California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
February 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 **February 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	
CLC6342, IER6342	ACN Communications Services, Inc.	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4451	Air Voice Wireless, LLC	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IEC5955	Airnex Communications, Inc.	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
DVS1231	Airwave Broadband Wireless, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4458	AmeriMex Communications Corp.	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC1001, LEC1001	AT&T California	65	46	**111**	8	24	**32**	26	43	**69**	9	11	**20**	-	-	**-**	1	-	**1**	51	60	**111**	7	2	**9**	**353**
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	2	-	**2**	-	-	**-**	2	1	**3**	-	-	**-**	-	-	**-**	-	-	**-**	2	-	**2**	-	-	**-**	**7**
CEC3014, CEC3021	AT&T Mobility	10	17	**27**	-	-	**-**	5	4	**9**	4	3	**7**	-	-	**-**	-	-	**-**	2	4	**6**	-	-	**-**	**49**
CLC7118, CRC7118	Birch Communications	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	2	**2**	-	-	**-**	**4**
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	1	**1**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**
CER4437	Blue Jay Wireless, LLC	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6878, CLR6878, IEC6878	Charter	1	-	**1**	-	1	**1**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**5**
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5698, IEC5698	Comcast Digital Phone	1	3	**4**	-	-	**-**	1	7	**8**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**13**
CRTLLA	Lifeline Administrator	-	-	**-**	69	186	**255**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**255**
CLR6977	Connect To Communications, Inc.	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
CLC1015, LEC1015	Consolidated Communications	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
DVS1460	Cox Communications NFS, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	3	**3**	-	1	**1**	2	-	**2**	1	-	**1**	-	-	**-**	-	-	**-**	2	2	**4**	-	1	**1**	**12**
CLR5233, IEC5233	CREDO; Working Assests Long Distance	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4460	Cricket Wireless, LLC	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6096, IEC6096	Edison Carrier Solutions	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4436	enTouch	-	-	**-**	3	1	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
CLC1002, LEC1002	Frontier California Inc.	49	57	**106**	4	10	**14**	25	22	**47**	5	3	**8**	-	-	**-**	-	-	**-**	59	39	**98**	2	1	**3**	**276**
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	2	**2**	-	-	**-**	**3**
CLC6842	Granite Telecommunications, LLC	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	**1**
CER4372	I-Wireless, LLC	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4442	Life Wireless	-	-	**-**	-	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	
CEC3079	MetroPCS	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**3**
IER7029	Multiline Long Distance, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6647, IEC6647	NetFortris Acquisition Co., Inc.	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
DVS1291	Ooma, Inc.	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6005, IEC6005	Peak Communications	4	-	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
IER6470	Ponderosa Long Distance; Ponderosa Cablevision	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**1**
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	6	**7**	-	-	**-**	-	-	**-**	1	4	**5**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**13**
CER4481	Prepaid Wireless Retail, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IER7230	Securetel Network Inc.	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
LEC1017	Siskiyou Telephone Company	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**1**
CLC7002, CLR7002	Sonic Telecom, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	17	10	**27**	-	-	**-**	3	2	**5**	1	-	**1**	-	-	**-**	-	-	**-**	-	2	**2**	-	-	**-**	**35**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4411	Tag Mobile, LLC	-	-	**-**	2	1	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
LEC1010	TDS Telecom	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IER6804	Tele Circuit Network Corporation	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	-	**1**	-	-	**-**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	**4**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	3	**5**	-	2	**2**	10	6	**16**	-	1	**1**	-	-	**-**	-	-	**-**	-	3	**3**	1	-	**1**	**28**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	12	12	**24**	-	-	**-**	8	6	**14**	-	2	**2**	-	-	**-**	-	-	**-**	1	-	**1**	-	1	**1**	**42**
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	1	**1**	3	9	**12**	3	3	**6**	-	1	**1**	-	-	**-**	-	-	**-**	-	2	**2**	-	-	**-**	**22**
IEC5403	TTI National, Inc.	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4441	UVNV, Inc	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4439	Verizon California, Inc.	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CEC3029	Verizon Wireless, LLC	15	11	**26**	-	-	**-**	5	2	**7**	3	3	**6**	-	-	**-**	-	-	**-**	6	3	**9**	1	1	**2**	**50**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	11	21	**32**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**32**
LEC1019	Volcano Telephone Company	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**1**
IER6985	Windstream Communications, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5553, IEC5553	XO Communications Services	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
	Total	190	181	**371**	101	262	**363**	96	106	**202**	24	29	**53**	-	-	**-**	1	-	**1**	127	123	**250**	12	8	**20**	**1,260**