California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
June 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 **June 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	
CEC3085	Accessible Wireless, LLC	1	-	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**
CER4451	Air Voice Wireless, LLC	-	-	**-**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
IEC5955	Airnex Communications, Inc.	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3011	AirTouch Cellular	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4458	AmeriMex Communications Corp.	-	-	**-**	4	-	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
CLC1001, LEC1001	AT&T California	79	35	**114**	4	22	**26**	45	60	**105**	13	11	**24**	-	-	**-**	-	-	**-**	44	37	**81**	10	2	**12**	**362**
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	6	-	**6**	-	-	**-**	4	-	**4**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**11**
CEC3014, CEC3021	AT&T Mobility	16	12	**28**	1	-	**1**	7	7	**14**	6	2	**8**	-	-	**-**	-	-	**-**	3	3	**6**	3	1	**4**	**61**
CLC7118, CRC7118	Birch Communications	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4437	Blue Jay Wireless, LLC	-	-	**-**	-	2	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**3**
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6878, CLR6878, IEC6878	Charter	3	1	**4**	-	-	**-**	1	1	**2**	-	1	**1**	-	-	**-**	-	-	**-**	2	2	**4**	2	-	**2**	**13**
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
CLC5698, IEC5698	Comcast Digital Phone	-	-	**-**	-	-	**-**	-	7	**7**	-	1	**1**	-	-	**-**	-	-	**-**	2	-	**2**	-	-	**-**	**10**
CER4508	Comcast OTR1, LLC	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLR6977	Connect To Communications, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**1**
CER4434	Connectto World, Inc.	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC1015, LEC1015	Consolidated Communications	-	-	**-**	-	1	**1**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4328	Consumer Cellular, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**1**
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	1	**1**	-	3	**3**	-	3	**3**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	1	-	**1**	**9**
CLR5233, IEC5233	CREDO; Working Assests Long Distance	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
CER4460	Cricket Wireless, LLC	-	1	**1**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CLC6096, IEC6096	Edison Carrier Solutions	1	-	**1**	-	-	**-**	1	-	**1**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CER4436	enTouch	-	-	**-**	2	1	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CLC1002, LEC1002	Frontier California, Inc.	31	23	**54**	4	4	**8**	15	16	**31**	3	-	**3**	-	-	**-**	-	-	**-**	13	10	**23**	1	3	**4**	**123**
CLC5429, IEC5429	Frontier Communications of America, Inc.	3	-	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	2	-	**2**	-	-	**-**	**5**
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	**-**	-	-	**-**	1	-	**1**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
IEC7167	Frontier Communications Online & LD	2	-	**2**	-	-	**-**	2	-	**2**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**5**
IEC5680	Global Tel*Link Corporation; GTL	-	-	**-**	-	-	**-**	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	
CLC6083, IEC6083	Integra Telecom	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4372	I-Wireless, LLC	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4442	Life Wireless	-	-	**-**	2	1	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CRTLLA	Lifeline Administrator	-	-	**-**	69	216	**285**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**285**
IER6532	Long Distance Consolidated Billing Co.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**1**
CEC3079	MetroPCS	2	-	**2**	-	-	**-**	3	-	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**5**
CEC3090	Onvoy Spectrum, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC6005, IEC6005	Peak Communications	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	2	**2**	-	-	**-**	-	1	**1**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**4**
CLC7002, CLR7002	Sonic Telecom, LLC	-	-	**-**	-	-	**-**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**3**
CLC7005, IER7055	Southern California Telephone Company	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**2**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	14	3	**17**	-	-	**-**	10	2	**12**	4	-	**4**	-	-	**-**	-	-	**-**	3	3	**6**	1	-	**1**	**40**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	1	3	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**5**
CER4411	Tag Mobile, LLC	-	-	**-**	-	3	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**3**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	6	2	**8**	-	1	**1**	8	9	**17**	2	1	**3**	-	-	**-**	-	-	**-**	1	1	**2**	5	-	**5**	**36**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	12	10	**22**	-	-	**-**	9	5	**14**	1	-	**1**	-	-	**-**	-	-	**-**	1	1	**2**	5	-	**5**	**44**
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	1	2	**3**	7	26	**33**	5	2	**7**	-	1	**1**	-	-	**-**	-	-	**-**	4	-	**4**	-	-	**-**	**48**
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**1**
CER4439	Verizon California, Inc.	-	-	**-**	-	-	**-**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
IEC5732	Verizon Long Distance, LLC	1	-	**1**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**3**
CLC5494, IEC5494	Verizon Select Services, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3002, CEC3029, CEC3038	Verizon Wireless	8	7	**15**	-	-	**-**	8	-	**8**	2	2	**4**	-	-	**-**	-	-	**-**	1	1	**2**	2	2	**4**	**33**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	4	16	**20**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**21**
CLC5553, IEC5553	XO Communications Services	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**2**
	Total	193	104	**297**	101	302	**403**	128	115	**243**	38	21	**59**	-	-	**-**	-	-	**-**	87	61	**148**	32	8	**40**	**1,190**