

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry

Consumer Contacts - Total Presented by Company and Category December 2013

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 December 2013, 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/Category | Phone | Written | Total Contacts |
|--|------------------------------------|------------|------------|----------------|
| IEC5918 | Americatel Corporation | 0 | 1 | 1 |
| | Policy and Practices | 0 | 1 | |
| LEC1001, CLC1001 | AT&T California | 215 | 123 | 338 |
| | Billing | 93 | 44 | |
| | LifeLine (Billing) | 5 | 14 | |
| | Not Regulated - No Jurisdiction | 58 | 23 | |
| | Policy and Practices | 11 | 7 | |
| | Public Purpose Programs | 1 | 0 | |
| | Rates | 2 | 0 | |
| | Service | 31 | 33 | |
| | Unknown | 14 | 2 | |
| CLC6346, CLC5002, IEC5002 | AT&T Corp. | 22 | 14 | 36 |
| | Billing | 6 | 5 | |
| | Not Regulated - No Jurisdiction | 12 | 9 | |
| | Service | 4 | 0 | |
| IEC5800 | AT&T Long Distance | 1 | 1 | 2 |
| | Billing | 1 | 1 | |
| CEC3021 | AT&T Mobility | 36 | 36 | 72 |
| | Billing | 21 | 22 | |
| | Not Regulated - No Jurisdiction | 4 | 5 | |
| | Policy and Practices | 2 | 4 | |
| | Service | 7 | 4 | |
| | Unknown | 2 | 1 | |
| LEC1004 | Calaveras Telephone Company | 1 | 0 | 1 |
| | Not Regulated - No Jurisdiction | 1 | 0 | |

| Utility Code | Utility Name/Category | Phone | Written | Total Contacts |
|-------------------------|--|----------|-----------|----------------|
| CLC6446 | Cbeyond Communications, LLC | 2 | 2 | 4 |
| | Not Regulated - No Jurisdiction | 1 | 0 | |
| | Service | 1 | 2 | |
| IER7127 | Central Telecom Long Distance, Inc. | 1 | 2 | 3 |
| | Billing | 1 | 0 | |
| | Policy and Practices | 0 | 2 | |
| IEC5335 | Century Link QCC | 1 | 2 | 3 |
| | Billing | 1 | 2 | |
| DVS1208 | Charter Advanced Services (CA), LLC | 0 | 1 | 1 |
| | Not Regulated - No Jurisdiction | 0 | 1 | |
| CLC6878, CLR6878 | Charter Fiberlink CA-CCO, LLC | 1 | 2 | 3 |
| | Not Regulated - No Jurisdiction | 0 | 1 | |
| | Service | 0 | 1 | |
| | Unknown | 1 | 0 | |
| DVS1179 | Clearwire | 1 | 0 | 1 |
| | Not Regulated - No Jurisdiction | 1 | 0 | |
| CLC5698, IEC5698 | Comcast Phone of California, LLC | 4 | 12 | 16 |
| | Billing | 2 | 2 | |
| | Not Regulated - No Jurisdiction | 0 | 10 | |
| | Service | 2 | 0 | |
| CER4328 | Consumer Cellular, Incorporated | 0 | 2 | 2 |
| | Billing | 0 | 1 | |
| | Not Regulated - No Jurisdiction | 0 | 1 | |
| IER6984 | Consumer Telcom, Inc. | 1 | 1 | 2 |
| | Billing | 1 | 1 | |
| CLC5684, IEC5684 | Cox, Cox Communications, Cox Business | 8 | 8 | 16 |
| | Billing | 4 | 3 | |
| | Not Regulated - No Jurisdiction | 4 | 3 | |
| | LifeLine (Billing) | 0 | 1 | |
| | Policy and Practices | 0 | 1 | |
| CEC3076 | Cricket Communications, Inc. | 0 | 1 | 1 |
| | LifeLine (Billing) | 0 | 1 | |
| CLC6610 | CuraTel | 1 | 0 | 1 |
| | Billing | 1 | 0 | |
| DVS1103 | Datavo, Inc. | 1 | 1 | 2 |
| | Not Regulated - No Jurisdiction | 1 | 1 | |
| IEC6096 | Edison Carrier Solutions | 1 | 0 | 1 |
| | Billing | 1 | | |
| IEC6676 | FirstLink Communications | 1 | 1 | 2 |
| | Billing | 1 | 1 | |

| Utility Code | Utility Name/Category | Phone | Written | Total Contacts |
|-----------------------------|---|----------|----------|----------------|
| CLC5429, IEC5429 | Frontier Communications of America, Inc. | 4 | 4 | 8 |
| | Billing | 1 | 0 | |
| | LifeLine (Billing) | 0 | 4 | |
| | Not Regulated - No Jurisdiction | 2 | 0 | |
| | Unknown | 1 | 0 | |
| LEC1026 | Frontier Communications of the Southwest Inc. | 4 | 1 | 5 |
| | Billing | 2 | 1 | |
| | Not Regulated - No Jurisdiction | 1 | 0 | |
| | Service | 1 | 0 | |
| CLC5685 | Global Crossing Local Services, Inc. | 0 | 1 | 1 |
| | Policy and Practices | 0 | 1 | |
| IEC5680 | Global Tel*Link Corporation | 0 | 2 | 2 |
| | Billing | 0 | 2 | |
| CLC6842 | Granite Telecommunications, LLC | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| IER6813 | Inmate Calling Solutions, LLC | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| CLC5941 | Level 3 Communications, LLC | 0 | 1 | 1 |
| | Policy and Practices | 0 | 1 | |
| IER7048 | Long Distance Access, Inc. | 1 | 0 | 1 |
| | Service | 1 | 0 | |
| IER6532 | Long Distance Consolidated Billing Co. | 0 | 1 | 1 |
| | Policy and Practices | 0 | 1 | |
| CLR5227, IEC5227 | Matrix Telecom, INC.; Excel Telecommunications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom | 1 | 0 | 1 |
| | Billing | 1 | 0 | |
| CLC 5752 | Megapath Corporation | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| CEC 3079 | Metropcs California, LLC | 2 | 4 | 6 |
| | Billing | 1 | 2 | |
| | Not Regulated - No Jurisdiction | 1 | 1 | |
| | Service | 0 | 1 | |
| IEC5859 | Mpower Communications Corp. | 0 | 2 | 2 |
| | Billing | 0 | 1 | |
| | Service | 0 | 1 | |
| IER 6799 | National Access Long Distance, Inc. | 1 | 1 | 2 |
| | Not Regulated - No Jurisdiction | 1 | 1 | |

| Utility Code | Utility Name/Category | Phone | Written | Total Contacts |
|-------------------------|--|-----------|-----------|----------------|
| IEC5826 | Net One International, Inc | 1 | 1 | 2 |
| | Billing | 1 | 0 | |
| | Service | 0 | 1 | |
| IER6965 | Network Service Billing, Inc. | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| CER4332 | Nextel Boost of California, LLC | 2 | 6 | 8 |
| | Billing | 2 | 4 | |
| | Not Regulated - No Jurisdiction | 0 | 2 | |
| CLC5266 | Pac-West Telecomm, Inc. | 0 | 1 | 1 |
| | Not Regulated - No Jurisdiction | 0 | 1 | |
| CLC6005, IEC6005 | Peak Communications, Inc | 3 | 0 | 3 |
| | Not Regulated - No Jurisdiction | 2 | 0 | |
| | Billing | 1 | 0 | |
| IEC5502 | Preferred Long Distance, Inc. | 2 | 1 | 3 |
| | Billing | 1 | 0 | |
| | Policy and Practices | 1 | 1 | |
| CLC5513, IEC5513 | Primus Telecommunications, Inc. | 4 | 0 | 4 |
| | Billing | 1 | 0 | |
| | Not Regulated - No Jurisdiction | 1 | 0 | |
| | Unknown | 2 | 0 | |
| CER4387 | Reachout Wireless | 2 | 8 | 10 |
| | LifeLine (Billing) | 2 | 7 | |
| | Service | 0 | 1 | |
| CLC6585 | Sage Telecom Communications, LLC | 1 | 0 | 1 |
| | Service | 1 | 0 | |
| CLC5112, IEC5112 | Sprint Communications Company, LP | 4 | 3 | 7 |
| | Billing | 4 | 1 | |
| | Service | 0 | 2 | |
| PCC3064 | Sprint Telephony PCS, LP | 39 | 26 | 65 |
| | Billing | 24 | 16 | |
| | Not Regulated - No Jurisdiction | 5 | 4 | |
| | Policy and Practices | 2 | 2 | |
| | Service | 5 | 4 | |
| | Unknown | 3 | 0 | |
| IEC6996 | Suddenlink Communications | 0 | 1 | 1 |
| | Not Regulated - No Jurisdiction | 0 | 1 | |
| CER4410 | TC Telephone, LLC. DBA Horizon Cellular | 1 | 5 | 6 |
| | Billing | 1 | 4 | |
| | Policy and Practices | 0 | 1 | |

| Utility Code | Utility Name/Category | Phone | Written | Total Contacts |
|---|---|-----------|-----------|----------------|
| IEC5403 | TTI National, Inc. | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| CLC5721 | Telepacific Communications | 3 | 3 | 6 |
| | Billing | 1 | 2 | |
| | Service | 2 | 1 | |
| IER6444 | Teleuno, Inc. | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| CLC6589 | Telscape Communications, Inc. | 3 | 1 | 4 |
| | Billing | 3 | 0 | |
| | Unknown | 0 | 1 | |
| CLC6874, IEC6874, CLR6874, DVS1158 | Time Warner Cable | 4 | 9 | 13 |
| | Billing | 1 | 1 | |
| | Not Regulated - No Jurisdiction | 2 | 6 | |
| | Service | 1 | 2 | |
| CEC3056 | T-Mobile | 14 | 26 | 40 |
| | Billing | 7 | 16 | |
| | Not Regulated - No Jurisdiction | 5 | 6 | |
| | Policy and Practices | 0 | 1 | |
| | Service | 1 | 0 | |
| | Unknown | 1 | 3 | |
| CER4231 | Tracfone Wireless | 4 | 7 | 11 |
| | Billing | 1 | 1 | |
| | Not Regulated - No Jurisdiction | 3 | 1 | |
| | Policy and Practices | 0 | 1 | |
| | Service | 0 | 4 | |
| CLC5253, IEC5253 | Verizon Access Transmission Services | 1 | 2 | 3 |
| | Billing | 1 | 0 | |
| | LifeLine (Billing) | 0 | 1 | |
| | Service | 0 | 1 | |
| IEC5378 | Verizon Business Services | 4 | 1 | 5 |
| | Billing | 2 | 0 | |
| | Policy and Practices | 1 | 0 | |
| | Service | 1 | 1 | |
| LEC1002, CLC1002 | Verizon California, Inc. | 89 | 46 | 135 |
| | Billing | 43 | 18 | |
| | LifeLine (Billing) | 1 | 6 | |
| | Not Regulated - No Jurisdiction | 18 | 8 | |
| | Policy and Practices | 3 | 5 | |
| | Service | 19 | 8 | |
| | Unknown | 5 | 1 | |
| IEC5658 | Verizon Enterprise Solutions LLC | 1 | 0 | 1 |
| | Service | 1 | 0 | |

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|----------------|---|------------|------------|----------------|
| IEC5732 | Verizon Long Distance LLC | 0 | 1 | 1 |
| | Billing | 0 | 1 | |
| CEC3029 | Verizon Wireless | 43 | 36 | 79 |
| | Billing | 22 | 25 | |
| | Not Regulated - Non Jurisdictional | 10 | 6 | |
| | Policy and Practices | 3 | 1 | |
| | Service | 3 | 4 | |
| | Unknown | 5 | 0 | |
| CER4327 | Virgin Mobile USA, Virgin Mobile | 3 | 8 | 11 |
| | Billing | 1 | 1 | |
| | LifeLine (Billing) | 0 | 6 | |
| | Not Regulated - Non Jurisdictional | 1 | 1 | |
| | Service | 1 | 0 | |
| DVS1135 | Vonage | 1 | 0 | 1 |
| | Not Regulated - Non Jurisdictional | 1 | 0 | |
| PCC3062 | Wirelessco, LP | 1 | 0 | 1 |
| | Billing | 1 | 0 | |
| CER4308 | Working Assets Wireless | 0 | 2 | 2 |
| | Not Regulated - No Jurisdiction | 0 | 1 | |
| | Unknown | 0 | 1 | |
| CLC5553 | XO Communications Services | 2 | 4 | 6 |
| | Billing | 0 | 1 | |
| | Service | 2 | 3 | |
| CRTSLX | Xerox (LifeLine Program Administrator) | 43 | 298 | 341 |
| | Lifeline (Appeals) | 43 | 298 | |
| CLC6989 | Ymax Communications Corporation | 1 | 0 | 1 |
| | Not Regulated - Non Jurisdictional | 1 | 0 | |
| | Total | 587 | 729 | 1316 |