



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT April 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 April 2009

Complaints Received & Entered into CATS		1,561
Electric	100	
Gas	24	
Competitive Local Exchange Telephone	54	
Local Exchange Telephone	205	
Long Distance Telephone	78	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	38	
Non-certificated Company Complaints Logged		1
Electric	1	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		910
Electric	723	
Gas	0	
Telecommunications	187	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		67
Electric	45	
Gas	1	
Telecommunications	21	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		82
Electric	78	
Gas	0	
Telecommunications	4	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,427
Total New Cases Received & Entered into CATS		4,988

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,158	3,062	4,220
Mail	72	79	151
Internet	316	269	585
Fax	15	17	32
Totals	1,561	3,427	4,988

Cases by Industry

April 2009

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	100	6 %	667	19 %
Natural Gas	24	2 %	72	2 %
Telecommunications	339	21 %	1547	45 %
Competitive Local Exchange Telephone	54	3 %		
Local Exchange Telephone	205	13 %		
Long Distance Telephone	78	5 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	38	2 %	174	5 %
Non-certificated Company Cases logged**	1	0 %	967	28 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	910	58 %		
E-Transfers	67	4 %		
Cases Received & Closed by 3 Day Rule	82	5 %		
Total	1,561	100 %	3,427	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 2009



Note: County name not available for 24 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - April 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	15	13	28	116
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	13
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	30	23	53	223
TAMPA ELECTRIC COMPANY	5	10	15	67
TOTALS**	51	49	100	420

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	3	7	25
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	4
FLORIDA PUBLIC UTILITIES COMPANY	1	5	6	23
PEOPLES GAS SYSTEM	5	6	11	34
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	10	14	24	87

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	60	87	147	617
EMBARQ FLORIDA, INC.	5	13	18	62
FAIRPOINT COMMUNICATIONS	0	1	1	1
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	18	18	36	137
WINDSTREAM FLORIDA, INC.	1	2	3	14
TOTALS**	84	121	205	833

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICAN DIAL TONE	1	0	1	1
AT&T	0	3	3	5
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	1	1	2
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	18
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE	0	0	0	1
CBEYOND COMMUNICATIONS, LLC	0	0	0	1
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	0	2	2	7
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	13
DELTACOM, INC.	1	4	5	15
DSL I	1	0	1	4
ERNEST COMMUNICATIONS, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	1	1	2
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	1
HIGH TECH COMMUNICATIONS	1	1	2	3
IDT AMERICA, CORP.	1	0	1	1
INFOTELECOM, LLC	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	5
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	3
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	3
MITEL NETSOLUTIONS, INC.	1	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	3
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEWPHONE, INC.	0	0	0	1
NUVOX	4	2	6	26
PAETEC COMMUNICATIONS, INC.	1	0	1	8
PRIMECAST	1	0	1	2
SAGE TELECOM, INC.	0	0	0	1
SH SERVICES LLC	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - April 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
STS TELECOM	0	1	1	3
STS TELECOM, LLC	1	0	1	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	9	12	45
SWIFTEL, LLC	1	1	2	3
T3 COMMUNICATIONS, INC.	0	0	0	2
TALK AMERICA INC.	0	0	0	1
TELCOVE OPERATIONS, INC.	0	1	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
VARTEC TELECOM	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	3	2	5	8
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
TOTALS**	26	28	54	212

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
3U TELECOM INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	1	1	2
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	0	0	1
AMERICATEL CORPORATION	0	1	1	5
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	3	2	5	28
AT&T LONG DISTANCE SERVICE	5	8	13	45
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1	1	1
CORRECTIONAL BILLING SERVICES	0	0	0	1
COVISTA, INC.	1	0	1	1
CROSSFONE	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	6	6	14
FAIRPOINT CARRIER SERVICES, INC.	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	1	1	1
GCI GLOBALCOM, INC. D/B/A FIRST COMMUNICATIONS	1	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	3
GLOBAL TEL*LINK CORPORATION	1	2	3	5
IDC TELECOMMUNICATIONS	0	0	0	1
IDT AMERICA, CORP.	2	1	3	7
ILD TELESERVICES	0	7	7	19
INTEGRATED SERVICES OF NEVADA, INC.	0	0	0	1
INTEGRETEL, INC.	0	1	1	6
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NEFCOM COMMUNICATIONS	0	0	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2
NUVOX	0	1	1	1
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	1	1	2
OPTIC INTERNET PROTOCOL, INC.	4	1	5	18
PAETEC COMMUNICATIONS, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - April 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PIONEER TELEPHONE, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PREFERRED LONG DISTANCE, INC.	0	0	0	1
PRIMECAST	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	1	1	2	9
SILV COMMUNICATION INC.	7	0	7	19
SPRINT	1	0	1	6
STS TELECOM	0	0	0	1
T-NETIX, INC.	1	0	1	2
TALK AMERICA INC.	0	0	0	2
TELE CIRCUIT NETWORK CORPORATION	1	0	1	3
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	2	0	2	2
TELEFONICALATINA	0	0	0	1
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
UTLC LLC	2	0	2	3
VARTEC SOLUTIONS	0	0	0	2
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	3
VERIZON BUSINESS SERVICES	3	0	3	11
VERIZON LONG DISTANCE LLC	2	0	2	9
VERIZON SELECT SERVICES INC.	0	0	0	1
VEZA TELECOM, INC.	0	0	0	4
WILTEL COMMUNICATION, LLC	1	0	1	4
WORLDNET	0	0	0	1
YAK AMERICA INC.	0	0	0	2
YMAX COMMUNICATIONS CORP.	0	0	0	1
ZERO PLUS DIALING	0	3	3	19
ZERO PLUS DIALING, INC.	0	0	0	1
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	38	40	78	296

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	1	0	1	1
STERLING PAYPHONES, LLC	1	0	1	2
TOTALS**	2	0	2	3

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	2	2	4	6
ALOHA UTILITIES, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	1	1	2	5
AQUA UTILITIES FLORIDA, INC.	0	6	6	6
AQUA UTILITIES FLORIDA, INC.	1	1	2	9
AQUA UTILITIES FLORIDA, INC.	1	0	1	4
AQUA UTILITIES FLORIDA, INC.	2	1	3	5
AQUA UTILITIES FLORIDA, INC.	1	0	1	12
AQUA UTILITIES FLORIDA, INC.	1	1	2	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
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
BEACHES SEWER SYSTEM	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	1
GRENELEFE RESORT UTILITY, INC.	0	2	2	4
HEATHER HILLS ESTATES	0	0	0	1
HIDDEN COVE, LTD.	0	2	2	2
K W RESORT UTILITIES CORP.	1	0	1	1
KEY HAVEN UTILITY CORPORATION	0	0	0	1
KINCAID HILLS WATER COMPANY	1	0	1	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE PLACID UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	2	2	2
LINDRICK SERVICE CORPORATION	1	1	2	9
MAD HATTER UTILITY, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	2	0	2	4
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	1

Water & Wastewater Companies

Complaint Activity - April 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	1
PARK WATER COMPANY	0	0	0	2
PASCO UTILITIES, INC.	0	0	0	1
RAINBOW SPRINGS UTILITIES, L.C.	0	1	1	1
ROYAL UTILITY COMPANY	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	3
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	2
W.P. UTILITIES, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	16	22	38	119

**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 2009

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	1	1
AT&T FLORIDA	2	3
EMBARQ FLORIDA, INC.	0	2
ENHANCED BILLING SERVICES, INCORPORATED	0	1
ENHANCED SERVICES BILLING, INC.	3	10
FAIRPOINT COMMUNICATIONS	0	1
ILD TELESERVICES	0	13
INTEGRETEL, INC.	1	3
INTELLICALL OPERATOR SERVICES, INC.	0	1
OPERATOR ASSISTANCE NETWORK	1	2
WINDSTREAM FLORIDA, INC.	1	1
ZERO PLUS DIALING	2	14
TOTALS*	11	52

**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 2009

	Month	Year-To-Date
AT&T FLORIDA	2	9
BANDWIDTH.COM CLEC, LLC	0	1
BIRCH COMMUNICATIONS, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
EMBARQ FLORIDA, INC.	0	1
HIGH TECH COMMUNICATIONS	0	1
INFOTELECOM, LLC	0	1
INTEGRATED SERVICES OF NEVADA, INC.	0	1
NUVOX	0	1
OPTIC INTERNET PROTOCOL, INC.	4	16
PREFERRED LONG DISTANCE, INC.	0	1
PRIMECAST	0	1
PRIMECAST	0	1
SILV COMMUNICATION INC.	7	18
SWIFTEL, LLC	0	1
VARTEC SOLUTIONS	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
VERIZON FLORIDA LLC	0	1
VEZA TELECOM, INC.	0	4
WORLDNET	0	1
TOTALS*	15	68

**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 2009

	Month	Year-To-Date
3U TELECOM INC.	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AMERICATEL CORPORATION	0	1
AT&T	2	4
AT&T LONG DISTANCE SERVICE	4	8
ENHANCED SERVICES BILLING, INC.	0	1
GCI GLOBALCOM, INC. D/B/A FIRST COMMUNICATIONS	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
GLOBAL TEL*LINK CORPORATION	1	1
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	0	2
NATIONAL ACCESS LONG DISTANCE, INC.	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A O1	0	1
ONELINK COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	0	2
QWEST COMMUNICATIONS COMPANY, LLC	1	6
SPRINT	0	2
TALK AMERICA INC.	0	2
TELE CIRCUIT NETWORK CORPORATION	1	3
TELECOM*USA OR TELECONNECT	0	1
TELEDIAS COMMUNICATIONS, INC.	2	2
TOTAL CALL INTERNATIONAL, INC.	0	1
UTLC LLC	2	3
VERIZON BUSINESS SERVICES	3	5
VERIZON LONG DISTANCE LLC	1	2
WILTEL COMMUNICATION, LLC	1	4
YAK AMERICA INC.	0	1
ZERO PLUS DIALING	0	3
TOTALS*	19	66

**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.