

COMMON CARRIER SCORECARD

***REPORTING PERIOD
JANUARY 1, 1999 TO JUNE 30, 1999
(INCLUDING SUMMARIES FOR 1998)***

**FEDERAL COMMUNICATIONS COMMISSION
COMMON CARRIER BUREAU
CONSUMER INFORMATION BUREAU
ENFORCEMENT BUREAU
WASHINGTON, D.C. 20554**

COMMON CARRIER SCORECARD

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INTRODUCTION

This edition of the Scorecard provides summary information regarding the number of telephone-related complaints and inquiries processed by the Common Carrier Bureau, Enforcement Division's Consumer Protection Branch for calendar year 1998 and an interim report for the first six months of 1999.* The FCC uses this information to develop policies that govern the practices of telecommunications carriers, to ensure that the interests of consumers are protected, and to identify problems in the telecommunications marketplace. For example, the Commission has recently revised its slamming rules to make unauthorized conversion more difficult, and has issued several Notices of Apparent Liability based on complaints filed by consumers. (See page 19.)

This report is designed to:

- Provide consumers with useful information regarding telephone service providers.
- Help telecommunications providers identify problem areas.
- Assist regulatory agencies by identifying marketplace trends.

A complaint index is used to compare the performance of companies listed in the report. The index measures the number of complaints filed against a company relative to the revenue of the company. This allows for a better assessment of the performance of the companies included in this report since the marketplace consists of companies with varying revenue and customer bases. The revenue numbers are based on the total annual reported revenue for 1998 where available. In instances where revenue information was not publicly available, an estimated number was used. (For a more detailed explanation of the revenue data used for a specific carrier, see notes at the end of each table.)

* This Branch was eliminated November 8, 1998 as part of the reorganization creating the Enforcement Bureau and the Compliance and Information Bureau.

TABLE I: WRITTEN COMPLAINTS PROCESSED

Complaint Types	Jan. – Jun. '98	Jul. – Dec. '98	Jan. – Jun. '99
Slamming	9,567	10,557	12,478
Rates & Services	2,461	2,778	4,473
Cramming	2,302	2,256	1,214
End User Common Line*	0	1,854	1,072
Carrier Marketing	1,102	1,001	1,007
International	753	667	766
Access Charges	358	2,470	614
Operator Services	659	480	534
Telephone Consumer Protection Act	475	1,467	402
Referrals	646	2,120	380
Information Services	810	953	325
Miscellaneous	1,266	1,465	720
Total Written Complaints	20,429	28,068	23,985

* These complaints involve a one-time dispute between payphone providers and local exchange carriers over End User Common Line Charges (EUCL).

**TABLE II: COMPANIES SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX)**

Company Name	Complaints	Complaint Index	Source Code*
Business Discount Plan	479	239.50	3
America's Tele-Network	337	168.50	3
ACI Communications, Inc.	329	164.50	3
Least Cost Routing d/b/a Long Distance Charges	317	158.50	3
Accutel Communications	282	141.00	3
American Nortel Communications	232	116.00	3
Brittan Communications, Inc.(Foreclosure)	232	116.00	3
Corporate Services	148	74.00	3
Local Long Distance	281	56.20	2
USA Telecorp	111	55.50	3
Basic Long Distance	97	48.50	3
Telec, Inc.	96	48.00	3
The Furst Group	92	46.00	3
Network Access, Inc. (FL)	89	44.50	3
LDC Telecommunications	88	44.00	3
Long Distance Direct, Inc.	85	42.50	3
Combined Billing	76	38.00	3
All American Telephone	74	37.00	3
Advantage Telecommunications	65	32.50	3
Network Access, Inc. (NV)	64	32.00	3
Amer-I-Net Services	63	31.50	3
Switched Services Communications	63	31.50	3
Telecommunications Service Center, Inc.	59	29.50	3
Business Options, Inc.	57	28.50	3

*** Revenue utilized in the complaint index was derived from the following:**

- 1) The index is derived from publicly available revenue information.
- 2) Confidential revenue data was submitted in the carrier's Universal Service Fund Worksheet filed with the National Exchange Carrier Administration (NECA). To preserve the confidentiality of this information, we placed each carrier into one of four revenue ranges and used the revenue range midpoint as the carrier's revenue for purposes of calculating the complaint index. The ranges are \$112 - \$50 million; \$50 - 25 million; \$25 - \$10 million, and; under \$10 million.
- 3) Carriers with more than \$2 million of annual revenue must file Universal Service Worksheet with NECA or certify that annual revenue is under the \$2 million threshold. As of September 1, 1999, the carrier certified it had less than \$2 million in revenue, or had not submitted its USF Worksheet. We used \$2 million as the revenue amount for purposes of calculating the complaint index.
- 4) More than \$112 million of end user revenue was reported on the carrier's Universal Service Fund Worksheet. Carriers that generate more than \$112 million of end user revenue are also required to file publicly available revenue figures. Since this carrier did not file public revenue figures, we used the \$112 million threshold to calculate the complaint index.

**TABLE II: COMPANIES SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX) - Continued**

Company Name	Complaints	Complaint Index	Source Code*
ATN Communications, Inc.	56	28.00	3
OLS, Inc.	56	28.00	3
Crown Communications	54	27.00	3
Least Cost Routing, Inc. (FL)	54	27.00	3
The Phone Company	54	27.00	3
Discount Network Services	53	26.50	3
RCP Communications Group	53	26.50	3
Axces Telecommunications	116	23.20	2
American Business Alliance	46	23.00	3
Long Distance Saving	114	22.80	2
Preferred Billing	107	21.40	2
VIP Telephone Network	40	20.00	3
Pantel Communications	39	19.50	3
Coral Communications	34	17.00	3
Telco Partners	32	16.00	3
Atlas Communications	31	15.50	3
CGI Telecom	30	15.00	3
Starlink Communications	29	14.50	3
Group Long Distance, Inc.	70	14.00	2
Olympic Telecommunications	28	14.00	3
ATN/Advanced Telecommunications	27	13.50	3
Digital Network Services, Inc.	27	13.50	3
Robo Tel, Inc.	27	13.50	3
Advantage Plus	26	13.00	3

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**TABLE II: COMPANIES SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX) – Continued**

Company Name	Complaints	Complaint Index	Source code*
US Telephone	26	13.00	3
Conquest Operator Services	25	12.50	3
Network Utilization	25	12.50	3
World Communications, Inc.	24	12.00	3
Vista Group International, Inc.	433	11.55	2
National Accounts Long Distance	23	11.50	3
Service One Communications	23	11.50	3
Colorado River Communications	22	11.00	3
HSJ Enterprises	22	11.00	3
Intercontinental Communications Long Distance	22	11.00	3
Long Distance Services	22	11.00	3
Network 1000	22	11.00	3
Network Communications	22	11.00	3
Operator Services Co.	22	11.00	3
TimeFax, Inc.	22	11.00	3
Pilgrim Telephone, Inc.	54	10.80	2
Winstar Gateway Network	54	10.80	2
Vision Telemedia, Inc.	20	10.00	3
US Republic Communications	349	9.31	2
International Telecommunications Corp.	135	7.71	2
Telcam	36	7.20	2
Network Operator Services	114	6.51	2

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**TABLE II: COMPANIES SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX) – Continued**

Company Name	Complaints	Complaint Index	Source code*
L. D. Services, Inc.	205	5.47	2
Uni-Tel Communications	27	5.40	2
Operator Communications, inc.	88	5.03	2
USN Communications	88	5.03	2
Coast International	23	4.60	2
North American Telephone Network	78	4.46	2
Consumer Access	65	3.71	2
QAI, Inc.	139	3.71	2
Minimum Rate Pricing, Inc.	415	3.71	4
RSL COM USA, Inc.	498	2.71	1
Quest Communications	43	2.46	2
Equal Net Corporation	41	2.34	2
OPTICOM	171	2.11	2
Flat Rate Long Distance	70	1.87	2
American Network Exchange, Inc.	59	1.57	2
I-Link Communication	27	1.54	2
Long Distance International, Inc.	52	1.39	2
Matrix Telecom	33	0.88	2
Frontier Communications Services	427	0.79	1
ILD Teleservices Inc.	64	0.79	2
NOS Communications, Inc.	109	0.79	1
ClearTel Communications	27	0.72	2

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**TABLE II: COMPANIES SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX) – Continued**

Company Name	Complaints	Complaint Index	Source code*
Excel Communications	629	0.52	1
Qwest Communications	831	0.50	1
Lifeline	40	0.49	2
US Long Distance, Inc.	130	0.47	1
ASC Telecom, Inc.	31	0.38	2
Tel-Save, Inc.	127	0.30	1
Coastal Telephone Company	23	0.28	2
WorldXChange Communications	85	0.28	1
UniDial, Inc.	46	0.25	1
GTE Communications Corp.	154	0.25	1
MCI WorldCom, Inc.	4,795	0.20	1
Cable & Wireless Communications, PLC	181	0.19	1
Working Assets Long Distance	22	0.17	1
Vartec Telecom, Inc.	110	0.15	1
Sprint Communication	1,412	0.14	1
IXC Communications Services, Inc.	52	0.07	1
Intermedia Communications	21	0.06	1
AT&T Corporation	2,172	0.05	1

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**TABLE III: LOCAL EXCHANGE CARRIERS
SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999**

Local Exchange Carrier+	Complaints
Bell Atlantic	4,244
SBC Communications	2,344
GTE Service Corporation	1,996
US West Communications, Inc.	1,947
BellSouth Telecommunications, Inc.	1,810
Ameritech	1,537
Sprint Corporation	538
Citizens Communications	153
Century Tel	60
Cincinnati Bell	52

**TABLE IV: BILLING AGENTS
SERVED 20 OR MORE COMPLAINTS
JANUARY THROUGH JUNE, 1999**

Billing Agent+	Complaints
Billing Concepts Corporation	3,536
OAN Services, Inc.	1,945
Integretel, Inc.	1,027
Hold Billing Service	912
USP&C	346
Telephone Billing Service	119
Federal Transtel, Inc.	59
Long Distance Billing	48

+ Local Exchange Carriers and Billing Agents are often served with complaints against other carriers because as the billing entity, they have information relevant to the complaint such as account changes and charges billed. The most common complaint of this type involves slamming where the Commission needs specific information to determine whether an unauthorized change has occurred.

**TABLE V: COMPANIES SERVED 20 OR MORE
SLAMMING COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX)**

SLAMMING is a term used to describe a practice that changes a customer's preferred telephone company without the customer's knowledge or consent.

Company Name	Slamming Complaints	Complaint Index	Source code*
Business Discount Plan	448	224.00	3
ACI Communications, Inc.	314	157.00	3
Least Cost Routing d/b/a Long Distance Charges	294	147.00	3
America's Tele-Network (ATN)	262	131.00	3
Accutel Communications	233	116.50	3
Brittan Communications (Foreclosure)	215	107.50	3
American Nortel Communications	213	106.50	3
Corporate Services Telecom	134	67.00	3
Local Long Distance	266	53.20	2
USA Telecorp	102	51.00	3
Telec, Inc.	94	47.00	3
Basic Long Distance	93	46.50	3
LDC Telecommunications	75	37.50	3
Combined Billing	72	36.00	3
The Furst Group	71	35.50	3
Long Distance Direct, Inc.	67	33.50	3
Long Distance Billing	62	31.00	3
Switched Services Communications	62	31.00	3
Advantage Telecommunications	59	29.50	3
All American Telephone	58	29.00	3
Amer-I-Net Services	57	28.50	3
Business Options, Inc.	55	27.50	3

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SLAMMING COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX) - Continued**

Company Name	Slamming Complaints	Complaint Index	Source code*
Least Cost Routing, Inc. (FL)	52	26.00	3
The Phone Company	52	26.00	3
Discount Network Services	49	24.50	3
OLS, Inc.	44	22.00	3
Long Distance Saving	109	21.80	2
American Business Alliance	40	20.00	3
Axces Telecommunications	100	20.00	2
Preferred Billing	98	19.60	2
Atlas Communications	28	14.00	3
Telecommunications Service Center, Inc.	26	13.00	3
Robo Tel, Inc.	25	12.50	3
Advantage Plus	24	12.00	3
World Communications	24	12.00	3
Group Long Distance, Inc.	60	12.00	2
Network Utilization	23	11.50	3
ATN/Advanced Telecom Network	22	11.00	3
Long Distance Services	22	11.00	3
Vista Group International, Inc.	400	10.67	2
National Accounts Long Distance	20	10.00	3
US Republic Communications	256	6.83	2
Telcam	33	6.60	2
Winstar Gateway Network	29	5.80	2
Uni-Tel Communications	26	5.20	2
L. D. Services, Inc.	180	4.80	2
USN Communications	65	3.71	2

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**TABLE V: COMPANIES SERVED 20 OR MORE
SLAMMING COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY COMPLAINT INDEX) - Continued**

Company Name	Slamming Complaints	Complaint Index	Source code*
International Telecommunications Corp.	108	6.17	2
North American Telephone	58	3.31	2
Minimum Rate Pricing, Inc.	344	3.07	4
RSL COM USA, Inc.	444	2.42	1
Quest Communications	34	1.94	2
Equal Net Corporation	31	1.77	2
Flat Rate Long Distance	65	1.73	2
Consumer Access	29	1.66	2
QAI, Inc.	56	1.49	2
I-Link Communications	22	1.26	2
Long Distance International, Inc.	38	1.01	2
Frontier Communications Services	346	0.64	1
Matrix Telecom	20	0.53	2
Qwest Communications	648	0.39	1
Lifeline	30	0.37	2
US Long Distance, Inc.	95	0.34	1
Excel Communications	336	0.28	1
Tel-Save, Inc.	107	0.25	1
GTE Communications Corp.	138	0.23	1
NOS Communications, Inc.	30	0.22	1
Cable & Wireless	162	0.17	1
UniDial	30	0.17	1
MCI WorldCom, Inc.	2,465	0.10	1
Sprint	878	0.09	1
Vartec Telecom, Inc.	50	0.07	1
IXC Communications Services, Inc.	42	0.06	1
AT&T Corporation	764	0.02	1

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**TABLE VI: COMPANIES SERVED 20 OR MORE
CRAMMING COMPLAINTS
JANUARY THROUGH JUNE, 1999
(SORTED BY NUMBER OF COMPLAINTS)**

CRAMMING describes a practice that adds non-toll related charges to a customer's phone bill for services that have not been authorized by the customer.

Company Name	Cramming Complaints
USP&C	249
US Republic Communications	72
RCP Communications Group	41
Accutel Communications	31
AT&T Corporation	30
Consumer Access	26
MCI WorldCom, Inc.	25
Telecommunications Service Center	25
VIP Telephone Network	23
CGI Telecom	22
Coral Communications	21
Pantel Communications	20

COMPLAINT SUMMARIES FOR CALENDAR YEAR 1998

Table VII contains slamming, cramming, marketing, and total complaint information for companies (excluding billing agents and local telephone companies) that have been served more than 50 complaints during calendar year 1998. The total number of complaints served is based on information contained in the databases of the Common Carrier Bureau Enforcement Division's Consumer Protection Branch. (Since the Commission tracks information on numerous issues the numbers in the specific subject columns do not normally represent all of the complaints received against a company).

For each company listed in Table VII, a complaint index was calculated by dividing the total number of complaints served on that company by the amount of telecommunications revenue it reported (measured in millions of dollars). See the footnotes to the table for a more detailed explanation.

**TABLE VII: COMPANIES SERVED WITH 50 OR MORE
COMPLAINTS IN CALENDAR YEAR 1998
(LISTED ALPHABETICALLY)**

Company	Slamming Complaints	Cramming Complaints	Marketing Complaints	Total Complaints Served	Complaint Index	Source code*
Accutel Communications	224	96	3	323	161.5	3
ACI Communications, Inc.	333	0	2	350	175.0	3
All American Telephone (Filed for Bankruptcy)	238	39	1	285	142.5	3
Amer-I-Net Services Corp.	390	4	11	405	202.5	3
America's Tele-Network	159	59	11	251	125.5	3
American Business Alliance	276	0	10	299	149.5	3
American Network Exchange, Inc.	17	0	1	112	3.0	2
American Nortel Communications	159	16	0	182	91.0	3
ASP Telecom, Inc.	3	79	0	89	44.5	3
AT&T Corporation	2,059	39	348	4,120	0.1	1
Atlas Communications, Ltd.	67	2	0	83	41.5	3
ATN Services, Inc.	51	5	1	60	30.0	3
Axces Telecommunications	406	40	1	456	91.2	2
Basic Long Distance	281	23	5	314	157.0	3
BLJ Communications	3	49	0	54	27.0	3
Brittan Communications (Foreclosure)	414	22	3	452	226.0	3
Business Discount Plan, Inc.	2,979	28	27	3,065	1,532.5	3
Cable & Wireless, PLC	69	2	2	80	0.1	1
Calling, Inc.	1	50	1	56	28.0	3
Capital Gains, Inc.	2	166	2	188	94.0	3
Coast International	34	28	1	70	14.0	2
Coastal Telephone Co.	52	6	2	80	1.0	2

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- 3) Carriers with more than \$2 million of annual revenue must file Universal Service Worksheet with NECA or certify that annual revenue is under the \$2 million threshold. As of September 1, 1999, the carrier certified it had less than \$2 million in revenue, or had not submitted its USF Worksheet. We used \$2 million as the revenue amount for purposes of calculating the complaint index.
- 4) More than \$112 million of end user revenue was reported on the carrier's Universal Service Fund Worksheet. Carriers that generate more than \$112 million of end user revenue are also required to file publicly available revenue figures. Since this carrier did not file public revenue figures, we used the \$112 million threshold to calculate the complaint index.

TABLE VII: COMPANIES SERVED WITH 50 OR MORE COMPLAINTS IN CALENDAR YEAR 1998 - Continued (LISTED ALPHABETICALLY)

Company	Slamming Complaints	Cramming Complaints	Marketing Complaints	Complaints Served	Complaint Index	Source code*
Comm. TeleSystems International (WorldXChange)	8	4	0	119	0.4	1
Consumer Access	43	123	0	185	10.6	2
Coral Communications	18	227	1	253	126.5	3
Corporate Services	223	0	21	245	122.5	3
Crown Communications	2	16	0	147	73.5	3
Custom Teleconnect	9	1	0	56	11.2	2
Direct American Marketers	3	108	2	116	58.0	3
Discount Network Services	95	1	4	99	49.5	3
Discount Telecom, Inc.	51	11	0	76	38.0	3
Enhanced Phone Services	1	124	0	137	68.5	3
Equal Net Corporation	51	4	2	62	3.5	2
Excel Communications, Inc.	241	7	21	396	0.3	1
Frontier Corporation (long distance operations)	240	0	16	336	0.6	1
Group Long Distance, Inc.	282	5	23	315	63.0	2
GTE Communications Co.	67	1	3	76	0.1	1
Home Owners Long Distance	46	5	1	63	12.6	2
Intercontinental Communications Long Distance	5	0	0	55	27.5	3
International Telecomm. Corporation	78	7	12	107	6.1	2
L. D. Services, Inc.	205	13	4	230	6.1	2
Qwest/LCI International, Inc.	530	6	20	663	0.4	1

*** Revenue utilized in the complaint index was derived from the following:**

- 1) The index is derived from publicly available revenue information.
- 2) Confidential revenue data was submitted in the carrier's Universal Service Fund Worksheet filed with the National Exchange Carrier Administration (NECA). To preserve the confidentiality of this information, we placed each carrier into one of four revenue ranges and used the revenue range midpoint as the carrier's revenue for purposes of calculating the complaint index. The ranges are \$112 - \$50 million; \$50 - 25 million; \$25 - \$10 million, and under \$10 million.
- 3) Carriers with more than \$2 million of annual revenue must file Universal Service Worksheet with NECA or certify that annual revenue is under the \$2 million threshold. As of September 1, 1999, the carrier certified it had less than \$2 million in revenue, or had not submitted its USF Worksheet. We used \$2 million as the revenue amount for purposes of calculating the complaint index.
- 4) More than \$112 million of end user revenue was reported on the carrier's Universal Service Fund Worksheet. Carriers that generate more than \$112 million of end user revenue are also required to file publicly available revenue figures. Since this carrier did not file public revenue figures, we used the \$112 million threshold to calculate the complaint index.

TABLE VII: COMPANIES SERVED WITH 50 OR MORE COMPLAINTS IN CALENDAR YEAR 1998 – Continued (LISTED ALPHABETICALLY)

Company	Slamming Complaints	Cramming Complaints	Marketing Complaints	Complaints Served	Complaint Index	Source code*
LDC Telecommunications	281	19	5	325	162.5	3
Least Cost Routing, Inc. (FL)	122	14	8	136	68.0	3
Least Cost Routing d/b/a Long Distance Charges	759	6	8	782	391.0	3
Local Long Distance	287	47	4	387	77.4	2
Long Distance Direct, Inc.	282	9	2	302	151.0	3
MCI WorldCom, Inc.	2,398	46	765	6,025	0.2	1
Minimum Rate Pricing, Inc.	1,132	60	143	1,432	12.8	4
National Accounts Long Distance	61	0	7	72	36.0	3
Network Access, Inc. (FL)	10	16	0	118	59.0	3
Network Access, Inc. (NV)	13	10	0	128	64.0	3
Network Operator Services	3	0	1	125	7.1	2
Network Utilization	41	5	2	51	25.5	3
New World Telecommunications	7	159	0	178	89.0	3
North American Telephone Network	69	8	12	101	5.8	2
NOS Communications, Inc.	15	2	22	88	0.6	1
One Step Billing, Inc.	449	16	16	488	2.7	1
Online Consulting Group	3	98	0	126	63.0	3
Operator Communications, Inc. (Oncor)	7	0	0	168	9.6	2
OPTICOM (One Call Communications, Inc.)	11	2	1	249	3.1	2
Pantel Communications	83	222	1	318	159.0	3

*** Revenue utilized in the complaint index was derived from the following:**

- 1) The index is derived from publicly available revenue information.
- 2) Confidential revenue data was submitted in the carrier's Universal Service Fund Worksheet filed with the National Exchange Carrier Administration (NECA). To preserve the confidentiality of this information, we placed each carrier into one of four revenue ranges and used the revenue range midpoint as the carrier's revenue for purposes of calculating the complaint index. The ranges are \$112 - \$50 million; \$50 - \$25 million; \$25 - \$10 million, and under \$10 million.
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- 4) More than \$112 million of end user revenue was reported on the carrier's Universal Service Fund Worksheet. Carriers that generate more than \$112 million of end user revenue are also required to file publicly available revenue figures. Since this carrier did not file public revenue figures, we used the \$112 million threshold to calculate the complaint index.

TABLE VII: COMPANIES SERVED WITH 50 OR MORE COMPLAINTS IN CALENDAR YEAR 1998 - Continued (LISTED ALPHABETICALLY)

Company	Slamming Complaints	Cramming Complaints	Marketing Complaints	Complaints Served	Complaint Index	Source code*
Payless Communications	2	44	2	56	28.0	3
Pilgrim Telephone, Inc.	3	18	1	133	26.6	2
Preferred Billing	40	5	5	52	10.4	2
Preferred Carrier Services	60	8	2	77	38.5	3
QE Teleconnect	6	61	1	73	36.5	3
Quest Communications	35	8	0	54	3.1	2
Sprint Communications Company, L.P.	1,199	17	160	1,983	0.2	1
Switched Services Communications	65	1	0	66	33.0	3
Tel-Save, Inc.	64	3	2	83	0.2	1
Telco Communications Group, Inc.	78	45	29	274	1.0	1
Telec, Inc.	258	0	1	265	132.5	3
Telecommunications Service Center, Inc.	1	21	1	54	27.0	3
The Furst Group	167	2	8	187	93.5	3
Touch 1 Long Distance	61	1	12	81	1.0	2
Traveler's Advantage	0	48	1	51	25.5	3
Unidial Incorporated	40	0	2	50	0.3	1

*** Revenue utilized in the complaint index was derived from the following:**

- 1) The index is derived from publicly available revenue information.
- 2) Confidential revenue data was submitted in the carrier's Universal Service Fund Worksheet filed with the National Exchange Carrier Administration (NECA). To preserve the confidentiality of this information, we placed each carrier into one of four revenue ranges and used the revenue range midpoint as the carrier's revenue for purposes of calculating the complaint index. The ranges are \$112 - \$50 million; \$50 - \$25 million; \$25 - \$10 million, and under \$10 million.
- 3) Carriers with more than \$2 million of annual revenue must file Universal Service Worksheet with NECA or certify that annual revenue is under the \$2 million threshold. As of September 1, 1999, the carrier certified it had less than \$2 million in revenue, or had not submitted its USF Worksheet. We used \$2 million as the revenue amount for purposes of calculating the complaint index.
- 4) More than \$112 million of end user revenue was reported on the carrier's Universal Service Fund Worksheet. Carriers that generate more than \$112 million of end user revenue are also required to file publicly available revenue figures. Since this carrier did not file public revenue figures, we used the \$112 million threshold to calculate the complaint index.

TABLE VII: COMPANIES SERVED WITH 50 OR MORE COMPLAINTS IN CALENDAR YEAR 1998 - Continued (LISTED ALPHABETICALLY)

Company	Slamming Complaints	Cramming Complaints	Marketing Complaints	Complaints Served	Complaint Index	Source code*
US Long Distance, Inc.	167	5	2	230	0.8	1
US Republic Communications	256	0	18	284	7.6	2
US Telephone	7	48	1	65	32.5	3
VarTec Telecom, Inc.	29	14	11	117	0.2	1
Veterans of America	7	180	0	192	96.0	3
Viatech (RCP Communications Group)	3	234	0	237	118.5	3
Vision Telemedia, Inc.	1	119	0	144	72.0	3
Vista Group International, Inc.	466	14	24	511	13.6	2

*** Revenue utilized in the complaint index was derived from the following:**

- 1) The index is derived from publicly available revenue information.
- 2) Confidential revenue data was submitted in the carrier's Universal Service Fund Worksheet filed with the National Exchange Carrier Administration (NECA). To preserve the confidentiality of this information, we placed each carrier into one of four revenue ranges and used the revenue range midpoint as the carrier's revenue for purposes of calculating the complaint index. The ranges are \$112 - \$50 million; \$50 - \$25 million; \$25 - \$10 million, and under \$10 million.
- 3) Carriers with more than \$2 million of annual revenue must file Universal Service Worksheet with NECA or certify that annual revenue is under the \$2 million threshold. As of September 1, 1999, the carrier certified it had less than \$2 million in revenue, or had not submitted its USF Worksheet. We used \$2 million as the revenue amount for purposes of calculating the complaint index.
- 4) More than \$112 million of end user revenue was reported on the carrier's Universal Service Fund Worksheet. Carriers that generate more than \$112 million of end user revenue are also required to file publicly available revenue figures. Since this carrier did not file public revenue figures, we used the \$112 million threshold to calculate the complaint index.

FEDERAL COMMUNICATIONS COMMISSION

NOTICES OF APPARENT LIABILITY ISSUED FOR SLAMMING VIOLATIONS

Company Name	Proposed Forfeiture Amount
Qwest Communications International, Inc. (10/99)	\$2,080,000
Vista Group International, Inc. (8/99)	1,000,000
Coleman Enterprises d/b/a Local Long Distance, Inc. (8/99)	1,120,000
Business Discount Plan, Inc. (12/98)	2,400,000
Long Distance Direct, Inc. (12/98)	2,000,000
Amer-I-Net Services Corporation (10/98)	1,360,000
Brittan Communications International Corp. (10/98)	1,120,000
All American Telephone Company, Inc. (7/98)	<u>1,040,000</u>
Total:	\$12,120,000

FORFEITURE ORDERS ISSUED FOR SLAMMING VIOLATIONS

Company Name	Forfeiture Amount
Fletcher Companies (slamming and related violations) (4/98)	\$ 5,681,500
Target Telecom, Inc. (2/98)	40,000
Long Distance Services, Inc. (Troy, Michigan) (2/98)	80,000
Long Distance Services, Inc. (Virginia) (5/97)	80,000
Excel Telecommunications, Inc. (6/96)	<u>80,000</u>
Total:	\$5,961,500

**CONSENT DECREES RESOLVING
NOTICES OF APPARENT LIABILITY FOR SLAMMING**

Company Name	Voluntary Payments to the U.S. Treasury
Minimum Rate Pricing, Inc. (12/98)	\$ 1,200,000
TELCAM, Telecommunications Company of the Americas (2/98)	15,000
LCI International Worldwide Telecommunications (8/97)	15,000
Home Owners Long Distance, Inc. (3/97)	30,000
Nationwide Long Distance, Inc. (1/97)	30,000
AT&T Corporation (12/96)	30,000
Matrix Telecom, Inc. (12/96)	30,000
Winstar Gateway Network, Inc. (12/96)	80,000
MCI Telecommunications Corp. (6/96)	30,000
Operator Communications, Inc. d/b/a Oncor (9/95)	500,000
Cherry Communications, Inc. (5/94)	<u>500,000</u>
Total:	\$2,460,000

The companies listed under Consent Decrees also voluntarily agreed to provide additional consumer protections.

Other Actions

The Commission revoked the operating authority of the companies owned and/or operated by Daniel Fletcher. (4/98)

FEDERAL COMMUNICATIONS COMMISSION

**CITATIONS ISSUED FOR ALLEGED VIOLATIONS OF
THE TELEPHONE CONSUMER PROTECTION ACT**

The Commission has issued several citations to companies that allegedly sent unsolicited advertisements via facsimiles to consumers in violation of the Telephone Consumer Protection Act and the Commission's telemarketing rules. The citations place each company on notice that subsequent violations may result in monetary forfeitures of up to \$11,000 per violation.

Citations Issued August 5, 1999 Against:

Breaktime, Hollywood, FL
ComFax, New York, NY
CyNet, Inc. Houston, TX
Global Wireless, Marco Island, FL
Resort World, Las Vegas, NV
Safire, Inc., San Diego, CA
Thomas Thomas, Alexis and Lynn, Houston, TX

Citations Issued July 12, 1999 Against:

Carolina Liquidators, Irving, TX
Get-Aways, Inc., Camarillo, CA
Headset Discounter, LLC, San Francisco, CA
Tri-Star Marketing, Everett, WA
US Notary, El Cajon, CA

HOW TO FILE A COMPLAINT

If you have a problem with a company providing telephone services, you should first try to resolve your complaint with the company providing service, your local telephone company or the company billing for the service. Complaints about rates or services provided within one state (intrastate) should be addressed to your state public utility commission. Information regarding filing complaints on intrastate services may be obtained from your local or state consumer office, or the government section of your telephone directory.

Complaints regarding services provided from one state to another (interstate), or to other countries may be filed via telephone 1-888-225-5322 or at the FCC's Website at: <http://www.fcc.gov/eb/enforce/complaint.html> or written complaints may also be sent to the FCC at:

**Federal Communications Commission
Consumer Information Bureau
445 12th Street, SW
Washington, DC 20554**

There is no fee for filing this kind of complaint, and no special form is required. When making a complaint please print or type your letter, and include:

- your name and address;
- a telephone number where you can be reached during the day;
- all of the telephone numbers involved in the complaint;
- the name of your local telephone company;
- a description of the complaint, including as much information as possible, including the names of all companies involved;
- the names and telephone numbers of all telephone company employees that you contacted, the dates you spoke with these people and any other information you believe would be helpful to resolve your complaint; and
- specify the relief you are requesting, such as a credit on your bill or a refund.

THE COMPLAINT PROCESS

All correspondence received by the Commission is processed by staff members. Often consumers are sent information on various issues of concern. Complaints that are within the FCC's jurisdiction are generally served on the companies involved with a Notice of Informal Complaint (Notice). The Notice directs the companies to send a written response to both the Commission and the consumer that responds to the consumer's problem. Since any company with relevant information is served with the Notice, service of the complaint does not necessarily indicate wrongdoing by the served company. The Commission reviews the carrier responses and takes further action as appropriate. The consumer is then notified by mail of the disposition of the case.

FOR FURTHER INFORMATION

National Call Center (toll-free) 1-888-225-5322
Fax-on-Demand 1-202-418-2830
Telecommunications Device for the Deaf (TTY) toll-free 1-888-835-5322