



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT May 2010**

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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 2010

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,126</b>
Electric	69	
Gas	16	
Competitive Local Exchange Telephone	30	
Local Exchange Telephone	96	
Long Distance Telephone	33	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	25	
Non-certificated Company Complaints Logged		2
Electric	0	
Gas	0	
Telecommunications	2	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		723
Electric	543	
Gas	0	
Telecommunications	180	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		55
Electric	46	
Gas	0	
Telecommunications	9	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		73
Electric	72	
Gas	0	
Telecommunications	1	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>4,120</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>5,246</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	876	3,830	4,706
Mail	36	55	91
Internet	206	224	430
Fax	8	11	19
<b>Totals</b>	<b>1,126</b>	<b>4,120</b>	<b>5,246</b>

## Cases by Industry

**May 2010**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	69	6 %	462	11 %
Natural Gas	16	1 %	47	1 %
Telecommunications	163	14 %	2276	55 %
Competitive Local Exchange Telephone	30	3 %		
Local Exchange Telephone	96	9 %		
Long Distance Telephone	33	3 %		
Pay Telephone	4	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	25	2 %	143	3 %
Non-certificated Company Cases logged**	2	0 %	1192	29 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	723	64 %		
E-Transfers	55	5 %		
Cases Received & Closed by 3 Day Rule	73	6 %		
<b>Total</b>	<b>1,126</b>	<b>100 %</b>	<b>4,120</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 2010



Note: County name not available for 69 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida address, etc.

# Electric Companies

## Complaint Activity - May 2010

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA POWER & LIGHT COMPANY	13	18	31	136
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	34
GULF POWER COMPANY	0	1	1	10
PROGRESS ENERGY FLORIDA, INC.	12	16	28	242
TAMPA ELECTRIC COMPANY	2	6	8	52
<b>TOTALS**</b>	<b>28</b>	<b>41</b>	<b>69</b>	<b>474</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 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	2	3	31
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	2	0	2	5
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	8
PEOPLES GAS SYSTEM	1	9	10	52
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
<b>TOTALS**</b>	<b>4</b>	<b>12</b>	<b>16</b>	<b>98</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 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	17	56	73	386
CENTURYLINK	1	7	8	40
FAIRPOINT COMMUNICATIONS	1	0	1	3
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	2	10	12	88
WINDSTREAM FLORIDA, INC.	1	1	2	4
<b>TOTALS**</b>	<b>22</b>	<b>74</b>	<b>96</b>	<b>523</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 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	1	0	1	2
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMAFLA TELECOM, INC.	1	0	1	1
AMERICAN DIAL TONE, INC.	0	1	1	17
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	1	1	7
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	10
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	5
BROADVOX-CLEC, LLC	1	0	1	1
BUDGET PHONE	0	0	0	3
CBYOND COMMUNICATIONS, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	6
DELTACOM, INC.	0	1	1	7
DPI-TELECONNECT, L.L.C.	1	0	1	1
DSL	0	0	0	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	1	0	1	3
EXPRESS PHONE SERVICE	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	1	1	1
HIGH TECH COMMUNICATIONS	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	2	2	5
LIFECONNEX TELECOM, LLC	1	0	1	6
PAETEC COMMUNICATIONS, INC.	0	0	0	3
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
STS TELECOM	0	1	1	1
STS TELECOM, LLC	1	1	2	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - May 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	1	1	2	3
VERIZON ACCESS TRANSMISSION SERVICES	1	1	2	4
WINDSTREAM NUVOX INC.	5	3	8	16
XO COMMUNICATIONS SERVICES, INC.	0	0	0	4
<b>TOTALS**</b>	<b>17</b>	<b>13</b>	<b>30</b>	<b>129</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 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	0	0	0	2
AMERICATEL CORPORATION	0	0	0	3
AT&T	0	3	3	29
AT&T LONG DISTANCE SERVICE	0	11	11	51
BIRCH COMMUNICATIONS, INC.	0	1	1	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	0	0	2
CENTURYLINK LONG DISTANCE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	4
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	0	1	6
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	7
DELTACOM, INC.	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	0	0	5
EXCEL TELECOMMUNICATIONS	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	1	1	5
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	19
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GT TELECOMM	0	0	0	1
ICSOLUTIONS	0	0	0	2
IDT AMERICA, CORP.	0	0	0	2
ILD TELESERVICES	0	1	1	21
INFINITY NETWORKS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	2
ITI INMATE TELEPHONE, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	2
NET ONE INTERNATIONAL, INC.	1	0	1	1
NUVOX	0	0	0	3
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	8
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	4	0	4	61

# Long Distance Telephone Companies

## Complaint Activity - May 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	1	1	4
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	2
SILV COMMUNICATION INC.	1	0	1	4
SPOT TALK	0	0	0	1
SPRINT	0	0	0	6
STI PREPAID, LLC	1	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNION TELECOM	0	1	1	1
UNITED TELECOM INC.	0	0	0	9
USA DIGITAL COMMUNICATIONS, INC.	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	0	1	1
VERIZON BUSINESS SERVICES	0	1	1	9
VERIZON LONG DISTANCE LLC	1	0	1	8
VERIZON SELECT SERVICES INC.	0	1	1	1
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
ZERO PLUS DIALING	0	0	0	4
<b>TOTALS**</b>	<b>10</b>	<b>23</b>	<b>33</b>	<b>312</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 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ PAYPHONE SERVICES, INC.	1	0	1	1
GLOBAL TEL*LINK CORPORATION	1	0	1	3
PACIFIC TELEMAGEMENT SERVICES	1	0	1	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	1
STERLING PAYPHONES, LLC	0	0	0	1
<b>TOTALS**</b>	<b>4</b>	<b>0</b>	<b>4</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 - May 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	11
AQUA UTILITIES FLORIDA, INC.	2	3	5	11
AQUA UTILITIES FLORIDA, INC.	0	2	2	17
AQUA UTILITIES FLORIDA, INC.	0	1	1	6
AQUA UTILITIES FLORIDA, INC.	1	1	2	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	1	1	5
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
FOUR POINTS UTILITY CORPORATION	0	0	0	7
GOLD COAST UTILITY CORP.	0	0	0	2
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	3
HOLMES UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	0	1	1	2
LAKE UTILITY SERVICES, INC.	3	1	4	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	0	0	5
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	3
O&S WATER COMPANY, INC.	1	0	1	3
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4

# Water & Wastewater Companies

## Complaint Activity - May 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	0	0	10
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
ROYAL UTILITY COMPANY	1	0	1	2
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	1	1	2
UTILITIES, INC. OF FLORIDA	1	1	2	4
UTILITIES, INC. OF FLORIDA	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
<b>TOTALS**</b>	<b>9</b>	<b>16</b>	<b>25</b>	<b>145</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 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	2	12
AT&T LONG DISTANCE SERVICE	0	1
CONSUMER ACCESS	0	1
ENHANCED SERVICES BILLING, INC.	2	4
ILD TELESERVICES	6	15
OPERATOR ASSISTANCE NETWORK	1	7
VERIZON FLORIDA LLC	1	2
ZERO PLUS DIALING	0	1
<b>TOTALS*</b>	<b>12</b>	<b>44</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 2010

	Month	Year-To-Date
AMERICAN DIAL TONE, INC.	0	1
AT&T FLORIDA	0	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET PHONE	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	3
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
OPTIC INTERNET PROTOCOL, INC.	4	57
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	2
SILV COMMUNICATION INC.	1	4
UNITED TELECOM INC.	0	7
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	1
<b>TOTALS*</b>	<b>6</b>	<b>84</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 2010

	Month	Year-To-Date
AT&T	0	2
AT&T LONG DISTANCE SERVICE	0	6
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GLOBAL TEL*LINK CORPORATION	0	2
ILD TELESERVICES	0	4
NET ONE INTERNATIONAL, INC.	1	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A O1	0	1
ONELINK COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	2
SPRINT	0	3
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	0	1
VERIZON LONG DISTANCE LLC	1	2
ZERO PLUS DIALING	0	1
<b>TOTALS*</b>	<b>2</b>	<b>33</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.