



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT May 2008

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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 2008

Complaints Received & Entered into CATS			1,514
Electric		84	
Gas		22	
Competitive Local Exchange Telephone		67	
Local Exchange Telephone		156	
Long Distance Telephone		82	
Pay Telephone		2	
Shared Tenant		0	
Water & Wastewater		77	
Non-certificated Company Complaints Logged			1
Electric	0		
Gas	0		
Telecommunications	1		
Water/Wastewater	0		
Industry Unknown	0		
Telephone Transfer-Connects (Calls Transferred to Utilities)			893
Electric	653		
Gas	0		
Telecommunications	239		
Water/Wastewater	1		
E-Transfers (E-mails sent to Utilities from the PSC Web site)			59
Electric	36		
Gas	0		
Telecommunications	23		
Water/Wastewater	0		
Cases Received / Closed Under 3 Day Rule			71
Electric	62		
Gas	0		
Telecommunications	9		
Water / Wastewater	0		
Information Requests Received & Entered into CATS			1,734
Total New Cases Received & Entered into CATS			3,248

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,140	1,462	2,602
Mail	48	55	103
Internet	311	202	513
Fax	15	15	30
Totals	1,514	1,734	3,248

Cases by Industry

May 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	84	6 %	337	19 %
Natural Gas	22	1 %	36	2 %
Telecommunications	307	20 %	575	33 %
Competitive Local Exchange Telephone	67	4 %		
Local Exchange Telephone	156	10 %		
Long Distance Telephone	82	5 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	77	5 %	125	7 %
Non-certificated Company Cases logged**	1	0 %	661	38 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	893	59 %		
E-Transfers	59	4 %		
Cases Received & Closed by 3 Day Rule	71	5 %		
Total	1,514	100 %	1,734	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 2008



Note: County name not available for 47 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida address, etc.

Electric Companies

Complaint Activity - May 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	18	20	38	203
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	17
GULF POWER COMPANY	0	2	2	4
PROGRESS ENERGY FLORIDA, INC.	16	14	30	130
TAMPA ELECTRIC COMPANY	8	5	13	47
TOTALS**	43	41	84	401

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	1	8	9	47
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	11
PEOPLES GAS SYSTEM	8	3	11	45
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	9	13	22	107

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	44	59	103	566
EMBARQ FLORIDA, INC.	13	11	24	108
FAIRPOINT COMMUNICATIONS	0	0	0	4
NEFCOM	0	0	0	2
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	11	15	26	195
WINDSTREAM FLORIDA, INC.	3	0	3	12
TOTALS**	71	85	156	888

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	5
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	1	0	1	5
ANGLES COMMUNICATION SOLUTIONS	1	0	1	2
ASTRO TEL, INC.	0	0	0	1
AT&T	3	4	7	20
AT&T FLORIDA	0	0	0	3
BALDWIN COUNTY INTERNET/DSSI SERVICE, L.L.C.	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	1	3	26
BUDGET PHONE	1	0	1	3
CBEYOND COMMUNICATIONS, LLC	2	0	2	3
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	3	1	4	12
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	19
COX COMMUNICATIONS	0	1	1	4
DELTACOM, INC.	3	1	4	23
DSL I	0	0	0	12
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	1	1	2	4
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	1
FDN COMMUNICATIONS	3	1	4	10
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	6
FREEDOM COMMUNICATIONS USA LLC	0	1	1	8
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	1
GLOBAL CROSSING TELEMAGEMENT, INC.	1	0	1	1
GRANITE TELECOMMUNICATIONS, LLC	1	0	1	1
IDT AMERICA, CORP.	0	1	1	4
ISN TELCOM	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	2
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	3

Competitive Local Exchange Telephone Companies

Complaint Activity - May 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEW EDGE NETWORKS	0	0	0	1
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	4
NORTH DADE TELECOM	0	0	0	1
NUVOX	5	1	6	35
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	0	1	8
PHONE XP, L.L.C.	0	1	1	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	0	1	1	2
QWEST COMMUNICATIONS CORPORATION	0	1	1	2
SH SERVICES LLC	0	0	0	3
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	0	0	0	2
STS TELECOM, LLC	1	0	1	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	7	10	62
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
SWIFTEL, LLC	0	0	0	1
TALK AMERICA INC.	0	0	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	7
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	1	1	2	8
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
USTEL	1	0	1	2
VERIZON FLORIDA LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1	2	10
YMAX COMMUNICATIONS CORP.	0	0	0	1
TOTALS**	42	25	67	361

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACCESSLINE COMMUNICATIONS CORPORATION	0	0	0	1
ADMA TELECOM, INC.	1	0	1	3
ALLIANCE GROUP SERVICES, INC.	0	0	0	1
AMERICA NET, LLC	2	0	2	7
AMERICATEL CORPORATION	0	2	2	8
ANDIAMO TELECOM, L.L.C.	0	0	0	1
AT&T	2	6	8	42
AT&T LONG DISTANCE SERVICE	9	7	16	40
BIRCH COMMUNICATIONS	1	0	1	3
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	2
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	2	0	2	5
CCD COMMUNICATIONS, INC.	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	2
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	2
COMMUNICATIONS NETWORK BILLING, INC.	1	0	1	2
CORRECTIONAL BILLING SERVICES	1	0	1	19
COVISTA, INC.	0	0	0	1
CREDO LONG DISTANCE	1	0	1	1
CTC TRADING LLC	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	1
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DELTACOM, INC.	1	0	1	4
DPC	0	0	0	1
DPE	0	0	0	2
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	2
ENHANCED SERVICES BILLING, INC.	0	2	2	14
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
FDN COMMUNICATIONS	1	0	1	1
FIRST COMMUNICATIONS, LLC	0	0	0	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	1	2	3	13

Long Distance Telephone Companies

Complaint Activity - May 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
GTC TELECOM CORP.	0	0	0	1
HELLO TELECOM	0	0	0	1
HORIZON TELECOM, INC.	0	0	0	1
ICSOLUTIONS	0	0	0	1
IDT AMERICA, CORP.	1	0	1	7
ILD TELESERVICES	0	8	8	35
INTEGRATED SERVICES, INC.	1	0	1	1
INTEGRETEL, INC.	0	1	1	11
INTELECALL COMMUNICATIONS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	3
LATIN NODE, INC.	0	0	0	1
LDMI TELECOMMUNICATIONS, INC.	0	0	0	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
MCI NETWORK SERVICES, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	4	0	4	8
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1
NETWORK SERVICE BILLING, INC.	2	0	2	2
NEW CENTURY TELECOM, INC.	0	0	0	1
NINETEL, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	3
OPERATOR ASSISTANCE NETWORK	0	1	1	18
ORBITEL	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	3
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	2	0	2	4
REDUCED RATE LONG DISTANCE LLC	0	0	0	4
SILV COMMUNICATION INC.	1	0	1	8
SPRINT	0	1	1	20
STARTEC GLOBAL OPERATING COMPANY	0	0	0	3
STI PREPAID, LLC	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - May 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
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
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	0	0	0	7
TELECOM COLOMBIA USA, INC.	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEUNO, INC.	1	0	1	1
THE OTHER PHONE COMPANY, INC.	0	1	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TRANSWORLD NETWORK, CORP.	0	0	0	1
TTE	0	0	0	2
TTI NATIONAL, INC.	0	0	0	2
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	3
VERIZON BUSINESS SERVICES	3	4	7	24
VERIZON LONG DISTANCE	0	2	2	2
VERIZON SELECT SERVICES INC.	0	0	0	4
WILTEL COMMUNICATION, LLC	1	0	1	2
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
YAK AMERICA INC.	0	0	0	1
ZERO PLUS DIALING	1	2	3	8
ZERO PLUS DIALING, INC.	0	0	0	1
TOTALS**	42	40	82	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.*

Pay Telephone Companies

Complaint Activity - May 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CASTLE TELECOMM	0	0	0	1
COIN PHONE MANAGEMENT COMPANY	0	0	0	1
COIN-TEL, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	2
KELLEE COMMUNICATIONS GROUP, INC.	0	0	0	1
STERLING PAYPHONES, LLC	2	0	2	2
TRL ENTERPRISES	0	0	0	1
TOTALS**	2	0	2	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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	54	1	55	59
ALOHA UTILITIES, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	1	1	2	10
AQUA UTILITIES FLORIDA, INC.	1	0	1	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	6
AQUA UTILITIES FLORIDA, INC.	0	2	2	15
AQUA UTILITIES FLORIDA, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	1	3	4	12
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
BEACHES SEWER SYSTEM	0	0	0	1
BLUE HERON GOLF & COUNTRY CLUB	0	0	0	1
BOCILLA UTILITIES, INC.	0	0	0	2
CHC VII, LTD.	0	0	0	1
FERNCREST UTILITIES, INC.	0	1	1	1
FOUR POINTS UTILITY CORPORATION	0	2	2	4
HIGHLANDS UTILITIES CORPORATION	0	1	1	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LANDMARK ENTERPRISES, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	0	0	9
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	2
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
O&S WATER COMPANY, INC.	0	1	1	2
PARK WATER COMPANY	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - May 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
SUNNY SHORES WATER CO., INC.	0	0	0	1
SUNRISE UTILITIES, LLC	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	4	0	4	5
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1
TRADEWINDS UTILITIES, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	1	1	1
WATER OAK UTILITY	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
TOTALS**	63	14	77	192

**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 2008

	Month	Year-To-Date
AT&T FLORIDA	1	4
EMBARQ FLORIDA, INC.	0	1
ENHANCED SERVICES BILLING, INC.	6	12
ILD TELESERVICES	4	17
INTEGRETEL, INC.	1	6
INTELLICALL OPERATOR SERVICES, INC.	1	1
OPERATOR ASSISTANCE NETWORK	2	8
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	4
ZERO PLUS DIALING, INC.	0	1
TOTALS*	15	56

**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 2008

	Month	Year-To-Date
AMERICA NET, LLC	2	6
AT&T FLORIDA	1	12
CBEYOND COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1
DELTACOM, INC.	0	1
FDN COMMUNICATIONS	1	1
FDN COMMUNICATIONS	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	2
GLOBAL CROSSING TELEMAGEMENT, INC.	1	1
GRANITE TELECOMMUNICATIONS, LLC	1	1
INTEGRATED SERVICES, INC.	1	1
NETWORK SERVICE BILLING, INC.	2	2
NUVOX COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	1	6
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	2
SWIFTEL, LLC	0	1
TOTALS*	13	43

**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 2008

	Month	Year-To-Date
ALLIANCE GROUP SERVICES, INC.	0	1
AMERICATEL CORPORATION	0	1
AT&T	2	6
AT&T LONG DISTANCE SERVICE	7	13
BIRCH COMMUNICATIONS	1	2
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	2	5
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
COMMUNICATIONS NETWORK BILLING, INC.	1	2
COVISTA, INC.	0	1
CREDO LONG DISTANCE	1	1
ECG	0	1
FIRST COMMUNICATIONS, LLC	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
HORIZON TELECOM, INC.	0	1
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	0	1
INTEGRETEL, INC.	0	1
LDMI TELECOMMUNICATIONS, INC.	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	4	8
NET ONE INTERNATIONAL, INC.	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	3
ONELINK COMMUNICATIONS, INC.	0	2
POWERNET GLOBAL COMMUNICATIONS	1	3
QWEST COMMUNICATIONS CORPORATION	2	3
REDUCED RATE LONG DISTANCE LLC	0	4
SPRINT	0	5
TALK AMERICA INC.	0	1
TELEUNO, INC.	1	1
VERIZON BUSINESS SERVICES	1	3
WILTEL COMMUNICATION, LLC	1	2
ZERO PLUS DIALING	1	1
TOTALS*	26	82

**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.