

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### March 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
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
Air Voice Wireless, LLC Total				2
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	Billing	Slamming	1
Americatel & Startec Global Communications Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	4
		Billing	Bill Not Received	1
		Billing	High Bill	11
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	10
		Billing	Payment Error	1
		Billing	Slamming	1
		Billing	Bundled Services	3
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	2
		Service	Outage	26
		Service	Call Quality	5
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	45
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
AT&T California Total				122

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	9
		Billing	Payment Error	1
		Billing	Slamming	1
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Call Quality	1
AT&T Mobility Total				21
CLC7038	Bandwidth.Com Clec, LLC	Billing	Slamming	1
Bandwidth.Com Clec, LLC Total				1
CLC7118, CRC7118	Birch Communications	Billing	Early Termination Fee - ETF	1
Birch Communications Total				1
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California), LLC	Billing	High Bill	1
Bright House Networks Information Services (California), LLC Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	2
		Lifeline	LLB Application Request	1
Charter Total				4
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Disputed Customer of Record	1
		Billing	Slamming	1
Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total				2
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
Comcast Digital Phone Total				4
CLC1015, LEC1015	Consolidated Communications	Service	Outage	1
Consolidated Communications Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Other Charges	1
		Billing	Slamming	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
		Lifeline	LLB Application Request	3
Cox; Cox Communications; Cox Business Total				7
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
enTouch Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
		Billing	Deposits	1
		Billing	High Bill	8
		Billing	Other Charges	6
		Billing	Slamming	2
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	3
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Outage	7
		Service	Refusal To Serve	1
		Service	Call Quality	3
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Application Request	7
		Lifeline	LLB Approved for Discount	1
		Frontier California, Inc. Total		
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	1
Life Wireless Total				1
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	Service	Outage	1
Mediacom Communications Corp. Total				1
CEC3079	MetroPCS	Policy and Practices	Robo Calls/ADAD	1
MetroPCS Total				1
DVS1470	Pacific Centrex Datavo, LLC	Billing	Other Charges	1
Pacific Centrex Datavo, LLC Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Obscene/Threatening/Harassing Calls	1
Preferred Long Distance, Inc. Total				1
CER4497	SI Wireless, LLC	Lifeline	LLB Application Request	1
SI Wireless, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	2
Sprint; Sprint PCS Total				9
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	1
Suddenlink Communications Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
		Lifeline	LLB Application Request	2
Surelink Mobile; TruConnect Total				5
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				1
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
TC Telephone, LLC; Horizon Cellular 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	Bill Adjustment	1
		Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
		Billing	Bundled Services	1
		Policy and Practices	Safety	1
		Service	Outage	1
		Lifeline	LLB Application Request	2
Time Warner Cable Total				9
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Billing	Other Charges	2
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				6
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Outage	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	4
		Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				18
CLC5807	Utility Telephone	Service	Number Portability - Wireless or Landline	1
Utility Telephone Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Billing	Payment Error	1
		Billing	Cramming	1
		Policy and Practices	Abusive Marketing	5
		Service	Outage	1
Verizon Wireless Total				14
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Federal Program/Equipment	6
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
Virgin Mobile; Assurance Wireless Total				14
Total ICs Sent <sup>1</sup>				309

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.