



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT November 2007**

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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](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 November 2007

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,379</b>
Electric	72	
Gas	22	
Competitive Local Exchange Telephone	73	
Local Exchange Telephone	139	
Long Distance Telephone	97	
Pay Telephone	0	
Shared Tenant	0	
Water & Wastewater	23	
Non-certificated Company Complaints Logged		3
Electric	1	
Gas	0	
Telecommunications	2	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		806
Electric	581	
Gas	0	
Telecommunications	224	
Water/Wastewater	1	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		62
Electric	32	
Gas	0	
Telecommunications	30	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		82
Electric	69	
Gas	0	
Telecommunications	13	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>1,499</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2,878</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,080	1,154	2,234
Mail	39	54	93
Internet	249	283	532
Fax	11	8	19
<b>Totals</b>	<b>1,379</b>	<b>1,499</b>	<b>2,878</b>

## Cases by Industry

### November 2007

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	72	5 %	223	15 %
Natural Gas	22	2 %	22	1 %
Telecommunications	309	22 %	432	29 %
Competitive Local Exchange Telephone	73	5 %		
Local Exchange Telephone	139	10 %		
Long Distance Telephone	97	7 %		
Pay Telephone	0	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	23	2 %	65	4 %
Non-certificated Company Cases logged**	3	0 %	757	51 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	806	58 %		
E-Transfers	62	4 %		
Cases Received & Closed by 3 Day Rule	82	6 %		
<b>Total</b>	<b>1,379</b>	<b>100 %</b>	<b>1,499</b>	<b>100 %</b>

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

## November 2007



Note: County name not available for 41 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	14	30	44	484
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	11
GULF POWER COMPANY	0	0	0	7
PROGRESS ENERGY FLORIDA, INC.	11	9	20	344
PROGRESS ENERGY FLORIDA, INC.	0	0	0	1
TAMPA ELECTRIC COMPANY	4	4	8	114
<b>TOTALS**</b>	<b>29</b>	<b>43</b>	<b>72</b>	<b>961</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 - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	4	4	8	131
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	1	2	3	6
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	27
PEOPLES GAS SYSTEM	7	4	11	70
SEBRING GAS SYSTEM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>12</b>	<b>10</b>	<b>22</b>	<b>235</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 - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	32	52	84	1,181
EMBARQ FLORIDA, INC.	19	9	28	444
FAIRPOINT COMMUNICATIONS	0	0	0	26
NEFCOM	0	0	0	4
TDS TELECOM/QUINCY TELEPHONE	0	0	0	7
VERIZON FLORIDA LLC	9	17	26	324
WINDSTREAM FLORIDA, INC.	1	0	1	23
<b>TOTALS**</b>	<b>61</b>	<b>78</b>	<b>139</b>	<b>2,009</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 - November 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.	1	0	1	2
AMERICAN DIAL TONE	0	1	1	4
AMERICAN FIBER NETWORK, INC.	0	0	0	1
AMERICATEL CORPORATION	0	1	1	2
ANEW BROADBAND, INC.	1	0	1	8
AT&T	2	3	5	52
ATLANTIC.NET BROADBAND, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	8	1	9	84
BROADSTAR COMMUNICATIONS, LLC	0	0	0	1
BROADSTAR, LLC	0	0	0	6
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE, INC.	0	0	0	1
BULLSEYE TELECOM, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CITYWIDE-TEL	0	0	0	1
CLEARTEL COMMUNICATIONS	1	2	3	19
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	44
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	85
COX COMMUNICATIONS	1	1	2	4
DELTACOM, INC.	0	5	5	45
DSLII	0	0	0	12
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
ERNEST COMMUNICATIONS, INC.	0	0	0	1
EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	9
FDN COMMUNICATIONS	3	6	9	36
FDN COMMUNICATIONS	0	0	0	33
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	7
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GLOBAL NAPS, INC.	0	0	0	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
GLOBAL TELECOM GROUP	0	0	0	10
GTC COMMUNICATIONS, INC.	0	0	0	2
HOTWIRE COMMUNICATIONS, LTD.	1	0	1	2
IDT	0	0	0	7
INSTATONE	0	0	0	19
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	5
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ISN TELCOM	0	0	0	5
KNOLOGY OF FLORIDA, INC.	1	0	1	5
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	7
LITESTREAM HOLDINGS, LLC	0	0	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	3
NEXUS COMMUNICATIONS TSI, INC.	0	0	0	4
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	3
NUVOX COMMUNICATIONS, INC.	3	0	3	16
PAETEC BUSINESS SERVICES	0	1	1	8
PAETEC COMMUNICATIONS, INC.	1	0	1	8
PIONEER TELEPHONE	0	0	0	1
PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	2
QWEST COMMUNICATIONS CORPORATION	0	0	0	4
RING CONNECTION, INC.	0	0	0	1
SH SERVICES LLC	2	0	2	12
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	0	0	0	11
SUN-TEL USA, INC.	0	0	0	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	9	8	17	270
TALK AMERICA INC.	0	0	0	5
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	5
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	14
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	2

# Competitive Local Exchange Telephone Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TRINSIC COMMUNICATIONS, INC.	0	0	0	4
USTEL	0	0	0	3
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM	0	0	0	5
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	8
VILAIRE COMMUNICATIONS, INC.	0	0	0	5
XO COMMUNICATIONS SERVICES, INC.	2	1	3	24
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
XSPEDIUS COMMUNICATIONS	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	2
ZONE TELECOM, INC.	1	0	1	1
<b>TOTALS**</b>	<b>42</b>	<b>31</b>	<b>73</b>	<b>977</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 - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
1800CALL4LESS	0	0	0	1
3U TELECOM INC.	0	0	0	1
ACCERIS COMMUNICATIONS	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	4
ACCXX COMMUNICATIONS, LLC	0	0	0	23
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
ADMA TELECOM, INC.	2	0	2	4
AFFINITY 4	1	0	1	2
AIRNEX COMMUNICATIONS, INC.	1	0	1	2
ALLIANCE GROUP SERVICES, INC.	0	0	0	2
AMERICA NET, LLC	2	0	2	8
AMERICAN TEL GROUP, INC.	0	1	1	2
AMERICATEL CORPORATION	1	0	1	17
AMTEL NETWORK INC.	0	0	0	3
ANEW BROADBAND, INC.	0	0	0	1
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	5	9	14	197
AT&T LONG DISTANCE SERVICE	2	9	11	78
BLUERIDGE TELECOM SYSTEMS	1	0	1	3
BRIDGECOM INTERNATIONAL, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	8
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1
BUEHNER-FRY, INC.	0	0	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	1	1	9
BUZZ TELECOM CORPORATION	0	0	0	2
CALL ONE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	6
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	15
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	7
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1
CONVERGIA, INC.	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	0	1	33
COVISTA, INC.	0	0	0	2

# Long Distance Telephone Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COX COMMUNICATIONS	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	6
CVT PREPAID SOLUTIONS, INC.	0	0	0	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.	1	0	1	18
ENHANCED SERVICES BILLING, INC.	0	3	3	26
ENTRIX TELECOM, INC.	0	0	0	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	7
FIRST COMMUNICATIONS, LLC	1	0	1	1
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.	0	0	0	7
GLOBAL TEL*LINK CORPORATION	4	2	6	58
GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.	0	0	0	1
HORIZON TELECOM, INC.	1	0	1	67
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1	1	8
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	0	12	12	135
INTEGRETEL, INC.	0	4	4	14
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	0	0	0	3
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	2
MAIN STREET TELEPHONE COMPANY	0	0	0	2
MCI NETWORK SERVICES, INC.	0	1	1	8

# Long Distance Telephone Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
NATIONAL TEL	0	0	0	1
NATIONWIDE LONG DISTANCE SERVICE, INC.	0	1	1	1
NECC TELECOM, INC.	0	0	0	3
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK OPERATOR SERVICES, INC.	0	0	0	1
NETWORK PTS, INC.	0	0	0	1
NETWORK SERVICE BILLING, INC.	1	0	1	5
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	4	5	23
OPERATOR SERVICE COMPANY, LLC	0	0	0	1
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	4
PIONEER TELEPHONE, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PRIMA COMMUNICATIONS, INC	0	0	0	1
PRIMO COMMUNICATIONS INC	0	1	1	4
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	6
PT-1 COMMUNICATIONS	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	2
QWEST COMMUNICATIONS CORPORATION	0	1	1	28
SILV COMMUNICATION INC.	0	0	0	7
SKYNET TELESYSTEMS	0	0	0	1
SMART NETWORK SOLUTIONS COMMUNICATIONS CORP	0	0	0	1
SPRINT	3	3	6	67
STARTEC GLOBAL OPERATING COMPANY	1	0	1	7
STI PREPAID, LLC	2	0	2	5
STS TELECOM, LLC	1	0	1	2
SUPERBIRD TELECOM, INC.	1	1	2	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	0	0	51

# Long Distance Telephone Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
T-NETIX, INC.	0	0	0	1
TALK AMERICA INC.	0	0	0	5
TELCOVE INVESTMENT, LLC	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	3
TELECOM*USA OR TELECONNECT	0	1	1	4
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	0	0	5
TELRITE CORPORATION	0	0	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
TM TELCOMM CORP.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	4
TOUCHTONE COMMUNICATIONS INC.	0	0	0	1
TRI-M COMMUNICATIONS, INC.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	2
TTI NATIONAL, INC.	0	0	0	3
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	3
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	2
UNITED TELEMANAGEMENT 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	0	0	12
VARTEC TELECOM, INC.	0	0	0	2
VERIZON BUSINESS SERVICES	4	1	5	65
VERIZON LONG DISTANCE	0	1	1	25
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	1	1	2	22

# Long Distance Telephone Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ZERO PLUS DIALING, INC.	0	0	0	18
ZONE TELECOM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>39</b>	<b>58</b>	<b>97</b>	<b>1,295</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 - November 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
EMPIRE VENDING	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	1
FOCUS CONNECTION, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	0	0	0	2
JLW TECHNICAL COMMUNICATIONS, INC.	0	0	0	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	0	0	0	2
<b>TOTALS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</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 - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	6
ALOHA UTILITIES, INC.	1	0	1	17
ALTURAS UTILITIES, L.L.C.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	2	3	5	19
AQUA UTILITIES FLORIDA, INC.	0	1	1	30
AQUA UTILITIES FLORIDA, INC.	2	2	4	31
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	28
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	14
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	13
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
BONITA SPRINGS UTILITIES	0	0	0	1
C. S. WATER COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	3	3	4
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	2
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	6
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
FERNCREST UTILITIES, INC.	0	0	0	7
FOUR POINTS UTILITY CORPORATION	0	0	0	16
GOLD COAST UTILITY CORP.	0	2	2	2
HIGHLANDS UTILITIES CORPORATION	0	0	0	1
HUDSON UTILITIES, INC.	0	0	0	6
INDIANTOWN COMPANY, INC.	0	0	0	1
KEY HAVEN UTILITY CORPORATION	0	1	1	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	2	0	2	13

# Water & Wastewater Companies

## Complaint Activity - November 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1
MAD HATTER UTILITY, INC.	0	0	0	2
MARION UTILITIES, INC.	0	0	0	2
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	1
O&S WATER COMPANY, INC.	0	0	0	4
PALM VALLEY UTILITIES	0	0	0	1
PARADISE LAKES UTILITY, L.L.C.	1	0	1	2
PARK WATER COMPANY	0	0	0	5
PARKLAND UTILITIES, INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	3
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
S & L UTILITIES, INC.	0	0	0	4
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	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	1	1	3
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	1	0	1	2
ZACHARY TAYLOR CAMPING AND LODGE, INC.	0	0	0	1
<b>TOTALS**</b>	<b>10</b>	<b>13</b>	<b>23</b>	<b>327</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 - November 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	1	14
AT&T LONG DISTANCE SERVICE	0	1
CALL ONE	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	1
EMBARQ FLORIDA, INC.	3	9
ENHANCED SERVICES BILLING, INC.	3	23
ILD TELESERVICES	10	84
INTEGRETEL, INC.	0	6
INTELLICALL OPERATOR SERVICES, INC.	1	1
OPERATOR ASSISTANCE NETWORK	2	8
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	0	5
ZERO PLUS DIALING, INC.	0	2
<b>TOTALS*</b>	<b>20</b>	<b>157</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 - November 2007

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	0	1
AMERICA NET, LLC	2	6
ANEW BROADBAND, INC.	0	1
AT&T	0	1
AT&T FLORIDA	1	26
ATLANTIC.NET BROADBAND, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
BROADWING COMMUNICATIONS, LLC	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
DELTACOM, INC.	0	1
EL MUNDO CONNECTA	0	1
EMBARQ COMMUNICATIONS, INC.	1	2
EMBARQ FLORIDA, INC.	0	1
FDN COMMUNICATIONS	0	1
INSTATONE	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	1
NET ONE INTERNATIONAL, INC.	0	1
NETWORK SERVICE BILLING, INC.	1	5
PAETEC COMMUNICATIONS, INC.	0	1
PRIMO COMMUNICATIONS INC	0	2
QWEST COMMUNICATIONS CORPORATION	0	1
SILV COMMUNICATION INC.	0	7
STARTEC GLOBAL OPERATING COMPANY	1	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
TRINSIC COMMUNICATIONS, INC.	0	1
VERIZON FLORIDA LLC.	0	2
WL SOLUTIONS, INC.	0	1
ZONE TELECOM, INC.	1	1
<b>TOTALS*</b>	<b>7</b>	<b>80</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 - November 2007

	Month	Year-To-Date
3U TELECOM INC.	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACCXX COMMUNICATIONS, LLC	0	18
AIRNEX COMMUNICATIONS, INC.	1	1
ALLIANCE GROUP SERVICES, INC.	0	2
AMERICAN TEL GROUP, INC.	0	1
AMERICATEL CORPORATION	1	4
ASIA TALK TELECOM, INC.	0	1
AT&T	4	21
AT&T LONG DISTANCE SERVICE	2	24
BLUERIDGE TELECOM SYSTEMS	1	3
BROADWING COMMUNICATIONS, LLC	0	2
BUEHNER-FRY, INC.	0	1
BUSINESS NETWORK LONG DISTANCE, INC.	0	8
BUZZ TELECOM CORPORATION	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	3
CLEARTEL TELECOMMUNICATIONS, INC.	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	5
DELTACOM, INC.	0	1
FDN COMMUNICATIONS	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	5
GLOBAL TEL*LINK CORPORATION	0	1
HORIZON TELECOM, INC.	1	44
ILD TELESERVICES	0	6
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	3
MCI NETWORK SERVICES, INC.	0	1
NECC TELECOM, INC.	0	1
ONELINK COMMUNICATIONS, INC.	0	1
OPERATOR ASSISTANCE NETWORK	1	4
PAETEC COMMUNICATIONS, INC.	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	0	17
SPRINT	3	28
STS TELECOM, LLC	1	1

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - November 2007

	Month	Year-To-Date
TELE CIRCUIT NETWORK CORPORATION	0	2
TELEUNO, INC.	0	3
TELRITE CORPORATION	0	4
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1
TOTAL CALL INTERNATIONAL, INC.	0	2
TRINSIC COMMUNICATIONS, INC.	1	1
UNI-TEL COMMUNICATIONS GROUP, INC.	0	2
UNITED AMERICAN TECHNOLOGY, INC.	0	1
VERIZON BUSINESS SERVICES	1	5
VERIZON LONG DISTANCE	0	5
WILTEL COMMUNICATION, LLC	0	1
ZERO PLUS DIALING	1	7
ZERO PLUS DIALING, INC.	0	1
<b>TOTALS*</b>	<b>18</b>	<b>253</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.