

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### June 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
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	15
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	4
		Billing	Early Termination Fee - ETF	6
		Billing	High Bill	16
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Arrangements	1
		Billing	Payment Error	2
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	16
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	6
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	3
Service	Outage	6		
Service	Refusal To Serve	3		
			<b>Total ICs</b>	<b>117</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	3
		Billing	Cramming	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	3
			<b>Total ICs</b>	<b>8</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5
		Billing	Bill Not Received	2
		Billing	Disputed Customer of Record	2
		Billing	High Bill	6
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	3
		Service	Outage	1
		Service	Refusal To Serve	1
				<b>Total ICs</b>
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
				<b>Total ICs</b>
CLC6764, CLC7222	Blue Casa Telepone, LLC	Service	Number Portability - Wireless or Landline	1
				<b>Total ICs</b>
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	2
				<b>Total ICs</b>
CLC5607	CCT Telecommunications	Billing	High Bill	1
				<b>Total ICs</b>
CLC6878, CLR6878, IEC6878	Charter	Policy and Practices	Safety	1
				<b>Total ICs</b>
LEC1024	Citizens Telecommunications Co. of Ca.	Service	Call Quality	1
		Service	Outage	2
				<b>Total ICs</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	1
		Policy and Practice	Robo Calls/ADAD	1
				<b>Total ICs</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Policy and Practice	Robo Calls/ADAD	1
				<b>Total ICs</b>
CER4308	CREDO	Service	Delayed Orders/Missed Appointments	1
			Disconnection Non Payment	1
				<b>Total ICs</b>
CER4460	Cricket Wireless, LLC	Service	Outage	1
				<b>Total ICs</b>
CER4436	enTouch	Lifeline	LLB Approved for Discount	1
				<b>Total ICs</b>
IEC6676	FirstLink Communications	Billing	Slamming	1
				<b>Total ICs</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	21
		Billing	Bill Not Received	2
		Billing	Bundled Services	1
		Billing	Cramming	4
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	7
		Billing	High Bill	22
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	4
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	1
		Service	Call Quality	5
		Service	Delayed Orders/Missed Appointments	22
		Service	Disconnected In Error	1
Service	Number Portability - Wireless or Landline	4		
Service	Outage	79		
Service	Refusal To Serve	1		
			<b>Total ICs</b>	<b>194</b>
IEC5680	Global Tel*Link Corporation; GTL	Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>1</b>
CLC6083, IEC6083	Integra Telecom	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLR5832	Intouch America, Inc.	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
DVS1429	MAGICJACK SMG, INC.	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CEC3079	MetroPCS	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLR6067	Network Billing Systems, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
IER6364	Pacific-South Telecom, Inc.	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>2</b>
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CER4447	Red Pocket, Inc.	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	6
		Lifeline	LLB Address Error	5
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Federal Program/Equipment	15
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>33</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>2</b>
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	1
			<b>Total ICs</b>	<b>4</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	4
		Billing	Disputed Customer of Record	1
		Billing	Other Charges	2
		Billing	Payment Error	1
		Billing	Slamming	1
		Billing	Toll Dispute	1
			<b>Total ICs</b>	<b>10</b>
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	6
		Lifeline	LLB Federal Program/Equipment	10
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>24</b>
CLC5807	Utility Telephone	Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>1</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Bill Adjustment	1
		Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>2</b>
CER4386, CER4438, IEC5378	Verizon Business Services	Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>1</b>
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	5
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	6
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
			<b>Total ICs</b>	<b>17</b>
CLC6989	Ymax Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>478</b>

<sup>1</sup> 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.