

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### June 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
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	22
		Billing	Bill Not Received	1
		Billing	Bundled Services	7
		Billing	Cramming	5
		Billing	Cramming/3rd Party Billing	2
		Billing	Disputed Customer of Record	4
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	13
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	3
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	1
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	14
		Lifeline	LLB Discount Switched to Other Carrier	12
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	2
		Policy and Practices	Safety	1
		Service	Call Quality	7
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	2
Service	Outage	10		
Service	Refusal To Serve	2		
			<b>Total ICs</b>	<b>159</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Disputed Customer of Record	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
			<b>Total ICs</b>	<b>8</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	9
		Billing	Cramming	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	5
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>29</b>
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
		Billing	Slamming	7
		Policy and Practices	Abusive Marketing	3
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>12</b>
CER4412	Budget Mobile	Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Lifeline	LLB Federal Program/Equipment	11
			<b>Total ICs</b>	<b>18</b>
CLC5335	CenturyLink	Billing	Bill Adjustment	1
				<b>Total ICs</b>
CLC6878, CLR6878, IEC6878	Charter	Billing	Bundled Services	1
				<b>Total ICs</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>7</b>
IER6917	Communications Network Billing, Inc.	Billing	Disputed Customer of Record	1
				<b>Total ICs</b>
CLR5425	Covista, Inc.	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
			<b>Total ICs</b>	<b>4</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	High Bill	2
		Lifeline	LLB Address Error	1
		Service	Outage	1
			<b>Total ICs</b>	<b>6</b>
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
		Lifeline	LLB Approved for Discount	1
				<b>Total ICs</b>

Utility Code	Utility Name	Category	Subcategory	Count
IEC6226	Earthlink Business, LLC	Billing	Bundled Services	1
			<b>Total ICs</b>	<b>1</b>
CER4436	enTouch	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>4</b>
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
IEC5005	Global Crossing Telecommunications, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC6842	Granite Telecommunications, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4410, CLC6875	Horizon Cellular; TC Telephone, LLC	Billing	High Bill	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
DVS1228	Hughes; HughesNet	Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>1</b>
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CLC5941	Level 3 Communications, LLC	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
IER6532	Long Distance Consolidated Billing Co.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC6568, IER6568	MetTel	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CEC3079	MetroPCS	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLC6005, IEC6005	Peak Communications	Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>3</b>
CLC5502, CLR5002, IEC5002	Preferred Long Distance, Inc.	Billing	Slamming	4
		Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>6</b>
CER4387	ReachOut Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>3</b>
LEC1016	Sierra Telephone Company, Inc.	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CLR7002	Sonic Telecom, LLC	Service	Call Quality	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Cramming	2
		Billing	Cramming/3rd Party Billing	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	20
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		<b>Total ICs</b>	<b>41</b>	
CLC6996, IEC6996	Suddenlink Communications	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>1</b>
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
				<b>Total ICs</b>
CER4380	Telscape Communications, Inc.;; Surelink Mobile	Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	3
		Lifeline	LLB Federal Program/Equipment	5
				<b>Total ICs</b>
CLC6589, IEC6589	Telscape Wireless	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Service	Call Quality	1
		Service	Refusal To Serve	1
				<b>Total ICs</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
				<b>Total ICs</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Service	Number Portability - Wireless or Landline	1
		<b>Total ICs</b>		
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Bill Adjustment	1
		<b>Total ICs</b>		
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	8
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	4
		Billing	Other Charges	4
		Billing	Premise Visit Charges	1
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	5
		Service	Refusal To Serve	2
		<b>Total ICs</b>		
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Safety	1
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		<b>Total ICs</b>		
IER7117	Veza Telecom, Inc.	Billing	Cramming	1
		<b>Total ICs</b>		
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Federal Program/Equipment	1
		<b>Total ICs</b>		
CLR7214	Windstream Nuvox, Inc.	Service	Delayed Orders/Missed Appointments	1
		<b>Total ICs</b>		
CLC5553, IEC5553	XO Communications Services	Billing	Cramming	1
		<b>Total ICs</b>		
<b>Total ICs Sent <sup>1</sup></b>				<b>443</b>

<sup>1</sup> 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.