



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT May 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 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 May 2009

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,338</b>
Electric	78	
Gas	30	
Competitive Local Exchange Telephone	38	
Local Exchange Telephone	160	
Long Distance Telephone	68	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	55	
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)		776
Electric	614	
Gas	0	
Telecommunications	162	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		52
Electric	36	
Gas	0	
Telecommunications	16	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		77
Electric	71	
Gas	0	
Telecommunications	6	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>3,358</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,696</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,009	3,013	4,022
Mail	49	82	131
Internet	262	245	507
Fax	18	18	36
<b>Totals</b>	<b>1,338</b>	<b>3,358</b>	<b>4,696</b>

## Cases by Industry

**May 2009**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	78	6 %	528	16 %
Natural Gas	30	2 %	44	1 %
Telecommunications	269	20 %	1509	45 %
Competitive Local Exchange Telephone	38	3 %		
Local Exchange Telephone	160	12 %		
Long Distance Telephone	68	5 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	55	4 %	271	8 %
Non-certificated Company Cases logged**	1	0 %	1006	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	776	58 %		
E-Transfers	52	4 %		
Cases Received & Closed by 3 Day Rule	77	6 %		
<b>Total</b>	<b>1,338</b>	<b>100 %</b>	<b>3,358</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

## May 2009



Note: County name not available for 22 cases.  
e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - May 2009

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA POWER & LIGHT COMPANY	14	19	33	150
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	15
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	17	16	33	254
TAMPA ELECTRIC COMPANY	5	4	9	76
<b>TOTALS**</b>	<b>37</b>	<b>41</b>	<b>78</b>	<b>496</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 - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	5	3	8	33
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	1	2	6
FLORIDA PUBLIC UTILITIES COMPANY	3	3	6	29
PEOPLES GAS SYSTEM	4	10	14	48
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
<b>TOTALS**</b>	<b>13</b>	<b>17</b>	<b>30</b>	<b>117</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 - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	54	58	112	726
EMBARQ FLORIDA, INC.	4	12	16	78
FAIRPOINT COMMUNICATIONS	0	0	0	1
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	11	20	31	169
WINDSTREAM FLORIDA, INC.	1	0	1	15
<b>TOTALS**</b>	<b>70</b>	<b>90</b>	<b>160</b>	<b>991</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 - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS POINT, INC.	0	1	1	1
AMERICAN DIAL TONE	0	0	0	1
AT&T	0	1	1	6
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	2
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	0	3	21
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE	0	0	0	1
C.E.F. ANSWERING AND TELECOMMUNICATIONS SERVICE INC.	1	0	1	1
CBEYOND COMMUNICATIONS, LLC	0	0	0	1
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	1	2	3	10
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	1	4	17
DELTACOM, INC.	1	0	1	16
DSL	0	0	0	4
ERNEST COMMUNICATIONS, INC.	1	0	1	2
EXCEL TELECOMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	2
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	2
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	3
IDT AMERICA, CORP.	0	0	0	1
INFOTELECOM, LLC	0	0	0	1
ISN TELCOM	1	1	2	2
KNOLOGY OF FLORIDA, INC.	0	0	0	5
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	3
MITEL NETSOLUTIONS, INC.	0	0	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	4
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEWPHONE, INC.	0	0	0	1
NUVOX	1	2	3	29
PAETEC COMMUNICATIONS, INC.	1	1	2	10
PRIMECAST	0	0	0	2

# Competitive Local Exchange Telephone Companies

## Complaint Activity - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SAGE TELECOM, INC.	0	0	0	1
SH SERVICES LLC	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	1
STS TELECOM	0	1	1	4
STS TELECOM, LLC	0	1	1	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	4	6	51
SWIFTEL, LLC	0	0	0	3
T3 COMMUNICATIONS, INC.	0	1	1	3
TALK AMERICA INC.	0	0	0	1
TELCOVE OPERATIONS, INC.	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TW TELECOM OF FLORIDA L.P.	0	1	1	1
VARTEC TELECOM	0	0	0	2
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	4
XO COMMUNICATIONS SERVICES, INC.	0	2	2	10
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
<b>TOTALS**</b>	<b>17</b>	<b>21</b>	<b>38</b>	<b>250</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 - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
3U TELECOM INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	2
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	0	0	1
AMERICATEL CORPORATION	0	1	1	6
ANDIAMO TELECOM, L.L.C.	0	1	1	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	2	1	3	31
AT&T LONG DISTANCE SERVICE	5	6	11	56
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
COMTEL NETWORKS, CORP.	0	1	1	1
CORRECTIONAL BILLING SERVICES	1	2	3	4
COVISTA, INC.	0	0	0	1
CROSSFONE	0	0	0	1
CUSTOM TELECONNECT, INC.	0	2	2	3
EMBARQ COMMUNICATIONS, INC.	1	0	1	2
ENHANCED SERVICES BILLING, INC.	0	3	3	17
FAIRPOINT CARRIER SERVICES, INC.	1	0	1	2
FIRST COMMUNICATIONS, LLC	0	0	0	1
GCI GLOBALCOM, INC. D/B/A FIRST COMMUNICATIONS	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	3
GLOBAL TEL*LINK CORPORATION	0	1	1	6
HBS BILLING SERVICES COMPANY	0	1	1	1
IDC TELECOMMUNICATIONS	0	0	0	1
IDT AMERICA, CORP.	2	0	2	9
ILD TELESERVICES	0	6	6	25
INTEGRATED SERVICES OF NEVADA, INC.	0	0	0	1
INTEGRETEL, INC.	1	1	2	8
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	2
ISN TELCOM	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	2	2	2
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NEFCOM COMMUNICATIONS	0	0	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2

## Long Distance Telephone Companies

### Complaint Activity - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NETWORK SERVICE BILLING, INC.	1	0	1	1
NUVOX	0	0	0	1
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	1	1	3
OPTIC INTERNET PROTOCOL, INC.	1	0	1	19
PAETEC COMMUNICATIONS, INC.	0	0	0	1
PIONEER TELEPHONE, INC.	0	1	1	2
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	2	0	2	11
SILV COMMUNICATION INC.	4	0	4	23
SPRINT	0	0	0	6
STS TELECOM	0	0	0	1
T-NETIX, INC.	0	0	0	2
TALK AMERICA INC.	0	0	0	2
TELE CIRCUIT NETWORK CORPORATION	0	0	0	3
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	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	1	0	1	4
VARTEC SOLUTIONS	0	1	1	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	4
VERIZON BUSINESS SERVICES	4	1	5	16
VERIZON LONG DISTANCE LLC	0	2	2	11
VERIZON SELECT SERVICES INC.	0	0	0	1
VEZA TELECOM, INC.	0	0	0	4
WILTEL COMMUNICATION, LLC	0	0	0	4
WORLDNET	0	0	0	1
YAK AMERICA INC.	0	1	1	3
YMAX COMMUNICATIONS CORP.	0	0	0	1
ZERO PLUS DIALING	1	1	2	21

## Long Distance Telephone Companies

### Complaint Activity - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ZERO PLUS DIALING, INC.	1	0	1	2
ZONE TELECOM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>29</b>	<b>39</b>	<b>68</b>	<b>364</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 - May 2009**

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	1
HSI TELECOM, INC.	1	0	1	1
PACIFIC TELEMAGEMENT SERVICES	1	0	1	1
STERLING PAYPHONES, LLC	0	0	0	2
<b>TOTALS**</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>6</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 - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	18	0	18	24
ALOHA UTILITIES, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	1	2	3	9
AQUA UTILITIES FLORIDA, INC.	0	5	5	6
AQUA UTILITIES FLORIDA, INC.	1	5	6	15
AQUA UTILITIES FLORIDA, INC.	0	4	4	8
AQUA UTILITIES FLORIDA, INC.	2	5	7	12
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
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	12
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
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	0	0	4
HEATHER HILLS ESTATES	0	0	0	1
HIDDEN COVE, LTD.	0	0	0	2
K W RESORT UTILITIES CORP.	0	0	0	1
KEY HAVEN UTILITY CORPORATION	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE PLACID UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	3	3	5
LAKE UTILITY SERVICES, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	0	1	1	10
MAD HATTER UTILITY, INC.	0	0	0	1
MID-COUNTY SERVICES, INC.	0	1	1	1
MILES GRANT WATER AND SEWER COMPANY	1	0	1	1

## Water & Wastewater Companies

### Complaint Activity - May 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MOBILE MANOR WATER COMPANY, INC.	0	0	0	4
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	1
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.	1	0	1	2
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	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	1	2	5
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	1	1	3
W.P. UTILITIES, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
<b>TOTALS**</b>	<b>25</b>	<b>30</b>	<b>55</b>	<b>174</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 - May 2009

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AT&T	1	1
AT&T FLORIDA	1	4
EMBARQ FLORIDA, INC.	2	4
ENHANCED BILLING SERVICES, INCORPORATED	0	1
ENHANCED SERVICES BILLING, INC.	6	16
FAIRPOINT COMMUNICATIONS	0	1
ILD TELESERVICES	4	17
INTEGRETEL, INC.	1	4
INTELLICALL OPERATOR SERVICES, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	2
WINDSTREAM FLORIDA, INC.	0	1
ZERO PLUS DIALING	0	14
<b>TOTALS*</b>	<b>15</b>	<b>67</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 - May 2009

	Month	Year-To-Date
AT&T FLORIDA	2	11
BANDWIDTH.COM CLEC, LLC	0	1
BIRCH COMMUNICATIONS, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	2
EMBARQ COMMUNICATIONS, INC.	1	1
EMBARQ FLORIDA, INC.	0	1
ERNEST COMMUNICATIONS, INC.	1	1
HIGH TECH COMMUNICATIONS	0	1
INFOTELECOM, LLC	0	1
INTEGRATED SERVICES OF NEVADA, INC.	0	1
NETWORK SERVICE BILLING, INC.	1	1
NUVOX	0	1
OPTIC INTERNET PROTOCOL, INC.	1	17
PREFERRED LONG DISTANCE, INC.	0	1
PRIMECAST	0	1
PRIMECAST	0	1
SILV COMMUNICATION INC.	4	22
SWIFTEL, LLC	0	1
VARTEC SOLUTIONS	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	1
VERIZON FLORIDA LLC	0	1
VEZA TELECOM, INC.	0	4
WORLDNET	0	1
<b>TOTALS*</b>	<b>12</b>	<b>80</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 - May 2009

	Month	Year-To-Date
3U TELECOM INC.	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AMERICATEL CORPORATION	0	1
AT&T	2	6
AT&T LONG DISTANCE SERVICE	5	13
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
ENHANCED SERVICES BILLING, INC.	0	1
GCI GLOBALCOM, INC. D/B/A FIRST COMMUNICATIONS	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
GLOBAL TEL*LINK CORPORATION	0	1
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	0	2
INTEGRETEL, INC.	1	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A 01	0	1
ONELINK COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	0	2
QWEST COMMUNICATIONS COMPANY, LLC	2	8
SPRINT	0	2
TALK AMERICA INC.	0	2
TELE CIRCUIT NETWORK CORPORATION	0	3
TELECOM*USA OR TELECONNECT	0	1
TELEDIAS COMMUNICATIONS, INC.	0	2
TOTAL CALL INTERNATIONAL, INC.	0	1
UTLC LLC	1	4
VERIZON BUSINESS SERVICES	3	8
VERIZON LONG DISTANCE	0	2
WILTEL COMMUNICATION, LLC	0	4
YAK AMERICA INC.	0	1
ZERO PLUS DIALING	0	3
ZERO PLUS DIALING, INC.	1	1
<b>TOTALS*</b>	<b>16</b>	<b>82</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.