

**Communications Industry
Consumer Contacts - Total Presented by Company and Category
May 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 **May 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	
CLC6758	Advantage Wireless	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4451	Air Voice Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6658, IER6658	Asian American Association	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	64	50	114	7	27	34	27	42	69	6	8	14	1	-	1	-	-	-	27	33	60	2	3	5	297
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	6
CEC3014, CEC3021	AT&T Mobility	8	17	25	-	1	1	4	5	9	2	-	2	-	-	-	-	-	-	3	3	6	-	-	-	43
CLC7118	Birch Communications	1	5	6	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC6764, CLC7222	Blue Casa Telephone, LLC	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	3	4	7	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8
CLC5607	CCT Telecommunications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1
CLC6878, CLR6878, IEC6878	Charter	-	-	-	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	3
VSP0008	Charter Communications Entertainment II, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1
LEC1024	Citizens Telecommunications Co. of Ca.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	2	2	4	-	-	-	3	6	9	-	2	2	-	-	-	-	1	1	2	-	2	-	-	-	18
CLR6977	Connect To Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1015, LEC1015	Consolidated Communications	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4328	Consumer Cellular, Inc.	1	1	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	3	5	8	-	1	1	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12
CER4436	enTouch	-	-	-	2	3	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC6837	First Communications, LLC	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC6676	FirstLink Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1002, LEC1002	Frontier California Inc.	112	132	244	2	2	4	65	233	298	7	6	13	1	-	1	-	-	-	181	403	584	3	7	10	1,154
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
CLC6842	Granite Telecommunications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6875	Horizon Cellular	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
LEC1012	Kerman Telephone Company	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5786	Legacy Inmate Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
IER6532	Long Distance Consolidated Billing Co.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
DVS1429	MAGICJACK SMG, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CEC3079	MetroPCS	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLR6067	Network Billing Systems, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
LEC1014	Ponderosa Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	2	2	4	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	6	
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CER4387	ReachOut Wireless	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	11	8	19	5	21	26	3	2	5	2	1	3	-	-	-	-	-	-	1	1	2	-	-	55	
CER4380	Surelink Mobile; TruConnect	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CER4411	Tag Mobile, LLC	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	6	7	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	10	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	-	1	1	-	-	-	6	5	11	-	-	-	-	-	-	-	-	-	5	-	5	-	-	17	
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	8	3	11	-	-	-	2	3	5	1	1	2	-	-	-	-	-	-	1	-	1	-	-	19	
CER4360	Total Call Mobile, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	1	1	2	2	13	15	3	4	7	1	-	1	-	-	-	-	-	-	-	3	3	-	-	28	
CLC5253, IEC5253	Verizon Access Transmission Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3029	Verizon Wireless, LLC	9	17	26	-	-	-	4	8	12	2	4	6	-	-	-	-	-	-	2	2	4	-	-	48	
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	2	2	4	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	
DVS1135	Vonage America, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CRTSLX	XEROX	-	-	-	111	311	422	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	422	
CLC5553, IEC5553	XO Communications Services	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	4	
CLC6989	Ymax Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	Total	229	266	495	135	401	536	126	316	442	21	26	47	2	-	2	-	1	1	224	454	678	5	13	18	2,219