



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT August 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 August 2006

Complaints Received & Entered into CATS		1,619
Electric	164	
Gas	16	
Competitive Local Exchange Telephone	57	
Local Exchange Telephone	228	
Long Distance Telephone	147	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	7	
Non-certificated Company Complaints Logged	0	
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	778	
Electric	525	
Gas	1	
Telecommunications	252	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	92	
Electric	49	
Gas	0	
Telecommunications	43	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	129	
Electric	111	
Gas	0	
Telecommunications	18	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,821
Total New Cases Received & Entered into CATS		3,440

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,170	1,499	2,669
Mail	68	71	139
Internet	343	227	570
Fax	38	24	62
Totals	1,619	1,821	3,440

Cases by Industry

August 2006

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	164	10 %	388	21 %
Natural Gas	16	1 %	33	2 %
Telecommunications	433	26 %	545	30 %
Competitive Local Exchange Telephone	57	4 %		
Local Exchange Telephone	228	14 %		
Long Distance Telephone	147	9 %		
Pay Telephone	1	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	7	0 %	74	4 %
Non-certificated Company Cases logged**	0	0 %	781	43 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	778	48 %		
E-Transfers	92	6 %		
Cases Received & Closed by 3 Day Rule	129	8 %		
Total	1,619	100 %	1,821	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

August 2006



Note: County name not available for 85 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	29	48	77	497
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	5
GULF POWER COMPANY	0	2	2	8
PROGRESS ENERGY FLORIDA, INC.	28	44	72	446
TAMPA ELECTRIC COMPANY	8	4	12	73
TOTALS**	65	99	164	1,029

**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 - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	2	4	113
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	9
FLORIDA PUBLIC UTILITIES COMPANY	3	0	3	39
PEOPLES GAS SYSTEM	7	2	9	93
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	1
TOTALS**	12	4	16	255

**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 - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	7	1	8	31
BELLSOUTH TELECOMMUNICATIONS, INC.	58	62	120	1,068
EMBARQ FLORIDA, INC.	32	19	51	395
FRONTIER COMMUNICATIONS OF THE SOUTH, INC.	0	0	0	2
GT COM	0	1	1	14
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA INC.	31	17	48	245
TOTALS**	128	100	228	1,757

**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 - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ALLTEL COMMUNICATIONS, INC.	0	0	0	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	0	0	1
AT&T	4	4	8	45
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	1	0	1	33
BROADSTAR, LLC	1	0	1	2
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	0	0	0	2
CITYWIDE-TEL	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	22
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	0	3	38
COVAD COMMUNICATIONS COMPANY	0	0	0	1
COX COMMUNICATIONS	1	0	1	5
DELAND ACTEL, INC.	0	1	1	4
DELTACOM, INC.	1	2	3	16
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSL	0	0	0	5
EASY TELEPHONE SERVICES COMPANY	0	0	0	1
EO TELECOM OF FLORIDA, LLC	1	0	1	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	5
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	5
EXPRESS PHONE SERVICE	1	0	1	1
FDN COMMUNICATIONS	1	0	1	40

Competitive Local Exchange Telephone Companies

Complaint Activity - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	8
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GLOBAL TELECOM GROUP	1	0	1	6
GTC COMMUNICATIONS, INC.	0	0	0	1
IDS TELCOM CORP.	0	0	0	9
IDT	0	0	0	7
INFOHIGHWAY	0	0	0	1
INSTATONE	2	0	2	12
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ISN TELCOM	0	0	0	4
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	4
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	1	2	3	31
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1
NATIONSLINE FLORIDA, INC.	2	0	2	2
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	0	0	2
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	3
STS TELECOM	0	1	1	2
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.	10	6	16	308
TALK AMERICA INC.	0	1	1	3
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	1	2	5

Competitive Local Exchange Telephone Companies

Complaint Activity - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TELCOVE INVESTMENTS, LLC	1	0	1	1
TELCOVE OF FLORIDA, INC.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	9
US LEC OF FLORIDA INC.	1	0	1	3
VARTEC TELECOM, INC.	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	2	1	3	12
VIZON TELECOM	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	0	0	0	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**	38	19	57	753

**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 - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
ACCERIS COMMUNICATIONS	1	0	1	3
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	1	1	2
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	4
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	6
ADMA TELECOM, INC.	1	0	1	3
ALLTEL COMMUNICATIONS, INC.	0	0	0	1
AMERICATEL CORPORATION	1	2	3	17
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	13	30	43	280
AT&T LONG DISTANCE	0	1	1	1
AUGLINK COMMUNICATIONS, INC.	0	0	0	5
AZUL TEL, INC.	0	0	0	1
BELLSOUTH LONG DISTANCE, INC.	1	3	4	62
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	13
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1
BUDGET PHONE, INC.	1	0	1	1
BUEHNER-FRY, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	7
CLEARTEL COMMUNICATIONS	0	0	0	3
CLEARTEL TELECOMMUNICATIONS, INC.	3	2	5	18
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	1	1	41
COVISTA, INC.	0	0	0	1
COX FLORIDA TELCOM, L.P.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	2	2	2
DC COMMUNICATIONS	1	0	1	1
DELTACOM, INC.	0	2	2	15

Long Distance Telephone Companies

Complaint Activity - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
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
ECG	0	0	0	2
ENHANCED SERVICES BILLING, INC.	1	3	4	68
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	1	1	11
FDN COMMUNICATIONS	4	0	4	16
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	8
GLOBAL TEL *LINK CORPORATION	0	1	1	9
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	3	0	3	10
ILD TELESERVICES	1	9	10	129
INTEGRETEL, INC.	0	1	1	18
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	8
ISN TELCOM	0	0	0	1
KMC TELECOM III LLC	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	3
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	5
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	0	0	4
MATRIX TELECOM	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MCI NETWORK SERVICES, INC.	1	0	1	31
MYATEL CORPORATION	0	0	0	1
NATIONAL TEL	0	0	0	2
NECC TELECOM, INC.	2	0	2	11
NET ONE INTERNATIONAL, INC.	0	0	0	3
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1
NETWORK PTS, INC.	0	0	0	2
NEW CENTURY TELECOM, INC.	1	0	1	1
NOW COMMUNICATIONS, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	1	1	3
OCMC, INC.	0	1	1	12
OPERATOR ASSISTANCE NETWORK	0	1	1	33
PIONEER TELECOM, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	0	0	8
POWERNET GLOBAL COMMUNICATIONS	0	1	1	8
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	27
SILV COMMUNICATION INC.	0	0	0	4
SPIRIT TELECOMMUNICATIONS, INC.	0	0	0	3
SPRINT	3	1	4	69
SPRINT LONG DISTANCE, INC.	0	0	0	8
STARTEC GLOBAL LICENSING COMPANY	0	0	0	4
STARTEC GLOBAL OPERATING COMPANY	0	0	0	3
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	0	1	3
SUPER-TEL.COM, INC.	0	0	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	2	5	94
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
T-NETIX, INC.	0	0	0	3
TALK AMERICA INC.	0	1	1	19
TCS COMMUNICATION SOLUTIONS, LLC	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TELCOVE INVESTMENT, LLC	1	0	1	2
TELCOVE OF JACKSONVILLE, INC.	0	0	0	1
TELECOM*USA OR TELECONNECT	1	1	2	11
TELEDIAS COMMUNICATIONS, INC.	0	0	0	3
TELEGLOBE USA INC.	0	0	0	1
TELEUNO, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	4
TOUCHTONE COMMUNICATIONS INC.	0	1	1	3
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
USD CLEC, INC.	1	0	1	1
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM, INC.	1	0	1	5
VERIZON AVENUE	0	0	0	1
VERIZON BUSINESS SERVICES	5	10	15	81
VERIZON LONG DISTANCE	0	1	1	4
VERIZON SELECT SERVICES INC.	1	0	1	10
VERSATALK	0	0	0	1
VOIP ENTERPRISES INC.	1	0	1	2
VYCERA COMMUNICATIONS, INC.	0	1	1	1
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	0	0	0	10
XSPEDIUS COMMUNICATIONS	0	0	0	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	2
ZERO PLUS DIALING	0	1	1	22
ZERO PLUS DIALING, INC.	1	2	3	20
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	60	87	147	1,416

**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 - August 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	1	0	1	2
FLORIDA PUBLIC COMMUNICATIONS	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	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	23

**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 - August 2006

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	10
ALOHA UTILITIES, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	11
AQUA UTILITIES FLORIDA, INC.	0	2	2	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
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
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
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.	0	0	0	1
FERNCREST UTILITIES, INC.	0	2	2	6
FOUR POINTS UTILITY CORPORATION	0	1	1	2
HEATHER HILLS ESTATES	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1
HUDSON UTILITIES, INC.	0	0	0	2
HUNTER'S RIDGE UTILITY CO. OF LEE COUNTY	0	0	0	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	0	0	0	24
MARION UTILITIES, INC.	0	0	0	3
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	4

Water & Wastewater Companies

Complaint Activity - August 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
O&S WATER COMPANY, INC.	1	0	1	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PARADISE LAKES UTILITY, L.L.C.	0	0	0	1
PARK WATER COMPANY INC.	0	0	0	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	0	0	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	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	3
UTILITIES, INC. OF LONGWOOD	0	0	0	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	2
TOTALS**	1	6	7	178

**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 - August 2006

	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	2
BELLSOUTH TELECOMMUNICATIONS, INC.	0	6
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
DIALAROUND ENTERPRISES INC.	0	1
EMBARQ FLORIDA, INC.	1	12
ENHANCED SERVICES BILLING, INC.	8	64
HBS BILLING SERVICES COMPANY	1	2
HORIZON TELECOM, INC.	0	1
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	10	77
INTEGRETEL, INC.	2	16
INTELLICALL OPERATOR SERVICES, INC.	0	3
INTELLICALL OPERATOR SERVICES, INC.	0	1
OPERATOR ASSISTANCE NETWORK	4	19
SPRINT	0	1
TELEUNO, INC.	0	1
VERIZON FLORIDA INC.	0	3
ZERO PLUS DIALING	2	10
ZERO PLUS DIALING, INC.	1	2
TOTALS*	29	223

**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 - August 2006

	Month	Year-To-Date
ACCERIS MANAGEMENT AND ACQUISITION LLC	0	1
ALLTEL FLORIDA, INC.	0	1
ANEW BROADBAND, INC.	0	1
AT&T	0	2
AZUL TEL, INC.	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	2	26
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	2	3
DELAND ACTEL, INC.	0	1
EMBARQ COMMUNICATIONS, INC.	0	2
EMBARQ FLORIDA, INC.	2	7
FDN COMMUNICATIONS	0	2
IDS TELCOM CORP.	0	1
INFOHIGHWAY	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	0	6
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	3
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	0	3
STARTEC GLOBAL OPERATING COMPANY	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	13
TALK AMERICA INC.	0	1
TELCOVE INVESTMENTS, LLC	1	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON FLORIDA INC.	1	3
XO COMMUNICATIONS SERVICES, INC.	0	1
TOTALS*	9	89

**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 - August 2006

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	0	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1
ALLTEL COMMUNICATIONS, INC.	0	1
AMERICATEL CORPORATION	1	3
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	8	59
BELLSOUTH LONG DISTANCE, INC.	1	16
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
BUDGET CALL LONG DISTANCE, INC.	0	1
BUEHNER-FRY, INC.	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	5
CLEARTEL TELECOMMUNICATIONS, INC.	1	1
DC COMMUNICATIONS	1	1
ENHANCED SERVICES BILLING, INC.	1	1
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	6
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 TELESERVICES	1	7
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.	2	5
NET ONE INTERNATIONAL, INC.	0	3
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NEW CENTURY TELECOM, INC.	1	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

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - August 2006

	Month	Year-To-Date
POWERNET GLOBAL COMMUNICATIONS	0	5
PRIMUS TELECOMMUNICATIONS, INC.	0	3
QWEST COMMUNICATIONS CORPORATION	1	15
SPIRIT TELECOMMUNICATIONS, INC.	0	1
SPRINT	2	19
STARTEC GLOBAL LICENSING COMPANY	0	1
STS TELECOM, LLC	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	6
TALK AMERICA INC.	0	4
TELCOVE INVESTMENT, LLC	1	1
TELECOM*USA OR TELECONNECT	1	1
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	1	22
VERIZON SELECT SERVICES INC.	0	1
ZERO PLUS DIALING	0	3
ZERO PLUS DIALING, INC.	1	1
TOTALS*	27	239

**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.