



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT February 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 February 2007

Complaints Received & Entered into CATS		1,278
Electric	70	
Gas	17	
Competitive Local Exchange Telephone	70	
Local Exchange Telephone	171	
Long Distance Telephone	129	
Pay Telephone	2	
Shared Tenant	0	
Water & Wastewater	25	
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		674
Electric	387	
Gas	0	
Telecommunications	287	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		55
Electric	22	
Gas	1	
Telecommunications	32	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		64
Electric	57	
Gas	0	
Telecommunications	7	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,206
Total New Cases Received & Entered into CATS		2,484

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	957	1,003	1,960
Mail	61	54	115
Internet	239	140	379
Fax	21	9	30
Totals	1,278	1,206	2,484

Cases by Industry

February 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	70	5 %	179	15 %
Natural Gas	17	1 %	16	1 %
Telecommunications	372	29 %	371	31 %
Competitive Local Exchange Telephone	70	5 %		
Local Exchange Telephone	171	13 %		
Long Distance Telephone	129	10 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	25	2 %	93	8 %
Non-certificated Company Cases logged**	1	0 %	547	45 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	674	53 %		
E-Transfers	55	4 %		
Cases Received & Closed by 3 Day Rule	64	5 %		
Total	1,278	100 %	1,206	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

February 2007



Note: County name not available for 75 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	12	16	28	70
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	6
GULF POWER COMPANY	1	0	1	1
PROGRESS ENERGY FLORIDA, INC.	15	15	30	49
TAMPA ELECTRIC COMPANY	4	4	8	16
TOTALS**	33	37	70	142

**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 - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	6	10	17
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	8
PEOPLES GAS SYSTEM	2	2	4	11
TOTALS**	7	10	17	36

**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 - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	44	58	102	217
EMBARQ FLORIDA, INC.	25	19	44	87
GT COM	2	1	3	4
TDS TELECOM/QUINCY TELEPHONE	0	1	1	1
VERIZON FLORIDA LLC.	10	7	17	47
WINDSTREAM FLORIDA, INC.	3	1	4	7
TOTALS**	84	87	171	363

**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 - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	1	0	1	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1
ANEW BROADBAND, INC.	1	0	1	1
AT&T	1	1	2	7
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	4	0	4	4
BROADSTAR, LLC	0	0	0	1
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	1	0	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CLEARTEL COMMUNICATIONS	2	0	2	7
CLEARTEL TELECOMMUNICATIONS, INC.	4	0	4	6
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	7	2	9	16
DELTACOM, INC.	2	0	2	3
DSL	0	0	0	1
EAGLE TELECOMMUNICATIONS, INC.	0	1	1	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
FDN COMMUNICATIONS	2	0	2	10
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	3
GLOBAL TELECOM GROUP	1	0	1	2
HOTWIRE COMMUNICATIONS, LTD.	1	0	1	1
IDT	1	0	1	3
INSTATONE	5	0	5	7
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NEXUS COMMUNICATIONS TSI, INC.	1	0	1	1
OPTICAL TELECOMMUNICATIONS, INC.	5	0	5	6
PAETEC COMMUNICATIONS, INC.	1	0	1	1
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM, LLC	1	0	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	8	9	17	41
TRINSIC COMMUNICATIONS, INC.	2	0	2	3

Competitive Local Exchange Telephone Companies

Complaint Activity - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
US LEC OF FLORIDA INC.	1	0	1	2
USTEL	0	0	0	1
VARTEC TELECOM	0	0	0	2
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	2
VILAIRE COMMUNICATIONS, INC.	0	1	1	1
XO COMMUNICATIONS SERVICES, INC.	1	0	1	1
XSPEDIUS COMMUNICATIONS	0	0	0	1
TOTALS**	56	14	70	151

**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 - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	2
ACCOUSTIX	1	0	1	1
ADMA TELECOM, INC.	1	0	1	2
AMERICATEL CORPORATION	2	4	6	8
AT&T	5	20	25	57
AT&T LONG DISTANCE SERVICE	0	3	3	8
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2	3	5
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	2
BUZZ TELECOM CORPORATION	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	4	2	6	9
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	7
DELTACOM, INC.	0	0	0	4
EMBARQ COMMUNICATIONS, INC.	0	1	1	4
ENHANCED SERVICES BILLING, INC.	0	2	2	5
FDN COMMUNICATIONS	1	0	1	2
GABRIEL WIRELESS, L.L.C.	1	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1
HORIZON TELECOM, INC.	3	3	6	18
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1	1	2
IDT CORPORATION	1	0	1	1
ILD TELESERVICES	1	12	13	33
MAIN STREET TELEPHONE COMPANY	0	0	0	1
MCI NETWORK SERVICES, INC.	0	1	1	1
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	0	1	1	1
NETWORK SERVICE BILLING, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	1	1	2	4
OUTSIDE CONNECTION, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	2	0	2	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	1
PT-1 COMMUNICATIONS	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
QWEST COMMUNICATIONS CORPORATION	1	1	2	5
SILV COMMUNICATION INC.	0	1	1	3
SPRINT	3	6	9	23
STARTEC GLOBAL OPERATING COMPANY	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	5	11	16	34
T-NETIX, INC.	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	1	1	1
TELEUNO, INC.	1	0	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	1
TOTAL CALL INTERNATIONAL, INC.	0	1	1	1
TTI NATIONAL, INC.	1	0	1	1
VALUE-ADDED COMMUNICATIONS, INC.	1	0	1	1
VARTEC SOLUTIONS	1	0	1	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	1
VERIZON BUSINESS SERVICES	1	3	4	14
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
WL SOLUTIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1	2	4
ZERO PLUS DIALING	1	2	3	6
ZERO PLUS DIALING, INC.	0	1	1	4
ZONE TELECOM, INC.	1	0	1	1
TOTALS**	44	85	129	300

**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 - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AGENT ALLIANCE CORPORATION	1	0	1	1
ATN, INC.	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	1
TOTALS**	2	0	2	3

**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 - February 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	3	0	3	3
ALOHA UTILITIES, INC.	1	0	1	3
AQUA UTILITIES FLORIDA, INC.	0	6	6	7
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
BONITA SPRINGS UTILITIES	0	0	0	1
C. S. WATER COMPANY, INC.	0	1	1	1
COUNTY-WIDE UTILITY CO., INC.	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	2	0	2	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	2	2	2
HUDSON UTILITIES, INC.	1	1	2	4
LINDRICK SERVICE CORPORATION	0	2	2	4
S & L UTILITIES, INC.	1	0	1	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	1	1	1
WATER MANAGEMENT SERVICES, INC.	0	1	1	2
TOTALS**	8	17	25	49

**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 - February 2007

	Month	Year-To-Date
AT&T SOUTHEAST	2	3
ENHANCED SERVICES BILLING, INC.	1	5
ILD TELESERVICES	10	21
ZERO PLUS DIALING	0	2
ZERO PLUS DIALING, INC.	1	1
TOTALS*	14	32

**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 - February 2007

	Month	Year-To-Date
ACCOUSTIX	1	1
ANEW BROADBAND, INC.	1	1
AT&T FLORIDA	3	7
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	1	1
EMBARQ COMMUNICATIONS, INC.	0	1
INSTATONE	0	1
NETWORK SERVICE BILLING, INC.	0	1
SILV COMMUNICATION INC.	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
VERIZON FLORIDA INC.	0	1
WL SOLUTIONS, INC.	0	1
TOTALS*	6	20

**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 - February 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	2	2
AT&T	3	7
AT&T LONG DISTANCE SERVICE	0	1
BROADWING COMMUNICATIONS, LLC	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	2
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	2	2
COMMUNICATIONS NETWORK BILLING, INC.	0	1
DELTACOM, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1
HORIZON TELECOM, INC.	3	9
ILD TELESERVICES	1	4
OPERATOR ASSISTANCE NETWORK	1	1
QWEST COMMUNICATIONS CORPORATION	1	3
SPRINT	2	8
TELEUNO, INC.	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	1	1
VERIZON BUSINESS SERVICES	1	3
ZERO PLUS DIALING	1	1
TOTALS*	21	52

**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.