

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
July 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 **July 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	
CLC6692	Airespring, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3025	Alltel Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4458	AmeriMex Communications Corp.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	80	46	126	3	37	40	39	32	71	11	5	16	1	-	1	-	-	-	41	24	65	3	3	6	325
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	7
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3014, CEC3021	AT&T Mobility	7	13	20	-	-	-	10	3	13	-	1	1	-	-	-	-	-	-	7	1	8	-	-	-	42
CLC7038	Bandwidth.Com Clec, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6764, CLC7222	Blue Casa Telephone, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4437	Blue Jay Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	-	6	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
CLC5335	CenturyLink	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6878, CLR6878, IEC6878	Charter	-	-	-	-	-	-	1	1	2	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	4
CLC5698, IEC5698	Comcast Digital Phone	-	2	2	-	-	-	2	3	5	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	8
CLR6977	Connect To Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	2	2	-	-	-	2	2	4	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	9
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6610, IEC6610	CuraTel	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1002, LEC1002	Frontier California Inc.	73	67	140	2	5	7	39	58	97	2	3	5	-	-	-	-	-	-	46	63	109	1	3	4	362
LEC1026	Frontier Communications of the Southwest, Inc.	1	-	1	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	3
IEC5685	Global Crossing Local Services, Inc.	-	-	-	-	-	-	-	-	-	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	
IEC5005	Global Crossing Telecommunications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC5680	Global Tel*Link Corporation; GTL	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6842	Granite Telecommunications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CER4372	I-Wireless, LLC	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
IEC5786	Legacy Inmate Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5941	Level 3 Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CER4442	Life Wireless	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
DVS1429	MAGICJACK SMG, INC.	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3079	MetroPCS	1	1	2	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	1	-	1	-	-	6	
CLC5251, IEC5251	Nos Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
DVS1291	Ooma, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	4
CLC5513, IEC5513	Primus Telecommunications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	ReachOut Wireless	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER7046	Silv Communication, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC7005, IER7055	Southern California Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	11	6	17	1	17	18	1	3	4	1	1	2	-	-	-	-	-	-	3	1	4	-	1	1	46
CLC6996, IEC6996	Suddenlink Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	2	
CER4380	Surelink Mobile; TruConnect	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CER4411	Tag Mobile, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	-	2	-	-	-	8	5	13	-	-	-	-	-	-	-	-	-	1	1	2	-	-	17	
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	7	8	15	-	-	-	6	4	10	-	-	-	-	-	-	-	-	-	-	-	-	1	1	26	

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		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)	-	3	3	2	31	33	3	4	7	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	44
CER4386, CER4438, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3029	Verizon Wireless, LLC	10	19	29	-	-	-	5	1	6	2	2	4	-	-	-	1	-	1	-	1	1	-	1	1	42
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
DVS1135	Vonage America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CRTSLX	XEROX	-	-	-	80	274	354	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	354
CLC5553, IEC5553	XO Communications Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	Total	195	184	379	90	386	476	123	120	243	19	16	35	1	-	1	1	-	1	102	107	209	4	10	14	1,358