



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
NOVEMBER 2001

# FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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## Preface

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now two categories of consumer contact: Complaints and Information Requests. A Complaint is 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. An Information Request is an inquiry that does not involve investigation or analysis by the PSC staff.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. The amended rule establishes customer complaint procedures that are designed to accomplish this intent. It includes an expedited telephone warm transfer and three day (72 Hour) resolution process for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the toll-free phone line warm transfer program. However, the new pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to e-mail a complaint to the PSC or directly to a participating company via the internet. The Division of Consumer Affairs receives a copy of each e-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 12 companies participating in the e-transfer pilot program. The Division of Consumer Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising. Full implementation of the e-transfer program is anticipated by the end of June 2002.

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## Summary

There were 2,347 complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infraction. There were also 3,177 information requests handled by the PSC.

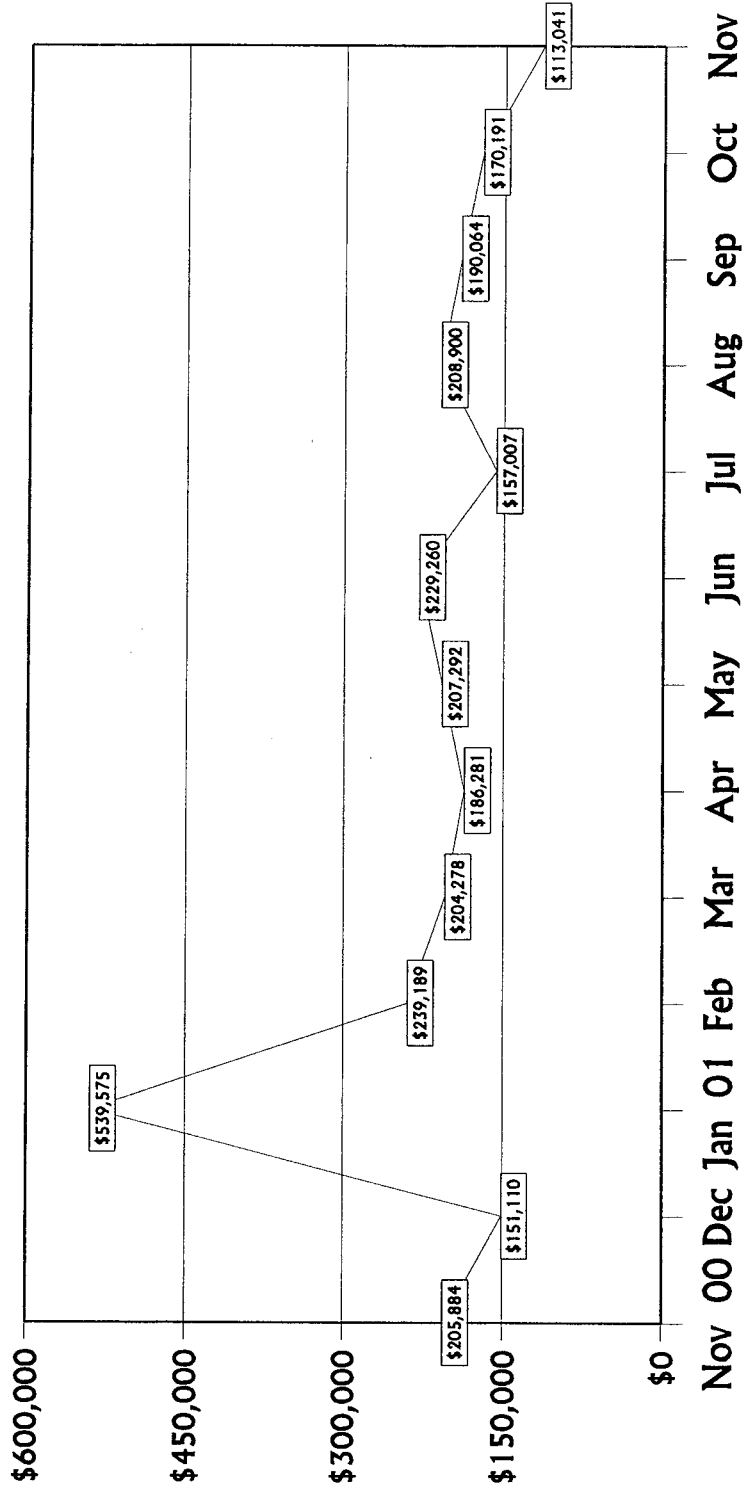
A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of November 30, 2001. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 1,063 calls transferred during November 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$113,041 for the month and \$2,435,344 for the calendar year.

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# Monthly Consumer Refunds

November 2000 - November 2001



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# Consumer Activity - November 2001

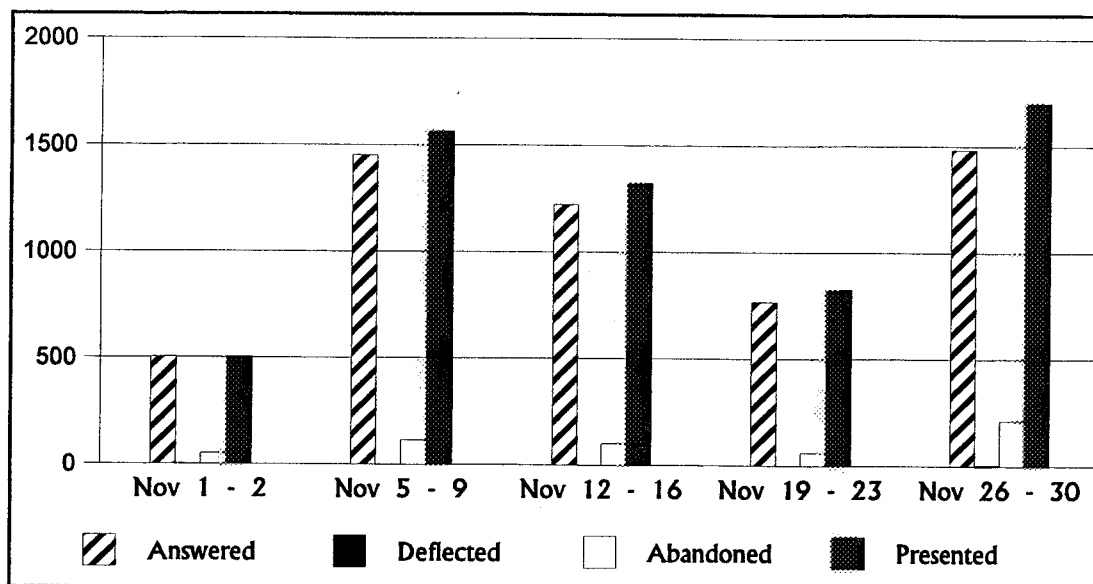
Complaints Received		<b>2,347</b>
Electric	52	
Gas	22	
Alternative Local Exchange Telephone	231	
Local Exchange Telephone	216	
Long Distance Telephone	499	
Pay Telephone	6	
Water & Wastewater	30	
Non-regulated/Other Consumer Assistance	1,129	
Cases Received / Closed Under 72 Hr Rule	162	
Electric	47	
Gas	0	
Telecommunications	114	
Water / Wastewater	1	
Information Requests Received		<b>3,177</b>
Total Cases Received		<b>5,524</b>

How Cases Were Received	Complaints	Information Requests
Phone	1,570	3,081
Mail	344	25
Internet	291	63
Fax	142	8
<b>Totals</b>	<b>2,347</b>	<b>3,177</b>

Non-Jurisdictional Calls Not Filed As Cases	<b>798</b>
Total Consumer Contacts Handled	<b>6,322</b>
Transfer Connect (Calls Transferred to Utilities)	1,063
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	<b>62</b>

<b>Consumer Savings</b>	
Electric	\$ 8,642.32
Gas	468.56
Alternative Local Exchange Telephone	29,585.40
Local Exchange Telephone	18,327.09
Long Distance Telephone	53,721.60
Pay Telephone	82.25
Water & Wastewater	24.81
Non-regulated/Other Consumer Assistance	2,189.00
<b>Total</b>	<b>\$ 113,041.03</b>

## Total Calls Received - Call Center Statistics November 2001



**Answered:** Total number of calls answered by Consumer Affairs' Regulatory Specialists.

**Deflected:** The number of calls originally destined for the PSC's ACD Group which could not get through due to a full queue or wait time in queue was exceeded.

**Abandoned:** The number of calls offered to the ACD Group but abandoned the queue waiting status prior to being answered.

**Total Calls Presented:** Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Nov 1 - 2	504	91.0%	0	0.0%	50	9.0%	554
Nov 5 - 9	1,451	92.7%	0	0.0%	114	7.3%	1,565
Nov 12 - 16	1,224	92.4%	0	0.0%	100	7.6%	1,324
Nov 19 - 23	768	92.8%	0	0.0%	60	7.2%	828
Nov 26 - 30	1,484	87.2%	5	0.3%	213	12.5%	1,702
<b>Totals</b>	<b>5,431</b>	<b>90.9%</b>	<b>5</b>	<b>0.1%</b>	<b>537</b>	<b>9.0%</b>	<b>5,973</b>

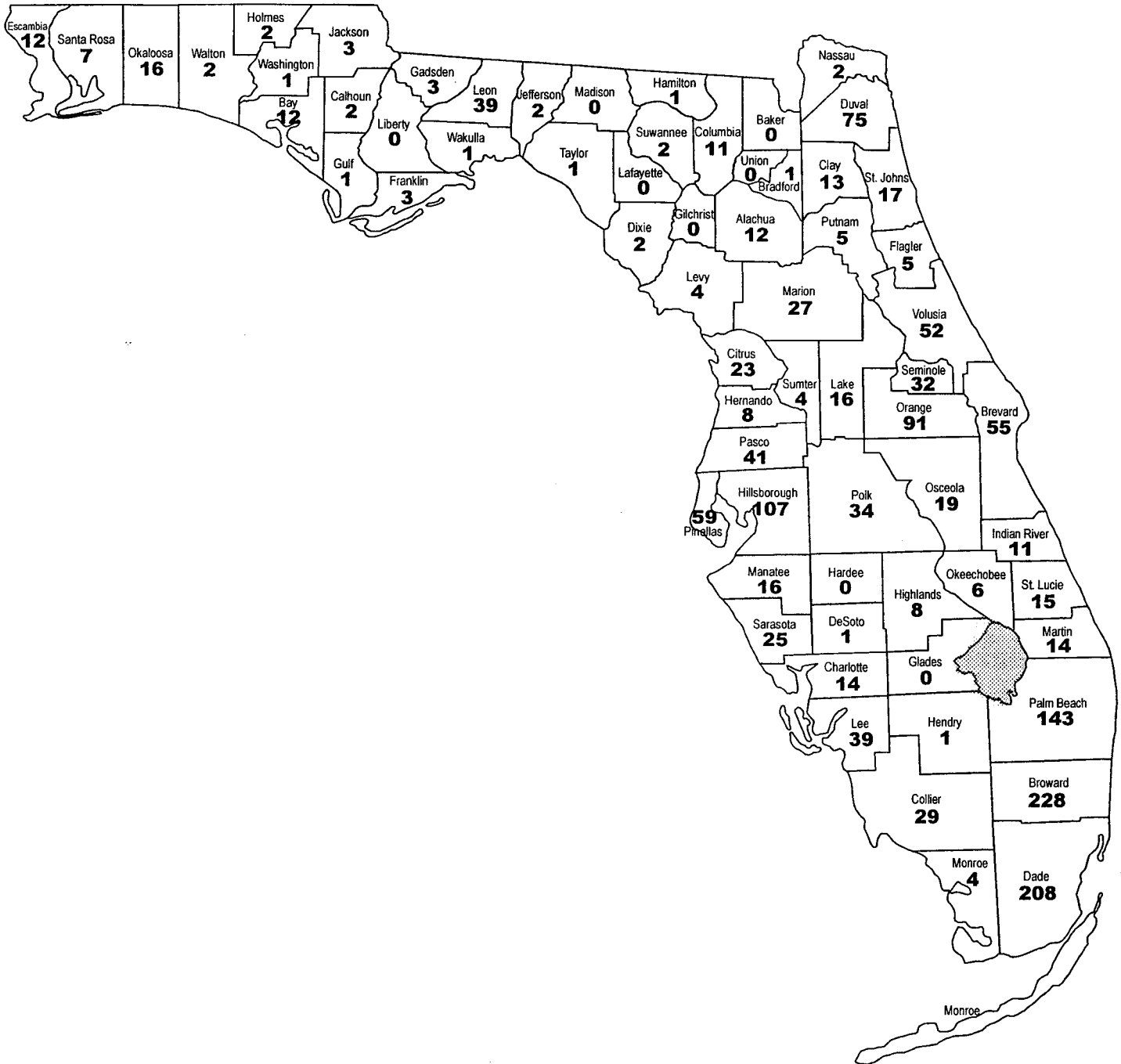
Calls Answered During the Month  
 Minus CAF Calls Resulting in Cases  
 Total Non-Jurisdictional Calls Not Filed As Cases

5,431  
 (4,642)  
 798



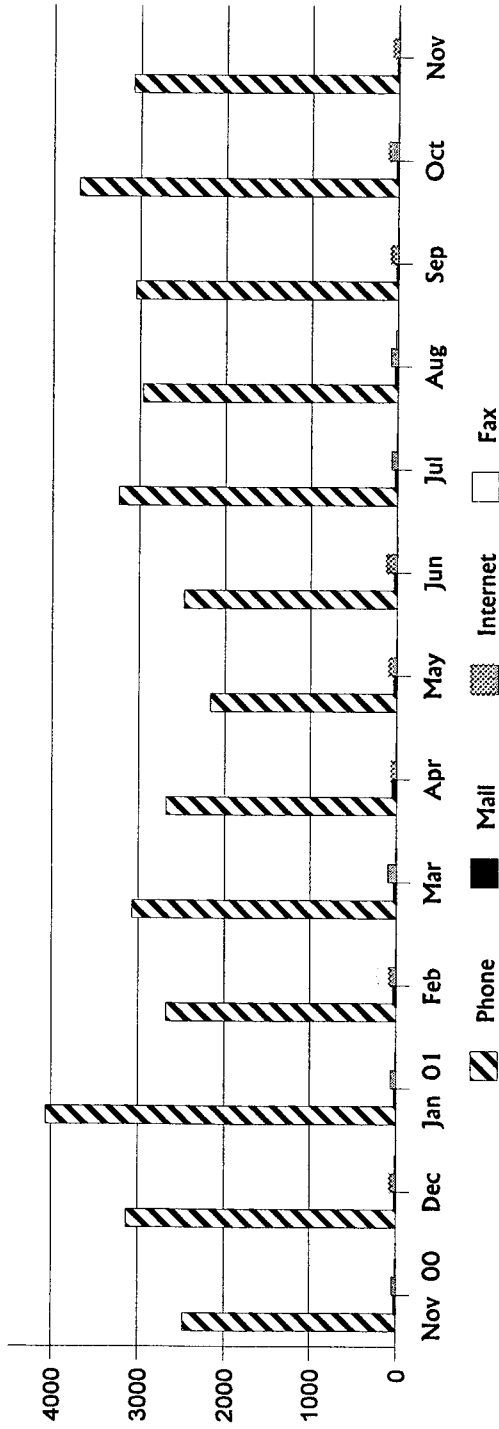
# Complaints Received by County

NOVEMBER 2001



Note: County name not available for 763 cases.

# How Information Requests Were Received Phone, Mail, Internet and Fax November 2000 - November 2001



	Nov 00	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Phone	2,476	3,128	4,065	2,675	3,070	2,677	2,167	2,478	3,233	2,966	3,047	3,697	3,081
Mail	23	20	26	37	33	54	38	38	35	35	25	27	25
Internet	46	67	64	78	98	61	87	123	73	84	82	111	63
Fax	11	12	12	9	7	9	8	10	13	18	5	7	8
<b>Total</b>	<b>2,556</b>	<b>3,227</b>	<b>4,167</b>	<b>2,799</b>	<b>3,208</b>	<b>2,801</b>	<b>2,300</b>	<b>2,649</b>	<b>3,354</b>	<b>3,103</b>	<b>3,159</b>	<b>3,842</b>	<b>3,177</b>

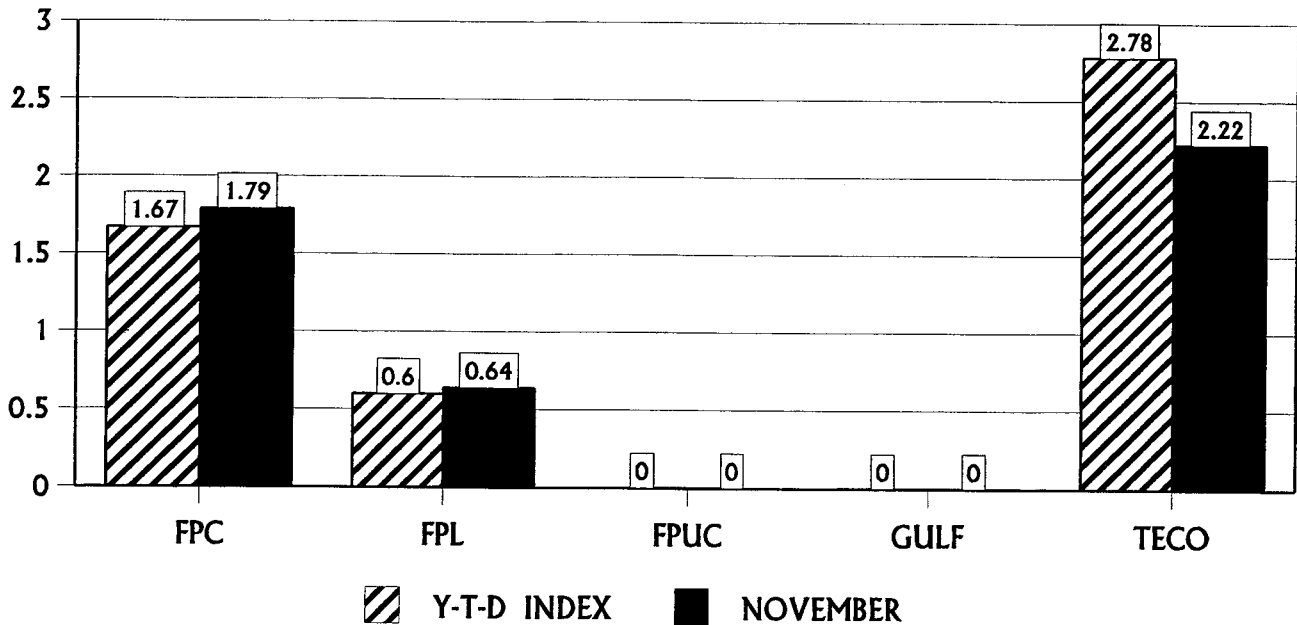
## Electric Companies Complaint Activity - November 2001

Utility Name	Complaints Logged				Complaints Resolved		
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total
FLORIDA POWER CORPORATION	7	10	17	181	28	2	30
FLORIDA POWER & LIGHT COMPANY	11	17	28	493	78	2	80
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	6	1	0	1
GULF POWER COMPANY	0	0	0	40	5	0	5
TAMPA ELECTRIC COMPANY	5	2	7	90	14	1	15
<b>TOTAL</b>	<b>23</b>	<b>29</b>	<b>52</b>	<b>810</b>	<b>126</b>	<b>5</b>	<b>131</b>

\*Please see Index of Definitions.

# ELECTRIC INDUSTRY INVESTOR-OWNED ELECTRIC COMPANIES APPARENT INFRACTIONS INDEX

November 2001



TOTAL CUSTOMER BASE*				
<b>FLORIDA POWER CORP.</b>	<b>FLORIDA POWER AND LIGHT COMPANY</b>	<b>FLORIDA PUBLIC UTILITIES COMPANY</b>	<b>GULF POWER COMPANY</b>	<b>TAMPA ELECTRIC COMPANY</b>
1,377,761	3,829,297	25,517	367,090	553,527

*\*Source - Information supplied by the companies, as of December 31, 2000.*

## Natural Gas Companies Complaint Activity November 2001

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-Infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF	0	0	0	11	0	1	1	11
CITY GAS COMPANY OF FLORIDA	3	10	13	179	12	4	16	166
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	23	1	0	1	18
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	0	0	2
PEOPLES GAS SYSTEM (TECO)	4	1	5	120	9	3	12	105
ST. JOE NATURAL GAS COMPANY	0	0	0	2	0	0	0	2
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	1	1	7	1	0	1	5
<b>TOTAL</b>	<b>9</b>	<b>13</b>	<b>22</b>	<b>343</b>	<b>23</b>	<b>8</b>	<b>31</b>	<b>309</b>

\*Please see Index of Definitions.

Alternative Local Telephone Companies  
Complaint Activity - November 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMM.	0	0	0	0	1	1
ACTEL INTEGRATED COMMUNICATIONS, INC.	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGANCE TELECOM OF FLORIDA, INC.	8	2	10	2	0	2
ALLTEL COMMUNICATIONS, INC.	0	1	1	0	0	0
AMERICAN DIAL TONE	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	2	1	3
AT&T DIGITAL PHONE	39	31	70	65	56	121
BIZ-TEL CORPORATION	1	0	1	0	0	0
BTI	1	0	1	3	0	3
BUDGET PHONE, INC.	1	0	1	2	0	2
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1	1	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	1	1	2
CHOCTAW COMMUNICATIONS, INC.	0	1	1	3	1	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
INTERMEDIA COMMUNICATIONS, INC.	0	2	2	1	8	10
INTERNATIONAL TELCOM, LTD.	0	0	0	1	0	1
INTETECH, L.C.	0	0	0	0	1	1
ITC DELTACOM COMMUNICATIONS, INC. D/B/A ITC DELTACOM	0	0	0	0	1	1
KMC TELECOM III, INC.	1	0	1	1	0	1
KMC TELECOM V, INC.	0	0	0	0	1	1
KNOLGY OF FLORIDA, INC.	1	0	1	1	0	1
MCI WORLDCOM	0	1	1	2	1	3
MEDIAONE FLORIDA TELECOMM. D/B/A AT&T BROADBAND	0	0	0	1	0	1
METRO FIBERLINK, INC.	0	0	0	0	1	1
MIRACLE COMMUNICATIONS	0	1	1	0	1	1
MPOWER COMMUNICATIONS CORP.	4	2	6	3	4	7
NETWORK ONE	1	0	1	0	0	0
NETWORK TELEPHONE CORPORATION	0	0	0	2	0	2
NEWSOUTH COMMUNICATIONS CORP.	2	0	2	0	0	0
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1	0	1
NOQ COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELECOMMUNICATIONS SERVICE CENTER, INC.	0	0	0	0	1	1
TELEPHONE USA	1	0	1	0	0	0
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	2	0	2
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	1	0	1
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
UNIVERSALCOM, INC.	0	0	0	0	1	1
US LEC OF FLORIDA INC.	2	0	2	1	0	1
USA TELECOM, INC.	0	1	1	0	0	0
USA TELEPHONE INC.	0	1	1	2	2	4
VERIZON SELECT SERVICES INC.	0	1	1	2	0	2
WINSTAR WIRELESS, INC.	1	1	2	1	0	1
XO FLORIDA, INC.	0	0	0	2	0	2
Totals	136	95	231	199	145	344



## Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	November Apparent Infractions Index*
ALLTEL	92,182	3	0.0325	1.75	0.00
BELLSOUTH	6,651,643	137	0.0206	1.11	1.29
FRONTIER	4,809	1	0.2079	11.20	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	2	0.0390	2.10	0.00
VERIZON FLORIDA, INC.	2,464,043	30	0.0122	0.66	0.73
ITS TELECOMMUNICATIONS SYSTEMS	3,878	0	0.0000	0.00	0.00
NE FLORIDA	9,856	0	0.0000	0.00	0.00
QUINCY/TDS	13,830	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,753	1	0.0597	3.21	0.00
SPRINT-FLORIDA	2,248,311	61	0.0182	0.98	0.67
<b>TOTAL</b>	<b>11,556,609</b>	<b>235</b>	<b>0.0186</b>		

\* Please see Index of Definitions.

\*\*Source - PSC Comparative Rate Statistics Report for the Year 2000.

\*\*\*Note - Apparent infractions per 1,000 access lines is defined as follows: Each company total is based on the company's total apparent infractions divided by its total number of access lines. The industry total is based on total year-to-date apparent infractions for the industry divided by the total number of access lines for the industry.

**Unauthorized Telephone Service Change  
 "Local Slamming"  
 Apparent Rule Infractions - November 2001**

<b>Company</b>	<b>November</b>	<b>Year-To-Date</b>
Bellsouth Telecommunications, Inc.	0	4
Florida Digital Network, Inc.	0	12
Hale and Father, Inc.	0	8
IDS Long Distance, Inc.	1	16
IDS Telcom LLC	1	5
Sprint-Florida, Inc.	2	5
Supra Telecommunications & Information Systems, Inc.	4	18
Talk America Inc.	6	66
All Other Local Companies	3	22
<b>Totals</b>	<b>17</b>	<b>156</b>

Long Distance Companies  
Complaint Activity - November 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	1	1	0	3	3
ACC BUSINESS	68	91	159	163	29	192
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0	1	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	3	3
ADMA TELECOM, INC.	1	0	1	0	0	0
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	2	0	2
ALLIANCE GROUP SERVICES, INC. D/B/A U.S. REPUBLIC COMM.	0	0	0	0	2	2
ALLTELCO, INC.	0	0	0	0	1	1
AMERICA'S TELE-NETWORK CORP.	0	1	1	0	0	0
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	0	1	1
AT&T DIGITAL PHONE	1	1	2	0	0	0
BROADWING COMMUNICATIONS SERVICES INC.	0	2	2	0	1	1
BROADWING TELECOMMUNICATIONS INC.	1	2	3	1	0	1
BTF	1	0	1	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
FOXTEL, INC.	0	1	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
GLOBAL CREST COMMUNICATIONS, INC.	0	0	0	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	0	2	1	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	1	0	1
GT COM LONG DISTANCE	1	0	1	1	0	1
GTC TELECOM, INC.	0	1	1	0	0	0
HALE AND FATHER, INC.	2	3	5	1	1	2
HBS BILLING SERVICES COMPANY	0	0	0	1	0	1
IDS TELCOM LLC	2	1	3	3	2	5
IDT AMERICA CORP.	3	4	7	1	2	3
ILD	4	17	21	14	3	17
ILD, INC.	0	0	0	1	0	1
INTEGRETEL, INC.	0	1	1	7	0	7
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1	1	2
ISN COMMUNICATIONS	0	1	1	0	1	1
ITC*DELTA COM COMMUNICATIONS, INC. D/B/A ITC*DELTACOM	0	0	0	1	0	1
LEAST COST ROUTING, INC.	1	0	1	0	0	0

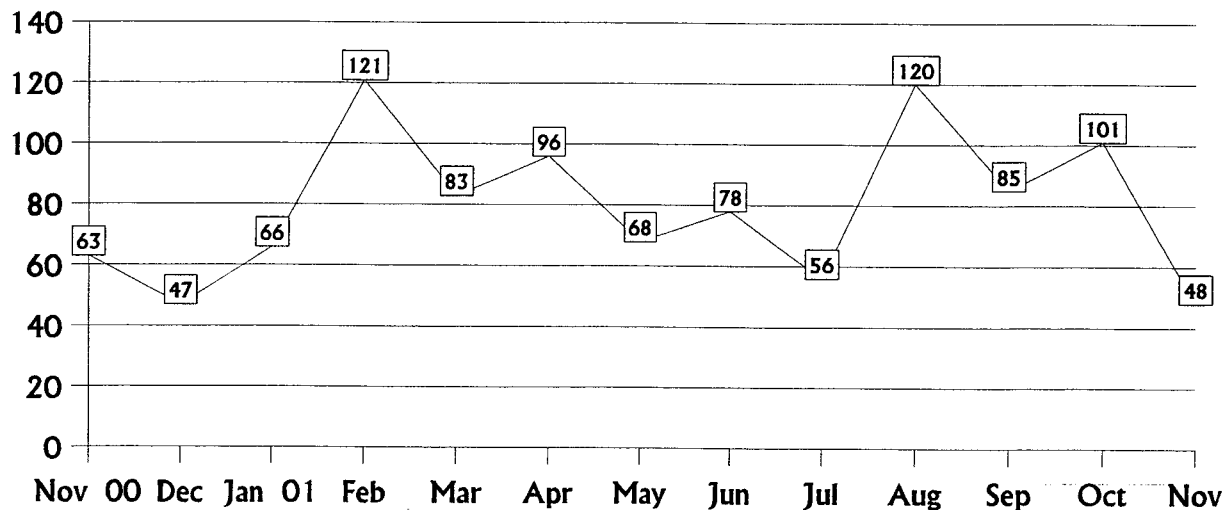
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
PT-1 LONG DISTANCE, INC.	0	1	1	0	1	1
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	10	13	23	34	2	36
RADIANT TELECOM, INC.	0	0	0	1	0	1
RJM CARD SERVICES, INC.	0	0	0	0	1	1
RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS	0	0	0	1	0	1
SOUTHWESTERN BELL COMMUNICATIONS SERVICES, INC.	0	0	0	0	1	1
SPRINT	29	22	51	57	17	74
STERLING TIME COMPANY D/B/A STC	0	0	0	0	2	2
SUNTEL NETWORK, INC.	1	0	1	0	0	0
SUPERTEL	1	2	3	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	0	1	1
TALK AMERICA INC.	6	9	15	17	10	27
TCG SOUTH FLORIDA	0	0	0	0	1	1
TEGLOBE USA INC.	0	0	0	1	0	1
TELEUNO, INC.	0	0	0	2	0	2
TELENET SERVICES, INC.	0	0	0	0	1	1
TELSCAPE USA, INC.	0	1	1	0	5	5
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	1	0	1
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	0	1	1

## Unauthorized Distance Service Change “Long Distance Slamming” Apparent Rule Infractions - November 2001

Company	November	Year-To-Date
Access One Communications	0	18
America’s Tele-Network Corp.	0	21
AT&T / ACC	8	101
IDS	0	28
MCI Worldcom	4	73
OLS, Inc.	1	116
Sprint	11	104
Talk America Inc.	10	120
Telscape USA, Inc.	0	16
The Phone Company	0	52
UKI Communications, Inc.	1	21
WebNet Communications	2	33
Other Long Distance Companies	11	219
<b>Totals</b>	<b>48</b>	<b>922</b>

## Cases Resolved as Slamming

November 2000 - November 2001



**Water and Wastewater Companies  
Complaint Activity - November 2001**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	4	1	5	14	0	14
BAYSIDE UTILITY SERVICES, INC.	0	1	1	0	0	0
BROADVIEW PARK WATER COMPANY	1	6	7	0	11	11
CONSOLIDATED WATER WORKS, INC.	0	1	1	0	0	0
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1	0	1
CRYSTAL RIVER UTILITIES, INC.	0	0	0	0	1	1
DIXIE GROVES ESTATES, INC.	0	0	0	1	1	2
FERNCREST UTILITIES, INC.	1	1	2	0	0	0
FIMC HIDEAWAY, INC.	3	0	3	7	8	15
FLORIDA WATER SERVICES CORPORATION	0	1	1	1	0	1
FOREST HILLS UTILITIES, INC.	0	0	0	0	0	0
GULF AIRE PROPERTIES D/B/A GULF AIRE WASTEWATER TREATMENT	0	0	0	1	0	1
K W RESORT UTILITIES CORP	0	0	0	0	1	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	0	2	2
LINDRICK SERVICE CORPORATION	0	1	1	2	1	3
MAD HATTER UTILITY, INC.	0	0	0	0	6	6

## INDEX OF 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.

**Apparent Rule Infraction** - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff.

**Apparent Non-infraction** - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes.

**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.

**Complaint** - A substantial unresolved objection regarding a regulated utility, as it relate to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis.

**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, information requests and docket correspondence filed with the Public Service Commission.

**Cramming** - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers' knowledge or consent.

**Docket Correspondence** - Consumer input regarding a docketed item which does not require investigation or analysis by the PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.