

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### November 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, LEC1001	AT&T California	Billing	Bill Adjustment	11	
		Billing	Bill Not Received	1	
		Billing	Bundled Services	2	
		Billing	Cramming	4	
		Billing	Cramming/3rd Party Billing	1	
		Billing	Deposits	1	
		Billing	Disputed Customer of Record	1	
		Billing	Early Termination Fee - ETF	4	
		Billing	High Bill	8	
		Billing	Other Charges	6	
		Billing	Slamming	2	
		Lifeline	LLB Application Request	10	
		Lifeline	LLB Approved for Dis	8	
		Lifeline	LLB Dis Switched to Other Carrier	5	
		Policy and Practices	Safety	2	
		Service	Call Quality	3	
		Service	Delayed Orders/Missed Appointments	7	
		Service	Disconnected In Error	1	
		Service	Outage	8	
		Service	Refusal To Serve	2	
			<b>Total ICs</b>	<b>87</b>	
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1	
		Billing	High Bill	1	
		Service	Call Quality	1	
					<b>Total ICs</b>
IEC5800	AT&T Long Distance	Billing	Cramming	1	
				<b>Total ICs</b>	<b>1</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	7	
		Billing	Cramming	2	
		Billing	Disputed Customer of Record	1	
		Billing	Early Termination Fee - ETF	3	
		Billing	Other Charges	3	
		Policy and Practices	Abusive Marketing	3	
		Service	Call Quality	1	
			<b>Total ICs</b>	<b>20</b>	
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	2	
		Billing	Slamming	3	
		Policy and Practices	Abusive Marketing	3	
					<b>Total ICs</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC6764, CLC7222	Blue Casa Telephone, LLC	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	13
			<b>Total ICs</b>	<b>16</b>
CLR7127, IER7127	Central Telecom Long Distance,	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Service	Disconnectin Non Payment	1
			<b>Total ICs</b>	<b>2</b>
CLC1015,L EC1015	Consolidated Communications	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CER4328	Consumer Cellular, Inc.	Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>1</b>
IER6984	Consumer Telcom, Inc.	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLR5425	Covista, Inc.	Billing	Other Charges	1
		Billing	Slamming	1
			<b>Total ICs</b>	<b>2</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CEC3076	Cricket Communications, Inc.	Billing	Bill Not Received	1
			<b>Total ICs</b>	<b>1</b>
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
IEC6676	FirstLink Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5429	Frontier Communications of America, Inc.	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>3</b>
IEC5680	Global Tel*Link Corporation; GTL	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC6842	Granite Telecommunications, LLC	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4372	I-Wireless, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
IER6532	Long Distance Consolidated Billing Co.	Billing	Slamming	2
			<b>Total ICs</b>	<b>2</b>
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CER4387	ReachOut Wireless	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7005, IER7055	Southern California Telephone Company	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CLC5112, IEC5112, PCC3064	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	7
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
	<b>Total ICs</b>	<b>20</b>		
CER4380	Surelink Mobile, TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	4
	<b>Total ICs</b>	<b>10</b>		
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
LEC1010	TDS Telecom	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>
IER6725	Teledias Communications, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Billing	Slamming	1
	<b>Total ICs</b>	<b>4</b>		
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Prepaid Phone Cards	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
IER7003	Ttusa Acquisition, Inc.	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	4
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Out of Service Credit - OOS	2
		Billing	Slamming	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Dis Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	4
		Service	Outage	4
	<b>Total ICs</b>	<b>32</b>		

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	6
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	4
		Service	Delayed Orders/Missed Appointments	1
				<b>Total ICs</b>
CER4327	Virgin Mobile	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CLC5553, IEC5553	XO Communications Services	Billing	Other Charges	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>2</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>269</b>

<sup>1</sup> 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.