



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT January 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 January 2010

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,694</b>
Electric	118	
Gas	16	
Competitive Local Exchange Telephone	29	
Local Exchange Telephone	113	
Long Distance Telephone	67	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	34	
<b>Non-certificated Company Complaints Logged</b>		<b>0</b>
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>		<b>1,126</b>
Electric	897	
Gas	1	
Telecommunications	228	
Water/Wastewater	0	
<b>E-Transfers (E-mails sent to Utilities from the PSC Web site)</b>		<b>88</b>
Electric	61	
Gas	0	
Telecommunications	27	
Water/Wastewater	0	
<b>Cases Received / Closed Under 3 Day Rule</b>		<b>101</b>
Electric	97	
Gas	0	
Telecommunications	4	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>4,930</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>6,624</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,357	4,474	5,831
Mail	48	42	90
Internet	275	393	668
Fax	14	21	35
<b>Totals</b>	<b>1,694</b>	<b>4,930</b>	<b>6,624</b>

## Cases by Industry

**January 2010**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	118	7 %	783	16 %
Natural Gas	16	1 %	75	2 %
Telecommunications	211	12 %	2428	49 %
Competitive Local Exchange Telephone	29	2 %		
Local Exchange Telephone	113	7 %		
Long Distance Telephone	67	4 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	34	2 %		
Non-certificated Company Cases logged**	0	0 %	1489	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,126	66 %		
E-Transfers	88	5 %		
Cases Received & Closed by 3 Day Rule	101	6 %		
<b>Total</b>	<b>1,694</b>	<b>100 %</b>		

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

## January 2010



Note: County name not available for 65 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida address, etc.

# Electric Companies

## Complaint Activity - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	21	15	36	36
FLORIDA PUBLIC UTILITIES COMPANY	0	5	5	5
GULF POWER COMPANY	0	3	3	3
PROGRESS ENERGY FLORIDA, INC.	23	42	65	65
TAMPA ELECTRIC COMPANY	2	7	9	9
<b>TOTALS**</b>	<b>46</b>	<b>72</b>	<b>118</b>	<b>118</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 - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	6	0	6	6
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	1
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	1
PEOPLES GAS SYSTEM	4	3	7	7
ST. JOE NATURAL GAS COMPANY, INC.	0	1	1	1
<b>TOTALS**</b>	<b>11</b>	<b>5</b>	<b>16</b>	<b>16</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 - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	20	63	83	83
CENTURYLINK	5	2	7	7
TDS TELECOM/QUINCY TELEPHONE	1	0	1	1
VERIZON FLORIDA LLC	5	16	21	21
WINDSTREAM FLORIDA, INC.	0	1	1	1
<b>TOTALS**</b>	<b>31</b>	<b>82</b>	<b>113</b>	<b>113</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 - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICAN DIAL TONE	1	0	1	1
ANGLES COMMUNICATION SOLUTIONS	1	0	1	1
BIRCH COMMUNICATIONS, INC.	0	1	1	1
BIRCH TELECOM OF THE SOUTH, INC.	0	4	4	4
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
BUDGET PHONE	1	0	1	1
DELTACOM, INC.	0	1	1	1
EASY TELEPHONE SERVICES COMPANY	0	1	1	1
EXPRESS PHONE SERVICE	1	0	1	1
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	1
HIGH TECH COMMUNICATIONS	1	0	1	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1
LEVEL 3 COMMUNICATIONS, LLC	1	1	2	2
LIFECONNEX TELECOM, LLC	1	1	2	2
NUVOX	0	3	3	3
PAETEC COMMUNICATIONS, INC.	0	1	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	1	1	1
SH SERVICES LLC	0	1	1	1
STS TELECOM, LLC	0	1	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	1
<b>TOTALS**</b>	<b>10</b>	<b>19</b>	<b>29</b>	<b>29</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 - January 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AFFINITY 4	1	0	1	1
AT&T	1	4	5	5
AT&T LONG DISTANCE SERVICE	2	7	9	9
CENTURYLINK COMMUNICATIONS	0	1	1	1
CENTURYLINK LONG DISTANCE	0	1	1	1
COMTECH 21, LLC	1	0	1	1
CORRECTIONAL BILLING SERVICES	1	0	1	1
CRISTEL TELECOM, L.L.C.	1	0	1	1
CUSTOM TELECONNECT, INC.	1	2	3	3
ENHANCED SERVICES BILLING, INC.	1	1	2	2
FIRST COMMUNICATIONS, LLC	0	1	1	1
GLOBAL TEL*LINK CORPORATION	1	2	3	3
ILD TELESERVICES	2	3	5	5
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
NUVOX	0	1	1	1
ONELINK COMMUNICATIONS, INC.	1	0	1	1
OPERATOR ASSISTANCE NETWORK	0	1	1	1
OPTIC INTERNET PROTOCOL, INC.	12	0	12	12
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	1	2	2
QWEST COMMUNICATIONS COMPANY, LLC	1	0	1	1
SPRINT	2	1	3	3
TELEFONICALATINA	0	1	1	1
TELENATIONAL COMMUNICATIONS, INC.	1	0	1	1
UNITED TELECOM INC.	4	0	4	4
VERIZON BUSINESS SERVICES	0	3	3	3
<b>TOTALS**</b>	<b>35</b>	<b>32</b>	<b>67</b>	<b>67</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 - January 2010

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

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	3	3	3
AQUA UTILITIES FLORIDA, INC.	1	2	3	3
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
BIMINI BAY UTILITIES CORPORATION	0	1	1	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	1	1	1
FOUR POINTS UTILITY CORPORATION	0	2	2	2
LIGHTHOUSE UTILITIES COMPANY, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	1	1	2	2
NI FLORIDA, LLC	0	1	1	1
O&S WATER COMPANY, INC.	1	0	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	4	0	4	4
PLURIS WEDGEFIELD, INC.	1	7	8	8
<b>TOTALS**</b>	<b>11</b>	<b>23</b>	<b>34</b>	<b>34</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 - January 2010

	Month	Year-To-Date
AT&T FLORIDA	3	3
ILD TELESERVICES	1	1
VERIZON FLORIDA LLC	1	1
ZERO PLUS DIALING	1	1
<b>TOTALS*</b>	<b>6</b>	<b>6</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 - January 2010

	Month	Year-To-Date
AT&T FLORIDA	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
LEVEL 3 COMMUNICATIONS, LLC	1	1
OPTIC INTERNET PROTOCOL, INC.	11	11
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	1
UNITED TELECOM INC.	3	3
<b>TOTALS*</b>	<b>18</b>	<b>18</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 - January 2010

	Month	Year-To-Date
AT&T	1	1
AT&T LONG DISTANCE SERVICE	2	2
CUSTOM TELECONNECT, INC.	1	1
ENHANCED SERVICES BILLING, INC.	1	1
GLOBAL TEL*LINK CORPORATION	1	1
ILD TELESERVICES	2	2
ONELINK COMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS COMPANY, LLC	1	1
SPRINT	2	2
TELENATIONAL COMMUNICATIONS, INC.	1	1
<b>TOTALS*</b>	<b>13</b>	<b>13</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.