

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
June 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
CEC3085	Accessible Wireless, LLC	Lifeline	LLB Approved for Discount	1
Accessible Wireless, LLC Total				1
CER4457	American Broadband and Telecommunications Company	Lifeline	LLB Discount Switched to Other Carrier	1
American Broadband and Telecommunications Company Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Application Request	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	Bill Not Received	4
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	10
		Billing	Late Payment Charge - LPC	4
		Billing	Other Charges	7
		Billing	Payment Error	4
		Lifeline	LLB Application Request	10
		Lifeline	LLB Approved for Discount	6
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnected In Error	3
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	12
AT&T California Total				87
CLC5002, IEC5002	AT&T Corp.	Billing	High Bill	1
Advanced Solutions Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	7
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	8
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Dead Zones/Dropped Calls	5
		Service	Delayed Orders/Missed Appointments	2
AT&T Mobility Total				32
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
		Service	Delayed Orders/Missed Appointments	1
Comcast Digital Phone Total				5
CLC1015, LEC1015	Consolidated Communications	Billing	High Bill	1
Consolidated Communications Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Other Charges	1
		Billing	Payment Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
Cox; Cox Communications; Cox Business Total				4
CLR5233, IEC5233	CREDO; Working Assests Long Distance	Service	Delayed Orders/Missed Appointments	1
CREDO; Working Assests Long Distance Total				1
CER4436	enTouch	Lifeline	LLB Application Request	1
enTouch Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	6
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Payment Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
		Service	Outage	3
		Service	Refusal To Serve	1
Frontier California, Inc. Total				41
CER4423	Global Connection Inc. of America	Lifeline	LLB Discount Switched to Other Carrier	1
Global Connection Inc. of America Total				1
CER4478	Google North America, Inc.; Project FI By Google	Billing	Slamming	1
Google North America, Inc.; Project FI By Google Total				1
CER4442	Life Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
Life Wireless Total				2

Utility Code	Utility Name	Category	Subcategory	Count
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Billing	High Bill	1
OneTouch Communications; Touch Base Communications Total				1
CLC6005, IEC6005	Peak Communications	Billing	High Bill	1
Peak Communications Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	3
Preferred Long Distance, Inc. Total				4
CER4497	SI Wireless, LLC	Lifeline	LLB Application Request	1
SI Wireless, LLC Total				1
LEC1016	Sierra Telephone Company, Inc.	Billing	High Bill	1
Sierra Telephone Company, Inc. Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	3
Sprint; Sprint PCS Total				7
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Surelink Mobile; TruConnect Total				3
CER4411	Tag Mobile, LLC	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				2
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	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Outage	1
Telepacific Communications Total				3
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
Time Warner Cable Total				3
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Not Received	1
		Billing	Other Charges	3
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				4

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	2
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel				10
CLC5807	Utility Telephone	Service	Number Portability - Wireless or Landline	1
Utility Telephone Total				1
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1
Verizon Access Transmission Services Total				1
CER4386, CER4438, IEC5152, IEC5378	Verizon Business Services	Billing	High Bill	1
Verizon Business Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	High Bill	3
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	3
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
Verizon Wireless Total				13
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	7
Virgin Mobile; Assurance Wireless Total				11
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
XO Communications Services Total				1
Total ICs Sent ¹				249

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.