



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT APRIL 2005

Data Compiled on 5/31/2005

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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 - April 2005

Complaints Received & Entered into CATS		1,416
Electric	60	
Gas	23	
Competitive Local Exchange Telephone	123	
Local Exchange Telephone	199	
Long Distance Telephone	220	
Pay Telephone	5	
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)		610
Electric	271	
Gas	0	
Telecommunications	339	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		69
Electric	15	
Gas	2	
Telecommunications	51	
Water / Wastewater	1	
Cases Received / Closed Under 3 Day Rule		89
Electric	43	
Gas	0	
Telecommunications	46	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,502</u>
Total New Cases Received & Entered into CATS		<u>2,918</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	947	1,277	2,224
Mail	97	51	148
Internet	265	158	423
Fax	107	16	123
Totals	1,416	1,502	2,918

Cases by Industry April 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	60	4%	197	14%
Natural Gas	23	2%	30	2%
Telecommunications	547	39%	625	45%
Competitive Local Exchange Telephone	123	9%		
Local Exchange Telephone	199	14%		
Long Distance Telephone	220	16%		
Pay Telephone	5	0%		
Shared Tenant	0	0%		
Water & Wastewater	15	1%	90	7%
Non-certificated Company Cases Logged**	3	0%	560	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	610	43%		
E-Transfers	69	5%		
Cases Received & Closed by 3 Day Rule	89	6%		
Total	1,416	100%	1,502	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 April 2005



Note: County name not available for 125 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

Electric Companies Complaint Activity – April 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	11	16	27	142
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	0	1	1	3
PROGRESS ENERGY FLORIDA, INC.	7	10	17	72
TAMPA ELECTRIC COMPANY	12	3	15	31
TOTALS**	30	30	60	249

**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 April 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	4	7	11	32
FLORIDA PUBLIC UTILITIES COMPANY	2	3	5	25
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	1	1	1
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	2	4	6	27
TOTALS**	8	15	23	86

**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 April 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	0	1	7
BELLSOUTH	62	56	118	456
FRONTIER	0	0	0	0
GTC, INC. D/B/A GT COM	2	1	3	8
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	43	14	57	230
VERIZON FLORIDA, INC.	17	3	20	118
TOTALS**	125	74	199	820

**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 – April 2005

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	1	1	2	8
ACCESS INTEGRATED NETWORKS, INC.	2	0	2	5
ACN COMMUNICATION SERVICES, INC.	1	0	1	3
ACTEL WIRELESS, INC.	0	0	0	1
ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS, 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.	1	0	1	1
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	5
AMERICAN DIAL TONE	1	0	1	7
AMERIMEX COMMUNICATIONS CORP.	0	0	0	1
ANEW BROADBAND, INC.	0	1	1	5
AT&T	8	4	12	57
AZUL TEL, INC.	1	1	2	2
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	17
BUDGET PHONE, INC.	0	0	0	1
BUSINESS TELECOM, INC. D/B/A BTI	1	0	1	4
CAMPUS COMMUNICATIONS GROUP, INC.	0	1	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	9
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	5
CURBSIDE COMMUNICATIONS	4	3	7	18
DELAND ACTEL, INC.	0	0	0	4
DSL I	2	0	2	4
EPICUS, INC. D/B/A EPICUS	0	0	0	3
EXCEL TELECOMMUNICATIONS, INC.	3	1	4	10
EXPRESS PHONE SERVICE, INC.	0	0	0	3
FDN COMMUNICATIONS	7	1	8	25
FLATEL, INC.	1	0	1	1
FLORIDA COMM SOUTH	0	0	0	1
FLORIDA PHONE SERVICE, INC.	0	0	0	10
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	5
GLOBAL CONNECTION, INC OF AMERICA	1	0	1	2
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
IDS TELCOM CORP.	1	0	1	2
IDS TELCOM LLC	2	1	3	13

IDT	1	1	2	13
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	4
INSTATONE	2	0	2	5
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	1
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	3
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	1
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	22
KINGTEL, INC.	0	1	1	2
KMC TELECOM III LLC	1	0	1	3
KMC TELECOM V, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	3
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
M.T.G.	1	0	1	3
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	14
MCI WORLDCOM NETWORK SERVICES, INC.	5	2	7	14
MET COMMUNICATIONS, INC.	0	0	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	2
NEW EDGE NETWORKS	0	1	1	2
NOW COMMUNICATIONS, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	1	1	1
O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PHONE-LINK, INC.	0	0	0	6
PREMIER TELECOM, INC.	0	0	0	2
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SALUDA NETWORKS INCORPORATED	1	0	1	2
SANTEL COMMUNICATIONS	0	0	0	2
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS TELECOM	0	0	0	5
SBC TELECOM, INC.	0	0	0	1
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	4
STS TELECOM, LLC	0	0	0	3
SUN-TEL USA, INC.	0	0	0	3
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	16	10	26	89
TALK AMERICA INC.	0	1	1	5
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	1
TELCOVE OF FLORIDA, INC.	0	1	1	1
TELECONEX, INC. D/B/A TELECONEX	0	0	0	1
THE SUNSHINE STATE TELEPHONE COMPANY, L.L.P.	0	1	1	1
T-NETIX, INC.	0	1	1	1
TRINSIC COMMUNICATIONS, INC.	1	0	1	5
TRISTAR COMMUNICATIONS CORP.	1	0	1	2
UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS D	0	0	0	1

US LEC OF FLORIDA INC.	1	0	1	6
USTEL	0	1	1	2
UTILITIES COMMISSION, NEW SMYRNA BEACH D/B/A SPARKS COMMUN	0	0	0	1
VARTEC TELECOM, INC.	0	1	1	5
XO COMMUNICATIONS SERVICES, INC.	3	8	11	26
XSPEDIUS COMMUNICATIONS	1	1	2	3
TOTALS**	77	46	123	529
*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 - April 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
1800CALL4LESS	0	2	2	3
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0
ACCERIS COMMUNICATIONS SOLUTIONS	1	0	1	6
ACCESS ONE COMMUNICATIONS, INC.	0	1	1	4
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	3
AMERICATEL CORPORATION	0	1	1	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	19	29	48	214
AURIS, LLC	0	1	1	1
AZUL TEL, INC.	0	0	0	0
BELLSOUTH LONG DISTANCE, INC.	4	2	6	21
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BUDGET CALL LONG DISTANCE, INC.	0	0	0	0
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	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	3	0	3	7
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	1	1	1
CORRECTIONAL BILLING SERVICES	1	1	2	8
COVISTA, INC.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	3
D.G.A. TELECOM, INC.	1	0	1	1
DC COMMUNICATIONS	1	0	1	1
DIALAROUND ENTERPRISES INC.	0	0	0	1
EASTON TELECOM SERVICES, L.L.C.	1	0	1	1
ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	3
ENHANCED SERVICES BILLING, INC.	0	8	8	26
ENTRIX TELECOM, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	1	0	1	6
EXCEL TELECOMMUNICATIONS, INC.	2	1	3	7
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.	1	0	1	2

GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	2	3	5
GLOBAL TEL*LINK CORPORATION	1	0	1	1
GTC TELECOM CORP.	0	2	2	14
IBGH COMMUNICATIONS, LLC	0	0	0	0
IDS TELCOM LLC	0	0	0	3
IDT AMERICA CORP. D/B/A DSA TELECOM	0	3	3	18
IDT CORPORATION	0	0	0	1
ILD	1	2	3	14
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	7	7	19
INTEGRETEL, INC.	2	4	6	37
INTER-TEL NETSOLUTIONS, INC.	0	1	1	1
ITC^DELTACOM	2	2	4	6
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
MAIN STREET TELEPHONE COMPANY	0	0	0	0
MCG, LLC	0	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	6
MCI WORLDCOM NETWORK SERVICES, INC.	5	12	17	75
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NECC TELECOM, INC.	0	0	0	0
NEW CENTURY TELECOM, INC.	0	0	0	1
OCCM, INC.	0	9	9	32
ONE CALL COMMUNICATIONS, INC.	0	1	1	1
OPERATOR ASSISTANCE NETWORK	0	12	12	38
OPEX COMMUNICATIONS, INC.	0	0	0	0
OPTICAL TELEPHONE CORPORATION	0	0	0	0
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOMMUNICATIONS	0	0	0	0
PHONE1, INC.	0	0	0	1
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	3
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	2	0	2	5
PT-1 COMMUNICATIONS	1	0	1	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	5	1	6	32
RADIANT TELECOM, INC.	0	0	0	2
RED RIVER NETWORKS LLC	0	0	0	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	1
SBC LONG DISTANCE, INC.	0	0	0	1
SKYNET TELESYSTEMS	1	1	2	10
SPRINT	5	8	13	109

STS CONNECT, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	2
TALK AMERICA INC.	1	5	6	16
TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE	0	0	0	0
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	4
TELEDIAS COMMUNICATIONS, INC.	4	0	4	18
TELEGLOBE AMERICA INC.	0	0	0	1
TELEUNO, INC.	1	0	1	2
TELLISS, LLC	0	0	0	9
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	5
T-NETIX, INC.	0	2	2	10
TOTAL CALL INTERNATIONAL, INC.	2	0	2	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.	1	0	1	1
TRANSWORLD NETWORK, CORP.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	1	1	1
UCN, INC	0	0	0	0
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
US LEC OF FLORIDA INC.	0	1	1	2
VARTEC SOLUTIONS, INC.	0	0	0	0
VARTEC TELECOM, INC.	0	2	2	9
VERIZON LONG DISTANCE	1	3	4	12
VERIZON SELECT SERVICES INC.	0	0	0	1
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	0
XO COMMUNICATIONS SERVICES, INC.	1	0	1	1
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	1	1	1
ZERO PLUS DIALING	1	6	7	33
ZERO PLUS DIALING, INC.	0	5	5	42
ZONE TELECOM, INC.	0	0	0	0
TOTALS**	77	143	220	968
*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 - April 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
DUANE E LUND	1	0	1	1
FREEDOM PHONE SERVICES, LLC	1	0	1	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMM.	0	0	0	1
HSI TELECOM, INC.	1	0	1	2
JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES	0	0	0	0
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	1
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	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	2
TOTALS**	4	1	5	17

*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 - April 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALOHA UTILITIES, INC.	0	0	0	6
AQUA UTILITIES FLORIDA, INC.	1	0	1	5
AQUASOURCE UTILITY, INC. D/B/A AQUA UTILITIES FLORIDA, INC	0	0	0	2
CONSOLIDATED WATER WORKS, INC.	0	1	1	2
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 UTIL.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	1	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.	1	0	1	3
HUDSON UTILITIES, INC.	0	1	1	1
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.	0	2	2	4
LAKE UTILITY SERVICES, INC.	1	0	1	1
LINDRICK SERVICE CORPORATION	0	0	0	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	0	0	1
OAK SPRINGS, LLC	1	0	1	1
PARK WATER COMPANY INC.	1	0	1	1
PASCO UTILITIES, INC.	0	0	0	1
SEBRING RIDGE UTILITIES, INC.	0	1	1	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	2
TAMIAMI VILLAGE WATER COMPANY, INC.	0	1	1	1
USEPPA ISLAND UTILITY, INC.	1	0	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
VIRGINIA CITY UTILITY COMPANY A DIVISION OF COMMUNITY UTIL.	1	0	1	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2

ZELLWOOD STATION CO-OP, INC.	0	0	0	1
TOTALS**	8	7	15	62
*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 – April 2005

Company	Month	Year-To-Date
Bellsouth Telecommunications, Inc.	2	3
Enhanced Services Billing, Inc.	6	18
FDN Communications	0	1
ILD	3	7
ILD Telecommunications, Inc. D/B/A ILD Teleservices	4	10
Integretel, Inc.	9	25
Main Street Telephone Company	0	1
OCCM, Inc.	1	1
Operator Assistance Network	7	22
Qwest Communications Corporation	0	1
Skynet Telesystems	1	3
Sprint-Florida, Incorporated	2	3
Supra Telecommunications and Information Systems, Inc.	1	1
Tralee Telephone Company, LLC	0	2
Zero Plus Dialing	4	20
Totals	40	118

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	1	5
ACCESS INTEGRATED NETWORKS, INC.	1	2
ACN COMMUNICATION SERVICES, INC.	0	2
ALTERNATIVE PHONE, INC.	1	1
AMERICAN DIAL TONE	0	2
AT&T	0	3
BELLSOUTH TELECOMMUNICATIONS, INC.	7	16
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1
CURBSIDE COMMUNICATIONS	3	6
DSL	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1
IDT	0	1
INTERMEDIA COMMUNICATIONS, INC.	1	1
ITC^DELTACOM	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	5	6
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	0	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	12
VERIZON FLORIDA INC.	0	3
XO COMMUNICATIONS SERVICES, INC.	1	2
XSPEDIUS COMMUNICATIONS	1	1
Totals	31	83

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	1	6
ALLTEL COMMUNICATIONS, INC.	1	3
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	15	57
BELLSOUTH LONG DISTANCE, INC.	1	9
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	3	7
COMTECH 21, LLC	0	1
COVISTA, INC.	0	1
DC COMMUNICATIONS	1	1
EASTON TELECOM SERVICES, L.L.C.	1	1
ECG	0	2
EUROCOM TELECOMMUNICATIONS, LLC	0	4
EXCEL TELECOMMUNICATIONS, INC.	2	4
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	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.	2	3
ITC^DELTACOM	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	5
MCI WORLDCOM NETWORK SERVICES, INC.	6	27
NEW CENTURY TELECOM, INC.	0	2
OPERATOR ASSISTANCE NETWORK	0	2
PIONEER TELEPHONE, INC.	0	1
PRIMO COMMUNICATIONS INC	0	1
PRIMUS TELECOMMUNICATIONS, INC.	2	4
QWEST COMMUNICATIONS CORPORATION	5	21
REDUCED RATE LONG DISTANCE LLC	0	1
SBC LONG DISTANCE, INC.	0	1
SKYNET TELESYSTEMS	1	5
SPRINT	5	60
STS CONNECT, INC.	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	2

Company	Month	Year-To-Date
TALK AMERICA INC.	1	3
TELE CIRCUIT NETWORK CORPORATION	0	2
TELECOM*USA OR TELECONNECT	1	2
TELEDIAS COMMUNICATIONS, INC.	4	18
TELEUNO, INC.	1	1
TELLISS, LLC	0	2
TOTAL CALL INTERNATIONAL, INC.	1	2
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	1	1
VERIZON LONG DISTANCE	0	2
VERIZON SELECT SERVICES INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1
ZERO PLUS DIALING	1	8
Totals	65	287

**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.