

# FLORIDA PUBLIC SERVICE COMMISSION

# CONSUMER ACTIVITY REPORT December 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: <a href="mailto:contact@psc.state.fl.us">contact@psc.state.fl.us</a>
- \*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**

Complaints Received & Entered into CATS			1,221
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		
Information Requests Received & Entered into CATS			1,491
Total New Cases Received & Entered into CATS			2,712

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

#### **Cases by Industry**

#### **December 2007**

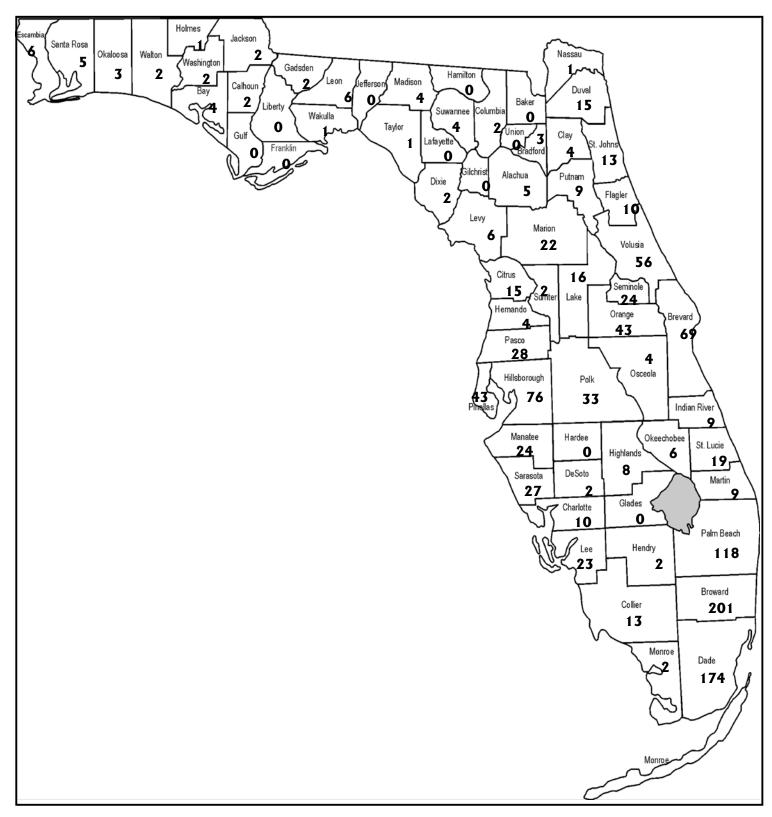
	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	60	5 %	210	14 %
Natural Gas	14	1 %	18	1 %
Telecommunications	278	22 %	385	26 %
Competitive Local Exchange Telephone	59	5 %		
Local Exchange Telephone	164	13 %		
Long Distance Telephone	54	4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

Information provided by Consumer Activity Tracking System(CATS). Includes contacts from phone calls, letters, faxes and the Internet.

<sup>\*</sup>Figures have been rounded.

<sup>\*\*</sup>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 addresess, etc.

### **Electric Companies**

		<b>Complaints Logged</b>			
	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	
TOTALS**	31	29	60	1,019	

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

		Complain	nts 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
TOTALS**	1	13	14	249

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

		Complai	nts 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
TOTALS**	64	100	164	2,173

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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

ACCESS COMMUNICATIONS, LLC.         0         0         0         0           ACCESS INTEGRATED NETWORKS, INC.         0         0         0         0           ACN COMMUNICATION SERVICES, INC.         1         0         0         0           AMERICAN DIAL TONE         0         0         0         0           AMERICAN FIBER NETWORK, INC.         0         0         0         0           AMERICATEL CORPORATION         0         0         0         0           ANEW BROADBAND, INC.         1         0         1         9           ATLAT         2         1         3         14         98           BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC         1         0         1         2           BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC         1         0         0         1           BROADSTAR, LC         0         0         0         0         1           BROADWING COMMUNICATIONS, LLC         0         0         0         1           BROADWING COMMUNICATIONS, LLC         0         0         0         1           CAT COMMUNICATIONS INTERNATIONAL, INC         0         0         0         1		Complaints Logged			
ACCESS INTEGRATED NETWORKS, INC. 1 0 0 0 1 3 ACN COMMUNICATION SERVICES, INC. 1 0 0 1 3 AMERICAN DIAL TONE 0 0 0 0 0 1 4 AMERICAN FIBER NETWORK, INC. 0 0 0 0 0 1 AMERICAN FIBER NETWORK, INC. 0 0 0 0 0 2 AMERICAN DIAL TONE 0 0 0 0 0 2 AMERICAN DIAL TONE 0 0 0 0 0 2 AMERICAN DIAL TONE 0 0 0 0 0 0 2 AMERICAN DIAL TONE 0 0 0 0 0 0 2 AMERICAN DIAL TONE DIAL T		Service*	Billing*	Total	Y-T-D
ACN COMMUNICATION SERVICES, INC.	ACCESS COMMUNICATIONS, LLC.	0	0	0	1
AMERICAN DIAL TONE	ACCESS INTEGRATED NETWORKS, INC.	0	0	0	7
AMERICAN FIBER NETWORK, INC.         0         0         0         0           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         0         1           BROADWING COMMUNICATIONS, LLC         0         0         0         0         0           BROADWING COMMUNICATIONS, LLC         0         0         0         0         1           BULLSEYE TELECOM, INC.         0         0         0         0         1           CAT COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         1           CITYWIDE-TEL         0         0         0         1           CLEARRIE COMMUNICATIONS INC.         3         2         5         49           CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC         0         0         0         1	ACN COMMUNICATION SERVICES, INC.	1	0	1	3
AMERICATEL CORPORATION	AMERICAN DIAL TONE	0	0	0	4
ANEW BROADBAND, INC.	AMERICAN FIBER NETWORK, INC.	0	0	0	1
AT&T         2         1         3         54           ATLANTICNET BROADBAND, INC.         1         0         1         2           BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC         11         3         14         98           BROADSTAR COMMUNICATIONS, LLC         0         0         0         0         0         1           BROADSTAR, LLC         0         0         0         0         0         6           BROADWING COMMUNICATIONS, LLC         0         0         0         0         1           BUGGET PHONE, INC.         0         0         0         0         1           BULSEYE TELECOM, INC.         0         0         0         0         1           CAT COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         1           CITYWIDE-TEL         0         0         0         0         1           CLEARTEL COMMUNICATIONS, 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<	AMERICATEL CORPORATION	0	0	0	2
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 0 0 1 BROADSTAR, LLC 0 0 0 0 0 0 0 1 BROADSTAR, LLC 0 0 0 0 0 0 0 1 BROADSTAR, LLC 0 0 0 0 0 0 1 BROADSTAR, LLC 0 0 0 0 0 0 1 BROADSTAR, LLC 0 0 0 0 0 0 1 BUDGET PHONE, INC. 0 0 0 0 0 1 BULLSEYE TELECOM, INC. 0 0 0 0 0 1 CAT COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 CITYWIDE-TEL 0 0 0 0 0 1 CITYWIDE-TEL 0 0 0 0 0 1 CITYWIDE-TEL 0 0 0 0 0 1 CLEARTEL COMMUNICATIONS, INC. 3 2 5 49 CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC 0 0 0 0 1 COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE 5 2 7 92 COX COMMUNICATIONS 0 0 0 0 12 EAGLE TELECOMMUNICATIONS, INC. 0 0 0 0 1 EPICUS COMMUNICATIONS, INC. 0 0 0 0 1 EXCEL PAGER, CELLULAR, AND HOME PHONE, INC. 0 0 0 0 0 1 EXCEL PAGER, CELLULAR, AND HOME PHONE, INC. 0 0 0 0 0 1 EXCEL PAGER, CELLULAR, AND HOME PHONE, INC. 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS INC. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ANEW BROADBAND, INC.	1	0	1	9
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC         11         3         14         98           BROADSTAR COMMUNICATIONS, LLC         0         0         0         0         0         1           BROADSTAR, LLC         0         0         0         0         0         0         1           BROADWING COMMUNICATIONS, LLC         0         0         0         0         1         1           BULLSEYE TELECOM, INC.         0         0         0         0         1         1           CAT COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         0         1           CITYWIDE-TEL         0         0         0         0         1           CLEARTEL COMMUNICATIONS, 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         1         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           ERICATOR         0         0	AT&T	2	1	3	54
BROADSTAR COMMUNICATIONS, LLC         0         0         0         0           BROADSTAR, LLC         0         0         0         0           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         0         1           CLEARTEL COMMUNICATIONS         0         0         0         19           CLEARTEL ELECOMMUNICATIONS, 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           DSLI         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS, INC.         0	ATLANTIC.NET BROADBAND, INC.	1	0	1	2
BROADSTAR, LLC         0         0         0         6           BROADWING COMMUNICATIONS, LLC         0         0         0         1           BUDGET PHONE, INC.         0         0         0         0         1           BULLSEYE TELECOM, INC.         0         0         0         0         1           CAT COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         0         1           CITYWIDE-TEL         0         0         0         0         1         1           CLEARTEL COMMUNICATIONS         0         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         4           DELTACOM, INC.         0         0         0         4         4           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1         1           EPICUS COMMUNICATIONS, INC. <td>BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC</td> <td>11</td> <td>3</td> <td>14</td> <td>98</td>	BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	11	3	14	98
BROADWING COMMUNICATIONS, LLC         0         0         0         1           BUDGET PHONE, INC.         0         0         0         1           BULLSEYE TELECOM, INC.         0         0         0         0           CAT COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         0           CITYWIDE-TEL         0         0         0         0         1           CLEARTEL COMMUNICATIONS         0         0         0         0         1           CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC         0         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         1           DSLI         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         1	BROADSTAR 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         0         1           CLEARTEL COMMUNICATIONS         0         0         0         19           CLEARWIRE TELECOMMUNICATIONS, INC.         3         2         5         49           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         4           DSLI         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         1           EXCEL TELECOMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS         5	BROADSTAR, LLC	0	0	0	6
BULLSEYE TELECOM, INC.         0         0         0         1           CAT COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         1           CITYWIDE-TEL         0         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         4           DSLI         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         0           EXCEL TELECOMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS	BROADWING COMMUNICATIONS, LLC	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         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         4           DSLI         0         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         0           EXCEL TELECOMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS         0         0         0         0         0	BUDGET PHONE, 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         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         4           DSLI         0         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         1           EXCEL TELECOMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS, LLC         0         0         0         3           FRONTIER COMMUNICATIONS	BULLSEYE TELECOM, INC.	0	0	0	1
CLEARTEL COMMUNICATIONS         0         0         0         19           CLEARTEL TELECOMMUNICATIONS, INC.         3         2         5         49           CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC         0         0         0         0         1           COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE         5         2         7         92           COX COMMUNICATIONS         0         0         0         0         4           DELTACOM, INC.         0         0         0         0         4           DSLI         0         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         1           EXCEL TELECOMMUNICATIONS         5         0         0         9           FDN COMMUNICATIONS         5         0         0         0         3           FRONTIER COMMUNICATIONS, LLC         0         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         0<	CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
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           DSLI         0         0         0         1           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, 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, LLC         0         0         0         3           FRST COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         0         0         0           FRONTIER COMMUNICATIONS OF AMERICA, INC. <td>CITYWIDE-TEL</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	CITYWIDE-TEL	0	0	0	1
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           DSLI         0         0         0         0         12           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, 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, LLC         0         0         0         3           FIRST COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	CLEARTEL COMMUNICATIONS	0	0	0	19
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           DSLI         0         0         0         0         12           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         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, LLC         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         0         1	CLEARTEL TELECOMMUNICATIONS, INC.	3	2	5	49
COX COMMUNICATIONS         0         0         0         4           DELTACOM, INC.         0         0         0         45           DSLI         0         0         0         0         12           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         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, LLC         0         0         0         3           FIRST COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	CLEARWIRE TELECOMMUNICATIONS SERVICES, LLC	0	0	0	1
DELTACOM, INC.         0         0         0         45           DSLI         0         0         0         12           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         2           ERNEST COMMUNICATIONS, INC.         0         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         0         1           EXCEL TELECOMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS, LLC         0         0         0         3           FIRST COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	2	7	92
DSLI         0         0         0         12           EAGLE TELECOMMUNICATIONS, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         2           ERNEST COMMUNICATIONS, INC.         0         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         0         1           EXCEL TELECOMMUNICATIONS         0         0         0         9         9           FDN COMMUNICATIONS         5         0         5         41           FIRST COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	COX COMMUNICATIONS	0	0	0	4
EAGLE TELECOMMUNICATIONS, INC.       0       0       0       0       1         EPICUS COMMUNICATIONS GROUP, INC.       0       0       0       0       2         ERNEST COMMUNICATIONS, INC.       0       0       0       0       1         EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.       0       0       0       0       1         EXCEL TELECOMMUNICATIONS       0       0       0       9         FDN COMMUNICATIONS       5       0       5       41         FIRST COMMUNICATIONS, LLC       0       0       0       0         FLORIDA TELEPHONE SERVICES, LLC       0       1       1       8         FRONTIER COMMUNICATIONS OF AMERICA, INC.       0       0       0       0       1	DELTACOM, INC.	0	0	0	45
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         0         1           EXCEL TELECOMMUNICATIONS         0         0         0         9           FDN COMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	DSLI	0	0	0	12
ERNEST COMMUNICATIONS, INC.         0         0         0         1           EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.         0         0         0         0         1           EXCEL TELECOMMUNICATIONS         0         0         0         0         9           FDN COMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS, LLC         0         0         0         3           FIRST COMMUNICATIONS, LLC         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.       0       0       0       0       9         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       0       1	EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2
EXCEL TELECOMMUNICATIONS         0         0         0         9           FDN COMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS         0         0         0         0         33           FIRST COMMUNICATIONS, LLC         0         0         0         1         1         8           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	ERNEST COMMUNICATIONS, INC.	0	0	0	1
FDN COMMUNICATIONS         5         0         5         41           FDN COMMUNICATIONS         0         0         0         0         33           FIRST COMMUNICATIONS, LLC         0         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	EXCEL PAGER, CELLULAR, AND HOME PHONE, INC.	0	0	0	1
FDN COMMUNICATIONS         0         0         0         33           FIRST COMMUNICATIONS, LLC         0         0         0         0         1           FLORIDA TELEPHONE SERVICES, LLC         0         1         1         8           FRONTIER COMMUNICATIONS OF AMERICA, INC.         0         0         0         0         1	EXCEL TELECOMMUNICATIONS	0	0	0	9
FIRST COMMUNICATIONS, LLC  FLORIDA TELEPHONE SERVICES, LLC  FRONTIER COMMUNICATIONS OF AMERICA, INC.  0 0 0 0 1 1 8  FRONTIER COMMUNICATIONS OF AMERICA, INC.	FDN COMMUNICATIONS	5	0	5	41
FLORIDA TELEPHONE SERVICES, LLC 0 1 1 8 FRONTIER COMMUNICATIONS OF AMERICA, INC. 0 0 0 1	FDN COMMUNICATIONS	0	0	0	33
FRONTIER COMMUNICATIONS OF AMERICA, INC. 0 0 0 1	FIRST COMMUNICATIONS, LLC	0	0	0	1
,	FLORIDA TELEPHONE SERVICES, LLC	0	1	1	8
GLOBAL NAPS, INC. 0 0 0 1	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

GLOBAL TELECOM GROUP         0         0         0         0           GLOBAL TELECOM GROUP         0         0         0         0           GTC COMMUNICATIONS, INC.         0         0         0         2           HOTWIRE COMMUNICATIONS, LID.         0         0         0         2           INTELLIZALL OPERATOR SERVICES, INC.         0         0         0         1           INTELLIZAL OPERATOR SERVICES, INC.         0         0         0         7           KNOLOGY OF FLORIDA, INC.         1         0         0         2           MCCTELEPHONY OF FLORIDA, INC.         1         0         0         2           NETURE TELECOMA BROADBAND SERVICES, LIC         0         0         0         2           NETURE TELECOMA BR			Complaints Logged			
COMMUNICATIONS, INC.   0   0   0   0   2   1   1   1   1   1   1   1   1   1		Service*	Billing*	Total	Y-T-D	
HOTWIRE COMMUNICATIONS, LTD.	GLOBAL TELECOM GROUP	0	0	0	10	
IDT	GTC COMMUNICATIONS, INC.	0	0	0	2	
INSTATONE	HOTWIRE COMMUNICATIONS, LTD.	0	0	0	2	
INTELLICALL OPERATOR SERVICES, INC.	IDT	0	0	0	7	
INTER-TEL NETSOLUTIONS, INC.	INSTATONE	0	0	0	19	
ISN TELCOM         0         0         0         5           KNOLOGY OF FLORIDA, INC.         0         0         0         5           LEVEL 3 COMMUNICATIONS, LLC         0         0         0         0         7           LEVEL 3 COMMUNICATIONS, LLC         0         0         0         0         1         1           MCC TELEPHONY OF FLORIDA, INC.         1         0         1	INTELLICALL OPERATOR SERVICES, INC.	0	0	0	5	
KNOLOGY OF FLORIDA, INC.         0         0         0         5           LEVEL 3 COMMUNICATIONS, LLC         0         0         0         0           LITES TREAM HOLDINGS, LLC         0         0         0         1           MCC TELEPHONY OF FLORIDA, INC.         1         0         1         1           NATIONAL TELECOM & BROADBAND SERVICES, LLC         0         0         0         0         2           NET ONE INTERNATIONAL, INC.         0         0         0         0         1           NET WORK TELEPHONE CORPORATION         0         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         1           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         1           SH SERVICES LLC         1         0         0         1	INTER-TEL NETSOLUTIONS, INC.	0	0	0	1	
LEVEL 3 COMMUNICATIONS, LLC	ISN TELCOM	0	0	0	5	
LITESTREAM HOLDINGS, LLC         0         0         0         1           MCC TELEPHONY OF FLORIDA, INC.         1         0         1         1           NATIONAL TELECOM & BROADBAND SERVICES, LLC         0         0         0         0         2           NET ONE INTERNATIONAL, INC.         0         0         0         0         1           NETWORK TELEPHONE CORPORATION         0         0         0         3           NEXUS COMMUNICATIONS TSI, INC.         0         0         0         3           NORTH AMERICAN TELECOMMUNICATIONS CORPORATION         0         0         0         3           NUVOX COMMUNICATIONS, INC.         2         0         2         18           PAETEC COMMUNICATIONS, INC.         0         0         0         0         3           PREMIER TELECOM.         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         0           QWEST COMMUNICATIONS CORPORATION         0         0         0         1           SH SERVICES LLC         1         0         0         1           SH SERVICES LLC         1         0         0         1     <	KNOLOGY OF FLORIDA, INC.	0	0	0	5	
MCC TELEPHONY OF FLORIDA, INC.         1         0         1         1           NATIONAL TELECOM & BROADBAND SERVICES, LLC         0         0         0         0         2           NET ONE INTERNATIONAL, INC.         0         0         0         0         0         1           NETWORK TELEPHONE CORPORATION         0         0         0         0         0         3           NEXUS COMMUNICATIONS TSI, INC.         0         0         0         0         0         3           NORTH AMERICAN TELECOMMUNICATIONS CORPORATION         0         0         0         0         3           NUVOX COMMUNICATIONS, INC.         2         0         2         18           PAETEC COMMUNICATIONS, INC.         0         0         0         0         8           PIONEER TELEPHONE         0         0         0         0         0         1           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         0         1         1         1         1         1         1         1         1         1         3         1         1 </td <td>LEVEL 3 COMMUNICATIONS, LLC</td> <td>0</td> <td>0</td> <td>0</td> <td>7</td>	LEVEL 3 COMMUNICATIONS, LLC	0	0	0	7	
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         0         8           PIONEER TELEPHONE         0         0         0         0         1           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         0         1           RING CONNECTION, INC.         0         0         0         1           SH SERVICES LLC         1         0         1         13           SOUTHERN TELCOM NETWORK, INC.         0         0         0         1           STS TELECOM, LLC         1         1         2         13	LITESTREAM HOLDINGS, LLC	0	0	0	1	
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         0         3           NUVOX COMMUNICATIONS, INC.         2         0         2         18           PAETEC COMMUNICATIONS, INC.         0         0         0         0         8           PIONEER TELEPHONE         0         0         0         0         1           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         0         1           RING CONNECTION, INC.         0         0         0         1           SERVICES LLC         1         0         1         13           SOUTHERN TELCOM NETWORK, INC.         0         0         0         1           STS TELECOM         0         0         0         1           SUPER, TELCOM, ILC         1         1         1         2         13 <td>MCC TELEPHONY OF FLORIDA, INC.</td> <td>1</td> <td>0</td> <td>1</td> <td>1</td>	MCC TELEPHONY OF FLORIDA, INC.	1	0	1	1	
NETWORK TELEPHONE CORPORATION         0         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         0         8           PIONEER TELEPHONE         0         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           SUPER-TELLOM, INC.         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         6         4         10         280	NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2	
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         0         8           PIONEER TELEPHONE         0         0         0         0         1           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         0         4           RING CONNECTION, INC.         0         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         1         2         13           SUN-TEL USA, INC.         0         0         0         0         1           SUPRA TELECOM, INC.         0         0         0         0 <td>NET ONE INTERNATIONAL, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	NET ONE INTERNATIONAL, INC.	0	0	0	1	
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION         0         0         0         0           NUVOX COMMUNICATIONS, INC.         2         0         2         18           PAETEC COMMUNICATIONS, INC.         0         0         0         0         8           PIONEER TELEPHONE         0         0         0         0         1           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         0         4           RING CONNECTION, INC.         0         0         0         0         1           SH SERVICES LLC         1         0         1         13           SOUTHERN TELCOM NETWORK, INC.         0         0         0         1           SOUTHERN TELECOM NETWORK, INC.         0         0         0         1           STS TELECOM, ILC         1         1         2         13           SUN-TEL USA, INC.         0         0         0         1           SUPRA TELECOM, INC.         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         6         4         10 <t< td=""><td>NETWORK TELEPHONE CORPORATION</td><td>0</td><td>0</td><td>0</td><td>3</td></t<>	NETWORK TELEPHONE CORPORATION	0	0	0	3	
NUVOX COMMUNICATIONS, INC.         2         0         2         18           PAETEC COMMUNICATIONS, INC.         0         0         0         0           PIONEER TELEPHONE         0         0         0         0           PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         0           QWEST COMMUNICATIONS CORPORATION         0         0         0         0           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         0         1           STS TELECOM, LLC         1         1         1         2         13           SUPER-TEL LOSA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         6         4         10         280           TALLA HASSEE TELEPHONE EXCHANGE, INC.         0         0         0         5           TEL WEST COMMUNICATI	NEXUS COMMUNICATIONS TSI, INC.	0	0	0	4	
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         0	NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	3	
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         0         0         4           THE SUNSHINE STATE TOTAL COMMUNICATIONS         0	NUVOX COMMUNICATIONS, INC.	2	0	2	18	
PREMIER TELECOM-VOIP, INCORPORATED         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         0         0         0         4           RING CONNECTION, INC.         0         0         0         0         1           SH SERVICES LLC         1         0         1         13           SOUTHERN TELCOM NETWORK, INC.         0         0         0         0         1           STS TELECOM         0         0         0         0         1           STS TELECOM, LLC         1         1         1         2         13           SUN-TEL USA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         6         4         10         280           TALLAHASSEE TELEPHONE EXCHANGE, INC.         0         0         0         5           TEL WEST COMMUNICATIONS, LLC         1         0         0         0         4           THE SUNSHINE STATE TOTAL COMMUNICATIONS         0         0         0         0         0         0	PAETEC COMMUNICATIONS, INC.	0	0	0	8	
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         0         1           STS TELECOM         0         0         0         0         1           STS TELECOM, LLC         1         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         0         0	PIONEER TELEPHONE	0	0	0	1	
RING CONNECTION, INC.         0         0         0         1           SH SERVICES LLC         1         0         1         13           SOUTHERN TELCOM NETWORK, INC.         0         0         0         0         1           STS TELECOM         0         0         0         0         1           STS TELECOM, LLC         1         1         2         13           SUN-TEL USA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         0         0         1         280           TALK AMERICA INC.         6         4         10         280           TALLAHASSEE TELEPHONE EXCHANGE, INC.         0         0         0         5           TEL WEST COMMUNICATIONS, LLC         1         0         0         1           THE SUNSHINE STATE TOTAL COMMUNICATIONS         0         0         0         4	PREMIER TELECOM-VOIP, INCORPORATED	0	0	0	2	
SH SERVICES LLC         1         0         1         13           SOUTHERN TELCOM NETWORK, INC.         0         0         0         0         1           STS TELECOM         0         0         0         0         1           STS TELECOM, LLC         1         1         2         13           SUN-TEL USA, INC.         0         0         0         0           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	QWEST COMMUNICATIONS CORPORATION	0	0	0	4	
SOUTHERN TELCOM NETWORK, INC.         0         0         0         0         1           STS TELECOM         0         0         0         0         1           STS TELECOM, LLC         1         1         1         2         13           SUN-TEL USA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         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         0         4	RING CONNECTION, INC.	0	0	0	1	
STS TELECOM         0         0         0         0         1           STS TELECOM, LLC         1         1         1         2         13           SUN-TEL USA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         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         0         4	SH SERVICES LLC	1	0	1	13	
STS TELECOM, LLC         1         1         2         13           SUN-TEL USA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         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         0         4	SOUTHERN TELCOM NETWORK, INC.	0	0	0	1	
SUN-TEL USA, INC.         0         0         0         0         1           SUPER-TEL.COM, INC.         0         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	STS TELECOM	0	0	0	1	
SUPER-TEL.COM, INC.         0         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         6         4         10         280           TALK AMERICA INC.         0         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	STS TELECOM, LLC	1	1	2	13	
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.6410280TALK AMERICA INC.0005TALLAHASSEE TELEPHONE EXCHANGE, INC.00005TEL WEST COMMUNICATIONS, LLC1011THE SUNSHINE STATE TOTAL COMMUNICATIONS00004	SUN-TEL USA, INC.	0	0	0	1	
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         0         4	SUPER-TEL.COM, INC.	0	0	0	1	
TALLAHASSEE TELEPHONE EXCHANGE, INC.0005TEL WEST COMMUNICATIONS, LLC1011THE SUNSHINE STATE TOTAL COMMUNICATIONS0004	SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	4	10	280	
TEL WEST COMMUNICATIONS, LLC1011THE SUNSHINE STATE TOTAL COMMUNICATIONS0004	TALK AMERICA INC.	0	0	0	5	
THE SUNSHINE STATE TOTAL COMMUNICATIONS 0 0 0 4	TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	5	
	TEL WEST COMMUNICATIONS, LLC	1	0	1	1	
THINK 12 CORPORATION D/B/A HELLO DEPOT 0 1 1 1	THE SUNSHINE STATE TOTAL COMMUNICATIONS	0	0	0	4	
	THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1	1	1	

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	<b>Complaints Logged</b>			
	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
TOTALS**	42	17	59	1,035

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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.

		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	

COVISTA, INC.         0         0         0         2           COX COMMUNICATIONS         0         0         0         0           CUSTOM TELECONNECT, INC.         0         0         0         0           CVT PREPAID SOLUTIONS, INC.         0         0         0         0           DELATACOM, INC.         0         0         0         0           ECT         1         0         0         0           ELM DIAGON, INC.         0         0         0         0           ECG         1         0         0         0         1           EMBARQ COMMUNICATIONS, INC.         0         0         0         0         1           EMBARQ COMMUNICATIONS, INC.         0         0         0         0         1           ENTRUX ELECOM, INC.         0         0         0         0         0         1           EVEL ELECOMMUNICATIONS         0         0         0         0         0         0         0           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         0         0         0         0         0         0         0         0         0			Complaints Logged			
COX COMMUNICATIONS         0		Service*	Billing*	Total	Y-T-D	
CUSTOM TELECONNECT, INC.         0         0         0         0           CVT PREPAID SOLUTIONS, INC.         0         0         0         0           D.G.A. TELECOM, INC.         0         0         0         0           DELTACOM, INC.         0         0         0         0           ECG         1         0         0         0           EL MUNDO CONNECTA         0         0         0         0           EMBARQ COMMUNICATIONS, INC.         0         0         0         18           EMBARQ ESEVICES BILLING, INC.         0         0         0         0         18           ENTRIX TELECOM, INC.         0         0         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         0         2           EXTEL ELECOMMUNICATIONS         0         0         0         0         0         1           EXTEREME TELECOMMUNICATIONS         0         0         0         0         0         1           FAIRPOINT LONG DISTANCE         0         0         0         0         0         1           FOUR POINTS UTILLITY CORPORATION         0	COVISTA, INC.	0	0	0	2	
CVT PREPAID SOLUTIONS, INC.         0         0         0         1           D.G.A. TELECOM, INC.         0         0         0         0           DELTACOM, INC.         0         0         0         0           ECG         1         0         0         0           EL MUNDO CONNECTA         0         0         0         0           EMBARQ COMMUNICATIONS, INC.         0         0         0         18           ENHANCED SERVICES BILLING, INC.         0         0         0         0           ENTRIX TELECOM, INC.         0         0         0         0           ENCEL TELECOMMUNICATIONS GROUP, INC.         0         0         0         0           EXCEL TELECOMMUNICATIONS         0         0         0         0           EXTREME TELECOMMUNICATIONS         0         0         0         0           FAIRPOINT LONG DISTANCE         0         0         0         0           FON COMMUNICATIONS         0         0         0         0           FOUR POINTS UTILITY CORPORATION         0         0         0         0           GOUBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0 </td <td>COX COMMUNICATIONS</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	COX COMMUNICATIONS	0	0	0	1	
DG.A. TELECOM, INC.         0         0         0         1           DELTACOM, INC.         0         0         0         1         0           ECG         1         0         0         0         1         2           EL MUNDO CONNECTA         0         0         0         0         1         1           EMBARQ COMMUNICATIONS, INC.         0         0         0         0         18           ENHANCED SERVICES BILLING, INC.         0         0         0         0         1           ENTRIX TELECOM, INC.         0         0         0         0         0         0         1           EYCEL TELECOMMUNICATIONS GROUP, INC.         0         0         0         0         0         0         2           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         0         1           FORD COMMUNICATIONS         0         0         0         0         0 <td>CUSTOM TELECONNECT, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>6</td>	CUSTOM TELECONNECT, INC.	0	0	0	6	
DELTACOM, INC.         0         0         0           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         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         0         1           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         1           FAIRPOINT LONG DISTANCE         0         0         0         0         0         1           FON COMMUNICATIONS, LLC         0         0         0         0         0         1           FON COMMUNICATIONS, LLC         0         0         0         0         1         1           GOUBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0         1	CVT PREPAID SOLUTIONS, INC.	0	0	0	1	
ECG         1         0         1         2           EL MUNDO CONNECTA         0         0         0         0         1           EMBARQ COMMUNICATIONS, INC.         0         0         0         0         18           ENHANCED SERVICES BILLING, INC.         0         0         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         0         2           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         2         2           FDN COMMUNICATIONS, LLC         0         0         0         0         0         0         0         0         0         0         1         1         1         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         0         <	D.G.A. TELECOM, INC.	0	0	0	1	
EL MUNDO CONNECTA	DELTACOM, INC.	0	0	0	10	
EMBARQ COMMUNICATIONS, INC.         0         0         0         18           ENHANCED SERVICES BILLING, INC.         0         2         2         28           ENTRIX TELECOM, INC.         0         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         0         1           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         1           FAIRPOINT LONG DISTANCE         0         0         0         0         0         2           FON COMMUNICATIONS, LLC         0         0         0         0         0         1           FOUR POINTS UTILITY CORPORATION         0         0         0         0         1           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0         1           GLOBAL TELECOM, NORTH AMERICAN NETWORKS, INC.         0         0         0         0         7           GLOBAL TELECOM, SURCE         0         0         0         0         0         0           GLOBAL TELEC	ECG	1	0	1	2	
ENHANCED SERVICES BILLING, INC.         0         2         2         28           ENTRIX TELECOM, INC.         0         0         0         0           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0           EXCEL TELECOMMUNICATIONS         0         0         0         0           EXTREME TELECOMMUNICATIONS         0         0         0         0           FAIRPOINT LONG DISTANCE         0         0         0         0           FIN COMMUNICATIONS, LLC         0         0         0         0           FINST COMMUNICATIONS, LLC         0         0         0         0           GABRIEL WIRELESS, L.C.         0         0         0         1           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         7           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         7           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0           GLOBAL TELECOM, INC.         0         0         0         0           GLOBAL TELECOM, INC.         0         0         0         0           GLOBAL TELECOM, INC.         0	EL MUNDO CONNECTA	0	0	0	1	
ENTRIX TELECOM, INC.         0         0         0         1           EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         0         2           EXCEL TELECOMMUNICATIONS         0         0         0         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         0         0         0         2           FAIRPOINT LONG DISTANCE         0         0         0         0         0         0         2           FON COMMUNICATIONS, LLC         0         0         0         0         0         1           FOUR POINTS UTILITY CORPORATION         0         0         0         0         1           GABRIEL WIRELESS, L.L.C.         0         0         0         0         1           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         1           GLOBAL TELESOM & TELECOMMUNICATIONS, INC.         0         0         0         0         1           HORIZON TELECOM, ETCHNOLOGY AMERICAS, INC.         0         0         0         0         6           IDT AMERICA CORP, D/B/A DSA TELECOM         1         1         1         1         1	EMBARQ COMMUNICATIONS, INC.	0	0	0	18	
EPICUS COMMUNICATIONS GROUP, INC.         0         0         0         2           EXCEL TELECOMMUNICATIONS         0         0         0         0           EXTREME TELECOMMUNICATIONS         0         0         0         0           FAIRPOINT LONG DISTANCE         0         0         0         0           FDN COMMUNICATIONS         0         0         0         0           FIRST COMMUNICATIONS, LLC         0         0         0         0           FOUR POINTS UTILITY CORPORATION         0         0         0         1           GABRIEL WIRELESS, L.L.C.         0         0         0         0         1           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0         1           GLOBAL TELESCOMSUNICATIONS, INC.         0         0         0         0         7           GLOBAL TELECOM & TELECOMMUNICATIONS, INC.         0         0         0         0         1           HORIZON TELECOM, INC.         0         0         0         0         0         0           IDT CORPORATION         1         1         1         1         1         1         1           IDT CORPORATION	ENHANCED SERVICES BILLING, INC.	0	2	2	28	
EXCEL TELECOMMUNICATIONS         0         0         0         1           EXTREME TELECOMMUNICATIONS         0         0         0         1           FAIRPOINT LONG DISTANCE         0         0         0         0         2           FDN COMMUNICATIONS         0         0         0         0         0         7           FIRST COMMUNICATIONS, LLC         0         0         0         0         1         1           FOUR POINTS UTILITY CORPORATION         0         0         0         0         0         1           GABRIEL WIRELESS, LL.C.         0         0         0         0         0         1           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0         1           GLOBAL TELECOMENTICATIONS, INC.         0         0         0         0         0         0           GLOBAL TELECOM, INC.         0	ENTRIX TELECOM, INC.	0	0	0	1	
EXTREME TELECOMMUNICATIONS         0         0         0         0         1           FAIRPOINT LONG DISTANCE         0         0         0         2           FDN COMMUNICATIONS         0         0         0         0           FIRST COMMUNICATIONS, LLC         0         0         0         0           FOUR POINTS UTILITY CORPORATION         0         0         0         0           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         0         1           GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0           HORIZON TELECOM, INC.         0         0         0         0         0           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         1         1           ILD TELESERVICES         0         0	EPICUS COMMUNICATIONS GROUP, INC.	0	0	0	2	
FAIRPOINT LONG DISTANCE         0         0         0         0           FDN COMMUNICATIONS         0         0         0         0           FIRST COMMUNICATIONS, LLC         0         0         0         0           FOUR POINTS UTILITY CORPORATION         0         0         0         0           GABRIEL WIRELESS, L.L.C.         0         0         0         0           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         0         7           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0         1           HORIZON TELECOM, INC.         0         0         0         0         0         0           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         0         1           ILD TELESERVICES         0         1         1         1         15           INTEGLEICALL OPERATOR SERVICES, INC.         0         0         0         0         1           LEGACY LON	EXCEL TELECOMMUNICATIONS	0	0	0	1	
FDN COMMUNICATIONS         0         0         0         0           FIRST COMMUNICATIONS, LLC         0         0         0         0           FOUR POINTS UTILITY CORPORATION         0         0         0         0           GABRIEL WIRELESS, L.L.C.         0         0         0         0           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         0         7           GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0           HORIZON TELECOM, INC.         0         0         0         0         0           IDT AMERICA CORP, D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         0         1           ILD TELESERVICES         0         0         0         1         15           INTEGRETEL, INC.         0         0         0         0         1           ILDMI TELECOMMUNICATIONS, INC.         0	EXTREME TELECOMMUNICATIONS	0	0	0	1	
FIRST COMMUNICATIONS, LLC         0         0         0         1           FOUR POINTS UTILITY CORPORATION         0         0         0         0           GABRIEL WIRELESS, L.L.C.         0         0         0         0           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         0         7           GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0           HORIZON TELECOM, INC.         0         0         0         0           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         0         1           ILD TELESERVICES         0         10         10         145           INTEGRETEL, INC.         0         0         0         1           INTEGRETEL, INC.         0         0         0         1           IDMI TELECOMMUNICATIONS, INC.         0         0         0         0 <td>FAIRPOINT LONG DISTANCE</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td>	FAIRPOINT LONG DISTANCE	0	0	0	2	
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         0           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         0         7           GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0         1           HORIZON TELECOM, INC.         0         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         1         1         1         2         10           IDT SEESERVICES         0         1 <td>FDN COMMUNICATIONS</td> <td>0</td> <td>0</td> <td>0</td> <td>7</td>	FDN COMMUNICATIONS	0	0	0	7	
GABRIEL WIRELESS, L.L.C.         0         0         0         1           GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0         1           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         0         7           GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0         1           HORIZON TELECOM, INC.         0         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         1         1         1         2         10         1         1         1         2         10         1	FIRST COMMUNICATIONS, LLC	0	0	0	1	
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.         0         0         0         0           GLOBAL CROSSING TELECOMMUNICATIONS, INC.         0         0         0         7           GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0         0           HORIZON TELECOM, INC.         0         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         0         1         14         1	FOUR POINTS UTILITY CORPORATION	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         0         1           HORIZON TELECOM, INC.         0         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         0         1           ILD TELESERVICES         0         10         10         145           INTEGRETEL, INC.         0         1         1         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         0         2	GABRIEL WIRELESS, L.L.C.	0	0	0	1	
GLOBAL TEL*LINK CORPORATION         3         2         5         63           GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0         1           HORIZON TELECOM, INC.         0         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         1         1         1         1         2         10         1         1         1         2         10         1         1         1         2         10         1         1         1         2         10         1         1         1         2         10         1 <td< td=""><td>GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.</td><td>0</td><td>0</td><td>0</td><td>1</td></td<>	GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1	
GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.         0         0         0         0         1           HORIZON TELECOM, INC.         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         1         1           ILD TELESERVICES         0         10         10         145           INTEGRETEL, INC.         0         0         0         1           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         0           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         0	GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	7	
HORIZON TELECOM, INC.         0         0         0         67           IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         1         2         10           IDT CORPORATION         0         0         0         0         1         1           ILD TELESERVICES         0         10         10         145           INTEGRETEL, INC.         0         1         1         1         15           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         0         2	GLOBAL TEL*LINK CORPORATION	3	2	5	63	
IDT AMERICA CORP. D/B/A DSA TELECOM         1         1         2         10           IDT CORPORATION         0         0         0         0           ILD TELESERVICES         0         10         10         145           INTEGRETEL, INC.         0         1         1         15           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         0         2	GLOBAL TELECOM & TECHNOLOGY AMERICAS, INC.	0	0	0	1	
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         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	HORIZON TELECOM, INC.	0	0	0	67	
ILD TELESERVICES         0         10         10         145           INTEGRETEL, INC.         0         1         1         15           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	IDT AMERICA CORP. D/B/A DSA TELECOM	1	1	2	10	
INTEGRETEL, INC.         0         1         1         15           INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	IDT CORPORATION	0	0	0	1	
INTELLICALL OPERATOR SERVICES, INC.         0         0         0         0         1           LDMI TELECOMMUNICATIONS, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0         2           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         0         3           LOCUS TELECOMMUNICATIONS, INC.         0         0         0         0         2	ILD TELESERVICES	0	10	10	145	
LDMI TELECOMMUNICATIONS, INC.0001LEGACY LONG DISTANCE INTERNATIONAL, INC.0001LEGACY LONG DISTANCE INTERNATIONAL, INC.0002LIGHTYEAR NETWORK SOLUTIONS, LLC0003LOCUS TELECOMMUNICATIONS, INC.00002	INTEGRETEL, INC.	0	1	1	15	
LEGACY LONG DISTANCE INTERNATIONAL, INC.0000LEGACY LONG DISTANCE INTERNATIONAL, INC.0002LIGHTYEAR NETWORK SOLUTIONS, LLC00003LOCUS TELECOMMUNICATIONS, INC.00002	INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1	
LEGACY LONG DISTANCE INTERNATIONAL, INC.0002LIGHTYEAR NETWORK SOLUTIONS, LLC0003LOCUS TELECOMMUNICATIONS, INC.0000	LDMI TELECOMMUNICATIONS, INC.	0	0	0	1	
LIGHTYEAR NETWORK SOLUTIONS, LLC0003LOCUS TELECOMMUNICATIONS, INC.0002	LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1	
LOCUS TELECOMMUNICATIONS, INC. 0 0 0 2	LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	2	
	LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	3	
MAIN STREET TELEPHONE COMPANY 0 0 0 2	LOCUS TELECOMMUNICATIONS, INC.	0	0	0	2	
	MAIN STREET TELEPHONE COMPANY	0	0	0	2	

		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

		<b>Complaints Logged</b>		
	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 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	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
TOTALS**	19	35	54	1,348

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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**

		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 TELEMANAGEMENT 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
TOTALS**	1	0	1	18

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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

		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**

		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
TOTALS**	10	14	24	351

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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"

	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
TOTALS*	16	173

<sup>\*</sup>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"

	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
TOTALS*	6	87

<sup>\*</sup>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"

	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"

	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
TOTALS*	4	256

<sup>\*</sup>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 Statues, 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.