

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

December 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 Application Request	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	1
		Billing	Bill Not Received	2
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	High Bill	11
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	3
		Lifeline	LLB Application Request	14
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	1
		Service	Call Quality	25
		Service	Delayed Orders/Missed Appointments	14
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	17
		Service	Refusal To Serve	1
AT&T California Total				106
CLC5002, IEC5002	AT&T Corp.	Billing	Other Charges	1
AT&T Corp. Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	10
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Number Portability - Wireless or Landline	1
AT&T Mobility Total				21
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
Charter Total				3

Utility Code	Utility Name	Category	Subcategory	Count
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	2
Comcast Digital Phone Total				6
CER4508	Comcast OTR1, LLC	Billing	Other Charges	1
Comcast OTR1, LLC Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Application Request	1
Cox; Cox Communications; Cox Business Total				3
CLC6837, IER6837	First Communications, LLC	Billing	Other Charges	1
First Communications, LLC Total				1
CER4519	FreedomPop	Policy and Practices	Abusive Marketing	1
FreedomPop Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	High Bill	9
		Billing	Other Charges	9
		Billing	Out of Service Credit - OOS	1
		Billing	Slamming	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Outage	5
Frontier California, Inc. Total				39
CER4478	Google North America, Inc.; Project FI By Google	Billing	Other Charges	1
		Service	Disconnected In Error	1
Google North America, Inc.; Project FI By Google Total				2
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	Other Charges	1
Granite Telecommunications, LLC Total				1
CLC7159	Inyo Networks, Inc.	Billing	High Bill	1
Inyo Networks, Inc. Total				1
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 Total				1
IEC7118	Lingo Telecom of the West, LLC	Billing	Other Charges	1
Lingo Telecom of the West, LLC Total				1
CER4513	Lycamobile USA, Inc.	Service	Outage	1
Lycamobile USA, Inc. Total				1
CEC3079	MetroPCS	Service	Number Portability - Wireless or Landline	1
MetroPCS Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
Preferred Long Distance, Inc. Total				1
LEC1016	Sierra Telephone Company, Inc.	Billing	Other Charges	1
Sierra Telephone Company, Inc. Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	Early Termination Fee - ETF	1
Sonic Telecom, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
Sprint; Sprint PCS Total				11
CLC6996, IEC6996	Suddenlink Communications	Service	Refusal To Serve	1
Suddenlink Communications Total				1
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	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 Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	3
		Service	Number Portability - Wireless or Landline	1
TC Telephone, LLC; Horizon Cellular Total				7
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Cramming	1
		Billing	High Bill	2
		Billing	Slamming	1
		Policy and Practices	Safety	1
		Service	Number Portability - Wireless or Landline	1
Time Warner Cable Total				6
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	High Bill	4
		Billing	Other Charges	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				8
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	8
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				11
CER4441	UVNV, Inc.	Billing	High Bill	1
UVNV, Inc. Total				1
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	High Bill	1
Verizon Access Transmission Services Total				1
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	3
Verizon Wireless Total				14

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
Virgin Mobile; Assurance Wireless Total				6
CLC5553, IEC5553	XO Communications Services	Billing	High Bill	1
XO Communications Services Total				1
Grand Total				265

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.