



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT JANUARY 2006

Data Compiled on 2/14/2006

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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
- 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 - January 2006

Complaints Received & Entered into CATS		1,942
Electric	133	
Gas	51	
Competitive Local Exchange Telephone	184	
Local Exchange Telephone	242	
Long Distance Telephone	152	
Pay Telephone	5	
Shared Tenant	0	
Water & Wastewater	26	
Non-certificated Company Complaints Logged		9
Electric	0	
Gas	0	
Telecommunications	9	
Water / Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		914
Electric	497	
Gas	2	
Telecommunications	414	
Water / Wastewater	1	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		87
Electric	32	
Gas	0	
Telecommunications	55	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		139
Electric	68	
Gas	0	
Telecommunications	71	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,503</u>
Total New Cases Received & Entered into CATS		<u>3,445</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,456	1,231	2,687
Mail	118	77	195
Internet	329	179	508
Fax	39	16	55
Totals	1,942	1,503	3,445

Cases by Industry January 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	133	7%	375	25%
Natural Gas	51	3%	39	3%
Telecommunications	583	30%	530	35%
Competitive Local Exchange Telephone	184	9%		
Local Exchange Telephone	242	12%		
Long Distance Telephone	152	8%		
Pay Telephone	5	<1%		
Shared Tenant	0	0%		
Water & Wastewater	26	1%	82	5%
Non-certificated Company Cases Logged**	9	<1%	477	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	914	47%		
E-Transfers	87	4%		
Cases Received & Closed by 3 Day Rule	139	7%		
Total	1,942	100%	1,503	100%

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 January 2006



Note: County name not available for 142 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies Complaint Activity – January 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	21	48	69	69
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	12	43	55	55
TAMPA ELECTRIC COMPANY	4	3	7	7
TOTALS**	37	96	133	133
<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 – January 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	2	0	2	2
FLORIDA CITY GAS	9	13	22	22
FLORIDA PUBLIC UTILITIES COMPANY	0	6	6	6
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	8	13	21	21
TOTALS**	19	32	51	51
<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 - January 2006

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	1	0	1	1
BELLSOUTH	74	88	162	162
FRONTIER	1	0	1	1
GTC, INC. D/B/A GT COM	0	0	0	0
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	25	49	49
VERIZON FLORIDA, INC.	18	11	29	29
TOTALS**	118	124	242	242

**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 – January 2006**

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ACCERIS MANAGEMENT AND AQUISITION	1	0	1	1
ACN COMMUNICATION SERVICES, INC.	1	1	2	2
ALLTEL COMMUNICATIONS, INC.	2	0	2	2
AMERICATEL CORPORATION	0	1	1	1
AT&T	4	7	11	11
AUGLINK COMMUNICATIONS, INC.	0	1	1	1
AZUL TEL, INC.	1	0	1	1
BIRCH	0	1	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	2
BULLSEYE TELECOM, INC.	0	1	1	1
CHOICE ONE TELECOM	1	0	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	2	3	5	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	4	10	10
COVAD COMMUNICATIONS COMPANY	1	0	1	1
COX COMMUNICATIONS	1	0	1	1
EASY TELEPHONE SERVICES COMPANY	0	1	1	1
EPICUS COMMUNICATIONS GROUP	0	1	1	1
FDN COMMUNICATIONS	9	1	10	10
FLORIDA PHONE SERVICE INC.	0	1	1	1
FLORIDA TELEPHONE SERVICES, LLC	1	2	3	3
IDS TELCOM CORP.	2	0	2	2
IDT	1	0	1	1
INSTATONE	3	0	3	3
ISN TELCOM	0	1	1	1
ITC^DELTACOM	1	3	4	4
MCI WORLDCOM NETWORK SERVICES, INC.	6	3	9	9
RIGHTLINK USA, INC.	1	0	1	1
SILV COMMUNICATION INC.	1	0	1	1
SPRINT LONG DISTANCE	1	0	1	1
STS TELECOM	1	0	1	1
STS TELECOM, LLC	0	1	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	59	34	93	93
TALK AMERICA INC.	1	1	2	2
TRINSIC COMMUNICATIONS, INC.	0	1	1	1
XO COMMUNICATIONS SERVICES, INC.	4	0	4	4
XSPEDIUS COMMUNICATIONS	1	0	1	1
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	1	0	1	1
TOTALS**	115	69	184	184

**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 - January 2006**

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	2	3	3
AMERICATEL CORPORATION	0	4	4	4
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	17	18	35	35
BELLSOUTH LONG DISTANCE, INC.	1	1	2	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	2	0	2	2
CONVERGIA, INC.	0	1	1	1
CORRECTIONAL BILLING SERVICES	2	4	6	6
DIALAROUND ENTERPRISES INC.	0	1	1	1
ENHANCED BILLING SERVICES, INCORPORATED	0	3	3	3
ENHANCED SERVICES BILLING, INC.	0	6	6	6
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1
GTC TELECOM CORP.	0	1	1	1
IDC TELECOMMUNICATIONS	1	0	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	2	1	3	3
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	8	9	9
INTEGRETEL, INC.	0	1	1	1
ITC^DELTACOM	0	1	1	1
MAIN STREET TELEPHONE COMPANY	0	1	1	1
MCI COMMUNICATIONS SERVICES, INC.	10	3	13	13
MCI NETWORK SERVICES, INC.	6	3	9	9
NECC TELECOM, INC.	2	1	3	3
OCCM, INC.	0	2	2	2
OPERATOR ASSISTANCE NETWORK	0	4	4	4
PIONEER TELECOM, INC.	1	0	1	1
PIONEER TELEPHONE, INC.	4	2	6	6
POWERNET GLOBAL COMMUNICATIONS	0	2	2	2
PRIMUS TELECOMMUNICATIONS, INC.	2	0	2	2
QWEST COMMUNICATIONS CORPORATION	2	1	3	3
SPRINT	5	4	9	9
STARTEC GLOBAL LICENSING COMPANY	0	1	1	1
TALK AMERICA INC.	0	2	2	2
TELECOM*USA OR TELECONNECT	1	0	1	1
T-NETIX, INC.	0	1	1	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1	1	1
VARTEC TELECOM, INC.	0	1	1	1
VERIZON SELECT SERVICES INC.	1	0	1	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	1	1	1
YAK COMMUNICATIONS (AMERICA), INC.	0	1	1	1
ZERO PLUS DIALING	0	6	6	6
TOTALS**	63	89	152	152

*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 – January 2006

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
AGENT ALLIANCE CORPORATION	1	0	1	1
AT&T	1	0	1	1
QUARTER PAYPHONES, INC.	1	0	1	1
SOUTHEAST PAY TELEPHONE, INC.	1	0	1	1
TRINITY HOLDINGS LTD., INC.	1	0	1	1
TOTALS**	5	0	5	5

*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 2006

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
AQUA UTILITIES FLORIDA, INC.	3	2	5	5
C. S. WATER COMPANY, INC.	0	1	1	1
CONSOLIDATED WATER WORKS, INC.	1	0	1	1
FERNCREST UTILITIES, INC.	0	1	1	1
HUDSON UTILITIES, INC.	1	0	1	1
LANDMARK ENTERPRISES, INC.	6	0	6	6
LINDRICK SERVICE CORPORATION	1	0	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	2	1	3	3
PLANTATION BAY UTILITY CO.	2	1	3	3
SANLANDO UTILITIES CORPORATION	1	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	1
UTILITIES, INC. OF EAGLE RIDGE	1	0	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1
TOTALS**	19	7	26	26

*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 – January 2006

Company	Month	Year-To-Date
ENHANCED SERVICES BILLING, INC.	7	7
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	5	5
INTEGRETEL, INC.	3	3
OPERATOR ASSISTANCE NETWORK	2	2
SPRINT-FLORIDA, INCORPORATED	1	1
ZERO PLUS DIALING	1	1
Totals	19	19

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	1	1
ALLTEL FLORIDA, INC.	1	1
AT&T	1	1
AZUL TEL, INC.	1	1
BELLSOUTH TELECOMMUNICATIONS, INC.	7	7
CHOICE ONE TELECOM	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1
GLOBAL TECH TELECOM D/B/A GT TELECOM	4	4
IDS TELCOM CORP.	1	1
MCI WORLDCOM NETWORK SERVICES, INC.	2	2
SILV COMMUNICATION INC.	1	1
SPRINT-FLORIDA, INCORPORATED	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	3
TALK AMERICA INC.	1	1
VERIZON FLORIDA INC.	2	2
XO COMMUNICATIONS SERVICES, INC.	1	1
Totals	29	29

**Please see Definitions*

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

Company	Month	Year-To-Date
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	15	15
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1
IDC TELECOMMUNICATIONS	1	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	1
MCI COMMUNICATIONS SERVICES, INC.	9	9
MCI NETWORK SERVICES, INC.	6	6
NECC TELECOM, INC.	1	1
PIONEER TELEPHONE, INC.	3	3
QWEST COMMUNICATIONS CORPORATION	2	2
SPRINT	5	5
Totals	46	46

**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.