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,	AT&T Corp.	Billing	Bill Adjustment	1
IEC5002 [*]		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
			Total ICs	1

AT&T Mobility	Utility Code	Utility Name	Category	Subcategory	Count
Billing Disputed Customer of Record 1 Billing Early Termination Fee - ETF 1 Billing Dither Charges 1 Dither Charges 1 Dither Charges 3 Service Call Quality 3 Service Disconnection Non Payment 1 Service Disconnection Non Payment 1 Total ICS 2 Disconnection Non Payment 1 Total ICS 2 Disconnection Non Payment 1 Total ICS 1 Disconnection Non Payment 1	CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
Billing		_	Billing	Cramming	1
Billing					1
Billing				,	1
Billing					5
Policy and Practices Abusive Marketing 3 3 Service Disconnection Non Payment 1 Service Disconnection Non Payment 1 Service Disconnection Non Payment 1 Service Refusal To Serve 1 1 Total ICS 22			-		
Service					·
Service Disconnection Non Payment 1					
Service					
CLC6446 Cbeyond Communications, LLC Service Delayed Orders/Missed Appointments 1					
CLC6446 Cbeyond Communications, LLC Service Delayed Orders/Missed Appointments 1 IER7127 Central Telecom Long Distance, Inc. CLC5335, CenturyLink QCC Billing Other Charges 1 CLC5335, CenturyLink CA-CCO, LLC Service Call Quality 1 CLC6878 Charter Fiberlink CA-CCO, LLC Service Call Quality 1 CLC5698 Comcast Phone of California, LLC Consumer Cellular, Incorporated Susiness Billing Other Charges 1 CLC5684, IEC5684, IEC5684, IEC5685 Frontier Communications of America, Inc Service			Service		
IER7127 Central Telecom Long Distance, Inc. Policy and Practices Abusive Marketing 2				Total ICs	22
IER7127	CLC6446	Cbeyond Communications, LLC	Service		
Inc.				Total ICs	1
CLC5335, CenturyLink QCC Billing Other Charges 1	IER7127	Central Telecom Long Distance,	Policy and Practices	Abusive Marketing	2
CLC56878		-	,		2
CLC56878	CL CE22E	Conturyl ink OCC	Rilling	Other Charges	1
CLC6878 Charter Fiberlink CA-CCO, LLC Service Call Quality Total ICS 1	•	Century Link QCC	Dilling	-	
CLC5698					'
CLC5698	CLC6878	Charter Fiberlink CA-CCO, LLC	Service		
LLC Billing Other Charges 1				Total ICs	1
LLC	CLC5698	Comcast Phone of California,	Billing	Disputed Customer of Record	1
Incorporated					1
Incorporated	CED 4220	Consumer Collular	Rilling	Other Charges	1
CLC5684 IEC5684 Business	CER4328		Dilling		
Business Billing		•			,
Billing	-	The state of the s			
Lifeline-Billing	IEC5684				•
IEC6676 FirstLink Communications Billing Slamming 1					•
IEC6676 FirstLink Communications Billing Slamming 1 Total ICS 1			Lifeline-Billing		
CLC5429 Frontier Communications of America, Inc Lifeline-Billing LLB Application Request 1				I otal ICs	4
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 3	IEC6676	FirstLink Communications	Billing	Slamming	1
America, Inc Lifeline-Billing LLB Approved for Discount 1				Total ICs	1
America, Inc Lifeline-Billing LLB Approved for Discount 1	CL C5/29	Frontier Communications of	Lifeline-Billing	I I B Application Request	1
LEC1026 Frontier Communications of the Southwest Inc. CLC5685 Global Crossing Local Services, Inc Billing Bill Adjustment CLC5680 Global Tel*Link Corporation Billing Deposits Total ICS 1 CLC6842 Granite Telecommunications, LLC CLC6842 Long Distance Consolidated Billing Co. Billing Delicy and Practices Abusive Marketing Total ICS 1 CLC6842 Granite Telecommunications, Billing High Bill LLC CLC6842 Long Distance Consolidated Billing Delicy and Practices Abusive Marketing Total ICS 1 CLC6842 Long Distance Consolidated Billing Billing Early Termination Fee - ETF 1	GLG3429		,	·	•
LEC1026 Frontier Communications of the Southwest Inc. CLC5685 Global Crossing Local Services, Inc. CLC5685 Global Crossing Local Services, Inc. Billing Bill Adjustment Total ICs 1 CLC5685 Global Crossing Local Services, Policy and Practices Abusive Marketing Total ICs 1 IEC5680 Global Tel*Link Corporation Billing Deposits Total ICs 1 CLC6842 Granite Telecommunications, LLC Granite Telecommunications, Billing High Bill LLC Total ICs 1 IER6532 Long Distance Consolidated Billing Co. Billing Co. Billing Early Termination Fee - ETF 1		America, mo			
LEC1026 Frontier Communications of the Southwest Inc. Billing Bill Adjustment 1 CLC5685 Global Crossing Local Services, Inc Policy and Practices Abusive Marketing 1 IEC5680 Global Tel*Link Corporation Billing Deposits 1 CLC6842 Granite Telecommunications, LLC Billing High Bill 1 IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1				<u> </u>	3
Southwest Inc. Total ICs 1	1.504000	Frantian Communication (1)	Dillian		
CLC5685 Global Crossing Local Services, Policy and Practices Abusive Marketing 1 IEC5680 Global Tel*Link Corporation Billing Deposits 1 CLC6842 Granite Telecommunications, LLC Billing High Bill 1 IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1	LEC1026		Billing	·	
Inc		Southwest Inc.		I otal ICs	7
IEC5680 Global Tel*Link Corporation Billing Deposits 1	CLC5685	Global Crossing Local Services,	Policy and Practices	Abusive Marketing	1
CLC6842 Granite Telecommunications, LLC Billing High Bill 1 IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1		Inc		Total ICs	1
CLC6842 Granite Telecommunications, LLC Billing High Bill 1 IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1	IFC5680	Global Tel*Link Corporation	Billing	Deposits	1
CLC6842 Granite Telecommunications, LLC Billing High Bill 1 IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1			····• J	·	
LLC Total ICs 1 IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1	01.000.10	Ones to Talanas	Dilling		-
IER6532 Long Distance Consolidated Billing Co. Policy and Practices Abusive Marketing 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1	CLC6842	1	Billing	_	
Billing Co. Total ICs 1 CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1		LLC		i otal ICs	1
CLC5752 Megapath Corporation Billing Early Termination Fee - ETF 1	IER6532	1 -	Policy and Practices		1
		Billing Co.		Total ICs	1
	CL C5752	Megapath Corporation	Billing	Farly Termination Fee - FTF	1
rinai ii X	0203732		g	Total ICs	1

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,	Billing	Slamming	1
ILKO199	Inc.	Dilling	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
GER4332	Nexter Boost of Camornia, LLC	Billing	High Bill	2
		Dilling	Total ICs	3
	I—	L 14 11 5 1111		1
CER4387	Reachout Wireless	Lifeline-Billing	LLB Address Error	1
		Lifeline-Billing	LLB Discount Switched to Other Carrier	1
		Lifeline-Billing	LLB Federal Program/Equipment Number Portability - Wireless or Landline	4
		Service	Total ICs	7
			Totalics	/
CLC5112,	Sprint Communications	Billing	Bill Adjustment	1
IEC 5112	Company, LP	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
PCC3064		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
IEROVO I	TO LONG DISTANCE	Dining	Total ICs	1
CLC5721,	Telepacific Communications	Billing	Bill Adjustment	2
CLC5248,		Service	Delayed Orders/Missed Appointments	1
IEC5859,			Total ICs	1
IEC5248			1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	
IER6444	Teleuno, Inc.	Billing	Slamming	1
			Total ICs	1
CL C6074	Time Warner Cable	Rilling		1
CLC6874	Time warner Cable	Billing	High Bill Delayed Orders/Missed Appointments	1
		Service Service	Number Portability - Wireless or Landline	1
		OELVICE	Total ICs	3
	l		I Old ICS	

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
			Total ICs	10
CER4231	Tracfone Wireless	Billing	Bill Adjustment	1
OLIK-201		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
1203403	Tri National, inc.	Dilling	Total ICs	1
		D.III.		
CLC5253	Verizon Access Transmission	Billing	Bill Adjustment	1
	Services	Lifeline-Billing	LLB Approved for Discount	2
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	4
LEC1002,	Verizon California, Inc.	Billing	Bill Adjustment	1
CLC1002		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
			Total ICs	1
CEC3029	Verizon Wireless	Billing	Bill Adjustment	3
OLUJU29	TOTAL TRICICOS	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
		3011100	Total ICs	23
	L	<u> </u>	Total ICS	23

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
OED 4000	Working Assets Funding	Policy and Practices	Abusive Marketing	1
CER4308	Service, Inc.	Folicy and Fractices	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.