

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**January 2014**

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Communications Industry during the month of **January 2014**, broken down by the type of the contact (i.e. Category).

**Table 1 - 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	Billing			LifeLine			Not Regulated - Not Jurisdiction			Policy & Practice			Public Purpose Programs			Rates			Service			Unknown/ Pending Assignment			Grand Total
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
CLR5251	011 Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6342	ACN Communications Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1
DVS1195	ACN Digital Phone Service, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
IER6658	Asian American Association	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
LEC1001, CLC1001	AT&T California	76	76	152	10	22	32	28	28	56	10	9	19	-	-	-	-	-	-	50	30	80	8	1	9	348
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	7	8	15	-	-	-	12	8	20	2	1	3	-	-	-	-	-	-	3	3	6	-	-	-	44
IEC5800	AT&T Long Distance	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3021	AT&T Mobility	17	27	44	-	-	-	8	6	14	-	2	2	-	-	-	-	-	-	6	3	9	1	1	2	71
CLR6380	Atrium Wireless Partners, Total Holdings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CLC7118	Birch Telecom of the West, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	1
CLC7160	Broadvox-CLEC, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6446	Cbeyond Communications, LLC	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR7127, IER7127	Central Telecom Long Distance, Inc.	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC6039	Clear World Communications Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
VSP0021	Comcast Cable Communications Management, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
CLC5698, IEC5698	Comcast Digital Phone	1	4	5	-	-	-	3	5	8	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	16
IER6984	Consumer Telcom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	2	8	10	-	-	-	2	6	8	1	2	3	-	-	-	-	-	-	-	-	-	1	1	1	22
CEC3076	Cricket Communications, Inc.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6610, IEC6610	Curatel, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6919	DAR Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6096	Edison Carrier Solutions	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - Not Jurisdiction			Policy & Practice			Public Purpose Programs			Rates			Service			Unknown/ Pending Assigment			Grand Total	
		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total		
IEC6676	FirstLink Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC5429, IEC5429	Frontier Communications of America, Inc.	3	2	5	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	9
LEC1026	Frontier Communications of the Southwest Inc.	3	-	3	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IER7237	G3 Telecom USA, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6532	Long Distance Consolidated Billing Co.	1	2	3	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
CEC3079	Metropcs California, LLC	-	1	1	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER6086	Network Communications Int'l Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER7041	Owtel, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, IEC6005	Peak Communications, Inc	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-	1	3
CLC7112	Peerless Network of California, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	3	4	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4387	Reachout Wireless	-	1	1	6	7	13	2	-	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	17
CLC6585	Sage Telecom Communications, LLC	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	1	-	1	-	-	-	3
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7055, IER7055	Southern California Telephone Company	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	3
CER4332	Sprint PCS	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	5
PCC3064	Sprint Telephony PCS, LP	11	13	24	-	-	-	5	3	8	3	-	3	-	-	-	-	-	-	-	2	7	9	-	-	-	44
CLC5112, IEC5112	Sprint Communications Company, LP	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1015, IEC1015	Surewest Telephone; Surewest Broadband	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4410	TC Telephone, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6081	TCI Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6804	Tele Circuit Network Corporation	1	2	3	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IEC7244	Telecircuit Network Corporation	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IER6725	Teledias Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6647	Telekenex, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CLC5721, IEC5248, IEC5859	Telepacific Communications	1	6	7	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	1	1	-	1	1	1	11
LEC1014	The Ponderosa Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1	
CLC6874, CLR6874, IEC6874	Time Warner Cable	-	1	1	-	-	-	2	7	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10
CEC3056	T-Mobile	6	9	15	-	-	-	2	6	8	1	2	3	-	-	-	-	-	-	-	1	-	1	-	-	-	27
CER4231	Tracfone Wireless	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	1	1	1	-	1	1	4

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		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	
IER7003	Ttusa Acquisition, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5920	U.S. Telecom Long Distance, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5253	Verizon Access Transmission Services	-	1	1	-	1	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC5378	Verizon Business Services	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC1002, LEC1002	Verizon California, Inc.	35	33	68	3	5	8	14	12	26	8	4	12	1	-	1	-	-	-	22	10	32	3	1	4	151
IEC5732	Verizon Long Distance LLC	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3029	Verizon Wireless, LLC	12	28	40	-	-	-	8	10	18	-	3	3	-	-	-	-	-	4	2	6	1	1	2	69	
CER4327	Virgin Mobile USA, LP	-	-	-	-	4	4	-	2	2	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	8
LEC1019	Volcano Telephone Company	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CRTSLX	Xerox	-	-	-	37	309	346	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	346
CLC5553	XO Communications Services	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	4
	<b>Total</b>	197	246	443	57	350	407	95	97	192	30	33	63	1	-	1	-	1	1	91	64	155	23	6	29	1,291