



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT July 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 July 2006

Complaints Received & Entered into CATS		1,531
Electric	172	
Gas	22	
Competitive Local Exchange Telephone	52	
Local Exchange Telephone	229	
Long Distance Telephone	142	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	23	
Non-certificated Company Complaints Logged	3	
Electric	0	
Gas	0	
Telecommunications	3	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	700	
Electric	427	
Gas	0	
Telecommunications	273	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	91	
Electric	50	
Gas	0	
Telecommunications	41	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	96	
Electric	80	
Gas	0	
Telecommunications	16	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,355
Total New Cases Received & Entered into CATS		2,886

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,082	1,134	2,216
Mail	75	43	118
Internet	341	168	509
Fax	33	10	43
Totals	1,531	1,355	2,886

Cases by Industry

July 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	172	11 %	236	17 %
Natural Gas	22	1 %	12	1 %
Telecommunications	424	27 %	396	29 %
Competitive Local Exchange Telephone	52	3 %		
Local Exchange Telephone	229	15 %		
Long Distance Telephone	142	9 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	23	2 %	48	4 %
Non-certificated Company Cases logged**	3	0 %	663	49 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	700	46 %		
E-Transfers	91	6 %		
Cases Received & Closed by 3 Day Rule	96	6 %		
Total	1,531	100 %	1,355	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

July 2006



Note: County name not available for 110 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	22	70	92	420
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4
GULF POWER COMPANY	0	1	1	7
PROGRESS ENERGY FLORIDA, INC.	36	33	69	373
TAMPA ELECTRIC COMPANY	6	4	10	61
TOTALS**	64	108	172	865

**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 - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	7	11	109
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	0	1	9
FLORIDA PUBLIC UTILITIES COMPANY	2	2	4	36
PEOPLES GAS SYSTEM	4	2	6	84
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	11	11	22	239

**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 - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	4	1	5	23
BELLSOUTH TELECOMMUNICATIONS, INC.	61	72	133	948
EMBARQ FLORIDA, INC.	35	18	53	344
FRONTIER COMMUNICATIONS OF THE SOUTH, INC.	0	0	0	2
GT COM	3	0	3	13
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA INC.	17	18	35	196
TOTALS**	120	109	229	1,528

**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 - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ALLTEL COMMUNICATIONS, INC.	1	0	1	4
AMERICAN DIAL TONE	0	0	0	3
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	3
ANGLES COMMUNICATION SOLUTIONS	0	1	1	1
AT&T	1	1	2	37
AT&T LONG DISTANCE	0	0	0	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	3	0	3	32
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.	0	0	0	5
CHOICE ONE TELECOM	1	0	1	2
CITYWIDE-TEL	0	0	0	1
CLEARTEL COMMUNICATIONS	1	0	1	9
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	21
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	35
COVAD COMMUNICATIONS COMPANY	0	0	0	1
COX COMMUNICATIONS	0	0	0	4
DELAND ACTEL, INC.	0	0	0	3
DELTACOM, INC.	0	1	1	13
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSLII	0	0	0	5
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	1	0	1	5
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	5
FDN COMMUNICATIONS	1	1	2	39
FLATEL, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	7
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GLOBAL TELECOM GROUP	1	0	1	5
GTC COMMUNICATIONS, INC.	0	0	0	1
IDT	0	2	2	7
INFOHIGHWAY	1	0	1	1
INSTATONE	0	0	0	10
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ISN TELCOM	1	0	1	4
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	4
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	2
MCI WORLDCOM NETWORK SERVICES, INC.	1	0	1	28
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1
NAVIGATOR TELECOMMUNICATIONS, LLC	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	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	1	1	2
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	3
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	0	0	4
SUN-TEL USA, INC.	0	0	0	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	11	10	21	292
TALK AMERICA INC.	0	0	0	2
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	3
TELCOVE OF FLORIDA, INC.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	8
US LEC OF FLORIDA INC.	0	0	0	2

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
VARTEC TELECOM, INC.	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	9
VIZON TELECOM	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	1	0	1	11
XO COMMUNICATIONS SERVICES, INC.	0	0	0	4
XSPEDIUS COMMUNICATIONS	0	0	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
TOTALS**	35	17	52	696

**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 - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	1
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	0	0	2
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	3
ACN COMMUNICATION SERVICES, INC.	2	0	2	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	6
ADMA TELECOM, INC.	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	0	0	1
AMERICATEL CORPORATION	1	2	3	14
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	19	25	237
AUGLINK COMMUNICATIONS, INC.	1	0	1	5
AZUL TEL, INC.	0	0	0	1
BELLSOUTH LONG DISTANCE, INC.	2	10	12	58
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	12
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1
BUEHNER-FRY, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	6
CLEARTEL COMMUNICATIONS	0	0	0	3
CLEARTEL TELECOMMUNICATIONS, INC.	0	2	2	13
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	0	5	5	40
COVISTA, INC.	0	0	0	1
COX FLORIDA TELCOM, L.P.	0	0	0	1
DELTACOM, INC.	0	0	0	13
DG-TEC, LLC	0	0	0	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 - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ECG	0	0	0	2
EMBARQ COMMUNICATIONS, INC.	0	1	1	8
ENHANCED SERVICES BILLING, INC.	0	7	7	64
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	10
FDN COMMUNICATIONS	0	0	0	12
GLOBAL COMMUNICATIONS CONSULTING CORP.	0	0	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	7
GLOBAL TEL *LINK CORPORATION	0	3	3	8
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.	0	0	0	4
HBS BILLING SERVICES COMPANY	0	0	0	5
HORIZON TELECOM, INC.	0	0	0	4
IDC TELECOMMUNICATIONS	0	0	0	2
IDS TELCOM LLC	0	0	0	3
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	7
ILD TELESERVICES	0	13	13	119
INTEGRETEL, INC.	0	2	2	17
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	7
ISN TELCOM	0	0	0	1
KMC TELECOM III LLC	0	1	1	1
KNOLOGY OF FLORIDA, INC.	1	0	1	2
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	4
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	1	1	4
MATRIX TELECOM	0	0	0	1
MCI NETWORK SERVICES, INC.	1	0	1	30
MYATEL CORPORATION	0	0	0	1
NATIONAL TEL	0	0	0	2

Long Distance Telephone Companies

Complaint Activity - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NECC TELECOM, INC.	0	1	1	9
NET ONE INTERNATIONAL, INC.	1	0	1	3
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NETWORK PTS, INC.	0	1	1	2
NOW COMMUNICATIONS, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	1	1	2
OCCMC, INC.	0	0	0	11
OPERATOR ASSISTANCE NETWORK	0	6	6	32
PIONEER TELECOM, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	0	0	8
POWERNET GLOBAL COMMUNICATIONS	0	0	0	7
PREMIER TELECOM, INC.	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	9
PROFESSIONAL TELESERVICES, INC.	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	2
QWEST COMMUNICATIONS CORPORATION	1	0	1	26
SILV COMMUNICATION INC.	0	0	0	4
SPIRIT TELECOMMUNICATIONS, INC.	0	0	0	3
SPRINT	2	4	6	65
STARTEC GLOBAL LICENSING COMPANY	0	0	0	4
STARTEC GLOBAL OPERATING COMPANY	1	0	1	3
STS TELECOM	1	0	1	1
STS TELECOM, LLC	0	0	0	2
SUPER-TEL.COM, INC.	0	0	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	7	13	89
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	2
T-NETIX, INC.	0	0	0	3
TALK AMERICA INC.	0	0	0	18
TCS COMMUNICATION SOLUTIONS, LLC	0	0	0	1
TELCOVE INVESTMENT, LLC	0	0	0	1
TELCOVE OF JACKSONVILLE, INC.	1	0	1	1
TELECOM*USA OR TELECONNECT	0	3	3	9
TELEDIAS COMMUNICATIONS, INC.	0	1	1	3
TELEGLOBE USA INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TELEUNO, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	4
TOUCHTONE COMMUNICATIONS INC.	0	0	0	2
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	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	0	0	3
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM, INC.	0	0	0	4
VERIZON AVENUE	0	0	0	1
VERIZON BUSINESS SERVICES	4	3	7	66
VERIZON LONG DISTANCE	0	0	0	3
VERIZON SELECT SERVICES INC.	1	2	3	9
VERSATALK	0	0	0	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.	0	2	2	10
XSPEDIUS COMMUNICATIONS	0	0	0	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	2
ZERO PLUS DIALING	0	2	2	21
ZERO PLUS DIALING, INC.	0	5	5	17
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	36	106	142	1,269

**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 - July 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	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	2
GLOBAL TEL *LINK CORPORATION	0	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	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.	0	0	0	1
TRINITY HOLDINGS LTD., INC.	0	0	0	2
TRL ENTERPRISES	0	0	0	1
TOTALS**	1	0	1	22

**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 - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	1	0	1	10
ALOHA UTILITIES, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	2	2	10
AQUA UTILITIES FLORIDA, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	0	2	2	7
AQUA UTILITIES FLORIDA, INC.	1	0	1	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
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	1
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	0	0	3
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1
FERNCREST UTILITIES, INC.	0	0	0	4
FOUR POINTS UTILITY CORPORATION	0	1	1	1
HEATHER HILLS ESTATES	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	1	1	1
HUDSON UTILITIES, INC.	0	0	0	2
HUNTER'S RIDGE UTILITY CO. OF LEE COUNTY	0	1	1	1
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.	0	0	0	1
LAKE UTILITY COMPANY	0	0	0	11
LAKE UTILITY SERVICES, INC.	0	0	0	1
LANDMARK ENTERPRISES, INC.	0	0	0	18
LINDRICK SERVICE CORPORATION	5	0	5	24
MARION UTILITIES, INC.	0	0	0	3
MILES GRANT WATER AND SEWER COMPANY	0	1	1	1
MOBILE MANOR WATER COMPANY, INC.	1	0	1	4

Water & Wastewater Companies

Complaint Activity - July 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1
PARK WATER COMPANY INC.	0	1	1	1
PASCO UTILITIES, INC.	0	0	0	2
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	1	1	2
SOUTHLAKE UTILITIES, INC.	0	0	0	2
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	3
TIMBERWOOD UTILITIES	0	0	0	1
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	3
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF LONGWOOD	0	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	1	1	1
WINDSTREAM UTILITIES COMPANY	1	0	1	2
TOTALS**	12	11	23	171

**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 - July 2006

	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	1	2
BELLSOUTH TELECOMMUNICATIONS, INC.	1	6
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
DIALAROUND ENTERPRISES INC.	0	1
ENHANCED SERVICES BILLING, INC.	17	56
HBS BILLING SERVICES COMPANY	0	1
HORIZON TELECOM, INC.	1	1
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	11	67
INTEGRETEL, INC.	0	14
INTELLICALL OPERATOR SERVICES, INC.	1	1
INTELLICALL OPERATOR SERVICES, INC.	0	3
OPERATOR ASSISTANCE NETWORK	4	15
SPRINT	0	1
SPRINT-FLORIDA, INCORPORATED	0	11
TELEUNO, INC.	0	1
VERIZON FLORIDA INC.	0	3
ZERO PLUS DIALING	0	8
ZERO PLUS DIALING, INC.	1	1
TOTALS*	38	194

**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 - July 2006

	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ALLTEL FLORIDA, INC.	0	1
ANEW BROADBAND, INC.	0	1
AT&T	1	2
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	24
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	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.	0	2
FDN COMMUNICATIONS	0	2
IDS TELCOM CORP.	0	1
INFOHIGHWAY	1	1
KNOLOGY OF FLORIDA, INC.	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	6
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	0	3
SPRINT-FLORIDA, INCORPORATED	0	5
STARTEC GLOBAL OPERATING COMPANY	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	12
TALK AMERICA INC.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	3
VERIZON FLORIDA INC.	1	2
XO COMMUNICATIONS SERVICES, INC.	0	1
TOTALS*	9	81

**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 - July 2006

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	2	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
ALLTEL COMMUNICATIONS, INC.	0	1
AMERICATEL CORPORATION	1	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	51
BELLSOUTH LONG DISTANCE, INC.	1	15
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	1
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.	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	5
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.	1	3
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	0	5
PRIMUS TELECOMMUNICATIONS, INC.	0	3
QWEST COMMUNICATIONS CORPORATION	1	14
SPIRIT TELECOMMUNICATIONS, INC.	0	1

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - July 2006

	Month	Year-To-Date
SPRINT	1	17
STARTEC GLOBAL LICENSING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	6
TALK AMERICA INC.	0	4
TELEDIAS COMMUNICATIONS, INC.	0	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	0	21
VERIZON SELECT SERVICES INC.	0	1
ZERO PLUS DIALING	0	3
TOTALS*	16	212

**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.