



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT October 2006

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

* CALL the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552

*FAX your questions to 1-800-511-0809

*E-MAIL the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us

*Or WRITE to:

Florida Public Service Commission
Division of Regulatory Compliance and Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview October 2006

| | | |
|---|-----|--------------|
| Complaints Received & Entered into CATS | | 1,672 |
| Electric | 101 | |
| Gas | 15 | |
| Competitive Local Exchange Telephone | 74 | |
| Local Exchange Telephone | 183 | |
| Long Distance Telephone | 156 | |
| Pay Telephone | 3 | |
| Shared Tenant | 0 | |
| Water & Wastewater | 15 | |
| Non-certificated Company Complaints Logged | | 1 |
| Electric | 0 | |
| Gas | 0 | |
| Telecommunications | 1 | |
| Water/Wastewater | 0 | |
| Industry Unknown | 0 | |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | | 943 |
| Electric | 664 | |
| Gas | 1 | |
| Telecommunications | 278 | |
| Water/Wastewater | 0 | |
| E-Transfers (E-mails sent to Utilities from the PSC Web site) | | 88 |
| Electric | 43 | |
| Gas | 1 | |
| Telecommunications | 44 | |
| Water/Wastewater | 0 | |
| Cases Received / Closed Under 3 Day Rule | | 93 |
| Electric | 78 | |
| Gas | 0 | |
| Telecommunications | 15 | |
| Water / Wastewater | 0 | |
| Information Requests Received & Entered into CATS | | 1,393 |
| Total New Cases Received & Entered into CATS | | 3,065 |

| How Cases Were Received | Complaints | Information Requests | Total Cases |
|-------------------------|--------------|----------------------|--------------|
| Phone | 1,260 | 1,152 | 2,412 |
| Mail | 65 | 59 | 124 |
| Internet | 308 | 164 | 472 |
| Fax | 39 | 18 | 57 |
| Totals | 1,672 | 1,393 | 3,065 |

Cases by Industry

October 2006

| | Complaints Logged | % of Total Complaints* | Information Requests Logged | % of Total Information Requests* |
|--|-------------------|------------------------|-----------------------------|----------------------------------|
| Electric | 101 | 6 % | 222 | 16 % |
| Natural Gas | 15 | 1 % | 19 | 1 % |
| Telecommunications | 416 | 24 % | 384 | 28 % |
| Competitive Local Exchange Telephone | 74 | 4 % | | |
| Local Exchange Telephone | 183 | 11 % | | |
| Long Distance Telephone | 156 | 9 % | | |
| Pay Telephone | 3 | 0 % | | |
| Shared Tenant | 0 | 0 % | | |
| Water & Wastewater | 15 | 1 % | 67 | 5 % |
| Non-certificated Company Cases logged** | 1 | 0 % | 701 | 50 % |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 943 | 56 % | | |
| E-Transfers | 88 | 5 % | | |
| Cases Received & Closed by 3 Day Rule | 93 | 6 % | | |
| Total | 1,672 | 100 % | 1,393 | 100 % |

Information provided by 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 2006



Note: County name not available for 99 cases.
 e.g., complaints received by e-mail, telephone
 transfer-connects, non-Florida addresses, etc.

Electric Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|----------------------------------|-------------------|-----------|------------|--------------|
| | Service* | Billing* | Total | Y-T-D |
| FLORIDA POWER & LIGHT COMPANY | 16 | 39 | 55 | 617 |
| FLORIDA PUBLIC UTILITIES COMPANY | 0 | 1 | 1 | 7 |
| GULF POWER COMPANY | 1 | 0 | 1 | 9 |
| PROGRESS ENERGY FLORIDA, INC. | 17 | 18 | 35 | 538 |
| TAMPA ELECTRIC COMPANY | 4 | 5 | 9 | 94 |
| TOTALS** | 38 | 63 | 101 | 1,265 |

**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 - October 2006

| | Complaints Logged | | | |
|--|-------------------|----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| FLORIDA CITY GAS | 5 | 2 | 7 | 125 |
| FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION | 0 | 0 | 0 | 10 |
| FLORIDA PUBLIC UTILITIES COMPANY | 4 | 0 | 4 | 45 |
| PEOPLES GAS SYSTEM | 4 | 0 | 4 | 102 |
| ST. JOE NATURAL GAS COMPANY, INC. | 0 | 0 | 0 | 1 |
| TOTALS** | 13 | 2 | 15 | 283 |

**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 - October 2006

| | Complaints Logged | | | |
|--|-------------------|-----------|------------|--------------|
| | Service* | Billing* | Total | Y-T-D |
| BELLSOUTH TELECOMMUNICATIONS, INC. | 38 | 53 | 91 | 1,269 |
| EMBARQ FLORIDA, INC. | 30 | 26 | 56 | 503 |
| FRONTIER COMMUNICATIONS OF THE SOUTH, INC. | 0 | 0 | 0 | 2 |
| GT COM | 1 | 0 | 1 | 19 |
| ITS TELECOMMUNICATIONS SYSTEMS, INC. | 0 | 0 | 0 | 1 |
| TDS TELECOM/QUINCY TELEPHONE | 0 | 0 | 0 | 1 |
| VERIZON FLORIDA INC. | 14 | 14 | 28 | 296 |
| WINDSTREAM FLORIDA, INC. | 4 | 3 | 7 | 45 |
| TOTALS** | 87 | 96 | 183 | 2,136 |

**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 2006

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| ACCESS INTEGRATED NETWORKS, INC. | 1 | 0 | 1 | 4 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 0 | 0 | 3 |
| ACTEL WIRELESS, INC. | 0 | 1 | 1 | 1 |
| ALLTEL COMMUNICATIONS, INC. | 2 | 0 | 2 | 6 |
| AMERICAN DIAL TONE | 0 | 0 | 0 | 3 |
| AMERICAN PHONE SERVICES CORP. | 0 | 0 | 0 | 1 |
| AMERICATEL CORPORATION | 0 | 0 | 0 | 1 |
| ANEW BROADBAND, INC. | 0 | 0 | 0 | 3 |
| AT&T | 2 | 2 | 4 | 51 |
| AT&T LONG DISTANCE | 0 | 0 | 0 | 2 |
| AUGLINK COMMUNICATIONS, INC. | 0 | 0 | 0 | 7 |
| AZUL TEL, INC. | 0 | 0 | 0 | 2 |
| BIRCH | 0 | 0 | 0 | 1 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 7 | 0 | 7 | 47 |
| BROADSTAR, LLC | 0 | 0 | 0 | 2 |
| BROADWING COMMUNICATIONS, LLC | 0 | 0 | 0 | 1 |
| BUDGET PHONE, INC. | 0 | 0 | 0 | 2 |
| BULLSEYE TELECOM, INC. | 0 | 0 | 0 | 2 |
| BUSINESS TELECOM, INC. D/B/A BTI | 0 | 1 | 1 | 1 |
| CAT COMMUNICATIONS INTERNATIONAL, INC. | 0 | 0 | 0 | 5 |
| CHOICE ONE TELECOM | 1 | 0 | 1 | 4 |
| CITYWIDE-TEL | 0 | 0 | 0 | 1 |
| CLEARTEL TELECOMMUNICATIONS, INC. | 3 | 2 | 5 | 27 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 4 | 0 | 4 | 49 |
| COVAD COMMUNICATIONS COMPANY | 0 | 0 | 0 | 1 |
| COX COMMUNICATIONS | 0 | 0 | 0 | 5 |
| CURBSIDE COMMUNICATIONS | 0 | 0 | 0 | 1 |
| DELAND ACTEL, INC. | 0 | 0 | 0 | 4 |
| DELTACOM, INC. | 3 | 0 | 3 | 21 |
| DPI-TELECONNECT, L.L.C. | 0 | 0 | 0 | 1 |
| DSLII | 0 | 1 | 1 | 7 |
| EASY TELEPHONE SERVICES COMPANY | 0 | 0 | 0 | 1 |
| EMBARQ COMMUNICATIONS, INC. | 0 | 1 | 1 | 1 |
| EO TELECOM OF FLORIDA, LLC | 0 | 0 | 0 | 1 |
| EPICUS COMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 5 |

Competitive Local Exchange Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|--|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| EXCEL TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 7 |
| EXPRESS PHONE SERVICE | 0 | 0 | 0 | 1 |
| FDN COMMUNICATIONS | 4 | 0 | 4 | 46 |
| FLATEL, INC. | 0 | 0 | 0 | 1 |
| FLORIDA TELEPHONE SERVICES, LLC | 0 | 0 | 0 | 8 |
| GLOBAL CROSSING LOCAL SERVICES, INC. | 0 | 0 | 0 | 1 |
| GLOBAL RESPONSE CORPORATION | 0 | 1 | 1 | 1 |
| GLOBAL TELECOM GROUP | 1 | 0 | 1 | 8 |
| GTC COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| HIGH TECH COMMUNICATIONS | 1 | 0 | 1 | 1 |
| IDS TELCOM CORP. | 0 | 0 | 0 | 10 |
| IDT | 1 | 0 | 1 | 8 |
| INFOHIGHWAY | 0 | 0 | 0 | 1 |
| INSTATONE | 3 | 0 | 3 | 22 |
| INTELLICALL OPERATOR SERVICES, INC. | 1 | 0 | 1 | 2 |
| ISN TELCOM | 1 | 1 | 2 | 8 |
| ITS TELECOMMUNICATIONS SYSTEMS, INC. | 0 | 0 | 0 | 1 |
| KMC TELECOM III LLC | 0 | 0 | 0 | 1 |
| KNOLOGY OF FLORIDA, INC. | 1 | 0 | 1 | 5 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 0 | 0 | 0 | 2 |
| MCI WORLDCOM NETWORK SERVICES, INC. | 1 | 0 | 1 | 32 |
| NATIONAL TELECOM & BROADBAND SERVICES, LLC | 0 | 0 | 0 | 1 |
| NATIONSLINE FLORIDA, INC. | 0 | 0 | 0 | 2 |
| NAVIGATOR TELECOMMUNICATIONS, LLC | 0 | 0 | 0 | 1 |
| NETWORK TELEPHONE CORPORATION | 0 | 0 | 0 | 1 |
| NUVOX COMMUNICATIONS, INC. | 2 | 0 | 2 | 5 |
| OPTICAL TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 5 |
| OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| PAETEC COMMUNICATIONS, INC. | 1 | 1 | 2 | 3 |
| POWERNET GLOBAL COMMUNICATIONS | 0 | 0 | 0 | 1 |
| PREMIER TELECOM, INC. | 0 | 0 | 0 | 5 |
| QWEST COMMUNICATIONS CORPORATION | 1 | 0 | 1 | 2 |
| RIGHTLINK USA, INC. | 0 | 0 | 0 | 1 |
| SANTEL COMMUNICATIONS | 0 | 0 | 0 | 2 |
| SOUTHERN TELCOM NETWORK, INC. | 1 | 0 | 1 | 1 |

Competitive Local Exchange Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|--|-------------------|-----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP | 0 | 0 | 0 | 3 |
| STS TELECOM | 0 | 0 | 0 | 3 |
| STS TELECOM, LLC | 0 | 0 | 0 | 5 |
| SUN-TEL USA, INC. | 0 | 0 | 0 | 1 |
| SUPER-TEL.COM, INC. | 0 | 0 | 0 | 1 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI | 0 | 3 | 3 | 3 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 4 | 6 | 10 | 330 |
| TALK AMERICA INC. | 0 | 0 | 0 | 3 |
| TALLAHASSEE TELEPHONE EXCHANGE, INC. | 0 | 1 | 1 | 6 |
| TELCOVE INVESTMENTS, LLC | 0 | 0 | 0 | 1 |
| TELCOVE OF FLORIDA, INC. | 0 | 0 | 0 | 1 |
| TRINSIC COMMUNICATIONS, INC. | 0 | 0 | 0 | 9 |
| US LEC OF FLORIDA INC. | 0 | 0 | 0 | 5 |
| VARTEC TELECOM, INC. | 0 | 0 | 0 | 4 |
| VERIZON ACCESS TRANSMISSION SERVICES | 2 | 0 | 2 | 15 |
| VIZON TELECOM | 1 | 0 | 1 | 3 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 1 | 1 | 12 |
| XO COMMUNICATIONS SERVICES, INC. | 1 | 0 | 1 | 5 |
| XSPEDIUS COMMUNICATIONS | 0 | 0 | 0 | 2 |
| XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC | 0 | 0 | 0 | 1 |
| TOTALS** | 52 | 22 | 74 | 885 |

**Please see Definitions.*

***Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.*

Long Distance Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| 1800CALL4LESS | 0 | 0 | 0 | 2 |
| 9278 COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| ACCERIS COMMUNICATIONS | 0 | 1 | 1 | 4 |
| ACCERIS COMMUNICATIONS CORP. OF FLORIDA | 0 | 0 | 0 | 2 |
| ACCESS INTEGRATED NETWORKS, INC. | 2 | 0 | 2 | 6 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 0 | 0 | 3 |
| ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC. | 0 | 0 | 0 | 6 |
| ADMA TELECOM, INC. | 1 | 0 | 1 | 5 |
| ALLTEL COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| AMERICATEL CORPORATION | 0 | 1 | 1 | 18 |
| ANDIAMO TELECOM, L.L.C. | 0 | 0 | 0 | 1 |
| ANEW BROADBAND, INC. | 1 | 0 | 1 | 2 |
| AT&T | 5 | 20 | 25 | 331 |
| AT&T LONG DISTANCE | 0 | 0 | 0 | 1 |
| AUGLINK COMMUNICATIONS, INC. | 0 | 0 | 0 | 5 |
| AZUL TEL, INC. | 0 | 0 | 0 | 2 |
| BELLSOUTH LONG DISTANCE, INC. | 0 | 1 | 1 | 66 |
| BLACKSTONE COMMUNICATIONS COMPANY | 0 | 0 | 0 | 1 |
| BLUERIDGE TELECOM SYSTEMS | 0 | 0 | 0 | 1 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 9 | 0 | 9 | 25 |
| BROADWING COMMUNICATIONS, LLC | 1 | 0 | 1 | 1 |
| BUDGET CALL LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| BUDGET PHONE, INC. | 0 | 0 | 0 | 1 |
| BUEHNER-FRY, INC. | 0 | 0 | 0 | 1 |
| BUSINESS TELECOM, INC. D/B/A BTI | 0 | 1 | 1 | 1 |
| CAT COMMUNICATIONS INTERNATIONAL, INC. | 0 | 0 | 0 | 2 |
| CLEAR WORLD COMMUNICATIONS CORPORATION | 0 | 0 | 0 | 8 |
| CLEARTEL COMMUNICATIONS | 1 | 2 | 3 | 6 |
| CLEARTEL TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 23 |
| CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED | 0 | 0 | 0 | 3 |
| COGNIGEN NETWORKS, INC. | 0 | 0 | 0 | 1 |
| COMCAST BUSINESS COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| CONVERGIA, INC. | 0 | 0 | 0 | 1 |
| CORRECTIONAL BILLING SERVICES | 1 | 3 | 4 | 46 |
| COVISTA, INC. | 0 | 0 | 0 | 1 |

Long Distance Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|---|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| COX FLORIDA TELCOM, L.P. | 0 | 0 | 0 | 1 |
| CUSTOM TELECONNECT, INC. | 0 | 2 | 2 | 5 |
| CYPRESS COMMUNICATIONS OPERATING COMPANY, LLC | 0 | 1 | 1 | 1 |
| DC COMMUNICATIONS | 0 | 0 | 0 | 1 |
| DELTACOM, INC. | 2 | 2 | 4 | 21 |
| DG-TEC, LLC | 0 | 0 | 0 | 1 |
| DIAL-AROUND TELECOM, INC. | 0 | 0 | 0 | 1 |
| DIALAROUND ENTERPRISES INC. | 0 | 0 | 0 | 2 |
| DOLLAR PHONE CORP. | 0 | 0 | 0 | 2 |
| EAGLE TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 1 |
| ECG | 0 | 0 | 0 | 2 |
| EMBARQ COMMUNICATIONS, INC. | 1 | 0 | 1 | 10 |
| ENHANCED SERVICES BILLING, INC. | 1 | 2 | 3 | 74 |
| EPICUS COMMUNICATIONS GROUP, INC. | 0 | 0 | 0 | 1 |
| EUROCOM TELECOMMUNICATIONS, LLC | 0 | 0 | 0 | 1 |
| EXCEL TELECOMMUNICATIONS, INC. | 0 | 1 | 1 | 12 |
| FDN COMMUNICATIONS | 1 | 1 | 2 | 21 |
| FLORIDA PHONE SERVICE, INC. | 1 | 0 | 1 | 1 |
| GLOBAL COMMUNICATIONS CONSULTING CORP. | 0 | 0 | 0 | 1 |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC. | 0 | 0 | 0 | 1 |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 8 |
| GLOBAL TEL*LINK CORPORATION | 0 | 0 | 0 | 11 |
| GLOBAL TOUCH TELECOM, INC. | 0 | 0 | 0 | 2 |
| GO SOLO TECHNOLOGIES, INC. | 0 | 0 | 0 | 1 |
| GT COM LONG DISTANCE | 0 | 0 | 0 | 1 |
| GTC TELECOM CORP. | 0 | 0 | 0 | 4 |
| HBS BILLING SERVICES COMPANY | 0 | 0 | 0 | 5 |
| HORIZON TELECOM, INC. | 3 | 0 | 3 | 7 |
| IDC TELECOMMUNICATIONS | 0 | 0 | 0 | 2 |
| IDS TELCOM LLC | 0 | 0 | 0 | 3 |
| IDT AMERICA CORP. D/B/A DSA TELECOM | 0 | 0 | 0 | 11 |
| ILD TELESERVICES | 2 | 9 | 11 | 147 |
| INTEGRETEL, INC. | 0 | 0 | 0 | 20 |
| INTELLICALL OPERATOR SERVICES, INC. | 0 | 1 | 1 | 11 |
| ISN TELCOM | 0 | 0 | 0 | 1 |

Long Distance Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|--|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| KMC TELECOM III LLC | 0 | 0 | 0 | 1 |
| KNOLOGY OF FLORIDA, INC. | 1 | 0 | 1 | 4 |
| LEGACY LONG DISTANCE INTERNATIONAL, INC. | 0 | 1 | 1 | 7 |
| LEVEL 3 COMMUNICATIONS, LLC | 0 | 1 | 1 | 2 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 0 | 0 | 0 | 1 |
| LONG DISTANCE CONSOLIDATED BILLING CO. | 0 | 0 | 0 | 1 |
| MAIN STREET TELEPHONE COMPANY | 0 | 0 | 0 | 4 |
| MATRIX TELECOM | 0 | 0 | 0 | 1 |
| MCI NETWORK SERVICES, INC. | 2 | 0 | 2 | 37 |
| MYATEL CORPORATION | 0 | 0 | 0 | 1 |
| NATIONAL TEL | 0 | 0 | 0 | 2 |
| NECC TELECOM, INC. | 0 | 0 | 0 | 12 |
| NET ONE INTERNATIONAL, INC. | 0 | 0 | 0 | 4 |
| NETWORK ENHANCED TECHNOLOGIES, INC. | 0 | 0 | 0 | 1 |
| NETWORK PTS, INC. | 0 | 0 | 0 | 2 |
| NEW CENTURY TELECOM, INC. | 0 | 0 | 0 | 1 |
| NOW COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| NUVOX COMMUNICATIONS, INC. | 0 | 0 | 0 | 3 |
| OCCM, INC. | 0 | 0 | 0 | 13 |
| OPERATOR ASSISTANCE NETWORK | 0 | 2 | 2 | 37 |
| PIONEER TELECOM, INC. | 1 | 0 | 1 | 3 |
| PIONEER TELEPHONE, INC. | 1 | 0 | 1 | 9 |
| POWERNET GLOBAL COMMUNICATIONS | 0 | 1 | 1 | 12 |
| PREMIER TELECOM, INC. | 0 | 0 | 0 | 1 |
| PRIMUS TELECOMMUNICATIONS, INC. | 1 | 0 | 1 | 12 |
| PROFESSIONAL TELESERVICES, INC. | 0 | 0 | 0 | 1 |
| PT-1 LONG DISTANCE, INC. | 0 | 0 | 0 | 2 |
| PUBLIC COMMUNICATIONS SERVICES, INC. | 0 | 0 | 0 | 3 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 0 | 0 | 28 |
| SILV COMMUNICATION INC. | 1 | 0 | 1 | 7 |
| SPIRIT TELECOMMUNICATIONS, INC. | 0 | 0 | 0 | 3 |
| SPRINT | 1 | 3 | 4 | 79 |
| STARTEC GLOBAL LICENSING COMPANY | 0 | 0 | 0 | 4 |
| STARTEC GLOBAL OPERATING COMPANY | 0 | 0 | 0 | 3 |
| STS TELECOM | 0 | 0 | 0 | 1 |

Long Distance Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|--|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| STS TELECOM, LLC | 1 | 0 | 1 | 4 |
| SUPER-TEL.COM, INC. | 0 | 0 | 0 | 2 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS ACQUISITI | 1 | 0 | 1 | 1 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 4 | 6 | 10 | 110 |
| T-NETIX TELECOMMUNICATIONS SERVICES, INC. | 0 | 0 | 0 | 2 |
| T-NETIX, INC. | 0 | 0 | 0 | 3 |
| TALK AMERICA INC. | 1 | 2 | 3 | 23 |
| TCS COMMUNICATION SOLUTIONS, LLC | 0 | 0 | 0 | 1 |
| TELCOVE INVESTMENT, LLC | 1 | 0 | 1 | 3 |
| TELCOVE OF JACKSONVILLE, INC. | 0 | 0 | 0 | 1 |
| TELECOM*USA OR TELECONNECT | 0 | 3 | 3 | 14 |
| TELEDIAS COMMUNICATIONS, INC. | 0 | 0 | 0 | 3 |
| TELEGLOBE USA INC. | 0 | 0 | 0 | 1 |
| TELEUNO, INC. | 0 | 0 | 0 | 1 |
| TOTAL CALL INTERNATIONAL, INC. | 0 | 0 | 0 | 4 |
| TOUCHTONE COMMUNICATIONS INC. | 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 | 5 |
| TTE | 0 | 0 | 0 | 1 |
| TVC TELECOM INCORPORATED | 0 | 0 | 0 | 1 |
| U.S. TELECOM LONG DISTANCE, INC. | 0 | 0 | 0 | 1 |
| UNITED AMERICAN TECHNOLOGY, INC. | 0 | 0 | 0 | 2 |
| US LEC OF FLORIDA INC. | 0 | 0 | 0 | 3 |
| USD CLEC, INC. | 0 | 0 | 0 | 1 |
| VARTEC SOLUTIONS | 0 | 0 | 0 | 1 |
| VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS | 1 | 1 | 2 | 2 |
| VARTEC TELECOM, INC. | 0 | 1 | 1 | 8 |
| VERIZON AVENUE | 0 | 0 | 0 | 1 |
| VERIZON BUSINESS SERVICES | 8 | 13 | 21 | 116 |
| VERIZON LONG DISTANCE | 0 | 1 | 1 | 5 |
| VERIZON SELECT SERVICES INC. | 0 | 1 | 1 | 12 |
| VERSATALK | 0 | 0 | 0 | 1 |
| VOIP ENTERPRISES INC. | 0 | 0 | 0 | 2 |
| VYCERA COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |

Long Distance Telephone Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|---|-------------------|-----------|------------|--------------|
| | Service* | Billing* | Total | Y-T-D |
| WDT WORLD DISCOUNT TELECOMMUNICATIONS CO. | 0 | 0 | 0 | 1 |
| WINDSTREAM COMMUNICATIONS, INC. | 0 | 1 | 1 | 1 |
| WL SOLUTIONS, INC. | 0 | 1 | 1 | 1 |
| WORLDXCHANGE COMMUNICATIONS, INC. | 0 | 0 | 0 | 2 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 1 | 1 | 15 |
| XSPEDIUS COMMUNICATIONS | 0 | 0 | 0 | 2 |
| YAK COMMUNICATIONS (AMERICA), INC. | 0 | 0 | 0 | 2 |
| ZERO PLUS DIALING | 2 | 5 | 7 | 34 |
| ZERO PLUS DIALING, INC. | 0 | 3 | 3 | 27 |
| ZONE TELECOM, INC. | 0 | 0 | 0 | 1 |
| TOTALS** | 61 | 95 | 156 | 1,704 |

**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 2006

| | Complaints Logged | | | |
|---|-------------------|----------|----------|-----------|
| | Service* | Billing* | Total | Y-T-D |
| AGENT ALLIANCE CORPORATION | 0 | 0 | 0 | 1 |
| AT&T | 0 | 0 | 0 | 1 |
| ATN, INC. | 0 | 0 | 0 | 3 |
| COIN-TEL, INC. | 0 | 0 | 0 | 1 |
| CORRECTIONS COMMUNICATIONS, INC. | 0 | 1 | 1 | 1 |
| FIRST AMERICAN TELECOMMUNICATIONS CORPORATION | 0 | 0 | 0 | 2 |
| FLORIDA PUBLIC COMMUNICATIONS | 0 | 0 | 0 | 1 |
| FLORIDA PUBLIC TELEPHONE COMPANY | 0 | 0 | 0 | 2 |
| GLOBAL TEL*LINK CORPORATION | 0 | 0 | 0 | 1 |
| MCI WORLDCOM COMMUNICATIONS, INC. | 0 | 0 | 0 | 1 |
| PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST | 0 | 0 | 0 | 3 |
| QUARTER PAYPHONES, INC. | 1 | 0 | 1 | 2 |
| SOUTHEAST PAY TELEPHONE, INC. | 0 | 0 | 0 | 2 |
| SOUTHEAST PAYPHONES, INC. | 0 | 0 | 0 | 1 |
| TELECOM*USA, INC. | 0 | 1 | 1 | 1 |
| TRINITY HOLDINGS LTD., INC. | 0 | 0 | 0 | 2 |
| TRL ENTERPRISES | 0 | 0 | 0 | 1 |
| TOTALS** | 1 | 2 | 3 | 26 |

**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 2006

| | Complaints Logged | | | |
|--|-------------------|----------|-------|-------|
| | Service* | Billing* | Total | Y-T-D |
| ALAFAYA UTILITIES, INC. | 0 | 0 | 0 | 10 |
| ALOHA UTILITIES, INC. | 0 | 1 | 1 | 11 |
| AQUA UTILITIES FLORIDA, INC. | 1 | 0 | 1 | 1 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 2 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 11 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 2 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 2 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 1 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 1 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 9 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 1 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 1 |
| AQUA UTILITIES FLORIDA, INC. | 0 | 0 | 0 | 3 |
| B & C WATER RESOURCES, L.L.C. | 0 | 0 | 0 | 1 |
| BREEZE HILL UTILITY | 0 | 0 | 0 | 1 |
| C. S. WATER COMPANY, INC. | 0 | 0 | 0 | 1 |
| CONSOLIDATED WATER WORKS, INC. | 0 | 0 | 0 | 1 |
| CONTINENTAL UTILITY, INC. | 0 | 0 | 0 | 3 |
| COUNTRY CLUB OF SEBRING | 0 | 0 | 0 | 1 |
| COUNTY-WIDE UTILITY CO., INC. | 0 | 0 | 0 | 1 |
| EAST MARION SANITARY SYSTEMS, INC. | 0 | 0 | 0 | 1 |
| FERNCREST UTILITIES, INC. | 0 | 1 | 1 | 8 |
| FOUR POINTS UTILITY CORPORATION | 0 | 0 | 0 | 2 |
| GATOR UTILITIES | 0 | 0 | 0 | 2 |
| HEATHER HILLS ESTATES | 0 | 0 | 0 | 1 |
| HOLIDAY GARDENS UTILITIES, INC. | 0 | 0 | 0 | 1 |
| HOLIDAY UTILITY COMPANY, INC. | 0 | 0 | 0 | 1 |
| HUDSON UTILITIES, INC. | 0 | 1 | 1 | 3 |
| HUNTER'S RIDGE UTILITY CO. OF LEE COUNTY | 0 | 0 | 0 | 1 |
| K W RESORT UTILITIES CORP. | 0 | 0 | 0 | 2 |
| KINCAID HILLS WATER COMPANY | 0 | 0 | 0 | 1 |
| L. P. UTILITIES CORPORATION | 0 | 0 | 0 | 1 |
| LABRADOR UTILITIES, INC. | 3 | 1 | 4 | 6 |
| LAKE UTILITY COMPANY | 0 | 0 | 0 | 11 |
| LAKE UTILITY SERVICES, INC. | 1 | 0 | 1 | 2 |

Water & Wastewater Companies

Complaint Activity - October 2006

| | Complaints Logged | | | |
|--|-------------------|----------|-----------|------------|
| | Service* | Billing* | Total | Y-T-D |
| LANDMARK ENTERPRISES, INC. | 0 | 0 | 0 | 18 |
| LINDRICK SERVICE CORPORATION | 0 | 1 | 1 | 27 |
| MARION UTILITIES, INC. | 0 | 0 | 0 | 3 |
| MILES GRANT WATER AND SEWER COMPANY | 0 | 0 | 0 | 1 |
| MOBILE MANOR WATER COMPANY, INC. | 0 | 0 | 0 | 4 |
| NORTH FORT MYERS UTILITY, INC. | 0 | 0 | 0 | 1 |
| NORTH SUMTER UTILITY COMPANY, L.L.C. | 0 | 0 | 0 | 1 |
| O&S WATER COMPANY, INC. | 1 | 0 | 1 | 2 |
| ORCHID SPRINGS DEVELOPMENT CORPORATION | 1 | 0 | 1 | 2 |
| PARADISE LAKES UTILITY, L.L.C. | 0 | 0 | 0 | 1 |
| PARK WATER COMPANY INC. | 0 | 0 | 0 | 1 |
| PASCO UTILITIES, INC. | 0 | 0 | 0 | 2 |
| PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. | 0 | 0 | 0 | 4 |
| PINECREST RANCHES, INC. | 0 | 1 | 1 | 6 |
| PLANTATION BAY UTILITY CO. | 0 | 0 | 0 | 4 |
| SANLANDO UTILITIES CORPORATION | 0 | 0 | 0 | 3 |
| SOUTHLAKE UTILITIES, INC. | 0 | 0 | 0 | 2 |
| SUNRISE UTILITIES, LLC | 0 | 0 | 0 | 2 |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. | 0 | 0 | 0 | 3 |
| TIMBERWOOD UTILITIES | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF EAGLE RIDGE | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF FLORIDA | 1 | 0 | 1 | 4 |
| UTILITIES, INC. OF FLORIDA | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF LONGWOOD | 0 | 0 | 0 | 1 |
| UTILITIES, INC. OF PENNBROOKE | 1 | 0 | 1 | 1 |
| WATER MANAGEMENT SERVICES, INC. | 0 | 0 | 0 | 1 |
| WINDSTREAM UTILITIES COMPANY | 0 | 0 | 0 | 2 |
| TOTALS** | 9 | 6 | 15 | 206 |

**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 2006

| | Month | Year-To-Date |
|---|-----------|--------------|
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC | 0 | 2 |
| BELLSOUTH TELECOMMUNICATIONS, INC. | 1 | 8 |
| CLEAR WORLD COMMUNICATIONS CORPORATION | 0 | 1 |
| DIALAROUND ENTERPRISES INC. | 0 | 1 |
| ENHANCED SERVICES BILLING, INC. | 2 | 69 |
| HBS BILLING SERVICES COMPANY | 0 | 2 |
| HORIZON TELECOM, INC. | 0 | 1 |
| IDC TELECOMMUNICATIONS | 0 | 1 |
| ILD TELESERVICES | 7 | 85 |
| INTEGRETEL, INC. | 0 | 16 |
| INTELLICALL OPERATOR SERVICES, INC. | 0 | 3 |
| INTELLICALL OPERATOR SERVICES, INC. | 0 | 1 |
| OPERATOR ASSISTANCE NETWORK | 1 | 20 |
| SPRINT | 0 | 1 |
| SPRINT-FLORIDA, INCORPORATED | 0 | 12 |
| TELEUNO, INC. | 0 | 1 |
| VERIZON FLORIDA INC. | 0 | 4 |
| ZERO PLUS DIALING | 0 | 10 |
| ZERO PLUS DIALING, INC. | 0 | 2 |
| TOTALS* | 11 | 240 |

**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 Telephone Service Charges

"Local Slamming"

Cases Resolved - October 2006

| | Month | Year-To-Date |
|---|----------|--------------|
| ACCERIS MANAGEMENT AND ACQUISITION LLC | 0 | 1 |
| ALLTEL FLORIDA, INC. | 0 | 1 |
| ANEW BROADBAND, INC. | 0 | 1 |
| AT&T | 0 | 2 |
| AZUL TEL, INC. | 0 | 1 |
| BELLSOUTH TELECOMMUNICATIONS, INC. | 3 | 33 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 0 | 3 |
| CHOICE ONE TELECOM | 0 | 1 |
| COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE | 0 | 3 |
| DELAND ACTEL, INC. | 0 | 1 |
| EMBARQ COMMUNICATIONS, INC. | 0 | 3 |
| EXCEL TELECOMMUNICATIONS, INC. | 1 | 1 |
| FDN COMMUNICATIONS | 0 | 3 |
| IDS TELCOM CORP. | 0 | 1 |
| INFOHIGHWAY | 0 | 1 |
| LIGHTYEAR NETWORK SOLUTIONS, LLC | 0 | 1 |
| MCI WORLDCOM NETWORK SERVICES, INC. | 0 | 6 |
| QWEST COMMUNICATIONS CORPORATION | 1 | 2 |
| SILV COMMUNICATION INC. | 1 | 5 |
| SPRINT-FLORIDA, INCORPORATED | 0 | 6 |
| STARTEC GLOBAL OPERATING COMPANY | 0 | 2 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 0 | 13 |
| TALK AMERICA INC. | 0 | 1 |
| TELCOVE INVESTMENTS, LLC | 0 | 1 |
| TRINSIC COMMUNICATIONS, INC. | 0 | 1 |
| VERIZON ACCESS TRANSMISSION SERVICES | 1 | 4 |
| VERIZON FLORIDA INC. | 0 | 4 |
| XO COMMUNICATIONS SERVICES, INC. | 0 | 1 |
| TOTALS* | 7 | 103 |

**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 Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - October 2006

| | Month | Year-To-Date |
|---|-------|--------------|
| ACCESS INTEGRATED NETWORKS, INC. | 1 | 1 |
| ACN COMMUNICATION SERVICES, INC. | 0 | 2 |
| ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC. | 0 | 1 |
| ALLTEL COMMUNICATIONS, INC. | 0 | 1 |
| AMERICATEL CORPORATION | 0 | 3 |
| AT&T | 3 | 61 |
| BELLSOUTH LONG DISTANCE, INC. | 0 | 16 |
| BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC | 0 | 1 |
| BROADWING COMMUNICATIONS, LLC | 1 | 1 |
| BUDGET CALL LONG DISTANCE, INC. | 0 | 1 |
| BUEHNER-FRY, INC. | 0 | 1 |
| CLEAR WORLD COMMUNICATIONS CORPORATION | 0 | 6 |
| CLEARTEL TELECOMMUNICATIONS, INC. | 0 | 1 |
| COGNIGEN NETWORKS, INC. | 0 | 1 |
| DC COMMUNICATIONS | 0 | 1 |
| ENHANCED SERVICES BILLING, INC. | 1 | 2 |
| EUROCOM TELECOMMUNICATIONS, LLC | 0 | 1 |
| EXCEL TELECOMMUNICATIONS, INC. | 0 | 2 |
| FDN COMMUNICATIONS | 0 | 2 |
| GLOBAL COMMUNICATIONS CONSULTING CORP. | 0 | 1 |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC. | 0 | 1 |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC. | 0 | 6 |
| GLOBAL TOUCH TELECOM, INC. | 0 | 1 |
| HBS BILLING SERVICES COMPANY | 0 | 3 |
| HORIZON TELECOM, INC. | 2 | 3 |
| IDT AMERICA CORP. D/B/A DSA TELECOM | 0 | 1 |
| ILD TELESERVICES | 2 | 9 |
| ITC^DELTACOM | 0 | 2 |
| LEVEL 3 COMMUNICATIONS, LLC | 0 | 1 |
| MAIN STREET TELEPHONE COMPANY | 0 | 1 |
| MCI NETWORK SERVICES, INC. | 0 | 8 |
| NECC TELECOM, INC. | 0 | 6 |
| NET ONE INTERNATIONAL, INC. | 0 | 4 |
| NETWORK ENHANCED TECHNOLOGIES, INC. | 0 | 1 |
| NEW CENTURY TELECOM, INC. | 0 | 1 |

Unauthorized Telephone Service Charges

"Long Distance Slamming"

Cases Resolved - October 2006

| | Month | Year-To-Date |
|--|-----------|--------------|
| NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A O1 | 0 | 1 |
| PIONEER TELECOM, INC. | 0 | 1 |
| PIONEER TELEPHONE, INC. | 1 | 6 |
| POWERNET GLOBAL COMMUNICATIONS | 0 | 5 |
| PRIMUS TELECOMMUNICATIONS, INC. | 1 | 5 |
| QWEST COMMUNICATIONS CORPORATION | 0 | 15 |
| SPIRIT TELECOMMUNICATIONS, INC. | 0 | 1 |
| SPRINT | 1 | 24 |
| STARTEC GLOBAL LICENSING COMPANY | 0 | 1 |
| STS TELECOM, LLC | 1 | 2 |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 0 | 6 |
| TALK AMERICA INC. | 1 | 5 |
| TELCOVE INVESTMENT, LLC | 0 | 1 |
| TELEDIAS COMMUNICATIONS, INC. | 0 | 2 |
| TOUCHTONE COMMUNICATIONS INC. | 0 | 1 |
| TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC. | 0 | 1 |
| TRINSIC COMMUNICATIONS, INC. | 0 | 1 |
| U.S. TELECOM LONG DISTANCE, INC. | 0 | 1 |
| US LEC OF FLORIDA INC. | 0 | 1 |
| VERIZON BUSINESS SERVICES | 3 | 28 |
| VERIZON SELECT SERVICES INC. | 0 | 1 |
| ZERO PLUS DIALING | 2 | 7 |
| ZERO PLUS DIALING, INC. | 0 | 1 |
| TOTALS* | 20 | 271 |

**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.*

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's 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 arrangements 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.