



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT December 2006

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	10
Pay Telephone Companies - Complaint Activity	15
Water and Wastewater Companies - Complaint Activity	16
Cramming - Unauthorized Additional Local Telephone Service Charges	18
Local Slamming - Unauthorized Local Telephone Carrier Change	19
Long Distance Slamming - Unauthorized Long Distance Carrier Change	20
Definitions	22

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 December 2006

Complaints Received & Entered into CATS		1,255
Electric	49	
Gas	17	
Competitive Local Exchange Telephone	56	
Local Exchange Telephone	154	
Long Distance Telephone	104	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	10	
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	1	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		743
Electric	494	
Gas	0	
Telecommunications	249	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		59
Electric	30	
Gas	0	
Telecommunications	29	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		60
Electric	50	
Gas	0	
Telecommunications	10	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		964
Total New Cases Received & Entered into CATS		2,219

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	952	808	1,760
Mail	59	35	94
Internet	217	109	326
Fax	27	12	39
Totals	1,255	964	2,219

Cases by Industry

December 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	49	4 %	110	11 %
Natural Gas	17	1 %	10	1 %
Telecommunications	316	25 %	302	31 %
Competitive Local Exchange Telephone	56	4 %		
Local Exchange Telephone	154	12 %		
Long Distance Telephone	104	8 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	10	1 %	48	5 %
Non-certificated Company Cases logged**	1	0 %	494	51 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	743	59 %		
E-Transfers	59	5 %		
Cases Received & Closed by 3 Day Rule	60	5 %		
Total	1,255	100 %	964	100 %

Information provided by 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

December 2006



Note: County name not available for 68 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - December 2006

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA POWER & LIGHT COMPANY	9	20	29	694
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	8
GULF POWER COMPANY	0	0	0	10
PROGRESS ENERGY FLORIDA, INC.	10	6	16	570
TAMPA ELECTRIC COMPANY	0	4	4	109
TOTALS**	19	30	49	1,391

**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.*

Natural Gas Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	3	7	136
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	11
FLORIDA PUBLIC UTILITIES COMPANY	3	1	4	53
PEOPLES GAS SYSTEM	3	2	5	112
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	11	6	17	313

**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.*

Local Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
BELLSOUTH TELECOMMUNICATIONS, INC.	40	52	92	1,464
EMBARQ FLORIDA, INC.	17	18	35	577
FRONTIER COMMUNICATIONS OF THE SOUTH, INC.	0	0	0	2
GT COM	2	0	2	22
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA INC.	13	9	22	346
WINDSTREAM FLORIDA, INC.	1	2	3	51
TOTALS**	73	81	154	2,464

**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 - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	5
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ACTEL WIRELESS, INC.	0	0	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	5
AMERICAN DIAL TONE	1	0	1	5
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	3
ANNS COMMUNICATION	0	0	0	1
AT&T	0	4	4	57
AT&T LONG DISTANCE	0	0	0	2
AUGLINK COMMUNICATIONS, INC.	0	0	0	7
AZUL TEL, INC.	0	0	0	2
BIRCH	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1	1	51
BROADSTAR, LLC	0	0	0	2
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	2
BULLSEYE TELECOM, INC.	0	0	0	2
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	6
CHOICE ONE TELECOM	0	0	0	4
CITYWIDE-TEL	0	0	0	1
CLEARTEL COMMUNICATIONS	1	1	2	12
CLEARTEL TELECOMMUNICATIONS, INC.	2	1	3	30
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	55
COVAD COMMUNICATIONS COMPANY	0	0	0	1
COX COMMUNICATIONS	0	0	0	5
CURBSIDE COMMUNICATIONS	0	0	0	1
DELAND ACTEL, INC.	0	1	1	5
DELTACOM, INC.	2	1	3	26
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSL	0	0	0	7
EAGLE TELECOMMUNICATIONS, INC.	1	0	1	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ COMMUNICATIONS, INC.	0	0	0	1
EO TELECOM OF FLORIDA, LLC	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	5
EXCEL TELECOMMUNICATIONS	0	1	1	3
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	7
EXPRESS PHONE SERVICE	0	0	0	1
FDN COMMUNICATIONS	0	0	0	52
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	11
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GLOBAL RESPONSE CORPORATION	0	0	0	1
GLOBAL TELECOM GROUP	2	0	2	10
GTC COMMUNICATIONS, INC.	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	1
IDT	0	0	0	9
INFOHIGHWAY	0	0	0	1
INSTATONE	3	0	3	27
INTELLICALL OPERATOR SERVICES, INC.	1	0	1	3
ISN TELCOM	0	0	0	8
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KMC TELECOM III LLC	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	6
LECSTAR TELECOM, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	3
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	32
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	3
NATIONSLINE FLORIDA, INC.	0	0	0	2
NAVIGATOR TELECOMMUNICATIONS, LLC	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	5
OPTICAL TELECOMMUNICATIONS, INC.	3	0	3	8
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	4
POWERNET GLOBAL COMMUNICATIONS	0	0	0	1
PREMIER TELECOM, INC.	0	0	0	5

Competitive Local Exchange Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
QUALITY TELEPHONE INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	2
RIGHTLINK USA, INC.	0	0	0	1
SANTEL COMMUNICATIONS	0	0	0	2
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	3
STS TELECOM	0	0	0	3
STS TELECOM, LLC	0	0	0	5
SUN-TEL USA, INC.	0	0	0	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	11	3	14	28
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	333
TALK AMERICA INC.	0	0	0	3
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	7
TELCOVE INVESTMENTS, LLC	0	0	0	1
TELCOVE OF FLORIDA, INC.	0	0	0	1
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	9
US LEC OF FLORIDA INC.	0	0	0	5
USTEL	2	0	2	3
VARTEC TELECOM	0	2	2	3
VARTEC TELECOM, INC.	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	0	2	2	21
VILAIRE COMMUNICATIONS, INC.	1	0	1	2
VIZON TELECOM	0	0	0	3
XO COMMUNICATIONS SERVICES, INC.	2	0	2	14
XO COMMUNICATIONS SERVICES, INC.	0	0	0	7
XSPEDIUS COMMUNICATIONS	0	0	0	3
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
TOTALS**	37	19	56	998

**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.*

Long Distance Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	2
9278 COMMUNICATIONS, INC.	0	0	0	1
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	2
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	0	0	4
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	6
ACCXX COMMUNICATIONS, LLC	1	0	1	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	4
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	6
ADMA TELECOM, INC.	0	0	0	5
ALLTEL COMMUNICATIONS, INC.	0	0	0	1
AMERICATEL CORPORATION	1	2	3	24
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	4
AT&T	7	11	18	380
AT&T LONG DISTANCE	0	0	0	1
AUGLINK COMMUNICATIONS, INC.	0	0	0	5
AZUL TEL, INC.	0	0	0	2
BELLSOUTH LONG DISTANCE, INC.	0	0	0	66
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	0	3	30
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1
BUDGET PHONE, INC.	0	0	0	1
BUEHNER-FRY, INC.	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
BUZZ TELECOM CORPORATION	0	1	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	8
CLEARTEL COMMUNICATIONS	0	0	0	6
CLEARTEL TELECOMMUNICATIONS, INC.	0	2	2	28
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	3
COGNIGEN NETWORKS, INC.	0	0	0	1
COMCAST BUSINESS COMMUNICATIONS, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	1	2	51
COVISTA, INC.	0	0	0	1
COX FLORIDA TELCOM, L.P.	0	0	0	2
CUSTOM TELECONNECT, INC.	0	0	0	5
CYPRESS COMMUNICATIONS OPERATING COMPANY, LLC	0	0	0	1
DC COMMUNICATIONS	0	0	0	1
DELTACOM, INC.	1	1	2	25
DG-TEC, LLC	0	0	0	1
DIAL-AROUND TELECOM, INC.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	2
DOLLAR PHONE CORP.	0	0	0	2
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
ECG	0	0	0	2
ENHANCED BILLING SERVICES, INCORPORATED	0	1	1	1
ENHANCED SERVICES BILLING, INC.	1	5	6	83
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	12
FDN COMMUNICATIONS	0	0	0	24
FLORIDA PHONE SERVICE, INC.	0	0	0	1
GLOBAL COMMUNICATIONS CONSULTING CORP.	0	0	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	8
GLOBAL TEL*LINK CORPORATION	0	1	1	13
GLOBAL TOUCH TELECOM, INC.	0	0	0	2
GO SOLO TECHNOLOGIES, INC.	0	0	0	1
GT COM LONG DISTANCE	0	0	0	1
GTC TELECOM CORP.	0	0	0	4
HBS BILLING SERVICES COMPANY	0	0	0	5
HORIZON TELECOM, INC.	2	0	2	11
IBN INTERTELECOM, INC.	0	0	0	1
IDC TELECOMMUNICATIONS	0	0	0	2
IDS TELCOM LLC	0	0	0	3

Long Distance Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1	1	13
ILD TELESERVICES	1	10	11	175
INFINITY NETWORKS, INC.	0	0	0	1
INSTATONE	1	0	1	1
INTEGRETEL, INC.	0	1	1	21
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	11
ISN TELCOM	0	0	0	1
KMC TELECOM III LLC	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	4
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	7
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	3
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
LONG DISTANCE CONSOLIDATED BILLING CO.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	0	0	0	4
MATRIX TELECOM	0	0	0	1
MCI NETWORK SERVICES, INC.	1	1	2	39
MYATEL CORPORATION	0	0	0	1
NATIONAL TEL	0	0	0	3
NECC TELECOM, INC.	0	0	0	14
NET ONE INTERNATIONAL, INC.	0	0	0	4
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NETWORK PTS, INC.	0	0	0	2
NEW CENTURY TELECOM, INC.	0	0	0	1
NOW COMMUNICATIONS, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	1	1	5
OCCM, INC.	0	0	0	13
OLS, INC.	1	0	1	2
OPERATOR ASSISTANCE NETWORK	0	1	1	43
ORLANDO TELEPHONE COMPANY, INC.	0	1	1	2
PIONEER TELECOM, INC.	0	0	0	3
PIONEER TELEPHONE, INC.	0	0	0	10
POWERNET GLOBAL COMMUNICATIONS	0	0	0	12
PREMIER TELECOM, INC.	0	0	0	1
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	13

Long Distance Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PROFESSIONAL TELESERVICES, INC.	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	2
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	3
QWEST COMMUNICATIONS CORPORATION	1	0	1	29
SILV COMMUNICATION INC.	0	0	0	7
SKYNET TELESYSTEMS	0	1	1	1
SPIRIT TELECOMMUNICATIONS, INC.	0	0	0	3
SPRINT	3	3	6	89
SPRINT LONG DISTANCE, INC.	0	0	0	10
STARTEC GLOBAL LICENSING COMPANY	0	0	0	4
STARTEC GLOBAL OPERATING COMPANY	0	0	0	5
STS TELECOM	0	0	0	2
STS TELECOM, LLC	1	1	2	9
SUPER-TEL.COM, INC.	0	0	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	6	8	14	19
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	110
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
T-NETIX, INC.	0	1	1	4
TALK AMERICA INC.	0	0	0	23
TCS COMMUNICATION SOLUTIONS, LLC	0	0	0	1
TELCOVE INVESTMENT, LLC	0	0	0	3
TELCOVE OF JACKSONVILLE, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	15
TELEDIAS COMMUNICATIONS, INC.	0	0	0	3
TELEGLOBE USA INC.	0	0	0	1
TELEUNO, INC.	1	0	1	2
TOTAL CALL INTERNATIONAL, INC.	0	0	0	4
TOUCHTONE COMMUNICATIONS INC.	0	0	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	5
TTE	0	0	0	1
TVC TELECOM INCORPORATED	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	2
US LEC OF FLORIDA INC.	0	0	0	4
USD CLEC, INC.	0	0	0	1
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	3
VARTEC TELECOM, INC.	0	0	0	8
VERIZON AVENUE	0	0	0	1
VERIZON BUSINESS SERVICES	1	6	7	129
VERIZON LONG DISTANCE	0	1	1	6
VERIZON SELECT SERVICES INC.	0	1	1	14
VERSATALK	0	0	0	1
VOIP ENTERPRISES INC.	0	0	0	2
VYCERA COMMUNICATIONS, INC.	0	0	0	1
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	2
WL SOLUTIONS, INC.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	1	0	1	18
XSPEDIUS COMMUNICATIONS	0	0	0	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	2
ZERO PLUS DIALING	2	1	3	41
ZERO PLUS DIALING, INC.	0	0	0	27
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	39	65	104	1,933

**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 - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AGENT ALLIANCE CORPORATION	0	0	0	1
AT&T	0	0	0	1
ATN, INC.	0	0	0	3
COIN-TEL, INC.	0	0	0	1
CORRECTIONS COMMUNICATIONS, INC.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	2
FLORIDA PUBLIC COMMUNICATIONS	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	2
GLOBAL TEL*LINK CORPORATION	0	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	4
QUARTER PAYPHONES, INC.	0	0	0	2
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	2
SOUTHEAST PAYPHONES, INC.	0	0	0	1
TELALEASING ENTERPRISES, INC.	1	0	1	1
TELECOM*USA, INC.	0	0	0	1
TRINITY HOLDINGS LTD., INC.	0	0	0	2
TRL ENTERPRISES	0	0	0	1
TOTALS**	2	0	2	29

**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 - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	11
ALOHA UTILITIES, INC.	1	1	2	14
AQUA UTILITIES FLORIDA, INC.	1	2	3	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	11
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
B & C WATER RESOURCES, L.L.C.	0	0	0	1
BREEZE HILL UTILITY	0	0	0	1
C. S. WATER COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1
CONTINENTAL UTILITY, INC.	0	0	0	3
COUNTRY CLUB OF SEBRING	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	1	1	2
CYPRESS LAKES UTILITIES, INC.	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	9
FOUR POINTS UTILITY CORPORATION	0	0	0	2
GATOR UTILITIES	0	0	0	2
GOLD COAST UTILITY CORP.	1	0	1	1
HEATHER HILLS ESTATES	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1
HUDSON UTILITIES, INC.	0	0	0	3
HUNTER'S RIDGE UTILITY CO. OF LEE COUNTY	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	2
KINCAID HILLS WATER COMPANY	0	0	0	1
L. P. UTILITIES CORPORATION	0	0	0	1

Water & Wastewater Companies

Complaint Activity - December 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LABRADOR UTILITIES, INC.	0	0	0	6
LAKE UTILITY COMPANY	0	0	0	11
LAKE UTILITY SERVICES, INC.	0	0	0	2
LANDMARK ENTERPRISES, INC.	0	0	0	18
LINDRICK SERVICE CORPORATION	0	0	0	30
MARION UTILITIES, INC.	0	0	0	3
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	4
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	2
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	2
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1
PARK WATER COMPANY INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PINECREST RANCHES, INC.	0	0	0	6
PLANTATION BAY UTILITY CO.	0	0	0	4
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	4
SOUTHLAKE UTILITIES, INC.	0	1	1	3
SUNRISE UTILITIES, LLC	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	3
TIMBERWOOD UTILITIES	0	0	0	1
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	4
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	2
WATER MANAGEMENT SERVICES, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	2
TOTALS**	3	7	10	225

**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 - December 2006

	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	2
BELLSOUTH TELECOMMUNICATIONS, INC.	1	10
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
DIALAROUND ENTERPRISES INC.	0	1
ENHANCED SERVICES BILLING, INC.	3	74
HBS BILLING SERVICES COMPANY	0	2
HORIZON TELECOM, INC.	0	1
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	12	102
INTEGRETEL, INC.	1	18
INTELLICALL OPERATOR SERVICES, INC.	0	3
INTELLICALL OPERATOR SERVICES, INC.	0	2
OPERATOR ASSISTANCE NETWORK	2	23
SPRINT	0	1
SPRINT-FLORIDA, INCORPORATED	0	12
TELEUNO, INC.	0	1
VERIZON FLORIDA INC.	0	4
ZERO PLUS DIALING	1	12
ZERO PLUS DIALING, INC.	0	2
TOTALS*	20	272

**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 - December 2006

	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ALLTEL FLORIDA, INC.	0	2
ANEW BROADBAND, INC.	0	1
AT&T	0	2
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	42
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	3
CHOICE ONE TELECOM	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	3
DELAND ACTEL, INC.	0	1
EMBARQ COMMUNICATIONS, INC.	0	3
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	0	3
IDS TELCOM CORP.	0	1
IDT	0	1
INFOHIGHWAY	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	6
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	6
QWEST COMMUNICATIONS CORPORATION	0	2
SILV COMMUNICATION INC.	0	5
SPRINT-FLORIDA, INCORPORATED	0	7
STARTEC GLOBAL OPERATING COMPANY	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	14
TALK AMERICA INC.	0	1
TELCOVE INVESTMENTS, LLC	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON FLORIDA INC.	1	5
XO COMMUNICATIONS SERVICES, INC.	0	1
TOTALS*	2	119

**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 - December 2006

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ACN COMMUNICATION SERVICES, INC.	0	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
ALLTEL COMMUNICATIONS, INC.	0	1
AMERICATEL CORPORATION	1	5
AT&T	5	73
BELLSOUTH LONG DISTANCE, INC.	0	16
BLUERIDGE TELECOM SYSTEMS	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET CALL LONG DISTANCE, INC.	0	1
BUEHNER-FRY, INC.	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	6
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COGNIGEN NETWORKS, INC.	0	1
DC COMMUNICATIONS	0	1
ENHANCED SERVICES BILLING, INC.	1	3
EUROCOM TELECOMMUNICATIONS, LLC	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	2
FDN COMMUNICATIONS	0	2
GLOBAL COMMUNICATIONS CONSULTING CORP.	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	6
GLOBAL TOUCH TELECOM, INC.	0	1
HBS BILLING SERVICES COMPANY	0	3
HORIZON TELECOM, INC.	2	5
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
ILD TELESERVICES	1	11
ITC^DELTACOM	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MAIN STREET TELEPHONE COMPANY	0	1
MCI NETWORK SERVICES, INC.	1	9
NECC TELECOM, INC.	0	7
NET ONE INTERNATIONAL, INC.	0	4

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - December 2006

	Month	Year-To-Date
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NEW CENTURY TELECOM, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
OLS, INC.	1	2
PIONEER TELECOM, INC.	0	1
PIONEER TELEPHONE, INC.	0	6
POWERNET GLOBAL COMMUNICATIONS	0	5
PRIMUS TELECOMMUNICATIONS, INC.	0	5
QWEST COMMUNICATIONS CORPORATION	1	16
SPIRIT TELECOMMUNICATIONS, INC.	0	1
SPRINT	3	28
STARTEC GLOBAL LICENSING COMPANY	0	1
STS TELECOM, LLC	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	6
TALK AMERICA INC.	0	5
TELCOVE INVESTMENT, LLC	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1
TELEDIAS COMMUNICATIONS, INC.	0	2
TELEUNO, INC.	1	1
TOUCHTONE COMMUNICATIONS INC.	0	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	1
US LEC OF FLORIDA INC.	0	1
VERIZON BUSINESS SERVICES	1	30
VERIZON SELECT SERVICES INC.	0	1
ZERO PLUS DIALING	2	8
ZERO PLUS DIALING, INC.	0	1
TOTALS*	22	307

**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 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 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.