



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT July 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

*Or WRITE to:

Florida Public Service Commission
Division of Service, Safety & Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview July 2010

Complaints Received & Entered into CATS		1,284
Electric	96	
Gas	9	
Competitive Local Exchange Telephone	25	
Local Exchange Telephone	143	
Long Distance Telephone	35	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	22	
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)		770
Electric	744	
Gas	12	
Telecommunications	14	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		78
Electric	66	
Gas	0	
Telecommunications	12	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		102
Electric	94	
Gas	1	
Telecommunications	7	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,573
Total New Cases Received & Entered into CATS		5,857

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	965	4,166	5,131
Mail	42	33	75
Internet	263	345	608
Fax	14	29	43
Totals	1,284	4,573	5,857

Cases by Industry

July 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	96	7 %	440	10 %
Natural Gas	9	1 %	29	1 %
Telecommunications	205	15 %	2729	60 %
Competitive Local Exchange Telephone	25	2 %		
Local Exchange Telephone	143	11 %		
Long Distance Telephone	35	3 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	22	2 %	220	5 %
Non-certificated Company Cases logged**	2	0 %	1155	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	770	60 %		
E-Transfers	78	6 %		
Cases Received & Closed by 3 Day Rule	102	8 %		
Total	1,284	100 %	4,573	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

July 2010



Note: County name not available for 28 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	20	21	41	196
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	38
GULF POWER COMPANY	0	2	2	12
PROGRESS ENERGY FLORIDA, INC.	23	19	42	325
TAMPA ELECTRIC COMPANY	2	6	8	77
TOTALS**	45	51	96	648

**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 - July 2010

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA CITY GAS	1	1	2	36
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	6
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	12
PEOPLES GAS SYSTEM	3	3	6	65
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	5	4	9	121

**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 - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	41	68	109	601
CENTURYLINK	0	12	12	62
FAIRPOINT COMMUNICATIONS	0	0	0	3
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	6	16	22	137
WINDSTREAM FLORIDA, INC.	0	0	0	4
TOTALS**	47	96	143	809

**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 - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	2
ACCESS ONE, INC.	0	0	0	1
ALL AMERICAN TELECOM, INC.	0	0	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	1	3	4	25
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	1	1	2	10
BIRCH TELECOM OF THE SOUTH, INC.	0	1	1	13
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	9
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	1	0	1	4
CBEYOND COMMUNICATIONS, LLC	1	0	1	3
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	12
DELTACOM, INC.	0	0	0	7
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSL	1	0	1	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	0	0	0	3
EXPRESS PHONE SERVICE	1	1	2	4
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	2
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	3
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	1	1	2
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	6
LIFECONNEX TELECOM, LLC	0	0	0	7
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	4
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	1	1	5
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SH SERVICES LLC	0	0	0	1
SKYNET360, LLC	1	0	1	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	0	0	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	1	0	1	4
WINDSTREAM NUVOX INC.	1	1	2	20
XO COMMUNICATIONS SERVICES, INC.	0	0	0	6
TOTALS**	15	10	25	178

**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 - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	0	0	0	3
AMERICATEL CORPORATION	0	0	0	4
AT&T	0	6	6	39
AT&T LONG DISTANCE SERVICE	1	10	11	69
BANDWIDTH.COM CLEC, LLC	0	1	1	1
BIRCH COMMUNICATIONS, INC.	0	0	0	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	0	0	0	7
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	8
DELTACOM, INC.	0	0	0	2
ECG	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	0	0	5
EXCEL TELECOMMUNICATIONS	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	0	0	6
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL *LINK CORPORATION	1	0	1	20
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	2	2	24
INFINITY NETWORKS, INC.	0	0	0	2
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	3
ITI INMATE TELEPHONE, INC.	0	0	0	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	5
NET ONE INTERNATIONAL, INC.	0	0	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	9

Long Distance Telephone Companies

Complaint Activity - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	3	0	3	69
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	3
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	0	1	5
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	3
SILV COMMUNICATION INC.	1	0	1	6
SPOT TALK	0	0	0	1
SPRINT	0	0	0	6
STI PREPAID, LLC	0	1	1	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	0	1	2
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNION TELECOM	0	0	0	1
UNITED TELECOM INC.	0	0	0	11
USA DIGITAL COMMUNICATIONS, INC.	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	1
VERIZON BUSINESS SERVICES	0	1	1	11
VERIZON LONG DISTANCE LLC	0	1	1	9
VERIZON SELECT SERVICES INC.	0	0	0	1
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM NUVOX, INC.	0	1	1	4
XO COMMUNICATIONS SERVICES, INC.	1	0	1	3
ZERO PLUS DIALING	0	0	0	5
TOTALS**	9	26	35	385

**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 - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	3
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
PACIFIC TELEMANAGEMENT SERVICES	1	0	1	2
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
STERLING PAYPHONES, LLC	0	0	0	1
WATERVILLE COMMUNICATIONS, INC.	1	0	1	1
TOTALS**	2	0	2	10

**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 - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	0	2	2	14
AQUA UTILITIES FLORIDA, INC.	0	4	4	22
AQUA UTILITIES FLORIDA, INC.	0	2	2	4
AQUA UTILITIES FLORIDA, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	11
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	1	1	6
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
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	1	1	2	9
GOLD COAST UTILITY CORP.	0	0	0	3
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	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	0	0	0	5
MARION UTILITIES, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1

Water & Wastewater Companies

Complaint Activity - July 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NI FLORIDA, LLC	0	0	0	5
O&S WATER COMPANY, INC.	0	0	0	4
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	6
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	3	1	4	17
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	4
UTILITIES, INC. OF PENNBROOKE	0	1	1	1
WATER OAK UTILITY	0	1	1	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	5	17	22	188

**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 - July 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	4	19
AT&T LONG DISTANCE SERVICE	0	1
CENTURYLINK	3	4
CONSUMER ACCESS	0	1
ENHANCED SERVICES BILLING, INC.	0	3
ILD TELESERVICES	1	16
INTELLICALL OPERATOR SERVICES, INC.	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	7
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	1
TOTALS*	10	57

**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 - July 2010

	Month	Year-To-Date
AMERICA NET, LLC	0	1
AMERICAN DIAL TONE, INC.	0	2
AT&T FLORIDA	1	8
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2
BUDGET PHONE	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	4
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
OPTIC INTERNET PROTOCOL, INC.	3	64
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	3
SILV COMMUNICATION INC.	1	6
THINK 12 CORPORATION D/B/A HELLO DEPOT	1	1
UNITED TELECOM INC.	0	9
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
WINDSTREAM NUVOX INC.	1	1
TOTALS*	10	107

**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 - July 2010

	Month	Year-To-Date
AT&T	0	3
AT&T LONG DISTANCE SERVICE	1	8
BLUERIDGE TELECOM SYSTEMS	0	1
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
INTELLICALL OPERATOR SERVICES, INC.	0	1
NET ONE INTERNATIONAL, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	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	2
VERIZON LONG DISTANCE LLC	0	2
XO COMMUNICATIONS SERVICES, INC.	1	1
ZERO PLUS DIALING	0	2
TOTALS*	2	41

**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.