



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2007

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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 January 2007

Complaints Received & Entered into CATS		1,560
Electric	74	
Gas	19	
Competitive Local Exchange Telephone	83	
Local Exchange Telephone	192	
Long Distance Telephone	171	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	24	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		844
Electric	537	
Gas	0	
Telecommunications	307	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		92
Electric	44	
Gas	0	
Telecommunications	48	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		60
Electric	45	
Gas	0	
Telecommunications	15	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,378
Total New Cases Received & Entered into CATS		2,938

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,150	1,133	2,283
Mail	69	64	133
Internet	325	168	493
Fax	16	13	29
Totals	1,560	1,378	2,938

Cases by Industry

January 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	74	5 %	190	14 %
Natural Gas	19	1 %	20	1 %
Telecommunications	447	28 %	502	36 %
Competitive Local Exchange Telephone	83	5 %		
Local Exchange Telephone	192	12 %		
Long Distance Telephone	171	11 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	24	2 %	81	6 %
Non-certificated Company Cases logged**	0	0 %	585	42 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	844	54 %		
E-Transfers	92	6 %		
Cases Received & Closed by 3 Day Rule	60	4 %		
Total	1,560	100 %	1,378	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

January 2007



Note: County name not available for 148 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	19	24	43	43
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	3
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	9	10	19	19
TAMPA ELECTRIC COMPANY	2	6	8	8
TOTALS**	30	44	74	74

**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 - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	4	7	7
FLORIDA PUBLIC UTILITIES COMPANY	2	3	5	5
PEOPLES GAS SYSTEM	4	3	7	7
TOTALS**	9	10	19	19

**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 - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
BELLSOUTH TELECOMMUNICATIONS, INC.	57	57	114	114
EMBARQ FLORIDA, INC.	25	19	44	44
GT COM	1	0	1	1
VERIZON FLORIDA LLC.	14	16	30	30
WINDSTREAM FLORIDA, INC.	3	0	3	3
TOTALS**	100	92	192	192

**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 - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	1
AT&T	3	3	6	6
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
BROADSTAR, LLC	1	0	1	1
BROADWING COMMUNICATIONS, LLC	1	0	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	1
CLEARTEL COMMUNICATIONS	5	0	5	5
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	2
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	1	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	1	7	7
DELTACOM, INC.	0	1	1	1
DSL	1	0	1	1
EXCEL TELECOMMUNICATIONS	1	0	1	1
FDN COMMUNICATIONS	7	1	8	8
FLORIDA TELEPHONE SERVICES, LLC	0	2	2	2
GLOBAL TELECOM GROUP	0	1	1	1
IDT	0	2	2	2
INSTATONE	2	0	2	2
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
INTER-TEL NETSOLUTIONS, INC.	0	1	1	1
ISN TELCOM	1	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	1	2	2
OPTICAL TELECOMMUNICATIONS, INC.	1	0	1	1
SOUTHERN TELCOM NETWORK, INC.	1	0	1	1
STS TELECOM, LLC	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	11	12	23	23
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	1
US LEC OF FLORIDA INC.	1	0	1	1
USTEL	1	0	1	1
VARTEC TELECOM	1	1	2	2
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	1
XSPEDIUS COMMUNICATIONS	0	1	1	1
TOTALS**	53	30	83	83

**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 - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	1
ADMA TELECOM, INC.	0	1	1	1
AMERICATEL CORPORATION	0	2	2	2
AT&T	10	22	32	32
BELLSOUTH LONG DISTANCE, INC.	1	4	5	5
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1	2	2
BROADWING COMMUNICATIONS, LLC	1	0	1	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	1
BUZZ TELECOM CORPORATION	2	0	2	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1
CLEARTEL COMMUNICATIONS	1	0	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	3	3	3
COMMUNICATIONS NETWORK BILLING, INC.	1	0	1	1
CORRECTIONAL BILLING SERVICES	2	3	5	5
DELTACOM, INC.	3	1	4	4
EMBARQ COMMUNICATIONS, INC.	2	1	3	3
ENHANCED SERVICES BILLING, INC.	0	3	3	3
FDN COMMUNICATIONS	0	1	1	1
HORIZON TELECOM, INC.	4	8	12	12
IDT AMERICA CORP. D/B/A DSA TELECOM	1	0	1	1
ILD TELESERVICES	3	17	20	20
MAIN STREET TELEPHONE COMPANY	0	1	1	1
NATIONAL TEL	0	1	1	1
NETWORK SERVICE BILLING, INC.	1	0	1	1
OPERATOR ASSISTANCE NETWORK	0	2	2	2
OUTSIDE CONNECTION, INC.	0	1	1	1
PT-1 COMMUNICATIONS	1	0	1	1
QWEST COMMUNICATIONS CORPORATION	2	1	3	3
SILV COMMUNICATION INC.	2	0	2	2
SPRINT	6	8	14	14
STARTEC GLOBAL OPERATING COMPANY	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	8	10	18	18
T-NETIX, INC.	1	0	1	1
TELECOM*USA OR TELECONNECT	0	1	1	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	1

Long Distance Telephone Companies

Complaint Activity - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
VERIZON BUSINESS SERVICES	5	5	10	10
WINDSTREAM COMMUNICATIONS, INC.	0	1	1	1
WINSTAR COMMUNICATIONS, LLC	1	0	1	1
WL SOLUTIONS, INC.	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	2	0	2	2
ZERO PLUS DIALING	0	3	3	3
ZERO PLUS DIALING, INC.	0	3	3	3
TOTALS**	65	106	171	171

**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 - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ATN, INC.	0	1	1	1
TOTALS**	0	1	1	1

**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 - January 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALOHA UTILITIES, INC.	2	0	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	2	3	5	5
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
BONITA SPRINGS UTILITIES	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1
HUDSON UTILITIES, INC.	2	0	2	2
LINDRICK SERVICE CORPORATION	0	2	2	2
SANLANDO UTILITIES CORPORATION	0	1	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1
WATER & SEWER SERVICES OF BROWARD, INC.	1	0	1	1
WATER MANAGEMENT SERVICES, INC.	0	1	1	1
TOTALS**	14	10	24	24

**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 - January 2007

	Month	Year-To-Date
BELLSOUTH TELECOMMUNICATIONS, INC.	1	1
ENHANCED SERVICES BILLING, INC.	4	4
ILD TELESERVICES	11	11
ZERO PLUS DIALING	2	2
TOTALS*	18	18

**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 - January 2007

	Month	Year-To-Date
BELLSOUTH TELECOMMUNICATIONS, INC.	4	4
BROADWING COMMUNICATIONS, LLC	1	1
EMBARQ COMMUNICATIONS, INC.	1	1
EXCEL TELECOMMUNICATIONS	1	1
INSTATONE	1	1
NETWORK SERVICE BILLING, INC.	1	1
SILV COMMUNICATION INC.	2	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	1	1
VERIZON FLORIDA INC.	1	1
WL SOLUTIONS, INC.	1	1
TOTALS*	15	15

**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 - January 2007

	Month	Year-To-Date
AT&T	4	4
AT&T LONG DISTANCE SERVICE	1	1
BROADWING COMMUNICATIONS, LLC	1	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	1
BUZZ TELECOM CORPORATION	2	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
COMMUNICATIONS NETWORK BILLING, INC.	1	1
DELTACOM, INC.	1	1
HORIZON TELECOM, INC.	4	4
ILD TELESERVICES	3	3
QWEST COMMUNICATIONS CORPORATION	2	2
SPRINT	6	6
VERIZON BUSINESS SERVICES	3	3
TOTALS*	30	30

**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.