

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
August 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 **August 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	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4451	Air Voice Wireless, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, IEC1001	AT&T California	90	60	150	5	40	45	32	27	59	11	19	30	-	-	-	-	-	-	47	46	93	2	4	6	383
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	6
CEC3014, CEC3021	AT&T Mobility	10	18	28	-	-	-	2	5	7	1	-	1	-	-	-	-	-	-	4	4	8	-	-	-	44
CLC7118	Birch Communications	3	5	8	-	-	-	-	-	-	1	3	4	-	-	-	-	-	-	1	-	1	-	-	-	13
CER4412	Budget Mobile	-	-	-	2	20	22	2	-	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	25
CLC6878, CLR6878, IEC6878	Charter	1	1	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5698, IEC5698	Comcast Digital Phone	-	6	6	-	-	-	2	2	4	-	1	1	-	-	-	-	-	-	1	2	3	-	-	-	14
IER7261	Consolidated Communications Enterprise Services, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	2	2	-	1	1	-	6	6	1	1	2	-	-	-	-	-	-	-	2	2	-	1	1	14
CER4308	CREDO	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3076	Cricket Communications, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	2
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6735, IEC6735	DMR Communications, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	2
IEC6096	Edison Carrier Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4436	enTouch	-	-	-	9	4	13	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	16
CER4260	Everything Wireless, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1
IEC6676	FirstLink Communications	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	-	1	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
LEC1026	Frontier Communications of the Southwest, Inc.	-	1	1	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	3
DVS1287	Giggle Fiber, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4381	Greatcall, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1228	Hughes; HughesNet	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	1	3	4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC5941	Level 3 Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4442	Life Wireless	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IER7048	Long Distance Access, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CEC3079	MetroPCS	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC5189	Network Telephone Services	-	-	-	-	-	-	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	
IEC6739	NobelTel, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6097	Paetec Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	3	
CLC5502, CLR5002, IEC5002	Preferred Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	3	
IER6882	Quasar Communications Corp.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CER4447	Red Pocket, Inc.	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
LEC1016	Sierra Telephone Company, Inc.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC7005, IER7055	Southern California Telephone Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	14	13	27	2	21	23	7	2	9	1	-	1	-	-	-	-	-	-	-	4	4	-	-	64	
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	2	-	2	-	1	1	-	1	1	1	-	1	-	-	-	-	-	-	-	1	1	-	-	6	
CER4411	Tag Mobile, LLC	-	-	-	1	9	10	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12	
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	1	2	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	4	
IER6444	Teleuno, Inc.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CER4380	Telscape Communications, Inc.; Surelink Mobile	1	1	2	5	9	14	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	18	
IER6081	TIC Long Distance	-	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	3	4	7	-	-	-	5	3	8	-	1	1	-	-	-	-	-	-	1	1	2	-	-	18	
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	3	9	12	-	-	-	5	5	10	-	2	2	-	-	-	-	-	-	-	2	2	1	-	27	
CER4360	Total Call Mobile, LLC	-	-	-	2	1	3	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	2	5	7	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	-	5	5	-	-	14	
CLC5253, IEC5253	Verizon Access Transmission Services	2	2	4	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	
CER4386, IEC5378	Verizon Business Services	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CER4439, CLC1002, LEC1002	Verizon California, Inc.	27	29	56	2	11	13	23	16	39	4	5	9	-	-	-	1	-	1	15	16	31	1	-	150	
CEC3029	Verizon Wireless, LLC	14	34	48	-	-	-	11	6	17	3	7	10	-	-	-	-	-	-	2	3	5	1	1	82	
CER4327	Virgin Mobile	-	-	-	-	3	3	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	
LEC1019	Volcano Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	
DVS1135	Vonage America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	

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IEC5519	Worldnet Communications Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLR6884	WTI Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CRTSLX	XEROX (LifeLine Program Certifying Agent)	-	-	-	143	232	375	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	375
IEC5630	Yestel, Inc.	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6102	Zayo Group, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
		180	211	391	174	360	534	109	81	190	26	43	69	1	-	1	1	-	1	79	96	175	5	8	13	1,374