California Public Utilities Commission
Consumer Service and Information Division

# Communications Industry
## Consumer Contacts - Total Presented by Company and Category
## July 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 **July 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 | |
| CLC6342, IER6342 | ACN Communications Services, Inc. | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CER4458 | AmeriMex Communications Corp. | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CLC1001, LEC1001 | AT&T California | 50 | 42 | 92 | 5 | 17 | 22 | 37 | 31 | 68 | 7 | 7 | 14 | - | - | - | - | - | - | 32 | 34 | 66 | 4 | 2 | 6 | 268 |
| CLC5002, CLC6346, IEC5002, IEC6346 | AT&T Corp. | 2 | 1 | 3 | - | - | - | 6 | - | 6 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 2 | 11 |
| IEC5800 | AT&T Long Distance | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CEC3014, CEC3021 | AT&T Mobility | 13 | 13 | 26 | - | - | - | 7 | 1 | 8 | 4 | 2 | 6 | - | - | - | - | - | - | 2 | 2 | 4 | 1 | 2 | 3 | 47 |
| CLC7118, CRC7118 | Birch Communications | 1 | - | 1 | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| CER4437 | Blue Jay Wireless, LLC | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CER4412 | Budget Mobile; Budget Mobile LifeLine | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CLR7127, IER7127 | Central Telecom Long Distance, Inc. | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CLC6878, CLR6878, IEC6878 | Charter | 2 | - | 2 | - | 1 | 1 | 6 | - | 6 | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 10 |
| DVS1208 | Charter Advanced Services (CA), LLC | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CER4508, CLC5698, IEC5698 | Comcast | 1 | - | 1 | - | - | - | 2 | 7 | 9 | - | 1 | 1 | - | - | - | - | - | - | - | 3 | 3 | - | - | - | 14 |
| CLC5684, IEC5684 | Cox; Cox Communications; Cox Business | 1 | 3 | 4 | 1 | - | 1 | 2 | 2 | 4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 9 |
| CER4308 | CREDO; Working Assets Wireless | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | 1 |
| CER4460 | Cricket Wireless, LLC | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | 2 |
| CER4436 | enTouch | - | - | - | 2 | 6 | 8 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 8 |
| CLC1002, LEC1002 | Frontier California, Inc. | 29 | 39 | 68 | 2 | 5 | 7 | 17 | 16 | 33 | 4 | 2 | 6 | - | - | - | - | - | - | 22 | 21 | 43 | - | 2 | 2 | 159 |
| CLC5429, IEC5429 | Frontier Communications of America, Inc. | 4 | - | 4 | - | - | - | 4 | - | 4 | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | - | 9 |
| LEC1026 | Frontier Communications of the Southwest, Inc. | 4 | - | 4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 4 |
| IEC7167 | Frontier Communications Online & LD | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| IEC5680 | Global Tel*Link Corporation; GTL | 1 | - | 1 | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| CLC5377, IEC5377 | Integra Telecom | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CLR5786, IEC5786 | Legacy Inmate Communications | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| IEC5358 | Level 3 Telecom of California, LP | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CER4442 | Life Wireless | - | - | - | 2 | 3 | 5 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 5 |
| CRTLLA | Lifeline Administrator | - | - | - | 50 | 167 | 217 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 217 |
| IER7048 | Long Distance Access, Inc. | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| CEC3079 | MetroPCS | - | - | - | - | - | - | 3 | 1 | 4 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 5 |

| 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 | |
| IER6965 | Network Service Billing, Inc. | - | 1 | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| DVS1291 | Ooma, Inc. | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| LEC1014 | Ponderosa Telephone | - | - | **-** | - | - | **-** | - | 1 | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| CER4487, CLC5502, CLR5502, IEC5502 | Preferred Long Distance, Inc. | - | 2 | **2** | - | - | **-** | - | - | **-** | - | 3 | **3** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **5** |
| CLC5513, IEC5513 | Primus Telecommunications, Inc. | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| LEC1016 | Sierra Telephone Company, Inc. | - | - | **-** | - | - | **-** | - | 1 | **1** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **2** |
| CLC7002, CLR7002 | Sonic Telecom, LLC | - | - | **-** | - | - | **-** | 1 | 2 | **3** | - | - | **-** | - | - | **-** | - | - | **-** | - | 1 | **1** | - | - | **-** | **4** |
| CLC7005, IER7055 | Southern California Telephone Company | - | - | **-** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | 1 | **1** | - | - | **-** | **2** |
| CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066 | Sprint; Sprint PCS | 11 | 11 | **22** | - | - | **-** | 12 | 4 | **16** | 1 | 1 | **2** | - | - | **-** | - | - | **-** | 6 | - | **6** | 1 | - | **1** | **47** |
| CER4380 | Surelink Mobile; TruConnect | - | - | **-** | 3 | 4 | **7** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **7** |
| CER4411 | Tag Mobile, LLC | - | - | **-** | - | 4 | **4** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **4** |
| CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 | Telepacific Communications | - | 2 | **2** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | 1 | - | **1** | - | - | **-** | **4** |
| IER6081 | TIC Long Distance | - | - | **-** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| CLC6874, CLR6874, DVS1158, IEC6874, IER6874 | Time Warner Cable | 10 | - | **10** | - | 1 | **1** | 8 | 18 | **26** | 3 | - | **3** | - | - | **-** | - | - | **-** | 5 | - | **5** | 8 | - | **8** | **53** |
| CEC3056 | T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) | 14 | 8 | **22** | - | - | **-** | 2 | 4 | **6** | 3 | - | **3** | - | - | **-** | - | - | **-** | 2 | 1 | **3** | 4 | 1 | **5** | **39** |
| CER4231 | TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) | 2 | 2 | **4** | 5 | 12 | **17** | 5 | 3 | **8** | - | 2 | **2** | - | - | **-** | - | - | **-** | 1 | 1 | **2** | - | - | **-** | **33** |
| CLC5253, IEC5253 | Verizon Access Transmission Services | - | - | **-** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| CER4439 | Verizon California, Inc. | - | - | **-** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| IEC5732 | Verizon Long Distance, LLC | 1 | - | **1** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **2** |
| CEC3002, CEC3029, CEC3038 | Verizon Wireless | 3 | 16 | **19** | - | - | **-** | 7 | 8 | **15** | 4 | 2 | **6** | - | - | **-** | - | - | **-** | 1 | 1 | **2** | 1 | - | **1** | **43** |
| CER4327 | Virgin Mobile; Assurance Wireless | - | - | **-** | 3 | 12 | **15** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **16** |
| DVS1135 | Vonage America, Inc. | - | - | **-** | - | - | **-** | - | 1 | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **1** |
| DVS1491 | WAVE.BAND, LLC | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | 1 | **1** | **1** |
| CLC5553, IEC5553 | XO Communications Services | - | 2 | **2** | - | - | **-** | 1 | - | **1** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | - | - | **-** | **3** |
| | ***Total*** | 153 | 145 | **298** | 75 | 233 | **308** | 129 | 103 | **232** | 30 | 21 | **51** | - | - | **-** | - | - | **-** | 73 | 67 | **140** | 21 | 8 | **29** | **1,058** |