



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT FEBRUARY 2006

Data Compiled on 3/8/2006

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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 Regulatory Compliance and 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 Regulatory Compliance and Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

## Consumer Activity Overview - February 2006

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,686</b>
Electric	166	
Gas	63	
Competitive Local Exchange Telephone	147	
Local Exchange Telephone	182	
Long Distance Telephone	181	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	37	
Non-certificated Company Complaints Logged		8
Electric	1	
Gas	0	
Telecommunications	7	
Water / Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		620
Electric	332	
Gas	0	
Telecommunications	287	
Water / Wastewater	1	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		104
Electric	68	
Gas	0	
Telecommunications	36	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		174
Electric	111	
Gas	0	
Telecommunications	63	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>1,746</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b><u>3,432</u></b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,148	1,432	2,580
Mail	107	80	187
Internet	398	208	606
Fax	33	26	59
<b>Totals</b>	<b>1,686</b>	<b>1,746</b>	<b>3,432</b>

## Cases by Industry February 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	166	10%	396	23%
Natural Gas	63	4%	51	3%
Telecommunications	513	30%	530	30%
Competitive Local Exchange Telephone	147	9%		
Local Exchange Telephone	182	11%		
Long Distance Telephone	181	11%		
Pay Telephone	4	<1%		
Shared Tenant	0	0%		
Water & Wastewater	37	2%	111	6%
Non-certificated Company Cases Logged**	8	<1%	658	38%
Telephone Transfer-Connects (Calls Transferred to Utilities)	620	37%		
E-Transfers	104	6%		
Cases Received & Closed by 3 Day Rule	174	10%		
<b>Total</b>	<b>1,686</b>	<b>100%</b>	<b>1,746</b>	<b>100%</b>

Information provided by the 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 2006



Note: County name not available for 98 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

## Electric Companies Complaint Activity – February 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	19	45	64	133
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	2
GULF POWER COMPANY	0	1	1	2
PROGRESS ENERGY FLORIDA, INC.	25	64	89	143
TAMPA ELECTRIC COMPANY	3	8	11	18
<b>TOTALS**</b>	<b>47</b>	<b>119</b>	<b>166</b>	<b>298</b>
<i>*Please see Definitions.</i>				
<i>**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.</i>				

## Natural Gas Companies Complaint Activity – February 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	1	0	1	3
FLORIDA CITY GAS	4	29	33	55
FLORIDA PUBLIC UTILITIES COMPANY	0	6	6	12
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	19	23	44
<b>TOTALS**</b>	<b>9</b>	<b>54</b>	<b>63</b>	<b>114</b>
<i>*Please see Definitions.</i>				
<i>**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.</i>				

## Local Telephone Companies Complaint Activity - February 2006

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	2	1	3	4
BELLSOUTH	66	47	113	274
FRONTIER	0	0	0	1
GTC, INC. D/B/A GT COM	0	3	3	3
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0
NE FLORIDA	0	0	0	0
QUINCY/TDS	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0
SPRINT-FLORIDA	24	15	39	88
VERIZON FLORIDA, INC.	14	10	24	54
<b>TOTALS**</b>	<b>106</b>	<b>76</b>	<b>182</b>	<b>424</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 2006**

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ACCERIS MANAGEMENT & ACQUISITION	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	0	0	2
AMERICATEL CORPORATION	0	0	0	1
AT&T	3	9	12	23
AT&T LONG DISTANCE	1	0	1	1
AUGLINK COMMUNICATIONS, INC.	0	0	0	1
AZUL TEL, INC.	0	0	0	1
BIRCH TELECOM OF THE SOUTH, INC. D/B/A BIRCH TELECOM AND D	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	1	4	6
BUDGET PHONE, INC.	1	0	1	1
BULLSEYE TELECOM, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	3	0	3	3
CLEARTEL TELECOMMUNICATIONS, INC.	3	1	4	9
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	3	6	16
COX FLORIDA TELCOM, L.P. D/B/A COX COMMUNICATIONS	0	0	0	1
DELAND ACTEL, INC.	1	0	1	1
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	1
DSL I	1	1	2	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	1	0	1	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	1
FDN COMMUNICATIONS	5	3	8	18
FLATEL, INC.	1	0	1	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
GLOBAL TELECOM GROUP	0	0	0	1
IDS TELCOM CORP.	1	0	1	3
IDT AMERICA, CORP. D/B/A IDT	0	0	0	1
INSTANTEL PHONE SERVICE	1	0	1	1
INSTATONE	1	0	1	4
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
ITC^DELTACOM	1	3	4	8
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
KNOLOGY OF FLORIDA, INC.	2	0	2	2
MCI WORLDCOM NETWORK SERVICES, INC.	8	4	12	21
NUVOX COMMUNICATIONS, INC.	2	0	2	2
RIGHTLINK USA, INC.	0	0	0	1
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS TELECOM	0	0	0	1



SILV COMMUNICATION	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	0	1	1
SPRINT LONG DISTANCE	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	40	29	69	164
TALK AMERICA INC.	0	0	0	2
TRINSIC COMMUNICATIONS, INC.	2	0	2	3
US LEC OF FLORIDA INC.	0	1	1	1
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1
VARTEC SOLUTIONS, INC.	0	1	1	1
VARTEC TELECOM, INC.	1	2	3	3
XO COMMUNICATIONS SERVICES, INC.	1	0	1	5
XSPEDIUS COMMUNICATIONS	0	0	0	1
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
<b>TOTALS**</b>	<b>89</b>	<b>58</b>	<b>147</b>	<b>333</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.				

**Long Distance Telephone Companies  
Complaint Activity - February 2006**

Utility Name	Service*	Complaints Logged		
		Billing*	Total	YTD
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	4
AMERICATEL CORPORATION	0	3	3	7
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	19	24	43	78
BELLSOUTH LONG DISTANCE, INC.	3	7	10	12
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	1
BLUERIDGE TELECOM SYSTEMS	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2	2	3
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	2
COMCAST BUSINESS COMMUNICATIONS, INC.	1	0	1	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	8
COVISTA, INC.	0	1	1	1
DIALAROUND ENTERPRISES INC.	0	0	0	1
DIAL-AROUND TELECOM, INC.	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	7	7	16
EXCEL TELECOMMUNICATIONS, INC.	2	0	2	2
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1	2	3
GLOBAL TOUCH TELECOM, INC.	1	0	1	1
GO SOLO TECHNOLOGIES, INC.	0	1	1	1
GT COM LONG DISTANCE	0	1	1	1
GTC TELECOM CORP.	0	0	0	1
HORIZON TELECOM, INC.	0	2	2	2
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	3
ILD	0	2	2	2
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	2	11	13	22
INTEGRETEL, INC.	0	3	3	4
ISN TELCOM	0	1	1	1
ITC^DELTACOM	1	0	1	2
KTNT COMMUNICATIONS, INC. D/B/A IDC TELECOMMUNICATIONS	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1	1	1
MAIN STREET TELEPHONE COMPANY	0	0	0	1
MCI NETWORK SERVICES, INC.	4	4	8	17
NECC TELECOM, INC.	1	1	2	5
NETWORK ENHANCED TECHNOLOGIES, INC.	1	0	1	1
OCCM, INC.	0	2	2	4
OPERATOR ASSISTANCE NETWORK	0	5	5	9
PIONEER TELECOM, INC.	0	0	0	1
PIONEER TELEPHONE, INC.	1	0	1	7
POWERNET GLOBAL COMMUNICATIONS	1	0	1	3
PRIMUS TELECOMMUNICATIONS, INC.	0	2	2	4
PROFESSIONAL TELESERVICES, INC.	0	1	1	1
QWEST COMMUNICATIONS CORPORATION	5	0	5	8

SPIRIT TELECOMMUNICATIONS, INC.	1	0	1	1
SPRINT	5	6	11	20
STARTEC GLOBAL LICENSING COMPANY	1	1	2	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	3	7	7
TALK AMERICA INC.	3	4	7	9
TELECOM*USA OR TELECONNECT	1	2	3	4
T-NETIX, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	2	0	2	2
TVC TELECOM INCORPORATED	1	0	1	1
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM AND CLEAR CHOICE	0	0	0	1
VERIZON BUSINESS SERVICES	2	1	3	16
VERIZON LONG DISTANCE	0	1	1	1
VERIZON SELECT SERVICES INC.	1	1	2	3
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	1	0	1	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	1	1	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	1
ZERO PLUS DIALING	1	5	6	9
ZERO PLUS DIALING, INC.	0	0	0	3
<b>TOTALS**</b>	<b>70</b>	<b>111</b>	<b>181</b>	<b>333</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 2006

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
AGENT ALLIANCE CORPORATION	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	1
ATN, INC.	1	1	2	2
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1
QUARTER PAYPHONES, INC.	0	0	0	1
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	1
TRINITY HOLDINGS LTD., INC.	1	0	1	2
<b>TOTALS**</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>9</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 2006

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALOHA UTILITIES, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	5	6	11	13
AQUASOURCE UTILITY, INC. D/B/A AQUA UTILITIES FLORIDA, INC	0	0	0	3
C. S. WATER COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	1	0	1	2
HUDSON UTILITIES, INC.	0	1	1	2
L. P. UTILITIES CORPORATION	0	1	1	1
LANDMARK ENTERPRISES, INC.	0	9	9	15
LINDRICK SERVICE CORPORATION	9	0	9	10
NORTH FORT MYERS UTILITY, INC.	0	1	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	3
PLANTATION BAY UTILITY CO.	0	1	1	4
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	1	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	2
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
<b>TOTALS**</b>	<b>17</b>	<b>20</b>	<b>37</b>	<b>63</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 2006

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
ENHANCED SERVICES BILLING, INC.	3	10
IDC TELECOMMUNICATIONS	1	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	5	10
INTEGRETEL, INC.	0	3
OPERATOR ASSISTANCE NETWORK	1	3
SPRINT-FLORIDA, INCORPORATED	2	3
ZERO PLUS DIALING	1	2
<b>Totals</b>	<b>13</b>	<b>32</b>

*\*Please see Definitions*

Unauthorized Telephone Service Change  
 “Local Slamming”  
 Cases Logged – February 2006

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ALLTEL FLORIDA, INC.	0	1
AT&T	0	1
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	5	12
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
CHOICE ONE TELECOM	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
DELAND ACTEL, INC.	1	1
FDN COMMUNICATIONS	1	1
GLOBAL TECH TELECOM D/B/A GT TELECOM	0	4
IDS TELCOM CORP.	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	4	6
SILV COMMUNICATION INC.	0	1
SPRINT-FLORIDA, INCORPORATED	2	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	5	8
TALK AMERICA INC.	0	1
VERIZON FLORIDA INC.	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1
<b>Totals</b>	<b>19</b>	<b>48</b>

*\*Please see Definitions*

# Unauthorized Telephone Service Change “Long Distance Slamming” Cases Logged – February 2006

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
BELLSOUTH LONG DISTANCE, INC.	3	3
BLUERIDGE TELECOM SYSTEMS	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	2
ITC^DELTACOM	1	1
MCI NETWORK SERVICES, INC.	2	7
NETWORK ENHANCED TECHNOLOGIES, INC.	1	1
POWERNET GLOBAL COMMUNICATIONS	1	1
QWEST COMMUNICATIONS CORPORATION	4	6
SPRINT	3	8
TALK AMERICA INC.	2	2
<b>Totals</b>	<b>20</b>	<b>34</b>

*\*Please see Definitions*



## 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' 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 arrangement 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.