



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT March 2007

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	12
Water and Wastewater Companies - Complaint Activity	13
Cramming - Unauthorized Additional Local Telephone Service Charges	14
Local Slamming - Unauthorized Local Telephone Carrier Change	15
Long Distance Slamming - Unauthorized Long Distance Carrier Change	16
Definitions	17

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 March 2007

Complaints Received & Entered into CATS		1,325
Electric	76	
Gas	30	
Competitive Local Exchange Telephone	73	
Local Exchange Telephone	157	
Long Distance Telephone	122	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	28	
Non-certificated Company Complaints Logged		3
Electric	1	
Gas	0	
Telecommunications	2	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		725
Electric	391	
Gas	0	
Telecommunications	334	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		66
Electric	25	
Gas	0	
Telecommunications	41	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		42
Electric	38	
Gas	0	
Telecommunications	4	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,222
Total New Cases Received & Entered into CATS		2,547

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,019	1,028	2,047
Mail	45	51	96
Internet	244	132	376
Fax	17	11	28
Totals	1,325	1,222	2,547

Cases by Industry

March 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	76	6 %	153	13 %
Natural Gas	30	2 %	27	2 %
Telecommunications	355	26 %	472	39 %
Competitive Local Exchange Telephone	73	6 %		
Local Exchange Telephone	157	12 %		
Long Distance Telephone	122	9 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	28	2 %	113	9 %
Non-certificated Company Cases logged**	3	0 %	457	37 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	725	55 %		
E-Transfers	66	5 %		
Cases Received & Closed by 3 Day Rule	42	3 %		
Total	1,325	100 %	1,222	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

March 2007



Note: County name not available for 78 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	15	24	39	110
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	8
GULF POWER COMPANY	0	1	1	2
PROGRESS ENERGY FLORIDA, INC.	17	9	26	75
TAMPA ELECTRIC COMPANY	3	5	8	24
TOTALS**	35	41	76	219

**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 - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	10	13	23	40
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	10
PEOPLES GAS SYSTEM	3	1	4	15
SEBRING GAS SYSTEM, INC.	0	1	1	1
TOTALS**	14	16	30	66

**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 - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	29	53	82	298
EMBARQ FLORIDA, INC.	29	22	51	138
FAIRPOINT COMMUNICATIONS	0	0	0	4
TDS TELECOM/QUINCY TELEPHONE	1	1	2	3
VERIZON FLORIDA LLC.	14	7	21	67
WINDSTREAM FLORIDA, INC.	1	0	1	8
TOTALS**	74	83	157	518

**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 - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	2
ANEW BROADBAND, INC.	0	0	0	1
AT&T	0	2	2	9
ATLANTIC.NET BROADBAND, INC.	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	7	0	7	11
BROADSTAR, LLC	0	1	1	2
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CLEARTEL COMMUNICATIONS	1	3	4	11
CLEARTEL TELECOMMUNICATIONS, INC.	0	4	4	10
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	1	4	20
DELTACOM, INC.	0	1	1	4
DSLII	2	0	2	3
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	1
EXCEL TELECOMMUNICATIONS	0	1	1	2
FDN COMMUNICATIONS	4	2	6	16
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1
GLOBAL TELECOM GROUP	1	0	1	3
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT AMERICA, CORP.	0	1	1	4
INSTATONE	0	0	0	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.	0	0	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	2
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	1
OPTICAL TELECOMMUNICATIONS, INC.	2	0	2	8
PAETEC COMMUNICATIONS, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	1	1	1
STS TELECOM, LLC	0	0	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	5	19	24	65
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1
TALK AMERICA INC.	0	1	1	1
THE SUNSHINE STATE TOTAL COMMUNICATIONS	3	1	4	4
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	3
US LEC OF FLORIDA INC.	0	0	0	2
USTEL	1	0	1	2
VARTEC TELECOM	0	0	0	2
VILAIRE COMMUNICATIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	1
TOTALS**	33	40	73	224

**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 - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	1	1	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2
ADMA TELECOM, INC.	0	0	0	2
AFFINITY 4	0	1	1	1
AMERICATEL CORPORATION	1	0	1	9
ASIA TALK TELECOM, INC.	1	0	1	1
AT&T	7	9	16	73
AT&T LONG DISTANCE SERVICE	0	1	1	9
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	6
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	0	0	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.	2	0	2	11
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	2	3	10
COX COMMUNICATIONS	1	0	1	1
CUSTOM TELECONNECT, INC.	0	2	2	2
DELTACOM, INC.	2	1	3	7
EMBARQ COMMUNICATIONS, INC.	0	2	2	6
ENHANCED SERVICES BILLING, INC.	0	2	2	7
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	1
FDN COMMUNICATIONS	2	0	2	4
GABRIEL WIRELESS, L.L.C.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	2
GLOBAL TEL*LINK CORPORATION	0	2	2	2
HORIZON TELECOM, INC.	4	3	7	25
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	2
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	1	12	13	46
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	1

Long Distance Telephone Companies

Complaint Activity - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LOCUS TELECOMMUNICATIONS, INC.	1	0	1	1
MAIN STREET TELEPHONE COMPANY	0	0	0	1
MCI NETWORK SERVICES, INC.	0	1	1	2
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	1	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	4
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	2	0	2	2
POWERNET GLOBAL COMMUNICATIONS	0	0	0	2
PRIMO COMMUNICATIONS INC	0	1	1	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
PT-1 COMMUNICATIONS	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	1	1	2	7
SILV COMMUNICATION INC.	0	0	0	3
SPRINT	9	3	12	35
STARTEC GLOBAL OPERATING COMPANY	1	0	1	2
STS TELECOM, LLC	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	5	11	16	50
T-NETIX, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	1	0	1	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	1	1	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	1
TTI NATIONAL, INC.	0	0	0	1
VALUE-ADDED COMMUNICATIONS, INC.	1	0	1	2
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	2	2	3
VERIZON BUSINESS SERVICES	1	3	4	18
VERIZON LONG DISTANCE	1	0	1	1
VERIZON SELECT SERVICES INC.	1	0	1	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
WL SOLUTIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1	1	5
XSPEDIUS COMMUNICATIONS	0	1	1	1
ZERO PLUS DIALING	0	1	1	7
ZERO PLUS DIALING, INC.	0	3	3	7
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	50	72	122	421

**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 - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AGENT ALLIANCE CORPORATION	0	0	0	1
ATN, INC.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	1	0	1	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
FOCUS CONNECTION, INC.	0	1	1	1
GLOBAL TEL*LINK CORPORATION	1	0	1	1
TOTALS**	2	1	3	6

**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 - March 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	3
ALOHA UTILITIES, INC.	2	1	3	6
AQUA UTILITIES FLORIDA, INC.	4	4	8	15
AQUA UTILITIES FLORIDA, INC.	1	2	3	8
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	1	1	2	3
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
BONITA SPRINGS UTILITIES	0	0	0	1
C. S. WATER COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	1	1	2	2
FOUR POINTS UTILITY CORPORATION	0	0	0	2
HUDSON UTILITIES, INC.	0	0	0	4
INDIANTOWN COMPANY, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	2	0	2	6
NORTH PENINSULA UTILITIES CORPORATION	1	0	1	1
PARK WATER COMPANY	1	1	2	2
S & L UTILITIES, INC.	0	0	0	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	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	1	1	1
WINDSTREAM UTILITIES COMPANY	1	0	1	1
TOTALS**	14	14	28	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.*

Unauthorized Additional Telephone Service Charges

"Cramming"

Cases Resolved - March 2007

	Month	Year-To-Date
BELLSOUTH TELECOMMUNICATIONS, INC.	0	3
EMBARQ FLORIDA, INC.	1	1
ENHANCED SERVICES BILLING, INC.	3	8
ILD TELESERVICES	9	30
VERIZON BUSINESS SERVICES	1	1
ZERO PLUS DIALING	1	3
ZERO PLUS DIALING, INC.	0	1
TOTALS*	15	47

**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 - March 2007

	Month	Year-To-Date
ANEW BROADBAND, INC.	0	1
AT&T FLORIDA	2	9
ATLANTIC.NET BROADBAND, INC.	1	1
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
EMBARQ COMMUNICATIONS, INC.	0	1
INSTATONE	0	1
NETWORK SERVICE BILLING, INC.	0	1
SILV COMMUNICATION INC.	0	3
STARTEC GLOBAL OPERATING COMPANY	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
VERIZON FLORIDA LLC.	0	1
WL SOLUTIONS, INC.	0	1
TOTALS*	5	25

**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 - March 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	1	3
ASIA TALK TELECOM, INC.	1	1
AT&T	1	7
AT&T LONG DISTANCE SERVICE	0	1
BROADWING COMMUNICATIONS, LLC	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	2
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	1
CORRECTIONAL BILLING SERVICES	1	1
DELTACOM, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	2
HORIZON TELECOM, INC.	4	13
ILD TELESERVICES	1	5
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
PAETEC COMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS CORPORATION	1	3
SPRINT	6	14
TELE CIRCUIT NETWORK CORPORATION	1	1
TELEUNO, INC.	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
VERIZON BUSINESS SERVICES	0	3
VERIZON LONG DISTANCE	1	1
ZERO PLUS DIALING	0	1
TOTALS*	21	70

**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.