

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

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

### August 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	13
		Billing	Bill Format	1
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	10
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Slamming	3
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB Discount Switched to Other Carrier	13
		Policies and Practices	Abusive Marketing	8
		Policies and Practices	Robo Calls/ADAD	1
		Policies and Practices	Safety	3
		Service	Call Quality	4
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	21
		Service	Disconnected In Error	3
Service	Number Portability - Wireless or Landline	3		
Service	Outage	7		
			<b>Total ICs</b>	<b>142</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>7</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	3
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnection Non Payment	1
		Service	Outage	1
			<b>Total ICs</b>	<b>16</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118	Birch Communications	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Slamming	2
		Policy and Practices	Abusive Marketing	3
		Service	Outage	1
			<b>Total ICs</b>	<b>8</b>
CER4412	Budget Mobile	Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Lifeline	LLB Federal Program/Equipment	10
			<b>Total ICs</b>	<b>15</b>
CLC6944	CBC Broadband Holdings, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CLR7127, IER7127	Central Telecom Long Distance, Inc.	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
CLC5335	CenturyLink	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLC6878, CLR6878, IEC6878	Charter	Billing	Slamming	1
		Policy and Practices	Fraud	1
			<b>Total ICs</b>	<b>2</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>9</b>
IER7261	Consolidated Communications Enterprise Services, Inc.	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CER4328	Consumer Cellular, Inc.	Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>1</b>
CLR5425	Covista, Inc.	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
CER4308	CREDO	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
IEC6676	FirstLink Communications	Billing	Cramming	1
		Billing	Slamming	1
			<b>Total ICs</b>	<b>2</b>
CLC5429, IEC5429	Frontier Communications of America, Inc.	Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>1</b>
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CER4372	I-Wireless, LLC	Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>4</b>
CLC5941	Level 3 Communications, LLC	Service	Call Quality	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER6444	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
IER7048	Long Distance Access, Inc.	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CLC6097	Paetec Communications, Inc.	Billing	High Bill	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>
CLC7005, IER7055	Southern California Telephone Company	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Lifeline	LLB Federal Program/Equipment	9
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>29</b>
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Lifeline	LLB Discount Switched to Other Carrier	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>2</b>
CER4411	Tag Mobile, LLC	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			<b>Total ICs</b>	<b>9</b>
IER6384	TDS Long Distance Corporation	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
			<b>Total ICs</b>	<b>2</b>
IER6444	Teleuno, Inc.	Billing	Slamming	2
			<b>Total ICs</b>	<b>2</b>
CER4380	Telscape Communications, Inc.;; Surelink Mobile	Billing	Other Charges	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>6</b>
IER6081	TIC Long Distance	Billing	Cramming	2
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	High Bill	1
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	1
			<b>Total ICs</b>	<b>5</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3
		Billing	Cramming	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Billing	Slamming	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>10</b>
DVS118	Total Call Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	2
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>7</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>3</b>
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	8
		Billing	Bundled Services	3
		Billing	High Bill	6
		Billing	Other Charges	3
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	6
		Service	Refusal To Serve	2
	<b>Total ICs</b>	<b>55</b>		
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	5
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	10
		Billing	Other Charges	10
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>38</b>
CER4327	Virgin Mobile	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
CLR6884	WTI Communications, Inc.	Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>403</b>

Utility Code	Utility Name	Category	Subcategory	Count
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<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.