



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT March 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	12
Water and Wastewater Companies - Complaint Activity	13
Cramming - Unauthorized Additional Local Telephone Service Charges	15
Local Slamming - Unauthorized Local Telephone Carrier Change	16
Long Distance Slamming - Unauthorized Long Distance Carrier Change	17
Definitions	18

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 2008

Complaints Received & Entered into CATS		1,341
Electric	78	
Gas	21	
Competitive Local Exchange Telephone	69	
Local Exchange Telephone	175	
Long Distance Telephone	86	
Pay Telephone	0	
Shared Tenant	1	
Water & Wastewater	32	
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)		748
Electric	494	
Gas	0	
Telecommunications	254	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		48
Electric	23	
Gas	0	
Telecommunications	25	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		83
Electric	58	
Gas	0	
Telecommunications	25	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,639
Total New Cases Received & Entered into CATS		2,980

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,022	1,412	2,434
Mail	63	44	107
Internet	237	172	409
Fax	19	11	30
Totals	1,341	1,639	2,980

Cases by Industry

March 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	78	6 %	371	23 %
Natural Gas	21	2 %	19	1 %
Telecommunications	331	24 %	564	34 %
Competitive Local Exchange Telephone	69	5 %		
Local Exchange Telephone	175	13 %		
Long Distance Telephone	86	6 %		
Pay Telephone	0	0 %		
Shared Tenant	1	0 %		
Water & Wastewater	32	2 %	91	6 %
Non-certificated Company Cases logged**	0	0 %	594	36 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	748	56 %		
E-Transfers	48	4 %		
Cases Received & Closed by 3 Day Rule	83	6 %		
Total	1,341	100 %	1,639	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 2008



Note: County name not available for 50 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - March 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	8	30	38	129
FLORIDA PUBLIC UTILITIES COMPANY	1	4	5	14
GULF POWER COMPANY	0	1	1	2
PROGRESS ENERGY FLORIDA, INC.	13	15	28	75
TAMPA ELECTRIC COMPANY	1	5	6	22
TOTALS**	23	55	78	242

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	6	9	24
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	3
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	6
PEOPLES GAS SYSTEM	4	4	8	27
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	8	13	21	61

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	46	67	113	341
EMBARQ FLORIDA, INC.	8	7	15	63
FAIRPOINT COMMUNICATIONS	1	0	1	2
NEFCOM	0	0	0	2
VERIZON FLORIDA LLC	26	18	44	128
WINDSTREAM FLORIDA, INC.	1	1	2	6
TOTALS**	82	93	175	542

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	1	1	2	3
ACN COMMUNICATION SERVICES, INC.	0	1	1	1
AMERICAN DIAL TONE	0	1	1	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
ASTRO TEL, INC.	0	0	0	1
AT&T	1	1	2	11
AT&T FLORIDA	0	1	1	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	1	3	13
BUDGET PHONE	0	1	1	2
CLEARTEL COMMUNICATIONS	0	1	1	4
CLEARTEL TELECOMMUNICATIONS, INC.	0	1	1	5
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	0	3	12
COX COMMUNICATIONS	1	0	1	3
DELTACOM, INC.	0	4	4	15
DSL	0	0	0	9
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	2	2	2
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
EXPRESS PHONE SERVICE	1	1	2	2
FDN COMMUNICATIONS	2	0	2	4
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	5
FREEDOM COMMUNICATIONS USA LLC	1	1	2	5
IDT AMERICA, CORP.	0	0	0	3
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	2
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEW EDGE NETWORKS	0	0	0	1
NEXUS COMMUNICATIONS TSI, INC.	1	0	1	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	2	0	2	3
NORTH DADE TELECOM	1	0	1	1
NUVOX COMMUNICATIONS, INC.	4	2	6	24
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	1	2	6

Competitive Local Exchange Telephone Companies

Complaint Activity - March 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SH SERVICES LLC	2	0	2	2
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	0	1	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	7	13	37
SWIFTEL, LLC	1	0	1	1
TALK AMERICA INC.	0	0	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	7
THE OTHER PHONE COMPANY, INC.	0	1	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	2
TIME WARNER TELECOM OF FLORIDA, L.P.	2	0	2	6
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
USTEL	0	0	0	1
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	2
VERIZON AVENUE	0	0	0	1
VERIZON FLORIDA LLC	1	0	1	1
VERIZON SELECT SERVICES INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	2	0	2	6
TOTALS**	38	31	69	229

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	2
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACCESSLINE COMMUNICATIONS CORPORATION	1	0	1	1
ADMA TELECOM, INC.	0	0	0	1
AMERICA NET, LLC	3	0	3	3
AMERICATEL CORPORATION	0	2	2	5
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ASTROCOM CORPORATION	0	0	0	1
AT&T	0	5	5	27
AT&T LONG DISTANCE SERVICE	2	4	6	18
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	2
BROADWING COMMUNICATIONS, LLC	1	0	1	2
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	2
CCD COMMUNICATIONS, INC.	1	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	2
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	5	2	7	12
COVISTA, INC.	0	0	0	1
CTC TRADING LLC	0	0	0	1
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	2
DPC	0	0	0	1
DPE	2	0	2	2
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	2
ENHANCED SERVICES BILLING, INC.	0	2	2	5
EXCEL TELECOMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	8
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GTC TELECOM CORP.	0	0	0	1
HELLO TELECOM	1	0	1	1
HORIZON TELECOM, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - March 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ICSOLUTIONS	1	0	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	4
ILD TELESERVICES	0	8	8	16
INTEGRETEL, INC.	1	1	2	9
INTELECALL COMMUNICATIONS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
LDMI TELECOMMUNICATIONS, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
MCI NETWORK SERVICES, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	1	0	1	1
NET ONE INTERNATIONAL, INC.	0	0	0	1
NEW CENTURY TELECOM, INC.	0	1	1	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	2
OPERATOR ASSISTANCE NETWORK	0	2	2	14
ORBITEL	1	0	1	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	1
REDUCED RATE LONG DISTANCE LLC	1	0	1	2
SILV COMMUNICATION INC.	2	0	2	5
SPRINT	0	4	4	14
STARTEC GLOBAL OPERATING COMPANY	0	0	0	2
STI PREPAID, LLC	0	1	1	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
TALK AMERICA INC.	0	3	3	4
TELECOM COLOMBIA USA, INC.	1	0	1	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	2
TRANSWORLD NETWORK, CORP.	0	1	1	1
TTE	0	0	0	2
TTI NATIONAL, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - March 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	2	3	3
VERIZON BUSINESS SERVICES	2	5	7	14
VERIZON SELECT SERVICES INC.	0	3	3	4
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1	2	2
ZERO PLUS DIALING	0	0	0	4
ZERO PLUS DIALING, INC.	0	0	0	1
TOTALS**	33	53	86	248

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COIN-TEL, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	1
LANDMARK COMMUNICATIONS TECHNOLOGIES	0	0	0	1
TRL ENTERPRISES	0	0	0	1
TOTALS**	0	0	0	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 - March 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	1	1	3
ALOHA UTILITIES, INC.	3	2	5	6
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	0	2	2	5
AQUA UTILITIES FLORIDA, INC.	0	3	3	8
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	1	2	3	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
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
BLUE HERON GOLF & COUNTRY CLUB	0	0	0	1
BOCILLA UTILITIES, INC.	0	1	1	2
CHC VII, LTD.	1	0	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	0	0	1
LINDRICK SERVICE CORPORATION	1	1	2	4
MAD HATTER UTILITY, INC.	0	0	0	1
MILES GRANT WATER AND SEWER COMPANY	0	1	1	1
NORTH FORT MYERS UTILITY, INC.	2	0	2	2
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	1	1	1
O&S WATER COMPANY, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
RAINBOW SPRINGS UTILITIES, L.C.	0	1	1	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
SUNRISE UTILITIES, LLC	0	2	2	2
TAMIAMI VILLAGE WATER COMPANY, INC.	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	1	1	1
WATER OAK UTILITY	0	1	1	1

Water & Wastewater Companies

Complaint Activity - March 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
WEDGEFIELD UTILITIES, INC.	0	0	0	2
TOTALS**	9	23	32	76

**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 2008

	Month	Year-To-Date
AT&T FLORIDA	0	2
EMBARQ FLORIDA, INC.	0	1
ENHANCED SERVICES BILLING, INC.	1	4
ILD TELESERVICES	1	9
INTEGRETEL, INC.	1	4
OPERATOR ASSISTANCE NETWORK	1	2
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	1	4
ZERO PLUS DIALING, INC.	1	1
TOTALS*	6	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.*

Unauthorized Telephone Service Charges

"Local Slamming"

Cases Resolved - March 2008

	Month	Year-To-Date
AMERICA NET, LLC	2	2
AT&T FLORIDA	2	9
FDN COMMUNICATIONS	1	1
FLORIDA TELEPHONE SERVICES, LLC	0	2
NUVOX COMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	2	4
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	1
SWIFTEL, LLC	1	1
TOTALS*	10	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

"Long Distance Slamming"

Cases Resolved - March 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
AMERICATEL CORPORATION	0	1
AT&T	0	4
AT&T LONG DISTANCE SERVICE	2	5
BROADWING COMMUNICATIONS, LLC	1	2
BUSINESS NETWORK LONG DISTANCE, INC.	1	2
COMMUNICATIONS NETWORK BILLING, INC.	0	1
COVISTA, INC.	0	1
ECG	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
HORIZON TELECOM, INC.	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
INTEGRETEL, INC.	1	1
NATIONAL ACCESS LONG DISTANCE, INC.	1	1
NET ONE INTERNATIONAL, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	3
ONELINK COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	0	1
QWEST COMMUNICATIONS CORPORATION	1	1
REDUCED RATE LONG DISTANCE LLC	1	2
SPRINT	0	3
VERIZON BUSINESS SERVICES	1	2
WILTEL COMMUNICATION, LLC	0	1
TOTALS*	9	38

**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.