

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**October 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 **October 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	
DVS1139	Bx8, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1195	ACN Digital Phone Service, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
CLC1001, IEC1001	AT&T California	121	75	196	12	34	46	31	18	49	12	16	28	-	-	-	-	1	1	49	43	92	7	3	10	422
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	13	5	18	1	-	1	10	7	17	2	-	2	-	-	-	-	-	-	2	1	3	-	-	-	41
CEC3014, CEC3021	AT&T Mobility	18	21	39	-	-	-	1	8	9	7	5	12	-	-	-	-	-	-	5	4	9	-	-	-	69
CLC7118	Birch Communications	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7160	Broadvox-CLEC, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4412	Budget Mobile	1	-	1	14	11	25	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	27
CLC5335, IEC5335, IEC6018	CenturyLink	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	1	-	1	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	5
CLC5698, IEC5698	Comcast Digital Phone	2	3	5	-	-	-	2	7	9	-	-	-	-	-	-	-	-	-	1	2	3	1	-	1	18
IER7261	Consolidated Communications Enterprise Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
IER6984	Consumer Telecom, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5425	Covista, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	5	6	11	2	2	4	2	5	7	-	1	1	-	-	-	-	-	-	2	1	3	-	-	-	26
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1
CLC6610, IEC6610	CuraTel	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6735, IEC6735	DMR Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
IEC6096	Edison Carrier Solutions	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CER4436	enTouch	-	-	-	14	-	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14
IEC6676	FirstLink Communications	-	4	4	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	6
CLC5429, IEC5429	Frontier Communications of America, Inc.	5	1	6	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	10
LEC1026	Frontier Communications of the Southwest, Inc.	-	1	1	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	5
IEC5680	Global Tel'Link Corporation; GTL	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC6467	Global Telelink Services, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1012	Kerman Telephone Company	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6532	Long Distance Consolidated Billing Co.	1	1	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	
CLC5752, IEC5752	Megapath Corporation, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CEC3079	MetroPCS	1	1	2	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	4	
CLC6097	Paetec Communications, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6005, IEC6005	Peak Communications	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	4	1	5	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	1	-	1	-	-	9	
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
IER6882	Quasar Communications Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	ReachOut Wireless	-	-	-	11	6	17	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	19	
CER4447	Red Pocket, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER6217	Sebastian	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	
CLC7005, IER7055	Southern California Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	23	18	41	-	-	-	1	8	9	1	3	4	-	-	-	-	-	-	5	3	8	-	-	62	
CLC6996, IEC6996	Suddenlink Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	3	
CLC1015, IEC1015	Surewest Broadband; Consolidated Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
IER6725	Teledias Communications, Inc.	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	2	
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	6	7	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	2	2	-	-	10	
IER6444	Teleuno, Inc.	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	-	-	7	9	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	16	
CLC6589, IEC6589	Telscape Wireless	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	2	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	4	4	8	-	-	-	2	3	5	1	1	2	-	-	-	-	-	-	1	2	3	-	-	18	
VSP0020	Time Warner Cable Pacific West LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	13	9	22	-	-	-	6	5	11	3	2	5	-	-	-	-	-	-	4	2	6	-	1	45	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	2	2	4	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	-	3	3	-	-	9	
IER7003	Ttusa Acquisition, Inc.	-	-	-	-	-	-	9	1	10	-	-	-	-	-	-	-	-	-	5	1	6	-	-	16	
CEC3043	United States Cellular 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		
CLC5253, IEC5253	Verizon Access Transmission Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4386, IEC5378	Verizon Business Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4439, CLC1002, IEC1002	Verizon California, Inc.	34	26	60	-	8	8	13	11	24	8	3	11	-	-	-	-	-	-	-	12	35	47	2	4	6	156
CEC3002, CEC3029, CEC3038	Verizon Wireless	28	35	63	-	-	-	5	10	15	2	6	8	-	-	-	-	-	-	-	2	4	6	1	2	3	95
CER4327	Virgin Mobile	1	-	1	20	15	35	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	38
LEC1019	Volcano Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CRTSLX	XEROX	-	-	-	90	209	299	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	299	
CLC5553, IEC5553	XO Communications Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
IEC5630	Yestel, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
<b>Total</b>		290	243	533	173	297	470	90	86	176	40	43	83	-	-	-	-	-	2	2	99	115	214	11	11	22	1,500