

Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory January 2019

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
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	4
			Bill Not Received	1
			Bundled Services	1
			High Bill	7
			Late Payment Charge - LPC	2
			Other Charges	4
			Payment Arrangements	1
			Payment Error	2
		Lifeline	LLB Application Request	9
		Policy and Practices	Abusive Marketing	3
			Safety	1
		Service	Call Quality	2
			Delayed Orders/Missed Appointments	6
			Disconnection Non Payment	1
Outage	22			
	Refusal To Serve	2		
AT&T California Total				68
CLC5002, IEC5002	AT&T Corp.	Billing	High Bill	1
AT&T Corp. Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
			Bill Not Received	1
			High Bill	6
			Late Payment Charge - LPC	1
			Other Charges	6
			Out of Service Credit - OOS	1
			Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
			Delayed Orders/Missed Appointments	3
	Number Portability - Wireless or Landline	1		
AT&T Mobility Total				25
CER4381	Best Buy Health, Inc.; Greatcall, Inc.; JITTERBUG	Billing	High Bill	1
Best Buy Health, Inc.; Greatcall, Inc.; JITTERBUG Total				1
CLC7118, CRC7118	Birch Communications; Lingo Telecom of the West, LLC	Billing	Other Charges	1
		Service	Number Portability - Wireless or Landline	1
Birch Communications; Lingo Telecom of the West, LLC Total				2
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape communications	Lifeline	LLB Application Request	1
Blue Casa Telephone, LLC; Telscape communications Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California), LLC	Billing	High Bill	1
Bright House Networks Information Services (California), LLC Total				1
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Slamming	1
CenturyLink Total				1
CLC6878, CLR6878, IEC6878	Charter	Billing	Bundled Services	1
			High Bill	1
			Other Charges	1
		Service	Outage	1
Charter Total				4
CLC5698, IEC5698	Comcast Digital Phone	Billing	Other Charges	1
			Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
			Outage	2
Comcast Digital Phone Total				5
CLC1015, LEC1015	Consolidated Communications	Lifeline	LLB Application Request	1
Consolidated Communications Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
			High Bill	1
		Service	Delayed Orders/Missed Appointments	1
			Outage	2
Cox; Cox Communications; Cox Business Total				5
CER4308	CREDO; Working Assets Wireless	Billing	Other Charges	1
CREDO; Working Assets Wireless Total				1
CLC6735, IEC6735	DMR Communications, Inc.	Service	Call Quality	1
DMR Communications, Inc. Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	5
			Bundled Services	1
			Early Termination Fee - ETF	1
			High Bill	13
			Other Charges	17
			Payment Error	1
		Lifeline	LLB Application Request	5
			LLB Approved for Discount	2
			LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	7
		Service	Call Quality	1
			Delayed Orders/Missed Appointments	9
			Number Portability - Wireless or Landline	2
			Outage	17
Frontier California, Inc. Total				82
LEC1026	Frontier Communications of the Southwest, Inc.	Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
Frontier Communications of the Southwest, Inc. Total				2
CER4423	Global Connection Inc. of America	Lifeline	LLB Federal Program/Equipment	1
Global Connection Inc. of America Total				1
CLC6842, IEC6842	Granite Telecommunications, LLC	Billing	Other Charges	1
Granite Telecommunications, LLC Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
Life Wireless Total				1
CER4485	Locus Telecommunications, LLC	Service	Dead Zones/Dropped Calls	1
Locus Telecommunications, LLC Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3079	MetroPCS	Service	Disconnection Non Payment	1
MetroPCS Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Service	Delayed Orders/Missed Appointments	1
Preferred Long Distance, Inc. Total				2
IER6888	Securus Technologies, LLC	Billing	Disputed Customer of Record	1
Securus Technologies, LLC Total				1
LEC1016	Sierra Telephone Company, Inc.	Service	Outage	1
Sierra Telephone Company, Inc. Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Outage	1
Sonic Telecom, LLC Total				1
CLC7005, IER7055	Southern California Telephone Company	Service	Outage	1
Southern California Telephone Company Total				1
CER4522	Spectrum Mobile, LLC	Policy and Practices	Abusive Marketing	1
Spectrum Mobile, LLC Total				1
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	High Bill	3
			Other Charges	2
			Slamming	1
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	2
			Delayed Orders/Missed Appointments	2
Sprint; Sprint PCS Total				13
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	1
Suddenlink Communications Total				1
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
			LLB Federal Program/Equipment	1
Surelink Mobile; TruConnect Total				2
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	1
Tag Mobile, LLC Total				1
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
TC Telephone, LLC; Horizon Cellular Total				1
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Cramming	1
			High Bill	1
			Other Charges	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
			Outage	1
Time Warner Cable Total				7
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				2

Utility Code	Utility Name	Category	Subcategory	Count	
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Application Request	3	
			LLB Approved for Discount	1	
			LLB Discount Switched to Other Carrier	1	
			LLB Federal Program/Equipment	4	
			Service	Disconnected In Error	1
			Disconnection Non Payment	1	
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				11	
CLC5807	Utility Telephone	Service	Delayed Orders/Missed Appointments	1	
Utility Telephone Total				1	
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	1	
Verizon Access Transmission Services Total				1	
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	2	
			Early Termination Fee - ETF	2	
			High Bill	5	
			Other Charges	4	
			Slamming	1	
			Policy and Practices	Abusive Marketing	1
			Service	Disconnection Non Payment	1
Verizon Wireless Total				16	
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	3	
			LLB Approved for Discount	1	
			LLB Discount Switched to Other Carrier	4	
			LLB Federal Program/Equipment	9	
			Virgin Mobile; Assurance Wireless Total		
DVS1135	Vonage America, Inc.	Billing	Cramming	1	
Vonage America, Inc. Total				1	
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1	
XO Communications Services Total				1	
Grand Total				291	

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.