

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

September 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
CER4384	Airpeak Communications	Billing	Slamming	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	23
		Billing	Bill Not Received	4
		Billing	Cramming	4
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Toll Dispute	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	23
		Lifeline	LLB Approved for Dis	11
		Lifeline	LLB Dis Switched to Other Carrier	9
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	2
		Policy and Practices	Robo Calls/ADAD	2
		Policy and Practices	Safety	1
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	4
Service	Outage	13		
Service	Refusal To Serve	1		
			Total ICs	143
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	4
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	5
		Billing	Other Charges	2
		Service	Dead Zones/Dropped Calls	1
			Total ICs	17

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
		Billing	Slamming	5
		Policy and Practices	Abusive Marketing	2
			Total ICs	8
CER4412	Budget Mobile	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	10
			Total ICs	16
CLC6878, CLR6878, IEC6878	Charter	Billing	Bill Adjustment	1
		Service	Call Quality	2
			Total ICs	3
CLC5698, IEC5698	Comcast Digital Phone	Service	Call Quality	1
		Service	Outage	1
			Total ICs	2
CER4328	Consumer Cellular, Inc.	Billing	Bill Adjustment	1
		Billing	High Bill	1
			Total ICs	2
CLR5425	Covista, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	3
		Service	Number Portability - Wireless or Landline	1
			Total ICs	5
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
			Total ICs	3
CEC3076	Cricket Communications, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	4
IEC6676	FirstLink Communications	Billing	Slamming	2
			Total ICs	2
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	Cramming	1
		Lifeline	LLB Approved for Discount	1
			Total ICs	2
CER4381	Greatcall, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	6
CEC3079	MetroPCS	Billing	Bill Adjustment	1
			Total ICs	1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Billing	Slamming	1
			Total ICs	1
CLC5502,	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	3
			Total ICs	3

Utility Code	Utility Name	Category	Subcategory	Count
IER6882	Quasar Communications Corp.	Billing	Slamming	1
			Total ICs	1
CER4387	ReachOut Wireless	Lifeline	LLB Address Error	1
			Total ICs	1
CLC7005, IER7055	Southern California Telephone Company	Service	Outage	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	3
		Billing	High Bill	3
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	16
		Policy and Practices	Abusive Marketing	4
			Total ICs	34
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	5
			Total ICs	6
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
		Billing	Early Termination Fee - ETF	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Delayed Orders/Missed Appointments	1
			Total ICs	6
IER6444	Teleuno, Inc.	Billing	Slamming	3
			Total ICs	3
CER4380	Telscape Communications, Inc.; Surelink Mobile	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	9
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	1
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	2
			Total ICs	19

Utility Code	Utility Name	Category	Subcategory	Count
CER4360	Total Call Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	4
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	3
			Total ICs	8
CLC5253, IEC5253	Verizon Access Transmission	Lifeline	LLB Application Request	1
			Total ICs	1
CER4386, IEC5378	Verizon Business Services	Billing	High Bill	1
			Total ICs	1
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	6
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	3
		Billing	Slamming	1
		Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Outage	8
		Service	Refusal To Serve	1
	Total ICs	46		
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	14
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	3
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
			Total ICs	33
CER4327	Virgin Mobile	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
Total ICs Sent ¹				401

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.