

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

April 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
CER4458	AmeriMex Communications	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	10
		Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	16
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	2
		Lifeline	LLB Application Request	15
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	2
		Service	Call Quality	4
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	15
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Outage	16
		Service	Refusal To Serve	1
			Total ICs	101
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bundled Services	1
		Service	Call Quality	1
			Total ICs	2
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	10
		Billing	Other Charges	8
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	1
			Total ICs	27
CLC7118, CRC7118	Birch Communications	Billing	Payment Error	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	High Bill	1
		Billing	Other Charges	1
			Total ICs	2
CLC6878, CLR6878, IEC6878	Charter	Lifeline	LLB Application Request	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	3
CLC5698, IEC5698	Comcast Digital Phone	Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
			Total ICs	4
CLC5384	Comtel Telcom Assets LP	Billing	Other Charges	1
			Total ICs	1
CLC1015, LEC1015	Consolidated Communications	Billing	Toll Dispute	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Address Error	1
			Total ICs	4
CER4308	CREDO; Working Assets	Billing	Bill Adjustment	1
		Billing	Payment Error	1
			Total ICs	2
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	13
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	3
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	1
		Service	Operator Services	1
		Service	Outage	11
			Total ICs	62
CLC6097	Paetec Communications, Inc.	Billing	High Bill	1
			Total ICs	1
CLC6005, IEC6005	Peak Communications	Billing	Slamming	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	5
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	High Bill	5
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	3
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	12
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	3
IER6804	Tele Circuit Network Corporation	Billing	Slamming	1
			Total ICs	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
			Total ICs	5
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	2
		Billing	High Bill	1
		Billing	Payment Error	1
		Lifeline	LLB Application Request	2
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	9
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	2
			Total ICs	13
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Disputed Customer of Record	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
			Total ICs	10
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	3
		Service	Refusal To Serve	1
			Total ICs	20
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	10
			Total ICs	12
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Service	Outage	1
			Total ICs	3
Total ICs Sent ¹				310

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.