

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

March 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
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	21
		Billing	Bundled Services	2
		Billing	Cramming	7
		Billing	Cramming/3rd Party Billing	2
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	25
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	6
		Billing	Payment Arrangements	1
		Billing	Payment Error	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	16
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Discount Switched to Other Carrier	4
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Safety	4
		Public Purpose Programs	Low Income Programs	1
		Service	Call Quality	10
		Service	Delayed Orders/Missed Appointments	23
		Service	Disconnected In Error	3
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	12
Service	Refusal To Serve	2		
			Total ICs	160
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
			Total ICs	4

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	11
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Arrangements	2
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
CLC7118	Birch Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Billing	Slamming	1
CLC6764, CLC7222	Blue Casa Telephone, LLC	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Other Charges	1
		Lifeline	LLB Address Error	1
		Service	Outage	1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
		Service	Call Quality	1
CLC6446	Cbeyond	Billing	Other Charges	1
CLR7127, IER7127	Central Telecom Long Distance,	Billing	Slamming	1
CLC5698, IEC5698	Comcast Digital Phone	Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Outage	1
CLC1015, LEC1015	Consolidated Communications	Billing	Cramming	1
		Billing	High Bill	1
CER4328	Consumer Cellular, Inc.	Billing	Bill Adjustment	1
		Billing	Late Payment Charge - LPC	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
DVS1103	Datavo, Inc.	Service	Disconnection Non Payment	1
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Other Charges	1
		Lifeline	LLB Application Request	1
			Total ICs	2
CER4372	I-Wireless, LLC	Lifeline	LLB Approved for Discount	1
			Total ICs	1
IEC5786	Legacy Inmate Communications	Billing	Bill Adjustment	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
IER6532	Long Distance Consolidated Billing Co.	Billing	Slamming	1
			Total ICs	1
CEC3079	MetroPCS	Billing	High Bill	1
			Total ICs	1
IER6364	Pacific-South Telecom, Inc.	Billing	Slamming	1
			Total ICs	1
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Slamming	3
		Policy and Practices	Abusive Marketing	5
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	11
CER4387	ReachOut Wireless	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CLC7005, IER7055	Southern California Telephone Company	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	3
		Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	11
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	2
			Total ICs	28
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	6
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
LEC1010	TDS Telecom	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
			Total ICs	3

Utility Code	Utility Name	Category	Subcategory	Count
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
		Total ICs		
CLC6589, IEC6589	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Federal Program/Equipment	1
		Total ICs		
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	1
		Billing	Slamming	1
		Service	Number Portability - Wireless or Landline	1
		Total ICs		
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3
		Billing	Disputed Customer of Record	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Dead Zones/Dropped Calls	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
Total ICs			11	
CER4360	Total Call Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
		Total ICs		
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	2
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Federal Program/Equipment	1
		Total ICs		
IEC5152	Verizon Business Services	Service	Outage	1
		Total ICs		
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	6
		Billing	High Bill	4
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	1
		Billing	Slamming	2
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	2
Service	Refusal To Serve	2		
Total ICs			36	

Utility Code	Utility Name	Category	Subcategory	Count
IEC5732	Verizon Long Distance, LLC	Billing	Bill Adjustment	1
			Total ICs	1
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	6
		Billing	Cramming	4
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	5
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	4
		Service	Disconnection Non Payment	1
			Total ICs	30
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLR7214	Windstream Nuvox, Inc.	Service	Outage	1
			Total ICs	1
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	1
			Total ICs	1
CLC6989	Ymax Communications	Billing	Slamming	2
			Total ICs	2
Total ICs Sent ¹				384

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.