

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**February 2015**

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 **February 2015**, 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 - No Jurisdiction			Policy & Practices			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	
CLC1001, LEC1001	AT&T California	83	68	151	16	27	43	35	14	49	11	17	28	-	-	-	2	-	2	54	64	118	6	4	10	401
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	9	5	14	-	-	-	11	2	13	-	-	-	-	-	-	-	-	-	4	4	8	-	-	-	35
IEC5800	AT&T Long Distance	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CEC3014, CEC3021	AT&T Mobility	23	21	44	-	-	-	7	8	15	7	2	9	-	-	-	-	-	-	3	1	4	1	1	2	74
CLC7118	Birch Communications	3	2	5	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1	1	2	-	-	-	8
CLC6955	Bright House Networks Information Services (California), LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	12	6	18	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22
GEC3038	California Rsa No. 4 Ltd. Partnership	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5807, CLR5807, IEC5807	Call America	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
DVS1208	Charter Advanced Services (CA), LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	2	4	6	-	-	-	-	6	6	-	2	2	-	-	-	-	-	-	1	1	2	-	1	1	17
CER4328	Consumer Cellular, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	3	3	6	1	-	1	3	3	6	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	15
GEC3076	Cricket Communications, LLC	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4460	Cricket Wireless, LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6610	CuraTel	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1103	Datavo, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4043	DNC Wireless	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6096	Edison Carrier Solutions	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	EnTouch	-	-	-	17	-	17	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	20

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			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	
CER4260	Everything Wireless, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5429, IEC5429	Frontier Communications	-	2	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	5
LEC1026	Frontier Communications of the Southwest, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5685	Global Crossing Local Services, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5680	Global Tel*Link Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4381	Greatcall, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6875	Horizon Cellular	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5786	Legacy Inmate Communications	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5941	Level 3 Communications, LLC	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6532	Long Distance Consolidated Billing Co.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	-	1	1	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	5
IER6086	Network Communications Int'l Corp.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1
CLC6927	OneTouch Communications; Touch Base Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, CLR 6005, IEC6005	Peak Communications	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1014	Ponderosa Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
CLR6336, CLC6336, IEC6336, CER1141, DVS1141	Powernet Global Communications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	-	1	1	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CER4387	ReachOut Wireless	-	-	-	1	4	5	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
LEC1016	Sierra Telephone Company, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6504	Siskiyou Long Distance Company	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1017	Siskiyou Telephone Company	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	11	17	28	10	7	17	1	5	6	1	4	5	-	-	-	-	-	-	5	1	6	1	-	1	63
IEC5918	Startec Global Communications; Teligent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
IEC6996	Suddenlink Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4411	Tag Mobile, LLC	-	-	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - No Jurisdiction			Policy & Practices			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		
IER6444	Teleuno, Inc.	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3		
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	-	-	9	3	12	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	14	
CLC6589, IEC6589	Telscape Wireless	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	3	2	5	-	-	-	-	5	5	-	1	1	-	-	-	-	-	-	-	1	1	2	-	-	-	13
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	8	11	19	-	-	-	6	5	11	-	4	4	-	-	-	-	-	-	-	3	1	4	1	-	1	39
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	1	-	1	-	-	-	2	-	2	-	1	1	-	-	-	-	-	-	-	1	3	4	1	1	2	10
IER7003	Ttusa Acquisition, Inc.	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5721	U.S. Telepacific Corp.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER7170	United Telecom, Inc.	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5253	Verizon Access Transmission Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	3
CER4386, IEC5378	Verizon Business Services	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4439, CLC1002, LEC1002	Verizon California, Inc.	27	22	49	4	5	9	10	11	21	3	2	5	-	-	-	-	-	-	-	15	11	26	2	-	2	112
CEC3002, CEC3029, CEC3038	Verizon Wireless, LLC	10	21	31	-	-	-	5	8	13	2	8	10	-	-	-	-	1	1	1	4	5	3	-	3	63	
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	11	20	31	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	34
CRTSLX	XEROX	-	-	-	101	187	288	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	288
CLC5553	XO Communications Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	3	-	-	-	3
	<b>Total</b>	200	199	399	186	261	447	97	71	168	27	46	73	-	-	-	2	1	3	96	99	195	17	8	25	1,310	