Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory June 2014

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
CER4460	Aio Wireless	Lifeline	LLB Address Error	1
			Total ICs	1
IER6658	Asian American Association	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
LEC1001,	AT&T California	Billing	Bill Adjustment	12
CLC1001		Billing	Bill Not Received	3
		Billing	Bundled Services	5
		Billing	Cramming	5
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	13
		Billing	Other Charges	9
		Billing	Out of Service Credit - OOS	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	22
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	1
		Service	Call Quality	14
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	11
		Service	Refusal To Serve	4
			Total ICs	148
CLC5002,	AT&T Corp.	Billing	Bill Adjustment	1
IEC5002,		Billing	High Bill	2
CLC6346,		Service	Call Quality	1
IEC6346		Service	Number Portability - Wireless or Landline	5
			Total ICs	9
EC5800	AT&T Long Distance	Billing	Early Termination Fee - ETF	1
		5	Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	3
			Total ICs	26
CLC5807,	Call America	Service	Outage	1
CLR5807,				
EC5807			Total ICs	1
CLC6446	Cbeyond Communications, LLC	Service	Call Quality	1
			Total ICs	1
CLC5335,	CenturyLink	Billing	Slamming	1
EC5335		Dining	Total ICs	1
01.00070	Charter Fiberlink CA CCO LLC	Dilling		1
CLC6878, CLR6878,	Charter Fiberlink CA-CCO, LLC	Billing	Other Charges	I
IEC6878			Total ICs	1
IEC6039	Clear World Communications	Billing	Slamming	1
	Corp.	0	Total ICs	1
CLC5698,	Comcast Digital Phone	Policy and Practices	Abusive Marketing	1
IEC5698	Concast Digital Phone	Service	Call Quality	1
IEC 3030		Service	Number Portability - Wireless or Landline	1
		Service	Outage Total ICs	1 4
CLC5684, IEC5684	Cox, Cox Communications, Cox	Billing	High Bill	1
	Business	Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Service	Outage	1
			Total ICs	8
CEC3076	Cricket Communications, Inc.	Billing	Other Charges	1
		Lifeline	LLB Application Request	1
01.05400		Service	Disconnected In Error	1
			Total ICs	3
	Frontion Communications of	Lifeline	LLB Application Request	1
CLC5429	Frontier Communications of America, Inc.	Lifeline	Total ICs	1 1
LEC1026	Frontier Communications of the	Lifeline	LLB Address Error	1
	Southwest Inc.		Total ICs	1
IEC5680	Global Tel*Link Corporation	Policy and Practices	Abusive Marketing	1
			Total ICs	1
EC5786	Legacy Inmate Communications	Billing	Other Charges	1
			Total ICs	1
		Dilling		
CLR5227,	Matrix Telecom, Inc	Billing	Other Charges	1
IEC5227			Total ICs	1
CEC3079	MetroPCS California, LLC	Policy and Practices	Abusive Marketing	1
CEC3079				
CEC3079		Service	Call Quality	1

CLC6005, Peressing CLC5502, Product CLR5502, IEC5502 IER6882 Quadratic Constraints of the constraint o	et One International, Inc. eak Communications, Inc. referred Long Distance, Inc. uasar Communications orporation eachout Wireless age Telecom Communications, LC iskiyou Telephone Company	Billing Billing Billing Billing Billing Billing Policy and Practices Billing Lifeline Lifeline Service Service Lifeline	Cramming/3rd Party Billing High Bill Slamming Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve	Total ICs Total ICs Total ICs Total ICs Total ICs Total ICs	1 1 1 2 2 1 1 4 1 1 7 1 9 1
CLC6005, Peressing CLC5502, Product CLR5502, IEC5502 IER6882 Quadratic Constraints of the constraint o	eak Communications, Inc. referred Long Distance, Inc. uasar Communications orporation eachout Wireless age Telecom Communications, LC	Billing Billing Billing Billing Policy and Practices Billing Lifeline Lifeline Service Service	Cramming/3rd Party Billing High Bill Slamming Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve	Total ICs Total ICs Total ICs Total ICs Total ICs	1 1 2 1 1 4 1 1 1 7 1 9
IEC6005 CLC5502, IEC5502 IER6882 Qu CCR4387 Re CLC6585 Sa LL LEC1017 Sis	referred Long Distance, Inc. uasar Communications orporation eachout Wireless age Telecom Communications, LC	Billing Billing Billing Policy and Practices Billing Lifeline Lifeline Service Service	High Bill High Bill Slamming Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs Total ICs Total ICs	1 2 1 1 4 1 1 1 7 1 7 1 9
CLC5502, IEC5502 IEC5502 IER6882 CER4387 CLC6585 LL LEC1017 Sis	uasar Communications orporation eachout Wireless age Telecom Communications, LC	Billing Billing Policy and Practices Billing Lifeline Lifeline Service Service	High Bill Slamming Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs Total ICs Total ICs	2 1 1 4 1 1 1 1 7 1 9
CLR5502, IEC5502 IER6882 QL CC CER4387 Re CLC6585 Sa LL LEC1017 Sis	uasar Communications orporation eachout Wireless age Telecom Communications, LC	Billing Policy and Practices Billing Lifeline Lifeline Service Service	High Bill Slamming Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs Total ICs Total ICs	2 1 4 1 1 1 1 7 1 9
CLR5502, IEC5502 IER6882 QL CC CER4387 Re CLC6585 Sa LL LEC1017 Sis	uasar Communications orporation eachout Wireless age Telecom Communications, LC	Billing Policy and Practices Billing Lifeline Lifeline Service Service	Slamming Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs	1 1 4 1 1 1 7 1 9
IEC5502 QL IER6882 QL CC CER4387 Re CLC6585 Sa LL LEC1017 Sis	orporation eachout Wireless age Telecom Communications, LC	Policy and Practices Billing Lifeline Lifeline Service Service	Abusive Marketing Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs	1 4 1 1 1 7 1 9
IER6882 QL CC CER4387 Re CLC6585 Sa LL LEC1017 Sis	orporation eachout Wireless age Telecom Communications, LC	Billing Lifeline Lifeline Service Service	Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs	4 1 1 1 7 1 9
CER4387 Re CLC6585 Sa LL LEC1017 Sia	orporation eachout Wireless age Telecom Communications, LC	Lifeline Lifeline Service Service	Slamming LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs	1 1 7 1 9
CER4387 Re CLC6585 Sa LL LEC1017 Sia	orporation eachout Wireless age Telecom Communications, LC	Lifeline Lifeline Service Service	LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs	1 1 7 1 9
CER4387 Re CLC6585 Sa LL LEC1017 Sis	eachout Wireless age Telecom Communications, LC	Lifeline Service Service	LLB Address Error LLB Federal Program/Equipment Refusal To Serve Dead Zones/Dropped Calls	Total ICs	1 7 1 9
CLC6585 Sa LL LEC1017 Sit	age Telecom Communications, LC	Lifeline Service Service	LLB Federal Program/Equipment Refusal To Serve		7 1 9
LL LEC1017 Sig	LC	Service Service	Refusal To Serve		1 9
LL LEC1017 Sig	LC	Service	Dead Zones/Dropped Calls		9
LL LEC1017 Sig	LC		Dead Zones/Dropped Calls		-
LL LEC1017 Sig	LC				1
LEC1017 Si		Lifeline		Tatalio	
	iskiyou Telephone Company	Lifeline		Total ICs	1
CER4332 Sp			LLB Application Request		1
CER4332 Sp			1	Total ICs	1
	print PCS	Billing	Early Termination Fee - ETF		1
		Billing	High Bill		1
			1	Total ICs	2
PCC3064 Sp	print Telephony PCS, LP	Billing	Early Termination Fee - ETF		1
		Billing	High Bill		2
		Billing	Other Charges		6
		Policy and Practices	Abusive Marketing		2
		Service Service	Call Quality Dead Zones/Dropped Calls		<u>3</u> 1
				Total ICs	15
LEC1015 Su	urewest Broadband,	Policy and Practices	Robo Calls/ADAD		1
	onsolidated Communications	Folicy and Fractices		Total ICs	1
		Dilling			
LC5859,	elepacific Communications	Billing Billing	High Bill Other Charges		2
CLR5721,		Dining			1
IEC5248,					
IEC5859				Total ICs	3
IER6444 Te	eleuno, Inc.	Billing	Slamming		1
			°	Total ICs	1
CLC6589, Te	elscape Wireless	Billing	Cramming	i	1
CER4380		Lifeline	LLB Approved for Discount		2
		Lifeline	LLB Federal Program/Equipment		4
				Total ICs	7
CLC6874, Tii	ime Warner Cable	Billing	Cramming		1
CLR6874,			-		
IEC6874				Total ICs	1
CEC3056 T-	Mobile	Billing	Bill Adjustment		1
		Billing	Bill Not Received		1
		Billing	Cramming		2
		Billing	Early Termination Fee - ETF		2
		Billing Billing	High Bill Other Charges		3
		Policy and Practices	Abusive Marketing		2
			-	Total ICs	14

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless	Service	Disconnected In Error	1
			Total ICs	1
CLC5253,	Verizon Access Transmission	Billing	High Bill	1
IEC5253	Services	Service	Call Quality	1
			Total ICs	2
CER4386,	Verizon Business Services	Billing	Cramming	1
IEC5378		5	Total ICs	1
LEC1002,	Verizon California, Inc.	Billing	Bill Adjustment	6
CLC1002,		Billing	Bundled Services	5
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	6
		Service	Outage	3
			Total ICs	43
IEC5732	Verizon Long Distance LLC	Billing	High Bill	1
			Total ICs	1
CEC3029	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	10
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
			Total ICs	20
IER7117	Veza Telecom, Inc.	Billing	Cramming	1
		Billing	Slamming	3
			Total ICs	4
CER4327	Virgin Mobile USA LP	Lifeline	LLB Application Request	1
	U	Lifeline	LLB Federal Program/Equipment	3
			Total ICs	4
CLC5553,	XO Communications Services	Billing	Early Termination Fee - ETF	1
IEC5553			Total ICs	1
CLC6989	Ymax Communications	Billing	Other Charges	1
	Corporation		Total ICs	1
	· ·			•
			Total ICs Sent ¹	354

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.