



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT January 2008

Data Compiled on 02/07/2008

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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 2008

Complaints Received & Entered into CATS		1,467
Electric	98	
Gas	17	
Competitive Local Exchange Telephone	84	
Local Exchange Telephone	215	
Long Distance Telephone	77	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	20	
Non-certificated Company Complaints Logged		2
Electric	0	
Gas	0	
Telecommunications	2	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		814
Electric	576	
Gas	0	
Telecommunications	238	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		55
Electric	28	
Gas	1	
Telecommunications	26	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		84
Electric	71	
Gas	0	
Telecommunications	13	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,741
Total New Cases Received & Entered into CATS		3,208

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,132	1,498	2,630
Mail	75	38	113
Internet	246	196	442
Fax	14	9	23
Totals	1,467	1,741	3,208

Cases by Industry

January 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	98	7 %	259	15 %
Natural Gas	17	1 %	23	1 %
Telecommunications	377	25 %	520	30 %
Competitive Local Exchange Telephone	84	6 %		
Local Exchange Telephone	215	15 %		
Long Distance Telephone	77	5 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	20	1 %	77	4 %
Non-certificated Company Cases logged**	2	0 %	862	50 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	814	55 %		
E-Transfers	55	4 %		
Cases Received & Closed by 3 Day Rule	84	6 %		
Total	1,467	100 %	1,741	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 2008



Note: County name not available for 56 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - January 2008

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA POWER & LIGHT COMPANY	22	37	59	59
FLORIDA PUBLIC UTILITIES COMPANY	1	8	9	9
GULF POWER COMPANY	0	1	1	1
PROGRESS ENERGY FLORIDA, INC.	8	13	21	21
TAMPA ELECTRIC COMPANY	5	3	8	8
TOTALS**	36	62	98	98

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	4	7	7
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	1
PEOPLES GAS SYSTEM	3	6	9	9
TOTALS**	7	10	17	17

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	53	79	132	132
EMBARQ FLORIDA, INC.	13	16	29	29
NEFCOM	1	0	1	1
VERIZON FLORIDA LLC	17	33	50	50
WINDSTREAM FLORIDA, INC.	2	1	3	3
TOTALS**	86	129	215	215

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ANGLES COMMUNICATION SOLUTIONS	0	1	1	1
ASTRO TEL, INC.	1	0	1	1
AT&T	3	3	6	6
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	5	2	7	7
CLEARTEL COMMUNICATIONS	2	1	3	3
CLEARTEL TELECOMMUNICATIONS, INC.	1	2	3	3
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	4
COX COMMUNICATIONS	0	2	2	2
DELTACOM, INC.	1	2	3	3
DSL	6	1	7	7
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	1
EXCEL TELECOMMUNICATIONS, INC.	0	1	1	1
FDN COMMUNICATIONS	2	6	8	8
FLORIDA TELEPHONE SERVICES, LLC	4	0	4	4
IDT AMERICA, CORP.	0	2	2	2
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	1	1	1
NUVOX COMMUNICATIONS, INC.	2	0	2	2
PAETEC BUSINESS SERVICES	0	1	1	1
PAETEC COMMUNICATIONS, INC.	1	1	2	2
PRIMECAST	1	0	1	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	1
SOUTHEASTERN SERVICES, INC.	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	6	10	10
TALLAHASSEE TELEPHONE EXCHANGE, INC.	2	2	4	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	2	2	2
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	1
XO COMMUNICATIONS SERVICES, INC.	1	2	3	3
TOTALS**	43	41	84	84

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	1
ADMA TELECOM, INC.	1	0	1	1
AMERICATEL CORPORATION	0	1	1	1
ANDIAMO TELECOM, L.L.C.	0	1	1	1
AT&T	0	8	8	8
AT&T LONG DISTANCE SERVICE	3	2	5	5
CLEARTEL TELECOMMUNICATIONS, INC.	0	1	1	1
COMMUNICATIONS NETWORK BILLING, INC.	1	0	1	1
CORRECTIONAL BILLING SERVICES	3	1	4	4
CVT PREPAID SOLUTIONS, INC.	1	0	1	1
DELTACOM, INC.	0	2	2	2
DPC	1	0	1	1
EMBARQ COMMUNICATIONS, INC.	1	0	1	1
ENHANCED SERVICES BILLING, INC.	0	1	1	1
FIRST COMMUNICATIONS, LLC	0	1	1	1
GLOBAL TEL*LINK CORPORATION	2	2	4	4
GRANITE TELECOMMUNICATIONS, LLC	1	0	1	1
HORIZON TELECOM, INC.	0	1	1	1
ILD TELESERVICES	0	5	5	5
INTEGRETEL, INC.	0	3	3	3
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
MCI NETWORK SERVICES, INC.	0	1	1	1
NET ONE INTERNATIONAL, INC.	1	0	1	1
NUVOX COMMUNICATIONS, INC.	1	1	2	2
ONELINK COMMUNICATIONS, INC.	1	0	1	1
OPERATOR ASSISTANCE NETWORK	1	3	4	4
REDUCED RATE LONG DISTANCE LLC	1	0	1	1
SILV COMMUNICATION INC.	1	0	1	1
SPRINT	0	3	3	3
STARTEC GLOBAL OPERATING COMPANY	2	0	2	2
STS TELECOM, LLC	1	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
TELECOM*USA OR TELECONNECT	0	1	1	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	1
TTE	0	2	2	2

Long Distance Telephone Companies

Complaint Activity - January 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
UTLC LLC	0	1	1	1
VARTEC SOLUTIONS	0	1	1	1
VERIZON BUSINESS SERVICES	0	3	3	3
WILTEL COMMUNICATION, LLC	1	0	1	1
WINDSTREAM COMMUNICATIONS, INC.	0	1	1	1
ZERO PLUS DIALING	0	3	3	3
TOTALS**	26	51	77	77

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL, INC.	1	0	1	1
TOTALS**	1	0	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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	1	1	2	2
ALOHA UTILITIES, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
BLUE HERON GOLF & COUNTRY CLUB	1	0	1	1
FOUR POINTS UTILITY CORPORATION	0	1	1	1
HOLIDAY GARDENS UTILITIES, INC.	0	1	1	1
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	1
LAKE UTILITY SERVICES, INC.	4	0	4	4
LINDRICK SERVICE CORPORATION	0	1	1	1
O&S WATER COMPANY, INC.	0	1	1	1
SANLANDO UTILITIES CORPORATION	1	0	1	1
WEDGEFIELD UTILITIES, INC.	0	2	2	2
TOTALS**	9	11	20	20

**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 2008

	Month	Year-To-Date
ENHANCED SERVICES BILLING, INC.	2	2
ILD TELESERVICES	6	6
VERIZON FLORIDA LLC	2	2
TOTALS*	10	10

**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 2008

	Month	Year-To-Date
AT&T FLORIDA	2	2
FLORIDA TELEPHONE SERVICES, LLC	2	2
QWEST COMMUNICATIONS CORPORATION	1	1
SILV COMMUNICATION INC.	1	1
STARTEC GLOBAL OPERATING COMPANY	1	1
TOTALS*	7	7

**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 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	1	1
AT&T LONG DISTANCE SERVICE	2	2
COMMUNICATIONS NETWORK BILLING, INC.	1	1
GRANITE TELECOMMUNICATIONS, LLC	1	1
NET ONE INTERNATIONAL, INC.	1	1
ONELINK COMMUNICATIONS, INC.	1	1
OPERATOR ASSISTANCE NETWORK	1	1
REDUCED RATE LONG DISTANCE LLC	1	1
WILTEL COMMUNICATION, LLC	1	1
TOTALS*	10	10

**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.