

**Communications Industry**  
**Consumer Contacts that Require Enhanced Processing**  
**Presented by Utility Company, Category and Subcategory**  
**January 2014**

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		
CLR5251	011 Communications	Billing	Bill Adjustment	1		
			<b>Total ICs</b>	<b>1</b>		
IEC5918	Americatel Corporation	Policy and Practices	Abusive Marketing	1		
			<b>Total ICs</b>	<b>1</b>		
IER6658	Asian American Association	Billing	Cramming	1		
			<b>Total ICs</b>	<b>1</b>		
CLC6184	Astound Broadband, LLC	Service	Delayed Orders/Missed Appointments	1		
			<b>Total ICs</b>	<b>1</b>		
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	11		
		Billing	Bundled Services	1		
		Billing	Cramming	7		
		Billing	Cramming/3rd Party Billing	1		
		Billing	Disputed Customer of Record	3		
		Billing	Early Termination Fee - ETF	2		
		Billing	High Bill	31		
		Billing	Late Payment Charge= LPC	2		
		Billing	Other Charges	4		
		Billing	Out of Service Credit- OSS	3		
		Billing	Toll Dispute	1		
		Lifeline-Billing	LLB Address Error	2		
		Lifeline-Billing	LLB Application Request	13		
		Lifeline-Billing	LLB Approved for Discount	6		
		Lifeline-Billing	LLB Discount Switched to Other Carrier	1		
		Policy and Practices	Abusive Marketing	4		
		Policy and Practices	Safety	2		
		Service	Call Quality	4		
		Service	Delayed Orders/Missed Appointments	11		
		Service	Disconnected In Error	3		
		Service	Disconnection Non Payment	2		
		Service	Number Portability - Wireless or Landline	1		
		Service	Outage	5		
		Service	Refusal To Serve	2		
					<b>Total ICs</b>	<b>122</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Cramming	2
		Billing	High Bill	3
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Outage	1
			<b>Total ICs</b>	<b>9</b>
CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	6
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Outage	1
	<b>Total ICs</b>	<b>30</b>		
CLC7160	Broadvox-CLEC, LLC	Service	Number Portability	1
			<b>Total ICs</b>	<b>1</b>
CLC6446	Cbeyond Communications, LLC	Policy and Practices	Robo Calls/ADAD	1
			<b>Total ICs</b>	<b>1</b>
CLR7127, IER7127	Central Telecom Long Distance,	Billing	Cramming	1
		Billing	Slamming	1
			<b>Total ICs</b>	<b>2</b>
IEC6039	Clear World Communications Corp.	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bundled Services	1
		Billing	High Bill	2
		Policy and Practices	Safety	1
		Service	Disconnected In Error	1
	<b>Total ICs</b>	<b>5</b>		
IER6984	Consumer Telcom, Inc.	Billing	Slamming	2
			<b>Total ICs</b>	<b>2</b>
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	Bundled Services	1
		Billing	High Bill	5
		Billing	Other Charges	2
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
	<b>Total ICs</b>	<b>11</b>		
IER6919	DAR Communications	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
IEC6676	FirstLink Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Bundled Services	1
		Billing	High Bill	1
			<b>Total ICs</b>	<b>2</b>
IEC5680	Global Tel*Link Corporation	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
IER6813	ICS Solutions	Billing	Other Charges	1
		<b>Total ICs</b>		
CLC5941	Level 3 Communications, LLC	Policy and Practices	Safety	1
		<b>Total ICs</b>		
IER6532	Long Distance Consolidated Billing Co.	Billing	Cramming	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		<b>Total ICs</b>		
CEC3079	Metropcs California, LLC	Billing	High Bill	1
		<b>Total ICs</b>		
IER6086	Network Communications Int'l Corp	Billing	High Bill	1
		<b>Total ICs</b>		
IER7041	Owtel, Inc.	Billing	Slamming	1
		<b>Total ICs</b>		
CLR5502	Preferred Long Distance, Inc.	Billing	Cramming	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	3
		<b>Total ICs</b>		
CER4387	Reachout Wireless	Billing	High Bill	1
		Lifeline-Billing	LLB Application Request	1
		Lifeline-Billing	LLB Federal Program/Equipment	6
		Service	Delayed Orders/Missed Appointments	1
		<b>Total ICs</b>		
CLC6585	Sage Telecom	Policy and Practices	Abusive Marketing	1
		<b>Total ICs</b>		
CER4332	Sprint PCS	Service	Disconnected In Error	1
		<b>Total ICs</b>		
PCC3064	Sprint Telephony PCS, LP	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	4
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	1
		<b>Total ICs</b>		
LEC1015	Surewest Telephone	Lifeline	LLB Approved for Discount	1
		<b>Total ICs</b>		
CER4410	TC Telephone, LLC.	Billing	Slamming	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		<b>Total ICs</b>		
IER6081	TCI Long Distance	Billing	Cramming	1
		<b>Total ICs</b>		
IER6804	Tele Circuit Network	Billing	Cramming	2
		Policy and Practices	Abusive Marketing	1
		<b>Total ICs</b>		

Utility Code	Utility Name	Category	Subcategory	Count
CLC5721, IEC5859, IEC5248	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>9</b>
CEC3056	T-Mobile	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	3
			<b>Total ICs</b>	<b>13</b>
CER4231	Tracfone Wireless	Service	Delayed Orders/Missed Appointments	1
				<b>Total ICs</b>
IEC5920	U.S. Telecom Long Distance, Inc.	Billing	Cramming/3rd Party Billing	1
		Billing	Slamming	1
				<b>Total ICs</b>
CLC5253	Verizon Access Transmission	Billing	High Bill	1
		Lifeline	LLB Approved for Discount	1
				<b>Total ICs</b>
IEC5378	Verizon Business Services	Billing	Disputed Customer of Record	1
		Billing	Other Charges	1
				<b>Total ICs</b>
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	8
		Billing	Bill Not Received	1
		Billing	Bundled Services	4
		Billing	Cramming	4
		Billing	Disputed Customer of Record	2
		Billing	High Bill	10
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	3
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Outage	3
			<b>Total ICs</b>	<b>56</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	7
		Billing	High Bill	12
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Payment Arrangements	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	2
			<b>Total ICs</b>	<b>35</b>
CER4327	Virgin Mobile USA	Billing	Cramming	1
		Billing	High Bill	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
		Policy and Practices	Abusive Marketing	1
LEC1019	Volcano Telephone Company	Billing	Bundled Services	1
CLC5553	XO Communications Services	Billing	High Bill	1
		Service	Refusal To Serve	1
<b>Total ICs Sent <sup>1</sup></b>				<b>375</b>

<sup>1</sup> 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.