California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
September 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 **September 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	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IEC5991	American Phone Services, Corp	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4458	AmeriMex Communications Corp.	-	-	-	1	4	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC1001, LEC1001	AT&T California	75	38	113	13	20	33	21	28	49	7	10	17	-	-	-	-	-	-	38	29	67	9	1	10	289
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	7	-	7	-	-	-	3	1	4	-	-	-	-	-	-	-	-	-	4	-	4	-	-	-	15
CEC3014, CEC3021	AT&T Mobility	14	17	31	-	-	-	5	5	10	1	1	2	-	-	-	-	-	-	5	4	9	1	-	1	53
CLC7118, CRC7118	Birch Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	9	4	13	-	-	-	4	-	4	-	-	-	-	-	-	-	-	-	1	2	3	1	-	1	21
CLC5698, IEC5698	Comcast Digital Phone	-	-	-	-	-	-	-	7	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLR6977	Connect To Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	2	3	1	1	2	1	5	6	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	14
CER4460	Cricket Wireless, LLC	1	-	1	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CER4436	enTouch	-	-	-	4	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC1002, LEC1002	Frontier California, Inc.	31	37	68	1	4	5	21	15	36	7	1	8	-	-	-	-	-	-	18	15	33	4	-	4	154
CLC5429, IEC5429	Frontier Communications of America, Inc.	7	-	7	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2	-	2	-	-	-	10
LEC1026	Frontier Communications of the Southwest, Inc.	3	-	3	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	7
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
IER7237	G3 Telecom USA, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1228	Hughes; HughesNet	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5427	IDT America Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4442	Life Wireless	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CRTLLA	Lifeline Administrator	-	-	-	37	142	179	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	179
CEC3079	MetroPCS	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6005, IEC6005	Peak Communications	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
IER6639	Pioneer Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
DVS1144	Ringcentral, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	2

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	
CLC7002, CLR7002	Sonic Telecom, LLC	-	1	**1**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**3**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	7	4	**11**	-	-	**-**	4	2	**6**	2	2	**4**	-	-	**-**	-	-	**-**	1	2	**3**	-	-	**-**	**24**
CLC6996, IEC6996	Suddenlink Communications	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**1**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	-	5	**5**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**5**
CER4411	Tag Mobile, LLC	-	-	**-**	1	2	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	2	**3**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**5**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	4	1	**5**	-	-	**-**	16	10	**26**	1	1	**2**	-	-	**-**	-	-	**-**	3	-	**3**	-	1	**1**	**37**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	8	6	**14**	-	-	**-**	4	4	**8**	1	2	**3**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**26**
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	2	**2**	1	16	**17**	1	1	**2**	-	-	**-**	-	-	**-**	-	-	**-**	3	2	**5**	1	-	**1**	**27**
CLC5253, IEC5253	Verizon Access Transmission Services	2	1	**3**	3	-	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**7**
CER4439	Verizon California, Inc.	-	-	**-**	-	-	**-**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
IEC5732	Verizon Long Distance, LLC	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3002, CEC3029, CEC3038	Verizon Wireless	9	6	**15**	-	-	**-**	3	3	**6**	-	1	**1**	-	-	**-**	-	-	**-**	-	1	**1**	5	-	**5**	**28**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	11	17	**28**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**28**
LEC1019	Volcano Telephone Company	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	**1**
DVS1135	Vonage America, Inc.	-	-	**-**	-	-	**-**	2	-	**2**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CLC5553, IEC5553	XO Communications Services	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
	Total	183	123	**306**	75	221	**296**	96	85	**181**	21	19	**40**	-	-	**-**	1	-	**1**	80	60	**140**	24	2	**26**	**990**