## California Public Utilities Commission Consumer Protection and Enforcement Division Consumer Affairs Branch

## **Communications Industry**

## Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory May 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 Federal Program/Equipment	1
			Air Voice Wireless, LLC Total	1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	3
	·		AmeriMex Communications Corp. Total	3
CLC1001,	AT&T California	Billing	Bill Adjustment	1
LEC1001	7. G. Gamerina	Billing	High Bill	9
LLOTOOT		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	7
		Billing	Payment Error	1
		Billing	Bundled Services	3
		Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	1
		Service	Outage	11
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	2
		Service	Refusal To Serve	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	23
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Safety	2
		Policy and Practices	Abusive Marketing	1
		, ,	AT&T California Total	81
IEC5800	AT&T Long Distance	Billing	Late Payment Charge - LPC	1
	<u> </u>	<u> </u>	AT&T Long Distance Total	1
CEC3014,	AT&T Mobility	Billing	Bill Adjustment	3
CEC3021	7. G. Modinity	Billing	High Bill	9
0200021		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	3
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Service	Outage	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	3
		Policy and Practices	Abusive Marketing	3
		Fully and Flactices	Abusive Marketing	3

Billing	Utility Code	Utility Name	Category	Subcategory	Count
Billing   Early Termination Fee - ETF   1		Pirch Communications	Rilling	High Rill	1
Bitch Communications Total   2   CLC6764,   Bitch Casa Telephone, LLC; Telscape   CLC7222   Communications   Clc6955,   CLC6955,   Bright House Networks Information   Services (California), LLC   Flegosia   Flegosia   Clc6955,   Eligible House Networks Information   Services (California), LLC   Flegosia   CenturyLink   Service   Delayed Orders/Missed Appointments   1   CLC6335,   ElC63335,   ElC63335,   ElC63335,   ElC63335,   ElC63335,   Eligible House Networks Information Services (California), LLC Total   1   CLC6978,   CenturyLink   Service   Delayed Orders/Missed Appointments   1   CLC6978,   Charter   Clc6978,		Bilen Communications			
CLC7122   Blue Casa Telephone, LLC; Telscape   Billing   Cher Charges   1 CLC6955,   Bright House Networks Information   Services (California), LLC   Telscape Communications Total   1 CLC6955,   Bright House Networks Information   Services (California), LLC   Total   1 CLC6335,   IEC6918   CenturyLink   Service   Delayed Orders/Missed Appointments   1 CLC6335,   IEC6918   CenturyLink   Service   Delayed Orders/Missed Appointments   1 CLC6378,   Charter   Service   Outage   1 CLC6378,   Charter   Service   Outage   1 CLC6388,   Concast Digital Phone   Service   Outage   1 CLC6598,   Concast Digital Phone   Service   Outage   1 CLC6598,   Concast Digital Phone   Service   Outage   1 CLC6598,   Consolidated Communications   Billing   Bill Adjustment   1 EC5698   Concast Digital Phone   Service   Outage   1 CLC6598,   Consolidated Communications   Concast Digital Phone   Service   Outage   1 CLC6598,   Concast Digital Phone   1 CLC6598,   Concast Digital Phone   Service   Outage   1 CLC6598,   Concast Digital Phone   1 CLC6598,	OKO7110		Dining .		
CLC2222   Communications   Billing   High Bill   1   1   1   1   1   1   1   1   1	CL C6764	Riue Casa Telephone III C: Telscane	Billing	Other Charges	
Billing   High Bill			Dilling	Carlor Charges	
Service   California, LLC	020.222	- Communications	Blue Casa T	elephone, LLC; Telscape Communications Total	1
CLC5335,   CenturyLink   Service   Delayed Orders/Missed Appointments   1	CLC6955.	Bright House Networks Information			1
CLC5335,   CenturyLink   Service   Delayed Orders/Missed Appointments   1	CLR6955,		3		
IECS335,   IEC6018			Bright House Netw	orks Information Services (California), LLC Total	1
CLC6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLC6878,   COmcast Digital Phone   Service   Delayed Orders/Missed Appointments   1	CLC5335,	CenturyLink	Service	Delayed Orders/Missed Appointments	1
CLC6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CLR6878,   CCC65698.   Comcast Digital Phone   Service   Delayed Orders/Missed Appointments   1					
CLC5698, IEC56998, IEC569998, IEC569998, IEC56999999999999999999999999999999999999				CenturyLink Total	1
CLC5698, Comcast Digital Phone Service Delayed Orders/Missed Appointments 1 1	CLR6878,	Charter	Service	Outage	1
Service   Outage   2   2					1
CLC1015, LEC1015 CLC1015, LEC1015 CCONSOLIDATED A CONSOLIDATED A CONSOLIDATE A CONSOLIDATED A CO		Comcast Digital Phone			
Clc   Consolidated Communications   Billing   Bill Adjustment   1	IEC5698		Service		
CLC5684,   Cox; Cox Communications; Cox   Service   Delayed Orders/Missed Appointments   1			1		-
Cox; Cox Communications; Cox   Service   Delayed Orders/Missed Appointments   1		Consolidated Communications	Billing		1
EC5684   Business   Service   Number Portability - Wireless or Landline   1					1
CER4436	•				
CLC1002	IEC5684	Business	Service		
Frontier California, Inc.			1		
Frontier California, Inc.	CER4436	enTouch	Lifeline		
Billing			1		
Billing		Frontier California, Inc.			
Billing	LEC1002				
Billing   Bundled Services   1					
Billing					
Service					
Service   Outage   4					
Service   Call Quality   1					
Service Number Portability - Wireless or Landline 1 Lifeline LLB Application Request 4 Lifeline LLB Approved for Discount 1 Policy and Practices Safety 2 Policy and Practices Abusive Marketing 1  Frontier California, Inc. Total 37  IEC5680 Global Tel*Link Corporation; GTL Billing Disputed Customer of Record 1  CER4372 I-Wireless, LLC Lifeline LLB Approved for Discount 1  CER4442 Life Wireless Lifeline LLB Approved for Discount 1 Lifeline LLB Federal Program/Equipment 1 Lifeline LLB Application Request 1 Life Wireless Total 2  CEC3079 MetroPCS Billing Other Charges 1  CLC7112 Peerless Network of California, LLC Billing Slamming 1					1
Lifeline					1
Policy and Practices Safety 2 Policy and Practices Abusive Marketing 1  Frontier California, Inc. Total 37  IEC5680 Global Tel*Link Corporation; GTL Billing Disputed Customer of Record 1  CER4372 I-Wireless, LLC Lifeline LLB Approved for Discount 1  CER4442 Life Wireless Lifeline LLB Federal Program/Equipment 1 Lifeline LLB Application Request 1  CEC3079 MetroPCS Billing Other Charges 1  CLC7112 Peerless Network of California, LLC Billing Slamming 1			Lifeline		4
Policy and Practices   Abusive Marketing   1				LLB Approved for Discount	1
Frontier California, Inc. Total   37   IEC5680   Global Tel*Link Corporation; GTL   Billing   Disputed Customer of Record   1					
EC5680   Global Tel*Link Corporation; GTL   Billing   Disputed Customer of Record   1			Policy and Practices	·	
CER4372   I-Wireless, LLC				•	37
CER4372         I-Wireless, LLC         Lifeline         LLB Approved for Discount         1           I-Wireless, LLC Total         1           CER4442         Life Wireless         Lifeline         LLB Federal Program/Equipment         1           Life Wireless         1         Life Wireless Total         2           CEC3079         MetroPCS         Billing         Other Charges         1           CLC7112         Peerless Network of California, LLC         Billing         Slamming         1	IEC5680	Global Tel*Link Corporation; GTL	Billing		1
CER4442   Life Wireless   Lifeline   LLB Federal Program/Equipment   1				Global Tel*Link Corporation; GTL Total	1
CER4442         Life Wireless         Lifeline         LLB Federal Program/Equipment         1           Life Wireless         1         LLB Application Request         1           CEC3079         MetroPCS         Billing         Other Charges         1           MetroPCS Total         1           CLC7112         Peerless Network of California, LLC         Billing         Slamming         1	CER4372	I-Wireless, LLC	Lifeline		1
Life line         LLB Application Request         1           Life Wireless Total         2           CEC3079         MetroPCS         Billing         Other Charges         1           MetroPCS Total         1           CLC7112         Peerless Network of California, LLC         Billing         Slamming         1				I-Wireless, LLC Total	1
Life line         LLB Application Request         1           Life Wireless Total         2           CEC3079         MetroPCS         Billing         Other Charges         1           MetroPCS Total         1           CLC7112         Peerless Network of California, LLC         Billing         Slamming         1	CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
CEC3079 MetroPCS Billing Other Charges 1  MetroPCS Total 1  CLC7112 Peerless Network of California, LLC Billing Slamming 1					1
CLC7112 Peerless Network of California, LLC Billing Slamming 1				Life Wireless Total	2
CLC7112 Peerless Network of California, LLC Billing Slamming 1	CEC3079	MetroPCS	Billing	Other Charges	1
CLC7112 Peerless Network of California, LLC Billing Slamming 1					1
	CLC7112	Peerless Network of California LLC	Billina		
Peeriess Network of California, LTC, Lotal 1		The state of the s	J	Peerless Network of California, LLC Total	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
			Preferred Long Distance, Inc. Total	1
IER6504	Siskiyou Long Distance	Service	Delayed Orders/Missed Appointments	1
			Siskiyou Long Distance Total	1
CLC7002,	Sonic Telecom, LLC	Service	Delayed Orders/Missed Appointments	1
CLR7002		Service	Outage	1
		1-	Sonic Telecom, LLC Total	2
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	2
			Suddenlink Communications Total	2
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	2
		Lifeline	LLB Address Error	1
		Lifeline Lifeline	LLB Approved for Discount  LLB Discount Switched to Other Carrier	1
			Surelink Mobile; TruConnect Total	5
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2
JENTTII	1. ag mosno, elo		Tag Mobile, LLC Total	2
CER4410,	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
CLC6875, CLR6875, IEC6875	To relephone, LLC, Horizon Centual	Lifeline	LLB Approved for Discount	3
			TC Telephone, LLC; Horizon Cellular Total	4
CER4398,	Telepacific Communications	Billing	Bill Adjustment	1
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859		Service	Outage	1
			Telepacific Communications Total	2
CLC6874,	Time Warner Cable	Billing	High Bill	1
CLR6874,		Billing	Bundled Services	1
DVS1158,		Service	Outage	1
IEC6874,		Service	Call Quality	1
IER6874		Lifeline	LLB Application Request	1
		Lifeline Policy and Practices	LLB Discount Switched to Other Carrier Abusive Marketing	3 1
		i oney and riaciles	Time Warner Cable Total	9
CEC3056	T-Mobile (Brightspot; Go-Smart	Billing	Bill Adjustment	1
OL03030	Mobile; Univision Mobile; Walmart	Billing	High Bill	1
	Family Mobile)	Billing	Other Charges	1
		Service	Number Portability - Wireless or Landline	1
	T-Mobile (Brigh	tspot; Go-Smart Mobile	e; Univision Mobile; Walmart Family Mobile) Total	4
CER4231	TracFone Wireless (Net10; Page	Lifeline	LLB Federal Program/Equipment	4
Ī	Plus Wireless; SafeLink, Simple	Lifeline	LLB Address Error	1
	Mobile; Straight Talk Wireless;	Lifeline	LLB Application Request	3
	Tracera Wireless	Lifeline	LLB Approved for Discount	3
0500000		·	ink, Simple Mobile; Straight Talk Wireless; TelCel	11
CEC3002,	Verizon Wireless	Billing	High Bill Other Charges	3 2
CEC3029, CEC3038		Billing Billing	Other Charges Cramming	1
OLU3030		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
			Verizon Wireless Total	10

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Federal Program/Equipment	11
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
			Virgin Mobile; Assurance Wireless Total	15
IER6985	Windstream Communications, Inc.	Billing	Bill Adjustment	1
			Windstream Communications, Inc. Total	1
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
			XO Communications Services Total	1
			Grand Total	241

<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.