

## Communications Industry Consumer Contacts - Total Presented by Company and Category November 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 **November 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	
CER4458	AmeriMex Communications Corp.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC1001, IEC1001	AT&T California	49	60	109	11	21	32	30	22	52	4	10	14	-	-	-	1	-	1	39	39	78	2	1	3	289
CLC5002, IEC5002	AT&T Corp.	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	5
CEC3014, CEC3021	AT&T Mobility	6	10	16	-	-	-	2	4	6	1	3	4	-	-	-	-	-	-	2	4	6	-	-	-	32
CLC7118, CLR7118	Birch Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5535	Cavalier Telephone; PAETEC Business Solutions	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5335	CenturyLink	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	-	-	-	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4483	China Telecom (Americas) Corporation	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5698, IEC5698	Comcast Digital Phone	-	2	2	-	-	-	2	5	7	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	10
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	3	1	4	-	-	-	-	4	4	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	11
CER4460	Cricket Wireless, LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	enTouch	-	-	-	5	2	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC1002, IEC1002	Frontier California Inc.	36	45	81	2	3	5	17	20	37	3	4	7	1	-	1	-	-	-	14	20	34	4	2	6	171
LEC1026	Frontier Communications of the Southwest, Inc.	-	2	2	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IEC5680	Global Tel*Link Corporation; GTL	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5377, IEC5377	Integra Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC, Access Wireless	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4442	Life Wireless	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
DVS1291	Ooma, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1

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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	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	2	6	8	6	8	14	2	2	4	-	1	1	-	-	-	-	-	-	1	-	1	1	1	2	30
CER4380	Surelink Mobile; TruConnect	-	-	-	3	6	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9	
CER4411	TAG Mobile	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	1	-	1	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	4	
IER6081	TIC Long Distance	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	-	3	3	-	-	-	5	14	19	-	1	1	-	-	-	-	-	-	3	1	4	1	-	1	28
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	5	5	10	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	1	1	-	-	14	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	2	-	2	3	9	12	2	-	2	-	1	1	-	-	-	-	-	-	-	4	4	1	-	1	22
CLC5253, IEC5253	Verizon Access Transmission Services	-	1	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	3
CER4386, CER4438, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CEC3029	Verizon Wireless, LLC	3	17	20	-	-	-	4	4	8	-	2	2	-	-	-	1	-	1	1	-	1	1	-	1	33
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	1	6	7	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8	
LEC1019	Volcano Telephone Company	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
DVS1135	Vonage America, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2	
CRTSLX	XEROX	-	-	-	50	201	251	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	251	
<b>Total</b>		<b>112</b>	<b>161</b>	<b>273</b>	<b>83</b>	<b>261</b>	<b>344</b>	<b>70</b>	<b>88</b>	<b>158</b>	<b>8</b>	<b>23</b>	<b>31</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>64</b>	<b>75</b>	<b>139</b>	<b>11</b>	<b>5</b>	<b>16</b>	<b>964</b>