



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2007

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

*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 September 2007

Complaints Received & Entered into CATS		1,512
Electric	110	
Gas	15	
Competitive Local Exchange Telephone	89	
Local Exchange Telephone	172	
Long Distance Telephone	91	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	28	
Non-certificated Company Complaints Logged	2	
Electric	0	
Gas	0	
Telecommunications	1	
Water/Wastewater	1	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	865	
Electric	656	
Gas	0	
Telecommunications	209	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	56	
Electric	33	
Gas	0	
Telecommunications	23	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	80	
Electric	70	
Gas	0	
Telecommunications	10	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		1,744
Total New Cases Received & Entered into CATS		3,256

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,139	1,513	2,652
Mail	73	73	146
Internet	266	145	411
Fax	34	13	47
Totals	1,512	1,744	3,256

Cases by Industry

September 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	110	7 %	317	18 %
Natural Gas	15	1 %	25	1 %
Telecommunications	356	23 %	647	37 %
Competitive Local Exchange Telephone	89	6 %		
Local Exchange Telephone	172	11 %		
Long Distance Telephone	91	6 %		
Pay Telephone	4	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	28	2 %	94	5 %
Non-certificated Company Cases logged**	2	0 %	661	38 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	865	57 %		
E-Transfers	56	4 %		
Cases Received & Closed by 3 Day Rule	80	5 %		
Total	1,512	100 %	1,744	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

September 2007



Note: County name not available for 40 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	17	40	57	371
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	11
GULF POWER COMPANY	0	1	1	7
PROGRESS ENERGY FLORIDA, INC.	16	23	39	290
PROGRESS ENERGY FLORIDA, INC.	0	0	0	1
TAMPA ELECTRIC COMPANY	6	5	11	98
TOTALS**	40	69	109	778

**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 - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	7	7	118
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	2
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	26
PEOPLES GAS SYSTEM	2	4	6	53
SEBRING GAS SYSTEM, INC.	0	0	0	1
TOTALS**	4	11	15	200

**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 - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	48	65	113	973
EMBARQ FLORIDA, INC.	20	7	27	383
FAIRPOINT COMMUNICATIONS	0	1	1	23
NEFCOM	1	0	1	4
TDS TELECOM/QUINCY TELEPHONE	1	0	1	7
VERIZON FLORIDA LLC	13	15	28	270
WINDSTREAM FLORIDA, INC.	1	0	1	19
TOTALS**	84	88	172	1,679

**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 - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS COMMUNICATIONS, LLC.	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	7
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	0	1	1	2
AMERICAN FIBER NETWORK, INC.	0	0	0	1
AMERICATEL CORPORATION	1	0	1	1
ANEW BROADBAND, INC.	0	0	0	6
AT&T	1	4	5	38
ATLANTIC.NET BROADBAND, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	8	2	10	69
BROADSTAR, LLC	0	0	0	6
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	1
BULLSEYE TELECOM, INC.	0	1	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CITYWIDE-TEL	0	0	0	1
CLEARTEL COMMUNICATIONS	0	0	0	15
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	41
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	7	0	7	71
COX COMMUNICATIONS	0	0	0	2
DELTACOM, INC.	4	2	6	32
DSL	0	1	1	10
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	1
ERNEST COMMUNICATIONS, INC.	0	0	0	1
EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	7
FDN COMMUNICATIONS	6	1	7	17
FDN COMMUNICATIONS	0	0	0	33
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	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	0	0	2

Competitive Local Exchange Telephone Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT	0	0	0	7
INSTATONE	1	0	1	16
INTELLICALL OPERATOR SERVICES, INC.	0	1	1	4
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	1	0	1	5
KNOLOGY OF FLORIDA, INC.	0	0	0	3
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	5
LITESTREAM HOLDINGS, LLC	0	0	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	6
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	2
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	4
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	2	0	2	2
NUVOX COMMUNICATIONS, INC.	2	2	4	11
OPTICAL TELECOMMUNICATIONS, INC.	0	0	0	10
PAETEC COMMUNICATIONS, INC.	2	0	2	6
PIONEER TELEPHONE	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	4
RING CONNECTION, INC.	0	0	0	1
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	1	2	8
SUN-TEL USA, INC.	0	0	0	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	13	11	24	228
TALK AMERICA INC.	0	1	1	5
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	4
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	1	3	4	12
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	2
TRINSIC COMMUNICATIONS, INC.	0	0	0	3
US LEC OF FLORIDA INC.	0	0	0	6

Competitive Local Exchange Telephone Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
USTEL	1	0	1	3
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM	0	0	0	5
VILAIRE COMMUNICATIONS, INC.	0	0	0	5
XO COMMUNICATIONS SERVICES, INC.	2	1	3	16
XO COMMUNICATIONS SERVICES, INC.	0	1	1	2
XSPEDIUS COMMUNICATIONS	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	2
TOTALS**	55	34	89	796

**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 - September 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	4
ACCXX COMMUNICATIONS, LLC	0	0	0	21
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
ADMA TELECOM, INC.	0	0	0	2
AFFINITY 4	0	0	0	1
AIRNEX COMMUNICATIONS, INC.	0	0	0	1
ALLIANCE GROUP SERVICES, INC.	1	0	1	1
AMERICA NET, LLC	0	0	0	6
AMERICAN TEL GROUP, INC.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	15
AMTEL NETWORK INC.	0	0	0	3
ANEW BROADBAND, INC.	0	0	0	1
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	3	8	11	171
AT&T LONG DISTANCE SERVICE	2	8	10	56
BLUERIDGE TELECOM SYSTEMS	0	0	0	2
BRIDGECOM INTERNATIONAL, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	8
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUEHNER-FRY, INC.	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	0	0	7
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.	1	0	1	14
COMMUNICATIONS NETWORK BILLING, INC.	1	1	2	7
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	2	2	4	30
COVISTA, INC.	0	0	0	2
COX COMMUNICATIONS	0	0	0	1
CUSTOM TELECONNECT, INC.	0	1	1	5

Long Distance Telephone Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CVT PREPAID SOLUTIONS, INC.	0	1	1	1
D.G.A. TELECOM, INC.	0	0	0	1
DELTACOM, INC.	0	0	0	10
ECG	0	0	0	1
EL MUNDO CONNECTA	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	17
ENHANCED SERVICES BILLING, INC.	0	1	1	20
ENTRIX TELECOM, INC.	0	1	1	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS	0	0	0	1
EXTREME TELECOMMUNICATIONS	0	0	0	1
FAIRPOINT LONG DISTANCE	0	0	0	2
FDN COMMUNICATIONS	0	0	0	5
FOUR POINTS UTILITY CORPORATION	0	0	0	1
GABRIEL WIRELESS, L.L.C.	0	0	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	6
GLOBAL TEL*LINK CORPORATION	6	2	8	40
GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.	0	0	0	1
HORIZON TELECOM, INC.	1	1	2	66
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	7
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	1	7	8	104
INTEGRETEL, INC.	0	4	4	8
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	1	0	1	3
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	2
MAIN STREET TELEPHONE COMPANY	0	0	0	2
MCI NETWORK SERVICES, INC.	1	1	2	6
NATIONAL TEL	0	0	0	1
NECC TELECOM, INC.	1	0	1	3
NET ONE INTERNATIONAL, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NETWORK OPERATOR SERVICES, INC.	0	1	1	1
NETWORK PTS, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	2	0	2	4
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1
OLS, INC.	0	0	0	1
ONELINK COMMUNICATIONS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK	1	2	3	17
OPEX COMMUNICATIONS, INC.	0	0	0	2
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC BUSINESS SERVICES	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PRIMO COMMUNICATIONS INC	1	0	1	2
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	6
PT-1 COMMUNICATIONS	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	1	1	25
SILV COMMUNICATION INC.	0	0	0	6
SMART NETWORK SOLUTIONS COMMUNICATIONS CORP	0	0	0	1
SPRINT	0	1	1	58
STARTEC GLOBAL OPERATING COMPANY	0	1	1	6
STI PREPAID, LLC	0	0	0	3
STS TELECOM, LLC	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	50
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	1	1	2	4
TELCOVE INVESTMENT, LLC	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	1
TELECOM*USA OR TELECONNECT	0	1	1	3
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	0	0	5
TELRITE CORPORATION	0	0	0	4

Long Distance Telephone Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TM TELCOMM CORP.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	2	0	2	4
TOUCHTONE COMMUNICATIONS INC.	1	0	1	1
TRI-M COMMUNICATIONS, INC.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
TTI NATIONAL, INC.	0	0	0	2
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	1
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	2
UNITED TELEMAGEMENT SYSTEMS, INC.	0	0	0	1
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	2
VARTEC SOLUTIONS	0	0	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	2	2	12
VARTEC TELECOM, INC.	0	0	0	2
VERIZON BUSINESS SERVICES	1	2	3	55
VERIZON LONG DISTANCE	1	1	2	23
VERIZON SELECT SERVICES INC.	0	0	0	9
WILTEL COMMUNICATION, LLC	0	0	0	1
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	4
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
WL SOLUTIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	6
XSPEDIUS COMMUNICATIONS	0	0	0	1
YAK AMERICA INC.	0	0	0	1
ZERO PLUS DIALING	0	3	3	18
ZERO PLUS DIALING, INC.	0	0	0	16
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	36	55	91	1,088

**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 - September 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	3
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
FOCUS CONNECTION, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	1	0	1	2
JLW TECHNICAL COMMUNICATIONS, INC.	1	0	1	1
KELLEE COMMUNICATIONS GROUP, INC.	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
TRL ENTERPRISES	2	0	2	2
TOTALS**	4	0	4	16

**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 - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	6
ALOHA UTILITIES, INC.	1	0	1	14
AQUA UTILITIES FLORIDA, INC.	1	0	1	10
AQUA UTILITIES FLORIDA, INC.	0	1	1	9
AQUA UTILITIES FLORIDA, INC.	0	1	1	28
AQUA UTILITIES FLORIDA, INC.	0	1	1	6
AQUA UTILITIES FLORIDA, INC.	1	0	1	27
AQUA UTILITIES FLORIDA, INC.	0	3	3	9
AQUA UTILITIES FLORIDA, INC.	0	2	2	13
AQUA UTILITIES FLORIDA, INC.	2	0	2	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	25
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
BONITA SPRINGS UTILITIES	0	0	0	1
C. S. WATER COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	1	1	1
CYPRESS LAKES UTILITIES, INC.	1	0	1	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
FERNCREST UTILITIES, INC.	0	0	0	7
FOUR POINTS UTILITY CORPORATION	1	2	3	15
HIGHLANDS UTILITIES CORPORATION	0	0	0	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.	1	0	1	2
LAKE UTILITY SERVICES, INC.	1	0	1	2
LINDRICK SERVICE CORPORATION	1	2	3	11
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MAD HATTER UTILITY, INC.	0	0	0	2
MARION UTILITIES, INC.	0	0	0	1

Water & Wastewater Companies

Complaint Activity - September 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	1	1	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	1	1	1
O&S WATER COMPANY, INC.	0	0	0	3
PALM VALLEY UTILITIES	0	0	0	1
PARADISE LAKES UTILITY, L.L.C.	1	0	1	1
PARK WATER COMPANY	0	0	0	5
PASCO UTILITIES, INC.	0	1	1	3
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2
S & L UTILITIES, INC.	1	0	1	3
SAN SEBASTIAN WATER, LLC	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	2
SUNRISE UTILITIES, LLC	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	5
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
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.	0	0	0	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**	12	16	28	276

**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 - September 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T LONG DISTANCE SERVICE	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	11
CALL ONE	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	1
EMBARQ FLORIDA, INC.	0	6
ENHANCED SERVICES BILLING, INC.	0	19
ILD TELESERVICES	6	68
INTEGRETEL, INC.	0	3
OPERATOR ASSISTANCE NETWORK	1	5
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	0	5
ZERO PLUS DIALING, INC.	0	2
TOTALS*	7	124

**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 - September 2007

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	0	1
AMERICA NET, LLC	0	5
ANEW BROADBAND, INC.	0	1
AT&T	0	1
AT&T FLORIDA	2	23
ATLANTIC.NET BROADBAND, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
DELTACOM, INC.	0	1
EL MUNDO CONNECTA	0	1
EMBARQ COMMUNICATIONS, INC.	0	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.	0	1
NETWORK SERVICE BILLING, INC.	2	4
PAETEC COMMUNICATIONS, INC.	1	1
PRIMO COMMUNICATIONS INC	1	1
QWEST COMMUNICATIONS CORPORATION	1	1
SILV COMMUNICATION INC.	0	6
STARTEC GLOBAL OPERATING COMPANY	0	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*	8	66

**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 - September 2007

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACCXX COMMUNICATIONS, LLC	0	16
ALLIANCE GROUP SERVICES, INC.	1	1
AMERICAN TEL GROUP, INC.	0	1
AMERICATEL CORPORATION	0	3
ASIA TALK TELECOM, INC.	0	1
AT&T	2	17
AT&T LONG DISTANCE SERVICE	2	19
BLUERIDGE TELECOM SYSTEMS	0	2
BROADWING COMMUNICATIONS, LLC	0	2
BUEHNER-FRY, INC.	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	7
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	1	5
DELTACOM, INC.	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	4
GLOBAL TEL*LINK CORPORATION	0	1
HORIZON TELECOM, INC.	1	43
ILD TELESERVICES	1	6
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	3
MCI NETWORK SERVICES, INC.	1	1
NECC TELECOM, INC.	1	1
ONELINK COMMUNICATIONS, INC.	0	1
OPERATOR ASSISTANCE NETWORK	1	3
PAETEC COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	1
QWEST COMMUNICATIONS CORPORATION	0	16
SPRINT	0	22
TELE CIRCUIT NETWORK CORPORATION	0	1
TELEUNO, INC.	0	3
TELRITE CORPORATION	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - September 2007

	Month	Year-To-Date
TOTAL CALL INTERNATIONAL, INC.	2	2
UNITED AMERICAN TECHNOLOGY, INC.	0	1
VERIZON BUSINESS SERVICES	0	3
VERIZON LONG DISTANCE	1	5
WILTEL COMMUNICATION, LLC	0	1
ZERO PLUS DIALING	0	4
ZERO PLUS DIALING, INC.	0	1
TOTALS*	16	213

**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.