



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT JANUARY 2005

Data Compiled on 2/18/2005

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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

## Preface

The PSC tracks consumer cases using a tracking tool known as the Consumer Activity Tracking System (CATS). There are two categories of consumer cases: Complaints and Information Requests. A Complaint is 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. An Information Request is 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.

It is the Commission's intent that disputes between regulated companies and their customers are resolved as quickly, effectively, and inexpensively as possible. To accomplish this, the Commission has adopted Rule 25-22.032, Florida Administrative Code, relating to the Commission's customer complaint handling procedure.

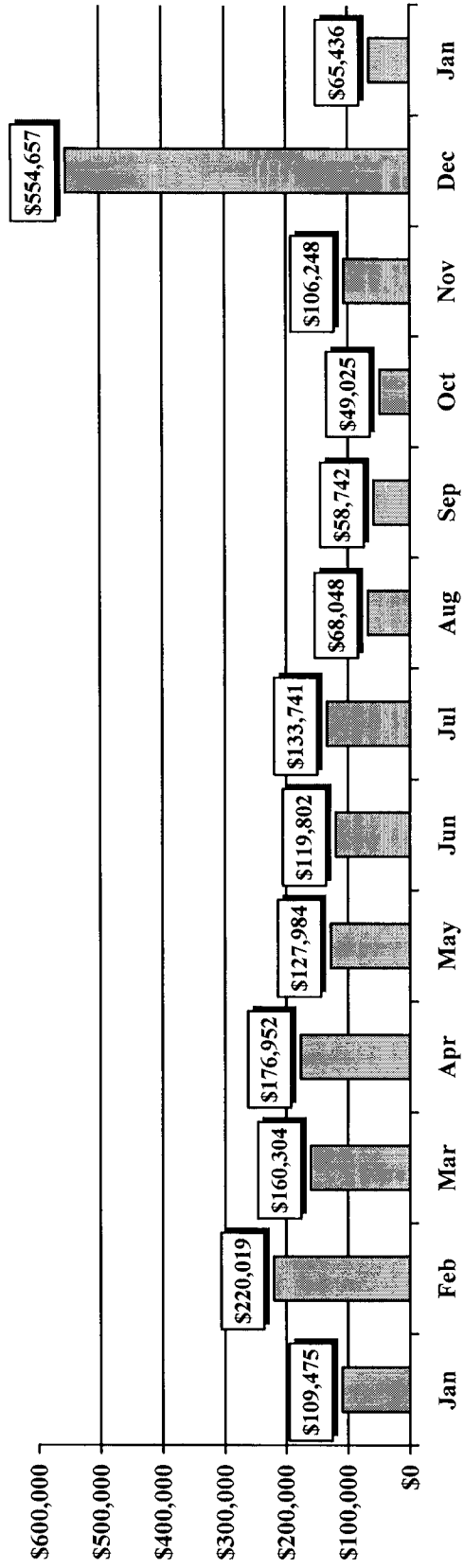
## Summary

There were **1,783** complaints logged against the utility companies for the month of January 2005. If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **1,780** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of January 31, 2005. Under this option, and with the caller's approval, a call to the PSC is directly transferred to the caller's utility. There were **879** calls transferred and logged into CATS during January 2005.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$65,436** for the month.

## Consumer Refunds January 2004 - January 2005



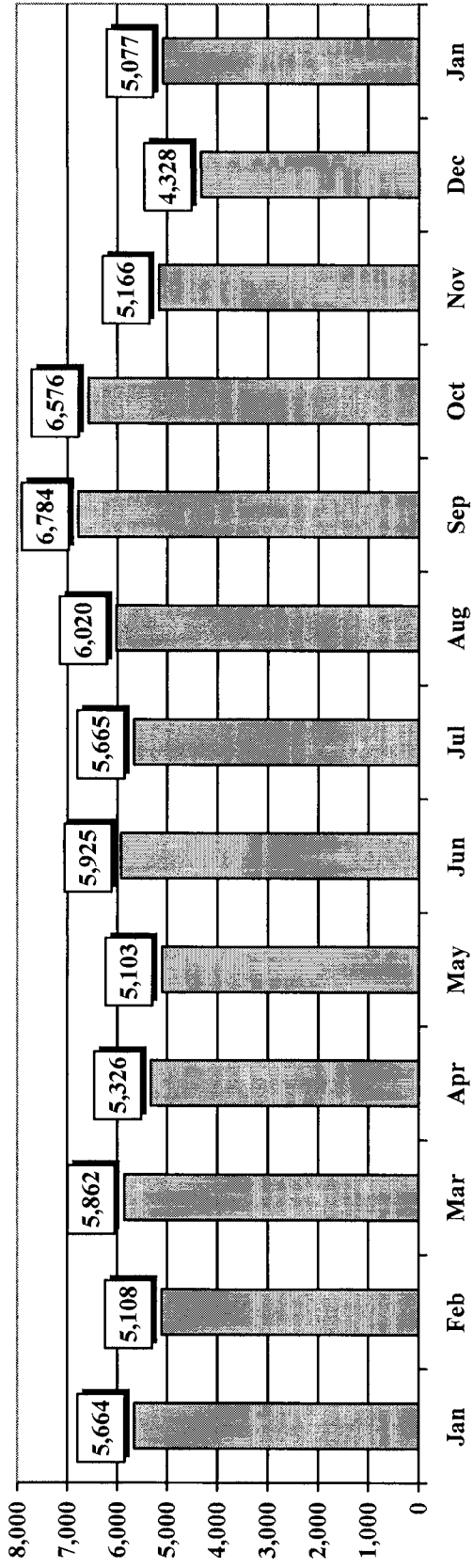
## Consumer Activity Overview - January 2005

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,783</b>
Electric	77	
Gas	22	
Competitive Local Exchange Telephone	147	
Local Exchange Telephone	211	
Long Distance Telephone	242	
Pay Telephone	5	
Shared Tenant	0	
Water & Wastewater	19	
Non-certificated Company Complaints Logged	5	
Electric	0	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Industry Unknown	5	
Telephone Transfer-Connects (Calls Transferred to Utilities)		879
Electric	405	
Gas	0	
Telecommunications	474	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		80
Electric	33	
Gas	0	
Telecommunications	47	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		96
Electric	52	
Gas	0	
Telecommunications	44	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>1,780</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>3,563</b>
<b>Telephone Calls Not Filed As Cases (Call backs on Active/Inactive Cases)</b>		<b>419</b>
<b>Telephone Calls Not Entered into CATS</b>		<b><u>676</u></b>
<b>Total Consumer Contacts Handled</b>		<b>4,658</b>

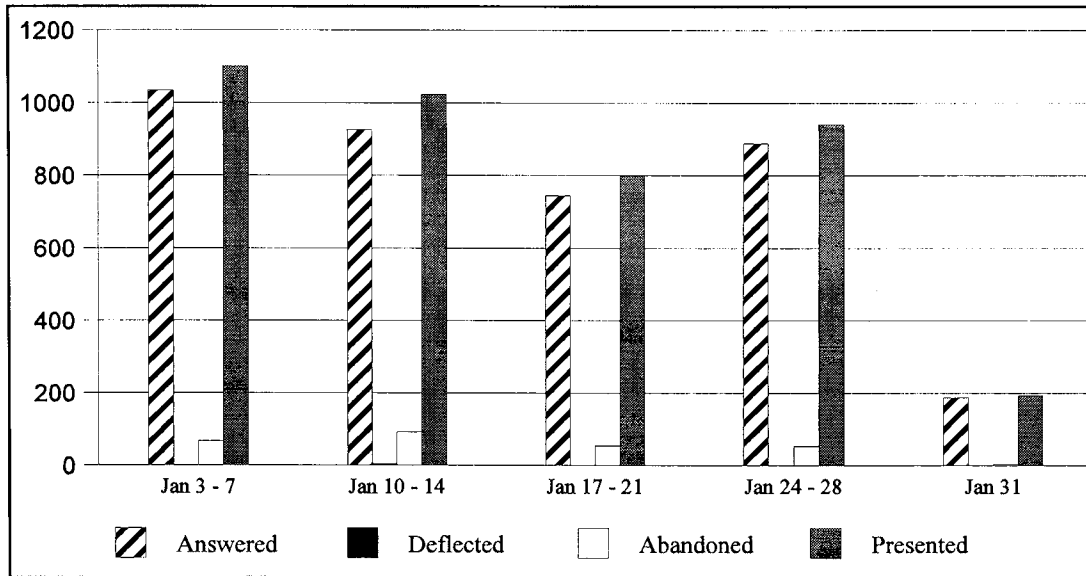
How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,244	1,450	2,694
Mail	109	68	177
Internet	347	236	583
Fax	83	26	109
<b>Totals</b>	<b>1,783</b>	<b>1,780</b>	<b>3,563</b>

<b>Consumer Savings</b>	
Electric	\$ 6,277.20
Gas	859.54
Competitive Local Exchange Telephone	12,466.23
Local Exchange Telephone	21,312.75
Long Distance Telephone	24,200.42
Pay Telephone	5.50
Water & Wastewater	313.87
Non-regulated/Other Consumer Assistance	0.00
<b>Total</b>	<b>\$65,435.51</b>

**Public Service Commission  
Total Consumer Contacts  
January 2004 - January 2005**



## Total Calls Received - Call Center Statistics January 2005



**Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.  
**Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in queue was exceeded.  
**Abandoned:** Number of calls offered to the ACD Group but customer hung up while waiting in queue prior to call being answered.  
**Presented:** Total number of calls answered by Consumer Affairs' Regulatory Specialists, plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
January 3 - 7	1,034	94%	0	0%	67	6%	1,101
January 10 - 14	926	90%	5	0%	93	9%	1,024
January 17 - 21	745	93%	0	0%	54	7%	799
January 24 - 28	888	94%	0	0%	53	6%	941
January 31	188	97%	0	0%	5	3%	193
Totals	3,781	93%	5	0%	272	7%	4,058

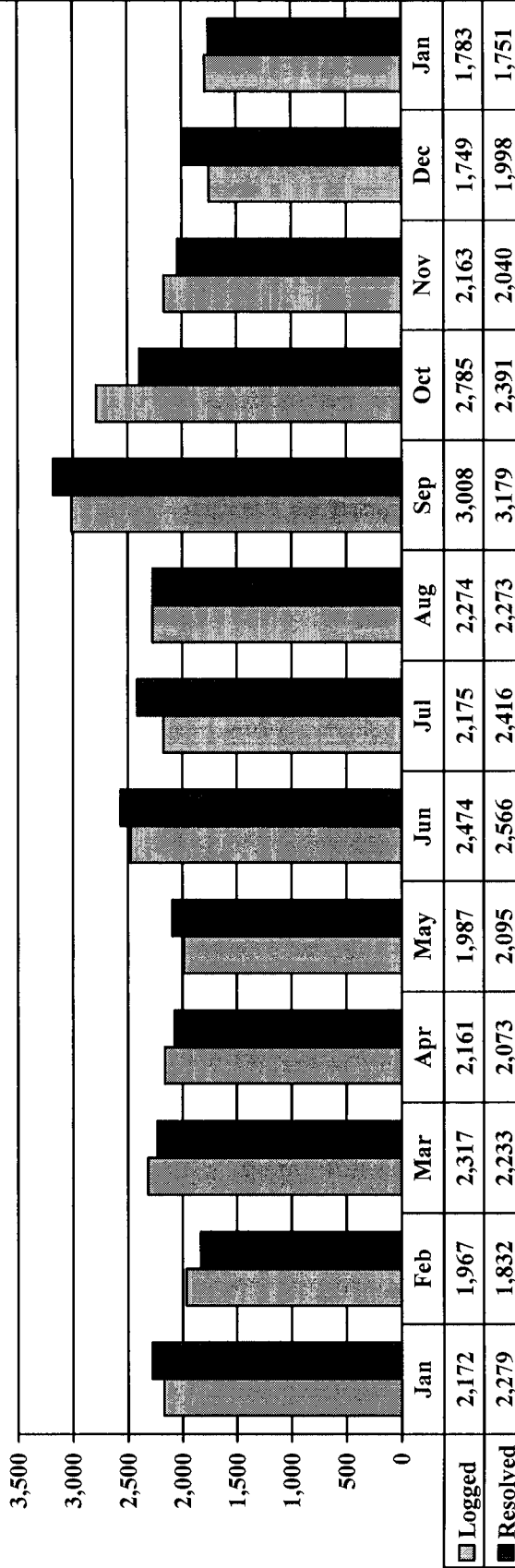
Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	3,781
Minus Calls Resulting in Cases (RCA)	(2,686)
Total Calls Not Filed As Cases (RCA)	1,095



## PSC Complaints Logged/Resolved by Month\*

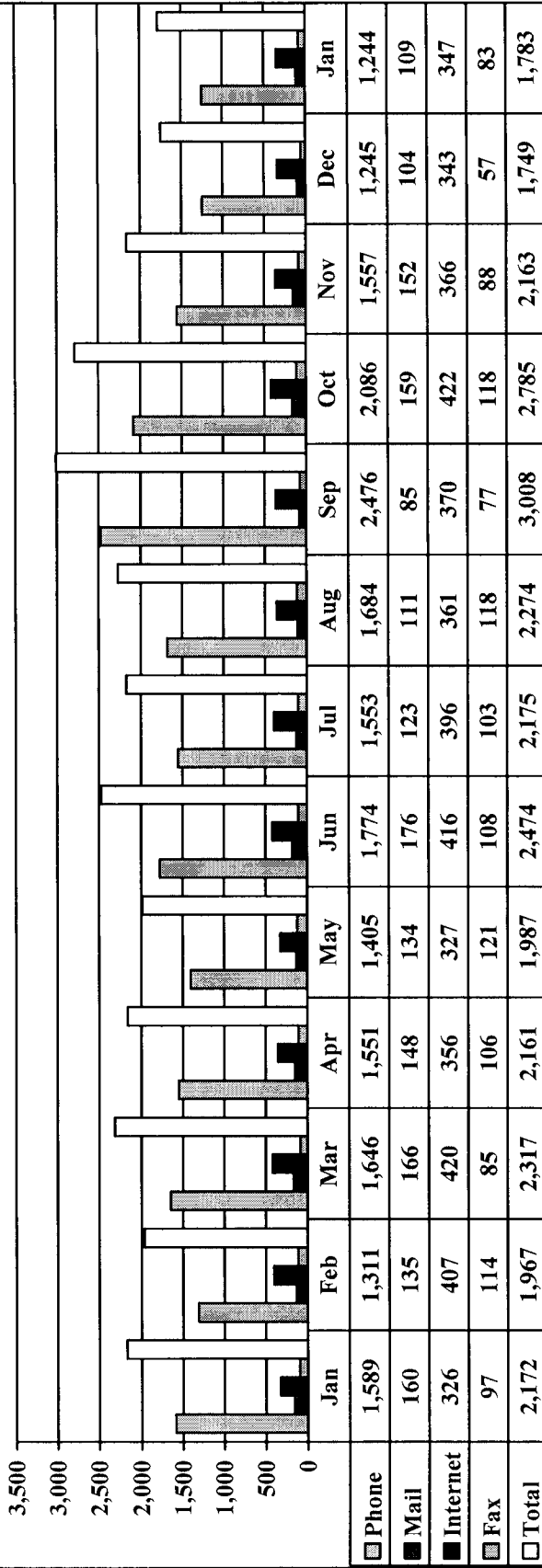
### January 2004 - January 2005



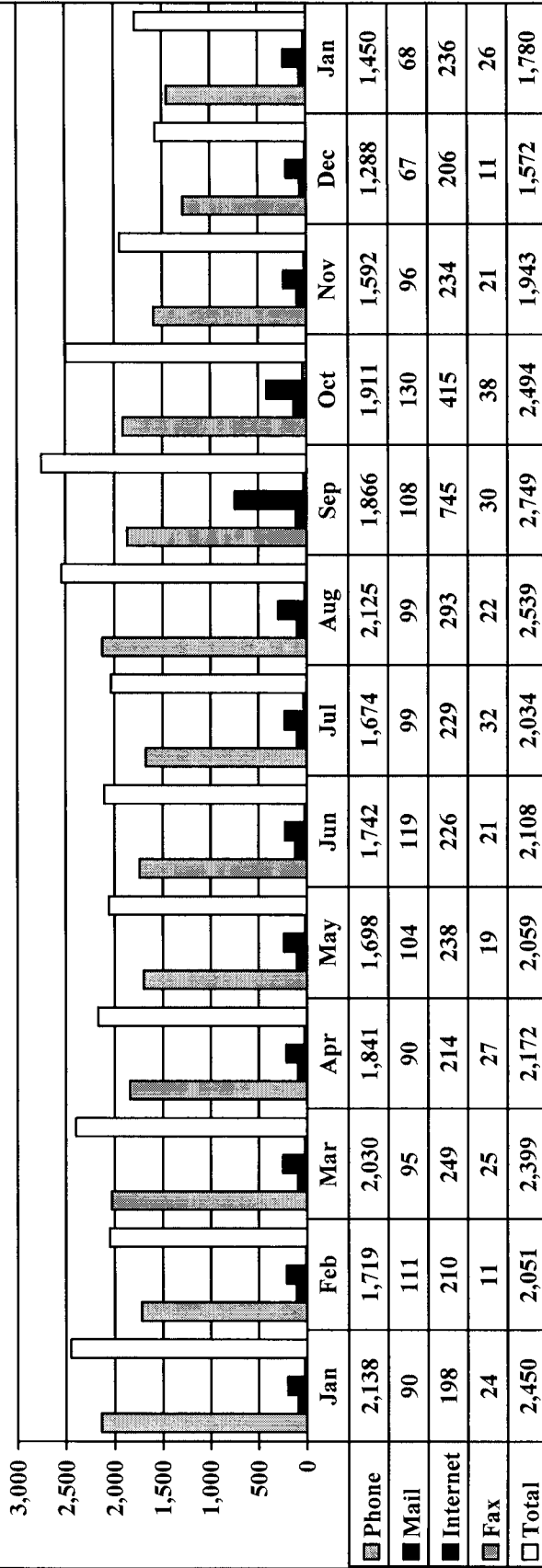
\*The term "Complaints Resolved" includes cases resolved from the present and previous months. Some cases resolved were logged in a prior period, and some cases logged will not be resolved until a future period.



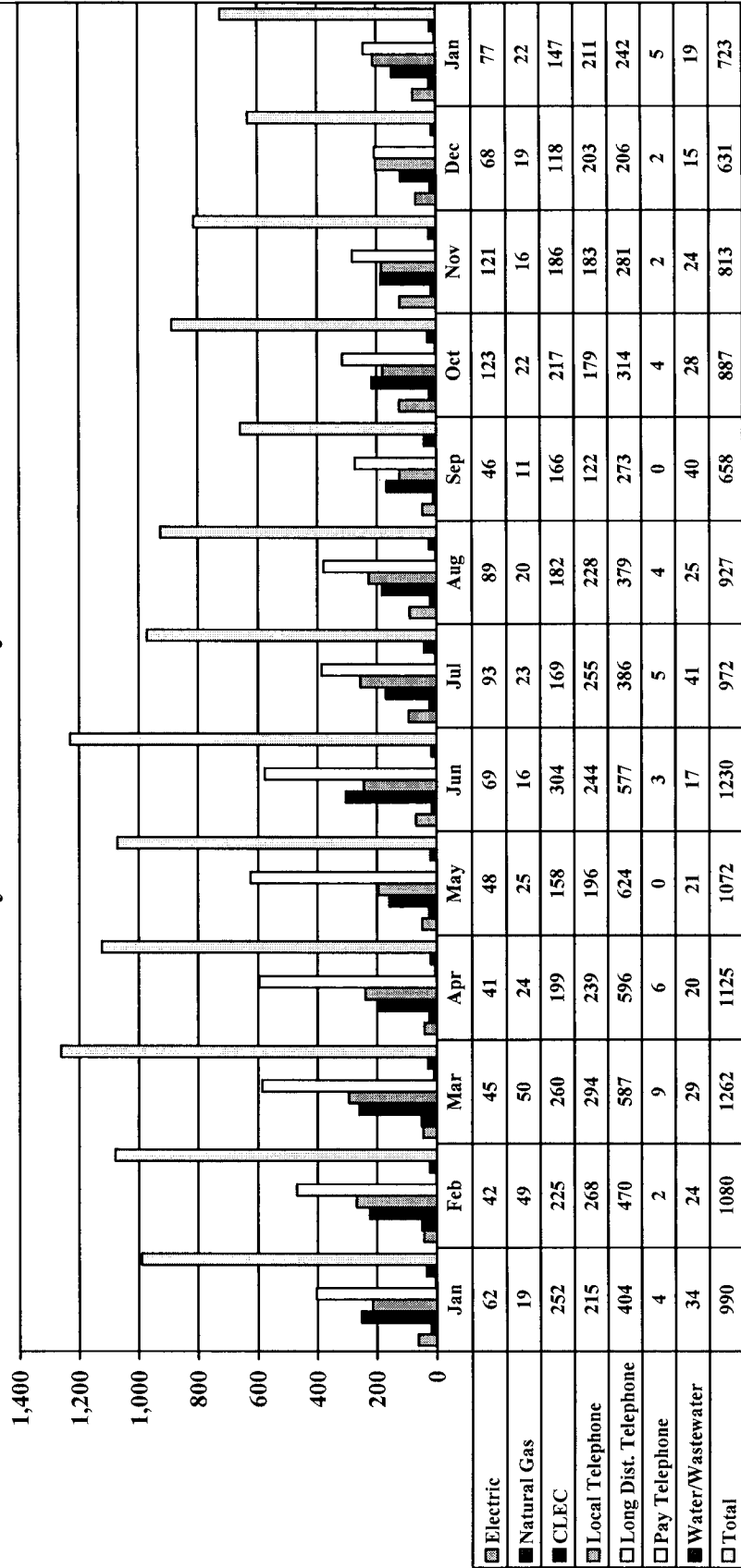
**How PSC Complaints Were Received  
Phone, Mail, Internet & Fax  
January 2004 - January 2005**



**How PSC Information Requests Were Received  
Phone, Mail, Internet & Fax  
January 2004 - January 2005**



## PSC Complaints Logged by Industry January 2004 - January 2005



\*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.

## Electric Companies Complaint Activity - January 2005

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	16	31	47	47	42	0	42	42
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1	0	0	0	0
GULF POWER COMPANY	0	2	2	2	0	0	0	0
PROGRESS ENERGY FLORIDA, INC.	8	9	17	17	20	0	20	20
TAMPA ELECTRIC COMPANY	4	6	10	10	5	0	5	5
<b>TOTAL**</b>	<b>28</b>	<b>49</b>	<b>77</b>	<b>77</b>	<b>67</b>	<b>0</b>	<b>67</b>	<b>67</b>

\*Please see Definitions.

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

## Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	January 2005
		Infractions Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF POWER COMPANY	388,253	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,478,653	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	597,932	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>6,583,876</b>	<b>0</b>	<b>0.0000</b>		

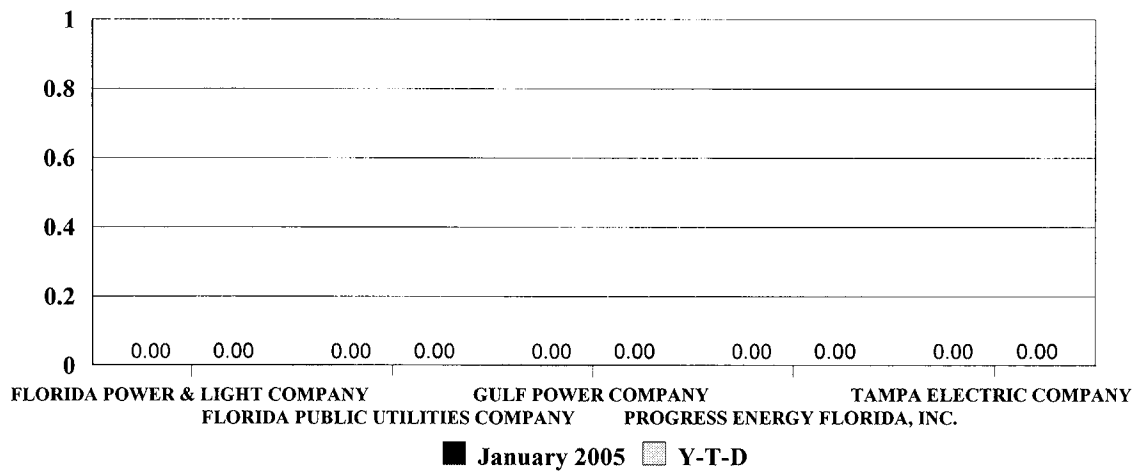
\*Please see Definitions.

\*\*Source - PSC's Facts and Figures of the Florida Utility Industry 2004, based on 2003 averages.

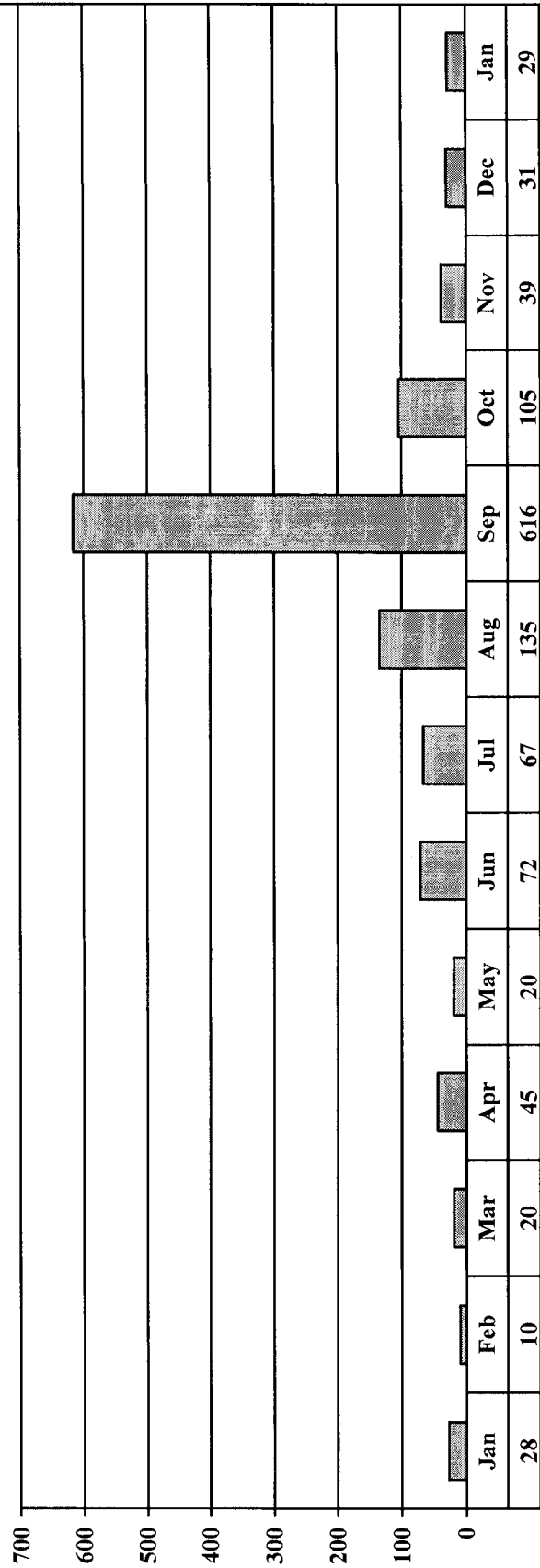
\*\*\* Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base.

The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

### Apparent Infraction Indices January 2005



## Electric Outage Complaints Logged January 2004 - January 2005



Note: During the months of August and September 2004, severe weather activity was significant in Florida.



## Natural Gas Companies Complaint Activity January 2005

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	0	2	0	2	2
CITY GAS COMPANY OF FLORIDA	3	6	9	9	9	3	12	12
FLORIDA PUBLIC UTILITIES COMPANY	2	6	8	8	2	1	3	3
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0	1	1	2	2
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	1	5	5	5	0	5	5
<b>TOTAL**</b>	<b>9</b>	<b>13</b>	<b>22</b>	<b>22</b>	<b>19</b>	<b>5</b>	<b>24</b>	<b>24</b>

\*Please see Definitions.

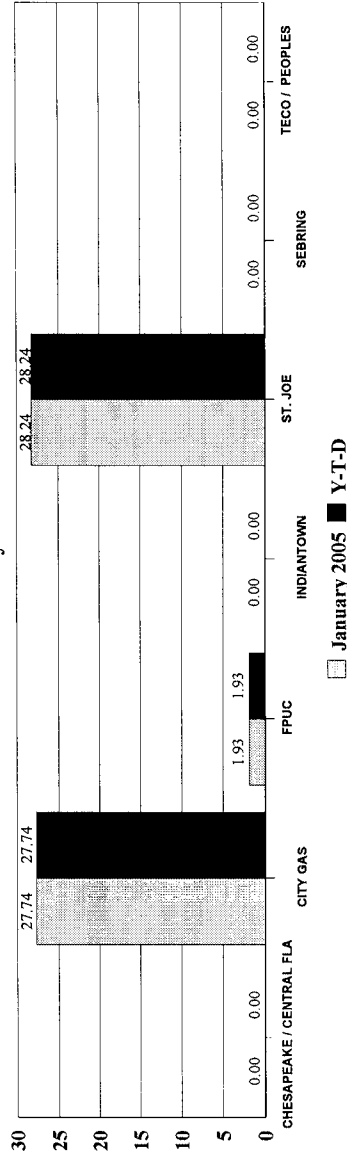
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process or complaints logged and resolved under the three-day rule.

## Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	January 2005 Apparent Infractions Index*
<b>CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)</b>					
	11,741	0	0.000	0.00	0.00
<b>CITY GAS COMPANY OF FLORIDA</b>					
	98,171	3	0.031	27.74	27.74
<b>FLORIDA PUBLIC UTILITIES COMPANY</b>					
	47,875	1	0.021	1.93	1.93
<b>INDIANTOWN</b>					
	671	0	0.000	0.00	0.00
<b>ST. JOE NATURAL GAS COMPANY</b>					
	3,274	1	0.305	28.24	28.24
<b>SEBRING</b>					
	625	0	0.000	0.00	0.00
<b>TAMPA ELECTRIC COMPANY (TECO) DIXIE PEOPLES GAS SYSTEM</b>					
	299,924	0	0.000	0.00	0.00
<b>INDUSTRY TOTAL</b>					
	462,281	5	0.011		

\*Please see Definitions  
 \*\*Source - Docket No. 040003-GU, Purchased Gas Adjustment (PGA) True-Up - A-5 Schedules (as of December, 2003).  
 \*\*\*Note: Apparent Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by it's customer base. The industry total is based on total year-to-date apparent infractions for the industry, divided by the total industry customer base.

## Natural Gas Companies Apparent Infraction Indices January 2005



## Local Telephone Companies Complaint Activity January 2005

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	Y-T-D	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	1	2	2	1	1
BELLSOUTH	56	54	110	110	109	109
FRONTIER	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	3	3	3	3	3
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0
NE FLORIDA	0	0	0	0	0	0
QUINCY/TDS	0	0	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0
SPRINT-FLORIDA	32	24	56	56	43	43
VERIZON FLORIDA, INC.	26	14	40	40	32	32
<b>TOTAL**</b>	<b>115</b>	<b>96</b>	<b>211</b>	<b>211</b>	<b>188</b>	<b>188</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 Number of Access Lines / Apparent Infraction Indices

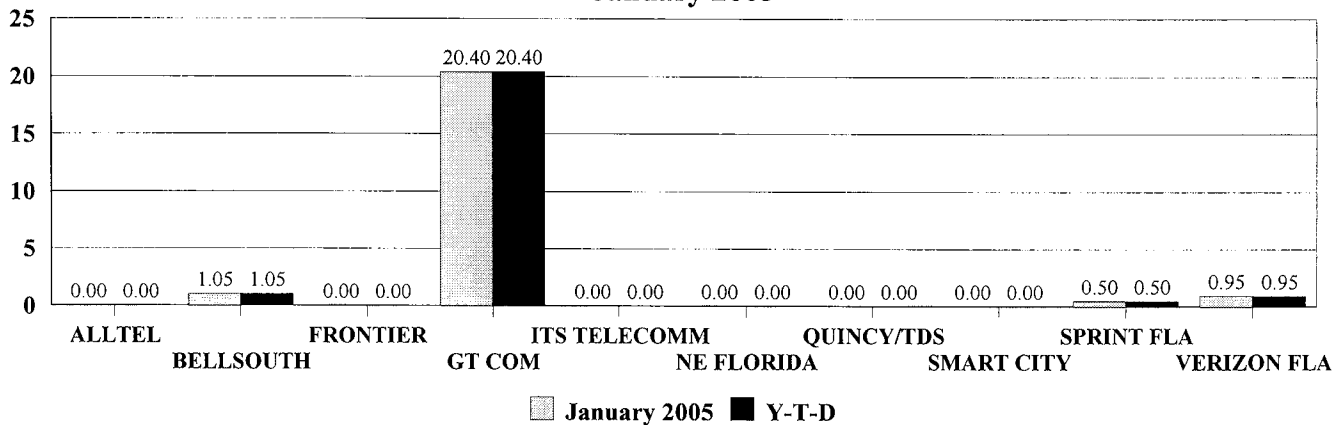
Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	January 2005 Apparent Infractions Index*
ALLTEL	94,294	0	0.0000	0.00	0.00
BELLSOUTH	6,051,936	6	0.0010	1.05	1.05
FRONTIER	4,576	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,081	1	0.0192	20.40	20.40
ITS TELECOMMUNICATIONS SYSTEMS	3,982	0	0.0000	0.00	0.00
NE FLORIDA	10,227	0	0.0000	0.00	0.00
QUINCY/TDS	14,192	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,328	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,131,285	1	0.0005	0.50	0.50
VERIZON FLORIDA, INC.	2,247,512	2	0.0009	0.95	0.95
<b>TOTAL</b>	<b>10,625,413</b>	<b>10</b>	<b>0.0009</b>		

\* Please see Definitions.

\*\*Source - PSC Comparative Rate Statistics Report for the Year 2003, as of December 31, 2003.

\*\*\*Note - Apparent infractions per 1,000 access lines is defined as follow: Each company total is based on the company's total apparent infractions divided by its total number of access lines. The industry total is based on total year-to-date apparent infractions for the industry divided by the total number of access lines for the industry.

## Local Telephone Companies Apparent Infraction Indices January 2005



**Competitive Local Exchange Telephone Companies  
Complaint Activity - January 2005**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	2	0	2	2	0	0
ACCESS INTEGRATED NETWORKS, INC.	2	0	2	2	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	0	1	1
ALLEGANCE TELECOM OF FLORIDA, INC.	1	1	2	2	3	3
AMERICAN DIAL TONE	5	0	5	5	0	0
ANEW BROADBAND, INC.	2	0	2	2	0	0
AT&T	9	12	21	21	18	18
BELLSOUTH TELECOMMUNICATIONS, INC.	0	1	1	1	2	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	4	0	4	4	3	3
BUDGET PHONE, INC.	1	0	1	1	0	0
BUSINESS TELECOM, INC. D/B/A BTI	0	1	1	1	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	5	0	5	5	3	3
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	0	2	2	3	3
CURBSIDE COMMUNICATIONS	3	1	4	4	0	0
DPI-TELECONNECT, L.L.C.	0	0	0	0	1	1
DSLII	2	0	2	2	34	34
EPICUS, INC.	0	2	2	2	2	2
EXCEL TELECOMMUNICATIONS, INC.	0	2	2	2	3	3
EXPRESS PHONE SERVICE	0	2	2	2	0	0
FDN COMMUNICATIONS	1	2	3	3	5	5
FLORIDA PHONE SERVICE, INC.	5	1	6	6	1	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	1	3	3
GLOBAL CONNECTION, INC OF AMERICA	1	0	1	1	0	0
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	1	0	0
IDS TELCOM LLC	4	1	5	5	4	4
IDT	3	3	6	6	6	6
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	0	1	1
INSTATONE	1	0	1	1	3	3
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	0	1	1
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	0	1	1
ITC^DELTACOM	4	6	10	10	5	5
KMC TELECOM III LLC	1	0	1	1	1	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1	1	1
M.T.G.	1	0	1	1	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	3	3	6	6	7	7

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
MET COMMUNICATIONS, INC.	1	0	1	1	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0	1	1
NOW COMMUNICATIONS, INC.	1	0	1	1	0	0
NUVOX COMMUNICATIONS, INC.	0	0	0	0	1	1
PAETEC COMMUNICATIONS, INC.	1	1	2	2	1	1
PHONE-LINK, INC.	4	0	4	4	2	2
PINNACLE TELECOM, INC.	0	0	0	0	1	1
PREMIER TELECOM, INC.	1	0	1	1	5	5
QWEST COMMUNICATIONS CORPORATION	1	0	1	1	0	0
SBC TELECOM, INC.	0	1	1	1	1	1
SECOND CHANCE PHONE	3	0	3	3	0	0
SPARKS COMMUNICATIONS	0	1	1	1	2	2
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	0	3	3
STS TELECOM, LLC	2	0	2	2	1	1
SUN-TEL USA, INC.	1	0	1	1	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	7	8	15	15	17	17
TALK AMERICA INC.	0	2	2	2	0	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	0	1	1
TELECOM CONNECTION CORP.	0	0	0	0	1	1
TELECONEX	1	0	1	1	0	0
THE SUNSHINE STATE TELEPHONE COMPANY, L.L.P.	0	0	0	0	1	1
THE ULTIMATE CONNECTION, L.C. D/B/A DAYSTAR COMMUNICATIONS	0	0	0	0	1	1
US LEC OF FLORIDA INC.	0	0	0	0	3	3
USTEL	1	0	1	1	0	0
VARTEC TELECOM, INC.	0	1	1	1	1	1
XO COMMUNICATIONS SERVICES, INC.	2	1	3	3	4	4
XO COMMUNICATIONS SERVICES, INC.	1	1	2	2	0	0
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	0	2	2
Z-TEL COMMUNICATIONS, INC.	0	1	1	1	2	2
TOTALS**	91	56	147	147	165	165

\*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.

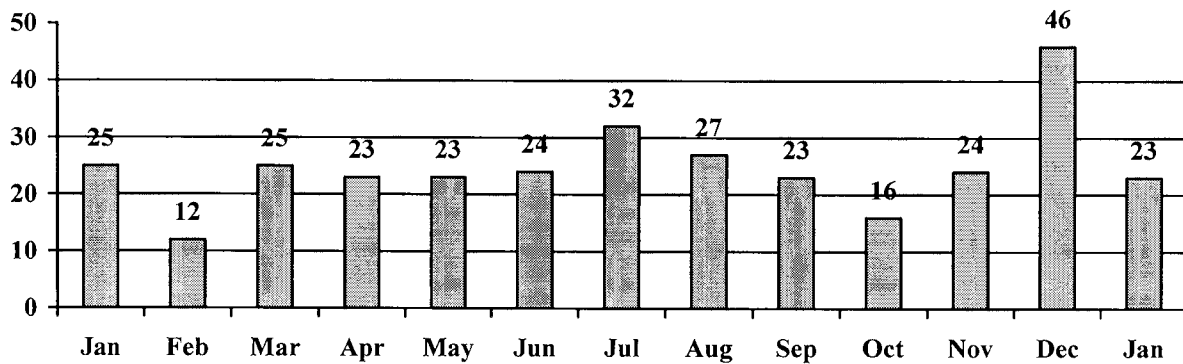
# Cramming Statistics\*

## January 2004

New Cases Logged	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
33	23	\$ 2,173.51

*\*Please see Definitions*

### Complaints Resolved as Cramming 2004 - 2005



# Unauthorized Telephone Service Change “Local Slamming” Cases Logged – January 2005

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
American Dial Tone	2	2
AT&T	2	2
Bellsouth Telecommunications, Inc.	2	2
Curbside Communications	2	2
DSLII	1	1
IDT	1	1
MCI	1	1
Sprint-Florida, Inc.	2	2
Supra Telecom. & Information Systems, Inc.	1	1
Verizon Florida, Inc.	1	1
All Other Local Companies	7	7
<b>Totals</b>	<b>22</b>	<b>22</b>

*\*Please see Definitions*



**Long Distance Telephone Companies  
Complaint Activity - January 2005**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ACCERIS COMMUNICATIONS SOLUTIONS	3	0	3	3	3	3
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	18	43	61	61	62	62
AZUL TEL, INC.	0	0	0	0	1	1
BELLSOUTH LONG DISTANCE, INC.	3	1	4	4	7	7
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	1	0	0
BUDGET CALL LONG DISTANCE, INC.	0	0	0	0	1	1
CENTRIX TELECOM, LLC	0	0	0	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	0	0
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	1	2	2
COMTECH 21, LLC	1	0	1	1	0	0
CORRECTIONAL BILLING SERVICES	0	4	4	4	1	1
DIALAROUND ENTERPRISES INC.	1	0	1	1	0	0
ENHANCED SERVICES BILLING, INC.	0	6	6	6	3	3
EUROCOM TELECOMMUNICATIONS, LLC	2	1	3	3	0	0
EXCEL TELECOMMUNICATIONS, INC.	2	0	2	2	0	0
FDN COMMUNICATIONS	2	0	2	2	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1	1	1	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
GTC TELECOM CORP.	0	2	2	2	7	7
IDT AMERICA CORP. D/B/A DSA TELECOM	2	3	5	5	4	4
IDT CORPORATION	0	1	1	1	0	0
ILD	0	4	4	4	1	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	3	3	3	2	2
INTEGRETEL, INC.	0	9	9	9	5	5
ITC DELTACOM	0	2	2	2	0	0
KNOLOGY OF FLORIDA, INC.	0	1	1	1	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	1	0	0
MAIN STREET TELEPHONE COMPANY	0	0	0	0	1	1
MCI WORLDCOM NETWORK SERVICES, INC.	9	6	15	15	17	17
NATIONAL ACCESS LONG DISTANCE, INC.	1	0	1	1	0	0
NECC TELECOM, INC.	0	0	0	0	1	1
NEW CENTURY TELECOM, INC.	0	0	0	0	2	2
OCMC, INC.	0	3	3	3	1	1
OPERATOR ASSISTANCE NETWORK	0	7	7	7	8	8

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
OPEX COMMUNICATIONS, INC.	0	0	0	0	1	1
OPTICAL TELEPHONE CORPORATION	0	0	0	0	1	1
PIONEER TELEPHONE, INC.	1	0	1	1	0	0
PRMUS TELECOMMUNICATIONS, INC.	0	1	1	1	0	0
PT-1 LONG DISTANCE, INC.	0	1	1	1	0	0
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	1	1	1
QWEST COMMUNICATIONS CORPORATION	5	1	6	6	8	8
RADIANT TELECOM, INC.	2	0	2	2	0	0
REDUCED RATE LONG DISTANCE LLC	0	0	0	0	1	1
SBC LONG DISTANCE, INC.	1	0	1	1	0	0
SKYNET TELESYSTEMS	2	0	2	2	3	3
SPRINT	22	13	35	35	32	32
STS CONNECT, INC.	1	0	1	1	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1	0	0
TALK AMERICA INC.	0	0	0	0	4	4
TELE CIRCUIT NETWORK CORPORATION	2	0	2	2	2	2
TELECOM*USA OR TELECONNECT	0	1	1	1	2	2
TELEUNO, INC.	0	1	1	1	0	0
TELLISS, LLC	2	1	3	3	1	1
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	0	3	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	0	1	1
T-NETIX, INC.	1	2	3	3	5	5
TOTAL CALL INTERNATIONAL, INC.	0	1	1	1	0	0
TRALEE TELEPHONE COMPANY, LLC	0	1	1	1	1	1
US LEC OF FLORIDA INC.	0	1	1	1	0	0
VARTEC SOLUTIONS, INC.	0	0	0	0	2	2
VARTEC TELECOM, INC.	1	1	2	2	1	1
VERIZON LONG DISTANCE	1	1	2	2	5	5
VERIZON SELECT SERVICES INC.	0	0	0	0	1	1
VOIP COMMUNICATIONS	0	1	1	1	0	0
ZERO PLUS DIALING	3	9	12	12	6	6
ZERO PLUS DIALING, INC.	0	14	14	14	5	5
ZONE TELECOM, INC.	0	0	0	0	1	1
Z-TEL COMMUNICATIONS, INC.	1	0	1	1	1	1
TOTALS**	93	149	242	242	221	221

\*Please see Definitions.

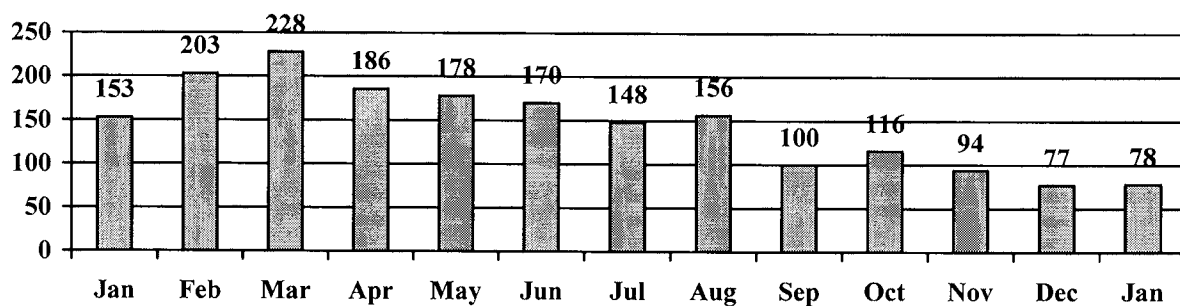
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

# Unauthorized Telephone Service Change “Long Distance Slamming” Cases Logged – January 2005

Company	Month	Year-To-Date
Acceris Communications Solutions	3	3
AT&T	12	12
Bellsouth Telecommunications, Inc.	3	3
Excel Telecommunications, Inc.	2	2
MCI	9	9
Qwest Communications Corporation	5	5
Sprint	25	25
All Other Local Companies	19	19
<b>Totals</b>	<b>78</b>	<b>78</b>

*\*Please see Definitions*

## Complaints Logged as Slamming 2004 - 2005



**Pay Telephone Companies  
Complaint Activity - January 2005**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
BAY PUBLIC COMMUNICATIONS, INC.	0	1	1	1	0	0
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1	0	0
JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES	0	0	0	0	1	0
MK COMMUNICATIONS, INC.	1	0	1	1	0	0
SPRINT PAYPHONE SERVICES, INC.	0	0	0	0	1	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	0	1	1	0	0
VERIZON FLORIDA INC.	1	0	1	1	0	0
<b>TOTALS**</b>	4	1	5	5	2	0

\*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 - January 2005**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ALOHA UTILITIES, INC.	3	0	3	3	1	1
AQUA UTILITIES FLORIDA, INC.	1	3	4	4	3	3
BROADVIEW PARK WATER COMPANY	0	0	0	0	5	5
CAL CLAIR, INC. D/B/A BREEZE HILL UTILITY	0	0	0	0	1	1
COLONY PARK UTILITIES, INC.	0	0	0	0	1	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	0	2	2
COUNTY-WIDE UTILITY CO., INC.	0	1	1	1	0	0
ESAD ENTERPRISES, INC. D/B/A BEACHES SEWER SYSTEM	0	0	0	0	1	1
FERNCREST UTILITIES, INC.	0	0	0	0	2	2
HIGHLANDS UTILITIES CORPORATION	0	0	0	0	1	1
HOLIDAY GARDENS UTILITIES, INC.	0	1	1	1	0	0
HOLIDAY UTILITY COMPANY, INC.	1	0	1	1	0	0
KINCAID HILLS WATER COMPANY	0	1	1	1	0	0
LINDRICK SERVICE CORPORATION	2	0	2	2	0	0
LITTLE GASPARILLA WATER UTILITY, INC.	1	0	1	1	0	0
MOBILE MANOR WATER COMPANY, INC.	0	1	1	1	0	0
PARKLAND UTILITIES, INC.	0	0	0	0	1	1
PASCO UTILITIES, INC.	1	0	1	1	1	1
SUNNY SHORES WATER CO., INC.	0	1	1	1	0	0
UTILITIES, INC. OF LONGWOOD	0	0	0	0	1	1
WEDGEFIELD UTILITIES, INC.	2	0	2	2	0	0
WINDSTREAM UTILITIES COMPANY	0	0	0	0	1	1
<b>TOTALS**</b>	11	8	19	19	21	21

\*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.

## 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.

**Apparent Rule Infraction** - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff. Exception: In the case of slamming complaints, staff does not classify complaints as either Apparent Rule Infractions or Apparent Non-infractions.

**Apparent Non-infraction** - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes. Exception: In the case of slamming complaints, staff does not classify complaints as either Apparent Rule Infractions or Apparent Non-infractions.

**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.

**YTD Apparent Infraction Index** -  $\frac{\% \text{ of apparent infractions}^*}{\% \text{ of customers}^{**}}$

**\*% of apparent infractions =**  $\frac{\text{year to date total number of apparent infractions}}{\text{year to date total \# of apparent infractions for the industry}}$

**\*\* % of customer =**  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$