



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT June 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 June 2009

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,663</b>
Electric	74	
Gas	20	
Competitive Local Exchange Telephone	39	
Local Exchange Telephone	170	
Long Distance Telephone	83	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	45	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,046
Electric	825	
Gas	0	
Telecommunications	221	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		78
Electric	58	
Gas	0	
Telecommunications	20	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		105
Electric	101	
Gas	0	
Telecommunications	4	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>6,251</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>7,914</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,289	5,554	6,843
Mail	56	96	152
Internet	304	553	857
Fax	14	48	62
<b>Totals</b>	<b>1,663</b>	<b>6,251</b>	<b>7,914</b>

## Cases by Industry

**June 2009**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	74	4 %	1125	18 %
Natural Gas	20	1 %	72	1 %
Telecommunications	295	17 %	3236	52 %
Competitive Local Exchange Telephone	39	2 %		
Local Exchange Telephone	170	10 %		
Long Distance Telephone	83	5 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	45	3 %	294	5 %
Non-certificated Company Cases logged**	0	0 %	1524	24 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,046	63 %		
E-Transfers	78	5 %		
Cases Received & Closed by 3 Day Rule	105	6 %		
<b>Total</b>	<b>1,663</b>	<b>100 %</b>	<b>6,251</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

## June 2009



Note: County name not available for 45 cases.  
 e.g., complaints received by e-mail, telephone  
 transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	11	14	25	171
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	16
GULF POWER COMPANY	0	2	2	3
PROGRESS ENERGY FLORIDA, INC.	22	15	37	291
TAMPA ELECTRIC COMPANY	2	7	9	84
<b>TOTALS**</b>	<b>35</b>	<b>39</b>	<b>74</b>	<b>565</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 - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	3	4	37
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	3	0	3	9
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	32
PEOPLES GAS SYSTEM	4	6	10	58
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
<b>TOTALS**</b>	<b>10</b>	<b>10</b>	<b>20</b>	<b>137</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 - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	54	66	120	843
EMBARQ FLORIDA, INC.	6	8	14	93
FAIRPOINT COMMUNICATIONS	1	0	1	2
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	1	1	2
VERIZON FLORIDA LLC	13	18	31	200
WINDSTREAM FLORIDA, INC.	2	1	3	18
<b>TOTALS**</b>	<b>76</b>	<b>94</b>	<b>170</b>	<b>1,159</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 - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS POINT, INC.	0	0	0	1
AMERICAN DIAL TONE	1	0	1	2
AT&T	0	1	1	7
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	2
BIRCH TELECOM OF THE SOUTH, INC.	1	1	2	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	23
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE	1	0	1	2
CBEYOND COMMUNICATIONS, LLC	0	0	0	1
CLEARTEL COMMUNICATIONS	0	1	1	5
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	11
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	22
DELTACOM, INC.	1	1	2	18
DSL I	0	0	0	4
ERNEST COMMUNICATIONS, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	2
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	3
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	0	0	0	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	0	0	0	4
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEWPHONE, INC.	0	0	0	1
NUVOX	5	4	9	38
PAETEC COMMUNICATIONS, INC.	1	0	1	11
PRIMECAST	0	0	0	2
RETEL COMMUNICATIONS, INC.	1	0	1	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - June 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	0	0	1
STS TELECOM	0	0	0	4
STS TELECOM, LLC	1	1	2	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	2	5	56
SWIFTEL, LLC	0	0	0	3
T3 COMMUNICATIONS, INC.	0	0	0	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	0	0	1
VARTEC TELECOM	0	0	0	2
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	5
XO COMMUNICATIONS SERVICES, INC.	1	2	3	13
XO COMMUNICATIONS SERVICES, INC.	1	0	1	2
<b>TOTALS**</b>	<b>26</b>	<b>13</b>	<b>39</b>	<b>289</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 - June 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	7
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	0	2	2	33
AT&T LONG DISTANCE SERVICE	3	11	14	70
BLUERIDGE TELECOM SYSTEMS	1	0	1	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	3	3	5
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	1	2	6
COVISTA, INC.	0	0	0	1
CROSSFONE	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	3
DELTACOM, INC.	2	1	3	3
EMBARQ COMMUNICATIONS, INC.	0	1	1	3
ENHANCED SERVICES BILLING, INC.	0	2	2	19
EXCEL TELECOMMUNICATIONS	2	1	3	3
FAIRPOINT CARRIER SERVICES, INC.	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	1	1	2
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	2	2	8
HBS BILLING SERVICES COMPANY	0	0	0	1
HIGH TECH COMMUNICATIONS	1	0	1	1
IDC TELECOMMUNICATIONS	0	0	0	1
IDT AMERICA, CORP.	0	0	0	9
ILD TELESERVICES	1	5	6	31
INTEGRATED SERVICES OF NEVADA, INC.	0	0	0	1
INTEGRETEL, INC.	0	1	1	9
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	2
ISN TELCOM	0	0	0	1
LDC TELECOMMUNICATIONS, INC.	0	1	1	1

## Long Distance Telephone Companies

### Complaint Activity - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	2
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NEFCOM COMMUNICATIONS	0	0	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2
NETWORK SERVICE BILLING, INC.	0	0	0	1
NUVOX	0	0	0	1
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	2	2	5
OPTIC INTERNET PROTOCOL, INC.	7	0	7	26
PAETEC COMMUNICATIONS, INC.	0	0	0	1
PIONEER TELEPHONE, INC.	0	0	0	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	13
SILV COMMUNICATION INC.	3	1	4	27
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.	2	0	2	4
TELEFONICALATINA	0	1	1	2
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
UNI-TEL COMMUNICATIONS GROUP, INC.	0	1	1	1
UNITED TELECOM INC.	4	0	4	8
VARTEC SOLUTIONS	0	0	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	3	3	7
VERIZON BUSINESS SERVICES	1	0	1	17
VERIZON LONG DISTANCE LLC	1	4	5	16
VERIZON SELECT SERVICES INC.	0	0	0	1
VEZA TELECOM, INC.	0	0	0	4

# Long Distance Telephone Companies

## Complaint Activity - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WITEL COMMUNICATION, LLC	0	0	0	4
WORLDNET	0	0	0	1
YAK AMERICA INC.	0	0	0	3
YMAX COMMUNICATIONS CORP.	0	0	0	1
ZERO PLUS DIALING	3	2	5	26
ZERO PLUS DIALING, INC.	1	0	1	3
ZONE TELECOM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>36</b>	<b>47</b>	<b>83</b>	<b>446</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 - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
HSI TELECOM, INC.	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	1
STERLING PAYPHONES, LLC	1	0	1	3
<b>TOTALS**</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>9</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 - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	1	0	1	25
ALOHA UTILITIES, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	3	3	12
AQUA UTILITIES FLORIDA, INC.	0	3	3	9
AQUA UTILITIES FLORIDA, INC.	0	2	2	17
AQUA UTILITIES FLORIDA, INC.	0	4	4	12
AQUA UTILITIES FLORIDA, INC.	2	2	4	16
AQUA UTILITIES FLORIDA, INC.	1	1	2	4
AQUA UTILITIES FLORIDA, INC.	0	2	2	5
AQUA UTILITIES FLORIDA, INC.	0	3	3	5
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	12
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BAYSHORE UTILITIES, INC.	0	1	1	1
BEACHES SEWER SYSTEM	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	2	2	2
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	2
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
INDIANTOWN COMPANY, INC.	0	1	1	1
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	4	4	5
LAKE UTILITY SERVICES, INC.	0	0	0	5
LINDRICK SERVICE CORPORATION	0	1	1	11

# Water & Wastewater Companies

## Complaint Activity - June 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MAD HATTER UTILITY, INC.	0	0	0	1
MID-COUNTY SERVICES, INC.	0	0	0	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	1	1	5
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	1	1	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.	0	0	0	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
SUNRISE UTILITIES, LLC	0	1	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	2
UTILITIES, INC. OF FLORIDA	0	2	2	7
UTILITIES, INC. OF FLORIDA	0	2	2	2
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	1	1	4
W.P. UTILITIES, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	1	1	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
<b>TOTALS**</b>	<b>5</b>	<b>40</b>	<b>45</b>	<b>219</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 - June 2009

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AT&T	0	1
AT&T FLORIDA	3	7
EMBARQ FLORIDA, INC.	1	5
ENHANCED BILLING SERVICES, INCORPORATED	0	1
ENHANCED SERVICES BILLING, INC.	1	17
FAIRPOINT COMMUNICATIONS	0	1
HBS BILLING SERVICES COMPANY	1	1
ILD TELESERVICES	3	20
INTEGRETEL, INC.	1	5
INTELLICALL OPERATOR SERVICES, INC.	1	2
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>11</b>	<b>78</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 - June 2009

	Month	Year-To-Date
AT&T FLORIDA	2	13
BANDWIDTH.COM CLEC, LLC	0	1
BIRCH COMMUNICATIONS, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	6
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	2
EMBARQ COMMUNICATIONS, INC.	0	1
EMBARQ FLORIDA, INC.	0	1
ERNEST COMMUNICATIONS, INC.	0	1
HIGH TECH COMMUNICATIONS	0	1
INFOTELECOM, LLC	0	1
INTEGRATED SERVICES OF NEVADA, INC.	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	1
NETWORK SERVICE BILLING, INC.	0	1
NUVOX	0	1
OPTIC INTERNET PROTOCOL, INC.	7	24
PREFERRED LONG DISTANCE, INC.	0	1
PRIMECAST	0	1
PRIMECAST	0	1
SILV COMMUNICATION INC.	3	25
SWIFTEL, LLC	0	1
UNITED TELECOM INC.	4	8
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
<b>TOTALS*</b>	<b>17</b>	<b>101</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 - June 2009

	Month	Year-To-Date
3U TELECOM INC.	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AMERICATEL CORPORATION	0	1
AT&T	0	6
AT&T LONG DISTANCE SERVICE	2	15
BLUERIDGE TELECOM SYSTEMS	1	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	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	1	3
INTEGRETEL, INC.	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
ONELINK COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	0	2
QWEST COMMUNICATIONS COMPANY, LLC	2	10
SPRINT	0	2
TALK AMERICA INC.	0	2
TELE CIRCUIT NETWORK CORPORATION	0	3
TELECOM*USA OR TELECONNECT	0	1
TELEDIAS COMMUNICATIONS, INC.	2	4
TOTAL CALL INTERNATIONAL, INC.	0	1
VERIZON BUSINESS SERVICES	1	9
VERIZON LONG DISTANCE	0	2
WILTEL COMMUNICATION, LLC	0	4
YAK AMERICA INC.	0	1
ZERO PLUS DIALING	3	6
ZERO PLUS DIALING, INC.	1	2
<b>TOTALS*</b>	<b>13</b>	<b>91</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.