

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**December 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 **December 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	
CLC6342, IER6342	ACN Communications Services, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5955	Airnex Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, IEC1001	AT&T California	93	66	159	21	19	40	32	24	56	18	9	27	-	-	-	-	-	-	153	159	312	5	3	8	602
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	7	7	14	-	-	-	2	-	2	4	-	4	-	-	-	-	-	-	7	4	11	-	-	-	31
CEC3014, CEC3021	AT&T Mobility	15	33	48	-	-	-	3	4	7	2	3	5	-	-	-	-	-	-	5	3	8	-	2	2	70
IEC7038	Bandwidth.Com Clec, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7118	Birch Communications	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	5
CER4412	Budget Mobile, Budget Mobile LifeLine	-	-	-	13	9	22	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	23
IER7050	CAISI, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5807, CLR5807, IEC5807	Call America	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5335, IEC5335, IEC6018	CenturyLink	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	1	-	1	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	4
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
DVS1179	Clear; Clearwire	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	-	3	3	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	6
IER7156	Communications Telefonicas Latinas Corp.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR6977	Connect To Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5425	Covista, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	3	4	2	1	3	3	1	4	1	1	2	-	-	-	-	-	-	1	-	1	-	-	-	14
CER4308	CREDO	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4460	Cricket Wireless LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6919	DAR Communications Corporation	-	-	-	-	-	-	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	
CER4436	enTouch	-	-	-	13	-	13	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13	
CLC5429, IEC5429	Frontier Communications	1	2	3	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	1	-	1	-	-	6	
LEC1026	Frontier Communications of the Southwest Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC7167	Frontier Communications Online & LD	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6875	Horizon Cellular	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CLC6083	Integra Telecom	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLR5832	Intouch America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC5786	Legacy Inmate Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5941	Level 3 Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
GEC3079	MetroPCS	2	-	2	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CLC6005, CLR 6005, IEC6005	Peak Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR6336, CLC6336, IEC6336, CER1141, DVS1141	Powernet Global Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	3	2	5	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	7	
CLC5513, IEC5513	Primus Telecommunications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	ReachOut Wireless	1	-	1	2	1	3	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	2	
GEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	29	17	46	-	-	-	6	3	9	1	2	3	-	-	-	1	-	1	4	-	4	2	1	3	66
IER6725	Teledias Communications, Inc	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	5	
IEC5245	Telepacific Telecommunications Corp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	
IER6444	Teleuno, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	-	-	6	4	10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	
CLC6589, IEC6589	Telscape Wireless	2	-	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	5	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	-	2	2	-	-	-	2	1	3	-	-	-	-	-	-	-	-	-	-	3	3	-	1	1	9
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	11	14	25	-	-	-	10	2	12	1	1	2	-	-	-	-	-	-	-	-	-	2	1	3	42

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		
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	2	3	-	-	-	6		
IEC6026	Unitel Communications Group	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1		
CER4386, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1		
CER4439, CLC1002, LEC1002	Verizon California, Inc.	35	25	60	6	6	12	15	7	22	1	1	2	-	-	-	-	-	24	25	49	1	-	1	146		
IEC5732	Verizon Long Distance, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
CEC3002, CEC3029, CEC3038	Verizon Wireless, LLC	15	31	46	-	-	-	4	13	17	4	3	7	-	-	-	-	-	2	3	5	1	1	2	77		
CER4327	Virgin Mobile	-	-	-	19	18	37	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	37		
DVS1135	Vonage America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
IER6985	Windstream Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
CRTSLX	XEROX	-	-	-	74	243	317	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	317		
CLC5553, IEC5553	XO Communications Services	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2		
IEC5630	Yestel, Inc.	-	-	-	-	-	-	3	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4		
	<b>Total</b>	231	226	457	157	301	458	89	60	149	34	24	58	-	-	-	-	1	-	1	204	210	414	11	9	20	1,557