



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT August 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

*Or WRITE to:

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

Consumer Activity Overview August 2009

Complaints Received & Entered into CATS		1,861
Electric	112	
Gas	13	
Competitive Local Exchange Telephone	25	
Local Exchange Telephone	106	
Long Distance Telephone	44	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	34	
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)		1,313
Electric	1,082	
Gas	0	
Telecommunications	231	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		75
Electric	54	
Gas	0	
Telecommunications	21	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		138
Electric	136	
Gas	0	
Telecommunications	2	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		6,441
Total New Cases Received & Entered into CATS		8,302

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,521	5,820	7,341
Mail	43	93	136
Internet	289	423	712
Fax	8	105	113
Totals	1,861	6,441	8,302

Cases by Industry

August 2009

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	112	6 %	1421	22 %
Natural Gas	13	1 %	60	1 %
Telecommunications	175	9 %	3226	50 %
Competitive Local Exchange Telephone	25	1 %		
Local Exchange Telephone	106	6 %		
Long Distance Telephone	44	2 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	34	2 %	152	2 %
Non-certificated Company Cases logged**	1	0 %	1582	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,313	71 %		
E-Transfers	75	4 %		
Cases Received & Closed by 3 Day Rule	138	7 %		
Total	1,861	100 %	6,441	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

August 2009



Note: County name not available for 120 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresss, etc.

Electric Companies

Complaint Activity - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	9	27	36	247
FLORIDA PUBLIC UTILITIES COMPANY	0	4	4	22
GULF POWER COMPANY	0	1	1	4
PROGRESS ENERGY FLORIDA, INC.	19	41	60	401
TAMPA ELECTRIC COMPANY	4	7	11	106
TOTALS**	32	80	112	780

**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 - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CENTRAL FLORIDA GAS COMPANY	0	1	1	1
FLORIDA CITY GAS	0	4	4	44
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	9
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	38
PEOPLES GAS SYSTEM	3	4	7	76
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	4	9	13	169

**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 - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	15	57	72	1,002
EMBARQ FLORIDA, INC.	1	10	11	110
FAIRPOINT COMMUNICATIONS	0	0	0	4
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	2	18	20	234
WINDSTREAM FLORIDA, INC.	1	2	3	21
TOTALS**	19	87	106	1,374

**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 - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS POINT, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	0	0	0	3
AT&T	0	1	1	9
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	2
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	5
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	26
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE	1	0	1	6
BULLSEYE TELECOM, INC.	0	0	0	1
CBEYOND COMMUNICATIONS, LLC	0	2	2	3
CLEARTEL COMMUNICATIONS	0	0	0	5
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	14
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	24
COX COMMUNICATIONS	1	0	1	1
DELTACOM, INC.	0	1	1	21
DSLII	1	0	1	5
ERNEST COMMUNICATIONS, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	0	0	0	1
FDN COMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	1	0	1	3
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	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.	1	0	1	6
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	5
LIFECONNEX TELECOM, LLC	0	1	1	4
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	5
MITEL NETSOLUTIONS, INC.	0	1	1	2
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	5

Competitive Local Exchange Telephone Companies

Complaint Activity - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEWPHONE, INC.	0	0	0	1
NUVOX	4	1	5	45
PAETEC COMMUNICATIONS, INC.	0	0	0	12
POWERNET GLOBAL COMMUNICATIONS	0	0	0	1
PRIMECAST	0	0	0	2
RETEL COMMUNICATIONS, INC.	0	0	0	1
SAGE TELECOM, INC.	0	0	0	1
SH SERVICES LLC	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	2
STS TELECOM	0	0	0	4
STS TELECOM, LLC	0	0	0	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	5	6	67
T3 COMMUNICATIONS, INC.	0	0	0	4
TALK AMERICA INC.	0	0	0	1
TELCOVE OPERATIONS, INC.	0	0	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2
TW TELECOM OF FLORIDA L.P.	0	0	0	1
VARTEC TELECOM	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1	1	16
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
TOTALS**	10	15	25	350

**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 - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
3U TELECOM INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	2
ADMA TELECOM, INC.	1	0	1	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	7
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	1	1	2	42
AT&T LONG DISTANCE SERVICE	1	5	6	82
BIGREDWIRE.COM, INC.	1	0	1	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	7
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	0	1	8
COVISTA, INC.	0	0	0	1
CREDO LONG DISTANCE	0	0	0	1
CROSSFONE	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	5
DELTACOM, INC.	0	0	0	3
DIAL WORLD NETWORK, INC.	0	1	1	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	3
ENHANCED SERVICES BILLING, INC.	0	1	1	23
EXCEL TELECOMMUNICATIONS	0	1	1	4
FAIRPOINT CARRIER SERVICES, INC.	0	0	0	2
FIRST COMMUNICATIONS, LLC	0	0	0	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	1	1	10
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HBS BILLING SERVICES COMPANY	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	1
IDC TELECOMMUNICATIONS	0	0	0	1
IDT AMERICA, CORP.	0	1	1	10
ILD TELESERVICES	0	3	3	35

Long Distance Telephone Companies

Complaint Activity - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
INTEGRATED SERVICES OF NEVADA, INC.	0	0	0	1
INTEGRETTEL, INC.	0	0	0	9
INTELLICALL OPERATOR SERVICES, INC.	0	2	2	4
ISN TELCOM	0	0	0	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	4
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	1	1	3
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	1	1	7
OPTIC INTERNET PROTOCOL, INC.	6	0	6	34
PAETEC BUSINESS SERVICES	0	0	0	1
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	2
PRIMECAST	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	13
SILV COMMUNICATION INC.	1	0	1	35
SPRINT	0	1	1	9
STS TELECOM	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
T-NETIX, INC.	0	0	0	2
TALK AMERICA INC.	0	1	1	3
TELE CIRCUIT NETWORK CORPORATION	0	0	0	3
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	4
TELEFONICALATINA	0	0	0	2
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
UNITED TELECOM INC.	1	1	2	11
VARTEC SOLUTIONS	0	0	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	8
VERIZON BUSINESS SERVICES	0	0	0	18
VERIZON LONG DISTANCE LLC	2	1	3	22
VERIZON SELECT SERVICES INC.	0	0	0	1
VEZA TELECOM, INC.	0	0	0	4
WILTEL COMMUNICATION, LLC	0	0	0	4
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
WORLDNET	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1	1	1
YAK AMERICA INC.	0	0	0	3
YMAX COMMUNICATIONS CORP.	0	0	0	1
ZERO PLUS DIALING	0	1	1	28
ZERO PLUS DIALING, INC.	0	0	0	5
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	17	27	44	539

**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 - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	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	0	0	0	1
STERLING PAYPHONES, LLC	0	0	0	3
TRL ENTERPRISES	0	0	0	1
TOTALS**	0	0	0	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 - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	25
ALOHA UTILITIES, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	2	2	15
AQUA UTILITIES FLORIDA, INC.	0	5	5	24
AQUA UTILITIES FLORIDA, INC.	1	2	3	18
AQUA UTILITIES FLORIDA, INC.	1	0	1	19
AQUA UTILITIES FLORIDA, INC.	0	1	1	14
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	4	4	10
AQUA UTILITIES FLORIDA, INC.	0	1	1	9
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	10
AQUA UTILITIES FLORIDA, INC.	0	0	0	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BAYSHORE UTILITIES, INC.	0	2	2	3
BEACHES SEWER SYSTEM	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	0	0	2
CYPRESS LAKES UTILITIES, INC.	1	0	1	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	1	1	2
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	0	0	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	1	1	6
LAKE UTILITY SERVICES, INC.	0	0	0	4

Water & Wastewater Companies

Complaint Activity - August 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LINDRICK SERVICE CORPORATION	0	2	2	13
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	0	0	5
NEIGHBORHOOD UTILITIES, INC.	1	0	1	2
NI FLORIDA, LLC	0	1	1	1
NI FLORIDA, LLC	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	2
O&S WATER COMPANY, INC.	0	1	1	3
PARK WATER COMPANY	0	0	0	2
PARKLAND UTILITIES, INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	1
PINECREST RANCHES, INC.	0	2	2	2
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
ROYAL UTILITY COMPANY	0	1	1	2
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	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	1	0	1	3
UTILITIES, INC. OF FLORIDA	0	0	0	7
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	1	1	5
W.P. UTILITIES, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	6	28	34	272

**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 - August 2009

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AT&T	0	1
AT&T FLORIDA	4	11
EMBARQ FLORIDA, INC.	1	7
ENHANCED BILLING SERVICES, INCORPORATED	0	1
ENHANCED SERVICES BILLING, INC.	3	23
FAIRPOINT COMMUNICATIONS	0	1
HBS BILLING SERVICES COMPANY	0	1
ILD TELESERVICES	2	29
INTEGRETEL, INC.	0	5
INTELLICALL OPERATOR SERVICES, INC.	0	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	3
WINDSTREAM FLORIDA, INC.	0	1
ZERO PLUS DIALING	0	14
TOTALS*	10	100

**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 - August 2009

	Month	Year-To-Date
AT&T FLORIDA	0	13
BANDWIDTH.COM CLEC, LLC	0	1
BIGREDWIRE.COM, INC.	1	1
BIRCH COMMUNICATIONS, INC.	0	1
BIRCH TELECOM OF THE SOUTH, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	7
BULLSEYE TELECOM, INC.	0	1
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.	6	31
PREFERRED LONG DISTANCE, INC.	0	1
PRIMECAST	0	1
PRIMECAST	0	1
SILV COMMUNICATION INC.	1	33
SWIFTEL, LLC	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1
UNITED TELECOM INC.	1	10
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*	9	123

**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 - August 2009

	Month	Year-To-Date
3U TELECOM INC.	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AMERICATEL CORPORATION	0	1
AT&T	0	8
AT&T LONG DISTANCE SERVICE	1	17
CLEAR WORLD COMMUNICATIONS CORPORATION	2	3
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
GRANITE TELECOMMUNICATIONS, LLC	0	1
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	0	3
INTEGRETEL, INC.	0	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 O1	0	2
ONELINK COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	0	2
QWEST COMMUNICATIONS COMPANY, LLC	0	10
SPRINT	0	4
TALK AMERICA INC.	0	2
TELE CIRCUIT NETWORK CORPORATION	0	3
TELECOM*USA OR TELECONNECT	0	1
TELEDIAS COMMUNICATIONS, INC.	0	4
TOTAL CALL INTERNATIONAL, INC.	0	1
VERIZON BUSINESS SERVICES	0	9
VERIZON LONG DISTANCE LLC	2	4
WILTEL COMMUNICATION, LLC	0	4
YAK AMERICA INC.	0	1
ZERO PLUS DIALING	0	7
ZERO PLUS DIALING, INC.	0	2
TOTALS*	5	103

**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.