

2014 LEP Contact Data

Table 1 displays the ranked ratio of 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: 2014 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	IER	Veza Telecom, Inc	241.84	100.00%	0.00%
2	IEC	Clear World Communications Corp.	185.10	100.00%	0.00%
3	CER, CLR	Horizon Cellular	119.55	100.00%	0.00%
4	CER	TC Telephone, LLC.	119.55	100.00%	0.00%
5	IER	Quasar Communications Corp.	89.01	100.00%	0.00%
6	IER	Teledias Communications	77.31	100.00%	0.00%
7	IEC	FirstLink Communications	64.44	100.00%	0.00%
8	IER	Teleuno, Inc.	59.07	100.00%	0.00%
9	CER	Boomerang Wireless, LLC	40.63	40.00%	60.00%
10	CLC	Telscape Communications, Inc.	38.92	100.00%	0.00%
11	IEC	Impact Telecom, Matrix Business Technologies, Trinsic Communications, Touch 1 Communications, Excel Telecommunications, VarTec Telecom and Clear Choice Communications	25.53	100.00%	0.00%
12	IER	Consumer Telcom, Inc.	21.60	100.00%	0.00%
13	LEC	Kerman Telephone Company	19.72	0.00%	100.00%
14	IEC	U.S. Telecom Long Distance, Inc.	19.19	100.00%	0.00%
15	CLC, IEC	Preferred Long Distance, Inc.	13.56	100.00%	0.00%
16	CER	Nexus Communications, Inc.	12.68	50.00%	50.00%
17	CER, CLC	Nexus Communications, Inc.	12.68	50.00%	50.00%
18	IER, CLC	Asian American Association Telecom Services	10.46	0.00%	100.00%
19	CER	Telscape Communications, Inc.	9.72	33.33%	66.67%
20	CLC, LEC	Verizon California, Inc	2.96	91.67%	8.33%
21	CER	Budget Mobile	2.14	33.33%	66.67%
22	CLC	Verizon Access Transmission Services	1.59	100.00%	0.00%
23	PCC	Sprint Telephony PCS, LP	1.55	94.59%	5.41%
24	CER	Nextel Boost of California, LLC	0.92	100.00%	0.00%
25	CLC, IEC	Cox, Cox Communications, and Cox Business	0.73	100.00%	0.00%
26	CER	Virgin Mobile USA, LP	0.45	75.00%	25.00%
27	IEC	Global Tel*Link Corporation	0.36	100.00%	0.00%
28	IEC	Sprint Communications Company, LP	0.36	100.00%	0.00%
29	CLC, IEC	Chater Spectrum in California	0.35	100.00%	0.00%
30	CEC	Verizon Wireless	0.22	85.71%	14.29%
31	CEC	AT&T Mobility Wireless Operations Holdings Inc.	0.18	100.00%	0.00%
32	CEC	Metropcs California, LLC	0.15	75.00%	25.00%
33	IEC	AT&T Long Distance	0.13	100.00%	0.00%
34	CER	Tracfone Wireless	0.10	100.00%	0.00%
35	CEC	Cricket	0.02	100.00%	0.00%

Table 2: 2014 LEP Contact Data for Telecommunications Carriers Not Adjusted for Access Lines					
Rank	Utility Type	Utility Name	Number of Contacts	% Complaints	% Inquiries
1	LEC, CLC	AT&T California	171	87.13%	12.87%
2	CEC	T-Mobile West LLC	33	87.88%	12.12%
3	CLC	AT&T Corp	8	75.00%	25.00%
4	IER, IEC	Tele Circuit Network Corporation	7	100.00%	0.00%
5	IER	Ttusa Acquisition, Inc.	5	80.00%	20.00%
6	CER, CLC, IEC	Curatel, LLC	4	100.00%	0.00%
7	CLC	Comcast Phone of California, LLC	1	100.00%	0.00%
8	CLC, IEC	Frontier Communications of America, Inc	1	100.00%	0.00%
9	IEC	Global Tel*Link Corporation	1	100.00%	0.00%
10	IEC	Legacy Long Distance International, Inc	1	100.00%	0.00%

*Notes*

1. 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).
2. 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.
3. Contacts are 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 telephone company.