

2011 LEP Contact Data

Rank ¹	Utility Type ²	Utility Name	Contacts ³ per 100,000 Access Lines (or equivalent) ⁴	Percentage of Complaints ⁵	Percentage of Inquiries ⁵
1	IER	GLOBAL COM LLC	11111.11	0%	100%
2	CLC	FRONTIER COMMUNICATIONS OF AMERICA, INC	1562.50	100%	0%
3	CLC, IEC	AT&T CORP.	1386.14	14%	86%
4	IEC	TELECONNECT LONG DISTANCE SVCS & SYSTEM	807.75	0%	100%
5	IEC	FIRSTLINK COMMUNICATIONS	313.77	0%	100%
6	IER	OPTIC INTERNET PROTOCOL, INC	313.48	0%	100%
7	IECS	INTELLICALL OPERATOR SERVICES, INC.	304.88	0%	100%
8	IER	TELEDIAS COMMUNICATIONS, INC	259.64	0%	100%
9	IER	TELE CIRCUIT	210.97	0%	100%
10	CLC	VERIZON CALIFORNIA, INC.	202.91	5%	95%
11	CLC; IEC	VERIZON SELECT SERVICES, INC.	191.57	0%	100%
12	CER	TELSCAPE COMMUNICATIONS, INC.	181.78	0%	100%
13	IER	TELEUNO, INC.	150.96	0%	100%
14	IEC	LEGACY LONG DISTANCE INTERNATIONAL, INC	149.93	0%	100%
15	IEC	MATRIX BUSINESS TECHNOLOGIES / TRINSIC COMMUNICATIONS	135.27	25%	75%
16	IER	QUASAR COMMUNICATIONS CORPORATION	129.44	0%	100%
17	IER	VIDAFON, INC.	110.99	0%	100%
18	IEC	CLEAR WORLD COMMUNICATIONS CORP.	106.16	8%	92%
19	CLC; IEC; IER	CURATEL	94.56	0%	100%
20	CLC	AT&T COMMUNICATIONS OF CALIFORNIA, INC	81.07	7%	93%
21	IER	COMMUNICATIONS TELEFONICAS LATINAS CORP.	76.13	0%	100%
22	CLC	BLUE CASA TELEPHONE, LLC.	43.68	0%	100%
23	IEC	GLOBAL CROSSING TELECOMMUNICATIONS, INC	43.55	0%	100%
24	CLC	GLOBAL CROSSING LOCAL SERVICES, INC	38.96	0%	100%
25	IEC	U.S. TELECOM LONG DISTANCE, INC.	37.28	0%	100%
26	LEC	FRONTIER COMMUNICATIONS WEST COAST INC.	30.24	33%	67%
27	IECS	CENTERLINK QCC	23.26	0%	100%
28	CLC; IEC	PRIMUS TELECOMMUNICATIONS, INC.	22.71	0%	100%
29	IER	CONSUMER TELCOM, INC.	22.14	0%	100%
30	CLC; IER	ENHANCED COMMUNICATIONS NETWORK INC.	22.08	33%	67%
31	IEC	GLOBAL TEL*LINK CORPORATION (GTL)	20.93	0%	100%
32	CLC	TELSCAPE COMMUNICATIONS, INC.	17.46	11%	89%
33	IEC	AMERICATEL CORPORATION	15.04	0%	100%
34	CLC	ACN COMMUNICATIONS SERVICES, INC	12.96	0%	100%
35	IEC	VERIZON BUSINESS SERVICES	10.04	0%	100%
36	CLC	FIRST COMMUNICATIONS, LLC	8.73	100%	0%
37	CER	REACHOUT WIRELESS	6.53	50%	50%
38	CLC	AT&T CALIFORNIA	6.30	10%	90%
39	LEC	VERIZON CALIFORNIA, INC.	5.00	17%	83%
40	PCC	SPRINT TELEPHONY PCS, LP	4.95	4%	96%
41	LEC	AT&T COMMUNICATIONS OF CALIFORNIA, INC	4.61	16%	84%
42	IEC	PEAK COMMUNICATIONS, INC.	3.08	0%	100%
43	CLC	CHARTER FIBERLINK CA-CCO, LLC	2.47	0%	100%
44	CLC	VERIZON ACCESS TRANSMISSION SERVICES	2.09	0%	100%
45	CED	T-MOBILE	1.97	7%	93%
46	CEC	CRICKET COMMUNICATIONS, INC.	1.62	0%	100%

47	CLC	SPRINT COMMUNICATIONS COMPANY, LP	1.51	33%	67%
48	CER	NEXTEL BOOST OF CALIFORNIA, LLC	0.69	0%	100%
49	CEC	VERIZON WIRELESS, LLC	0.50	10%	90%
50	CEC, CEC	AT&T MOBILITY	0.49	4%	96%
51	PCC	WirelessCo LP	0.40	0%	100%
52	IEC	VERIZON LONG DISTANCE LLC	0.37	20%	80%
53	CEC	METROPCS	0.29	13%	88%
54	CLC; IEC	COX COMMUNICATIONS / COX BUSINESS	0.28	0%	100%
55	CER	TracFone; NET10, Straight Talk TRACFONE / NET10 /STRAIGHT TALK	0.18	0%	100%
56	PCC	NEXTEL OF CALIFORNIA, INC.	0.13	0%	100%
57	IEC	AT&T LONG DISTANCE	0.13	0%	100%
58	CER	SIMPLE MOBILE, LLC	0.12	0%	100%
59	IEC	AT&T CALIFORNIA	0.09	0%	100%

Notes

1. **Rank** is based upon the number of customer contacts made to CAB in a language other than English, adjusted for the size of the carrier (where size is reported in terms of 100,000 access lines or equivalent). This data is displayed as a ranked ratio of contacts per 100,000 access lines or access line equivalents in descending order, with the companies with the largest ratio of contacts to access lines at the top of the table. This allows consumers to compare carriers of different sizes using the same measurement. As stated in the required disclaimers on CAB's LEP Consumer Contact web page, rank should not be viewed as a Commission endorsement of one carrier over another.
2. **Utility Type** indicates the type of telephone company. These types are defined in the Utility Type Definition Table. There is a link to the Table on CAB's LEP web page.
3. **Contacts** are inquiries and complaints that CAB receives from consumers about their utility bills, services, and other related matters.
4. **Access lines (or equivalent)**, as used in this table, are a representation of the relative size of a telephone company. This allows for a useful comparison of LEP contacts across telephone companies of differing sizes. An access line traditionally is defined as the wire circuit (connection) between a consumer and their telephone company. As telephone technology has evolved, so have the methods by which consumers access their telephone companies. "Access lines or equivalent" may include but is not limited to traditional wireline telephone access lines, cell/wireless telephone subscribers and telephone service provided over cable TV lines.
5. **Percentage of Complaints** and **Percentage of Inquiries** represent the percentages of LEP complaints and LEP inquiries, respectively, out of the total number of LEP contacts for each telephone company.