



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT JULY 2005

Data Compiled on 8/23/2005

# Table of Contents

Consumer Activity Overview	1
Cases by Industry	2
Complaints by County	3
Electric Companies - Complaint Activity	4
Gas Companies - Complaint Activity	4
Local / Competitive Local Exchange Telephone Companies - Complaint Activity	5
Long Distance Telephone Companies - Complaint Activity	9
Pay Telephone Companies - Complaint Activity	13
Water and Wastewater Companies - Complaint Activity	14
Cramming - Unauthorized Additional Local Telephone Service Charges	16
Local Slamming – Unauthorized Local Telephone Carrier Change	17
Long Distance Slamming – Unauthorized Long Distance Carrier Change	18
Definitions	20

## 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](mailto: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 - July 2005

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,493</b>
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	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>1,506</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b><u>2,999</u></b>

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

## 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.

\*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 July 2005



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

## Electric Companies Complaint Activity – July 2005

Utility Name	Complaints Logged			
	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
<b>TOTALS**</b>	<b>41</b>	<b>27</b>	<b>68</b>	<b>430</b>

*\*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 – July 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	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
<b>TOTALS**</b>	<b>2</b>	<b>11</b>	<b>13</b>	<b>153</b>

*\*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 - July 2005

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
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

*\*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 – July 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
I-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
DSL I	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
<b>TOTALS**</b>	<b>69</b>	<b>40</b>	<b>109</b>	<b>887</b>
**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 - July 2005**

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
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

EXERGY GROUP, LLC	0	0	0	1
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS	0	0	0	3
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	7
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GTC TELECOM CORP.	0	0	0	15
IBGH COMMUNICATIONS, LLC	0	0	0	0
IDS TELCOM CORP.	0	0	0	1
IDS TELCOM LLC	0	0	0	3
IDT AMERICA CORP. D/B/A DSA TELECOM	1	2	3	29
IDT CORPORATION	0	0	0	1
ILD	0	2	2	20
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	6	6	36
INTEGRETEL, INC.	0	4	4	61
INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
INVOIP LLC	1	0	1	1
ISN TELCOM	0	0	0	1
ITC^DELTACOM	0	1	1	9
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
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
MCG, LLC	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 MUNDO TEL	0	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
OCCM, 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
OPEX COMMUNICATIONS, INC.	1	1	2	5

OPTICAL TELEPHONE CORPORATION	0	0	0	0
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOM	0	0	0	1
PHONE1, INC.	0	0	0	1
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	5
PRIMO COMMUNICATIONS INC	0	0	0	1
PRIMUS TELECOMMUNICATIONS, INC.	2	0	2	9
PT-1 COMMUNICATIONS	0	0	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	1
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	2
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	2
RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS	0	0	0	1
SBC LONG DISTANCE, INC.	0	0	0	1
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	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
TCG SOUTH FLORIDA	0	0	0	0
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
TELECOM PLUS, LTD.	1	0	1	1
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	11
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	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
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
<b>TOTALS**</b>	<b>54</b>	<b>89</b>	<b>143</b>	<b>1,522</b>
*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 – July 2005

Utility Name	Service*	Complaints Logged		
		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 TELEMAGEMENT 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
<b>TOTALS**</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>30</b>

\*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 - July 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
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
<b>TOTALS**</b>	<b>22</b>	<b>1</b>	<b>23</b>	<b>132</b>
*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

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
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
OCCM, 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
<b>Totals</b>	<b>23</b>	<b>212</b>

*\*Please see Definitions*

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

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
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
DSL1	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
<b>Totals</b>	<b>17</b>	<b>143</b>

*\*Please see Definitions*

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

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
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

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
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
<b>Totals</b>	<b>38</b>	<b>427</b>

*\*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.