



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT NOVEMBER 2005

Data Compiled on 12/6/2005

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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 - November 2005

Complaints Received & Entered into CATS		2,395
Electric	74	
Gas	28	
Competitive Local Exchange Telephone	151	
Local Exchange Telephone	193	
Long Distance Telephone	158	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	13	
Non-certificated Company Complaints Logged		8
Electric	1	
Gas	0	
Telecommunications	7	
Water / Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,518
Electric	934	
Gas	1	
Telecommunications	583	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		144
Electric	78	
Gas	0	
Telecommunications	66	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		104
Electric	56	
Gas	0	
Telecommunications	48	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,601</u>
Total New Cases Received & Entered into CATS		<u>4,996</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,867	1,832	3,699
Mail	73	100	173
Internet	402	647	1,049
Fax	53	22	75
Totals	2,395	2,601	4,996

Cases by Industry November 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	74	3%	1,188	46%
Natural Gas	28	1%	34	1%
Telecommunications	506	21%	653	25%
Competitive Local Exchange Telephone	151	6%		
Local Exchange Telephone	193	8%		
Long Distance Telephone	158	7%		
Pay Telephone	4	<1%		
Shared Tenant	0	0%		
Water & Wastewater	13	<1%	90	3%
Non-certificated Company Cases Logged**	8	<1%	636	24%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,518	63%		
E-Transfers	144	6%		
Cases Received & Closed by 3 Day Rule	104	4%		
Total	2,395	100%	2,601	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 November 2005



Note: County name not available for 166 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresss, etc.

Electric Companies Complaint Activity – November 2005

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	26	24	50	432
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	2
GULF POWER COMPANY	0	0	0	4
PROGRESS ENERGY FLORIDA, INC.	10	12	22	234
TAMPA ELECTRIC COMPANY	0	1	1	104
TOTALS**	36	38	74	776
<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 – November 2005

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	4
FLORIDA CITY GAS	7	9	16	121
FLORIDA PUBLIC UTILITIES COMPANY	2	2	4	39
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	4	4	8	76
TOTALS**	13	15	28	241
<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 - November 2005

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	2	0	2	25
BELLSOUTH	60	53	113	1,200
FRONTIER	0	0	0	1
GTC, INC. D/B/A GT COM	3	0	3	24
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0
NE FLORIDA	0	0	0	1
QUINCY/TDS	2	0	2	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0
SPRINT-FLORIDA	26	21	47	532
VERIZON FLORIDA, INC.	19	7	26	342
TOTALS**	112	81	193	2,128

**Please see Definitions.*

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

Competitive Local Exchange Telephone Companies Complaint Activity – November 2005

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
I-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.	2	0	2	11
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	8
ACTEL WIRELESS, INC.	0	0	0	2
ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS, L.L.C.	0	0	0	1
AFFORDABLE PHONE SERVICES, INC. D/B/A HIGH TECH COMM.	0	0	0	2
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	2	0	2	13
AMERICA'S WIRELESS CHOICE, INC.	0	0	0	4
AMERIMEX COMMUNICATIONS CORP.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	5
AT&T	2	5	7	135
AZUL TEL, INC.	1	0	1	7
BEAUTY TOWN, INC. D/B/A ANNS COMMUNICATION	0	0	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	6	0	6	84
BROADSTAR COMMUNICATIONS, LLC	0	0	0	10
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET PHONE, INC.	0	0	0	4
BULLSEYE TELECOM, INC.	0	1	1	2
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	7
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1
CARILINK INTERNATIONAL, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	16
CHOICE ONE TELECOM	0	1	1	3
CLEARTEL TELECOMMUNICATIONS, INC.	2	1	3	9
COASTAL TELEPHONE CONNECTIONS, INC. D/B/A COASTAL CONNECT	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	9	2	11	45
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1

CORDIA COMMUNICATIONS CORP.	1	0	1	1
CURBSIDE COMMUNICATIONS	4	0	4	38
CYPRESS COMMUNICATIONS OPERATING COMPANY, LLC	0	0	0	1
DELAND ACTEL, INC.	0	0	0	8
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	2
DPI-TELECONNECT, L.L.C.	1	1	2	4
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	9
EAGLE TELECOMMUNICATIONS, INC.	0	1	1	1
EPICUS, INC.	1	1	2	10
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	12
EXPRESS PHONE SERVICE, INC.	0	0	0	6
FDN COMMUNICATIONS	5	0	5	69
FLATEL, INC.	1	0	1	2
FLORIDA MULTI-MEDIA SERVICES, INC. D/B/A FLORIDA MULTI MED	0	0	0	1
FLORIDA PHONE SERVICE, INC.	1	1	2	16
FLORIDA TELEPHONE SERVICES, LLC	1	1	2	15
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	2
GEORGIA TELEPHONE SERVICES, INC.	0	0	0	1
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	2
IDS TELCOM CORP.	4	3	7	37
IDS TELCOM LLC	0	0	0	24
IDT	2	4	6	24
INSTATONE	2	0	2	17
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	3
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1
ISN TELCOM	0	1	1	9
ITC^DELTACOM	2	0	2	47
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	1	1	7
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	6
MATRIX TELECOM, INC.	0	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	24
MCI WORLDCOM NETWORK SERVICES, INC.	1	2	3	49
MET COMMUNICATIONS, INC.	0	1	1	2
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

NEW SMYRNA COMMUNICATIONS	0	1	1	5
NEWPHONE	2	1	3	17
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0
NOW COMMUNICATIONS, INC.	1	0	1	3
NUVOX COMMUNICATIONS, INC.	0	0	0	2
NUVOX COMMUNICATIONS, INC.	1	1	2	9
O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	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 COMMUNICATIONS	0	0	0	2
PREMIER TELECOM, INC.	0	0	0	8
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0
QUALITY TELEPHONE INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	3
SALUDA NETWORKS INCORPORATED	0	0	0	6
SANDHILLS TELECOMMUNICATIONS GROUP, INC. D/B/A SANTEL COMM	0	0	0	3
SBC LONG DISTANCE	1	0	1	3
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
SOUTHERN TELCOM NETWORK, INC.	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	1	2	10
STS TELECOM	1	1	2	18
STS TELECOM, LLC	0	0	0	5
SUNTEL METRO, INC.	0	0	0	1
SUN-TEL USA, INC.	0	0	0	5
SUPER-TEL.COM, INC.	2	1	3	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	30	20	50	320
T3 COMMUNICATIONS, LLC	1	0	1	1
TALK AMERICA INC.	1	0	1	11
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	6
TCG SOUTH FLORIDA	0	0	0	0
TELCOVE OF FLORIDA, INC.	1	0	1	3
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.	1	0	1	1

TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	12
TRISTAR COMMUNICATIONS CORP.	0	0	0	2
UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS D	0	0	0	2
US LEC OF FLORIDA INC.	0	0	0	9
UTILITY USA, INC. D/B/A VIZON TELECOM	0	0	0	1
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM, INC. AND CLEAR	0	0	0	13
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	0	1	58
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	2
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	4
TOTALS**	95	56	151	1,461
**Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.				

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

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0
ACERIS 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	0	1	1	2
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	1	1	4
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	1	0	1	12
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	21	27	463
AUGLINK COMMUNICATIONS, INC.	0	0	0	1
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	13
BELLSOUTH LONG DISTANCE, INC.	6	3	9	63
BIGREDWIRE.COM, INC.	0	0	0	1
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET CALL LONG DISTANCE, INC.	0	0	0	7
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CENTRIX TELECOM, LLC	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	6
CLEARTEL TELECOMMUNICATIONS, INC.	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	0	0	9
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
COMTECH 21, LLC	0	0	0	1
CONVERGIA, INC.	1	0	1	2
CORRECTIONAL BILLING SERVICES	2	2	4	32
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	0	0	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.	1	5	6	63
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.	1	1	2	14
EXERGY GROUP, LLC	0	0	0	1
FDN COMMUNICATIONS	0	3	3	6
FIRST COMMUNICATIONS, LLC	1	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	11
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GTC TELECOM CORP.	0	1	1	16
HBS BILLING SERVICES COMPANY	1	0	1	3
IBGH COMMUNICATIONS, LLC	0	0	0	0
IDS TELCOM CORP.	0	0	0	3
IDS TELCOM LLC	0	1	1	4
IDT AMERICA CORP. D/B/A DSA TELECOM	0	2	2	41
IDT CORPORATION	0	0	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	12	12	59
INTEGRETEL, INC.	0	4	4	82
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	35
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
INVOIP LLC	0	0	0	2
ITC^DELTACOM	0	1	1	11
KNOLOGY OF FLORIDA, INC.	1	0	1	2
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	1
LD TELECOMMUNICATIONS, INC.	0	1	1	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	1	1	2
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	3
LONG DISTANCE CONSOLIDATED BILLING CO.	1	0	1	5
MAIN STREET TELEPHONE COMPANY	0	0	0	0
MCG, LLC	0	0	0	0
MCI COMMUNICATIONS SERVICES, INC.	2	5	7	22
MCI NETWORK SERVICES, INC.	5	7	12	185
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
MOVIE, TELEVISION, & GRAPHICS CORP. D/B/A M.T.G.	0	1	1	2
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NAUTILUS TELECOMMUNICATIONS, INC.	0	0	0	1
NECC TELECOM, INC.	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	2
NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL	0	0	0	5
NETWORK ENHANCED TECHNOLOGIES, INC.	1	0	1	3
NETWORK PTS, INC.	0	1	1	1
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	4	4	84
OLS, INC.	0	0	0	1
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	4
ONELINK COMMUNICATIONS, INC.	0	0	0	4
OPERATOR ASSISTANCE NETWORK	0	17	17	129
OPEX COMMUNICATIONS, INC.	0	0	0	6
OPTICAL TELEPHONE CORPORATION	0	0	0	0
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOMM.	0	0	0	1
PHONE1, INC.	0	0	0	2
PIONEER TELEPHONE, INC.	2	0	2	3
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	6
POLTEL, LLC	0	0	0	1
PREMIER TELECOM, INC.	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	2
PRIMUS TELECOMMUNICATIONS, INC.	1	1	2	14
PROTEL TELECOMMUNICATIONS CORP.	0	0	0	1
PT-1 COMMUNICATIONS	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	3
QWEST COMMUNICATIONS CORPORATION	3	3	6	70
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, LLC D/B/A SBC LONG DISTANCE	0	0	0	2
SKYNET TELESYSTEMS	0	1	1	18
SKYTEL US, INC.	0	0	0	1
SOUTHERNNET, INC., D/B/A TELECOM*USA OR TELECONNECT	0	0	0	14
SPIRIT TELECOMMUNICATIONS, INC.	0	1	1	1
SPRINT	0	2	2	188
SPRINT LONG DISTANCE, INC.	1	0	1	1
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1
STARTEC GLOBAL LICENSING COMPANY	1	0	1	5
STS CONNECT, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	3
T3 COMMUNICATIONS, LLC D/B/A TIER 3 COMMUNICATIONS	0	0	0	1
TALK AMERICA INC.	2	0	2	31
TALLAHASSEE TELEPHONE EXCHANGE, INC.	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 PLUS, LTD.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	24
TELEGLOBE AMERICA INC.	0	0	0	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	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	2	2	13

T-NETIX, INC.	0	0	0	17
TOTAL CALL INTERNATIONAL, INC.	1	0	1	7
TOUCH-TEL USA, LLC	0	0	0	1
TOUCHTONE COMMUNICATIONS INC.	0	1	1	3
TRALEE TELEPHONE COMPANY, LLC	0	0	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	2
TRI-M COMMUNICATIONS, INC. D/B/A TMC COMMUNICATIONS	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
TTI NATIONAL, INC.	1	0	1	2
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UCN, INC	0	0	0	0
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	2
UNLIMITED LONG DISTANCE, INC. D/B/A VERSATALK	0	0	0	3
US LEC OF FLORIDA INC.	0	0	0	2
UTLC LLC	1	0	1	1
VANILLA INC.	0	0	0	1
VARTEC SOLUTIONS, INC.	0	0	0	0
VARTEC TELECOM, INC.	1	0	1	18
VERIZON SELECT SERVICES INC.	0	1	1	10
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	1	1	3
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	0	0	1
ZERO PLUS DIALING	0	2	2	61
ZERO PLUS DIALING, INC.	0	0	0	64
ZONE TELECOM, INC.	0	0	0	0
TOTALS**	46	112	158	2,008
*Please see Definitions.				
**Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.				

Pay Telephone Companies Complaint Activity – November 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
ACHIEVA TELECOM SERVICES, INC. D/B/A TALK'S CHEAP	0	0	0	1
ANTHONY BROWN & KENNY SMITH D/B/A A.B.C. PAY PHONES OF F	0	0	0	1
ATN, INC.	0	1	1	3
BAY PUBLIC COMMUNICATIONS, INC.	0	0	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1
COIN-TEL, INC.	0	0	0	1
COMMERCIAL PAY PHONES, INC.	0	0	0	1
D & K MANAGEMENT SERVICES, INC.	0	0	0	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 TELECOM.	0	0	0	3
HSI TELECOM, INC.	0	0	0	2
MK COMMUNICATIONS, INC.	0	0	0	1
PACIFIC TELEMAGEMENT SERVICES	1	0	1	2
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS,	0	0	0	3
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMM.	0	0	0	2
RANDELL & LENICE HUBBARD D/B/A TRL ENTERPRISES	0	0	0	1
ROSANN MULLER D/B/A LANDMARK COMM. TECHNOLOGIES	0	0	0	4
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
SUN CITY VENDING, INC.	1	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TRI-COUNTY TELEPHONE INC.	1	0	1	1
VERIZON FLORIDA INC.	0	0	0	3
WORLDWIDE PAYPHONE SERVICES, INC.	0	0	0	1
TOTALS**	3	1	4	44

*Please see Definitions.

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

Water & Wastewater Companies Complaint Activity - November 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALAFAYA UTILITIES, INC.	0	0	0	2
ALOHA UTILITIES, INC.	1	0	1	25
ALTURAS UTILITIES, L.L.C.	1	0	1	2
AQUA UTILITIES FLORIDA, INC.	2	2	4	27
AQUASOURCE UTILITY, INC. D/B/A AQUA UTILITIES FLORIDA, INC.	0	0	0	1
ARREDONDO UTILITY COMPANY, INC. D/B/A AQUA UTILITIES FLORIDA	0	0	0	3
BAYSHORE UTILITIES, INC.	0	0	0	1
BLUE HERON GOLF & COUNTRY CLUB	0	0	0	2
COLONIAL MANOR UTILITY COMPANY	0	0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	2
COUNTY-WIDE UTILITY CO., INC.	0	0	0	3
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
DIXIE GROVES UTILITY COMPANY A DIVISION OF COMMUNITY UTILITIES	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	2
GRENELEFE RESORT UTILITY, INC.	1	0	1	1
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	6
HUDSON UTILITIES, INC.	0	0	0	3
INDIANTOWN COMPANY, INC.	0	0	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	2
KINCAID HILLS WATER COMPANY	0	0	0	2
L W V UTILITIES, INC.	0	0	0	2
L. P. UTILITIES CORPORATION	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	14
LAKE UTILITY SERVICES, INC.	0	0	0	3
LANIGER ENTERPRISES OF AMERICA, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	0	0	48
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	2
MAD HATTER UTILITY, INC.	0	0	0	1
MARION UTILITIES, INC.	0	0	0	1

MILES GRANT WATER AND SEWER COMPANY	0	0	0	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	0	0	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	0	0	1
PARK WATER COMPANY INC.	0	0	0	1
PARKLAND UTILITIES, INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	1	0	1	1
ROYAL UTILITY COMPANY	0	0	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1
SEBRING RIDGE UTILITIES, INC.	0	0	0	1
SPRING CREEK VILLAGE, LTD.	2	0	2	3
SUNNY SHORES WATER CO., INC.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	5
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1
TYMBER CREEK UTILITIES, INCORPORATED	0	1	1	1
USEPPA ISLAND UTILITY, INC.	0	0	0	1
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF PENNBROOKE	0	1	1	3
VENTURE ASSOCIATES UTILITIES CORP.	0	0	0	1
VIRGINIA CITY UTILITY COMPANY A DIVISION OF COMMUNITY UTILITIES	0	0	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	1	0	1	3
ZELLWOOD STATION CO-OP, INC.	0	0	0	1
TOTALS**	9	4	13	211

*Please see Definitions.

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

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

Company	Month	Year-To-Date
ALLTEL FLORIDA, INC.	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	9
ENHANCED SERVICES BILLING, INC.	5	53
FDN COMMUNICATIONS	0	1
HBS BILLING SERVICES COMPANY	0	1
ILD	4	22
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	29
INTEGRETEL, INC.	1	58
MAIN STREET TELEPHONE COMPANY	0	1
OCMC, INC.	0	5
OPERATOR ASSISTANCE NETWORK	1	56
QWEST COMMUNICATIONS CORPORATION	0	1
SKYNET TELESYSTEMS	0	3
SPRINT-FLORIDA, INCORPORATED	1	6
SUPRA TELECOMM. AND INFORMATION SYSTEMS, INC.	0	1
TRALEE TELEPHONE COMPANY, LLC	0	2
VERIZON FLORIDA INC.	0	1
ZERO PLUS DIALING	0	18
ZERO PLUS DIALING, INC.	0	17
Totals	14	286

**Please see Definitions*

Unauthorized Telephone Service Change
 “Local Slamming”
 Cases Logged – November 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	0	3
AT&T	0	6
BELLSOUTH TELECOMMUNICATIONS, INC.	6	48
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	7
BROADWING COMMUNICATIONS, LLC	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	2
CROSSCONNECT	0	1
CURBSIDE COMMUNICATIONS	0	15
DSL	0	2
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	0	2
GLOBAL CONNECTION, INC OF AMERICA	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1
IDT	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1
ITC^DELTACOM	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	7
MCI WORLDCOM NETWORK SERVICES, INC.	0	13
NOW COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	2
PREMIER TELECOM, INC.	0	4
QWEST COMMUNICATIONS CORPORATION	0	1
SBC LONG DISTANCE	1	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	3
SPRINT-FLORIDA, INCORPORATED	3	14
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	31
TALK AMERICA INC.	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1
UTILITY USA, INC.	0	1
VERIZON FLORIDA INC.	0	7
VERIZON SELECT SERVICES INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	5
XSPEDIUS COMMUNICATIONS	0	1
Totals	14	203

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	0	10
ACN COMMUNICATION SERVICES, INC.	0	1
AFFINITY 4	0	1
ALLTEL COMMUNICATIONS, INC.	0	3
AMERICATEL CORPORATION	1	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	4	101
BELLSOUTH LONG DISTANCE, INC.	4	25
BLUERIDGE TELECOM SYSTEMS	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	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	0	9
COMTECH 21, LLC	0	1
CONVERGIA, INC.	1	1
COVISTA, INC.	0	1
CROSSCONNECT	0	1
DC COMMUNICATIONS	0	1
EASTON TELECOM SERVICES, L.L.C.	0	1
ECG	0	2
ENHANCED SERVICES BILLING, INC.	1	1
EUROCOM TELECOMMUNICATIONS, LLC	0	4
EXCEL TELECOMMUNICATIONS, INC.	1	8
FIRST COMMUNICATIONS, LLC	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	5
GT COM LONG DISTANCE	0	1
GTC TELECOM CORP.	0	2
HBS BILLING SERVICES COMPANY	1	2
IDT AMERICA CORP. D/B/A DSA TELECOM	0	3
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	1
INTEGRETEL, INC.	0	3
ITC^DELTACOM	0	2
LEAST COST ROUTING, INC.	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	2
LONG DISTANCE CONSOLIDATED BILLING CO.	1	5
MCI WORLDCOM COMMUNICATIONS, INC.	4	15
MCI WORLDCOM NETWORK SERVICES, INC.	4	60
NECC TELECOM, INC.	0	1

Company	Month	Year-To-Date
NET ONE INTERNATIONAL, INC.	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	1	3
NEW CENTURY TELECOM, INC.	0	3
ONELINK COMMUNICATIONS, INC.	0	4
OPERATOR ASSISTANCE NETWORK	0	2
OPEX COMMUNICATIONS, INC.	0	3
PIONEER TELEPHONE, INC.	2	3
POLTEL, LLC	0	1
PREMIER TELECOM, INC.	0	2
PRIMO COMMUNICATIONS INC	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	9
QWEST COMMUNICATIONS CORPORATION	3	42
REDUCED RATE LONG DISTANCE LLC	0	2
SBC LONG DISTANCE, INC.	0	2
SKYNET TELESYSTEMS	0	6
SPRINT	1	96
SPRINT LONG DISTANCE, INC.	1	1
STARTEC GLOBAL LICENSING COMPANY	1	5
STS CONNECT, INC.	0	1
SUPRA TELECOMM. AND INFORMATION SYSTEMS, INC.	0	3
TALK AMERICA INC.	1	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.	1	4
TRANS NATIONAL COMM. INTERNATIONAL, INC.	0	1
TTI NATIONAL, INC.	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1
UTLC LLC	1	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	0	11
Totals	37	552

**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.