

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
March 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 **March 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		
IEC5955	Airnex Communications, Inc.	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CLC1001, LEC1001	AT&T California	82	67	149	8	28	36	34	14	48	9	21	30	-	-	-	-	-	-	-	58	50	108	17	3	20	391
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	12	4	16	-	-	-	6	12	18	2	-	2	-	-	-	-	-	-	-	5	1	6	-	1	1	43
IEC5800	AT&T Long Distance	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3021	AT&T Mobility	11	26	37	-	-	-	4	5	9	1	5	6	-	-	-	-	-	-	-	2	2	4	1	-	1	57
CLC5633, IEC5633	Blue Casa Telephone, LLC	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	2	-	2	-	-	-	3
CER4424	Call America	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5807, CLR5807, IEC5807	Call America, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6446	Cbeyond Communications, LLC	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	3
CLR7127, IER7127	Central Telecom Long Distance, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CLC5335, IEC5335	CenturyLink QCC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	1	5	6	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	10
IEC6039	Clear World Communications Corp.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	2	4	6	-	-	-	2	5	7	-	1	1	1	-	1	-	-	-	-	1	4	5	-	-	-	20
CER4328	Consumer Cellular, Incorporated	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IER6984	Consumer Telcom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	3	3	6	-	2	2	8	2	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	18
CEC3076	Cricket Communications, Inc.	-	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
DVS1103	Datavo, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4043	DNC Wireless	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6676	FirstLink Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1
CLC5429	Frontier Communications of America, Inc.	2	1	3	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
LEC1026	Frontier Communications of the Southwest, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
IEC5685	Global Crossing Local Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
IEC5680	Global Tel*Link Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5941	Level 3 Communications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
IER6532	Long Distance Consolidated Billing Co.	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2
DVS1101	Megapath, Inc.	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2

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	
CEC3079	Metropcs California, LLC	1	1	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	4	
CLC6097	Paetec Communications, Inc.	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6005, IEC6005	Peak Communications, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC7112	Peerless Network of California, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	4	5	-	-	-	1	1	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	9	
IER6882	Quasar Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	Reachout Wireless	-	-	-	2	6	8	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	1	2	2	12
IER6217	Sebastian (Audeamus)	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5112, IEC5112	Sprint Communications Company, LP	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	1	-	1	4
CER4332	Sprint PCS	2	4	6	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	11
PCC3064	Sprint Telephony PCS, LP	14	10	24	-	-	-	3	3	6	2	1	3	-	-	-	-	-	-	2	5	7	1	1	2	42
CLC1015, LEC1015	Surewest Telephone, Surewest Broadband	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5535	Talk America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1010	TDS Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
IEC7244	Telecircuit Network Corporation	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER6725	Teledias Communications, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5248, CLC5721, IEC5248, CLC5859, IEC5721	Telepacific Communications	2	3	5	-	-	-	3	-	3	-	-	-	-	-	-	-	1	1	1	2	3	-	-	-	12
CER4380, CLC6589	Telscape Communications, Inc.	1	-	1	1	1	2	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	-	6
DVS1143	Tierzero	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6874, CLR6874, IEC6874	Time Warner Cable	-	2	2	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	6
CEC3056	T-Mobile	5	5	10	-	-	-	5	4	9	-	2	2	-	-	-	-	-	-	1	3	4	-	-	-	25
CER4374	Touchtone Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4231	Tracfone Wireless	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	1	2
IER7003	Ttusa Acquisition, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5358	TW Telecom of California, LP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	2
CLC5253, IEC5253	Verizon Access Transmission Services	2	2	4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CER4439	Verizon California, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC1002, LEC1002	Verizon California, Inc.	39	30	69	-	7	7	13	11	24	2	6	8	-	-	-	-	-	-	20	25	45	6	2	8	161
CEC3029	Verizon Wireless, LLC	22	27	49	-	-	-	1	5	6	1	1	2	-	-	-	-	-	-	4	6	10	2	1	3	70
CER4327	Virgin Mobile USA, LP	-	-	-	-	5	5	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
CRTSLX	Xerox	-	-	-	47	214	261	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	261
CLC5553, IEC5553	XO Communications Services	-	1	1	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
Total		217	216	433	59	263	322	87	74	161	19	41	60	1	-	1	-	1	1	109	108	217	34	9	43	1,238