

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### February 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 (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
CLC6346, IEC6346	Advanced Solutions	Billing	Bill Adjustment	1
Advanced Solutions Total				1
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Discount Switched to Other Carrier	4
Air Voice Wireless, LLC Total				4
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
AmeriMex Communications Corp. Total				5
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	4
		Billing	Cramming	3
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	10
		Billing	Other Charges	4
		Billing	Payment Arrangements	1
		Billing	Payment Error	2
		Billing	Slamming	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	2
		Service	Outage	9
		Service	Refusal To Serve	1
AT&T California Total				86
IEC5800	AT&T Long Distance	Billing	Bill Adjustment	1
AT&T Long Distance Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	High Bill	4
		Billing	Other Charges	7
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
Service	Outage	1		
AT&T Mobility Total				19

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
Birch Communications Total				1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Bill Adjustment	1
CenturyLink Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
Charter Total				3
CLC5698, IEC5698	Comcast Digital Phone	Service	Delayed Orders/Missed Appointments	1
Comcast Digital Phone Total				1
CER4328	Consumer Cellular, Inc.	Service	Outage	1
Consumer Cellular, Inc. Total				1
CLC1002, LEC1002	Cox; Cox Communications; Cox Business	Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
Cox; Cox Communications; Cox Business Total				3
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	7
		Billing	Premise Visit Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	4
Frontier California, Inc. Total				36
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CLC6647, IEC6647	NetFortris Acquisition Co., Inc.	Service	Call Quality	1
NetFortris Acquisition Co., Inc. Total				1
CLC6005, IEC6005	Peak Communications	Billing	Other Charges	1
Peak Communications Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Early Termination Fee - ETF	1
Preferred Long Distance, Inc. Total				1
IER6217	Sebastian	Lifeline	LLB Discount Switched to Other Carrier	1
Sebastian Total				1
LEC1017	Siskiyou Telephone Company	Lifeline	LLB Approved for Discount	1
Siskiyou Telephone Company Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	3
Sonic Telecom, LLC Total				3

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	3
		Billing	Other Charges	2
		Service	Outage	1
Sprint; Sprint PCS Total				8
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Surelink Mobile; TruConnect Total				2
CER4411	Tag Mobile, LLC	Lifeline	LLB Address Error	1
Tag Mobile, LLC Total				1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	1
Telepacific Communications Total				3
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	1
Time Warner Cable Total				5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Not Received	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Robo Calls/ADAD	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				7
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	High Bill	1
		Billing	Prepaid Phone Cards	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	3
		Policy and Practices	Abusive Marketing	1
Service	Disconnected In Error	2		
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				16
CLC5807	Utility Telephone	Service	Number Portability - Wireless or Landline	1
Utility Telephone Total				1
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	Service	Outage	1
Verizon Business Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	1
Verizon Wireless Total				7

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
Virgin Mobile; Assurance Wireless Total				6
Total ICs Sent <sup>1</sup>				228

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.