



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT APRIL 2006

Data Compiled on 5/12/2006

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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
- 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 - April 2006

Complaints Received & Entered into CATS		1,234
Electric	77	
Gas	21	
Competitive Local Exchange Telephone	70	
Local Exchange Telephone	163	
Long Distance Telephone	171	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	31	
Non-certificated Company Complaints Logged		7
Electric	0	
Gas	0	
Telecommunications	6	
Water / Wastewater	1	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		523
Electric	297	
Gas	0	
Telecommunications	226	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		71
Electric	48	
Gas	0	
Telecommunications	23	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		99
Electric	56	
Gas	0	
Telecommunications	43	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,243</u>
Total New Cases Received & Entered into CATS		<u>2,477</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	838	1,041	1,879
Mail	64	49	113
Internet	294	142	436
Fax	38	11	49
Totals	1,234	1,243	2,477

Cases by Industry April 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	77	6%	198	16%
Natural Gas	21	2%	26	2%
Telecommunications	405	33%	405	33%
Competitive Local Exchange Telephone	70	5%		
Local Exchange Telephone	163	13%		
Long Distance Telephone	171	14%		
Pay Telephone	1	<1%		
Shared Tenant	0	0%		
Water & Wastewater	31	3%	83	7%
Non-certificated Company Cases Logged**	7	<1%	531	43%
Telephone Transfer-Connects (Calls Transferred to Utilities)	523	42%		
E-Transfers	71	6%		
Cases Received & Closed by 3 Day Rule	99	8%		
Total	1,234	100%	1,243	100%

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 April 2006



Note: County name not available for 61 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresses, etc.

Electric Companies Complaint Activity – April 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	15	23	38	225
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	4
GULF POWER COMPANY	0	1	1	4
PROGRESS ENERGY FLORIDA, INC.	14	15	29	217
TAMPA ELECTRIC COMPANY	4	4	8	35
TOTALS**	33	44	77	485
<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 – April 2006

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	7
FLORIDA CITY GAS	2	8	10	77
FLORIDA PUBLIC UTILITIES COMPANY	2	7	9	27
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	1	1	2	59
TOTALS**	5	16	21	171
<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 - April 2006

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	0	0	0	9
BELLSOUTH	58	37	95	504
FRONTIER	0	0	0	2
GTC, INC. D/B/A GT COM	2	0	2	6
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	28	18	46	174
VERIZON FLORIDA, INC.	13	7	20	114
TOTALS**	101	62	163	809

**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 – April 2006**

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ALLTEL COMMUNICATIONS, INC.	0	0	0	2
AMERICAN PHONE SERVICES CORP.	1	0	1	1
AMERICATEL CORPORATION	0	0	0	1
ANEW BROADBAND, INC. D/B/A INSTANTEL PHONE SERVICE	0	0	0	1
AT&T	2	2	4	28
AUGLINK COMMUNICATIONS, INC.	0	0	0	7
AZUL TEL, INC.	0	0	0	2
BIRCH TELECOM OF THE SOUTH, INC. D/B/A BIRCH TELECOM	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	6	0	6	19
BROADSTAR, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	2
BULLSEYE TELECOM, INC.	1	0	1	2
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	3
CLEARTEL COMMUNICATIONS	1	1	2	6
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	14
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	0	2	21
COX FLORIDA TELCOM, L.P. D/B/A COX COMMUNICATIONS	0	0	0	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.	0	0	0	1
DSL	0	1	1	3
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	3
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMMUNICATIONS	0	0	0	5
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
FDN COMMUNICATIONS	4	2	6	28
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	6
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GLOBAL TELECOM GROUP	1	0	1	2
IDT AMERICA, CORP. D/B/A IDT	0	0	0	4
ISN TELCOM	1	1	2	4
ITC^DELTACOM	0	1	1	10
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	24

NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1
PREMIER TELECOM, INC.	3	0	3	4
QWEST COMMUNICATIONS CORPORATION	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	0	0	0	2
STS TELECOM, LLC	0	1	1	2
SUPER-TEL.COM, INC.	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	12	14	26	234
TALK AMERICA INC.	0	0	0	2
TRINSIC COMMUNICATIONS, INC.	0	0	0	7
US LEC OF FLORIDA INC.	0	0	0	2
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1
VARTEC TELECOM, INC.	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	2	2	4	5
VIZON TELECOM	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	2	0	2	8
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	2
TOTALS**	44	26	70	504
**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 - April 2006**

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	0	0	2
ACCESS INTEGRATED NETWORKS, INC.	0	2	2	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	6
AMERICATEL CORPORATION	0	1	1	10
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	20	26	150
AUGLINK COMMUNICATIONS, INC.	0	0	0	4
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	2
BELLSOUTH LONG DISTANCE, INC.	5	3	8	25
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	5
BUDGET CALL LONG DISTANCE, INC.	1	0	1	1
BUEHNER-FRY, INC. D/B/A RESORT OPERATOR SERVICES AND D/B/A	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1	2	5
CLEARTEL TELECOMMUNICATIONS, INC.	0	3	3	5
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	3
COMCAST BUSINESS COMMUNICATIONS, INC. D/B/A COMCAST LONG D	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	1	4	5	22
COVISTA, INC.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	1	1	2
DIAL-AROUND TELECOM, INC.	0	0	0	1
DOLLAR PHONE CORP.	0	0	0	2
ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	4	4	24
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	1	0	1	1
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	7
FDN COMMUNICATIONS	2	1	3	5
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	5
GLOBAL TEL*LINK CORPORATION	0	2	2	3
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	0	1	3
HORIZON TELECOM, INC.	1	0	1	3
IDC TELECOMMUNICATIONS	0	1	1	2
IDS TELCOM LLC	0	0	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	1	0	1	5
ILD TELESERVICES	1	17	18	65
INTEGRETEL, INC.	0	2	2	9
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	3

INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
ITC^DELTACOM	3	0	3	9
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LONG DISTANCE CONSOLIDATED BILLING CO.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	1	0	1	3
MCI NETWORK SERVICES, INC.	0	1	1	28
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	1	0	1	7
NET ONE INTERNATIONAL, INC.	2	0	2	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1
NOW COMMUNICATIONS, INC.	0	0	0	1
OCCM, INC.	1	2	3	9
OPERATOR ASSISTANCE NETWORK	0	2	2	14
PIONEER TELECOM, INC.	1	0	1	2
PIONEER TELEPHONE, INC.	0	1	1	8
POWERNET GLOBAL COMMUNICATIONS	2	0	2	5
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	5
PROFESSIONAL TELESERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	1	2	3	16
SILV COMMUNICATION INC.	0	1	1	4
SPIRIT TELECOMMUNICATIONS, INC.	0	1	1	4
SPRINT	2	4	6	41
SPRINT LONG DISTANCE, INC.	2	0	2	4
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1
STARTEC GLOBAL LICENSING COMPANY	0	0	0	4
STARTEC GLOBAL OPERATING COMPANY	0	0	0	1
STS TELECOM, LLC	0	1	1	1
SUPER-TEL.COM, INC.	1	0	1	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	15	25	52
TALK AMERICA INC.	0	1	1	15
TCS COMMUNICATION SOLUTIONS, LLC	0	0	0	1
TELECONNECT LONG DISTANCE SERVICES AND SYSTEMS CO.	0	0	0	5
TELEGLOBE USA INC.	0	0	0	1
TELEUNO, INC.	0	0	0	1
T-NETIX, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
TVC TELECOM INCORPORATED	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
US LEC OF FLORIDA INC.	0	0	0	1
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM AND CLEAR CHOICE	0	0	0	2
VERIZON AVENUE CORP. D/B/A VERIZON AVENUE	0	0	0	1
VERIZON BUSINESS SERVICES	7	5	12	31
VERIZON SELECT SERVICES INC.	0	1	1	5
VOIP ENTERPRISES INC.	1	0	1	1

WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	3	0	3	4
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	2
ZERO PLUS DIALING	2	3	5	22
TOTALS**	67	104	171	735
*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 – April 2006

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
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	0	0	3
FOCUS CONNECTION, INC.	0	0	0	0
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	2
QUARTER PAYPHONES, INC.	0	0	0	1
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	2
TRI-COUNTY TELEPHONE INC.	0	0	0	0
TRINITY HOLDINGS LTD., INC.	0	0	0	2

TOTALS** **1** **0** **1** **14**

*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 - April 2006

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
ALAFAYA UTILITIES, INC.	3	0	3	5
ALOHA UTILITIES, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	0	2	2	18
BREEZE HILL UTILITY	1	0	1	1
C. S. WATER COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1
CONTINENTAL UTILITY, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	1
HUDSON UTILITIES, INC.	0	0	0	2
K W RESORT UTILITIES CORP.	0	0	0	2
KINCAID HILLS WATER COMPANY	0	1	1	1
L. P. UTILITIES CORPORATION	0	0	0	1
LAKE UTILITY COMPANY	10	0	10	10
LANDMARK ENTERPRISES, INC.	0	2	2	18
LINDRICK SERVICE CORPORATION	3	1	4	15
MARION UTILITIES, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	1	1	2	2
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PINECREST RANCHES, INC.	4	1	5	5
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	0	0	0	3
UTILITIES, INC. OF LONGWOOD	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1
TOTALS**	23	8	31	108
*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 – April 2006

Company	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	3
ENHANCED SERVICES BILLING, INC.	3	24
IDC TELECOMMUNICATIONS	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	10	27
INTEGRETEL, INC.	3	7
OPERATOR ASSISTANCE NETWORK	0	6
SPRINT-FLORIDA, INCORPORATED	3	7
TELEUNO, INC.	1	1
VERIZON FLORIDA INC.	2	3
ZERO PLUS DIALING	2	5
Totals	25	85

**Please see Definitions*

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

Company	Month	Year-To-Date
ALLTEL FLORIDA, INC.	0	1
AT&T	0	1
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	2	18
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2
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
IDS TELCOM CORP.	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	6
QWEST COMMUNICATIONS CORPORATION	1	1
SPRINT-FLORIDA, INCORPORATED	0	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	14
TALK AMERICA INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	1
VERIZON FLORIDA INC.	2	4
XO COMMUNICATIONS SERVICES, INC.	0	1
ALLTEL FLORIDA, INC.	0	1
AT&T	0	1
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	2	18
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2
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
IDS TELCOM CORP.	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	6
QWEST COMMUNICATIONS CORPORATION	1	1
SPRINT-FLORIDA, INCORPORATED	0	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	14
TALK AMERICA INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	1
VERIZON FLORIDA INC.	2	4
XO COMMUNICATIONS SERVICES, INC.	0	1
Totals	20	120

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	3	36
BELLSOUTH LONG DISTANCE, INC.	4	8
BLUERIDGE TELECOM SYSTEMS	0	1
BUDGET CALL LONG DISTANCE, INC.	1	1
BUEHNER-FRY, INC.	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	3
EUROCOM TELECOMMUNICATIONS, LLC	1	1
EXCEL TELECOMMUNICATIONS, INC.	1	2
FDN COMMUNICATIONS	1	2
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	4
GLOBAL TOUCH TELECOM, INC.	0	1
HBS BILLING SERVICES COMPANY	1	2
HORIZON TELECOM, INC.	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	3
ITC^DELTACOM	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	1
MAIN STREET TELEPHONE COMPANY	1	1
MCI NETWORK SERVICES, INC.	0	8
NECC TELECOM, INC.	1	3
NET ONE INTERNATIONAL, INC.	2	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
PIONEER TELECOM, INC.	1	1
PIONEER TELEPHONE, INC.	0	5
POWERNET GLOBAL COMMUNICATIONS	2	3
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	1	9
SILV COMMUNICATION INC.	0	3
SPIRIT TELECOMMUNICATIONS, INC.	0	1
SPRINT	2	13
SPRINT LONG DISTANCE, INC.	1	1
STARTEC GLOBAL LICENSING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
TALK AMERICA INC.	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	1	1
U.S. TELECOM LONG DISTANCE, INC.	0	1

Company	Month	Year-To-Date
US LEC OF FLORIDA INC.	0	1
VERIZON BUSINESS SERVICES	4	15
ZERO PLUS DIALING	2	3
Totals	34	151

**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.