

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**May 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 **May 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	
IEC5244	Affinity 4, LifeLine Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4460	Aio Wireless	-	-	-	-	1	1	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC6658	Asian American Association	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC1001, LEC1001	AT&T California	71	59	130	12	26	38	49	27	76	8	9	17	-	-	-	-	-	-	49	37	86	10	1	11	358
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	17	8	25	-	-	-	11	3	14	4	-	4	-	-	-	-	-	-	3	1	4	-	-	-	47
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3021	AT&T Mobility	12	22	34	-	-	-	2	2	4	1	7	8	-	-	-	-	-	-	3	3	6	-	1	1	53
CLC6764	Blue Casa Telephone, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1004	Calaveras Telephone Company	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5807, CLR5807, IEC5807	Call America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6446	Cbeyond Communications, LLC	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5698, IEC5698	Comcast Digital Phone	-	3	3	-	-	-	2	3	5	-	-	-	-	-	-	-	-	-	2	4	6	-	-	-	14
CER4328	Consumer Cellular, Incorporated	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	2	4	6	1	3	4	6	3	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	19
CEC3076	Crickit Communications, Inc.	-	-	-	-	2	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
DVS1103	Datavo, Inc.	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4098	DNC Group	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	2	-	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
LEC1026	Frontier Communications of the Southwest Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
IEC5680	Global Tel*Link Corporation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	2
CER4381	Greatcall, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5427	IDT America Corp.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC5786	Legacy Inmate Communications	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC5227	Matrix Telecom, Inc. (Clear Choice Communications, Excel Communications, Matrix Business Technologies, Trinsic Communications, VarTec Telecom)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1

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	-	-	-	-	-	-	2	1	3	-	-	-	-	-	-	-	-	2	-	2	-	-	-	5	
CLR5251	Nos Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6927	OneTouch Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6005, IEC6005	Peak Communications, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLR6639	Pioneer Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	1	1	7	
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER6882	Quasar Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	Reachout Wireless	-	-	-	3	4	7	1	1	2	-	-	-	-	-	-	-	-	1	1	2	-	-	-	11	
LEC1016	Sierra Telephone Company, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4440	Solavei, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5112, IEC5112	Sprint Communications Company, LP	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	4	
CER4332	Sprint PCS	4	2	6	-	-	-	-	4	4	-	-	-	-	-	-	-	-	1	1	2	-	-	-	12	
PCC3064	Sprint Telephony PCS, LP	18	10	28	-	-	-	-	2	2	-	4	4	-	-	-	-	-	6	5	11	-	-	-	45	
CER4380, CLC6589	Surelink Mobile, Telscape Wireless	-	-	-	1	2	3	2	-	2	-	-	-	-	-	-	-	-	-	2	2	-	-	-	7	
CLC1015, LEC1015	Surewest Broadband, Consolidated Communications	2	2	4	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	
IER6725	Teledias Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5248, CLC5721, IEC5248, CLC5859, IEC5721	Telepacific Communications	1	4	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	6	
IER6444	Teleuno, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
LEC1014	The Ponderosa Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	
CLC6874, CLR6874, IEC6874	Time Warner Cable	-	-	-	-	-	-	1	3	4	-	1	1	-	-	-	-	-	-	-	-	-	-	-	5	
CEC3056	T-Mobile	3	16	19	-	-	-	3	9	12	-	1	1	-	-	-	-	-	1	1	2	2	-	2	36	
CER4231	Tracfone Wireless (Net10, Straight Talk, Simple Mobile, TelCel America, Page Plus Wireless)	-	2	2	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	3	3	-	-	8	
CEC3043	United States Cellular Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5253, IEC5253	Verizon Access Transmission Services	1	-	1	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CER4386, EC5378	Verizon Business Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC1002, LEC1002	Verizon California, Inc.	29	27	56	1	7	8	15	13	28	5	6	11	-	-	-	-	-	9	10	19	4	1	5	127	
CEC3029	Verizon Wireless, LLC	19	31	50	-	-	-	7	10	17	5	10	15	-	-	-	-	-	4	4	8	2	2	4	94	
IER7117	Veza Telecom, Inc.	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CER4327	Virgin Mobile USA, LP	-	-	-	1	7	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	9	
CLC7252	Vodex Communications Corporation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	

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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		
LEC1019	Volcano Telephone Company	-	-	-	-	-	-	1	-	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2	
IER6572	World Communications, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CRTSLX	Xerox	-	-	-	30	218	248	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	248	
CLC5553, IEC5553	XO Communications Services	-	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	4	
<b>Total</b>		194	218	412	51	273	324	110	87	197	24	40	64	-	-	-	-	-	-	-	86	80	166	19	7	26	1,189