California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
November 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 **November 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	
CLC6342, IER6342	ACN Communications Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4451	Air Voice Wireless, LLC	-	-	-	2	4	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4458	AmeriMex Communications Corp.	-	-	-	2	5	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC6658, IER6658	Asian American Association	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	59	35	94	5	15	20	22	28	50	6	4	10	-	-	-	-	-	-	32	36	68	4	2	6	248
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	12	3	15	-	-	-	3	1	4	-	-	-	-	-	-	-	-	-	2	-	2	2	-	2	23
CEC3014, CEC3021	AT&T Mobility	10	15	25	-	-	-	6	1	7	4	2	6	-	-	-	-	-	-	2	4	6	-	-	-	44
CLC7118, CRC7118	Birch Communications	-	1	1	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5335, IEC5335, IEC6018	CenturyLink	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	3	-	3	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	2	-	2	2	-	2	9
CLC5698, IEC5698	Comcast Digital Phone	1	-	1	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	1	1	2	-	1	1	6
CLC1015, LEC1015	Consolidated Communications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	1	1	1	-	1	-	1	1	-	1	1	-	-	-	-	-	-	-	3	3	-	1	1	8
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4436	enTouch	-	1	1	7	1	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9
CLC1002, LEC1002	Frontier California, Inc.	28	18	46	1	5	6	5	14	19	7	-	7	-	-	-	-	-	-	8	10	18	4	-	4	100
CLC5429, IEC5429	Frontier Communications of America, Inc.	3	-	3	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	6
LEC1026	Frontier Communications of the Southwest, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC7167	Frontier Communications Online & LD	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER7257	Global Telco Group, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
DVS1228	Hughes; HughesNet	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4372	I-Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

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	
CER4442	Life Wireless	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CRTLLA	Lifeline Administrator	-	-	-	62	140	202	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	202
IEC5864	Locus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6568, IER6568	Met Tel	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	1	-	1	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	5
CLR6896	New Horizons Communications Corporation	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	2
CLC7060	Race Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6217	Sebastian	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7002, CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	3
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	10	5	15	-	-	-	2	1	3	-	3	3	-	-	-	-	-	-	-	2	2	-	-	-	23
DVS1220	Star2Star Comunications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4380	Surelink Mobile; TruConnect	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4411	Tag Mobile, LLC	-	-	-	2	3	5	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	6
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	-	-	-	2	2	4	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	6
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
IER6081	TIC Long Distance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	9	3	12	1	1	2	11	11	22	1	1	2	-	-	-	-	-	-	5	2	7	3	-	3	48
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	4	6	10	-	-	-	3	3	6	-	-	-	-	-	-	-	-	-	2	-	2	2	-	2	20
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	2	2	2	15	17	1	3	4	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	25

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	
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CER4439	Verizon California, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5494, IEC5494	Verizon Select Services, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3002, CEC3029, CEC3038	Verizon Wireless	3	9	12	-	-	-	4	5	9	3	1	4	-	-	-	-	-	-	1	1	2	3	-	3	30
CER4327	Virgin Mobile; Assurance Wireless	1	1	2	6	9	15	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	1	-	1	20
CLC5553, IEC5553	XO Communications Services	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	Total	149	105	**254**	97	205	**302**	68	78	**146**	26	16	**42**	-	-	-	-	-	-	62	66	**128**	23	4	**27**	**899**