



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT May 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 May 2007

Complaints Received & Entered into CATS		1,374
Electric	60	
Gas	28	
Competitive Local Exchange Telephone	111	
Local Exchange Telephone	182	
Long Distance Telephone	119	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	46	
Non-certificated Company Complaints Logged		2
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	1	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		696
Electric	403	
Gas	0	
Telecommunications	293	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		65
Electric	31	
Gas	1	
Telecommunications	33	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		62
Electric	45	
Gas	0	
Telecommunications	17	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,852
Total New Cases Received & Entered into CATS		3,226

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,008	1,559	2,567
Mail	62	43	105
Internet	273	237	510
Fax	31	13	44
Totals	1,374	1,852	3,226

Cases by Industry

May 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	60	4 %	221	12 %
Natural Gas	28	2 %	35	2 %
Telecommunications	415	30 %	744	40 %
Competitive Local Exchange Telephone	111	8 %		
Local Exchange Telephone	182	13 %		
Long Distance Telephone	119	9 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	46	3 %	275	15 %
Non-certificated Company Cases logged**	2	0 %	577	31 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	696	51 %		
E-Transfers	65	5 %		
Cases Received & Closed by 3 Day Rule	62	5 %		
Total	1,374	100 %	1,852	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 2007



Note: County name not available for 53 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - May 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	17	12	29	164
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	9
GULF POWER COMPANY	0	0	0	3
PROGRESS ENERGY FLORIDA, INC.	16	7	23	117
TAMPA ELECTRIC COMPANY	3	4	7	40
TOTALS**	37	23	60	333

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	7	12	19	85
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	1
FLORIDA PUBLIC UTILITIES COMPANY	2	2	4	16
PEOPLES GAS SYSTEM	2	2	4	27
SEBRING GAS SYSTEM, INC.	0	0	0	1
TOTALS**	11	17	28	130

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	47	62	109	499
EMBARQ FLORIDA, INC.	25	15	40	221
FAIRPOINT COMMUNICATIONS	3	1	4	10
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	1	0	1	5
VERIZON FLORIDA LLC	14	13	27	120
WINDSTREAM FLORIDA, INC.	0	1	1	11
TOTALS**	90	92	182	867

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	4
ACN COMMUNICATION SERVICES, INC.	1	0	1	1
AMERICAN FIBER NETWORK, INC.	1	0	1	1
ANEW BROADBAND, INC.	2	0	2	4
AT&T	2	2	4	14
ATLANTIC.NET BROADBAND, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	7	0	7	28
BROADSTAR, LLC	1	0	1	4
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CITYWIDE-TEL	0	1	1	1
CLEARTEL COMMUNICATIONS	0	0	0	12
CLEARTEL TELECOMMUNICATIONS, INC.	3	4	7	25
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	36
COX COMMUNICATIONS	0	0	0	1
DELTACOM, INC.	2	3	5	13
DSL1	0	2	2	6
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	3
FDN COMMUNICATIONS	4	0	4	22
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GLOBAL NAPS, INC.	1	0	1	1
GLOBAL TELECOM GROUP	0	2	2	5
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT	0	0	0	4
INSTATONE	1	1	2	11
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	0	0	0	2
KNOLOGY OF FLORIDA, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - May 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	2
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	3
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NETWORK TELEPHONE CORPORATION	1	0	1	2
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	2
NUVOX COMMUNICATIONS, INC.	2	0	2	2
OPTICAL TELECOMMUNICATIONS, INC.	0	0	0	8
PAETEC BUSINESS SERVICES	1	1	2	4
PAETEC COMMUNICATIONS, INC.	0	1	1	2
QWEST COMMUNICATIONS CORPORATION	1	1	2	2
RING CONNECTION, INC.	0	0	0	1
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	2	0	2	4
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	12	31	43	138
TALK AMERICA INC.	0	2	2	3
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	2
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	3	3	4
TRINSIC COMMUNICATIONS, INC.	0	0	0	3
USTEL	0	0	0	2
VARTEC TELECOM	0	0	0	2
VILAIRE COMMUNICATIONS, INC.	0	0	0	2
WINSTAR COMMUNICATIONS, LLC	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	2	0	2	3
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
XSPEDIUS COMMUNICATIONS	1	0	1	1
XSPEDIUS COMMUNICATIONS	0	0	0	1
TOTALS**	54	57	111	418

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ACCERIS COMMUNICATIONS	1	0	1	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2
ADMA TELECOM, INC.	0	0	0	2
AFFINITY 4	0	0	0	1
AMERICATEL CORPORATION	0	2	2	12
AMTEL NETWORK INC.	1	0	1	1
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	5	11	16	116
AT&T LONG DISTANCE SERVICE	6	4	10	27
BLUERIDGE TELECOM SYSTEMS	0	0	0	2
BRIDGECOM INTERNATIONAL, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	6
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	0	0	5
BUZZ TELECOM CORPORATION	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	2
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	11
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	2
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	2	2	4	19
COX COMMUNICATIONS	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	3
D.G.A. TELECOM, INC.	1	0	1	1
DELTACOM, INC.	0	2	2	9
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	1	1	10
ENHANCED SERVICES BILLING, INC.	0	3	3	16
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	1	0	1	1
FAIRPOINT LONG DISTANCE	2	0	2	2
FDN COMMUNICATIONS	0	0	0	5
GABRIEL WIRELESS, L.L.C.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	4

Long Distance Telephone Companies

Complaint Activity - May 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL TEL*LINK CORPORATION	0	0	0	8
HORIZON TELECOM, INC.	9	4	13	44
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1	1	5
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	0	8	8	66
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
LDMI TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	2
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	0	0	0	1
MCI NETWORK SERVICES, INC.	0	0	0	4
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	0	0	0	1
NET ONE INTERNATIONAL, INC.	1	0	1	1
NETWORK SERVICE BILLING, INC.	1	0	1	2
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	0	2	2	7
OPEX COMMUNICATIONS, INC.	0	1	1	1
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	2
POWERNET GLOBAL COMMUNICATIONS	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2
PT-1 COMMUNICATIONS	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	4	0	4	12
SILV COMMUNICATION INC.	0	0	0	4
SPRINT	4	4	8	44
STARTEC GLOBAL OPERATING COMPANY	0	0	0	3
STI PREPAID, LLC	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	0	0	49
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - May 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	0	1	1	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	2
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	1	0	1	4
TELRITE CORPORATION	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	2
TRINSIC COMMUNICATIONS, INC.	0	1	1	1
TTI NATIONAL, INC.	1	0	1	2
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	2
VARTEC SOLUTIONS	0	0	0	2
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	5
VERIZON BUSINESS SERVICES	4	5	9	31
VERIZON LONG DISTANCE	3	6	9	14
VERIZON SELECT SERVICES INC.	0	2	2	7
WINDSTREAM COMMUNICATIONS, INC.	2	0	2	3
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
WL SOLUTIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	5
XSPEDIUS COMMUNICATIONS	0	0	0	1
ZERO PLUS DIALING	1	2	3	12
ZERO PLUS DIALING, INC.	0	3	3	12
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	52	67	119	663

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AGENT ALLIANCE CORPORATION	0	0	0	1
ATN, INC.	0	0	0	1
CORRECTIONS COMMUNICATIONS, INC.	1	0	1	1
EMBARQ PAYPHONE SERVICES, INC.	1	0	1	2
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
FOCUS CONNECTION, INC.	0	0	0	1
GLOBAL TEL *LINK CORPORATION	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	1	0	1	1
TOTALS**	3	0	3	9

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	1	1	5
ALOHA UTILITIES, INC.	2	0	2	10
AQUA UTILITIES FLORIDA, INC.	0	4	4	19
AQUA UTILITIES FLORIDA, INC.	1	4	5	7
AQUA UTILITIES FLORIDA, INC.	0	2	2	5
AQUA UTILITIES FLORIDA, INC.	0	4	4	13
AQUA UTILITIES FLORIDA, INC.	1	1	2	4
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	3	6	9	13
AQUA UTILITIES FLORIDA, INC.	0	3	3	4
AQUA UTILITIES FLORIDA, INC.	1	2	3	6
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	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
FERNCREST UTILITIES, INC.	1	0	1	4
FOUR POINTS UTILITY CORPORATION	0	0	0	2
HUDSON UTILITIES, INC.	1	0	1	5
INDIANTOWN COMPANY, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	1	0	1	7
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	2
PARK WATER COMPANY	1	1	2	5
PASCO UTILITIES, INC.	0	0	0	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	1
S & L UTILITIES, INC.	0	0	0	1
SANLANDO UTILITIES CORPORATION	1	0	1	2
SUNRISE UTILITIES, LLC	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	3
UTILITIES, INC. OF FLORIDA	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1

Water & Wastewater Companies

Complaint Activity - May 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1
TOTALS**	15	31	46	145

**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 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	1	1
AT&T FLORIDA	1	5
AT&T LONG DISTANCE SERVICE	0	1
EMBARQ FLORIDA, INC.	1	3
ENHANCED SERVICES BILLING, INC.	3	11
ILD TELESERVICES	9	44
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	0	3
ZERO PLUS DIALING, INC.	0	1
TOTALS*	15	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.*

Unauthorized Telephone Service Charges

"Local Slamming"

Cases Resolved - May 2007

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	1	1
ANEW BROADBAND, INC.	0	1
AT&T SOUTHEAST	0	15
ATLANTIC.NET BROADBAND, INC.	0	1
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
DELTACOM, INC.	1	1
EMBARQ COMMUNICATIONS, INC.	0	1
EXCEL TELECOMMUNICATIONS	1	1
INSTATONE	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
NETWORK SERVICE BILLING, INC.	1	2
QWEST COMMUNICATIONS CORPORATION	1	1
SILV COMMUNICATION INC.	0	4
STARTEC GLOBAL OPERATING COMPANY	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	2
VERIZON FLORIDA LLC	1	2
WL SOLUTIONS, INC.	0	1
TOTALS*	6	40

**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 - May 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	3
ASIA TALK TELECOM, INC.	0	1
AT&T	3	11
AT&T LONG DISTANCE SERVICE	6	10
BLUERIDGE TELECOM SYSTEMS	0	2
BROADWING COMMUNICATIONS, LLC	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	5
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	2
DELTACOM, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
HORIZON TELECOM, INC.	9	26
ILD TELESERVICES	0	5
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
PAETEC COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	3	6
SPRINT	4	19
TELE CIRCUIT NETWORK CORPORATION	0	1
TELEUNO, INC.	1	2
TELRITE CORPORATION	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
VERIZON BUSINESS SERVICES	0	3
VERIZON LONG DISTANCE	3	4
ZERO PLUS DIALING	1	2
ZERO PLUS DIALING, INC.	0	1
TOTALS*	30	118

**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.