



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT July 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 July 2008

Complaints Received & Entered into CATS		1,890
Electric	131	
Gas	15	
Competitive Local Exchange Telephone	78	
Local Exchange Telephone	231	
Long Distance Telephone	93	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	32	
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)		1,108
Electric	821	
Gas	0	
Telecommunications	287	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		76
Electric	45	
Gas	2	
Telecommunications	29	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		122
Electric	107	
Gas	0	
Telecommunications	15	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,377
Total New Cases Received & Entered into CATS		4,267

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,465	1,919	3,384
Mail	68	100	168
Internet	344	337	681
Fax	13	21	34
Totals	1,890	2,377	4,267

Cases by Industry

July 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	131	7 %	643	27 %
Natural Gas	15	1 %	40	2 %
Telecommunications	403	21 %	734	31 %
Competitive Local Exchange Telephone	78	4 %		
Local Exchange Telephone	231	12 %		
Long Distance Telephone	93	5 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	32	2 %	176	7 %
Non-certificated Company Cases logged**	3	0 %	784	33 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,108	59 %		
E-Transfers	76	4 %		
Cases Received & Closed by 3 Day Rule	122	6 %		
Total	1,890	100 %	2,377	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 2008



Note: County name not available for 67 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida address, etc.

Electric Companies

Complaint Activity - July 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	21	35	56	297
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	26
GULF POWER COMPANY	0	0	0	5
PROGRESS ENERGY FLORIDA, INC.	36	18	54	217
TAMPA ELECTRIC COMPANY	9	9	18	81
TOTALS**	67	64	131	626

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	2	6	65
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	3
FLORIDA PUBLIC UTILITIES COMPANY	1	3	4	19
PEOPLES GAS SYSTEM	3	2	5	56
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	8	7	15	144

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	70	89	159	835
EMBARQ FLORIDA, INC.	16	12	28	164
FAIRPOINT COMMUNICATIONS	1	0	1	7
NEFCOM	0	0	0	2
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	23	17	40	270
WINDSTREAM FLORIDA, INC.	2	1	3	20
TOTALS**	112	119	231	1,299

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	6
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	1	0	1	6
AMERICATEL CORPORATION	1	1	2	3
ANGLES COMMUNICATION SOLUTIONS	0	0	0	2
ASTRO TEL, INC.	0	0	0	1
AT&T	0	2	2	27
AT&T FLORIDA	0	0	0	3
BALDWIN COUNTY INTERNET/DSSI SERVICE, L.L.C.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	5	0	5	40
BUDGET PHONE	1	0	1	5
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	2	2	4	20
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	1	6	32
COX COMMUNICATIONS	0	0	0	4
DELTACOM, INC.	5	1	6	38
DIALTONE TELECOM, LLC	0	0	0	1
DSLII	0	0	0	13
EASY TELEPHONE SERVICES COMPANY	1	0	1	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	0	1	1	5
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1
EXPRESS PHONE SERVICE	0	1	1	2
FDN COMMUNICATIONS	0	1	1	11
FIRST COMMUNICATIONS, LLC	0	1	1	1
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	0	0	1
GLOBAL CROSSING TELEMAGEMENT, INC.	0	0	0	1
GLOBETEL, INC.	0	1	1	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
HIGH TECH COMMUNICATIONS	2	0	2	2
IDT AMERICA, CORP.	0	0	0	4
ISN TELCOM	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	1	2	5
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
MITEL NETSOLUTIONS, INC.	1	0	1	1
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEW EDGE NETWORKS	0	0	0	1
NEXUS COMMUNICATIONS TSI, INC.	0	1	1	2
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	4
NORTH DADE TELECOM	0	0	0	1
NUVOX	6	1	7	52
ORLANDO TELEPHONE COMPANY, INC.	1	0	1	1
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	10
PHONE XP, L.L.C.	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	2	0	2	8
QWEST COMMUNICATIONS CORPORATION	0	0	0	2
SH SERVICES LLC	0	0	0	6
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	1	1	2	4
STS TELECOM, LLC	2	0	2	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	10	20	93
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.	1	0	1	1
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	9
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TW TELECOM OF FLORIDA L.P.	1	0	1	3

Competitive Local Exchange Telephone Companies

Complaint Activity - July 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
USTEL	0	0	0	2
VARTEC TELECOM	0	0	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	5
VERIZON FLORIDA LLC	0	0	0	1
VERIZON SELECT SERVICES INC.	1	0	1	1
XO COMMUNICATIONS SERVICES, INC.	1	0	1	13
YMAX COMMUNICATIONS CORP.	0	0	0	1
TOTALS**	52	26	78	516

**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 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	0	0	1
AIRNEX COMMUNICATIONS, INC.	1	0	1	1
ALLIANCE GROUP SERVICES, INC.	0	0	0	1
AMERICA NET, LLC	1	0	1	9
AMERICATEL CORPORATION	0	0	0	11
ANDIAMO TELECOM, L.L.C.	0	0	0	1
AT&T	1	4	5	51
AT&T LONG DISTANCE SERVICE	6	10	16	66
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	9
CCD COMMUNICATIONS, INC.	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	2
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	4
COMMUNICATIONS XCHANGE, LLC	1	0	1	1
CONVERGIA, INC.	1	0	1	2
CORRECTIONAL BILLING SERVICES	1	2	3	23
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
DC COMMUNICATIONS	1	0	1	1
DELTACOM, INC.	0	0	0	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	8	8	27
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - July 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
EXCEL TELECOMMUNICATIONS	0	0	0	1
FDN COMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	4
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GLOBAL TEL*LINK CORPORATION	2	5	7	22
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.	1	1	2	9
ILD TELESERVICES	0	12	12	52
INTEGRATED SERVICES OF NEVADA, INC.	1	1	2	6
INTEGRETTEL, INC.	0	3	3	17
INTELECALL COMMUNICATIONS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	2	2	5
LATIN NODE, INC.	0	0	0	1
LDMI TELECOMMUNICATIONS, INC.	0	0	0	2
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	2
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	1
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1
MCI NETWORK SERVICES, INC.	0	0	0	2
NATIONAL ACCESS LONG DISTANCE, INC.	0	1	1	9
NATIONWIDE LONG DISTANCE SERVICE, INC.	1	0	1	1
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1
NETWORK SERVICE BILLING, INC.	2	0	2	5
NEW CENTURY TELECOM, INC.	0	0	0	1
NINETEL, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	3
OPERATOR ASSISTANCE NETWORK	0	1	1	19
OPEX COMMUNICATIONS, INC.	0	1	1	1
ORBITEL	0	0	0	1
PIONEER TELEPHONE, INC.	0	1	1	1

Long Distance Telephone Companies

Complaint Activity - July 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	5
REDUCED RATE LONG DISTANCE LLC	0	0	0	4
SILV COMMUNICATION INC.	1	1	2	12
SPRINT	1	2	3	25
STARTEC GLOBAL OPERATING COMPANY	0	0	0	4
STI PREPAID, LLC	1	0	1	2
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	3
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	1	0	1	9
TELECOM COLOMBIA USA, INC.	0	0	0	1
TELECOM*USA OR TELECONNECT	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	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	0	0	3
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	3	3	6
VERIZON BUSINESS SERVICES	2	0	2	29
VERIZON LONG DISTANCE	0	0	0	3
VERIZON SELECT SERVICES INC.	0	1	1	6
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	2	2	4	14
ZERO PLUS DIALING, INC.	0	0	0	3
TOTALS**	31	62	93	581

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CASTLE TELECOMM	0	0	0	1
CINEMARK USA, INC.	0	0	0	1
COIN PHONE MANAGEMENT COMPANY	0	0	0	1
COIN-TEL, INC.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1
GLOBAL TEL*LINK CORPORATION	0	0	0	2
KELLEEE COMMUNICATIONS GROUP, INC.	0	0	0	1
STERLING PAYPHONES, LLC	0	0	0	2
TRL ENTERPRISES	0	0	0	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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	2	0	2	61
ALOHA UTILITIES, INC.	0	0	0	10
AQUA UTILITIES FLORIDA, INC.	5	1	6	18
AQUA UTILITIES FLORIDA, INC.	0	1	1	10
AQUA UTILITIES FLORIDA, INC.	0	2	2	11
AQUA UTILITIES FLORIDA, INC.	0	1	1	22
AQUA UTILITIES FLORIDA, INC.	2	6	8	22
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	1	1	2	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
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	1	0	1	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	1	1	2	3
FOUR POINTS UTILITY CORPORATION	1	0	1	6
HIGHLANDS UTILITIES CORPORATION	0	0	0	2
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1
INDIANTOWN COMPANY, INC.	0	0	0	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	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	4
LANDMARK ENTERPRISES, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	1	1	10
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1

Water & Wastewater Companies

Complaint Activity - July 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	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	0	0	3
PARK WATER COMPANY	1	0	1	2
PASCO UTILITIES, INC.	1	0	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	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	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	3
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
WEST LAKELAND WASTEWATER, INC.	0	1	1	1
TOTALS**	15	17	32	258

**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 2008

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	1	1
AT&T FLORIDA	2	6
EMBARQ FLORIDA, INC.	0	1
ENHANCED SERVICES BILLING, INC.	4	19
ILD TELESERVICES	4	24
INTEGRETEL, INC.	2	8
INTELLICALL OPERATOR SERVICES, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	9
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	2	6
ZERO PLUS DIALING, INC.	0	1
TOTALS*	15	78

**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 2008

	Month	Year-To-Date
AMERICA NET, LLC	1	8
AMERICATEL CORPORATION	1	1
AT&T FLORIDA	2	19
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
CBEYOND COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	1	2
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
HIGH TECH COMMUNICATIONS	1	1
INTEGRATED SERVICES OF NEVADA, INC.	1	5
NATIONWIDE LONG DISTANCE SERVICE, INC.	1	1
NETWORK SERVICE BILLING, INC.	2	5
NUVOX COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	1	9
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
SWIFTEL, LLC	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
TOTALS*	12	70

**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 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ALLIANCE GROUP SERVICES, INC.	0	1
AMERICATEL CORPORATION	0	2
AT&T	0	7
AT&T LONG DISTANCE SERVICE	5	21
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	2	9
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
COMMUNICATIONS NETWORK BILLING, INC.	0	4
CONVERGIA, INC.	1	1
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	7
TALK AMERICA INC.	1	3
TELEDIAS COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	0	1
VERIZON BUSINESS SERVICES	1	5
WILTEL COMMUNICATION, LLC	0	2

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - July 2008

	Month	Year-To-Date
ZERO PLUS DIALING	2	3
TOTALS*	13	108

**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.