



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT August 2008**

# Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	10
Pay Telephone Companies - Complaint Activity	14
Water and Wastewater Companies - Complaint Activity	15
Cramming - Unauthorized Additional Local Telephone Service Charges	17
Local Slamming - Unauthorized Local Telephone Carrier Change	18
Long Distance Slamming - Unauthorized Long Distance Carrier Change	19
Definitions	21

## 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](mailto: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 2008

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,782</b>
Electric	105	
Gas	19	
Competitive Local Exchange Telephone	60	
Local Exchange Telephone	200	
Long Distance Telephone	82	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	22	
Non-certificated Company Complaints Logged		1
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,110
Electric	857	
Gas	0	
Telecommunications	253	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		86
Electric	59	
Gas	2	
Telecommunications	25	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		94
Electric	87	
Gas	0	
Telecommunications	7	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>2,341</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,123</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,393	2,020	3,413
Mail	47	35	82
Internet	328	263	591
Fax	14	23	37
<b>Totals</b>	<b>1,782</b>	<b>2,341</b>	<b>4,123</b>

## Cases by Industry

**August 2008**

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
<b>Electric</b>	105	6 %	566	24 %
<b>Natural Gas</b>	19	1 %	55	2 %
<b>Telecommunications</b>	345	19 %	747	32 %
<b>Competitive Local Exchange Telephone</b>	60	3 %		
<b>Local Exchange Telephone</b>	200	11 %		
<b>Long Distance Telephone</b>	82	5 %		
<b>Pay Telephone</b>	3	0 %		
<b>Shared Tenant</b>	0	0 %		
<b>Water &amp; Wastewater</b>	22	1 %	159	7 %
<b>Non-certificated Company Cases logged**</b>	1	0 %	814	35 %
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>	1,110	62 %		
<b>E-Transfers</b>	86	5 %		
<b>Cases Received &amp; Closed by 3 Day Rule</b>	94	5 %		
<b>Total</b>	1,782	100 %	2,341	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 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 - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	14	31	45	341
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	29
GULF POWER COMPANY	1	0	1	6
PROGRESS ENERGY FLORIDA, INC.	32	13	45	263
TAMPA ELECTRIC COMPANY	6	5	11	93
<b>TOTALS**</b>	<b>54</b>	<b>51</b>	<b>105</b>	<b>732</b>

*\*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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	2	3	5	70
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	4
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	22
PEOPLES GAS SYSTEM	7	2	9	65
ST. JOE NATURAL GAS COMPANY, INC.	0	1	1	2
<b>TOTALS**</b>	<b>9</b>	<b>10</b>	<b>19</b>	<b>163</b>

*\*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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	67	64	131	966
EMBARQ FLORIDA, INC.	19	15	34	198
FAIRPOINT COMMUNICATIONS	2	0	2	9
NEFCOM	0	0	0	2
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	13	17	30	299
WINDSTREAM FLORIDA, INC.	3	0	3	23
<b>TOTALS**</b>	<b>104</b>	<b>96</b>	<b>200</b>	<b>1,498</b>

*\*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 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	0	0	0	6
AMERICATEL CORPORATION	0	1	1	4
ANEW BROADBAND, INC.	0	1	1	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	2
ASTRO TEL, INC.	0	0	0	1
AT&T	0	1	1	28
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	1	1	2	42
BUDGET PHONE	0	1	1	6
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
CLEARTEL COMMUNICATIONS	0	0	0	4
CLEARTEL TELECOMMUNICATIONS, INC.	1	3	4	24
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	2	7	39
COX COMMUNICATIONS	1	0	1	5
DELTACOM, INC.	1	3	4	42
DIALTONE TELECOM, LLC	0	0	0	1
DSL I	0	0	0	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	2
FDN COMMUNICATIONS	0	0	0	11
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	6
FREEDOM COMMUNICATIONS USA LLC	1	0	1	9
GLOBAL BROADBAND, INC.	0	1	1	1
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GLOBAL CROSSING TELEMANAGEMENT, INC.	0	0	0	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	1	0	1	3
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	0	1	1	6
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	2
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
MITEL NETSOLUTIONS, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	2	2	3
NEW EDGE NETWORKS	0	0	0	1
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	2
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	4
NORTH DADE TELECOM	0	0	0	1
NUVOX	5	1	6	57
ORLANDO TELEPHONE COMPANY, INC.	0	0	0	1
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	1	2	12
PHONE CLUB CORPORATION	1	0	1	1
PHONE XP, L.L.C.	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	0	0	0	8
QWEST COMMUNICATIONS CORPORATION	0	1	1	3
SANTEL COMMUNICATIONS	1	0	1	1
SH SERVICES LLC	0	0	0	6
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	1	1	2	6
STS TELECOM, LLC	0	0	0	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	5	7	12	105
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
SWIFTEL, LLC	1	0	1	2
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

# Competitive Local Exchange Telephone Companies

## Complaint Activity - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	3
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	9
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
USTEL	0	0	0	2
VARTEC TELECOM	0	0	0	1
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	6
VERIZON FLORIDA LLC	0	0	0	1
VERIZON SELECT SERVICES INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	3	1	4	17
YMAX COMMUNICATIONS CORP.	0	0	0	1
<b>TOTALS**</b>	<b>31</b>	<b>29</b>	<b>60</b>	<b>574</b>

*\*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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	1	1	1
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	6
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	0	0	1
AIRNEX COMMUNICATIONS, INC.	0	0	0	1
ALLIANCE GROUP SERVICES, INC.	0	0	0	1
AMERICA NET, LLC	0	0	0	9
AMERICATEL CORPORATION	1	1	2	13
ANDIAMO TELECOM, L.L.C.	0	0	0	1
AT&T	4	3	7	58
AT&T LONG DISTANCE SERVICE	5	4	9	75
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	2
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	0	0	0	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.	1	0	1	5
COMMUNICATIONS XCHANGE, LLC	0	0	0	1
CONVERGIA, INC.	1	0	1	3
CORRECTIONAL BILLING SERVICES	1	0	1	24
COVISTA, INC.	0	0	0	1
CREDO LONG DISTANCE	0	0	0	1
CTC TRADING LLC	0	0	0	1
CUSTOM TELECONNECT, INC.	0	2	2	5
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DC COMMUNICATIONS	0	0	0	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	1	1	3
ENHANCED BILLING SERVICES, INCORPORATED	0	1	1	1

## Long Distance Telephone Companies

### Complaint Activity - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ENHANCED SERVICES BILLING, INC.	0	5	5	32
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
FDN COMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	4
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	3
GLOBAL TEL*LINK CORPORATION	0	1	1	23
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	9
ILD TELESERVICES	0	13	13	66
INTEGRATED SERVICES, INC.	0	0	0	6
INTEGRETEL, INC.	0	1	1	18
INTELECALL COMMUNICATIONS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	6
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.	1	0	1	10
NATIONWIDE LONG DISTANCE SERVICE, INC.	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1
NETWORK SERVICE BILLING, INC.	0	0	0	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	4	4	23
OPEX COMMUNICATIONS, INC.	0	0	0	1

## Long Distance Telephone Companies

### Complaint Activity - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ORBITEL	0	0	0	1
PIONEER TELEPHONE, INC.	1	0	1	2
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	3	0	3	8
REDUCED RATE LONG DISTANCE LLC	0	0	0	4
SILV COMMUNICATION INC.	5	0	5	17
SPRINT	4	1	5	30
STARTEC GLOBAL OPERATING COMPANY	0	0	0	4
STI PREPAID, LLC	0	0	0	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	1	1	2
TALK AMERICA INC.	0	0	0	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.	2	0	2	3
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
TOUCH 1 LONG DISTANCE, INC.	0	1	1	1
TRANSWORLD NETWORK, CORP.	0	1	1	2
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	1	1	7
VERIZON BUSINESS SERVICES	0	1	1	30
VERIZON LONG DISTANCE	0	1	1	4
VERIZON SELECT SERVICES INC.	0	0	0	6
WILTEL COMMUNICATION, LLC	1	0	1	3
WINDSTREAM COMMUNICATIONS, INC.	0	1	1	2
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2

## Long Distance Telephone Companies

### Complaint Activity - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
YAK AMERICA INC.	0	0	0	1
ZERO PLUS DIALING	1	3	4	18
ZERO PLUS DIALING, INC.	0	0	0	3
<b>TOTALS**</b>	<b>33</b>	<b>49</b>	<b>82</b>	<b>664</b>

*\*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 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
EMBARQ PAYPHONE SERVICES, INC.	0	1	1	1
GLOBAL TEL*LINK CORPORATION	0	0	0	2
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
KELLEE COMMUNICATIONS GROUP, INC.	0	0	0	1
STERLING PAYPHONES, LLC	1	0	1	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	1
TRL ENTERPRISES	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>14</b>

*\*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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	61
ALOHA UTILITIES, INC.	1	0	1	11
AQUA UTILITIES FLORIDA, INC.	1	1	2	12
AQUA UTILITIES FLORIDA, INC.	1	0	1	12
AQUA UTILITIES FLORIDA, INC.	1	1	2	24
AQUA UTILITIES FLORIDA, INC.	2	0	2	4
AQUA UTILITIES FLORIDA, INC.	1	1	2	24
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	18
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	1
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
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	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	3
FOUR POINTS UTILITY CORPORATION	0	0	0	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.	1	0	1	2
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	3	3	13

## Water & Wastewater Companies

### Complaint Activity - August 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	4	4	5
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	0	0	0	2
PASCO UTILITIES, INC.	0	0	0	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	1	1	2
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	0	0	3
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	2	2	3
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	0	0	1
<b>TOTALS**</b>	<b>9</b>	<b>13</b>	<b>22</b>	<b>280</b>

*\*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 2008

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AT&T FLORIDA	0	6
EMBARQ FLORIDA, INC.	1	2
ENHANCED SERVICES BILLING, INC.	6	25
ILD TELESERVICES	5	29
INTEGRETEL, INC.	4	12
INTELLICALL OPERATOR SERVICES, INC.	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	1	1
OPERATOR ASSISTANCE NETWORK	1	10
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	1	7
ZERO PLUS DIALING, INC.	0	1
<b>TOTALS*</b>	<b>19</b>	<b>97</b>

*\*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 2008

	Month	Year-To-Date
AMERICA NET, LLC	0	8
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	0	19
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1
CBYOND COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
DELTACOM, INC.	0	1
EMBARQ FLORIDA, INC.	0	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	0	1
INTEGRATED SERVICES, INC.	0	5
NATIONWIDE LONG DISTANCE SERVICE, INC.	0	1
NETWORK SERVICE BILLING, INC.	0	5
NUVOX COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	5	14
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
SWIFTEL, LLC	0	1
XO COMMUNICATIONS SERVICES, INC.	1	2
<b>TOTALS*</b>	<b>7</b>	<b>77</b>

*\*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 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ALLIANCE GROUP SERVICES, INC.	0	1
AMERICATEL CORPORATION	1	3
AT&T	4	11
AT&T LONG DISTANCE SERVICE	4	25
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	0	9
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
COMMUNICATIONS NETWORK BILLING, INC.	1	5
CONVERGIA, INC.	1	2
COVISTA, INC.	0	1
CREDO LONG DISTANCE	0	1
ECG	0	1
FIRST COMMUNICATIONS, LLC	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	2
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.	1	9
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	3	6
REDUCED RATE LONG DISTANCE LLC	0	4
SPRINT	4	11
TALK AMERICA INC.	0	3
TELEDIAS COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	2	3
VERIZON BUSINESS SERVICES	0	5
WILTEL COMMUNICATION, LLC	1	3

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - August 2008

	Month	Year-To-Date
ZERO PLUS DIALING	1	4
<b>TOTALS*</b>	<b>24</b>	<b>132</b>

*\*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.