



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT MARCH 2005

Data Compiled on 5/03/2005

Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	4
Local / Competitive Local Exchange Telephone Companies - Complaint Activity	5
Long Distance Telephone Companies - Complaint Activity	8
Pay Telephone Companies - Complaint Activity	11
Water and Wastewater Companies - Complaint Activity	12
Cramming - Unauthorized Additional Local Telephone Service Charges	13
Local Slamming – Unauthorized Local Telephone Carrier Change	14
Long Distance Slamming – Unauthorized Long Distance Carrier Change	15
Definitions	16

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 - March 2005

Complaints Received & Entered into CATS		1,591
Electric	65	
Gas	23	
Competitive Local Exchange Telephone	132	
Local Exchange Telephone	210	
Long Distance Telephone	246	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	15	
Non-certificated Company Complaints Logged		3
Electric	0	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Industry Unknown	3	
Telephone Transfer-Connects (Calls Transferred to Utilities)		696
Electric	276	
Gas	0	
Telecommunications	420	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		69
Electric	22	
Gas	3	
Telecommunications	44	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		131
Electric	71	
Gas	0	
Telecommunications	60	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,743</u>
Total New Cases Received & Entered into CATS		3,334

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,056	1,432	2,488
Mail	116	80	196
Internet	330	220	550
Fax	89	11	100
Totals	1,591	1,743	3,334

Cases by Industry March 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	65	4%	252	14%
Natural Gas	23	1%	30	2%
Telecommunications	589	37%	778	45%
Competitive Local Exchange Telephone	132	8%		
Local Exchange Telephone	210	13%		
Long Distance Telephone	246	15%		
Pay Telephone	1	0%		
Shared Tenant	0	0%		
Water & Wastewater	15	1%	126	7%
Non-certificated Company Cases Logged**	3	0%	557	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	696	44%		
E-Transfers	69	4%		
Cases Received & Closed by 3 Day Rule	131	8%		
Total	1,591	100%	1,743	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 March 2005



Note: County name not available for 86 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida addresses, etc.

Electric Companies Complaint Activity - March 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	12	26	38	114
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	1	0	1	2
PROGRESS ENERGY FLORIDA, INC.	9	13	22	55
TAMPA ELECTRIC COMPANY	1	3	4	16
TOTAL**	23	42	65	188

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

Natural Gas Companies Complaint Activity March 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	1
FLORIDA CITY GAS	1	5	6	21
FLORIDA PUBLIC UTILITIES COMPANY	2	5	7	20
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	5	9	21
TOTAL**	7	16	23	63

**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 March 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	2	1	3	6
BELLSOUTH	53	60	113	338
FRONTIER	0	0	0	0
GTC, INC. D/B/A GT COM	0	1	1	5
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0
NE FLORIDA	0	1	1	1
QUINCY/TDS	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0
SPRINT-FLORIDA	47	22	69	173
VERIZON FLORIDA, INC.	11	12	23	98
TOTAL**	113	97	210	621

*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 - March 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
I-800-RECONEX, INC. D/B/A USTEL	0	0	0	1
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	3	0	3	6
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	3
ACN COMMUNICATION SERVICES, INC.	1	0	1	2
ACTEL WIRELESS, INC.	0	0	0	1
ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS, L.L.C.	1	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	3	3	11
ALLTEL COMMUNICATIONS, INC.	0	0	0	1
AMERICAN DIAL TONE	1	0	1	6
AMERIMEX COMMUNICATIONS CORP.	0	0	0	1
ANEW BROADBAND, INC.	0	1	1	4
AT&T	6	2	8	45
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	5	2	7	15
BUDGET PHONE, INC.	0	0	0	1
BUSINESS TELECOM, INC. D/B/A BTI	1	0	1	3
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	9
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1	2	4
CURBSIDE COMMUNICATIONS	1	5	6	11
DELAND ACTEL, INC.	1	1	2	4
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	2
EPICUS, INC. D/B/A EPICUS	0	0	0	3
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMMUNICATIONS	0	0	0	3
EXCEL TELECOMMUNICATIONS, INC.	0	2	2	6
EXPRESS PHONE SERVICE, INC.	0	0	0	3
FDN COMMUNICATIONS	4	2	6	17
FLORIDA COMM SOUTH	1	0	1	1
FLORIDA PHONE SERVICE, INC.	2	0	2	10
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	4
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
IDS TELCOM CORP.	0	1	1	1
IDS TELCOM LLC	3	0	3	10
IDT	1	1	2	11
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	1
ISN TELCOM	1	0	1	3
ITC^DELTACOM	5	3	8	22
KINGTEL, INC.	0	0	0	1
KMC TELECOM III LLC	1	0	1	2
KMC TELECOM V, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	2
LIGHTYEAR NETWORK SOLUTIONS, LLC	2	0	2	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	2	3	14
MCI WORLDCOM NETWORK SERVICES, INC.	3	3	6	7

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
MET COMMUNICATIONS, INC.	0	0	0	1
MOVIE, TELEVISION & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	2
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	1	1	2
NEW EDGE NETWORKS	0	0	0	1
NEWPHONE	1	0	1	4
NOW 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	1	1	6
PREMIER TELECOM, INC.	0	0	0	2
QUICK CONNECTS	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SALUDA NETWORKS INCORPORATED	0	0	0	1
SANTEL COMMUNICATIONS	2	0	2	2
SBC TELECOM, INC.	0	0	0	1
SECOND CHANCE PHONE	0	1	1	5
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	4
STS TELECOM, LLC	1	1	2	8
SUN-TEL USA, INC.	1	0	1	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	8	22	30	63
TALK AMERICA INC.	0	2	2	4
TELECONEX, INC. D/B/A TELECONEX	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	1	1	4
TRISTAR COMMUNICATIONS CORP.	0	0	0	1
UNIVERSAL TELEPHONE	1	0	1	1
US LEC OF FLORIDA INC.	1	1	2	5
UTILITIES COMMISSION, NEW SMYRNA BEACH D/B/A SPARKS COMM.	0	0	0	1
VARTEC TELECOM, INC.	0	1	1	4
XO COMMUNICATIONS SERVICES, INC.	3	3	6	13
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
XSPEDIUS COMMUNICATIONS	0	1	1	1
TOTALS**	67	65	132	406

*Please see Definitions.

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

Long Distance Telephone Companies Complaint Activity - March 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
1800CALL4LESS	0	0	0	1
ACCERIS COMMUNICATIONS SOLUTIONS	2	0	2	5
ACCESS ONE COMMUNICATIONS, INC.	0	1	1	3
ACN COMMUNICATION SERVICES, INC.	1	0	1	1
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	2
AMERICATEL CORPORATION D/B/A 1010 123 AMERICATEL	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	14	31	45	166
AZUL TEL, INC.	0	0	0	0
BELLSOUTH LONG DISTANCE, INC.	2	1	3	15
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTRIX TELECOM, LLC	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	3	0	3	4
COMTECH 21, LLC	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	0	1	6
COVISTA, INC.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	3	3	3
DIALAROUND ENTERPRISES INC.	0	0	0	1
ECG	1	0	1	3
ENHANCED SERVICES BILLING, INC.	0	7	7	18
ENTRIX TELECOM, INC.	1	0	1	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	5
EXCEL TELECOMMUNICATIONS, INC.	1	1	2	4
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	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1	1	2
GTC TELECOM CORP.	1	3	4	12
IDS TELCOM LLC	1	1	2	3
IDT AMERICA CORP. D/B/A DSA TELECOM	0	4	4	15

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
IDT CORPORATION	0	0	0	1
ILD	0	5	5	11
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	4	5	12
INTEGRETEL, INC.	0	10	10	31
ITC^DELTA COM COMMUNICATIONS, INC. D/B/A ITC^DELTA COM	0	0	0	2
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1	1	2
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	4
MCI WORLDCOM NETWORK SERVICES, INC.	6	15	21	58
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NEW CENTURY TELECOM, INC.	0	0	0	1
OCCM, INC.	0	12	12	23
OPERATOR ASSISTANCE NETWORK	0	10	10	26
PHONE1, INC.	0	1	1	1
POWERNET GLOBAL COMMUNICATIONS	0	3	3	3
PRIMO COMMUNICATIONS INC	1	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	3
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	4	4	8	26
RADIANT TELECOM, INC.	0	0	0	2
RED RIVER NETWORKS LLC	1	0	1	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	1
SBC LONG DISTANCE, INC.	0	0	0	1
SKYNET TELESYSTEMS	1	3	4	8
SPRINT	12	17	29	96
STS CONNECT, INC.	0	0	0	1
SUNSHINE STATE COMMUNICATIONS, INC.	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
TALK AMERICA INC.	1	4	5	10
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	0	1	3
TELEDIAS COMMUNICATIONS, INC.	6	0	6	14
TELEGLOBE AMERICA INC.	0	0	0	1
TELEUNO, INC.	0	0	0	1
TELLISS, LLC	0	2	2	9
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	4	4	4
T-NETIX, INC.	0	2	2	8
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2
TOUCH-TEL USA, LLC	1	0	1	1
TOUCHTONE COMMUNICATIONS INC.	0	1	1	1
TRALEE TELEPHONE COMPANY, LLC	0	0	0	3
TRANSWORLD NETWORK, CORP.	0	1	1	1
TRINISIC COMMUNICATIONS, INC.	0	0	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1	1	1
US LEC OF FLORIDA INC.	0	0	0	1
VARTEC TELECOM, INC.	1	2	3	7
VERIZON LONG DISTANCE	1	3	4	8
VERIZON SELECT SERVICES INC.	1	0	1	1
XO FLORIDA, INC.	0	0	0	1
ZERO PLUS DIALING	3	4	7	26
ZERO PLUS DIALING, INC.	0	12	12	37
TOTALS**	72	174	246	749

*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 - March 2005**

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
BAY PUBLIC COMMUNICATIONS, INC.	0	0	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
HSI TELECOM, INC.	0	0	0	1
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS	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.	1	0	1	2
TOTALS**	1	0	1	12

*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 - March 2005

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
ALOHA UTILITIES, INC.	1	2	3	6
AQUA UTILITIES FLORIDA, INC.	0	1	1	5
CONSOLIDATED WATER WORKS, INC.	1	0	1	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1
DIXIE GROVES UTILITY COMPANY A DIVISION OF COMMUNITY UTILITIES	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	1
HIDDEN COVE, LTD.	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	2
JASMINE LAKES UTILITIES CORPORATION D/B/A AQUA UTILITIES	0	0	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	2
KEITH & CLARA STARKEY D/B/A HEATHER HILLS ESTATES	0	0	0	1
KINCAID HILLS WATER COMPANY	0	0	0	1
L W V UTILITIES, INC.	2	0	2	2
LABRADOR UTILITIES, INC.	0	2	2	2
LINDRICK SERVICE CORPORATION	0	2	2	5
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	2
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
O&S WATER COMPANY, INC.	0	1	1	1
PASCO UTILITIES, INC.	0	0	0	1
SPRING CREEK VILLAGE, LTD.	1	0	1	1
SUNNY SHORES WATER CO., INC.	0	0	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	1	0	1	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
ZELLWOOD STATION CO-OP, INC.	0	0	0	1
TOTALS**	6	9	15	47

*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 – March 2005

Company	Month	Year-To-Date
Bellsouth Telecommunications, Inc.	1	1
Enhanced Services Billing, Inc.	5	12
FDN Communications	1	1
ILD	1	4
ILD Telecommunications, Inc.	1	6
Integretel, Inc.	10	16
Main Street Telephone Company	0	1
Operator Assistance Network	3	15
Qwest Communications Corporation	0	1
Skynet Telesystems	0	2
Sprint-Florida, Inc.	1	1
Tralee Telephone Company, LLC	1	2
Zero Plus Dialing, Inc.	6	16
Totals	30	78

**Please see Definitions*

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

Company	Month	Year-To-Date
Acceris Communications Corp. of Florida	2	4
Access Integrated Networks, Inc.	0	1
ACN Communication Services, Inc.	1	2
American Dial Tone	0	2
AT&T	0	3
Bellsouth Telecommunications, Inc.	3	9
Curbside Communications	0	3
DSLII	0	1
Global Crossing Local Services, Inc.	0	1
IDT	0	1
ITC^Deltacom	0	1
MCI Worldcom Communications, Inc.	1	2
MCI Worldcom Network Services, Inc.	1	1
Paetec Communications, Inc.	0	1
Premier Telecom, Inc.	0	1
Qwest Communications Corporation	0	1
Sprint Communications Company Limited Partnership	0	1
Sprint-Florida, Incorporated	2	7
Supra Telecommunications and Information Systems, Inc.	2	6
Verizon Florida Inc.	1	3
XO Communications Services, Inc.	0	1
Totals	13	52

**Please see Definitions*

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

Company	Month	Year-To-Date
Acceris Communications Solutions	2	5
Alltel Communications, Inc.	0	2
AT&T Communications Of The Southern States, LLC	12	42
Bellsouth Long Distance, Inc.	1	8
Clear World Communications Corporation	0	1
Comcast Phone of Florida, LLC D/B/A Comcast Digital Phone	1	1
Communicate Technological Systems, LLC	3	4
Comtech 21, LLC	0	1
Covista, Inc.	0	1
ECG	1	2
Eurocom Telecommunications, LLC	0	4
Excel Telecommunications, Inc.	1	2
Global Crossing Telecommunications, Inc.	0	1
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	1
Lightyear Network Solutions, LLC	0	1
MCI Worldcom Communications, Inc.	0	3
MCI Worldcom Network Services, Inc.	6	21
New Century Telecom, Inc.	0	2
Operator Assistance Network	0	2
Pioneer Telephone, Inc.	0	1
Primo Communications, Inc	1	1
Primus Telecommunications, Inc.	1	2
Qwest Communications Corporation	3	16
Reduced Rate Long Distance LLC	0	1
SBC Long Distance, Inc.	0	1
Skynet Telesystems	1	4
Sprint	13	55
STS Connect, Inc.	0	1
Talk America Inc.	1	2
Tele Circuit Network Corporation	0	2
Telecom*USA or Teleconnect	1	1
Teledias Communications, Inc.	6	14
Telliss, LLC	0	2
Total Call International, Inc.	0	1
Verizon Long Distance	1	2
Verizon Select Services Inc.	1	1
Zero Plus Dialing	3	7
Totals	59	222

**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.