California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
October 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 **October 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	-	-	-	2	3	**5**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**5**
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	-	1	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**1**
CER4458	AmeriMex Communications Corp.	-	-	-	1	4	**5**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**5**
CLC1001, LEC1001	AT&T California	67	43	**110**	6	10	**16**	38	16	**54**	13	10	**23**	-	-	-	-	1	**1**	32	28	**60**	14	1	**15**	**279**
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	7	2	**9**	-	-	-	6	5	**11**	1	1	**2**	-	-	-	-	-	-	2	1	**3**	-	-	-	**25**
CEC3014, CEC3021	AT&T Mobility	15	19	**34**	-	-	-	3	2	**5**	-	3	**3**	-	-	-	-	-	-	2	2	**4**	1	-	**1**	**47**
CLC7118, CRC7118	Birch Communications	-	1	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	**1**	-	-	-	**2**
CLC6878, CLR6878, IEC6878	Charter	8	2	**10**	-	1	**1**	2	2	**4**	3	-	**3**	-	-	-	-	-	-	3	-	**3**	1	-	**1**	**22**
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**	-	-	-	2	1	**3**	-	1	**1**	-	-	-	-	-	-	1	2	**3**	-	1	**1**	**10**
CLR6977	Connect To Communications, Inc.	1	-	**1**	-	-	-	-	-	-	1	-	**1**	-	-	-	-	-	-	-	-	-	-	-	-	**2**
CER4434	Connectto World, Inc.	1	-	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**1**
CER4328	Consumer Cellular, Inc.	-	1	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	**2**	-	-	-	**3**
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	2	**2**	1	1	**2**	2	5	**7**	1	-	**1**	-	-	-	-	-	-	1	2	**3**	-	-	-	**15**
CER4460	Cricket Wireless, LLC	1	-	**1**	-	-	-	-	1	**1**	-	-	-	-	-	-	-	-	-	1	-	**1**	-	-	-	**3**
IER6919	DAR Communications Corporation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	**1**	-	-	-	**1**
CLC6096, IEC6096	Edison Carrier Solutions	1	-	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**1**
CER4436	enTouch	-	-	-	6	1	**7**	1	-	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**8**
CLC1002, LEC1002	Frontier California, Inc.	35	31	**66**	1	8	**9**	18	14	**32**	5	3	**8**	-	-	-	-	1	**1**	13	54	**67**	1	2	**3**	**186**
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	-	**1**	-	-	-	2	-	**2**	-	-	-	-	-	-	-	-	-	3	-	**3**	-	-	-	**6**
LEC1026	Frontier Communications of the Southwest, Inc.	5	-	**5**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	**1**	**6**
IER6890	Horizon Telecom Network, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	**1**	-	-	-	**1**
DVS1228	Hughes; HughesNet	-	-	-	-	-	-	-	2	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**2**
CLR5786, IEC5786	Legacy Inmate Communications	-	1	**1**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**1**
CER4442	Life Wireless	-	-	-	3	3	**6**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**6**
CRTLLA	Lifeline Administrator	-	-	-	55	158	**213**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	**213**
IEC5864	Locus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	1	-	**1**	-	-	-	-	-	-	-	-	-	-	-	-	**1**
CEC3079	MetroPCS	1	-	**1**	-	-	-	1	-	**1**	-	-	-	-	-	-	-	-	-	1	-	**1**	-	-	-	**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	
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	1	**1**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	1	**1**	**2**
CER4511	Republic Wireless, Inc	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	**1**
LEC1016	Sierra Telephone Company, Inc.	-	-	**-**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC7002, CLR7002	Sonic Telecom, LLC	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	7	8	**15**	-	-	**-**	7	5	**12**	2	1	**3**	-	-	**-**	-	-	**-**	4	2	**6**	1	1	**2**	**38**
CLC6996, IEC6996	Suddenlink Communications	-	1	**1**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**2**
CER4380	Surelink Mobile; TruConnect	-	-	**-**	-	7	**7**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**7**
CER4411	Tag Mobile, LLC	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CER4410, CLC6875, CLR6875, IEC6875,	TC Telephone, LLC; Horizon Cellular	1	1	**2**	2	2	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	2	1	**3**	-	-	**-**	**9**
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	2	**2**	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	1	-	**1**	-	-	**-**	**4**
IER6081	TIC Long Distance	-	-	**-**	-	-	**-**	2	1	**3**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**3**
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	5	2	**7**	4	3	**7**	11	10	**21**	1	1	**2**	-	-	**-**	-	-	**-**	3	1	**4**	6	-	**6**	**47**
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	11	3	**14**	-	-	**-**	5	2	**7**	-	2	**2**	-	-	**-**	-	-	**-**	3	1	**4**	2	-	**2**	**29**
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	1	**1**	7	17	**24**	2	2	**4**	-	-	**-**	-	-	**-**	-	-	**-**	-	1	**1**	-	1	**1**	**31**
CER4439	Verizon California, Inc.	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CLC5494, IEC5494	Verizon Select Services, Inc.	1	-	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
CEC3002, CEC3029, CEC3038	Verizon Wireless	16	6	**22**	-	-	**-**	5	4	**9**	2	1	**3**	-	-	**-**	-	-	**-**	4	2	**6**	3	-	**3**	**43**
CER4327	Virgin Mobile; Assurance Wireless	-	-	**-**	8	13	**21**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**21**
IEC6146	Wiltel Communications, LLC	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
IER7220	WiMacTel, Inc.	-	-	**-**	-	-	**-**	-	1	**1**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	-	-	**-**	**1**
	Total	186	130	**316**	96	232	**328**	108	75	**183**	31	25	**56**	-	-	**-**	-	2	**2**	80	100	**180**	30	7	**37**	**1,102**