



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT MAY 2005

Data Compiled on 6/09/2005

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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 - May 2005

Complaints Received & Entered into CATS		1,438
Electric	43	
Gas	29	
Competitive Local Exchange Telephone	120	
Local Exchange Telephone	195	
Long Distance Telephone	220	
Pay Telephone	6	
Shared Tenant	0	
Water & Wastewater	13	
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)		667
Electric	275	
Gas	0	
Telecommunications	392	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		73
Electric	17	
Gas	3	
Telecommunications	52	
Water / Wastewater	1	
Cases Received / Closed Under 3 Day Rule		69
Electric	40	
Gas	0	
Telecommunications	29	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,636</u>
Total New Cases Received & Entered into CATS		<u>3,074</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	976	1,367	2,343
Mail	120	58	178
Internet	280	198	478
Fax	62	13	75
Totals	1,438	1,636	3,074

Cases by Industry May 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	43	3%	207	13%
Natural Gas	29	2%	31	2%
Telecommunications	541	38%	747	46%
Competitive Local Exchange Telephone	120	8%		
Local Exchange Telephone	195	14%		
Long Distance Telephone	220	15%		
Pay Telephone	6	0%		
Shared Tenant	0	0%		
Water & Wastewater	13	1%	120	7%
Non-certificated Company Cases Logged**	3	0%	531	32%
Telephone Transfer-Connects (Calls Transferred to Utilities)	667	46%		
E-Transfers	73	5%		
Cases Received & Closed by 3 Day Rule	69	8%		
Total	1,438	100%	1,636	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 May 2005



Note: County name not available for 56 cases.
e.g., complaints received by e-mail, telephone
transfer-connects, non-Florida address, etc.

Electric Companies Complaint Activity – May 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	8	14	22	164
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	0	0	0	3
PROGRESS ENERGY FLORIDA, INC.	12	6	18	90
TAMPA ELECTRIC COMPANY	1	2	3	34
TOTALS**	21	22	43	292

**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 May 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	5	10	15	47
FLORIDA PUBLIC UTILITIES COMPANY	0	3	3	28
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	3	8	11	38
TOTALS**	8	21	29	115

**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 May 2005

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	3	0	3	10
BELLSOUTH	53	60	113	569
FRONTIER	0	0	0	0
GTC, INC. D/B/A GT COM	0	0	0	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	26	24	50	280
VERIZON FLORIDA, INC.	14	15	29	147
TOTALS**	96	99	195	1,015

**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 – May 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
1-800-RECONEX, INC. D/B/A USTEL	0	0	0	2
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	8
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	6
ACN COMMUNICATION SERVICES, INC.	1	0	1	4
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.	0	0	0	1
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	5
AMERIMEX COMMUNICATIONS CORP.	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	5
AT&T	8	5	13	70
AZUL TEL, INC.	0	0	0	2
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	4	0	4	21
BUDGET PHONE, INC.	0	0	0	1
BULLSEYE TELECOM, INC.	0	1	1	1
BUSINESS TELECOM, INC. D/B/A BTI	0	1	1	5
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	10
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	1	2	7
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1
COVAD COMMUNICATIONS COMPANY	0	1	1	1
CURBSIDE COMMUNICATIONS	5	1	6	24
DELAND ACTEL, INC.	1	1	2	6
DSL	3	0	3	7
EPICUS, INC.	0	1	1	4
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMM.	0	0	0	5
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	10
EXPRESS PHONE SERVICE, INC.	0	0	0	3
FDN COMMUNICATIONS	5	1	6	31
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1
FLORIDA PHONE SERVICE, INC.	0	0	0	10
FLORIDA TELEPHONE SERVICES, LLC	2	1	3	8
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	7

GLOBAL CONNECTION, INC OF AMERICA	0	0	0	2
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1
IDS TELCOM CORP.	3	0	3	5
IDS TELCOM LLC	1	2	3	16
IDT	1	0	1	14
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	4
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	1
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMM.	0	0	0	3
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1
ITC^DELTACOM	4	2	6	28
KINGTEL, INC.	0	0	0	2
KMC TELECOM III LLC	0	0	0	3
KMC TELECOM V, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	3
LIGHTYEAR NETWORK SOLUTIONS, LLC	1	0	1	3
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	14
MCI WORLDCOM NETWORK SERVICES, INC.	5	2	7	21
MET COMMUNICATIONS, INC.	0	0	0	1
METRO TELECONNECT COMPANIES, INC.	1	0	1	1
MOVIE, TELEVISION & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	3
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	3
NEW EDGE NETWORKS	0	1	1	3
NOW COMMUNICATIONS, INC.	0	0	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1
O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	2
PHONE-LINK, INC.	1	1	2	8
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1
PREMIER TELECOM, INC.	3	0	3	5
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SALUDA NETWORKS INCORPORATED	0	0	0	2
SANDHILLS TELECOMM. GROUP, INC. D/B/A SANTEL COMM.	0	0	0	2
SBC LONG DISTANCE, INC.	1	1	2	2
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	1	0	1	5
STS TELECOM	2	0	2	7
STS TELECOM, LLC	0	0	0	3
SUN-TEL USA, INC.	1	1	2	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	16	7	23	112
TALK AMERICA INC.	0	1	1	6
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	1
TELCOVE OF FLORIDA, INC.	0	0	0	1

TELECONEX, INC. D/B/A TELECONEX	0	0	0	1
THE SUNSHINE STATE TELEPHONE COMPANY, L.L.P.	2	0	2	3
T-NETIX, INC.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	1	1	2	7
TRISTAR COMMUNICATIONS CORP.	0	0	0	2
UNIVERSAL TELEPHONE	1	0	1	2
US LEC OF FLORIDA INC.	0	1	1	7
UTILITIES COMMISSION, NEW SMYRNA BEACH D/B/A SPARKS COMM.	0	0	0	1
VARTEC TELECOM, INC.	0	1	1	6
XO COMMUNICATIONS SERVICES, INC.	3	2	5	31
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	1	0	1	1
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	0	0	0	3
TOTALS**	81	39	120	649
*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 - May 2005**

Utility Name	Service*	Complaints Logged		
		Billing*	Total	YTD
1800CALL4LESS	0	1	1	4
ACCERIS COMMUNICATIONS SOLUTIONS	2	0	2	8
ACCESS ONE COMMUNICATIONS, INC.	0	3	3	7
ACN COMMUNICATION SERVICES, INC.	0	0	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	3
AMERICATEL CORPORATION	1	2	3	5
ANEW BROADBAND, INC.	1	0	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	9	29	38	252
AURIS, LLC	0	0	0	1
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	12
BELLSOUTH LONG DISTANCE, INC.	5	5	10	31
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BLUERIDGE TELECOM SYSTEMS	1	0	1	1
BUDGET CALL LONG DISTANCE, INC.	0	2	2	2
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTRIX TELECOM, LLC	0	0	0	1
CIERRACOM SYSTEMS	0	1	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	3
COMCAST PHONE OF FLA., LLC D/B/A COMCAST DIGITAL	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	8
COMTECH 21, LLC	0	0	0	1
CONSUMER ACCESS	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	1	2	10
COVISTA, INC.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	3
D.G.A. TELECOM, INC.	0	0	0	1
DC COMMUNICATIONS	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	1
ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	3
ENHANCED SERVICES BILLING, INC.	0	6	6	32
ENTRIX TELECOM, INC.	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	6
EXCEL TELECOMMUNICATIONS, INC.	2	0	2	9

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.	0	1	1	6
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GTC TELECOM CORP.	0	0	0	14
IDS TELCOM LLC	0	0	0	3
IDT AMERICA CORP. D/B/A DSA TELECOM	4	1	5	23
IDT CORPORATION	0	0	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	7	7	26
INTEGRETEL, INC.	0	13	13	50
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	14
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
ITC^DELTACOM	0	1	1	7
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LEAST COST ROUTING, INC.	1	0	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
LONG DISTANCE CONSOLIDATED BILLING CO.	1	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	2	3	9
MCI WORLDCOM NETWORK SERVICES, INC.	7	11	18	93
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NEW CENTURY TELECOM, INC.	1	0	1	2
OCCM, INC.	0	10	10	42
ONE CALL COMM., INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1
ONELINK COMMUNICATIONS, INC.	1	0	1	1
OPERATOR ASSISTANCE NETWORK	0	15	15	53
OPEX COMMUNICATIONS, INC.	3	0	3	3
PHONE1, INC.	0	0	0	1
POWERNET GLOBAL COMMUNICATIONS	0	2	2	5
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	6
PT-1 COMMUNICATIONS	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	3	3	6	38
RADIANT TELECOM, INC.	1	0	1	3
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	0	4	4	14
SKYTEL US, INC.	0	1	1	1
SPRINT	8	9	17	126

STS CONNECT, INC.	0	0	0	1
SUPRA TELECOMM. AND INFORMATION SYSTEMS, INC.	0	0	0	2
TALK AMERICA INC.	0	2	2	18
TEKVOICE COMMUNICATIONS, INC.	1	0	1	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	2
TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE	0	0	0	1
TELECOM*USA OR TELECONNECT	2	1	3	7
TELEDIAS COMMUNICATIONS, INC.	2	0	2	20
TELEGLOBE AMERICA INC.	0	0	0	1
TELEUNO, INC.	0	0	0	2
TELLISS, LLC	0	1	1	10
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	5
T-NETIX, INC.	0	1	1	11
TOTAL CALL INTERNATIONAL, INC.	0	0	0	4
TOUCH-TEL USA, LLC	0	0	0	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	1
TRALEE TELEPHONE COMPANY, LLC	0	0	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	1
TRINSIC COMMUNICATIONS, INC.	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	0	0	1
US LEC OF FLORIDA INC.	0	0	0	2
VARTEC TELECOM, INC.	2	2	4	13
VERIZON SELECT SERVICES INC.	0	2	2	3
VOIP COMMUNICATIONS	0	1	1	2
VOIP ENTERPRISES INC.	1	0	1	1
WESTSTAR COMMUNICATIONS, INC.	0	1	1	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	0	0	1
ZERO PLUS DIALING	0	13	13	88
TOTALS**	65	155	220	1,188
*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 - May 2005**

Utility Name	Service*	Complaints Logged		
		Billing*	Total	YTD
ATN, INC.	0	1	1	1
BAY PUBLIC COMMUNICATIONS, INC.	0	0	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1
DUANE E LUND	0	0	0	1
FREEDOM PHONE SERVICES, LLC	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
HSI TELECOM, INC.	0	0	0	2
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	2
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1
ROSANN MULLER D/B/A LANDMARK COMMUNICATIONS TECHNOLOGIES	0	0	0	1
SOUTHEAST PAYPHONES, INC.	1	0	1	1
SOUTHERN COMMUNICATIONS SYSTEMS INC.	1	0	1	1
SOUTHERN PAYPHONES COMPANY	0	0	0	1
SPRINT PAYPHONE SERVICES, INC.	0	0	0	2
TALK'S CHEAP	0	1	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TRL ENTERPRISES	1	0	1	1
VERIZON FLORIDA INC.	0	0	0	2
TOTALS**	4	2	6	23

*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 - May 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALOHA UTILITIES, INC.	0	1	1	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	6
CONSOLIDATED WATER WORKS, INC.	0	0	0	2
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1
CRYSTAL RIVER UTIL., INC. D/B/A AQUA UTIL. FLORIDA	0	0	0	1
DIXIE GROVES UTILITY CO. A DIV. OF COMMUNITY UTIL.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	1	1	2
HEATHER HILLS ESTATES	0	0	0	1
HIDDEN COVE, LTD.	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	3
HUDSON UTILITIES, INC.	0	0	0	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	8	8	12
LAKE UTILITY SERVICES, INC.	0	0	0	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	0	0	0	1
PARK WATER COMPANY INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	1
ROYAL UTILITY COMPANY	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	3
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	2
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
VIRGINIA CITY UTILITY CO. A DIV. OF COMMUNITY UTIL.	0	0	0	1

WEDGEFIELD UTILITIES, INC.	0	0	0	2
ZELLWOOD STATION CO-OP, INC.	0	0	0	1
TOTALS**	3	10	13	75
*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 – May 2005

Company	Month	Year-To-Date
BELLSOUTH TELECOMMUNICATIONS, INC.	2	5
ENHANCED SERVICES BILLING, INC.	10	28
FDN COMMUNICATIONS	0	1
ILD	4	11
ILD TELECOMM., INC. D/B/A ILD TELESERVICES	5	15
INTEGRETEL, INC.	5	30
MAIN STREET TELEPHONE COMPANY	0	1
OCMC, INC.	1	2
OPERATOR ASSISTANCE NETWORK	8	30
QWEST COMMUNICATIONS CORPORATION	0	1
SKYNET TELESYSTEMS	0	3
SPRINT-FLORIDA, INCORPORATED	0	3
SUPRA TELECOMM. AND INFO. SYSTEMS, INC.	0	1
TRALEE TELEPHONE COMPANY, LLC	0	2
ZERO PLUS DIALING	8	28
Totals	43	161

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	5
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACN COMMUNICATION SERVICES, INC.	1	3
ALTERNATIVE PHONE, INC.	0	1
AMERICAN DIAL TONE	0	2
AT&T	1	4
BELLSOUTH TELECOMMUNICATIONS, INC.	5	21
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
CURBSIDE COMMUNICATIONS	5	11
DSL	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	1	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1
IDT	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1
ITC^DELTACOM	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	2	8
PAETEC COMMUNICATIONS, INC.	0	1
PREMIER TELECOM, INC.	3	4
QWEST COMMUNICATIONS CORPORATION	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	2
SPRINT-FLORIDA, INCORPORATED	0	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	5	17
TELE CIRCUIT NETWORK CORPORATION	1	1
VERIZON FLORIDA INC.	1	4
XO COMMUNICATIONS SERVICES, INC.	0	2
XSPEDIUS COMMUNICATIONS	0	1
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	5
Totals	26	114

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	1	7
ALLTEL COMMUNICATIONS, INC.	0	3
AMERICATEL CORPORATION	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	7	64
BELLSOUTH LONG DISTANCE, INC.	4	13
BLUERIDGE TELECOM SYSTEMS	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	2	3
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	8
COMTECH 21, LLC	0	1
COVISTA, INC.	0	1
DC COMMUNICATIONS	0	1
EASTON TELECOM SERVICES, L.L.C.	0	1
ECG	0	2
EUROCOM TELECOMMUNICATIONS, LLC	0	4
EXCEL TELECOMMUNICATIONS, INC.	2	6
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	3
GTC TELECOM CORP.	0	2
IDT AMERICA CORP. D/B/A DSA TELECOM	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	1
INTEGRETEL, INC.	0	3
ITC^DELTACOM	0	1
LEAST COST ROUTING, INC.	1	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
LONG DISTANCE CONSOLIDATED BILLING CO.	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	7
MCI WORLDCOM NETWORK SERVICES, INC.	5	32
NEW CENTURY TELECOM, INC.	1	3
ONELINK COMMUNICATIONS, INC.	1	1
OPERATOR ASSISTANCE NETWORK	0	2
OPEX COMMUNICATIONS, INC.	3	3
PIONEER TELEPHONE, INC.	0	1
PRIMO COMMUNICATIONS INC	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	4

Company	Month	Year-To-Date
QWEST COMMUNICATIONS CORPORATION	3	24
REDUCED RATE LONG DISTANCE LLC	0	1
SBC LONG DISTANCE, INC.	0	1
SKYNET TELESYSTEMS	0	5
SPRINT	7	67
STS CONNECT, INC.	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
TALK AMERICA INC.	0	3
TELE CIRCUIT NETWORK CORPORATION	0	2
TELECOM*USA OR TELECONNECT	2	4
TELEDIAS COMMUNICATIONS, INC.	2	20
TELEUNO, INC.	0	1
TELLISS, LLC	0	2
TOTAL CALL INTERNATIONAL, INC.	0	2
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL	0	1
VARTEC TELECOM, INC.	1	1
VERIZON LONG DISTANCE	0	2
VERIZON SELECT SERVICES INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	0	8
Totals	48	335

**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.