

## Communications Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory July 2014

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
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	13
		Billing	Bill Not Received	1
		Billing	Bundled Services	7
		Billing	Cramming	4
		Billing	Disputed Customer of Record	2
		Billing	High Bill	21
		Billing	Late Payment Charge - LPC	2
		Billing	Other Charges	19
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Slamming	1
		Billing	Toll Dispute	2
		Lifeline	LLB Application Request	24
		Lifeline	LLB Approved for Discount	11
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	3
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	11
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	18
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	5
		Service	Outage	15
		Service	Refusal To Serve	3
		<b>Total ICs</b>		<b>173</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Cramming	1
		Billing	High Bill	1
		Billing	Other charges	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
		<b>Total ICs</b>		<b>6</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	8
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	2
		Service	Outage	1
			<b>Total ICs</b>	<b>25</b>
CLC7118	Birch Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4412	Budget Mobile	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
IER6794	Business Network Long Distance, Inc.	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CLC6446	Cbeyond	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
IEC6039	Clear World Communications Corp.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>
CLC5698, IEC5698	Comcast Digital Phone	Policy and Practices	Safety	1
		Service	Outage	1
			<b>Total ICs</b>	<b>2</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Toll Dispute	1
		Service	Delayed Orders/Missed Appointments	2
			<b>Total ICs</b>	<b>4</b>
CER4308	CREDO	Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>1</b>
CER4460	Cricket Wireless, LLC	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>2</b>
IER6919	DAR Communications Corporation	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CLC5429, IEC5429	Frontier Communications of America, Inc.	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Application Request	1
		Service	Call Quality	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
IER7237	Integra Telecom	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
IEC5786	Legacy Inmate Communications	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CLR5227, IEC5227	Matrix Telecom, Inc. (Clear Choice Communications; Excel Telecommunications; Impact; Matrix Business Technologies; Trinsic Communications; Vartec Telecom)	Billing	Cramming	1
		Billing	Disputed Customer of Record	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3079	MetroPCS	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC6005, IEC6005	Peak Communications, Inc.	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Slamming	2
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>5</b>
IER6882	Quasar Communications Corporation	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4387	Reachout Wireless	Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>2</b>
CLC6585	Sage Telecom Communications, LLC	Billing	Disputed Customer of Record	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint	Billing	Bill Adjustment	3
		Billing	Cramming	2
		Billing	Cramming/3rd Party Billing	2
		Billing	Early Termination Fee - ETF	7
		Billing	High Bill	2
		Billing	Other Charges	2
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>27</b>
LEC1015, CLC1015	Surewest Broadband; Consolidated Communications	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Bill Adjustment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			<b>Total ICs</b>	<b>4</b>
CER4380	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	7
			<b>Total ICs</b>	<b>9</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1
		Billing	High Bill	1
			<b>Total ICs</b>	<b>2</b>
CEC3056	T-Mobile (Go-Smart Mobile, Walmart Family Mobile, Brightspot, Univision Mobile)	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>7</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless (Net10, Straight Talk, Simple Mobile, TelCel America, Page Plus Wireless)	Billing	Bill Adjustment	2
		Billing	Prepaid Phone Cards	1
		Service	Call Quality	1
		Service	Refusal To Serve	1
			Total ICs	5
CER4386, IEC5378	Verizon Business Services	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	7
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	13
		Billing	Other Charges	6
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	8
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	6
		Service	Refusal To Serve	3
			Total ICs	60
IEC5732	Verizon Long Distance, LLC	Billing	Other Charges	1
			Total ICs	1
CEC3029	Verizon Wireless	Billing	Bill Adjustment	4
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	9
		Billing	Other Charges	8
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Refusal To Serve	1
			Total ICs	39
IER7117	Veza Telecom, Inc.	Billing	Slamming	1
			Total ICs	1
CER4327	Virgin Mobile	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Federal Program/Equipment	7
			Total ICs	10
CLC5553, IEC5553	XO Communications Services	Billing	Disputed Customer of Record	1
		Service	Call Quality	1
			Total ICs	2
Total ICs Sent <sup>1</sup>				408

<sup>1</sup> 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.