

# Communications Industry

## Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### June 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
			<b>Total ICs</b>	<b>1</b>
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	13
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	13
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	15
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	14
		Policy and Practices	Safety	2
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	13
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	10
		Service	Refusal To Serve	4
			<b>Total ICs</b>	<b>111</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
			<b>Total ICs</b>	<b>19</b>
CLC6764, CLC7222	Blue Casa Telephone, LLC	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>3</b>
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications;	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Disputed Customer of Record	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>3</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Toll Dispute	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>4</b>
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	14
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Safety	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	2
		Service	Outage	3
			<b>Total ICs</b>	<b>42</b>
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
IER6532	Long Distance Consolidated Billing Co.	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	2
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>3</b>
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	Bill Adjustment	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	2
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>8</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Service	Outage	1
			Total ICs	2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	3
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	1
		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	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Service	Dead Zones/Dropped Calls	1
			Total ICs	11
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Other Charges	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	14
		Policy and Practices	Abusive Marketing	1
			Total ICs	28
CLC5494, IEC5494	Verizon Select Services, Inc.	Billing	High Bill	1
			Total ICs	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
		Service	Disconnected In Error	1
		Service	Refusal To Serve	1
			Total ICs	10
CER4327	Virgin Mobile; Assurance	Billing	Prepaid Phone Cards	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	12
CLC5553, IEC5553	XO Communications Services	Service	Call Quality	1
			Total ICs	1
Total ICs Sent <sup>1</sup>				278

<sup>1</sup> 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.