

Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory May 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
IEC5244	Affinty 4; LifeLine Communications	Billing	Bill Adjustment	1
			Total ICs	1
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	30
		Billing	Bundled Services	5
		Billing	Cramming	7
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	16
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	23
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	8
		Policy and Practices	Abusive Marketing	11
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	3
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	1
Service	Outage	10		
Service	Refusal To Serve	2		
			Total ICs	145
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	3
			Total ICs	9

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	6
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	10
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	4
		Service	Disconnected In Error	1
		Service	Refusal To Serve	1
			Total ICs	29
CLC7118	Birch Communications	Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	7
		Service	Call Quality	1
		Service	Outage	1
			Total ICs	11
CER4412	Budget Mobile	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
		Policy and Practices	Abusive Marketing	1
			Total ICs	5
CLC5807, CLR5807, IEC5807	Call America	Service	Outage	1
CLC6878, CLR6878, IEC6878	Charter	Billing	Payment Error	1
		Service	Call Quality	1
CLC5698, IEC5698	Comcast Digital Phone	Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
			Total ICs	5
IER7261	Consolidated Communications Enterprise Services, Inc.	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	2
CER4328	Consumer Cellular, Inc.	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
			Total ICs	2
IER6984	Consumer Telcom, Inc.	Billing	Bill Adjustment	1
CLR5425	Covista, Inc.	Billing	Cramming	2
		Policy and Practices	Abusive Marketing	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	5
CLC6610, IEC6610	CuraTel	Billing	High Bill	1
CER4436	enTouch	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Bill Adjustment	1
		Service	Refusal To Serve	1
		Total ICs		2
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Application Request	1
		Total ICs		1
CLC6842	Granite Telecommunications, LLC	Service	Number Portability - Wireless or Landline	1
		Total ICs		1
IEC5377	Integra Telecom	Policy and Practices	Abusive Marketing	1
		Total ICs		1
IEC5786	Legacy Inmate Communications	Billing	Cramming/3rd Party Billing	1
		Service	Operator Services	1
		Total ICs		2
CEC3079	MetroPCS	Billing	Bill Adjustment	1
		Total ICs		1
CLC6005, IEC6005	Peak Communications	Policy and Practices	Abusive Marketing	3
		Total ICs		3
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
		Total ICs		1
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	3
		Total ICs		3
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Deposits	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	5
		Lifeline	LLB Federal Program/Equipment	9
		Policy and Practices	Abusive Marketing	5
		Service	Dead Zones/Dropped Calls	1
		Total ICs		31
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	4
		Total ICs		4
LEC1010	TDS Telecom	Lifeline	LLB Approved for Discount	1
		Total ICs		1
IEC7244	Telecircuit Network Corporation	Billing	Cramming/3rd Party Billing	1
		Total ICs		1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Total ICs		2

Utility Code	Utility Name	Category	Subcategory	Count
CER4380	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	8
CLC6589	Telscape Wireless	Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	2
			Total ICs	5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	Deposits	1
		Billing	High Bill	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
		Service	Disconnected In Error	1
			Total ICs	11
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Policy and Practices	Abusive Marketing	1
		Service	Outage	1
			Total ICs	2
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Other Charges	1
			Total ICs	1
CER4386, IEC5152, IEC5378	Verizon Business Services	Billing	Cramming/3rd Party Billing	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	14
		Billing	Bill Not Received	2
		Billing	Bundled Services	4
		Billing	Cramming	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	8
		Billing	Other Charges	1
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	1
		Service	Outage	5
	Total ICs	59		
IEC5732	Verizon Long Distance, LLC	Billing	Bill Adjustment	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	19
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Robo Calls/ADAD	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
				Total ICs
CER4327	Virgin Mobile; Assurance Wireless	Billing	Bill Adjustment	1
			Total ICs	1
DVS1135	Vonage America, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC5553, IEC5553	XO Communications Services	Billing	Other Charges	1
			Total ICs	1
Total ICs Sent ¹				410

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.