



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT MARCH 2006

Data Compiled on 5/10/2006

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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 Regulatory Compliance and 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](mailto:contact@psc.state.fl.us)
- Or **WRITE** to:  
Florida Public Service Commission  
Division of Regulatory Compliance and Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

## Consumer Activity Overview - March 2006

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,578</b>
Electric	114	
Gas	36	
Competitive Local Exchange Telephone	106	
Local Exchange Telephone	224	
Long Distance Telephone	227	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	15	
Non-certificated Company Complaints Logged		13
Electric	0	
Gas	0	
Telecommunications	13	
Water / Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		650
Electric	312	
Gas	0	
Telecommunications	338	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		66
Electric	34	
Gas	1	
Telecommunications	31	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		123
Electric	76	
Gas	0	
Telecommunications	47	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>1,725</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b><u>3,303</u></b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,094	1,530	2,624
Mail	97	45	142
Internet	353	139	492
Fax	34	11	45
<b>Totals</b>	<b>1,578</b>	<b>1,725</b>	<b>3,303</b>

## Cases by Industry March 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	114	7%	280	16%
Natural Gas	36	2%	43	2%
Telecommunications	561	36%	517	30%
Competitive Local Exchange Telephone	106	7%		
Local Exchange Telephone	224	14%		
Long Distance Telephone	227	14%		
Pay Telephone	4	<1%		
Shared Tenant	0	0%		
Water & Wastewater	15	1%	94	5%
Non-certificated Company Cases Logged**	13	<1%	791	46%
Telephone Transfer-Connects (Calls Transferred to Utilities)	650	41%		
E-Transfers	66	4%		
Cases Received & Closed by 3 Day Rule	123	8%		
<b>Total</b>	<b>1,578</b>	<b>100%</b>	<b>1,725</b>	<b>100%</b>

Information provided by the 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 2006



Note: County name not available for 131 cases.  
 e.g., complaints received by e-mail, telephone  
 transfer-connects, non-Florida address, etc.

## Electric Companies Complaint Activity – March 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	24	33	57	187
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	3
GULF POWER COMPANY	1	0	1	3
PROGRESS ENERGY FLORIDA, INC.	18	28	46	188
TAMPA ELECTRIC COMPANY	4	5	9	27
<b>TOTALS**</b>	<b>47</b>	<b>67</b>	<b>114</b>	<b>408</b>
<i>*Please see Definitions.</i>				
<i>**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.</i>				

## Natural Gas Companies Complaint Activity – March 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	1	3	4	7
FLORIDA CITY GAS	2	10	12	67
FLORIDA PUBLIC UTILITIES COMPANY	2	4	6	18
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	1	1	1
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	6	7	13	57
<b>TOTALS**</b>	<b>11</b>	<b>25</b>	<b>36</b>	<b>150</b>
<i>*Please see Definitions.</i>				
<i>**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.</i>				

## Local Telephone Companies Complaint Activity - March 2006

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	3	2	5	9
BELLSOUTH	67	68	135	409
FRONTIER	0	1	1	2
GTC, INC. D/B/A GT COM	1	0	1	4
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0
NE FLORIDA	0	0	0	0
QUINCY/TDS	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0
SPRINT-FLORIDA	24	15	39	128
VERIZON FLORIDA, INC.	22	21	43	94
<b>TOTALS**</b>	<b>117</b>	<b>107</b>	<b>224</b>	<b>646</b>

*\*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 2006**

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ACN COMMUNICATION SERVICES, INC.	1	0	1	3
ALLTEL COMMUNICATIONS, INC.	0	0	0	2
AMERICAN DIAL TONE	1	0	1	1
AMERICATEL CORPORATION	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T	0	1	1	24
AUGLINK COMMUNICATIONS, INC.	6	0	6	7
AZUL TEL, INC.	1	0	1	2
BIRCH TELECOM OF THE SOUTH, INC. D/B/A BIRCH TELECOM AND D	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	5	2	7	13
BROADSTAR, LLC	1	0	1	1
BUDGET PHONE, INC.	1	0	1	2
BULLSEYE TELECOM, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	3
CINERGY COMMUNICATIONS COMPANY	0	0	0	0
CITYWIDE-TEL	0	1	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	3	1	4	13
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	1	3	19
COX COMMUNICATIONS	2	0	2	3
DELAND ACTEL, INC.	0	0	0	1
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	1
DPI-TELECONNECT, L.L.C.	1	0	1	1
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	2
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
FDN COMMUNICATIONS	2	2	4	22
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	1	1	2	5
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	1
GLOBAL TELECOM GROUP	0	0	0	1
IDS TELCOM CORP.	1	0	1	4
IDT	2	1	3	4
INSTATONE	1	0	1	5
ISN TELCOM	0	1	1	2
ITC^DELTACOM	0	1	1	9
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	1



MCI WORLDCOM NETWORK SERVICES, INC.	2	1	3	24
NUVOX COMMUNICATIONS, INC.	0	0	0	2
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	1
PAETEC COMMUNICATIONS, INC.	0	1	1	1
PREMIER TELECOM, INC.	1	0	1	1
RIGHTLINK USA, INC.	0	0	0	1
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS TELECOM	0	0	0	1
SBC LONG DISTANCE. LLC D/B/A SBC LONG DISTANCE D/B/A AT&T	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	0	1	2
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	27	18	45	208
TALK AMERICA INC.	0	0	0	2
TRINSIC COMMUNICATIONS, INC.	4	0	4	7
US LEC OF FLORIDA INC.	1	0	1	2
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1
VARTEC TELECOM, INC.	0	1	1	4
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	0	1	1	6
XSPEDIUS COMMUNICATIONS	0	0	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
<b>TOTALS**</b>	<b>70</b>	<b>36</b>	<b>106</b>	<b>434</b>
**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 2006**

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1	1	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	2	0	2	6
AMERICATEL CORPORATION	0	2	2	9
ANDIAMO TELECOM, L.L.C.	0	1	1	1
ANEW BROADBAND, INC.	0	1	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	16	30	46	124
AUGLINK COMMUNICATIONS, INC.	4	0	4	4
BELLSOUTH LONG DISTANCE, INC.	3	2	5	17
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	3
BUEHNER-FRY, INC.	1	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	3
CLEARTEL TELECOMMUNICATIONS, INC.	2	0	2	2
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	1	0	1	3
COMCAST BUSINESS COMMUNICATIONS, INC. D/B/A COMCAST LONG DIST,	0	0	0	1
COMTEL TELCOM ASSETS LP D/B/A VARTEC SOLUTIONS	0	0	0	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	3	6	9	17
COVISTA, INC.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	1
DIAL-AROUND TELECOM, INC.	0	0	0	1
DOLLAR PHONE CORP.	2	0	2	2
ECG	0	1	1	1
ENHANCED SERVICES BILLING, INC.	0	4	4	20
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	3	4	6
FDN COMMUNICATIONS	2	0	2	2
GLOBAL CROSSING	1	0	1	5
GLOBAL TEL*LINK CORPORATION	1	0	1	1
GLOBAL TOUCH TELECOM, INC.	0	0	0	1
GO SOLO TECHNOLOGIES, INC.	0	0	0	1
GTC TELECOM CORP.	0	0	0	1
HBS BILLING SERVICES COMPANY	1	1	2	2
HORIZON TELECOM, INC.	0	0	0	2
IDS TELCOM LLC	0	1	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	1	0	1	4
ILD TELESERVICES	2	23	25	47
INTEGRETEL, INC.	0	3	3	7
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	2
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
ITC^DELTACOM	2	2	4	6
KTNT COMMUNICATIONS, INC. D/B/A IDC TELECOMMUNICATIONS	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LONG DISTANCE CONSOLIDATED BILLING CO.	0	1	1	1

MAIN STREET TELEPHONE COMPANY	0	1	1	2
MCI NETWORK SERVICES, INC.	4	6	10	27
NATIONAL TEL	0	1	1	1
NECC TELECOM, INC.	1	0	1	6
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1
NOW COMMUNICATIONS, INC.	1	0	1	1
OCCM, INC.	0	2	2	6
OPERATOR ASSISTANCE NETWORK	0	3	3	12
PIONEER TELECOM, INC.	0	0	0	1
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	3
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	5
PROFESSIONAL TELESERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	3	2	5	13
SILV COMMUNICATION INC.	2	0	2	3
SPIRIT TELECOMMUNICATIONS, INC.	1	2	3	3
SPRINT	8	7	15	35
SPRINT LONG DISTANCE, INC.	0	1	1	2
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1
STARTEC GLOBAL	0	2	2	5
SUPER-TEL.COM, INC.	2	0	2	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	12	8	20	27
TALK AMERICA INC.	1	4	5	14
TCS COMMUNICATION SOLUTIONS, LLC	1	0	1	1
TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.	0	0	0	7
TELECOM*USA OR TELECONNECT	0	1	1	5
TELEGLOBE USA INC.	0	1	1	1
TELEUNO, INC.	0	1	1	1
T-NETIX, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TRINSIC COMMUNICATIONS, INC.	0	1	1	1
TVC TELECOM INCORPORATED	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	1	0	1	1
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
US LEC OF FLORIDA INC.	1	0	1	1
VARTEC TELECOM, INC.	1	0	1	2
VERIZON AVENUE	1	0	1	1
VERIZON BUSINESS SERVICES	2	1	3	19
VERIZON LONG DISTANCE	0	1	1	2
VERIZON SELECT SERVICES INC.	0	1	1	4
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	1	0	1	1
XSPEDIUS COMMUNICATIONS	2	0	2	2
YAK COMMUNICATIONS (AMERICA), INC.	0	1	1	2
ZERO PLUS DIALING	1	4	5	17
<b>TOTALS**</b>	<b>94</b>	<b>133</b>	<b>227</b>	<b>564</b>

\*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 2006

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
AGENT ALLIANCE CORPORATION	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	1
ATN, INC.	0	1	1	3
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1
FOCUS CONNECTION, INC.	0	0	0	0
GLOBAL TEL*LINK CORPORATION	1	0	1	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	1	1	1
QUARTER PAYPHONES, INC.	0	0	0	1
SOUTHEAST PAY TELEPHONE, INC.	0	1	1	2
TRI-COUNTY TELEPHONE INC.	0	0	0	0
TRINITY HOLDINGS LTD., INC.	0	0	0	2
<b>TOTALS**</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>13</b>

\*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 2006

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALAFAYA UTILITIES, INC.	2	0	2	2
ALOHA UTILITIES, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUASOURCE UTILITY, INC. D/B/A AQUA UTILITIES FLORIDA, INC	0	0	0	2
C. S. WATER COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1
CONTINENTAL UTILITY, INC.	1	0	1	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	0
DONALD E. MCBRAYER AND MARTY STEVENS D/B/A BLUE HERON GOLF	0	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	1
HEATHER HILLS ESTATES	1	0	1	1
HUDSON UTILITIES, INC.	0	0	0	2
JASMINE LAKES UTILITIES CORPORATION D/B/A AQUA UTILITIES	0	0	0	8
K W RESORT UTILITIES CORP.	2	0	2	2
L. P. UTILITIES CORPORATION	0	0	0	1
LANDMARK ENTERPRISES, INC.	0	1	1	16
LINDRICK SERVICE CORPORATION	1	0	1	11
MARION UTILITIES, INC.	1	0	1	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
OCALA OAKS UTILITIES, INC. D/B/A AQUA UTILITIES FLORIDA	0	0	0	1
PARADISE LAKES UTILITY, L.L.C.	0	1	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	4
PLANTATION BAY UTILITY CO.	0	0	0	4
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	1	2	3
UTILITIES, INC. OF LONGWOOD	1	0	1	1
WINDSTREAM UTILITIES COMPANY	0	1	1	1
<b>TOTALS**</b>	<b>10</b>	<b>5</b>	<b>15</b>	<b>77</b>

\*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 2006

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	1	1
BELLSOUTH TELECOMMUNICATIONS, INC.	2	2
ENHANCED SERVICES BILLING, INC.	11	21
IDC TELECOMMUNICATIONS	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	7	17
INTEGRETEL, INC.	1	4
OPERATOR ASSISTANCE NETWORK	3	6
SPRINT-FLORIDA, INCORPORATED	1	4
VERIZON FLORIDA INC.	1	1
ZERO PLUS DIALING	1	3
<b>Totals</b>	<b>28</b>	<b>60</b>

*\*Please see Definitions*

Unauthorized Telephone Service Change  
“Local Slamming”  
Cases Logged – March 2006

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	10	33
BELLSOUTH LONG DISTANCE, INC.	1	4
BLUERIDGE TELECOM SYSTEMS	0	1
BUEHNER-FRY, INC.	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
EXCEL TELECOMMUNICATIONS, INC.	1	1
FDN COMMUNICATIONS	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	3
GLOBAL TOUCH TELECOM, INC.	0	1
HBS BILLING SERVICES COMPANY	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	1	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	2	3
ITC^DELTACOM	0	1
MCI NETWORK SERVICES, INC.	1	8
NECC TELECOM, INC.	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
PIONEER TELEPHONE, INC.	0	5
POWERNET GLOBAL COMMUNICATIONS	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS CORPORATION	3	8
SILV COMMUNICATION INC.	2	3
SPIRIT TELECOMMUNICATIONS, INC.	1	1
SPRINT	3	11
STARTEC GLOBAL LICENSING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	2
TALK AMERICA INC.	1	3
U.S. TELECOM LONG DISTANCE, INC.	1	1
US LEC OF FLORIDA INC.	1	1
VERIZON BUSINESS SERVICES	0	11
ZERO PLUS DIALING	1	1
<b>Totals</b>	<b>36</b>	<b>117</b>

*\*Please see Definitions*

# Unauthorized Telephone Service Change “Long Distance Slamming” Cases Logged – March 2006

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
ALLTEL FLORIDA, INC.	0	1
AT&T	0	1
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	5	16
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
CHOICE ONE TELECOM	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
DELAND ACTEL, INC.	0	1
FDN COMMUNICATIONS	0	1
GLOBAL TECH TELECOM D/B/A GT TELECOM	0	4
IDS TELCOM CORP.	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	6
SPRINT-FLORIDA, INCORPORATED	0	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	11
TALK AMERICA INC.	0	1
TRINSIC COMMUNICATIONS, INC.	1	1
VERIZON FLORIDA INC.	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1
<b>Totals</b>	<b>9</b>	<b>54</b>

*\*Please see Definitions*



## 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' 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 arrangement 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.