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  March 2010

#### Complaints Received & Entered into CATS

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
<th>Electric</th>
<th>Gas</th>
<th>Competitive Local Exchange Telephone</th>
<th>Local Exchange Telephone</th>
<th>Long Distance Telephone</th>
<th>Pay Telephone</th>
<th>Shared Tenant</th>
<th>Water &amp; Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New Cases Received</td>
<td>1,330</td>
<td>93</td>
<td>25</td>
<td>21</td>
<td>109</td>
<td>66</td>
<td>2</td>
<td>0</td>
<td>33</td>
</tr>
</tbody>
</table>

#### Non-certificated Company Complaints Logged

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
<th>Electric</th>
<th>Gas</th>
<th>Telecommunications</th>
<th>Water/Wastewater</th>
<th>Industry Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New Cases Received</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Telephone Transfer-Connects ( Calls Transferred to Utilities)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
<th>Electric</th>
<th>Gas</th>
<th>Telecommunications</th>
<th>Water/Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New Cases Received</td>
<td>837</td>
<td>674</td>
<td>0</td>
<td>163</td>
<td>0</td>
</tr>
</tbody>
</table>

#### E-Transfers ( E-mails sent to Utilities from the PSC Web site)

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
<th>Electric</th>
<th>Gas</th>
<th>Telecommunications</th>
<th>Water/Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New Cases Received</td>
<td>58</td>
<td>42</td>
<td>0</td>
<td>16</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Cases Received / Closed Under 3 Day Rule

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
<th>Electric</th>
<th>Gas</th>
<th>Telecommunications</th>
<th>Water / Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New Cases Received</td>
<td>86</td>
<td>84</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

### Information Requests Received & Entered into CATS

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total</th>
<th>Electric</th>
<th>Gas</th>
<th>Telecommunications</th>
<th>Water/Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total New Cases Received</td>
<td>5,260</td>
<td></td>
<td></td>
<td></td>
<td>58</td>
</tr>
</tbody>
</table>

### Total New Cases Received & Entered into CATS

| Total New Cases Received                         | 6,590 |           |     |                   | 50                |

#### How Cases Were Received

<table>
<thead>
<tr>
<th>Method</th>
<th>Complaints</th>
<th>Information Requests</th>
<th>Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1,043</td>
<td>4,880</td>
<td>5,923</td>
</tr>
<tr>
<td>Mail</td>
<td>55</td>
<td>70</td>
<td>125</td>
</tr>
<tr>
<td>Internet</td>
<td>221</td>
<td>276</td>
<td>497</td>
</tr>
<tr>
<td>Fax</td>
<td>11</td>
<td>34</td>
<td>45</td>
</tr>
<tr>
<td>Totals</td>
<td>1,330</td>
<td>5,260</td>
<td>6,590</td>
</tr>
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</table>
## Cases by Industry

### March 2010

<table>
<thead>
<tr>
<th>Industry</th>
<th>Complaints Logged</th>
<th>% of Total Complaints*</th>
<th>Information Requests Logged</th>
<th>% of Total Information Requests*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric</td>
<td>93</td>
<td>7 %</td>
<td>553</td>
<td>11 %</td>
</tr>
<tr>
<td>Natural Gas</td>
<td>25</td>
<td>2 %</td>
<td>66</td>
<td>1 %</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>198</td>
<td>14 %</td>
<td>2832</td>
<td>54 %</td>
</tr>
<tr>
<td>Competitive Local Exchange Telephone</td>
<td>21</td>
<td>2 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Exchange Telephone</td>
<td>109</td>
<td>8 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long Distance Telephone</td>
<td>66</td>
<td>5 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay Telephone</td>
<td>2</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared Tenant</td>
<td>0</td>
<td>0 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water &amp; Wastewater</td>
<td>33</td>
<td>2 %</td>
<td>230</td>
<td>4 %</td>
</tr>
<tr>
<td>Non-certificated Company Cases logged**</td>
<td>0</td>
<td>0 %</td>
<td>1579</td>
<td>30 %</td>
</tr>
<tr>
<td>Telephone Transfer-Connects (Calls Transferred to Utilities)</td>
<td>837</td>
<td>63 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Transfers</td>
<td>58</td>
<td>4 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cases Received &amp; Closed by 3 Day Rule</td>
<td>86</td>
<td>6 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,330</td>
<td>100 %</td>
<td>5,260</td>
<td>100 %</td>
</tr>
</tbody>
</table>

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
March 2010

Note: County name not available for 46 cases, e.g., complaints received by e-mail, telephone transfer-connection, non-Florida address, etc.
#### Electric Companies

**Complaint Activity - March 2010**

<table>
<thead>
<tr>
<th>Electric Company</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLORIDA POWER &amp; LIGHT COMPANY</td>
<td>7</td>
<td>22</td>
<td>29</td>
<td>88</td>
</tr>
<tr>
<td>FLORIDA PUBLIC UTILITIES COMPANY</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>32</td>
</tr>
<tr>
<td>GULF POWER COMPANY</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>PROGRESS ENERGY FLORIDA, INC.</td>
<td>16</td>
<td>25</td>
<td>41</td>
<td>173</td>
</tr>
<tr>
<td>TAMPA ELECTRIC COMPANY</td>
<td>8</td>
<td>8</td>
<td>16</td>
<td>33</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>33</strong></td>
<td><strong>60</strong></td>
<td><strong>93</strong></td>
<td><strong>335</strong></td>
</tr>
</tbody>
</table>

*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 - March 2010**

<table>
<thead>
<tr>
<th>Company</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLORIDA CITY GAS</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>19</td>
</tr>
<tr>
<td>FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>FLORIDA PUBLIC UTILITIES COMPANY</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>PEOPLES GAS SYSTEM</td>
<td>5</td>
<td>14</td>
<td>19</td>
<td>34</td>
</tr>
<tr>
<td>ST. JOE NATURAL GAS COMPANY, INC.</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>7</strong></td>
<td><strong>18</strong></td>
<td><strong>25</strong></td>
<td><strong>64</strong></td>
</tr>
</tbody>
</table>

*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 - March 2010

<table>
<thead>
<tr>
<th>Company</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T FLORIDA</td>
<td>14</td>
<td>67</td>
<td>81</td>
<td>253</td>
</tr>
<tr>
<td>CENTURYLINK</td>
<td>4</td>
<td>4</td>
<td>8</td>
<td>26</td>
</tr>
<tr>
<td>FAIRPOINT COMMUNICATIONS</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>TDS TELECOM/QUINCY TELEPHONE</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>VERIZON FLORIDA LLC</td>
<td>11</td>
<td>8</td>
<td>19</td>
<td>60</td>
</tr>
<tr>
<td>WINDSTREAM FLORIDA, INC.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

**TOTALS**

|       | 29 | 80 | 109 | 342 |

*Please see Definitions.

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## Competitive Local Exchange Telephone Companies

**Complaint Activity - March 2010**

<table>
<thead>
<tr>
<th>Complaints Logged</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>ABSOLUTE HOME PHONES, INC.</td>
</tr>
<tr>
<td>ALL AMERICAN TELECOM, INC.</td>
</tr>
<tr>
<td>AMERICAN DIAL TONE</td>
</tr>
<tr>
<td>ANGLES COMMUNICATION SOLUTIONS</td>
</tr>
<tr>
<td>BIRCH COMMUNICATIONS, INC.</td>
</tr>
<tr>
<td>BIRCH TELECOM OF THE SOUTH, INC.</td>
</tr>
<tr>
<td>BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC</td>
</tr>
<tr>
<td>BUDGET PHONE</td>
</tr>
<tr>
<td>CBYEOND COMMUNICATIONS, LLC</td>
</tr>
<tr>
<td>COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE</td>
</tr>
<tr>
<td>DELTACOM, INC.</td>
</tr>
<tr>
<td>DSLI</td>
</tr>
<tr>
<td>EASY TELEPHONE SERVICES COMPANY</td>
</tr>
<tr>
<td>EXPRESS PHONE SERVICE</td>
</tr>
<tr>
<td>FIRST COMMUNICATIONS, LLC</td>
</tr>
<tr>
<td>FLATTEL, INC.</td>
</tr>
<tr>
<td>FLORIDA TELEPHONE SERVICES, LLC</td>
</tr>
<tr>
<td>HIGH TECH COMMUNICATIONS</td>
</tr>
<tr>
<td>ITS TELECOMMUNICATIONS SYSTEMS, INC.</td>
</tr>
<tr>
<td>KNOLOGY OF FLORIDA, INC.</td>
</tr>
<tr>
<td>LEVEL 3 COMMUNICATIONS, LLC</td>
</tr>
<tr>
<td>LIFECONNEX TELECOM, LLC</td>
</tr>
<tr>
<td>MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC</td>
</tr>
<tr>
<td>PAETEC COMMUNICATIONS, INC.</td>
</tr>
<tr>
<td>POWERNET GLOBAL COMMUNICATIONS, INC.</td>
</tr>
<tr>
<td>QWEST COMMUNICATIONS COMPANY, LLC</td>
</tr>
<tr>
<td>SH SERVICES LLC</td>
</tr>
<tr>
<td>STS TELECOM, LLC</td>
</tr>
<tr>
<td>SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.</td>
</tr>
<tr>
<td>WINDSTREAM NUVOX INC.</td>
</tr>
<tr>
<td>XO COMMUNICATIONS SERVICES, INC.</td>
</tr>
</tbody>
</table>

**TOTALS**

| | 10 | 11 | 21 | 82 |

*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 - March 2010

<table>
<thead>
<tr>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFFINITY 4</td>
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<td>AMERICA NET, LLC</td>
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<td>2</td>
</tr>
<tr>
<td>AMERICATEL CORPORATION</td>
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<td>2</td>
</tr>
<tr>
<td>AT&amp;T</td>
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<td>16</td>
</tr>
<tr>
<td>AT&amp;T LONG DISTANCE SERVICE</td>
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<td>5</td>
<td>27</td>
</tr>
<tr>
<td>CENTURYLINK COMMUNICATIONS</td>
<td>0</td>
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<td>1</td>
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<tr>
<td>CENTURYLINK LONG DISTANCE</td>
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<td>CLEAR WORLD COMMUNICATIONS CORPORATION</td>
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<td>GLOBAL TEL*LINK CORPORATION</td>
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<td>3</td>
<td>14</td>
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<tr>
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<td>IDT AMERICA, CORP.</td>
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<tr>
<td>ILD TELESERVICES</td>
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<td>INTELICALL OPERATOR SERVICES, INC.</td>
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<td>ITI INMATE TELEPHONE, INC.</td>
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<tr>
<td>LEGACY LONG DISTANCE INTERNATIONAL, INC.</td>
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<tr>
<td>NUVOX</td>
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<td>0</td>
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<td>ONELINK COMMUNICATIONS, INC.</td>
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<td>OPTIC INTERNET PROTOCOL, INC.</td>
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<td>PRIMUS TELECOMMUNICATIONS, INC.</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>QUASAR COMMUNICATIONS OF TEXAS CORPORATION</td>
<td>0</td>
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<td>2</td>
</tr>
<tr>
<td>QWEST COMMUNICATIONS COMPANY, LLC</td>
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<tr>
<td>SILV COMMUNICATION INC.</td>
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<tr>
<td>SPOT TALK</td>
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</tr>
<tr>
<td>SPRINT</td>
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<td>5</td>
</tr>
</tbody>
</table>
# Long Distance Telephone Companies

## Complaint Activity - March 2010

<table>
<thead>
<tr>
<th>Company</th>
<th>Service*</th>
<th>Billing*</th>
<th>Total</th>
<th>Y-T-D</th>
</tr>
</thead>
<tbody>
<tr>
<td>TELEFONICALATINA</td>
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<tr>
<td>UNITED TELECOM INC.</td>
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<td>1</td>
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</tr>
<tr>
<td>VERIZON BUSINESS SERVICES</td>
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<td>5</td>
</tr>
<tr>
<td>VERIZON LONG DISTANCE LLC</td>
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<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>WILTEL COMMUNICATION, LLC</td>
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</tr>
<tr>
<td>XO COMMUNICATIONS SERVICES, INC.</td>
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<tr>
<td><strong>TOTALS</strong></td>
<td><strong>29</strong></td>
<td><strong>37</strong></td>
<td><strong>66</strong></td>
<td><strong>204</strong></td>
</tr>
</tbody>
</table>

*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 - March 2010

<table>
<thead>
<tr>
<th>Complaints Logged</th>
<th>Service*</th>
<th>Billing*</th>
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<th>Y-T-D</th>
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*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 - March 2010

<table>
<thead>
<tr>
<th>Company</th>
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<th>Total</th>
<th>Y-T-D</th>
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## Water & Wastewater Companies

### Complaint Activity - March 2010

<table>
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<tr>
<th>Complaints Logged</th>
<th>Service*</th>
<th>Billing*</th>
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*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 - March 2010

<table>
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*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 - March 2010

<table>
<thead>
<tr>
<th>Company Name</th>
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<tbody>
<tr>
<td>AMERICAN DIAL TONE</td>
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<td>OPTIC INTERNET PROTOCOL, INC.</td>
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*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 - March 2010

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<tr>
<th>Company Name</th>
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<tbody>
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</table>

*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 Statues, 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.