

FLORIDA PUBLIC SERVICE COMMISSION



CONSUMER ACTIVITY REPORT May 2006

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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 - May 2006

Complaints Received & Entered into CATS		1,371
Electric	82	
Gas	24	
Competitive Local Exchange Telephone	89	
Local Exchange Telephone	251	
Long Distance Telephone	204	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	19	
Non-certificated Company Complaints Logged		3
Electric	0	
Gas	0	
Telecommunications	2	
Water/Wastewater	1	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		541
Electric	318	
Gas	1	
Telecommunications	222	
Water/Wastewater	0	
E-Transfers(E-mails sent to Utilities from the PSC Web site)		67
Electric	25	
Gas	0	
Telecommunications	42	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		87
Electric	73	
Gas	0	
Telecommunications	14	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,596
Total New Cases Received & Entered into CATS		2,967

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	932	1,395	2,327
Mail	74	53	127
Internet	324	137	461
Fax	41	11	52
Totals	1,371	1,596	2,967

Cases by Industry

May 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	82	6 %	192	12 %
Natural Gas	24	2 %	19	1 %
Telecommunications	548	39 %	523	33 %
Competitive Local Exchange Telephone	89	6 %		
Local Exchange Telephone	251	18 %		
Long Distance Telephone	204	15 %		
Pay Telephone	4	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	19	1 %	90	6 %
Non-certificated Company Cases logged**	3	0 %	772	48 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	541	39 %		
E-Transfers	67	5 %		
Cases Received & by 3 Day Rule	87	6 %		
Total	1,371	100 %	1,596	100 %

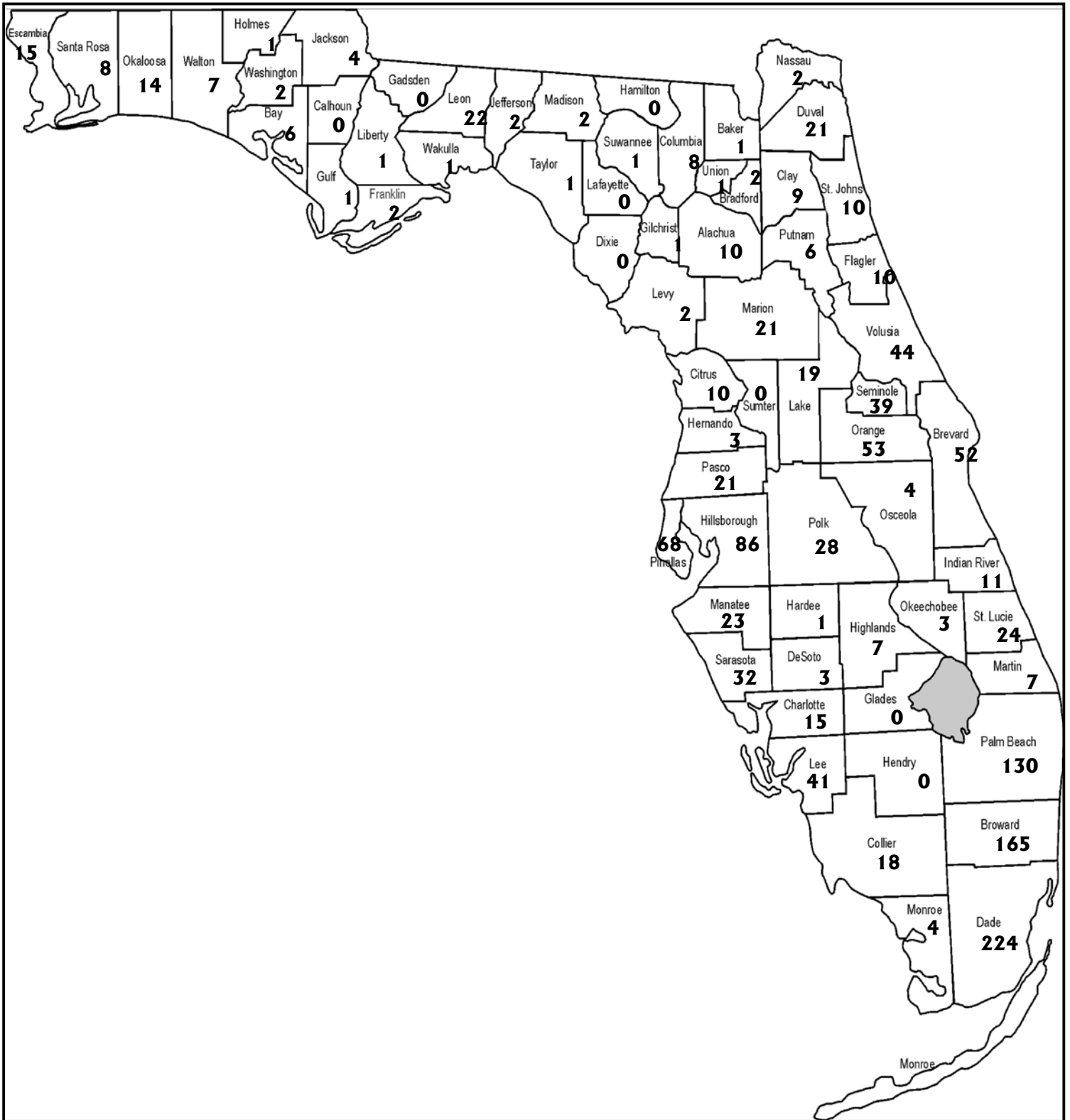
Information provided by Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

**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

May 2006



Note: County name not available for 42 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	21	19	40	263
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	4
GULF POWER COMPANY	1	1	2	6
PROGRESS ENERGY FLORIDA, INC.	14	16	30	246
TAMPA ELECTRIC COMPANY	6	3	9	44
TOTALS**	42	40	82	563

**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 - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	10	2	12	89
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	7
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	29
PEOPLES GAS SYSTEM	6	3	9	68
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	18	6	24	194

**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 - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	4	1	5	14
BELLSOUTH TELECOMMUNICATIONS, INC.	78	80	158	662
FRONTIER COMMUNICATIONS OF THE SOUTH, INC.	0	0	0	2
GT COM	3	0	3	9
SPRINT FLORIDA	25	32	57	232
VERIZON FLORIDA INC.	15	13	28	141
TOTALS**	125	126	251	1,060

**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 - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ALLTEL COMMUNICATIONS, INC.	0	0	0	2
AMERICAN DIAL TONE	2	0	2	3
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	1
ANEW BROADBAND, INC.	1	0	1	2
AT&T	4	1	5	33
AT&T LONG DISTANCE	0	0	0	1
AUGLINK COMMUNICATIONS, INC.	0	0	0	7
AZUL TEL, INC.	0	0	0	2
BIRCH	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	0	3	22
BROADSTAR, LLC	0	0	0	1
BROADWING COMMUNICATIONS, LLC	1	0	1	1
BUDGET PHONE, INC.	0	0	0	2
BULLSEYE TELECOM, INC.	0	0	0	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	4
CHOICE ONE TELECOM	0	0	0	1
CITYWIDE-TEL	0	0	0	1
CLEARTEL COMMUNICATIONS	1	0	1	7
CLEARTEL TELECOMMUNICATIONS, INC.	2	1	3	17
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	3	7	28
COVAD COMMUNICATIONS COMPANY	0	0	0	1
COX COMMUNICATIONS	0	0	0	3
DELAND ACTEL, INC.	2	0	2	3
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSLII	1	0	1	4
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	3
EXCEL TELECOMMUNICATIONS, INC.	1	2	3	4
FDN COMMUNICATIONS	7	1	8	36
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	7
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GLOBAL TELECOM GROUP	1	1	2	4

Competitive Local Exchange Telephone Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GTC COMMUNICATIONS, INC.	1	0	1	1
IDT	0	1	1	5
INSTATONE	3	0	3	8
ISN TELCOM	0	0	0	3
ITC^DELTACOM	0	0	0	10
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	3
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	24
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	1
NAVIGATOR TELECOMMUNICATIONS, LLC	1	0	1	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	1
PREMIER TELECOM, INC.	1	0	1	5
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
RIGHTLINK USA, INC.	0	0	0	1
SANTEL COMMUNICATIONS	1	0	1	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	0	1	3
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	0	1	3
SUN-TEL USA, INC.	1	0	1	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	16	11	27	260
TALK AMERICA INC.	0	0	0	2
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	1
TELCOVE OF FLORIDA, INC.	1	0	1	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	7
US LEC OF FLORIDA INC.	0	0	0	2
VARTEC TELECOM, INC.	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	6
VIZON TELECOM	1	0	1	2
XO COMMUNICATIONS SERVICES, INC.	1	2	3	9
XO COMMUNICATIONS SERVICES, INC.	1	0	1	3

Competitive Local Exchange Telephone Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
XSPEDIUS COMMUNICATIONS	0	0	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
TOTALS**	65	24	89	591

**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 - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	1	1	1
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	0	0	2
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	6
ADMA TELECOM, INC.	1	0	1	1
AMERICATEL CORPORATION	0	0	0	10
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	11	19	30	180
AUGLINK COMMUNICATIONS, INC.	0	0	0	4
BELLSOUTH LONG DISTANCE, INC.	4	3	7	32
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	7
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1
BUEHNER-FRY, INC.	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	6
CLEARTEL TELECOMMUNICATIONS, INC.	1	3	4	9
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	3
COMCAST BUSINESS COMMUNICATIONS, INC.	0	0	0	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	8	9	31
COVISTA, INC.	0	0	0	1
COX FLORIDA TELCOM, L.P.	1	0	1	1
DELTACOM, INC.	1	1	2	11
DIAL-AROUND TELECOM, INC.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	2
DOLLAR PHONE CORP.	0	0	0	2
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	2	2	6
ENHANCED SERVICES BILLING, INC.	0	14	14	38
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	3	3	10
FDN COMMUNICATIONS	4	1	5	10

Long Distance Telephone Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1	1	6
GLOBAL TEL *LINK CORPORATION	1	0	1	4
GLOBAL TOUCH TELECOM, INC.	0	0	0	1
GO SOLO TECHNOLOGIES, INC.	0	0	0	1
GT COM LONG DISTANCE	0	0	0	1
GTC TELECOM CORP.	0	1	1	2
HBS BILLING SERVICES COMPANY	1	0	1	4
HORIZON TELECOM, INC.	0	0	0	3
IDC TELECOMMUNICATIONS	0	0	0	2
IDS TELCOM LLC	1	0	1	2
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	5
ILD TELESERVICES	3	18	21	86
INTEGRETEL, INC.	1	5	6	15
INTELLICALL OPERATOR SERVICES, INC.	0	3	3	6
ISN TELCOM	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	2	2	3
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LONG DISTANCE CONSOLIDATED BILLING CO.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	0	0	0	3
MATRIX TELECOM	0	1	1	1
MCI NETWORK SERVICES, INC.	0	1	1	29
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	0	1	1	8
NET ONE INTERNATIONAL, INC.	0	0	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NOW COMMUNICATIONS, INC.	0	0	0	1
OCMC, INC.	0	2	2	11
OPERATOR ASSISTANCE NETWORK	0	7	7	21
PIONEER TELECOM, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	0	0	8
POWERNET GLOBAL COMMUNICATIONS	1	0	1	6
PREMIER TELECOM, INC.	1	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	6

Long Distance Telephone Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PROFESSIONAL TELESERVICES, INC.	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	1	1	1
QWEST COMMUNICATIONS CORPORATION	4	3	7	23
SILV COMMUNICATION INC.	0	0	0	4
SPIRIT TELECOMMUNICATIONS, INC.	0	0	0	3
SPRINT	1	9	10	52
STARTEC GLOBAL LICENSING COMPANY	0	0	0	4
STARTEC GLOBAL OPERATING COMPANY	0	0	0	1
STS TELECOM, LLC	1	0	1	2
SUPER-TEL.COM, INC.	0	0	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	8	8	16	68
T-NETIX, INC.	0	1	1	2
TALK AMERICA INC.	1	1	2	17
TCS COMMUNICATION SOLUTIONS, LLC	0	0	0	1
TELECOM*USA OR TELECONNECT	0	1	1	6
TELEGLOBE USA INC.	0	0	0	1
TELEUNO, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TOUCHTONE COMMUNICATIONS INC.	1	0	1	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	1	1	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	2
TVC TELECOM INCORPORATED	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1	1	2
US LEC OF FLORIDA INC.	0	1	1	2
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM, INC.	0	0	0	2
VERIZON AVENUE	0	0	0	1
VERIZON BUSINESS SERVICES	7	10	17	48
VERIZON LONG DISTANCE	0	1	1	3
VERIZON SELECT SERVICES INC.	0	1	1	6
VOIP ENTERPRISES INC.	0	0	0	1
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2

Long Distance Telephone Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
XO COMMUNICATIONS SERVICES, INC.	0	1	1	5
XSPEDIUS COMMUNICATIONS	0	0	0	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	2
ZERO PLUS DIALING	0	2	2	17
ZERO PLUS DIALING, INC.	0	3	3	10
ZONE TELECOM, INC.	0	1	1	1
TOTALS**	60	144	204	938

**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 - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AGENT ALLIANCE CORPORATION	0	0	0	1
AT&T	0	0	0	1
ATN, INC.	0	0	0	3
COIN-TEL, INC.	1	0	1	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	1	1	3
QUARTER PAYPHONES, INC.	0	0	0	1
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	2
SOUTHEAST PAYPHONES, INC.	1	0	1	1
TRINITY HOLDINGS LTD., INC.	0	0	0	2
TRL ENTERPRISES	1	0	1	1
TOTALS**	3	1	4	18

**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 - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	2	1	3	8
ALOHA UTILITIES, INC.	3	0	3	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
B & C WATER RESOURCES, L.L.C.	1	0	1	1
BREEZE HILL UTILITY	0	0	0	1
C. S. WATER COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1
CONTINENTAL UTILITY, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	2	2	3
HEATHER HILLS ESTATES	0	0	0	1
HUDSON UTILITIES, INC.	0	0	0	2
K W RESORT UTILITIES CORP.	0	0	0	2
KINCAID HILLS WATER COMPANY	0	0	0	1
L. P. UTILITIES CORPORATION	0	0	0	1
LAKE UTILITY COMPANY	1	0	1	11
LANDMARK ENTERPRISES, INC.	0	0	0	18
LINDRICK SERVICE CORPORATION	1	0	1	16
MARION UTILITIES, INC.	1	1	2	3
MOBILE MANOR WATER COMPANY, INC.	0	0	0	2
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	1	1	1
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	4
PINECREST RANCHES, INC.	0	0	0	5
PLANTATION BAY UTILITY CO.	0	0	0	4
SANLANDO UTILITIES CORPORATION	0	0	0	1
SOUTHLAKE UTILITIES, INC.	1	0	1	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	3
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1

Water & Wastewater Companies

Complaint Activity - May 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF LONGWOOD	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1
TOTALS**	10	9	19	127

**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 - May 2006

	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	4
DIALAROUND ENTERPRISES INC.	1	1
ENHANCED SERVICES BILLING, INC.	4	28
HBS BILLING SERVICES COMPANY	1	1
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	15	42
INTEGRETEL, INC.	2	9
INTELLICALL OPERATOR SERVICES, INC.	1	1
OPERATOR ASSISTANCE NETWORK	1	7
SPRINT	1	1
SPRINT-FLORIDA, INCORPORATED	0	7
TELEUNO, INC.	0	1
VERIZON FLORIDA INC.	0	3
ZERO PLUS DIALING	2	7
TOTALS**	29	114

**Please see Definitions.*

Unauthorized Telephone Service Charges

"Local Slamming"

Cases Resolved - May 2006

	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ALLTEL FLORIDA, INC.	0	1
ANEW BROADBAND, INC.	1	1
AT&T	0	1
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	6	20
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
BROADWING COMMUNICATIONS, LLC	1	1
CHOICE ONE TELECOM	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
DELAND ACTEL, INC.	0	1
EMBARQ COMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	1	2
IDS TELCOM CORP.	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	5
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	0	3
SPRINT FLORIDA	2	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	11
TALK AMERICA INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON FLORIDA INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
TOTALS**	12	63

**Please see Definitions.*

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - May 2006

	Month	Year-To-Date
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
AMERICATEL CORPORATION	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	41
BELLSOUTH LONG DISTANCE, INC.	3	10
BUDGET CALL LONG DISTANCE, INC.	0	1
BUEHNER-FRY, INC.	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	4
DELTACOM, INC.	1	2
EUROCOM TELECOMMUNICATIONS, LLC	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	2
FDN COMMUNICATIONS	0	2
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	4
GLOBAL TOUCH TELECOM, INC.	0	1
HBS BILLING SERVICES COMPANY	1	3
HORIZON TELECOM, INC.	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
ILD TELESERVICES	3	6
LEVEL 3 COMMUNICATIONS, LLC	0	1
MAIN STREET TELEPHONE COMPANY	0	1
MCI NETWORK SERVICES, INC.	0	8
NECC TELECOM, INC.	0	3
NET ONE INTERNATIONAL, INC.	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A O1	0	1
PIONEER TELECOM, INC.	0	1
PIONEER TELEPHONE, INC.	0	5
POWERNET GLOBAL COMMUNICATIONS	1	4
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	4	13
SPIRIT TELECOMMUNICATIONS, INC.	0	1
SPRINT	0	12
STARTEC GLOBAL LICENSING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	5
TALK AMERICA INC.	0	3

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - May 2006

	Month	Year-To-Date
TOUCHTONE COMMUNICATIONS INC.	1	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1
TRINSIC COMMUNICATIONS, INC.	1	1
U.S. TELECOM LONG DISTANCE, INC.	0	1
US LEC OF FLORIDA INC.	0	1
VERIZON BUSINESS SERVICES	5	19
ZERO PLUS DIALING	0	3
TOTALS**	30	173

**Please see Definitions.*

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.