California Public Utilities Commission Consumer Service and Information Division

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
	,		Total ICs	2
IEC5244,	Americatel & Startec Global	Billing	Cramming	1
IEC5918,	Communications	Dilling	Oranining	'
IER5918			Total ICs	1
CER4458	AmeriMex Communications	Lifeline	LLB Discount Switched to Other Carrier	3
OLIN-130	Corp.	Lifelific	Total ICs	<u> </u>
	•	- · · · ·		
CLC1001,	AT&T California	Billing	Bill Adjustment	4
LEC1001		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	<u>5</u>
		Service	Disconnected In Error	
		<u> </u>	Number Portability - Wireless or Landline	4
		Service Service		1
			Outage	18
		Service	Refusal To Serve Total ICs	90
			Totalics	90
CLC5002,	AT&T Corp.	Billing	Disputed Customer of Record	1
CLC6346,		Billing	Other Charges	1
IEC5002,		Policy and Practices	Abusive Marketing	1
IEC6346		Service	Delayed Orders/Missed Appointments	1
			Total ICs	4
CEC3014,	AT&T Mobility	Billing	High Bill	4
CEC3021		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	11
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
			Total ICs	19

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	Slamming Total ICs	1
CLC6878, CLR6878,	Charter	Billing	High Bill	2
IEC6878			Total ICs	2
CLC5698,	Comcast Digital Phone	Billing	Other Charges	1
IEC5698		Service	Outage Refusal To Serve	1
		Service	Total ICs	<u> </u>
OED 4000	On a company College Inc.	Dilling		
CER4328	Consumer Cellular, Inc.	Billing Service	Disputed Customer of Record Disconnected In Error	1
		Service	Total ICs	1
01.05004		I Walter		
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline Service	LLB Application Request Outage	1 1
120004	Dusiliess	OGI VICE	Total ICs	2
IER6919	DAR Communications	Service	Outage	1
IELOSIS	Corporation	Gervice	Total ICs	1
CER4436	enTouch	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CLC1002,	Frontier California, Inc.	Billing	Bill Adjustment	6
LEC1002		Billing	Bill Not Received	1
		Billing	Bundled Services	3
		Billing	Cramming	1
		Billing Billing	Disputed Customer of Record Early Termination Fee - ETF	<u>1</u> 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 Lifeline	LLB Approved for Discount 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 Service	Number Portability - Wireless or Landline	<u>2</u> 4
		Service	Outage Total ICs	4 54
CL DEZCO	Il annu Inmeta Communications	Dilling		
CLR5786, IEC5786	Legacy Inmate Communications	Billing	Cramming Total ICs	1 1
CER4442	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	2
- 1177 6			Total ICs	2
CER4487,	Preferred Long Distance, Inc.	Billing	Slamming	1
CLC5502, CLR5502,	,	Policy and Practices	Abusive Marketing	1
IEC5502			Total ICs	2

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

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 1	263

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.