



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT November 2009

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	9
Pay Telephone Companies - Complaint Activity	12
Water and Wastewater Companies - Complaint Activity	13
Cramming - Unauthorized Additional Local Telephone Service Charges	16
Local Slamming - Unauthorized Local Telephone Carrier Change	17
Long Distance Slamming - Unauthorized Long Distance Carrier Change	18
Definitions	20

Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

* CALL the Division of Service, Safety & 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 Service, Safety & Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview November 2009

Complaints Received & Entered into CATS		1,539
Electric	99	
Gas	13	
Competitive Local Exchange Telephone	34	
Local Exchange Telephone	91	
Long Distance Telephone	51	
Pay Telephone	3	
Shared Tenant	0	
Water & Wastewater	18	
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)		1,077
Electric	886	
Gas	0	
Telecommunications	190	
Water/Wastewater	1	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		60
Electric	47	
Gas	1	
Telecommunications	12	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		92
Electric	91	
Gas	0	
Telecommunications	1	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		4,940
Total New Cases Received & Entered into CATS		6,479

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,248	4,527	5,775
Mail	40	62	102
Internet	237	334	571
Fax	14	17	31
Totals	1,539	4,940	6,479

Cases by Industry

November 2009

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	99	6 %	629	13 %
Natural Gas	13	1 %	35	1 %
Telecommunications	179	11 %	2697	55 %
Competitive Local Exchange Telephone	34	2 %		
Local Exchange Telephone	91	6 %		
Long Distance Telephone	51	3 %		
Pay Telephone	3	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	18	1 %	168	3 %
Non-certificated Company Cases logged**	1	0 %	1411	29 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,077	70 %		
E-Transfers	60	4 %		
Cases Received & Closed by 3 Day Rule	92	6 %		
Total	1,539	100 %	4,940	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 2009



Note: County name not available for 65 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - November 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	14	27	41	412
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	26
GULF POWER COMPANY	1	0	1	8
PROGRESS ENERGY FLORIDA, INC.	19	26	45	564
TAMPA ELECTRIC COMPANY	4	5	9	134
TOTALS**	39	60	99	1,144

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CENTRAL FLORIDA GAS COMPANY	0	0	0	1
FLORIDA CITY GAS	1	4	5	54
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	1	1	10
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	43
PEOPLES GAS SYSTEM	2	4	6	93
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	3
TOTALS**	4	9	13	204

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	14	46	60	1,195
CENTURYLINK	4	9	13	146
FAIRPOINT COMMUNICATIONS	0	0	0	4
NEFCOM	0	0	0	1
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2
VERIZON FLORIDA LLC	6	12	18	284
WINDSTREAM FLORIDA, INC.	0	0	0	25
TOTALS**	24	67	91	1,657

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ACCESS POINT, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	2
ALL AMERICAN TELECOM, INC.	0	0	0	2
AMERICAN DIAL TONE	2	0	2	5
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
ASTRO TEL, INC.	0	0	0	1
AT&T	0	0	0	9
BANDWIDTH.COM CLEC, LLC	0	0	0	2
BECRUISING TELECOM	1	0	1	1
BIRCH COMMUNICATIONS, INC.	0	1	1	7
BIRCH TELECOM OF THE SOUTH, INC.	2	3	5	12
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	28
BROADWING COMMUNICATIONS, LLC	0	0	0	1
BUDGET PHONE	1	0	1	9
BULLSEYE TELECOM, INC.	0	0	0	1
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
CLEARTEL COMMUNICATIONS	0	0	0	5
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	16
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	0	2	29
COX	1	1	2	3
DELTACOM, INC.	0	0	0	25
DSL I	0	0	0	5
ERNEST COMMUNICATIONS, INC.	0	0	0	2
EVERYCALL COMMUNICATIONS, INC.	0	0	0	1
EXCEL TELECOMMUNICATIONS	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	1
FDN COMMUNICATIONS	0	0	0	1
FIRST COMMUNICATIONS, LLC	1	1	2	3
FLATEL, INC.	1	0	1	5
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
HIGH TECH COMMUNICATIONS	0	0	0	5
HOTWIRE COMMUNICATIONS, LTD.	0	0	0	1
IDT AMERICA, CORP.	0	0	0	1

Competitive Local Exchange Telephone Companies

Complaint Activity - November 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
INFOTELECOM, LLC	0	0	0	1
ISN TELCOM	0	0	0	2
KNOLOGY OF FLORIDA, INC.	1	1	2	9
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	6
LIFECONNEX TELECOM, LLC	1	0	1	5
MATRIX TELECOM, INC.	0	0	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	0	0	5
MITEL NETSOLUTIONS, INC.	0	0	0	2
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	6
NETWORK TELEPHONE CORPORATION	0	0	0	1
NEWPHONE, INC.	0	0	0	1
NOVUS COMMUNICATIONS, INC.	1	0	1	1
NUVOX	1	1	2	54
PAETEC COMMUNICATIONS, INC.	0	2	2	15
POWERNET GLOBAL COMMUNICATIONS	0	0	0	1
PRIMECAST	0	0	0	3
RETEL COMMUNICATIONS, INC.	0	0	0	1
RING CONNECTION, INC.	0	0	0	1
SAGE TELECOM, INC.	0	0	0	1
SH SERVICES LLC	1	0	1	2
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	2
STS TELECOM	0	0	0	4
STS TELECOM, LLC	1	0	1	8
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2	2	73
T3 COMMUNICATIONS, INC.	0	0	0	4
TALK AMERICA INC.	0	0	0	1
TELCOVE OPERATIONS, INC.	0	0	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	0	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2
TW TELECOM OF FLORIDA L.P.	0	1	1	3
VARTEC TELECOM	0	0	0	2
XO COMMUNICATIONS SERVICES, INC.	1	0	1	19
XO COMMUNICATIONS SERVICES, INC.	1	0	1	3
TOTALS**	20	14	34	435

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
3U TELECOM INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	3
ADMA TELECOM, INC.	0	0	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	8
AMTEL NETWORK INC.	0	1	1	1
ANDIAMO TELECOM, L.L.C.	0	0	0	1
ANGLES COMMUNICATION SOLUTIONS	0	0	0	1
AT&T	0	7	7	59
AT&T LONG DISTANCE	0	0	0	1
AT&T LONG DISTANCE SERVICE	5	3	8	104
BIGREDWIRE.COM, INC.	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	0	0	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	10
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
CORRECTIONAL BILLING SERVICES	0	0	0	9
COVISTA, INC.	0	0	0	1
CREDO LONG DISTANCE	0	0	0	1
CROSSFONE	0	0	0	1
CTI TELECOM, INC	0	0	0	1
CUSTOM TELECONNECT, INC.	0	2	2	10
DELTACOM, INC.	0	1	1	4
DIAL WORLD NETWORK, INC.	0	0	0	1
DPE	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	3
ENHANCED SERVICES BILLING, INC.	0	0	0	25
EXCEL TELECOMMUNICATIONS	0	0	0	5
FAIRPOINT CARRIER SERVICES, INC.	0	0	0	2
FIRST COMMUNICATIONS, LLC	1	5	6	8
GCI GLOBALCOM, INC. D/B/A FIRST COMMUNICATIONS	0	0	0	1
GEO TELECOM	0	0	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	3
GLOBAL TEL*LINK CORPORATION	0	1	1	11
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1

Long Distance Telephone Companies

Complaint Activity - November 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
HBS BILLING SERVICES COMPANY	0	1	1	4
HIGH TECH COMMUNICATIONS	0	0	0	1
IDC TELECOMMUNICATIONS	0	0	0	3
IDT AMERICA, CORP.	0	1	1	12
ILD TELESERVICES	0	1	1	37
INTEGRATED SERVICES OF NEVADA, INC.	0	0	0	1
INTEGRETEL, INC.	0	0	0	10
INTELLICALL OPERATOR SERVICES, INC.	0	2	2	7
ISN TELCOM	0	0	0	1
ITI INMATE TELEPHONE, INC.	1	0	1	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	4
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NEFCOM COMMUNICATIONS	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2
NETWORK SERVICE BILLING, INC.	0	0	0	2
NUVOX	0	1	1	4
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	10
ONE SOURCE COMMUNICATIONS, INC.	0	0	0	1
ONELINK COMMUNICATIONS, INC.	1	0	1	2
OPTIC INTERNET PROTOCOL, INC.	4	0	4	48
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	1
PIONEER TELEPHONE, INC.	0	0	0	3
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3
PREFERRED LONG DISTANCE, INC.	0	0	0	2
PRIMECAST	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	3
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	1
PULSE TELECOM LLC	0	0	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	0	0	3
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	17
SILV COMMUNICATION INC.	1	0	1	38

Long Distance Telephone Companies

Complaint Activity - November 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SPRINT	0	0	0	9
STI PREPAID, LLC	0	0	0	1
STS TELECOM	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
T-NETIX, INC.	0	0	0	3
TALK AMERICA INC.	0	0	0	3
TELE CIRCUIT NETWORK CORPORATION	0	0	0	3
TELECOM*USA OR TELECONNECT	0	0	0	3
TELEDIAS COMMUNICATIONS, INC.	0	0	0	4
TELEFONICALATINA	0	0	0	2
THE OTHER PHONE COMPANY, INC.	0	0	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	3
TRECOM INTERNATIONAL, INC.	1	0	1	1
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1
UNITED TELECOM INC.	3	0	3	23
VARTEC SOLUTIONS	0	0	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1	1	10
VERIZON BUSINESS SERVICES	1	2	3	24
VERIZON LONG DISTANCE	0	0	0	23
VERIZON SELECT SERVICES INC.	0	0	0	1
VEZA TELECOM, INC.	0	0	0	4
WILTEL COMMUNICATION, LLC	0	0	0	4
WINDSTREAM COMMUNICATIONS, INC.	0	0	0	1
WORLDNET	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
YAK AMERICA INC.	0	0	0	3
YMAX COMMUNICATIONS CORP.	0	0	0	1
ZERO PLUS DIALING	0	2	2	37
ZERO PLUS DIALING, INC.	0	0	0	5
ZONE TELECOM, INC.	0	0	0	1
TOTALS**	18	33	51	695

**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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CASTLE TELECOMM	0	0	0	1
COMMERCIAL PAY PHONES, INC.	0	0	0	1
COMMERCIAL TELEPHONE'S, INC.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	2
FLORIDA PUBLIC COMMUNICATIONS	0	0	0	1
FLORIDA PUBLIC TELEPHONE COMPANY	1	0	1	2
GLOBAL TEL*LINK CORPORATION	0	1	1	1
HSI TELECOM, INC.	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	2
STERLING PAYPHONES, LLC	0	0	0	3
TRL ENTERPRISES	0	0	0	1
TOTALS**	2	1	3	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 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	27
ALOHA UTILITIES, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	1	1	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	12
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	0	0	0	19
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	11
AQUA UTILITIES FLORIDA, INC.	0	0	0	26
AQUA UTILITIES FLORIDA, INC.	0	0	0	24
AQUA UTILITIES FLORIDA, INC.	0	0	0	23
AQUA UTILITIES FLORIDA, INC.	0	0	0	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	15
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	9
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
BAYSHORE UTILITIES, INC.	0	0	0	3
BEACHES SEWER SYSTEM	0	0	0	1
COLONIAL MANOR UTILITY COMPANY	0	0	0	1
COUNTRY CLUB UTILITIES, INC.	0	0	0	2
COUNTY-WIDE UTILITY CO., INC.	1	0	1	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	1
FOUR POINTS UTILITY CORPORATION	0	0	0	2
GRENELEFE RESORT UTILITY, INC.	0	0	0	4
HEATHER HILLS ESTATES	0	0	0	1
HIDDEN COVE, LTD.	0	0	0	2
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
INDIANTOWN COMPANY, INC.	0	0	0	1
K W RESORT UTILITIES CORP.	0	0	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	1
KEY HAVEN UTILITY CORPORATION	0	0	0	1

Water & Wastewater Companies

Complaint Activity - November 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE PLACID UTILITIES, INC.	0	0	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	6
LAKE UTILITY SERVICES, INC.	0	0	0	4
LINDRICK SERVICE CORPORATION	3	0	3	17
MAD HATTER UTILITY, INC.	0	0	0	1
MARION UTILITIES, INC.	0	0	0	1
MID-COUNTY SERVICES, INC.	0	0	0	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	1	1	6
NEIGHBORHOOD UTILITIES, INC.	0	0	0	3
NI FLORIDA, LLC	0	0	0	2
NI FLORIDA, LLC	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	2
NORTH SUMTER UTILITY COMPANY, L.L.C.	0	0	0	3
O&S WATER COMPANY, INC.	1	0	1	5
PARK WATER COMPANY	0	0	0	2
PARKLAND UTILITIES, INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	3
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1
PINECREST RANCHES, INC.	0	0	0	2
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	4
SANLANDO UTILITIES CORPORATION	0	0	0	2
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	6
SOUTHLAKE UTILITIES, INC.	0	0	0	1
SUNRISE UTILITIES, LLC	6	0	6	7
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	3
TLP WATER, INC.	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	8
UTILITIES, INC. OF FLORIDA	0	0	0	4
UTILITIES, INC. OF FLORIDA	0	0	0	3
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	6

Water & Wastewater Companies

Complaint Activity - November 2009

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
W.P. UTILITIES, INC.	1	0	1	2
WATER MANAGEMENT SERVICES, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	4
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	13	5	18	341

**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 2009

	Month	Year-To-Date
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AT&T	0	1
AT&T FLORIDA	5	22
EMBARQ FLORIDA, INC.	0	8
ENHANCED BILLING SERVICES, INCORPORATED	0	1
ENHANCED SERVICES BILLING, INC.	1	25
FAIRPOINT COMMUNICATIONS	0	1
HBS BILLING SERVICES COMPANY	0	2
ILD TELESERVICES	1	32
INTEGRETEL, INC.	0	6
INTELLICALL OPERATOR SERVICES, INC.	0	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	6
VERIZON FLORIDA LLC	0	1
WINDSTREAM FLORIDA, INC.	0	1
ZERO PLUS DIALING	0	15
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 - November 2009

	Month	Year-To-Date
AT&T FLORIDA	2	16
BANDWIDTH.COM CLEC, LLC	0	1
BIGREDWIRE.COM, INC.	0	1
BIRCH COMMUNICATIONS, INC.	0	1
BIRCH TELECOM OF THE SOUTH, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	7
BULLSEYE TELECOM, INC.	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	3
EMBARQ COMMUNICATIONS, INC.	0	1
EMBARQ FLORIDA, INC.	0	1
ERNEST COMMUNICATIONS, INC.	0	1
EXCEL TELECOMMUNICATIONS	0	1
HIGH TECH COMMUNICATIONS	0	1
INFOTELECOM, LLC	0	1
INTEGRATED SERVICES OF NEVADA, INC.	0	1
KNOLOGY OF FLORIDA, INC.	1	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
LIFECONNEX TELECOM, LLC	1	2
MCIMETRO ACCESS TRANSMISSION SERVICES LLC D/B/A VERIZON AC	0	1
NETWORK SERVICE BILLING, INC.	0	2
NUVOX	0	1
OPTIC INTERNET PROTOCOL, INC.	4	41
PREFERRED LONG DISTANCE, INC.	0	1
PRIMECAST	0	1
PRIMECAST	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	0	3
SILV COMMUNICATION INC.	1	36
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1
UNITED TELECOM INC.	3	22
VARTEC SOLUTIONS	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
VERIZON FLORIDA LLC	0	1
VEZA TELECOM, INC.	0	4
WORLDNET	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1
TOTALS*	14	161

**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 2009

	Month	Year-To-Date
3U TELECOM INC.	0	1
ADVANTAGE TELECOMMUNICATIONS, CORP.	0	1
AMERICATEL CORPORATION	0	2
AT&T	0	8
AT&T LONG DISTANCE	0	1
AT&T LONG DISTANCE SERVICE	5	25
CLEAR WORLD COMMUNICATIONS CORPORATION	0	4
ENHANCED SERVICES BILLING, INC.	0	1
GCI GLOBALCOM, INC. D/B/A FIRST COMMUNICATIONS	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
GLOBAL TEL*LINK CORPORATION	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	1
IDT AMERICA, CORP.	0	1
ILD TELESERVICES	0	3
INTEGRETEL, INC.	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A 01	0	2
ONE SOURCE COMMUNICATIONS, INC.	0	1
ONELINK COMMUNICATIONS, INC.	1	2
PAETEC COMMUNICATIONS, INC.	0	1
POWERNET GLOBAL COMMUNICATIONS	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	0	14
SPRINT	0	4
TALK AMERICA INC.	0	2
TELE CIRCUIT NETWORK CORPORATION	0	3
TELECOM*USA OR TELECONNECT	0	1
TELEDIAS COMMUNICATIONS, INC.	0	4
TOTAL CALL INTERNATIONAL, INC.	0	1
VERIZON BUSINESS SERVICES	1	10
VERIZON LONG DISTANCE	0	4
WILTEL COMMUNICATION, LLC	0	4
YAK AMERICA INC.	0	1

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - November 2009

	Month	Year-To-Date
ZERO PLUS DIALING	0	8
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.*

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.