



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT December 2010**

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## **Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION**

If you have questions about regulated utility services, you may:

\* CALL the Division of Service, Safety & Consumer Assistance at 1-800-342-3552

\*FAX your questions to 1-800-511-0809

\*E-MAIL the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

\*Or WRITE to:

Florida Public Service Commission  
Division of Service, Safety & Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

## Consumer Activity Overview December 2010

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,050</b>
Electric	67	
Gas	4	
Competitive Local Exchange Telephone	97	
Local Exchange Telephone	146	
Long Distance Telephone	29	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	43	
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		527
Electric	513	
Gas	12	
Telecommunications	2	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		56
Electric	37	
Gas	0	
Telecommunications	19	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		80
Electric	77	
Gas	0	
Telecommunications	3	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>3,502</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,552</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	741	3,226	3,967
Mail	62	36	98
Internet	221	227	448
Fax	26	12	38
<b>Totals</b>	<b>1,050</b>	<b>3,501</b>	<b>4,551</b>

## Cases by Industry

**December 2010**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	67	6 %	333	10 %
Natural Gas	4	0 %	38	1 %
Telecommunications	272	25 %	2187	62 %
Competitive Local Exchange Telephone	97	9 %		
Local Exchange Telephone	146	14 %		
Long Distance Telephone	29	3 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	43	4 %	104	3 %
Non-certificated Company Cases logged**	1	0 %	840	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	527	50 %		
E-Transfers	56	5 %		
Cases Received & Closed by 3 Day Rule	80	8 %		
<b>Total</b>	<b>1,050</b>	<b>100 %</b>	<b>3,502</b>	<b>100 %</b>

Information provided by Consumer Activity Tracking System(CATS). Includes contacts from phone calls, letters, faxes and the Internet.

\*Figures have been rounded.

\*\*Non-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

# Complaints Received by County

December 2010



Note: County name not available for 33 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	3	11	14	346
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	48
GULF POWER COMPANY	0	1	1	17
PROGRESS ENERGY FLORIDA, INC.	21	13	34	520
TAMPA ELECTRIC COMPANY	7	9	16	165
<b>TOTALS**</b>	<b>32</b>	<b>35</b>	<b>67</b>	<b>1,096</b>

*\*Please see Definitions.*

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

# Natural Gas Companies

## Complaint Activity - December 2010

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA CITY GAS	2	0	2	45
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	9
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	19
PEOPLES GAS SYSTEM	2	0	2	80
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
<b>TOTALS**</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>155</b>

*\*Please see Definitions.*

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

# Local Telephone Companies

## Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	50	52	102	1,110
CENTURYLINK	5	6	11	130
FAIRPOINT COMMUNICATIONS	0	0	0	4
FRONTIER COMMUNICATIONS OF THE SOUTH, LLC	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	12	20	32	286
WINDSTREAM FLORIDA, INC.	1	0	1	12
<b>TOTALS**</b>	<b>68</b>	<b>78</b>	<b>146</b>	<b>1,545</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 - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	3
ACCESS ONE, INC.	0	0	0	1
AFFORDABLE PHONE SERVICES, INC.	0	1	1	6
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	5	2	7	59
ANGLES COMMUNICATION SOLUTIONS	1	0	1	7
BIRCH COMMUNICATIONS, INC.	0	1	1	23
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	18
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	0	3	18
BROADVOX-CLEC, LLC	1	0	1	2
BUDGET PHONE	0	0	0	10
CBEYOND COMMUNICATIONS, LLC	0	0	0	4
COMCAST LONG DISTANCE	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	28
DELTACOM, INC.	0	1	1	13
DPI-TELECONNECT, L.L.C.	0	0	0	7
DSL	0	0	0	2
EASY TELEPHONE SERVICES COMPANY	51	0	51	83
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	0	0	0	4
EXCEL TELECOMMUNICATIONS	0	0	0	1
EXPRESS PHONE SERVICE	6	0	6	13
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	6
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HOTWIRE COMMUNICATIONS, LTD.	1	0	1	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ISN TELCOM	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	8
LIFECONNEX TELECOM, LLC	0	4	4	16
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	11

# Competitive Local Exchange Telephone Companies

## Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
METTEL	0	1	1	1
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	10
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	2
PRIMECAST	0	0	0	2
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
SKYNET360, LLC	0	0	0	1
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	1	1	6
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	2
THINK 12 CORPORATION D/B/A HELLO DEPOT	1	0	1	5
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
VARTEC TELECOM, INC.	0	0	0	1
WINDSTREAM NUVOX INC.	5	3	8	39
XO COMMUNICATIONS SERVICES, INC.	0	4	4	16
<b>TOTALS**</b>	<b>78</b>	<b>19</b>	<b>97</b>	<b>452</b>

*\*Please see Definitions.*

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

# Long Distance Telephone Companies

## Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ADMA TELECOM, INC.	0	0	0	1
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	2	0	2	15
AMERICATEL CORPORATION	0	0	0	6
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	0	1	1	54
AT&T LONG DISTANCE SERVICE	1	5	6	94
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	4
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	0	0	4
CENTURYLINK LONG DISTANCE	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	5
COMMUNICATION TELEFONICAS LATINAS CORP	1	0	1	2
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CONVERGIA, INC.	0	0	0	1
CORDIA COMMUNICATIONS CORP.	0	1	1	2
CORRECTIONAL BILLING SERVICES	0	0	0	8
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	3	3	18
DAYSTAR COMMUNICATIONS	1	0	1	1
DELTACOM, INC.	0	0	0	2
DPI TELECONNECT, L.L.C.	0	0	0	1
ECG	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	2	2	21
EXCEL TELECOMMUNICATIONS	0	0	0	4
FAIRPOINT CARRIER SERVICES, INC.	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	6
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	0	0	0	27
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GT TELECOMM	0	0	0	1
HBS BILLING SERVICES COMPANY	0	0	0	1

## Long Distance Telephone Companies

### Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ICSOLUTIONS	0	0	0	2
IDC TELECOMMUNICATIONS	0	0	0	1
IDT AMERICA, CORP.	0	0	0	2
ILD TELESERVICES	0	1	1	42
INFINITY NETWORKS, INC.	0	0	0	3
INTELLICALL OPERATOR SERVICES, INC.	0	2	2	7
ITI INMATE TELEPHONE, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	9
LIFECONNEX TELECOM, LLC	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	0	0	0	1
NUVOX	0	0	0	4
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	12
ONELINK COMMUNICATIONS, INC.	1	0	1	3
OPTIC INTERNET PROTOCOL, INC.	1	0	1	76
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PHONE XP, L.L.C.	0	0	0	1
PIONEER TELEPHONE, INC.	0	0	0	1
PREFERRED LONG DISTANCE, INC.	1	0	1	1
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	3
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	0	0	8
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	6
SILV COMMUNICATION INC.	0	0	0	8
SPOT TALK	0	0	0	1
SPRINT	0	0	0	8
STI PREPAID, LLC	0	0	0	4
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
TCG SOUTH FLORIDA	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	1	0	1	1
TELECOM WORLDWIDE SOLUTIONS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	3

# Long Distance Telephone Companies

## Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	0	0	2
TOTAL CALL INTERNATIONAL, INC.	0	0	0	1
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1
UNION TELECOM	0	0	0	1
UNITED TELECOM INC.	1	0	1	12
USA DIGITAL COMMUNICATIONS, INC.	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	1
VERIZON BUSINESS SERVICES	1	2	3	18
VERIZON LONG DISTANCE LLC	0	0	0	13
VERIZON SELECT SERVICES INC.	0	0	0	1
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	1	1	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	4
ZEN PREPAID, LLC	0	0	0	1
ZERO PLUS DIALING	0	0	0	7
ZERO PLUS DIALING, INC.	0	0	0	1
<b>TOTALS**</b>	<b>11</b>	<b>18</b>	<b>29</b>	<b>581</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 - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	4
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	2
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
SOUTHEAST PAYPHONES, INC.	0	0	0	2
STERLING PAYPHONES, LLC	0	0	0	1
TRITEL, INC.	0	0	0	1
WATERVILLE COMMUNICATIONS, INC.	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</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 - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	7
AQUA UTILITIES FLORIDA, INC.	0	2	2	19
AQUA UTILITIES FLORIDA, INC.	0	1	1	21
AQUA UTILITIES FLORIDA, INC.	1	1	2	34
AQUA UTILITIES FLORIDA, INC.	1	0	1	16
AQUA UTILITIES FLORIDA, INC.	1	0	1	9
AQUA UTILITIES FLORIDA, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BEACHES SEWER SYSTEM	0	1	1	1
BIMINI BAY UTILITIES CORPORATION	2	6	8	18
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
CEDAR ACRES INC	0	0	0	4
COLONY PARK UTILITIES, INC.	0	0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	5
FOUR POINTS UTILITY CORPORATION	9	12	21	35
GOLD COAST UTILITY CORP.	0	0	0	3
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	4
HOLMES UTILITIES, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2

## Water & Wastewater Companies

### Complaint Activity - December 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LAKE UTILITY SERVICES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	0	0	0	5
MARION UTILITIES, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	2
NI FLORIDA, LLC	1	1	2	11
NORTH BEACH UTILITIES, INC.	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	4
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PARKLAND UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	8
PINE HARBOUR WATER UTILITIES, LLC	0	1	1	1
PINECREST RANCHES, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	1	1	28
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	2
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	2
SAN SEBASTIAN WATER, LLC	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	2
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
TLP WATER, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	8
UTILITIES, INC. OF FLORIDA	0	0	0	11
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	1	1	2
UTILITY CORPORATION OF FLORIDA, INC.	0	0	0	1
WATER OAK UTILITY	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	2
<b>TOTALS**</b>	<b>16</b>	<b>27</b>	<b>43</b>	<b>350</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 - December 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	0	31
AT&T LONG DISTANCE SERVICE	0	1
CENTURYLINK	1	9
CENTURYLINK COMMUNICATIONS	0	1
CONSUMER ACCESS	0	1
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	4	16
HBS BILLING SERVICES COMPANY	0	1
ILD TELESERVICES	5	30
INTELLICALL OPERATOR SERVICES, INC.	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	8
SILV COMMUNICATION INC.	0	1
VERIZON FLORIDA LLC	1	5
ZERO PLUS DIALING	0	1
<b>TOTALS*</b>	<b>11</b>	<b>111</b>

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

# Unauthorized Telephone Service Charges

## "Local Slamming"

### Cases Resolved - December 2010

	Month	Year-To-Date
AMERICA NET, LLC	2	12
AMERICAN DIAL TONE, INC.	0	5
AT&T FLORIDA	1	14
BIRCH COMMUNICATIONS, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	3
BUDGET PHONE	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	5
COMMUNICATION TELEFONICAS LATINAS CORP	1	2
DPI TELECONNECT, L.L.C.	0	1
DPI-TELECONNECT, L.L.C.	0	4
EASY TELEPHONE SERVICES COMPANY	47	71
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
EXCEL TELECOMMUNICATIONS	0	2
EXPRESS PHONE SERVICE	2	3
FLATEL, INC.	0	1
HOTWIRE COMMUNICATIONS, LTD.	1	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	1
NETWORK SERVICE BILLING, INC.	0	1
OPTIC INTERNET PROTOCOL, INC.	1	71
PREFERRED LONG DISTANCE, INC.	1	1
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	6
SILV COMMUNICATION INC.	0	7
TELEDIAS COMMUNICATIONS, INC.	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	1	2
UNITED TELECOM INC.	1	10
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
VERIZON FLORIDA LLC	2	3
<b>TOTALS*</b>	<b>60</b>	<b>235</b>

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

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - December 2010

	Month	Year-To-Date
AT&T	0	5
AT&T LONG DISTANCE SERVICE	1	14
BIRCH COMMUNICATIONS, INC.	0	1
BLUERIDGE TELECOM SYSTEMS	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	3
CONVERGIA, INC.	0	1
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GLOBAL TEL*LINK CORPORATION	0	2
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	0	5
INTELLICALL OPERATOR SERVICES, INC.	0	1
NET ONE INTERNATIONAL, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	2
ONELINK COMMUNICATIONS, INC.	1	3
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	5
SPRINT	0	3
TCG SOUTH FLORIDA	0	1
TELE CIRCUIT NETWORK CORPORATION	1	1
TELEDIAS COMMUNICATIONS, INC.	0	3
TELENATIONAL COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	0	1
VERIZON BUSINESS SERVICES	1	3
VERIZON LONG DISTANCE LLC	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	0	4
<b>TOTALS*</b>	<b>4</b>	<b>69</b>

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

# DEFINITIONS

**Access Line or Subscriber Line** - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central Office.

**Billing** - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

**Case** - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

**Complaint** - A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

**Complaint Activity** - The total number of complaints logged with regulated utilities or resolved within a given period of time.

**Complaints Logged** - The number of complaints received from customers filed with the utilities.

**Complaints Resolved** - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

**Consumer Activity Tracking System (CATS)** - A database system that tracks complaints and information requests filed with the Florida Public Service Commission.

**Contact** - A communication with the Commission either in writing (letter, fax, or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

**Cramming** - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers's knowledge or consent.

**Information Request** - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

**Service** - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

**Shared Tenant Service (STS)** - As defined in section 364.339(1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangements to tenants by an entity other than an existing local telephone company.

**Tariff** - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

**Telephone Transfer Connect (Warm Transfer)** - A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.