



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT DECEMBER 2005

Data Compiled on 1/19/2006

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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 - December 2005

Complaints Received & Entered into CATS		1,865
Electric	95	
Gas	27	
Competitive Local Exchange Telephone	216	
Local Exchange Telephone	191	
Long Distance Telephone	135	
Pay Telephone	1	
Shared Tenant	0	
Water & Wastewater	12	
Non-certificated Company Complaints Logged		3
Electric	0	
Gas	0	
Telecommunications	3	
Water / Wastewater	0	
Industry Unknown	0	
Telephone Transfer-Connects (Calls Transferred to Utilities)		993
Electric	372	
Gas	0	
Telecommunications	621	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		81
Electric	29	
Gas	1	
Telecommunications	51	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		111
Electric	57	
Gas	0	
Telecommunications	54	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>1,318</u>
Total New Cases Received & Entered into CATS		<u>3,183</u>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,398	973	2,371
Mail	71	115	186
Internet	356	219	575
Fax	40	11	51
Totals	1,865	1,318	3,183

Cases by Industry December 2005

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	95	5%	234	18%
Natural Gas	27	1%	31	2%
Telecommunications	543	29%	621	47%
Competitive Local Exchange Telephone	216	12%		
Local Exchange Telephone	191	10%		
Long Distance Telephone	135	7%		
Pay Telephone	1	<1%		
Shared Tenant	0	0%		
Water & Wastewater	12	<1%	61	5%
Non-certificated Company Cases Logged**	3	<1%	371	28%
Telephone Transfer-Connects (Calls Transferred to Utilities)	993	53%		
E-Transfers	81	4%		
Cases Received & Closed by 3 Day Rule	111	6%		
Total	1,865	100%	1,318	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

December 2005



Note: County name not available for 120 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addressess, etc.

Electric Companies Complaint Activity – December 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	20	43	63	491
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	2
GULF POWER COMPANY	2	1	3	7
PROGRESS ENERGY FLORIDA, INC.	10	10	20	252
TAMPA ELECTRIC COMPANY	2	7	9	113
TOTALS**	34	61	95	865

**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 – December 2005

Utility Name	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	4
FLORIDA CITY GAS	4	7	11	132
FLORIDA PUBLIC UTILITIES COMPANY	4	1	5	44
INDIANTOWN	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1
SEBRING	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	3	8	11	87
TOTALS**	11	16	27	268

**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 - December 2005

Utility Name	Complaints Logged			Y-T-D
	Service*	Billing*	Total	
ALLTEL FLORIDA, INC.	1	0	1	26
BELLSOUTH	49	55	104	1,299
FRONTIER	0	0	0	1
GTC, INC. D/B/A GT COM	4	0	4	28
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0
NE FLORIDA	0	0	0	1
QUINCY/TDS	0	0	0	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0
SPRINT-FLORIDA	28	19	47	579
VERIZON FLORIDA, INC.	20	15	35	377
TOTALS**	102	89	191	2,314

**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 – December 2005

Utility Name	Complaints Logged			YTD
	Service*	Billing*	Total	
I-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	1	1	12
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	1
ACN COMMUNICATION SERVICES, INC.	0	2	2	10
ACTEL WIRELESS, INC.	0	0	0	2
ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS, L.L.C.	0	0	0	1
AFFORDABLE PHONE SVCS D/B/A HIGH TECH COMMUNICAT	0	0	0	2
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	11
ALLTEL COMMUNICATIONS, INC.	0	0	0	1
ALTERNATIVE PHONE, INC.	0	0	0	1
ALTERNATIVE TELECOMM. SVCS, INC. D/B/A SECOND	0	0	0	5
ALTICOMM, INC.	0	0	0	0
AMERICAN DIAL TONE	0	1	1	14
AMERICA'S WIRELESS CHOICE, INC.	0	0	0	4
AMERIMEX COMMUNICATIONS CORP.	0	0	0	1
ANDREX TELECOM	1	0	1	1
ANEW BROADBAND, INC.	0	0	0	5
AT&T	5	3	8	143
AZUL TEL, INC.	0	0	0	7
BEAUTY TOWN, INC. D/B/A ANNS COMMUNICATION	0	0	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1
BIRCH	0	1	1	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	6	1	7	91
BROADSTAR COMMUNICATIONS, LLC	0	0	0	10
BROADWING COMMUNICATIONS, LLC	0	0	0	2
BUDGET PHONE, INC.	0	0	0	4
BULLSEYE TELECOM, INC.	0	0	0	2
BUSINESS TELECOM, INC. D/B/A BTI	0	1	1	8
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1
CARILINK INTERNATIONAL, INC.	0	0	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	16
CINERGY COMMUNICATIONS COMPANY	0	1	1	1
CLEARTEL TELECOMMUNICATIONS, INC.	1	1	2	10
COASTAL TELEPHONE CONNECTIONS, INC. D/B/A COASTAL CONNECT	0	0	0	1
COMCAST PHONE OF FLA, LLC D/B/A COMCAST DIGITAL	11	2	13	58

COMM SOUTH COMPANIES, INC. D/B/A FLA COMM SOUTH	0	0	0	1
CORDIA COMMUNICATIONS CORP.	0	0	0	1
CYPRESS COMMUNICATIONS OPERATING COMPANY, LLC	0	0	0	1
DELAND ACTEL, INC.	1	0	1	9
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	2
DPI-TELECONNECT, L.L.C.	0	0	0	4
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	9
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1
EPICUS, INC. D/B/A EPICUS	0	0	0	10
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	12
EXPRESS PHONE SERVICE, INC.	0	0	0	6
FDN COMMUNICATIONS	15	0	15	84
FLATEL, INC. D/B/A FLORIDA TELEPHONE CO D/B/A OSCATEL	0	0	0	2
FLORIDA MULTI-MEDIA SERVICES, INC. D/B/A FLORIDA MULTI MED	0	0	0	1
FLORIDA PHONE SERVICE, INC.	0	0	0	16
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	16
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	2
GEORGIA TELEPHONE SERVICES, INC.	0	0	0	1
GLOBAL CONNECTION, INC OF AMERICA	0	0	0	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	2
GTC TELECOM, CORP. D/B/A CURBSIDE COMMUNICATIONS	0	0	0	38
IDS TELCOM CORP.	5	2	7	44
IDS TELCOM LLC	0	0	0	24
IDT	4	2	6	30
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	17
INSTATONE	4	0	4	21
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	3
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1
ISN TELCOM	3	0	3	12
ITC^DELTACOM	2	0	2	49
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.	0	0	0	7
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	2	2	8
MATRIX TELECOM, INC.	0	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	0	2	26
MCI WORLDCOM NETWORK SERVICES, INC.	9	2	11	60
MET COMMUNICATIONS, INC.	0	0	0	2
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
NEW SMYRNA COMMUNICATIONS	2	0	2	7
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0
NOW COMMUNICATIONS, INC.	0	1	1	4
NUVOX COMMUNICATIONS, INC.	0	0	0	2
NUVOX COMMUNICATIONS, INC.	0	0	0	9
O1 COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM	0	0	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	2
PAETEC COMMUNICATIONS, INC.	1	0	1	5
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.	0	1	1	9
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0
QUALITY TELEPHONE INC.	0	0	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	3
SALUDA NETWORKS INCORPORATED	0	0	0	6
SANDHILLS TELECOMM. GROUP, INC. D/B/A SANTEL COMM	0	0	0	3
SBC LONG DISTANCE. LLC D/B/A SBC LONG DISTANCE	0	0	0	3
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.	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	10
STS TELECOM	1	0	1	19
STS TELECOM, LLC	0	0	0	5
SUNTEL METRO, INC.	0	0	0	1
SUN-TEL USA, INC.	0	0	0	5
SUPER-TEL.COM, INC.	0	1	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	64	40	104	427
T3 COMMUNICATIONS, LLC	0	0	0	1
TALK AMERICA INC.	0	0	0	11
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	7
TCG SOUTH FLORIDA	0	0	0	0
TELCOVE OF FLORIDA, INC.	0	0	0	3
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	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1

TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1
TRISTAR COMMUNICATIONS CORP.	0	0	0	1
TRISTAR COMMUNICATIONS CORP.	0	0	0	1
UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS	0	0	0	2
US LEC OF FLORIDA INC.	0	1	1	10
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	3
VARTEC SOLUTIONS, INC.	0	1	1	1
VARTEC TELECOM, INC.	1	0	1	14
VERIZON SELECT SERVICES INC.	1	0	1	1
VIZON TELECOM	2	0	2	3
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	1	1	2	52
XO COMMUNICATIONS SERVICES, INC.	0	0	0	8
XSPEDIUS COMMUNICATIONS	3	0	3	7
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	2
Z-TEL COMMUNICATIONS, INC.	0	0	0	12
TOTALS**	147	69	216	1,676
**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 - December 2005**

Utility Name	Complaints Logged			
	Service*	Billing*	Total	YTD
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DIST.	0	0	0	0
ACERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	11
ACCESS ONE COMMUNICATIONS, INC.	0	0	0	7
ACN COMMUNICATION SERVICES, INC.	0	1	1	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	2	0	2	2
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	2
ALLTEL COMMUNICATIONS, INC.	0	0	0	4
AMERICAN PHONE SERVICES CORP.	0	0	0	1
AMERICATEL CORPORATION	0	1	1	13
AMERIVISION COMMUNICATIONS, INC. D/B/A AFFINITY 4	0	0	0	2
ANEW BROADBAND, INC.	0	0	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	14	20	483
ATMC, INC.	0	1	1	1
AUGLINK COMMUNICATIONS, INC.	0	0	0	1
AURIS, LLC	0	0	0	1
AZUL TEL, INC.	0	0	0	0
BELLSOUTH LONG DISTANCE, INC.	7	5	12	75
BIGREDWIRE.COM, INC.	0	0	0	1
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	2
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	2
BROADWING COMMUNICATIONS, LLC	1	0	1	3
BUDGET CALL LONG DISTANCE, INC.	0	0	0	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	0	0	6
CLEARTEL TELECOMMUNICATIONS, INC.	0	1	1	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	10
COMMUNICATIONS NETWORK BILLING, INC.	0	0	0	1
COMTECH 21, LLC	0	0	0	1
CONVERGIA, INC.	0	0	0	2
CORRECTIONAL BILLING SERVICES	1	2	3	35
COVISTA, INC.	0	0	0	2
CRISTEL TELECOM, INC.	0	1	1	1
CROSSCONNECT	0	1	1	7
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	0	0	2
ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	5

ENHANCED SERVICES BILLING, INC.	0	7	7	70
ENTRIX TELECOM, INC.	0	0	0	2
EPICUS, INC. D/B/A EPICUS	0	0	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	1	1	7
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	15
EXERGY GROUP, LLC	0	0	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS	0	0	0	6
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	16
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	4
IDT AMERICA CORP. D/B/A DSA TELECOM	1	0	1	42
IDT CORPORATION	0	0	0	1
ILD	0	1	1	36
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	2	4	6	65
INTEGRETEL, INC.	0	4	4	86
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN TELCOM	0	0	0	1
INTERNATIONAL DIGITAL TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
INTER-TEL NETSOLUTIONS, INC.	0	0	0	1
INVOIP LLC	0	0	0	2
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	11
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	1
LD TELECOMMUNICATIONS, INC.	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	2
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	0	0	3
LONG DISTANCE CONSOLIDATED BILLING CO.	0	0	0	5
MAIN STREET TELEPHONE COMPANY	0	0	0	0
MCG, LLC	0	0	0	0
MCI	7	8	15	222
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
MERCURY TELCO GROUP.	0	0	0	2
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1
NAUTILUS TELECOMMUNICATIONS, INC.	0	0	0	1
NECC TELECOM, INC.	2	1	3	4
NET ONE INTERNATIONAL, INC.	1	0	1	3
NETWORK COMMUNICATIONS INTERNATIONAL CORP. D/B/A MUNDO TEL	0	0	0	5
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	3
NETWORK PTS, INC.	0	0	0	1
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
OCCM, INC.	0	3	3	87
OLS, INC.	0	0	0	1
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	4
ONELINK COMMUNICATIONS, INC.	0	0	0	4
OPERATOR ASSISTANCE NETWORK	0	7	7	136
OPEX COMMUNICATIONS, INC.	0	0	0	6
OPTICAL TELEPHONE CORPORATION	0	0	0	0
ORBITEL	1	0	1	1
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOMM.	0	0	0	1
PHONE1, INC.	0	0	0	2
PIONEER TELECOM, INC.	2	0	2	2
PIONEER TELEPHONE, INC.	1	1	2	5
POLTEL, LLC	0	0	0	1
PREMIER TELECOM, INC.	0	0	0	2
PRIMO COMMUNICATIONS INC	0	0	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	14
PROTEL TELECOMMUNICATIONS CORP.	0	0	0	1
PT-1	0	0	0	2
PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	3
QWEST COMMUNICATIONS CORPORATION	3	0	3	73
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, INC.	0	0	0	2
SILV COMM.	0	0	0	2
SKYNET TELESYSTEMS LLC D/B/A SKYNET TELESYSTEMS	0	0	0	18
SKYTEL US, INC.	0	0	0	1
SPRINT	12	3	15	204
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1
STARTEC GLOBAL LICENSING COMPANY	0	0	0	5
STS CONNECT, INC.	0	0	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	3
T3 COMMUNICATIONS, LLC D/B/A TIER 3 COMMUNICATIONS	0	0	0	1
TALK AMERICA INC.	1	4	5	36
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 PLUS, LTD.	0	0	0	1
TELECOM*USA OR TELECONNECT	0	1	1	15
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	0	0	13
T-NETIX, INC.	0	0	0	17
TOTAL CALL INTERNATIONAL, INC.	0	0	0	7
TOUCH-TEL USA, LLC	0	0	0	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	3
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
UTLC LLC	1	0	1	2
VANILLA INC.	1	0	1	2
VARTEC SOLUTIONS, INC.	0	0	0	0
VARTEC TELECOM, INC.	0	1	1	19
VERIZON LONG DISTANCE	0	1	1	14
VERIZON SELECT SERVICES INC.	0	0	0	10
VOIP ENTERPRISES INC.	0	0	0	4
WDT WORLD DISCOUNT TELECOMMUNICATIONS CO.	0	1	1	1
WESTSTAR COMMUNICATIONS, INC.	0	0	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	1	1	1
X2COMM, INC. D/B/A DC COMMUNICATIONS	0	0	0	1
XO COMMUNICATIONS SERVICES, INC.	0	0	0	3
XO FLORIDA, INC.	0	0	0	1
YESTEL, INC.	0	0	0	1
ZERO PLUS DIALING	0	3	3	64
ZERO PLUS DIALING, INC.	0	0	0	64
ZONE TELECOM, INC.	0	0	0	0
TOTALS**	56	79	135	2,299

*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 – December 2005

Utility Name	Complaints Logged			
	Service*	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	3
BAY PUBLIC COMMUNICATIONS, INC.	0	0	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1
COIN-TEL, INC.	0	0	0	1
COMMERCIAL PAY PHONES, INC.	0	0	0	1
D & K MANAGEMENT SERVICES, INC.	0	0	0	1
DUANE E LUND	0	0	0	1
EVERCOM SYSTEMS, INC.	0	0	0	1
FOCUS CONNECTION, INC.	0	1	1	1
FREEDOM PHONE SERVICES, LLC	0	0	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	3
HSI TELECOM, INC.	0	0	0	2
JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES	0	0	0	2
MK COMMUNICATIONS, INC.	0	0	0	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS,	0	0	0	3
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS S	0	0	0	2
RANDELL & LENICE HUBBARD D/B/A TRL ENTERPRISES	0	0	0	1
ROSANN MULLER D/B/A LANDMARK COMMUNICATIONS TECHNOLOGIES	0	0	0	4
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
SUN CITY VENDING, INC.	0	0	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1
TRI-COUNTY TELEPHONE INC.	0	0	0	1
VERIZON FLORIDA INC.	0	0	0	3
WORLDWIDE PAYPHONE SERVICES, INC.	0	0	0	1
TOTALS**	0	1	1	45

*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 - December 2005

Utility Name	Service*	Complaints Logged		YTD
		Billing*	Total	
ALAFAYA UTILITIES, INC.	0	0	0	2
ALOHA UTILITIES, INC.	0	1	1	26
ALTURAS UTILITIES, L.L.C.	2	0	2	4
AQUA UTILITIES FLORIDA, INC.	0	1	1	35
BAYSHORE UTILITIES, INC.	0	0	0	1
BLUE HERON GOLF & COUNTRY CLUB	0	0	0	2
COLONIAL MANOR UTILITY COMPANY	0	0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	2
COUNTRY CLUB OF SEBRING	1	0	1	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	3
CROOKED LAKE PARK SEWERAGE COMPANY	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
DIXIE GROVES UTILITY COMPANY A DIVISION OF COMMUNITY UT.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	2
FERNCREST UTILITIES, INC.	0	0	0	2
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
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.	1	0	1	7
HUDSON UTILITIES, INC.	0	1	1	4
INDIANTOWN COMPANY, INC.	0	0	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	2
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.	1	0	1	15
LAKE UTILITY SERVICES, INC.	0	0	0	3
LANIGER ENTERPRISES OF AMERICA, INC.	0	0	0	1
LINDRICK SERVICE CORPORATION	0	0	0	48
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	2
MAD HATTER UTILITY, INC.	0	0	0	1
MARION UTILITIES, INC.	0	0	0	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	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
PALM VALLEY UTILITIES	0	0	0	1
PARK WATER COMPANY INC.	0	1	1	2
PARKLAND UTILITIES, INC.	0	0	0	1
PASCO UTILITIES, INC.	0	0	0	1
PLACID LAKES UTILITIES, INC.	0	0	0	1
PLANTATION BAY UTILITY CO.	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	3
SUNNY SHORES WATER CO., INC.	0	0	0	1
SUNRISE UTILITIES, LLC	0	1	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	5
TAMIAMI VILLAGE WATER COMPANY, INC.	1	0	1	2
TYMBER CREEK UTILITIES, INCORPORATED	0	0	0	1
USEPPA ISLAND UTILITY, INC.	0	0	0	1
UTILITIES, INC. OF EAGLE RIDGE	0	0	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2
UTILITIES, INC. OF PENNBROOKE	0	0	0	3
VENTURE ASSOCIATES UTILITIES CORP.	0	0	0	1
VIRGINIA CITY UTILITY COMPANY A DIVISION OF COMMUNITY UT.	0	0	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	0	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	3
ZELLWOOD STATION CO-OP, INC.	0	0	0	1
TOTALS**	6	6	12	223
*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 – December 2005

Company	Month	Year-To-Date
ALLTEL FLORIDA, INC.	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	10
CLEAR WORLD COMMUNICATIONS CORPORATION	1	1
ENHANCED SERVICES BILLING, INC.	5	58
FDN COMMUNICATIONS	0	1
HBS BILLING SERVICES COMPANY	0	1
ILD	1	23
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	4	33
INTEGRETEL, INC.	5	63
MAIN STREET TELEPHONE COMPANY	0	1
OCMC, INC.	0	5
OPERATOR ASSISTANCE NETWORK	9	65
QWEST COMMUNICATIONS CORPORATION	0	1
SKYNET TELESYSTEMS	1	4
SPRINT-FLORIDA, INCORPORATED	0	6
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1
TRALEE TELEPHONE COMPANY, LLC	0	2
VERIZON FLORIDA INC.	1	2
ZERO PLUS DIALING	1	19
ZERO PLUS DIALING, INC.	0	17
Totals	29	315

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	6
ACCESS INTEGRATED NETWORKS, INC.	0	2
ACN COMMUNICATION SERVICES, INC.	0	3
ALLTEL FLORIDA, INC.	0	2
ALTERNATIVE PHONE, INC.	0	1
AMERICAN DIAL TONE	0	3
AT&T	1	7
BELLSOUTH TELECOMMUNICATIONS, INC.	4	51
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	7
BROADWING COMMUNICATIONS, LLC	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	2
CROSSCONNECT	0	1
CURBSIDE COMMUNICATIONS	0	15
DSL	0	2
EXCEL TELECOMMUNICATIONS, INC.	0	1
FDN COMMUNICATIONS	1	3
GLOBAL CONNECTION, INC OF AMERICA	0	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.	0	7
MCI WORLDCOM NETWORK SERVICES, INC.	2	15
NOW COMMUNICATIONS, INC.	0	1
PAETEC COMMUNICATIONS, INC.	0	2
PREMIER TELECOM, INC.	0	4
QWEST COMMUNICATIONS CORPORATION	0	1
SBC LONG DISTANCE	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	3
SPRINT-FLORIDA, INCORPORATED	3	17
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	32
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.	0	1
VIZON TELECOM	1	1
XO COMMUNICATIONS SERVICES, INC.	0	5
XSPEDIUS COMMUNICATIONS	0	1
Totals	13	215

**Please see Definitions*

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

Company	Month	Year-To-Date
ACCERIS COMMUNICATIONS SOLUTIONS	0	10
ACN COMMUNICATION SERVICES, INC.	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	2	2
AFFINITY 4	0	1
ALLTEL COMMUNICATIONS, INC.	0	3
AMERICATEL CORPORATION	0	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	107
BELLSOUTH LONG DISTANCE, INC.	7	32
BLUERIDGE TELECOM SYSTEMS	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	2
BROADWING COMMUNICATIONS, LLC	1	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	1	10
COMTECH 21, LLC	0	1
CONVERGIA, INC.	0	1
COVISTA, INC.	0	1
CROSSCONNECT	0	1
DC COMMUNICATIONS	0	1
EASTON TELECOM SERVICES, L.L.C.	0	1
ECG	0	2
ENHANCED SERVICES BILLING, INC.	0	1
EUROCOM TELECOMMUNICATIONS, LLC	0	4
EXCEL TELECOMMUNICATIONS, INC.	0	8
FIRST COMMUNICATIONS, LLC	0	1
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	0	3
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	2
INTEGRETEL, INC.	0	3
ITC^DELTA COM	0	2
LEAST COST ROUTING, INC.	0	1
LIGHTYEAR NETWORK SOLUTIONS, LLC	0	2
LONG DISTANCE CONSOLIDATED BILLING CO.	0	5
MCI WORLDCOM COMMUNICATIONS, INC.	3	18
MCI WORLDCOM NETWORK SERVICES, INC.	3	63

Company	Month	Year-To-Date
NECC TELECOM, INC.	1	2
NET ONE INTERNATIONAL, INC.	1	3
NETWORK ENHANCED TECHNOLOGIES, INC.	0	3
NEW CENTURY TELECOM, INC.	0	3
ONELINK COMMUNICATIONS, INC.	0	4
OPERATOR ASSISTANCE NETWORK	0	2
OPEX COMMUNICATIONS, INC.	0	3
PIONEER TELECOM, INC.	2	2
PIONEER TELEPHONE, INC.	1	4
POLTEL, LLC	0	1
PREMIER TELECOM, INC.	0	2
PRIMO COMMUNICATIONS INC	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	9
QWEST COMMUNICATIONS CORPORATION	3	45
REDUCED RATE LONG DISTANCE LLC	0	2
SBC LONG DISTANCE, INC.	0	2
SILV COMMUNICATION INC.	0	1
SKYNET TELESYSTEMS	0	6
SPRINT	9	105
SPRINT LONG DISTANCE, INC.	1	2
STARTEC GLOBAL LICENSING COMPANY	0	5
STS CONNECT, INC.	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	3
TALK AMERICA INC.	1	11
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	4
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	1
TTI NATIONAL, INC.	0	1
UNITED AMERICAN TECHNOLOGY, INC.	0	1
UTLC LLC	1	2
VARTEC TELECOM, INC.	0	4
VERIZON LONG DISTANCE	0	3
VERIZON SELECT SERVICES INC.	0	1
WORLD-LINK, INC.	1	1
XO COMMUNICATIONS SERVICES, INC.	0	1
Totals	46	587

**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.