

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
August 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 **August 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	
CLR7202	321 Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6342, IER6342	Acn Communications Services, Inc.	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
IER6658	Asian American Association	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	89	82	171	17	34	51	43	22	65	21	15	36	-	-	-	-	-	-	62	47	109	13	4	17	449
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	10	2	12	-	2	2	8	10	18	1	-	1	-	-	-	-	-	-	8	1	9	-	-	-	42
IEC5800	AT&T Long Distance	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3014, CEC3021	AT&T Mobility	8	16	24	-	-	-	9	9	18	-	8	8	-	-	-	-	-	-	7	7	14	1	1	2	66
CLR7118	Birch Communications	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6764, CLC7222	Blue Casa Telephone, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile	-	-	-	7	4	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11
IEC6446	Cbeyond	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	3	3	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CLC5698, IEC5698	Comcast Digital Phone	2	3	5	-	-	-	3	3	6	-	-	-	-	-	-	-	-	-	3	1	4	-	-	-	15
CER4328	Consumer Cellular, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5425	Covista, Inc.	-	2	2	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	-	6	6	2	-	2	4	3	7	-	1	1	-	-	-	-	-	-	3	-	3	-	-	-	19
CEC3076	Cricket Communications, Inc.	-	-	-	2	3	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
LEC1007	Ducor Telephone Company	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6096	Edison Carrier Solutions	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	EnTouch	-	-	-	9	-	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9
CLC5429, IEC5429	Frontier Communications of America, Inc.	3	2	5	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-	1	-	1	-	-	8
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
IEC5680	Global Tel*Link Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4381	Greatcall, Inc.	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2
DVS1228	Hughes Network Systems, LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
IER7050	Integrated Services, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLR5227, IEC5227	Matrix Telecom, Inc. (Clear Choice Communications; Excel Telecommunications; Impact; Matrix Business Technologies; Trinsic Communications; Vartec Telecom)	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5752	Megapath Corporation	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	3	-	3	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	4	-	4	-	-	-	9

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	
IEC5594	Network Enhanced Technologies, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6005, IEC6005	Peak Communications, Inc.	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	4	2	6	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	9	
IER6882	Quasar Communications Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4387	ReachOut Wireless	2	-	2	7	6	13	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	16	
LEC1016	Sierra Telephone Company, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC7055	Southern California Telephone Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint	22	14	36	1	-	1	7	3	10	1	1	2	-	-	-	-	-	-	5	2	7	1	-	1	57
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IER6725	Teledias Communications, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	1	4	5	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	1	-	1	-	-	7	
IER6444	Teleuno, Inc.	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	-	-	7	12	19	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20	
CLC6589, IEC6589	Telscape Wireless	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
IER6081	TIC Long Distance	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	-	2	2	-	-	-	2	6	8	1	-	1	-	-	-	-	-	-	1	2	3	-	-	14	
CEC3056	T-Mobile (Go-Smart Mobile; Walmart Family Mobile; Brightspot; Univision Mobile)	16	12	28	-	-	-	6	2	8	-	3	3	-	-	-	-	-	-	2	3	5	2	-	2	46
CER4231	Tracfone Wireless (Net10; Straight Talk; Simple Mobile; TelCel America; Page Plus Wireless)	2	-	2	-	-	-	3	2	5	1	-	1	-	-	-	-	-	-	2	1	3	-	-	11	
CLR6455	US Telesis	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
CER4386, IEC5378	Verizon Business Services	-	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CLC1002, LEC1002	Verizon California, Inc.	27	65	92	1	9	10	9	16	25	6	4	10	-	-	-	-	-	-	19	11	30	1	-	1	168
IEC5658	Verizon Enterprise Solutions, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1	
CLC5494, IEC5494	Verizon Select Services, Inc.	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CEC3029	Verizon Wireless, LLC	17	27	44	-	-	-	5	8	13	1	5	6	-	-	-	-	-	-	6	4	10	2	-	2	75
IER7117	Veza Telecom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4327	Virgin Mobile	-	1	1	8	7	15	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	17	
CRTSLX	XEROX	-	-	-	66	153	219	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	219	
CLC5553, IEC5553	XO Communications Services	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CLC6989	Ymax Communications Corporation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
	Total	224	258	482	129	232	361	106	90	196	34	46	80	-	-	-	1	-	1	125	86	211	21	5	26	1,357