



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT February 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](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 February 2010

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,390</b>
Electric		140
Gas		23
Competitive Local Exchange Telephone		32
Local Exchange Telephone		122
Long Distance Telephone		71
Pay Telephone		0
Shared Tenant		0
Water & Wastewater		26
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		843
Electric	637	
Gas	0	
Telecommunications	206	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		54
Electric	39	
Gas	0	
Telecommunications	15	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		78
Electric	71	
Gas	0	
Telecommunications	7	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>4,694</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>6,084</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,060	4,306	5,366
Mail	55	66	121
Internet	261	308	569
Fax	14	14	28
<b>Totals</b>	<b>1,390</b>	<b>4,694</b>	<b>6,084</b>

## Cases by Industry

**February 2010**

	<b>Complaints Logged</b>	<b>% of Total Complaints*</b>	<b>Information Requests Logged</b>	<b>% of Total Information Requests*</b>
<b>Electric</b>	140	10 %	631	13 %
<b>Natural Gas</b>	23	2 %	62	1 %
<b>Telecommunications</b>	225	16 %	2457	52 %
<b>Competitive Local Exchange Telephone</b>	32	2 %		
<b>Local Exchange Telephone</b>	122	9 %		
<b>Long Distance Telephone</b>	71	5 %		
<b>Pay Telephone</b>	0	0 %		
<b>Shared Tenant</b>	0	0 %		
<b>Water &amp; Wastewater</b>	26	2 %	164	3 %
<b>Non-certificated Company Cases logged**</b>	1	0 %	1380	29 %
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>	843	61 %		
<b>E-Transfers</b>	54	4 %		
<b>Cases Received &amp; Closed by 3 Day Rule</b>	78	6 %		
<b>Total</b>	1,390	100 %	4,694	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

## February 2010



Note: County name not available for 40 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	13	21	34	68
FLORIDA PUBLIC UTILITIES COMPANY	4	19	23	28
GULF POWER COMPANY	0	3	3	7
PROGRESS ENERGY FLORIDA, INC.	15	57	72	136
TAMPA ELECTRIC COMPANY	0	8	8	17
<b>TOTALS**</b>	<b>32</b>	<b>108</b>	<b>140</b>	<b>256</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 - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	5	9	15
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	2
FLORIDA PUBLIC UTILITIES COMPANY	2	3	5	6
PEOPLES GAS SYSTEM	5	3	8	15
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
<b>TOTALS**</b>	<b>12</b>	<b>11</b>	<b>23</b>	<b>39</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 - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	27	64	91	173
CENTURYLINK	3	8	11	18
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	4	16	20	40
WINDSTREAM FLORIDA, INC.	0	0	0	1
<b>TOTALS**</b>	<b>34</b>	<b>88</b>	<b>122</b>	<b>233</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 - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICAN DIAL TONE	4	2	6	7
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	2	3	5	6
BIRCH TELECOM OF THE SOUTH, INC.	0	1	1	5
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	3
BUDGET PHONE	0	0	0	1
CBEYOND COMMUNICATIONS, LLC	0	2	2	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	1
DELTACOM, INC.	1	2	3	4
DSL	1	0	1	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	1
FLATEL, INC.	0	1	1	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	3
LIFECONNEX TELECOM, LLC	0	1	1	3
NUVOX	1	1	2	5
PAETEC COMMUNICATIONS, INC.	0	2	2	3
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	2
XO COMMUNICATIONS SERVICES, INC.	1	2	3	3
<b>TOTALS**</b>	<b>14</b>	<b>18</b>	<b>32</b>	<b>61</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 - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	0	0	0	1
AT&T	0	7	7	12
AT&T LONG DISTANCE SERVICE	1	11	12	21
CENTURYLINK COMMUNICATIONS	0	0	0	1
CENTURYLINK LONG DISTANCE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1
COMTECH 21, LLC	0	0	0	1
CORRECTIONAL BILLING SERVICES	2	1	3	4
CRISTEL TELECOM, L.L.C.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	2	2	5
ENHANCED SERVICES BILLING, INC.	0	1	1	3
EXCEL TELECOMMUNICATIONS	0	1	1	1
FIRST COMMUNICATIONS, LLC	0	2	2	3
GLOBAL TEL*LINK CORPORATION	4	1	5	8
GT TELECOMM	0	1	1	1
IDT AMERICA, CORP.	1	1	2	2
ILD TELESERVICES	2	1	3	8
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	2
ITI INMATE TELEPHONE, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
NUVOX	0	2	2	3
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	2	2	3
OPTIC INTERNET PROTOCOL, INC.	14	0	14	26
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	2
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	0	0	2
QWEST COMMUNICATIONS COMPANY, LLC	1	0	1	2
SPOT TALK	1	0	1	1
SPRINT	0	1	1	4
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNITED TELECOM INC.	1	0	1	5
VERIZON BUSINESS SERVICES	1	0	1	4
VERIZON LONG DISTANCE LLC	0	2	2	2
WILTEL COMMUNICATION, LLC	0	1	1	1

## Long Distance Telephone Companies

### Complaint Activity - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
XO COMMUNICATIONS SERVICES, INC.	0	2	2	2
<b>TOTALS**</b>	<b>30</b>	<b>41</b>	<b>71</b>	<b>138</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 - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL TEL*LINK CORPORATION	0	0	0	1
STERLING PAYPHONES, LLC	0	0	0	1
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</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 - February 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	2	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	2	2	4	6
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	4
AQUA UTILITIES FLORIDA, INC.	0	2	2	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	1	2	3	5
GOLD COAST UTILITY CORP.	1	0	1	1
HEATHER HILLS ESTATES	1	0	1	1
HOLMES UTILITIES, INC.	0	1	1	1
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	2	2	4
NI FLORIDA, LLC	0	0	0	1
O&S WATER COMPANY, INC.	1	0	1	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PLURIS WEDGEFIELD, INC.	0	0	0	8
RAINBOW SPRINGS UTILITIES, L.C.	0	1	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1
WEST LAKELAND WASTEWATER, INC.	0	1	1	1
<b>TOTALS**</b>	<b>10</b>	<b>16</b>	<b>26</b>	<b>60</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 - February 2010

	Month	Year-To-Date
AT&T FLORIDA	2	5
AT&T LONG DISTANCE SERVICE	1	1
ENHANCED SERVICES BILLING, INC.	2	2
ILD TELESERVICES	3	4
VERIZON FLORIDA LLC	0	1
ZERO PLUS DIALING	0	1
<b>TOTALS*</b>	<b>8</b>	<b>14</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 - February 2010

	Month	Year-To-Date
AT&T FLORIDA	1	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1
LEVEL 3 COMMUNICATIONS, LLC	1	2
OPTIC INTERNET PROTOCOL, INC.	14	25
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	1
UNITED TELECOM INC.	1	4
<b>TOTALS*</b>	<b>18</b>	<b>36</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 - February 2010

	Month	Year-To-Date
AT&T	0	1
AT&T LONG DISTANCE SERVICE	1	3
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL TEL*LINK CORPORATION	1	2
ILD TELESERVICES	2	4
ONELINK COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS COMPANY, LLC	1	2
SPRINT	0	2
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	1	1
<b>TOTALS*</b>	<b>8</b>	<b>21</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.