



Annual Report

September 1, 2011 - August 31, 2012



Self-Help for the Elderly
407 Sansome Street
San Francisco, CA 94111

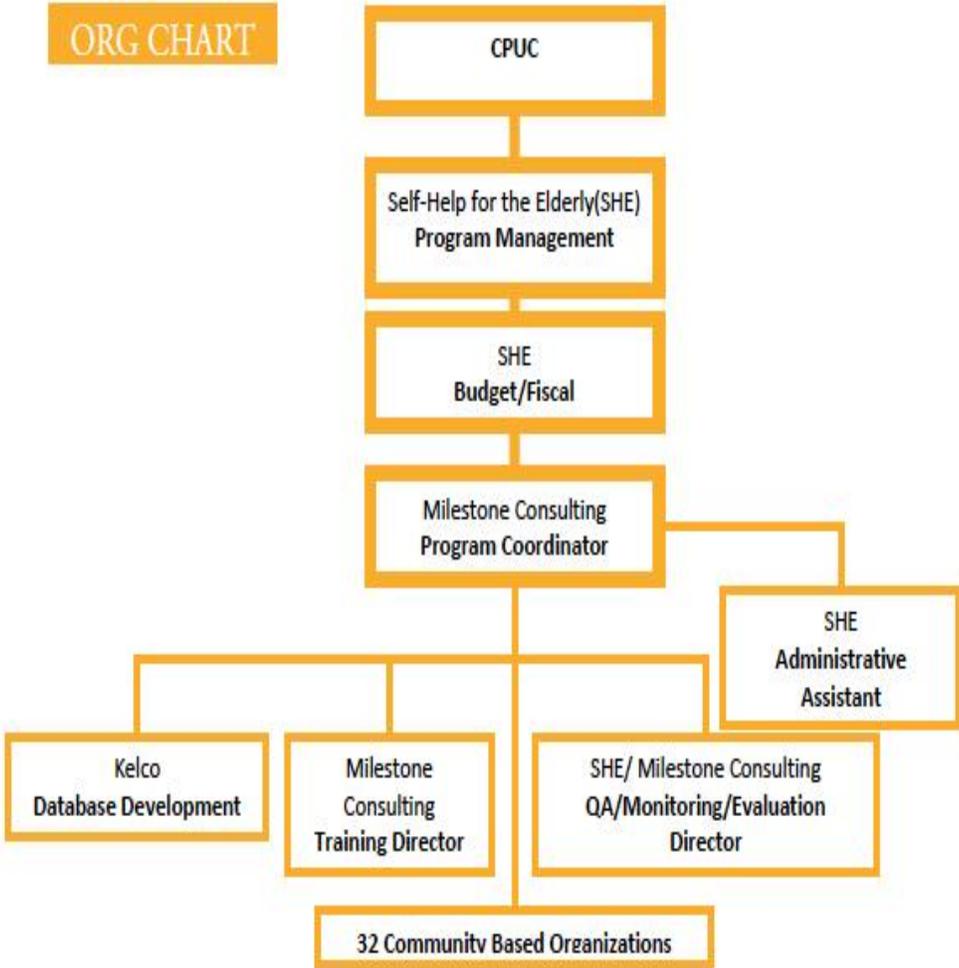
BACKGROUND

The Telecommunications Education and Assistance in Multiple-languages (TEAM) Program was developed to address issues identified in the California Public Utilities Commission (CPUC)'s limited English proficiency decision (D.07.07.043) which emerged from the CPUC's Telecommunications Consumer Protection Initiative (CPI). Self-Help for the Elderly, as lead organization for a statewide coalition of Community Based Organizations (CBOs) representing a diverse group of populations, was awarded a contract to provide services.

This report covers the period of September 1, 2011 – August 31, 2012. The TEAM Collaborative informed potentially 2 million consumers about the availability of services through outreach activities, provided education to more than 61,000 consumers, and assisted them with resolving more than 2,600 complaints. Activities are further described in this report.

Self-Help for the Elderly is the lead agency in the TEAM collaborative, which consists of 32 CBOS throughout California. During this period, TEAM CBOs provided services to consumers in 43 languages.

ORG CHART



TEAM Program Components

The TEAM program provides services to limited English proficient consumers by focusing on three (3) service components -- Program Outreach, Consumer Education, and Complaint Resolution.

Outreach includes publicizing the program by displaying posters, announcing services through the media, attending community events, and ensuring that community leaders and elected representatives are aware of available services.

Education includes providing consumer protection information through small and large group workshops, and one-to-one presentations.

Complaint Resolution services consist of assisting consumers with resolving disputes that they may have about their bills or telecommunications services.

Each component serves a unique purpose, while also building upon and supporting other components. For example, many consumers, particularly recent immigrants, are not aware that they are able to dispute charges on their bills. When they participate in consumer education workshops they learn about various ways in which they can protect themselves and they are better able to identify issues on their bills. This may lead them to seek assistance through complaint resolution services.



A TEAM CBO conducts Outreach at an ethnic community celebration.

Outreach Services

TEAM CBOs conducted program outreach by attending various community events, placing announcements or conducting interviews in local ethnic media. Number reached are based on the potential number of readers, listeners or viewers as reported by media outlets.

Through media outreach and community events, TEAM CBOs potentially reached over 2 million telecommunications consumers in 20 different languages.

Outreach by Language	
Language	Year-to-Date
Amharic	3,000
Arabic	0
Armenian	85,450
Bangala	50
Cambodian	100
Chinese	347,650
Dari	800
English	345,800
Gujarati	0
Hindi	325
Hmong	51,250
Japanese	44,800
Korean	79,700
Lao	0
Pashto	800
Portuguese	40,000
Punjabi	275
Spanish	765,919
Tagalog	101,200
Vietnamese	136,875
TOTAL	2,003,764
*Does not include consumers reached through outreach posters	

Posters

Posters were designed and printed by the CPUC and contain space for CBOs to enter contact information in the primary languages of the populations they serve. At least 22 posters were displayed at CBO facilities reaching a minimum of 2,200 people. This is based on a minimum of 100 individuals viewing each poster. CBOs submit sign-in sheets from the location where the poster is placed.

Community Events/Fairs



CBOs provide program information and educational brochures at various community events, health fairs, and ethnic celebrations. During this period, information was provided to over 360,000 individuals.

Community Event Outreach	
Language	# Reached
Amharic	3,000
Arabic	0
Armenian	450
Bangala	50
Cambodian	100
Chinese	294,650
Dari	800
English	2,800
Gujrati	0
Hindi	325
Hmong	1,250
Japanese	800
Korean	1,700
Lao	0
Pashto	800
Portuguese	0
Punjabi	275
Tagalog	21,200
Spanish	30,919
Vietnamese	1,875
TOTAL	360,994

Media Outreach

Media Outreach is conducted by CBOs through local ethnic newspaper, radio and television outreach, and may include program announcements, calendar placements, and interviews about general TEAM program services or telecommunications issues of importance to consumers. Reported reach is based upon the circulation, listenership, or viewership numbers reported to media outlets.

Television

Television interviews potentially reached nearly 177,000 viewers and were conducted on the following stations/programs in the following languages:

- Ariba Valle Central
- KTSF Channel 26 of the Bay Area
- Univision Central Valley
- Univision, Channel 21
- VNA-TV
- Univision, Angulo
- Hmong TV Network

Television Outreach	
Language	# Reached
Chinese	0
Hmong	50,000
Spanish	86,000
Vietnamese	5,000
TOTAL	177,000

Radio

Radio interviews and announcements potentially reached 550,000 consumers, and were conducted on the following stations/programs and in the following languages:

- Bolsa Radio
- Radio Bilingual
- KIQI 1010 AM Multicultural Broadcasting
- KATD 990 AM
- KAAT 103.1 FM, Fresno
- KSQQ Portuguese Radio
- KRZZ 93.3 FM La Raza

Radio Outreach	
Language	# Reached
Chinese	0
English	0
Hmong	0
Portuguese	40,000
Spanish	440,000
Vietnamese	70,000
TOTAL	550,000

Newspaper

Articles, announcements and advertisements in local ethnic newspapers potentially reached over 1 million readers. Placements were made in the following publications and languages:

Vietnamerican Weekly	Asian Journal
Campbell Express	Tribune USA
Palacio Magazine of Long Beach	World Journal
Vietnamerican Weekly	El Calsificado
The Pocket News	Nor Hyastan Newspapeer
Molorak News	Song Moi Weekly
The Campbell Reporter	Plaza de la Raza News
International Daily News, Chinese	Chinese L.A. Daily News
The Voice	Sing Tao Daily
World Journal	India West
Koream	The China Press
Pakistan Link	Los Feliz Community Guide
The Japanese Daily Sun	Fafu Shimpo
Palacio Long Beach Magazine	Miniondas
Rumores	•

Newspaper Outreach	
Language	# Reached
Armenian	85,000
Bangala	0
Chinese	280,000
English	353,000
Japanese	44,000
Korean	78,000
Spanish	153,000
Tagalog	80,000
Vietnamese	40,000
TOTAL	1,194,000

Legislative Visits

TEAM CBOs visited elected officials and community leaders to provide program information and open channels for referrals of consumers in need of assistance. TEAM program information was provided to the following public officials/offices:

U.S. Senate
Barbara Boxer

U.S. Congress
Joe Baca, 43rd District
Xavier Becerra, 31st District
Dennis Cardoza, 18th District
Jim Costa, 20th District
Bob Filner, 51st District
Michael Honda, 15th District
Zoe Lofgren, 16th District
Jerry McNerney, 11th District
Nancy Pelosi, 12th District
Laura Richardson, 37th District
Linda Sanchez, 39th District
Mike Thompson, 1st District
Lynn Wollsey, 6th District

State Senate
Tom Ammiano, 13th District
Kevin De Leon, 22nd District
Jan Berryhill, 14th District
Ronald Calderon, 30th District
Lou Correa, 34th District
Ted Lieu, 28th District
Carol Liu, 21st District
Alan Lowenthal, 27th District
Michael Rubio, 16th District
Leland Yee, 8th District

State Assembly
Julia Brownley, 41st District
Betsy Butler, 53rd District
Gil Cedillo, 45th District
Roger Dickinson, 9th District
Paul Fong, 22nd District
Linda Halderman, 19, District
Isadore Hall, 64th District

Allan Mansoor, 68th District
Tony Mendoza, 56th District
Henry Perea, 31st District
John Perez, Speaker of the Assembly, 46th District
Jim Silva, 67th District
Jose Solorio, 69th District
Bob Wieckowski, 20th District

Boards of Supervisors

Dave Cortese, Santa Clara County
Bill Dodd, Napa County
Josie Gonzales, San Bernardino
Carole Groom, San Mateo County
Don Horsley, San Mateo County
Jane Kim, San Francisco
Kathy Long, Ventura County
Eric Mar, San Francisco Board of Supervisors
Roberta MacGlashen, Sacramento Board of Supervisors
Phil Serna, Sacramento Board of Supervisors

Mayors and City Councils

David Alvarez, San Diego City Council
Xavier E. Campos, San Jose City Council
Laura Friedman, Glendale Mayor
Eric Garcetti, Los Angeles City Council
Todd Gloria, San Diego City Council
Jerome Horton, Monterey Park City Council
Jose Huizar, Los Angeles City Council
Wayne Lee, Millbrae City Council
Sam T. Liccardo, San Jose City Council
Rafi Manoukian, Glendale City Council
Charles McNedy, San Bernardino City Manager
Gillermo Morantes, San Mateo Trustee
Vivian Moreno, San Diego City Council
Ara Najarian, Glendale City Council
Clinton Olivier, Fresno City Council
Jan Perry, Los Angeles City Council
Frank Quintero, Glendale City Council
Ed Reyes, Los Angeles City Council
Don Rocha, San Jose City Council
Leoncio Vasquez, Fresno City Council
Joe Vinateri, Whittier City Council
Antonio Villaraigosa, Mayor, Los Angeles
Anthony Young, San Diego City Council
Lori Zapf, San Diego City Council

Other

Remedios Gomez Arnau, Mexican Consulate, San Diego
Gustavo Balderas, Superintendent, Madera Unified School District
Lorraine Brueggoman, Madera WIC Program
Van Do-Reynoso, Madera Public Health Director
Jerome Horton, Vice Chair, State Board of Equalization
Mitz Lee, San Diego Human Relations Commission
Dr. Alzira Silva, Director of Asoream Communities
Patrick Soricone, Director, United Way, Silicon Valley
Hal Spangenberg, City of San Jose, Recreation Dept.
Norman Yee, President, San Francisco Board of Education
Judy Young, Vietnamese Youth Development Center

Consumer Education

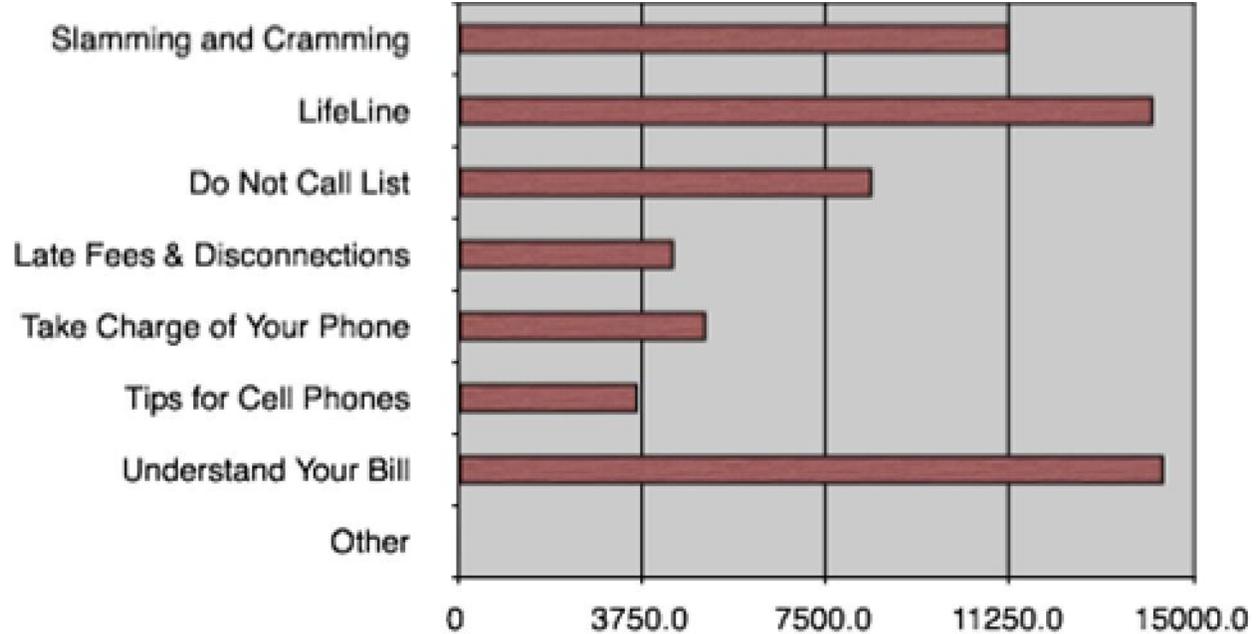
Consumer education consists of educational workshops to small groups and one-to-one education with individuals. Educational topics are based on the CPUC's educational brochures and are conducted in the primary languages of the consumers. During this period, TEAM CBOs provided over 61,000 educational services in 43 different languages.

Consumer Education by Language	
Language	
Amharic	898
Arabic	46
Armenian	1,050
Assyrian	5
Bengali	17
Bosnian	1
Burmese	6
Cantonese	5,602
Dari	628
Dutch	1

English	2,815
Farsi	175
French	5
German	2
Gujarati	48
Hawaiian	0
Hebrew	3
Hindi	239
Hmong	606
Hungarian	1
Indonesian	34
Italian	3
Japanese	1,507
Khmer	472
Korean	1,699
Latvian	1
Laotian	651
Mandarin	818
Mien	1
Nepali	0
Pashto	171
Polish	7
Portuguese	478
Punjabi	179
Russian	57

Romanian	1
Somali	15
Spanish	12,427
Tagalog	2,142
Thai	5
Turkish	1
Urdu	49
Vietnamese	6,362
TOTAL	39,218

Consumer Education by Topic	
Topic	
Slamming and Cramming	11,257
California LifeLine	14,192
Do Not Call List	8,467
Late Fees, Disconnection, Deposits	4,417
Take Charge of Your Phone Service	5,073
Tips for Buying Cell Phone Service	3,683
Understanding Your Phone Bill	14,408
Collections	0
Who to Complaint to	9
VOIP	9
TOTAL	61,515
NOTE: Totals will exceed monthly duplicated count of people educated because some workshops combine more than one topic. In those cases, the number is counted for each topic. Example: 10 people attend a workshop on Slamming and Cramming combined with Understanding Your Phone Bill. 10 people will be counted for each topic.	



Consumer Education Outcomes

Consumers who receive educational services are surveyed immediately before education is provided, and after they receive educational information to determine the effectiveness of presentations. Surveys include questions specific to each educational topic. All consumers are asked about their awareness of the CPUC and the process for lodging a complaint.

Consumer Education Knowledge Gained	
Topic	% With knowledge gained
Slamming and Cramming	98%
California LifeLine	99%
Do Not Call List	97%
Late Fees, Disconnection, Deposits	92%
Take Charge of Your Phone Service	97%
Tips for Buying Cell Phone Service	96%
Understanding Your Phone Bill	98%
Collections (note: no education on subject)	0
Who to Complaint to	99%
VOIP	87%



A TEAM Representative explains how to understand a phone bill to a group during an educational workshop.

Complaint Resolution

TEAM CBOs assist limited English proficient consumers with resolving issues related to their phone bills and/or services. Throughout the program period, CBOs successfully resolved 2,630 consumer complaints. Various statistics are tracked to help TEAM identify trends in complaint issues and populations that may be in need of additional services or education.

Examples of complaints in which TEAM was successful in resolving include:

- Assisted with removing a bundled package billed at \$430.41 per month. Consumer was told that they needed to “make promotional credits” in order to receive a discounted rate and a \$200 rebate. CBO was able to reverse charges and remove unwanted services.
- After signing up for a “Freedom Essentials” bundled package to include internet for \$79.78 per month, the consumer received a bill for \$761.17. The CBO worked with the company to identify an error in a switch request and was able to have the bill credited in the appropriate amount.
- Assisted a consumer who had a bill of \$1,751.13 due to someone fraudulently using their phone number. The CBO assisted the consumer with obtaining police reports, removing the case with a collection agency and having the charges dropped by the phone company.
- Several clients living on tribal lands were assisted with completing tax exemption applications and having charges on bills for taxes reversed.
- Numerous consumers were assisted with canceling costly and unwanted bundled packages.
- Negotiated a waiver of a monthly \$36 electronic transfer fee for a blind and disabled elderly consumer who was unable to travel to pay the bill.
- CBOs dealt with numerous 3rd party charges to bills for services the consumers did not order or understand.
- Asked for bills to be sent in Spanish for a monolingual consumer who was embarrassed to call the company himself.
- Received credit for a consumer who was given a faulty cell phone and then charged \$499.99 for a replacement.
- Assisted a consumer with a cell phone on which the Speaker button was the same as the Internet button. Whenever the consumer used the speaker on the phone, she was being charged for internet usage without her knowledge.
- Received a credit of over \$93.00 for a consumer who was able to show that he was charged for numerous dropped calls.
- Assisted a LifeLine consumer with dropping a bundled package she was sold costing \$124.00 per month.
- Negotiated on behalf of a consumer living on tribal lands who was told that they needed to install new phone lines in order to get service. Phone lines were at the house,

but the company indicated they could not use existing lines. The low income consumer was told they would need to pay \$125.00 per hour to have a line installed or hire someone else to dig a trench for the phone line. Consumer chose to dig the trench themselves in order to get phone service.

- Helped a consumer who had been charged \$120.00 for a repair visit when the technician did not resolve the problem.
- Advocated on behalf of a 90 year old monolingual Spanish speaker who was recently widowed. The CBO helped her change the service into her name, and upon reviewing past bills, found that she was being charged for 2 different long distance plans, and for internet service even though she did not own a computer and was illiterate. The CBO helped the consumer save \$507 per year.
- Reduced a consumer's phone bill because they had an international calling plan for \$.55 per minute, but had been charged \$.99 per minute.
- Assisted a consumer who had been charged \$ 8.73 per minute for a long distance call. Charges were reversed for the consumer, however this was only agreed to by the company after the consumer agreed to purchase a calling plan for \$ 6.00 per month.
- Helped an elderly woman work with the company to change her phone number after she had received frightening phone calls from the County jail for several nights in a row.
- Utilized TEAM's legal resources to resolve an issue for an elderly Japanese man who bought a cell phone from a company that kept changing its name and location, and was not crediting the consumer's payments each month. The consumer's account was eventually credited the full amount of improper charges in the amount of \$ 427.88.
- Advocated for a consumer who had been billed for services she did not request, including a bundled package. Resolution of the case took several calls because the initial agreement was not implemented by the phone company. When the CBO followed up with the company, they stated that since they had no notes on the agreement, they would not be able to honor the negotiation to reduce the previous bill. The CBO persisted and was able to receive a credit to the consumer's bill in the amount of \$87.96 for services they were charged for and did not order.
- Removed charges of \$57.66 for data services that the consumer mistakenly incurred while pressing buttons on his cell phone.
- Removed charges on a bill for downloads that the consumer did not purchase.
- Received credit for a 3rd party billing for text messages the consumer did not request. The consumer did not understand the English text messages which instructed him to reply "STOP" to stop the charges.

- Assisted with getting a refund on a 3rd party charge for a client who had previously requested that all 3rd party charges be blocked.
- Recovered \$119.88 for a client who accidentally pressed buttons on her cell phone which prompted texting and navigation fees. The client was unable to understand the English messages that appeared on her screen.
- Assisted with recovering charges for internet services that had been cancelled in previous months.
- Assisted a senior citizen with determining an appropriate long distance plan to meet her needs and budget. The CBO helped the client find the average number of minutes per month spent on long distance calls and found a plan that would save the senior over \$400 per year. Bundled package services that the client had not requested were also removed.
- Negotiated the reduction of a bill in collections and saved the consumer \$641.47 for long distance calls the consumer did not make.
- Removed crammed bundled services and long distance plan, saving the consumer \$92.38 per month.
- Adjusted the bill for a consumer who was promised a 12-month promotional price that was not honored.
- Assisted an elderly Chinese-Speaking couple with problems related to USBI slamming, improper long distance call charges, 3rd party billing issues, and non-working equipment. Resolution of the case required the CBO to conduct 7 different phone conversations over 4 days and eventually resulted in reversal of incorrect charges.
- Assisted numerous clients who were removed from California LifeLine.
- Adjusted calling plan for an elderly client who could not understand the English recorded message telling her to press "69" to remove a caller ID blocking function. The monolingual Japanese-speaker had been unable to call her daughter in Hawaii because they both had call blocking and neither of them knew what that was.
- Removed charges for a bill that was billed to the wrong consumer and later sent to collections. Charges were rescinded in the amount of \$112.00.
- Reversed charges for a consumer who had cancelled services. The phone company "seasonally suspended" the account instead of canceling. Company acknowledged the error and canceled the charges.
- Assisted a monolingual Korean-speaking student who was sold a Hot Spot and told in Korean that the charges would be different than what was actually billed. After several

telephone calls and review of bills and contracts, the CBO found that a material change had been made to the contract, which added charges from 3G to 4G and additional monthly charges. Notices of changes were in fine print on the bill, and only in English.

- Assisted a client who received phone calls at 3:30 a.m. every single day with a recorded message.
- Negotiated on behalf of a consumer with prepaid wireless plan when minutes were not credited to the account after a payment had been made. The company refused to provide a billing statement to the consumer. The only methods by which the company would accept payment required a \$2.00 fee. The CBO was able to convince the company to send billing statements that showed that the consumer had paid as required and minutes were added to this account. The CBO was also able get a “pass code” from the company which would allow the consumer to pay his bill for a fee of \$.25 instead of \$2.00.

Complaints Resolved by City of Residence

Alhambra	14
Anaheim	16
Annapolis	1
Artesia	5
Azusa	1
Belmont	1
Berkeley	1
Beverly Hills	8
Bloomington	3
Brea	2
Burbank	20
Burlingame	1

Camarillo	1
Campbell	25
Carson	1
Clarksburg	1
Clear Lake	1
Clovis	6
Coalinga	2
Colton	17
Corona	10
Cotati	1
Covina	2
Culver City	3
Cupertino	3
Daly City	6
Davis	3
Diamond Bar	1
Dublin	2
E. Palo Alto	34
Eagle Rock	1
Earlimart	3
El Monte	28
EL Sobrante	1

Elk Grove	1
Escondido	1
Fillmore	2
Firebaugh	4
Fontana	11
Foster City	1
Fountain Valley	10
Fremont	16
Fresno	179
Fullerton	2
Garden Grove	16
Gardena	12
Glendale	75
Gonzales	2
Grand Terrace	1
Gualala	11
Half Moon Bay	4
Harbor City	2
Hawaiian Gardens	3
Hayward	1
Highland	20
Hollywood	2

Huntington Beach	1
Huron	1
Inglewood	2
Irvine	7
Kelseyville	5
Kerman	2
Kingsburg	2
La Crescenta	1
La Mesa	1
La Puente	1
Lakeport	16
Lancaster	1
Laton	1
Livermore	3
Lodi	5
Loma Linda	3
Long Beach	4
Los Angeles	537
Los Gatos	1
Los Osos	1
madera	111
Manchester	1

Mendota	12
Menlo Park	8
Midway City	13
Milpitas	9
Modesto	1
Monrovia	1
Montebello	4
Monterey Park	3
Monterey Part	1
Montrose	5
Moreno Valley	2
Morgan Hill	1
Mountain View	4
N Hollywood	1
National City	1
Newark	3
Newbury Park	1
Newport Coast	1
North Fork	3
North Hollywood	2
Norwalk	2
Oakland	2

Ontario	3
Orange	7
Orange Cove	6
Orosi	1
Oxnard	34
Pacifica	3
Pacoima	1
Panorama City	4
Parlier	6
Pico Rivera	1
Pinedale	1
Placentia	1
Point Arena	9
Port Hueneme	3
Potter Valley	1
Rancho Cucamonga	3
Rancho Palos Verdes	2
Redlands	6
Redwood Valley	19
Redwood City	14
Reedley	2
Reseda	5

Rialto	10
Riverdale	2
Riverside	3
Rosemead	7
S. Pasadena	1
Sacramento	71
Salinas	10
San Bernardino	62
San Bruno	2
San Diego	136
San Francisco	257
San Gabriel	2
San Jose	150
san Leandro	2
San Mateo	21
San Roman	2
San Ysidro	8
Sanger	20
Santa Ana	24
Santa Clara	7
Santa Cruz	1
Santa Monica	3

Santa Paula	5
Santa Rosa	3
Saratoga	5
Selma	16
Simi Valley	1
Soledad	2
South El Monte	1
South Gate	4
South San Francisco	6
Spring Valley	1
Stewarts Point	9
Stockton	118
Sun Valley	9
Sunnyvale	8
Tarzana	2
Torrance	14
Tujunga	5
Ukiah	35
Union City	3
Upland	1
Vacaville	1
Van Nuys	9

Ventura	3
Visalia	2
Walnut	2
Watsonville	2
West Covina	3
West Sacramento	4
Westminster	27
Whittier	2
Windsor	2
Winnetka	1
Woodland	2
Yucaipa	1
TOTAL	2,630

TEAM CBOs inquire about LifeLine enrollment to determine whether assistance with applying for program enrollment may be needed. TEAM CBOs are not paid to assist with enrollment, but help consumers with this task as needed.

Is the consumer currently enrolled in the California LifeLine Program?	
No	1,164
Yes	1,466
Total	2,630

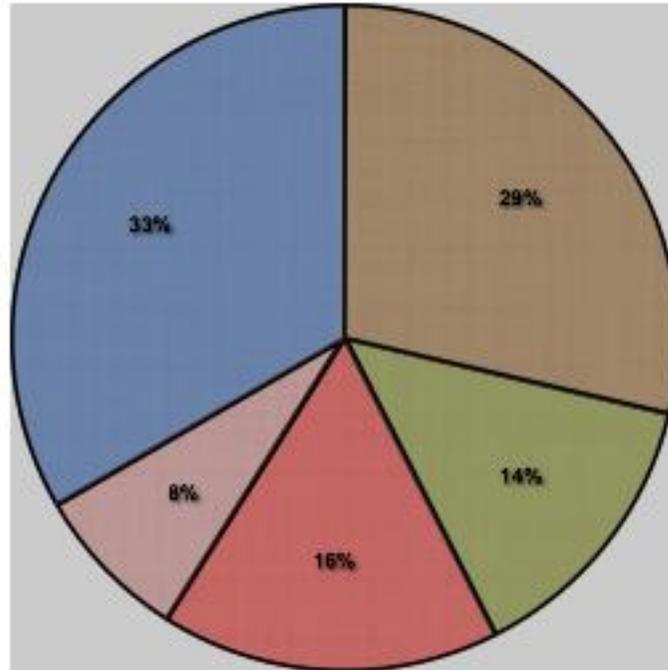
* Note that this reports the number of consumers served who were enrolled in the California LifeLine Program at the time they received service. Many consumers served were eligible for LifeLine and had been dropped from the program or denied enrollment. Although the TEAM program does not compensate CBOs for enrolling consumers into the LifeLine program, many CBOs choose to provide that assistance when they are able.

TEAM CBOs inquire about home ownership to determine whether the consumer is unnecessarily paying for WirePro protection that should be provided by the landlord:

Is the consumer a homeowner or renter?	
Own	527
Rent	2,103
Total	2,630

Spanish
 Chinese
 Vietnamese
 Korean

23 Other Languages



The primary language of the consumer is tracked to help identify trends in marketing or service issues:

Complaints by Language

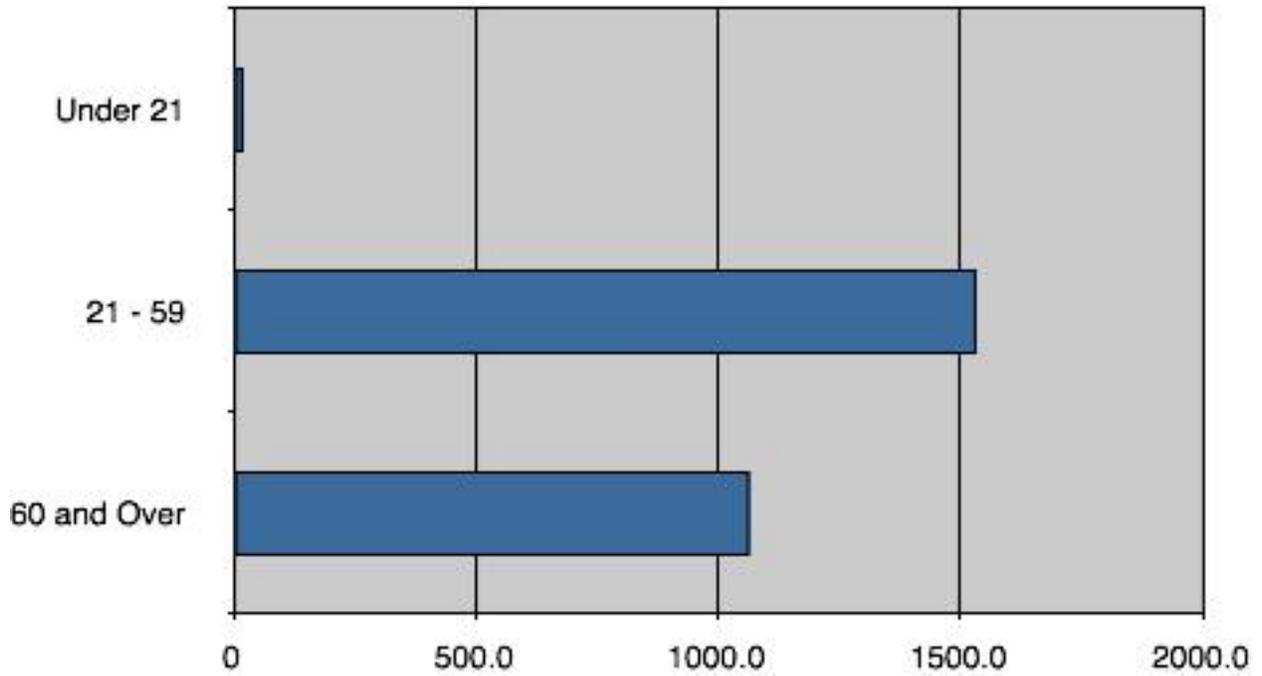
Amharic	21
Arabic	3
Armenian	114
Burmese	3
Cambodian	38
Cantonese	284
Cebuano	12
Dari	16

English	291
French	1
Hindi	27
Hmong	55
Ilokano	37
Indonesian	10
Japanese	92
Khmer	8
Korean	201
Lao	33
Mandarin	80
Pashto	2
Persian	17
Portuguese	8
Russian	5
Spanish	754
Tagalog	72
Thai	11
Urdu	2
Vietnamese	433
TOTAL	2,630

A consumer's language does not automatically identify ethnicity. For example, an Armenian may speak Armenian, Farsi, Russian or Arabic.

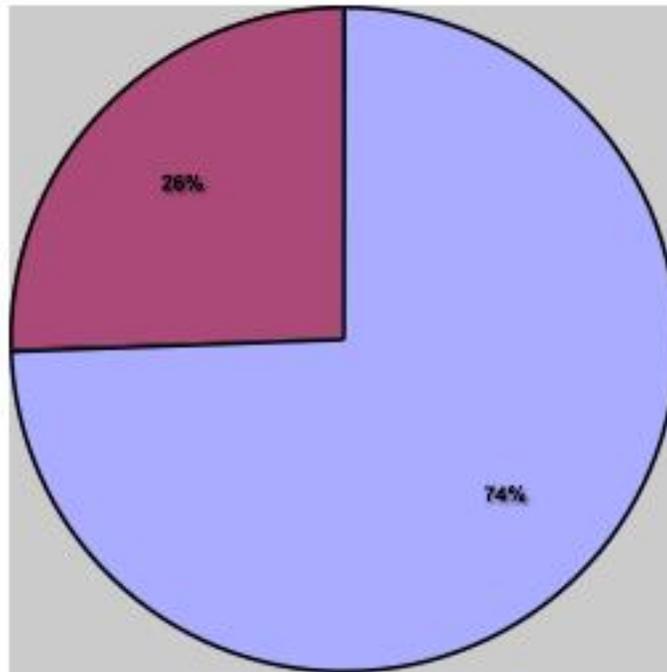
Complaints by Ethnicity	
Afghan	17
African-American	69
Armenian	115
Burmese	3
Cambodian	46
Caucasian American	57
Chinese	364
Disabled Veteran	1
Eastern-European	8
Filipino	123
Hawaiian	1
Hmong	56
Indian	28
Indonesian	8
Iranian	15
Japanese	95
Korean	202

Laotian	39
Latino	807
Middle-Eastern	1
Native American	114
Pakistani	2
Portuguese	9
Russian	6
Thai	8
Vietnamese	436
TOTAL	2,630



TEAM CBOs track the general age range of consumers to help identify areas in need of additional outreach and to provide demographics of the clients served.

Complaints Resolved by Age of Consumer	
21 - 59	1,543
60 and over	1,066
Under 21	21
TOTAL	2,630

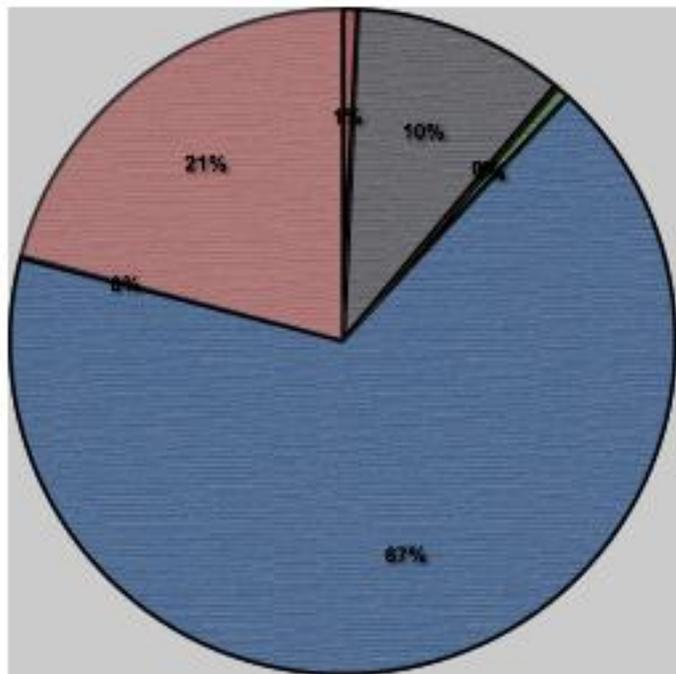
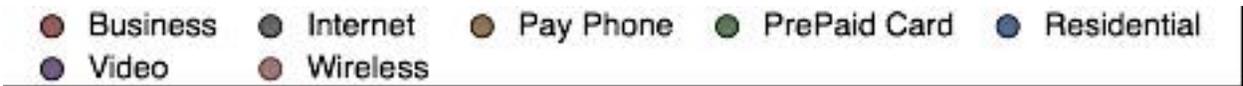


To evaluate how many low income clients CBOs assist, income levels are tracked:

Complaints Resolved by income Level	
\$25,000 and over	672
Under \$25,000	1,958
TOTAL	2,630

Complaints are categorized into six (6) different service types:

Complaints Resolved by Service Type	
Business	19
Internet	271
Pay Phone	4
Pre-paid phone card	17
Residential	1768
Video	2
Wireless	549
TOTAL	2,630



TEAM CBOs categorize complaints by issue type. Many complaints have more than one issue.

Complaints Resolved by Issue Type

3rd Party Billing	65
Cramming	611
Faulty Equipment	40
In-Language - Contract	37
In-Language - Customer Service	429
Lifeline	221
Maintenance Agreement	25
Misleading Ads	18
Misrepresentation	81
Over billing	1418
Poor Coverage / Drop calls / No Coverage	47
Pre-Paid Calling	15
Promotion/ Award Not Honored	179
Repairs/Installation	47
Rude Customer Service	45
Slamming	129

Termination Fee	70
Undisclosed Fee	89
WirePro	267
Wrong Rate	169
Wrongful Disconnection	30
TOTAL	4,032

Note: Total number of issues may exceed total number of complaints because many complaints involve more than one issue.