

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

January 2018

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 (s) 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 s 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	1
Air Voice Wireless, LLC Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	2
		Lifeline	LLB Federal Program/Equipment	3
AmeriMex Communications Corp. Total				5
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	Bundled Services	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	8
		Billing	Other Charges	10
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	5
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	27
		Service	Refusal To Serve	5
AT&T California Total				108
CLC5002, IEC5002	AT&T Corp.	Policy and Practices	Abusive Marketing	1
AT&T Corp. Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	6
		Billing	Bundled Services	1
		Billing	Cramming	3
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	4
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
AT&T Mobility Total				27

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	High Bill	2
Birch Communications Total				2
CLC6878, CLR6878, IEC6878	Charter	Billing	Bundled Services	1
		Lifeline	LLB Approved for Discount	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Charter Total				4
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Other Charges	1
Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total				1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Service	Outage	1
Comcast Digital Phone Total				2
CLC1015, LEC1015	Consolidated Communications	Service	Refusal To Serve	1
Consolidated Communications Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bundled Services	1
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Application Request	1
		Service	Delayed Orders/Missed Appointments	1
Cox; Cox Communications; Cox Business Total				5
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	3
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	High Bill	4
		Billing	Other Charges	7
		Billing	Slamming	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	3
		Service	Outage	5
Frontier California, Inc. Total				47
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	Premise Visit Charges	1
Granite Telecommunications, LLC Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CEC3079	MetroPCS	Billing	Bill Adjustment	1
MetroPCS Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	2
Preferred Long Distance, Inc. Total				2
IER6882	Quasar Communications Corp.	Billing	Slamming	1
Quasar Communications Corp. Total				1
CER4511	Republic Wireless, Inc	Service	Operator Services	1
		Service	Outage	1
Republic Wireless, Inc Total				2
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Service	Outage	1
Sonic Telecom, LLC Total				3

Utility Code	Utility Name	Category	Subcategory	Count
CLC7005, IER7055	Southern California Telephone Company	Service	Outage	1
Southern California Telephone Company Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	3
		Billing	Payment Error	1
		Billing	Toll Dispute	1
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	1
Sprint; Sprint PCS Total				16
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
Surelink Mobile; TruConnect Total				3
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
Tag Mobile, LLC Total				1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Service	Outage	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	5
		Billing	Cramming	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Time Warner Cable Total				10
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	1
		Service	Refusal To Serve	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				4
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
		Service	Refusal To Serve	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				14
CLC5807	Utility Telephone	Service	Number Portability - Wireless or Landline	2
Utility Telephone Total				2
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	Billing	Slamming	1
Verizon Business Services Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Cramming	4
		Billing	Disputed Customer of Record	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Outage	1
Verizon Wireless Total				22
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Federal Program/Equipment	6
Virgin Mobile; Assurance Wireless Total				9
LEC1019	Volcano Telephone Company	Policy and Practices	Safety	1
Volcano Telephone Company Total				1
Total ICs Sent ¹				300

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of s sent to the utilities and the number of written contacts received in a month.