

2015 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. Carriers are listed in descending order with the largest ratio of LEP contacts to access lines first. 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 LEP 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: 2015 LEP Contact Data for Telecommunications Carriers Adjusted for Access Lines

Rank	Utility Type	Utility Name	Contacts per 100,000 Access Lines (or equivalent)	Percent Complaints	Percent Inquiries
1	CLC	IDT America Corp.	680.27	100.00%	0.00%
2	CER, CLC	TruConnect	132.47	76.00%	24.00%
3	IER	Teleuno, Inc.	55.29	100.00%	0.00%
4	IEC	FirstLink Communications, Inc.	46.90	100.00%	0.00%
5	IER	Teledias Communications, Inc.	26.74	100.00%	0.00%
6	CER	enTouch Wireless	24.85	54.55%	45.45%
7	CLC	Blue Casa, LLC	21.60	100.00%	0.00%
8	IER	Consumer Telecom	19.15	100.00%	0.00%
9	DVS	Star2Star Communications, LLC	16.53	100.00%	0.00%
10	LEC	Frontier Communications of the Southwest, Inc.	16.14	0.00%	100.00%
11	CLC	DMR Communications, Inc.	15.35	100.00%	0.00%
12	IEC	Telplex Communications; Ringplanet Communications	15.11	100.00%	0.00%
13	IER	Quasar Communications Corp.	14.08	100.00%	0.00%
14	CER	Budget Mobile	3.93	60.00%	40.00%
15	CER	Tag Mobile, LLC	2.79	50.00%	50.00%
16	CLC, CER	Verizon Access Transmission Services	2.69	100.00%	0.00%
17	CLC	Sprint Communications Company, LP	2.53	60.00%	40.00%
18	CLC, LEC	Verizon California, Inc.	2.49	92.86%	7.14%
19	CLC	Birch Telecom of the West, Inc.	1.21	100.00%	0.00%
20	PCC	Sprint; Boost Mobile	1.09	93.33%	6.67%
21	IEC	Global Tel*Link Corp.	0.82	100.00%	0.00%
22	CEC	T-Mobile	0.71	92.50%	7.50%
23	CER	Consumer Cellular, Inc.	0.60	100.00%	0.00%
24	CER	Virgin Mobile USA, LP; Assurance Wireless	0.57	33.33%	66.67%
26	CER	I-Wireless, LLC; Access Wireless	0.48	0.00%	100.00%
27	CLR	Charter Advance Services	0.31	0.00%	100.00%
28	CLC	Cox Communications; Cox Business	0.30	100.00%	0.00%
29	CEC	AT&T Mobility	0.30	97.22%	2.78%
30	CLC	Level 3 Communications, LLC	0.26	100.00%	0.00%
31	DVS	Vonage; Vonage Business	0.26	100.00%	0.00%
32	DVS	Vonage America, Inc.	0.26	100.00%	0.00%
33	CLC, DVS	Time Warner Cable	0.26	100.00%	0.00%
34	CEC	Metropcs California, LLC	0.18	83.33%	16.67%
35	CER	Cricket Wireless, LLC	0.16	100.00%	0.00%
36	CER	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	0.10	100.00%	0.00%
37	IEC	AT&T Long Distance	0.06	100.00%	0.00%

Table 2: 2015 LEP Contact Data for Telecommunications Carriers Not Adjusted for Access Lines

Rank	Utility Type	Utility Name	Number of Contacts	Percent Complaints	Percent Inquiries
13	LEC	AT&T California	166.00	86.75%	13.25%
1	CEC	Verizon Wireless, LLC	26.00	100.00%	0.00%
12	CLC	AT&T Corp.	10.00	90.00%	10.00%
2	CLC	Curatel, LLC	4.00	100.00%	0.00%
3	IER	Ttusa Acquisition, Inc.	3.00	0.00%	100.00%
11	CLC	AT&T California	3.00	66.67%	33.33%
4	IEC	Yestel, Inc.	2.00	50.00%	50.00%
5	CEC	California Rsa No. 4 Ltd. Partnership	1.00	100.00%	0.00%
6	IEC	Clear World Communications Corp.	1.00	100.00%	0.00%
7	CLC	Comcast Phone of California, LLC	1.00	100.00%	0.00%
8	CLC	Convergence Systems, Inc.	1.00	100.00%	0.00%
9	CLR	Covista, Inc.	1.00	100.00%	0.00%
10	IEC	Telecircuit Network Corporation	1.00	100.00%	0.00%
14	CER	Verizon California, Inc.	1.00	0.00%	100.00%

Notes

- 1 **Rank** is based upon the number of consumer informal 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).
- 2 **Utility Type** indicates the type of telecommunications carriers. 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 informal 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 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 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 telecommunications carrier.