

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**July 2015**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Communications Industry during the month of **July 2015**, broken down by the type of the contact (i.e. Category).

*Table 1 - 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	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
CEC3085	Accessible Wireless, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4451	Air Voice Wireless, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, IEC1001	AT&T California	74	64	138	7	60	67	29	16	45	25	13	38	-	1	1	1	1	2	46	31	77	6	-	6	374
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	9	4	13	-	-	-	3	-	3	4	1	5	-	-	-	-	-	-	4	5	9	1	-	1	31
CEC3014, CEC3021	AT&T Mobility	12	22	34	-	-	-	2	2	4	3	3	6	-	-	-	-	-	-	2	4	6	-	-	-	50
CLC7118	Birch Communications	-	7	7	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	1	1	2	-	-	-	11
CER4412	Budget Mobile	-	-	-	5	10	15	3	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19
CLC6944	CBC Broadband Holdings, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR7127, IER7127	Central Telecom Long Distance, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5335	CenturyLink	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC6878, CLR6878, IEC6878	Charter	-	1	1	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	3
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	1	2	3	-	-	-	2	5	7	1	2	3	-	-	-	-	-	-	1	2	3	-	-	-	16
IER7261	Consolidated Communications Enterprise Services, Inc.	1	2	3	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7134	Convergence Systems, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5425	Covista, Inc.	-	-	-	-	-	-	-	-	-	-	4	4	-	-	-	-	-	-	-	2	2	-	-	-	6
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	2	3	1	1	2	1	4	5	-	2	2	-	-	-	-	-	-	-	2	2	-	-	-	14
CEC3076	Cricket Communications, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CER4436	enTouch	-	-	-	7	1	8	10	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	18
IEC6676	FirstLink Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	2	1	3	-	-	-	5
LEC1026	Frontier Communications of the Southwest, Inc.	1	1	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	1	-	1	6
DVS1104	Fusion Telecommunications International, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			Public Purpose Programs			Rates			Service			Unknown/Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
CLC6875, CER4410	Horizon Cellular	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4372	I-Wireless, LLC	-	-	-	6	5	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11
LEC1012	Kerman Telephone Company	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5941	Level 3 Communications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4442	Life Wireless	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	-	1	1	-	1	1	-	2	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	5
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6005, IEC6005	Peak Communications	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2
IER6639	Pioneer Telephone	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1014	Ponderosa Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLR6336, CLC6336, IEC6336, CER1141, DVS1141	Powernet Global Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	2	2	4	-	-	-	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	8
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4387	ReachOut Wireless	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC7005, IER7055	Southern California Telephone Company	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1	-	1	1	-	1	3
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	13	10	23	7	17	24	6	4	10	1	2	3	-	-	-	-	-	-	1	5	6	-	-	-	66
CLC1015, IEC1015	Surewest Broadband; Consolidated Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CER4411	Tag Mobile, LLC	-	-	-	2	4	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
IER6384	TDS Long Distance Corporation	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	2
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
IER6444	Teleuno, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4380	Telscape Communications, Inc.; Surelink Mobile	1	-	1	2	13	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	16
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	-	2	-	-	-	4	3	7	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	11
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	8	12	20	-	-	-	3	2	5	-	2	2	-	-	-	-	-	-	2	2	4	-	-	-	31
CER4360	Total Call Mobile, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

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		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	5
IER7003	Ttusa Acquisition, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4386, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4439, CLC1002, LEC1002	Verizon California, Inc.	38	34	72	3	12	15	23	10	33	7	4	11	-	-	-	1	-	1	19	12	31	3	-	3	166
IEC5732	Verizon Long Distance, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3029	Verizon Wireless, LLC	21	38	59	-	-	-	6	6	12	5	9	14	-	-	-	-	-	-	-	5	5	2	1	3	93
CER4327	Virgin Mobile	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1135	Vonage America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CRTSLX	XEROX (LifeLine Program Certifying Agent)	-	-	-	89	251	340	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	340
CLC5553, IEC5553	XO Communications Services	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5630	Yestel, Inc.	3	1	4	-	-	-	4	-	4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	9
	<b>Total</b>	193	218	411	132	382	514	102	57	159	52	53	105	-	1	1	3	1	4	88	79	167	15	1	16	1,377