



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT February 2011**

# Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	8
Pay Telephone Companies - Complaint Activity	9
Water and Wastewater Companies - Complaint Activity	10
Cramming - Unauthorized Additional Local Telephone Service Charges	11
Local Slamming - Unauthorized Local Telephone Carrier Change	12
Long Distance Slamming - Unauthorized Long Distance Carrier Change	13
Definitions	14

## **Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION**

If you have questions about regulated utility services, you may:

\* CALL the Division of Service, Safety & Consumer Assistance at 1-800-342-3552

\*FAX your questions to 1-800-511-0809

\*E-MAIL the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

\*Or WRITE to:

Florida Public Service Commission  
Division of Service, Safety & Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

## Consumer Activity Overview February 2011

<b>Complaints Received &amp; Entered into CATS</b>		<b>868</b>
Electric	67	
Gas	7	
Competitive Local Exchange Telephone	49	
Local Exchange Telephone	117	
Long Distance Telephone	34	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	9	
<b>Non-certificated Company Complaints Logged</b>	<b>1</b>	
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	1	
Industry Unknown	0	
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>		<b>480</b>
Electric	460	
Gas	9	
Telecommunications	11	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>47</b>
Electric	34	
Gas	0	
Telecommunications	13	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>57</b>
Electric	51	
Gas	4	
Telecommunications	2	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>3,341</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,209</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	629	3,068	3,697
Mail	32	58	90
Internet	192	208	400
Fax	15	7	22
<b>Totals</b>	<b>868</b>	<b>3,341</b>	<b>4,209</b>

## Cases by Industry

**February 2011**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	67	8 %	278	8 %
Natural Gas	7	1 %	31	1 %
Telecommunications	200	23 %	2029	61 %
Competitive Local Exchange Telephone	49	6 %		
Local Exchange Telephone	117	13 %		
Long Distance Telephone	34	4 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	9	1 %	151	5 %
Non-certificated Company Cases logged**	1	0 %	852	26 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	480	55 %		
E-Transfers	47	5 %		
Cases Received & Closed by 3 Day Rule	57	7 %		
<b>Total</b>	<b>868</b>	<b>100 %</b>	<b>3,341</b>	<b>100 %</b>

Information provided by Consumer Activity Tracking System(CATS). Includes contacts from phone calls, letters, faxes and the Internet.

\*Figures have been rounded.

\*\*Non-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

# Complaints Received by County

## February 2011



Note: County name not available for 14 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	7	17	24	49
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	6
GULF POWER COMPANY	0	0	0	2
PROGRESS ENERGY FLORIDA, INC.	10	23	33	67
TAMPA ELECTRIC COMPANY	2	6	8	23
<b>TOTALS**</b>	<b>19</b>	<b>48</b>	<b>67</b>	<b>147</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Natural Gas Companies

## Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	7
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	4
PEOPLES GAS SYSTEM	2	1	3	8
<b>TOTALS**</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>19</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Local Telephone Companies

## Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	30	44	74	169
CENTURYLINK	4	6	10	19
FAIRPOINT COMMUNICATIONS	1	0	1	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	1	1	1
VERIZON FLORIDA LLC	9	20	29	62
WINDSTREAM FLORIDA, INC.	2	0	2	2
<b>TOTALS**</b>	<b>46</b>	<b>71</b>	<b>117</b>	<b>254</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*



# Competitive Local Exchange Telephone Companies

## Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	0	2	2	6
BELLERUD COMMUNICATIONS, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	2	2	7
BIRCH TELECOM OF THE SOUTH, INC.	0	1	1	2
BROADVOX-CLEC, LLC	1	0	1	1
BUDGET PHONE	4	0	4	6
CBEYOND COMMUNICATIONS, LLC	1	0	1	1
CLEAR RATE COMMUNICATIONS, INC.	1	0	1	1
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	8
DELTACOM, INC.	0	3	3	4
EASY TELEPHONE SERVICES COMPANY	6	1	7	27
EXPRESS PHONE SERVICE	2	0	2	5
FLATEL, INC.	2	0	2	5
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
LIFECONNEX TELECOM, LLC	0	4	4	8
PAETEC COMMUNICATIONS, INC.	0	0	0	2
POWERNET GLOBAL COMMUNICATIONS, INC.	0	1	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SUN-TEL USA, INC.	1	0	1	1
VERIZON ACCESS TRANSMISSION SERVICES	1	1	2	2
WINDSTREAM NUVOX INC.	6	0	6	11
XO COMMUNICATIONS SERVICES, INC.	0	2	2	2
<b>TOTALS**</b>	<b>32</b>	<b>17</b>	<b>49</b>	<b>106</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Long Distance Telephone Companies

## Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICA NET, LLC	4	0	4	4
AMERICATEL CORPORATION	0	0	0	3
AT&T	5	5	10	17
AT&T LONG DISTANCE SERVICE	0	2	2	4
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTURYLINK COMMUNICATIONS	2	0	2	2
CLEAR RATE COMMUNICATIONS, INC.	0	1	1	3
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	1
DELTACOM, INC.	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	2	2	9
GLOBAL TEL*LINK CORPORATION	0	2	2	5
HBS BILLING SERVICES COMPANY	0	0	0	1
IDC TELECOMMUNICATIONS	0	1	1	3
ILD TELESERVICES	0	0	0	3
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	3
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	2
ONELINK COMMUNICATIONS, INC.	1	0	1	1
OPTIC INTERNET PROTOCOL, INC.	0	0	0	2
PREFERRED LONG DISTANCE, INC.	0	1	1	2
SECURUS TECHNOLOGIES, INC.	1	0	1	2
SILV COMMUNICATION INC.	2	1	3	3
TM TELCOMM CORP.	0	0	0	1
UNITED TELECOM INC.	1	0	1	1
VARTEC TELECOM, INC.	0	0	0	1
VERIZON BUSINESS SERVICES	0	0	0	2
VERIZON LONG DISTANCE LLC	1	1	2	3
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
WINDSTREAM NUVOX, INC.	0	0	0	1
ZERO PLUS DIALING	0	0	0	1
<b>TOTALS**</b>	<b>17</b>	<b>17</b>	<b>34</b>	<b>85</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Pay Telephone Companies

## Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL	0	0	0	2
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
INTERSTATE TELECOMMUNICATIONS, INC.	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

## Water & Wastewater Companies

### Complaint Activity - February 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	1	2	3	5
AQUA UTILITIES FLORIDA, INC.	1	1	2	11
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
ARMA WATER SERVICE, LLC	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	2
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	2
HEATHER HILLS ESTATES UTILITIES, LLC	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	2
NI FLORIDA, LLC	1	0	1	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	2
UTILITIES, INC. OF FLORIDA	1	0	1	1
WILDWOOD WATER COMPANY	0	0	0	1
<b>TOTALS**</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>45</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Unauthorized Additional Telephone Service Charges

## "Cramming"

### Cases Resolved - February 2011

	Month	Year-To-Date
AT&T FLORIDA	4	5
CENTURYLINK	0	1
ENHANCED SERVICES BILLING, INC.	4	8
HBS BILLING SERVICES COMPANY	1	1
ILD TELESERVICES	2	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
VERIZON FLORIDA LLC	1	3
<b>TOTALS*</b>	<b>12</b>	<b>21</b>

*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Unauthorized Telephone Service Charges

## "Local Slamming"

### Cases Resolved - February 2011

	Month	Year-To-Date
AMERICA NET, LLC	4	4
AMERICAN DIAL TONE, INC.	0	1
AT&T FLORIDA	0	2
BIRCH COMMUNICATIONS, INC.	0	2
CENTURYLINK COMMUNICATIONS	1	1
CLEAR RATE COMMUNICATIONS, INC.	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	2
EASY TELEPHONE SERVICES COMPANY	5	25
OPTIC INTERNET PROTOCOL, INC.	0	2
PREFERRED LONG DISTANCE, INC.	0	1
SILV COMMUNICATION INC.	2	2
UNITED TELECOM INC.	1	1
<b>TOTALS*</b>	<b>15</b>	<b>44</b>

*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - February 2011

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T	5	7
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
IDC TELECOMMUNICATIONS	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
ONELINK COMMUNICATIONS, INC.	1	1
WILTEL COMMUNICATION, LLC	0	1
<b>TOTALS*</b>	<b>6</b>	<b>14</b>

*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

# DEFINITIONS

**Access Line or Subscriber Line** - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central Office.

**Billing** - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

**Case** - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

**Complaint** - A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

**Complaint Activity** - The total number of complaints logged with regulated utilities or resolved within a given period of time.

**Complaints Logged** - The number of complaints received from customers filed with the utilities.

**Complaints Resolved** - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

**Consumer Activity Tracking System (CATS)** - A database system that tracks complaints and information requests filed with the Florida Public Service Commission.

**Contact** - A communication with the Commission either in writing (letter, fax, or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

**Cramming** - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers's knowledge or consent.

**Information Request** - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

**Service** - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

**Shared Tenant Service (STS)** - As defined in section 364.339(1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangements to tenants by an entity other than an existing local telephone company.

**Tariff** - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

**Telephone Transfer Connect (Warm Transfer)** - A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.