



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT June 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](mailto: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 2007

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,357</b>
Electric	89	
Gas	22	
Competitive Local Exchange Telephone	100	
Local Exchange Telephone	179	
Long Distance Telephone	92	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	33	
Non-certificated Company Complaints Logged		8
Electric	0	
Gas	0	
Telecommunications	5	
Water/Wastewater	3	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		685
Electric	428	
Gas	0	
Telecommunications	256	
Water/Wastewater	1	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		66
Electric	26	
Gas	0	
Telecommunications	40	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		82
Electric	65	
Gas	0	
Telecommunications	17	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>1,719</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>3,076</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	998	1,364	2,362
Mail	49	86	135
Internet	282	253	535
Fax	28	16	44
<b>Totals</b>	<b>1,357</b>	<b>1,719</b>	<b>3,076</b>

## Cases by Industry

**June 2007**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	89	7 %	272	16 %
Natural Gas	22	2 %	25	1 %
Telecommunications	372	27 %	635	37 %
Competitive Local Exchange Telephone	100	7 %		
Local Exchange Telephone	179	13 %		
Long Distance Telephone	92	7 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	33	2 %	172	10 %
Non-certificated Company Cases logged**	8	1 %	615	36 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	685	50 %		
E-Transfers	66	5 %		
Cases Received & Closed by 3 Day Rule	82	6 %		
<b>Total</b>	<b>1,357</b>	<b>100 %</b>	<b>1,719</b>	<b>100 %</b>

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 2007



Note: County name not available for 60 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - June 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	21	17	38	201
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	9
GULF POWER COMPANY	1	1	2	5
PROGRESS ENERGY FLORIDA, INC.	29	12	41	158
TAMPA ELECTRIC COMPANY	7	1	8	49
<b>TOTALS**</b>	<b>58</b>	<b>31</b>	<b>89</b>	<b>422</b>

*\*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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	4	7	92
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	2
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	18
PEOPLES GAS SYSTEM	4	8	12	39
SEBRING GAS SYSTEM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>8</b>	<b>14</b>	<b>22</b>	<b>152</b>

*\*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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	55	48	103	603
EMBARQ FLORIDA, INC.	20	21	41	262
FAIRPOINT COMMUNICATIONS	2	1	3	13
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	5
VERIZON FLORIDA LLC	15	17	32	151
WINDSTREAM FLORIDA, INC.	0	0	0	12
<b>TOTALS**</b>	<b>92</b>	<b>87</b>	<b>179</b>	<b>1,047</b>

*\*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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	4
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN FIBER NETWORK, INC.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	4
AT&T	3	2	5	18
ATLANTIC.NET BROADBAND, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	6	0	6	34
BROADSTAR, LLC	0	0	0	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	0	0	1
CLEARTEL COMMUNICATIONS	0	1	1	13
CLEARTEL TELECOMMUNICATIONS, INC.	4	2	6	31
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	7	1	8	44
COX COMMUNICATIONS	0	0	0	1
DELTACOM, INC.	2	2	4	17
DSL	0	1	1	7
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	1	1	2	5
FDN COMMUNICATIONS	4	2	6	28
FDN COMMUNICATIONS	3	0	3	3
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	5
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GLOBAL NAPS, INC.	0	0	0	1
GLOBAL TELECOM GROUP	5	0	5	10
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT AMERICA, CORP.	1	1	2	6
INSTATONE	2	0	2	13
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	2
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	1	0	1	3

# Competitive Local Exchange Telephone Companies

## Complaint Activity - June 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	3
LITESTREAM HOLDINGS, LLC	0	1	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NETWORK TELEPHONE CORPORATION	0	0	0	2
NEXUS COMMUNICATIONS TSI, INC.	2	0	2	4
NUVOX COMMUNICATIONS, INC.	0	0	0	2
OPTICAL TELECOMMUNICATIONS, INC.	1	0	1	9
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PIONEER TELEPHONE	1	0	1	1
PREMIER TELECOM-VOIP, INCORPORATED	1	0	1	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	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	1	0	1	5
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	11	16	27	165
TALK AMERICA INC.	0	0	0	3
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	3
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	4
TRINSIC COMMUNICATIONS, INC.	0	0	0	3
US LEC OF FLORIDA INC.	0	0	0	4
USTEL	0	0	0	2
VARTEC TELECOM	0	0	0	2
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	4
VILAIRE COMMUNICATIONS, INC.	1	0	1	3
XO COMMUNICATIONS SERVICES, INC.	3	3	6	9
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	1
<b>TOTALS**</b>	<b>64</b>	<b>36</b>	<b>100</b>	<b>516</b>

*\*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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ACCERIS COMMUNICATIONS	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	3
ADMA TELECOM, INC.	0	0	0	2
AFFINITY 4	0	0	0	1
AMERICATEL CORPORATION	0	0	0	12
AMTEL NETWORK INC.	0	2	2	3
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	4	11	15	131
AT&T LONG DISTANCE SERVICE	2	3	5	32
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	1	0	1	2
BUSINESS NETWORK LONG DISTANCE, INC.	1	0	1	6
BUZZ TELECOM CORPORATION	0	0	0	2
CALL ONE	0	1	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	3
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1	1	12
COMMUNICATIONS NETWORK BILLING, INC.	1	1	2	4
CONNECT AMERICA COMMUNICATIONS, INC.	0	1	1	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	21
COX COMMUNICATIONS	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	3
D.G.A. TELECOM, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	9
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	10
ENHANCED SERVICES BILLING, INC.	0	2	2	18
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	0	0	0	1
FAIRPOINT LONG DISTANCE	0	0	0	2
FDN COMMUNICATIONS	0	0	0	5

# Long Distance Telephone Companies

## Complaint Activity - June 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GABRIEL WIRELESS, L.L.C.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	4
GLOBAL TEL*LINK CORPORATION	0	1	1	9
HORIZON TELECOM, INC.	9	3	12	56
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1	1	6
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	1	4	5	71
INTEGRETEL, INC.	0	2	2	2
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
LDMI TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	2
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	0	1	1	2
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.	0	0	0	1
NETWORK PTS, INC.	0	1	1	1
NETWORK SERVICE BILLING, INC.	0	0	0	2
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1
OLS, INC.	0	1	1	1
OPERATOR ASSISTANCE NETWORK	1	2	3	10
OPEX COMMUNICATIONS, INC.	0	1	1	2
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC BUSINESS SERVICES	0	1	1	1
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	1	1	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	3
PT-1 COMMUNICATIONS	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	1

# Long Distance Telephone Companies

## Complaint Activity - June 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
QWEST COMMUNICATIONS CORPORATION	4	1	5	17
SILV COMMUNICATION INC.	1	0	1	5
SMART NETWORK SOLUTIONS COMMUNICATIONS CORP	1	0	1	1
SPRINT	2	2	4	48
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
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	0	0	0	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.	0	0	0	4
TELRITE CORPORATION	1	0	1	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TRI-M COMMUNICATIONS, INC.	0	1	1	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
TTI NATIONAL, INC.	0	0	0	2
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	2
VARTEC SOLUTIONS	1	0	1	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	0	2	7
VERIZON BUSINESS SERVICES	1	4	5	36
VERIZON LONG DISTANCE	0	2	2	16
VERIZON SELECT SERVICES INC.	0	1	1	8
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	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	0	0	0	12
ZERO PLUS DIALING, INC.	0	1	1	13

# Long Distance Telephone Companies

## Complaint Activity - June 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ZONE TELECOM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>35</b>	<b>57</b>	<b>92</b>	<b>755</b>

*\*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 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.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	2
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
FOCUS CONNECTION, INC.	0	0	0	1
GLOBAL TEL *LINK CORPORATION	0	0	0	1
KELLEE COMMUNICATIONS GROUP, INC.	1	0	1	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>10</b>

*\*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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	5
ALOHA UTILITIES, INC.	2	1	3	13
AQUA UTILITIES FLORIDA, INC.	0	1	1	20
AQUA UTILITIES FLORIDA, INC.	0	1	1	8
AQUA UTILITIES FLORIDA, INC.	1	1	2	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	6
AQUA UTILITIES FLORIDA, INC.	2	1	3	16
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	1	2	3	16
AQUA UTILITIES FLORIDA, INC.	0	2	2	6
AQUA UTILITIES FLORIDA, INC.	1	0	1	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
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
CYPRESS LAKES UTILITIES, INC.	0	1	1	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
FERNCREST UTILITIES, INC.	0	2	2	6
FOUR POINTS UTILITY CORPORATION	4	2	6	8
HUDSON UTILITIES, INC.	1	0	1	6
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	0	0	0	7
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MAD HATTER UTILITY, INC.	0	1	1	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
O&S WATER COMPANY, INC.	1	0	1	3
PARK WATER COMPANY	0	0	0	5
PASCO UTILITIES, INC.	0	0	0	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
S & L UTILITIES, INC.	0	0	0	1



# Water & Wastewater Companies

## Complaint Activity - June 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SANLANDO UTILITIES CORPORATION	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	4
UTILITIES, INC. OF FLORIDA	1	0	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	1	1	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1
<b>TOTALS**</b>	<b>15</b>	<b>18</b>	<b>33</b>	<b>178</b>

*\*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 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	1	6
AT&T LONG DISTANCE SERVICE	0	1
EMBARQ FLORIDA, INC.	1	4
ENHANCED SERVICES BILLING, INC.	4	15
ILD TELESERVICES	10	54
OPERATOR ASSISTANCE NETWORK	2	2
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	1	4
ZERO PLUS DIALING, INC.	1	2
<b>TOTALS*</b>	<b>20</b>	<b>90</b>

*\*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 - June 2007

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	0	1
ANEW BROADBAND, INC.	0	1
AT&T FLORIDA	3	18
ATLANTIC.NET BROADBAND, INC.	0	1
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
DELTACOM, INC.	0	1
EMBARQ COMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	1	1
INSTATONE	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
NETWORK SERVICE BILLING, INC.	0	2
SILV COMMUNICATION INC.	1	5
STARTEC GLOBAL OPERATING COMPANY	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	2
VERIZON ACCESS TRANSMISSION SERVICES	1	1
VERIZON FLORIDA LLC.	0	2
WL SOLUTIONS, INC.	0	1
<b>TOTALS*</b>	<b>6</b>	<b>44</b>

*\*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 - June 2007

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	1	1
AMERICATEL CORPORATION	0	3
ASIA TALK TELECOM, INC.	0	1
AT&T	1	12
AT&T LONG DISTANCE SERVICE	2	11
BLUERIDGE TELECOM SYSTEMS	0	2
BROADWING COMMUNICATIONS, LLC	1	2
BUSINESS NETWORK LONG DISTANCE, INC.	1	6
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	1	3
DELTACOM, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
HORIZON TELECOM, INC.	9	35
ILD TELESERVICES	0	5
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
OPERATOR ASSISTANCE NETWORK	1	2
PAETEC COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	4	10
SPRINT	0	19
TELE CIRCUIT NETWORK CORPORATION	0	1
TELEUNO, INC.	0	2
TELRITE CORPORATION	1	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
VERIZON BUSINESS SERVICES	0	3
VERIZON LONG DISTANCE	0	4
ZERO PLUS DIALING	0	2
ZERO PLUS DIALING, INC.	0	1
<b>TOTALS*</b>	<b>22</b>	<b>139</b>

*\*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.