

California Public Utilities Commission
Consumer Service and Information Division

Communications Industry
Consumer Contacts - Total Presented by Company and Category
September 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 **September 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	
CLC6658	Asian American Association	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1001, LEC1001	AT&T California	98	66	164	20	41	61	47	19	66	9	10	19	1	-	1	1	1	2	64	41	105	3	9	12	430
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	20	2	22	-	-	-	4	4	8	1	1	2	-	-	-	-	-	-	7	1	8	-	-	-	40
IEC5800	AT&T Long Distance	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3021	AT&T Mobility	12	22	34	-	-	-	6	4	10	2	5	7	-	-	-	1	-	1	6	10	16	-	1	1	69
CLC7118	Birch Communications	1	2	3	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CLC6764, CLC7222	Blue Casa Telephone, LLC	-	1	1	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC5560	BTI Telecommunications Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CER4412	Budget Mobile	-	-	-	17	4	21	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	21
CLC6446, IEC6446	Cbeyond	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER7127	Central Telecom Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5335, IEC5335	CenturyLink	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	1	-	1	-	1	1	2	1	3	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	7
CLC5698, IEC5698	Comcast Digital Phone	2	3	5	-	-	-	3	5	8	1	3	4	-	-	-	-	-	-	-	1	1	-	-	-	18
IER6984	Consumer Telcom, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	3	7	10	1	2	3	1	4	5	1	1	2	-	-	-	-	-	-	-	1	1	-	-	-	21
CEC3076	Cricket Communications, Inc.	-	-	-	1	-	1	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4
CER4460	Cricket Wireless LLC	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4425, CLC6610	Curatel, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	2
DVS1103	Datavo, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC6735	DMR Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4436	EnTouch	-	-	-	29	-	29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	29
IEC6676	FirstLink Communications	1	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC5429, IEC5429	Frontier Communications of America, Inc.	-	-	-	-	2	2	2	1	3	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	6
LEC1026	Frontier Communications of the Southwest, Inc.	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5786	Legacy Inmate Communications	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
IEC5864	Locus Telecommunications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CEC3079	MetroPCS	-	3	3	-	2	2	2	5	7	1	-	1	-	-	-	-	-	-	2	-	2	-	-	-	15
CLC6097	Paetec Communications, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6005, IEC6005	Peak Communications, 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		
LEC1014	Ponderosa Telephone	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	3	3	6	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC5513	Primus Telecommunications, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6882	Quasar Communications Corporation	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4387	Reachout Wireless	-	-	-	18	5	23	-	1	1	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	26
IER6217	Sebastian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	1
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
IER7046	Silv Communication, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint	20	15	35	-	-	-	5	4	9	3	2	5	-	-	-	-	-	-	4	4	8	-	-	-	-	57
IEC6996	Suddenlink Communications	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC1015, LEC1015	Surewest Broadband; Consolidated Communications	-	-	-	-	-	-	1	2	3	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	4
IER6725	Teledias Communications, Inc.	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	1	3	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	5
CER4380	Telscape Communications, Inc.; Surelink Mobile	1	-	1	27	10	37	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	38
CLR6589, IEC6590	Telescape Wireless	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IER6444	Teleuno, Inc.	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6874, CLR6874, IEC6874	Time Warner Cable	1	3	4	-	-	-	2	3	5	-	1	1	-	-	-	-	-	-	5	3	8	-	-	-	-	18
CEC3056	T-Mobile (Go-Smart Mobile; Walmart Family Mobile; Brightspot; Univision Mobile)	14	8	22	-	-	-	3	6	9	2	-	2	-	1	1	-	-	-	-	1	1	1	-	1	-	36
CER4231	Tracfone Wireless (Net10; Straight Talk; Simple Mobile; TelCel America; Page Plus Wireless)	2	5	7	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	3	4	-	-	-	-	12
IER7003	Ttusta Acquisition, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1
CLC5253, IEC5253	Verizon Access Transmission Services	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC1002, LEC1002	Verizon California, Inc.	38	34	72	7	4	11	15	11	26	2	6	8	-	-	-	-	-	-	13	18	31	5	3	8	-	156
CLC5494	Verizon Select Services, Inc.	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	3
CEC3029	Verizon Wireless	18	30	48	-	-	-	7	7	14	2	1	3	-	-	-	-	-	-	4	4	8	-	-	-	-	73
CER4327	Virgin Mobile	-	-	-	18	8	26	3	-	3	1	-	1	-	-	-	-	-	-	-	1	-	1	-	-	-	31
CRTSLX	Xerox	-	-	-	94	148	242	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	242
CLC5553, IEC5553	XO Communications Services	1	1	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
IER6272	XO Long Distance	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
IEC5630	Yestel, Inc.	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	Total	250	222	472	233	230	463	108	83	191	28	30	58	1	1	2	2	1	3	115	93	208	9	13	22	1,419	