

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

### Presented by Utility Company, Category and Subcategory

### April 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 Discount Switched to Other Carrier    | 1     |
| Air Voice Wireless, LLC Total                               |                                                          |                      |                                           | 2     |
| CLC1001,<br>LEC1001                                         | AT&T California                                          | Billing              | Bill Adjustment                           | 8     |
|                                                             |                                                          | Billing              | Bill Not Received                         | 2     |
|                                                             |                                                          | Billing              | Bundled Services                          | 3     |
|                                                             |                                                          | Billing              | Cramming                                  | 1     |
|                                                             |                                                          | Billing              | High Bill                                 | 5     |
|                                                             |                                                          | Billing              | Late Payment Charge - LPC                 | 2     |
|                                                             |                                                          | Billing              | Other Charges                             | 12    |
|                                                             |                                                          | Lifeline             | LLB Application Request                   | 19    |
|                                                             |                                                          | Lifeline             | LLB Approved for Discount                 | 2     |
|                                                             |                                                          | Lifeline             | LLB Discount Switched to Other Carrier    | 2     |
|                                                             |                                                          | Policy and Practices | Safety                                    | 5     |
|                                                             |                                                          | Service              | Call Quality                              | 3     |
|                                                             |                                                          | Service              | Delayed Orders/Missed Appointments        | 7     |
|                                                             |                                                          | Service              | Disconnected In Error                     | 2     |
|                                                             |                                                          | Service              | Number Portability - Wireless or Landline | 1     |
|                                                             |                                                          | Service              | Outage                                    | 10    |
| AT&T California Total                                       |                                                          |                      |                                           | 84    |
| CEC3014,<br>CEC3021                                         | AT&T Mobility                                            | Billing              | Bill Adjustment                           | 2     |
|                                                             |                                                          | Billing              | Bill Not Received                         | 1     |
|                                                             |                                                          | Billing              | Cramming                                  | 2     |
|                                                             |                                                          | Billing              | Early Termination Fee - ETF               | 1     |
|                                                             |                                                          | Billing              | High Bill                                 | 4     |
|                                                             |                                                          | Billing              | Other Charges                             | 2     |
|                                                             |                                                          | Billing              | Payment Error                             | 1     |
|                                                             |                                                          | Policy and Practices | Abusive Marketing                         | 2     |
|                                                             |                                                          | Service              | Dead Zones/Dropped Calls                  | 1     |
|                                                             |                                                          | Service              | Delayed Orders/Missed Appointments        | 2     |
|                                                             |                                                          | Service              | Disconnected In Error                     | 2     |
|                                                             |                                                          | Service              | Outage                                    | 2     |
| AT&T Mobility Total                                         |                                                          |                      |                                           | 22    |
| CLC6878,<br>CLR6878,<br>IEC6878                             | Charter                                                  | Policy and Practices | Safety                                    | 1     |
| Charter Total                                               |                                                          |                      |                                           | 1     |
| CLC5698,<br>IEC5698                                         | Comcast Digital Phone                                    | Billing              | Payment Arrangements                      | 1     |
| Comcast Digital Phone Total                                 |                                                          |                      |                                           | 1     |
| CLR6977                                                     | Connect To Communications, Inc.                          | Lifeline             | LLB Application Request                   | 1     |
| Connect To Communications, Inc. Total                       |                                                          |                      |                                           | 1     |
| IER7261,<br>DVS1486                                         | Consolidated Communications<br>Enterprise Services, Inc. | Service              | Delayed Orders/Missed Appointments        | 1     |
| Consolidated Communications Enterprise Services, Inc. Total |                                                          |                      |                                           | 1     |

| Utility Code                                                           | Utility Name                             | Category                        | Subcategory                               | Count |
|------------------------------------------------------------------------|------------------------------------------|---------------------------------|-------------------------------------------|-------|
| CLC5684, IEC5684                                                       | Cox; Cox Communications; Cox Business    | Lifeline                        | LLB Application Request                   | 1     |
|                                                                        |                                          | Lifeline                        | LLB Approved for Discount                 | 1     |
|                                                                        |                                          | Policy and Practices            | White Page Listings - Telephone Directory | 1     |
| Cox; Cox Communications; Cox Business Total                            |                                          |                                 |                                           | 3     |
| CLR5233, IEC5233                                                       | CREDO; Working Assests Long Distance     | Billing                         | High Bill                                 | 1     |
| CREDO; Working Assests Long Distance Total                             |                                          |                                 |                                           | 1     |
| CER4436                                                                | enTouch                                  | Lifeline                        | LLB Federal Program/Equipment             | 1     |
| enTouch Total                                                          |                                          |                                 |                                           | 1     |
| CLC1002, LEC1002                                                       | Frontier California, Inc.                | Billing                         | Bill Adjustment                           | 6     |
|                                                                        |                                          | Billing                         | Bundled Services                          | 4     |
|                                                                        |                                          | Billing                         | High Bill                                 | 5     |
|                                                                        |                                          | Billing                         | Other Charges                             | 6     |
|                                                                        |                                          | Lifeline                        | LLB Application Request                   | 4     |
|                                                                        |                                          | Lifeline                        | LLB Approved for Discount                 | 2     |
|                                                                        |                                          | Policy and Practices            | Abusive Marketing                         | 4     |
|                                                                        |                                          | Service                         | Call Quality                              | 2     |
|                                                                        |                                          | Service                         | Delayed Orders/Missed Appointments        | 4     |
|                                                                        |                                          | Service                         | Disconnected In Error                     | 3     |
|                                                                        |                                          | Service                         | Disconnection Non Payment                 | 1     |
|                                                                        |                                          | Service                         | Number Portability - Wireless or Landline | 1     |
|                                                                        |                                          | Service                         | Outage                                    | 7     |
|                                                                        |                                          | Frontier California, Inc. Total |                                           |       |
| CLC5429, IEC5429                                                       | Frontier Communications of America, Inc. | Service                         | Outage                                    | 1     |
| Frontier Communications of America, Inc. Total                         |                                          |                                 |                                           | 1     |
| CLC5941                                                                | Level 3 Communications, LLC              | Billing                         | Slamming                                  | 1     |
| Level 3 Communications, LLC Total                                      |                                          |                                 |                                           | 1     |
| CEC3079                                                                | MetroPCS                                 | Billing                         | Bill Adjustment                           | 1     |
| MetroPCS Total                                                         |                                          |                                 |                                           | 1     |
| CER1141, CLC6336, CLR6336, IEC6336, DVS1141                            | Powernet Global Communications           | Service                         | Outage                                    | 1     |
| Powernet Global Communications Total                                   |                                          |                                 |                                           | 1     |
| CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066 | Sprint; Sprint PCS                       | Billing                         | Cramming/3rd Party Billing                | 1     |
|                                                                        |                                          | Billing                         | High Bill                                 | 1     |
|                                                                        |                                          | Billing                         | Other Charges                             | 2     |
|                                                                        |                                          | Policy and Practices            | Abusive Marketing                         | 1     |
|                                                                        |                                          | Service                         | Number Portability - Wireless or Landline | 1     |
| Sprint; Sprint PCS Total                                               |                                          |                                 |                                           | 6     |
| CER4380                                                                | Surelink Mobile; TruConnect              | Lifeline                        | LLB Application Request                   | 1     |
|                                                                        |                                          | Lifeline                        | LLB Discount Switched to Other Carrier    | 2     |
|                                                                        |                                          | Lifeline                        | LLB Federal Program/Equipment             | 1     |
| Surelink Mobile; TruConnect Total                                      |                                          |                                 |                                           | 4     |
| CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 | Telepacific Communications               | Billing                         | Bill Adjustment                           | 1     |
| Telepacific Communications Total                                       |                                          |                                 |                                           | 1     |
| IER6081                                                                | TIC Long Distance                        | Billing                         | High Bill                                 | 1     |
| TIC Long Distance Total                                                |                                          |                                 |                                           | 1     |

| Utility Code                                                                                                                         | Utility Name                                                                                                                   | Category             | Subcategory                            | Count |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------------------|-------|
| CLC6874,<br>CLR6874,<br>DVS1158,<br>IEC6874,<br>IER6874                                                                              | Time Warner Cable                                                                                                              | Billing              | Bundled Services                       | 1     |
|                                                                                                                                      |                                                                                                                                | Billing              | Late Payment Charge - LPC              | 1     |
|                                                                                                                                      |                                                                                                                                | Billing              | Other Charges                          | 2     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Application Request                | 2     |
|                                                                                                                                      |                                                                                                                                | Policy and Practices | Abusive Marketing                      | 1     |
|                                                                                                                                      |                                                                                                                                | Service              | Delayed Orders/Missed Appointments     | 1     |
| Time Warner Cable Total                                                                                                              |                                                                                                                                |                      |                                        | 8     |
| CEC3056                                                                                                                              | T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)                                                | Billing              | High Bill                              | 2     |
|                                                                                                                                      |                                                                                                                                | Billing              | Late Payment Charge - LPC              | 1     |
|                                                                                                                                      |                                                                                                                                | Policy and Practices | Abusive Marketing                      | 2     |
| T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total                                                |                                                                                                                                |                      |                                        | 5     |
| CER4231                                                                                                                              | TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) | Billing              | Bill Adjustment                        | 1     |
|                                                                                                                                      |                                                                                                                                | Billing              | Other Charges                          | 1     |
|                                                                                                                                      |                                                                                                                                | Billing              | Payment Error                          | 1     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Application Request                | 3     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Approved for Discount              | 4     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Discount Switched to Other Carrier | 1     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Federal Program/Equipment          | 2     |
| Service                                                                                                                              | Outage                                                                                                                         | 1                    |                                        |       |
| TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total |                                                                                                                                |                      |                                        | 14    |
| CEC3043                                                                                                                              | United States Cellular Corporation                                                                                             | Billing              | Other Charges                          | 1     |
| United States Cellular Corporation Total                                                                                             |                                                                                                                                |                      |                                        | 1     |
| CLC5253,<br>IEC5253                                                                                                                  | Verizon Access Transmission Services                                                                                           | Lifeline             | LLB Application Request                | 1     |
|                                                                                                                                      |                                                                                                                                | Service              | Outage                                 | 1     |
| Verizon Access Transmission Services Total                                                                                           |                                                                                                                                |                      |                                        | 2     |
| CEC3002,<br>CEC3029,<br>CEC3038                                                                                                      | Verizon Wireless                                                                                                               | Billing              | Bill Not Received                      | 1     |
|                                                                                                                                      |                                                                                                                                | Billing              | Cramming                               | 1     |
|                                                                                                                                      |                                                                                                                                | Billing              | High Bill                              | 2     |
|                                                                                                                                      |                                                                                                                                | Billing              | Late Payment Charge - LPC              | 2     |
|                                                                                                                                      |                                                                                                                                | Billing              | Other Charges                          | 5     |
|                                                                                                                                      |                                                                                                                                | Billing              | Payment Error                          | 1     |
|                                                                                                                                      |                                                                                                                                | Policy and Practices | Abusive Marketing                      | 1     |
|                                                                                                                                      |                                                                                                                                | Service              | Call Quality                           | 1     |
| Verizon Wireless Total                                                                                                               |                                                                                                                                |                      |                                        | 14    |
| CER4327                                                                                                                              | Virgin Mobile; Assurance Wireless                                                                                              | Lifeline             | LLB Address Error                      | 1     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Application Request                | 7     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Approved for Discount              | 2     |
|                                                                                                                                      |                                                                                                                                | Lifeline             | LLB Discount Switched to Other Carrier | 2     |
| Virgin Mobile; Assurance Wireless Total                                                                                              |                                                                                                                                |                      |                                        | 12    |
| Grand Total                                                                                                                          |                                                                                                                                |                      |                                        | 238   |

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.