

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

July 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
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	8
		Billing	Bill Format	1
		Billing	Bill Not Received	2
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	12
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Lifeline	LLB Application Request	12
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	5
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	4
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	16
		Total ICs	105	
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	High Bill	1
			Total ICs	1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5
		Billing	Bill Not Received	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
				Total ICs
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2

Utility Code	Utility Name	Category	Subcategory	Count
CLR7127, IER7127	Central Telecom Long Distance, Inc.	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CLC6878, CLR6878, IEC6878	Charter	Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
CLC5698, IEC5698	Comcast Digital Phone	Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	2
			Total ICs	3
CLC1015, LEC1015	Consolidated Communications	Lifeline	LLB Approved for Discount	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
			Total ICs	2
CLR5233, IEC5233	CREDO; Working Assests Long	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
CER4460	Cricket Wireless, LLC	Service	Refusal To Serve	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Address Error	2
		Lifeline	LLB Federal Program/Equipment	3
			Total ICs	5
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	14
		Billing	Other Charges	6
		Billing	Payment Error	1
		Billing	Slamming	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	8
			Total ICs	53
CLC5377, IEC5377	Integra Telecom	Billing	Disputed Customer of Record	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	3
IER7048	Long Distance Access, Inc.	Billing	Other Charges	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	2
		Policy and Practices	Abusive Marketing	3
			Total ICs	5
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	1
			Total ICs	1
CLC7005, IER7055	Southern California Telephone Company	Service	Outage	1
			Total ICs	1
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	High Bill	3
		Billing	Other Charges	2
		Billing	Payment Error	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	9
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	4
CER4411	Tag Mobile, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	4
IER6804	Tele Circuit Network Corporation	Billing	Slamming	1
			Total ICs	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Billing	Payment Arrangements	1
		Billing	Toll Dispute	1
			Total ICs	7
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Payment Error	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	8
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	16

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	5
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Outage	1
			Total ICs	15
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
			Total ICs	14
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
			Total ICs	2
Total ICs Sent ¹				286

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.