

MEMORANDUM

TO: Chairman Sara Kyle
Director Eddie Roberson
Director Kenneth Hill
Director Mary Freeman

FROM: Lisa Cooper, Chief
Consumer Services Division

DATE: September 14, 2009

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-AUGUST¹

Regulated utility complaints received in August:	77
Non-regulated complaints received in August:	35
Utility complaints closed in August:	125
Number of follow-up investigations made in August:	684
Year-to-date regulated utility complaint total:	560
Number of Telemarketing complaints received in August:	43
Number of Telemarketing complaints closed in August:	3
Year-to-date Telemarketing complaints:	422
Year-to-date total of Tennesseans signed up for Do Not Call Register:	4,090,867
Number of active telemarketing solicitors:	312
Number of Do Not Call Renewal Applications Approved:	21
Number of Do Not Fax complaints received in August:	31
Number of Do Not Fax complaints closed in August:	28
Year-to-date total of Do Not Fax complaints:	298
Year-to-date total TDAP devices ordered:	1,090
Number of calls to Go America Relay Center: Intrastate: 11,548 Interstate: 2,631	14,179
Number of calls to Cap Tel Center: Intrastate: 12,444 Interstate: 1,552	13,996
Number of Lifeline Applications Approved:	78
Number of Link-up/Lifeline Applications Approved:	8
Total number of calls answered in the queue:	1,503
Outgoing calls to consumers generated by the queue:	542

¹ Data in this report may change as information is updated.

Telephone Companies

1. AT&T Tennessee	45
2. TDS	5

Gas, Water & Electric

1. Atlanta Gas	1
2. Atmos Energy	1
3. NGC	1
4. TWS	1

CLECS

1. Angles	8
2. Birch	1
3. Comcast	1
4. Global Connection	1
5. Momentum	1

Wastewater

1. Tennessee Wastewater Systems	1
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Billing Agents

1. ILD	1
2. OAN	1
3. USBI	2

Resellers

1. Budget Phone	1
2. Clear Choice	1
3. Express Connection	2
4. Telrite	1
5. VarTec	1

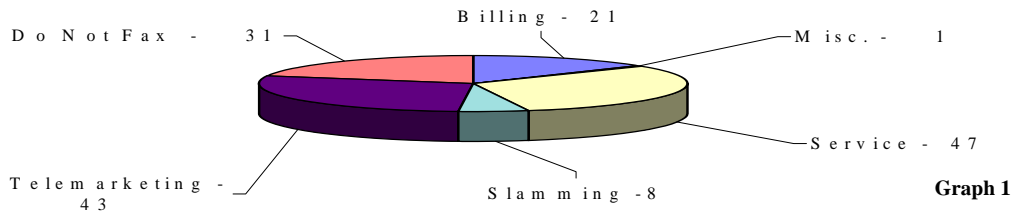
Cable Franchise (Non-Regulated Complaints)

1. AT&T Tennessee	3
2. Comcast	2

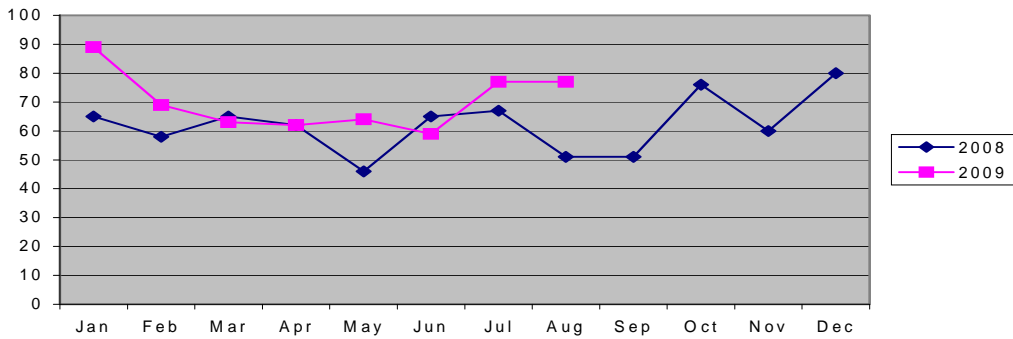
Non-Regulated Complaints

1. AT&T Tennessee	21
2. Atmos Energy	1
3. Birch	1
4. Cavalier	1
5. Charter	1
6. Frontier	1
7. NuVox	1
8. TDS	1
9. Tennessee American Water	1
10. Time Warner Telecom	1

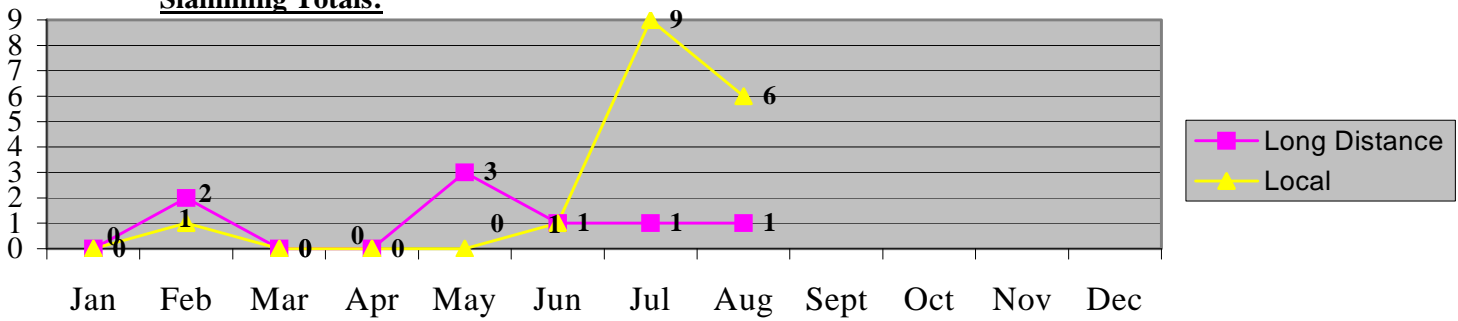
Regulated Complaint Totals for August:



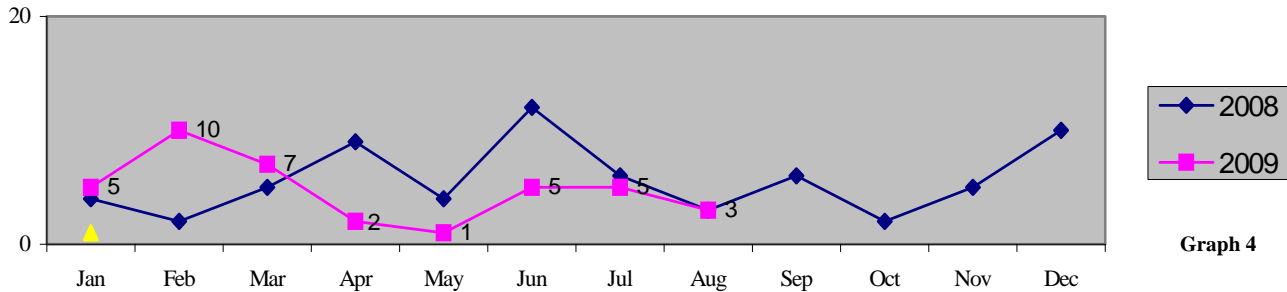
Regulated Utility Complaints:



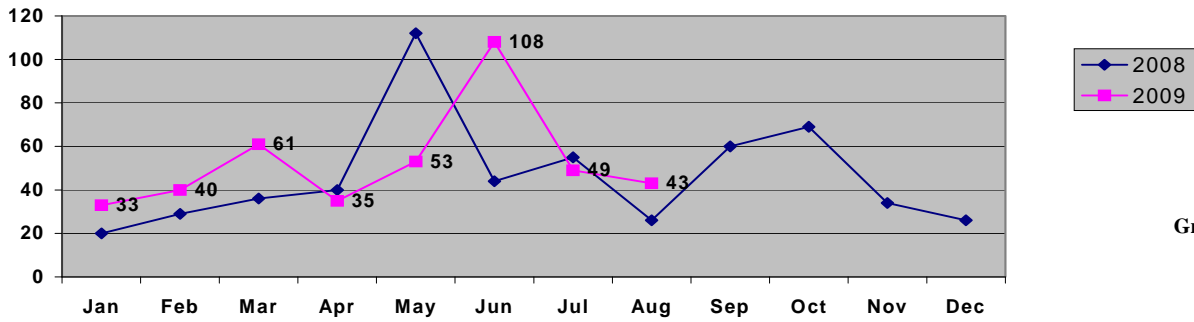
Slamming Totals:



County Wide Calling Complaints:

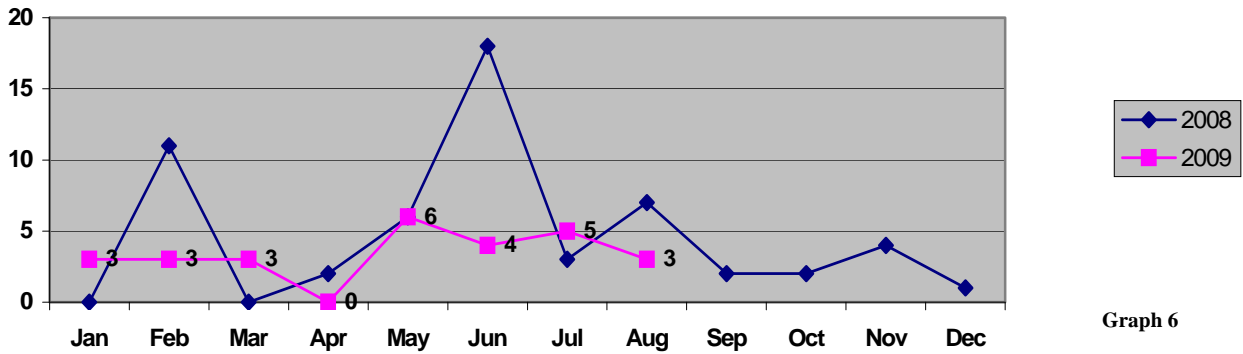


Telemarketing Complaints: (Most complaints: Credit Card Services)



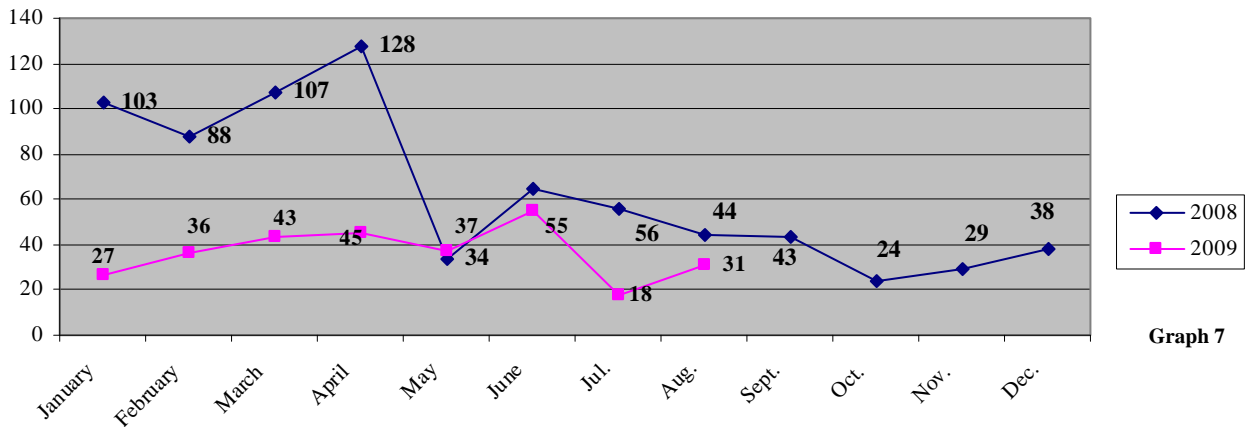
Graph 5

Telemarketing Solicitor New Applications Approved:



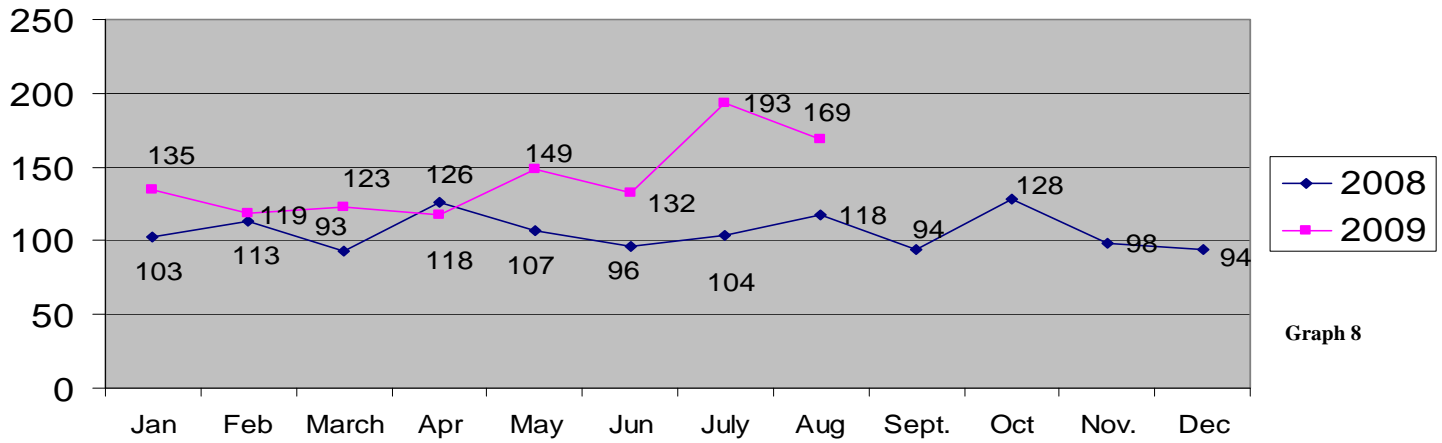
Graph 6

Do Not Fax Complaints:



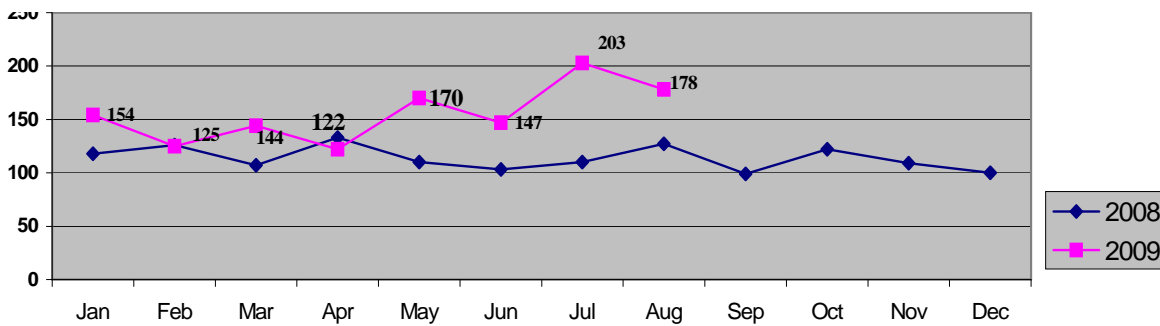
Graph 7

TDAP Applications Approved:



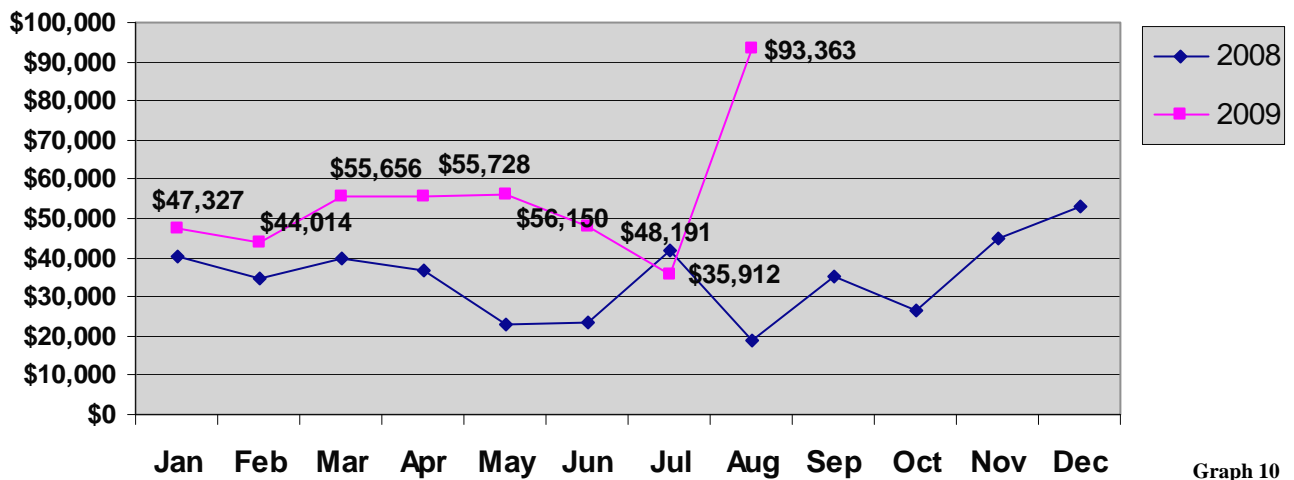
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

