

# Communications Industry

## Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### August 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	5
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>6</b>
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	6
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	20
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	9
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Arrangements	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	15
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	4
		Service	Outage	9
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>107</b>
IEC5800	AT&T Long Distance	Billing	Toll Dispute	1
			<b>Total ICs</b>	<b>1</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
		Service	Refusal To Serve	2
			<b>Total ICs</b>	<b>20</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
			<b>Total ICs</b>	<b>2</b>
CER4437	Blue Jay Wireless, LLC	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
CLR7127, IER7127	Central Telecom Long Distance, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	3
		Lifeline	LLB Application Request	1
		Service	Outage	1
			<b>Total ICs</b>	<b>5</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Service	Disconnected In Error	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
CER4508	Comcast OTR1, LLC	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bundled Services	1
		Billing	High Bill	1
		Policy and Practices	Robo Calls/ADAD	1
			<b>Total ICs</b>	<b>3</b>
CER4436	enTouch	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	4
		Billing	Bundled Services	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	8
		Billing	Other Charges	9
		Billing	Payment Error	2
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
		Service	Call Quality	5
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	13
		Service	Refusal To Serve	3
			<b>Total ICs</b>	<b>69</b>
CER4442	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	3
			<b>Total ICs</b>	<b>3</b>
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>3</b>
LEC1016	Sierra Telephone Company, Inc.	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	3
		Billing	High Bill	4
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	4
			<b>Total ICs</b>	<b>12</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
CER4411	Tag Mobile, LLC	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>5</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	1
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>6</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Billing	Other Charges	2
		Billing	Prepaid Phone Cards	1
		Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>9</b>
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	6
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>17</b>
IER7170	United Telecom, Inc.	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC5253, IEC5253	Verizon Access Transmission Services	Service	Outage	1
			Total ICs	1
CER4386, CER4438,	Verizon Business Services	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	7
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
			Total ICs	20
CER4327	Virgin Mobile; Assurance	Billing	High Bill	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
			Total ICs	6
CLC5553, IEC5553	XO Communications Services	Service	Outage	1
			Total ICs	1
Total ICs Sent <sup>1</sup>				312

<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.