



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT March 2011

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	8
Pay Telephone Companies - Complaint Activity	10
Water and Wastewater Companies - Complaint Activity	11
Cramming - Unauthorized Additional Local Telephone Service Charges	12
Local Slamming - Unauthorized Local Telephone Carrier Change	13
Long Distance Slamming - Unauthorized Long Distance Carrier Change	14
Definitions	15

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 2011

Complaints Received & Entered into CATS		993
Electric	53	
Gas	9	
Competitive Local Exchange Telephone	103	
Local Exchange Telephone	137	
Long Distance Telephone	42	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	24	
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)		513
Electric	480	
Gas	11	
Telecommunications	22	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		50
Electric	37	
Gas	0	
Telecommunications	13	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		59
Electric	59	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		3,644
Total New Cases Received & Entered into CATS		4,637

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	758	3,280	4,038
Mail	33	74	107
Internet	188	272	460
Fax	14	18	32
Totals	993	3,644	4,637

Cases by Industry

March 2011

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	53	5 %	272	7 %
Natural Gas	9	1 %	46	1 %
Telecommunications	284	28 %	2190	60 %
Competitive Local Exchange Telephone	103	10 %		
Local Exchange Telephone	137	14 %		
Long Distance Telephone	42	4 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	24	2 %	218	6 %
Non-certificated Company Cases logged**	1	0 %	918	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	513	52 %		
E-Transfers	50	5 %		
Cases Received & Closed by 3 Day Rule	59	6 %		
Total	993	100 %	3,644	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

March 2011



Note: County name not available for 13 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	6	8	14	64
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	8
GULF POWER COMPANY	1	2	3	5
PROGRESS ENERGY FLORIDA, INC.	10	16	26	93
TAMPA ELECTRIC COMPANY	2	6	8	31
TOTALS**	19	34	53	201

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	0	1	8
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	1
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	7
PEOPLES GAS SYSTEM	1	3	4	12
TOTALS**	5	4	9	28

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	36	53	89	258
CENTURYLINK	1	8	9	28
FAIRPOINT COMMUNICATIONS	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
VERIZON FLORIDA LLC	13	26	39	100
WINDSTREAM FLORIDA, INC.	0	0	0	2
TOTALS**	50	87	137	390

**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 - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	3	2	5	11
ASTRO TEL, INC.	0	1	1	1
BELLERUD COMMUNICATIONS, LLC	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	1	1	7
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	0	0	0	6
CBEYOND COMMUNICATIONS, LLC	0	1	1	2
CLEAR CHOICE COMMUNICATIONS	0	1	1	1
CLEAR RATE COMMUNICATIONS, INC.	0	0	0	1
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	0	3	11
DELTACOM, INC.	0	0	0	4
EASY TELEPHONE SERVICES COMPANY	1	2	3	30
EXPRESS PHONE SERVICE	18	54	72	77
FLATEL, INC.	1	2	3	8
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	2
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
LIFECONNEX TELECOM, LLC	1	1	2	10
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	0	0	2
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
PREFERRED LONG DISTANCE, INC.	1	0	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
STS TELECOM	1	0	1	1
SUN-TEL USA, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1	1	1
VOX3COM	0	1	1	1
WINDSTREAM NUVOX, INC.	2	3	5	16
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
TOTALS**	32	71	103	208

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AMERICA NET, LLC	2	0	2	6
AMERICATEL CORPORATION	0	1	1	4
AT&T	1	3	4	21
AT&T LONG DISTANCE SERVICE	0	5	5	9
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTURYLINK COMMUNICATIONS	0	0	0	2
CLEAR CHOICE COMMUNICATIONS	0	2	2	2
CLEAR RATE COMMUNICATIONS, INC.	0	1	1	4
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
COMMUNICATION TELEFONICAS LATINAS CORP	2	1	3	3
CUSTOM TELECONNECT, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	0	0	9
GLOBAL TEL *LINK CORPORATION	2	2	4	9
HBS BILLING SERVICES COMPANY	0	0	0	1
IDC TELECOMMUNICATIONS	0	0	0	3
IDT AMERICA, CORP.	0	1	1	1
ILD TELESERVICES	0	7	7	10
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	3
MULTIPHONE LATIN AMERICA, INC.	1	0	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	3	0	3	5
PREFERRED LONG DISTANCE, INC.	0	0	0	2
SECURUS TECHNOLOGIES, INC.	1	0	1	3
SILV COMMUNICATION INC.	1	0	1	3
STI PREPAID, LLC	1	0	1	1
TELEUNO, INC.	1	0	1	1
TM TELCOMM CORP.	0	0	0	1
UNITED TELECOM INC.	0	0	0	2
VARTEC TELECOM, INC.	0	0	0	1
VERIZON BUSINESS SERVICES	0	0	0	2
VERIZON LONG DISTANCE LLC	1	1	2	5
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - March 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WINDSTREAM NUVOX, INC.	0	1	1	2
ZERO PLUS DIALING	0	1	1	2
TOTALS**	16	26	42	127

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL	0	0	0	2
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
ICSOLUTIONS	1	0	1	1
INTERSTATE TELECOMMUNICATIONS, INC.	0	0	0	1
TRINITY HOLDINGS LTD., INC.	1	0	1	1
TOTALS**	2	0	2	7

**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 2011

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	3	4	9
AQUA UTILITIES FLORIDA, INC.	1	4	5	5
AQUA UTILITIES FLORIDA, INC.	0	2	2	13
AQUA UTILITIES FLORIDA, INC.	0	1	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
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
ARMA WATER SERVICE, LLC	0	0	0	1
BIMINI BAY UTILITIES CORPORATION	0	0	0	2
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	2
HEATHER HILLS ESTATES UTILITIES, LLC	0	1	1	2
LABRADOR UTILITIES, INC.	1	0	1	2
LAKE UTILITY SERVICES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	2
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1
NI FLORIDA, LLC	1	0	1	3
PARK WATER COMPANY	1	1	2	2
PARKLAND UTILITIES, INC.	0	1	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	0	1	1	2
PLURIS WEDGEFIELD, INC.	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	1	1	1
WILDWOOD WATER COMPANY	1	0	1	2
TOTALS**	6	18	24	69

**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 2011

	Month	Year-To-Date
AT&T FLORIDA	2	7
CENTURYLINK	4	5
ENHANCED SERVICES BILLING, INC.	3	11
HBS BILLING SERVICES COMPANY	0	1
ILD TELESERVICES	0	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
SILV COMMUNICATION INC.	1	1
VERIZON FLORIDA LLC	0	3
TOTALS*	10	31

**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 2011

	Month	Year-To-Date
AMERICA NET, LLC	2	6
AMERICAN DIAL TONE, INC.	0	1
AT&T FLORIDA	1	3
BIRCH COMMUNICATIONS, INC.	0	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
CLEAR RATE COMMUNICATIONS, INC.	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	2
COMMUNICATION TELEFONICAS LATINAS CORP	2	2
EASY TELEPHONE SERVICES COMPANY	0	25
EMBARQ COMMUNICATIONS, INC. D/B/A CENTURYLINK COMMUNICATIO	0	1
EXPRESS PHONE SERVICE	1	1
OPTIC INTERNET PROTOCOL, INC.	3	5
PREFERRED LONG DISTANCE, INC.	1	1
PREFERRED LONG DISTANCE, INC.	0	1
SILV COMMUNICATION INC.	1	2
UNITED TELECOM INC.	0	2
VERIZON FLORIDA LLC	1	1
TOTALS*	13	57

**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 2011

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T	0	6
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
IDC TELECOMMUNICATIONS	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
ONELINK COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	1	1
WILTEL COMMUNICATION, LLC	0	1
TOTALS*	1	14

**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.