

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
July 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 **July 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	
CLC1001, LEC1001	AT&T California	87	89	176	17	37	54	46	21	67	10	13	23	-	-	-	-	-	-	72	66	138	17	3	20	478
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	18	7	25	-	-	-	8	12	20	4	-	4	-	-	-	-	-	-	3	3	6	-	1	1	56
CEC3021	AT&T Mobility	22	23	45	-	1	1	2	2	4	2	3	5	-	-	-	-	-	-	1	3	4	1	1	2	61
CLC7118	Birch Communications	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER6794	Business Network Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1004	Calaveras Telephone Company	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6446	Cbeyond	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	1	1	-	-	-	1	3	4	1	-	1	-	-	-	-	-	-	1	1	2	-	1	1	9
IEC5227	Matrix Telecom, Inc. (Clear Choice Communications; Excel Telecommunications; Impact; Matrix Business Technologies; Trinsic Communications; Vartec Telecom)	-	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC6039	Clear World Communications Corp.	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5698, IEC5698	Comcast Digital Phone	1	1	2	-	-	-	1	4	5	1	1	2	-	-	-	-	-	-	-	3	3	-	-	-	12
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	2	1	3	-	1	1	2	4	6	1	1	2	-	-	-	-	-	-	1	2	3	-	-	-	15
CER4308	CREDO	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3076	Cricket Communications, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4460	Cricket Wireless, LLC	-	-	-	1	4	5	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
IER6919	DAR Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
LEC1026	Frontier Communications of the Southwest Inc.	2	-	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	6
IEC5680	Global Tel*Link Corporation	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER7237	Integra Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5786	Legacy Inmate Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5752	Megapath Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	-	-	-	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6005, IEC6005	Peak Communications, Inc.	3	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	4	4	-	-	-	-	2	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	7
IEC5513	Primus Telecommunications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4387	Reachout Wireless	-	1	1	8	1	9	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	12
CLC6585	Sage Telecom Communications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1016	Sierra Telephone Company, Inc.	-	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	
CLC7055	Southern California Telephone Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint	18	17	35	-	-	-	1	3	4	2	2	4	-	-	-	-	-	-	6	7	13	1	-	1	57
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	-	2	2	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	2	2	-	1	1	7
CER4381	Telscape Communications, Inc.; Surelink Mobile	-	1	1	-	11	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12
CLR6589, IEC6589	Telscape Wireless	-	-	-	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	2	4	1	-	1	1	6	7	-	-	-	-	-	-	-	-	-	2	1	3	-	1	1	16
CEC3056	T-Mobile (Go-Smart Mobile; Walmart Family Mobile; Brightspot; Univision Mobile)	8	6	14	-	-	-	3	8	11	1	1	2	-	-	-	-	-	-	3	-	3	1	1	2	32
CER4231	Trafone Wireless (Net10; Straight Talk; Simple Mobile; TelCel America; Page Plus Wireless)	-	3	3	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	2	2	1	1	2	8
IER7003	Ttusa Acquisition, Inc.	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	3
CLC5253, IEC5253	Verizon Access Transmission Services	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CER4386, IEC5378	Verizon Business Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC1002, LEC1002	Verizon California, Inc.	31	29	60	6	5	11	11	12	23	2	5	7	-	-	-	-	-	-	9	17	26	4	1	5	132
IEC5732	Verizon Long Distance, LLC	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3029	Verizon Wireless, LLC	15	31	46	-	-	-	5	11	16	1	6	7	-	-	-	-	-	-	2	3	5	1	-	1	75
IER7117	Veza Telecom, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4327	Virgin Mobile	-	-	-	1	12	13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13
CRTSLX	Xerox	-	-	-	52	155	207	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	207
CLC5553, IEC5553	XO Communications Services	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	4
CLC6989	Ymax Communications Corporation	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	2
	Total	222	236	458	87	229	316	90	95	185	28	35	63	-	-	-	-	-	-	104	117	221	27	11	38	1,281