

**Communications Industry**  
**Consumer Contacts that Require Enhanced Processing**  
**Presented by Utility Company, Category and Subcategory**  
**March 2015**

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
IEC5244	Affinity 4, Lifeline Communications	Billing	Bill Adjustment	1
		Billing	Cramming	1
			<b>Total ICs</b>	<b>2</b>
CLC1001, LEC1001	AT&T California	Billing	Slamming	3
		Billing	Cramming	3
		Billing	Bill Adjustment	17
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	12
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	2
		Lifeline	LLB Application Request	17
		Lifeline	LLB Approved for Discount	11
		Lifeline	LLB Discount Switched to Other Carrier	6
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	10
		Policy and Practices	Safety	2
		Service	Call Quality	8
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	10
Service	Refusal To Serve	1		
			<b>Total ICs</b>	<b>127</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Cramming	2
		Billing	Bill Adjustment	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Service	Call Quality	2
			<b>Total ICs</b>	<b>11</b>
IEC5800	AT&T Long Distance	Billing	Cramming	1
		Billing	Payment Arrangements	1
CEC3021, CEC3014	AT&T Mobility	Billing	Cramming	2
		Billing	Bill Adjustment	7
		Billing	Bill Not Received	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	6
		Billing	Other Charges	2
		Service	Call Quality	1
			<b>Total ICs</b>	<b>21</b>
CLC7118	Birch Communications	Billing	Slamming	2
		Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>5</b>
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>9</b>
CLR5807	Call America	Billing	Slamming	1
CLC6878, CLR6878, IEC6878	Charter	Billing	Cramming	1
		Service	Call Quality	1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Slamming	1
		Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>2</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill NJ Internet Billing	1
		Service	Number Portability - Wireless or Landline	1
CLR5425	Covista, Inc.	Billing	Slamming	1
		Billing	Bill Adjustment	1
		Billing	High Bill	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>4</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	2
		Billing	High Bill	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>8</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC6610	CuraTel	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CER4043	DNC Wireless	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC7141	Empire Unified Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLR6837	First Communications, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
IEC6676	FirstLink Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5429, IEC5429	Frontier Communications	Billing	Bill Adjustment	1
		Billing	Late Payment Charge - LPC	1
		Service	Outage	1
			<b>Total ICs</b>	<b>3</b>
LEC1026	Frontier Communications of the Southwest	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CLC5941	Level 3 Communications, LLC	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
IER6532	Long Distance Consolidated	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CEC3079	MetroPCS	Billing	Bill Adjustment	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>2</b>
CLC6097	Peak Communications	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	2
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>3</b>
CER4387	ReachOut Wireless	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>4</b>
CLC6585	Sage Telecom Communications, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
			<b>Total ICs</b>	<b>1</b>
LEC1017	Siskiyou Telephone Company	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming	1
		Billing	Bill Adjustment	8
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	3
		Billing	Other Charges	1
		Billing	Other Charges NJ Surcharges/Taxes	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	26
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>44</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Slamming	1
		Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>2</b>
CER4380, CLC6589	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>5</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	High Bill	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	2
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>7</b>
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>3</b>
CLC5253, IEC5253	Verizon Access Transmission	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC1002, CER4439, LEC1002	Verizon California, Inc.	Billing	Cramming	3
		Billing	Bill Adjustment	8
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	4
		Policy and Practices	Abusive Marketing	3
		Service	Outage	5
		Service	Refusal To Serve	2
			<b>Total ICs</b>	<b>38</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Cramming	5
		Billing	Bill Adjustment	11
		Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	2
		Billing	High Bill	3
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>32</b>
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	7
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>14</b>
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	2
			<b>Total ICs</b>	<b>4</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>371</b>

<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.