



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT February 2008

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	9
Pay Telephone Companies - Complaint Activity	11
Water and Wastewater Companies - Complaint Activity	12
Cramming - Unauthorized Additional Local Telephone Service Charges	13
Local Slamming - Unauthorized Local Telephone Carrier Change	14
Long Distance Slamming - Unauthorized Long Distance Carrier Change	15
Definitions	16

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 2008

Complaints Received & Entered into CATS		1,279
Electric	71	
Gas	23	
Competitive Local Exchange Telephone	77	
Local Exchange Telephone	151	
Long Distance Telephone	87	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	24	
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)		746
Electric	470	
Gas	1	
Telecommunications	275	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		33
Electric	18	
Gas	0	
Telecommunications	15	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		62
Electric	52	
Gas	0	
Telecommunications	10	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,646
Total New Cases Received & Entered into CATS		2,925

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	995	1,396	2,391
Mail	61	48	109
Internet	210	190	400
Fax	13	12	25
Totals	1,279	1,646	2,925

Cases by Industry

February 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	71	6 %	323	20 %
Natural Gas	23	2 %	34	2 %
Telecommunications	318	24 %	490	30 %
Competitive Local Exchange Telephone	77	6 %		
Local Exchange Telephone	151	12 %		
Long Distance Telephone	87	7 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	24	2 %	99	6 %
Non-certificated Company Cases logged**	2	0 %	700	43 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	746	58 %		
E-Transfers	33	3 %		
Cases Received & Closed by 3 Day Rule	62	5 %		
Total	1,279	100 %	1,646	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 2008



Note: County name not available for 34 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - February 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	14	23	37	92
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	9
GULF POWER COMPANY	0	0	0	1
PROGRESS ENERGY FLORIDA, INC.	11	15	26	47
TAMPA ELECTRIC COMPANY	3	5	8	16
TOTALS**	28	43	71	165

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	7	8	15
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	2	2	2
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	3
PEOPLES GAS SYSTEM	4	6	10	19
ST. JOE NATURAL GAS COMPANY, INC.	1	0	1	1
TOTALS**	6	17	23	40

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	48	47	95	227
EMBARQ FLORIDA, INC.	10	9	19	48
FAIRPOINT COMMUNICATIONS	1	0	1	1
NEFCOM	1	0	1	2
VERIZON FLORIDA LLC	14	20	34	83
WINDSTREAM FLORIDA, INC.	1	0	1	4
TOTALS**	75	76	151	365

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	0	1	1	1
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
ASTRO TEL, INC.	0	0	0	1
AT&T	1	2	3	9
AT&T FLORIDA	1	1	2	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	0	3	10
BUDGET PHONE	1	0	1	1
CLEARTEL COMMUNICATIONS	0	0	0	3
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	4
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	1	0	1	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	1	5	9
COX COMMUNICATIONS	0	0	0	2
DELTACOM, INC.	3	5	8	11
DSL	2	0	2	9
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
FDN COMMUNICATIONS	0	0	0	2
FLATEL, INC.	1	0	1	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	4
FREEDOM COMMUNICATIONS USA LLC	2	1	3	3
IDT AMERICA, CORP.	0	1	1	3
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1
MCC TELEPHONY OF FLORIDA, INC.	0	1	1	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	1
NETWORK TELEPHONE CORPORATION	1	0	1	1
NEW EDGE NETWORKS	0	1	1	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	6	5	11	18
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	2	0	2	4
PREMIER TELECOM-VOIP, INCORPORATED	1	0	1	1
PRIMECAST	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SOUTHEASTERN SERVICES, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - February 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
STS TELECOM	1	0	1	1
STS TELECOM, LLC	2	0	2	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	9	13	23
TALK AMERICA INC.	0	1	1	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	3	0	3	7
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	1	1	2	4
USTEL	1	0	1	1
VERIZON AVENUE	0	1	1	1
VERIZON SELECT SERVICES INC.	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	0	1	1	4
TOTALS**	43	34	77	160

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1
ACCESS ONE COMMUNICATIONS, INC.	0	1	1	1
ADMA TELECOM, INC.	0	0	0	1
AMERICATEL CORPORATION	1	1	2	3
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ASTROCOM CORPORATION	1	0	1	1
AT&T	6	9	15	23
AT&T LONG DISTANCE SERVICE	1	6	7	12
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	2
BROADWING COMMUNICATIONS, LLC	1	0	1	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	5
COVISTA, INC.	1	0	1	1
CTC TRADING LLC	0	1	1	1
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	2
DPC	0	0	0	1
ECG	1	0	1	1
EMBARQ COMMUNICATIONS, INC.	0	1	1	2
ENHANCED SERVICES BILLING, INC.	0	2	2	3
EXCEL TELECOMMUNICATIONS	1	0	1	1
FIRST COMMUNICATIONS, LLC	1	0	1	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1	1	1
GLOBAL TEL *LINK CORPORATION	1	2	3	7
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GTC TELECOM CORP.	0	1	1	1
HORIZON TELECOM, INC.	0	0	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	3	1	4	4
ILD TELESERVICES	0	3	3	8
INTEGRETEL, INC.	0	4	4	7
INTELECALL COMMUNICATIONS, INC.	1	0	1	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
MCI NETWORK SERVICES, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - February 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NET ONE INTERNATIONAL, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	1	1	2
OPERATOR ASSISTANCE NETWORK	2	6	8	12
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	1
SILV COMMUNICATION INC.	1	1	2	3
SPRINT	5	2	7	10
STARTEC GLOBAL OPERATING COMPANY	0	0	0	2
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	2
TALK AMERICA INC.	0	1	1	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	1
TTE	0	0	0	2
TTI NATIONAL, INC.	0	1	1	1
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	1
VARTEC SOLUTIONS	0	0	0	1
VERIZON BUSINESS SERVICES	2	2	4	7
VERIZON SELECT SERVICES INC.	0	1	1	1
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
ZERO PLUS DIALING	0	1	1	4
ZERO PLUS DIALING, INC.	0	1	1	1
TOTALS**	35	52	87	163

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL, INC.	0	0	0	1
GLOBAL TEL *LINK CORPORATION	1	0	1	1
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	1
TRL ENTERPRISES	0	1	1	1
TOTALS**	2	1	3	4

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	2
ALOHA UTILITIES, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	2	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	2	2	3
AQUA UTILITIES FLORIDA, INC.	2	3	5	5
AQUA UTILITIES FLORIDA, INC.	1	3	4	5
AQUA UTILITIES FLORIDA, INC.	0	2	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BLUE HERON GOLF & COUNTRY CLUB	0	0	0	1
BOCILLA UTILITIES, INC.	0	1	1	1
FOUR POINTS UTILITY CORPORATION	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LANDMARK ENTERPRISES, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	1	0	1	2
MAD HATTER UTILITY, INC.	0	1	1	1
O&S WATER COMPANY, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	1	1	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
TOTALS**	5	19	24	44

**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 2008

	Month	Year-To-Date
AT&T FLORIDA	2	2
EMBARQ FLORIDA, INC.	1	1
ENHANCED SERVICES BILLING, INC.	1	3
ILD TELESERVICES	2	8
INTEGRETEL, INC.	3	3
OPERATOR ASSISTANCE NETWORK	1	1
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	3	3
TOTALS*	13	23

**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 2008

	Month	Year-To-Date
AT&T FLORIDA	4	7
FLORIDA TELEPHONE SERVICES, LLC	0	2
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	1	2
STARTEC GLOBAL OPERATING COMPANY	0	1
TOTALS*	5	13

**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 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
AMERICATEL CORPORATION	1	1
AT&T	4	4
AT&T LONG DISTANCE SERVICE	1	3
BROADWING COMMUNICATIONS, LLC	1	1
BUSINESS NETWORK LONG DISTANCE, INC.	1	1
COMMUNICATIONS NETWORK BILLING, INC.	0	1
COVISTA, INC.	1	1
ECG	1	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
HORIZON TELECOM, INC.	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	1	1
NET ONE INTERNATIONAL, INC.	0	1
ONELINK COMMUNICATIONS, INC.	0	1
OPERATOR ASSISTANCE NETWORK	2	3
POWERNET GLOBAL COMMUNICATIONS	1	1
REDUCED RATE LONG DISTANCE LLC	0	1
SPRINT	3	3
VERIZON BUSINESS SERVICES	1	1
WILTEL COMMUNICATION, LLC	0	1
TOTALS*	18	29

**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.