

Communications Industry Consumer Contacts - Total Presented by Company and Category January 2019

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 January 2019, 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	
CER4457	American Broadband and Telecommunications Company	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4458	AmeriMex Communications Corp.	-	-	-	5	2	7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7
CLC6658, IER6658	Asian American Association	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6184	Astound Broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
CLC1001, LEC1001	AT&T California	50	25	75	3	15	18	25	33	58	4	6	10	-	-	-	-	-	-	45	31	76	5	1	6	243
CLC5002, IEC5002	AT&T Corp.	2	1	3	-	-	-	2	1	3	1	-	1	-	-	-	-	-	-	2	-	2	-	-	-	9
CEC3014, CEC3021	AT&T Mobility	12	21	33	-	-	-	4	4	8	3	2	5	-	-	-	-	-	-	2	3	5	2	-	2	53
CLC7118, CRC7118	Birch Communications; Lingo Telecom of the West, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape communications	2	-	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	5
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California), LLC	2	1	3	-	-	-	-	1	1	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	6
CLC5335, IEC5335, IEC6018	CenturyLink	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6878, CLR6878, IEC6878	Charter	1	2	3	-	-	-	4	1	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC5698, IEC5698	Comcast Digital Phone	2	3	5	-	-	-	3	4	7	1	1	2	-	-	-	-	-	-	-	3	3	-	-	-	17
CER4508	Comcast OTR1, LLC	-	-	-	-	-	-	2	1	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
CLC1015, LEC1015	Consolidated Communications	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	3	1	4	-	-	-	1	2	3	1	-	1	-	-	-	-	-	-	-	3	3	1	1	2	13
CER4308	CREDO; Working Assets Wireless	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CER4460	Cricket Wireless, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CLC6735, IEC6735	DMR Communications, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1
CER4436	enTouch	-	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6837	First Communications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	1
CLC1002, LEC1002	Frontier California, Inc.	18	34	52	4	6	10	18	15	33	2	5	7	-	-	-	-	-	-	15	30	45	6	1	7	154
CLC5429, IEC5429	Frontier Communications of America, Inc.	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
LEC1026	Frontier Communications of the Southwest, Inc.	3	1	4	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	3	1	4	-	-	-	9
CLR7215, IER7215	GC Pivotal, LLC	-	-	-	-	-	-	-	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
DVS1287	Giggle Fiber, LLC	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
CER4423	Global Connection Inc. of America	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
CLC6842, IEC6842	Granite Telecommunications, 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	
CER4381	Greatcall, Inc.	-	1	1	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	3	
DVS1228	Hughes; HughesNet	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	2	
CER4372	I-Wireless, LLC	-	-	-	1	1	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CER4442	Life Wireless	-	-	-	3	1	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
CR7LLA	Lifeline Administrator	-	-	-	100	196	296	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	296	
CER4485	Locus Telecommunications, LLC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CER4324	Onstar LLC	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6005, IEC6005	Peak Communications	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
CLR7113	Raw Bandwidth Telecom, Inc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	1	
IER6888	Securus Technologies, LLC	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
LEC1016	Sierra Telephone Company, Inc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CLC7002, CLR7002	Sonic Telecom, LLC	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	2	
CLC7005, IER7055	Southern California Telephone Company	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	2	
CER4522	Spectrum Mobile, LLC	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	9	6	15	-	-	-	5	-	5	3	2	5	-	-	-	-	-	-	1	4	5	-	-	30	
CLC6996, IEC6996	Suddenlink Communications	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	-	2	2	-	-	4	
CER4380	Surelink Mobile; TruConnect	-	-	-	4	4	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8	
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	2	-	2	3	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	-	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	2	
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	2	3	5	1	2	3	10	11	21	-	1	1	-	-	-	-	-	-	3	2	5	4	-	4	39
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	3	2	5	-	-	-	1	1	2	2	1	3	-	-	-	-	-	-	1	-	1	3	-	3	14
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	-	1	1	12	12	24	-	2	2	-	-	-	-	-	-	-	-	-	-	2	2	-	-	29	
CLC5807	Utility Telephone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	1	
CLC5253, IEC5253	Verizon Access Transmission Services	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CEC3002, CEC3029, CEC3038	Verizon Wireless	14	14	28	-	-	-	2	4	6	2	2	4	-	-	-	-	-	-	5	1	6	2	-	2	46
CER4327	Virgin Mobile; Assurance Wireless	1	-	1	13	19	32	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	34	
DVS1135	Vonage America, Inc.	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
CLC5553, IEC5553	XO Communications Services	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
Total		132	127	259	153	261	414	85	82	167	26	21	47	-	-	-	-	-	-	83	89	172	25	3	28	1,087