

California Public Utilities Commission  
Consumer Service and Information Division

**Communications Industry**  
**Consumer Contacts - Total Presented by Company and Category**  
**November 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 **November 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			
DVS1248	0921585 B.C., Ltd	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CEC3085	Accessible Wireless, LLC	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC6148	Adv Telcom	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5918	Americatel & Startec Global Communications	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, IEC1001	AT&T California	62	66	128	7	21	28	26	15	41	10	10	20	-	-	-	-	1	1	46	35	81	6	1	7	306		
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	3	3	6	1	-	1	9	9	18	1	-	1	-	-	-	-	-	-	2	5	7	1	-	1	34		
CEC3014, CEC3021	AT&T Mobility	17	25	42	-	-	-	7	10	17	2	3	5	-	-	-	-	-	-	4	5	9	-	-	-	73		
CLC7118	Birch Communications	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2		
CLC6955	Bright House Networks Information Services (California), LLC	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CER4412	Budget Mobile	-	-	-	3	4	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	
CLC7259	CallFire, Inc.	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC6446	Cbeyond	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLR7127, IER7127	Central Telecom Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5698, IEC5698	Comcast Digital Phone	-	-	-	-	-	-	-	5	5	-	-	-	-	-	-	-	-	-	2	2	-	1	1	8			
CER4328	Consumer Cellular, Inc.	1	1	2	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	3	1	4	1	1	2	2	-	2	-	2	2	-	-	-	-	-	-	-	3	3	-	-	-	13		
CEC3076	Cricket Communications, Inc.	-	-	-	-	1	1	-	3	3	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	5		
CER4460	Cricket Wireless LLC	-	-	-	1	-	1	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3		
CLC6735, IEC6735	DMR Communications, Inc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1		
CER4436	enTouch	-	-	-	3	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4		
IEC6676	FirstLink Communications	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC5429, IEC5429	Frontier Communications	2	-	2	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	2	3	-	-	-	6		
LEC1026	Frontier Communications of the Southwest Inc.	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2		
IEC7167	Frontier Communications Online & LD	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
IEC5685	Global Crossing Local Services, Inc	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
CLC5427	IDT America Corp.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
CLC6083	Integra Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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								
IEC5168	Intellicall Operator Services, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1
CLC6568, IER6568	Met Tel	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3079	MetroPCS	2	1	3	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	1	3	4	-	-	-	-	-	-	-	-	8
CLC5251, IEC5251	Nos Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, CLR 6005, IEC6005	Peak Communications	2	-	2	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLR6336, CLC6336, IEC6336, CER1141, DVS1141	Powernet Global Communications	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER7232	RCLEC, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4387	ReachOut Wireless	-	1	1	4	4	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	9
CER4447	Red Pocket, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1
CLR7002	Sonic Telecom, LLC	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC7005, IER7055	Southern California Telephone Company	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	15	8	23	-	-	-	4	6	10	1	1	2	-	-	-	-	-	-	-	-	3	4	7	-	-	-	-	-	-	-	-	42
CLC1015, IEC1015	Surewest Broadband; Consolidated Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	3
IER6725	Teledias Communications, Inc	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	1	5	6	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	8
IER6444	Teleuno, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4380	Telscape Communications, Inc.; Surelink Mobile	-	-	-	9	8	17	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	19
CLC6589, IEC6589	Telscape Wireless	1	-	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	-	5	5	-	-	-	3	3	6	-	-	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	-	-	-	-	-	14
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	13	10	23	-	-	-	2	10	12	-	-	-	-	-	-	-	-	-	-	-	4	3	7	-	-	-	-	-	-	-	-	42

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		
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	-	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	2	3	-	-	-	5		
CEC3043	United States Cellular Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
IER7170	United Telecom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
CLC5253, IEC5253	Verizon Access Transmission Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
CER4386, IEC5378	Verizon Business Services	1	-	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3		
CER4439, CLC1002, LEC1002	Verizon California, Inc.	32	22	54	2	4	6	10	10	20	2	1	3	-	-	-	-	-	8	17	25	1	1	2	110		
CEC3002, CEC3029, CEC3038	Verizon Wireless, LLC	15	26	41	-	-	-	1	12	13	3	4	7	-	-	-	-	-	6	5	11	-	1	1	73		
CER4327	Virgin Mobile	1	-	1	20	20	40	2	-	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	44		
LEC1019	Volcano Telephone Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1		
GRTSLX	XEROX	-	-	-	71	159	230	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	230		
CLC5553, IEC5553	XO Communications Services	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2		
<b>Total</b>		179	193	372	122	225	347	70	92	162	21	25	46	-	-	-	-	1	1	2	81	94	175	9	4	13	1,117