



# **FLORIDA PUBLIC SERVICE COMMISSION**

## **CONSUMER ACTIVITY REPORT December 2007**

# Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	5
Local/Competitive Local Exchange Telephone Companies - Complaint Activity	6
Long Distance Telephone Companies - Complaint Activity	10
Pay Telephone Companies - Complaint Activity	15
Water and Wastewater Companies - Complaint Activity	16
Cramming - Unauthorized Additional Local Telephone Service Charges	18
Local Slamming - Unauthorized Local Telephone Carrier Change	19
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](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 December 2007

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,221</b>
Electric	60	
Gas	14	
Competitive Local Exchange Telephone	59	
Local Exchange Telephone	164	
Long Distance Telephone	54	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	24	
Non-certificated Company Complaints Logged		0
Electric	0	
Gas	0	
Telecommunications	0	
Water/Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		756
Electric	565	
Gas	0	
Telecommunications	191	
Water/Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		41
Electric	19	
Gas	0	
Telecommunications	22	
Water/Wastewater	0	
Cases Received / Closed Under 3 Day Rule		48
Electric	44	
Gas	0	
Telecommunications	4	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b>1,491</b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>2,712</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	951	1,081	2,032
Mail	57	39	96
Internet	202	358	560
Fax	11	12	23
<b>Totals</b>	<b>1,221</b>	<b>1,490</b>	<b>2,711</b>

**Cases by Industry**  
**December 2007**

	<b>Complaints Logged</b>	<b>% of Total Complaints*</b>	<b>Information Requests Logged</b>	<b>% of Total Information Requests*</b>
<b>Electric</b>	60	5 %	210	14 %
<b>Natural Gas</b>	14	1 %	18	1 %
<b>Telecommunications</b>	278	22 %	385	26 %
<b>Competitive Local Exchange Telephone</b>	59	5 %		
<b>Local Exchange Telephone</b>	164	13 %		
<b>Long Distance Telephone</b>	54	4 %		
<b>Pay Telephone</b>	1	0 %		
<b>Shared Tenant</b>	0	0 %		
<b>Water &amp; Wastewater</b>	24	2 %	51	3 %
<b>Non-certificated Company Cases logged**</b>	0	0 %	827	55 %
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>	756	62 %		
<b>E-Transfers</b>	41	3 %		
<b>Cases Received &amp; Closed by 3 Day Rule</b>	48	4 %		
<b>Total</b>	1,221	100 %	1,491	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

## December 2007



Note: County name not available for 24 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# Electric Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	14	17	31	516
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	12
GULF POWER COMPANY	0	0	0	7
PROGRESS ENERGY FLORIDA, INC.	9	9	18	359
PROGRESS ENERGY FLORIDA, INC.	0	0	0	1
TAMPA ELECTRIC COMPANY	8	2	10	124
<b>TOTALS**</b>	<b>31</b>	<b>29</b>	<b>60</b>	<b>1,019</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 - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA CITY GAS	0	4	4	135
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	0	2	2	8
FLORIDA PUBLIC UTILITIES COMPANY	0	4	4	31
PEOPLES GAS SYSTEM	1	3	4	74
SEBRING GAS SYSTEM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>1</b>	<b>13</b>	<b>14</b>	<b>249</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 - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
AT&T FLORIDA	48	60	108	1,290
EMBARQ FLORIDA, INC.	5	16	21	464
FAIRPOINT COMMUNICATIONS	1	1	2	28
NEFCOM	0	0	0	4
TDS TELECOM/QUINCY TELEPHONE	0	0	0	7
VERIZON FLORIDA LLC	7	23	30	354
WINDSTREAM FLORIDA, INC.	3	0	3	26
<b>TOTALS**</b>	<b>64</b>	<b>100</b>	<b>164</b>	<b>2,173</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 - December 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	3
AMERICAN DIAL TONE	0	0	0	4
AMERICAN FIBER NETWORK, INC.	0	0	0	1
AMERICATEL CORPORATION	0	0	0	2
ANEW BROADBAND, INC.	1	0	1	9
AT&T	2	1	3	54
ATLANTIC.NET BROADBAND, INC.	1	0	1	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	11	3	14	98
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	0	0	0	19
CLEARTEL TELECOMMUNICATIONS, INC.	3	2	5	49
CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	2	7	92
COX COMMUNICATIONS	0	0	0	4
DELTACOM, INC.	0	0	0	45
DSL	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	5	0	5	41
FDN COMMUNICATIONS	0	0	0	33
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	8
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GLOBAL NAPS, INC.	0	0	0	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - December 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.	0	0	0	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.	0	0	0	5
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	7
LITESTREAM HOLDINGS, LLC	0	0	0	1
MCC TELEPHONY OF FLORIDA, INC.	1	0	1	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.	2	0	2	18
PAETEC COMMUNICATIONS, INC.	0	0	0	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	1	0	1	13
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	1	2	13
SUN-TEL USA, INC.	0	0	0	1
SUPER-TEL.COM, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	4	10	280
TALK AMERICA INC.	0	0	0	5
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	5
TEL WEST COMMUNICATIONS, LLC	1	0	1	1
THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1	1	1

# Competitive Local Exchange Telephone Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	14
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	2
TRINSIC COMMUNICATIONS, INC.	0	0	0	4
US LEC OF FLORIDA INC.	0	0	0	8
USTEL	0	0	0	3
VARTEC SOLUTIONS	0	0	0	1
VARTEC TELECOM	0	0	0	5
VERIZON ACCESS TRANSMISSION SERVICES	1	0	1	9
VILAIRE COMMUNICATIONS, INC.	0	0	0	5
XO COMMUNICATIONS SERVICES, INC.	0	0	0	24
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
XSPEDIUS COMMUNICATIONS	0	0	0	1
XSPEDIUS COMMUNICATIONS	0	0	0	2
ZONE TELECOM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>42</b>	<b>17</b>	<b>59</b>	<b>1,035</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 - December 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.	1	0	1	5
AFFINITY 4	0	0	0	2
AIRNEX COMMUNICATIONS, INC.	0	0	0	2
ALLIANCE GROUP SERVICES, INC.	0	0	0	2
AMERICA NET, LLC	0	0	0	9
AMERICAN TEL GROUP, INC.	0	0	0	2
AMERICATEL CORPORATION	0	1	1	18
AMTEL NETWORK INC.	0	0	0	3
ANEW BROADBAND, INC.	0	0	0	1
ASIA TALK TELECOM, INC.	0	0	0	1
AT&T	1	2	3	199
AT&T LONG DISTANCE SERVICE	1	2	3	81
BLUERIDGE TELECOM SYSTEMS	0	0	0	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	0	0	9
BUZZ TELECOM CORPORATION	0	0	0	2
CALL ONE	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	7
CLEARTEL COMMUNICATIONS	0	0	0	1
CLEARTEL TELECOMMUNICATIONS, INC.	0	0	0	15
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1	1	1
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	4	1	5	38

# Long Distance Telephone Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COVISTA, INC.	0	0	0	2
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	1	0	1	2
EL MUNDO CONNECTA	0	0	0	1
EMBARQ COMMUNICATIONS, INC.	0	0	0	18
ENHANCED SERVICES BILLING, INC.	0	2	2	28
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	0	0	0	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	3	2	5	63
GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.	0	0	0	1
HORIZON TELECOM, INC.	0	0	0	67
IDT AMERICA CORP. D/B/A DSA TELECOM	1	1	2	10
IDT CORPORATION	0	0	0	1
ILD TELESERVICES	0	10	10	145
INTEGRETEL, INC.	0	1	1	15
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

# Long Distance Telephone Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
MCI NETWORK SERVICES, INC.	0	0	0	8
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
NATIONAL TEL	0	0	0	1
NATIONWIDE LONG DISTANCE SERVICE, INC.	0	0	0	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.	0	1	1	6
NETWORK TELEPHONE CORPORATION	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	22
OLS, INC.	0	0	0	1
ONELINK COMMUNICATIONS, INC.	1	0	1	2
OPERATOR SERVICE COMPANY, LLC	0	0	0	1
OPEX COMMUNICATIONS, INC.	0	1	1	3
OUTSIDE CONNECTION, INC.	0	0	0	1
PAETEC BUSINESS SERVICES	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	1	1	5
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	0	0	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	1	0	1	29
SILV COMMUNICATION INC.	0	0	0	7
SKYNET TELESYSTEMS	0	0	0	1
SMART NETWORK SOLUTIONS COMMUNICATIONS CORP	0	0	0	1
SPRINT	0	4	4	71
STARTEC GLOBAL OPERATING COMPANY	0	1	1	8
STI PREPAID, LLC	0	0	0	5
STS TELECOM, LLC	1	0	1	3
SUPERBIRD TELECOM, INC.	1	0	1	3

# Long Distance Telephone Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI	0	0	0	51
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	0	0	4
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEUNO, INC.	0	0	0	5
TELRITE CORPORATION	0	1	1	5
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.	0	0	0	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 TELEMAGEMENT SYSTEMS, INC.	0	0	0	1
VALUE-ADDED COMMUNICATIONS, INC.	0	0	0	2
VARTEC SOLUTIONS	0	0	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	1	2	14
VARTEC TELECOM, INC.	0	0	0	2
VERIZON BUSINESS SERVICES	1	1	2	67
VERIZON LONG DISTANCE	0	0	0	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

# Long Distance Telephone Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ZERO PLUS DIALING	0	1	1	23
ZERO PLUS DIALING, INC.	0	0	0	18
ZONE TELECOM, INC.	0	0	0	1
<b>TOTALS**</b>	<b>19</b>	<b>35</b>	<b>54</b>	<b>1,348</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 - December 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
KELLEEE 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
VERIZON FLORIDA LLC	1	0	1	1
<b>TOTALS**</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>18</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 - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	0	0	6
ALOHA UTILITIES, INC.	0	0	0	17
ALTURAS UTILITIES, L.L.C.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	1	1	29
AQUA UTILITIES FLORIDA, INC.	0	1	1	1
AQUA UTILITIES FLORIDA, INC.	0	1	1	20
AQUA UTILITIES FLORIDA, INC.	0	1	1	15
AQUA UTILITIES FLORIDA, INC.	1	2	3	33
AQUA UTILITIES FLORIDA, INC.	0	1	1	7
AQUA UTILITIES FLORIDA, INC.	1	3	4	35
AQUA UTILITIES FLORIDA, INC.	0	1	1	10
AQUA UTILITIES FLORIDA, INC.	1	0	1	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	2
AQUA UTILITIES FLORIDA, INC.	0	0	0	8
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
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.	2	0	2	6
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	2
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	7
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	3
FERNCREST UTILITIES, INC.	0	0	0	7
FIMC HIDEAWAY, INC.	2	0	2	2
FOUR POINTS UTILITY CORPORATION	0	0	0	16
GOLD COAST UTILITY CORP.	0	2	2	4
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	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
LABRADOR UTILITIES, INC.	1	0	1	3

# Water & Wastewater Companies

## Complaint Activity - December 2007

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
LAKE UTILITY SERVICES, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	1	0	1	14
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.	0	0	0	2
PARK WATER COMPANY	1	0	1	6
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	0	0	3
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	2
ZACHARY TAYLOR CAMPING AND LODGE, INC.	0	0	0	1
<b>TOTALS**</b>	<b>10</b>	<b>14</b>	<b>24</b>	<b>351</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 - December 2007

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T LONG DISTANCE SERVICE	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	14
CALL ONE	0	1
COMMUNICATIONS NETWORK BILLING, INC.	0	1
EMBARQ FLORIDA, INC.	0	9
ENHANCED SERVICES BILLING, INC.	2	25
ILD TELESERVICES	9	93
INTEGRETEL, INC.	2	8
INTELLICALL OPERATOR SERVICES, INC.	0	1
OPERATOR ASSISTANCE NETWORK	1	9
VERIZON BUSINESS SERVICES	0	1
ZERO PLUS DIALING	2	7
ZERO PLUS DIALING, INC.	0	2
<b>TOTALS*</b>	<b>16</b>	<b>173</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 - December 2007

	Month	Year-To-Date
ACN COMMUNICATION SERVICES, INC.	0	1
AMERICA NET, LLC	0	7
ANEW BROADBAND, INC.	0	1
AT&T	0	1
AT&T FLORIDA	4	30
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.	0	2
EMBARQ FLORIDA, INC.	0	1
FDN COMMUNICATIONS	0	1
INSTATONE	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	2
NET ONE INTERNATIONAL, INC.	0	1
NETWORK SERVICE BILLING, INC.	0	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	0	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 ACCESS TRANSMISSION SERVICES	1	2
VERIZON FLORIDA LLC	1	3
WL SOLUTIONS, INC.	0	1
ZONE TELECOM, INC.	0	1
<b>TOTALS*</b>	<b>6</b>	<b>87</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 - December 2007

	Month	Year-To-Date
3U TELECOM INC.	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACCXX COMMUNICATIONS, LLC	0	18
AIRNEX COMMUNICATIONS, INC.	0	1
ALLIANCE GROUP SERVICES, INC.	0	2
AMERICAN TEL GROUP, INC.	0	1
AMERICATEL CORPORATION	0	4
ASIA TALK TELECOM, INC.	0	1
AT&T	0	21
AT&T LONG DISTANCE SERVICE	1	25
BLUERIDGE TELECOM SYSTEMS	0	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	1	4
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.	0	44
ILD TELESERVICES	0	6
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	3
MCI NETWORK SERVICES, INC.	0	1
NECC TELECOM, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	3
ONELINK COMMUNICATIONS, INC.	1	2
PAETEC COMMUNICATIONS, INC.	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS CORPORATION	1	18
SPRINT	0	28
STS TELECOM, LLC	0	1

# Unauthorized Telephone Service Charges

## "Long Distance Slamming"

### Cases Resolved - December 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.	0	1
UNI-TEL COMMUNICATIONS GROUP, INC.	0	2
UNITED AMERICAN TECHNOLOGY, INC.	0	1
VERIZON BUSINESS SERVICES	0	5
VERIZON LONG DISTANCE	0	5
WILTEL COMMUNICATION, LLC	0	1
ZERO PLUS DIALING	0	7
ZERO PLUS DIALING, INC.	0	1
<b>TOTALS*</b>	<b>4</b>	<b>256</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.