



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT June 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 June 2008

Complaints Received & Entered into CATS		1,516
Electric	102	
Gas	22	
Competitive Local Exchange Telephone	76	
Local Exchange Telephone	180	
Long Distance Telephone	70	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	35	
Non-certificated Company Complaints Logged		3
Electric	1	
Gas	1	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		857
Electric	622	
Gas	0	
Telecommunications	235	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		88
Electric	50	
Gas	0	
Telecommunications	38	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		82
Electric	74	
Gas	0	
Telecommunications	8	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,554
Total New Cases Received & Entered into CATS		4,070

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,147	1,934	3,081
Mail	53	68	121
Internet	305	532	837
Fax	11	20	31
Totals	1,516	2,554	4,070

Cases by Industry

June 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	102	7 %	1087	43 %
Natural Gas	22	1 %	25	1 %
Telecommunications	327	21 %	643	25 %
Competitive Local Exchange Telephone	76	5 %		
Local Exchange Telephone	180	12 %		
Long Distance Telephone	70	5 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	35	2 %	150	6 %
Non-certificated Company Cases logged**	3	0 %	649	25 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	857	57 %		
E-Transfers	88	6 %		
Cases Received & Closed by 3 Day Rule	82	5 %		
Total	1,516	100 %	2,554	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 2008



Note: County name not available for 48 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - June 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	15	29	44	275
FLORIDA PUBLIC UTILITIES COMPANY	2	4	6	26
GULF POWER COMPANY	1	0	1	5
PROGRESS ENERGY FLORIDA, INC.	20	14	34	189
TAMPA ELECTRIC COMPANY	7	10	17	66
TOTALS**	45	57	102	561

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	3	9	12	60
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	0	4	4	16
PEOPLES GAS SYSTEM	0	6	6	53
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	3	19	22	133

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	54	56	110	741
EMBARQ FLORIDA, INC.	9	19	28	145
FAIRPOINT COMMUNICATIONS	2	0	2	6
NEFCOM	0	0	0	2
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	15	20	35	243
WINDSTREAM FLORIDA, INC.	4	1	5	19
TOTALS**	84	96	180	1,157

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	0	0	0	6
AMERICATEL CORPORATION	0	1	1	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	2
ASTRO TEL, INC.	0	0	0	1
AT&T	4	1	5	25
AT&T FLORIDA	0	0	0	3
BALDWIN COUNTY INTERNET/DSSI SERVICE, L.L.C.	0	0	0	1
BIRCH COMMUNICATIONS	1	0	1	6
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	8	1	9	38
BUDGET PHONE	1	0	1	5
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	3	1	4	18
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	7	0	7	28
COX COMMUNICATIONS	0	0	0	4
DELTACOM, INC.	5	4	9	34
DIALTONE TELECOM, LLC	0	1	1	1
DSL I	1	0	1	13
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	0	0	0	5
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	1
FDN COMMUNICATIONS	0	0	0	10
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	6
FREEDOM COMMUNICATIONS USA LLC	0	0	0	8
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1	1	1
GLOBAL CROSSING TELEMANAGEMENT, INC.	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
IDT AMERICA, CORP.	0	0	0	4
ISN TELCOM	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - June 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	3
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	1
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
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	6	4	10	46
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	1	2	10
PHONE XP, L.L.C.	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	4	0	4	6
QWEST COMMUNICATIONS CORPORATION	0	0	0	2
SH SERVICES LLC	3	0	3	6
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	0	0	0	3
STS TELECOM, LLC	0	0	0	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	4	10	82
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
TELCOVE OPERATIONS, INC.	0	0	0	1
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	9
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
USTEL	0	0	0	2
VARTEC TELECOM	1	0	1	1
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	4
VERIZON FLORIDA LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	2	0	2	12

Competitive Local Exchange Telephone Companies

Complaint Activity - June 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
YMAX COMMUNICATIONS CORP.	0	0	0	1
TOTALS**	55	21	76	463

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACCESSLINE COMMUNICATIONS CORPORATION	0	0	0	1
ADMA TELECOM, INC.	1	0	1	5
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1	1	1
AIRNEX COMMUNICATIONS, INC.	0	0	0	1
ALLIANCE GROUP SERVICES, INC.	0	0	0	1
AMERICA NET, LLC	1	0	1	8
AMERICATEL CORPORATION	1	2	3	11
ANDIAMO TELECOM, L.L.C.	0	0	0	1
AT&T	2	2	4	48
AT&T LONG DISTANCE SERVICE	3	7	10	57
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	8
CCD COMMUNICATIONS, INC.	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1	2	4
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	2
COMMUNICATIONS NETWORK BILLING, INC.	2	0	2	4
COMMUNICATIONS XCHANGE, LLC	0	0	0	1
CONVERGIA, INC.	0	1	1	1
CORRECTIONAL BILLING SERVICES	0	1	1	21
COVISTA, INC.	0	0	0	1
CREDO LONG DISTANCE	0	0	0	1
CTC TRADING LLC	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	3
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DELTACOM, INC.	0	1	1	5
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	5	5	20
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - June 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FDN COMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	1	1	4
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	1	1	2	19
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. D/B/A DSA TELECOM	0	0	0	7
ILD TELESERVICES	0	5	5	46
INTEGRATED SERVICES, INC.	2	0	2	4
INTEGRETEL, INC.	0	3	3	14
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	1	1	2
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1
MCI NETWORK SERVICES, INC.	0	1	1	2
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	8
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1
NETWORK SERVICE BILLING, INC.	1	0	1	4
NEW CENTURY TELECOM, INC.	0	0	0	1
NINETEL, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	18
ONELINK COMMUNICATIONS, INC.	0	0	0	3
OPEX COMMUNICATIONS, INC.	0	0	0	1
ORBITEL	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	5

Long Distance Telephone Companies

Complaint Activity - June 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
REDUCED RATE LONG DISTANCE LLC	0	0	0	4
SILV COMMUNICATION INC.	2	0	2	10
SPRINT	2	0	2	24
STARTEC GLOBAL OPERATING COMPANY	0	1	1	4
STI PREPAID, LLC	0	0	0	1
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	3
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	1	0	1	8
TELECOM COLOMBIA USA, INC.	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	1	0	1	1
TELEUNO, INC.	0	0	0	1
THE OTHER PHONE COMPANY, INC.	0	0	0	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	1	1	3
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	2	1	3	28
VERIZON LONG DISTANCE	0	1	1	3
VERIZON SELECT SERVICES INC.	0	1	1	5
WILTEL COMMUNICATION, LLC	0	0	0	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	0	2	2	11
ZERO PLUS DIALING, INC.	0	2	2	3
TOTALS**	26	44	70	520

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CASTLE TELECOMM	0	0	0	1
CINEMARK USA, INC.	1	0	1	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	0	0	0	2
TRL ENTERPRISES	0	0	0	1
TOTALS**	1	0	1	10

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	60
ALOHA UTILITIES, INC.	0	1	1	10
AQUA UTILITIES FLORIDA, INC.	1	2	3	4
AQUA UTILITIES FLORIDA, INC.	0	2	2	12
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	3	3	9
AQUA UTILITIES FLORIDA, INC.	1	5	6	21
AQUA UTILITIES FLORIDA, INC.	0	6	6	10
AQUA UTILITIES FLORIDA, INC.	0	2	2	16
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	1	0	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	10
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
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
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	1
FERNCREST UTILITIES, INC.	0	0	0	3
FOUR POINTS UTILITY CORPORATION	0	1	1	6
HIGHLANDS UTILITIES CORPORATION	1	0	1	2
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1
INDIANTOWN COMPANY, INC.	0	1	1	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
L W V UTILITIES, INC.	0	1	1	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LANDMARK ENTERPRISES, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	0	0	10
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1

Water & Wastewater Companies

Complaint Activity - June 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	1	1	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	3
PARK WATER COMPANY	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	2
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.	0	0	0	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	1	0	1	3
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	1
WATER OAK UTILITY	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
TOTALS**	6	29	35	240

**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 2008

	Month	Year-To-Date
AT&T FLORIDA	0	6
EMBARQ FLORIDA, INC.	0	1
ENHANCED SERVICES BILLING, INC.	3	16
ILD TELESERVICES	3	22
INTEGRETEL, INC.	0	7
INTELLICALL OPERATOR SERVICES, INC.	0	1
OPERATOR ASSISTANCE NETWORK	1	9
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	4
ZERO PLUS DIALING, INC.	0	1
TOTALS*	7	69

**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 2008

	Month	Year-To-Date
AMERICA NET, LLC	1	7
AT&T FLORIDA	5	19
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
CBEYOND COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
DELTACOM, INC.	0	1
EMBARQ FLORIDA, INC.	1	2
FDN COMMUNICATIONS	0	1
FDN COMMUNICATIONS	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	2
GLOBAL CROSSING TELEMAGEMENT, INC.	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
INTEGRATED SERVICES, INC.	2	4
NETWORK SERVICE BILLING, INC.	1	4
NUVOX COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	2	8
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
SWIFTEL, LLC	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1
TOTALS*	14	62

**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 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ALLIANCE GROUP SERVICES, INC.	0	1
AMERICATEL CORPORATION	1	2
AT&T	1	7
AT&T LONG DISTANCE SERVICE	3	20
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	2	8
CLEAR WORLD COMMUNICATIONS CORPORATION	1	2
COMMUNICATIONS NETWORK BILLING, INC.	2	4
COVISTA, INC.	0	1
CREDO LONG DISTANCE	0	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.	0	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	0	3
QWEST COMMUNICATIONS CORPORATION	0	3
REDUCED RATE LONG DISTANCE LLC	0	4
SPRINT	1	6
TALK AMERICA INC.	1	2
TELEDIAS COMMUNICATIONS, INC.	1	1
TELEUNO, INC.	0	1
VERIZON BUSINESS SERVICES	1	5
WILTEL COMMUNICATION, LLC	0	2
ZERO PLUS DIALING	0	2
TOTALS*	14	102

**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.