

# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT April 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: <a href="mailto:contact@psc.state.fl.us">contact@psc.state.fl.us</a>
- \*Or WRITE to:

Florida Public Service Commission
Division of Service, Safety & Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

### **Consumer Activity Overview April 2010**

Complaints Received & Entered into	o CATS			1,297
Electric			74	
Gas  Competitive Local Exchange Tele	nhana		18	
Local Exchange Telephone	phone		17	
			85 74	
Long Distance Telephone			74	
Pay Telephone Shared Tenant			0	
			0	
Water & Wastewater			27	
Non-certificated Company Complaints	s Logged		2	
Electric		0		
Gas		0		
Telecommunications		2		
Water/Wastewater		0		
Industry Unknown		0		
Telephone Transfer-Connects (Calls T	ransferred to Utilities)		884	
Electric		707		
Gas		0		
Telecommunications		177		
Water/Wastewater		0		
water wastewater		O		
E-Transfers (E-mails sent to Utilities f	from the PSC Web site)		40	
Electric		34		
Gas		0		
Telecommunications		6		
Water/Wastewater		0		
Casas Pagaiyad / Clased Under 2 Day	Dula		76	
Cases Received / Closed Under 3 Day	Kuic	72	76	
Electric Gas		73		
		0		
Telecommunications		3		
Water / Wastewater		0		
Information Requests Received & E	ntered into CATS			4,498
Total New Cases Received & Entere	d into CATS			5,795
How Cases Were Received	Complaints	Information Requests	_	Total Cases
Phone	1,028	4,191		5,219
Mail	35	49		84
Internet	223	243		466
Fax	11	15		26
1 WA	11	10		20
Totals	1,297	4,498		5,795

# Cases by Industry April 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	74	6 %	499	11 %
Natural Gas	18	1 %	67	1 %
Telecommunications	176	13 %	2407	54 %
Competitive Local Exchange Telephone	17	1 %		
Local Exchange Telephone	85	7 %		
Long Distance Telephone	74	6%		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	27	2 %	163	4 %
Non-certificated Company Cases logged**	2	0 %	1362	30 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	884	68 %		
E-Transfers	40	3 %		
Cases Received & Closed by 3 Day Rule	76	6 %		
Total	1,297	100 %	4,498	100 %

Information provided by Consumer Activity Tracking System(CATS). Includes contacts from phone calls, letters, faxes and the Internet.

<sup>\*</sup>Figures have been rounded.

<sup>\*\*</sup>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 April 2010



Note: County name not available for 63cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresss, etc.

### **Electric Companies**

	<b>Complaints Logged</b>			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	6	12	18	105
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	33
GULF POWER COMPANY	1	0	1	9
PROGRESS ENERGY FLORIDA, INC.	17	25	42	214
TAMPA ELECTRIC COMPANY	5	7	12	44
TOTALS**	30	44	74	405

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	8	9	28
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	7
PEOPLES GAS SYSTEM	5	3	8	42
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	6	12	18	82

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

	<b>Complaints Logged</b>			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	12	48	60	313
CENTURYLINK	1	5	6	32
FAIRPOINT COMMUNICATIONS	0	1	1	2
TDS TELECOM/QUINCY TELEPHONE	0	1	1	2
VERIZON FLORIDA LLC	3	13	16	76
WINDSTREAM FLORIDA, INC.	1	0	1	2
TOTALS**	17	68	85	427

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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 - April 2010

		Complair	nts Logged	
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	1	0	1	1
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	2	2	4	16
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
BIRCH COMMUNICATIONS, INC.	0	0	0	6
BIRCH TELECOM OF THE SOUTH, INC.	0	1	1	10
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	3
BUDGET PHONE	1	0	1	3
CBEYOND COMMUNICATIONS, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1	2	5
DELTACOM, INC.	0	1	1	6
DSLI	0	0	0	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	1	0	1	1
EVERYCALL COMMUNICATIONS, INC.	2	0	2	2
EXPRESS PHONE SERVICE	0	1	1	2
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	3
LIFECONNEX TELECOM, LLC	0	0	0	5
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	0	0	3
POWERNET GLOBAL COMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	1	0	1	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1	1	1
WINDSTREAM NUVOX INC.	1	0	1	8
XO COMMUNICATIONS SERVICES, INC.	0	1	1	4
TOTALS**	10	8	18	99

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

AFFINITY 4         0         0         0         1           AMERICA NET, LLC         0         0         0         2           AMERICA TELL CORPORATION         0         0         0         2           AMERICA TEL CORPORATION         0         1         1         3           AT&T LONG DISTANCE SERVICE         2         1         1         3         4           BLUERIDGE TELECOM SYSTEMS         1         0         1         1         2           CENTURYLINK COMMUNICATIONS         0         0         0         0         0         1           CELEAR WORLD COMMUNICATIONS CORPORATION         0         1         1         4         2           COMIECEL 21, LLC         0         0         0         1         1         4           COMIECEL 21, LLC         0         0         0         1         5         1         5         1         5         1         5         1         5         1         5         1         5         1         5         1         5         1         1         1         7         1         1         1         1         1         1         1         1         1			<b>Complaints Logged</b>			
AMERICA NET, LLC         0         0         0         2           AMERICATEL CORPORATION         0         1         1         3           AT&T         2         8         10         26           AT&T LONG DISTANCE SERVICE         2         11         13         40           BLUERIDGE TELECOM SYSTEMS         1         0         1         1           CENTURYLINK COMMUNICATIONS         0         1         1         2           CENTURYLINK COMMUNICATIONS CORPORATION         0         1         1         4           COMMUNICATIONS CORPORATION         0         0         0         1         1           CONSUMER ACCESS         0         0         0         0         1         1           CONSUMER ACCESS         0         0         0         0         1         1         4           CONSUMER ACCESS         0         0         0         0         0         1         1         5         CRISTEL TELECOM, L.L.C.         0         0         0         1         1         7         5         EXCEL TELECOM, L.L.C.         0         0         0         0         1         1         7         7         1		Service*	Billing*	Total	Y-T-D	
AMERICATEL CORPORATION         0         1         1         3           AT&T         2         8         10         26           AT&T LONG DISTANCE SERVICE         2         11         13         40           BLUERIDGE TELECOM SYSTEMS         1         0         1         1           CENTURYLINK COMMUNICATIONS         0         1         1         2           CENTURYLINK LONG DISTANCE         0         0         0         1           CLEAR WORLD COMMUNICATIONS CORPORATION         0         1         1         4           COMTECH 21, LLC         0         0         0         1         4           COMSUMER ACCESS         0         0         0         1         5           CORRECTIONAL BILLING SERVICES         1         0         1         5           CRISTEL FELECOM, LLC.         0         0         0         1         7           CRISTEL TELECOM, ELC.         0         0         1         7         7           CRISTEL TELECOM, LLC.         0         0         0         0         1         7         7           CHANCED SERVICES BILLING, INC.         0         0         0         0         2 <td>AFFINITY 4</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	AFFINITY 4	0	0	0	1	
AT&T         2         8         10         26           AT&T LONG DISTANCE SERVICE         2         11         13         40           BLUERIDGE TELECOM SYSTEMS         1         0         1         1           CENTURYLINK COMMUNICATIONS         0         1         1         2           CENTURYLINK LONG DISTANCE         0         0         0         1           CLEAR WORLD COMMUNICATIONS CORPORATION         0         1         1         4           COMITICH 21, LLC         0         0         0         1           CONSUMER ACCESS         0         0         0         1           CORSTEL TELECOM, LLC.         0         0         0         1           CORSTEL TELECOM, LLC.         0         0         0         1           CUSTOM TELECONNECT, INC.         0         0         0         1           ENCEL TELECOMMUNICATIONS         0         0         0         2           EXCEL TELECOMMUNICATIONS, INC.         0         0         0         1           GLOBAL TEL*LINK CORPORATION         0         0         0         1           GLOBAL TELECOMMUNICATIONS, LLC         0         0         0         0	AMERICA NET, LLC	0	0	0	2	
AT&T LONG DISTANCE SERVICE	AMERICATEL CORPORATION	0	1	1	3	
BLUERIDGE TELECOM SYSTEMS	AT&T	2	8	10	26	
CENTURYLINK COMMUNICATIONS         0         1         1         2           CENTURYLINK LONG DISTANCE         0         0         0         1           CLEAR WORLD COMMUNICATIONS CORPORATION         0         1         1         4           COMTECH 21, LLC         0         0         0         0         1           CONSUMER ACCESS         0         0         0         0         1         5           CORRECTIONAL BILLING SERVICES         1         0         1         5         5           CRISTEL TELECOM, LLC.         0         0         0         0         1         7           CUSTOM TELECONNECT, INC.         0         1         1         7         7           ENHANCED SERVICES BILLING, INC.         0         2         2         5         5           EXCEL TELECOMMUNICATIONS, LLC         0         0         0         2         2         5         5           EXCEL TELECOMMUNICATIONS, LLC         0         0         0         0         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1 <td>AT&amp;T LONG DISTANCE SERVICE</td> <td>2</td> <td>11</td> <td>13</td> <td>40</td>	AT&T LONG DISTANCE SERVICE	2	11	13	40	
CENTURYLINK LONG DISTANCE         0         0         0         1           CLEAR WORLD COMMUNICATIONS CORPORATION         0         1         1         4           COMBURE CLEAR         0         0         0         0         1           CONSUMER ACCESS         0         0         0         1         5           CORRECTIONAL BILLING SERVICES         1         0         0         0         1         5           CRISTEL TELECOM, L.L.C.         0         0         0         0         1         7           ENHANCED SERVICES BILLING, INC.         0         1         1         7           ENHANCED SERVICES BILLING, INC.         0         0         0         2           EXCEL TELECOMMUNICATIONS         0         0         0         2           FIRST COMMUNICATIONS, LLC         0         0         0         4           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GLOBAL TEL*COMMUNICATIONS, LLC         0         0         0         2         2           GLOBAL TELECOMMUNICATIONS, LLC         0         0	BLUERIDGE TELECOM SYSTEMS	1	0	1	1	
CLEAR WORLD COMMUNICATIONS CORPORATION         0         1         1         4           COMTECH 21, LLC         0         0         0         0           CONSUMER ACCESS         0         0         0         0           CORRECTIONAL BILLING SERVICES         1         0         1         5           CRISTEL TELECOM, L.L.C.         0         0         0         1           CUSTOM TELECONNECT, INC.         0         1         1         7           ENHANCED SERVICES BILLING, INC.         0         0         0         2         2         5           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         2         2         5           EXCEL TELECOMMUNICATIONS, ILC         0         0         0         0         0         2         1 <td< td=""><td>CENTURYLINK COMMUNICATIONS</td><td>0</td><td>1</td><td>1</td><td>2</td></td<>	CENTURYLINK COMMUNICATIONS	0	1	1	2	
COMTECH 21, LLC         0         0         0         1           CONSUMER ACCESS         0         0         0         1           CORRECTIONAL BILLING SERVICES         1         0         1         5           CRISTEL TELECOM, LLC.         0         0         0         1           CUSTOM TELECONNECT, INC.         0         1         1         7           ENHANCED SERVICES BILLING, INC.         0         2         2         5           EXCEL TELECOMMUNICATIONS         0         0         0         2           EXCEL TELECOMMUNICATIONS, LLC         0         0         0         0         4           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1         1         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GLOBAL TELECOMMUNICATIONS, LLC         0         0         0         1	CENTURYLINK LONG DISTANCE	0	0	0	1	
CONSUMER ACCESS         0         0         0         1           CORRECTIONAL BILLING SERVICES         1         0         1         5           CRISTEL TELECOM, L.L.C.         0         0         0         0         1           CUSTOM TELECONNECT, INC.         0         1         1         7         7           ENHANCED SERVICES BILLING, INC.         0         0         0         0         2         2         5           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         4         4         19         6         0         0         0         4         4         19         6         0         0         0         1	CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	4	
CORRECTIONAL BILLING SERVICES         1         0         1         5           CRISTEL TELECOM, L.L.C.         0         0         0         1           CUSTOM TELECONNECT, INC.         0         1         1         7           ENHANCED SERVICES BILLING, INC.         0         2         2         5           EXCEL TELECOMMUNICATIONS, INC.         0         0         0         0         2           EXTRACT COMMUNICATIONS, LLC         0         0         0         0         4           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         1         1           ICSOLUTIONS         2         0         0         0         1           ILD TELESCOMMUNICATIONS, LLC         0         0         0         2           IDT AMERICA, CORP.         0         0         0         2           INFINITY NETWORKS, INC.         1         0         1         1           INFINITY NE	COMTECH 21, LLC	0	0	0	1	
CRISTEL TELECOM, L.L.C.         0         0         0         1           CUSTOM TELECONNECT, INC.         0         1         1         7           ENHANCED SERVICES BILLING, INC.         0         2         2         5           EXCEL TELECOMMUNICATIONS         0         0         0         0         2           FIRST COMMUNICATIONS, LLC         0         0         0         0         1           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19         1	CONSUMER ACCESS	0	0	0	1	
CUSTOM TELECONNECT, INC.         0         1         1         7           ENHANCED SERVICES BILLING, INC.         0         2         2         5           EXCEL TELECOMMUNICATIONS         0         0         0         0         2           FIRST COMMUNICATIONS, LLC         0         0         0         0         4           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         2           IDT AMERICA, CORP.         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICAL OPERATOR SERVICES, INC.         0         0         0         1           INTELLICAL OPERATOR SERVICES,	CORRECTIONAL BILLING SERVICES	1	0	1	5	
ENHANCED SERVICES BILLING, INC.         0         2         2         5           EXCEL TELECOMMUNICATIONS         0         0         0         2           FIRST COMMUNICATIONS, LLC         0         0         0         4           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         1           INTIMATE TELEPHONE, INC.         0         0         0         1           NUVOX         0         0         0         0         1           NUVOX         0         0	CRISTEL TELECOM, L.L.C.	0	0	0	1	
EXCEL TELECOMMUNICATIONS         0         0         0         2           FIRST COMMUNICATIONS, LLC         0         0         0         4           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITH INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           NUVOX         0         0         0         0         0         0         0         0     <	CUSTOM TELECONNECT, INC.	0	1	1	7	
FIRST COMMUNICATIONS, LLC         0         0         0         4           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         3           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         0	ENHANCED SERVICES BILLING, INC.	0	2	2	5	
GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         1           GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         0         0         0           OPTIC INTERNET PROTOCOL, INC.         <	EXCEL TELECOMMUNICATIONS	0	0	0	2	
GLOBAL TEL*LINK CORPORATION         0         4         4         19           GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         0         0         0         1           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNIC	FIRST COMMUNICATIONS, LLC	0	0	0	4	
GRANITE TELECOMMUNICATIONS, LLC         0         1         1         1           GT TELECOMM         0         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         0         0         1           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         0         0         0	GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	1	
GT TELECOMM         0         0         0         1           ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           NUVOX         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         0         0	GLOBAL TEL*LINK CORPORATION	0	4	4	19	
ICSOLUTIONS         2         0         2         2           IDT AMERICA, CORP.         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         0         2	GRANITE TELECOMMUNICATIONS, LLC	0	1	1	1	
IDT AMERICA, CORP.         0         0         0         2           ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           NUVOX         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	GT TELECOMM	0	0	0	1	
ILD TELESERVICES         0         6         6         20           INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	ICSOLUTIONS	2	0	2	2	
INFINITY NETWORKS, INC.         1         0         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	IDT AMERICA, CORP.	0	0	0	2	
INTELLICALL OPERATOR SERVICES, INC.         0         0         0         2           ITI INMATE TELEPHONE, INC.         0         0         0         0           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	ILD TELESERVICES	0	6	6	20	
ITI INMATE TELEPHONE, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	INFINITY NETWORKS, INC.	1	0	1	1	
LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           NUVOX         0         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	INTELLICALL OPERATOR SERVICES, INC.	0	0	0	2	
NUVOX         0         0         0         3           ONELINK COMMUNICATIONS, INC.         0         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         2	ITI INMATE TELEPHONE, INC.	0	0	0	1	
ONELINK COMMUNICATIONS, INC.         0         0         0         1           OPERATOR ASSISTANCE NETWORK         0         2         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         2	LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1	
OPERATOR ASSISTANCE NETWORK         0         2         2         2         8           OPTIC INTERNET PROTOCOL, INC.         11         1         12         57           PRIMO COMMUNICATIONS INC         0         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         0         0         0         2	NUVOX	0	0	0	3	
OPTIC INTERNET PROTOCOL, INC.1111257PRIMO COMMUNICATIONS INC0001PRIMUS TELECOMMUNICATIONS, INC.0002	ONELINK COMMUNICATIONS, INC.	0	0	0	1	
PRIMO COMMUNICATIONS INC0001PRIMUS TELECOMMUNICATIONS, INC.0002	OPERATOR ASSISTANCE NETWORK	0	2	2	8	
PRIMUS TELECOMMUNICATIONS, INC. 0 0 0 2	OPTIC INTERNET PROTOCOL, INC.	11	1	12	57	
,	PRIMO COMMUNICATIONS INC	0	0	0	1	
QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 3	•	0	0	0	2	
	QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	0	1	3	

# **Long Distance Telephone Companies Complaint Activity - April 2010**

		Complair	nts Logged	
	Service*	Billing*	Total	Y-T-D
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	2
SILV COMMUNICATION INC.	1	0	1	3
SPOT TALK	0	0	0	1
SPRINT	1	0	1	6
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
TELEFONICALATINA	0	0	0	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1
UNITED TELECOM INC.	2	1	3	9
USA DIGITAL COMMUNICATIONS, INC.	0	1	1	1
VERIZON BUSINESS SERVICES	0	3	3	8
VERIZON LONG DISTANCE LLC	0	1	1	7
WILTEL COMMUNICATION, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
ZERO PLUS DIALING	1	2	3	4
TOTALS**	26	48	74	279

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

		Complaints Logged		
	Service*	Billing*	Total	Y-T-D
GLOBAL TEL*LINK CORPORATION	0	0	0	2
STERLING PAYPHONES, LLC	0	0	0	1
TOTALS**	0	0	0	3

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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

ALAFAYA UTILITIES, INC.         0         0           AQUA UTILITIES FLORIDA, INC.         0         0           AQUA UTILITIES FLORIDA, INC.         1         0           AQUA UTILITIES FLORIDA, INC.         2         0           AQUA UTILITIES FLORIDA, INC.         2         3           AQUA UTILITIES FLORIDA, INC.         0         2           AQUA UTILITIES FLORIDA, INC.         0         1           AQUA UTILITIES FLORIDA, INC.         0         1           AQUA UTILITIES FLORIDA, INC.         0         0           COUNTY-WIDE UTILITY CORPORATION         0         0           COUNTY-WIDE UTILITY CORPORATION         0	Total 0 1 1	Y-T-D
AQUA UTILITIES FLORIDA, INC.       1       0         AQUA UTILITIES FLORIDA, INC.       2       0         AQUA UTILITIES FLORIDA, INC.       2       3         AQUA UTILITIES FLORIDA, INC.       0       2         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       0         COMMERCIAL UTILITIES CORPORATION       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0	1	
AQUA UTILITIES FLORIDA, INC.       1       0         AQUA UTILITIES FLORIDA, INC.       2       0         AQUA UTILITIES FLORIDA, INC.       2       3         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       0         COMMERCIAL UTILITIES CORPORATION       0       0         COMMERCIAL UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0 <t< td=""><td></td><td></td></t<>		
AQUA UTILITIES FLORIDA, INC.       2       3         AQUA UTILITIES FLORIDA, INC.       0       2         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0       0         COUNTY-WIDE UTILITY CO,, INC.       0       0         COESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         GOLD COAST UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORPORATION       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES	1	2
AQUA UTILITIES FLORIDA, INC.       2         AQUA UTILITIES FLORIDA, INC.       0         BIMINI BAY UTILITIES CORPORATION       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0         COUNTY-WIDE UTILITY CO., INC.       0         CRESTRIDGE UTILITY CORPORATION       0         CYPRESS LAKES UTILITIES, INC.       0         EAST MARION SANITARY SYSTEMS, INC.       1         FOUR POINTS UTILITY CORPORATION       0         GRENELEFE RESORT UTILITY, INC.       0         HEATHER HILLS ESTATES       0         HOLMES UTILITIES, INC.       0         LABRADOR UTILITIES, INC.       0		10
AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORP.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0 <td>2</td> <td>6</td>	2	6
AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORP.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	5	15
AQUA UTILITIES FLORIDA, INC.       0       1         AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORP.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	2	5
AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       0         GRENELEFE RESORT UTILITY, INC.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	1	3
AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITY CO., INC.       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORPORATION       0       0         GRENELEFE RESORT UTILITY, INC.       0       0         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	1	1
AQUA UTILITIES FLORIDA, INC.       0       0         BIMINI BAY UTILITIES CORPORATION       0       0         COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.       0       0         COUNTY-WIDE UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       0         GRENELEFE RESORT UTILITY, INC.       0       0         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	0	4
AQUA UTILITIES FLORIDA, INC.  AQUA UTILITIES FLORIDA, INC.  AQUA UTILITIES FLORIDA, INC.  BIMINI BAY UTILITIES CORPORATION  COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.  COUNTY-WIDE UTILITY CO., INC.  CRESTRIDGE UTILITY CORPORATION  CYPRESS LAKES UTILITIES, INC.  EAST MARION SANITARY SYSTEMS, INC.  FOUR POINTS UTILITY CORPORATION  GOLD COAST UTILITY CORP.  GRENELEFE RESORT UTILITY, INC.  HEATHER HILLS ESTATES  HOLMES UTILITIES, INC.  0  0  1  LABRADOR UTILITIES, INC.  0  0  0  0  0  0  0  0  0  0  0  0  0	0	1
AQUA UTILITIES FLORIDA, INC.  AQUA UTILITIES FLORIDA, INC.  BIMINI BAY UTILITIES CORPORATION  COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.  COUNTY-WIDE UTILITY CO., INC.  CRESTRIDGE UTILITY CORPORATION  CYPRESS LAKES UTILITIES, INC.  EAST MARION SANITARY SYSTEMS, INC.  FOUR POINTS UTILITY CORPORATION  GOLD COAST UTILITY CORP.  GRENELEFE RESORT UTILITY, INC.  HEATHER HILLS ESTATES  D LABRADOR UTILITIES, INC.  O O O CHARRADOR UTILITIES, INC.  O O O O O O O O O O O O O O O O O O	0	3
AQUA UTILITIES FLORIDA, INC. 0 0 BIMINI BAY UTILITIES CORPORATION 0 0 COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC. 0 0 COUNTY-WIDE UTILITY CO., INC. 0 0 CRESTRIDGE UTILITY CORPORATION 0 0 CYPRESS LAKES UTILITIES, INC. 0 0 EAST MARION SANITARY SYSTEMS, INC. 1 1 FOUR POINTS UTILITY CORPORATION 0 1 GOLD COAST UTILITY CORPORATION 0 1 GRENELEFE RESORT UTILITY, INC. 0 1 HEATHER HILLS ESTATES 0 1 HOLMES UTILITIES, INC. 0 0 LABRADOR UTILITIES, INC. 0 0	0	1
BIMINI BAY UTILITIES CORPORATION 0 0  COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC. 0 0  COUNTY-WIDE UTILITY CO., INC. 0 0  CRESTRIDGE UTILITY CORPORATION 0 0  CYPRESS LAKES UTILITIES, INC. 0 0  EAST MARION SANITARY SYSTEMS, INC. 1 1  FOUR POINTS UTILITY CORPORATION 0 1  GOLD COAST UTILITY CORPORATION 0 1  GRENELEFE RESORT UTILITY, INC. 0 1  HEATHER HILLS ESTATES 0 1  HOLMES UTILITIES, INC. 0 0  LABRADOR UTILITIES, INC. 0 0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.  COUNTY-WIDE UTILITY CO., INC.  CRESTRIDGE UTILITY CORPORATION  CYPRESS LAKES UTILITIES, INC.  EAST MARION SANITARY SYSTEMS, INC.  FOUR POINTS UTILITY CORPORATION  GOLD COAST UTILITY CORP.  GRENELEFE RESORT UTILITY, INC.  HEATHER HILLS ESTATES  HOLMES UTILITIES, INC.  LABRADOR UTILITIES, INC.  0  0  0  0  1  0  0  0  0  0  0  0  0	0	1
COUNTY-WIDE UTILITY CO., INC.       0       0         CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORP.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	0	4
CRESTRIDGE UTILITY CORPORATION       0       0         CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORP.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	0	1
CYPRESS LAKES UTILITIES, INC.       0       0         EAST MARION SANITARY SYSTEMS, INC.       1       1         FOUR POINTS UTILITY CORPORATION       0       1         GOLD COAST UTILITY CORP.       0       0         GRENELEFE RESORT UTILITY, INC.       0       1         HEATHER HILLS ESTATES       0       1         HOLMES UTILITIES, INC.       0       0         LABRADOR UTILITIES, INC.       0       0	0	1
EAST MARION SANITARY SYSTEMS, INC.11FOUR POINTS UTILITY CORPORATION01GOLD COAST UTILITY CORP.00GRENELEFE RESORT UTILITY, INC.01HEATHER HILLS ESTATES01HOLMES UTILITIES, INC.00LABRADOR UTILITIES, INC.00	0	1
FOUR POINTS UTILITY CORPORATION 0 1 GOLD COAST UTILITY CORP. 0 0 GRENELEFE RESORT UTILITY, INC. 0 1 HEATHER HILLS ESTATES 0 1 HOLMES UTILITIES, INC. 0 0 LABRADOR UTILITIES, INC. 0 0	0	1
GOLD COAST UTILITY CORP.00GRENELEFE RESORT UTILITY, INC.01HEATHER HILLS ESTATES01HOLMES UTILITIES, INC.00LABRADOR UTILITIES, INC.00	2	2
GRENELEFE RESORT UTILITY, INC.  HEATHER HILLS ESTATES  HOLMES UTILITIES, INC.  LABRADOR UTILITIES, INC.  0 0 0	1	7
HEATHER HILLS ESTATES01HOLMES UTILITIES, INC.00LABRADOR UTILITIES, INC.00	0	2
HOLMES UTILITIES, INC. 0 0  LABRADOR UTILITIES, INC. 0 0	1	1
LABRADOR UTILITIES, INC. 0 0	1	3
· · · · · · · · · · · · · · · · · · ·	0	1
	0	1
LIGHTHOUSE UTILITIES COMPANY, INC. 0 0	0	1
LINDRICK SERVICE CORPORATION 0 0	0	5
MOBILE MANOR WATER COMPANY, INC. 0 1	1	1
NI FLORIDA, LLC 1 0	1	2
O&S WATER COMPANY, INC. 0 0	0	2
ORCHID SPRINGS DEVELOPMENT CORPORATION 0 0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. 0 0	0	4
PINECREST RANCHES, INC. 0 0	0	1
PLURIS WEDGEFIELD, INC. 0 0	0	10

## Water & Wastewater Companies

		<b>Complaints Logged</b>		
	Service*	Billing*	Total	Y-T-D
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	1
SUNRISE UTILITIES, LLC	3	1	4	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	2
UTILITIES, INC. OF FLORIDA	1	0	1	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	12	15	27	120

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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 - April 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	1	1
AT&T FLORIDA	1	10
AT&T LONG DISTANCE SERVICE	0	1
CONSUMER ACCESS	1	1
ENHANCED SERVICES BILLING, INC.	0	2
ILD TELESERVICES	5	9
OPERATOR ASSISTANCE NETWORK	3	6
VERIZON FLORIDA LLC	0	1
ZERO PLUS DIALING	0	1
TOTALS*	11	32

<sup>\*</sup>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 - April 2010

	Month	Year-To-Date
AMERICAN DIAL TONE, INC.	0	1
AT&T FLORIDA	0	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET PHONE	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	3
ENHANCED COMMUNICATIONS NETWORK, INC.	1	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
OPTIC INTERNET PROTOCOL, INC.	11	53
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	2
SILV COMMUNICATION INC.	1	3
UNITED TELECOM INC.	2	7
TOTALS*	16	78

<sup>\*</sup>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 - April 2010

	Month	Year-To-Date
AT&T	1	2
AT&T LONG DISTANCE SERVICE	2	6
BLUERIDGE TELECOM SYSTEMS	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GLOBAL TEL*LINK CORPORATION	0	2
ILD TELESERVICES	0	4
ONELINK COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	2
SPRINT	1	3
TELENATIONAL COMMUNICATIONS, INC.	0	1
VERIZON BUSINESS SERVICES	0	1
VERIZON LONG DISTANCE LLC	0	1
ZERO PLUS DIALING	0	1
TOTALS*	5	31

<sup>\*</sup>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.