

Communications Industry Consumer Contacts - Total Presented by Company and Category January 2016

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 **January 2016**, 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 - No Jurisdiction			Policy & Practices			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	8x8, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6342, IER6342	ACN Communications Services, Inc.	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC1001, LEC1001	AT&T California	78	50	128	5	37	42	35	29	64	10	12	22	-	-	-	-	-	-	47	42	89	-	1	1	346
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	1	1	2	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	5
IEC5800	AT&T Long Distance	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3014, CEC3021	AT&T Mobility	11	33	44	-	-	-	6	10	16	3	4	7	-	-	-	-	-	-	1	1	2	-	2	2	71
CLC7118	Birch Communications	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	7
CLC6764, CLC7222	Blue Casa Telephone, LLC	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	3	11	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14
CLC6878, CLR6878, IEC6878	Charter	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	1	2	3	-	-	-	4
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	2	2	4	-	-	-	4	5	9	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	15
CLC1015, LEC1015	Consolidated Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	3	3	-	2	2	1	4	5	1	2	3	-	-	-	-	-	-	-	1	1	-	-	-	14
CEC3076	Cricket Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1151	DigitalPath, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4043	DNC Wireless	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6096	Edison Carrier Solutions	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
LEC1026	Frontier Communications of the Southwest, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CLC5427, IEC5427	IDT America Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			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	
CER4442	Life Wireless	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
IER6532	Long Distance Consolidated Billing Co.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6568, IER6568	Met Tel	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3079	MetroPCS	-	1	1	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	2	2	-	-	5	
CLR6067	Network Billing Systems, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5251, IEC5251	Nos Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6005, IEC6005	Peak Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	2	2	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	4	
CER4387	ReachOut Wireless	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLR7002	Sonic Telecom, LLC	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	3	
CLC7005, IER7055	Southern California Telephone Company	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	2	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	12	16	28	-	14	14	6	1	7	1	6	7	-	-	-	-	-	-	-	2	2	-	-	58	
CER4380	Surelink Mobile; TruConnect	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CER4411	Tag Mobile, LLC	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
IER6384	TDS Long Distance Corporation	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
LEC1010	TDS Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
IER6725	Teledias Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6589, IEC6589	Telscape Wireless	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	5	1	6	-	-	-	9	6	15	1	-	1	-	-	-	-	-	-	3	1	4	-	-	26	
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	26	12	38	-	-	-	10	5	15	2	1	3	-	-	-	-	-	-	-	3	3	-	-	59	
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	1	3	4	-	-	-	8	4	12	2	1	3	-	-	-	-	-	-	-	2	2	-	-	21	

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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, CER4438, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4439, CLC1002, LEC1002	Verizon California, Inc.	25	18	43	-	13	13	7	13	20	2	2	4	-	-	-	-	-	-	10	15	25	-	2	2	107
CEC3029	Verizon Wireless LLC	19	26	45	-	-	-	2	7	9	5	9	14	-	-	-	-	-	-	-	2	2	-	1	1	71
CER4327	Virgin Mobile USA, LP	-	-	-	5	2	7	-	-	-	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	9
CRTSLX	XEROX	-	-	-	77	240	317	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	317
CLC5553, IEC5553	XO Communications Services	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	Total	190	186	376	91	329	420	92	90	182	30	47	77	-	-	-	-	-	-	64	81	145	-	6	6	1,206