



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT April 2007

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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 April 2007

Complaints Received & Entered into CATS		1,261
Electric	55	
Gas	36	
Competitive Local Exchange Telephone	84	
Local Exchange Telephone	168	
Long Distance Telephone	128	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	22	
Non-certificated Company Complaints Logged	3	
Electric	0	
Gas	0	
Telecommunications	3	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	667	
Electric	398	
Gas	0	
Telecommunications	269	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	43	
Electric	17	
Gas	0	
Telecommunications	26	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	55	
Electric	44	
Gas	0	
Telecommunications	11	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,413
Total New Cases Received & Entered into CATS		2,674

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	947	1,135	2,082
Mail	61	70	131
Internet	232	193	425
Fax	21	15	36
Totals	1,261	1,413	2,674

Cases by Industry

April 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	55	4 %	197	14 %
Natural Gas	36	3 %	37	3 %
Telecommunications	380	30 %	584	41 %
Competitive Local Exchange Telephone	84	7 %		
Local Exchange Telephone	168	13 %		
Long Distance Telephone	128	10 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	22	2 %	158	11 %
Non-certificated Company Cases logged**	3	0 %	437	31 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	667	53 %		
E-Transfers	43	3 %		
Cases Received & Closed by 3 Day Rule	55	4 %		
Total	1,261	100 %	1,413	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

April 2007



Note: County name not available for 82 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	10	15	25	134
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	8
GULF POWER COMPANY	0	1	1	3
PROGRESS ENERGY FLORIDA, INC.	12	8	20	95
TAMPA ELECTRIC COMPANY	2	7	9	33
TOTALS**	24	31	55	273

**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 - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	10	16	26	66
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	12
PEOPLES GAS SYSTEM	4	4	8	23
SEBRING GAS SYSTEM, INC.	0	0	0	1
TOTALS**	16	20	36	102

**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 - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	39	53	92	390
EMBARQ FLORIDA, INC.	23	20	43	181
FAIRPOINT COMMUNICATIONS	2	0	2	6
NEFCOM	0	1	1	1
TDS TELECOM/QUINCY TELEPHONE	1	0	1	4
VERIZON FLORIDA LLC	15	12	27	94
WINDSTREAM FLORIDA, INC.	0	2	2	10
TOTALS**	80	88	168	686

**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 - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	3
ANEW BROADBAND, INC.	0	1	1	2
AT&T	0	1	1	10
ATLANTIC.NET BROADBAND, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	9	1	10	21
BROADSTAR, LLC	0	1	1	3
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CLEARTEL COMMUNICATIONS	1	0	1	12
CLEARTEL TELECOMMUNICATIONS, INC.	3	5	8	18
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	10	0	10	30
COX COMMUNICATIONS	1	0	1	1
DELTACOM, INC.	1	3	4	8
DSL	0	1	1	4
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	1	1	3
FDN COMMUNICATIONS	2	0	2	18
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GLOBAL TELECOM GROUP	0	0	0	3
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT	0	0	0	4
INSTATONE	1	1	2	9
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	0	1	1	2
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NETWORK TELEPHONE CORPORATION	0	1	1	1
NEXUS COMMUNICATIONS TSI, INC.	1	0	1	2

Competitive Local Exchange Telephone Companies

Complaint Activity - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
OPTICAL TELECOMMUNICATIONS, INC.	0	0	0	8
PAETEC COMMUNICATIONS, INC.	0	0	0	1
RING CONNECTION, INC.	0	1	1	1
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	0	0	2
SUPER-TEL.COM, INC.	0	1	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	9	19	28	94
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	1	2	2
TALK AMERICA INC.	0	0	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	1
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	3
US LEC OF FLORIDA INC.	0	0	0	2
USTEL	0	0	0	2
VARTEC TELECOM	0	0	0	2
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	3
VILAIRE COMMUNICATIONS, INC.	0	1	1	2
XO COMMUNICATIONS SERVICES, INC.	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	1
TOTALS**	43	41	84	308

**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 - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2
ADMA TELECOM, INC.	0	0	0	2
AFFINITY 4	0	0	0	1
AMERICATEL CORPORATION	0	1	1	10
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	6	22	28	101
AT&T LONG DISTANCE SERVICE	3	5	8	17
BLUERIDGE TELECOM SYSTEMS	2	0	2	2
BRIDGECOM INTERNATIONAL, INC.	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	6
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	3	0	3	5
BUZZ TELECOM CORPORATION	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	2
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	11
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
CONVERGIA, INC.	1	0	1	1
CORRECTIONAL BILLING SERVICES	1	4	5	15
COX COMMUNICATIONS	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	3
DELTACOM, INC.	0	0	0	7
ECG	0	1	1	1
EMBARQ COMMUNICATIONS, INC.	1	2	3	9
ENHANCED SERVICES BILLING, INC.	0	6	6	13
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	2
FDN COMMUNICATIONS	0	1	1	5
GABRIEL WIRELESS, L.L.C.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	3
GLOBAL TEL*LINK CORPORATION	2	4	6	8
HORIZON TELECOM, INC.	3	3	6	31
IDT AMERICA CORP. D/B/A DSA TELECOM	0	2	2	4
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	1	12	13	59

Long Distance Telephone Companies

Complaint Activity - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
LDMI TELECOMMUNICATIONS, INC.	1	0	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	0	0	0	1
MCI NETWORK SERVICES, INC.	1	1	2	4
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	1	1	1
OPERATOR ASSISTANCE NETWORK	0	1	1	5
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	2
POWERNET GLOBAL COMMUNICATIONS	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	2
PT-1 COMMUNICATIONS	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	1	1	8
SILV COMMUNICATION INC.	1	0	1	4
SPRINT	2	0	2	36
STARTEC GLOBAL OPERATING COMPANY	0	1	1	3
STI PREPAID, LLC	1	0	1	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	0	0	49
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
T-NETIX, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	1
TELECOM*USA OR TELECONNECT	0	1	1	2
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	1	1	3
TELRITE CORPORATION	1	0	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TOTAL CALL INTERNATIONAL, INC.	0	0	0	1
TTI NATIONAL, INC.	0	0	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1	1	1
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	2
VARTEC SOLUTIONS	0	1	1	2
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	4
VERIZON BUSINESS SERVICES	1	3	4	22
VERIZON INTERNATIONAL COMMUNICATIONS SERVICES INC.	0	1	1	1
VERIZON LONG DISTANCE	0	5	5	6
VERIZON SELECT SERVICES INC.	0	4	4	5
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
WL SOLUTIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	5
XSPEDIUS COMMUNICATIONS	0	0	0	1
ZERO PLUS DIALING	0	2	2	9
ZERO PLUS DIALING, INC.	1	1	2	9
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	36	92	128	547

**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 - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AGENT ALLIANCE CORPORATION	0	0	0	1
ATN, INC.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
FOCUS CONNECTION, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	1
TOTALS**	0	0	0	6

**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 - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	1	0	1	4
ALOHA UTILITIES, INC.	0	2	2	8
AQUA UTILITIES FLORIDA, INC.	1	1	2	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	4
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	2	0	2	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	15
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
BONITA SPRINGS UTILITIES	0	0	0	1
C. S. WATER COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	3
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	1	1	3
FOUR POINTS UTILITY CORPORATION	0	0	0	2
HUDSON UTILITIES, INC.	0	0	0	4
INDIANTOWN COMPANY, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	1	1	1
LABRADOR UTILITIES, INC.	1	0	1	1
LINDRICK SERVICE CORPORATION	0	0	0	6
LITTLE GASPARILLA WATER UTILITY, INC.	1	0	1	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
O&S WATER COMPANY, INC.	1	1	2	2
PARK WATER COMPANY	0	1	1	3
PASCO UTILITIES, INC.	0	2	2	2
S & L UTILITIES, INC.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
SUNRISE UTILITIES, LLC	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	1

Water & Wastewater Companies

Complaint Activity - April 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1
TOTALS**	9	13	22	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.*

Unauthorized Additional Telephone Service Charges

"Cramming"

Cases Resolved - April 2007

	Month	Year-To-Date
AT&T FLORIDA	1	4
AT&T LONG DISTANCE SERVICE	1	1
EMBARQ FLORIDA, INC.	1	2
ENHANCED SERVICES BILLING, INC.	1	9
ILD TELESERVICES	5	35
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	0	3
ZERO PLUS DIALING, INC.	0	1
TOTALS*	9	56

**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 - April 2007

	Month	Year-To-Date
ANEW BROADBAND, INC.	0	1
AT&T FLORIDA	6	15
ATLANTIC.NET BROADBAND, INC.	0	1
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
EMBARQ COMMUNICATIONS, INC.	0	1
INSTATONE	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	1
NETWORK SERVICE BILLING, INC.	0	1
SILV COMMUNICATION INC.	1	4
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	2
VERIZON FLORIDA LLC	1	2
WL SOLUTIONS, INC.	0	1
TOTALS*	9	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

"Long Distance Slamming"

Cases Resolved - April 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	3
ASIA TALK TELECOM, INC.	0	1
AT&T	1	8
AT&T LONG DISTANCE SERVICE	3	4
BLUERIDGE TELECOM SYSTEMS	2	2
BROADWING COMMUNICATIONS, LLC	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	3	5
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	2
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	1
DELTACOM, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	3
HORIZON TELECOM, INC.	3	17
ILD TELESERVICES	1	6
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
PAETEC COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	3
SPRINT	2	15
TELE CIRCUIT NETWORK CORPORATION	0	1
TELEUNO, INC.	0	1
TELRITE CORPORATION	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
VERIZON BUSINESS SERVICES	1	4
VERIZON LONG DISTANCE	0	1
ZERO PLUS DIALING	0	1
ZERO PLUS DIALING, INC.	1	1
TOTALS*	20	89

**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.