

# Communications Industry

## Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### December 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     |
|---------------------|-------------------------|----------------------|---|-----------|
| DVS1139             | 8x8, Inc.               | Billing              | High Bill                                 | 1         |
|                     |                         |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CER4451             | Air Voice Wireless, LLC | Lifeline             | LLB Address Error                         | 1         |
|                     |                         | Lifeline             | LLB Discount Switched to Other Carrier    | 1         |
|                     |                         | Lifeline             | LLB Federal Program/Equipment             | 1         |
|                     |                         |                      | <b>Total ICs</b>                          | <b>3</b>  |
| CER4458             | AmeriMex Communications | Lifeline             | LLB Address Error                         | 3         |
|                     |                         | Lifeline             | LLB Discount Switched to Other Carrier    | 1         |
|                     |                         | Lifeline             | LLB Federal Program/Equipment             | 1         |
|                     |                         |                      | <b>Total ICs</b>                          | <b>5</b>  |
| CLC1001,<br>LEC1001 | AT&T California         | Billing              | Bill Adjustment                           | 3         |
|                     |                         | Billing              | Bill Not Received                         | 2         |
|                     |                         | Billing              | Bundled Services                          | 3         |
|                     |                         | Billing              | Cramming                                  | 2         |
|                     |                         | Billing              | High Bill                                 | 14        |
|                     |                         | Billing              | Late Payment Charge - LPC                 | 1         |
|                     |                         | Billing              | Other Charges                             | 4         |
|                     |                         | Billing              | Payment Error                             | 1         |
|                     |                         | Billing              | Premise Visit Charges                     | 1         |
|                     |                         | Billing              | Toll Dispute                              | 1         |
|                     |                         | Lifeline             | LLB Application Request                   | 6         |
|                     |                         | Lifeline             | LLB Approved for Discount                 | 2         |
|                     |                         | Lifeline             | LLB Discount Switched to Other Carrier    | 3         |
|                     |                         | Policy and Practices | Abusive Marketing                         | 1         |
|                     |                         | Policy and Practices | Obscene/Threatening/Harassing Calls       | 1         |
|                     |                         | Policy and Practices | Safety                                    | 3         |
|                     |                         | Service              | Call Quality                              | 3         |
|                     |                         | Service              | Dead Zones/Dropped Calls                  | 1         |
|                     |                         | Service              | Delayed Orders/Missed Appointments        | 7         |
|                     |                         | Service              | Disconnected In Error                     | 1         |
|                     |                         | Service              | Number Portability - Wireless or Landline | 1         |
|                     |                         | Service              | Outage                                    | 8         |
|                     |                         | Service              | Refusal To Serve                          | 1         |
|                     |                         |                      | <b>Total ICs</b>                          | <b>70</b> |

| Utility Code                    | Utility Name                          | Category             | Subcategory                               | Count     |
|---------------------------------|---------------------------------------|----------------------|---|-----------|
| CLC5002,<br>IEC5002             | AT&T Corp.                            | Billing              | High Bill                                 | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CEC3014,<br>CEC3021             | AT&T Mobility                         | Billing              | Bill Adjustment                           | 6         |
|                                 |                                       | Billing              | Cramming                                  | 1         |
|                                 |                                       | Billing              | Disputed Customer of Record               | 1         |
|                                 |                                       | Billing              | Early Termination Fee - ETF               | 1         |
|                                 |                                       | Billing              | High Bill                                 | 2         |
|                                 |                                       | Billing              | Other Charges                             | 6         |
|                                 |                                       | Policy and Practices | Abusive Marketing                         | 1         |
|                                 |                                       | Service              | Dead Zones/Dropped Calls                  | 2         |
|                                 |                                       | Service              | Outage                                    | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>21</b> |
| CLC7118,<br>CRC7118             | Birch Communications                  | Billing              | High Bill                                 | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CLC6878,<br>CLR6878,<br>IEC6878 | Charter                               | Billing              | High Bill                                 | 1         |
|                                 |                                       | Policy and Practices | Abusive Marketing                         | 1         |
|                                 |                                       | Service              | Number Portability - Wireless or Landline | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>3</b>  |
| CLR5227,<br>IEC5227             | Clear Choice Communications;          | Billing              | Cramming/3rd Party Billing                | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CLC5698,<br>IEC5698             | Comcast Digital Phone                 | Billing              | Bundled Services                          | 1         |
|                                 |                                       | Billing              | Slamming                                  | 1         |
|                                 |                                       | Service              | Number Portability - Wireless or Landline | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>3</b>  |
| CER4508                         | Comcast OTR1, LLC                     | Billing              | Disputed Customer of Record               | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CLC5684,<br>IEC5684             | Cox; Cox Communications; Cox Business | Billing              | High Bill                                 | 1         |
|                                 |                                       | Policy and Practices | Obscene/Threatening/Harassing Calls       | 1         |
|                                 |                                       | Policy and Practices | Safety                                    | 1         |
|                                 |                                       | Service              | Delayed Orders/Missed Appointments        | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>4</b>  |
| CER4308                         | CREDO; Working Assets                 | Billing              | Slamming                                  | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CER4436                         | enTouch                               | Billing              | Other Charges                             | 1         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CLC1002,<br>LEC1002             | Frontier California, Inc.             | Billing              | Bill Adjustment                           | 1         |
|                                 |                                       | Billing              | Bill Not Received                         | 1         |
|                                 |                                       | Billing              | Bundled Services                          | 3         |
|                                 |                                       | Billing              | Cramming/3rd Party Billing                | 1         |
|                                 |                                       | Billing              | Early Termination Fee - ETF               | 1         |
|                                 |                                       | Billing              | High Bill                                 | 3         |
|                                 |                                       | Billing              | Other Charges                             | 4         |
|                                 |                                       | Lifeline             | LLB Application Request                   | 2         |
|                                 |                                       | Lifeline             | LLB Discount Switched to Other Carrier    | 1         |
|                                 |                                       | Policy and Practices | Abusive Marketing                         | 2         |
|                                 |                                       | Policy and Practices | Safety                                    | 1         |
|                                 |                                       | Service              | Delayed Orders/Missed Appointments        | 2         |
|                                 |                                       | Service              | Outage                                    | 4         |
|                                 |                                       |                      | <b>Total ICs</b>                          | <b>26</b> |

| Utility Code  | Utility Name   | Category             | Subcategory                               | Count     |
|---|--|----------------------|---|-----------|
| LEC1026   | Frontier Communications of the Southwest, Inc.   | Billing              | Other Charges                             | 2         |
|   |  | Policy and Practices | Abusive Marketing                         | 1         |
|   |  | Service              | Call Quality                              | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>4</b>  |
| CLC6842, IEC6842  | Granite Telecommunications, LLC  | Billing              | High Bill                                 | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CER4372   | I-Wireless, LLC  | Lifeline             | LLB Discount Switched to Other Carrier    | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CER4442   | Life Wireless  | Lifeline             | LLB Application Request                   | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CLC7002, CLR7002  | Sonic Telecom, LLC   | Billing              | Early Termination Fee - ETF               | 1         |
|   |  | Service              | Call Quality                              | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>2</b>  |
| CEC3062, CEC3064, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066 | Sprint; Sprint PCS   | Billing              | Bill Adjustment                           | 1         |
|   |  | Billing              | Early Termination Fee - ETF               | 2         |
|   |  | Billing              | High Bill                                 | 1         |
|   |  | Billing              | Other Charges                             | 4         |
|   |  | Service              | Refusal To Serve                          | 2         |
|   |  |                      | <b>Total ICs</b>                          | <b>10</b> |
| CER4380   | Surelink Mobile; TruConnect  | Lifeline             | LLB Application Request                   | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>1</b>  |
| CER4410, CLC6875, CLR6875, IEC6875  | TC Telephone, LLC; Horizon Cellular  | Billing              | Slamming                                  | 1         |
|   |  | Lifeline             | LLB Approved for Discount                 | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>2</b>  |
| CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859          | Telepacific Communications   | Billing              | Early Termination Fee - ETF               | 1         |
|   |  | Billing              | Other Charges                             | 1         |
|   |  | Service              | Number Portability - Wireless or Landline | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>3</b>  |
| CLC6874, CLR6874, DVS1158, IEC6874, IER6874                                     | Time Warner Cable  | Billing              | Bundled Services                          | 1         |
|   |  | Billing              | Disconnection Non Payment                 | 1         |
|   |  | Billing              | High Bill                                 | 1         |
|   |  | Billing              | Other Charges                             | 1         |
|   |  | Service              | Disconnected In Error                     | 1         |
|   |  | Service              | Outage                                    | 2         |
|   |  |                      | <b>Total ICs</b>                          | <b>7</b>  |
| CEC3056   | T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)  | Billing              | Bill Adjustment                           | 3         |
|   |  | Billing              | High Bill                                 | 1         |
|   |  | Billing              | Other Charges                             | 2         |
|   |  |                      | <b>Total ICs</b>                          | <b>6</b>  |
| CER4231   | TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) | Billing              | Payment Error                             | 1         |
|   |  | Lifeline             | LLB Address Error                         | 1         |
|   |  | Lifeline             | LLB Approved for Discount                 | 1         |
|   |  | Lifeline             | LLB Discount Switched to Other Carrier    | 1         |
|   |  | Lifeline             | LLB Federal Program/Equipment             | 2         |
|   |  | Service              | Dead Zones/Dropped Calls                  | 1         |
|   |  |                      | <b>Total ICs</b>                          | <b>7</b>  |

| Utility Code                                | Utility Name              | Category | Subcategory                            | Count |
|---|---------------------------|----------|--|-------|
| CER4386,<br>CER4438,<br>IEC5152,<br>IEC5378 | Verizon Business Services | Service  | Disconnected In Error                  | 1     |
|   |                           |          |  |       |
|   |                           |          | Total ICs                              | 1     |
| CEC3002,<br>CEC3029,<br>CEC3038             | Verizon Wireless          | Billing  | Bill Not Received                      | 2     |
|   |                           | Billing  | Early Termination Fee - ETF            | 1     |
|   |                           | Billing  | High Bill                              | 1     |
|   |                           | Billing  | Other Charges                          | 1     |
|   |                           | Billing  | Payment Error                          | 1     |
|   |                           | Service  | Dead Zones/Dropped Calls               | 2     |
|   |                           | Service  | Outage                                 | 1     |
|   |                           |          | Total ICs                              | 9     |
| CER4327                                     | Virgin Mobile; Assurance  | Billing  | Bill Adjustment                        | 1     |
|   |                           | Lifeline | LLB Address Error                      | 1     |
|   |                           | Lifeline | LLB Approved for Discount              | 3     |
|   |                           | Lifeline | LLB Discount Switched to Other Carrier | 1     |
|   |                           | Lifeline | LLB Federal Program/Equipment          | 6     |
|   |                           |          | Total ICs                              | 12    |
| Total ICs Sent <sup>1</sup>                 |                           |          |  | 209   |

<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.