Telecommunications				
Billing/Rates	6103	5720	4080	15903
Carrier Marketing & Advertising	232	254	155	641
Cramming	1900	1707	1657	5284
Service Quality	107	156	72	335
Slamming	6225	5668	4884	16777
Telephone Consumer Protection Act	1539	2010	1304	4853
Totals	16106	15515	12152	43773

NOTES:

* An inquiry is defined as a correspondence received at CIB's consumer centers either via letter, fax, email or telephone from individuals seeking information on matters under the FCC's jurisdiction.

**Includes some correspondence received in connection with mass mailing campaign by advocacy groups. The September Includes consumer concerns about inappropriate comments made by Howard Stern after terrorist attack.