

FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT September 2010

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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 Service, Safety & 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 Service, Safety & Consumer Assistance
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Consumer Activity Overview September 2010

Complaints Received & Entered into CATS			1,540
Electric		89	
Gas		10	
Competitive Local Exchange Telephone		50	
Local Exchange Telephone		155	
Long Distance Telephone		47	
Pay Telephone		2	
Shared Tenant		0	
Water & Wastewater		34	
Non-certificated Company Complaints Logged		0	
Electric	0		
Gas	0		
Telecommunications	0		
Water/Wastewater	0		
Industry Unknown	0		
Telephone Transfer-Connects (Calls Transferred to Utilities)		978	
Electric	959		
Gas	11		
Telecommunications	8		
Water/Wastewater	0		
E-Transfers (E-mails sent to Utilities from the PSC Web site)		79	
Electric	66		
Gas	0		
Telecommunications	13		
Water/Wastewater	0		
Cases Received / Closed Under 3 Day Rule		96	
Electric	89		
Gas	1		
Telecommunications	6		
Water / Wastewater	0		
Information Requests Received & Entered into CATS			4,491
Total New Cases Received & Entered into CATS			6,03

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,215	4,191	5,406
Mail	38	45	83
Internet	274	245	519
Fax	13	10	23
Totals	1,540	4,491	6,031

Cases by Industry

September 2010

	Complaints Logged	% of Total Complaints*	Information Requests Logged	% of Total Information Requests*
Electric	89	6 %	514	11 %
Natural Gas	10	1 %	33	1 %
Telecommunications	254	16 %	2795	62 %
Competitive Local Exchange Telephone	50	3 %		
Local Exchange Telephone	155	10 %		
Long Distance Telephone	47	3 %		
Pay Telephone	2	0 %		
Shared Tenant	0	0 %		
Water & Wastewater	34	2 %	119	3 %
Non-certificated Company Cases logged**	0	0 %	1030	23 %
Telephone Transfer-Connects (Calls Transferred to Utilities)	978	64 %		
E-Transfers	79	5 %		
Cases Received & Closed by 3 Day Rule	96	6 %		
Total	1,540	100 %	4,491	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 September 2010



Note: County name not available for 33cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresess, etc.

Electric Companies

		Complai	nts Logged	
	Service*	Billing*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	17	19	36	276
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	44
GULF POWER COMPANY	0	0	0	16
PROGRESS ENERGY FLORIDA, INC.	22	19	41	423
TAMPA ELECTRIC COMPANY	4	8	12	108
TOTALS**	43	46	89	867

^{*}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

		Complaints Logged			
	Service*	Billing*	Total	Y-T-D	
FLORIDA CITY GAS	2	1	3	43	
FLORIDA DIVISION OF CHESAPEAKE UTILITIES CORPORATION	2	0	2	8	
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	16	
PEOPLES GAS SYSTEM	1	3	4	71	
ST. JOE NATURAL GAS COMPANY, INC.	0	0	0	2	
TOTALS**	5	5	10	140	

^{*}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

		Complaints Logged			
	Service*	Billing*	Total	Y-T-D	
AT&T FLORIDA	41	63	104	819	
CENTURYLINK	2	14	16	91	
FAIRPOINT COMMUNICATIONS	0	0	0	4	
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2	
VERIZON FLORIDA LLC	11	21	32	196	
WINDSTREAM FLORIDA, INC.	1	2	3	8	
TOTALS**	55	100	155	1,120	

^{*}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 - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ABSOLUTE HOME PHONES, INC.	0	0	0	2
ACCESS ONE, INC.	0	0	0	1
AFFORDABLE PHONE SERVICES, INC.	0	1	1	5
ALL AMERICAN TELECOM, INC.	0	0	0	1
AMERICAN DIAL TONE, INC.	6	5	11	40
ANGLES COMMUNICATION SOLUTIONS	2	1	3	5
BIRCH COMMUNICATIONS, INC.	1	3	4	15
BIRCH TELECOM OF THE SOUTH, INC.	0	0	0	17
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	1	3	13
BROADVOX-CLEC, LLC	0	0	0	1
BUDGET PHONE	0	1	1	8
CBEYOND COMMUNICATIONS, LLC	0	0	0	3
COMCAST LONG DISTANCE	0	0	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	0	6	21
DELTACOM, INC.	0	1	1	9
DPI-TELECONNECT, L.L.C.	3	0	3	5
DSLI	0	0	0	2
EASY TELEPHONE SERVICES COMPANY	4	0	4	7
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
EVERYCALL COMMUNICATIONS, INC.	0	0	0	4
EXCEL TELECOMMUNICATIONS	0	0	0	1
EXPRESS PHONE SERVICE	0	0	0	5
FIRST COMMUNICATIONS, LLC	0	0	0	1
FLATEL, INC.	2	1	3	5
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1
GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
INTELLICALL OPERATOR SERVICES, INC.	0	0	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	6
LIFECONNEX TELECOM, LLC	0	1	1	10
PAETEC BUSINESS SERVICES	0	0	0	1
PAETEC COMMUNICATIONS, INC.	1	0	1	6
POWERNET GLOBAL COMMUNICATIONS, INC.	0	1	1	2

Competitive Local Exchange Telephone Companies Complaint Activity - September 2010

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
PRIMECAST	0	1	1	1
QWEST COMMUNICATIONS COMPANY, LLC	0	0	0	1
SH SERVICES LLC	0	0	0	1
SKYNET360, LLC	0	0	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	1
STS TELECOM	0	0	0	1
STS TELECOM, LLC	1	0	1	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1
TELEDIAS COMMUNICATIONS, INC.	0	0	0	2
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	0	0	4
VERIZON ACCESS TRANSMISSION SERVICES	0	1	1	6
WINDSTREAM NUVOX INC.	0	2	2	25
XO COMMUNICATIONS SERVICES, INC.	0	2	2	10
TOTALS**	28	22	50	266

^{*}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 - September 2010

ADMA TELECOM, INC.		Complaints Logged			
AFFINITY 4 AMERICA NET, LLC 3 1 1 4 10 AMERICA TEL, LCC 3 1 1 4 10 AMERICA TEL, CORPORATION 0 0 0 0 5 ANGLES COMMUNICATION SOLUTIONS 0 1 1 1 AT&T AT&T 0 1 1 1 AT&T 0 0 1 1 1 AT&T AT&T 00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Service*	Billing*	Total	Y-T-D
AMERICA NET, LLC AMERICATEL CORPORATION O O O O O O O O S AMERICATEL CORPORATION O O O O O O O S ANGLES COMMUNICATION SOLUTIONS O I ATET O I ATET O I ATET O I ATET O O O O O O D BANDWIDTHLOM CLEC, LLC O O O O I BLUERIDGE TELECOM SYSTEMS O BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC CENTURYLINK COMMUNICATIONS O CELEAR WORLD COMMUNICATIONS O CENTURYLINK LONG DISTANCE CECTOR O CONSUMER ACCESS O O O O CONSUMER ACCESS O O CONVERGIA, INC. CORRECTIONAL BILLING SERVICES I O CORSECTIONAL BILLING SERVICES I O D CONSTEL TELECOM, LL.C. CUSTOM TELECONNECT, INC. D DELTACOM, INC. D D DELTACOM, INC. D D D D D T ENGREL TELECOM, LL.C. D D D D D T ENGREL TELECOM, LL.C. D D D D D T ENGREL TELECOM, LL.C. D D D D D D D T ENGREL TELECOM, LL.C. D D D D D D D D D D D D D	ADMA TELECOM, INC.	1	0	1	1
AMERICATEL CORPORATION ANGLES COMMUNICATION SOLUTIONS 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AFFINITY 4	0	0	0	1
ANGLES COMMUNICATION SOLUTIONS O 1 AT&T AT&T O 0 1 1 44 AT&T LONG DISTANCE SERVICE O 0 0 0 0 0 1 BRADDWIDTH COM CLEC, LLC O 0 0 0 0 1 BICH COMMUNICATIONS, INC. O 0 0 0 0 1 BICHECOM SYSTEMS O 0 0 0 0 1 BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC 1 0 1 0 1 1 CENTURYLINK COMMUNICATIONS 0 0 0 0 4 CENTURYLINK LONG DISTANCE 0 0 0 0 1 CONTURED LOOP ON	AMERICA NET, LLC	3	1	4	10
AT&T AT&T LONG DISTANCE SERVICE 3 3 3 6 78 BANDWIDTH.COM CLEC, LLC 0 0 0 0 0 0 1 BIRCH COMMUNICATIONS, INC. 0 0 0 0 0 0 1 BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC 1 0 1 1 CENTURYLINK COMMUNICATIONS 0 0 0 0 0 0 4 CENTURYLINK LONG DISTANCE 0 0 0 0 0 0 2 CONSUMER ACCESS 0 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 0 0 1 CONSUMER LELECOMECT, INC. 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AMERICATEL CORPORATION	0	0	0	5
AT&T LONG DISTANCE SERVICE 3 3 3 3 6 78 BANDWIDTH COM CLEC, LLC 0 0 0 0 0 1 BIRCH COMMUNICATIONS, INC. 0 0 0 0 0 1 BIRCH COMMUNICATIONS, INC. 0 0 0 0 0 1 BIRCHEGE TELECOM SYSTEMS 0 0 0 0 0 1 BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC 1 0 1 1 CENTURYLINK COMMUNICATIONS 0 0 0 0 0 4 CENTURYLINK COMMUNICATIONS 0 0 0 0 0 0 4 CENTURYLINK LONG DISTANCE 0 0 0 0 0 0 0 2 CLEAR WORLD COMMUNICATIONS CORPORATION 0 0 0 0 0 1 CONTECT 21, LLC 0 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 0 1 1 1 1 CORRECTIONAL BILLING SERVICES 1 0 0 0 0 1 1 CORRECTIONAL BILLING SERVICES 1 0 0 0 0 0 1 1 CUSTOM TELECONNECT, INC. 0 0 0 0 0 1 1 1 1 CUSTOM TELECONNECT, LLC. 0 0 0 0 0 0 1 ECG 0 0 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 0 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 0 0 0 0 0 1 EXCEL TELECOMMUNICATIONS 0 0 1 1 1 1 EXCEL TELECOMMUNICATIONS 0 0 0 0 0 0 0 0 1 FIRST COMMUNICATIONS 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ANGLES COMMUNICATION SOLUTIONS	0	1	1	1
BANDWIDTH.COM CLEC, LLC	AT&T	0	1	1	44
BIRCH COMMUNICATIONS, INC. 0 0 0 1 BLUERIDGE TELECOM SYSTEMS 0 0 0 0 BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC 1 0 1 1 CENTURYLINK COMMUNICATIONS 0 0 0 0 0 0 CENTURYLINK LONG DISTANCE 0 0 0 0 0 2 CLEAR WORLD COMMUNICATIONS CORPORATION 0	AT&T LONG DISTANCE SERVICE	3	3	6	78
BLUERIDGE TELECOM SYSTEMS	BANDWIDTH.COM CLEC, LLC	0	0	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC 1 0 1 1 1 CENTURYLINK COMMUNICATIONS 0 0 0 0 0 4 4 CENTURYLINK COMMUNICATIONS 0 0 0 0 0 0 2 2 CLEAR WORLD COMMUNICATIONS CORPORATION 0 0 0 0 0 4 COMTECH 21, LLC 0 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 0 1 1 0 1 1 1 0 1 1 1 1 0 1	BIRCH COMMUNICATIONS, INC.	0	0	0	1
CENTURYLINK COMMUNICATIONS 0 0 0 4 CENTURYLINK LONG DISTANCE 0 0 0 0 2 CLEAR WORLD COMMUNICATIONS CORPORATION 0 0 0 0 4 COMSUMER ACCESS 0 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 1	BLUERIDGE TELECOM SYSTEMS	0	0	0	1
CENTURYLINK LONG DISTANCE 0 0 0 0 2 CLEAR WORLD COMMUNICATIONS CORPORATION 0 0 0 4 COMTECH 21, LLC 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 1 CONVERGIA, INC. 1 0 1 1 CORRECTIONAL BILLING SERVICES 1 0 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 0 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 0 0 1 1 1 3 CUSTOM TELECONNECT, I.N.C. 0 0 0 0 0 2 2 0 0 0 2 DPI TELECONNECT, L.L.C. 1 0 0 0 1 1 1 ECG 0 0 0 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 5 5 11	BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION 0 0 0 4 COMTECH 21, LLC 0 0 0 0 1 CONSUMER ACCESS 0 0 0 0 1 CONVERGIA, INC. 1 0 1 1 CORRECTIONAL BILLING SERVICES 1 0 0 0 0 1 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 0 0 1	CENTURYLINK COMMUNICATIONS	0	0	0	4
COMTECH 21, LLC 0 0 0 0 CONSUMER ACCESS 0 0 0 1 CONVERGIA, INC. 1 0 1 1 CORRECTIONAL BILLING SERVICES 1 0 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 0 1 CUSTOM TELECONNECT, INC. 0 1 1 13 DELTACOM, INC. 0 0 0 0 2 DPI TELECONNECT, L.L.C. 1 0 1 1 13 ECG 0 0 0 0 1 1 ECG 0 0 0 0 1 EXCEL TELECOMMUNICATIONS, INC. 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 0 GLOBAL TELECOMM	CENTURYLINK LONG DISTANCE	0	0	0	2
CONSUMER ACCESS 0 0 0 1 CONVERGIA, INC. 1 0 1 1 CORRECTIONAL BILLING SERVICES 1 0 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 0 1 CUSTOM TELECONNECT, INC. 0 1 1 13 13 DELTACOM, INC. 0 0 0 0 2 2 DPI TELECONNECT, L.L.C. 1 0 1 <td>CLEAR WORLD COMMUNICATIONS CORPORATION</td> <td>0</td> <td>0</td> <td>0</td> <td>4</td>	CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	4
CONVERGIA, INC. 1 0 1 1 CORRECTIONAL BILLING SERVICES 1 0 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 0 1 CUSTOM TELECONNECT, INC. 0 1 1 13 13 DELTACOM, INC. 0 0 0 0 2 DPI TELECONNECT, L.L.C. 1 0 1 1 1 ECG 0 0 0 0 0 1 <	COMTECH 21, LLC	0	0	0	1
CORRECTIONAL BILLING SERVICES 1 0 1 8 CRISTEL TELECOM, L.L.C. 0 0 0 1 CUSTOM TELECONNECT, INC. 0 1 1 13 DELTACOM, INC. 0 0 0 0 2 DPI TELECONNECT, L.L.C. 1 0 1 1 1 ECG 0 0 0 0 1 1 1 ENHANCED SERVICES BILLING, INC. 0 5 5 11 2 2 1	CONSUMER ACCESS	0	0	0	1
CRISTEL TELECOM, L.L.C. 0 0 0 1 CUSTOM TELECONNECT, INC. 0 1 1 13 DELTACOM, INC. 0 0 0 0 2 DPI TELECONNECT, L.L.C. 1 0 1 1 1 ECG 0 0 0 0 0 1 1 1 ENHANCED SERVICES BILLING, INC. 0 5 5 5 11 2 2 0 0 0 0 0 0 0 0	CONVERGIA, INC.	1	0	1	1
CUSTOM TELECONNECT, INC. 0 1 1 13 DELTACOM, INC. 0 0 0 0 DPI TELECONNECT, L.L.C. 1 0 1 1 ECG 0 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 5 5 11 EXCEL TELECOMMUNICATIONS 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 1 2 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 1 1 HBS BILLING SERVICES COMPANY 1 0 0 0 0 IBS BILLING SERVICES COMPANY 1 0 0 0 0 0 </td <td>CORRECTIONAL BILLING SERVICES</td> <td>1</td> <td>0</td> <td>1</td> <td>8</td>	CORRECTIONAL BILLING SERVICES	1	0	1	8
DELTACOM, INC. 0 0 0 2 DPI TELECONNECT, L.L.C. 1 0 1 1 ECG 0 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 5 5 11 EXCEL TELECOMMUNICATIONS 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 0 6 GLOBAL TEL*LINK CORPORATION 0 0 0 2 GLOBAL TELECOMMUNICATIONS, LLC 0 0 0 0 GT TELECOMM 0 0 0 1 GT TELECOMM 0 0 0 0 HBS BILLING SERVICES COMPANY 1 0 0 0 IDC TELECOMMUNICATIONS 0 0 0 0 0 IDC TELECOMMUNICATIONS 0 0 0 0 0 0	CRISTEL TELECOM, L.L.C.	0	0	0	1
DPI TELECONNECT, L.L.C. 1 0 1 1 ECG 0 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 5 5 11 EXCEL TELECOMMUNICATIONS 0 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 0 6 GLOBAL TEL*LINK CORPORATION 0 0 0 0 2 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 0 0 1	CUSTOM TELECONNECT, INC.	0	1	1	13
ECG 0 0 0 1 ENHANCED SERVICES BILLING, INC. 0 5 5 11 EXCEL TELECOMMUNICATIONS 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 2 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 1 HBS BILLING SERVICES COMPANY 1 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 0 0 IDC TELECOMMUNICATIONS 0 0 0 0 0 0 0	DELTACOM, INC.	0	0	0	2
ENHANCED SERVICES BILLING, INC. 0 5 5 11 EXCEL TELECOMMUNICATIONS 0 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 2 2 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 0 1	DPI TELECONNECT, L.L.C.	1	0	1	1
EXCEL TELECOMMUNICATIONS 0 0 0 4 FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 1 22 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 1 1 IDC TELECOMMUNICATIONS 0 0 0 0 0 0 0 IDC TELECOMMUNICATIONS 0 0 0 0 0 0 0 1	ECG	0	0	0	1
FAIRPOINT CARRIER SERVICES, INC. 0 1 1 1 FIRST COMMUNICATIONS, LLC 0 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 1 22 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 0 IDC TELECOMMUNICATIONS 0 0 0 0 0	ENHANCED SERVICES BILLING, INC.	0	5	5	11
FIRST COMMUNICATIONS, LLC 0 0 0 6 GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 1 22 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	EXCEL TELECOMMUNICATIONS	0	0	0	4
GLOBAL CROSSING TELECOMMUNICATIONS, INC. 0 0 0 0 2 GLOBAL TEL*LINK CORPORATION 0 1 1 22 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	FAIRPOINT CARRIER SERVICES, INC.	0	1	1	1
GLOBAL TEL*LINK CORPORATION 0 1 1 22 GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	FIRST COMMUNICATIONS, LLC	0	0	0	6
GRANITE TELECOMMUNICATIONS, LLC 0 0 0 0 1 GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2
GT TELECOMM 0 0 0 0 1 HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	GLOBAL TEL*LINK CORPORATION	0	1	1	22
HBS BILLING SERVICES COMPANY 1 0 1 1 ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	GRANITE TELECOMMUNICATIONS, LLC	0	0	0	1
ICSOLUTIONS 0 0 0 0 2 IDC TELECOMMUNICATIONS 0 0 0 0 1	GT TELECOMM	0	0	0	1
IDC TELECOMMUNICATIONS 0 0 0 1	HBS BILLING SERVICES COMPANY	1	0	1	1
	ICSOLUTIONS	0	0	0	2
IDT AMERICA, CORP. 0 0 0 2	IDC TELECOMMUNICATIONS	0	0	0	1
	IDT AMERICA, CORP.	0	0	0	2

Long Distance Telephone Companies

NUMBER N			Complaints Logged			
NFINITY NETWORKS, INC.		Service*	Billing*	Total	Y-T-D	
Intellical Operator Services, Inc.	ILD TELESERVICES	0	5	5	34	
ITI INMATE TELEPHONE, INC.	INFINITY NETWORKS, INC.	0	0	0	2	
KNOLOGY OF FLORIDA, INC. 1 0 1 1 LDC TELECOMMUNICATIONS, INC. 0 0 0 1 LEGACY LONG DISTANCE INTERNATIONAL, INC. 0 1 1 7 LIFECONNEX TELECOM, LLC 0 0 0 0 1 NET ONE INTERNATIONAL, INC. 0 0 0 0 1 NETWORK SERVICE BILLING, INC. 0 0 0 0 1 NUVOX 0 0 0 0 0 1 OPERATOR ASSISTANCE NETWORK 0 1 1 10 1 1 10 OPERATOR ASSISTANCE NETWORK 0 1 1 0 1 1 10 1 1 10 1 1 10 1	INTELLICALL OPERATOR SERVICES, INC.	0	0	0	5	
LEGACY LONG DISTANCE INTERNATIONAL, INC.	ITI INMATE TELEPHONE, INC.	0	0	0	1	
LEGACY LONG DISTANCE INTERNATIONAL, INC. 0 1 1 7 LIFECONNEX TELECOM, LLC 0 0 0 1 NET ONE INTERNATIONAL, INC. 0 0 0 1 NETWORK SERVICE BILLING, INC. 0 0 0 4 ONELINK COMMUNICATIONS, INC. 0 0 0 1 OPERATOR ASSISTANCE NETWORK 0 1 1 10 OPTIC INTERNET PROTOCOL, INC. 1 0 1 74 PAETEC COMMUNICATIONS, INC. 0 0 0 0 1 OPTIC INTERNET PROTOCOL, INC. 0 0 0 0 1 74 PAETEC COMMUNICATIONS, INC. 0 0 0 0 0 1 1 0 1 74 1 0 0 0 3 1 0 0 0 0 0 0 1 1 0 1 0 1 0 1 0 1 0 0	KNOLOGY OF FLORIDA, INC.	1	0	1	1	
LIFECONNEX TELECOM, LLC 0 0 0 1 NET ONE INTERNATIONAL, INC. 0 0 0 1 NETWORK SERVICE BILLING, INC. 0 0 0 0 NUVOX 0 0 0 0 1 ONELINK COMMUNICATIONS, INC. 0 0 0 1 1 10 OPERATOR ASSISTANCE NETWORK 0 1 1 10 1 10 1 1 10 1 1 10 1 1 10 1 1 10 1 1 10 1 1 10 1 1 10 1 1 10 1 <t< td=""><td>LDC TELECOMMUNICATIONS, INC.</td><td>0</td><td>0</td><td>0</td><td>1</td></t<>	LDC TELECOMMUNICATIONS, INC.	0	0	0	1	
NET ONE INTERNATIONAL, INC.	LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	7	
NETWORK SERVICE BILLING, INC.	LIFECONNEX TELECOM, LLC	0	0	0	1	
NUVOX 0 0 0 4 ONELINK COMMUNICATIONS, INC. 0 0 0 1 OPERATOR ASSISTANCE NETWORK 0 1 1 10 OPTIC INTERNET PROTOCOL, INC. 1 0 1 74 PAETEC COMMUNICATIONS, INC. 0 0 2 2 2 2 PRIMO COMMUNICATIONS INC. 0 0 0 0 0 3 PUBLIC COMMUNICATIONS, INC. 0 0 0 0 0 1 QUASAR COMMUNICATIONS SERVICES, INC. 0 0 0 0 1 6 QWEST COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 4 6 SILV COMMUNICATION INC. 0 0 0 6 6 5POT TALK 0 0 0 6 SPOT TALK 0 0 0 0 0 0 1 SPRINT 0 0 0 0 0 0 2 </td <td>NET ONE INTERNATIONAL, INC.</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	NET ONE INTERNATIONAL, INC.	0	0	0	1	
ONELINK COMMUNICATIONS, INC. 0 0 0 1 OPERATOR ASSISTANCE NETWORK 0 1 1 10 OPTIC INTERNET PROTOCOL, INC. 1 0 1 74 PAETEC COMMUNICATIONS, INC. 0 2 2 2 2 PRIMO COMMUNICATIONS, INC. 0 0 0 0 1 3 PRIMUS TELECOMMUNICATIONS, INC. 0 0 0 0 3 3 PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 0 1 6 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 4 6 QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 6 SILV COMMUNICATION INC. 0 0 0 0 0 6 SPOT TALK 0 0 0 0 1 1 SPINT 0 0 0 0 0 3 TENETY TELEECOMMUNICATIONS SERVICES, INC.	NETWORK SERVICE BILLING, INC.	0	0	0	1	
OPERATOR ASSISTANCE NETWORK 0 1 1 10 OPTIC INTERNET PROTOCOL, INC. 1 0 1 74 PAETEC COMMUNICATIONS, INC. 0 2 2 2 PRIMO COMMUNICATIONS INC. 0 0 0 0 1 PRIMO STELECOMMUNICATIONS, INC. 0 0 0 0 3 PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 0 1 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 4 SILV COMMUNICATION SCOMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 6 SPOT TALK 0 0 0 0 1 4 SPRINT 0 0 0 0 0 3 7 STI PREPAID, LLC 0 0 0 0 0 2 2 TOEG SOUTH FLORIDA 1 0 1 1 1 2 </td <td>NUVOX</td> <td>0</td> <td>0</td> <td>0</td> <td>4</td>	NUVOX	0	0	0	4	
OPTIC INTERNET PROTOCOL, INC. 1 0 1 74 PAETEC COMMUNICATIONS, INC. 0 2 2 2 PRIMO COMMUNICATIONS INC. 0 0 0 0 PRIMUS TELECOMMUNICATIONS, INC. 0 0 0 0 PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 0 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 4 QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 0 SPOT TALK 0 0 0 0 1 SPRINT 0 0 0 0 7 STI PREPAID, LLC 0 0 0 0 2 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TELEDIAS COMMUNICATIONS, INC. 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 0 0 0 1	ONELINK COMMUNICATIONS, INC.	0	0	0	1	
PAETEC COMMUNICATIONS, INC. 0 2 2 2 PRIMO COMMUNICATIONS INC. 0 0 0 0 3 PRIMUS TELECOMMUNICATIONS, INC. 0 0 0 0 3 PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 1 6 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 6 QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 6 SPOT TALK 0 0 0 0 0 1 SPOT TALK 0 0 0 0 0 0 1 SPOT TALK 0 </td <td>OPERATOR ASSISTANCE NETWORK</td> <td>0</td> <td>1</td> <td>1</td> <td>10</td>	OPERATOR ASSISTANCE NETWORK	0	1	1	10	
PRIMO COMMUNICATIONS INC 0 0 0 1 PRIMUS TELECOMMUNICATIONS, INC. 0 0 0 3 PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 1 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 6 QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 6 SPOT TALK 0 0 0 0 1 SPRINT 0 0 0 0 0 7 STI PREPAID, LLC 0 0 0 0 3 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 2 TCG SOUTH FLORIDA 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 1	OPTIC INTERNET PROTOCOL, INC.	1	0	1	74	
PRIMUS TELECOMMUNICATIONS, INC. 0 0 0 0 1 PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 1 6 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 4 GWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 6 SPOT TALK 0 0 0 0 1 6 SPRINT 0 0 0 0 0 7 7 STI PREPAID, LLC 0 0 0 0 3 3 7	PAETEC COMMUNICATIONS, INC.	0	2	2	2	
PUBLIC COMMUNICATIONS SERVICES, INC. 0 0 0 1 QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 6 QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 6 SPOT TALK 0 0 0 0 1 SPRINT 0 0 0 0 7 STI PREPAID, LLC 0 0 0 0 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 1 TELEONO, INC. 1 1 2 2 UNION TELECOM 0 0 0 1 UNION TELECOM INC. 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 </td <td>PRIMO COMMUNICATIONS INC</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td>	PRIMO COMMUNICATIONS INC	0	0	0	1	
QUASAR COMMUNICATIONS OF TEXAS CORPORATION 1 0 1 6 QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 0 6 SPOT TALK 0 0 0 0 1 SPRINT 0 0 0 0 7 STI PREPAID, LLC 0 0 0 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 2 2 2 1 1 2 2 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	3	
QWEST COMMUNICATIONS COMPANY, LLC 1 0 1 4 SILV COMMUNICATION INC. 0 0 0 6 SPOT TALK 0 0 0 0 1 SPRINT 0 0 0 0 7 STI PREPAID, LLC 0 0 0 0 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 1 1 2 2 TELEUNO, INC. 1 1 1 2 2 2 UNION TELECOM 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0	PUBLIC COMMUNICATIONS SERVICES, INC.	0	0	0	1	
SILV COMMUNICATION INC. 0 0 0 6 SPOT TALK 0 0 0 1 SPRINT 0 0 0 0 7 STI PREPAID, LLC 0 0 0 0 2 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 1 1 TELEUNO, INC. 1 1 2 2 UNION TELECOM 0 0 0 1 UNION TELECOM INC. 0 0 0 0 UNION TELECOM INC. 0 0 0 0 <t< td=""><td>QUASAR COMMUNICATIONS OF TEXAS CORPORATION</td><td>1</td><td>0</td><td>1</td><td>6</td></t<>	QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	0	1	6	
SPOT TALK 0 0 0 1 SPRINT 0 0 0 7 STI PREPAID, LLC 0 0 0 0 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 1 1 TELEUNO, INC. 0 0 0 0 1 UNION TELECOM 0 0 0 1 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	QWEST COMMUNICATIONS COMPANY, LLC	1	0	1	4	
SPRINT 0 0 0 7 STI PREPAID, LLC 0 0 0 0 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 0 1 TELEUNAL COMMUNICATIONS, INC. 0 0 0 0 1 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	SILV COMMUNICATION INC.	0	0	0	6	
STI PREPAID, LLC 0 0 0 3 T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 0 1 TELEUNAL COMMUNICATIONS, INC. 0 0 0 0 1 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	SPOT TALK	0	0	0	1	
T-NETIX TELECOMMUNICATIONS SERVICES, INC. 0 0 0 2 TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 0 1 TELENATIONAL COMMUNICATIONS, INC. 0 0 0 0 1 TELEUNO, INC. 1 1 1 2 2 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	SPRINT	0	0	0	7	
TCG SOUTH FLORIDA 1 0 1 1 TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 0 1 TELENATIONAL COMMUNICATIONS, INC. 0 0 0 0 1 TELEUNO, INC. 1 1 1 2 2 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	STI PREPAID, LLC	0	0	0	3	
TELEDIAS COMMUNICATIONS, INC. 1 0 1 2 TELEFONICALATINA 0 0 0 0 1 TELENATIONAL COMMUNICATIONS, INC. 0 0 0 0 1 TELEUNO, INC. 1 1 1 2 2 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2	
TELEFONICALATINA 0 0 0 1 TELENATIONAL COMMUNICATIONS, INC. 0 0 0 0 1 TELEUNO, INC. 1 1 1 2 2 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	TCG SOUTH FLORIDA	1	0	1	1	
TELENATIONAL COMMUNICATIONS, INC. 0 0 0 0 1 TELEUNO, INC. 1 1 1 2 2 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 1 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	TELEDIAS COMMUNICATIONS, INC.	1	0	1	2	
TELEUNO, INC. 1 1 2 2 UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 11 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	TELEFONICALATINA	0	0	0	1	
UNION TELECOM 0 0 0 0 1 UNITED TELECOM INC. 0 0 0 0 11 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 0 1	TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1	
UNITED TELECOM INC. 0 0 0 11 USA DIGITAL COMMUNICATIONS, INC. 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 1	TELEUNO, INC.	1	1	2	2	
USA DIGITAL COMMUNICATIONS, INC. 0 0 0 1 VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 1	UNION TELECOM	0	0	0	1	
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS 0 0 0 1	UNITED TELECOM INC.	0	0	0	11	
	USA DIGITAL COMMUNICATIONS, INC.	0	0	0	1	
VERIZON BUSINESS SERVICES 0 2 2 14	VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	0	0	1	
	VERIZON BUSINESS SERVICES	0	2	2	14	

Long Distance Telephone Companies

		Complaints Logged			
	Service*	Billing*	Total	Y-T-D	
VERIZON LONG DISTANCE LLC	0	1	1	10	
VERIZON SELECT SERVICES INC.	0	0	0	1	
WILTEL COMMUNICATION, LLC	0	0	0	1	
XO COMMUNICATIONS SERVICES, INC.	0	0	0	3	
ZEN PREPAID, LLC	0	0	0	1	
ZERO PLUS DIALING	1	0	1	6	
TOTALS**	20	27	47	473	

^{*}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

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
COMMERCIAL PAY PHONES, INC.	0	0	0	1
EMBARQ PAYPHONE SERVICES, INC.	0	0	0	1
GLOBAL TEL*LINK CORPORATION	1	0	1	4
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1
PACIFIC TELEMANAGEMENT SERVICES	0	0	0	2
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1
SOUTHEAST PAYPHONES, INC.	1	0	1	1
STERLING PAYPHONES, LLC	0	0	0	1
WATERVILLE COMMUNICATIONS, INC.	0	0	0	1
TOTALS**	2	0	2	13

^{*}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

	Complaints Logged			
	Service*	Billing*	Total	Y-T-D
ALAFAYA UTILITIES, INC.	0	3	3	6
AQUA UTILITIES FLORIDA, INC.	1	0	1	17
AQUA UTILITIES FLORIDA, INC.	0	2	2	26
AQUA UTILITIES FLORIDA, INC.	3	1	4	10
AQUA UTILITIES FLORIDA, INC.	1	1	2	5
AQUA UTILITIES FLORIDA, INC.	0	1	1	6
AQUA UTILITIES FLORIDA, INC.	0	1	1	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	5
AQUA UTILITIES FLORIDA, INC.	0	0	0	4
AQUA UTILITIES FLORIDA, INC.	0	0	0	3
AQUA UTILITIES FLORIDA, INC.	0	0	0	7
AQUA UTILITIES FLORIDA, INC.	0	0	0	14
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
BIMINI BAY UTILITIES CORPORATION	0	0	0	7
BLACK BEAR RESERVE WATER COMPANY, INC.	0	0	0	1
CEDAR ACRES INC	0	3	3	3
COLONY PARK UTILITIES, INC.	0	0	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	2	2	5
FOUR POINTS UTILITY CORPORATION	0	0	0	10
GOLD COAST UTILITY CORP.	0	0	0	3
GRENELEFE RESORT UTILITY, INC.	0	0	0	1
HEATHER HILLS ESTATES	0	0	0	3
HOLMES UTILITIES, INC.	0	0	0	1
LABRADOR UTILITIES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	4
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	2
LINDRICK SERVICE CORPORATION	0	0	0	5

Water & Wastewater Companies

		Complaints Logged		
	Service*	Billing*	Total	Y-T-D
MARION UTILITIES, INC.	0	0	0	1
MOBILE MANOR WATER COMPANY, INC.	0	0	0	1
NEIGHBORHOOD UTILITIES, INC.	0	0	0	2
NI FLORIDA, LLC	1	0	1	8
O&S WATER COMPANY, INC.	0	0	0	4
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	6
PINECREST RANCHES, INC.	0	0	0	1
PLURIS WEDGEFIELD, INC.	0	9	9	26
RAINBOW SPRINGS UTILITIES, L.C.	0	0	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1
ROYAL UTILITY COMPANY	0	0	0	2
SANLANDO UTILITIES CORPORATION	0	2	2	2
SUNRISE UTILITIES, LLC	0	0	0	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1
TLP WATER, INC.	0	0	0	2
UTILITIES, INC. OF FLORIDA	1	0	1	6
UTILITIES, INC. OF FLORIDA	0	1	1	5
UTILITIES, INC. OF LONGWOOD	1	0	1	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1
WATER OAK UTILITY	0	0	0	1
WEST LAKELAND WASTEWATER, INC.	0	0	0	1
TOTALS**	8	26	34	248

^{*}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 - September 2010

	Month	Year-To-Date
AMERICATEL CORPORATION	0	1
AT&T FLORIDA	3	23
AT&T LONG DISTANCE SERVICE	0	1
CENTURYLINK	0	6
CENTURYLINK COMMUNICATIONS	1	1
CONSUMER ACCESS	0	1
CUSTOM TELECONNECT, INC.	1	1
ENHANCED SERVICES BILLING, INC.	0	5
ILD TELESERVICES	3	20
INTELLICALL OPERATOR SERVICES, INC.	1	1
INTELLICALL OPERATOR SERVICES, INC.	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	1	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	7
VERIZON FLORIDA LLC	1	3
ZERO PLUS DIALING	0	1
TOTALS*	11	74

^{*}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 - September 2010

	Month	Year-To-Date
AMERICA NET, LLC	3	7
AMERICAN DIAL TONE, INC.	2	4
AT&T FLORIDA	1	10
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	2
BUDGET PHONE	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	5
DPI TELECONNECT, L.L.C.	1	1
DPI-TELECONNECT, L.L.C.	3	3
EASY TELEPHONE SERVICES COMPANY	2	2
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1
EXCEL TELECOMMUNICATIONS	0	2
LEVEL 3 COMMUNICATIONS, LLC	0	2
NETWORK SERVICE BILLING, INC.	0	1
OPTIC INTERNET PROTOCOL, INC.	1	69
PRIMO COMMUNICATIONS INC	0	1
QUASAR COMMUNICATIONS OF TEXAS CORPORATION	1	4
SILV COMMUNICATION INC.	0	6
TELEDIAS COMMUNICATIONS, INC.	0	1
THINK 12 CORPORATION D/B/A HELLO DEPOT	0	1
UNITED TELECOM INC.	0	9
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	1
TOTALS*	14	134

^{*}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 - September 2010

	Month	Year-To-Date
AT&T	0	4
AT&T LONG DISTANCE SERVICE	3	12
BLUERIDGE TELECOM SYSTEMS	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	2
CONVERGIA, INC.	1	1
CUSTOM TELECONNECT, INC.	0	1
ENHANCED SERVICES BILLING, INC.	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1
GLOBAL TEL*LINK CORPORATION	0	2
IDC TELECOMMUNICATIONS	0	1
ILD TELESERVICES	0	4
INTELLICALL OPERATOR SERVICES, INC.	0	1
NET ONE INTERNATIONAL, INC.	0	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	1
ONELINK COMMUNICATIONS, INC.	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1
QWEST COMMUNICATIONS COMPANY, LLC	1	3
SPRINT	0	3
TCG SOUTH FLORIDA	1	1
TELEDIAS COMMUNICATIONS, INC.	1	2
TELENATIONAL COMMUNICATIONS, INC.	0	1
TELEUNO, INC.	1	1
VERIZON BUSINESS SERVICES	0	2
VERIZON LONG DISTANCE LLC	0	2
XO COMMUNICATIONS SERVICES, INC.	0	1
ZERO PLUS DIALING	1	3
TOTALS*	9	54

^{*}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 Statues, 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.