California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
April 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 **April 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	
CER4458	AmeriMex Communications Corp.	-	-	-	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC1001, LEC1001	AT&T California	64	40	104	7	18	25	28	39	67	12	5	17	1	-	1	-	-	-	52	47	99	2	1	3	316
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	2	1	3	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	2	1	3	-	-	-	9
CEC3014, CEC3021	AT&T Mobility	12	22	34	-	-	-	1	6	7	-	2	2	-	-	-	-	-	-	2	2	4	-	-	-	47
CLC7118, CRC7118	Birch Communications	-	2	2	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4437	Blue Jay Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5335, IEC5335, IEC6018	CenturyLink	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	2	-	2	-	2	2	2	3	5	1	-	1	-	-	-	-	-	-	-	2	2	-	-	-	12
CLC5698, IEC5698	Comcast Digital Phone	1	1	2	-	-	-	2	2	4	-	1	1	-	-	-	-	-	-	3	2	5	-	-	-	12
CLC5384	Comtel Telcom Assets LP	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1015, LEC1015	Consolidated Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	4	5	1	2	3	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11
CLR5233, IEC5233	CREDO; Working Assests Long Distance	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC6096, IEC6096	Edison Carrier Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	5	2	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC1002, LEC1002	Frontier California, Inc.	33	31	64	-	6	6	22	21	43	5	7	12	-	-	-	-	-	-	15	18	33	-	2	2	160
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	-	-	-	-	-	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
LEC1026	Frontier Communications of the Southwest, Inc.	2	-	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC6842	Granite Telecommunications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER7126	GTC Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CRTLLA	Lifeline Administrator	-	-	-	55	196	251	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	251
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CEC3079	MetroPCS	1	-	1	1	-	1	2	1	3	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	6
LEC1014	Ponderosa Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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	
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	1	**2**	-	-	**-**	-	2	**2**	1	2	**3**	-	-	**-**	-	-	**-**	-	2	**2**	-	-	**-**	**9**
IER6217	Sebastian	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
LEC1016	Sierra Telephone Company, Inc.	-	-	**-**	-	-	**-**	4	-	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	12	5	**17**	-	-	**-**	9	3	**12**	2	1	**3**	-	-	**-**	-	-	**-**	5	2	**7**	1	-	**1**	**40**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	1	2	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	1	**2**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	3	**3**	-	-	**-**	**6**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	5	3	**8**	-	4	**4**	4	9	**13**	1	1	**2**	-	-	**-**	-	-	**-**	3	1	**4**	2	-	**2**	**33**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	7	10	**17**	-	-	**-**	3	5	**8**	4	1	**5**	-	-	**-**	-	-	**-**	1	2	**3**	1	-	**1**	**34**
CER4360	Total Call Mobile, LLC	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	2	1	**3**	4	12	**16**	3	-	**3**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**23**
CER4386, CER4438, IEC5152,	Verizon Business Services	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	1	**2**	-	-	**-**	**2**
CER4439	Verizon California, Inc.	1	-	**1**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**
CLC5494, IEC5494	Verizon Select Services, Inc.	-	-	**-**	-	-	**-**	-	1	**1**	1	-	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**
CEC3002, CEC3029, CEC3038	Verizon Wireless	9	10	**19**	-	-	**-**	3	3	**6**	1	1	**2**	-	-	**-**	-	-	**-**	2	7	**9**	-	1	**1**	**37**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	5	16	**21**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**21**
CLC5553, IEC5553	XO Communications Services	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**3**
	Total	160	141	**301**	82	262	**344**	94	100	**194**	29	21	**50**	1	-	**1**	-	2	**2**	92	91	**183**	6	4	**10**	**1,085**