

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

September 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 Address Error	1
		Lifeline	LLB Approved for Discount	3
			Total ICs	4
CER4458	AmeriMex Communications	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	3
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	10
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	9
		Billing	Payment Error	1
		Billing	Slamming	2
		Lifeline	LLB Application Request	18
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	3
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	8
		Service	Refusal To Serve	1
			Total ICs	95
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	6
		Billing	Bill Not Received	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	2
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	3
			Total ICs	22

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	High Bill	1
			Total ICs	1
CLC5633, IEC5633	Blue Casa Telephone, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CLC6878, CLR6878, IEC6878	Charter	Billing	Bill Adjustment	1
		Billing	Bundled Services	1
		Billing	High Bill	2
		Billing	Slamming	1
		Service	Call Quality	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	8
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bundled Services	1
		Billing	High Bill	1
		Billing	Payment Arrangements	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	6
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	13
		Billing	Other Charges	7
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	9
			Total ICs	57
CLC6673	GTT Americas, LLC	Billing	Early Termination Fee - ETF	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	4
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Service	Refusal To Serve	1
			Total ICs	1
DVS1144	Ringcentral, Inc.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	2
		Service	Number Portability - Wireless or Landline	1
			Total ICs	7
CLC6996, IEC6996	Suddenlink Communications	Service	Disconnection Non Payment	1
			Total ICs	1
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	3
CER4411	Tag Mobile, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	4
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
IER6804	Tele Circuit Network Corporation	Billing	Slamming	1
			Total ICs	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
			Total ICs	2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	2
		Policy and Practices	Abusive Marketing	1
			Total ICs	3
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Cramming	1
		Billing	High Bill	2
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			Total ICs	8
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	High Bill	1
		Billing	Payment Error	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	11
		Service	Disconnection Non Payment	1
			Total ICs	20

Utility Code	Utility Name	Category	Subcategory	Count
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Other Charges	1
			Total ICs	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Disputed Customer of Record	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
			Total ICs	9
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	11
			Total ICs	17
Total ICs Sent ¹				282

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.