

Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory April 2015

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6692	Airespring, Inc.	Service	Outage	1
		Total ICs		1
IEC5229	Affinity Network Incorporated	Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Total ICs		1
IEC5244	Affinty 4; LifeLine Communications	Billing	Bill Adjustment	1
		Total ICs		1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	14
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	8
		Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	12
		Billing	Other Charges	2
		Billing	Slamming	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	17
		Lifeline	LLB Approved for Discount	12
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	8
		Service	Refusal To Serve	1
Total ICs			113	
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	3
		Billing	Cramming	1
		Policy and Practice	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	2
Total ICs			7	

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Bill Not Received	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	8
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	3
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
			Total ICs	26
CLC7118	Birch Communications	Billing	Bill Adjustment	1
		Billing	Slamming	1
		Billing	Abusive Marketing	2
		Service	Call Quality	1
CLC6764, CLC7222	Blue Casa Telephone, LLC	Service	Outage	1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	10
CLC6446	Cbeyond	Billing	Bundled Service	1
CLC6878, CLR6878, IEC6878	Charter	Billing	Cramming	1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Cramming	1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	2
		Billing	Other Charges	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
IER6984	Consumer Telcom, Inc.	Billing	Slamming	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	2
		Service	Refusal To Serve	1
CER4308	CREDO	Billing	Bill Adjustment	2
CER4460	Cricket Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1

Utility Code	Utility Name	Category	Subcategory	Count
DVS1103	Datavo, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	4
IEC6676	FirstLink Communications	Billing	Slamming	1
			Total ICs	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Cramming	1
		Billing	Other Charges	1
		Service	Call Quality	1
			Total ICs	3
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
IEC5427	IDT America Corp.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC5941	Level 3 Communications, LLC	Billing	High Bill	1
			Total ICs	1
IEC5864	Locus Telecommunications, Inc.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CLC6005, IEC6005	Peak Communications	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
CER4387	ReachOut Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	3
DVS1144	Ringcentral, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
DVS1212	SimpleSignal, Inc.	Billing	Disputed Customer of Record	1
			Total ICs	1
CLC5112, IEC5112, PCC3064	Sprint; Spring PCS	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	12
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
			Total ICs	24
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Billing	High Bill	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
			Total ICs	3
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
			Total ICs	4

Utility Code	Utility Name	Category	Subcategory	Count
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Cramming	1
		Policy and Practices	Abusive Marketing	1
		Total ICs		2
CER4380	Telscape Communications; Surelink Mobile	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
		Total ICs		5
CLC6589; IEC6589	Telscape Wireless	Billing	Bill Adjustment	1
		Total ICs		1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Service	Delayed Orders/Missed Appointments	1
		Total ICs		1
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Policy and Practices	Abusive Marketing	1
		Total ICs		3
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Service	Dead Zones/Dropped Calls	1
		Total ICs		1
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	12
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	2
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	7
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	3
Service	Refusal To Serve	1		
Total ICs		50		
IEC5732	Verizon Long Distance, LLC	Billing	High Bill	1
		Total ICs		1
CLC5494, IEC5494	Verizon Select Services, Inc.	Service	Call Quality	1
		Total ICs		1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	8
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	6
		Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	34
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	4
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	1
		Billing	Slamming	1
			Total ICs	2
Total ICs Sent ¹				346

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.