

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
September 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 **September 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	
IEC5244, IEC5918, IER5918	Americatel & Startec Global Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6658, IER6658	Asian American Association	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	57	55	112	5	25	30	37	43	80	9	10	19	1	-	1	-	-	-	30	26	56	-	1	1	299
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	2	4	6	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	9
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3014, CEC3021	AT&T Mobility	7	21	28	-	-	-	5	8	13	1	2	3	-	-	-	-	-	-	2	3	5	-	-	-	49
CLC7118	Birch Communications	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CER4437	Blue Jay Wireless, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	-	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC5335	CenturyLink	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	2	-	2	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	6
CLC5698, IEC5698	Comcast Digital Phone	-	-	-	-	-	-	2	5	7	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	9
CLR6977	Connect To Communications, Inc.	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC1015, LEC1015	Consolidated Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	2	2	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	8
CER4308	CREDO	1	1	2	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4460	Cricket Wireless, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	2	2	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC1002, LEC1002	Frontier California Inc.	68	61	129	1	7	8	28	39	67	4	5	9	-	-	-	-	-	-	32	43	75	-	4	4	292
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CER4442	Life Wireless	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CEC3079	MetroPCS	-	-	-	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	1	2	-	-	-	-	1	1	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	6

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	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	13	7	20	6	10	16	3	3	6	1	3	4	-	-	-	-	-	-	2	2	4	-	-	-	50
CER4380	Surelink Mobile; TruConnect	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4411	Tag Mobile, LLC	-	-	-	-	2	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER6444	Teleuno, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6081	TIC Long Distance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	1	3	4	-	-	-	7	5	12	-	2	2	-	-	-	-	-	-	-	3	3	-	-	-	21
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	6	10	16	-	-	-	3	1	4	1	-	1	-	-	-	-	-	-	-	3	3	-	-	-	24
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	-	1	1	-	18	18	1	5	6	-	1	1	-	-	-	-	-	-	1	3	4	-	-	-	30
CLC5253, IEC5253	Verizon Access Transmission Services	-	2	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CEC3029	Verizon Wireless, LLC	8	13	21	-	-	-	3	2	5	2	4	6	-	-	-	-	-	-	-	2	2	-	-	-	34
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	1	9	10	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	11
LEC1019	Volcano Telephone Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CRTLLA	XEROX	-	-	-	40	252	292	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	292
CLC5553, IEC5553	XO Communications Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
	Total	167	188	355	57	340	397	91	126	217	20	29	49	1	-	1	-	-	-	73	93	166	-	5	5	1,190