

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
August 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 **August 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	
CLC1001, IEC1001	AT&T California	87	50	137	5	30	35	28	44	72	9	9	18	-	-	-	-	-	-	47	41	88	-	3	3	353
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	5	4	9	-	-	-	2	1	3	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	14
CEC3014, CEC3021	AT&T Mobility	14	9	23	-	-	-	3	4	7	4	8	12	-	-	-	-	-	-	4	5	9	-	2	2	53
CLC7118	Birch Communications	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	3
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	-	7	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC6878, CLR6878, IEC6878	Charter	-	3	3	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	10
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	1	3	4	-	-	-	1	7	8	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	15
CLC1015, LEC1015	Consolidated Communications	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4328	Consumer Cellular, Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	1	1	2	1	1	2	-	-	-	-	1	1	-	-	-	-	-	-	1	1	2	-	-	-	7
CER4308	CREDO	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	3	
CER4460	Cricket Wireless, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6226	Earthlink Business, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC1002, IEC1002	Frontier California Inc.	89	109	198	1	6	7	23	78	101	11	6	17	-	-	-	-	1	1	40	52	92	3	5	8	424
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5786	Legacy Inmate Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5941	Level 3 Communications, LLC	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4442	Life Wireless	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2

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	
IER6081	Opex Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6005, IEC6005	Peak Communications	1	1	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	2	1	3	-	-	-	1	2	3	1	3	4	-	-	-	-	-	-	-	-	-	-	-	10	
IER6882	Quasar Communications Corp.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	13	6	19	6	12	18	5	-	5	3	2	5	-	-	-	-	-	-	-	1	1	1	1	2	50
CLC6996, IEC6996	Suddenlink Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4380	Surelink Mobile; TruConnect	-	-	-	1	8	9	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	10
CER4411	Tag Mobile, LLC	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
DVS1113	Teleconnect, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	5	5	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	7
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	1	3	4	-	1	1	7	9	16	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	22
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	4	12	16	-	-	-	2	3	5	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	24
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	1	4	5	2	21	23	6	2	8	-	1	1	-	-	-	-	-	-	-	6	6	-	-	-	43
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	17	27	-	-	-	3	4	7	2	-	2	-	-	-	-	-	-	3	4	7	1	-	1	44
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	-	8	8	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	10
CRTSLX	XEROX	-	-	-	72	315	387	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	387
IER6651	Ztg, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	Total	236	238	474	88	416	504	88	162	250	33	33	66	-	-	-	-	1	1	98	121	219	5	12	17	1,531