

California Public Utilities Commission
Consumer Protection and Enforcement Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
June 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 **June 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	
CER4451	Air Voice Wireless, LLC	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	4
CER4458	AmeriMex Communications Corp.	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6658, IER6658	Asian American Association	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC1001, IEC1001	AT&T California	61	37	98	42	87	129	12	27	39	5	9	14	-	-	-	1	1	2	24	29	53	2	2	4	339
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	1	3	4	-	1	1	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8
CEC3014, CEC3021	AT&T Mobility	10	10	20	10	8	18	5	2	7	-	-	-	-	-	-	-	-	-	3	-	3	-	2	2	50
CLC7118	Birch Communications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	-	2	2	-	1	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	5
IER7007	CCI Network Services, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5607	CCT Telecommunications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	1	-	1	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
LEC1024	Citizens Telecommunications Co. of Ca.	-	-	-	-	3	3	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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	3	1	4	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9
CLC1015, IEC1015	Consolidated Communications	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	3	4	-	2	2	1	1	2	1	1	2	-	-	-	-	-	-	-	1	1	-	1	1	12
CER4308	CREDO	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
CER4460	Cricket Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6745	Crown Castle NG West LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1103	Datavo, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	1	1	2	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	4

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	
IEC6676	FirstLink Communications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1002, IEC1002	Frontier California Inc.	48	76	124	57	150	207	25	33	58	6	15	21	-	-	-	-	-	-	10	39	49	1	1	2	461
IEC5680	Global Tel*Link Corporation; GTL	-	-	-	-	3	3	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	5
IEC5427	IDT America Corp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1
CLC6083, IEC6083	Integra Telecom	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CLR5832	Intouch America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1429	MAGICJACK SMG, INC.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7017, CLR7017, IEC7017	Mediacom Communications Corp.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
IER6364	Pacific-South Telecom, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	4	-	4	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	8
CER4447	Red Pocket, Inc.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR7002	Sonic Telecom, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	3	3	6	6	3	9	1	5	6	-	5	5	-	-	-	-	-	-	9	11	20	-	-	-	46
CLC6996, IEC6996	Suddenlink Communications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4380	Surelink Mobile; TruConnect	-	1	1	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CER4411	Tag Mobile, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC1010	TDS Telecom	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	2	4	3	4	7	-	-	-	-	1	1	-	-	-	-	-	-	2	-	2	2	-	2	16
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	4	8	12	4	2	6	-	1	1	-	-	-	-	-	-	-	-	-	2	3	5	-	-	-	24

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	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	7	7	14	6	4	10	-	4	4	-	-	-	-	-	-	-	-	-	3	6	9	-	-	-	37
CLC5807	Utility Telephone	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5253, IEC5253	Verizon Access Transmission Services	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4386, CER4438, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CEC3029	Verizon Wireless, LLC	10	5	15	12	6	18	-	1	1	-	1	1	-	-	-	-	-	-	2	6	8	1	-	1	44
CER4327	Virgin Mobile; Assurance Wireless	1	1	2	5	2	7	1	1	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	12
CLR6884	WTI Communications, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CRTSLX	XEROX	29	85	114	18	36	54	33	70	103	4	7	11	-	-	-	-	-	-	34	60	94	-	-	-	376
CLC5553, IEC5553	XO Communications Services	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Total		193	244	437	178	332	510	81	155	236	17	42	59	-	-	-	1	1	2	94	162	256	6	8	14	1,514