

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**June 2014**

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 **June 2014**, 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 - Not Jurisdiction			Policy & Practice			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	
CER4460	Aio Wireless	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6658	Asian American Association	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-	1	3
CLC1001, IEC1001	AT&T California	70	58	128	11	29	40	34	22	56	13	11	24	-	-	-	3	-	3	53	55	108	5	6	11	370
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	10	6	16	-	-	-	5	10	15	1	-	1	-	-	-	-	-	-	8	2	10	-	-	-	42
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3021	AT&T Mobility	14	17	31	-	-	-	4	1	5	3	3	6	1	-	1	-	-	-	1	7	8	-	1	1	52
CER4412	Budget Mobile	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5807, CLR5807, IEC5807	Call America, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC6446	Cbeyond Communications, LLC	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3
CLC5335, IEC5335	CenturyLink	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
DVS1208	Charter Advanced Services (CA), LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5140	Charter Comms. (Ccl Communications)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	-	1	1	-	-	-	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
IEC6039	Clear World Communications Corp.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5698, IEC5698	Comcast Digital Phone	-	-	-	-	-	-	2	5	7	-	1	1	-	-	-	-	-	2	3	5	-	-	-	-	13
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	7	5	12	1	4	5	3	5	8	-	-	-	-	-	-	-	-	-	-	3	3	1	-	1	29
CEC3076	Crocket Communications, Inc.	-	1	1	-	-	-	1	2	3	-	1	1	-	-	-	-	-	-	-	1	1	-	-	-	6
IEC6226	Earthlink Business, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
IEC6096	Edison Carrier Solutions	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6837	First Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	1
CER4453	Free Mobile, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	-	-	1	1	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

Utility Code	Utility Name	Billing			LifeLine			Not Regulated - Not Jurisdiction			Policy & Practice			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	
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC5680	Global Tel*Link Corporation	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	2	
IEC5786	Legacy Inmate Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR5227, IEC5227	Matrix Telecom, Inc (Clear Choice Communications Excel Communications Matrix Business Technologies Trinsic Communications) VarTec Telecom	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3079	MetroPCS California, LLC	1	1	2	1	-	1	1	-	1	1	1	2	-	-	-	-	-	-	1	1	2	2	-	2	10
IER7029	Multiline Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
IEC5826	Net One International, Inc	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6005, IEC6005	Peak Communications, Inc.	1	2	3	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	4	
IER6639	Pioneer Telephone	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	4	3	7	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	8	
IER6882	Quasar Communications Corporation	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CER4387	Reachout Wireless	-	1	1	10	10	20	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	22	
CLC6585	Sage Telecom Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
LEC1017	Siskiyou Telephone Company	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC7005, IER7055	Southern California Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	
CLC5112, IEC5112	Sprint Communications Company, LP	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	3	
CER4332	Sprint PCS	3	2	5	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	
PCC3064	Sprint Telephony PCS, LP	8	14	22	-	-	-	3	3	6	-	3	3	-	-	-	-	-	-	3	4	7	-	-	38	
CER4380	Surelink Mobile	-	-	-	5	7	12	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	12	
CLC1015, IEC1015	Surewest Broadband, Consolidated Communications	1	1	2	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	4	
CLC5248, CLC5721, IEC5248, CLC5859, IEC5721	Telepacific Communications	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	7	
IER6444	Teleuno, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR6589, IEC6589	Telscape Wireless	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6874, CLR6874, IEC6874	Time Warner Cable	-	2	2	-	-	-	2	2	4	-	-	-	1	-	1	-	-	-	2	-	2	-	-	9	
CEC3056	T-Mobile	5	12	17	-	-	-	4	6	10	-	2	2	-	-	-	-	-	-	1	1	2	-	-	31	

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		Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total	Phone	Written	Total		
CER4231	Tracfone Wireless (Net10, Straight Talk, Simple Mobile, TelCel America, Page Plus Wireless)	-	-	-	1	-	1	3	2	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	
CLC5253, IEC5253	Verizon Access Transmission Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
IEC5378, CER4386	Verizon Business Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC1002, LEC1002	Verizon California, Inc.	30	28	58	-	6	6	18	10	28	6	3	9	-	-	-	-	-	-	-	10	18	28	5	-	5	134
IEC5732	Verizon Long Distance LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5494	Verizon Select Services, Inc.	2	-	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CEC3029	Verizon Wireless, LLC	17	18	35	-	-	-	4	5	9	-	1	1	-	-	-	-	-	-	-	1	3	4	2	1	3	52
IER7117	Veza Telecom, Inc.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
CER4327	Virgin Mobile USA, LP	1	-	1	1	3	4	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	
DVS1135	Vonage America Inc.	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	2	
IER6985	Windstream Communications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CRTSLX	Xerox	-	-	-	43	194	237	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	237	
CLC5553, IEC5553	XO Communications Services	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6989	Ymax Communications Corporation	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	<b>Total</b>	185	194	379	74	259	333	91	81	172	28	30	58	2	-	2	4	-	4	89	104	193	16	8	24	1,165	