



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT AUGUST 2004

Data Compiled on 9/29/2004

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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

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## 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

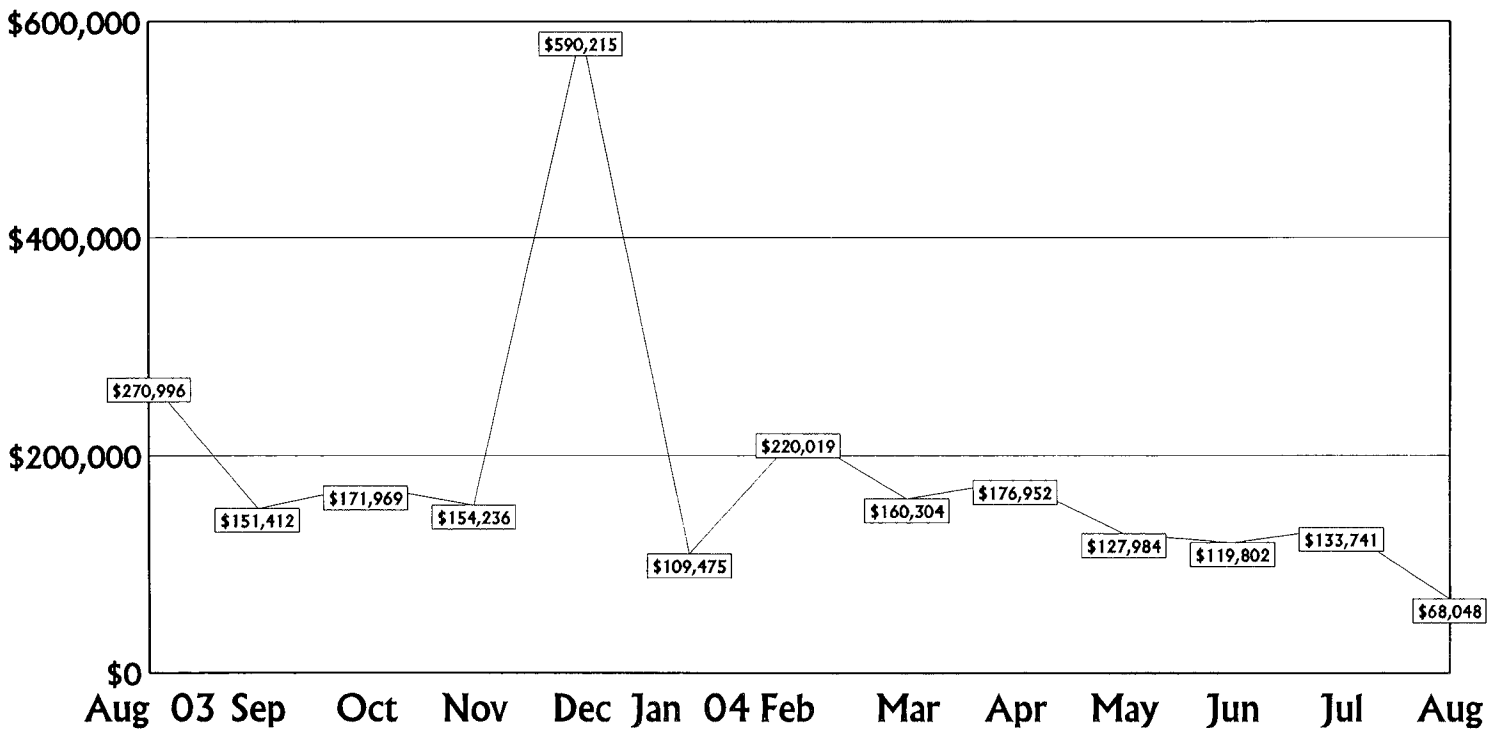
There were **2,274** complaints logged against the utility companies for the month of August 2004. If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,539** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of August 31, 2004. Under this option, and with the caller's approval, a call to the PSC is directly transferred to the caller's utility. There were **1,132** calls transferred and logged into CATS during August 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$68,048** for the month.

# Consumer Refunds

August 2003 - August 2004



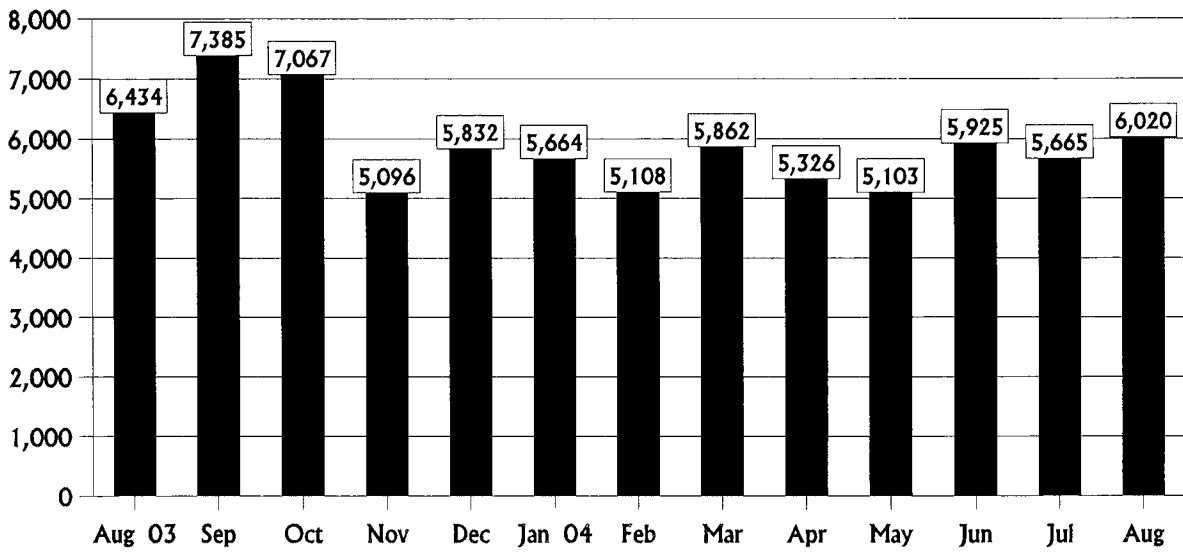
## Consumer Activity Overview - August 2004

<b>Complaints Received &amp; Entered into CATS</b>		<b>2,274</b>
Electric	89	
Gas	20	
Competitive Local Exchange Telephone	182	
Local Exchange Telephone	228	
Long Distance Telephone	379	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	25	
Non-certificated Company Complaints Logged	13	
Electric	0	
Gas	0	
Telecommunications	3	
Water / Wastewater	0	
Industry Unknown	10	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,132
Electric	597	
Gas	0	
Telecommunications	535	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		79
Electric	26	
Gas	0	
Telecommunications	52	
Water / Wastewater	1	
Cases Received / Closed Under 3 Day Rule		123
Electric	54	
Gas	0	
Telecommunications	69	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>2,539</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,813</b>
Telephone Calls Not Filed As Cases (Call backs on Active/Inactive Cases)		584
Telephone Calls Not Entered into CATS		<u>623</u>
<b>Total Consumer Contacts Handled</b>		<b>6,020</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,684	2,125	3,809
Mail	111	99	210
Internet	361	293	654
Fax	118	22	140
<b>Totals</b>	<b>2,274</b>	<b>2,539</b>	<b>4,813</b>

<b>Consumer Savings</b>	
Electric	\$ 2,650.66
Gas	656.16
Competitive Local Exchange Telephone	8,736.94
Local Exchange Telephone	20,612.80
Long Distance Telephone	34,891.84
Pay Telephone	0.00
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	500.00
<b>Total</b>	<b>\$68,048.40</b>

# Public Service Commission Total Consumer Contacts August 2003 - August 2004



## Complaints by Industry August 2004

	Complaints Logged	% of Total Complaints*
Electric	89	4%
Natural Gas	20	1%
Competitive Local Exchange Telephone	182	8%
Local Exchange Telephone	228	10%
Long Distance Telephone	379	17%
Pay Telephone	4	0%
Shared Tenant	0	0%
Water & Wastewater	25	1%
Non-certificated Company Complaints Logged**	13	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,132	50%
E-Transfers	79	3%
Cases Received & Closed by 72 Hr Rule	123	5%
<b>Total</b>	<b>2,274</b>	<b>100%</b>

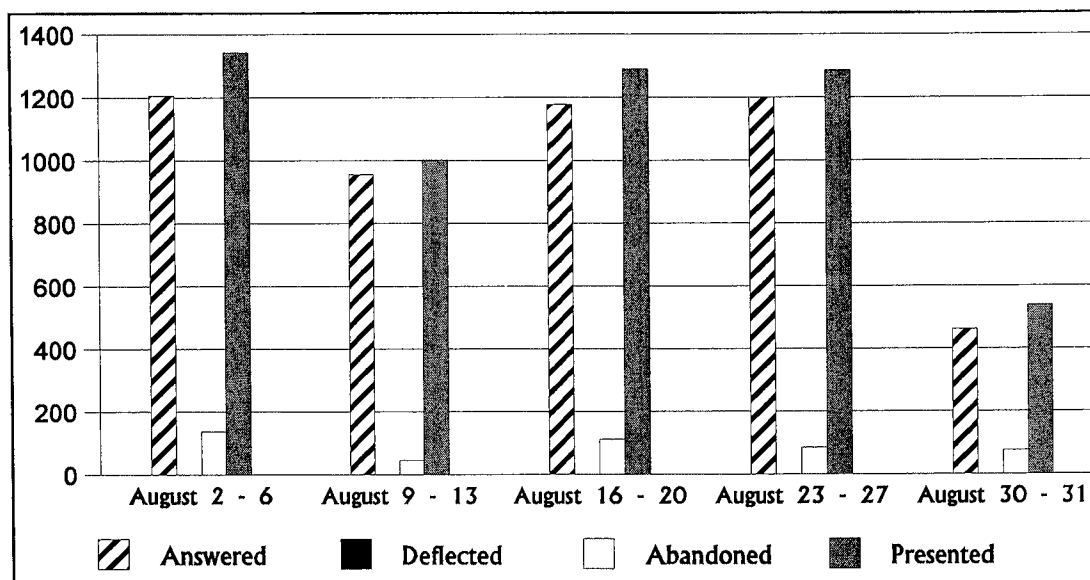
Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

\* 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.



## Total Calls Received - Call Center Statistics August 2004



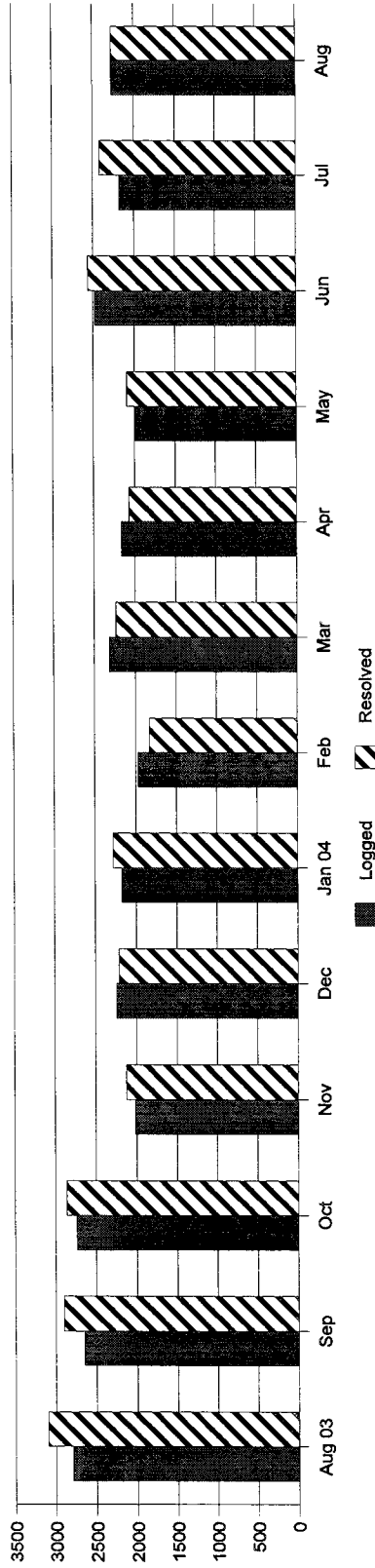
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in 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
August 2 - 6	1,206	90%	0	0%	137	10%	1,343
August 9 - 13	956	95%	0	0%	46	5%	1,002
August 16 - 20	1,177	91%	0	0%	112	9%	1,289
August 23 - 27	1,200	93%	0	0%	85	7%	1,285
August 30 - 31	463	86%	0	0%	76	14%	539
<b>Totals</b>	<b>5,002</b>	<b>92%</b>	<b>0</b>	<b>0%</b>	<b>456</b>	<b>8%</b>	<b>5,458</b>

Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	5,002
Minus Calls Resulting in Cases (RCA)	(3,795)
Total Calls Not Filed As Cases (RCA)	1,207

## Total Complaints Logged/Resolved by Month\* August 2003 - August 2004



	Aug 03	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug
Logged	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474	2,175	2,274
Resolved	3,096	2,898	2,855	2,127	2,210	2,279	1,832	2,233	2,073	2,095	2,566	2,416	2,273

\* 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.

# Complaints Received by County

## August 2004

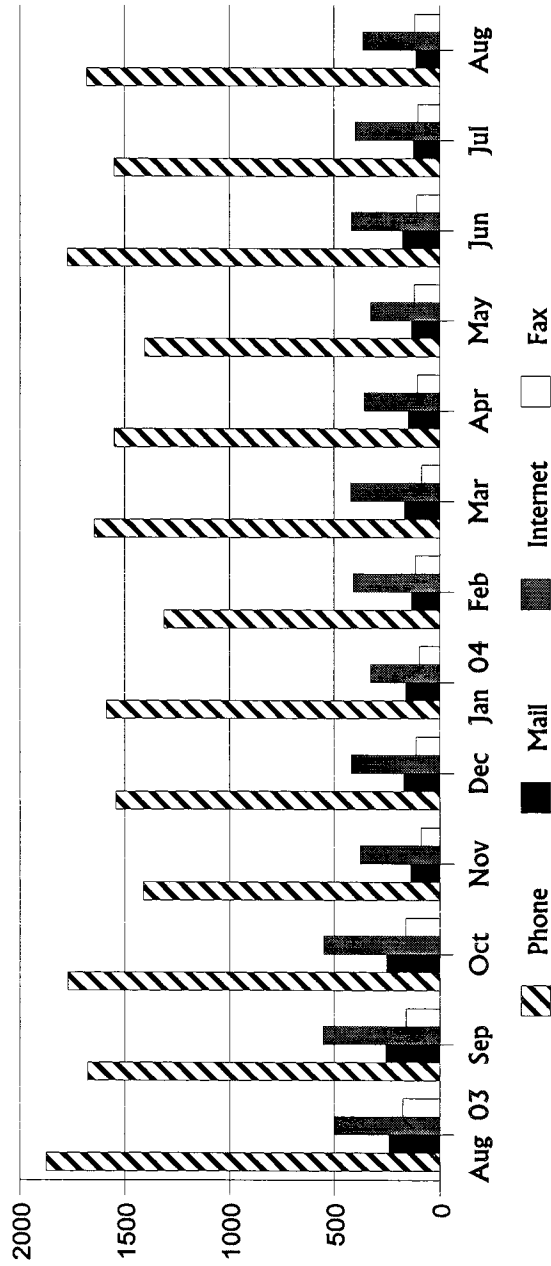


Note: County name not available for 248 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# How Complaints Were Received

## Phone, Mail, Internet and Fax

### August 2003 - August 2004

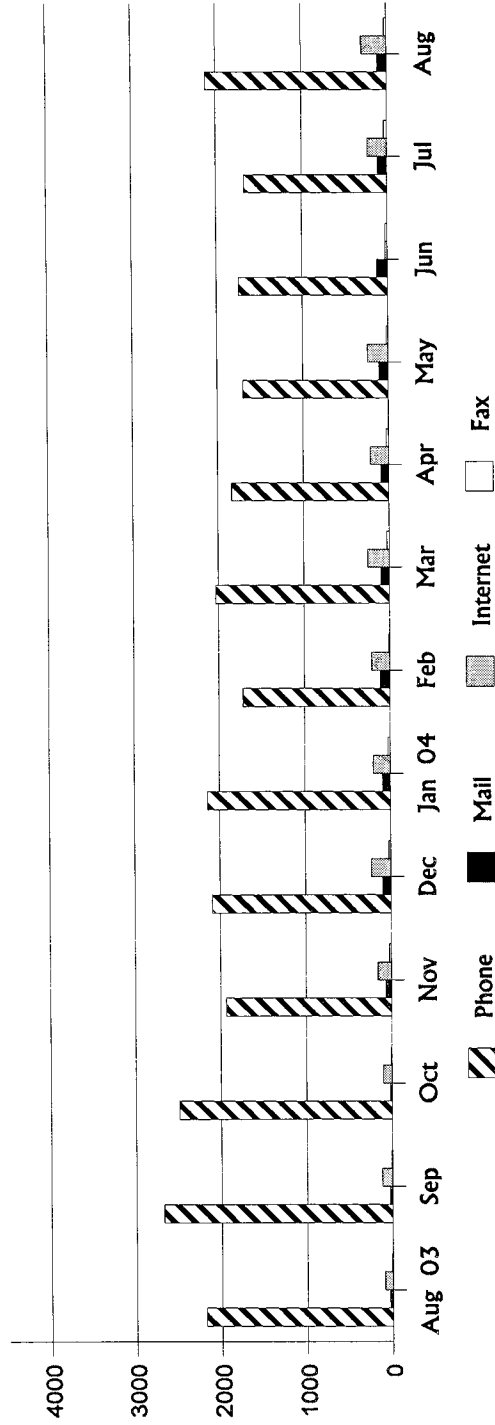


	Aug 03	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	1,876	1,678	1,772	1,412	1,544	1,589	1,311	1,646	1,551	1,405	1,774	1,553	1,684
Mail	240	254	251	139	170	160	135	166	148	134	176	123	111
Internet	496	553	550	375	417	326	407	420	356	327	416	396	361
Fax	176	160	162	89	111	97	114	85	106	121	108	103	118
<b>Total</b>	<b>2,788</b>	<b>2,645</b>	<b>2,735</b>	<b>2,015</b>	<b>2,242</b>	<b>2,172</b>	<b>1,967</b>	<b>2,317</b>	<b>2,161</b>	<b>1,987</b>	<b>2,474</b>	<b>2,175</b>	<b>2,274</b>

# How Information Requests Were Received

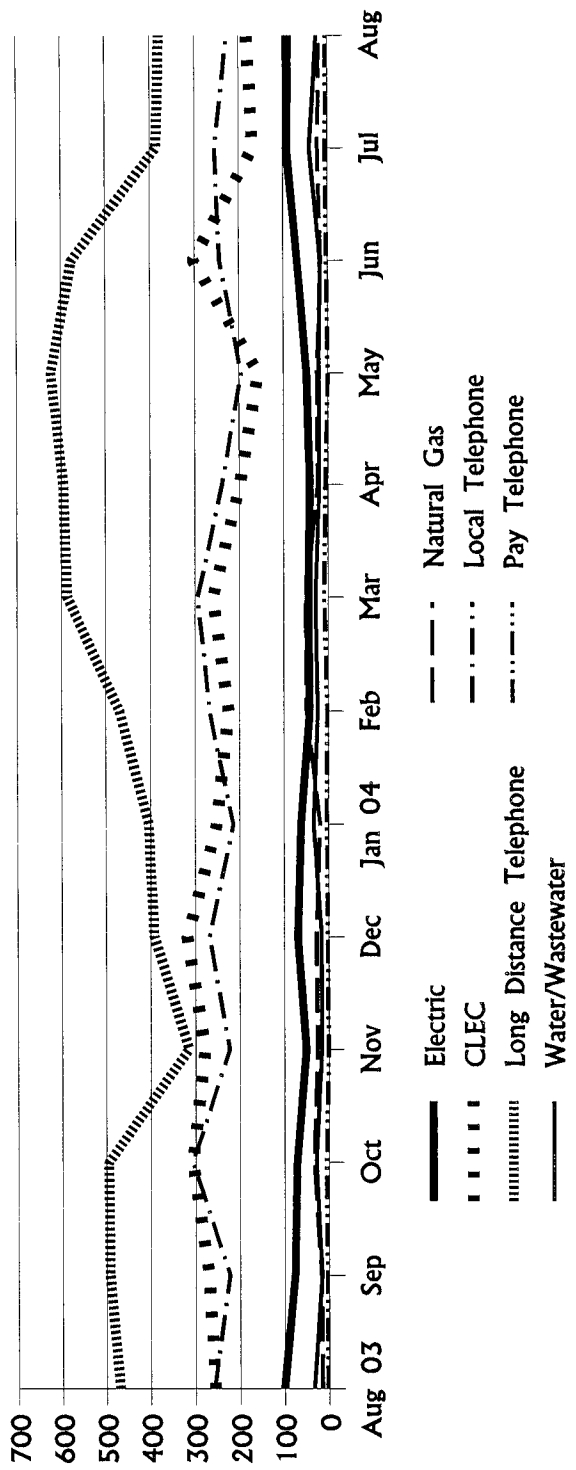
## Phone, Mail, Internet and Fax

### August 2003 - August 2004



	Aug 03	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030	1,841	1,698	1,742	1,674	2,125
Mail	33	30	23	68	97	90	111	95	90	104	119	99	99
Internet	92	120	102	156	230	198	210	249	214	238	226	229	293
Fax	11	5	12	22	21	24	11	25	27	19	21	32	22
<b>Total</b>	<b>2,317</b>	<b>2,828</b>	<b>2,625</b>	<b>2,181</b>	<b>2,436</b>	<b>2,450</b>	<b>2,051</b>	<b>2,399</b>	<b>2,172</b>	<b>2,059</b>	<b>2,108</b>	<b>2,034</b>	<b>2,539</b>

# Complaints Logged by Industry August 2003 - August 2004



Industry	Aug 03	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug
Electric	101	77	72	51	70	62	42	45	41	48	69	93	89
Natural Gas	15	17	34	26	28	19	49	50	24	25	16	23	20
CLEC	256	270	306	279	318	252	225	260	199	158	304	169	182
Local Telephone	258	223	307	224	269	215	268	294	239	196	244	255	228
Long Dist. Phone	469	492	495	315	392	404	470	587	596	624	577	386	379
Payphone	3	4	6	1	2	4	2	9	6	0	3	5	4
Water/Wastewater	34	16	29	16	16	34	24	29	20	21	17	41	25
Totals*	1,136	1,099	1,249	912	1,095	990	1,080	1,262	1,125	1,072	1,230	972	927

\*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 - August 2004

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	18	24	42	245	43	0	43	191
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	6	0	0	0	6
GULF POWER COMPANY	0	0	0	8	1	0	1	7
PROGRESS ENERGY FLORIDA, INC.	16	14	30	125	16	0	16	93
TAMPA ELECTRIC COMPANY	5	12	17	89	17	0	17	73
<b>TOTAL**</b>	<b>39</b>	<b>50</b>	<b>89</b>	<b>473</b>	<b>77</b>	<b>0</b>	<b>77</b>	<b>370</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

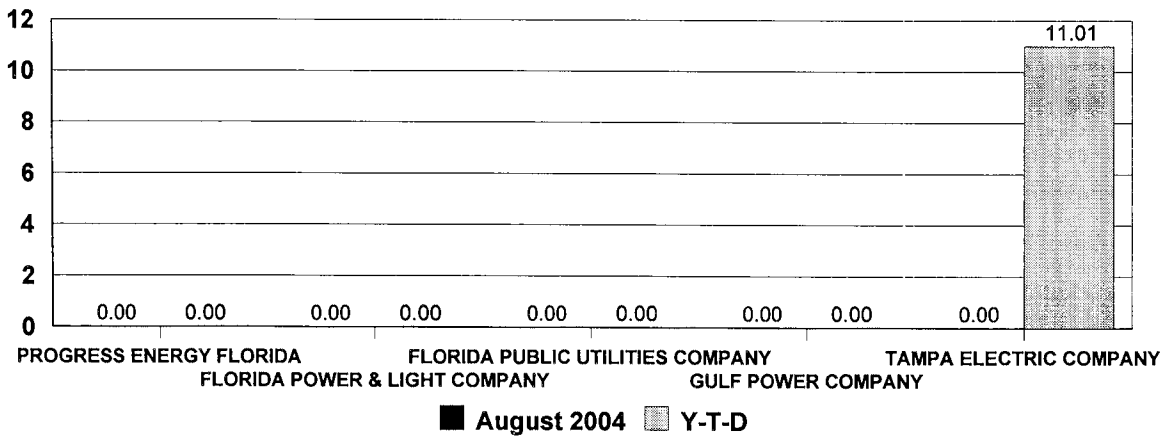
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	August 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF 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	2	0.0033	11.01	0.00
<b>TOTAL</b>	<b>6,583,876</b>	<b>2</b>	<b>0.0003</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.

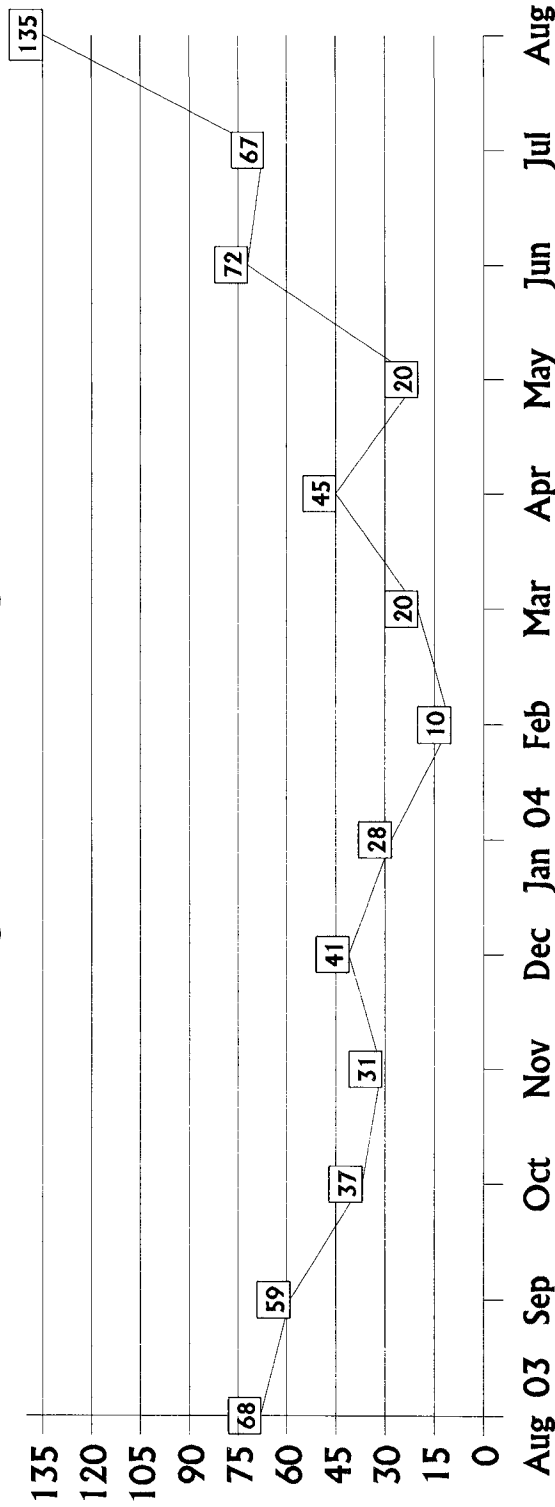
## Electric Companies Apparent Infraction Indices August 2004





# Electric Outage Related Complaints Logged

August 2003 - August 2004



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

## Natural Gas Companies Complaint Activity August 2004

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	4	0	0	0	4
CITY GAS COMPANY OF FLORIDA	7	9	16	96	16	1	17	86
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	22	3	0	3	21
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	1	2	3	103	4	0	4	98
<b>TOTAL**</b>	<b>9</b>	<b>11</b>	<b>20</b>	<b>226</b>	<b>23</b>	<b>1</b>	<b>24</b>	<b>210</b>

\*Please see Definitions.

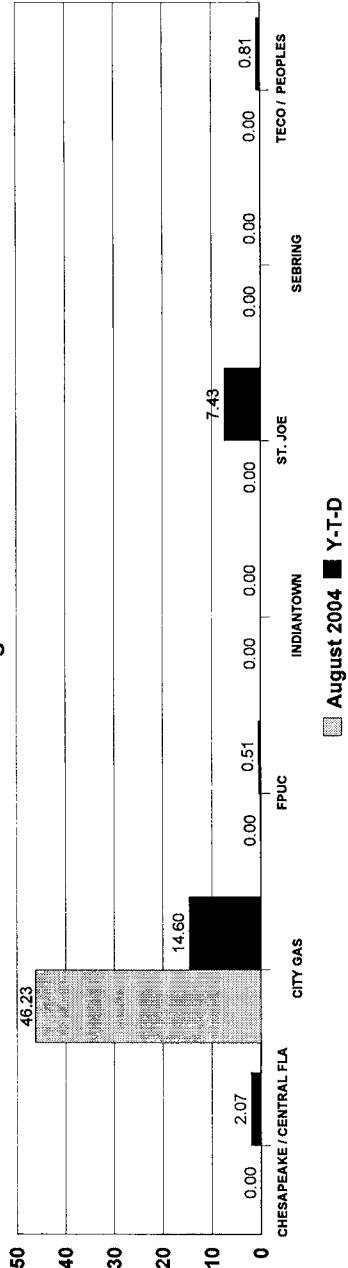
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

## 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*	August 2004 Apparent Infractions Index*
<b>CHESAPEAKE UTILITIES: FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)</b>					
	11,741	1	0.085	2.07	0.00
<b>CITY GAS COMPANY OF FLORIDA</b>					
	98,171	6	0.061	14.60	46.23
<b>FLORIDA PUBLIC UTILITIES COMPANY</b>					
	47,875	1	0.021	0.51	0.00
<b>INDIANTOWN</b>					
	671	0	0.000	0.00	0.00
<b>ST. JOE NATURAL GAS COMPANY</b>					
	3,274	1	0.305	7.43	0.00
<b>SEBRING</b>					
	625	0	0.000	0.00	0.00
<b>TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM</b>					
	299,924	10	0.033	0.81	0.00
<b>INDUSTRY TOTAL</b>					
	462,281	19	0.041		

Please see Definitions.  
 \*\*\*Source - Docket No. 040003-GU, Purchased Gas Adjustment (PGA) True-Up - A-S 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 August 2004



## Local Telephone Companies Complaint Activity August 2004

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	Y-T-D	Total	Y-T-D
ALLTEL FLORIDA, INC.	4	1	5	26	5	23
BELLSOUTH	90	68	158	1,231	161	1,123
FRONTIER	0	0	0	1	0	1
GTC, INC. D/B/A GT COM	4	3	7	22	7	18
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	2	1	2
NE FLORIDA	0	0	0	1	0	1
QUINCY/TDS	0	0	0	1	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0
SPRINT-FLORIDA	18	15	33	425	33	400
VERIZON FLORIDA, INC.	19	6	25	229	30	206
<b>TOTAL**</b>	<b>135</b>	<b>93</b>	<b>228</b>	<b>1,938</b>	<b>237</b>	<b>1,775</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 - August 2004**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
AA TELE-COM	0	0	0	2	0	2
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	1	1	2	0	1
ACCESS COMMUNICATIONS, LLC.	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	3	1	2
ACN COMMUNICATION SERVICES, INC.	1	0	1	5	1	4
ACTEL WIRELESS, INC.	0	0	0	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	6	6	31	3	24
AMERICAN DIAL TONE	0	0	0	4	0	4
AMERICAN FIBER NETWORK, INC.	0	0	0	2	0	2
AMERICAN PHONE SERVICES CORP.	0	0	0	2	0	2
ANEW BROADBAND, INC.	8	0	8	14	3	8
AT&T	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	11	11	22	113	16	96
ATS	0	0	0	1	0	1
AUGLINK COMMUNICATIONS, INC.	1	0	1	3	1	3
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1	1	1
BTI	0	0	0	6	0	6
BUDGET PHONE, INC.	0	0	0	4	0	4
BULLSEYE TELECOM, INC.	0	0	0	2	0	2
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
CARILINK INTERNATIONAL, INC.	1	0	1	2	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	3	0	3	15	2	14
CHOICE ONE TELECOM	0	0	0	2	0	2
CINERGY COMMUNICATIONS COMPANY	0	0	0	4	0	4
CITYWIDE-TEL	0	0	0	4	0	4
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	29	3	29
COVISTA, INC.	1	0	1	1	0	0
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	0	0	0	1	0	0
DELAND ACTEL, INC.	2	0	2	27	3	25

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
DPI-TELECONNECT, L.L.C.	0	0	0	5	0	4
DSL TELECOM, INC.	0	0	0	7	0	7
DSL	4	0	4	22	4	19
DSLNET COMMUNICATIONS, LLC	0	0	0	1	0	1
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1	1	1
EPICUS, INC.	0	0	0	15	0	15
ERNEST COMMUNICATIONS, INC.	1	0	1	1	1	1
EXCEL TELECOMMUNICATIONS, INC.	2	3	5	46	4	43
EXPRESS PHONE SERVICE	0	0	0	5	0	5
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	3	0	2
FDN COMMUNICATIONS	8	2	10	94	9	89
FLATEL, INC.	3	0	3	23	5	21
FLORIDA COMM SOUTH	0	0	0	2	0	2
FLORIDA PHONE SERVICE, INC.	2	0	2	32	0	27
FLORIDA TELEPHONE SERVICES, LLC	4	2	6	39	5	33
FOCAL COMMUNICATIONS CORPORATION OF FLORIDA	0	0	0	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
GTC TELECOM, CORP. D/B/A CURBSIDE COMMUNICATIONS	0	0	0	1	1	1
GTC, INC. D/B/A GT COM	0	0	0	1	1	1
HOME TOWN TELEPHONE, LLC	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	0	0	0	1	0	1
IDS TELCOM LLC	5	3	8	70	7	60
IDT	2	9	11	74	9	64
ILD	0	0	0	1	0	1
INSTATONE	3	0	3	19	2	15
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	8	1	8
ITC*DELTACOM	6	1	7	43	6	35
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
KISSIMMEE UTILITY AUTHORITY	0	0	0	1	0	1
KMC DATA LLC	0	0	0	1	0	1
KMC TELECOM III LLC	0	0	0	5	0	4
KNOLOGY OF FLORIDA, INC.	0	0	0	5	0	5
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	9	2	9
LITESTREAM TECHNOLOGIES, LLC	0	0	0	4	2	4
MCI WORLDCOM COMMUNICATIONS, INC.	6	3	9	61	6	57
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	15	1	13
METRO TELECONNECT COMPANIES, INC.	0	0	0	4	0	4
MYATEL CORPORATION	0	0	0	1	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWPHONE	0	1	1	6	0	5
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	4	1	4
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	2	1	2
NUVOX COMMUNICATIONS, INC.	2	0	2	5	0	3

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ORLANDO TELEPHONE COMPANY	1	0	1	3	1	3
PAETEC COMMUNICATIONS, INC.	1	3	4	5	0	1
PHONE-LINK, INC.	2	0	2	6	1	4
PHONES FOR ALL	0	0	0	1	0	1
PREMIER TELECOM, INC.	1	0	1	4	1	3
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2	1	2
QUICK CONNECTS	0	0	0	4	0	4
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
RIGHTLINK USA, INC.	0	0	0	1	0	1
RING CONNECTION, INC.	0	0	0	3	1	3
SALUDA NETWORKS INCORPORATED	1	0	1	3	1	3
SANDHILLS TELECOMMUNICATIONS GROUP, INC. D/B/A SANTEL COMM	0	0	0	1	1	1
SECOND CHANCE PHONE	3	0	3	6	0	0
SPARKS COMMUNICATIONS	1	0	1	16	0	15
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	5	2	7	53	7	47
STS	1	0	1	9	0	8
STS TELECOM, LLC	0	0	0	9	2	7
SUNTEL METRO, INC.	1	0	1	1	0	0
SUN-TEL USA, INC.	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	15	25	457	25	425
TALK AMERICA INC.	1	1	2	10	1	8
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	5	0	4
TCG	0	0	0	3	0	3
TDS TELECOM/QUINCY TELEPHONE	1	0	1	2	1	2
TELCOVE	0	0	0	2	0	2
TELECONEX	3	1	4	133	33	72
TELECUBA, INC.	0	0	0	3	0	3
TIBURON TELECOM, INC.	0	0	0	1	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2	0	1
UNITEL	0	1	1	3	0	2
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	0	0	8	1	6
USA TELECOM, INC.	0	0	0	1	0	1
USTEL	0	0	0	2	0	1
VARTEC TELECOM, INC.	0	1	1	23	4	22
WINSTAR COMMUNICATIONS, LLC	0	0	0	4	0	1
XO FLORIDA, INC.	0	1	1	18	2	15
XSPEDIUS COMMUNICATIONS	1	0	1	3	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	3	0	3	13	3	11
TOTALS**	115	67	182	1,752	189	1,510

\*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\*

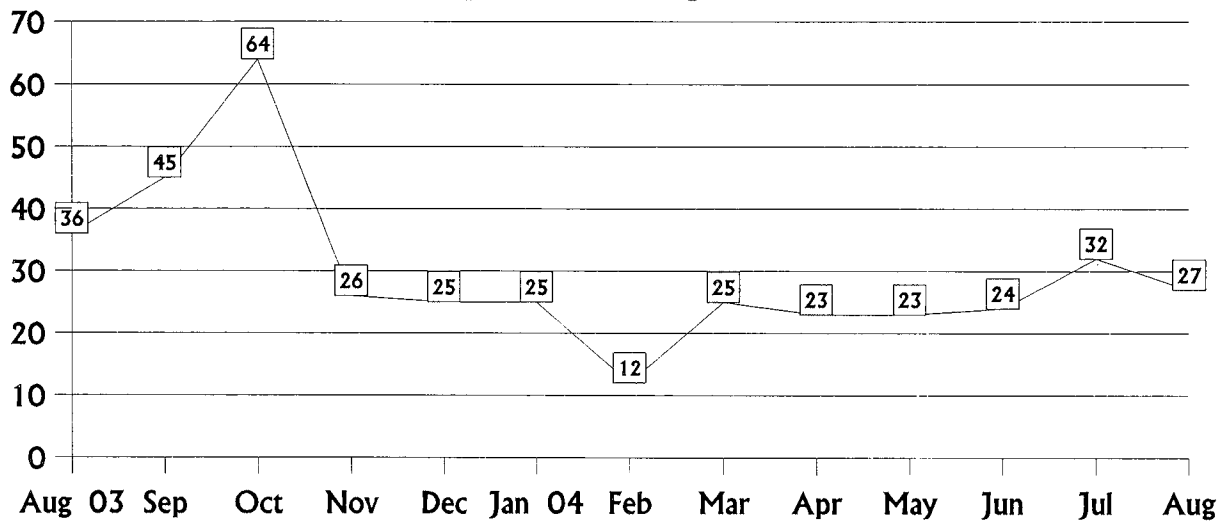
## August 2004

New Cases Logged	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
39	27	\$1,363.12

*\*Please see Definitions*

### Cases Resolved as Cramming

August 2003 - August 2004





**Unauthorized Telephone Service Change  
 “Local Slamming”  
 Cases Logged - August 2004**

Company	Month	Year-To-Date
AT&T	2	16
Bellsouth Telecommunications, Inc.	7	43
Excel Telecommunications, Inc.	1	6
IDS Telecom LLC	1	6
IDT	0	9
MCI	2	14
Sprint Communications Co. LTD Partnership	3	22
Sprint-Florida, Inc.	4	27
Supra Telecom. & Information Systems, Inc.	1	34
Verizon Florida Inc.	1	6
All Other Local Companies	8	70
<b>Totals</b>	<b>30</b>	<b>253</b>

**Long Distance Telephone Companies  
Complaint Activity - August 2004**

Utility Name	Complaints Logged			YTD	Complaints Resolved	
	Service*	Billing*	Total		Total	YTD
1 800 3030 123 AMERICATEL COLLECT	1	1	2	28	2	26
ACC LONG DISTANCE	0	0	0	2	0	2
ACCERIS COMMUNICATIONS SOLUTIONS	2	0	2	15	0	13
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ACCXX COMMUNICATIONS, LLC	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	1	0	0
ADMA TELECOM, INC.	0	0	0	1	0	1
AIRESPRING, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	5	2	5
ALLIANCE GROUP SERVICES, INC.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	8	1	8
AMERICAN COMMUNICATIONS, L.L.C.	0	0	0	1	0	0
ANEW BROADBAND, INC.	0	0	0	2	0	2
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	0	1	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	46	76	122	1,951	118	1,848
BAK COMMUNICATIONS, LLC	0	0	0	1	0	1
BCN TELECOM, INC.	0	0	0	1	1	1
BELLSOUTH LONG DISTANCE, INC.	6	5	11	74	10	65
BROADBAND COMMUNICATIONS CORPORATION	0	0	0	1	0	1
BROADWING COMMUNICATIONS, LLC	3	0	3	6	1	3
BUDGET CALL LONG DISTANCE, INC.	0	0	0	3	1	3
BUEHNER-FRY, INC.	0	0	0	2	0	2
BUSINESS SAVINGS PLAN	0	0	0	1	0	1
BUSINESS TELECOM, INC. D/B/A BTI	1	0	1	3	0	1
BUYERS UNITED, INC.	0	0	0	1	0	1
CAPSULE COMMUNICATIONS, INC.	0	0	0	1	0	1
CENTRIX TELECOM, LLC	0	0	0	2	0	1
CINCINNATI BELL ANY DISTANCE INC.	0	0	0	1	0	1
CINERGY COMMUNICATIONS COMPANY	0	0	0	2	0	2
CLARICOM NETWORKS, LLC	0	0	0	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	12	0	11
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	2	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	7	1	7
COMTECH 21, LLC	0	0	0	1	0	1
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1	0	1
CONSUMER ACCESS	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	4	4	23	1	20
COVISTA, INC.	0	0	0	1	0	1
CTC COMMUNICATIONS CORP.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
CTG TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
CUSTOM TELECONNECT, INC.	0	0	0	2	0	2
DIMENSIONS	0	0	0	5	0	0
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	2	1	2
ENHANCED SERVICES BILLING, INC.	0	0	0	3	0	3
ENTRIX TELECOM, INC.	0	0	0	1	0	0
EPICUS, INC.	0	0	0	3	0	3
EUROCOM TELECOMMUNICATIONS, LLC	1	0	1	2	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	3	5	38	3	33
EXERGY GROUP, LLC	0	0	0	1	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	3	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	11	1	11
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	2	0	1
GLOBAL TEL*LINK CORPORATION	0	4	4	9	3	6
GTC TELECOM CORP.	2	0	2	3	2	3
HARBOR COMMUNICATIONS, LLC	0	0	0	1	0	1
HBS BILLING SERVICES COMPANY	0	0	0	7	2	7
HORIZONONE COMMUNICATIONS	0	1	1	9	1	8
I VANTAGE NETWORK SOLUTIONS	0	0	0	2	0	2
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	0	0	0	4	0	4
IBGH COMMUNICATIONS, LLC	0	0	0	2	1	1
IDC TELECOMMUNICATIONS	0	0	0	1	0	1
IDS TELCOM LLC	1	0	1	8	0	7
IDT AMERICA CORP. D/B/A DSA TELECOM	2	10	12	77	10	70
ILD	0	6	6	27	2	22
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	1	2	35	5	34
INCOMM	0	0	0	1	0	1
INCOMNET	0	0	0	1	0	1
INTEGRETEL, INC.	0	3	3	52	5	51
ISN COMMUNICATIONS	0	0	0	5	0	5
ITC DELTACOM	0	1	1	6	2	6
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	2	0	2
LIFELINE COMMUNICATIONS	0	0	0	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	5	1	3
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
LONG DISTANCE BILLING SERVICES, INC.	0	0	0	1	0	1
MAIN STREET TELEPHONE COMPANY	0	1	1	2	1	1
MAP MASTERS, INC.	1	0	1	1	1	1
MATRIX TELECOM	0	0	0	6	0	6
MCG, LLC	0	0	0	1	0	0

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
MCI WORLDCOM COMMUNICATIONS, INC.	2	2	4	8	1	4
MCI WORLDCOM NETWORK SERVICES, INC.	21	13	34	327	26	297
MIKO TELEPHONE COMMUNICATIONS, INC.	0	0	0	7	0	0
MULTIPHONE LATIN AMERICA, INC.	0	0	0	4	0	4
NAIC TELECOMMUNICATIONS	0	0	0	1	0	1
NECC TELECOM, INC.	0	0	0	2	0	2
NET ONE INTERNATIONAL, INC.	0	0	0	1	0	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	0	0	2	0	2
NEW CENTURY TELECOM, INC.	3	0	3	51	1	48
NORVERGENCE, INC.	0	0	0	39	0	39
OCCM, INC.	0	4	4	9	1	6
OLS, INC.	0	0	0	2	0	2
ONE CALL COMMUNICATIONS, INC.	0	1	1	5	0	4
ONELINK COMMUNICATIONS, INC.	0	0	0	1	0	1
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	1	9	10	54	9	48
OPERATOR SERVICE COMPANY	0	0	0	1	0	1
OPEX COMMUNICATIONS, INC.	0	1	1	3	0	2
OPTICAL TELEPHONE CORPORATION	0	0	0	6	0	5
PAETEC COMMUNICATIONS, INC.	0	0	0	1	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	3	1	3
PREMIER TELECOM, INC.	0	0	0	2	0	1
PRIMO COMMUNICATIONS INC	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	3	4	16	3	11
QWEST COMMUNICATIONS CORPORATION	9	2	11	64	13	57
RED RIVER NETWORKS LLC	0	0	0	1	0	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	1	0	1
RIDLEY TELEPHONE COMPANY, LLC	0	0	0	1	1	1
SATURN TELECOMMUNICATION SERVICES, INC.	1	0	1	3	0	1
SKYNET TELESYSTEMS	2	6	8	39	14	35
SOUTHERNNET SYSTEMS, INC.	0	0	0	1	1	1
SPRINT	49	21	70	506	87	441
STAR TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
STARTEC GLOBAL LICENSING COMPANY	0	0	0	5	1	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	4	0	4
T2TECINC	0	0	0	1	0	1
TALK AMERICA, INC.	3	3	6	20	1	15
TCG	0	1	1	16	1	12
TELCO PARTNERS, INC.	1	0	1	1	1	1
TELCOVE	0	0	0	1	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	7	2	7
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	3	0	3	60	2	57
TELECOMEZ CORP.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
TELECORE COMMUNICATIONS, CORP.	1	0	1	4	1	3
TELECUBA, INC.	0	0	0	4	1	4
TELEDIAS COMMUNICATIONS, INC.	2	0	2	3	0	1
TELEFYNE INCORPORATED	1	0	1	3	1	3
TELEGLOBE AMERICA INC.	0	1	1	4	0	2
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1	0	1
TELEUNO, INC.	0	0	0	1	0	1
TELISS, LLC	0	2	2	5	1	3
TELQUEST COMMUNICATIONS, CORP.	0	0	0	1	0	1
TELSTAR INTERNATIONAL, INC.	0	0	0	9	0	7
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	13	0	13
T-NETIX, INC.	0	0	0	10	1	9
TOTAL CALL INTERNATIONAL, INC.	1	0	1	4	0	3
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	1	0	1
TOUCH-TEL USA, LLC	0	0	0	1	0	0
TOUCHTONE COMMUNICATIONS INC.	0	0	0	1	1	1
TTE	0	0	0	2	0	1
TTI NATIONAL, INC.	1	0	1	2	1	2
U.S. TELECOM GROUP, INC.	0	0	0	2	0	2
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	8	0	8
UKI COMMUNICATIONS, INC.	0	0	0	3	0	3
UNITED SYSTEM ACCESS TELECOM, INC.	0	0	0	2	0	2
UNIVERSAL PHONE CORPORATION	0	0	0	1	1	1
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	0	0	0	4	0	4
VARTEC TELECOM, INC.	0	3	3	45	7	43
VERIZON LONG DISTANCE	0	4	4	28	6	23
VERIZON SELECT SERVICES INC.	0	0	0	7	0	5
VOIP ENTERPRISES INC.	0	0	0	4	0	3
WILLTEL COMMUNICATION, LLC	0	0	0	2	0	2
WINSTAR COMMUNICATIONS, LLC	0	0	0	1	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	0	0	3	0	3
WORLDCOM NETWORK SERVICES, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	0	0	0	1	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	2	0	0
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	1	0	1
ZERO PLUS DIALING	0	7	7	23	5	20
ZERO PLUS DIALING, INC.	1	5	6	12	4	10
ZONE TELECOM, INC.	0	0	0	2	0	2
Z-TEL COMMUNICATIONS, INC.	0	0	0	3	0	3
TOTALS**	175	204	379	4,020	376	3,669

\*Please see Definitions.

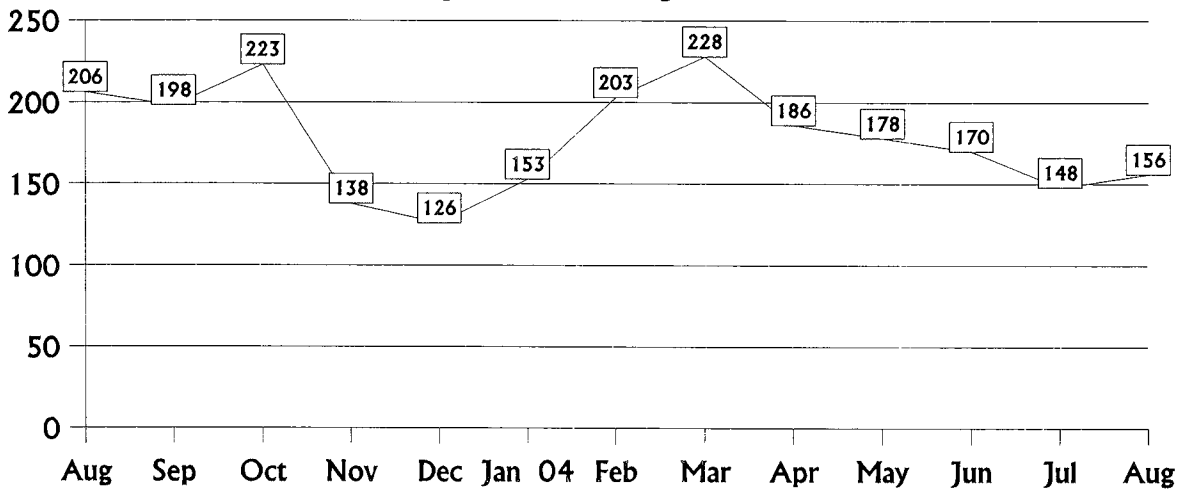
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

# Unauthorized Telephone Service Change “Long Distance Slammming” Cases Logged - August 2004

Company	Month	Year-To-Date
1 800 3030 123 Americatel Collect	1	15
AT&T	39	547
Excel Telecommunications, Inc.	2	17
MCI Worldcom	15	95
New Century Telecom, Inc.	3	45
Qwest Communications Corporation	8	42
Skynet Telesystems	2	23
Sprint	56	417
Telecom*USA or Teleconnect	2	16
Other Long Distance Companies	28	205
<b>Totals</b>	<b>156</b>	<b>1,422</b>

## Cases Logged as Slammming

August 2003 - August 2004



**Pay Telephone Companies  
Complaint Activity - August 2004**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ARLEN COMMUNICATIONS, INC.	0	0	0	1	0	1
ATN, INC.	0	0	0	2	0	2
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	3	1	3
COIN-TEL, INC.	0	0	0	1	0	1
COMMERCIAL PAY PHONES, INC.	0	0	0	3	0	3
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	3	0	3
FUTURE TALK	0	0	0	1	0	0
GLOBAL TEL*LINK CORPORATION	1	0	1	1	0	0
LANDMARK COMMUNICATIONS TECHNOLOGIES	0	0	0	1	0	1
LONESTAR TELCOM, INC.	0	0	0	1	0	1
METROPOLITAN PAYPHONES CORPORATION	0	0	0	1	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1	0	1
RITE LINE COMMUNICATIONS, INC.	1	0	1	1	0	0
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	1	0	1
SOUTHEAST PAYPHONES, INC.	0	0	0	2	0	2
SPRINT PAYPHONE SERVICES, INC.	0	0	0	2	0	2
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	2	1	2
TELELEASING ENTERPRISES, INC.	0	0	0	1	0	1
TELE COM, CORP.	1	0	1	1	0	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1	1	1
TRI-COUNTY TELEPHONE INC.	0	0	0	1	0	1
VERIZON FLORIDA INC.	0	0	0	1	0	1
<b>TOTALS**</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>33</b>	<b>3</b>	<b>29</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 - August 2004

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ALOHA UTILITIES, INC.	1	0	1	21	1	20
AQUA UTILITIES FLORIDA, INC.	2	1	3	3	0	0
BAYSIDE UTILITY SERVICES, INC.	0	2	2	16	0	4
BRADEN RIVER UTILITIES, INC.	0	0	0	1	0	1
BREEZE HILL UTILITY	1	0	1	1	0	0
BROADVIEW PARK WATER COMPANY	0	0	0	8	0	6
BURKIM ENTERPRISES, INC.	0	0	0	1	0	0
CENTURY ESTATES UTILITIES, INC.	0	0	0	1	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	0	1
COUNTRY CLUB OF SEBRING	0	0	0	1	0	1
CRESTRIDGE UTILITY CORPORATION	0	1	1	2	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1	0	1
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	1	1	1
FERNCREST UTILITIES, INC.	0	1	1	4	0	2
FLORALINO PROPERTIES, INC.	0	0	0	4	0	3
FLORIDA WATER SERVICES CORPORATION	1	1	2	54	0	38
FOREST HILLS UTILITIES, INC.	0	0	0	3	0	1
HEATHER HILLS ESTATES	0	0	0	1	0	1
HIGHLANDS UTILITIES CORPORATION	0	0	0	1	1	1
HUDSON UTILITIES, INC.	2	1	3	8	0	5
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	6	0	5
KEMPLE WATER COMPANY	0	0	0	1	0	1
LABRADOR UTILITIES, INC.	0	3	3	5	0	2
LAKE UTILITY SERVICES, INC.	1	0	1	4	0	3
LANIGER ENTERPRISES OF AMERICA, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	1	0	1	8	0	6
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
MAD HATTER UTILITY, INC.	0	0	0	2	0	2
MCLEOD GARDENS WATER COMPANY	0	0	0	1	0	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	2	0	1
MOBILE MANOR, INC.	1	0	1	5	1	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	2	0	2
O&S WATER COMPANY, INC.	0	0	0	1	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
PINE HARBOUR WATER UTILITIES	0	0	0	7	0	7
PINECREST RANCHES, INC.	0	1	1	1	0	0
PLACID LAKES UTILITIES, INC.	0	0	0	1	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1	0	1
SANLANDO UTILITIES CORPORATION	0	1	1	4	0	2
SEACOAST UTILITIES	0	0	0	1	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	2	0	2	4	1	3
UTILITIES, INC. OF FLORIDA	1	0	1	11	0	10
UTILITIES, INC. OF PENNBROOKE	0	0	0	3	0	3
WEDGEFIELD UTILITIES, INC.	0	0	0	1	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1	0	1
<b>TOTALS**</b>	<b>13</b>	<b>12</b>	<b>25</b>	<b>210</b>	<b>5</b>	<b>148</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.



# 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 =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$