

2013 LEP Contact Data

Table 1 displays the ranked ratio of informal contacts per 100,000 access lines or access line equivalents for carriers that fully complied with CAB's request for data. The data is listed in descending order, with the carriers with the largest ratio of LEP contacts to access lines at the top of the table. This allows consumers to compare carriers of different sizes using the same measurement. However, rank should not be viewed as a Commission endorsement of one carrier over another.

Table 2 lists the actual number of LEP informal contacts for carriers who failed to comply with CAB's request for data or who refused to provide information essential to normalizing the data. The data is listed in descending order, with the largest number of actual LEP contacts at the top. Please note that data in Tables 1 and 2 use different scales of measurement because the non-compliant companies did not disclose requested information to the Commission.

Table 1: 2013 LEP Contact Data for Telecommunications Carriers Adjusted for Access Lines

Rank	Utility Type	Utility Name	Contacts per 100,000 Access Lines (or equivalent)	% Complaints	% Inquiries
1	CER	Verizon California, Inc.	7692.31	100.00%	0.00%
2	IER	Veza Telecom, Inc.	755.29	100.00%	0.00%
3	CLC, IEC	Verizon Select Services, Inc.	688.07	66.67%	33.33%
4	CLR, CER	Horizon Cellular	340.72	100.00%	0.00%
5	IEC	Clear World Communications Corp.	139.51	100.00%	0.00%
6	CLC, IER, CLR	New Horizons Communications Corporation	135.14	100.00%	0.00%
7	IER	Teleuno, Inc.	127.10	100.00%	0.00%
8	IER	Worldwide Marketing Solutions, Inc.	120.92	100.00%	0.00%
9	IER	Teledias Communications, Inc.	111.38	100.00%	0.00%
10	IEC	Verizon Enterprise Solutions, LLC	97.56	100.00%	0.00%
11	IEC	FirstLink Communications	57.99	100.00%	0.00%
12	LEC	Citizens Telecommunications	45.83	100.00%	0.00%
13	CLC, IEC	Telscape Communications, Inc.	43.80	23.53%	76.47%
14	IEC, CLR	Impact Telecom	41.12	100.00%	0.00%
15	CER	CTL Wireless	40.57	0.00%	100.00%
16	IEC	Global Crossing Telecommunications, Inc.	40.05	100.00%	0.00%
17	IEC	Global Crossing Local Services, Inc.	39.17	0.00%	100.00%
18	CLC, CLR, IEC	Preferred Long Distance, Inc.	35.26	50.00%	50.00%
19	IER	Consumer Telcom, Inc.	32.29	66.67%	33.33%
20	CLR, IER	Connect To Communications, Inc.	32.26	100.00%	0.00%
21	CLC, IEC	Curatel, LLC	30.90	100.00%	0.00%
22	IEC	Global Tel*Link Corporation	25.86	100.00%	0.00%
23	IEC, CLR	CenturyLink Communications, LLC	19.84	100.00%	0.00%
24	CLR	Time Warner Cable Information Services	19.11	100.00%	0.00%
25	IER, CLR	Asian American Association	18.23	100.00%	0.00%
26	IER	Quasar Communications Corporation	15.93	100.00%	0.00%
27	IER	Central Telecom Long Distance, Inc.	15.13	100.00%	0.00%
28	IEC	Americatel / Startec Global	12.58	100.00%	0.00%
29	CER	Telscape Communications, Inc.	11.96	100.00%	0.00%
30	CLC, IEC	Acn Communications Services, Inc.	8.19	100.00%	0.00%
31	LEC, CLC	Verizon California, Inc.	5.75	82.54%	17.46%
32	PCC	Sprint Telephony PCS, LP	4.10	90.00%	10.00%
33	CER	Nexus Communications, Inc.	3.88	66.67%	0.00%
34	CLC, IEC	Sprint Communications Company, LP	2.98	80.00%	20.00%
35	CLC, IEC	Cox Communications	2.11	80.00%	20.00%
36	CLC	XO Communications Services	1.10	100.00%	0.00%
37	CEC	T-Mobile, Go-Smart Mobile, Walmart Family Mobile, Brightspot, Univision Mobile	1.04	100.00%	0.00%

Rank	Utility Type	Utility Name	Contacts per 100,000 Access Lines (or equivalent)	% Complaints	% Inquiries
38	IEC	Verizon Long Distance, LLC	0.97	100.00%	0.00%
39	CER	Nextel Boost of California, LLC	0.82	37.50%	37.50%
40	CLC	MCI Metro Access Transmission Services	0.66	100.00%	0.00%
41	CLC	U.S. Telepacific Corp.	0.42	100.00%	0.00%
42	CEC	Verizon Wireless, LLC	0.48	77.78%	22.22%
43	DVS	Charter Advances Services	0.39	100.00%	0.00%
44	CER	Virgin Mobile USA, LP	0.38	33.33%	66.67%
45	DVS	Vonage America Inc.	0.25	100.00%	0.00%
46	CER	TracFone Wireless, Straight Talk Wireless, Simple Mobile, NET10, Telcel America, Page Plus Wireless	0.11	100.00%	0.00%
47	CEC	Metropcs California, LLC	0.11	100.00%	0.00%
48	CEC	Cricket Communications, Inc.	0.02	0.00%	100.00%
49	CEC	Metropcs California, LLC	0.11	0.00%	100.00%

Table 2: 2013 LEP Contact Data for Telecommunications Carriers Not Adjusted for Access Lines

Rank	Utility Type	Utility Name	Number of Contacts	% Complaints	% Inquiries
1	LEC	AT&T California	363	74.38%	25.62%
2	CLC	AT&T Corp.	43	41.86%	58.14%
3	CEC	AT&T Mobility	31	54.84%	48.39%
4	CLC	AT&T California	10	60.00%	40.00%
5	IEC	AT&T Long Distance	5	80.00%	20.00%
6	IER	Ttusa Acquisition, Inc.	5	100.00%	0.00%
7	IEC	U.S. Telecom Long Distance, Inc.	5	100.00%	0.00%
8	IEC	AT&T Corp.	4	75.00%	25.00%
9	CLC	Comcast Phone of California, LLC	1	100.00%	0.00%
10	IEC	Legacy Long Distance International, Inc.	1	100.00%	0.00%
11	CLC	Nexus Communications, Inc.	1	0.00%	100.00%
12	CER	Solavei, LLC	1	0.00%	100.00%
13	CEC	Cricket Communications, Inc.	1	0.00%	100.00%

Notes

- 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).
- 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.
- Contacts** are inquiries and complaints that CAB receives from consumers about their utility bills, services, and other related matters.
- Access lines (or equivalent)**, as used in this table, are a representation of the relative size of a telecommunication carrier. This allows for a useful comparison of LEP contacts across telecommunications carriers 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 telecommunications carriers. "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 other platforms such as voice over internet.
- 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.