



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2010

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	9
Pay Telephone Companies - Complaint Activity	12
Water and Wastewater Companies - Complaint Activity	13
Cramming - Unauthorized Additional Local Telephone Service Charges	15
Local Slamming - Unauthorized Local Telephone Carrier Change	16
Long Distance Slamming - Unauthorized Long Distance Carrier Change	17
Definitions	18

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 September 2010

Complaints Received & Entered into CATS		1,540
Electric	89	
Gas	10	
Competitive Local Exchange Telephone	50	
Local Exchange Telephone	155	
Long Distance Telephone	47	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	34	
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)		978
Electric	959	
Gas	11	
Telecommunications	8	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		79
Electric	66	
Gas	0	
Telecommunications	13	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		96
Electric	89	
Gas	1	
Telecommunications	6	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,491
Total New Cases Received & Entered into CATS		6,031

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,215	4,191	5,406
Mail	38	45	83
Internet	274	245	519
Fax	13	10	23
Totals	1,540	4,491	6,031

Cases by Industry

September 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	89	6 %	514	11 %
Natural Gas	10	1 %	33	1 %
Telecommunications	254	16 %	2795	62 %
Competitive Local Exchange Telephone	50	3 %		
Local Exchange Telephone	155	10 %		
Long Distance Telephone	47	3 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	34	2 %	119	3 %
Non-certificated Company Cases logged**	0	0 %	1030	23 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	978	64 %		
E-Transfers	79	5 %		
Cases Received & Closed by 3 Day Rule	96	6 %		
Total	1,540	100 %	4,491	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

September 2010



Note: County name not available for 33 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	17	19	36	276
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	44
GULF POWER COMPANY	0	0	0	16
PROGRESS ENERGY FLORIDA, INC.	22	19	41	423
TAMPA ELECTRIC COMPANY	4	8	12	108
TOTALS**	43	46	89	867

**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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	1	3	43
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	2	0	2	8
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	16
PEOPLES GAS SYSTEM	1	3	4	71
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	5	5	10	140

**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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	41	63	104	819
CENTURYLINK	2	14	16	91
FAIRPOINT COMMUNICATIONS	0	0	0	4
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	11	21	32	196
WINDSTREAM FLORIDA, INC.	1	2	3	8
TOTALS**	55	100	155	1,120

**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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	2
ACCESS ONE, INC.	0	0	0	1
AFFORDABLE PHONE SERVICES, INC.	0	1	1	5
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	6	5	11	40
ANGLES COMMUNICATION SOLUTIONS	2	1	3	5
BIRCH COMMUNICATIONS, INC.	1	3	4	15
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	17
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	1	3	13
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	0	1	1	8
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
COMCAST LONG DISTANCE	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	21
DELTACOM, INC.	0	1	1	9
DPI-TELECONNECT, L.L.C.	3	0	3	5
DSL	0	0	0	2
EASY TELEPHONE SERVICES COMPANY	4	0	4	7
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	0	0	0	4
EXCEL TELECOMMUNICATIONS	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	5
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	2	1	3	5
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	6
LIFECONNEX TELECOM, LLC	0	1	1	10
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	0	1	6
POWERNET GLOBAL COMMUNICATIONS, INC.	0	1	1	2

Competitive Local Exchange Telephone Companies

Complaint Activity - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PRIMECAST	0	1	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
SKYNET360, LLC	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	0	1	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	2
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	6
WINDSTREAM NUVOX INC.	0	2	2	25
XO COMMUNICATIONS SERVICES, INC.	0	2	2	10
TOTALS**	28	22	50	266

**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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ADMA TELECOM, INC.	1	0	1	1
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	3	1	4	10
AMERICATEL CORPORATION	0	0	0	5
ANGLES COMMUNICATION SOLUTIONS	0	1	1	1
AT&T	0	1	1	44
AT&T LONG DISTANCE SERVICE	3	3	6	78
BANDWIDTH.COM CLEC, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
CENTURYLINK COMMUNICATIONS	0	0	0	4
CENTURYLINK LONG DISTANCE	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	4
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CONVERGIA, INC.	1	0	1	1
CORRECTIONAL BILLING SERVICES	1	0	1	8
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	13
DELTACOM, INC.	0	0	0	2
DPI TELECONNECT, L.L.C.	1	0	1	1
ECG	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	5	5	11
EXCEL TELECOMMUNICATIONS	0	0	0	4
FAIRPOINT CARRIER SERVICES, INC.	0	1	1	1
FIRST COMMUNICATIONS, LLC	0	0	0	6
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	0	1	1	22
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GT TELECOMM	0	0	0	1
HBS BILLING SERVICES COMPANY	1	0	1	1
ICSOLUTIONS	0	0	0	2
IDC TELECOMMUNICATIONS	0	0	0	1
IDT AMERICA, CORP.	0	0	0	2

Long Distance Telephone Companies

Complaint Activity - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ILD TELESERVICES	0	5	5	34
INFINITY NETWORKS, INC.	0	0	0	2
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	5
ITI INMATE TELEPHONE, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	7
LIFECONNEX TELECOM, LLC	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	0	0	0	1
NUVOX	0	0	0	4
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	1	1	10
OPTIC INTERNET PROTOCOL, INC.	1	0	1	74
PAETEC COMMUNICATIONS, INC.	0	2	2	2
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	6
QWEST COMMUNICATIONS COMPANY, LLC	1	0	1	4
SILV COMMUNICATION INC.	0	0	0	6
SPOT TALK	0	0	0	1
SPRINT	0	0	0	7
STI PREPAID, LLC	0	0	0	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
TCG SOUTH FLORIDA	1	0	1	1
TELEDIAS COMMUNICATIONS, INC.	1	0	1	2
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	1	1	2	2
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	2	2	14

Long Distance Telephone Companies

Complaint Activity - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
VERIZON LONG DISTANCE LLC	0	1	1	10
VERIZON SELECT SERVICES INC.	0	0	0	1
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	3
ZEN PREPAID, LLC	0	0	0	1
ZERO PLUS DIALING	1	0	1	6
TOTALS**	20	27	47	473

**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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	1	0	1	4
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	2
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
SOUTHEAST PAYPHONES, INC.	1	0	1	1
STERLING PAYPHONES, LLC	0	0	0	1
WATERVILLE COMMUNICATIONS, INC.	0	0	0	1
TOTALS**	2	0	2	13

**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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	3	3	6
AQUA UTILITIES FLORIDA, INC.	1	0	1	17
AQUA UTILITIES FLORIDA, INC.	0	2	2	26
AQUA UTILITIES FLORIDA, INC.	3	1	4	10
AQUA UTILITIES FLORIDA, INC.	1	1	2	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	6
AQUA UTILITIES FLORIDA, INC.	0	1	1	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	14
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	7
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
CEDAR ACRES INC	0	3	3	3
COLONY PARK UTILITIES, 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	2	2	5
FOUR POINTS UTILITY CORPORATION	0	0	0	10
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	2
LAKE UTILITY SERVICES, INC.	0	0	0	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	0	0	0	5

Water & Wastewater Companies

Complaint Activity - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MARION UTILITIES, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	2
NI FLORIDA, LLC	1	0	1	8
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	0	0	6
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	9	9	26
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	2
SANLANDO UTILITIES CORPORATION	0	2	2	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	1	0	1	6
UTILITIES, INC. OF FLORIDA	0	1	1	5
UTILITIES, INC. OF LONGWOOD	1	0	1	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WATER OAK UTILITY	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	8	26	34	248

**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 - September 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	3	23
AT&T LONG DISTANCE SERVICE	0	1
CENTURYLINK	0	6
CENTURYLINK COMMUNICATIONS	1	1
CONSUMER ACCESS	0	1
CUSTOM TELECONNECT, INC.	1	1
ENHANCED SERVICES BILLING, INC.	0	5
ILD TELESERVICES	3	20
INTELLICALL OPERATOR SERVICES, INC.	1	1
INTELLICALL OPERATOR SERVICES, INC.	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	1	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	7
VERIZON FLORIDA LLC	1	3
ZERO PLUS DIALING	0	1
TOTALS*	11	74

**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 - September 2010

	Month	Year-To-Date
AMERICA NET, LLC	3	7
AMERICAN DIAL TONE, INC.	2	4
AT&T FLORIDA	1	10
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
BUDGET PHONE	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	5
DPI TELECONNECT, L.L.C.	1	1
DPI-TELECONNECT, L.L.C.	3	3
EASY TELEPHONE SERVICES COMPANY	2	2
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
EXCEL TELECOMMUNICATIONS	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	2
NETWORK SERVICE BILLING, INC.	0	1
OPTIC INTERNET PROTOCOL, INC.	1	69
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	4
SILV COMMUNICATION INC.	0	6
TELEDIAS COMMUNICATIONS, INC.	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1
UNITED TELECOM INC.	0	9
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
TOTALS*	14	134

**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 - September 2010

	Month	Year-To-Date
AT&T	0	4
AT&T LONG DISTANCE SERVICE	3	12
BLUERIDGE TELECOM SYSTEMS	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CONVERGIA, INC.	1	1
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GLOBAL TEL*LINK CORPORATION	0	2
IDC TELECOMMUNICATIONS	0	1
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	1	3
SPRINT	0	3
TCG SOUTH FLORIDA	1	1
TELEDIAS COMMUNICATIONS, INC.	1	2
TELENATIONAL COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	1	1
VERIZON BUSINESS SERVICES	0	2
VERIZON LONG DISTANCE LLC	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	1	3
TOTALS*	9	54

**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.