California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
August 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 **August 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	
CER4451	Air Voice Wireless, LLC	-	-	-	-	5	5	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	6
CER4458	AmeriMex Communications Corp.	-	-	-	3	2	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC1001, LEC1001	AT&T California	77	47	124	6	26	32	35	33	68	12	7	19	-	-	-	-	-	-	39	33	72	4	-	4	319
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	6	-	6	-	-	-	8	-	8	1	-	1	-	-	-	-	-	-	1	1	2	-	-	-	17
CEC3014, CEC3021	AT&T Mobility	12	16	28	-	-	-	4	4	8	1	2	3	-	-	-	-	-	-	2	5	7	1	-	1	47
CLC7118, CRC7118	Birch Communications	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4437	Blue Jay Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6446	Cbeyond	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR7127, IER7127	Central Telecom Long Distance, Inc.	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6878, CLR6878, IEC6878	Charter	3	4	7	-	1	1	4	2	6	-	-	-	-	-	-	-	-	-	-	2	2	2	1	3	19
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	1	1	2	-	-	-	3	8	11	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	14
CER4508	Comcast OTR1, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	2	3	-	-	-	3	3	6	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	11
CLC6096, IEC6096	Edison Carrier Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4436	enTouch	-	-	-	3	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC1002, LEC1002	Frontier California, Inc.	25	23	48	1	8	9	21	19	40	5	3	8	-	-	-	-	-	-	19	30	49	2	2	4	158
CLC5429, IEC5429	Frontier Communications of America, Inc.	3	-	3	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	6	-	6	1	-	1	13
LEC1026	Frontier Communications of the Southwest, Inc.	2	-	2	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	5
IEC7167	Frontier Communications Online & LD	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4423	Global Connection Inc of America	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6673	GTT Americas, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4442	Life Wireless	-	-	-	-	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CRTLLA	Lifeline Administrator	-	-	-	62	178	240	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	240
CEC3079	MetroPCS	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLR6896	New Horizons Communications Corporation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6005, IEC6005	Peak Communications	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3

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	
LEC1014	Ponderosa Telephone	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	3
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC7002, CLR7002	Sonic Telecom, LLC	-	1	1	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	12	6	18	-	-	-	6	1	7	4	4	8	-	-	-	-	-	-	5	1	6	-	-	-	39
CER4380	Surelink Mobile; TruConnect	-	-	-	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4411	Tag Mobile, LLC	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IER6384	TDS Long Distance Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6804	Tele Circuit Network Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	5
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	10	5	15	-	-	-	11	11	22	3	1	4	-	-	-	-	-	-	5	3	8	4	1	5	54
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	7	6	13	-	-	-	3	9	12	2	2	4	-	-	-	-	-	-	4	1	5	1	-	1	35
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	2	-	2	6	11	17	3	1	4	-	1	1	-	-	-	-	-	-	1	3	4	-	-	-	28
IEC5920	U.S. Telecom Long Distance, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
IER7170	United Telecom, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC5807	Utility Telephone	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4439	Verizon California, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5732	Verizon Long Distance, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	10	17	27	-	-	-	6	3	9	3	-	3	-	-	-	-	-	-	4	1	5	1	-	1	45
CER4327	Virgin Mobile; Assurance Wireless	-	1	1	3	8	11	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13
CLC5553, IEC5553	XO Communications Services	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
	Total	182	138	320	88	252	340	118	98	216	33	24	57	-	-	-	-	-	-	91	88	179	18	4	22	1,134