

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

May 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
IEC5244,	Americatel & Startec Global Communications	Billing	Other Charges	1
			Total ICs	1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	7
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	18
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	16
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	4
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	4
		Service	Outage	13
		Service	Refusal To Serve	3
			Total ICs	112

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
			Total ICs	2
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	23
CLC7118, CRC7118	Birch Communications	Billing	High Bill	2
			Total ICs	2
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Address Error	1
			Total ICs	1
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Lifeline	LLB Application Request	1
		Service	Outage	1
			Total ICs	3
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Outage	1
			Total ICs	3
CLC1015, LEC1015	Consolidated Communications	Billing	High Bill	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Payment Error	1
		Lifeline	LLB Approved for Discount	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
			Total ICs	8
CER4436	enTouch	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
			Total ICs	2
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	9
		Billing	Bundled Services	4
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	15
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Federal Program/Equipment	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Health	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	7
			Total ICs	60

Utility Code	Utility Name	Category	Subcategory	Count
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	Bill Adjustment	1
			Total ICs	1
IER7126	GTC Communications	Billing	Bill Adjustment	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	2
		Billing	Slamming	4
		Policy and Practices	Abusive Marketing	2
			Total ICs	8
IER6217	Sebastian	Billing	Disputed Customer of Record	1
			Total ICs	1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	3
		Billing	Bundled Services	1
		Billing	Other Charges	1
		Service	Dead Zones/Dropped Calls	2
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	9
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
		Service	Call Quality	1
			Total ICs	2
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	High Bill	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	3
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	8
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	4
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	1
			Total ICs	15
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	10
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
			Total ICs	18

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
			Total ICs	17
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	14
			Total ICs	25
Total ICs Sent ¹				329

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.