

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

February 2017

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
IEC5244,	Americatel & Startec Global Communications	Billing	High Bill	1
			Total ICs	1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
			Total ICs	2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	10
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	20
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	5
		Billing	Slamming	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	17
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Safety	4
		Service	Call Quality	10
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	3
		Service	Number Portability - Wireless or Landline	3
		Service	Outage	42
		Service	Refusal To Serve	1
			Total ICs	159
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	8
		Billing	Other Charges	5
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	7
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
			Total ICs	25

Utility Code	Utility Name	Category	Subcategory	Count
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
IER7007	CCI Network Services, LLC	Billing	High Bill	1
			Total ICs	1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Other Charges	1
			Total ICs	1
CLC6878,	Charter	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Service	Refusal To Serve	1
			Total ICs	3
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Billing	Late Payment Charge - LPC	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
			Total ICs	5
IER6917	Communications Network Billing, Inc.	Billing	Slamming	1
			Total ICs	1
CLC1015, LEC1015	Consolidated Communications	Billing	Bill Adjustment	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	1
			Total ICs	1
CLR5233, IEC5233	CREDO; Working Assests Long Distance	Billing	Other Charges	1
			Total ICs	1
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	10
		Billing	Bill Not Received	2
		Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	7
		Billing	High Bill	30
		Billing	Other Charges	3
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	6
		Service	Call Quality	7
		Service	Delayed Orders/Missed Appointments	16
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	27
			Total ICs	126
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
CLC6083,	Integra Telecom	Billing	High Bill	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3079	MetroPCS	Billing	Bill Adjustment	1
		Service	Payment Error	1
			Total ICs	2
CLC6647,	NetFortris Acquisition Co., Inc.	Billing	High Bill	2
			Total ICs	2
CLC6097	Paetec Communications, Inc.	Service	Outage	1
			Total ICs	1
IER6470	Ponderosa Long Distance; Ponderosa Cablevision	Service	Call Quality	1
			Total ICs	1
LEC1014	Ponderosa Telephone	Service	Outage	1
			Total ICs	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Billing	Slamming	3
		Policy and Practices	Abusive Marketing	3
			Total ICs	7
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	1
			Total ICs	1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
			Total ICs	14
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	4
		Policy and Practices	Safety	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	10
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	6
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Disconnection Non Payment	1
			Total ICs	16

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	High Bill	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	9
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
			Total ICs	15
CER4386, CER4438, IEC5378	Verizon Business Services	Billing	High Bill	1
			Total ICs	1
CEC3029	Verizon Wireless, LLC	Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
		Service	Refusal To Serve	1
		Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	5
		Billing	Other Charges	2
			Total ICs	18
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	14
			Total ICs	19
IER6985	Windstream Communications, Inc.	Billing	High Bill	1
			Total ICs	1
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
			Total ICs	1
Total ICs Sent ¹				445

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.