



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT JUNE 2005

Data Compiled on 7/15/2005

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

- **CALL** the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us
- 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 - June 2005

| | | |
|---|-----|---------------------|
| Complaints Received & Entered into CATS | | 1,454 |
| Electric | 67 | |
| Gas | 25 | |
| Competitive Local Exchange Telephone | 128 | |
| Local Exchange Telephone | 187 | |
| Long Distance Telephone | 190 | |
| Pay Telephone | 4 | |
| Shared Tenant | 0 | |
| Water & Wastewater | 34 | |
| Non-certificated Company Complaints Logged | | 6 |
| Electric | 0 | |
| Gas | 0 | |
| Telecommunications | 0 | |
| Water / Wastewater | 0 | |
| Industry Unknown | 6 | |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | | 662 |
| Electric | 276 | |
| Gas | 0 | |
| Telecommunications | 386 | |
| Water / Wastewater | 0 | |
| E-Transfers (E-mails sent to Utilities from the PSC Web site) | | 54 |
| Electric | 17 | |
| Gas | 0 | |
| Telecommunications | 37 | |
| Water / Wastewater | 0 | |
| Cases Received / Closed Under 3 Day Rule | | 97 |
| Electric | 62 | |
| Gas | 0 | |
| Telecommunications | 35 | |
| Water / Wastewater | 0 | |
| Information Requests Received & Entered into CATS | | <u>1,606</u> |
| Total New Cases Received & Entered into CATS | | <u>3,060</u> |

| How Cases Were Received | Complaints | Information Requests | Total Cases |
|-------------------------|--------------|----------------------|--------------|
| Phone | 1,023 | 1,311 | 2,334 |
| Mail | 83 | 58 | 141 |
| Internet | 289 | 222 | 511 |
| Fax | 59 | 15 | 74 |
| Totals | 1,454 | 1,606 | 3,060 |

Cases by Industry June 2005

| | Complaints Logged | % of Total Complaints* | Information Requests Logged | % of Total Information Requests* |
|---|----------------------|---------------------------|--------------------------------|--|
| Electric | 67 | 5% | 247 | 15% |
| Natural Gas | 25 | 2% | 35 | 2% |
| Telecommunications | 509 | 35% | 692 | 43% |
| Competitive Local Exchange Telephone | 128 | 9% | | |
| Local Exchange Telephone | 187 | 13% | | |
| Long Distance Telephone | 190 | 13% | | |
| Pay Telephone | 4 | <1% | | |
| Shared Tenant | 0 | 0% | | |
| Water & Wastewater | 34 | 2% | 115 | 7% |
| Non-certificated Company Cases Logged** | 6 | <1% | 517 | 32% |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 662 | 46% | | |
| E-Transfers | 54 | 4% | | |
| Cases Received & Closed by 3 Day Rule | 97 | 7% | | |
| Total | 1,454 | 100% | 1,606 | 100% |

Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

*Figures have been rounded.

**Non-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

Complaints Received by County June 2005



Note: County name not available for 71 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida address, etc.

Electric Companies Complaint Activity – June 2005

| Utility Name | Complaints Logged | | | |
|----------------------------------|-------------------|-----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| FLORIDA POWER & LIGHT COMPANY | 13 | 14 | 27 | 192 |
| FLORIDA PUBLIC UTILITIES COMPANY | 0 | 0 | 0 | 1 |
| GULF POWER COMPANY | 0 | 0 | 0 | 3 |
| PROGRESS ENERGY FLORIDA, INC. | 11 | 4 | 15 | 105 |
| TAMPA ELECTRIC COMPANY | 22 | 3 | 25 | 59 |
| TOTALS** | 46 | 21 | 67 | 360 |

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Natural Gas Companies Complaint Activity - June 2005

| Utility Name | Complaints Logged | | | |
|---|-------------------|-----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS) | 0 | 0 | 0 | 1 |
| FLORIDA CITY GAS | 6 | 5 | 11 | 58 |
| FLORIDA PUBLIC UTILITIES COMPANY | 0 | 0 | 0 | 28 |
| INDIANTOWN | 0 | 0 | 0 | 0 |
| ST. JOE NATURAL GAS COMPANY | 0 | 0 | 0 | 1 |
| SEBRING | 0 | 0 | 0 | 0 |
| TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM | 7 | 7 | 14 | 52 |
| TOTALS** | 13 | 12 | 25 | 140 |

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Local Telephone Companies Complaint Activity - June 2005

| Utility Name | Complaints Logged | | | Y-T-D |
|--|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | |
| ALLTEL FLORIDA, INC. | 4 | 1 | 5 | 15 |
| BELLSOUTH | 55 | 48 | 103 | 674 |
| FRONTIER | 0 | 0 | 0 | 0 |
| GTC, INC. D/B/A GT COM | 2 | 0 | 2 | 10 |
| ITS TELECOMMUNICATIONS SYSTEMS | 0 | 0 | 0 | 0 |
| NE FLORIDA | 0 | 0 | 0 | 1 |
| QUINCY/TDS | 0 | 0 | 0 | 0 |
| SMART CITY TELECOM (Formerly Vista United) | 0 | 0 | 0 | 0 |
| SPRINT-FLORIDA | 26 | 19 | 45 | 322 |
| VERIZON FLORIDA, INC. | 25 | 7 | 32 | 179 |
| TOTALS** | 112 | 75 | 187 | 1,201 |

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Competitive Local Exchange Telephone Companies Complaint Activity – June 2005

| Utility Name | Service* | Complaints Logged | | YTD |
|---|----------|-------------------|-------|-----|
| | | Billing* | Total | |
| 1-800-RECONEX, INC. D/B/A USTEL | 0 | 0 | 0 | 2 |
| ACCERIS COMMUNICATIONS CORP. OF FLORIDA | 0 | 0 | 0 | 8 |
| ACCESS INTEGRATED NETWORKS, INC. | 0 | 1 | 1 | 7 |
| ACCESS ONE COMMUNICATIONS, INC. | 1 | 0 | 1 | 1 |
| ACN COMMUNICATION SERVICES, INC. | 2 | 0 | 2 | 6 |
| ACTEL WIRELESS, INC. | 1 | 0 | 1 | 2 |
| ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS | 0 | 0 | 0 | 1 |
| ALLEGIANCE TELECOM OF FLORIDA, INC. | 0 | 0 | 0 | 11 |
| ALLTEL COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| ALTERNATIVE PHONE, INC. | 0 | 0 | 0 | 1 |
| ALTERNATIVE TELECOMMUNICATION SERVICES, INC. | 0 | 0 | 0 | 5 |
| ALTICOMM, INC. | 0 | 0 | 0 | 0 |
| AMERICAN DIAL TONE | 1 | 0 | 1 | 8 |
| AMERICA'S WIRELESS CHOICE, INC. | 4 | 0 | 4 | 4 |
| AMERIMEX COMMUNICATIONS CORP. | 0 | 0 | 0 | 1 |
| ANEW BROADBAND, INC. | 0 | 0 | 0 | 5 |
| AT&T | 2 | 9 | 11 | 81 |
| AZUL TEL, INC. | 0 | 0 | 0 | 2 |
| BELLSOUTH TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| BRIGHT HOUSE NETWORKS INFO. SVCS (FLORIDA), LLC | 12 | 0 | 12 | 33 |
| BROADWING COMMUNICATIONS, LLC | 1 | 0 | 1 | 1 |
| BUDGET PHONE, INC. | 1 | 0 | 1 | 2 |
| BULLSEYE TELECOM, INC. | 0 | 0 | 0 | 1 |
| BUSINESS TELECOM, INC. D/B/A BTI | 0 | 1 | 1 | 6 |
| CAMPUS COMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 1 |
| CAT COMMUNICATIONS INTERNATIONAL, INC. | 1 | 0 | 1 | 11 |
| CHOICE ONE TELECOM | 0 | 1 | 1 | 1 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 1 | 0 | 1 | 8 |
| COMM SOUTH COMPANIES, INC. D/B/A FLA COM SOUTH | 0 | 0 | 0 | 1 |
| CURBSIDE COMMUNICATIONS | 2 | 1 | 3 | 27 |
| DELAND ACTEL, INC. | 0 | 0 | 0 | 6 |
| DIECA COMM., INC. D/B/A COVAD COMM. COMP. | 0 | 0 | 0 | 1 |
| DPI-TELECONNECT, L.L.C. | 0 | 0 | 0 | 0 |
| DSL I | 1 | 0 | 1 | 8 |
| EPICUS, INC. | 1 | 0 | 1 | 5 |

| | | | | |
|--|---|---|---|----|
| EXCEL TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 10 |
| EXPRESS PHONE SERVICE | 0 | 1 | 1 | 4 |
| FDN COMMUNICATIONS | 5 | 0 | 5 | 36 |
| FLATEL, INC. D/B/A FLA TELEPHONE CO. D/B/A OSCATEL | 0 | 0 | 0 | 1 |
| FLORIDA PHONE SERVICE, INC. | 1 | 0 | 1 | 11 |
| FLORIDA TELEPHONE SERVICES, LLC | 0 | 0 | 0 | 8 |
| GLOBAL CONNECTION, INC OF AMERICA | 0 | 0 | 0 | 2 |
| GLOBAL CROSSING LOCAL SERVICES, INC. | 1 | 0 | 1 | 2 |
| IDS TELCOM CORP. | 3 | 2 | 5 | 10 |
| IDS TELCOM LLC | 1 | 1 | 2 | 18 |
| IDT AMERICA, CORP. D/B/A IDT | 0 | 0 | 0 | 14 |
| INSTATONE | 5 | 0 | 5 | 10 |
| INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD | 0 | 0 | 0 | 1 |
| INTERMEDIA COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| ISN TELCOM | 0 | 1 | 1 | 4 |
| ITC^DELTACOM | 2 | 1 | 3 | 31 |
| KINGTEL, INC. | 0 | 0 | 0 | 2 |
| KMC TELECOM III LLC | 0 | 0 | 0 | 3 |
| KMC TELECOM V, INC. | 0 | 0 | 0 | 1 |
| KNOLOGY OF FLORIDA, INC. | 0 | 0 | 0 | 3 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 2 | 0 | 2 | 5 |
| MCI WORLDCOM COMMUNICATIONS, INC. | 0 | 0 | 0 | 14 |
| MCI WORLDCOM NETWORK SERVICES, INC. | 2 | 2 | 4 | 25 |
| MET COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| METRO TELECONNECT COMPANIES, INC. | 0 | 0 | 0 | 1 |
| MOVIE, TELEVISION & GRAPHICS CORP. D/B/A M.T.G. | 0 | 0 | 0 | 3 |
| NATIONAL TELECOM & BROADBAND SERVICES, LLC | 0 | 0 | 0 | 3 |
| NETWORK TELEPHONE CORPORATION | 0 | 0 | 0 | 0 |
| NEW EDGE NETWORK, INC. D/B/A NEW EDGE NETWORKS | 0 | 0 | 0 | 3 |
| NEWPHONE | 0 | 1 | 1 | 5 |
| NEWSOUTH COMMUNICATIONS CORP. | 0 | 0 | 0 | 0 |
| NOW COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| NUVOX COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| O1 COMMUNICATIONS OF FLORIDA, INC. | 0 | 0 | 0 | 1 |
| PAETEC COMMUNICATIONS, INC. | 0 | 0 | 0 | 2 |
| PHONE-LINK, INC. | 0 | 0 | 0 | 8 |
| PINNACLE TELCOM, INC. | 0 | 0 | 0 | 0 |
| POWERNET GLOBAL COMMUNICATIONS | 1 | 0 | 1 | 2 |
| PREMIER TELCOM, INC. | 1 | 0 | 1 | 6 |
| PRIMUS TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 0 |
| QUICK CONNECTS | 1 | 0 | 1 | 2 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 0 | 0 | 1 |
| SALUDA NETWORKS INCORPORATED | 0 | 0 | 0 | 2 |

| | | | | |
|---|-----------|-----------|------------|------------|
| SANDHILLS TELECOMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 2 |
| SBC LONG DISTANCE | 0 | 0 | 0 | 2 |
| SBC TELECOM, INC. | 0 | 0 | 0 | 1 |
| SPARKS COMMUNICATIONS | 0 | 1 | 1 | 2 |
| SPRINT COMMUNICATIONS | 0 | 0 | 0 | 5 |
| STS TELECOM | 2 | 2 | 4 | 11 |
| STS TELECOM, LLC | 0 | 0 | 0 | 3 |
| SUN-TEL USA, INC. | 0 | 0 | 0 | 5 |
| SUPRA TELECOMM. AND INFO. SYSTEMS, INC. | 17 | 13 | 30 | 142 |
| TALK AMERICA INC. | 1 | 0 | 1 | 7 |
| TALLAHASSEE TELEPHONE EXCHANGE, INC. | 0 | 2 | 2 | 3 |
| TCG SOUTH FLORIDA | 0 | 0 | 0 | 0 |
| TELCOVE OF FLORIDA, INC. | 0 | 0 | 0 | 1 |
| TELECOM CONNECTION CORP. | 0 | 0 | 0 | 0 |
| TELECONEX, INC. D/B/A TELECONEX | 0 | 0 | 0 | 1 |
| THE SUNSHINE STATE TELEPHONE COMPANY, L.L.P. | 0 | 0 | 0 | 3 |
| THE ULTIMATE CONNECTION, L.C. D/B/A DAYSTAR COMM. | 0 | 0 | 0 | 0 |
| T-NETIX, INC. | 0 | 0 | 0 | 1 |
| TRINSIC COMMUNICATIONS, INC. | 1 | 2 | 3 | 10 |
| TRISTAR COMMUNICATIONS CORP. | 0 | 0 | 0 | 2 |
| UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS | 0 | 0 | 0 | 2 |
| US LEC OF FLORIDA INC. | 0 | 0 | 0 | 7 |
| VARTEC TELECOM, INC. | 0 | 1 | 1 | 7 |
| XO COMMUNICATIONS SERVICES, INC. | 3 | 4 | 7 | 38 |
| XSPEDIUS COMMUNICATIONS | 1 | 0 | 1 | 4 |
| XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC | 0 | 0 | 0 | 1 |
| TOTALS** | 81 | 47 | 128 | 777 |
| **Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule. | | | | |

**Long Distance Telephone Companies
Complaint Activity - June 2005**

| Utility Name | Service* | Complaints Logged | | YTD |
|--|----------|-------------------|-------|-----|
| | | Billing* | Total | |
| ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE | 0 | 0 | 0 | 0 |
| ACCERIS COMMUNICATIONS CORP. OF FLORIDA | 0 | 0 | 0 | 8 |
| ACCESS ONE COMMUNICATIONS, INC. | 0 | 0 | 0 | 7 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 0 | 0 | 1 |
| AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS | 0 | 0 | 0 | 2 |
| ALLTEL COMMUNICATIONS, INC. | 0 | 0 | 0 | 3 |
| AMERICATEL CORPORATION D/B/A 1010 123 AMERICATEL | 0 | 0 | 0 | 5 |
| ANEW BROADBAND, INC. | 0 | 0 | 0 | 1 |
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC | 11 | 35 | 46 | 298 |
| AURIS, LLC | 0 | 0 | 0 | 1 |
| AZUL TEL, INC. | 0 | 0 | 0 | 0 |
| BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST | 0 | 0 | 0 | 12 |
| BELLSOUTH LONG DISTANCE, INC. | 3 | 3 | 6 | 37 |
| BIGREDWIRE.COM, INC. | 0 | 1 | 1 | 1 |
| BLACKSTONE COMMUNICATIONS COMPANY | 0 | 0 | 0 | 1 |
| BUDGET CALL LONG DISTANCE, INC. | 0 | 2 | 2 | 4 |
| BUSINESS TELECOM, INC. D/B/A BTI | 0 | 0 | 0 | 1 |
| CENTRIX TELECOM, LLC | 0 | 0 | 0 | 1 |
| CIERRACOM SYSTEMS | 0 | 0 | 0 | 1 |
| CLEAR WORLD COMMUNICATIONS CORPORATION | 1 | 0 | 1 | 4 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 0 | 0 | 0 | 1 |
| COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC | 0 | 0 | 0 | 8 |
| COMTECH 21, LLC | 0 | 0 | 0 | 1 |
| CORRECTIONAL BILLING SERVICES | 2 | 4 | 6 | 16 |
| COVISTA, INC. | 0 | 1 | 1 | 2 |
| CUSTOM TELECONNECT, INC. | 0 | 1 | 1 | 4 |
| D.G.A. TELECOM, INC. | 0 | 0 | 0 | 1 |
| DIALAROUND ENTERPRISES INC. | 0 | 0 | 0 | 1 |
| EASTON TELECOM SERVICES, L.L.C. | 0 | 0 | 0 | 1 |
| ECG | 0 | 1 | 1 | 4 |
| ENHANCED BILLING SERVICES, INCORPORATED | 0 | 0 | 0 | 1 |
| ENHANCED SERVICES BILLING, INC. | 0 | 6 | 6 | 38 |
| ENTRIX TELECOM, INC. | 1 | 0 | 1 | 2 |

| | | | | |
|--|---|----|----|-----|
| EPICUS, INC. | 1 | 0 | 1 | 1 |
| EUROCOM TELECOMMUNICATIONS, LLC | 0 | 0 | 0 | 6 |
| EXCEL TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 10 |
| EXERGY GROUP, LLC | 0 | 0 | 0 | 1 |
| FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS | 0 | 0 | 0 | 3 |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC. | 0 | 0 | 0 | 2 |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 7 |
| GLOBAL TEL*LINK CORPORATION | 0 | 0 | 0 | 1 |
| GTC TELECOM CORP. | 0 | 1 | 1 | 15 |
| IBGH COMMUNICATIONS, LLC | 0 | 0 | 0 | 0 |
| IDS TELCOM CORP. | 0 | 1 | 1 | 1 |
| IDS TELCOM LLC | 0 | 0 | 0 | 3 |
| IDT AMERICA CORP. D/B/A DSA TELECOM | 1 | 2 | 3 | 26 |
| IDT CORPORATION | 0 | 0 | 0 | 1 |
| ILD | 0 | 4 | 4 | 18 |
| ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES | 0 | 4 | 4 | 30 |
| INTEGRETEL, INC. | 0 | 7 | 7 | 57 |
| INTER-TEL NETSOLUTIONS, INC. | 0 | 0 | 0 | 1 |
| ISN TELCOM | 0 | 1 | 1 | 1 |
| ITC^DELTACOM | 0 | 1 | 1 | 8 |
| KNOLOGY OF FLORIDA, INC. | 0 | 0 | 0 | 1 |
| LEAST COST ROUTING, INC. | 0 | 0 | 0 | 1 |
| LEGACY LONG DISTANCE INTERNATIONAL, INC. | 0 | 0 | 0 | 1 |
| LIGHTYEAR COMMUNICATIONS, INC. | 0 | 0 | 0 | 0 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 0 | 0 | 0 | 2 |
| LONG DISTANCE CHARGES | 0 | 1 | 1 | 1 |
| LONG DISTANCE CONSOLIDATED BILLING CO. | 0 | 0 | 0 | 1 |
| MAIN STREET TELEPHONE COMPANY | 0 | 0 | 0 | 0 |
| MCG, LLC | 0 | 0 | 0 | 0 |
| MCI WORLDCOM COMMUNICATIONS, INC. | 1 | 0 | 1 | 10 |
| MCI WORLDCOM NETWORK SERVICES, INC. | 8 | 9 | 17 | 110 |
| NATIONAL ACCESS LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| NECC TELECOM, INC. | 0 | 0 | 0 | 0 |
| NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL | 0 | 0 | 0 | 4 |
| NEW CENTURY TELECOM, INC. | 0 | 0 | 0 | 2 |
| NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A O1 | 0 | 0 | 0 | 1 |
| OCCMC, INC. | 0 | 7 | 7 | 49 |
| OLS, INC. | 0 | 1 | 1 | 1 |
| ONE CALL COMMUNICATIONS, INC. | 0 | 1 | 1 | 2 |
| ONELINK COMMUNICATIONS, INC. | 3 | 0 | 3 | 4 |
| OPERATOR ASSISTANCE NETWORK | 0 | 11 | 11 | 64 |

| | | | | |
|--|---|---|----|-----|
| OPEX COMMUNICATIONS, INC. | 0 | 0 | 0 | 3 |
| OPTICAL TELEPHONE CORPORATION | 0 | 0 | 0 | 0 |
| PHONE1, INC. | 0 | 0 | 0 | 1 |
| PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL | 0 | 0 | 0 | 5 |
| PRIMO COMMUNICATIONS INC | 0 | 0 | 0 | 1 |
| PRIMUS TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 7 |
| PT-1 COMMUNICATIONS | 0 | 0 | 0 | 1 |
| PT-1 LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| PUBLIC COMMUNICATIONS SERVICES, INC. | 0 | 1 | 1 | 2 |
| QWEST COMMUNICATIONS CORPORATION | 6 | 0 | 6 | 44 |
| RADIANT TELECOM, INC. | 0 | 0 | 0 | 3 |
| RED RIVER NETWORKS LLC | 0 | 0 | 0 | 1 |
| REDUCED RATE LONG DISTANCE LLC | 1 | 0 | 1 | 2 |
| RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS | 0 | 0 | 0 | 1 |
| SBC LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| SKYNET TELESYSTEMS LLC D/B/A SKYNET TELESYSTEMS | 0 | 0 | 0 | 14 |
| SKYTEL US, INC. | 0 | 0 | 0 | 1 |
| SPRINT | 8 | 8 | 16 | 142 |
| STARTEC GLOBAL LICENSING COMPANY | 2 | 0 | 2 | 2 |
| STS CONNECT, INC. | 0 | 0 | 0 | 1 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 1 | 0 | 1 | 3 |
| TALK AMERICA INC. | 3 | 1 | 4 | 22 |
| TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE | 0 | 0 | 0 | 0 |
| TCG SOUTH FLORIDA | 0 | 0 | 0 | 0 |
| TEKVOICE COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| TELE CIRCUIT NETWORK CORPORATION | 0 | 0 | 0 | 2 |
| TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC. | 0 | 0 | 0 | 1 |
| TELECOM*USA OR TELECONNECT | 1 | 1 | 2 | 9 |
| TELECORE COMMUNICATIONS, CORP. | 1 | 0 | 1 | 1 |
| TELEDIAS COMMUNICATIONS, INC. | 1 | 0 | 1 | 21 |
| TELEGLOBE AMERICA INC. | 0 | 0 | 0 | 1 |
| TELEUNO, INC. | 1 | 0 | 1 | 3 |
| TELLISS, LLC | 0 | 1 | 1 | 11 |
| TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. | 0 | 0 | 0 | 0 |
| T-NETIX TELECOMMUNICATIONS SERVICES, INC. | 1 | 1 | 2 | 7 |
| T-NETIX, INC. | 0 | 0 | 0 | 11 |
| TOTAL CALL INTERNATIONAL, INC. | 0 | 0 | 0 | 4 |
| TOUCH-TEL USA, LLC | 0 | 0 | 0 | 1 |
| TOUCHTONE COMMUNICATIONS INC. | 0 | 0 | 0 | 1 |
| TRALEE TELEPHONE COMPANY, LLC | 0 | 0 | 0 | 3 |
| TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. | 0 | 0 | 0 | 1 |
| TRANSWORLD NETWORK, CORP. | 0 | 0 | 0 | 1 |

| | | | | |
|---|-----------|------------|------------|--------------|
| TRINSIC COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| TTI NATIONAL, INC. | 1 | 0 | 1 | 1 |
| U.S. TELECOM LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| UCN, INC | 0 | 0 | 0 | 0 |
| UNITED AMERICAN TECHNOLOGY, INC. | 0 | 0 | 0 | 1 |
| US LEC OF FLORIDA INC. | 0 | 0 | 0 | 2 |
| VARTEC SOLUTIONS, INC. | 0 | 0 | 0 | 0 |
| VARTEC TELECOM, INC. | 1 | 0 | 1 | 14 |
| VERIZON SELECT SERVICES INC. | 0 | 0 | 0 | 3 |
| VOIP ENTERPRISES INC. | 1 | 0 | 1 | 2 |
| WDT WORLD DISCOUNT TELECOMMUNICATIONS CO. | 0 | 0 | 0 | 0 |
| WESTSTAR COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| X2COMM, INC. D/B/A DC COMMUNICATIONS | 0 | 0 | 0 | 1 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 0 | 0 | 1 |
| XO FLORIDA, INC. | 0 | 0 | 0 | 1 |
| YESTEL, INC. | 0 | 0 | 0 | 1 |
| ZERO PLUS DIALING | 2 | 3 | 5 | 48 |
| ZERO PLUS DIALING, INC. | 0 | 3 | 3 | 48 |
| ZONE TELECOM, INC. | 0 | 0 | 0 | 0 |
| TOTALS** | 66 | 124 | 190 | 1,378 |
| *Please see Definitions. | | | | |
| **Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule. | | | | |

Pay Telephone Companies Complaint Activity – June 2005

| Utility Name | Service* | Complaints Logged | | |
|---|----------|-------------------|----------|-----------|
| | | Billing* | Total | YTD |
| ATN, INC. | 0 | 0 | 0 | 1 |
| BAY PUBLIC COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| CINCINNATI BELL PUBLIC COMMUNICATIONS INC. | 0 | 0 | 0 | 1 |
| DUANE E LUND | 0 | 0 | 0 | 1 |
| FIRST AMERICAN TELECOMMUNICATIONS CORPORATION | 1 | 0 | 1 | 2 |
| FREEDOM PHONE SERVICES, LLC | 0 | 0 | 0 | 1 |
| HSI TELECOM, INC. | 0 | 0 | 0 | 2 |
| JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES | 0 | 0 | 0 | 0 |
| MK COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMM. | 0 | 0 | 0 | 2 |
| PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMM. | 0 | 0 | 0 | 1 |
| ROSANN MULLER D/B/A LANDMARK COMMUNICATIONS TECH. | 0 | 0 | 0 | 1 |
| SOUTHEAST PAY TELEPHONE, INC. | 1 | 0 | 1 | 1 |
| SOUTHEAST PAYPHONES, INC. | 0 | 0 | 0 | 1 |
| SOUTHERN COMMUNICATIONS SYSTEMS INC. | 0 | 0 | 0 | 1 |
| SOUTHERN PAYPHONES COMPANY | 0 | 0 | 0 | 1 |
| SPRINT PAYPHONE SERVICES, INC. | 0 | 0 | 0 | 2 |
| TALK'S CHEAP | 0 | 0 | 0 | 1 |
| T-NETIX TELECOMMUNICATIONS SERVICES, INC. | 0 | 0 | 0 | 1 |
| TRL ENTERPRISES | 0 | 0 | 0 | 1 |
| VERIZON FLORIDA INC. | 1 | 0 | 1 | 3 |
| WORLDWIDE PAYPHONE SERVICES, INC. | 1 | 0 | 1 | 1 |
| TOTALS** | 4 | 0 | 4 | 27 |
| *Please see Definitions. | | | | |
| **Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule. | | | | |

Water & Wastewater Companies Complaint Activity - June 2005

| Utility Name | Service* | Complaints Logged | | YTD |
|---|----------|-------------------|-------|-----|
| | | Billing* | Total | |
| ALOHA UTILITIES, INC. | 4 | 0 | 4 | 11 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 4 | 4 | 11 |
| CONSOLIDATED WATER WORKS, INC. | 0 | 0 | 0 | 2 |
| COUNTY-WIDE UTILITY CO., INC. | 0 | 0 | 0 | 1 |
| CROOKED LAKE PARK SEWERAGE COMPANY | 0 | 0 | 0 | 1 |
| DIXIE GROVES UTILITY COMPANY A DIV. OF COMMUNITY UTIL. | 0 | 0 | 0 | 1 |
| EAST MARION SANITARY SYSTEMS, INC. | 0 | 0 | 0 | 1 |
| FERNCREST UTILITIES, INC. | 0 | 0 | 0 | 2 |
| HEATHER HILLS ESTATES | 0 | 0 | 0 | 1 |
| HIDDEN COVE, LTD. | 0 | 0 | 0 | 1 |
| HOLIDAY GARDENS UTILITIES, INC. | 0 | 0 | 0 | 1 |
| HOLIDAY UTILITY COMPANY, INC. | 0 | 0 | 0 | 3 |
| HUDSON UTILITIES, INC. | 1 | 0 | 1 | 2 |
| KEEN SALES, RENTALS AND UTILITIES, INC. | 0 | 0 | 0 | 2 |
| KINCAID HILLS WATER COMPANY | 0 | 0 | 0 | 1 |
| L W V UTILITIES, INC. | 0 | 0 | 0 | 2 |
| LABRADOR UTILITIES, INC. | 1 | 1 | 2 | 14 |
| LAKE UTILITY SERVICES, INC. | 0 | 0 | 0 | 1 |
| LINDRICK SERVICE CORPORATION | 21 | 0 | 21 | 26 |
| LITTLE GASPARILLA WATER UTILITY, INC. | 0 | 0 | 0 | 2 |
| MOBILE MANOR WATER COMPANY, INC. | 0 | 0 | 0 | 1 |
| O&S WATER COMPANY, INC. | 0 | 0 | 0 | 1 |
| OAK SPRINGS, LLC | 0 | 0 | 0 | 1 |
| PARK WATER COMPANY INC. | 0 | 0 | 0 | 1 |
| PASCO UTILITIES, INC. | 0 | 0 | 0 | 1 |
| ROYAL UTILITY COMPANY | 0 | 0 | 0 | 1 |
| SEBRING RIDGE UTILITIES, INC. | 0 | 0 | 0 | 1 |
| SPRING CREEK VILLAGE, LTD. | 0 | 0 | 0 | 1 |
| SUNNY SHORES WATER CO., INC. | 0 | 0 | 0 | 1 |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. | 1 | 0 | 1 | 4 |
| TAMIAMI VILLAGE WATER COMPANY, INC. | 0 | 0 | 0 | 1 |
| USEPPA ISLAND UTILITY, INC. | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF FLORIDA | 0 | 0 | 0 | 2 |
| UTILITIES, INC. OF PENNBROOKE | 0 | 0 | 0 | 1 |
| VENTURE ASSOCIATES UTILITIES CORP. | 1 | 0 | 1 | 1 |
| VIRGINIA CITY UTILITY COMPANY A DIV. OF COMMUNITY UTIL. | 0 | 0 | 0 | 1 |

| | | | | |
|---|-----------|----------|-----------|------------|
| WEDGEFIELD UTILITIES, INC. | 0 | 0 | 0 | 2 |
| ZELLWOOD STATION CO-OP, INC. | 0 | 0 | 0 | 1 |
| TOTALS** | 29 | 5 | 34 | 109 |
| *Please see Definitions. | | | | |
| **Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule. | | | | |

Unauthorized Additional Telephone Service Charges “Cramming”* Cases Resolved – June 2005

| Company | Month | Year-To-Date |
|--|--------------|---------------------|
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC | 1 | 1 |
| BELLSOUTH TELECOMMUNICATIONS, INC. | 1 | 6 |
| ENHANCED SERVICES BILLING, INC. | 4 | 32 |
| FDN COMMUNICATIONS | 0 | 1 |
| ILD | 0 | 11 |
| ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES | 7 | 22 |
| INTEGRETEL, INC. | 7 | 37 |
| MAIN STREET TELEPHONE COMPANY | 0 | 1 |
| OCMC, INC. | 0 | 2 |
| OPERATOR ASSISTANCE NETWORK | 6 | 36 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 1 |
| SKYNET TELESYSTEMS | 0 | 3 |
| SPRINT-FLORIDA, INCORPORATED | 0 | 3 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 0 | 1 |
| TRALEE TELEPHONE COMPANY, LLC | 0 | 2 |
| VERIZON FLORIDA INC. | 1 | 1 |
| ZERO PLUS DIALING | 2 | 30 |
| | | |
| | | |
| Totals | 29 | 190 |

**Please see Definitions*

Unauthorized Telephone Service Change “Local Slamming” Cases Logged – June 2005

| Company | Month | Year-To-Date |
|---|--------------|---------------------|
| ACCERIS COMMUNICATIONS CORP. OF FLORIDA | 0 | 5 |
| ACCESS INTEGRATED NETWORKS, INC. | 0 | 2 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 3 |
| ALLTEL FLORIDA, INC. | 1 | 1 |
| ALTERNATIVE PHONE, INC. | 0 | 1 |
| AMERICAN DIAL TONE | 0 | 2 |
| AT&T | 0 | 4 |
| BELLSOUTH TELECOMMUNICATIONS, INC. | 8 | 29 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 1 | 3 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 0 | 1 |
| CURBSIDE COMMUNICATIONS | 2 | 13 |
| DSL | 0 | 1 |
| EXCEL TELECOMMUNICATIONS, INC. | 0 | 1 |
| FDN COMMUNICATIONS | 0 | 1 |
| GLOBAL CROSSING LOCAL SERVICES, INC. | 0 | 1 |
| IDT | 0 | 1 |
| INTERMEDIA COMMUNICATIONS, INC. | 0 | 1 |
| ITC^DELTACOM | 0 | 1 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 1 | 1 |
| MCI WORLDCOM COMMUNICATIONS, INC. | 0 | 2 |
| MCI WORLDCOM NETWORK SERVICES, INC. | 1 | 9 |
| PAETEC COMMUNICATIONS, INC. | 0 | 1 |
| POWERNET GLOBAL COMMUNICATIONS | 1 | 1 |
| PREMIER TELECOM, INC. | 0 | 4 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 1 |
| SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP | 0 | 2 |
| SPRINT-FLORIDA, INCORPORATED | 0 | 7 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 1 | 18 |
| TALK AMERICA INC. | 1 | 1 |
| TELE CIRCUIT NETWORK CORPORATION | 0 | 1 |
| VERIZON FLORIDA INC. | 1 | 5 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 2 |
| XSPEDIUS COMMUNICATIONS | 0 | 1 |
| Totals | 18 | 127 |

**Please see Definitions*

Unauthorized Telephone Service Change “Long Distance Slamming” Cases Logged – June 2005

| Company | Month | Year-To-Date |
|---|--------------|---------------------|
| ACCERIS COMMUNICATIONS SOLUTIONS | 0 | 7 |
| ALLTEL COMMUNICATIONS, INC. | 0 | 3 |
| AMERICATEL CORPORATION | 0 | 1 |
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC | 9 | 73 |
| BELLSOUTH LONG DISTANCE, INC. | 3 | 16 |
| BLUERIDGE TELECOM SYSTEMS | 0 | 1 |
| CLEAR WORLD COMMUNICATIONS CORPORATION | 1 | 4 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 0 | 1 |
| COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC | 0 | 8 |
| COMTECH 21, LLC | 0 | 1 |
| COVISTA, INC. | 0 | 1 |
| DC COMMUNICATIONS | 0 | 1 |
| EASTON TELECOM SERVICES, L.L.C. | 0 | 1 |
| ECG | 0 | 2 |
| EUROCOM TELECOMMUNICATIONS, LLC | 0 | 4 |
| EXCEL TELECOMMUNICATIONS, INC. | 1 | 7 |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC. | 0 | 1 |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC. | 0 | 3 |
| GTC TELECOM CORP. | 0 | 2 |
| IDT AMERICA CORP. D/B/A DSA TELECOM | 0 | 1 |
| ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES | 0 | 1 |
| INTEGRETEL, INC. | 0 | 3 |
| ITC^DELTACOM | 0 | 1 |
| LEAST COST ROUTING, INC. | 0 | 1 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 0 | 1 |
| LONG DISTANCE CONSOLIDATED BILLING CO. | 0 | 1 |
| MCI WORLDCOM COMMUNICATIONS, INC. | 1 | 8 |
| MCI WORLDCOM NETWORK SERVICES, INC. | 7 | 39 |
| NEW CENTURY TELECOM, INC. | 0 | 3 |
| ONELINK COMMUNICATIONS, INC. | 3 | 4 |
| OPERATOR ASSISTANCE NETWORK | 0 | 2 |
| OPEX COMMUNICATIONS, INC. | 0 | 3 |
| PIONEER TELEPHONE, INC. | 0 | 1 |
| PRIMO COMMUNICATIONS INC | 0 | 1 |
| PRIMUS TELECOMMUNICATIONS, INC. | 1 | 5 |
| QWEST COMMUNICATIONS CORPORATION | 6 | 30 |

| Company | Month | Year-To-Date |
|--|--------------|---------------------|
| REDUCED RATE LONG DISTANCE LLC | 1 | 2 |
| SBC LONG DISTANCE, INC. | 0 | 1 |
| SKYNET TELESYSTEMS | 0 | 5 |
| SPRINT | 10 | 77 |
| STARTEC GLOBAL LICENSING COMPANY | 2 | 2 |
| STS CONNECT, INC. | 0 | 1 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 0 | 2 |
| TALK AMERICA INC. | 3 | 6 |
| TELE CIRCUIT NETWORK CORPORATION | 0 | 2 |
| TELECOM*USA OR TELECONNECT | 1 | 5 |
| TELEDIAS COMMUNICATIONS, INC. | 1 | 21 |
| TELEUNO, INC. | 1 | 2 |
| TELLISS, LLC | 0 | 2 |
| TOTAL CALL INTERNATIONAL, INC. | 0 | 2 |
| TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. | 0 | 1 |
| TTI NATIONAL, INC. | 1 | 1 |
| VARTEC TELECOM, INC. | 1 | 2 |
| VERIZON LONG DISTANCE | 0 | 2 |
| VERIZON SELECT SERVICES INC. | 0 | 1 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 1 |
| ZERO PLUS DIALING | 2 | 10 |
| Totals | 55 | 390 |

**Please see Definitions*

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' knowledge or consent.

Information Request - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

Service - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

Shared Tenant Service (STS) - As defined in section 364.339 (1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangement 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.