



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT November 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 | 20 |
| Definitions | 22 |

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 November 2008

| | | |
|---|-----|--------------|
| Complaints Received & Entered into CATS | | 1,762 |
| Electric | 79 | |
| Gas | 14 | |
| Competitive Local Exchange Telephone | 52 | |
| Local Exchange Telephone | 153 | |
| Long Distance Telephone | 60 | |
| Pay Telephone | 1 | |
| Shared Tenant | 0 | |
| Water & Wastewater | 13 | |
| 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) | | 1,221 |
| Electric | 940 | |
| Gas | 0 | |
| Telecommunications | 281 | |
| Water/Wastewater | 0 | |
| E-Transfers (E-mails sent to Utilities from the PSC Web site) | | 99 |
| Electric | 74 | |
| Gas | 0 | |
| Telecommunications | 25 | |
| Water/Wastewater | 0 | |
| Cases Received / Closed Under 3 Day Rule | | 69 |
| Electric | 62 | |
| Gas | 0 | |
| Telecommunications | 7 | |
| Water / Wastewater | 0 | |
| Information Requests Received & Entered into CATS | | 3,185 |
| Total New Cases Received & Entered into CATS | | 4,947 |

| How Cases Were Received | Complaints | Information Requests | Total Cases |
|-------------------------|--------------|----------------------|--------------|
| Phone | 1,415 | 2,215 | 3,630 |
| Mail | 58 | 31 | 89 |
| Internet | 276 | 921 | 1,197 |
| Fax | 13 | 18 | 31 |
| Totals | 1,762 | 3,185 | 4,947 |

Cases by Industry

November 2008

| | Complaints Logged | % of Total Complaints* | Information Requests Logged | % of Total Information Requests* |
|--|-------------------|------------------------|-----------------------------|----------------------------------|
| Electric | 79 | 4 % | 1467 | 46 % |
| Natural Gas | 14 | 1 % | 59 | 2 % |
| Telecommunications | 266 | 15 % | 756 | 24 % |
| Competitive Local Exchange Telephone | 52 | 3 % | | |
| Local Exchange Telephone | 153 | 9 % | | |
| Long Distance Telephone | 60 | 3 % | | |
| Pay Telephone | 1 | 0 % | | |
| Shared Tenant | 0 | 0 % | | |
| Water & Wastewater | 13 | 1 % | 147 | 5 % |
| Non-certificated Company Cases logged** | 1 | 0 % | 756 | 24 % |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 1,221 | 69 % | | |
| E-Transfers | 99 | 6 % | | |
| Cases Received & Closed by 3 Day Rule | 69 | 4 % | | |
| Total | 1,762 | 100 % | 3,185 | 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

November 2008



Note: County name not available for 362 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|----------------------------------|-------------------|-----------|-----------|--------------|
| | Service* | Billing* | Total | Y-T-D |
| FLORIDA POWER & LIGHT COMPANY | 18 | 19 | 37 | 476 |
| FLORIDA PUBLIC UTILITIES COMPANY | 1 | 0 | 1 | 35 |
| GULF POWER COMPANY | 0 | 0 | 0 | 7 |
| PROGRESS ENERGY FLORIDA, INC. | 13 | 15 | 28 | 392 |
| TAMPA ELECTRIC COMPANY | 5 | 8 | 13 | 136 |
| TOTALS** | 37 | 42 | 79 | 1,046 |

**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 2008

| | Complaints Logged | | | |
|--|-------------------|----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| FLORIDA CITY GAS | 4 | 1 | 5 | 89 |
| FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION | 0 | 0 | 0 | 4 |
| FLORIDA PUBLIC UTILITIES COMPANY | 0 | 1 | 1 | 33 |
| PEOPLES GAS SYSTEM | 6 | 2 | 8 | 86 |
| ST. JOE NATURAL GAS COMPANY, INC. | 0 | 0 | 0 | 2 |
| TOTALS** | 10 | 4 | 14 | 214 |

**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 2008

| | Complaints Logged | | | |
|------------------------------|-------------------|-----------|------------|--------------|
| | Service* | Billing* | Total | Y-T-D |
| AT&T FLORIDA | 46 | 74 | 120 | 1,401 |
| EMBARQ FLORIDA, INC. | 7 | 8 | 15 | 260 |
| FAIRPOINT COMMUNICATIONS | 0 | 0 | 0 | 11 |
| NEFCOM | 0 | 0 | 0 | 2 |
| TDS TELECOM/QUINCY TELEPHONE | 0 | 0 | 0 | 2 |
| VERIZON FLORIDA LLC | 5 | 11 | 16 | 388 |
| WINDSTREAM FLORIDA, INC. | 0 | 2 | 2 | 27 |
| TOTALS** | 58 | 95 | 153 | 2,091 |

**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 2008

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| ACCESS INTEGRATED NETWORKS, INC. | 0 | 0 | 0 | 11 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 0 | 0 | 2 |
| AMERICAN DIAL TONE | 0 | 0 | 0 | 8 |
| AMERICATEL CORPORATION | 0 | 2 | 2 | 6 |
| ANEW BROADBAND, INC. | 0 | 0 | 0 | 1 |
| ANGLES COMMUNICATION SOLUTIONS | 0 | 0 | 0 | 2 |
| ASTRO TEL, INC. | 0 | 0 | 0 | 1 |
| AT&T | 0 | 2 | 2 | 35 |
| AT&T FLORIDA | 0 | 0 | 0 | 3 |
| BALDWIN COUNTY INTERNET/DSSI SERVICE, L.L.C. | 0 | 0 | 0 | 1 |
| BIRCH TELECOM OF THE SOUTH, INC. | 0 | 1 | 1 | 1 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 5 | 0 | 5 | 60 |
| BUDGET PHONE | 0 | 1 | 1 | 12 |
| CBEYOND COMMUNICATIONS, LLC | 0 | 1 | 1 | 4 |
| CLEARTEL COMMUNICATIONS | 0 | 0 | 0 | 5 |
| CLEARTEL TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 29 |
| CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC | 0 | 0 | 0 | 2 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 3 | 0 | 3 | 51 |
| COX COMMUNICATIONS | 0 | 0 | 0 | 8 |
| DELTACOM, INC. | 0 | 3 | 3 | 56 |
| DIALTONE TELECOM, LLC | 0 | 0 | 0 | 1 |
| DSL I | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 3 |
| FDN COMMUNICATIONS | 0 | 0 | 0 | 12 |
| FIRST COMMUNICATIONS, LLC | 1 | 1 | 2 | 3 |
| FLATEL, INC. | 0 | 0 | 0 | 3 |
| FLORIDA TELEPHONE SERVICES, LLC | 0 | 0 | 0 | 7 |
| FREEDOM COMMUNICATIONS USA LLC | 0 | 0 | 0 | 10 |
| FRONTIER COMMUNICATIONS OF AMERICA, INC. | 1 | 0 | 1 | 1 |
| GLOBAL BROADBAND, INC. | 0 | 0 | 0 | 1 |
| GLOBAL CONNECTION, INC OF AMERICA | 0 | 0 | 0 | 1 |

Competitive Local Exchange Telephone Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| GLOBAL CROSSING LOCAL SERVICES, INC. | 0 | 0 | 0 | 1 |
| GLOBAL CROSSING TELEMAGEMENT, INC. | 0 | 0 | 0 | 1 |
| GRANITE TELECOMMUNICATIONS, LLC | 0 | 1 | 1 | 2 |
| HIGH TECH COMMUNICATIONS | 0 | 0 | 0 | 4 |
| HOTWIRE COMMUNICATIONS, LTD. | 0 | 0 | 0 | 1 |
| IDT AMERICA, CORP. | 0 | 0 | 0 | 5 |
| INTELLICALL OPERATOR SERVICES, INC. | 0 | 0 | 0 | 1 |
| ISN TELCOM | 0 | 0 | 0 | 1 |
| KNOLOGY OF FLORIDA, INC. | 0 | 0 | 0 | 2 |
| LEVEL 3 COMMUNICATIONS, LLC | 1 | 1 | 2 | 8 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 0 | 0 | 0 | 2 |
| MCC TELEPHONY OF FLORIDA, INC. | 0 | 0 | 0 | 1 |
| MITEL NETSOLUTIONS, INC. | 0 | 0 | 0 | 1 |
| NATIONAL TELECOM & BROADBAND SERVICES, LLC | 0 | 0 | 0 | 1 |
| NETWORK TELEPHONE CORPORATION | 0 | 0 | 0 | 3 |
| NEW EDGE NETWORKS | 0 | 0 | 0 | 1 |
| NEXUS COMMUNICATIONS TSI, INC. | 0 | 0 | 0 | 5 |
| NORTH AMERICAN TELECOMMUNICATIONS CORPORATION | 0 | 0 | 0 | 4 |
| NORTH DADE TELECOM | 0 | 0 | 0 | 1 |
| NUVOX | 6 | 2 | 8 | 86 |
| NUVOX COMMUNICATIONS, INC. | 1 | 0 | 1 | 2 |
| ORLANDO TELEPHONE COMPANY, INC. | 0 | 0 | 0 | 1 |
| PAETEC BUSINESS SERVICES | 0 | 0 | 0 | 2 |
| PAETEC COMMUNICATIONS, INC. | 1 | 0 | 1 | 19 |
| 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 | 0 | 0 | 0 | 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 | 0 | 1 | 1 | 9 |
| STS TELECOM, LLC | 0 | 1 | 1 | 8 |
| SUPER-TEL.COM, INC. | 0 | 0 | 0 | 1 |

Competitive Local Exchange Telephone Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|--|-------------------|-----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 6 | 5 | 11 | 129 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 0 | 0 | 0 | 1 |
| SWIFTEL, LLC | 0 | 0 | 0 | 2 |
| TALK AMERICA INC. | 0 | 0 | 0 | 1 |
| TALLAHASSEE TELEPHONE EXCHANGE, INC. | 0 | 0 | 0 | 7 |
| TELCOVE OPERATIONS, INC. | 0 | 1 | 1 | 2 |
| TELE CIRCUIT NETWORK CORPORATION | 0 | 0 | 0 | 2 |
| THE OTHER PHONE COMPANY, INC. | 0 | 0 | 0 | 1 |
| TIME WARNER TELECOM OF FLORIDA, L.P. | 0 | 0 | 0 | 6 |
| TIME WARNER TELECOM OF FLORIDA, L.P. | 0 | 0 | 0 | 10 |
| TIME WARNER TELECOM OF FLORIDA, L.P. | 0 | 0 | 0 | 1 |
| USTEL | 0 | 0 | 0 | 2 |
| VARTEC SOLUTIONS | 1 | 0 | 1 | 1 |
| VARTEC TELECOM | 0 | 0 | 0 | 1 |
| VERIZON ACCESS TRANSMISSION SERVICES | 0 | 2 | 2 | 9 |
| VERIZON FLORIDA LLC | 0 | 0 | 0 | 1 |
| VERIZON SELECT SERVICES INC. | 0 | 0 | 0 | 1 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 0 | 0 | 18 |
| YMAX COMMUNICATIONS CORP. | 0 | 0 | 0 | 1 |
| TOTALS** | 27 | 25 | 52 | 756 |

**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 2008

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| 1800CALL4LESS | 0 | 0 | 0 | 2 |
| ACCESS INTEGRATED NETWORKS, INC. | 0 | 0 | 0 | 2 |
| ACCESS ONE COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| ACCESSLINE COMMUNICATIONS CORPORATION | 0 | 0 | 0 | 1 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 0 | 0 | 1 |
| ADMA TELECOM, INC. | 0 | 0 | 0 | 6 |
| ADVANTAGE TELECOMMUNICATIONS, CORP. | 0 | 1 | 1 | 4 |
| AIRNEX COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| ALLIANCE GROUP SERVICES, INC. | 0 | 0 | 0 | 1 |
| AMERICA NET, LLC | 0 | 0 | 0 | 9 |
| AMERICATEL CORPORATION | 0 | 1 | 1 | 19 |
| ANDIAMO TELECOM, L.L.C. | 1 | 0 | 1 | 2 |
| AT&T | 0 | 1 | 1 | 73 |
| AT&T LONG DISTANCE SERVICE | 4 | 3 | 7 | 105 |
| BCN TELECOM, INC. | 0 | 0 | 0 | 1 |
| BLUERIDGE TELECOM SYSTEMS | 1 | 0 | 1 | 3 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 0 | 0 | 0 | 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 | 1 | 0 | 1 | 7 |
| CLEARTEL COMMUNICATIONS | 0 | 0 | 0 | 1 |
| CLEARTEL TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 2 |
| COMMUNICATIONS NETWORK BILLING, INC. | 0 | 0 | 0 | 7 |
| COMMUNICATIONS XCHANGE, LLC | 0 | 0 | 0 | 1 |
| CONVERGIA, INC. | 0 | 0 | 0 | 3 |
| CORRECTIONAL BILLING SERVICES | 0 | 0 | 0 | 26 |
| COVISTA, INC. | 0 | 0 | 0 | 1 |
| CREDO LONG DISTANCE | 0 | 0 | 0 | 1 |
| CTC TRADING LLC | 0 | 0 | 0 | 1 |
| CUSTOM TELECONNECT, INC. | 0 | 0 | 0 | 7 |
| CVT PREPAID SOLUTIONS, INC. | 0 | 0 | 0 | 1 |
| DC COMMUNICATIONS | 0 | 0 | 0 | 1 |
| DELTACOM, INC. | 0 | 0 | 0 | 7 |
| DPC | 0 | 0 | 0 | 1 |

Long Distance Telephone Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| DPE | 0 | 0 | 0 | 2 |
| ECG | 0 | 0 | 0 | 1 |
| EMBARQ COMMUNICATIONS, INC. | 1 | 0 | 1 | 5 |
| ENHANCED BILLING SERVICES, INCORPORATED | 0 | 1 | 1 | 2 |
| ENHANCED SERVICES BILLING, INC. | 0 | 6 | 6 | 48 |
| EPICUS COMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 1 |
| EXCEL TELECOMMUNICATIONS | 1 | 1 | 2 | 4 |
| FAIRPOINT CARRIER SERVICES, INC. | 0 | 0 | 0 | 1 |
| FARM BUREAU CONNECTION | 0 | 0 | 0 | 1 |
| FDN COMMUNICATIONS | 0 | 0 | 0 | 1 |
| FIRST COMMUNICATIONS, LLC | 0 | 0 | 0 | 4 |
| FREEDOM STARR COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC. | 0 | 0 | 0 | 1 |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 5 |
| GLOBAL TEL*LINK CORPORATION | 0 | 0 | 0 | 26 |
| GRANITE TELECOMMUNICATIONS, LLC | 0 | 0 | 0 | 1 |
| GTC TELECOM CORP. | 0 | 0 | 0 | 1 |
| HBS BILLING SERVICES COMPANY | 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 | 11 |
| ILD TELESERVICES | 0 | 5 | 5 | 84 |
| INTEGRATED SERVICES, INC. | 0 | 0 | 0 | 7 |
| INTEGRETEL, INC. | 0 | 1 | 1 | 21 |
| 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 |
| LEVEL 3 COMMUNICATIONS, LLC | 0 | 1 | 1 | 1 |
| 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 |

Long Distance Telephone Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|--|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| NATIONAL TEL | 0 | 0 | 0 | 1 |
| NATIONWIDE LONG DISTANCE SERVICE, INC. | 0 | 0 | 0 | 5 |
| NET ONE INTERNATIONAL, INC. | 0 | 0 | 0 | 1 |
| NETWORK BILLING SYSTEMS, L.L.C. | 0 | 0 | 0 | 2 |
| NETWORK SERVICE BILLING, INC. | 0 | 0 | 0 | 9 |
| 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 | 2 | 2 | 4 | 33 |
| OPEX COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| OPTIC INTERNET PROTOCOL, INC. | 0 | 0 | 0 | 6 |
| ORBITEL | 0 | 0 | 0 | 1 |
| PAETEC COMMUNICATIONS, INC. | 0 | 1 | 1 | 1 |
| PIONEER TELEPHONE, INC. | 0 | 0 | 0 | 2 |
| POWERNET GLOBAL COMMUNICATIONS | 0 | 0 | 0 | 4 |
| PRIMUS TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 0 | 0 | 10 |
| REDUCED RATE LONG DISTANCE LLC | 0 | 0 | 0 | 5 |
| SILV COMMUNICATION INC. | 4 | 0 | 4 | 30 |
| SPRINT | 0 | 0 | 0 | 43 |
| STARTEC GLOBAL OPERATING COMPANY | 0 | 1 | 1 | 5 |
| STI PREPAID, LLC | 0 | 0 | 0 | 3 |
| STS TELECOM | 0 | 0 | 0 | 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 |

Long Distance Telephone Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|--|-------------------|-----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| TOTAL CALL INTERNATIONAL, INC. | 0 | 0 | 0 | 2 |
| TOUCH 1 LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| TOUCHTONE COMMUNICATIONS INC. | 0 | 0 | 0 | 1 |
| TRANSWORLD NETWORK, CORP. | 0 | 0 | 0 | 2 |
| TTE | 0 | 0 | 0 | 2 |
| TTI NATIONAL, INC. | 0 | 0 | 0 | 4 |
| UNI-TEL COMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 2 |
| VARTEC SOLUTIONS | 1 | 0 | 1 | 2 |
| VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS | 1 | 0 | 1 | 8 |
| VERIZON BUSINESS SERVICES | 1 | 4 | 5 | 42 |
| VERIZON LONG DISTANCE | 0 | 2 | 2 | 10 |
| VERIZON SELECT SERVICES INC. | 0 | 0 | 0 | 7 |
| VEZA TELECOM, INC. | 0 | 0 | 0 | 2 |
| WILTEL COMMUNICATION, LLC | 1 | 0 | 1 | 4 |
| 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 | 4 | 4 | 8 | 32 |
| ZERO PLUS DIALING, INC. | 0 | 1 | 1 | 7 |
| TOTALS** | 24 | 36 | 60 | 900 |

**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 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 |
| FIRST AMERICAN TELECOMMUNICATIONS CORPORATION | 0 | 0 | 0 | 1 |
| GLOBAL TEL*LINK CORPORATION | 0 | 0 | 0 | 2 |
| KELLEE COMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 1 |
| PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST | 0 | 0 | 0 | 1 |
| PAYTEL COMMUNICATIONS, INC. | 1 | 0 | 1 | 1 |
| STERLING PAYPHONES, LLC | 0 | 0 | 0 | 4 |
| T-NETIX TELECOMMUNICATIONS SERVICES, INC. | 0 | 0 | 0 | 1 |
| TRL ENTERPRISES | 0 | 0 | 0 | 1 |
| TOTALS** | 1 | 0 | 1 | 17 |

**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 2008

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| ALAFAYA UTILITIES, INC. | 0 | 0 | 0 | 63 |
| ALOHA UTILITIES, INC. | 1 | 0 | 1 | 16 |
| AQUA UTILITIES FLORIDA, INC. | 1 | 0 | 1 | 5 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 1 | 1 | 17 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 2 | 2 | 35 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 2 | 2 | 13 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 18 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 3 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 17 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 6 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 26 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 2 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 2 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 6 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 2 |
| 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 | 0 | 0 | 6 |
| EAST MARION SANITARY SYSTEMS, INC. | 0 | 0 | 0 | 2 |
| EAST MARION SANITARY SYSTEMS, INC. | 0 | 0 | 0 | 2 |
| FERNCREST UTILITIES, INC. | 1 | 0 | 1 | 4 |
| FIMC HIDEAWAY, INC. | 0 | 0 | 0 | 1 |
| FOUR POINTS UTILITY CORPORATION | 0 | 1 | 1 | 11 |
| HIGHLANDS UTILITIES CORPORATION | 0 | 0 | 0 | 3 |
| HOLIDAY GARDENS UTILITIES, INC. | 0 | 0 | 0 | 1 |
| HOLIDAY UTILITY COMPANY, INC. | 0 | 1 | 1 | 2 |
| HUDSON UTILITIES, INC. | 0 | 0 | 0 | 1 |
| INDIANTOWN COMPANY, INC. | 0 | 0 | 0 | 2 |
| KEEN SALES, RENTALS AND UTILITIES, INC. | 0 | 0 | 0 | 3 |
| KINCAID HILLS WATER COMPANY | 0 | 0 | 0 | 1 |

Water & Wastewater Companies

Complaint Activity - November 2008

| | Complaints Logged | | | |
|--|-------------------|----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| L W V UTILITIES, INC. | 0 | 0 | 0 | 1 |
| LAKE UTILITY SERVICES, INC. | 1 | 0 | 1 | 5 |
| LANDMARK ENTERPRISES, INC. | 0 | 0 | 0 | 1 |
| LIGHTHOUSE UTILITIES COMPANY, INC. | 0 | 1 | 1 | 2 |
| LINDRICK SERVICE CORPORATION | 0 | 0 | 0 | 16 |
| MILES GRANT WATER AND SEWER COMPANY | 0 | 0 | 0 | 2 |
| 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 | 0 | 0 | 4 |
| PARADISE LAKES UTILITY, L.L.C. | 0 | 0 | 0 | 1 |
| PARK WATER COMPANY | 0 | 0 | 0 | 2 |
| PASCO UTILITIES, INC. | 0 | 0 | 0 | 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 | 0 | 0 | 1 |
| SANLANDO UTILITIES CORPORATION | 0 | 0 | 0 | 2 |
| SOUTHLAKE UTILITIES, INC. | 1 | 0 | 1 | 1 |
| SUNNY SHORES WATER CO., INC. | 0 | 0 | 0 | 1 |
| SUNRISE UTILITIES, LLC | 0 | 0 | 0 | 4 |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. | 0 | 0 | 0 | 6 |
| 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 | 5 |
| UTILITIES, INC. OF FLORIDA | 0 | 0 | 0 | 2 |
| UTILITIES, INC. OF FLORIDA | 0 | 0 | 0 | 3 |
| UTILITIES, INC. OF HUTCHINSON ISLAND | 0 | 0 | 0 | 3 |
| UTILITIES, INC. OF LONGWOOD | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF PENNBROOKE | 0 | 0 | 0 | 2 |
| WATER OAK UTILITY | 0 | 0 | 0 | 1 |
| WEDGEFIELD UTILITIES, INC. | 0 | 0 | 0 | 2 |
| WEST LAKELAND WASTEWATER, INC. | 0 | 0 | 0 | 1 |
| TOTALS** | 5 | 8 | 13 | 367 |

**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 2008

| | Month | Year-To-Date |
|-------------------------------------|-----------|--------------|
| ADVANTAGE TELECOMMUNICATIONS, CORP. | 0 | 1 |
| AT&T FLORIDA | 2 | 12 |
| EMBARQ FLORIDA, INC. | 1 | 5 |
| ENHANCED SERVICES BILLING, INC. | 2 | 39 |
| ILD TELESERVICES | 2 | 40 |
| INTEGRETEL, INC. | 0 | 13 |
| INTELLICALL OPERATOR SERVICES, INC. | 0 | 1 |
| NATIONAL ACCESS LONG DISTANCE, INC. | 0 | 1 |
| OPERATOR ASSISTANCE NETWORK | 3 | 19 |
| SPRINT | 1 | 1 |
| VERIZON FLORIDA LLC | 1 | 5 |
| ZERO PLUS DIALING | 0 | 10 |
| ZERO PLUS DIALING, INC. | 0 | 1 |
| TOTALS* | 12 | 148 |

**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 2008

| | Month | Year-To-Date |
|---|-------|--------------|
| ACN COMMUNICATION SERVICES, INC. | 0 | 1 |
| AMERICA NET, LLC | 0 | 8 |
| AMERICAN DIAL TONE | 0 | 1 |
| AMERICATEL CORPORATION | 0 | 1 |
| AT&T FLORIDA | 0 | 23 |
| BIRCH COMMUNICATIONS | 0 | 1 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 0 | 2 |
| CBEYOND COMMUNICATIONS, LLC | 0 | 1 |
| CLEARTEL TELECOMMUNICATIONS, INC. | 0 | 2 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 0 | 3 |
| DELTACOM, INC. | 0 | 1 |
| EMBARQ FLORIDA, INC. | 1 | 3 |
| EXCEL TELECOMMUNICATIONS | 1 | 1 |
| 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 | 6 |
| LEVEL 3 COMMUNICATIONS, LLC | 1 | 1 |
| NATIONWIDE LONG DISTANCE SERVICE, INC. | 0 | 5 |
| NETWORK SERVICE BILLING, INC. | 0 | 9 |
| NUVOX COMMUNICATIONS, INC. | 0 | 1 |
| OPTIC INTERNET PROTOCOL, INC. | 0 | 6 |
| PAETEC COMMUNICATIONS, INC. | 0 | 1 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 1 |
| SILV COMMUNICATION INC. | 3 | 26 |
| STARTEC GLOBAL OPERATING COMPANY | 0 | 1 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 1 | 3 |
| SWIFTEL, LLC | 0 | 1 |
| TELE CIRCUIT NETWORK CORPORATION | 0 | 1 |
| VARTEC SOLUTIONS | 1 | 1 |
| VARTEC SOLUTIONS | 1 | 1 |
| VEZA TELECOM, INC. | 0 | 2 |

Unauthorized Telephone Service Charges

"Local Slamming"

Cases Resolved - November 2008

| | Month | Year-To-Date |
|----------------------------------|----------|--------------|
| XO COMMUNICATIONS SERVICES, INC. | 0 | 2 |
| TOTALS* | 9 | 123 |

**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 2008

| | Month | Year-To-Date |
|--|-------|--------------|
| ACCESS INTEGRATED NETWORKS, INC. | 0 | 1 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 1 |
| ADVANTAGE TELECOMMUNICATIONS, CORP. | 0 | 1 |
| ALLIANCE GROUP SERVICES, INC. | 0 | 1 |
| AMERICATEL CORPORATION | 0 | 5 |
| ANDIAMO TELECOM, L.L.C. | 1 | 1 |
| AT&T | 0 | 15 |
| AT&T LONG DISTANCE SERVICE | 4 | 40 |
| BLUERIDGE TELECOM SYSTEMS | 1 | 3 |
| BROADWING COMMUNICATIONS, LLC | 0 | 2 |
| BUSINESS NETWORK LONG DISTANCE, INC. | 0 | 9 |
| CLEAR WORLD COMMUNICATIONS CORPORATION | 1 | 5 |
| COMMUNICATIONS NETWORK BILLING, INC. | 0 | 6 |
| CONVERGIA, INC. | 0 | 2 |
| COVISTA, INC. | 0 | 1 |
| CREDO LONG DISTANCE | 0 | 1 |
| ECG | 0 | 1 |
| FARM BUREAU CONNECTION | 0 | 1 |
| FIRST COMMUNICATIONS, LLC | 0 | 1 |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC. | 1 | 4 |
| GLOBAL TEL*LINK CORPORATION | 0 | 1 |
| GRANITE TELECOMMUNICATIONS, LLC | 0 | 1 |
| HORIZON TELECOM, INC. | 0 | 1 |
| IDT AMERICA, CORP. | 0 | 1 |
| ILD TELESERVICES | 0 | 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 | 2 |
| ONELINK COMMUNICATIONS, INC. | 0 | 2 |
| OPERATOR ASSISTANCE NETWORK | 2 | 5 |
| POWERNET GLOBAL COMMUNICATIONS | 0 | 3 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 8 |
| REDUCED RATE LONG DISTANCE LLC | 0 | 4 |

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - November 2008

| | Month | Year-To-Date |
|-------------------------------|-----------|--------------|
| SPRINT | 0 | 12 |
| TALK AMERICA INC. | 0 | 3 |
| TELEDIAS COMMUNICATIONS, INC. | 0 | 1 |
| TELEUNO, INC. | 0 | 3 |
| TOUCHTONE COMMUNICATIONS INC. | 0 | 1 |
| VERIZON BUSINESS SERVICES | 1 | 8 |
| VERIZON LONG DISTANCE | 0 | 1 |
| WILTEL COMMUNICATION, LLC | 1 | 4 |
| ZERO PLUS DIALING | 4 | 10 |
| TOTALS* | 16 | 187 |

**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.