

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

March 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
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	6
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	High Bill	11
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Slamming	2
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	11
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	4
		Service	Call Quality	8
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	3
		Service	Outage	30
		Service	Refusal To Serve	3
			Total ICs	119

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
IEC5800	AT&T Long Distance	Billing	High Bill	1
			Total ICs	1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Prepaid Phone Cards	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Number Portability - Wireless or Landline	2
		Service	Refusal To Serve	1
			Total ICs	31
CLC7118, CRC7118	Birch Communications	Billing	Other Charges	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	3
CLC5633, IEC5633	Blue Casa Telephone, LLC	Billing	Payment Error	1
			Total ICs	1
DVS1333	Broadvoice, Phone Power	Billing	Other Charges	1
			Total ICs	1
CLR7127, IER7127	Central Telecom Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CLC6878, CLR6878, IEC6878	Charter	Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	2
CLC5698, IEC5698	Comcast Digital Phone	Service	Outage	1
			Total ICs	1
CLC1015, LEC1015	Consolidated Communications	Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
			Total ICs	3
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	6
		Billing	Other Charges	1
		Service	Call Quality	1
		Service	Outage	2
			Total ICs	10
IEC6226	Earthlink Business, LLC	Billing	High Bill	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	10
		Billing	Bill Not Received	2
		Billing	Bundled Services	6
		Billing	Cramming	2
		Billing	Disputed Customer of Record	4
		Billing	High Bill	20
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	2
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	1
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	34
		Service	Refusal To Serve	2
			Total ICs	117
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Outage	1
			Total ICs	1
CLC6842	Granite Telecommunications, LLC	Service	Call Quality	1
			Total ICs	1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CEC3079	MetroPCS	Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
IER7029	Multiline Long Distance, Inc.	Billing	Slamming	1
			Total ICs	1
CLC6005, IEC6005	Peak Communications	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Billing	Slamming	2
		Policy and Practices	Abusive Marketing	4
			Total ICs	7

Utility Code	Utility Name	Category	Subcategory	Count
LEC1017	Siskiyou Telephone Company	Lifeline	LLB Application Request	1
			Total ICs	1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	High Bill	3
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Refusal To Serve	1
			Total ICs	12
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
IER6804	Tele Circuit Network Corporation	Billing	Cramming	1
			Total ICs	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	High Bill	1
		Lifeline	LLB Approved for Discount	3
		Policy and Practices	Abusive Marketing	2
		Service	Outage	1
			Total ICs	8
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	10
		Billing	Disputed Customer of Record	2
		Billing	High Bill	6
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	21
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	12
		Policy and Practices	Abusive Marketing	2
		Service	Outage	1
		Service	Refusal To Serve	1
			Total ICs	23

Utility Code	Utility Name	Category	Subcategory	Count
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Out of Service Credit - OOS	1
			Total ICs	1
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	2
		Billing	Bundled Services	1
		Billing	High Bill	5
		Billing	Other Charges	2
		Billing	Payment Error	2
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	1
		Service	Call Quality	1
			Total ICs	17
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	13
			Total ICs	17
LEC1019	Volcano Telephone Company	Service	Call Quality	1
			Total ICs	1
CLR6884	WTI Communications, Inc.	Billing	Early Termination Fee - ETF	1
			Total ICs	1
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	1
			Total ICs	1
Total ICs Sent ¹				419

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.