



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT March 2011**

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## **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 March 2011

<b>Complaints Received &amp; Entered into CATS</b>		<b>993</b>
Electric	53	
Gas	9	
Competitive Local Exchange Telephone	103	
Local Exchange Telephone	137	
Long Distance Telephone	42	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	24	
<b>Non-certificated Company Complaints Logged</b>	<b>1</b>	
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>	<b>513</b>	
Electric	480	
Gas	11	
Telecommunications	22	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>	<b>50</b>	
Electric	37	
Gas	0	
Telecommunications	13	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>	<b>59</b>	
Electric	59	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>3,644</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,637</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	758	3,280	4,038
Mail	33	74	107
Internet	188	272	460
Fax	14	18	32
<b>Totals</b>	<b>993</b>	<b>3,644</b>	<b>4,637</b>

## Cases by Industry

**March 2011**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	53	5 %	272	7 %
Natural Gas	9	1 %	46	1 %
Telecommunications	284	28 %	2190	60 %
Competitive Local Exchange Telephone	103	10 %		
Local Exchange Telephone	137	14 %		
Long Distance Telephone	42	4 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	24	2 %	218	6 %
Non-certificated Company Cases logged**	1	0 %	918	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	513	52 %		
E-Transfers	50	5 %		
Cases Received & Closed by 3 Day Rule	59	6 %		
<b>Total</b>	<b>993</b>	<b>100 %</b>	<b>3,644</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

## March 2011



Note: County name not available for 13 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	6	8	14	64
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	8
GULF POWER COMPANY	1	2	3	5
PROGRESS ENERGY FLORIDA, INC.	10	16	26	93
TAMPA ELECTRIC COMPANY	2	6	8	31
<b>TOTALS**</b>	<b>19</b>	<b>34</b>	<b>53</b>	<b>201</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 - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	8
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	1
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	7
PEOPLES GAS SYSTEM	1	3	4	12
<b>TOTALS**</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>28</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 - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	36	53	89	258
CENTURYLINK	1	8	9	28
FAIRPOINT COMMUNICATIONS	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
VERIZON FLORIDA LLC	13	26	39	100
WINDSTREAM FLORIDA, INC.	0	0	0	2
<b>TOTALS**</b>	<b>50</b>	<b>87</b>	<b>137</b>	<b>390</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 - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	3	2	5	11
ASTRO TEL, INC.	0	1	1	1
BELLERUD COMMUNICATIONS, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	1	1	7
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	0	0	0	6
CBEYOND COMMUNICATIONS, LLC	0	1	1	2
CLEAR CHOICE COMMUNICATIONS	0	1	1	1
CLEAR RATE COMMUNICATIONS, INC.	0	0	0	1
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	0	3	11
DELTACOM, INC.	0	0	0	4
EASY TELEPHONE SERVICES COMPANY	1	2	3	30
EXPRESS PHONE SERVICE	18	54	72	77
FLATEL, INC.	1	2	3	8
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	2
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
LIFECONNEX TELECOM, LLC	1	1	2	10
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	0	0	2
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
PREFERRED LONG DISTANCE, INC.	1	0	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
STS TELECOM	1	0	1	1
SUN-TEL USA, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1	1	1
VOX3COM	0	1	1	1
WINDSTREAM NUVOX, INC.	2	3	5	16
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
<b>TOTALS**</b>	<b>32</b>	<b>71</b>	<b>103</b>	<b>208</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 - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICA NET, LLC	2	0	2	6
AMERICATEL CORPORATION	0	1	1	4
AT&T	1	3	4	21
AT&T LONG DISTANCE SERVICE	0	5	5	9
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	0	0	2
CLEAR CHOICE COMMUNICATIONS	0	2	2	2
CLEAR RATE COMMUNICATIONS, INC.	0	1	1	4
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
COMMUNICATION TELEFONICAS LATINAS CORP	2	1	3	3
CUSTOM TELECONNECT, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	0	0	9
GLOBAL TEL *LINK CORPORATION	2	2	4	9
HBS BILLING SERVICES COMPANY	0	0	0	1
IDC TELECOMMUNICATIONS	0	0	0	3
IDT AMERICA, CORP.	0	1	1	1
ILD TELESERVICES	0	7	7	10
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	3
MULTIPHONE LATIN AMERICA, INC.	1	0	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	3	0	3	5
PREFERRED LONG DISTANCE, INC.	0	0	0	2
SECURUS TECHNOLOGIES, INC.	1	0	1	3
SILV COMMUNICATION INC.	1	0	1	3
STI PREPAID, LLC	1	0	1	1
TELEUNO, INC.	1	0	1	1
TM TELCOMM CORP.	0	0	0	1
UNITED TELECOM INC.	0	0	0	2
VARTEC TELECOM, INC.	0	0	0	1
VERIZON BUSINESS SERVICES	0	0	0	2
VERIZON LONG DISTANCE LLC	1	1	2	5
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1

# Long Distance Telephone Companies

## Complaint Activity - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WINDSTREAM NUVOX, INC.	0	1	1	2
ZERO PLUS DIALING	0	1	1	2
<b>TOTALS**</b>	<b>16</b>	<b>26</b>	<b>42</b>	<b>127</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 - March 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
ICSOLUTIONS	1	0	1	1
INTERSTATE TELECOMMUNICATIONS, INC.	0	0	0	1
TRINITY HOLDINGS LTD., INC.	1	0	1	1
<b>TOTALS**</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>7</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 - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	3	4	9
AQUA UTILITIES FLORIDA, INC.	1	4	5	5
AQUA UTILITIES FLORIDA, INC.	0	2	2	13
AQUA UTILITIES FLORIDA, INC.	0	1	1	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
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
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	1	1	2
LABRADOR UTILITIES, INC.	1	0	1	2
LAKE UTILITY SERVICES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	2
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1
NI FLORIDA, LLC	1	0	1	3
PARK WATER COMPANY	1	1	2	2
PARKLAND UTILITIES, INC.	0	1	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	1	1	2
PLURIS WEDGEFIELD, INC.	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	1	1	1
WILDWOOD WATER COMPANY	1	0	1	2
<b>TOTALS**</b>	<b>6</b>	<b>18</b>	<b>24</b>	<b>69</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 - March 2011

	Month	Year-To-Date
AT&T FLORIDA	2	7
CENTURYLINK	4	5
ENHANCED SERVICES BILLING, INC.	3	11
HBS BILLING SERVICES COMPANY	0	1
ILD TELESERVICES	0	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
SILV COMMUNICATION INC.	1	1
VERIZON FLORIDA LLC	0	3
<b>TOTALS*</b>	<b>10</b>	<b>31</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 - March 2011

	Month	Year-To-Date
AMERICA NET, LLC	2	6
AMERICAN DIAL TONE, INC.	0	1
AT&T FLORIDA	1	3
BIRCH COMMUNICATIONS, INC.	0	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
CLEAR RATE COMMUNICATIONS, INC.	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	2
COMMUNICATION TELEFONICAS LATINAS CORP	2	2
EASY TELEPHONE SERVICES COMPANY	0	25
EMBARQ COMMUNICATIONS, INC. D/B/A CENTURYLINK COMMUNICATIO	0	1
EXPRESS PHONE SERVICE	1	1
OPTIC INTERNET PROTOCOL, INC.	3	5
PREFERRED LONG DISTANCE, INC.	1	1
PREFERRED LONG DISTANCE, INC.	0	1
SILV COMMUNICATION INC.	1	2
UNITED TELECOM INC.	0	2
VERIZON FLORIDA LLC	1	1
<b>TOTALS*</b>	<b>13</b>	<b>57</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 - March 2011

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T	0	6
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.	0	1
TELEUNO, INC.	1	1
WILTEL COMMUNICATION, LLC	0	1
<b>TOTALS*</b>	<b>1</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.