

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 August 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
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
AmeriMex Communications Corp. Total				3
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	4
		Billing	Bill Not Received	2
		Billing	Bundled Services	4
		Billing	Cramming	2
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	7
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	10
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	10
		Service	Refusal To Serve	3
AT&T California Total				94
CLC5002, IEC5002	AT&T Communications of California, Inc.	Billing	High Bill	1
		Billing	Out of Service Credit - OOS	1
AT&T Communications of California, Inc. Total				2

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	1
		Billing	High Bill	7
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	9
		Policy and Practices	Abusive Marketing	4
		Service	Disconnected In Error	1
		Service	Outage	1
AT&T Mobility Total				28
CLC6878, CLR6878, IEC6878	Charter	Billing	Bundled Services	1
		Billing	High Bill	1
		Policy and Practices	Safety	1
Charter Total				3
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Cramming/3rd Party Billing	1
Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total				1
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Policy and Practices	Safety	1
Comcast Digital Phone Total				2
CLC1015, LEC1015	Consolidated Communications	Service	Outage	1
Consolidated Communications Total				1
CER4328	Consumer Cellular, Inc.	Billing	Other Charges	1
Consumer Cellular, Inc. Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	1
Cox; Cox Communications; Cox Business Total				5
CLR5233, IEC5233	CREDO; Working Assests Long Distance	Billing	Early Termination Fee - ETF	1
		Service	Call Quality	1
CREDO; Working Assests Long Distance Total				2
CER4460	Cricket Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
Cricket Wireless, LLC Total				1
CLC6745	Crown Castle NG West LLC	Policy and Practices	Safety	1
Crown Castle NG West LLC Total				1
CER4436	enTouch	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Federal Program/Equipment	2
enTouch Total				5

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	7
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	5
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
Frontier California, Inc. Total				37
IER7237	G3 Telecom USA, Inc.	Service	Disconnected In Error	1
G3 Telecom USA, Inc. Total				1
IEC5680	Global Tel*Link Corporation; GTL	Policy and Practices	Abusive Marketing	1
Global Tel*Link Corporation; GTL Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Application Request	2
Life Wireless Total				2
LEC1014	Ponderosa Telephone	Service	Delayed Orders/Missed Appointments	1
Ponderosa Telephone Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
Preferred Long Distance, Inc. Total				2
CER4497	SI Wireless, LLC	Lifeline	LLB Approved for Discount	1
SI Wireless, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	4
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
Sprint; Sprint PCS Total				11
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	1
Suddenlink Communications Total				1
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	2
Surelink Mobile; TruConnect Total				2
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

Utility Code	Utility Name	Category	Subcategory	Count
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Service	Delayed Orders/Missed Appointments	1
Telepacific Communications Total				2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	Late Payment Charge - LPC	1
		Lifeline	LLB Application Request	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
Time Warner Cable Total				6
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	2
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	1
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				14
CLC5807	Utility Telephone	Billing	High Bill	1
Utility Telephone Total				1
CER4441	UVNV, Inc.	Service	Disconnected In Error	1
UVNV, Inc. Total				1
CER4439	Verizon California, Inc.	Billing	Bill Adjustment	1
Verizon California, Inc. Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	6
		Service	Outage	1
Verizon Wireless Total				17
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	5
Virgin Mobile; Assurance Wireless Total				13
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
XO Communications Services Total				2
Grand Total				272

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.