

# FLORIDA PUBLIC SERVICE COMMISSION

# CONSUMER ACTIVITY REPORT JULY 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: <a href="mailto:contact@psc.state.fl.us">contact@psc.state.fl.us</a>
- 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 - July 2005**

Complaints Received & Entered into CATS			1,493	
Electric		68		
Gas		13		
Competitive Local Exchange Telephone		109		
Local Exchange Telephone		193		
Long Distance Telephone		143		
Pay Telephone		3		
Shared Tenant		0		
Water & Wastewater		23		
Non-certificated Company Complaints Logged		10		
Electric	0			
Gas	0			
Telecommunications	1			
Water / Wastewater	0			
Industry Unknown	9			
Telephone Transfer-Connects (Calls Transferred to Utilities)		780		
Electric	341			
Gas	0			
Telecommunications	438			
Water / Wastewater	1			
E-Transfers (E-mails sent to Utilities from the PSC Web site)		63		
Electric	29			
Gas	0			
Telecommunications	33			
Water / Wastewater	1			
Cases Received / Closed Under 3 Day Rule		88		
Electric	56			
Gas	0			
Telecommunications	32			
Water / Wastewater	0			
nformation Requests Received & Entered into CATS			<u>1,506</u>	
otal New Cases Received & Entered into CATS				2,9

How Cases Were Received	Complaints	Information Requests	<b>Total Cases</b>
Phone	1,071	1,279	2,350
Mail	73	53	126
Internet	308	167	475
Fax	41	7	48
Totals	1,493	1,506	2,999

#### Cases by Industry July 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	68	5%	246	16%
Natural Gas	13	<1%	23	2%
Telecommunications	448	30%	553	37%
Competitive Local Exchange Telephone	109	7%		
Local Exchange Telephone	193	13%		
Long Distance Telephone	143	10%		
Pay Telephone	3	<1%		
Shared Tenant	0	0%		
Water & Wastewater	23	2%	117	8%
Non-certificated Company Cases Logged**	10	<1%	567	38%
Telephone Transfer-Connects (Calls Transferred to Utilities)	780	52%		
E-Transfers	63	4%		
Cases Received & Closed by 3 Day Rule	88	6%		
Total	1,493	100%	1,506	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.

<sup>\*</sup>Figures have been rounded.

<sup>\*\*</sup>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 July 2005



Note: County name not available for 73 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresess, etc.

## Electric Companies Complaint Activity – July 2005

		Complaints	Logged	
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	15	19	34	227
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	0	0	0	3
PROGRESS ENERGY FLORIDA, INC.	17	6	23	129
TAMPA ELECTRIC COMPANY	9	2	11	70
TOTALS**	41	27	68	430
*DI D C				

<sup>\*</sup>Please see Definitions.

#### Natural Gas Companies Complaint Activity – July 2005

		Complaints l	Logged	
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	1
FLORIDA CITY GAS	2	8	10	68
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	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	0	3	3	55
TOTALS**	2	11	13	153

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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.

<sup>\*\*</sup>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 - July 2005**

#### **Complaints Logged**

Utility Name	Service*	Billing*	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	2	3	18
BELLSOUTH	66	48	114	786
FRONTIER	0	0	0	0
GTC, INC. D/B/A GT COM	1	1	2	12
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	29	13	42	364
VERIZON FLORIDA, INC.	20	12	32	211
TOTALS**	117	76	193	1,392
*PI D C ::				

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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 – July 2005

Utility Name	Service*	Complain Billing*	ts Logged 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	8
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	6
ACTEL WIRELESS, INC.	0	0	0	2
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
ALTICOMM, INC.	0	0	0	0
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	3	9	12	94
AZUL TEL, INC.	0	2	2	4
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	9	0	9	42
BROADSTAR COMMUNICATIONS, LLC	1	0	1	1
BROADWING COMMUNICATIONS, LLC	1	0	1	2
BUDGET PHONE, INC.	0	0	0	2
BULLSEYE TELECOM, INC.	0	0	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	6
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	11
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	14
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1
COVAD COMMUNICATIONS COMPANY	1	0	1	2
CURBSIDE COMMUNICATIONS	1	1	2	29
DELAND ACTEL, INC.	0	0	0	6
DPI-TELECONNECT, L.L.C.	1	0	1	1
DSLI	1	0	1	9
EPICUS, INC. D/B/A EPICUS	0	0	0	5
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK	0	0	0	10

EXCEL TELECOMMUNICATIONS, INC.	0	0	0	10
EXPRESS PHONE SERVICE, INC.	0	0	0	4
FDN COMMUNICATIONS	6	1	7	43
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1
FLORIDA PHONE SERVICE, INC.	1	0	1	12
FLORIDA TELEPHONE SERVICES, LLC	1	1	2	10
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	8
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	2
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	2
IDS TELCOM CORP.	2	0	2	12
IDS TELCOM LLC	0	0	0	18
IDT AMERICA, CORP. D/B/A IDT	0	0	0	14
ILD	0	1	1	2
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1
ISN TELCOM	1	0	1	5
ITC^DELTACOM	1	1	2	33
KINGTEL, INC.	0	0	0	2
KMC TELECOM III LLC	0	0	0	3
KMC TELECOM V, INC.	1	0	1	2
KNOLOGY OF FLORIDA, INC.	0	1	1	4
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	5
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	15
MCI WORLDCOM NETWORK SERVICES, INC.	1	1	2	27
MET COMMUNICATIONS, INC.	0	0	0	1
METRO TELECONNECT COMPANIES, INC.	0	0	0	1
MOVIE, TELEVISION & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	3
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	4
NEW EDGE NETWORK, INC. D/B/A NEW EDGE NETWORKS	0	0	0	3
NEWPHONE	1	0	1	6
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0
NOW COMMUNICATIONS, INC.	1	0	1	2
NUVOX COMMUNICATIONS, INC.	0	2	2	3
O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	1
PAETEC COMMUNICATIONS, INC.	1	1	2	4
PHONE-LINK, INC.	0	0	0	8
PINNACLE TELCOM, INC.	0	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	2
PREMIER TELECOM, INC.	0	0	0	6
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	0	0	1
SALUDA NETWORKS INCORPORATED	3	0	3	5

		.,		
SANDHILLS TELECOMMUNICATIONS GROUP, INC. D/B/A SANTEL COMM.	0	0	0	2
SBC LONG DISTANCE. LLC D/B/A SBC LONG DISTANCE	0	0	0	2
SBC TELECOM, INC.	0	0	0	1
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	2
SPARKS COMMUNICATIONS	1	0	1	3
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	0	1	6
STS TELECOM	1	0	1	12
STS TELECOM, LLC	0	0	0	3
SUN-TEL USA, INC.	0	0	0	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	13	13	26	169
TALK AMERICA INC.	0	0	0	7
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	4
TCG SOUTH FLORIDA	0	0	0	0
TELCOVE OF FLORIDA, INC.	0	0	0	1
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
TRINSIC COMMUNICATIONS, INC.	0	0	0	10
TRISTAR COMMUNICATIONS CORP.	0	0	0	2
UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS	0	0	0	2
US LEC OF FLORIDA INC.	1	0	1	8
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1
VARTEC TELECOM, INC.	1	1	2	9
VIZON TELECOM	1	0	1	1
WINSTAR COMMUNICATIONS, LLC	0	1	1	1
XO COMMUNICATIONS SERVICES, INC.	2	2	4	42
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	4
TOTALS**	69	40	109	887
**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.		-10	107	007

## **Long Distance Telephone Companies Complaint Activity - July 2005**

		Complaints I		
Utility Name	Service*	Billing*	Total	YTD
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	1	0	1	9
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	7
ACN COMMUNICATION SERVICES, INC.	1	0	1	2
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	0	0	3
AMERICAN PHONE SERVICES CORP.	0	1	1	1
AMERICATEL CORPORATION	0	2	2	7
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	12	26	38	336
AURIS, LLC	0	0	0	1
AZUL TEL, INC.	0	0	0	0
BELLSOUTH LONG DISTANCE, INC.	2	1	3	40
BIGREDWIRE.COM, INC.	0	0	0	1
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BUDGET CALL LONG DISTANCE, INC.	0	0	0	4
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CENTRIX TELECOM, LLC	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	0	0	8
COMMUNICATIONS NETWORK BILLING, INC.	0	1	1	1
COMTECH 21, LLC	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	2	3	19
COVISTA, INC.	0	0	0	2
CUSTOM TELECONNECT, INC.	0	0	0	4
D.G.A. TELECOM, INC.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	1
EASTON TELECOM SERVICES, L.L.C.	0	0	0	1
ECG	1	0	1	5
ENHANCED BILLING SERVICES, INCORPORATED	0	0	0	1
ENHANCED SERVICES BILLING, INC.	0	4	4	42
ENTRIX TELECOM, INC.	0	0	0	2
EPICUS, INC. D/B/A EPICUS	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	6
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	10

FLORIDA DIGITAL NETWORK, INC. D/B/A FIDN  COMMUNICATIONS  GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.  GLOBAL CROSSING TELECOMMUNICATIONS, INC.  GLOBAL TEL*LINK CORPORATION  O  O  O  TGLOBAL TEL*LINK CORPORATION  O  O  O  O  O  TGLOBAL TEL*LINK CORPORATION  O  O  O  O  O  D  IGIO TELECOM CORP.  O  O  O  O  O  O  D  IGIO TELECOM CORP.  O  O  O  O  O  O  IDS TELCOM CORP.  O  O  O  O  O  O  IDS TELCOM CORP.  O  D  IDS TELCOM CORP.  O  O  O  O  O  IDS TELCOM CORP.  O  D  ID CORPORATION  O  O  O  O  ID CORPORATION  O  D  ID CORPORATION  O  O  O  O  ID CORPORATION  O  ILD TELECOM CORP.  ILD CORP.	EXERGY GROUP, LLC	0	0	0	1
GOMMUNICATIONS GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC. 0 0 0 0 7 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 7 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 1 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 1 GLOBAL TEL*LINK CORPORATION 0 0 0 0 15 IBBGH COMMUNICATIONS, LLC 0 0 0 0 0 0 1 IDS TELCOM CORP. 0 0 0 0 0 0 1 IDS TELCOM CORP. 0 0 0 0 0 3 IDS TELCOM CORP. 0 0 0 0 0 3 IDS TELCOM LLC 0 0 0 0 0 0 3 IDS TELCOM LLC 0 0 0 0 0 0 3 IDS TELCOM LLC 0 0 0 0 0 0 3 IDS TELCOM LLC 0 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 1 IDS TELCOM LLC 0 0 0 0 0 1 INTEGRETEL, INC. 0 0 0 0 0 0 1 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 0 0 INTEGRETEL, INC. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0					
GLOBAL CROSSING TELECOMMUNICATIONS, INC.  GLOBAL TEL*LINK CORPORATION  GLOBAL TEL*LINK CORPORATION  GIC TELECOM CORP.  GLOBAL TEL*LINK CORPORATION  GIC TELECOM CORP.  GLOBAL TEL*LINK CORPORATION  GIC TELECOM CORP.  GLOBAL TEL*LINK CORPORATION  GLOBAL TEL*LINK CORPORATION  GLOBAL TELECOM CORP.  GLOBAL TELECO	COMMUNICATIONS	U	U	U	3
GLOBAL TEL*LINK CORPORATION GITC TELECOM CORP GITC TELECOM LLC GITC AMERICA CORP. D/B/A DSA TELECOM GITC TELECOM CORP. D/B/A LLD TELESERVICES GITC TELECOM, INC. GITC	GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2
GTC TELECOM CORP.    15   15   16   16   16   16   16   17   17   17	GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	7
BIGH COMMUNICATIONS, LLC	GLOBAL TEL*LINK CORPORATION	0	0	0	1
IDS TELCOM CORP.   0	GTC TELECOM CORP.	0	0	0	15
IDS TELCOM LLC  IDT AMERICA CORP. D/B/A DSA TELECOM  IDT CORPORATION  IDT CORPORATION  IDT CORPORATION  IDT ELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES  IDT CORPORATION  IDTELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES  IDTELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES  IDTELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES  IDTELECOMMUNICATIONS, INC. DO 0 4 4 4 61 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	IBGH COMMUNICATIONS, LLC	0	0	0	0
IDT AMERICA CORP. D/B/A DSA TELECOM	IDS TELCOM CORP.	0	0	0	1
IDT CORPORATION 0 0 0 2 2 2 20  ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES 0 6 6 36  INTEGRETEL, INC. 0 4 4 6 61  INTEGRATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC. 1 0 1 1  INCTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC. 1 0 0 0 1  INTODIP LIC 1 0 0 1 1 1  INVOIP LIC 1 0 0 1 1 1  INVOIP LIC 1 1 0 1 1 1  INTECAMENT OF THE COMMUNICATIONS, INC. 0 0 0 0 1  ITC DELTACOM 0 0 0 0 1  ITC POLITACOM 0 0 1 1 1 9  KNOLOGY OF FLORIDA, INC. 0 0 0 0 1  LEAST COST ROUTING, INC. 0 0 0 0 1  LEGACY LONG DISTANCE INTERNATIONAL, INC. 0 0 0 1  LIGHTYEAR NETWORK SOLUTIONS, INC. 0 0 0 0 1  LIGHTYEAR NETWORK SOLUTIONS, LLC 0 0 0 0 0 1  LONG DISTANCE CHARGES 0 0 0 0 1  LONG DISTANCE CONSOLIDATED BILLING CO. 1 0 1 2  MAIN STREET TELEPHONE COMPANY 0 0 0 0 0  MCI WORLDCOM NETWORK SERVICES, INC. 1 1 2 12  MCI WORLDCOM NETWORK SERVICES, INC. 5 5 10 120  NATIONAL ACCESS LONG DISTANCE, INC. 1 0 1 1  NEC TELECOM, INC. 1 0 1 1  NET ONE INTERNATIONAL, INC. 1 0 1 1  NET ONE INTERNATIONAL, INC. 1 0 1 1  NET ONE INTERNATIONAL, INC. 1 0 0 0 1  NEW CENTURY TELECOM, INC. 0 0 0 0 1  NOSVALIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS 0 0 0 1  NOSVALIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS 0 0 0 1  NOSCOMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS 0 0 0 1  NOSCOMMUNICATIONS, INC. 0 0 0 1  NOSCOMMUNICATIONS, INC. 0 0 0 0 1  ONE CALL COMMUNICATIONS, INC. 0 0 0 0 1  ONE CALL COMMUNICATIONS, INC. 0 0 0 0 1  ONELINK COMMUNICATIONS, INC. 0 0 0 0 1  OPERATOR ASSISTANCE NETWORK 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	IDS TELCOM LLC	0	0	0	3
ILD  ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES  0	IDT AMERICA CORP. D/B/A DSA TELECOM	1	2	3	29
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES 0 6 6 36 INTEGRETEL, INC. 0 4 4 61 INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC. INTERNATIONAL DIGITAL TELECOMMUNICATIONS, INC. 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	IDT CORPORATION	0	0	0	1
INTEGRETEL, INC.  INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.  INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.  INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.  INTOCOMMUNICATIONS, INC.  O	ILD	0	2	2	20
INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.  INTER-TEL NETSOLUTIONS, INC.  INTER-TEL NETSOLUTIONS, INC.  INTEROPHELC  INVOIP LLC  INVOIP LLC  INTELCOM  INTEROPHELC  INTEROPHELC	ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	6	6	36
INTER-TEL NETSOLUTIONS, INC.  INTER-TEL NETSOLUTIONS, INC.  INTOP LLC  I 1 0 1 1  INVOIP LLC  I 1 0 1 1  INTOPOPELA  O 0 0 0 1  INTOPOPELA  O 0 0 0 1  INTOPOPELA  O 0 0 0 1  INTOPOPELA  KNOLOGY OF FLORIDA, INC.  ILEAST COST ROUTING, INC.  ILEGACY LONG DISTANCE INTERNATIONAL, INC.  ILEGACY LONG DISTANCE INTERNATIONAL, INC.  ILIGHTYEAR COMMUNICATIONS, INC.  ILIGHTYEAR NETWORK SOLUTIONS, LLC  ILIGHTYEAR NETWORK SOLUTIONS, LLC  ILONG DISTANCE CHARGES  ILONG DISTANCE CONSOLIDATED BILLING CO.  INTOPOPENA  MAIN STREET TELEPHONE COMPANY  INTOPOPENA  MCG, LLC  INCI WORLDCOM COMMUNICATIONS, INC.  INCI WORLDCOM COMMUNICATIONS, INC.  INCI WORLDCOM NETWORK SERVICES, INC.  INCI WORLDCOM NETWORK SERVICES, INC.  INCI WORLDCOM NETWORK SERVICES, INC.  INCI WORLDCOM, INC.  INCI WORLDCOM, INC.  INCI WORLDCOM, INC.  INCO TELECOM, INC.  INCO COMMUNICATIONS INTERNATIONAL CORP. D/B/A  MUNDO TEL  NEW CENTURY TELECOM, INC.  INCO COMMUNICATIONS, INC.  INCO COMMUNICATIONS, INC.  INCO COMMUNICATIONS, INC.  INCO COMMUNICATIONS, INC.  INCO O INCO  INCO O INCO  INCO O INCO  INC	INTEGRETEL, INC.	0	4	4	61
INVOIP LLC	INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
ISN TELCOM  ITC^DELTACOM  ITC_DELTACOM  ITC_	INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
TIC^DELTACOM   0	INVOIP LLC	1	0	1	1
KNOLOGY OF FLORIDA, INC.       0       0       0       1         LEAST COST ROUTING, INC.       0       0       0       1         LEGACY LONG DISTANCE INTERNATIONAL, INC.       0       0       0       1         LIGHTYEAR COMMUNICATIONS, INC.       0       0       0       0       0         LIGHTYEAR NETWORK SOLUTIONS, INC.       0       0       0       0       2         LONG DISTANCE CHARGES       0       0       0       0       1       2         LONG DISTANCE CONSOLIDATED BILLING CO.       1       0       1       2       2         MAIN STREET TELEPHONE COMPANY       0       1       1       1       1       1       1       1<	ISN TELCOM	0	0	0	1
LEAST COST ROUTING, INC.         0         0         0         1           LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         1           LIGHTYEAR COMMUNICATIONS, INC.         0         0         0         0         0           LIGHTYEAR NETWORK SOLUTIONS, INC.         0         0         0         0         2           LONG DISTANCE CHARGES         0         0         0         1         2           LONG DISTANCE CONSOLIDATED BILLING CO.         1         0         1         2           MAIN STREET TELEPHONE COMPANY         0         0         0         0         0           MCG, LLC         0         0         0         0         0         0           MCI WORLDCOM COMMUNICATIONS, INC.         1         1         2         12           MCI WORLDCOM NETWORK SERVICES, INC.         5         5         10         120           NATIONAL ACCESS LONG DISTANCE, INC.         0         0         0         1           NECC TELECOM, INC.         1         0         1         1           NET WORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A         0         0         0         4           NEW CENTURY TELECOM, INC.	ITC^DELTACOM	0	1	1	9
LEGACY LONG DISTANCE INTERNATIONAL, INC.         0         0         0         0           LIGHTYEAR COMMUNICATIONS, INC.         0         0         0         0           LIGHTYEAR NETWORK SOLUTIONS, INC.         0         0         0         2           LONG DISTANCE CHARGES         0         0         0         0         1           LONG DISTANCE CONSOLIDATED BILLING CO.         1         0         1         2           MAIN STREET TELEPHONE COMPANY         0         0         0         0         0           MCG, LLC         0         0         0         0         0         0           MCI WORLDCOM COMMUNICATIONS, INC.         1         1         2         12           MCI WORLDCOM NETWORK SERVICES, INC.         5         5         10         120           NATIONAL ACCESS LONG DISTANCE, INC.         0         0         0         1           NECC TELECOM, INC.         1         0         1         1           NET ONE INTERNATIONAL, INC.         2         0         2         2           NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A         0         0         0         0         1           NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	KNOLOGY OF FLORIDA, INC.	0	0	0	1
LIGHTYEAR COMMUNICATIONS, INC.         0         0         0         0           LIGHTYEAR NETWORK SOLUTIONS, LLC         0         0         0         2           LONG DISTANCE CHARGES         0         0         0         1           LONG DISTANCE CONSOLIDATED BILLING CO.         1         0         1         2           MAIN STREET TELEPHONE COMPANY         0         0         0         0         0         0         0           MCG, LLC         0         1         1         0         1         1         0         1         1         1         1         1         1         1         1         1         1         1         1         1	LEAST COST ROUTING, INC.	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC       0       0       0       2         LONG DISTANCE CHARGES       0       0       0       1         LONG DISTANCE CONSOLIDATED BILLING CO.       1       0       1       2         MAIN STREET TELEPHONE COMPANY       0       0       0       0       0         MCG, LLC       0       0       0       0       0         MCI WORLDCOM COMMUNICATIONS, INC.       1       1       2       12         MCI WORLDCOM NETWORK SERVICES, INC.       5       5       10       120         NATIONAL ACCESS LONG DISTANCE, INC.       0       0       0       0       1         NECC TELECOM, INC.       1       0       1       2 <td>LEGACY LONG DISTANCE INTERNATIONAL, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1
LONG DISTANCE CHARGES         0         0         0         1           LONG DISTANCE CONSOLIDATED BILLING CO.         1         0         1         2           MAIN STREET TELEPHONE COMPANY         0         0         0         0         0           MCG, LLC         0         0         0         0         0         0           MCI WORLDCOM COMMUNICATIONS, INC.         1         1         2         12           MCI WORLDCOM NETWORK SERVICES, INC.         5         5         10         120           NATIONAL ACCESS LONG DISTANCE, INC.         0         0         0         1           NECC TELECOM, INC.         1         0         1         1           NETWORK COMMUNICATIONAL, INC.         2         0         2         2           NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A         0         0         0         4           MUNDO TEL         0         0         0         0         1           NOS COMMUNICATIONS, INC.         0         0         0         0           NOS COMMUNICATIONS, INC.         0         0         0         1           OOKE, INC.         0         0         0         0         0	LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0
LONG DISTANCE CONSOLIDATED BILLING CO.	LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	2
MAIN STREET TELEPHONE COMPANY       0       0       0       0         MCG, LLC       0       0       0       0       0         MCI WORLDCOM COMMUNICATIONS, INC.       1       1       2       12         MCI WORLDCOM NETWORK SERVICES, INC.       5       5       10       120         NATIONAL ACCESS LONG DISTANCE, INC.       0       0       0       0       1         NECC TELECOM, INC.       1       0       1	LONG DISTANCE CHARGES	0	0	0	1
MCG, LLC  MCI WORLDCOM COMMUNICATIONS, INC.  MCI WORLDCOM NETWORK SERVICES, INC.  MCI WORLDCOM NETWORK SERVICES, INC.  NATIONAL ACCESS LONG DISTANCE, INC.  NECC TELECOM, INC.  NECC TELECOM, INC.  NET ONE INTERNATIONAL, INC.  NET ONE INTERNATIONAL, INC.  NEW COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL  NEW CENTURY TELECOM, INC.  NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS  NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS  OCMC, INC.  OCMC, INC.  OCMC, INC.  OCMC, INC.  OCMC, INC.  OCMC OCMC OCMMUNICATIONS, INC.  OCMC ONE CALL COMMUNICATIONS, INC.  OCMC ONE CALL COMMUNICATIONS, INC.  OCMC OCMC OCMMUNICATIONS, INC.  OCMC OCMC OCMMUNICATIONS, INC.  OCMC OCMC OCMMUNICATIONS, INC.  OCMC OCMC OCMC OCMC OCMC OCMC OCMC OCM	LONG DISTANCE CONSOLIDATED BILLING CO.	1	0	1	2
MCI WORLDCOM COMMUNICATIONS, INC.  MCI WORLDCOM NETWORK SERVICES, INC.  NATIONAL ACCESS LONG DISTANCE, INC.  NECC TELECOM, INC.  NECC TELECOM, INC.  NET ONE INTERNATIONAL, INC.  NET WORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL  NEW CENTURY TELECOM, INC.  NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS  NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS  OCMC, INC.  ONE CALL COMMUNICATIONS, INC.	MAIN STREET TELEPHONE COMPANY	0	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.  NATIONAL ACCESS LONG DISTANCE, INC.  NECC TELECOM, INC.  NECC TELECOM, INC.  NET ONE INTERNATIONAL, INC.  NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL  NEW CENTURY TELECOM, INC.  NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS  NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS  OCMC, INC.  ONE CALL COMMUNICATIONS, INC.  OPERATOR ASSISTANCE NETWORK  O 10 10 74	MCG, LLC	0	0	0	0
NATIONAL ACCESS LONG DISTANCE, INC.  NECC TELECOM, INC.  NET ONE INTERNATIONAL, INC.  NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL  NEW CENTURY TELECOM, INC.  NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS  NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS  OCMC, INC.  ONE CALL COMMUNICATIONS, INC.  OPERATOR ASSISTANCE NETWORK  O 10 10 74	MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	12
NECC TELECOM, INC.  NET ONE INTERNATIONAL, INC.  NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL  NEW CENTURY TELECOM, INC.  NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS  NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS  OCMC, INC.  OLS, INC.  ONE CALL COMMUNICATIONS, INC.  ONELINK COMMUNICATIONS, INC.  OPERATOR ASSISTANCE NETWORK  O 10 10 74	MCI WORLDCOM NETWORK SERVICES, INC.	5	5	10	120
NET ONE INTERNATIONAL, INC.         2         0         2         2           NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL         0         0         0         0         4           NEW CENTURY TELECOM, INC.         0         0         0         0         2           NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS         0         0         0         1           NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS         0         0         0         1           OCMC, INC.         0         4         4         53           OLS, INC.         0         0         0         1           ONE CALL COMMUNICATIONS, INC.         0         0         0         4           OPERATOR ASSISTANCE NETWORK         0         10         10         74	NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL         0         0         4           NEW CENTURY TELECOM, INC.         0         0         0         2           NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS         0         0         0         1           NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS         0         0         0         1           OCMC, INC.         0         4         4         53           OLS, INC.         0         0         0         1           ONE CALL COMMUNICATIONS, INC.         0         0         1         1         3           ONELINK COMMUNICATIONS, INC.         0         0         0         4           OPERATOR ASSISTANCE NETWORK         0         10         10         74	NECC TELECOM, INC.	1	0	1	1
MUNDO TEL  NEW CENTURY TELECOM, INC.  NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS  NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS  OCMC, INC.  OLS, INC.  ONE CALL COMMUNICATIONS, INC.  ONE CALL COMMUNICATIONS, INC.  OPERATOR ASSISTANCE NETWORK  O 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	NET ONE INTERNATIONAL, INC.	2	0	2	2
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS       0       0       0       1         NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS       0       0       0       1         OCMC, INC.       0       4       4       53         OLS, INC.       0       0       0       1         ONE CALL COMMUNICATIONS, INC.       0       1       1       3         ONELINK COMMUNICATIONS, INC.       0       0       0       4         OPERATOR ASSISTANCE NETWORK       0       10       10       74	NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL	0	0	0	4
NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS         0         0         0         1           OCMC, INC.         0         4         4         53           OLS, INC.         0         0         0         1           ONE CALL COMMUNICATIONS, INC.         0         1         1         3           ONELINK COMMUNICATIONS, INC.         0         0         0         4           OPERATOR ASSISTANCE NETWORK         0         10         10         74	NEW CENTURY TELECOM, INC.	0	0	0	2
OCMC, INC.       0       4       4       53         OLS, INC.       0       0       0       1         ONE CALL COMMUNICATIONS, INC.       0       1       1       3         ONELINK COMMUNICATIONS, INC.       0       0       0       4         OPERATOR ASSISTANCE NETWORK       0       10       10       74	NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1
OLS, INC.         0         0         0         1           ONE CALL COMMUNICATIONS, INC.         0         1         1         3           ONELINK COMMUNICATIONS, INC.         0         0         0         4           OPERATOR ASSISTANCE NETWORK         0         10         10         74	NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS	0	0	0	1
ONE CALL COMMUNICATIONS, INC.  ONELINK COMMUNICATIONS, INC.  OPERATOR ASSISTANCE NETWORK  O 1 1 3 0 0 4 0 10 74	OCMC, INC.	0	4	4	53
ONELINK COMMUNICATIONS, INC.  0 0 0 4  OPERATOR ASSISTANCE NETWORK 0 10 74	OLS, INC.	0	0	0	1
OPERATOR ASSISTANCE NETWORK 0 10 10 74	ONE CALL COMMUNICATIONS, INC.	0	1	1	3
	ONELINK COMMUNICATIONS, INC.	0	0	0	4
	OPERATOR ASSISTANCE NETWORK	0	10	10	74
OPEX COMMUNICATIONS, INC. 1 1 2 5	OPEX COMMUNICATIONS, INC.	1	1	2	5

PHONEI, INC.  PRIGITELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL  COMM.  PRIMO COMMUNICATIONS INC  PRIMO COMMUNICATIONS INC.  PRIMO STELECOMMUNICATIONS INC.  PRIMO STELECOMMUNICATIONS INC.  PRIMO COMMUNICATIONS INC.  POPI-1 COMMUNICATIONS  0 0 0 0 1  PT-1 COMMUNICATIONS  0 0 0 0 0 1  PT-1 COMMUNICATIONS SERVICES, INC.  0 0 0 0 0 1  PUBLIC COMMUNICATIONS CORPORATION  3 1 4 48  RADIANT TELECOM, INC.  0 0 0 0 0 1  RED RIVER NETWORKS LLC  0 0 0 0 0 1  RED RIVER NETWORKS LLC  0 0 0 0 0 1  RED RIVER NETWORKS LLC  0 0 0 0 0 1  SEXYNET TELESYSTEMS  1 1 1 2 16  SEXYTET LUS, INC.  SEXYNET TELESYSTEMS  1 1 1 2 16  SEXYTET LUS, INC.  SEXYNET TELESYSTEMS  1 1 1 2 16  SEXYTET LUS, INC.  SIZARTEE GLOBAL LICENSING COMPANY  1 0 1 3  SIS CONNECT, INC.  SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  TALLAHASSE TELEPHONE EXCHANGE, INC. D/B/A TTE  O 0 0 0 1  TELECOM MUNICATIONS, INC.  TELECOM MUNICATIONS, INC.  TELECOM MUNICATIONS, INC.  TELECOM PLUS, LTD.  1 1 0 1 1  TELECOM PLUS, LTD.  1 1 0 1 1  TELECOM PLUS, LTD.  TEL	OPTICAL TELEPHONE CORPORATION	0	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL.  COMM.  PRIMO COMMUNICATIONS INC  PRIMO STELECOMMUNICATIONS INC  PRIMO STELECOMMUNICATIONS INC  PT-1 COMMUNICATIONS  0 0 0 0 1  PT-1 COMMUNICATIONS  0 0 0 0 1  PT-1 LONG DISTANCE, INC.  0 0 0 0 0 1  PUBLIC COMMUNICATIONS SERVICES, INC.  0 0 0 0 2  QWEST COMMUNICATIONS CORPORATION  3 1 4 488  RADIANT TELECOM, INC.  0 0 0 0 3  RED RIVER NETWORKS LLC  REDUCED RATE LONG DISTANCE LLC  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SSC LONG DISTANCE, INC.  0 0 0 0 1  SSC LONG DISTANCE, INC.  SEYPIEL US, INC.  0 0 0 0 1  SSC SEYPET LUS, INC.  0 0 0 0 1  SYPRINT  6 4 10 152  STARTEC GLOBAL LICENSING COMPANY  1 0 1 3  STS CONNECT, INC.  SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, 0 0 0 0 1  TELECOM FLUSTANCE, INC.  0 0 0 0 1  TELECOM AMANAGEMENT, INC. D/B/A PIONEER TELEPHONE, 1 0 0 0 0  TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, 1 1 1 2  TELECOM PLUS, LTD.	ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOM	0	0	0	1
COMM         PRIMO COMMUNICATIONS INC         0         0         0         1           PRIMUS TELECOMMUNICATIONS, INC.         2         0         2         9           PT-I COMMUNICATIONS         0         0         0         0         1           PFI-I LONG DISTANCE, INC.         0         0         0         0         1           PUBLIC COMMUNICATIONS SERVICES, INC.         0         0         0         0         2           QWEST COMMUNICATIONS CORPORATION         3         1         4         48         8           RADIANT TELECOM, INC.         0         0         0         0         3         1         4         48         8           RADIANT TELECOM, INC.         0         0         0         0         0         0         0         1         2         0         0         0         1         2         0         0         0         0         1         2         0         0         0         1         2         1         1         1         2         1         0         0         0         1         1         2         1         0         1         1         2         1         1	PHONE1, INC.	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.  PT-I COMMUNICATIONS  0 0 0 0 1  PT-I LONG DISTANCE, INC.  0 0 0 0 0 1  PT-I LONG DISTANCE, INC.  0 0 0 0 0 2  QWEST COMMUNICATIONS SERVICES, INC.  0 0 0 0 0 2  QWEST COMMUNICATIONS CORPORATION  3 1 4 4 88  RADIANT TELECOM, INC.  0 0 0 0 3  RED RIVER NETWORKS LLC  0 0 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  0 0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SKEYNET TELESYSTEMS  1 1 1 2 1 16  SKYTEL US, INC.  0 0 0 0 1  SKEYNET TELESYSTEMS  1 1 1 2 16  SKYTEL US, INC.  0 0 0 0 1  STARTEC GIOBAL LICENSING COMPANY  1 0 1 3  STS CONNECT, INC.  SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  TALK AMERICA INC.  TALK AMERICA INC.  1 1 1 23  TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TITE  0 0 0 0 1  TELECOM MUNICATIONS, INC.  0 0 0 0 1  TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.  TELECOM PLUS, LTD.  1 1 1 2 11  TELECOM PLUS, LTD.  1 1 1 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 0 0 0 0 1  TELECOM PLUS, LTD.  1 1 0 0 0 0 0 1  TELECOM PLUS, LTD.  1 1 1 2 2 11  TELECOM PLUS, LTD.  1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	5
PT-1 COMMUNICATIONS PT-1 LONG DISTANCE, INC. PUBLIC COMMUNICATIONS SERVICES, INC. O O O O D D PUBLIC COMMUNICATIONS SERVICES, INC. O O O O D D STANCE, INC. O O O O D D STANCE, INC. O O O O D D STANCE, INC. O O D D D STANCE, INC. O O D D D STANCE, INC. O D D D SERVICED RATE LONG DISTANCE LLC O D D D SERVER NETWORKS LLC O D D D D SERVER NETRY ENTERPRISES, INC. D/B/A CONSUMER ACCESS O D D D SERVE LONG DISTANCE, INC. O D D SERVE LONG DISTANCE, INC. O D D SERVE TELESYSTEMS SERVICE LUS, INC. SERVICE LUS, INC. O D SERVE LUS, INC. O D S SERVICE SERVICES, INC. O D S SERVICE SERVICE	PRIMO COMMUNICATIONS INC	0	0	0	1
PT-1 LONG DISTANCE, INC.  PUBLIC COMMUNICATIONS SERVICES, INC.  Q WEST COMMUNICATIONS SERVICES, INC.  Q WEST COMMUNICATIONS CORPORATION  3 1 4 48  RADIANT TELECOM, INC.  RED RIVER NETWORKS LLC  Q 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  REDUCED RATE LONG DISTANCE LLC  REDUCED RATE LONG DISTANCE LLC  Q 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  REPURE RETWORKS LLC  Q 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  Q 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  Q 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  Q 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  Q 0 0 0 1  REDUCED RATE LEONG DISTANCE, INC.  D 0 0 0 1  REPURE TELESYSTEMS  D 1 1 1 2 16  SKYTET LUS, INC.  D 0 0 0 1  SKYNET TELESYSTEMS  D 1 1 1 2 16  SKYTEL US, INC.  D 0 0 0 1  STARTEC GLOBAL LICENSING COMPANY  D 1 0 1 3  STIS CONNECT, INC.  STARTEC GLOBAL LICENSING COMPANY  D 1 0 1 3  STIS CONNECT, INC.  SUBPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, D 0 0 0 1  STALKA MERICA INC.  TALKA MERICA INC.  TALKA MERICA INC.  TALKA MERICA INC.  D 0 0 0 0  TEKVOICE COMMUNICATIONS, INC.  TO 0 0 0 1  TEKVOICE COMMUNICATIONS, INC.  TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.  TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.  TELECOM PLUS, L'ID.  TELECOM PLUS, L'ID.  TELECOM TELECONNECT  TELECOMMUNICATIONS, INC.  TELECOMMUNICATIONS, INC.  TELECOMMUNICATIONS SERVICES, INC.  D 0 0 0 1  TENSETIX, INC.  TO 0 0 0 0 1  TENSETIX TELECOMMUNICATIONS SERVICES, INC.  D 0 0 0 0 0 0 1  TRANSWORLD NETWORK, CORP.  D 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	PRIMUS TELECOMMUNICATIONS, INC.	2	0	2	9
PUBLIC COMMUNICATIONS SERVICES, INC.  QWEST COMMUNICATIONS CORPORATION  3 1 4 488  RADIANT TELECOM, INC.  REDI RIVER NETWORKS LLC  REDUCED RATE LONG DISTANCE LLC  0 0 0 0 1  REDUCED RATE LONG DISTANCE LLC  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  0 0 0 0 1  SBC LONG DISTANCE, INC.  1 1 2 16  SKYTEL US, INC.  0 0 0 0 1  SPRINT  6 4 10 152  STARTFC GLOBAL LICENSING COMPANY  1 0 1 3  STS CONNECT, INC.  STARTFC GLOBAL LICENSING COMPANY  1 0 1 3  STS CONNECT, INC.  STARTE ELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  TALK AMERICA INC.  TALK AMERICA INC.  TALK AMERICA INC.  TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE  0 0 0 0  TEKVOICE COMMUNICATIONS, INC.  0 0 1  TELECICOUT NETWORK CORPORATION  0 0 0 1  TELECOM PLUS, LTD.  TELECOM PLUS, LTD.  TELECOM PLUS, LTD.  TELECOM PLUS, LTD.  TELECOM TELECONNECT  TELECOM STELECONNECT  1 1 2 11  TELECLOBE AMERICA INC.  0 0 0 1  TELECLOBE AMERICA INC.  0 0 0 0 1  TELECLOBE AMERICA INC.  0 0 0 0 1  TELECLOBE AMERICA INC.  1 1 2 11  TELESTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  0 0 0 0 1  TELISTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  1 0 0 0 0 1  TELISTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  1 0 0 0 0 1  TENNETIX, INC.  1 1 1 2 1  TOTAL CALL INTERNATIONAL, INC.  1 0 0 0 0 1  TRANSWORLD NETWORK, CORP.  0 0 0 0 1  TRANSWORLD NETWORK, CORP.	PT-1 COMMUNICATIONS	0	0	0	1
QWEST COMMUNICATIONS CORPORATION         3         1         4         48           RADIANT TELECOM, INC.         0         0         0         3           RED RIVER NETWORKS LLC         0         0         0         1           REDUCED RATE LONG DISTANCE LLC         0         0         0         0         1           REVENTERPRISES, INC. D/B/A CONSUMER ACCESS         0         0         0         0         1           SBC LONG DISTANCE, INC.         0         0         0         0         1           SBC LONG DISTANCE, INC.         0         0         0         0         1           SKYNET TELESYSTEMS         1         1         1         2         16           SKYTEL, U.S., INC.         0         0         0         0         1         152           SYATTEC GLOBAL LICENSING COMPANY         1         0         0         0         1         152           STARTEC GLOBAL LICENSING COMPANY         1         1         0         0         0         1         1         23           STARTEC GLOBAL LICENSING COMPANY         1         1         0         0         0         0         1         1         22         3	PT-1 LONG DISTANCE, INC.	0	0	0	1
RADIANT TELECOM, INC.  RED RIVER NETWORKS LLC  RED RIVER NETWORKS LLC  REDUCED RATE LONG DISTANCE LLC  REDUCED RATE LESTANCE LLC  REDUCED RATE LESTANCE LLC  RESUCED RATE LESTANCE LLC  RESUCED RATE LESTANCE  REDUCED RATE LESTANCE LLCENSING COMPANY  RESUCED RATE LASTANCE LLCENSING COMPANY  RESUCED RATE LASTANCE LLCENSING COMPANY  REDUCED RATE LASTANCE LUCENSING COMPANY  REDUCED RATE LASTANCE LUCENSING COMPANY  REDUCED RATE LASTANCE COMPANY LLC  REDUCED RATE LASTANCE COMPANY LLC  REDUCED RATE LESTANCE COMPANY LLC  REDUCED RATE LESTANCE COMPANY LLC  REDUCED RATE LESTANCE COMPANY LLC  REASTANCE LUCENSING COMPANY LLC  REASTANCE LUCENS LOCAL LUCENS LOCAL LUCENSING COMPANY LLC  REASTANCE LUCENS LOCAL LUCENS LOCAL LUCENS LOCAL LUCENS LOCAL LUCENS LOCAL LUCENS LUCENS LOCAL LUCENS LOCAL LUCENS LOCAL LUCENS L	PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	2
RED RIVER NETWORKS LLC  REDUCED RATE LONG DISTANCE LLC  REDUCED RATE LONG DISTANCE LLC  REVENTERPRISES, INC. D/B/A CONSUMER ACCESS  0 0 0 1 SBC LONG DISTANCE, INC.  0 0 0 1 SBC LONG DISTANCE, INC.  0 0 0 1 SKYNET TELESYSTEMS  1 1 1 2 16 SKYTEL US, INC.  0 0 0 1 SPRINT  6 4 10 152 STARTEC GLOBAL LICENSING COMPANY 1 0 1 3 SIS CONNECT, INC.  1 0 0 0 1 1 3 SIS CONNECT, INC.  1 1 1 2 3 SILPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  1 TALK AMERICA INC.  1 TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE 0 0 0 0 1 1 1 23 TALLAHASSEE THEPHONE EXCHANGE, INC. D/B/A TTE 0 0 0 0 1 1 TELE CIRCUIT NET WORK CORPORATION 0 0 0 1 TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.  1 TELECOM PLUS, LTD.  1 TELECOM PLUS, LTD.  1 TELECOM SUS OR TELECONNECT 1 1 TELECOM SUS OR TELECONNECT 1 TELECOMOLINC.  1 TELECOMOLINC.  1 TELECOMOLINC.  1 TELECOMOLINC.  1 TELESTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 1 TINC.  1 TENEIX INC. 0 0 0 1 TINC.  1 TOTAL CALL INTERNATIONAL, INC. 0 0 0 1 TOTAL CALL INTERNATIONAL, INC. 0 0 0 1 TRANSWORLD NETWORK, CORP. 0 0 1 TRANSWORLD NETWORK, CORP.	QWEST COMMUNICATIONS CORPORATION	3	1	4	48
REDUCED RATE LONG DISTANCE LLC  RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS  RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS  RSS CLONG DISTANCE, INC.  RESEARCH LESYSTEMS  RESEARCH LESYSTEMS  REYTEL US, INC.  RESEARCH LUS, INC.  RESEARCH COMPANY  RES	RADIANT TELECOM, INC.	0	0	0	3
RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS  0 0 0 0 1 SBC LONG DISTANCE, INC. 0 0 0 0 1 SKYNET TELESYSTEMS 1 1 1 2 16 SKYNET TELESYSTEMS 1 1 1 2 16 SKYTEL US, INC. 0 0 0 0 1 SPRINT 6 4 10 152 STARTEC GLOBAL LICENSING COMPANY 1 0 1 3 STS CONNECT, INC. 0 0 0 0 1 3 STS CONNECT, INC. 0 0 0 0 0 1 SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. 0 0 0 0 3 INC. 10 0 0 0 0 1 1 2 3 STS CONNECT, INC. 0 0 0 0 0 1 1 2 3 STS CONNECT, INC. 0 0 0 0 0 1 1 2 3 STS CONNECT, INC. 0 0 0 0 0 1 1 2 3 STS CONNECT, INC. 0 0 1 1 1 23 TALLA HARSEE TELEPHONE EXCHANGE, INC. D/B/A TITE 0 0 0 0 0 0 TCG SOUTH FLORIDA 0 0 0 0 0 0 TCG SOUTH FLORIDA 0 0 0 0 0 1 TELE CIRCUIT NETWORK CORPORATION 0 0 0 0 1 TELE CIRCUIT NETWORK CORPORATION 0 0 0 0 1 TELECOM #ANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC. 1 1 0 1 1 TELECOM*USA OR TELECONNECT 1 1 1 2 11 TELECOM*USA OR TELECONNECT 1 1 1 2 11 TELEDIAS COMMUNICATIONS, INC. 2 0 2 23 TELEGLOBE AMERICA INC. 0 1 1 2 TELEUNO, INC. 0 0 0 0 11 TELLUSS, LLC 0 0 0 0 11 TELLUSS, LLC 0 0 0 0 11 TELLUSS, LLC 0 0 0 0 0 1 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 0 1 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1 TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 0 1	RED RIVER NETWORKS LLC	0	0	0	1
SBC LONG DISTANCE, INC. 0 0 0 0 1 SKYNET TELESYSTEMS 1 1 1 2 16 SKYTEL US, INC. 0 0 0 0 1 SPRINT 6 4 10 152 STARTEC GLOBAL LICENSING COMPANY 1 0 1 3 STARTEC GLOBAL LICENSING COMPANY 1 0 0 1 3 STS CONNECT, INC. 0 0 0 0 1 1 SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, 0 0 0 0 3 INC. TALK AMERICA INC. 0 1 1 1 23 TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE 0 0 0 0 0 TCG SOUTH FLORIDA 0 0 0 0 0 0 TCG SOUTH FLORIDA 0 0 0 0 0 0 TCG SOUTH FLORIDA 0 0 0 0 0 0 TELECOMMUNICATIONS, INC. 0 0 0 0 1 INC. TELECOMMUNICATIONS, INC. 1 1 0 1 1 INC. TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, 0 0 0 1 INC. TELECOM FLUS, LTD. 1 0 1 1 1 2 111 TELECOM*USA OR TELECONNECT 1 1 1 2 11 TELECOM*USA OR TELECONNECT 1 1 1 2 23 TELEGOBE AMERICA INC. 0 0 0 0 1 1 TELEGOBE AMERICA INC. 0 0 0 0 11 TELESTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 11 TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 7 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. D/B/A TELSTAR USA, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. 0 0 0 0 12 TOTAL CALL INTERNATIONAL, INC. 0 0 0 0 11 TRALEE TELEPHONE COMMUNICATIONS INC. 0 0 0 0 1 TRALEE TELEPHONE COMPANY, LLC 0 0 0 0 1 TRANSWORLD NETWORK, CORP. 0 0 0 0 1	REDUCED RATE LONG DISTANCE LLC	0	0	0	2
SKYNET TELESYSTEMS         1         1         2         16           SKYTEL US, INC.         0         0         0         1           SPRINT         6         4         10         152           STARTEC GLOBAL LICENSING COMPANY         1         0         1         3           STS CONNECT, INC.         0         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         0         0         0         0         3           ITALK AMERICA INC.         0         1         1         23         1         1         23           TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE         0	RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS	0	0	0	1
SKYTEL US, INC.       0       0       0       1         SPRINT       6       4       10       152         STARTEC GLOBAL LICENSING COMPANY       1       0       1       3         STS CONNECT, INC.       0       0       0       0       1         SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.       0       0       0       3       3         INC.       TALK AMERICA INC.       0       1       1       23       3       1       1       23       3       1       1       23       3       1       1       23       3       1       1       23       3       1       1       23       3       1       1       23       3       1       1       23       3       1       1       23       3       1       1       2       3       1       1       2       3       1       1       2       3       1       1       2       3       1       1       2       3       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1<	SBC LONG DISTANCE, INC.	0	0	0	1
SPRINT         6         4         10         152           STARTEC GLOBAL LICENSING COMPANY         1         0         1         3           STS CONNECT, INC.         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         0         0         0         3           INC.         1         1         23         1         1         23           TALLA MASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE         0         1         1         2         1         1         1         1         1         1         1         1         1         1<	SKYNET TELESYSTEMS	1	1	2	16
STARTEC GLOBAL LICENSING COMPANY  STARTES STARTEN ATIONAL, INC.  STARTEC GLOBAL LICENSING COMPANY  STARTES STARTEN ATIONAL COMPANY, LLC  STARTES STARTES STARTEN COMPANY, LLC  STARTES STARTES STARTES STARTEN COMPANY, LLC  STARTES STARTES STARTES STARTES COMPANY, LLC  STARTES STARTES STARTES COMPANY	SKYTEL US, INC.	0	0	0	1
STS CONNECT, INC.         0         0         0         1           SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         0         0         0         3           TALK AMERICA INC.         0         1         1         23           TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE         0         0         0         0         0           TCG SOUTH FLORIDA         0         1         1         0         0         1         1         0         1         1         0         1         1         0         1	SPRINT	6	4	10	152
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.         0         0         3           TALK AMERICA INC.         0         1         1         23           TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE         0         0         0         0           TCG SOUTH FLORIDA         0         0         0         0         0           TEKVOICE COMMUNICATIONS, INC.         0         0         0         0         1           TELE CIRCUIT NETWORK CORPORATION         0         0         0         0         2           TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.         0         0         0         1         1           TELECOM PLUS, LTD.         1         1         0         1         1         2         11         1	STARTEC GLOBAL LICENSING COMPANY	1	0	1	3
INC.  TALK AMERICA INC.  TALK AMERICA INC.  TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE  0 0 0 0 0  TCG SOUTH FLORIDA  0 0 0 0 0  TEKVOICE COMMUNICATIONS, INC.  TELE CIRCUIT NETWORK CORPORATION  0 0 0 0 0  TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.  TELECOM PLUS, LTD.  TELECOM PLUS, LTD.  TELECOM*USA OR TELECONNECT  TELEDIAS COMMUNICATIONS, INC.  TELEGIAS AMERICA INC.  TELEURO, INC.  TELESTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  TELISTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  TELISTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  TELEURO, INC.  TO 0 0 0  TNETTIX TELECOMMUNICATIONS SERVICES, INC.  TELEURO, INC.  TO 0 0 0 0  TO TOTAL CALL INTERNATIONAL, INC.  TOTAL CALL INTERNATIONAL, INC.  TOUCH-TEL USA, LLC  TOUCH-TEL USA, LLC  TOUCHTONE COMMUNICATIONS INC.  TRANS ANTIONAL COMMUNICATIONS INTERNATIONAL, INC.  TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.  TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.  TRANSWORLD NETWORK, CORP.  TO 0 0 0 1  TRANSWORLD NETWORK, CORP.	STS CONNECT, INC.	0	0	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE         0         0         0         0           TCG SOUTH FLORIDA         0         0         0         0         0           TEKVOICE COMMUNICATIONS, INC.         0         0         0         0         1           TELE COM COMMUNICATIONS, INC.         0         0         0         0         1           TELECOM PLUS, LTD.         1         0         1         1         2         11           TELECOM*USA OR TELECONNECT         1         1         2         11         1         2         11           TELEGLOBE AMERICA INC.         0         1         1         2         2         23           TELEGLOBE AMERICA INC.         0         0         0         0         3           TELLISS, LLC         0         0         0         1         1         2           TELLISS, LLC         0         0         0         0         1         1         1         2           TENETIX INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.         0         0         0         0         0         7           T-NETIX, INC.         0         0         0         0         0         1 <td>SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td>	SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	3
TCG SOUTH FLORIDA         0         0         0         0         0         1           TEKVOICE COMMUNICATIONS, INC.         0         0         0         0         1           TELE CIRCUIT NETWORK CORPORATION         0         0         0         0         2           TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.         0         0         0         1         1           INC.         1         0         1         1         2         11         2         2         2         2         2         3         3         1         1         1	TALK AMERICA INC.	0	1	1	23
TEKVOICE COMMUNICATIONS, INC.         0         0         0         1           TELE CIRCUIT NETWORK CORPORATION         0         0         0         2           TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.         0         0         0         1           INC.         1         0         1	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           INC.         1         0         1 <t< td=""><td>TCG SOUTH FLORIDA</td><td>0</td><td>0</td><td>0</td><td>0</td></t<>	TCG SOUTH FLORIDA	0	0	0	0
TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.  TELECOM PLUS, LTD.  TELECOM*USA OR TELECONNECT  TELEDIAS COMMUNICATIONS, INC.  TELEGLOBE AMERICA INC.  TELEUNO, INC.  TELEUNO, INC.  TELESTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  T-NETIX TELECOMMUNICATIONS SERVICES, INC.  TOTAL CALL INTERNATIONAL, INC.  TOTAL CALL INTERNATIONAL, INC.  TOUCH-TEL USA, LLC  TOUCH-TEL USA, LLC  TOUCHTONE COMMUNICATIONS INC.  TRALEE TELEPHONE COMPANY, LLC  TRANSWORLD NETWORK, CORP.  TO 1  TELEPHONE  TI 0  TELEPHONE  TI 0  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TELEPHONE  TO 0  TELEPHONE  TELEPHONE  TELEPHONE  TO 0  TO 0  TELEPHONE  TO 0  TO	TEKVOICE COMMUNICATIONS, INC.	0	0	0	1
INC.  TELECOM PLUS, LTD.  TELECOM*USA OR TELECONNECT  TELEDIAS COMMUNICATIONS, INC.  TELEGLOBE AMERICA INC.  TELEGLOBE AMERICA INC.  TELEUNO, INC.  TELLISS, LLC  TELEUNO, INC.  TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.  T-NETIX TELECOMMUNICATIONS SERVICES, INC.  T-NETIX, INC.  TOTAL CALL INTERNATIONAL, INC.  TOUCH-TEL USA, LLC  TOUCHTONE COMMUNICATIONS INC.  TRALEE TELEPHONE COMPANY, LLC  TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.  TRANSWORLD NETWORK, CORP.  TO 0 0 1  TRANSWORLD NETWORK, CORP.	TELE CIRCUIT NETWORK CORPORATION	0	0	0	2
TELECOM*USA OR TELECONNECT         1         1         2         11           TELEDIAS COMMUNICATIONS, INC.         2         0         2         23           TELEGLOBE AMERICA INC.         0         1         1         2           TELEUNO, INC.         0         0         0         3           TELLISS, LLC         0         0         0         0         11           TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.         0         0         0         0         0           T-NETIX TELECOMMUNICATIONS SERVICES, INC.         0         0         0         0         7           T-NETIX, INC.         0         0         0         0         12           TOTAL CALL INTERNATIONAL, INC.         0         0         0         4           TOUCH-TEL USA, LLC         0         0         0         1           TOUCHTONE COMMUNICATIONS INC.         0         0         0         1           TRANS NATIONAL COMPANY, LLC         0         0         0         1           TRANS WORLD NETWORK, CORP.         0         0         0         1	TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.         2         0         2         23           TELEGLOBE AMERICA INC.         0         1         1         2           TELEUNO, INC.         0         0         0         3           TELLISS, LLC         0         0         0         0         11           TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.         0         0         0         0         0         0           T-NETIX TELECOMMUNICATIONS SERVICES, INC.         0         0         0         0         7           T-NETIX, INC.         0         0         0         0         12           TOTAL CALL INTERNATIONAL, INC.         0         0         0         4           TOUCH-TEL USA, LLC         0         0         0         1           TOUCHTONE COMMUNICATIONS INC.         0         0         0         1           TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.         0         0         0         1           TRANSWORLD NETWORK, CORP.         0         0         0         1	TELECOM PLUS, LTD.	1	0	1	1
TELEGLOBE AMERICA INC.       0       1       1       2         TELEUNO, INC.       0       0       0       3         TELLISS, LLC       0       0       0       0       11         TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.       0       0       0       0       0         T-NETIX TELECOMMUNICATIONS SERVICES, INC.       0       0       0       0       7         T-NETIX, INC.       0       0       0       0       12         TOTAL CALL INTERNATIONAL, INC.       0       0       0       4         TOUCH-TEL USA, LLC       0       0       0       0       1         TOUCHTONE COMMUNICATIONS INC.       0       0       0       0       1         TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.       0       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       0       1	TELECOM*USA OR TELECONNECT	1	1	2	11
TELEUNO, INC.       0       0       0       3         TELLISS, LLC       0       0       0       0       11         TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.       0       0       0       0       0         T-NETIX TELECOMMUNICATIONS SERVICES, INC.       0       0       0       0       7         T-NETIX, INC.       0       0       0       0       12         TOTAL CALL INTERNATIONAL, INC.       0       0       0       4         TOUCH-TEL USA, LLC       0       0       0       0       1         TOUCHTONE COMMUNICATIONS INC.       0       0       0       1         TRALEE TELEPHONE COMPANY, LLC       0       0       0       3         TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       1	TELEDIAS COMMUNICATIONS, INC.	2	0	2	23
TELLISS, LLC       0       0       0       0       11         TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.       0       0       0       0         T-NETIX TELECOMMUNICATIONS SERVICES, INC.       0       0       0       0       7         T-NETIX, INC.       0       0       0       0       12         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, INC.       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       1	TELEGLOBE AMERICA INC.	0	1	1	2
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.       0       0       0       0         T-NETIX TELECOMMUNICATIONS SERVICES, INC.       0       0       0       7         T-NETIX, INC.       0       0       0       0       12         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, INC.       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       1	TELEUNO, INC.	0	0	0	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.       0       0       0       7         T-NETIX, INC.       0       0       0       12         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, INC.       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       1	TELLISS, LLC	0	0	0	11
T-NETIX, INC.       0       0       0       12         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, INC.       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       1	TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	0
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, INC.       0       0       0       1         TRANSWORLD NETWORK, CORP.       0       0       0       1	T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	7
TOUCH-TEL USA, LLC  TOUCHTONE COMMUNICATIONS INC.  TRALEE TELEPHONE COMPANY, LLC  TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.  TRANSWORLD NETWORK, CORP.  0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	T-NETIX, INC.	0	0	0	12
TOUCHTONE COMMUNICATIONS INC.  0 0 0 1  TRALEE TELEPHONE COMPANY, LLC  TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.  0 0 0 1  TRANSWORLD NETWORK, CORP.  0 0 0 1	TOTAL CALL INTERNATIONAL, INC.	0	0	0	4
TRALEE TELEPHONE COMPANY, LLC  TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.  TRANSWORLD NETWORK, CORP.  0 0 0 1  1	TOUCH-TEL USA, LLC	0	0	0	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. 0 0 0 1 TRANSWORLD NETWORK, CORP. 0 0 1	TOUCHTONE COMMUNICATIONS INC.	0	0	0	1
TRANSWORLD NETWORK, CORP. 0 0 1	TRALEE TELEPHONE COMPANY, LLC	0	0	0	3
	TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
	TRANSWORLD NETWORK, CORP.	0	0	0	1
TRINSIC COMMUNICATIONS, INC. 0 0 1	TRINSIC COMMUNICATIONS, INC.	0	0	0	1

TTI NATIONAL, INC.	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1
UCN, INC	0	0	0	0
UNITED AMERICAN TECHNOLOGY, INC.	1	0	1	2
US LEC OF FLORIDA INC.	0	0	0	2
VARTEC SOLUTIONS, INC.	0	0	0	0
VARTEC TELECOM, INC.	1	0	1	15
VERIZON LONG DISTANCE	1	0	1	13
VERIZON SELECT SERVICES INC.	0	1	1	4
VOIP ENTERPRISES INC.	1	0	1	3
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	0
WESTSTAR COMMUNICATIONS, INC.	0	0	0	1
X2COMM, INC. D/B/A DC COMMUNICATIONS	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	1
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	0	0	1
ZERO PLUS DIALING	0	4	4	52
ZERO PLUS DIALING, INC.	0	1	1	49
ZONE TELECOM, INC.	0	0	0	0
TOTALS**	54	89	143	1,522
*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	<b>;</b>			

three-day rule.

#### Pay Telephone Companies Complaint Activity – July 2005

	Complaints Logged			
Utility Name	Service*	Billing*	Total	YTD
ACHIEVA TELECOM SERVICES, INC. D/B/A TALK'S CHEAP	0	0	0	1
ATN, INC.	1	0	1	2
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	2
HSI TELECOM, INC.	0	0	0	2
JAROTH, INC. D/B/A PACIFIC TELEMANAGEMENT SERVICES	0	0	0	0
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	2
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	1	0	1	3
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS S	0	0	0	1
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	1
SOUTHEAST PAYPHONES, INC.	0	0	0	1
SOUTHERN COMMUNICATIONS SYSTEMS INC.	0	0	0	1
SOUTHERN PAYPHONES COMPANY	0	0	0	1
SPRINT PAYPHONE SERVICES, INC.	0	0	0	2
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TRL ENTERPRISES	0	0	0	1
VERIZON FLORIDA INC.	0	0	0	3
WORLDWIDE PAYPHONE SERVICES, INC.	0	0	0	1
TOTALS** *Please see Definitions	3	0	3	30

<sup>\*</sup>Please see Definitions.

<sup>\*\*</sup>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 - July 2005

Utility Name	Service*	Complaints Billing*	Logged Total	YTD
ALOHA UTILITIES, INC.	7	0	7	18
AQUA UTILITIES FLORIDA, INC.	2	1	3	9
AQUASOURCE UTILITY, INC. D/B/A AQUA UTILITIES FLORIDA, INC	0	0	0	5
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
DIXIE GROVES UTILITY COMPANY A DIVISION OF COMMUNITY UTILI	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
FERNCREST UTILITIES, INC.	0	0	0	2
HEATHER HILLS ESTATES	0	0	0	1
HIDDEN COVE, LTD.	0	0	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1
HOLIDAY UTILITY COMPANY, INC.	0	0	0	3
HUDSON UTILITIES, INC.	0	0	0	2
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	0	0	14
LAKE UTILITY SERVICES, INC.	1	0	1	2
LINDRICK SERVICE CORPORATION	12	0	12	38
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	0	0	0	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.	0	0	0	4
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
VENTURE ASSOCIATES UTILITIES CORP.	0	0	0	1
VIRGINIA CITY UTILITY COMPANY 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**	22	1	23	132
*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 – July 2005

Company	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	7
ENHANCED SERVICES BILLING, INC.	4	35
FDN COMMUNICATIONS	0	1
ILD	1	12
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	3	25
INTEGRETEL, INC.	5	42
MAIN STREET TELEPHONE COMPANY	0	1
OCMC, INC.	1	3
OPERATOR ASSISTANCE NETWORK	5	41
QWEST COMMUNICATIONS CORPORATION	0	1
SKYNET TELESYSTEMS	0	3
SPRINT-FLORIDA, INCORPORATED	1	4
SUPRA TELECOM. AND INFORMATION SYSTEMS, INC.	0	1
TRALEE TELEPHONE COMPANY, LLC	0	2
VERIZON FLORIDA INC.	0	1
ZERO PLUS DIALING	2	32
Totals	23	212

<sup>\*</sup>Please see Definitions

# Unauthorized Telephone Service Change "Local Slamming"

Cases Logged – July 2005

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	5
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACN COMMUNICATION SERVICES, INC.	0	3
ALLTEL FLORIDA, INC.	0	1
ALTERNATIVE PHONE, INC.	0	1
AMERICAN DIAL TONE	0	2
AT&T	0	4
BELLSOUTH TELECOMMUNICATIONS, INC.	3	31
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	3
BROADWING COMMUNICATIONS, LLC	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
CROSSCONNECT	0	1
CURBSIDE COMMUNICATIONS	1	14
DSLI	1	2
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1
IDT	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1
ITC^DELTACOM	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	1	10
NOW COMMUNICATIONS, INC.	1	1
PAETEC COMMUNICATIONS, INC.	1	2
PREMIER TELECOM, INC.	0	4
QWEST COMMUNICATIONS CORPORATION	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	2
SPRINT-FLORIDA, INCORPORATED	0	7
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	22
TALK AMERICA INC.	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1
UTILITY USA, INC.	1	1
VERIZON FLORIDA INC.	2	7
XO COMMUNICATIONS SERVICES, INC.	1	3
XSPEDIUS COMMUNICATIONS	0	1
Totals	17	143

<sup>\*</sup>Please see Definitions

# Unauthorized Telephone Service Change "Long Distance Slamming"

#### Cases Logged – July 2005

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	1	8
ACN COMMUNICATION SERVICES, INC.	1	1
ALLTEL COMMUNICATIONS, INC.	0	3
AMERICATEL CORPORATION	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	8	81
BELLSOUTH LONG DISTANCE, INC.	0	16
BLUERIDGE TELECOM SYSTEMS	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	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.	0	7
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.	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
LONG DISTANCE CONSOLIDATED BILLING CO.	1	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	9
MCI WORLDCOM NETWORK SERVICES, INC.	4	43
NECC TELECOM, INC.	1	1
NET ONE INTERNATIONAL, INC.	2	2
NEW CENTURY TELECOM, INC.	0	3
ONELINK COMMUNICATIONS, INC.	0	4
OPERATOR ASSISTANCE NETWORK	0	2
OPEX COMMUNICATIONS, INC.	0	3
PIONEER TELEPHONE, INC.	0	1
PRIMO COMMUNICATIONS INC	0	1

Company	Month	Year-To-Date
PRIMUS TELECOMMUNICATIONS, INC.	2	7
QWEST COMMUNICATIONS CORPORATION	3	33
REDUCED RATE LONG DISTANCE LLC	0	2
SBC LONG DISTANCE, INC.	0	1
SKYNET TELESYSTEMS	1	6
SPRINT	5	81
STARTEC GLOBAL LICENSING COMPANY	1	3
STS CONNECT, INC.	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	2
TALK AMERICA INC.	0	6
TELE CIRCUIT NETWORK CORPORATION	0	2
TELECOM PLUS, LTD.	1	1
TELECOM*USA OR TELECONNECT	0	5
TELEDIAS COMMUNICATIONS, INC.	2	23
TELEUNO, INC.	0	2
TELLISS, LLC	0	2
TOTAL CALL INTERNATIONAL, INC.	0	2
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1
TTI NATIONAL, INC.	0	1
UNITED AMERICAN TECHNOLOGY, INC.	1	1
VARTEC TELECOM, INC.	1	3
VERIZON LONG DISTANCE	1	3
VERIZON SELECT SERVICES INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	0	10
Totals	38	427

<sup>\*</sup>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.