

MEMORANDUM

TO: Chairman Kenneth Hill
Director Sara Kyle
Director Mary Freeman

FROM: Lisa Cooper, Chief
Consumer Services Division

DATE: January 24, 2012

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-DECEMBER¹

Utility complaints received in December:	89
Utility complaints closed in December:	82
Number of cable complaints received in December:	16
Number of follow-up contacts made in December:	73
Year-to-date utility complaint total:	1,133
Complaints referred to other agencies for resolution in December:	19
Number of Telemarketing complaints received in December:	74
Number of Telemarketing complaints closed in December:	52
Year-to-date Telemarketing complaints:	811
Year-to-date total of Tennesseans signed up for Do Not Call Register:	4,533,293
Number of active telemarketing solicitors:	329
Number of Do Not Call Renewal Applications Approved:	0
Number of Do Not Fax complaints received in December:	3
Number of Do Not Fax complaints closed in December:	17
Year-to-date total of Do Not Fax complaints:	203
Year-to-date total TDAP devices ordered:	1,024
Number of calls to Tennessee Relay Center:	Intrastate: 29,793 Interstate: 6,740 36,533
Number of calls to Tennessee Cap Tel Center:	Intrastate: 16,531 Interstate: 2,652 19,183
Number of Lifeline Applications Approved:	80
Number of Link-up & Lifeline Applications Approved:	19
Total number of calls answered in the queue:	1,133
Outgoing calls to consumers generated by the queue:	338

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

Telephone Companies

1. AT&T Tennessee	53
2. CenturyLink	3
3. Frontier	1
4. Loretto	1
5. TDS	1

CLECS

1. Angles	1
2. Birch	1
3. Budget	2
4. Charter Fiberlink	1
5. Comcast	2
6. Global Connection	2

Resellers

1. Global Tel	1
2. Windstream	1

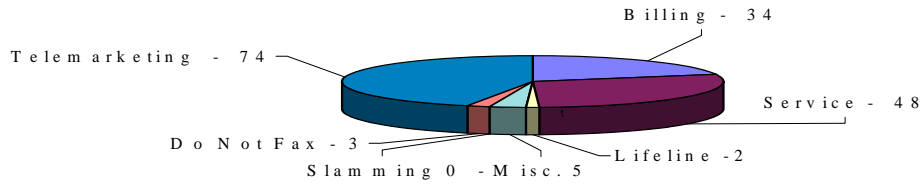
Gas, Electric, Water & Wastewater

1. Piedmont	1
2. Tennessee Wastewater Systems	2

Cable Franchise

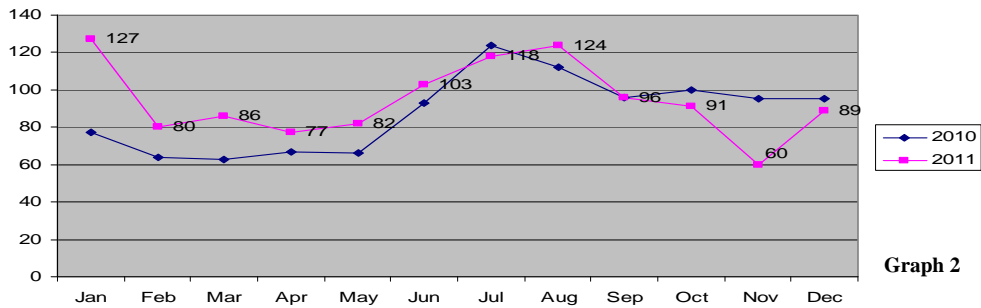
1. AT&T Tennessee	8
2. Charter	3
3. Comcast	5

Complaint Totals for December:



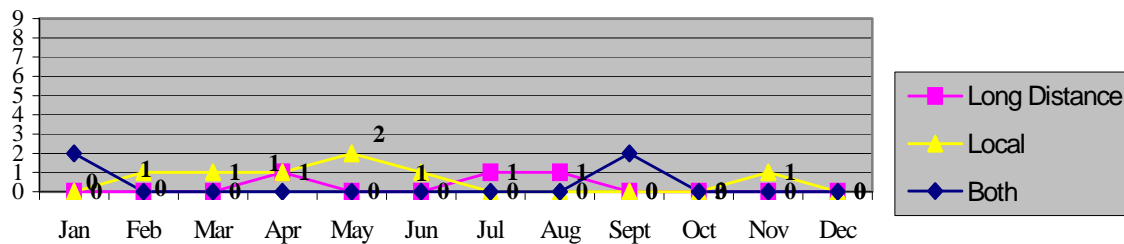
Graph 1

Utility Complaints:



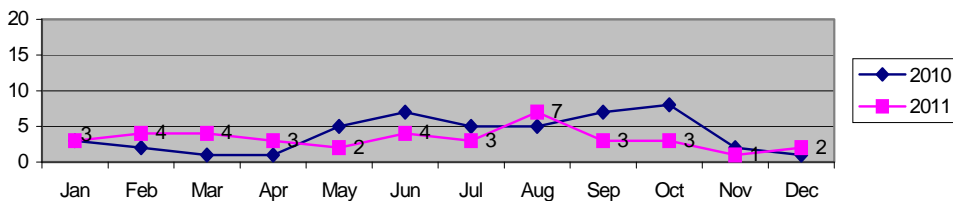
Graph 2

Slamming Complaints:



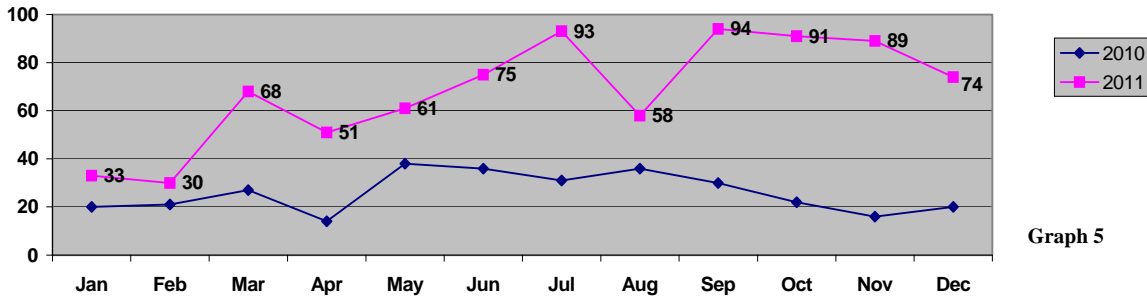
Graph 3

County Wide Calling Complaints:



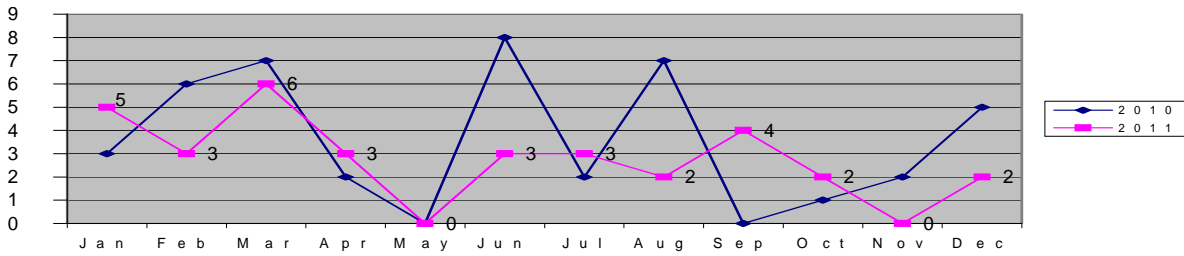
Graph 4

Telemarketing Complaints: (Most complaints: Credit Card Services)



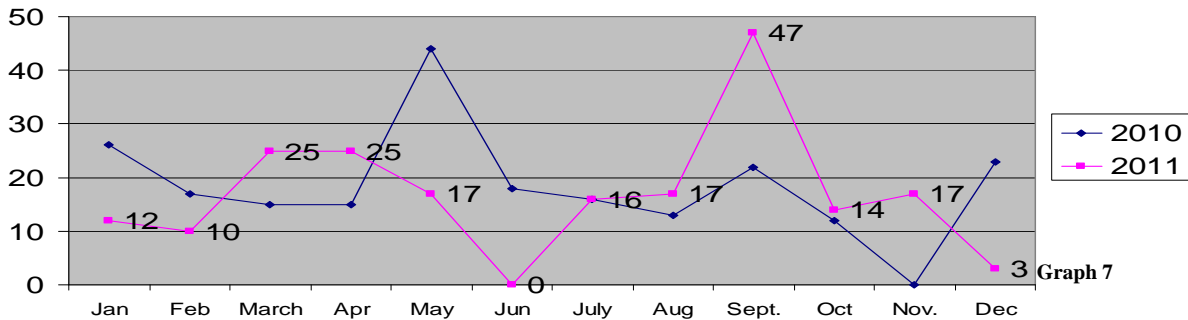
Graph 5

Telemarketing Solicitor New Applications Approved:



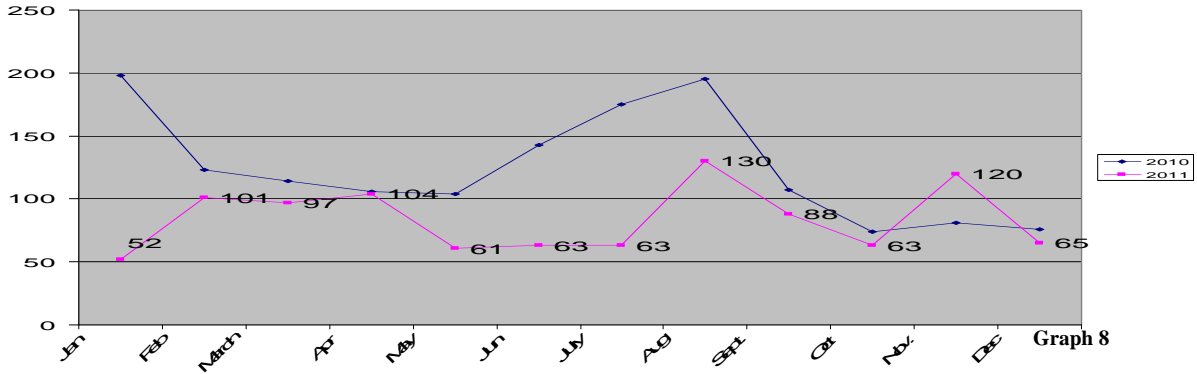
Graph 6

Do Not Fax Complaints:



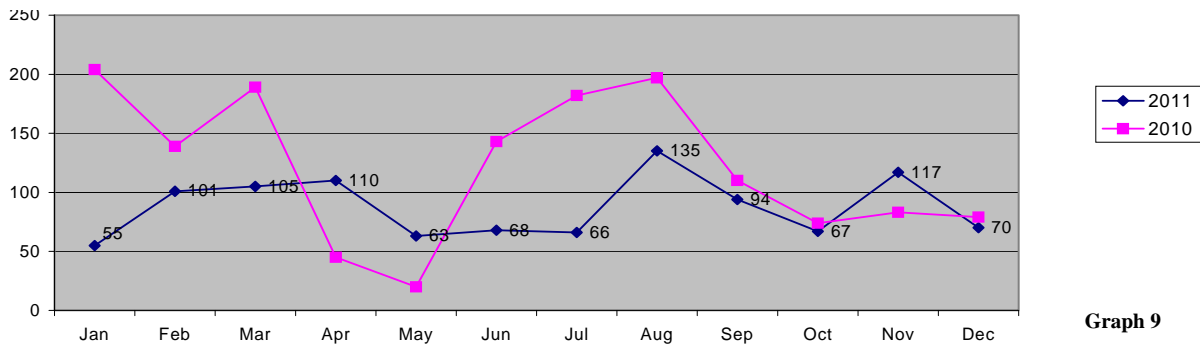
Graph 7

TDAP Applications Approved:



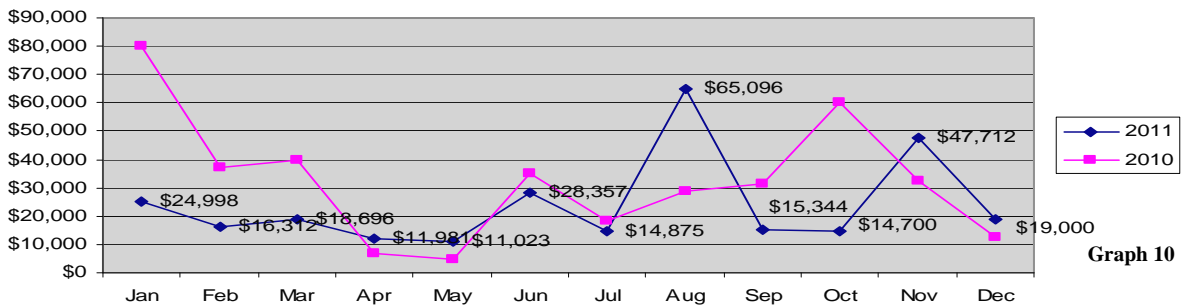
Graph 8

TDAP Devices Ordered:



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10