



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT July 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

*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 2007

Complaints Received & Entered into CATS		1,599
Electric	110	
Gas	20	
Competitive Local Exchange Telephone	94	
Local Exchange Telephone	252	
Long Distance Telephone	114	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	41	
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)	791	
Electric	536	
Gas	0	
Telecommunications	255	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	76	
Electric	41	
Gas	0	
Telecommunications	35	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	97	
Electric	83	
Gas	0	
Telecommunications	14	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,635
Total New Cases Received & Entered into CATS		3,234

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,171	1,355	2,526
Mail	80	70	150
Internet	329	189	518
Fax	19	21	40
Totals	1,599	1,635	3,234

Cases by Industry

July 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	110	7 %	233	14 %
Natural Gas	20	1 %	17	1 %
Telecommunications	461	28 %	621	38 %
Competitive Local Exchange Telephone	94	6 %		
Local Exchange Telephone	252	16 %		
Long Distance Telephone	114	7 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	41	3 %	164	10 %
Non-certificated Company Cases logged**	3	0 %	600	37 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	791	49 %		
E-Transfers	76	5 %		
Cases Received & Closed by 3 Day Rule	97	6 %		
Total	1,599	100 %	1,635	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 2007



Note: County name not available for 51 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	24	26	50	249
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	10
GULF POWER COMPANY	1	0	1	6
PROGRESS ENERGY FLORIDA, INC.	26	11	37	195
PROGRESS ENERGY FLORIDA, INC.	1	0	1	1
TAMPA ELECTRIC COMPANY	15	5	20	69
TOTALS**	68	42	110	530

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	81	63	144	747
EMBARQ FLORIDA, INC.	42	21	63	325
FAIRPOINT COMMUNICATIONS	3	0	3	16
NEFCOM	2	0	2	3
TDS TELECOM/QUINCY TELEPHONE	0	0	0	5
VERIZON FLORIDA LLC	19	17	36	186
WINDSTREAM FLORIDA, INC.	3	1	4	16
TOTALS**	150	102	252	1,298

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	8	4	12	104
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	2
FLORIDA PUBLIC UTILITIES COMPANY	3	0	3	21
PEOPLES GAS SYSTEM	3	2	5	44
SEBRING GAS SYSTEM, INC.	0	0	0	1
TOTALS**	14	6	20	172

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	1	0	1	2
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	4
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	1	0	1	1
AMERICAN FIBER NETWORK, INC.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	4
AT&T	6	1	7	25
ATLANTIC.NET BROADBAND, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	11	0	11	45
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	0	0	14
CLEARTEL TELECOMMUNICATIONS, INC.	2	1	3	34
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	11	0	11	55
COX COMMUNICATIONS	1	0	1	2
DELTACOM, INC.	3	2	5	22
DSL	1	0	1	8
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
ERNEST COMMUNICATIONS, INC.	1	0	1	1
EXCEL TELECOMMUNICATIONS	0	1	1	6
FDN COMMUNICATIONS	4	1	5	33
FDN COMMUNICATIONS	1	0	1	4
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	6
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GLOBAL NAPS, INC.	0	0	0	1
GLOBAL TELECOM GROUP	0	0	0	10
GTC COMMUNICATIONS, INC.	0	1	1	1
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT	0	0	0	6
INSTATONE	0	0	0	13
INTELLICALL OPERATOR SERVICES, INC.	1	0	1	3

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	1	0	1	4
KNOLOGY OF FLORIDA, INC.	2	0	2	3
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	4
LITESTREAM HOLDINGS, LLC	0	0	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NET ONE INTERNATIONAL, INC.	1	0	1	1
NETWORK TELEPHONE CORPORATION	0	0	0	2
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	4
NUVOX COMMUNICATIONS, INC.	2	0	2	4
OPTICAL TELECOMMUNICATIONS, INC.	0	0	0	9
PAETEC BUSINESS SERVICES	1	0	1	5
PAETEC COMMUNICATIONS, INC.	0	1	1	3
PIONEER TELEPHONE	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	1	1	2	6
QWEST COMMUNICATIONS CORPORATION	1	0	1	3
RING CONNECTION, INC.	0	0	0	1
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	0	0	5
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	12	9	21	187
TALK AMERICA INC.	0	0	0	3
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	3
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	5
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	3
USTEL	0	0	0	2
VARTEC SOLUTIONS	0	1	1	1
VARTEC TELECOM	0	2	2	4
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	5
VILAIRE COMMUNICATIONS, INC.	0	0	0	3
XO COMMUNICATIONS SERVICES, INC.	0	2	2	11
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
XSPEDIUS COMMUNICATIONS	1	0	1	2
XSPEDIUS COMMUNICATIONS	0	0	0	1
TOTALS**	69	25	94	611

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ACCERIS COMMUNICATIONS	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	3
ACCXX COMMUNICATIONS, LLC	2	1	3	3
ACN COMMUNICATION SERVICES, INC.	1	0	1	1
ADMA TELECOM, INC.	0	0	0	2
AFFINITY 4	0	0	0	1
AMERICA NET, LLC	1	0	1	1
AMERICAN TEL GROUP, INC.	1	0	1	1
AMERICATEL CORPORATION	2	0	2	14
AMTEL NETWORK INC.	0	0	0	3
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	7	10	17	148
AT&T LONG DISTANCE SERVICE	1	5	6	38
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	0	0	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	0	0	0	6
BUZZ TELECOM CORPORATION	0	0	0	2
CALL ONE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	3
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1	1	13
COMMUNICATIONS NETWORK BILLING, INC.	1	0	1	5
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	3	1	4	25
COVISTA, INC.	1	1	2	2
COX COMMUNICATIONS	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	4
D.G.A. TELECOM, INC.	0	0	0	1
DELTACOM, INC.	0	1	1	10
ECG	0	0	0	1
EL MUNDO CONNECTA	1	0	1	1

Long Distance Telephone Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EMBARQ COMMUNICATIONS, INC.	1	0	1	11
ENHANCED SERVICES BILLING, INC.	0	0	0	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
GABRIEL WIRELESS, L.L.C.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	4
GLOBAL TEL*LINK CORPORATION	3	2	5	14
HORIZON TELECOM, INC.	4	2	6	62
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	6
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	1	12	13	84
INTEGRETEL, INC.	0	1	1	3
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.	1	0	1	2
MAIN STREET TELEPHONE COMPANY	0	0	0	2
MCI NETWORK SERVICES, INC.	0	0	0	4
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	0	1	1	2
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK PTS, INC.	0	0	0	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	0	0	1
ONELINK COMMUNICATIONS, INC.	1	0	1	1
OPERATOR ASSISTANCE NETWORK	0	3	3	13
OPEX COMMUNICATIONS, INC.	0	0	0	2
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC BUSINESS SERVICES	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	4
PT-1 COMMUNICATIONS	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	2	1	3	20
SILV COMMUNICATION INC.	1	0	1	6
SMART NETWORK SOLUTIONS COMMUNICATIONS CORP	0	0	0	1
SPRINT	2	1	3	51
STARTEC GLOBAL OPERATING COMPANY	1	0	1	4
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	1	1	2
TELCOVE INVESTMENT, LLC	1	0	1	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.	1	0	1	5
TELRITE CORPORATION	0	0	0	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	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
TTI NATIONAL, INC.	0	0	0	2
UNITED AMERICAN TECHNOLOGY, INC.	1	0	1	2
UNITED TELEMAGEMENT SYSTEMS, INC.	0	1	1	1
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	2
VARTEC SOLUTIONS	0	0	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	8
VARTEC TELECOM, INC.	2	0	2	2

Long Distance Telephone Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
VERIZON BUSINESS SERVICES	5	8	13	49
VERIZON LONG DISTANCE	0	4	4	20
VERIZON SELECT SERVICES INC.	0	0	0	8
WILTEL COMMUNICATION, LLC	1	0	1	1
WINDSTREAM COMMUNICATIONS, INC.	0	1	1	4
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
WL SOLUTIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	0	1	6
XSPEDIUS COMMUNICATIONS	0	0	0	1
YAK AMERICA INC.	0	1	1	1
ZERO PLUS DIALING	0	1	1	13
ZERO PLUS DIALING, INC.	0	1	1	14
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	50	64	114	869

**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 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.	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	1
TOTALS**	1	0	1	11

**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 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	5
ALOHA UTILITIES, INC.	0	0	0	13
AQUA UTILITIES FLORIDA, INC.	1	1	2	22
AQUA UTILITIES FLORIDA, INC.	4	1	5	7
AQUA UTILITIES FLORIDA, INC.	5	3	8	24
AQUA UTILITIES FLORIDA, INC.	0	1	1	3
AQUA UTILITIES FLORIDA, INC.	4	3	7	23
AQUA UTILITIES FLORIDA, INC.	0	2	2	3
AQUA UTILITIES FLORIDA, INC.	2	1	3	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
BONITA SPRINGS UTILITIES	0	0	0	1
BRADEN RIVER UTILITIES, INC.	1	0	1	1
C. S. WATER COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	3
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
FERNCREST UTILITIES, INC.	1	0	1	7
FOUR POINTS UTILITY CORPORATION	0	1	1	9
HIGHLANDS UTILITIES CORPORATION	1	0	1	1
HUDSON UTILITIES, INC.	0	0	0	6
INDIANTOWN COMPANY, INC.	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	1	0	1	8
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MAD HATTER UTILITY, INC.	0	0	0	1
MILES GRANT WATER AND SEWER COMPANY	0	1	1	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1

Water & Wastewater Companies

Complaint Activity - July 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
O&S WATER COMPANY, INC.	0	0	0	3
PALM VALLEY UTILITIES	1	0	1	1
PARK WATER COMPANY	0	0	0	5
PASCO UTILITIES, INC.	0	0	0	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	2
S & L UTILITIES, INC.	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	5
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 PENNBROOKE	0	0	0	1
VENTURE ASSOCIATES UTILITIES CORP.	1	0	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
TOTALS**	24	17	41	219

**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 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	2	8
AT&T LONG DISTANCE SERVICE	0	1
COMMUNICATIONS NETWORK BILLING, INC.	1	1
EMBARQ FLORIDA, INC.	1	5
ENHANCED SERVICES BILLING, INC.	4	19
ILD TELESERVICES	2	55
INTEGRETEL, INC.	2	2
OPERATOR ASSISTANCE NETWORK	1	3
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	1	5
ZERO PLUS DIALING, INC.	0	2
TOTALS*	14	103

**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 2007

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	0	1
AMERICA NET, LLC	1	1
ANEW BROADBAND, INC.	0	1
AT&T	1	1
AT&T SOUTHEAST	0	18
ATLANTIC.NET BROADBAND, INC.	0	1
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
DELTACOM, INC.	0	1
EL MUNDO CONNECTA	1	1
EMBARQ COMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	1	1
FDN COMMUNICATIONS	0	1
INSTATONE	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	1
NET ONE INTERNATIONAL, INC.	1	1
NETWORK SERVICE BILLING, INC.	0	2
SILV COMMUNICATION INC.	1	6
STARTEC GLOBAL OPERATING COMPANY	1	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	2
VERIZON FLORIDA LLC.	0	2
WL SOLUTIONS, INC.	0	1
TOTALS*	7	51

**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 2007

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ACCXX COMMUNICATIONS, LLC	2	2
AMERICAN TEL GROUP, INC.	1	1
AMERICATEL CORPORATION	0	3
ASIA TALK TELECOM, INC.	0	1
AT&T	2	14
AT&T LONG DISTANCE SERVICE	0	11
BLUERIDGE TELECOM SYSTEMS	0	2
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	0	6
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	1	4
DELTACOM, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
GLOBAL TEL*LINK CORPORATION	1	1
HORIZON TELECOM, INC.	4	39
ILD TELESERVICES	0	5
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	2
ONELINK COMMUNICATIONS, INC.	1	1
PAETEC COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	2	12
SPRINT	1	20
TELE CIRCUIT NETWORK CORPORATION	0	1
TELEUNO, INC.	1	3
TELRITE CORPORATION	0	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
UNITED AMERICAN TECHNOLOGY, INC.	1	1
VERIZON BUSINESS SERVICES	0	3
VERIZON LONG DISTANCE	0	4
WILTEL COMMUNICATION, LLC	1	1
ZERO PLUS DIALING	0	2
ZERO PLUS DIALING, INC.	0	1
TOTALS*	18	157

**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.