

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**March 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 **March 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	
CLC7202	321 Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1
CLC6104	Access One, Inc.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3085	Accessible Wireless, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6342, IER6342	ACN Communications Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
IEC5244	Affinity 4; Lifeline Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6692	Airespring, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CLC1001, LEC1001	AT&T California	103	61	164	7	37	44	42	23	65	15	12	27	-	-	-	1	-	1	44	36	80	2	3	5	386
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	7	10	17	-	-	-	13	3	16	5	1	6	-	-	-	-	-	-	6	3	9	-	-	-	48
IEC5800	AT&T Long Distance	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3014, CEC3021	AT&T Mobility	17	28	45	-	-	-	5	7	12	-	1	1	-	-	-	-	-	-	1	5	6	1	2	3	67
CLC7118	Birch Communications	3	4	7	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	9
CER4412	Budget Mobile; Budget Mobile LifeLine	-	-	-	11	14	25	2	-	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	28
IEC6446	Cbeyond	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	-	2	2	2	-	2	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	6
DVS1208	Charter Advanced Services	-	-	-	-	-	-	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	2	-	-	-	1	2	3	1	1	2	-	-	-	-	-	-	-	3	3	-	-	-	10
IER7261	Consolidated Communications Enterprise Services, Inc.	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLR5425	Covista, Inc.	-	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	5	4	9	-	3	3	1	3	4	-	1	1	-	-	-	1	-	1	-	3	3	-	-	-	21
CER4308	CREDO	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	3
CER4460	Cricket Wireless LLC	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

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								
CLR7150	Cruzio Medica, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
CLC6610	CuraTel	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7141	Empire Unified Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	EnTouch	-	-	-	21	4	25	6	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	31
CLR6837	First Communications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6676	FirstLink Communications	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5429, IEC5429	Frontier Communications	1	2	3	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	3	1	4	-	-	-	-	-	-	-	-	8
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1
CER4381	Greatcall, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5229	Horizon One Communications	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5427	IDT America Corp	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5952	Infotech Telecomms	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR5832	Intouch America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4372	I-Wireless, LLC	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5941	Level 3 Communications, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	2	-	2	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	8
CLC7205	Net Talk.com, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1
CER4472	Netzero Wireless, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, CLC6097, IEC6005	Peak Communications	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	4
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	1	2	3	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CER4387	ReachOut Wireless	-	-	-	-	3	3	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
DVS1144	Ringcentral, Inc.	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6585	Sage Telecom Communications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC5224	Spectrum II, Inc.	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	19	13	32	10	30	40	4	-	4	1	6	7	-	-	-	-	-	-	-	1	2	3	-	2	2	-	-	-	-	-	-	88
CLC6996	Suddenlink Communications	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC1015, IEC1015	Surewest Broadband; Consolidated Communications	1	1	2	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4411	Tag Mobile, LLC	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	-	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
CER4380, CLC6589	Telscape Communications, Inc.; Surelink Mobile	-	-	-	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC6589, IEC6589	Telscape Wireless	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1

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		
IER7011	The Sienna Group	-	1	1	-	0	-	0	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	-	-	-	-	-	-	1	6	7	1	1	2	-	-	-	-	-	-	-	2	2	-	-	-	11	
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	10	9	19	-	-	-	2	1	3	1	2	3	-	-	-	-	-	-	1	1	2	-	-	-	27	
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2	
IER7003	Ttusa Acquisition, Inc.	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
IER7170	United Telecom, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5253, IEC5253	Verizon Access Transmission	1	1	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	-	-	6	
CER4386, IEC5378	Verizon Business Services	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4439, CLC1002, IEC1002	Verizon California, Inc.	35	30	65	2	9	11	14	9	23	4	6	10	-	-	-	-	-	-	16	18	34	3	-	3	146	
IEC5732	Verizon Long Distance, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3002, CEC3029, CEC3038	Verizon Wireless, LLC	19	42	61	-	-	-	8	8	16	3	9	12	-	-	-	-	-	-	1	5	6	-	1	1	96	
CER4386	Verizon Select Services	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2	
CER4327	Virgin Mobile; Assurance Wireless	-	-	-	10	5	15	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	18	
CRTSLX	XEROX	-	-	-	114	174	288	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	288	
CLC5553, IEC5553	XO Communications Services	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	3	
<b>Total</b>		234	236	470	183	289	472	111	71	182	33	47	80	-	-	-	-	2	-	2	81	88	169	7	10	17	1,392