

Communications Industry Consumer Contacts - Total Presented by Company and Category November 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 **November 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	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6184	Astound Broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
CLC1001, IEC1001	AT&T California	78	59	137	24	33	57	32	23	55	10	6	16	-	-	-	-	-	-	34	26	60	1	2	3	328
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CEC3014, CEC3021	AT&T Mobility	10	23	33	-	2	2	2	2	4	-	4	4	-	-	-	-	-	-	4	1	5	-	-	-	48
CLC7038	Bandwidth.Com Clec, LLC	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
CLC7118	Birch Communications	4	4	8	-	-	-	1	-	1	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	12
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile	-	-	-	7	22	29	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	31
CLC5607	CCT Telecommunications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC5335	CenturyLink	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	2
DVS1208	Charter Advanced Services (CA), LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	2	2	4	-	1	1	2	4	6	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	13
CLC1015, IEC1015	Consolidated Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
IER6984	Consumer Telcom, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5425	Covista, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	1	1	-	2	2	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CER4436	enTouch	-	-	-	2	2	4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
IEC6676	FirstLink Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	2	2	-	-	-	3	-	3	-	1	1	-	-	-	-	-	-	2	-	2	-	-	-	8
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5680	Global Tel*Link Corporation; GTL	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6875	Horizon Cellular	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CER4442	Life Wireless	-	-	-	2	4	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
IER6532	Long Distance Consolidated Billing Co.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3079	MetroPCS	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLR5341	National Comtel Network, 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	
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, IEC6005	Peak Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4387	ReachOut Wireless	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	7	8	15	8	16	24	4	4	8	4	2	6	-	-	-	1	-	1	6	1	7	-	-	-	61
CLC6996, IEC6996	Suddenlink Communications	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4380	Surelink Mobile, TruConnect	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4411	Tag Mobile, LLC	-	-	-	2	4	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
LEC1010	TDS Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	2	3	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	6
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	1	3	-	1	1	8	2	10	-	-	-	-	-	-	-	-	-	2	1	3	-	-	-	17
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	5	6	11	-	-	-	5	9	14	-	2	2	-	-	-	-	-	-	-	1	1	-	-	-	28
CER4360	Total Call Mobile, LLC	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	3	-	3	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	5
CLC5807	Utility Telephone	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	3
CER4439, CLC1002, IEC1002	Verizon California, Inc.	22	15	37	1	4	5	11	8	19	3	1	4	-	-	-	-	-	-	11	9	20	-	1	1	86
CEC3029	Verizon Wireless, LLC	14	24	38	-	-	-	6	4	10	2	3	5	-	-	-	-	1	1	-	6	6	-	-	-	60
CER4327	Virgin Mobile	1	-	1	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	7
DVS1135	Vonage America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CRTSLX	XEROX	-	-	-	79	264	343	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	343
CLC5553, IEC5553	XO Communications Services	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	2	1	3	-	-	-	5
	Total	156	162	318	126	368	494	84	66	150	20	25	45	-	-	-	1	1	2	73	51	124	1	4	5	1,138