

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
September 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	Number Portability - Wireless or Landline	1
ACN Communications Services, Inc. Total				1
CER4457	American Broadband and Telecommunications Company	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
American Broadband and Telecommunications Company Total				2
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
AmeriMex Communications Corp. Total				4
CLC6658, IER6658	Asian American Association	Service	Delayed Orders/Missed Appointments	1
Asian American Association Total				1
CLC1001, LEC1001	AT&T California	Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Other Charges	4
		Billing	Payment Error	1
		Billing	Toll Dispute	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	25
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	2
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	10
		Service	Refusal To Serve	2
AT&T California Total				83

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	13
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Number Portability - Wireless or Landline	1
AT&T Mobility Total				28
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape Communications	Policy and Practices	Abusive Marketing	1
Blue Casa Telephone, LLC; Telscape Communications Total				1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Other Charges	1
CenturyLink Total				1
CLC6878, CLR6878, IEC6878	Charter	Policy and Practices	Robo Calls / ADAD	1
		Service	Disconnection Non Payment	1
Charter Total				2
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Other Charges	1
		Billing	Slamming	1
Clear Choice Communications;				2
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Not Received	1
		Billing	Early Termination Fee - ETF	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Comcast Digital Phone Total				4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Service	Number Portability - Wireless or Landline	1
Cox; Cox Communications; Cox Business Total				5
CER4308	CREDO; Working Assets Wireless	Billing	Bill Adjustment	1
CREDO; Working Assets Wireless Total				1
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
enTouch Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	1
		Billing	Bundled Services	2
		Billing	High Bill	5
		Billing	Other Charges	6
		Billing	Payment Arrangements	1
		Billing	Slamming	1
		Lifeline	LLB Application Request	2
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	2
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	9
Frontier California, Inc. Total				38

Utility Code	Utility Name	Category	Subcategory	Count
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	Premise Visit Charges	1
Frontier Communications of the Southwest, Inc. Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
DVS1144	Ringcentral, Inc.	Billing	Other Charges	1
Ringcentral, Inc. Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	1
Sonic Telecom, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming	1
		Billing	High Bill	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
Sprint; Sprint PCS Total				7
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
Surelink Mobile; TruConnect Total				4
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Lifeline	LLB Discount Switched to Other Carrier	3
TC Telephone, LLC; Horizon Cellular Total				3
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
Telepacific Communications Total				4
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
Time Warner Cable Total				4
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Other Charges	3
		Service	Outage	1
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	Cramming	1
		Billing	Other Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	7
		Policy and Practices	Robo Calls/ADAD	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	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				19
CER4441	UVNV, Inc.	Service	Delayed Orders/Missed Appointments	1
UVNV, Inc. Total				1
CLC5494, IEC5494	Verizon Select Services, Inc.	Billing	Payment Error	1
Verizon Select Services, Inc. Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Cramming	2
		Billing	High Bill	3
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
Verizon Wireless Total				14
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
Virgin Mobile; Assurance Wireless Total				14
IER6985	Windstream Communications, Inc.	Billing	Early Termination Fee - ETF	1
Windstream Communications, Inc. Total				1
CLC5553, IEC5553	XO Communications Services	Billing	Other Charges	2
		Service	Outage	1
XO Communications Services Total				3
Grand Total				257

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.