

2012 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 | Ttusa Acquisition, Inc. | 847.46 | 50% | 50% |
| 2 | IER | Teledias Communications, Inc. | 387.15 | 100% | 0% |
| 3 | IER | Teleuno, Inc. | 305.19 | 100% | 0% |
| 4 | IEC | Clear World Communications Corp. | 287.19 | 100% | 0% |
| 5 | IER | Vidafon, Inc. | 212.31 | 100% | 0% |
| 6 | CLC | TC Telephone, LLC | 153.61 | 100% | 0% |
| 7 | IEC | Legacy Inmate Communications | 141.04 | 100% | 0% |
| 8 | IER | Quasar Communications Corp. | 72.99 | 100% | 0% |
| 9 | IER | Veza Telecom, Inc. | 71.43 | 100% | 0% |
| 10 | CLR | Connect To Communications, Inc. | 67.25 | 100% | 0% |
| 11 | IER | Communications Telefonicas Latinas Corp. | 57.54 | 100% | 0% |
| 12 | CLC; IEC | CuraTel | 50.75 | 78% | 22% |
| 13 | CLC | Verizon California Inc. | 45.45 | 50% | 50% |
| 14 | IEC | Global Tel*Link Corporation (GTL) | 43.70 | 83% | 17% |
| 15 | IER | Central Telecom Long Distance, Inc. | 39.02 | 100% | 0% |
| 16 | IEC | FirstLink Communications | 38.97 | 100% | 0% |
| 17 | IEC | Level 3 Communications | 38.34 | 100% | 0% |
| 18 | CLC | AT&T California | 37.50 | 96% | 4% |
| 19 | IEC | Level 3 Communications | 37.08 | 100% | 0% |
| 20 | IER | Consumer Telcom, Inc. | 33.88 | 80% | 20% |
| 21 | CLC | Blue Casa Telephone, LLC | 33.28 | 100% | 0% |
| 22 | CLC; IEC | Qwest Communications Company, LLC | 28.63 | 80% | 20% |
| 23 | CER | Nexus Communications, Inc. | 23.42 | 88% | 12% |
| 24 | IEC | Volcano Long Distance | 21.73 | 100% | 0% |
| 25 | IEC | U.S. Telecom Long Distance, Inc. | 20.40 | 80% | 20% |
| 26 | CLC | Telscape Communications, Inc. | 16.57 | 88% | 13% |
| 27 | CLC | Preferred Long Distance, Inc. | 14.30 | 100% | 0% |
| 28 | LEC | Frontier Communications | 10.77 | 100% | 0% |
| 29 | CLC | Southern California Telephone Company | 7.94 | 100% | 0% |
| 30 | CLC | ACN Communications Services, Inc. | 7.28 | 100% | 0% |
| 31 | CER; IEC | Americatel Corporation | 6.83 | 71% | 29% |
| 32 | CLC | Frontier Communications | 6.25 | 100% | 0% |
| 33 | LEC | Verizon California Inc. | 6.03 | 76% | 24% |
| 34 | IEC | Startec Global Communications; Teligent | 5.85 | 83% | 17% |
| 35 | LEC | AT&T California | 5.71 | 80% | 20% |
| 36 | PCC | Sprint Telephony PCS, LP | 4.99 | 86% | 14% |
| 37 | IEC; CLC | Sprint Communications Company, LP | 3.01 | 100% | 0% |
| 38 | CER; IEC | Verizon Business Services | 2.50 | 100% | 0% |
| 39 | CLC; IEC | AT&T Corp. | 2.46 | 58% | 42% |
| 40 | CEC | T-Mobile West LLC | 2.27 | 77% | 23% |
| 41 | CER | Simple Mobile, LLC | 1.85 | 100% | 0% |
| 42 | CLC; IEC | Cox, Cox Communications, Cox Business | 1.84 | 85% | 15% |
| 43 | PCC | Nextel of California, Inc. | 1.22 | 100% | 0% |
| 44 | CEC | Cricket Communications, Inc. | 0.66 | 100% | 0% |
| 45 | CLC | Paetec Communications, Inc. | 0.53 | 100% | 0% |
| 46 | CLC | Charter | 0.45 | 100% | 0% |
| 47 | CEC | Verizon Wireless | 0.43 | 79% | 21% |
| 48 | CEC | AT&T Mobility | 0.25 | 83% | 17% |
| 49 | CER | Nextel Boost of California, LLC | 0.20 | 100% | 0% |

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|----|-----|--|------|------|-----|
| | IEC | Matrix Business Technologies/Trinsic Communications/Touch 1 Communications/Excel Telecommunications/VarTec Telecom/Clear Choice Communications | 0.19 | 100% | 0% |
| 50 | | | | | |
| 51 | CER | Virgin Mobile USA, LP | 0.15 | 100% | 0% |
| 52 | CEC | Metropcs California, LLC | 0.08 | 50% | 50% |
| 53 | PCC | Wirelessco, LP | 0.07 | 100% | 0% |
| 54 | IEC | AT&T Long Distance | 0.06 | 50% | 50% |

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.