

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
July 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
CLC6342, IER6342	ACN Communications Services, Inc.	Service	Outage	1
ACN Communications Services, Inc. Total				1
IEC5955	Airnex Communications, Inc.	Billing	Toll Dispute	1
Airnex Communications, Inc. Total				1
CER4457	American Broadband and Telecommunications Company	Lifeline	LLB Application Request	1
American Broadband and Telecommunications Company Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Application Request	2
		Lifeline	LLB Federal Program/Equipment	2
AmeriMex Communications Corp. Total				4
CLC6184	Astound Broadband	Service	Outage	1
Astound Broadband Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	Bill Not Received	2
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	10
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	6
		Billing	Payment Error	3
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	16
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Safety	4
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	9
		Service	Refusal To Serve	1
AT&T California Total				86

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
AT&T Mobility Total				21
CLC6878, CLR6878, IEC6878	Charter	Billing	Payment Error	1
Charter Total				1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	3
Comcast Digital Phone Total				7
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Service	Outage	2
Cox; Cox Communications; Cox Business Total				5
CER4436	enTouch	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1
enTouch Total				3
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	10
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	3
Frontier California, Inc. Total				48
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Disconnection Non Payment	1
Frontier Communications of the Southwest, Inc. Total				1
CER4423	Global Connection Inc. of America	Lifeline	LLB Application Request	1
Global Connection Inc. of America Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	3
Life Wireless Total				3

Utility Code	Utility Name	Category	Subcategory	Count
CLC7060	Race Telecommunications, Inc.	Billing	Bundled Services	1
Race Telecommunications, Inc. Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	3
		Sprint; Sprint PCS Total		
DVS1220	Star2Star Communications, LLC	Billing	Early Termination Fee - ETF	1
Star2Star Communications, LLC Total				1
	Surelink Mobile; TruConnect	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
Surelink Mobile; TruConnect Total				2
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
		Lifeline	LLB Discount Switched to Other Carrier	4
TC Telephone, LLC; Horizon Cellular Total				5
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Not Received	1
		Billing	Bundled Services	4
		Billing	High Bill	3
		Billing	Other Charges	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	1
Time Warner Cable Total				14
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Other Charges	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				1
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	4
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				12
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	High Bill	3
		Billing	Other Charges	7
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
Verizon Wireless Total				13
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	7
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	7
Virgin Mobile; Assurance Wireless Total				15
Total IC Sent ¹				258

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.