California Public Utilities Commission Consumer Service and Information Division

Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory September 2016

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	1
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	15
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	2
		Billing	Premise Visit Charges	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	12
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	3
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	7
		Service	Refusal To Serve	1
			Total ICs	100
CLC5002,	AT&T Corp.	Billing	Disputed Customer of Record	1
CLC6346,		Billing	High Bill	2
IEC5002,		Billing	Out of Service Credit - OOS	 1
IEC6346			Total ICs	4
IEC5800	AT&T Long Distance	Billing	Cramming	1
	3	3	Total ICs	1
CEC3014,	AT&T Mobility	Billing	Bill Adjustment	5
CEC3021		Billing	Cramming	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	3
		Service	Outage	2
			Total ICs	21

Service Number Portability - Wireless or Landline Total ICs Zervice Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier Total ICs Zervice Lifeline LLB Pederal Program/Equipment Zervice Lifeline LLB Approved for Discount Zervice Zervice Lifeline LLB Approved for Discount Zervice Ze	Utility Code	Utility Name	Category	Subcategory	Count
CER4412 Budget Mobile; Budget Mobile Lifeline LLB Approved for Discount Lifeline LLB Federal Program/Equipment Total ICS CER4412 Lifeline LLB Approved for Discount Total ICS CER4412 Lifeline LLB Approved for Discount Total ICS CER4422 Lifeline LLB Approved for Discount CER4442 Lifeline LEB Approved for Discount CER4442 Lifeline LLB Approved for Discount CER4442	CLC7118	Birch Communications	Billing		1
CER4412 Budget Mobile; Budget Mobile Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier Lifeline LLB Pederal Program/Equipment Total ICS			Service		1
Lifeline LLB Discourt Switched to Other Carrier Lifeline LLB Federal Program/Equipment 7 Total ICS 7 Total ICS 1 Total ICS 1 Service Number Portability - Wireless or Landline Service Outage 7 Total ICS 1 Total ICS 2 CLC5935 CCC5936 CCC593				Total ICs	2
Lifeline LLB Federal Program/Equipment Total ICS CLC5335 CenturyLink Billing Other Charges Total ICS 1 CLC6878 Charter Service Number Portability - Wireless or Landline Service Outage Total ICS 2 CLC5698, Comcast Digital Phone Billing High Bill Service Number Portability - Wireless or Landline Total ICS 3 CLR6977 Connect To Communications, Inc. Billing Other Charges LLB Approved for Discount Total ICS 3 CLC5684, Cox; Cox Communications; Billing High Bill Service Delayed Orders/Missed Appointments Total ICS 4 CLC5684, Cox Business Billing Bill Adjustment Billing Early Termination Fee - ETF Total ICS 4 CLC5684, Cox Business Billing Bill Adjustment Billing Billing Early Termination Fee - ETF Total ICS 4 CLC5684, Cox Business Billing Bill Adjustment Billing Billing Bill Adjustment Billing Billing Cramming Billing Cramming Billing Cramming Billing Cramming Billing Cramming Billing Billi	ER4412		Lifeline	LLB Approved for Discount	1
CLC5335 CenturyLink		LifeLine			1
CLC5835 CenturyLink Billing Other Charges Total ICS CLC6878 Charter Service Number Portability - Wireless or Landline Service Outage Total ICS CLC5698, IEC5698 Comcast Digital Phone Service Number Portability - Wireless or Landline IEC5698 IEC5698 IEC5698 Comment of Communications, Inc. Inc. Inc. Inc. Inc. Inc. Inc. Inc.			Lifeline		2
CLC6878 Charter Service Number Portability - Wireless or Landline Service Outage Total ICS 2 CLC5698 CC Comcast Digital Phone Service Number Portability - Wireless or Landline Service Number Portability - Wireless or Landline Service Number Portability - Wireless or Landline Total ICS 3 CLC66977 Connect To Communications, Inc. Inc. Inc. Inc. Inc. Inc. Inc. Inc.				Total ICs	4
CLC6678 Charter Service Outage Total liky - Wireless or Landline Service Outage Total ICS CLC5698, IEC5698 Comcast Digital Phone Billing High Bill Service Number Portability - Wireless or Landline Total ICS Service Number Portability - Wireless or Landline Service Number Portability - Wireless or Landline Total ICS CLC5694, Inc. Lifeline LLB Approved for Discount Total ICS Service Discount Total ICS Service Delayed Orders/Missed Appointments Total ICS Service Discount Total ICS Service Total ICS Service Total ICS Service Total ICS Service Service Discount ICS Service Discount Discount Total ICS Service Discount Discounce Discount Discount Discount Discount Discount Discount Discounce Discount Dis	CLC5335	CenturyLink	Billing	Other Charges	1
Service				Total ICs	1
Service	CLC6878	Charter	Service	Number Portability - Wireless or Landline	1
CLC5698, IEC5698 Comcast Digital Phone Billing High Bill Service Number Portability - Wireless or Landline Total ICs CLR6977 Connect To Communications, Inc. Billing Other Charges Lifeline LLB Approved for Discount CLC5684, IEC5684 Cox; Cox Communications; Billing Bundled Services Billing High Bill Service Delayed Orders/Missed Appointments Total ICs CLC5684, IEC5684 Cox Business Billing Bill Adjustment Total ICs CLC5684, IEC5684 Cox Business Billing Bill Adjustment Total ICs CLC5684, IEC5684 Cox Business Billing Bill Adjustment Total ICs CLC6684 Cricket Wireless, LLC Billing Bill Adjustment Total ICs CLC6684 Cricket Wireless, LLC Billing Bill Adjustment Total ICs CLC6684 Cricket Wireless, LLC Billing Bill Adjustment Total ICs CLC6684 Cricket Wireless, LLC Billing Bill Adjustment 1 III Adjust			Service	·	1
Service Number Portability - Wireless or Landline Total ICs				Total ICs	2
Service Number Portability - Wireless or Landline Total ICs	CLC5698.	Comcast Digital Phone	Billing	High Bill	2
CLR6977 Connect To Communications, Inc. Billing Other Charges CLC5684, Ideline LLB Approved for Discount Content	•			Ü	1
Inc. Lifeline				-	3
Inc. Lifeline	1 P6077	Connect To Communications	Rilling	Other Charges	1
CLC5684, Cox; Cox Communications; Billing Bundled Services	JEN0911	·		-	1
CLC5684, Cox Cox Communications; Elilling Bundled Services Billing High Bill Service Delayed Orders/Missed Appointments Total ICs Service Delayed Orders/Missed Appointments Total ICs Service Delayed Orders/Missed Appointments Service Outage Service Outage Service Outage Service Outage Service Delayed Orders/Missed Appointments Service Delayed Orders/Missed Appointments Service Outage Service Outage Service Outage Service Outage Service Outage Service Outage Service Delayed Orders/Missed Appointments Service Delayed Orders/Missed Appointments Service Outage Service Out			Lifolific	• •	2
Billing	21.05004	Com Com Communication of	Dilling		
Service Delayed Orders/Missed Appointments Total ICS	•				1
CLR5233 CREDO	LC3004	COX Business			1
Billing			OCIVICO		4
Billing Billing Bill Adjustment Total ICS	N. D. E. O. O.		In the second se		
CER4460 Cricket Wireless, LLC Billing Bill Adjustment Total ICS	CLR5233	CREDO		•	1
CER4460 Cricket Wireless, LLC			Біііпд	-	2
			I		
Frontier California Inc. Billing Bundled Services 3	CER4460	Cricket Wireless, LLC	Billing		1
Billing Bundled Services Service Billing Cramming Cram				Total ICs	1
Billing Cramming Billing Cramming/3rd Party Billing Billing Disputed Customer of Record Billing Early Termination Fee - ETF Billing High Bill Billing Other Charges Billing Other Charges Billing Slamming Lifeline LLB Application Request Lifeline LLB Application Request Lifeline LLB Approved for Discount Policy and Practices Safety Service Call Quality Service Delayed Orders/Missed Appointments Service Number Portability - Wireless or Landline Service Outage Total ICs LEC1026 Frontier Communications of the Southwest, Inc. ECER4442 Life Wireless Lifeline LLB Approved for Discount Delayed Orders/Missed Appointments Service Outage 2 Total ICs Lifeline LLB Approved for Discount Delayed Orders/Missed Appointments Service Number Portability - Wireless or Landline Service Outage 2 Total ICs Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier	•	Frontier California Inc.			16
Billing	EC1002				3
Billing				, , ,	3
Billing Early Termination Fee - ETF Billing High Bill 2 Billing Other Charges Billing Out of Service Credit - OOS Billing Slamming Lifeline LLB Application Request Lifeline LLB Application Request Lifeline LLB Approved for Discount Policy and Practices Abusive Marketing Policy and Practices Safety Service Call Quality Service Delayed Orders/Missed Appointments Service Disconnected In Error Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Outage Total ICs LEC1026 Frontier Communications of the Southwest, Inc. Total ICs Lifeline LLB Approved for Discount Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier					1
Billing				·	7
Billing				•	21
Billing Out of Service Credit - OOS Billing Slamming Lifeline LLB Application Request Lifeline LLB Approved for Discount Policy and Practices Abusive Marketing Policy and Practices Safety Service Call Quality Service Delayed Orders/Missed Appointments 1 Service Disconnected In Error Service Disconnection Non Payment Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Outage Total ICS LEC1026 Frontier Communications of the Southwest, Inc. EER4442 Life Wireless Lifeline LLB Approved for Discount Lifeline LLB Approved for Discount					9
Lifeline					5
Lifeline			Billing	Slamming	1
Policy and Practices Abusive Marketing Policy and Practices Safety Service Call Quality Service Delayed Orders/Missed Appointments Service Disconnected In Error Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Outage 2 Total ICs 12 LEC1026 Frontier Communications of the Southwest, Inc. Service Delayed Orders/Missed Appointments Total ICs 12 Life Wireless Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier				···	2
Policy and Practices Safety Service Call Quality Service Delayed Orders/Missed Appointments 1 Service Disconnected In Error 5 Service Disconnection Non Payment 1 Service Number Portability - Wireless or Landline 2 Service Outage 2 Total ICs 12 LEC1026 Frontier Communications of the Southwest, Inc. Service Delayed Orders/Missed Appointments 1 Delayed Orders/Missed Appointments 1 Service Delayed Orders/Missed Appointments 1 Lifeline LLB Approved for Discount 1 Lifeline LLB Discount Switched to Other Carrier 1					4
Service Call Quality 1 Service Delayed Orders/Missed Appointments 1 Service Disconnected In Error 5 Service Disconnection Non Payment 1 Service Disconnection Non Payment 1 Service Number Portability - Wireless or Landline 2 Service Outage 2				The state of the s	2
Service Delayed Orders/Missed Appointments 1 Service Disconnected In Error 5 Service Disconnection Non Payment 1 Service Number Portability - Wireless or Landline 2 Service Outage 2 Total ICs 12 LEC1026 Frontier Communications of the Southwest, Inc. Delayed Orders/Missed Appointments 1 Service Delayed Orders/Missed Appointments 1 Total ICs 1 Life Wireless Life line LLB Approved for Discount 1 Lifeline LLB Discount Switched to Other Carrier 1				•	2
Service Disconnected In Error Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Outage 2 Total ICs 12 LEC1026 Frontier Communications of the Southwest, Inc. Service Delayed Orders/Missed Appointments Total ICs 12 Life Wireless Life line LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier				-	1 17
Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Outage 2 Total ICs 12 LEC1026 Frontier Communications of the Southwest, Inc. Delayed Orders/Missed Appointments Total ICs 12 Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier				· · · · · · · · · · · · · · · · · · ·	5
Service Number Portability - Wireless or Landline 2 Service Outage 2 LEC1026 Frontier Communications of the Southwest, Inc. Service Delayed Orders/Missed Appointments 1 Total ICs 1 Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier 1					<u></u>
Service Outage 2 Total ICs 12 LEC1026 Frontier Communications of the Southwest, Inc. Service Delayed Orders/Missed Appointments 1 Total ICs 1 Lifeline LLB Approved for Discount 1 Lifeline LLB Discount Switched to Other Carrier 1				·	2
LEC1026 Frontier Communications of the Southwest, Inc. CER4442 Life Wireless Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier					23
Southwest, Inc. Life Wireless Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier				-	126
Southwest, Inc. Life Wireless Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier	FC1026	Frontier Communications of the	Service	Delayed Orders/Missed Appointments	1
CER4442 Life Wireless Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier			3.7100	• • • • • • • • • • • • • • • • • • • •	1
Lifeline LLB Discount Switched to Other Carrier 1	CER4442	·	I ifalia -		
		LITE WIFEIESS			<u> </u>
Total ICs 2			LITERITIE		2

Utility Code	Utility Name	Category	Subcategory	Count
CLC5502,	Preferred Long Distance, Inc.	Billing	Cramming	1
IEC5502, CLR5502			Total ICs	1
CEC3062,	Sprint; Sprint PCS	Billing	Cramming	1
CER4332,		Billing	Early Termination Fee - ETF	1
CLC5122,		Billing	High Bill	4
IEC5112,		Billing	Other Charges	2
PCC3062,		Billing	Payment Error	1
PCC3064, PCC3066		Lifeline	LLB Address Error	2
FCC3000		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	2
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
			Total ICs	23
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
	·	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	4
CER4411	Tag Mobile, LLC	Lifeline	LLB Application Request	1
	1 ug meione, 220	Lifeline	LLB Discount Switched to Other Carrier	<u>.</u> 1
		Lifeline	LLB Federal Program/Equipment	<u>.</u> 1
			Total ICs	3
CER4389,	Telepacific Communications	Billing	Bill Adjustment	1
CLC5248,		Billing	Early Termination Fee - ETF	1
CLC5721,		9		-
CLC5859,				
CLR5721,				
IEC5248,				
IEC5721,				
IEC5859			Total ICs	2
IER6444	Teleuno, Inc.	Billing	Slamming	1
			Total ICs	1
IER6081	TIC Long Distance	Service	Delayed Orders/Missed Appointments	1
IEROUGI	The Long Distance	Service	Total ICs	1 1
CL C6074	Time Warner Cable	Dilling		
CLC6874, CLR6874,	Time Warner Cable	Billing	High Bill	2
DVS1158,		Billing Policy and Practices	Other Charges Safety	2
IEC6874,		Policy and Practices Service	Delayed Orders/Missed Appointments	1
IEC6874, IER6874		Service	Total ICs	6
CEC3056				
	T-Mobile (Brightspot; Go-Smart	Billing	Bill Adjustment	2
	Mobile; Univision Mobile;	Billing	High Bill	5
	Walmart Family Mobile)	Billing	Other Charges	3
		Billing	Payment Error	1
		Service	Number Portability - Wireless or Landline	2
			Total ICs	13

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	
		Lifeline	LLB Federal Program/Equipment	8
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service		
			Total ICs	20
CLC5253,	Verizon Access Transmission	Lifeline	LLB Application Request	1
IEC5253	Services		Total ICs	1
CEC3029	Verizon Wireless, LLC	Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	9
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	20
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Approved for Discount	2
	Wireless	Lifeline	LLB Federal Program/Equipment	8
		Service	Call Quality	1
			Total ICs	11
CLC5553,	XO Communications Services	Service	Refusal To Serve	1
IEC5553			Total ICs	1
			Total ICs Sent 1	383

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.