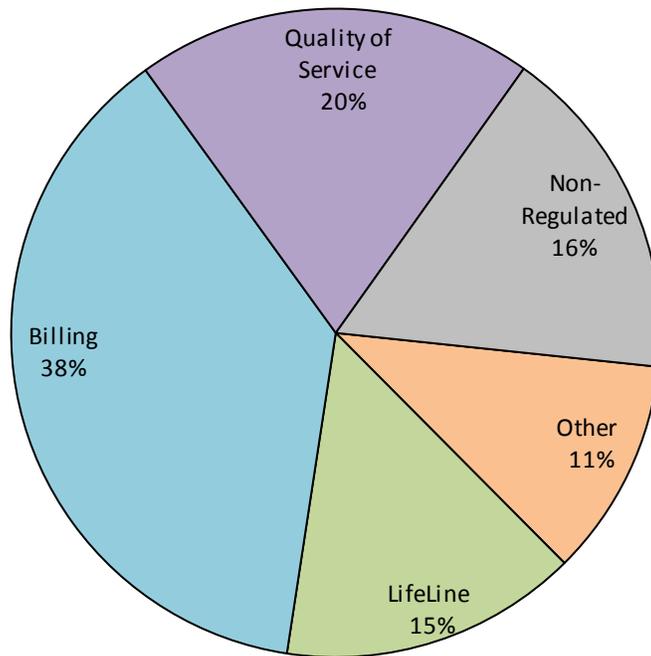


# August 2012

## 1,556 Consumer Contacts\* on Communications Utilities



Tables below contain the specific topics that make up the larger categories (such as “Billing”). The most common consumer topics are listed from highest to lowest contact volume within each category.

<b>Billing Category</b> <b>Questions and Complaints Received by CAB</b> <i>Identifies most common customer topics related to Billing in the month of August</i>	
Topic	Description
<b>Disputed Bill</b>	When a consumer challenges any item on their utility bill.
<b>Early Termination Fee</b>	Issues regarding the fee charged for terminating services under contract prior to the specified end date of services.
<b>Bundled Services</b>	Issues regarding the grouping of multiple services for a single discounted price.
<b>High Bill</b>	Issues regarding bills that are higher than usual without any known reason for an increase.
<b>Payment Arrangements</b>	Consumer needs assistance negotiating payments for current or past due bills.
<b>Disputed Customer of Record</b>	Occurs when a consumer is being held responsible for an unpaid balance due to usage by a previous customer.

<b>Quality of Service Category</b> <b>Questions and Complaints Received by CAB</b> <i>Identifies most common customer topics related to Quality of Service in the month of August</i>	
Topic	Description
Service	Complaint regarding perceived quality, level, or delivery of services.
Disconnection	Issues regarding the termination of services.
Delayed Orders/Missed Appointments	Complaints regarding to a utility missing a scheduled appointment.
Outage	Any disruption in service. These disruptions are not related to nonpayment or late payment.
Disconnection in Error	When a consumer is disconnected from service due to an error by the utility company (Includes timing errors, incorrect account information, and payment arrangements).
Dead Zones/ Dropped Calls	Utility lacks signal or has unreliability of incoming and outgoing cellular calls.

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<b>Non-Regulated Category</b> <b>Questions and Complaints Received by CAB</b> <i>Identifies most common customer topics related to Non-Regulated in the month of August</i>	
Topic	Description
Non-Jurisdictional	CPUC does not have authority over the particular issue.
Company Practice	Issues regarding utility processes not related to the oversight of the CPUC such as operational decisions, labor relations, decisions to consolidate work force, or determining where a utility can provide.
Surcharges/ Taxes	Issues regarding a fee or tax imposed by a government entity such as a city, county, state, or Federal government that utilities are allowed to charge under CPUC rules.
VoIP	Issues regarding Voice over Internet Protocol (VoIP) services that are provided through the Internet rather than through traditional landline telephone services.

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**LifeLine Category**  
**Questions and Complaints Received by CAB**  
*Identifies most common customer topics related to LifeLine in the month of August*

Topic	Description
<b>Appeals</b>	Request for assistance from consumers that have been denied LifeLine eligibility.
<b>Complaints</b>	Issues regarding billing disputes on discounted LifeLine rates.

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**Other Category**  
**Questions and Complaints Received by CAB**  
*Identifies most common customer topics related to Other in the month of August*

Topic	Description
<b>Pending Assignment</b>	Complaints and questions recently received and under initial review.
<b>Rate Protest</b>	Complaints regarding a pending or approved CPUC rate decision.
<b>Rates &amp; Rules</b>	Consumers challenging that a utility provider is not in compliance with the codes, rules and orders of the CPUC or is in violation of its own rules.

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\* Contacts consist of phone calls, electronic submissions, and letters to the Consumer Affairs Branch of the CPUC. Contacts are displayed by category. Specific topics within each category are described in this table.