



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT OCTOBER 2005

Data Compiled on 11/8/2005

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	10
Pay Telephone Companies - Complaint Activity	14
Water and Wastewater Companies - Complaint Activity	15
Cramming - Unauthorized Additional Local Telephone Service Charges	17
Local Slamming – Unauthorized Local Telephone Carrier Change	18
Long Distance Slamming – Unauthorized Long Distance Carrier Change	19
Definitions	21

Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- **CALL** the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us
- Or **WRITE** to:
Florida Public Service Commission
Division of Regulatory Compliance and Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview - October 2005

Complaints Received & Entered into CATS		1,855
Electric	73	
Gas	23	
Competitive Local Exchange Telephone	124	
Local Exchange Telephone	152	
Long Distance Telephone	123	
Pay Telephone	5	
Shared Tenant	0	
Water & Wastewater	16	
Non-certificated Company Complaints Logged		9
Electric	1	
Gas	1	
Telecommunications	3	
Water / Wastewater	0	
Industry Unknown	4	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,149
Electric	725	
Gas	0	
Telecommunications	424	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		90
Electric	40	
Gas	0	
Telecommunications	50	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		91
Electric	51	
Gas	0	
Telecommunications	40	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,695</u>
Total New Cases Received & Entered into CATS		<u>3,550</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,443	1,355	2,798
Mail	79	82	161
Internet	296	238	534
Fax	37	20	57
Totals	1,855	1,695	3,550

Cases by Industry October 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	73	4%	434	26%
Natural Gas	23	1%	32	2%
Telecommunications	404	22%	589	35%
Competitive Local Exchange Telephone	124	7%		
Local Exchange Telephone	152	8%		
Long Distance Telephone	123	7%		
Pay Telephone	5	<1%		
Shared Tenant	0	0%		
Water & Wastewater	16	<1%	82	5%
Non-certificated Company Cases Logged**	9	<1%	558	33%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,149	62%		
E-Transfers	90	5%		
Cases Received & Closed by 3 Day Rule	91	5%		
Total	1,855	100%	1,695	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

October 2005



Note: County name not available for 183 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresses, etc.

Electric Companies Complaint Activity – October 2005

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	13	31	44	385
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	1
GULF POWER COMPANY	0	0	0	4
PROGRESS ENERGY FLORIDA, INC.	8	13	21	214
TAMPA ELECTRIC COMPANY	1	7	8	103
TOTALS**	22	51	73	707
<i>*Please see Definitions.</i>				
<i>**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.</i>				

Natural Gas Companies Complaint Activity – October 2005

Complaints Logged				
Utility Name	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	4
FLORIDA CITY GAS	9	8	17	105
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	35
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	2	2	4	68
TOTALS**	12	11	23	213
<i>*Please see Definitions.</i>				
<i>**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.</i>				

Local Telephone Companies Complaint Activity - October 2005

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	1	1	2	23
BELLSOUTH	29	51	80	1,089
FRONTIER	0	0	0	1
GTC, INC. D/B/A GT COM	1	2	3	21
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0
NE FLORIDA	0	0	0	1
QUINCY/TDS	0	1	1	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0
SPRINT-FLORIDA	28	14	42	486
VERIZON FLORIDA, INC.	15	9	24	316
TOTALS**	74	78	152	1,938

**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 – October 2005

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
1-800-RECONEX, INC. D/B/A USTEL	0	0	0	2
AAA RECONNECT, INC.	0	0	0	0
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	9
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	9
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	8
ACTEL WIRELESS, INC.	0	0	0	2
ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS	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
AMERICAN DIAL TONE	1	0	1	11
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	5	5	10	128
AZUL TEL, INC.	1	0	1	6
BEAUTY TOWN, INC. D/B/A ANNS COMMUNICATION	0	0	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BRIGHT HOUSE NETWORKS INFO.SVCS (FLORIDA), LLC	15	1	16	78
BROADSTAR COMMUNICATIONS, LLC	0	0	0	10
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET PHONE, INC.	1	0	1	4
BULLSEYE TELECOM, INC.	0	0	0	1
BUSINESS TELECOM, INC. D/B/A BTI	1	0	1	7
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1
CARILINK INTERNATIONAL, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	2	0	2	15
CHOICE ONE TELECOM	1	0	1	2
CLEARTEL TELECOMMUNICATIONS, INC.	2	2	4	6
COASTAL CONNECTIONS	0	0	0	1
COMCAST PHONE OF FLA D/B/A COMCAST DIGITAL PHONE	3	2	5	34
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1
CURBSIDE COMMUNICATIONS	2	0	2	34

CYPRESS COMMUNICATIONS OPERATING COMPANY, LLC	0	0	0	1
DELAND ACTEL, INC.	1	0	1	8
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	2
DPI-TELECONNECT, L.L.C.	1	0	1	2
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	9
EPICUS, INC. D/B/A EPICUS	0	0	0	8
EXCEL TELECOMMUNICATIONS, INC.	0	1	1	12
EXPRESS PHONE SERVICE, INC.	0	0	0	6
FDN COMMUNICATIONS	5	1	6	64
FLATEL, INC. D/B/A FLORIDA TELEPHONE CO D/B/A OSCATEL	0	0	0	1
FLORIDA MULTI MEDIA	0	1	1	1
FLORIDA PHONE SERVICE, INC.	1	0	1	14
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	13
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	1	1	2
GEORGIA TELEPHONE SERVICES, INC.	0	0	0	1
GLOBAL CONNECTION, INC OF AMERICA	1	0	1	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	2
HIGH TECH COMMUNICATIONS	1	0	1	2
IDS TELCOM CORP.	5	1	6	30
IDS TELCOM LLC	1	1	2	24
IDT	1	0	1	18
ILD	0	1	1	3
INSTATONE	2	1	3	15
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	8
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1
ITC^DELTACOM	0	3	3	45
KINGTEL, INC.	0	0	0	2
KMC TELECOM III LLC	0	0	0	3
KMC TELECOM V, INC.	0	0	0	2
KNOLOGY OF FLORIDA, INC.	1	0	1	6
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	6
MATRIX TELECOM, INC.	0	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	0	2	23
MCI WORLDCOM NETWORK SERVICES, INC.	3	3	6	46
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	0	0	0	4
NETWORK TELEPHONE CORPORATION	0	0	0	0
NEW EDGE NETWORK, INC. D/B/A NEW EDGE NETWORKS	0	0	0	3
NEWPHONE	6	0	6	14
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0

NOW COMMUNICATIONS, INC.	0	0	0	2
NUVOX COMMUNICATIONS, INC.	0	1	1	9
O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	0	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	2
PAETEC COMMUNICATIONS, INC.	0	0	0	4
PHONE CLUB CORPORATION	0	0	0	1
PHONE-LINK, INC.	0	0	0	8
PINNACLE TELCOM, INC.	0	0	0	0
PNG TELECOMM., INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	2
PREMIER TELECOM, INC.	1	0	1	8
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0
QUALITY TELEPHONE INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	3
SALUDA NETWORKS INCORPORATED	0	0	0	6
SANTEL COMMUNICATIONS	0	1	1	3
SATURN TELECOMM. SERVICES INC. D/B/A STS TELECOM	0	0	0	16
SBC LONG DISTANCE. LLC D/B/A SBC LONG DISTANCE	0	0	0	2
SBC TELECOM, INC.	0	0	0	1
SERVISENSE.COM, INC.	0	0	0	0
SNC COMMUNICATIONS, LLC	0	0	0	2
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	4
SOUTHERN TELCOM NETWORK, INC.	1	0	1	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	8
STS TELECOM, LLC	1	0	1	5
SUNTEL METRO, INC.	0	0	0	1
SUN-TEL USA, INC.	0	0	0	5
SUPRA TELECOMMUNICATIONS AND INFO. SYSTEMS, INC.	8	12	20	269
TALK AMERICA INC.	0	0	0	10
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	5
TCG SOUTH FLORIDA	0	0	0	0
TELCOVE OF FLORIDA, INC.	0	0	0	2
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
TIBURON TELECOM, INC.	0	0	0	0
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRISTAR COMMUNICATIONS CORP.	0	0	0	2
UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS D	0	0	0	2
US LEC OF FLORIDA INC.	0	0	0	9

UTILITIES COMMISSION, NEW SMYRNA BEACH D/B/A NEW SMYRNA CO	0	0	0	4
UTILITY USA, INC. D/B/A VIZON TELECOM	0	0	0	1
VARTEC TELECOM, INC.	0	1	1	13
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	2	2	4	57
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	1	1	2
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	0	0	0	4
Z-TEL COMMUNICATIONS, INC.	0	0	0	12
TOTALS**	81	43	124	1,309
**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 - October 2005

Utility Name	Service*	Complaints Logged		
		Billing*	Total	YTD
ACC NAT'L LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	7
ACN COMMUNICATION SERVICES, INC.	0	0	0	2
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMM.	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	0	0	3
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	1	1	11
AMERIVISION COMMUNICATIONS, INC. D/B/A AFFINITY 4	0	0	0	1
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	12	16	28	436
AUGLINK COMMUNICATIONS, INC.	0	1	1	1
AURIS, LLC	0	0	0	1
AZUL TEL, INC.	0	0	0	0
BELL ATLANTIC COMM., INC. D/B/A VERIZON LONG DIST.	0	0	0	13
BELLSOUTH LONG DISTANCE, INC.	3	5	8	54
BIGREDWIRE.COM, INC.	0	0	0	1
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET CALL LONG DISTANCE, INC.	0	1	1	7
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
CENTRIX TELECOM, LLC	0	0	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	6
COMCAST PHONE OF FLA D/B/A COMCAST DIGITAL PHONE	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	0	0	9
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
COMTECH 21, LLC	0	0	0	1
CONVERGIA, INC.	1	0	1	1
CORRECTIONAL BILLING SERVICES	2	1	3	29
COVISTA, INC.	0	0	0	2
CROSSCONNECT	1	0	1	6
CUSTOM TELECONNECT, INC.	0	0	0	5
D.G.A. TELECOM, INC.	0	0	0	1
DANCRIS TELECOM, L.L.C.	0	0	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	1
EASTON TELECOM SERVICES, L.L.C.	0	0	0	1
ENHANCED BILLING SERVICES, INCORPORATED	0	1	1	4

ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	5
ENHANCED SERVICES BILLING, INC.	0	3	3	55
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.	1	1	2	12
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	11
GLOBAL TEL*LINK CORPORATION	0	0	0	1
GTC TELECOM CORP.	0	0	0	15
HBS BILLING SERVICES COMPANY	0	0	0	2
IBGH COMMUNICATIONS, LLC	0	0	0	0
IDS TELCOM CORP.	0	0	0	3
IDS TELCOM LLC	0	0	0	3
IDT AMERICA CORP. D/B/A DSA TELECOM	3	0	3	39
IDT CORPORATION	0	0	0	1
ILD	1	6	7	35
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	3	3	47
INTEGRETEL, INC.	0	2	2	78
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
INTERNATIONAL DIGITAL TELECOMM. SYSTEMS, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
INVOIP LLC	0	0	0	2
ITC^DELTACOM COMM., INC. D/B/A ITC^DELTACOM	0	0	0	10
KNOLOGY OF FLORIDA, INC.	0	0	0	1
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	1
LEAST COST ROUTING, INC.	0	0	0	1
LEAST COST ROUTING, INC. D/B/A LONG DISTANCE CHARGES	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	3
LONG DISTANCE CONSOLIDATED BILLING CO.	1	0	1	4
MAIN STREET TELEPHONE COMPANY	0	0	0	0
MCG, LLC	0	0	0	0
MCI COMMUNICATIONS SERVICES, INC.	0	0	0	15
MCI NETWORK SERVICES, INC.	5	9	14	173
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	1	0	1	1
MOVIE, TELEVISION, & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	1
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NAUTILUS TELECOMMUNICATIONS, INC.	1	0	1	1

NECC TELECOM, INC.	0	0	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	2
NETWORK COMM. INTERNATIONAL CORP. D/B/A MUNDO TEL	0	0	0	5
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	2
NEW CENTURY TELECOM, INC.	0	0	0	2
NOBELTEL, LLC	0	0	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1
NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS	0	0	0	1
OCCMC, INC.	0	8	8	80
OLS, INC.	0	0	0	1
ONE CALL COMM., INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	4
ONELINK COMMUNICATIONS, INC.	0	0	0	4
OPERATOR ASSISTANCE NETWORK	0	10	10	112
OPEX COMMUNICATIONS, INC.	0	0	0	6
OPTICAL TELEPHONE CORPORATION	0	0	0	0
ORION TELECOMMUNICATIONS CORP	0	0	0	1
PHONE1, INC.	0	1	1	2
POLTEL, LLC	0	0	0	1
PREMIER TELECOM, INC.	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	2	2	12
PROTEL TELECOMMUNICATIONS CORP.	0	0	0	1
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	0	0	0	64
RADIANT TELECOM, INC.	0	0	0	3
RED RIVER NETWORKS LLC	0	0	0	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	2
RIDLEY TELEPHONE COMPANY, LLC	0	0	0	1
RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS	0	0	0	1
SBC LONG DISTANCE	1	0	1	2
SKYNET TELESYSTEMS LLC D/B/A SKYNET TELESYSTEMS	0	0	0	17
SKYTEL US, INC.	0	0	0	1
SOUTHERNNET, INC., D/B/A TELECOM*USA OR TELECONNECT	0	0	0	14
SPRINT	5	5	10	186
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DIST.	0	0	0	1
STARTEC GLOBAL LICENSING COMPANY	1	0	1	4
STS CONNECT, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFO. SYSTEMS, INC.	0	0	0	3
T3 COMMUNICATIONS, LLC D/B/A TIER 3 COMMUNICATIONS	0	0	0	1
TALK AMERICA INC.	0	1	1	29
TALLAHASSEE TELEPHONE EXCHANGE, INC. D/B/A TTE	0	0	0	1
TCG SOUTH FLORIDA	0	0	0	0

TEKVOICE COMMUNICATIONS, INC.	0	0	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	2
TELECOM MGMNT, INC. D/B/A PIONEER TELEPHONE, INC.	0	0	0	1
TELECOM PLUS, LTD.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	24
TELEGLOBE AMERICA INC.	0	0	0	3
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
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	11
T-NETIX, INC.	0	0	0	16
TOTAL CALL INTERNATIONAL, INC.	0	0	0	6
TOUCH-TEL USA, LLC	0	0	0	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	2
TRALEE TELEPHONE COMPANY, LLC	0	0	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRANSWORLD NETWORK, CORP.	0	0	0	2
TRI-M COMMUNICATIONS, INC. D/B/A TMC COMMUNICATIONS	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.	0	0	0	2
UNLIMITED LONG DISTANCE, INC. D/B/A VERSATALK	0	0	0	3
US LEC OF FLORIDA INC.	0	0	0	2
VANILLA INC.	1	0	1	1
VARTEC SOLUTIONS, INC.	0	0	0	0
VARTEC TELECOM, INC D/B/A VARTEC TELE. & CLEAR CHOICE	0	0	0	17
VERIZON SELECT SERVICES INC.	0	1	1	9
VOIP ENTERPRISES INC.	0	0	0	4
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	0	0	0
WESTSTAR COMMUNICATIONS, INC.	0	0	0	1
WORLDXCHANGE CORP. D/B/A ACCERIS COMM. PARTNERS	0	0	0	11
X2COMM, INC. D/B/A DC COMMUNICATIONS	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	2
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	0	0	1
ZERO PLUS DIALING	1	2	3	123
ZONE TELECOM, INC.	0	0	0	0
TOTALS**	41	82	123	2,008

*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 – October 2005

Utility Name	Service*	Complaints Logged		
		Billing*	Total	YTD
ACHIEVA TELECOM SERVICES, INC. D/B/A TALK'S CHEAP	0	0	0	1
ANTHONY BROWN AND KENNY SMITH D/B/A A.B.C. PAY PHONES	0	0	0	1
ATN, INC.	0	0	0	2
BAY PUBLIC COMMUNICATIONS, INC.	0	0	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1
COIN-TEL, INC.	1	0	1	1
COMMERCIAL PAY PHONES, INC.	1	0	1	1
D & K MANAGEMENT SERVICES, INC.	0	0	0	1
DUANE E LUND	0	0	0	1
EVERCOM SYSTEMS, INC.	0	0	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	3
FREEDOM PHONE SERVICES, LLC	0	0	0	1
HSI TELECOM, INC.	0	0	0	2
JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES	0	0	0	1
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	4
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS	0	0	0	3
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	2
RANDELL & LENICE HUBBARD D/B/A TRL ENTERPRISES	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
VERIZON FLORIDA INC.	0	0	0	3
WORLDWIDE PAYPHONE SERVICES, INC.	0	0	0	1
TOTALS**	4	1	5	40

*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 - October 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALAFAYA UTILITIES, INC.	0	1	1	2
ALOHA UTILITIES, INC.	1	0	1	24
AQUA UTILITIES FLORIDA, INC.	1	0	1	27
ARREDONDO UTILITY COMPANY, INC. D/B/A AQUA UTILITIES FLORI	0	0	0	3
BAYSHORE UTILITIES, INC.	0	0	0	1
BLUE HERON GOLF & COUNTRY CLUB	2	0	2	2
COLONIAL MANOR UTILITY COMPANY	0	0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	2
COUNTY-WIDE UTILITY CO., INC.	1	0	1	3
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1
CWS COMMUNITIES LP D/B/A PALM VALLEY UTILITIES	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	1	1	1
DIXIE GROVES UTILITY COMPANY A DIV. OF COMMUNITY UTIL.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	2
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	6
HUDSON UTILITIES, INC.	0	0	0	3
INDIANTOWN COMPANY, INC.	0	1	1	1
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	3
KINCAID HILLS WATER COMPANY	0	0	0	2
L W V UTILITIES, INC.	0	0	0	2
L. P. UTILITIES CORPORATION	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	14
LAKE UTILITY SERVICES, INC.	1	0	1	3
LANIGER ENTERPRISES OF AMERICA, INC.	0	1	1	1
LINDRICK SERVICE CORPORATION	1	0	1	48
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	2
MAD HATTER UTILITY, INC.	0	1	1	1
MARION UTILITIES, INC.	0	0	0	1
MILES GRANT WATER AND SEWER COMPANY	0	1	1	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NORTH FORT MYERS UTILITY, INC.	0	0	0	1

O&S WATER COMPANY, INC.	0	0	0	2
OAK SPRINGS, LLC	0	0	0	1
PARK WATER COMPANY INC.	0	0	0	1
PARKLAND UTILITIES, INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	1
SANLANDO UTILITIES CORPORATION	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	5
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	1
UTILITIES, INC. OF EAGLE RIDGE	0	1	1	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF PENNBROOKE	0	1	1	2
VENTURE ASSOCIATES UTILITIES CORP.	0	0	0	1
VIRGINIA CITY UTILITY COMPANY A DIV. OF COMMUNITY UTIL.	0	0	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	2
ZELLWOOD STATION CO-OP	0	0	0	1
TOTALS**	8	8	16	198
*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 – October 2005

Company	Month	Year-To-Date
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	2	9
ENHANCED SERVICES BILLING, INC.	6	48
FDN COMMUNICATIONS	0	1
HBS BILLING SERVICES COMPANY	1	1
ILD	2	18
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	28
INTEGRETTEL, INC.	5	57
MAIN STREET TELEPHONE COMPANY	0	1
OCMC, INC.	0	5
OPERATOR ASSISTANCE NETWORK	6	55
QWEST COMMUNICATIONS CORPORATION	0	1
SKYNET TELESYSTEMS	0	3
SPRINT-FLORIDA, INCORPORATED	0	5
SUPRA TELECOMMUNICATIONS AND INFO. SYSTEMS, INC.	0	1
TRALEE TELEPHONE COMPANY, LLC	0	2
VERIZON FLORIDA INC.	0	1
ZERO PLUS DIALING	1	18
ZERO PLUS DIALING, INC.	1	17
Totals	25	272

**Please see Definitions*

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

Company	Month	Year-To-Date
ALLTEL FLORIDA, INC.	0	2
ALTERNATIVE PHONE, INC.	0	1
AMERICAN DIAL TONE	0	3
AT&T	1	6
BELLSOUTH TELECOMMUNICATIONS, INC.	2	41
BELLSOUTH TELECOMMUNICATIONS, INC.	0	1
BRIGHT HOUSE NETWORKS INFO. SVCS (FLORIDA), LLC	1	7
BROADWING COMMUNICATIONS, LLC	0	1
COMCAST PHONE OF FLA, D/B/A COMCAST DIGITAL	0	1
CROSSCONNECT	0	1
CURBSIDE COMMUNICATIONS	0	15
DSL	0	2
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	0	2
GLOBAL CONNECTION, INC OF AMERICA	1	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1
IDT	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1
ITC^DELTACOM	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	6
MCI WORLDCOM NETWORK SERVICES, INC.	1	13
NOW COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	2
PREMIER TELECOM, INC.	0	4
QWEST COMMUNICATIONS CORPORATION	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	2
SPRINT-FLORIDA, INCORPORATED	2	11
SUPRA TELECOMM. AND INFO. SYSTEMS, INC.	1	30
TALK AMERICA INC.	0	1
TELE CIRCUIT NETWORK CORPORATION	0	1
UTILITY USA, INC.	0	1
VERIZON FLORIDA INC.	0	7
VERIZON SELECT SERVICES INC.	1	1
XO COMMUNICATIONS SERVICES, INC.	0	5
XSPEDIUS COMMUNICATIONS	0	1
Totals	12	178

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	0	10
ACN COMMUNICATION SERVICES, INC.	0	1
AFFINITY 4	0	1
ALLTEL COMMUNICATIONS, INC.	0	3
AMERICATEL CORPORATION	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	10	98
BELLSOUTH LONG DISTANCE, INC.	3	21
BLUERIDGE TELECOM SYSTEMS	0	1
BUDGET CALL LONG DISTANCE, INC.	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	5
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	9
COMTECH 21, LLC	0	1
COVISTA, INC.	0	1
CROSSCONNECT	1	1
DC COMMUNICATIONS	0	1
EASTON TELECOM SERVICES, L.L.C.	0	1
ECG	0	2
EUROCOM TELECOMMUNICATIONS, LLC	0	4
EXCEL TELECOMMUNICATIONS, INC.	1	8
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	5
GT COM LONG DISTANCE	0	1
GTC TELECOM CORP.	0	2
HBS BILLING SERVICES COMPANY	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	1	3
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	1
INTEGRETEL, INC.	0	3
ITC^DELTACOM	0	2
LEAST COST ROUTING, INC.	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	2
LONG DISTANCE CONSOLIDATED BILLING CO.	1	4
MCI WORLDCOM COMMUNICATIONS, INC.	0	11
MCI WORLDCOM NETWORK SERVICES, INC.	4	56
NECC TELECOM, INC.	0	1
NET ONE INTERNATIONAL, INC.	0	2
NETWORK ENHANCED TECHNOLOGIES, INC.	0	2
NEW CENTURY TELECOM, INC.	0	3

Company	Month	Year-To-Date
ONELINK COMMUNICATIONS, INC.	0	4
OPERATOR ASSISTANCE NETWORK	0	2
OPEX COMMUNICATIONS, INC.	0	3
PIONEER TELEPHONE, INC.	0	1
POLTEL, LLC	0	1
PREMIER TELECOM, INC.	0	2
PRIMO COMMUNICATIONS INC	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	8
QWEST COMMUNICATIONS CORPORATION	0	39
REDUCED RATE LONG DISTANCE LLC	0	2
SBC LONG DISTANCE, INC.	1	2
SKYNET TELESYSTEMS	0	6
SPRINT	4	95
STARTEC GLOBAL LICENSING COMPANY	1	4
STS CONNECT, INC.	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	3
TALK AMERICA INC.	0	9
TELE CIRCUIT NETWORK CORPORATION	0	2
TELECOM PLUS, LTD.	0	1
TELECOM*USA OR TELECONNECT	0	6
TELEDIAS COMMUNICATIONS, INC.	0	23
TELEUNO, INC.	0	2
TELLISS, LLC	0	2
TOTAL CALL INTERNATIONAL, INC.	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL	0	1
TTI NATIONAL, INC.	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1
VARTEC TELECOM, INC.	0	4
VERIZON LONG DISTANCE	0	3
VERIZON SELECT SERVICES INC.	0	1
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	0	11
Totals	27	517

**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.