



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 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 September 2008

Complaints Received & Entered into CATS		2,226
Electric	116	
Gas	14	
Competitive Local Exchange Telephone	73	
Local Exchange Telephone	240	
Long Distance Telephone	86	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	36	
Non-certificated Company Complaints Logged	4	
Electric	0	
Gas	0	
Telecommunications	4	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,449	
Electric	1,080	
Gas	0	
Telecommunications	369	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	71	
Electric	52	
Gas	0	
Telecommunications	19	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule	137	
Electric	129	
Gas	0	
Telecommunications	8	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		2,795
Total New Cases Received & Entered into CATS		5,021

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,775	2,406	4,181
Mail	66	72	138
Internet	369	306	675
Fax	16	11	27
Totals	2,226	2,795	5,021

Cases by Industry

September 2008

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	116	5 %	761	27 %
Natural Gas	14	1 %	30	1 %
Telecommunications	399	17 %	850	30 %
Competitive Local Exchange Telephone	73	3 %		
Local Exchange Telephone	240	11 %		
Long Distance Telephone	86	4 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	36	2 %	116	4 %
Non-certificated Company Cases logged**	4	0 %	1038	37 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,449	65 %		
E-Transfers	71	3 %		
Cases Received & Closed by 3 Day Rule	137	6 %		
Total	2,226	100 %	2,795	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 2008



Note: County name not available for 114 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - September 2008

	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
FLORIDA POWER & LIGHT COMPANY	15	28	43	382
FLORIDA PUBLIC UTILITIES COMPANY	2	2	4	33
GULF POWER COMPANY	0	0	0	7
PROGRESS ENERGY FLORIDA, INC.	36	18	54	317
TAMPA ELECTRIC COMPANY	5	10	15	108
TOTALS**	58	58	116	847

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	3	3	73
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	0	0	4
FLORIDA PUBLIC UTILITIES COMPANY	1	3	4	26
PEOPLES GAS SYSTEM	2	5	7	72
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2
TOTALS**	3	11	14	177

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	75	89	164	1,129
EMBARQ FLORIDA, INC.	9	20	29	228
FAIRPOINT COMMUNICATIONS	0	1	1	10
NEFCOM	0	0	0	2
TDS TELECOM/QUINCY TELEPHONE	0	0	0	1
VERIZON FLORIDA LLC	26	18	44	343
WINDSTREAM FLORIDA, INC.	2	0	2	25
TOTALS**	112	128	240	1,738

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AMERICAN DIAL TONE	1	0	1	7
AMERICATEL CORPORATION	0	0	0	4
ANEW BROADBAND, INC.	0	0	0	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	2
ASTRO TEL, INC.	0	0	0	1
AT&T	1	1	2	30
AT&T FLORIDA	0	0	0	3
BALDWIN COUNTY INTERNET/DSSI SERVICE, L.L.C.	0	0	0	1
BIRCH COMMUNICATIONS	5	0	5	11
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	4	1	5	47
BUDGET PHONE	2	2	4	10
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
CLEARTEL COMMUNICATIONS	0	0	0	5
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	26
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	45
COX COMMUNICATIONS	0	2	2	7
DELTACOM, INC.	2	6	8	50
DIALTONE TELECOM, LLC	0	0	0	1
DSLII	0	2	2	15
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	1	0	1	3
FDN COMMUNICATIONS	0	1	1	12
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	0	0	0	9
GLOBAL BROADBAND, INC.	0	0	0	1
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

Competitive Local Exchange Telephone Companies

Complaint Activity - September 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	3
HOTWIRE COMMUNICATIONS, LTD.	1	0	1	1
IDT AMERICA, CORP.	1	0	1	5
ISN TELCOM	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	2
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	6
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
MCC TELEPHONY OF FLORIDA, INC.	0	0	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	6
MITEL NETSOLUTIONS, INC.	0	0	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	1	1	1
NETWORK TELEPHONE CORPORATION	0	0	0	3
NEW EDGE NETWORKS	0	0	0	1
NEXUS COMMUNICATIONS TSI, INC.	1	1	2	4
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	4
NORTH DADE TELECOM	0	0	0	1
NUVOX	7	2	9	66
ORLANDO TELEPHONE COMPANY, INC.	0	0	0	1
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	3	1	4	16
PHONE CLUB CORPORATION	0	0	0	1
PHONE XP, L.L.C.	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	1
PRIMECAST	1	0	1	9
QWEST COMMUNICATIONS CORPORATION	0	0	0	3
SANTEL COMMUNICATIONS	0	0	0	1
SH SERVICES LLC	0	0	0	6
SOUTHEASTERN SERVICES, INC.	0	0	0	1
STS TELECOM	1	0	1	7
STS TELECOM, LLC	0	0	0	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	3	5	8	113
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
SWIFTEL, LLC	0	0	0	2
TALK AMERICA INC.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - September 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	7
TELCOVE OPERATIONS, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1	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.	0	3	3	6
USTEL	0	0	0	2
VARTEC TELECOM	0	0	0	1
VERIZON FLORIDA LLC	0	0	0	1
VERIZON SELECT SERVICES INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	0	1	18
YMAX COMMUNICATIONS CORP.	0	0	0	1
TOTALS**	43	30	73	648

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	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.	0	0	0	6
ADVANTAGE TELECOMMUNICATIONS, CORP.	1	0	1	2
AIRNEX COMMUNICATIONS, INC.	0	0	0	1
ALLIANCE GROUP SERVICES, INC.	0	0	0	1
AMERICA NET, LLC	0	0	0	9
AMERICATEL CORPORATION	2	1	3	16
ANDIAMO TELECOM, L.L.C.	0	0	0	1
AT&T	4	3	7	65
AT&T LONG DISTANCE SERVICE	5	5	10	85
BCN TELECOM, INC.	0	1	1	1
BLUERIDGE TELECOM SYSTEMS	1	0	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	1	1	3
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 COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	2
COMMUNICATIONS NETWORK BILLING, INC.	0	1	1	6
COMMUNICATIONS XCHANGE, LLC	0	0	0	1
CONVERGIA, INC.	0	0	0	3
CORRECTIONAL BILLING SERVICES	1	0	1	25
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	7
CVT PREPAID SOLUTIONS, INC.	0	0	0	1
DC COMMUNICATIONS	0	0	0	1
DELTACOM, INC.	1	0	1	6
DPC	0	0	0	1
DPE	0	0	0	2

Long Distance Telephone Companies

Complaint Activity - September 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ECG	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	1	1	4
ENHANCED BILLING SERVICES, INCORPORATED	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	9	9	41
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	4
GLOBAL TEL*LINK CORPORATION	1	1	2	25
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	2	3	5	71
INTEGRATED SERVICES OF NEVADA, INC.	1	0	1	7
INTEGRETEL, INC.	0	0	0	18
INTELECALL COMMUNICATIONS, INC.	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	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.	0	0	0	10
NATIONAL TEL	1	0	1	1
NATIONWIDE LONG DISTANCE SERVICE, INC.	2	0	2	3
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1
NETWORK SERVICE BILLING, INC.	3	0	3	8
NEW CENTURY TELECOM, INC.	0	0	0	1
NINETEL, INC.	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - September 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
NUVOX COMMUNICATIONS, INC.	0	0	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	3
OPERATOR ASSISTANCE NETWORK	0	2	2	25
OPEX COMMUNICATIONS, INC.	0	0	0	1
OPTIC INTERNET PROTOCOL, INC.	3	0	3	3
ORBITEL	0	0	0	1
PIONEER TELEPHONE, INC.	0	0	0	2
POWERNET GLOBAL COMMUNICATIONS	0	1	1	4
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	2	0	2	10
REDUCED RATE LONG DISTANCE LLC	0	1	1	5
SILV COMMUNICATION INC.	2	0	2	19
SPRINT	2	5	7	37
STARTEC GLOBAL OPERATING COMPANY	0	0	0	4
STI PREPAID, LLC	0	0	0	2
STS TELECOM	1	0	1	1
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	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.	0	0	0	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	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	2
TTE	0	0	0	2
TTI NATIONAL, INC.	0	0	0	3
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	2
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	7

Long Distance Telephone Companies Complaint Activity - September 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
VERIZON BUSINESS SERVICES	2	1	3	33
VERIZON LONG DISTANCE	0	1	1	5
VERIZON SELECT SERVICES INC.	0	0	0	6
VEZA TELECOM, INC.	1	0	1	1
WILTEL COMMUNICATION, LLC	0	0	0	3
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
YAK AMERICA INC.	0	0	0	1
ZERO PLUS DIALING	1	3	4	22
ZERO PLUS DIALING, INC.	0	3	3	6
TOTALS**	41	45	86	751

**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 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	0	0	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	0	0	0	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TRL ENTERPRISES	0	0	0	1
TOTALS**	0	0	0	14

**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 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	1	1	62
ALOHA UTILITIES, INC.	2	1	3	14
AQUA UTILITIES FLORIDA, INC.	1	1	2	14
AQUA UTILITIES FLORIDA, INC.	1	3	4	28
AQUA UTILITIES FLORIDA, INC.	0	1	1	10
AQUA UTILITIES FLORIDA, INC.	1	1	2	6
AQUA UTILITIES FLORIDA, INC.	2	0	2	26
AQUA UTILITIES FLORIDA, INC.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	4
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	12
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
CYPRESS LAKES UTILITIES, INC.	0	3	3	3
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	2
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	3
FLORIDA WATER SERVICES CORPORATION	1	0	1	1
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
HUDSON UTILITIES, INC.	1	0	1	1
INDIANTOWN COMPANY, INC.	0	0	0	2
KEEN SALES, RENTALS AND UTILITIES, INC.	3	0	3	4
KINCAID HILLS WATER COMPANY	0	0	0	1

Water & Wastewater Companies

Complaint Activity - September 2008

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
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	14
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	1
NI FLORIDA, LLC	0	0	0	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	1	1	4
PARK WATER COMPANY	0	0	0	2
PASCO UTILITIES, INC.	0	1	1	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
RIVER RANCH WATER MANAGEMENT, L.L.C.	0	1	1	1
SANLANDO UTILITIES CORPORATION	0	0	0	2
SUNNY SHORES WATER CO., INC.	0	0	0	1
SUNRISE UTILITIES, LLC	1	0	1	3
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	4
UTILITIES, INC. OF FLORIDA	0	1	1	2
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF HUTCHINSON ISLAND	0	0	0	3
UTILITIES, INC. OF LONGWOOD	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	2	2	2
WATER OAK UTILITY	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	15	21	36	316

**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 2008

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AT&T FLORIDA	1	7
EMBARQ FLORIDA, INC.	0	2
ENHANCED SERVICES BILLING, INC.	6	31
ILD TELESERVICES	5	34
INTEGRETEL, INC.	1	13
INTELLICALL OPERATOR SERVICES, INC.	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	1
OPERATOR ASSISTANCE NETWORK	2	12
VERIZON FLORIDA LLC	0	2
ZERO PLUS DIALING	0	7
ZERO PLUS DIALING, INC.	0	1
TOTALS*	15	112

**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 2008

	Month	Year-To-Date
AMERICA NET, LLC	0	8
AMERICAN DIAL TONE	1	1
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	3	22
BIRCH COMMUNICATIONS	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2
CBYOND COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	3
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 OF NEVADA, INC.	1	6
NATIONWIDE LONG DISTANCE SERVICE, INC.	2	3
NETWORK SERVICE BILLING, INC.	3	8
NUVOX COMMUNICATIONS, INC.	0	1
OPTIC INTERNET PROTOCOL, INC.	3	3
PAETEC COMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	2	16
STARTEC GLOBAL OPERATING COMPANY	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
SWIFTEL, LLC	0	1
VEZA TELECOM, INC.	1	1
XO COMMUNICATIONS SERVICES, INC.	0	2
TOTALS*	20	97

**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 2008

	Month	Year-To-Date
ACCESS INTEGRATED NETWORKS, INC.	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	1	1
ALLIANCE GROUP SERVICES, INC.	0	1
AMERICATEL CORPORATION	1	4
AT&T	2	13
AT&T LONG DISTANCE SERVICE	5	30
BLUERIDGE TELECOM SYSTEMS	1	1
BROADWING COMMUNICATIONS, LLC	0	2
BUSINESS NETWORK LONG DISTANCE, INC.	0	9
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
COMMUNICATIONS NETWORK BILLING, INC.	0	5
CONVERGIA, INC.	0	2
COVISTA, INC.	0	1
CREDO LONG DISTANCE	0	1
ECG	0	1
FIRST COMMUNICATIONS, LLC	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	3
GLOBAL TEL*LINK CORPORATION	1	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
HORIZON TELECOM, INC.	0	1
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	2	3
INTEGRETEL, INC.	0	1
LDMI TELECOMMUNICATIONS, INC.	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	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	2	8
REDUCED RATE LONG DISTANCE LLC	0	4
SPRINT	1	12
TALK AMERICA INC.	0	3
TELEDIAS COMMUNICATIONS, INC.	0	1

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - September 2008

	Month	Year-To-Date
TELEUNO, INC.	0	3
VERIZON BUSINESS SERVICES	1	6
WILTEL COMMUNICATION, LLC	0	3
ZERO PLUS DIALING	1	5
TOTALS*	19	151

**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.