California Public Utilities Commission Consumer Service and Information Division

Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory April 2015

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 |
|-----------------|-------------------------------|----------------------|---|---------------|
| CLC6692 | Airespring, Inc. | Service | Outage | 1 |
| | , , | | Total ICs | 1 |
| IEC5229 | Affinity Network Incorporated | Policy and Practices | Obscene/Threatening/Harassing Calls | 1 |
| | | | Total ICs | 1 |
| EC5244 | Affinty 4; LifeLine | Billing | Bill Adjustment | 1 |
| | Communications | | Total ICs | 1 |
| CLC1001, | AT&T California | Billing | Bill Adjustment | 14 |
| _EC1001 | | Billing | Bill Not Received | 1 |
| | | Billing | Bundled Services | 3 |
| | | Billing | Cramming | 8 |
| | | Billing | Deposits | 1 |
| | | Billing | Disputed Customer of Record | <u>·</u> 1 |
| | | Billing | Early Termination Fee - ETF | 3 |
| | | Billing | High Bill | 12 |
| | | Billing | Other Charges | 2 |
| | | Billing | Slamming | 2 |
| | | Lifeline | LLB Address Error | |
| | | Lifeline | LLB Application Request | 17 |
| | | Lifeline | LLB Approved for Discount | 12 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 4 |
| | | Lifeline | LLB New Phone Service Not LL Eligible | 1 |
| | | Policy and Practices | Abusive Marketing | 6 |
| | | Policy and Practices | Safety | 1 |
| | | Service | Call Quality | 2 |
| | | Service | Delayed Orders/Missed Appointments | 9 |
| | | Service | Disconnected In Error | 2 |
| | | Service | Number Portability - Wireless or Landline | 2 |
| | | Service | Outage | 8 |
| | | Service | Refusal To Serve | 1 |
| | | | Total ICs | 113 |
| CLC5002, | AT&T Corp. | Billing | Bill Adjustment | 3 |
| CLC6346, | | Billing | Cramming | 1 |
| EC5002, | | Policy and Practice | Abusive Marketing | 1 |
| EC6346 | | Service | Delayed Orders/Missed Appointments | 2 |
| | | | Total ICs | 7 |

| CEC3021 | bcategory Count | Subcate | Category | Utility Name | Utility Code |
|--|---------------------------|-------------------------|---------------------------------------|---|-----------------|
| Billing Early Termination Fee - ETF | 3 | Bill Adjustment | Billing | AT&T Mobility | CEC3014, |
| Billing Early Termination Fee - ETF Billing High Bill High Bill High Bill High Bill Billing Other Charges Policy and Practices Abusive Marketing Service Disconnected In Error Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICS Total ICS Refusal To Serve Total ICS Refusal To Serve Total ICS Refusal To Serve Total ICS Total ICS Refusal To Serve Total ICS Refusal To Serve Total ICS Total I | 2 | Bill Not Received | | | CEC3021 |
| Billing High Bill Billing Other Charges Abusive Marketing Service Disconnected In Error Service Disconnected In Error Service Disconnection Non Payment Service Refusal To Serve Total ICS | 1 | 9 | | | |
| Billing | | • | | | |
| Policy and Practices | 8 | • | | | |
| Service Disconnected In Error Service Disconnection Non Payment Service Disconnection Non Payment Service Refusal To Serve Number Portability - Wireless or Landline Service Refusal To Serve Total ICs | 1 | | | | |
| Service Disconnection Non Payment Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs | | | | | |
| Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICS | | | | | |
| Service Refusal To Serve Total ICS | • | | | | |
| CLC7118 Birch Communications Billing Billing Slamming Billing Slamming Billing Slamming Billing Slamming Billing Slamming Billing Slamming Billing Abusive Marketing Service Call Quality Total ICS CLC6764, CLC7222 CER4412 Budget Mobile; Budget Mobile Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier Lifeline LLB Federal Program/Equipment Total ICS CLC6446 Cbeyond Billing Bundled Service CLC6878, CLR6878, IEC6878, IEC6878 IEC6878 CLR5227, Excel Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom CLC5698, IEC5698 COmcast Digital Phone Billing Billing Cramming | - | • | | | |
| Billing Billing Billing Billing Billing Billing Slamming Billing Slamming Billing Abusive Marketing Service Call Quality Total ICS | | Terabar 10 derve | CCIVICC | | |
| Billing Slamming Billing Abusive Marketing Service Call Quality Total ICS | | Dill Adjustment | Dilling | Birch Communications | 01.07440 |
| Billing | 1 | - | | Birch Communications | CLC/118 |
| Service Call Quality Total ICS | | | | | |
| CLC6764, CLC7222 | 9 <u>2</u> 1 |) | | | |
| CLC6764, CLC7222 Budget Mobile; Budget Mobile Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier Lifeline LLB Federal Program/Equipment Total ICs CLC6446 Cbeyond Billing Bundled Service Total ICs CLC6878, CLR6878, IEC6878 Clarter Billing Cramming Total ICs CLR5227, IEC5227 Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Billing Discount Switched to Other Carrier Lifeline LLB Discount Switched to Other Carrier Lifeline LLB Discount Switched to Other Carrier Total ICs CLC6446 Cbeyond Billing Bundled Service Total ICs CLC6878, IEC6878 Cramming Cramming Total ICs CLC5697, IEC5227 Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Billing Discount Switched to Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IEC6984 Consumer Telcom, Inc. Billing Slamming | | Can Quanty | CCIVICC | | |
| CLC7222 Budget Mobile; Budget Mobile Lifeline LLB Approved for Discount Lifeline LLB Discount Switched to Other Carrier Lifeline LLB Federal Program/Equipment Total ICs | | 0 1 | | | 21 22-21 |
| CER4412 Budget Mobile; Budget Mobile Lifeline Lifeline Lifeline LLB Discount Switched to Other Carrier Lifeline LLB Federal Program/Equipment Total ICs CLC6446 Cbeyond Billing Bundled Service Total ICs CLC6878, CLR6878, IEC6878 CLR6878, IEC6878 Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom CLC5698, IEC5698 COmcast Digital Phone Billing Billing Billing Billing Bill Adjustment Billing Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | 1 Tatal 10a | Outage | Service | Blue Casa Telephone, LLC | |
| LifeLine Lifeline Lifeline Liteline Liteli | Total ICs 1 | | | | CLC/222 |
| Lifeline LLB Federal Program/Equipment | | | Lifeline | Budget Mobile; Budget Mobile | CER4412 |
| CLC6446 Cbeyond Billing Bundled Service CLC6878, CLR6878, IEC6878 Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom CLC5698, IEC5698 CCCC5698, IEC5698 CCCCC5698, IEC5698 CCCC5698, IEC5698 CCCCC5698, IEC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 CCCCC5698 | | | | LifeLine | |
| CLC6446 Cbeyond Billing Bundled Service CLC6878, CLR6878, IEC6878 Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom CLC5698, IEC5698 CLC5698, IEC5698 COmcast Digital Phone Billing Billing Cramming Cramming Cramming Cramming Billing Cramming Cramming Billing Cramming Cramming Billing Cramming Cramming Cramming Cramming Billing Cramming | * * | LLB Federal Program/Equ | Lifeline | | |
| CLC6878, CLR6878, IEC6878 CLR5227, IEC5227 Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom CLC5698, IEC5698 IEC5698 COmcast Digital Phone Billing Billing Cramming Cramming Cramming Cramming Billing Cramming Cramming Cramming Cramming Cramming Billing Cramming Cramming Cramming Cramming Cramming Cramming | Total ICs 14 | | | | |
| CLC6878, CLR6878, IEC6878 CLR5227, IEC5227 IEC5227 CLear Choice Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom CLC5698, IEC5698 IEC5698 COmcast Digital Phone Billing Billing Cramming Cramming Cramming Cramming IEC5698 Billing Cramming Cramming Billing Cramming Cramming Cramming Billing Cramming Cramming Cramming Billing Cramming Cramming Cramming Cramming Cramming Cramming Billing Cramming Cramming Cramming Cramming Fortal ICs CLC5698, IEC5698 Billing Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | 1 | Bundled Service | Billing | Cbeyond | CLC6446 |
| CLR5227, IEC5227 Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total ICs CLC5698, IEC5698 Comcast Digital Phone Billing Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | Total ICs 1 | | | | |
| CLR5227, IEC5227 Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total ICs CLC5698, IEC5698 CLC5698 COmcast Digital Phone Billing Billing Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | 1 | Cramming | Rilling | Charter | CL C6979 |
| Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total ICs | | Cramming | Dilling | Charter | CLR6878, |
| Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom Total ICs | 1 | Cramming | Dilling | Clear Chaige Communications | CL DE227 |
| Billing Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | | Cramming | Billing | Excel Communications; Matrix Business Technologies; Trinsic Communications; | |
| Billing Other Charges Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | 2 | Rill Adjustment | Rilling | Comcast Digital Phone | CL C5698 |
| Service Call Quality Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | 1 | | | - Sindadi Bigitai i ilolle | |
| Service Number Portability - Wireless or Landline Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | 1 | _ | | | |
| Service Refusal To Serve Total ICs IER6984 Consumer Telcom, Inc. Billing Slamming | | | | | |
| IER6984 Consumer Telcom, Inc. Billing Slamming | • | | | | |
| | Total ICs 6 | | | | |
| | 1 | Slamming | Billing | Consumer Telcom, Inc. | IER6984 |
| Total ICs | Total ICs 1 | | 3 | | |
| | | Dill Adina Connect | In: | | 01.0705 |
| CLC5684, IEC5684 Cox; Cox Communications; Billing Bill Adjustment Billing Other Charges | 1 | - | | | |
| IEC5684 Cox Business Billing Other Charges Lifeline LLB Discount Switched to Other Carrier | itched to Other Carrier 1 | | | COX DUSINESS | IEU3004 |
| Service Dead Zones/Dropped Calls | | | | | |
| Service Dead Zories/Dropped Calls Service Outage | pped Calls 1 | | | | |
| Service Outage Service Refusal To Serve | | | | | |
| Total ICs | | | 5011100 | | |
| | | S | I I I I I I I I I I I I I I I I I I I | | |
| CER4308 CREDO Billing Bill Adjustment | 2 | Bill Adjustment | Billing | CREDO | CER4308 |
| Total ICs | Total ICs 2 | | | | |
| CER4460 Cricket Wireless, LLC Lifeline LLB Federal Program/Equipment | ram/Equipment 1 | LLB Federal Program/Equ | Lifeline | Cricket Wireless, LLC | CER4460 |
| Total ICs | Total ICs 1 | | | | |

| Utility Code | Utility Name | Category | Subcategory | Count |
|---------------------|--------------------------------|-----------------------|---|--------|
| DVS1103 | Datavo, Inc. | Policy and Practices | Abusive Marketing | 1 |
| | | | Total ICs | 1 |
| CER4436 | enTouch | Lifeline | LLB Approved for Discount | 1 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 2 |
| | | Lifeline | LLB Federal Program/Equipment | 1 |
| | | | Total ICs | 4 |
| IEC6676 | FirstLink Communications | Billing | Slamming | 1 |
| | | | Total ICs | 1 |
| CLC5429, | Frontier Communications of | Billing | Cramming | 1 |
| IEC5429 | America, Inc. | Billing | Other Charges | 1 |
| | | Service | Call Quality | 1 |
| | | | Total ICs | 3 |
| LEC1026 | Frontier Communications of the | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | Southwest, Inc. | | Total ICs | 1 |
| IEC5427 | IDT America Corp. | Policy and Practices | Abusive Marketing | 1 |
| 1200-121 | is i America corp. | Toney and Tradade | Total ICs | 1 |
| CED 4272 | I Window I I C | Lifolino | L L | 1 |
| CER4372 | I-Wireless, LLC | Lifeline | LLB Federal Program/Equipment Total ICs | 1 1 |
| | | | <u> </u> | ' |
| CLC5941 | Level 3 Communications, LLC | Billing | High Bill | 11 |
| | | | Total ICs | 1 |
| IEC5864 | Locus Telecommunications, Inc. | Service | Number Portability - Wireless or Landline | 1 |
| | | | Total ICs | 1 |
| CLC6005, | Peak Communications | Billing | High Bill | 1 |
| IEC6005 | | Policy and Practices | Abusive Marketing | 1 |
| | | | Total ICs | 2 |
| CER4387 | ReachOut Wireless | Lifeline | LLB Application Request | 1 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 1 |
| | | | Total ICs | 3 |
| DVS1144 | Ringcentral, Inc. | Policy and Practices | Abusive Marketing | 1 |
| 2001111 | Timgoonaai, moi | . energiana i radadee | Total ICs | 1 |
| D)/04040 | Oirente Oirenet Inc | Dilling | | 1 |
| DVS1212 | SimpleSignal, Inc. | Billing | Disputed Customer of Record Total ICs | 1 1 |
| | | | L L | |
| CLC5112, | Sprint; Spring PCS | Billing | Bill Adjustment | 2 |
| IEC5112, PCC3064 | | Billing | High Bill | 2 |
| F 003004 | | Billing Lifeline | Other Charges LLB Application Request | 1 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 2 |
| | | Lifeline | LLB Federal Program/Equipment | 12 |
| | | Policy and Practices | Abusive Marketing | 3 |
| | | Service | Call Quality | 1 |
| | | | Total ICs | 24 |
| CLC1015, | Surewest Broadband; | Billing | High Bill | 1 |
| LEC1015 | Consolidated Communications | Lifeline | LLB Address Error | 1 |
| | | Lifeline | LLB Application Request | 1 |
| | | | Total ICs | 3 |
| CER4411 | Tag Mobile, LLC | Lifeline | LLB Approved for Discount | 1 |
| OLR4411 | l ag Mobile, LLC | Lifeline | LLB Federal Program/Equipment | 3 |
| | | Lifelino | Total ICs | 3 4 |
| | 1 | <u>l</u> | 75.07100 | - |

| Utility | Utility Name | Category | Subcategory | Count |
|--------------------------------|---|----------------------|---|--------|
| Code | Othity Name | Category | Subcategory | Count |
| CER4389, | Telepacific Communications | Billing | Cramming | 1 |
| CLC5248, | | Policy and Practices | Abusive Marketing | 1 |
| CLC5721, | | , | 9 | |
| CLC5859, | | | | |
| CLR5721, | | | | |
| IEC5248, | | | | |
| IEC5721, | | | Total ICs | 2 |
| IEC5859 | | | | |
| CER4380 | Telscape Communications; | Lifeline | LLB Application Request | 1 |
| | Surelink Mobile | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | | Lifeline | LLB Federal Program/Equipment | 3 |
| | | | Total ICs | 5 |
| CLC6589; | Telscape Wireless | Billing | Bill Adjustment | 1 |
| IEC6589 | | | Total ICs | 1 |
| CLC6874, | Time Warner Cable | Service | Delayed Orders/Missed Appointments | 1 |
| CLR6874, | Tanio Ganio | | | • |
| DVS1158, | | | | |
| IEC6874, | | | | |
| IER6874 | | | Total ICs | 1 |
| CEC3056 | T-Mobile (Brightspot; Go-Smart | Billing | Bill Adjustment | 2 |
| CE03030 | Mobile; Univision Mobile; | Policy and Practices | Abusive Marketing | 1 |
| | Walmart Family Mobile) | 1 oney and 1 radiood | Total ICs | 3 |
| 055.4004 | | 0 | | |
| CER4231 | Tracfone Wireless (Net10; Page | Service | Dead Zones/Dropped Calls | 1 |
| | Plus Wireless; Simple Mobile; Straight Talk; TelCel America) | | Total ICs | 1 |
| | - | | | |
| CER4439, | Verizon California, Inc. | Billing | Bill Adjustment | 12 |
| CLC1002, | | Billing | Cramming | 2 |
| LEC1002 | | Billing | Early Termination Fee - ETF | 1 |
| | | Billing | High Bill | 5 |
| | | Billing | Other Charges Toll Dispute | 2 1 |
| | | Billing Lifeline | LLB Application Request | 7 |
| | | Lifeline | LLB Approved for Discount | 1 |
| | | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | | Policy and Practices | Abusive Marketing | 2 |
| | | Service | Call Quality | 6 |
| | | Service | Delayed Orders/Missed Appointments | 3 |
| | | Service | Disconnected In Error | 1 |
| | | Service | Number Portability - Wireless or Landline | 2 |
| | | Service | Outage | 3 |
| | | Service | Refusal To Serve | 1 |
| | | | Total ICs | 50 |
| | | Billing | High Bill | 1 |
| IEC5732 | Verizon Long Distance, LLC | | | |
| IEC5732 | Verizon Long Distance, LLC | 5g | Total ICs | 1 |
| | _ | | | |
| IEC5732 CLC5494, IEC5494 | Verizon Long Distance, LLC Verizon Select Services, Inc. | Service | Call Quality Total ICs | 1 1 1 |

| Utility Code | Utility Name | Category | Subcategory | Count |
|-----------------|----------------------------|----------------------|---|-------|
| CEC3029 | Verizon Wireless, LLC | Billing | Bill Adjustment | 8 |
| | · | Billing | Bill Not Received | 1 |
| | | Billing | Cramming | 2 |
| | | Billing | Disputed Customer of Record | 1 |
| | | Billing | Early Termination Fee - ETF | 5 |
| | | Billing | High Bill | 6 |
| | | Billing | Other Charges | 1 |
| | | Billing | Payment Error | 1 |
| | | Policy and Practices | Abusive Marketing | 5 |
| | | Service | Call Quality | 1 |
| | | Service | Dead Zones/Dropped Calls | 1 |
| | | Service | Disconnected In Error | 1 |
| | | Service | Number Portability - Wireless or Landline | 1 |
| | | | Total ICs | 34 |
| CER4327 | Virgin Mobile; | Lifeline | LLB Approved for Discount | 3 |
| | Assurance Wireless | Lifeline | LLB Discount Switched to Other Carrier | 1 |
| | | | Total ICs | 4 |
| CLC5553, | XO Communications Services | Billing | Bill Adjustment | 1 |
| IEC5553 | | Billing | Slamming | 1 |
| | | J | Total ICs | 2 |
| | | | Total ICs Sent 1 | 346 |

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.