

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

February 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - 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	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Billing	Cramming	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	17
		Billing	Bill Not Received	1
		Billing	Bundled Services	6
		Billing	Cramming	3
		Billing	Deposits	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	18
		Billing	Other Charges	4
		Billing	Slamming	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	26
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
Service	Outage	11		
Rates	Rate Protest	1		
			Total ICs	132
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Lifeline	LLB Approved for Discount	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	7

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	7
		Billing	Bill Not Received	2
		Billing	Cramming	2
		Billing	Deposits	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	4
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
CLC7118	Birch Communications	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
CLC6764	Blue Casa Telepone, LLC	Billing	Other Charges	1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	12
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
CLC1015, LEC1015	Consolidated Communications	Service	Delayed Orders/Missed Appointments	2
CER4328	Consumer Cellular, Inc.	Billing	High Bill	1
		Billing	Out of Service Credit - OOS	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	Lifeline	LLB Discount Switched to Other Carrier	1
LEC1026	Frontier Communications of the Southwest, Inc.	Service	Outage	1
CER4372	I-Wireless, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
CER4442	Life Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
IER6532	Long Distance Consolidated Billing Co.	Billing	Slamming	1
CLR6067	Network Billing Systems, LLC	Billing	Other Charges	1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Billing	Slamming	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC6097	Paetec Communications, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC6005, IEC6005	Peak Communications	Billing	Disputed Customer of Record	1
			Total ICs	1
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Policy and Practices	Abusive Marketing	2
			Total ICs	4
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	3
			Total ICs	3
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	High Bill	5
		Billing	Other Charges	2
		Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	22
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
			Total ICs	40
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	3
CER4411	Tag Mobile, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	2
			Total ICs	4
IER6444	Teleuno, Inc.	Billing	Slamming	1
			Total ICs	1
CLC6589, IEC6589	Telscape Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	2
IER6081	TIC Long Distance	Billing	Cramming	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Service	Outage	1
			Total ICs	4
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	5
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	MTS - Prepaid Mobile Telephony Services Su	2
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Disconnection Non Payment	1
			Total ICs	16

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	1
		Service	Call Quality	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	2
			Total ICs	5
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	5
		Billing	Bundled Services	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Other Charges	3
		Billing	Slamming	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Robo Calls/ADAD	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnected In Error	1
		Service	Outage	3
		Service	Refusal To Serve	3
			Total ICs	41
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	10
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	11
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	1
		Service	Disconnected In Error	1
			Total ICs	34
CER4327	Virgin Mobile	Lifeline	LLB Federal Program/Equipment	2
		Service	Call Quality	1
			Total ICs	3
Total ICs Sent ¹				368

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.