

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**September 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 **September 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	
CER4451	Air Voice Wireless, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4384	Airpeak Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6658, IER6658	Asian American Association	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	79	59	138	8	38	46	43	30	73	9	11	20	-	-	-	-	-	-	40	43	83	3	1	4	364
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
IEC5800	AT&T Long Distance	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3014, CEC3021	AT&T Mobility	12	19	31	-	-	-	7	3	10	1	2	3	-	-	-	-	-	-	5	1	6	1	-	1	51
CLC7118	Birch Communications	6	9	15	-	-	-	-	-	-	1	4	5	-	-	-	-	-	-	-	-	-	-	-	-	20
CLC6764, CLC7222	Blue Casa Telephone, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CER4412	Budget Mobile	-	-	-	3	16	19	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19
CLC6878, CLR6878, IEC6878	Charter	-	1	1	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	2	2	-	1	1	6
DVS1208	Charter Advanced Services (CA), LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
IEC6716	Cogent Communications of Calif., Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	2	1	3	-	-	-	3	7	10	-	1	1	-	-	-	-	-	-	2	4	6	-	-	-	20
CER4328	Consumer Cellular, Inc.	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CLR5425	Covista, Inc.	-	3	3	-	-	-	-	-	-	1	3	4	-	-	-	-	-	-	-	1	1	-	-	-	8
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	1	1	-	1	1	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CER4308	CREDO	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	3	2	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
IEC6676	FirstLink Communications	1	2	3	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
LEC1026	Frontier Communications of the Southwest, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
IEC5680	Global Tel*Link Corporation; GTL	2	1	3	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5

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	
CER4381	Greatcall, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6875	Horizon Cellular	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4442	Life Wireless	-	-	-	-	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	2	1	3	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	6
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, IEC6005	Peak Communications	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC7112	Peerless Network of California, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5502, CLR5002, IEC5002	Preferred Long Distance, Inc.	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4387	ReachOut Wireless	-	-	-	1	4	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC7172	Snowcrest Telephone, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
CLC7005, IER7055	Southern California Telephone Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	8	11	19	4	26	30	7	1	8	1	7	8	-	-	-	-	-	-	1	1	2	-	-	-	67
CLC1015, IEC1015	Surewest Broadband; Consolidated Communications	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4411	Tag Mobile, LLC	-	-	-	-	4	4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
IER6725	Teledias Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	6
IER6444	Teleuno, Inc.	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	2	2	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	8
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	4	1	5	-	1	1	4	2	6	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	15
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	9	12	21	-	-	-	3	8	11	2	4	6	-	-	-	-	-	-	2	4	6	-	-	-	44
CER4360	Total Call Mobile, LLC	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	1	3	4	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	11
IER7003	Ttusa Acquisition, Inc.	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2

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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	
CLC5253, IEC5253	Verizon Access Transmission Services	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4439, CLC1002, LEC1002	Verizon California, Inc.	18	23	41	2	8	10	15	15	30	5	4	9	-	-	-	-	-	-	13	20	33	-	-	-	123
CEC3029	Verizon Wireless, LLC	7	33	40	-	-	-	7	7	14	3	8	11	-	-	-	-	-	-	4	4	8	1	1	2	75
CER4327	Virgin Mobile	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
DVS1135	Vonage America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CRTSLX	XEROX (CA LifeLine Program Certifying Agent)	-	-	-	178	182	360	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	360
		165	194	359	202	296	498	98	86	184	24	49	73	-	-	-	-	-	-	74	90	164	6	4	10	1,288