California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
March 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 **March 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	
IER7286	1 800 Collect	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CER4451	Air Voice Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4458	AmeriMex Communications Corp.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	90	45	135	8	21	29	34	38	72	15	7	22	-	-	-	-	-	-	66	58	124	10	2	12	394
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	4	-	4	-	-	-	7	-	7	3	-	3	-	-	-	-	-	-	3	1	4	1	-	1	19
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3014, CEC3021	AT&T Mobility	20	21	41	-	-	-	2	7	9	5	3	8	-	-	-	-	-	-	3	5	8	-	1	1	67
CLC7118, CRC7118	Birch Communications	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6764, CLC7222	Blue Casa Telephone, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4437	Blue Jay Wireless, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1333	Broadvoice, Phone Power	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR7127, IER7127	Central Telecom Long Distance, Inc.	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5335, IEC5335, IEC6018	CenturyLink	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	2	-	2	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	6
DVS1208	Charter Advanced Services (CA), LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	3
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC5698, IEC5698	Comcast Digital Phone	-	1	1	-	-	-	2	4	6	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	9
CLR6977, IER677	Connect To Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC1015, LEC1015	Consolidated Communications	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1460	Cox Communications NFS, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	6	7	-	-	-	2	4	6	2	-	2	-	-	-	-	-	-	1	2	3	-	1	1	19
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
DVS1151	DigitalPath, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6266, IEC6226	Earthlink Business, LLC	-	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	
CLC6096, IEC6096	Edison Carrier Solutions	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
CER4436	enTouch	-	-	**-**	5	1	**6**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**6**
CLC6837, IER6837	First Communications, LLC	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC1002, LEC1002	Frontier California, Inc.	52	35	**87**	-	6	**6**	18	27	**45**	8	9	**17**	-	-	**-**	-	-	**-**	43	48	**91**	6	-	**6**	**252**
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	-	**1**	-	-	**-**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IEC7167	Frontier Communications Online & LD	2	-	**2**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
IER7308	Global Calling Corporation	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
IEC5680	Global Tel*Link Corporation; GTL	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6842	Granite Telecommunications, LLC	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**1**
CER4372	I-Wireless, LLC	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4442	Life Wireless	-	-	**-**	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CRTLLA	Lifeline Administrator	-	-	**-**	62	234	**296**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**296**
DVS1429	MagicJack SMG, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**1**
CEC3079	MetroPCS	2	1	**3**	-	-	**-**	1	-	**1**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**6**
DVS1470	Pacific Centrex Datavo, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6097	Paetec Communications, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6005, CLR6005, IEC6005	Peak Communications	1	1	**2**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
LEC1014	Ponderosa Telephone	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	**1**
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	3	**4**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**5**
LEC1017	Siskiyou Telephone Company	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC7002, CLR7002, IEC7002	Sonic Telecom, LLC	-	-	**-**	-	-	**-**	1	2	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	**4**
CLC7005, CLR7055, IER7055	Southern California Telephone Company	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	16	8	**24**	-	-	**-**	8	1	**9**	3	3	**6**	-	-	**-**	-	-	**-**	1	1	**2**	1	-	**1**	**42**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4411	Tag Mobile, LLC	-	-	**-**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
IER6804	Tele Circuit Network Corporation	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	3	**3**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
IER6081	TIC Long Distance	1	-	**1**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**

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	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	10	3	**13**	1	2	**3**	9	12	**21**	1	2	**3**	-	-	**-**	-	-	**-**	5	2	**7**	11	-	**11**	**58**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	22	18	**40**	-	-	**-**	7	4	**11**	2	-	**2**	-	-	**-**	-	-	**-**	2	1	**3**	2	1	**3**	**59**
CER4360	Total Call Mobile, LLC	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	3	1	**4**	3	18	**21**	4	4	**8**	-	1	**1**	-	-	**-**	-	-	**-**	-	2	**2**	-	-	**-**	**36**
IER7003	Ttusa Acquisition, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5253, IEC5253	Verizon Access Transmission Services	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4439	Verizon California, Inc.	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	**2**
CLC5494, IEC5494	Verizon Select Services, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**1**
CEC3029	Verizon Wireless, LLC	17	12	**29**	-	-	**-**	9	6	**15**	1	4	**5**	-	-	**-**	-	-	**-**	2	-	**2**	1	-	**1**	**52**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	6	21	**27**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**28**
CLR6884	WTI Communications, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
	Total	253	169	**422**	87	312	**399**	113	116	**229**	44	34	**78**	-	-	**-**	2	-	**2**	134	125	**259**	37	6	**43**	**1,432**