



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT April 2008**

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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

## Consumer Activity Overview April 2008

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,518</b>
Electric	76	
Gas	24	
Competitive Local Exchange Telephone	67	
Local Exchange Telephone	187	
Long Distance Telephone	89	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	40	
Non-certificated Company Complaints Logged		7
Electric	0	
Gas	0	
Telecommunications	6	
Water/Wastewater	1	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		899
Electric	626	
Gas	0	
Telecommunications	273	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		52
Electric	29	
Gas	0	
Telecommunications	23	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		74
Electric	56	
Gas	0	
Telecommunications	18	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>1,585</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>3,103</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,218	1,313	2,531
Mail	59	54	113
Internet	221	207	428
Fax	20	11	31
<b>Totals</b>	<b>1,518</b>	<b>1,585</b>	<b>3,103</b>

## Cases by Industry

**April 2008**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	76	5 %	321	20 %
Natural Gas	24	2 %	21	1 %
Telecommunications	346	22 %	500	32 %
Competitive Local Exchange Telephone	67	4 %		
Local Exchange Telephone	187	12 %		
Long Distance Telephone	89	6 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	40	3 %	141	9 %
Non-certificated Company Cases logged**	7	0 %	602	38 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	899	59 %		
E-Transfers	52	3 %		
Cases Received & Closed by 3 Day Rule	74	5 %		
<b>Total</b>	<b>1,518</b>	<b>100 %</b>	<b>1,585</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

## April 2008



Note: County name not available for 57 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	16	20	36	166
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	16
GULF POWER COMPANY	1	0	1	2
PROGRESS ENERGY FLORIDA, INC.	11	14	25	100
TAMPA ELECTRIC COMPANY	6	6	12	34
<b>TOTALS**</b>	<b>36</b>	<b>40</b>	<b>76</b>	<b>318</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 - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	6	8	14	38
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	9
PEOPLES GAS SYSTEM	5	2	7	34
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
<b>TOTALS**</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>85</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 - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	53	70	123	464
EMBARQ FLORIDA, INC.	13	7	20	83
FAIRPOINT COMMUNICATIONS	1	1	2	4
NEFCOM	0	0	0	2
TDS TELECOM/QUINCY TELEPHONE	1	0	1	1
VERIZON FLORIDA LLC	16	22	38	169
WINDSTREAM FLORIDA, INC.	2	1	3	9
<b>TOTALS**</b>	<b>86</b>	<b>101</b>	<b>187</b>	<b>732</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 - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	1	1	2	5
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	3	0	3	4
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
ASTRO TEL, INC.	0	0	0	1
AT&T	0	1	1	12
AT&T FLORIDA	0	0	0	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	9	1	10	23
BUDGET PHONE	0	0	0	2
CBEYOND COMMUNICATIONS, LLC	1	0	1	1
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	2	1	3	8
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	13
COX COMMUNICATIONS	0	0	0	3
DELTACOM, INC.	3	1	4	19
DSLII	3	0	3	12
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	2
EXCEL TELECOMMUNICATIONS	0	0	0	2
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	1
FDN COMMUNICATIONS	2	0	2	6
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	6
FREEDOM COMMUNICATIONS USA LLC	2	0	2	7
GLOBAL CONNECTION, INC OF AMERICA	1	0	1	1
IDT AMERICA, CORP.	0	0	0	3
ISN TELCOM	1	0	1	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	2
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEW EDGE NETWORKS	0	0	0	1
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	4

# Competitive Local Exchange Telephone Companies

## Complaint Activity - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NORTH DADE TELECOM	0	0	0	1
NUVOX COMMUNICATIONS, INC.	3	2	5	29
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	0	1	7
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SH SERVICES LLC	1	0	1	3
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	0	1	1	2
STS TELECOM, LLC	1	0	1	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	9	6	15	52
SWIFTEL, LLC	0	0	0	1
TALK AMERICA INC.	0	0	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	7
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	6
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
USTEL	0	0	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	3
VERIZON FLORIDA LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	2	0	2	8
YMAX COMMUNICATIONS CORP.	1	0	1	1
<b>TOTALS**</b>	<b>51</b>	<b>16</b>	<b>67</b>	<b>293</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 - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACCESSLINE COMMUNICATIONS CORPORATION	0	0	0	1
ADMA TELECOM, INC.	1	0	1	2
ALLIANCE GROUP SERVICES, INC.	1	0	1	1
AMERICA NET, LLC	2	0	2	5
AMERICATEL CORPORATION	0	1	1	6
ANDIAMO TELECOM, L.L.C.	0	0	0	1
AT&T	2	5	7	34
AT&T LONG DISTANCE SERVICE	2	4	6	24
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	2
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	3
CCD COMMUNICATIONS, INC.	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	2
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
CONSOLIDATED COMMUNICATIONS OF LEE COUNTY, INC.	0	1	1	1
CORRECTIONAL BILLING SERVICES	4	2	6	18
COVISTA, INC.	0	0	0	1
CTC TRADING LLC	0	0	0	1
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DELTACOM, INC.	0	1	1	3
DPC	0	0	0	1
DPE	0	0	0	2
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	2
ENHANCED SERVICES BILLING, INC.	0	7	7	12
EPICUS COMMUNICATIONS GROUP, INC.	1	0	1	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	1	0	1	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	2
GLOBAL TEL*LINK CORPORATION	0	2	2	10
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GTC TELECOM CORP.	0	0	0	1

## Long Distance Telephone Companies

### Complaint Activity - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
HELLO TELECOM	0	0	0	1
HORIZON TELECOM, INC.	0	0	0	1
ICSOLUTIONS	0	0	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	2	0	2	6
ILD TELESERVICES	1	10	11	27
INTEGRETEL, INC.	0	1	1	10
INTELECALL COMMUNICATIONS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	2	2	3
LATIN NODE, INC.	0	1	1	1
LDMI TELECOMMUNICATIONS, INC.	1	0	1	2
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1	1	1
LOCUS TELECOMMUNICATIONS, INC.	1	0	1	1
MCI NETWORK SERVICES, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	3	0	3	4
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK BILLING SYSTEMS, L.L.C.	1	0	1	1
NEW CENTURY TELECOM, INC.	0	0	0	1
NINETEL, INC.	1	0	1	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONELINK COMMUNICATIONS, INC.	1	0	1	3
OPERATOR ASSISTANCE NETWORK	0	3	3	17
ORBITEL	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	2
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	1	1	2
REDUCED RATE LONG DISTANCE LLC	2	0	2	4
SILV COMMUNICATION INC.	1	1	2	7
SPRINT	3	2	5	19
STARTEC GLOBAL OPERATING COMPANY	0	1	1	3
STI PREPAID, LLC	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
T-NETIX, INC.	0	1	1	1

## Long Distance Telephone Companies

### Complaint Activity - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TALK AMERICA INC.	1	2	3	7
TELECOM COLOMBIA USA, INC.	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TRANSWORLD NETWORK, CORP.	0	0	0	1
TTE	0	0	0	2
TTI NATIONAL, INC.	0	1	1	2
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	3
VERIZON BUSINESS SERVICES	2	0	2	17
VERIZON SELECT SERVICES INC.	0	0	0	4
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
YAK AMERICA INC.	0	1	1	1
ZERO PLUS DIALING	0	1	1	5
ZERO PLUS DIALING, INC.	0	0	0	1
<b>TOTALS**</b>	<b>37</b>	<b>52</b>	<b>89</b>	<b>337</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 - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CASTLE TELECOMM	1	0	1	1
COIN PHONE MANAGEMENT COMPANY	0	0	0	1
COIN-TEL, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	2
KELLEE COMMUNICATIONS GROUP, INC.	1	0	1	1
TRL ENTERPRISES	0	0	0	1
<b>TOTALS**</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>7</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 - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	1	1	4
ALOHA UTILITIES, INC.	2	1	3	9
AQUA UTILITIES FLORIDA, INC.	4	1	5	8
AQUA UTILITIES FLORIDA, INC.	1	2	3	8
AQUA UTILITIES FLORIDA, INC.	2	3	5	13
AQUA UTILITIES FLORIDA, INC.	0	1	1	4
AQUA UTILITIES FLORIDA, INC.	1	2	3	8
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BEACHES SEWER SYSTEM	1	0	1	1
BLUE HERON GOLF & COUNTRY CLUB	0	0	0	1
BOCILLA UTILITIES, INC.	0	0	0	2
CHC VII, LTD.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	1	1	2
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	1	0	1	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	1	1	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LANDMARK ENTERPRISES, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	4	1	5	9
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	1	0	1	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	2
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	1
PARK WATER COMPANY	1	0	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
SUNNY SHORES WATER CO., INC.	1	0	1	1

## Water & Wastewater Companies

### Complaint Activity - April 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SUNRISE UTILITIES, LLC	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	1
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1
TRADEWINDS UTILITIES, INC.	1	0	1	1
TYMBER CREEK UTILITIES, INCORPORATED	0	1	1	1
UTILITIES, INC. OF FLORIDA	2	0	2	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	1
WATER OAK UTILITY	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
<b>TOTALS**</b>	<b>23</b>	<b>17</b>	<b>40</b>	<b>115</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 - April 2008

	Month	Year-To-Date
AT&T FLORIDA	1	3
EMBARQ FLORIDA, INC.	0	1
ENHANCED SERVICES BILLING, INC.	2	6
ILD TELESERVICES	4	13
INTEGRETEL, INC.	1	5
OPERATOR ASSISTANCE NETWORK	4	6
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	4
ZERO PLUS DIALING, INC.	0	1
<b>TOTALS*</b>	<b>12</b>	<b>41</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 - April 2008

	Month	Year-To-Date
AMERICA NET, LLC	2	4
AT&T FLORIDA	2	11
CBEYOND COMMUNICATIONS, LLC	1	1
DELTACOM, INC.	1	1
FDN COMMUNICATIONS	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	2
NUVOX COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	1	5
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1
SWIFTEL, LLC	0	1
<b>TOTALS*</b>	<b>7</b>	<b>30</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 - April 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ALLIANCE GROUP SERVICES, INC.	1	1
AMERICATEL CORPORATION	0	1
AT&T	0	4
AT&T LONG DISTANCE SERVICE	1	6
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	1	3
COMMUNICATIONS NETWORK BILLING, INC.	0	1
COVISTA, INC.	0	1
ECG	0	1
FIRST COMMUNICATIONS, LLC	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
HORIZON TELECOM, INC.	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
ILD TELESERVICES	1	1
INTEGRETEL, INC.	0	1
LDMI TELECOMMUNICATIONS, INC.	1	1
NATIONAL ACCESS LONG DISTANCE, INC.	3	4
NET ONE INTERNATIONAL, INC.	0	1
NETWORK BILLING SYSTEMS, L.L.C.	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	3
ONELINK COMMUNICATIONS, INC.	1	2
POWERNET GLOBAL COMMUNICATIONS	1	2
QWEST COMMUNICATIONS CORPORATION	0	1
REDUCED RATE LONG DISTANCE LLC	2	4
SPRINT	2	5
TALK AMERICA INC.	1	1
VERIZON BUSINESS SERVICES	0	2
WILTEL COMMUNICATION, LLC	0	1
<b>TOTALS*</b>	<b>18</b>	<b>56</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.