

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry

Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
December 2013

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
LEC1001	AT&T California	Billing	Bill Adjustment	10
		Billing	Bundled Services	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	13
		Billing	Late Payment Charge= LPC	1
		Billing	Other Charges	3
		Billing	Out of Service Credit- OSS	4
		Billing	Payment Error	1
		Billing	Toll Dispute	1
		Lifeline-Billing	LLB Application Request	7
		Lifeline-Billing	LLB Approved for Discount	5
		Lifeline-Billing	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	2
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
Service	Outage	7		
Service	Refusal To Serve	2		
			Total ICs	86
CLC5002, IEC5002	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Cramming	2
		Billing	High Bill	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	6
IEC5800	AT&T Long Distance	Billing	High Bill	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	3
		Service	Disconnection Non Payment	1
		Service	Refusal To Serve	1
			Total ICs	22
CLC6446	Cbeyond Communications, LLC	Service	Delayed Orders/Missed Appointments	1
				Total ICs
IER7127	Central Telecom Long Distance, Inc.	Policy and Practices	Abusive Marketing	2
				Total ICs
CLC5335, IEC5335	CenturyLink QCC	Billing	Other Charges	1
				Total ICs
CLC6878	Charter Fiberlink CA-CCO, LLC	Service	Call Quality	1
				Total ICs
CLC5698	Comcast Phone of California, LLC	Billing	Disputed Customer of Record	1
				Total ICs
CER4328	Consumer Cellular, Incorporated	Billing	Other Charges	1
				Total ICs
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	High Bill	1
		Lifeline-Billing	LLB Application Request	1
				Total ICs
IEC6676	FirstLink Communications	Billing	Slamming	1
				Total ICs
CLC5429	Frontier Communications of America, Inc	Lifeline-Billing	LLB Application Request	1
		Lifeline-Billing	LLB Approved for Discount	1
		Lifeline-Billing	LLB New Phone Service Not LL Eligible	1
				Total ICs
LEC1026	Frontier Communications of the Southwest Inc.	Billing	Bill Adjustment	1
				Total ICs
CLC5685	Global Crossing Local Services, Inc	Policy and Practices	Abusive Marketing	1
				Total ICs
IEC5680	Global Tel*Link Corporation	Billing	Deposits	1
				Total ICs
CLC6842	Granite Telecommunications, LLC	Billing	High Bill	1
				Total ICs
IER6532	Long Distance Consolidated Billing Co.	Policy and Practices	Abusive Marketing	1
				Total ICs
CLC5752	Megapath Corporation	Billing	Early Termination Fee - ETF	1
				Total ICs

Utility Code	Utility Name	Category	Subcategory	Count
CEC3079	Metropcs California, LLC	Billing	Slamming	2
		Service	Number Portability - Wireless or Landline	1
		Total ICs		3
IER6799	National Access Long Distance, Inc.	Billing	Slamming	1
		Total ICs		1
IEC5826	Net One International, Inc	Service	Refusal To Serve	1
		Total ICs		1
IER6965	Network Service Billing, Inc.	Billing	Slamming	1
		Total ICs		1
CER4332	Nextel Boost of California, LLC	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Total ICs		3
CER4387	Reachout Wireless	Lifeline-Billing	LLB Address Error	1
		Lifeline-Billing	LLB Discount Switched to Other Carrier	1
		Lifeline-Billing	LLB Federal Program/Equipment	4
		Service	Number Portability - Wireless or Landline	1
		Total ICs		7
CLC5112, IEC 5112	Sprint Communications Company, LP	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Service	Call Quality	1
		Total ICs		3
PCC3064	Sprint Telephony PCS, LP	Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	6
		Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Disconnection Non Payment	1
		Total ICs		15
CER4410	TC Telephone, LLC.	Billing	High Bill	1
		Billing	Slamming	2
		Policy and Practices	Abusive Marketing	1
		Total ICs		4
IER6081	TCI Long Distance	Billing	Prepaid Phone Cards	1
		Total ICs		1
CLC5721, CLC5248, IEC5859, IEC5248	Telepacific Communications	Billing	Bill Adjustment	2
		Service	Delayed Orders/Missed Appointments	1
		Total ICs		1
IER6444	Teleuno, Inc.	Billing	Slamming	1
		Total ICs		1
CLC6874	Time Warner Cable	Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Total ICs		3

Utility Code	Utility Name	Category	Subcategory	Count
CEC3056	T-Mobile	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	4
		Billing	Other Charges	1
CER4231	Tracfone Wireless	Billing	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			Total ICs	6
IEC5403	TTI National, Inc.	Billing	Payment Error	1
CLC5253	Verizon Access Transmission Services	Billing	Bill Adjustment	1
		Lifeline-Billing	LLB Approved for Discount	2
		Service	Delayed Orders/Missed Appointments	1
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	1
		Billing	Bill Format	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Billing	Slamming	1
		Lifeline-Billing	LLB Address Error	1
		Lifeline-Billing	LLB Application Request	3
		Lifeline-Billing	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	2
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	2
		Service	Refusal To Serve	2
			Total ICs	28
IEC5732	Verizon Long Distance	Billing	Other Charges	1
CEC3029	Verizon Wireless	Billing	Bill Adjustment	3
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	1
		Service	Dead Zones/Dropped Calls	2
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile USA	Lifeline-Billing	LLB Application Request	2
		Lifeline-Billing	LLB Approved for Discount	1
		Lifeline-Billing	LLB Federal Program/Equipment	3
		Lifeline-Billing	LLB New Phone Service Not LL Eligible	1
			Total ICs	7
CER4308	Working Assets Funding Service, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CLC5553	XO Communications Services	Billing	High Bill	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	2
			Total ICs	4
Total ICs Sent ¹				265

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.