California Public Utilities Commission Consumer Service and Information Division

Communications Industry

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

October 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
CLC1001,	AT&T California	Billing	Bill Adjustment	19
LEC1001		Billing	Bill Not Received	4
		Billing	Cramming	6
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	8
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Billing	Slamming	1
ĺ		Lifeline	LLB Application Request	14
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB Discount Switched to Other Carrier	8
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	6
ĺ		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Operator Services	1
		Service	Outage	8
		Service	Refusal To Serve	2
			Total ICs	120
CLC5002,	AT&T Corp.	Billing	Bill Adjustment	1
CLC6346,	·	Billing	Other Charges	1
IEC5002,		Service	Call Quality	1
IEC6346		Service	Outage	1
			Total ICs	4
IEC5800	AT&T Long Distance	Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
	_	Billing	Early Termination Fee - ETF	6
		Billing	High Bill	5
		Billing	Other Charges	4
		Billing	Prepaid Phone Cards	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	3
		Service Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments <i>Total ICs</i>	<u> </u>
	Birch Communications	Dilling		
CLC7118	Birch Communications	Billing	Bill Adjustment Cramming/3rd Party Billing	1 1
		Billing Billing	Early Termination Fee - ETF	<u>'</u> 1
		Billing	Other Charges	1
		Billing	Slamming	<u>'</u> 11
		Policy and Practices	Abusive Marketing	6
		r energiana i raenece	Total ICs	21
CL CG764	Plue Core Telephone 11.0	Dilling		
CLC6764, CLC7222	Blue Casa Telephone, LLC	Billing	High Bill Other Charges	1 1
CLC7222		Billing	Total ICs	2
CLC6955	Bright House Networks	Billing	Bill Adjustment	1
	Information Services, LLC		Total ICs	1
CER4412	Budget Mobile; Budget Mobile	Lifeline	LLB Address Error	2
	LifeLine	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	12
			Total ICs	15
CLC5335	CenturyLink	Billing	Cramming	1
	-		Total ICs	1
DVS1208	Charter Advanced Services (CA),	Service	Refusal To Serve	1
7.0.200	LLC	0017100	Total ICs	1
CLC5698,	Compact Digital Phone	Dilling	Bill Adjustment	1
IEC5698	Comcast Digital Phone	Billing Billing	Early Termination Fee - ETF	1
1203030		Billing	High Bill	<u>'</u> 1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
			Total ICs	7
CL C404F L	Consolidated Communications	Dilling	Bill Adjustment	1
CLC1015,L EC1015	Consolidated Communications	Billing	Total ICs	<u> </u>
CER4328	Consumer Cellular, Inc.	Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
			Total ICs	2
				1
CLR5425	Covista, Inc.	Billing	Other Charges	
CLR5425	Covista, Inc.	Billing Billing	Other Charges Slamming	2
CLR5425	Covista, Inc.			2
	·	Billing	Slamming Total ICs	
CLC5684, IEC5684	Cox; Cox Communications; Cox Business		Slamming Total ICs LLB Approved for Discount	3
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing Lifeline	Slamming Total ICs LLB Approved for Discount Total ICs	1 1
CLC5684,	Cox; Cox Communications;	Billing	Slamming Total ICs LLB Approved for Discount Total ICs Abusive Marketing	3 1 1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing Lifeline	Slamming Total ICs LLB Approved for Discount Total ICs	1 1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing Lifeline	Slamming Total ICs LLB Approved for Discount Total ICs Abusive Marketing	3 1 1
CLC5684, IEC5684 CER4308	Cox; Cox Communications; Cox Business CREDO	Billing Lifeline Policy and Practices	Slamming Total ICs LLB Approved for Discount Total ICs Abusive Marketing Total ICs	1 1 1

Utility Code	Utility Name	Category	Subcategory		Count
IEC6676	FirstLink Communications	Billing	Slamming		1
		Policy and Practices	Abusive Marketing		1
				Total ICs	2
IEC667	Integra Telecom	Policy and Practices	Abusive Marketing		1
				Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Application Request		2
		Lifeline	LLB Approved for Discount		1
		Lifeline	LLB Federal Program/Equipment	Total ICs	<u>1</u>
				Total ics	4
CLC5941	Level 3 Communications, LLC	Billing	Early Termination Fee - ETF	Total ICa	1
				Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Approved for Discount		1
		Lifeline	LLB Federal Program/Equipment	Total ICs	2 3
				Total ICS	3
CEC3079	MetroPCS	Service	Dead Zones/Dropped Calls	T. 1.110	1
				Total ICs	1
CLC6927,	OneTouch Communications;	Billing	Slamming		1
CLR6927, IER6927	Touch Base Communications	Policy and Practices	Abusive Marketing	T. 1.110	1
				Total ICs	2
CLC5502,	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing		2
CLR5502, IEC5502				Total ICs	2
IER6882	Quasar Communications Corp.	Billing	Slamming		1
				Total ICs	1
CER4387	ReachOut Wireless	Lifeline	LLB Application Request		1
		Lifeline	LLB Federal Program/Equipment		2
				Total ICs	3
CLC5112,	Sprint; Sprint PCS	Billing	Bill Adjustment		3
IEC5112,		Billing	Early Termination Fee - ETF		2
PCC3064		Billing	High Bill		3
		Billing Lifeline	Other Charges LLB Address Error		2
		Lifeline	LLB Application Request		<u>2</u> 5
		Lifeline	LLB Approved for Discount		3
		Lifeline	LLB Federal Program/Equipment		19
		Policy and Practices	Abusive Marketing		1
		Service	Call Quality		1
		Service	Disconnected In Error	Tatal ICa	1
				Total ICs	42
CER4380	Surelink Mobile, TruConnect	Lifeline	LLB Federal Program/Equipment	T-1115	1
				Total ICs	1
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount		1
		Lifeline	LLB Federal Program/Equipment	T-1-1-0	2
				Total ICs	3
IER6725	Teledias Communications, Inc.	Billing	Slamming		1
				Total ICs	1
IER6444	Teleuno, Inc.	Billing	Slamming		1
				Total ICs	1
CED/390	Telscape Communications;	Service	Outage		1
CER4380	reiscape Communications;	Service	Outage	1	

Utility	Utility Name	Category	Subcategory	Count
Code				
CLC6874,	Time Warner Cable	Billing	Other Charges	1
CLR6874,		Lifeline	LLB Application Request	1
DVS1158, IEC6874,		Policy and Practices	Abusive Marketing	1
IEC6874, IER6874		Service	Call Quality	1
12110074		Service Service	Delayed Orders/Missed Appointments Outage	<u> </u>
		Service	Total ICs	6
		I=		
CEC3056	T-Mobile (Brightspot; Go-Smart	Billing	Bill Adjustment	5
	Mobile; Univision Mobile;	Billing	High Bill	3
	Walmart Family Mobile)	Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing Refusal To Serve	1
		Service	Total ICs	1 14
		1		
CER4360	Total Call Mobile, LLC	Lifeline	LLB Address Error	1
			Total ICs	1
CER4231	Tracfone Wireless (Net10; Page	Billing	Other Charges	1
	Plus Wireless; Simple Mobile;	Service	Call Quality	1
	Straight Talk; TelCel America)	Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	4
IER7170	United Telecom, Inc.	Billing	Slamming	1
	,	- C	Total ICs	1
CLC5253,	Verizon Access Transmission	Billing	Bill Adjustment	1
IEC5253	Services	Dilling	Total ICs	1
0=0 1000	lv :	In the second se	1000	
CER4386, IEC5378	Verizon Business Services	Billing	Slamming	1
IEC5376			Total ICs	1
CER4439,	Verizon California, Inc.	Billing	Bill Adjustment	7
CLC1002,				
L EQ4000		Billing	Bundled Services	2
LEC1002		Billing	Cramming	2 1
LEC1002		Billing Billing	Cramming Disputed Customer of Record	1
LEC1002		Billing Billing Billing	Cramming Disputed Customer of Record Early Termination Fee - ETF	1 1 2
LEC1002		Billing Billing Billing Billing	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill	1 1 2 4
ILEG1002		Billing Billing Billing Billing Billing	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges	1 1 2 4 3
LEG1002		Billing Billing Billing Billing Billing Billing	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error	1 1 2 4 3 1
LEG1002		Billing Billing Billing Billing Billing Billing Billing Billing	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges	1 1 2 4 3 1
LEG1002		Billing Billing Billing Billing Billing Billing Billing Billing Lifeline	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request	1 1 2 4 3 1 1 1 3
LEG1002		Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis	1 1 2 4 3 1 1 3
LEG1002		Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier	1 1 2 4 3 1 1 3 1 2
LEC1002		Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing	1 1 2 4 3 1 1 3 1 2 4
LEG1002		Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest	1 1 2 4 3 1 1 3 1 2 4
LEG1002		Billing Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates Service	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest Call Quality	1 1 2 4 3 1 1 3 1 2 4 1
LEC1002		Billing Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates Service Service	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest Call Quality Delayed Orders/Missed Appointments	1 1 2 4 3 1 1 3 1 2 4 1 1 3
LEG1002		Billing Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates Service Service Service	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest Call Quality Delayed Orders/Missed Appointments Number Portability - Wireless or Landline	1 1 2 4 3 1 1 3 1 2 4 1 1 3 1
LEG1002		Billing Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates Service Service	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest Call Quality Delayed Orders/Missed Appointments Number Portability - Wireless or Landline Outage	1 1 2 4 3 1 1 3 1 2 4 1 1 1 3 1 4
		Billing Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates Service Service Service Service	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest Call Quality Delayed Orders/Missed Appointments Number Portability - Wireless or Landline Outage Total ICs	1 1 2 4 3 1 1 3 1 2 4 1 1 3 1 4 4 4 4 4
IEC5732	Verizon Long Distance, LLC	Billing Billing Billing Billing Billing Billing Billing Billing Lifeline Lifeline Lifeline Policy and Practices Rates Service Service Service	Cramming Disputed Customer of Record Early Termination Fee - ETF High Bill Other Charges Payment Error Premise Visit Charges LLB Application Request LLB Approved for Dis LLB Dis Switched to Other Carrier Abusive Marketing Rate Protest Call Quality Delayed Orders/Missed Appointments Number Portability - Wireless or Landline Outage	1 1 2 4 3 1 1 3 1 2 4 1 1 1 3 1 4

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	9
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	6
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
		Service	Refusal To Serve	1
			Total ICs	34
LEC1019	Volcano Telephone Company	Lifeline	LLB Approved for Discount	1
	, , ,		Total ICs	1
DVS1135	Vonage America, Inc.	Billing	Bill Adjustment	1
	·	Ü	Total ICs	1
CLC5553,	XO Communications Services	Billing	Early Termination Fee - ETF	1
IEC5553		Service	Delayed Orders/Missed Appointments	1
			Total ICs	2
			Total ICs Sent 1	389

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.