

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

July 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	10
		Billing	bill format	1
		Billing	Bill Not Received	2
		Billing	Bundled Services	3
		Billing	Cramming	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	16
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Billing	Slamming	2
		Lifeline	LLB Application Request	15
		Lifeline	LLB Approved for Discount	9
		Lifeline	LLB Discount Switched to Other Carrier	12
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Obscene/Threatening/Harassing Calls	4
		Policy and Practices	Safety	7
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	3
		Service	Number Portability - Wireless or Landline	4
		Service	Outage	8
		Service	Refusal To Serve	1
			Total ICs	137
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Other Charges	1
		Policy and Practice	Abusive Marketing	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	2
			Total ICs	10

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Cramming	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	5
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
		Billing	Payment Error	1
		Billing	Slamming	6
		Policy and Practices	Abusive Marketing	2
			Total ICs	10
CLC6955	Bright House Networks Information Services, LLC	Service	Outage	2
				Total ICs
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	9
			Total ICs	12
CLC6878, CLR6878, IEC6878	Charter	Billing	Cramming	1
				Total ICs
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
			Total ICs	5
CLR6977	Connect To Communications, Inc.	Lifeline	LLB Approved for Discount	1
				Total ICs
IER7261	Consolidated Communications Enterprise Services, Inc.	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Disconnected In Error	1
			Total ICs	5
CLR5425	Covista, Inc.	Policy and Practices	Abusive Marketing	4
		Service	Number Portability - Wireless or Landline	1
				Total ICs
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	9
CEC3076	Cricket Communications, Inc.	Billing	Payment Arrangements	1
				Total ICs

Utility Code	Utility Name	Category	Subcategory	Count
CLC6735	DMR Communications, Inc.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	3
CLC5429, IEC5429	Frontier Communications of America, Inc.	Service	Call Quality	1
			Total ICs	1
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	Early Termination Fee - ETF	1
		Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	2
DVS1104	Fusion Telecommunications International, Inc.	Billing	Early Termination Fee - ETF	1
			Total ICs	1
CLR6811	G2 Solutions, LLC	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CLC6875, CER4410	Horizon Cellular	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Dis Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	4
IEC5786	Legacy Inmate Communications	Billing	High Bill	1
			Total ICs	1
CLC5941	Level 3 Communications, LLC	Billing	Other Charges	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CEC3079	MetroPCS	Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2
CLC6005, IEC6005	Peak Communications	Policy and Practices	Abusive Marketing	1
			Total ICs	1
IER6639	Pioneer Telephone	Billing	Slamming	1
			Total ICs	1
LEC1014	Ponderosa Telephone	Service	Outage	1
			Total ICs	1
CLR6336, CLC6336, IEC6336, CER1141, DVS1141	Powernet Global Communications	Billing	Cramming	1
			Total ICs	1
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	Billing	Slamming	2
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Robo Calls/ADAD	1
			Total ICs	7
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	4
			Total ICs	4

Utility Code	Utility Name	Category	Subcategory	Count		
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Spring PCS	Billing	Cramming	1		
		Billing	Disputed Customer of Record	1		
		Billing	Early Termination Fee - ETF	1		
		Billing	High Bill	3		
		Billing	Other Charges	1		
		Lifeline	LLB Approved for Dis	4		
		Lifeline	LLB Dis Switched to Other Carrier	2		
		Lifeline	LLB Federal Program/Equipment	8		
		Policy and Practices	Abusive Marketing	1		
		Service	Call Quality	2		
		Service	Disconnection Non Payment	1		
					Total ICs	25
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Billing	Bundled Services	1		
		Service	Disconnected In Error	1		
					Total ICs	2
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2		
					Total ICs	2
IER6384	TDS Long Distance Corporation	Policy and Practices	Safety	1		
		Service	Outage	1		
					Total ICs	2
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1		
		Policy and Practices	Abusive Marketing	1		
					Total ICs	2
IER6444	Teleuno, Inc.	Billing	Slamming	1		
					Total ICs	1
CER4380	Telscape Communications; Surelink Mobile	Lifeline	LLB Address Error	2		
		Lifeline	LLB Application Request	1		
		Lifeline	LLB Approved for Dis	3		
		Lifeline	LLB Federal Program/Equipment	4		
					Total ICs	10
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1		
					Total ICs	1
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2		
		Billing	Cramming	1		
		Billing	High Bill	3		
		Billing	Other Charges	1		
		Policy and Practices	Abusive Marketing	1		
		Service	Delayed Orders/Missed Appointments	1		
		Service	Outage	1		
					Total ICs	10
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Service	Delayed Orders/Missed Appointments	1		
					Total ICs	1
IER7003	Ttusa Acquisition, Inc.	Billing	Cramming	1		
					Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4386, IEC5378	Verizon Business Services	Policy and Practices	Fraud	1
			Total ICs	1
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	10
		Billing	Bundled Services	1
		Billing	Cramming	4
		Billing	Cramming/3rd Party Billing	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	5
		Billing	Payment Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Dis	1
		Lifeline	LLB Dis Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	4
		Total ICs	44	
IEC5732	Verizon Long Distance, LLC	Billing	Toll Dispute	1
			Total ICs	1
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	10
		Billing	Bill Not Received	1
		Billing	Cramming	4
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	6
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	9
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Refusal To Serve	1
				Total ICs
DVS1135	Vonage America, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
Total ICs Sent ¹				411

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.