



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT February 2009

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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 February 2009

Complaints Received & Entered into CATS		1,756
Electric	136	
Gas	23	
Competitive Local Exchange Telephone	46	
Local Exchange Telephone	218	
Long Distance Telephone	70	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	30	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		964
Electric	775	
Gas	2	
Telecommunications	187	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		163
Electric	142	
Gas	1	
Telecommunications	20	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		106
Electric	93	
Gas	0	
Telecommunications	13	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		11,291
Total New Cases Received & Entered into CATS		13,047

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,241	9,924	11,165
Mail	76	182	258
Internet	415	1,156	1,571
Fax	24	29	53
Totals	1,756	11,291	13,047

Cases by Industry

February 2009

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	136	8 %	9341	83 %
Natural Gas	23	1 %	60	1 %
Telecommunications	334	19 %	844	7 %
Competitive Local Exchange Telephone	46	3 %		
Local Exchange Telephone	218	12 %		
Long Distance Telephone	70	4 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	30	2 %	174	2 %
Non-certificated Company Cases logged**	0	0 %	872	8 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	964	55 %		
E-Transfers	163	9 %		
Cases Received & Closed by 3 Day Rule	106	6 %		
Total	1,756	100 %	11,291	100 %

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

February 2009



Note: County name not available for 83cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	11	28	39	56
FLORIDA PUBLIC UTILITIES COMPANY	1	6	7	7
GULF POWER COMPANY	1	0	1	1
PROGRESS ENERGY FLORIDA, INC.	32	40	72	113
TAMPA ELECTRIC COMPANY	5	12	17	29
TOTALS**	50	86	136	206

**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 - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	3	6	9
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	3
FLORIDA PUBLIC UTILITIES COMPANY	2	4	6	12
PEOPLES GAS SYSTEM	5	5	10	18
TOTALS**	10	13	23	42

**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 - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	64	94	158	301
EMBARQ FLORIDA, INC.	6	15	21	28
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	1	0	1	1
VERIZON FLORIDA LLC	12	21	33	66
WINDSTREAM FLORIDA, INC.	3	1	4	9
TOTALS**	87	131	218	407

**Please see Definitions.*

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

Competitive Local Exchange Telephone Companies

Complaint Activity - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T	0	1	1	1
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	4	0	4	14
BUDGET PHONE	1	0	1	1
CLEARTEL COMMUNICATIONS	2	1	3	4
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	4
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	0	5	7
DELTACOM, INC.	0	3	3	5
DSL	1	0	1	2
EXCEL TELECOMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	1	1	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	1
INFOTELECOM, LLC	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	3
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	1	1	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEWPHONE, INC.	0	0	0	1
NUVOX	5	2	7	11
PAETEC COMMUNICATIONS, INC.	1	1	2	2
SH SERVICES LLC	1	0	1	1
STS TELECOM	0	0	0	2
STS TELECOM, LLC	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	3	7	23
SWIFTEL, LLC	1	0	1	1
T3 COMMUNICATIONS, INC.	0	2	2	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
VARTEC TELECOM	0	0	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	2
XO COMMUNICATIONS SERVICES, INC.	0	1	1	1
TOTALS**	29	17	46	99

**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 - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
3U TELECOM INC.	1	0	1	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	1	0	1	1
AMERICATEL CORPORATION	0	2	2	2
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	2	5	7	16
AT&T LONG DISTANCE SERVICE	0	10	10	20
CORRECTIONAL BILLING SERVICES	0	1	1	1
CROSSFONE	0	1	1	1
CUSTOM TELECONNECT, INC.	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	3	3	5
FAIRPOINT CARRIER SERVICES, INC.	1	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	1	1	2	2
IDC TELECOMMUNICATIONS	0	1	1	1
IDT AMERICA, CORP.	0	1	1	4
ILD TELESERVICES	1	1	2	9
INTEGRETEL, INC.	0	2	2	3
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A 01	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	6	0	6	8
PAETEC COMMUNICATIONS, INC.	0	0	0	1
PIONEER TELEPHONE, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1
PREFERRED LONG DISTANCE, INC.	1	0	1	1
PRIMECAST	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	1	1	2	5
SILV COMMUNICATION INC.	7	0	7	9
SPRINT	0	1	1	2
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	1	0	1	1
TELE CIRCUIT NETWORK CORPORATION	1	0	1	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEFONICALATINA	0	1	1	1
THE OTHER PHONE COMPANY, INC.	0	0	0	1

Long Distance Telephone Companies Complaint Activity - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TOTAL CALL INTERNATIONAL, INC.	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	0	1	1
VERIZON BUSINESS SERVICES	0	1	1	5
VERIZON LONG DISTANCE	1	2	3	5
VEZA TELECOM, INC.	2	0	2	2
WILTEL COMMUNICATION, LLC	2	0	2	3
WORLDNET	1	0	1	1
YAK AMERICA INC.	1	0	1	1
ZERO PLUS DIALING	0	2	2	9
ZERO PLUS DIALING, INC.	0	1	1	1
TOTALS**	33	37	70	139

**Please see Definitions.*

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

Water & Wastewater Companies

Complaint Activity - February 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	1	1	1
ALOHA UTILITIES, INC.	1	2	3	4
AQUA UTILITIES FLORIDA, INC.	2	0	2	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	5
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	2	6	8	10
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BEACHES SEWER SYSTEM	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	1
LABRADOR UTILITIES, INC.	0	1	1	2
LAKE PLACID UTILITIES, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	2	2	4
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	1	1	1
O&S WATER COMPANY, INC.	0	0	0	1
PARK WATER COMPANY	1	0	1	1
PASCO UTILITIES, INC.	0	1	1	1
ROYAL UTILITY COMPANY	1	0	1	1
SANLANDO UTILITIES CORPORATION	0	1	1	1
SERVICE MANAGEMENT SYSTEMS, INC.	1	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
W.P. UTILITIES, INC.	0	1	1	1
WEDGEFIELD UTILITIES, INC.	0	1	1	1
TOTALS**	10	20	30	55

**Please see Definitions.*

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

Unauthorized Additional Telephone Service Charges

"Cramming"

Cases Resolved - February 2009

	Month	Year-To-Date
AT&T FLORIDA	1	1
ENHANCED BILLING SERVICES, INCORPORATED	1	1
ENHANCED SERVICES BILLING, INC.	1	6
FAIRPOINT COMMUNICATIONS	0	1
ILD TELESERVICES	5	11
INTEGRETEL, INC.	1	1
INTELLICALL OPERATOR SERVICES, INC.	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
ZERO PLUS DIALING	6	11
TOTALS*	16	34

**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 - February 2009

	Month	Year-To-Date
AT&T FLORIDA	2	5
BANDWIDTH.COM CLEC, LLC	0	1
BIRCH COMMUNICATIONS, INC.	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	3
EMBARQ FLORIDA, INC.	1	1
INFOTELECOM, LLC	0	1
NUVOX	1	1
OPTIC INTERNET PROTOCOL, INC.	6	8
PREFERRED LONG DISTANCE, INC.	1	1
PRIMECAST	0	1
SILV COMMUNICATION INC.	7	9
SWIFTEL, LLC	1	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	1
VERIZON FLORIDA LLC	0	1
VEZA TELECOM, INC.	2	2
WORLDNET	1	1
TOTALS*	25	38

**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 - February 2009

	Month	Year-To-Date
3U TELECOM INC.	1	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	1	1
AT&T	1	2
AT&T LONG DISTANCE SERVICE	0	2
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	2
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	1	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A O1	0	1
PAETEC COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	1	1
QWEST COMMUNICATIONS COMPANY, LLC	1	4
SPRINT	0	1
TALK AMERICA INC.	1	1
TELE CIRCUIT NETWORK CORPORATION	1	1
TELECOM*USA OR TELECONNECT	0	1
TOTAL CALL INTERNATIONAL, INC.	0	1
VERIZON BUSINESS SERVICES	0	1
VERIZON LONG DISTANCE	1	1
WILTEL COMMUNICATION, LLC	2	3
YAK AMERICA INC.	1	1
ZERO PLUS DIALING	0	1
TOTALS*	12	32

**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.