

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

October 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 |
|---|--------------------|----------------------|---|------------|
| CLC1001, LEC1001 | AT&T California | Billing | Bill Adjustment | 13 |
| | | Billing | Bill Not Received | 2 |
| | | Billing | Bundled Services | 2 |
| | | Billing | Disputed Customer of Record | 2 |
| | | Billing | Early Termination Fee - ETF | 1 |
| | | Billing | High Bill | 18 |
| | | Billing | Other Charges | 6 |
| | | Billing | Out of Service Credit - OOS | 3 |
| | | Lifeline | LLB Address Error | 2 |
| | | Lifeline | LLB Application Request | 13 |
| | | Lifeline | LLB Approved for Discount | 6 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 4 |
| | | Policy and Practices | Abusive Marketing | 3 |
| | | Policy and Practices | Robo Calls/ADAD | 1 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Call Quality | 2 |
| | | Service | Delayed Orders/Missed Appointments | 11 |
| | | Service | Disconnected In Error | 1 |
| | | Service | Disconnection Non Payment | 3 |
| | | Service | Number Portability - Wireless or Landline | 1 |
| Service | Outage | 9 | | |
| Service | Refusal To Serve | 2 | | |
| | | | Total ICs | 106 |
| CLC5002, CLC6346, IEC5002, IEC6346 | AT&T Corp. | Billing | Bill Adjustment | 1 |
| | | Billing | High Bill | 5 |
| | | Service | Delayed Orders/Missed Appointments | 1 |
| | | Service | Outage | 1 |
| | | | Total ICs | 8 |
| IEC5800 | AT&T Long Distance | Billing | Disputed Customer of Record | 1 |
| | | | Total ICs | 1 |
| CEC3014, CEC3021 | AT&T Mobility | Billing | Cramming | 1 |
| | | Billing | Early Termination Fee - ETF | 1 |
| | | Billing | High Bill | 7 |
| | | Billing | Late Payment Charge - LPC | 1 |
| | | Billing | Other Charges | 5 |
| | | Billing | Payment Error | 1 |
| | | Policy and Practices | Abusive Marketing | 2 |
| | | Service | Call Quality | 2 |
| | | Service | Dead Zones/Dropped Calls | 2 |
| | | Service | Disconnected In Error | 1 |
| | | Service | Outage | 1 |
| | | | Total ICs | 24 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|---------------------------|---|----------------------|--|-----------|
| CLC7118 | Birch Communications | Billing | Early Termination Fee - ETF | 2 |
| | | Service | Outage | 1 |
| | | Total ICs | | 3 |
| CER4437 | Blue Jay Wireless, LLC | Lifeline | | 1 |
| | | Total ICs | | 1 |
| CER4412 | Budget Mobile; Budget Mobile LifeLine | Lifeline | LLB Address Error | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 2 |
| | | Total ICs | | 3 |
| CLC6878, CLR6878, IEC6878 | Charter | Policy and Practices | Obscene/Threatening/Harassing Calls | 1 |
| | | Service | Delayed Orders/Missed Appointments | 1 |
| | | Service | Outage | 1 |
| | | Total ICs | | 3 |
| CLR5227, IEC5227 | Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom | Billing | Slamming | 1 |
| | | Total ICs | | 1 |
| CLC5698, IEC5698 | Comcast Digital Phone | Service | Delayed Orders/Missed Appointments | 1 |
| | | Total ICs | | 1 |
| CER4328 | Consumer Cellular, Inc. | Billing | High Bill | 1 |
| | | Billing | Slamming | 2 |
| | | Total ICs | | 3 |
| CLC5684, IEC5684 | Cox; Cox Communications; Cox Business | Billing | Bill Not Received | 1 |
| | | Billing | Premise Visit Charges | 1 |
| | | Service | Call Quality | 1 |
| | | Total ICs | | 3 |
| CER4308 | CREDO | Billing | Payment Error | 1 |
| | | Total ICs | | 1 |
| CER4436 | enTouch | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 4 |
| | | Total ICs | | 5 |
| CLC1002, LEC1002 | Frontier California Inc. | Billing | Bill Adjustment | 17 |
| | | Billing | Bundled Services | 1 |
| | | Billing | Cramming/3rd Party Billing | 1 |
| | | Billing | Disputed Customer of Record | 1 |
| | | Billing | Early Termination Fee - ETF | 1 |
| | | Billing | High Bill | 29 |
| | | Billing | Other Charges | 5 |
| | | Billing | Out of Service Credit - OOS | 2 |
| | | Billing | Payment Error | 2 |
| | | Billing | Premise Visit Charges | 1 |
| | | Billing | Slamming | 1 |
| | | Lifeline | LLB Application Request | 2 |
| | | Lifeline | LLB Approved for Discount | 1 |
| | | Policy and Practices | Abusive Marketing | 2 |
| | | Service | Dead Zones/Dropped Calls | 1 |
| | | Service | Delayed Orders/Missed Appointments | 14 |
| | | Service | Disconnected In Error | 4 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Outage | 13 |
| | | Total ICs | | 99 |
| LEC1026 | Frontier Communications of the Southwest, Inc. | Lifeline | LLB Approved for Discount | 1 |
| | | Total ICs | | 1 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|---|-------------------------------|----------------------|---|-----------|
| CLC5427, IEC5427 | IDT America Corp. | Billing | Other Charges | 1 |
| | | | Total ICs | 1 |
| CLC6083, IEC6083 | Integra Telecom | Billing | High Bill | 1 |
| | | | Total ICs | 1 |
| CLC5941 | Level 3 Communications, LLC | Service | Outage | 1 |
| | | | Total ICs | 1 |
| CLC7152 | Mosaic Networx, LLC | Service | Number Portability - Wireless or Landline | 1 |
| | | | Total ICs | 1 |
| IER6364 | Pacific-South Telecom, Inc. | Billing | Cramming/3rd Party Billing | 1 |
| | | | Total ICs | 1 |
| LEC1014 | Ponderosa Telephone | Billing | Disputed Customer of Record | 1 |
| | | | Total ICs | 1 |
| CLC5502, IEC5502, CLR5502 | Preferred Long Distance, Inc. | Policy and Practices | Abusive Marketing | 6 |
| | | | Total ICs | 6 |
| IER6882 | Quasar Communications Corp. | Billing | Slamming | 1 |
| | | | Total ICs | 1 |
| CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066 | Sprint; Sprint PCS | Billing | Bill Adjustment | 1 |
| | | Billing | Late Payment Charge - LPC | 1 |
| | | Billing | Other Charges | 2 |
| | | Billing | Payment Arrangements | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 5 |
| | | | Total ICs | 10 |
| CER4380 | Surelink Mobile; TruConnect | Lifeline | LLB Approved for Discount | 1 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 1 |
| | | | Total ICs | 3 |
| CER4411 | Tag Mobile, LLC | Lifeline | LLB Federal Program/Equipment | 1 |
| | | | Total ICs | 1 |
| CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859 | Telepacific Communications | Billing | Bill Adjustment | 1 |
| | | | Total ICs | 1 |
| CLC6874, CLR6874, DVS1158, IEC6874, IER6874 | Time Warner Cable | Billing | Bundled Services | 1 |
| | | Billing | Deposits | 1 |
| | | Billing | High Bill | 1 |
| | | Billing | Slamming | 1 |
| | | Lifeline | LLB Approved for Discount | 1 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Number Portability - Wireless or Landline | 1 |
| | | Service | Outage | 1 |
| | Total ICs | 8 | | |

| Utility Code | Utility Name | Category | Subcategory | Count |
|------------------------------------|--|----------------------|---|------------|
| CEC3056 | T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) | Billing | Cramming | 1 |
| | | Billing | High Bill | 1 |
| | | Billing | Other Charges | 1 |
| | | Policy and Practices | Abusive Marketing | 2 |
| | | Service | Call Quality | 2 |
| | | Service | Dead Zones/Dropped Calls | 1 |
| | | Service | Disconnected In Error | 1 |
| | | | Total ICs | 9 |
| CER4231 | TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) | Lifeline | LLB Address Error | 2 |
| | | Lifeline | LLB Approved for Discount | 4 |
| | | Lifeline | LLB Federal Program/Equipment | 3 |
| | | Service | Refusal To Serve | 1 |
| | | | Total ICs | 10 |
| CLC5253, IEC5253 | Verizon Access Transmission Services | Billing | High Bill | 2 |
| | | Lifeline | LLB Application Request | 2 |
| | | | Total ICs | 4 |
| CEC3029 | Verizon Wireless, LLC | Billing | Bill Adjustment | 2 |
| | | Billing | High Bill | 8 |
| | | Billing | Other Charges | 4 |
| | | Policy and Practices | Abusive Marketing | 3 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Call Quality | 2 |
| | | Service | Delayed Orders/Missed Appointments | 2 |
| | | Service | Disconnection Non Payment | 1 |
| | | Service | Number Portability - Wireless or Landline | 1 |
| | | Service | Outage | 1 |
| | Total ICs | 25 | | |
| CER4327 | Virgin Mobile; Assurance Wireless | Lifeline | LLB Federal Program/Equipment | 3 |
| | | Service | Disconnected In Error | 1 |
| | | | Total ICs | 4 |
| CLR6884 | WTI Communications, Inc. | Billing | High Bill | 1 |
| | | | Total ICs | 1 |
| Total ICs Sent ¹ | | | | 352 |

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.