California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
May 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 **May 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	
CER4451	Air Voice Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5955	Airnex Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3011	AirTouch Cellular	-	-	-	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4458	AmeriMex Communications Corp.	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLR7297	Anza Electric Co-operative, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	79	33	112	4	26	30	45	41	86	15	13	28	-	-	-	-	-	-	54	32	86	13	1	14	356
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	2	3	5	-	-	-	2	1	3	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	9
CEC3014, CEC3021	AT&T Mobility	10	22	32	-	-	-	7	6	13	3	4	7	-	-	-	-	-	-	-	1	1	1	-	1	54
CLC7118, CRC7118	Birch Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4437	Blue Jay Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5335, IEC5335, IEC6018	CenturyLink	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	2	1	3	-	-	-	2	2	4	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	9
DVS1208	Charter Advanced Services (CA), LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC5698, IEC5698	Comcast Digital Phone	-	3	3	-	-	-	1	6	7	-	-	-	-	-	-	-	-	-	2	2	4	-	-	-	14
CLC1015, LEC1015	Consolidated Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	2	3	-	-	-	2	4	6	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	12
CLC6017	Custom Teleconnect, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	4	1	5	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	6
CLC1002, LEC1002	Frontier California, Inc.	37	37	74	4	3	7	15	20	35	6	2	8	-	-	-	-	-	-	22	16	38	2	3	5	167
CLC5429, IEC5429	Frontier Communications of America, Inc.	2	-	2	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	6
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6842, IEC6842	Granite Telecommunications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4381	Greatcall, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4442	Life Wireless	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CRTLLA	Lifeline Administrator	-	-	-	68	255	323	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	323

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	
CLR6896	New Horizons Communications Corporation	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC7174	Pay Tel Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, CLR6005, IEC6005	Peak Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	2	5	7	-	-	-	-	2	2	-	3	3	-	-	-	-	-	-	1	-	1	-	-	-	13
IER6217	Sebastian	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7002, CLR7002	Sonic Telecom, LLC	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC7005, IER7055	Southern California Telephone Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	18	5	23	-	-	-	9	2	11	3	2	5	-	-	-	-	-	-	2	4	6	-	-	-	45
CER4380	Surelink Mobile; TruConnect	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4411	Tag Mobile, LLC	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CER4410	TC Telephone, LLC; Horizon Cellular	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6804	Tele Circuit Network Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER6081	TIC Long Distance	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	3	3	6	-	3	3	8	8	16	-	1	1	-	-	-	-	-	-	2	1	3	2	-	2	31
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	10	13	23	-	-	-	10	5	15	1	1	2	-	-	-	-	-	-	2	-	2	2	-	2	44
CER4360	Total Call Mobile, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	3	-	3	1	19	20	3	1	4	-	2	2	-	-	-	-	-	-	-	2	2	-	-	-	31
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4439	Verizon California, Inc.	1	-	1	-	-	-	2	-	2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	5
IEC5732	Verizon Long Distance, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	8	13	21	-	-	-	6	3	9	2	1	3	-	-	-	-	-	-	1	5	6	1	-	1	40
CER4327	Virgin Mobile; Assurance Wireless	-	1	1	3	23	26	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	28
	Total	190	149	339	89	340	429	120	106	226	36	29	65	-	-	-	-	-	-	91	66	157	21	4	25	1,241