

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
April 2014

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 **April 2014**, 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 - Not Jurisdiction			Policy & Practice			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	
IEC6148	Adv Telcom	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6863	Advanced Integrated Technologies, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5955	Airnex Communications, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	87	82	169	7	28	35	37	14	51	6	15	21	2	-	2	-	1	1	62	49	111	2	11	13	403
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	5	2	7	1	-	1	8	2	10	1	-	1	-	-	-	-	-	-	3	4	7	1	-	1	27
IEC5800	AT&T Long Distance	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3021	AT&T Mobility	11	15	26	-	-	-	5	7	12	2	1	3	-	-	-	-	-	-	2	5	7	1	1	2	50
CLC6446	Cbeyond Communications, LLC	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
DVS1208	Charter Advanced Services (CA), LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	-	-	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC6039	Clear World Communications Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	-	2	2	-	-	-	-	3	3	-	1	1	-	-	-	-	-	-	-	2	2	1	-	1	9
CLC1015, LEC1015	Consolidated Communications, Surewest Telephone, Surewest Broadband	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CER4328	Consumer Cellular, Incorporated	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	5	4	9	-	2	2	2	1	3	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	16
CLC7199	Crexendo Business Solutions, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3076	Cricket Communications, Inc.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1103	Datavo, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6735	DMR Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6096	Edison Carrier Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
IEC7167	Frontier Communications Online & LD	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5680	Global Tel*Link Corporation	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4410	Horizon Cellular	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6532	Long Distance Consolidated Billing Co.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - Not Jurisdiction			Policy & Practice			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	
CLR5227, IEC5227	Matrix Telecom, Inc (Clear Choice Communications, Excel Communications, Matrix Business Technologies, Trinsic Communications, VarTec Telecom)	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6568	Met Tel	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3079	MetroPCS California, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
IER6799	National Access Long Distance, Inc.	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6005, IEC6005	Peak Communications, Inc.	1	-	1	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6336	Powernet Global Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	1	4	5	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	1	-	1	-	-	8	
CLC5513, IEC5513	Primus Telecommunications, Inc.	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
IER6882	Quasar Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	Reachout Wireless	1	1	2	9	7	16	3	1	4	-	-	-	-	-	-	-	-	-	1	-	1	-	-	23	
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5112, IEC5112	Sprint Communications Company, LP	2	2	4	-	-	-	3	-	3	-	-	-	-	-	-	-	-	-	-	1	1	-	-	8	
CER4332	Sprint PCS	3	1	4	-	-	-	3	3	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10	
PCC3062, PCC3064	Sprint Telephony PCS, LP	19	8	27	-	-	-	5	5	10	-	2	2	-	-	-	-	-	-	2	3	5	-	-	44	
IEC5918	Startec Global Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4380	Surelink Mobile	1	-	1	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CLC6324	Surewest Televideo	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER6804	Tele Circuit Network Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC7244	Telecircuit Network Corporation	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
IER6725	Teledias Communications, Inc	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	
CLC5248, CLC5721, IEC5248, CLC5859, IEC5721	Telepacific Communications	2	6	8	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	1	2	3	-	-	13	
IEC5245	Telepacific Telecommunications Corp.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER6444	Teleuno, Inc.	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
DVS1143	Tierzero	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	
CLC6874, CLR6874, IEC6874	Time Warner Cable	-	-	-	-	-	-	3	8	11	-	-	-	-	-	-	-	-	-	1	-	1	-	-	12	
CEC3056	T-Mobile	8	9	17	-	-	-	6	6	12	-	-	-	-	-	-	-	-	-	-	1	1	2	-	2	32
CER4231	Tracfone Wireless (Net10, Straight Talk, Simple Mobile, TelCel America, Page Plus Wireless)	1	-	1	-	-	-	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	2	-	2	5
IER7003	Ttusa Acquisition, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC5920	U.S. Telecom Long Distance, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CEC3043	United States Cellular Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER7170	United Telecom, Inc.	-	-	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	2	

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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	
CLC5253, IEC5253	Verizon Access Transmission Services	-	3	3	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4386, IEC5378	Verizon Business Services	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1002, LEC1002	Verizon California, Inc.	33	16	49	2	4	6	12	14	26	2	4	6	-	-	-	1	-	1	14	16	30	11	4	15	133
IEC5732	Verizon Long Distance LLC	-	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CEC3029	Verizon Wireless, LLC	17	43	60	-	-	-	6	4	10	3	6	9	-	-	-	-	-	-	4	6	10	4	-	4	93
IER7117	Veza Telecom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4327	Virgin Mobile USA, LP	-	1	1	4	5	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	10
CLR6884	WTI Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CRTSLX	Xerox	-	-	-	55	250	305	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	305
CLC5553, IEC5553	XO Communications Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Total		210	220	430	79	301	380	103	72	175	16	36	52	2	-	2	1	1	2	100	90	190	24	18	42	1,273