



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT June 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 June 2006

Complaints Received & Entered into CATS		1,460
Electric	140	
Gas	23	
Competitive Local Exchange Telephone	53	
Local Exchange Telephone	237	
Long Distance Telephone	192	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	21	
Non-certificated Company Complaints Logged	5	
Electric	2	
Gas	1	
Telecommunications	2	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	610	
Electric	352	
Gas	0	
Telecommunications	258	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	70	
Electric	38	
Gas	0	
Telecommunications	32	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	105	
Electric	90	
Gas	0	
Telecommunications	15	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,416
Total New Cases Received & Entered into CATS		2,876

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	996	1,212	2,208
Mail	86	42	128
Internet	327	155	482
Fax	51	7	58
Totals	1,460	1,416	2,876

Cases by Industry

June 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	140	10 %	178	13 %
Natural Gas	23	2 %	14	1 %
Telecommunications	486	33 %	376	27 %
Competitive Local Exchange Telephone	53	4 %		
Local Exchange Telephone	237	16 %		
Long Distance Telephone	192	13 %		
Pay Telephone	4	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	21	1 %	82	6 %
Non-certificated Company Cases logged**	5	0 %	766	54 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	610	42 %		
E-Transfers	70	5 %		
Cases Received & Closed by 3 Day Rule	105	7 %		
Total	1,460	100 %	1,416	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

June 2006



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

Electric Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	29	45	74	332
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4
GULF POWER COMPANY	0	0	0	6
PROGRESS ENERGY FLORIDA, INC.	25	33	58	304
TAMPA ELECTRIC COMPANY	5	3	8	52
TOTALS**	59	81	140	698

**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 - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	5	4	9	98
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	8
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	32
PEOPLES GAS SYSTEM	4	6	10	78
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	10	13	23	217

**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 - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	2	2	4	18
BELLSOUTH TELECOMMUNICATIONS, INC.	80	73	153	814
FRONTIER COMMUNICATIONS OF THE SOUTH, INC.	0	0	0	2
GT COM	1	0	1	10
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
SPRINT FLORIDA	32	25	57	289
TDS TELECOM/QUINCY TELEPHONE	1	0	1	1
VERIZON FLORIDA INC.	8	12	20	161
TOTALS**	125	112	237	1,296

**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 - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ALLTEL COMMUNICATIONS, INC.	0	1	1	3
AMERICAN DIAL TONE	0	0	0	3
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	1
ANEW BROADBAND, INC.	1	0	1	3
AT&T	1	1	2	35
AT&T LONG DISTANCE	1	0	1	2
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	7	0	7	29
BROADSTAR, LLC	0	0	0	1
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	2
BULLSEYE TELECOM, INC.	0	0	0	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	5
CHOICE ONE TELECOM	0	0	0	1
CITYWIDE-TEL	0	0	0	1
CLEARTEL COMMUNICATIONS	0	1	1	8
CLEARTEL TELECOMMUNICATIONS, INC.	0	3	3	20
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	1	3	31
COVAD COMMUNICATIONS COMPANY	0	0	0	1
COX COMMUNICATIONS	1	0	1	4
DELAND ACTEL, INC.	0	0	0	3
DELTACOM, INC.	2	0	2	12
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSLII	1	0	1	5
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	1	1	4
EXCEL TELECOMMUNICATIONS, INC.	0	1	1	5
FDN COMMUNICATIONS	1	0	1	37
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	7
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL TELECOM GROUP	0	0	0	4
GTC COMMUNICATIONS, INC.	0	0	0	1
IDT	0	0	0	5
INSTATONE	2	0	2	10
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	1
ISN TELCOM	0	0	0	3
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	3
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	2	1	3	27
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1
NAVIGATOR TELECOMMUNICATIONS, LLC	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	1	1	1
NUVOX COMMUNICATIONS, INC.	1	0	1	3
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.	0	0	0	5
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
RIGHTLINK USA, INC.	0	0	0	1
SANTEL COMMUNICATIONS	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	3
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	0	1	4
SUN-TEL USA, INC.	0	0	0	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	1	11	271
TALK AMERICA INC.	0	0	0	2
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	1	2	3
TELCOVE OF FLORIDA, INC.	0	0	0	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	1	2	8
VIZON TELECOM	0	0	0	2

Competitive Local Exchange Telephone Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
XO COMMUNICATIONS SERVICES, INC.	0	1	1	10
XO COMMUNICATIONS SERVICES, INC.	0	1	1	4
XSPEDIUS COMMUNICATIONS	0	0	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
TOTALS**	36	17	53	644

**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 - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	1	1	1
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	1
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	0	0	2
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	3
ACN COMMUNICATION SERVICES, INC.	1	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	6
ADMA TELECOM, INC.	1	0	1	2
ALLTEL COMMUNICATIONS, INC.	0	1	1	1
AMERICATEL CORPORATION	0	1	1	11
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	9	22	31	211
AUGLINK COMMUNICATIONS, INC.	0	0	0	4
AZUL TEL, INC.	0	1	1	1
BELLSOUTH LONG DISTANCE, INC.	6	8	14	46
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	3	0	3	10
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1
BUEHNER-FRY, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	6
CLEARTEL COMMUNICATIONS	3	0	3	3
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	11
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	3	4	35
COVISTA, INC.	0	0	0	1
COX FLORIDA TELCOM, L.P.	0	0	0	1
DELTACOM, INC.	0	2	2	13
DG-TEC, LLC	1	0	1	1
DIAL-AROUND TELECOM, INC.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	2
DOLLAR PHONE CORP.	0	0	0	2

Long Distance Telephone Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ECG	1	0	1	2
EMBARQ COMMUNICATIONS, INC.	1	0	1	7
ENHANCED SERVICES BILLING, INC.	0	19	19	57
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	10
FDN COMMUNICATIONS	1	1	2	12
GLOBAL COMMUNICATIONS CONSULTING CORP.	1	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	6
GLOBAL TEL *LINK CORPORATION	0	1	1	5
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.	2	0	2	4
HBS BILLING SERVICES COMPANY	0	1	1	5
HORIZON TELECOM, INC.	0	1	1	4
IDC TELECOMMUNICATIONS	0	0	0	2
IDS TELCOM LLC	1	0	1	3
IDT AMERICA CORP. D/B/A DSA TELECOM	0	2	2	7
ILD TELESERVICES	0	20	20	106
INTEGRETEL, INC.	0	0	0	15
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	7
ISN TELCOM	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	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	0	0	1
MCI NETWORK SERVICES, INC.	0	0	0	29
MYATEL CORPORATION	1	0	1	1
NATIONAL TEL	0	1	1	2
NECC TELECOM, INC.	0	0	0	8

Long Distance Telephone Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NET ONE INTERNATIONAL, INC.	0	0	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NETWORK PTS, INC.	1	0	1	1
NOW COMMUNICATIONS, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	1	0	1	1
OCMC, INC.	0	0	0	11
OPERATOR ASSISTANCE NETWORK	0	5	5	26
PIONEER TELECOM, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	0	0	8
POWERNET GLOBAL COMMUNICATIONS	1	0	1	7
PREMIER TELECOM, INC.	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	2	1	3	9
PROFESSIONAL TELESERVICES, INC.	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	2	2	2
QWEST COMMUNICATIONS CORPORATION	1	1	2	25
SILV COMMUNICATION INC.	0	0	0	4
SPIRIT TELECOMMUNICATIONS, INC.	1	2	3	6
SPRINT	5	3	8	60
STARTEC GLOBAL LICENSING COMPANY	0	0	0	4
STARTEC GLOBAL OPERATING COMPANY	1	0	1	2
STS TELECOM, LLC	0	0	0	2
SUPER-TEL.COM, INC.	0	0	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	4	8	76
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
T-NETIX, INC.	1	0	1	3
TALK AMERICA INC.	1	0	1	18
TCS COMMUNICATION SOLUTIONS, LLC	0	0	0	1
TELCOVE INVESTMENT, LLC	0	1	1	1
TELECOM*USA OR TELECONNECT	0	0	0	6
TELEDIAS COMMUNICATIONS, INC.	2	0	2	2
TELEGLOBE USA INC.	0	0	0	1
TELEUNO, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	3
TOUCHTONE COMMUNICATIONS INC.	0	1	1	2

Long Distance Telephone Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	3	3	5
TVC TELECOM INCORPORATED	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	2
US LEC OF FLORIDA INC.	0	1	1	3
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM, INC.	1	1	2	4
VERIZON AVENUE	0	0	0	1
VERIZON BUSINESS SERVICES	5	6	11	59
VERIZON LONG DISTANCE	0	0	0	3
VERIZON SELECT SERVICES INC.	0	0	0	6
VERSATALK	0	1	1	1
VOIP ENTERPRISES INC.	0	0	0	1
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	2	1	3	8
XSPEDIUS COMMUNICATIONS	0	0	0	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	2
ZERO PLUS DIALING	0	2	2	19
ZERO PLUS DIALING, INC.	0	2	2	12
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	65	127	192	1,130

**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.*

Pay Telephone Companies

Complaint Activity - June 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.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1
FLORIDA PUBLIC COMMUNICATIONS	1	0	1	1
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	1
GLOBAL TEL *LINK CORPORATION	0	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	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	0	0	0	1
TOTALS**	4	0	4	21

**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 - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	1	0	1	9
ALOHA UTILITIES, INC.	4	0	4	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
B & C WATER RESOURCES, L.L.C.	0	0	0	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	2	2	3
COUNTY-WIDE UTILITY CO., INC.	0	1	1	1
FERNCREST UTILITIES, INC.	0	1	1	4
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
LABRADOR UTILITIES, INC.	1	0	1	1
LAKE UTILITY COMPANY	0	0	0	11
LAKE UTILITY SERVICES, INC.	0	1	1	1
LANDMARK ENTERPRISES, INC.	0	0	0	18
LINDRICK SERVICE CORPORATION	3	0	3	19
MARION UTILITIES, INC.	0	0	0	3
MOBILE MANOR WATER COMPANY, INC.	1	0	1	3
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	1	0	1	1
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1
PASCO UTILITIES, INC.	0	2	2	2

Water & Wastewater Companies

Complaint Activity - June 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
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.	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	3
TIMBERWOOD UTILITIES	1	0	1	1
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
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**	12	9	21	148

**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 - June 2006

	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	5
DIALAROUND ENTERPRISES INC.	0	1
ENHANCED SERVICES BILLING, INC.	11	39
HBS BILLING SERVICES COMPANY	0	1
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	14	56
INTEGRETEL, INC.	5	14
INTELLICALL OPERATOR SERVICES, INC.	2	3
OPERATOR ASSISTANCE NETWORK	4	11
SPRINT	0	1
SPRINT FLORIDA	4	11
TELEUNO, INC.	0	1
VERIZON FLORIDA INC.	0	3
ZERO PLUS DIALING	1	8
TOTALS**	42	156

**Please see Definitions.*

Unauthorized Telephone Service Charges

"Local Slamming"

Cases Resolved - June 2006

	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ALLTEL FLORIDA, INC.	0	1
ANEW BROADBAND, INC.	0	1
AT&T	0	1
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	3	23
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	3
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.	1	2
FDN COMMUNICATIONS	0	2
IDS TELCOM CORP.	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	1	6
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	0	3
SPRINT FLORIDA	1	4
STARTEC GLOBAL OPERATING COMPANY	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	11
TALK AMERICA INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	2
VERIZON FLORIDA INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
TOTALS**	9	71

**Please see Definitions.*

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - June 2006

	Month	Year-To-Date
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
AMERICATEL CORPORATION	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	4	44
BELLSOUTH LONG DISTANCE, INC.	4	14
BUDGET CALL LONG DISTANCE, INC.	0	1
BUEHNER-FRY, INC.	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	4
EUROCOM TELECOMMUNICATIONS, LLC	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	2
FDN COMMUNICATIONS	0	2
GLOBAL COMMUNICATIONS CONSULTING CORP.	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	4
GLOBAL TOUCH TELECOM, INC.	0	1
HBS BILLING SERVICES COMPANY	0	3
HORIZON TELECOM, INC.	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	6
ITC^DELTACOM	0	2
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	5
PRIMUS TELECOMMUNICATIONS, INC.	2	3
QWEST COMMUNICATIONS CORPORATION	0	13
SPIRIT TELECOMMUNICATIONS, INC.	1	2
SPRINT	4	16
STARTEC GLOBAL LICENSING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	5

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - June 2006

	Month	Year-To-Date
TALK AMERICA INC.	1	4
TELEDIAS COMMUNICATIONS, INC.	2	2
TOUCHTONE COMMUNICATIONS INC.	0	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	1
US LEC OF FLORIDA INC.	0	1
VERIZON BUSINESS SERVICES	3	22
ZERO PLUS DIALING	0	3
TOTALS**	23	195

**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.