



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT SEPTEMBER 2005

Data Compiled on 10/10/2005

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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 - September 2005

Complaints Received & Entered into CATS		1,742
Electric	92	
Gas	13	
Competitive Local Exchange Telephone	138	
Local Exchange Telephone	160	
Long Distance Telephone	168	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	30	
Non-certificated Company Complaints Logged		4
Electric	0	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Industry Unknown	4	
Telephone Transfer-Connects (Calls Transferred to Utilities)		967
Electric	517	
Gas	0	
Telecommunications	450	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		67
Electric	33	
Gas	0	
Telecommunications	34	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		102
Electric	55	
Gas	0	
Telecommunications	47	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,604</u>
Total New Cases Received & Entered into CATS		<u>3,346</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,267	1,333	2,600
Mail	93	64	157
Internet	327	193	520
Fax	55	14	69
Totals	1,742	1,604	3,346

Cases by Industry September 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	92	5%	311	19%
Natural Gas	13	<1%	35	2%
Telecommunications	467	27%	629	39%
Competitive Local Exchange Telephone	138	8%		
Local Exchange Telephone	160	9%		
Long Distance Telephone	168	10%		
Pay Telephone	1	<1%		
Shared Tenant	0	0%		
Water & Wastewater	30	2%	111	7%
Non-certificated Company Cases Logged**	4	<1%	518	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	967	56%		
E-Transfers	67	4%		
Cases Received & Closed by 3 Day Rule	102	6%		
Total	1,742	100%	1,604	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 September 2005



Note: County name not available for 163 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies Complaint Activity – September 2005

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	22	34	56	341
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	1	0	1	4
PROGRESS ENERGY FLORIDA, INC.	9	16	25	193
TAMPA ELECTRIC COMPANY	3	7	10	95
TOTALS**	35	57	92	634
<i>*Please see Definitions.</i>				
<i>**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.</i>				

Natural Gas Companies Complaint Activity – September 2005

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	3
FLORIDA CITY GAS	0	4	4	88
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	34
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	2	4	6	64
TOTALS**	2	11	13	190
<i>*Please see Definitions.</i>				
<i>**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.</i>				

Local Telephone Companies Complaint Activity - September 2005

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	1	0	1	21
BELLSOUTH	62	39	101	1,013
FRONTIER	0	0	0	1
GTC, INC. D/B/A GT COM	2	1	3	18
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	18	13	31	443
VERIZON FLORIDA, INC.	14	10	24	291
TOTALS**	97	63	160	1,788

**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 – September 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
1-800-RECONEX, INC. D/B/A USTEL	0	0	0	2
AAA RECONNECT, INC.	0	0	0	0
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	9
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	9
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	7
ACTEL WIRELESS, INC.	0	0	0	2
ADVANTAGE GROUP OF FLORIDA COMM., L.L.C.	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 TELECOM. SERVICES, INC.	0	0	0	5
ALTICOMM, INC.	0	0	0	0
AMERICAN DIAL TONE	2	0	2	10
AMERICA'S WIRELESS CHOICE, INC.	0	0	0	4
AMERIMEX COMMUNICATIONS CORP.	0	0	0	1
ANEW BROADBAND, INC. D/B/A INSTANTEL PHONE SVC	0	0	0	5
AT&T	11	5	16	118
AZUL TEL, INC.	1	0	1	5
BEAUTY TOWN, INC. D/B/A ANNS COMMUNICATION	0	0	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFO. SVCS (FLORIDA), LLC	9	0	9	62
BROADSTAR COMMUNICATIONS, LLC	0	1	1	10
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET PHONE, INC.	1	0	1	3
BULLSEYE TELECOM, INC.	0	0	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	6
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1
CARILINK INTERNATIONAL, INC.	1	0	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	13
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	2
COASTAL CONNECTIONS	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	3	6	29
COMM SOUTH COMPANIES, INC. D/B/A FLA COMM	0	0	0	1
CURBSIDE COMMUNICATIONS	0	1	1	32
CYPRESS COMMUNICATIONS OPERATING CO., LLC	0	0	0	1

DELAND ACTEL, INC.	0	0	0	7
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	2
DPI-TELECONNECT, L.L.C.	0	0	0	1
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	9
EPICUS, INC.	1	0	1	8
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	11
EXPRESS PHONE SERVICE	1	0	1	6
FDN COMMUNICATIONS	5	3	8	58
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1
FLORIDA PHONE SERVICE, INC.	0	0	0	13
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	12
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GEORGIA TELEPHONE SERVICES, INC.	1	0	1	1
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	2
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	2
HIGH TECH COMMUNICATIONS	1	0	1	1
IDS TELCOM CORP.	6	1	7	24
IDS TELCOM LLC	2	1	3	22
IDT	1	1	2	17
INSTATONE	1	0	1	12
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	2
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1
ISN TELCOM	0	1	1	8
ITC^DELTACOM	2	3	5	42
KINGTEL, INC.	0	0	0	2
KMC TELECOM III LLC	0	0	0	3
KMC TELECOM V, INC.	0	0	0	2
KNOLOGY OF FLORIDA, INC.	0	0	0	5
LEVEL 3 COMMUNICATIONS, LLC	1	0	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	6
MATRIX TELECOM, INC.	0	1	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	21
MCI WORLDCOM NETWORK SERVICES, INC.	4	3	7	40
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	4
NETWORK TELEPHONE CORPORATION	0	0	0	0
NEW EDGE NETWORK, INC. D/B/A NEW EDGE NETWORKS	0	0	0	3
NEWPHONE	1	0	1	8
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0
NOW COMMUNICATIONS, INC.	0	0	0	2
NUVOX COMMUNICATIONS, INC.	0	0	0	8

O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	1
ORLANDO TELEPHONE COMPANY	0	1	1	2
PAETEC COMMUNICATIONS, INC.	0	0	0	4
PHONE CLUB CORPORATION	0	0	0	1
PHONE-LINK, INC.	0	0	0	8
PINNACLE TELCOM, INC.	0	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMMUNI	0	0	0	2
PREMIER TELECOM, INC.	1	0	1	7
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0
QUALITY TELEPHONE INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	1	1	2
SALUDA NETWORKS INCORPORATED	0	0	0	6
SANDHILLS TELECOMMUNICATIONS GROUP, INC. D/B/A SANTEL COMM	0	0	0	2
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS TELECOM	0	0	0	16
SBC LONG DISTANCE. LLC D/B/A SBC LONG DISTANCE	0	0	0	2
SBC TELECOM, INC.	0	0	0	1
SERVISENSE.COM, INC.	0	0	0	0
SNC COMMUNICATIONS, LLC	0	0	0	2
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	4
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	2	2	8
STS TELECOM, LLC	0	1	1	4
SUNTEL METRO, INC.	1	0	1	1
SUN-TEL USA, INC.	0	0	0	5
SUPRA TELECOM. AND INFORMATION SYSTEMS, INC.	22	11	33	249
TALK AMERICA INC.	1	0	1	10
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	4
TCG SOUTH FLORIDA	0	0	0	0
TELCOVE OF FLORIDA, INC.	0	0	0	2
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 COMMUNICATIONS	0	0	0	0
TIBURON TELECOM, INC.	0	0	0	0
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	12
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.	1	0	1	9
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH D/B/A SPARKS COMM.	0	0	0	4
UTILITY USA, INC. D/B/A VIZON TELECOM	0	0	0	1
VARTEC TELECOM, INC.	0	1	1	12
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	5	0	5	53
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	4
TOTALS**	93	45	138	1,185
**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 - September 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ACC NATIONAL LONG DIST. CORP. D/B/A ACC LONG DISTANCE	0	0	0	0
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	11
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	7
ACN COMMUNICATION SERVICES, INC.	0	0	0	2
AFFINITY 4	1	0	1	1
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMM.	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	0	0	3
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	2	2	10
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	16	19	35	408
AURIS, LLC	0	0	0	1
AZUL TEL, INC.	0	0	0	0
BELL ATLANTIC COMM., INC. D/B/A VERIZON LONG DIST	0	0	0	13
BELLSOUTH LONG DISTANCE, INC.	2	2	4	46
BIGREDWIRE.COM, INC.	0	0	0	1
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BROADWING COMMUNICATIONS, LLC	0	1	1	2
BUDGET CALL LONG DISTANCE, INC.	0	0	0	6
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAIONAL, INC.	0	0	0	1
CENTRIX TELECOM, LLC	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	5
COMCAST PHONE OF FLA, LLC D/B/A COMCAST DIGITAL	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	9
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
COMTECH 21, LLC	0	0	0	1
CORRECTIONAL BILLING SERVICES	2	2	4	26
COVISTA, INC.	0	0	0	2
CUSTOM TELECONNECT, INC.	0	0	0	5
D.G.A. TELECOM, INC.	0	0	0	1
DANCRIS TELECOM, L.L.C.	0	1	1	1
DIALAROUND ENTERPRISES INC.	0	0	0	1
EASTON TELECOM SERVICES, L.L.C.	0	0	0	1
ENHANCED BILLING SERVICES, INCORPORATED	0	1	1	3
ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	5
ENHANCED SERVICES BILLING, INC.	0	6	6	52

ENTRIX TELECOM, INC.	0	0	0	2
EPICUS, INC. D/B/A EPICUS	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	6
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	10
EXERGY GROUP, LLC	0	0	0	1
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMM.	0	0	0	3
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	3	1	4	11
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GT COM LONG DISTANCE	1	0	1	1
GTC TELECOM CORP.	0	0	0	15
HBS BILLING SERVICES COMPANY	0	1	1	2
IBGH COMMUNICATIONS, LLC	0	0	0	0
IDS TELCOM CORP.	1	1	2	3
IDS TELCOM LLC	0	0	0	3
IDT AMERICA CORP. D/B/A DSA TELECOM	3	0	3	36
IDT CORPORATION	0	0	0	1
ILD	0	4	4	28
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	4	4	44
INTEGRETEL, INC.	0	5	5	76
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
INTERNATIONAL DIGITAL TELECOMM. SYSTEMS, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
INVOIP LLC	1	0	1	2
ITC^DELTACOM	1	0	1	10
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	1
LEAST COST ROUTING, INC.	0	0	0	1
LEAST COST ROUTING, INC. D/B/A LONG DISTANCE CHARGES	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	3
LONG DISTANCE CONSOLIDATED BILLING CO.	0	0	0	3
MAIN STREET TELEPHONE COMPANY	0	0	0	0
MCG, LLC	0	0	0	0
MCI COMMUNICATIONS SERVICES, INC.	1	0	1	15
MCI NETWORK SERVICES, INC.	7	11	18	159
MOVIE, TELEVISION, & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	1
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NECC TELECOM, INC.	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	2
NETWORK COMM. INTERNATIONAL CORP. D/B/A MUNDO TEL	0	0	0	5
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2

NEW CENTURY TELECOM, INC.	0	0	0	2
NOBELTEL, LLC	0	0	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1
NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS	0	0	0	1
OCCM, INC.	0	8	8	72
OLS, INC.	0	0	0	1
ONE CALL COMM., INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	4
ONELINK COMMUNICATIONS, INC.	0	0	0	4
OPERATOR ASSISTANCE NETWORK	0	13	13	102
OPEX COMMUNICATIONS, INC.	0	0	0	6
OPTICAL TELEPHONE CORPORATION	0	0	0	0
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOM.	0	0	0	1
PHONE1, INC.	0	0	0	1
PNG TELECOMM., INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	5
POLTEL, LLC	1	0	1	1
PREMIER TELECOM, INC.	1	0	1	2
PRIMO COMMUNICATIONS INC	0	0	0	2
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	10
PROTEL TELECOMMUNICATIONS CORP.	0	1	1	1
PT-1 COMMUNICATIONS	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	2
QWEST COMMUNICATIONS CORPORATION	3	1	4	64
RADIANT TELECOM, INC.	0	0	0	3
RED RIVER NETWORKS LLC	0	0	0	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	2
RIDLEY TELEPHONE COMPANY, LLC	0	0	0	1
RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS	0	0	0	1
SBC LONG DISTANCE, INC.	0	0	0	1
SILV COMMUNICATION INC.	0	1	1	0
SKYNET TELESYSTEMS LLC D/B/A SKYNET TELESYSTEMS	0	0	0	17
SKYTEL US, INC.	0	0	0	1
SPRINT	6	4	10	176
STARTEC GLOBAL LICENSING COMPANY	0	0	0	3
STS CONNECT, INC.	0	0	0	1
SUPRA TELECOMM. AND INFORMATION SYSTEMS, INC.	0	0	0	3
T3 COMMUNICATIONS, LLC	0	1	1	1
TALK AMERICA INC.	2	1	3	28
TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE	0	0	0	1
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	0	0	0	1
TELECOM PLUS, LTD.	0	0	0	1

TELECOM*USA OR TELECONNECT	0	1	1	14
TELEDIAS COMMUNICATIONS, INC.	0	1	1	24
TELEGLOBE AMERICA INC.	0	1	1	3
TELEUNO, INC.	0	0	0	3
TELLISS, LLC	0	0	0	11
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	0
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	2	3	10
T-NETIX, INC.	1	1	2	16
TOTAL CALL INTERNATIONAL, INC.	0	0	0	6
TOUCH-TEL USA, LLC	0	0	0	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	2
TRALEE TELEPHONE COMPANY, LLC	0	0	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	1	1	2
TRI-M COMMUNICATIONS, INC. D/B/A TMC COMMUNICATIONS	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
TTI NATIONAL, INC.	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UCN, INC	0	0	0	0
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	2
US LEC OF FLORIDA INC.	0	0	0	2
VARTEC SOLUTIONS, INC.	0	0	0	0
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM AND CLEAR CHOICE	0	0	0	17
VERIZON SELECT SERVICES INC.	0	3	3	8
VERSATALK	0	2	2	3
VOIP ENTERPRISES INC.	0	0	0	4
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	2
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	0	0	1
ZERO PLUS DIALING	1	0	1	58
ZERO PLUS DIALING, INC.	0	6	6	62
ZONE TELECOM, INC.	0	0	0	0
TOTALS**	58	110	168	1,885
*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 – September 2005**

Utility Name	Service*	Complaints Logged		
		Billing*	Total	YTD
ACHIEVA TELECOM SERVICES, INC. D/B/A TALK'S CHEAP	0	0	0	1
ANTHONY BROWN AND KENNY SMITH D/B/A A.B.C. PAY PHONES	0	0	0	1
ATN, INC.	0	0	0	2
BAY PUBLIC COMMUNICATIONS, INC.	0	0	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1
D & K MANAGEMENT SERVICES, INC.	1	0	1	1
DUANE E LUND	0	0	0	1
EVERCOM SYSTEMS, INC.	0	0	0	1
FREEDOM PHONE SERVICES, LLC	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	2
HSI TELECOM, INC.	0	0	0	2
JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS,	0	0	0	3
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS	0	0	0	1
RANDELL & LENICE HUBBARD D/B/A TRL ENTERPRISES	0	0	0	1
ROSANN MULLER D/B/A LANDMARK COMMUNICATIONS TECHNOLOGIES	0	0	0	3
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	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
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
VERIZON FLORIDA INC.	0	0	0	3
WORLDWIDE PAYPHONE SERVICES, INC.	0	0	0	1
TOTALS**	1	0	1	35

*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 - September 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALAFAYA UTILITIES, INC.	1	0	1	1
ALOHA UTILITIES, INC.	0	0	0	23
AQUA UTILITIES FLORIDA, INC.	8	2	10	26
BAYSHORE UTILITIES, INC.	0	0	0	1
COLONIAL MANOR UTILITY COMPANY	1	0	1	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	1	0	1	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	2
COUNTY-WIDE UTILITY CO., INC.	1	0	1	2
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1
DIXIE GROVES UTILITY COMPANY	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	2
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.	2	0	2	6
HUDSON UTILITIES, INC.	0	1	1	3
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	2
KINCAID HILLS WATER COMPANY	0	1	1	2
L W V UTILITIES, INC.	0	0	0	2
L. P. UTILITIES CORPORATION	0	1	1	1
LABRADOR UTILITIES, INC.	0	0	0	14
LAKE UTILITY SERVICES, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	2	1	3	47
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	2
MARION UTILITIES, INC.	1	0	1	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	1
O&S WATER COMPANY, INC.	0	1	1	2
OAK SPRINGS, LLC	0	0	0	1
OCALA OAKS UTILITIES, INC. D/B/A AQUA UTILITIES FLORIDA	0	0	0	3
PALM VALLEY UTILITIES	0	1	1	1
PARK WATER COMPANY INC.	0	0	0	1
PARKLAND UTILITIES, INC.	0	1	1	1
PASCO UTILITIES, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	1	1	1
ROYAL UTILITY COMPANY	0	0	0	1

SANLANDO UTILITIES CORPORATION	1	0	1	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	5
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.	0	0	0	1
VIRGINIA CITY UTILITY COMPANY	0	0	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
ZELLWOOD STATION CO-OP, INC.	0	0	0	1
TOTALS**	20	10	30	182
*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 – September 2005

Company	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	7
ENHANCED SERVICES BILLING, INC.	3	42
FDN COMMUNICATIONS	0	1
ILD	1	16
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	27
INTEGRETEL, INC.	8	53
MAIN STREET TELEPHONE COMPANY	0	1
OCCM, INC.	1	5
OPERATOR ASSISTANCE NETWORK	6	49
QWEST COMMUNICATIONS CORPORATION	0	1
SKYNET TELESYSTEMS	0	3
SPRINT-FLORIDA, INCORPORATED	0	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1
TRALEE TELEPHONE COMPANY, LLC	0	2
VERIZON FLORIDA INC.	0	1
ZERO PLUS DIALING	0	17
ZERO PLUS DIALING, INC.	1	16
Totals	21	248

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	6
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACN COMMUNICATION SERVICES, INC.	0	3
ALLTEL FLORIDA, INC.	0	2
ALTERNATIVE PHONE, INC.	0	1
AMERICAN DIAL TONE	1	3
AT&T	2	6
BELLSOUTH TELECOMMUNICATIONS, INC.	5	41
BELLSOUTH TELECOMMUNICATIONS, INC.	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	6
BROADWING COMMUNICATIONS, LLC	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
CROSSCONNECT	0	1
CURBSIDE COMMUNICATIONS	0	14
DSL I	0	2
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	0	2
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1
IDT	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1
ITC^DELTACOM	0	1
LEVEL 3 COMMUNICATIONS, LLC	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	4
MCI WORLDCOM NETWORK SERVICES, INC.	0	12
NOW COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	2
PREMIER TELECOM, INC.	0	4
QWEST COMMUNICATIONS CORPORATION	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	2
SPRINT-FLORIDA, INCORPORATED	0	9
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	29
TALK AMERICA INC.	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1
UTILITY USA, INC.	0	1
VERIZON FLORIDA INC.	0	7
XO COMMUNICATIONS SERVICES, INC.	1	5
XSPEDIUS COMMUNICATIONS	0	1
Totals	12	179

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	0	10
ACN COMMUNICATION SERVICES, INC.	0	1
AFFINITY 4	1	1
ALLTEL COMMUNICATIONS, INC.	0	3
AMERICATEL CORPORATION	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	10	92
BELLSOUTH LONG DISTANCE, INC.	2	18
BLUERIDGE TELECOM SYSTEMS	0	1
BUDGET CALL LONG DISTANCE, INC.	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	9
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.	0	7
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	5
GT COM LONG DISTANCE	1	1
GTC TELECOM CORP.	0	2
HBS BILLING SERVICES COMPANY	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	0	2
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	1
INTEGRETEL, INC.	0	3
ITC^DELTACOM	1	2
LEAST COST ROUTING, INC.	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	2
LONG DISTANCE CONSOLIDATED BILLING CO.	0	3
MCI WORLDCOM COMMUNICATIONS, INC.	1	11
MCI WORLDCOM NETWORK SERVICES, INC.	5	53
NECC TELECOM, INC.	0	1
NET ONE INTERNATIONAL, INC.	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	2
NEW CENTURY TELECOM, INC.	0	3
ONELINK COMMUNICATIONS, INC.	0	4

Company	Month	Year-To-Date
OPERATOR ASSISTANCE NETWORK	0	2
OPEX COMMUNICATIONS, INC.	0	3
PIONEER TELEPHONE, INC.	0	1
POLTEL, LLC	1	1
PREMIER TELECOM, INC.	1	2
PRIMO COMMUNICATIONS INC	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	8
QWEST COMMUNICATIONS CORPORATION	3	40
REDUCED RATE LONG DISTANCE LLC	0	2
SBC LONG DISTANCE, INC.	0	1
SKYNET TELESYSTEMS	0	6
SPRINT	6	93
STARTEC GLOBAL LICENSING COMPANY	0	3
STS CONNECT, INC.	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	3
TALK AMERICA INC.	2	10
TELE CIRCUIT NETWORK CORPORATION	0	2
TELECOM PLUS, LTD.	0	1
TELECOM*USA OR TELECONNECT	0	6
TELEDIAS COMMUNICATIONS, INC.	0	23
TELEUNO, INC.	0	2
TELLISS, LLC	0	2
TOTAL CALL INTERNATIONAL, INC.	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1
TTI NATIONAL, INC.	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1
VARTEC TELECOM, INC.	0	4
VERIZON LONG DISTANCE	0	3
VERIZON SELECT SERVICES INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	1	12
Totals	41	500

**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.