California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
January 2017

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 **January 2017**, 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
IEC5955	Airnex Communications, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4458	AmeriMex Communications Corp.	-	-	-	-	2	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC1001, LEC1001	AT&T California	101	50	151	12	22	34	39	35	74	8	4	12	-	-	-	-	-	-	68	87	155	10	1	11	437
CLC5002, IEC5002	AT&T Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CEC3014, CEC3021	AT&T Mobility	11	16	27	-	-	-	9	4	13	5	5	10	-	-	-	-	-	-	2	1	3	-	-	-	53
CLC7118	Birch Communications	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4437	Blue Jay Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	2	3	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC5335, IEC5335, IEC6018	CenturyLink	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6878, CLR6878, IEC6878	Charter	1	1	2	-	1	1	1	3	4	-	-	-	1	-	1	-	-	-	-	1	1	-	-	-	9
LEC1020	Citizens Telecomunications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	-	3	3	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	9
CLC1015, LEC1015	Consolidated Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	3	3	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	8
IEC6096	Edison Carrier Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CER4436	enTouch	-	-	-	7	1	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8
CLC1002, LEC1002	Frontier California Inc.	72	64	136	4	6	10	35	33	68	7	10	17	-	-	-	-	-	-	52	70	122	3	3	6	359
LEC1026	Frontier Communications of the Southwest, Inc.	2	-	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC5680	Global Tel*Link Corporation; GTL	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4381	Greatcall, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
DVS1228	Hughes; HughesNet	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6083, IEC6083	Integra Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5786, IEC5786	Legacy Inmate Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4442	Life Wireless	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CRTLLA	LifeLine Administrator	-	-	-	53	259	312	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	312
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	4
IEC6647	NetFortris Acquisition Co., Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6097	Paetec Communications, 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	
CLC6005, IEC6005	Peak Communications	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
LEC1014	Ponderosa Telephone	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**1**
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	5	**6**	-	-	**-**	-	1	**1**	1	3	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**11**
CLC5513, IEC5513	Primus Telecommunications, Inc.	1	-	**1**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**
CLC7002, CLR7002	Sonic Telecom, LLC	-	1	**1**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**3**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	16	11	**27**	-	-	**-**	2	-	**2**	3	2	**5**	-	-	**-**	-	-	**-**	2	6	**8**	2	1	**3**	**45**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4411	Tag Mobile, LLC	-	-	**-**	-	3	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	4	**4**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	2	**3**	-	-	**-**	**8**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	9	4	**13**	1	-	**1**	7	12	**19**	-	-	**-**	-	-	**-**	-	-	**-**	3	4	**7**	1	-	**1**	**41**
CLC5625	Time Warner Connect	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	5	9	**14**	-	-	**-**	4	6	**10**	-	1	**1**	-	-	**-**	-	-	**-**	1	2	**3**	1	-	**1**	**29**
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	2	2	**4**	6	14	**20**	1	2	**3**	-	-	**-**	-	-	**-**	-	-	**-**	2	3	**5**	-	-	**-**	**32**
CLC5807	Utility Telephone	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5253, IEC5253	Verizon Access Transmission Services	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4386, CER4438, IEC5378	Verizon Business Services	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IEC5732	Verizon Long Distance, LLC	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3029	Verizon Wireless, LLC	11	15	**26**	-	-	**-**	6	2	**8**	-	2	**2**	-	-	**-**	-	-	**-**	2	3	**5**	-	-	**-**	**41**
CER4327	Virgin Mobile; Assurance Wireless	-	1	**1**	8	10	**18**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**19**
CLC5553, IEC5553	XO Communications Services	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
	Total	241	200	**441**	95	327	**422**	110	106	**216**	25	27	**52**	1	-	**1**	-	-	**-**	139	185	**324**	18	5	**23**	**1,479**