

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
February 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 **February 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	
CER4369	Affinity Mobile, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6692	Airespring, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5955	Airnex Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, IEC1001	AT&T California	87	67	154	13	24	37	43	23	66	8	6	14	-	-	-	2	1	3	50	58	108	13	1	14	396
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	9	3	12	-	-	-	11	7	18	2	1	3	-	-	-	1	-	1	6	-	6	-	-	-	40
IEC5800	AT&T Long Distance	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3021	AT&T Mobility	10	14	24	-	-	-	5	1	6	2	4	6	-	-	-	-	-	-	4	4	8	2	-	2	46
CLC5633, IEC5633	Blue Casa Telephone, LLC	-	-	-	-	-	-	7	3	10	-	-	-	-	-	-	-	-	9	-	9	1	-	1	20	
CLC5807, CLR5807, IEC5807	Call America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6446	Cbeyond Communications, LLC	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC6018	CenturyLink Public Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5335, IEC5335	CenturyLink QCC	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	-	-	-	-	-	1	1	2	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	4
CLR7238	Clear Rate Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	2
CLC5698, IEC5698	Comcast Digital Phone	1	2	3	-	-	-	3	6	9	-	1	1	-	-	-	-	-	-	-	3	3	2	1	3	19
CER4328	Consumer Cellular, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	2	3	5	-	3	3	3	3	6	-	-	-	-	-	-	-	-	-	1	1	-	1	1	1	16
CEC3076	Cricket Communications, Inc.	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6610, IEC6610	Curatel, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1103	Datavo, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
IEC6676	FirstLink Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5429	Frontier Communications of America, Inc	2	-	2	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
LEC1026	Frontier Communications of the Southwest Inc.	2	-	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	4

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				
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5680	Global Tel*Link Corporation	1	1	2	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	5
CER4381	Greatcall, Inc (Jitterbug)	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5427	IDT America Corp.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6083	Integra Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5941	Level 3 Communications, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5864	Locus Telecommunications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER7048	Long Distance Access, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLR5227	Matrix Telecom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5752, IEC5752	Megapath Corporation	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	Metropcs California, LLC	-	1	1	-	-	-	1	3	4	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	7
CLC6973	Mpower Networks Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1
CLC5617	OmniCom	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IER7041	Owtel, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, IEC6005	Peak Communications, Inc	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	3	2	5	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	7
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6882	Quasar Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4387	Reachout Wireless	-	-	-	2	7	9	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	11
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER7046	Silv Communication, Inc	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7055, IER7055	Southern California Telephone Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5112, IEC5112	Sprint Communications Company, LP	2	1	3	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4332	Sprint PCS	2	-	2	-	-	-	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
PCC3064	Sprint Telephony PCS, LP	16	9	25	-	-	-	4	2	6	-	1	1	-	-	-	-	-	-	3	8	11	1	-	1	-	-	-	44
CLC1015, LEC1015	Surewest Telephone, Surewest Broadband	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4410	TC Telephone, LLC.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6875, CLR6875, IEC6875	TC Telephone, LLC., Horizon Cellular	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6804	Tele Circuit Network Corporation	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC7244	Telecircuit Network Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6725	Teledias Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6647	Telekenex, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5721, IEC5248	Telepacific Communications	2	4	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	8
CLC6589, CLR6589	Telscape Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	3

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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		
CLC6874, CLR6874, IEC6874	Time Warner Cable	1	-	1	-	-	-	1	4	5	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	8	
CEC3056	T-Mobile	2	16	18	-	-	-	5	7	12	1	2	3	-	-	-	-	-	-	-	1	1	2	1	-	1	36
CER4231	Tracfone Wireless	1	-	1	-	-	-	2	1	3	-	-	-	-	-	-	-	-	-	-	1	2	3	1	-	1	8
CEC3039	US Cellular	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC5253	Verizon Access Transmission Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
IEC5378	Verizon Business Services	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1002, LEC1002	Verizon California, Inc.	32	27	59	-	7	7	21	12	33	2	5	7	-	-	-	-	-	-	-	13	15	28	5	3	8	142
IEC5732	Verizon Long Distance LLC	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC5494	Verizon Select Services, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3002	Verizon Wireless	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
CEC3029	Verizon Wireless, LLC	23	16	39	-	-	-	3	3	6	1	4	5	-	-	-	-	-	-	-	1	3	4	1	1	2	56
CER4327	Virgin Mobile USA, LP	-	-	-	1	8	9	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	11
IER6985	Windstream Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CRTSLX	Xerox	-	-	-	48	256	304	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	304
CLC5553	XO Communications Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1	-	1	2
Total		208	199	407	64	308	372	118	82	200	20	27	47	1	-	1	3	1	4	97	104	201	30	8	38	1,270	