

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

July 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 Address Error	1
			Total ICs	1
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	Lifeline	High Bill	1
			Total ICs	1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	10
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Cramming	3
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	18
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Lifeline	LLB Application Request	19
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	2
Service	Outage	9		
Service	Refusal To Serve	1		
			Total ICs	115
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	High Bill	3
		Service	Outage	1
			Total ICs	4

Utility Code	Utility Name	Category	Subcategory	Count	
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	5	
		Billing	Bill Not Received	1	
		Billing	Bundled Services	1	
		Billing	High Bill	9	
		Billing	Late Payment Charge - LPC	1	
		Billing	Other Charges	5	
		Policy and Practices	Abusive Marketing	1	
		Service	Dead Zones/Dropped Calls	1	
				Total ICs	24
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Cramming	1	
		Billing	Payment Error	1	
				Total ICs	2
CLC6878, CLR6878, IEC6878	Charter	Service	Outage	1	
				Total ICs	1
LEC1024	Citizens Telecommunications Co. of Ca.	Service	Call Quality	1	
		Service	Delayed Orders/Missed Appointments	1	
				Total ICs	2
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bundled Services	1	
		Billing	High Bill	1	
		Policy and Practices	Abusive Marketing	1	
		Service	Number Portability - Wireless or Landline	1	
				Total ICs	4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1	
		Billing	Payment Error	2	
		Service	Call Quality	1	
		Service	Delayed Orders/Missed Appointments	1	
		Service	Outage	2	
				Total ICs	7
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	2	
				Total ICs	2
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	19	
		Billing	Bill Not Received	1	
		Billing	Bundled Services	2	
		Billing	Cramming	4	
		Billing	Disputed Customer of Record	2	
		Billing	Early Termination Fee - ETF	8	
		Billing	High Bill	33	
		Billing	Other Charges	5	
		Billing	Out of Service Credit - OOS	1	
		Billing	Payment Error	4	
		Billing	Premise Visit Charges	1	
		Lifeline	LLB Application Request	1	
		Lifeline	LLB Discount Switched to Other Carrier	1	
		Policy and Practices	Abusive Marketing	3	
		Service	Call Quality	6	
		Service	Delayed Orders/Missed Appointments	24	
		Service	Disconnected In Error	3	
		Service	Outage	45	
				Total ICs	163
IEC5680	Global Tel*Link Corporation; GTL	Service	Refusal To Serve	1	
				Total ICs	1
CLC6842	Granite Telecommunications, LLC	Billing	Call Quality	1	
				Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	3
			Total ICs	3
IEC5786	Legacy Inmate Communications	Billing	Other Charges	1
			Total ICs	1
CLC5941	Level 3 Communications, LLC	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
			Total ICs	3
DVS1429	MAGICJACK SMG, INC.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CEC3079	MetroPCS	Billing	Slamming	1
			Total ICs	1
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Bill Adjustment	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
			Total ICs	4
CLC5513, IEC5513	Primus Telecommunications, Inc.	Billing	Other Charges	1
			Total ICs	1
CLC7005, IER7055	Southern California Telephone Company	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	2
		Billing	Other Charges	4
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	7
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	19
IEC6996	Suddenlink Communications	Service	Outage	2
			Total ICs	2
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	3
			Total ICs	3
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
			Total ICs	2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Service	Refusal To Serve	1
			Total ICs	1
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	2
			Total ICs	9

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	1
		Billing	Prepaid Phone Cards	1
		Billing	Toll Dispute	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	12
			Total ICs	17
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	7
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	3
		Service	Number Portability - Wireless or Landline	1
			Total ICs	28
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Approved for Discount	1
		Service	Disconnected In Error	1
			Total ICs	2
DVS1135	Vonage America, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
			Total ICs	1
Total ICs Sent ¹				430

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.