

# Communications Industry

## Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### October 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	2
			<b>Total ICs</b>	<b>2</b>
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Discount Switched to Other Carrier	3
			<b>Total ICs</b>	<b>3</b>
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	Bundled Services	5
		Billing	Disputed Customer of Record	3
		Billing	High Bill	14
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	7
		Billing	Payment Error	1
		Billing	Slamming	2
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	6
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	4
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	18
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>90</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Disputed Customer of Record	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>4</b>
CEC3014, CEC3021	AT&T Mobility	Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	11
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>19</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	2
			<b>Total ICs</b>	<b>2</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Other Charges	1
		Service	Outage	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>3</b>
CER4328	Consumer Cellular, Inc.	Billing	Disputed Customer of Record	1
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>2</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
IER6919	DAR Communications Corporation	Service	Outage	1
			<b>Total ICs</b>	<b>1</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	6
		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB New Phone Service Not LL Eligible	3
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	4
			<b>Total ICs</b>	<b>54</b>
CLR5786, IEC5786	Legacy Inmate Communications	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CER4442	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	2
			<b>Total ICs</b>	<b>2</b>
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>7</b>
CLC6996, IEC6996	Suddenlink Communications	Billing	Bundled Services	1
			<b>Total ICs</b>	<b>1</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>8</b>
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
		Lifeline	LLB Approved for Discount	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Late Payment Charge - LPC	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
		Service	Disconnection Non Payment	1
			<b>Total ICs</b>	<b>6</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>8</b>
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	3
		Lifeline	LLB Federal Program/Equipment	4
		Service	Disconnected In Error	1
		Service	Outage	1
			<b>Total ICs</b>	<b>16</b>
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	2
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Disconnection Non Payment	1
			<b>Total ICs</b>	<b>9</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	8
			Total ICs	11
IEC6146	Wiltel Communications, LLC	Billing	Slamming	1
			Total ICs	1
Total ICs Sent <sup>1</sup>				263

<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.