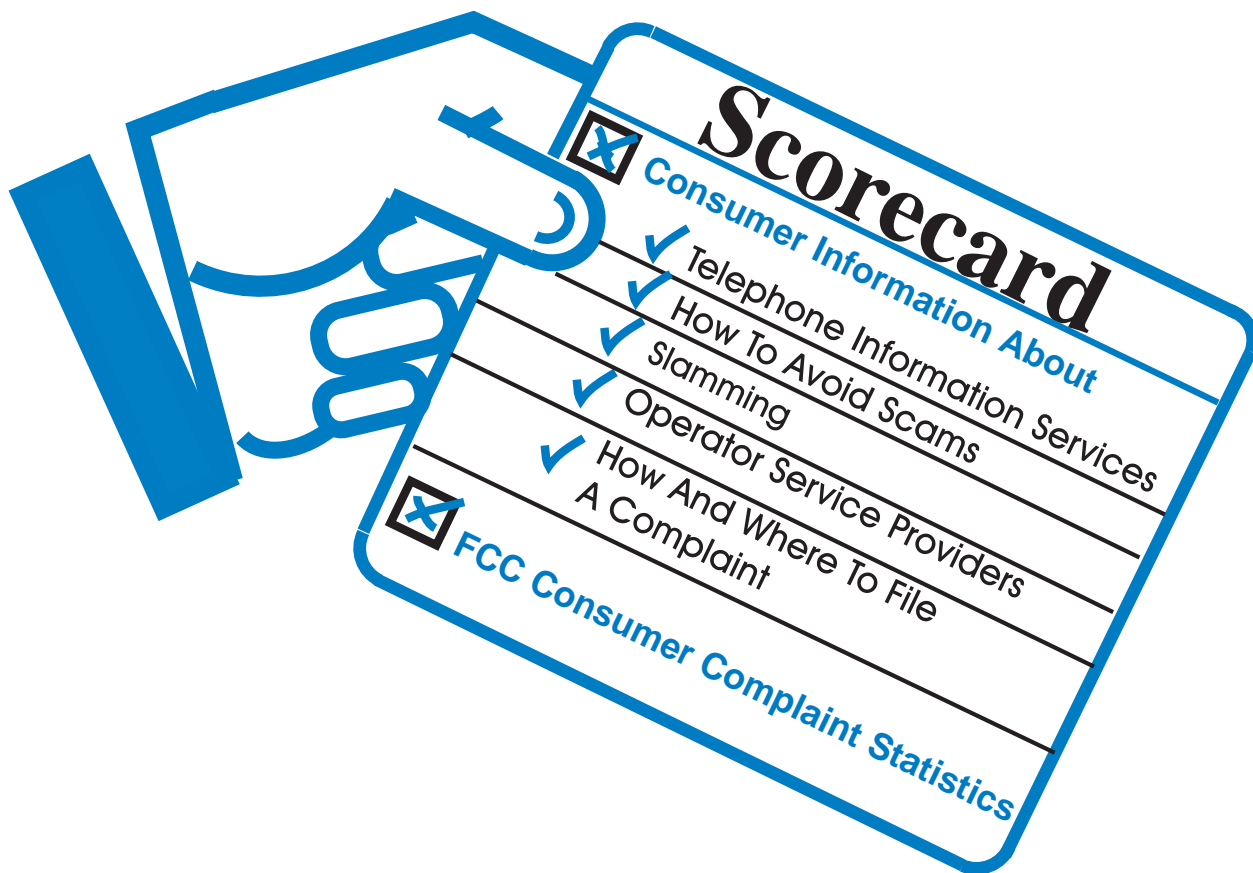


Common Carrier Scorecard

Produced by the Federal Communications Commission • Washington, D.C.

Providing consumers and the industry with relevant
information about telephone-related services

December 1997



Federal Communications Commission, Washington, D.C.

Common Carrier Bureau
Enforcement and Industry Analysis Divisions

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About The Scorecard

The Scorecard provides consumer information about telephone-related issues and performance information for individual telephone companies and for the common carrier industry as a whole. Consumers can use this information to make informed decisions about which companies and services they want to use. The common carrier industry can use this information to develop solutions to industry problems identified in consumer complaints.

This third edition of the Common Carrier Scorecard was prepared by the Enforcement and Industry Analysis Divisions of the FCC's Common Carrier Bureau.

The Scorecard shows that during 1996 the top three categories of consumer complaints and inquiries processed by the Enforcement Division's Consumer Protection Branch were unauthorized conversions of telephone service, a practice known as "slamming"; 900 number pay-per-call and other types of information services; and operator service providers' rates and practices.

The first section of the Scorecard provides an in-depth look into 900 number pay-per-call and other types of information services, how to avoid scams, and what actions consumers can take if problems occur. The second section includes information about the actions the FCC has taken to protect consumers from

slamming and the high rates charged by some operator service providers.

The third section of the Scorecard analyzes 1996 consumer complaint and inquiry trends. During 1996, the Consumer Protection Branch processed 24,837 consumer telephone calls and 35,095 written consumer complaints and inquiries. Consumers contact the Branch to obtain information, to resolve a complaint, or to express their opinions on telecommunications issues. FCC decision-makers review information provided by consumers and use that information to develop policies and rules that govern the practices of regulated companies and protect the interests of consumers.

While American consumers make billions of telephone calls every year, the FCC received less than one telephone-related consumer complaint for every two million toll calls made.

In absolute numbers, the largest companies generally received the most written complaints. After adjusting for company size, the ratio of complaints filed against the largest companies was far below some of their smaller competitors.

The Scorecard also shows that companies can significantly reduce consumer complaints filed against them by: dealing with valid consumer complaints quickly without "passing the buck"; providing more information about their services to consumers; improving their customer service programs; and maintaining better billing and service records.

Robert W. Spangler

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Contents

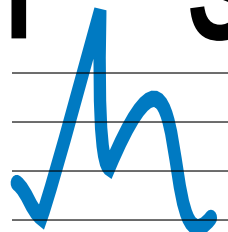
900 Number



AND OTHER TYPES OF TELEPHONE
INFORMATION SERVICES



TRENDS



3-13 An In-Depth Look at 900 Number Pay-Per-Call and Other Types of Telephone Information Services

- 5 The Federal Communications Commission's Rules
- 7 The Federal Trade Commission's 900 Number Rule
- 8 Sound Too Good To Be True? Quick Tips That Can Save You Money
- 10 Complaints About 900 Number Pay-Per-Call and Other Types of Information Services

14-17 A Quick Look at Slamming and Operator Service Providers

- 15 A Quick Look at Slamming
- 17 A Quick Look at Operator Service Providers

18-26 Trends in Consumer Complaints and Inquiries

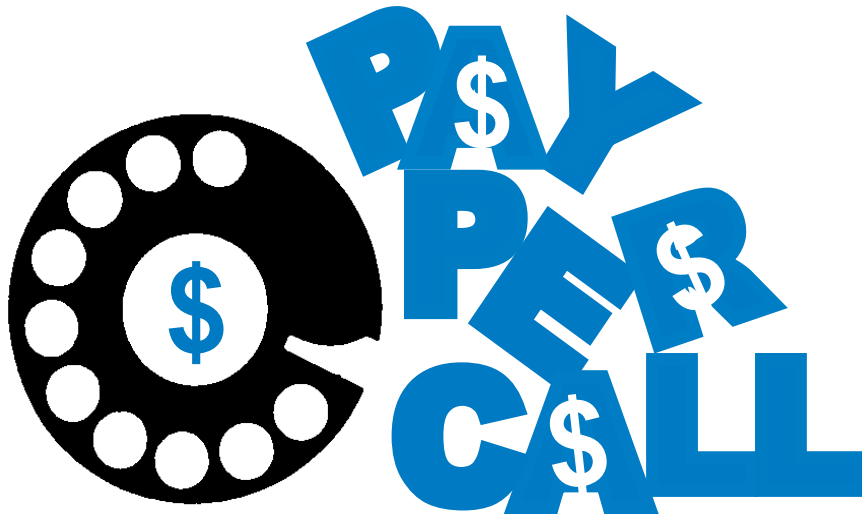
- 20 Consumer Complaints and Inquiries Reach the FCC in Several Ways
- 21 Consumers Call the Consumer Protection Branch for Information on a Variety of Issues
- 22 Issues Raised in Written Consumer Complaints and Inquiries
- 23 Complaint Ratios for Long Distance Companies Served with More Than 600 Complaints
- 24 Complaint Ratios for Long Distance Companies Served with More Than 250 Slamming Complaints
- 25 Complaint Ratios for Companies Served With More Than 30 Operator Service Provider Complaints
- 26 Complaints Served on Local Telephone Companies

27-33 Appendices

- 34 Guide to Abbreviations**
- 35 Consumer Information**

**Common Carrier
Scorecard**

An In-depth Look At 900 Number



AND OTHER TYPES OF TELEPHONE INFORMATION SERVICES

Information services offer telephone callers the opportunity to obtain a wide variety of telephone programs that provide recorded or live information and entertainment. Examples of information services include medical, stock market, sports, and product information. Also available are so-called “adult” services, “chat” lines and psychic advice.

Many of these information services are highly valued by consumers. However, complaints involving information services were the second highest category of telephone-related consumer complaints processed during 1996 by the Consumer Protection Branch of the Common Carrier Bureau’s Enforcement Division.

The FCC's rules protect consumers from unwanted charges for 900 number pay-per-call and other types of information services and disconnection of their local and long distance telephone service for failure to pay certain types of information service charges.

The Federal Trade Commission (FTC) also regulates the pay-per-call industry and has created the 900 Number Rule to protect the rights of consumers regarding pay-per-call transactions.

It is important to understand how information services are provided and the structure of the information services industry. Educating yourself on these issues will enable you to protect your rights and contact the proper agency if problems occur.

Pay-Per-Call and Information Services

Consumers may be confused by the terms “**pay-per-call**” and “**information services**” because the terms are often used interchangeably.

Pay-per-call is a specific type of information service. Under federal law, pay-per-call services are those information services that are offered only through 900 numbers and carry a fee greater than the cost of simply transmitting the call. The fee may be either a per-minute charge or a flat fee per call.

In contrast, **information services** is a broad term that includes 900 number pay-per-call services and services that are offered by dialing numbers other than 900 numbers.

Call Charges

Consumers generally call an advertised telephone number to receive a pay-per-call or another type of information service.

Charges for both pay-per-call and other types of information service calls are typically billed to the individual or business responsible for the telephone line from where the call was placed, and often are included on that party's monthly telephone bill.

Industry Structure

The following types of entities can be involved in providing and billing for information services:

Information Providers

Information providers design, produce, price, and advertise pay-per-call and other types of information services.

Long Distance and Local Telephone Companies

Information providers may purchase communications services from long distance telephone companies to transmit their information services to callers.

Long distance telephone companies transmitting 900 number ser-

vices may also offer information providers billing and collection services in conjunction with pay-per-call transmission.

Long distance telephone companies either directly bill consumers for information service calls or subcontract with local telephone companies to place information service charges on monthly telephone bills that are issued by the local telephone companies.

Service Bureaus

An information provider may obtain transmission and billing services from an entity called a service bureau.

Service bureaus act as middlemen between information providers and long distance companies, obtaining communications and billing services from a long distance company on behalf of an information provider. Service bureaus may also provide other services to individual information providers, including provision of actual information programs, management services, and billing and collection of charges

Independent Billing Companies or Collection Agencies

Finally, an information provider may employ an independent billing company or collection agency to attempt to collect information service charges that either are not billed by a telephone company or have been removed from a phone bill.

The Federal Communications Commission's Rules

900 Number Pay-Per-Call and Other Types of Information Services

The FCC regulates United States telephone companies that are involved in transmitting and billing interstate pay-per-call and other types of information services.

The FCC's rules governing 900 number pay-per-call and other types of information services are designed to ensure that consumers are fully informed about the information services they choose to purchase and are protected from unexpected charges for calls placed to information services.

The FCC's rules require that any interstate service -- other than telephone company directory assistance service -- that charges consumers for information or entertainment must be provided through a 900 number, unless the service is offered under what is called a "presubscription or comparable arrangement."

A presubscription or comparable arrangement may be a preexisting contract by which the caller has "subscribed" to the information service -- or may be the caller's authorization to bill an information service call to a prepaid account or to a credit, debit, charge, or calling card number.

Toll-Free Numbers

The FCC's rules protect consumers from unexpected charges for calls placed to toll-free numbers.



The FCC's rules generally prohibit the use of 800 numbers, or any other number advertised or widely understood to be toll-free, to charge callers for information services.

Under the FCC's rules, callers can be charged for these types of calls if the caller has a written agreement to obtain and be charged for the service -- or has agreed to pay for the service by prepaid account, or through a debit, credit, or calling card.

When a consumer calls a toll-free number, the information provider cannot call the consumer back collect for the provision of audio or data information services, products, or simultaneous voice conversation services such as chat lines. Also, callers to toll-free numbers may not be connected to 900 pay-per-call numbers.

900 Number Blocking Service

The FCC's rules require local telephone companies to offer consumers, where it is technically feasible to do so, the option of blocking access to 900 number services.

This important safeguard enables consumers to protect themselves against unauthorized 900 number calls placed from their telephone lines.

Disconnection of Telephone Service

The FCC's rules prohibit telephone companies from disconnecting a telephone subscriber's local or long distance telephone service due to the subscriber's failure to pay 900 number charges, charges for pre-subscribed information services, or disputed charges for interstate information services provided on a collect basis.

Bills for Information Services

The FCC's rules require telephone companies that bill consumers for interstate pay-per-call and presubscribed information

services to list those charges in a portion of the bill that is separate from local and long distance telephone charges. This requirement enables consumers to easily identify information service charges included with their telephone bill.

In addition, telephone companies must include with the bill information outlining consumers' rights and responsibilities with respect to payment of information service charges.

FCC Enforces Federal Law and Its Rules

In April 1997, the Common Carrier Bureau (Bureau) issued a Notice of Apparent Liability for Forfeiture (NAL) to Telephone Publishing Corporation and Telemedia Network, Inc., d/b/a International Telnet -- collectively referred to as International Telnet. The Bureau found in the NAL that International Telnet failed to prohibit, by tariff or contract, the use of 800 numbers in a manner that resulted in the calling party being called back collect for the provision of information services.

The Bureau issued the NAL in the amount of \$49,000 for International Telnet's apparent willful or repeated violation of the Telephone Disclosure and Dispute Resolution Act and the FCC's interstate information service rules.

How FCC Information Service Rules Developed

- Late 1980's** Competitive 900 number information services were first offered to telephone subscribers.
- 1991** The FCC first adopted rules governing interstate pay-per-call services to address complaints from consumers about widespread abusive practices involving 900 number services.
- 1992** The Telephone Disclosure and Dispute Resolution Act -- known as the TDDRA -- was enacted. The TDDRA is a federal law that required the FCC and the Federal Trade Commission to adopt rules to protect consumers from fraudulent and deceptive practices and to promote the development of legitimate 900 number pay-per-call services. The TDDRA also mandated explicit restrictions on the use of 800 and other toll-free numbers to provide information services.
- 1993** The FCC amended its rules to comply with the requirements of the TDDRA.
- 1996** Another federal law -- the Telecommunications Act of 1996 -- increased the TDDRA's restrictions on the use of toll-free numbers to charge callers for information services. In addition, this statute removed a provision in the TDDRA that has been used to justify arrangements by which consumers are charged tariffed transmission rates for supposedly free information services.
- The FCC amended its rules to comply with the requirements of the 1996 Telecommunications Act and proposed additional rules designed to guard against circumvention of its rules governing the use of toll-free numbers.

The Federal Trade Commission's 900 Number Rule

The FTC also regulates the pay-per-call industry. Its rules govern information providers, service bureaus, and billing entities.

The FTC enforces the Federal Trade Commission Act which prohibits all deceptive and unfair trade practices. The FTC also enforces several other statutes which target specific unfair and deceptive practices. Under authority of these laws, the FTC has created specific regulations designed to protect the rights of consumers in areas such as credit card, telemarketing, and pay-per-call transactions.

The FTC's 900 Number Rule is an example of such regulation. It requires among other things that:

Advertisements for 900 number pay-per-call services must clearly disclose the cost of a call. Television advertisements must include both audio and video disclosures.

A free introductory message or "preamble" must begin each 900 number program if total charges for a call are greater than two dollars. The preamble must include a brief description of the service; the name of the information provider; the cost of the call; and a statement that callers under 18 must obtain parental permission.

After the preamble is complete, callers must be given three seconds to hang up without being charged for the call.

Parties that bill consumers for pay-per-call charges or that handle consumer inquiries must follow specified procedures in handling disputes. Pay-per-call billing statements must include a local or toll-free number which consumers may call about pay-per-call charges.

Consumers wishing to challenge a pay-per-call charge under the FTC's rule should notify the company listed on the bill within 60 days after the first statement containing a disputed charge was sent.

Like the FCC's rules, the FTC's rule also prohibits charging for calls to 800 or other toll-free numbers without a valid presubscription agreement.

Currently, the FTC is conducting a review of its 900 Number Rule to determine whether it has been effective in curbing abuses associated with 900 number services, and whether to expand the scope of the rule to cover audio information and entertainment services accessed by dialing tele-

phone numbers that begin with numbers other than "900."

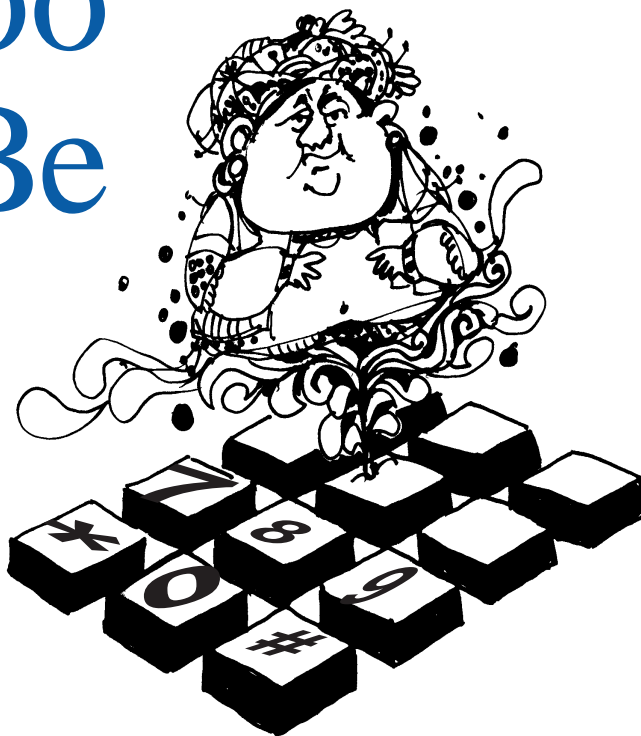
In connection with its review, the FTC sought public comment and held a public workshop conference to address specific issues, such as billing and collection abuses and ways to extend the scope of the rule to services like international information services.

During the course of the rule workshop, the FTC also sought comment on ways to modify its rules to provide consistency in the regulation of the pay-per-call industry. The FTC will continue to seek comment in connection with its rulemaking efforts in the pay-per-call area.

Consumers may contact the FTC to get more information about its regulations. FTC brochures regarding 900 numbers, 800 numbers, international information services, fair debt collection, and fair credit billing may be obtained by writing to the Federal Trade Commission, Public Reference Branch, Drop H240, Washington, D.C. 20580 -- or by calling The Consumer Response Center at (202) 326-3128.

Sound Too Good To Be True?

Like magic. A simple telephone call can put sports news at your finger tips or provide instant access to a psychic, but such information services are rarely free.



Here are some quick tips that can save you money.

- ❑ Carefully review your telephone bill every month. Look for company names you do not recognize and for charges for information service calls you did not place or authorize. If you identify any billing problems, immediately call the companies listed on the bill. Ask the companies to explain the charges and request a billing adjustment for incorrect charges.
- ❑ Be aware that some information providers may employ an independent billing company or a collection agency to pursue collection of information service charges removed from your telephone bill.
- ❑ Educate children and other individuals who make telephone calls from your telephone line about the charges for calls placed to information services.
- ❑ Protect yourself against unauthorized 900 number calls placed from your telephone line. Subscribe to your local telephone company's 900 number blocking service if you do not want to incur these charges.
- ❑ Carefully read advertisements for information services. Some advertisements for information services do not disclose the charges for calling the advertised numbers.
- ❑ Listen to the preamble or introductory message when calling a 900 number or other type of information service number. Immediately hang up if you are not interested in the service or do not want to pay any charges for the call.
- ❑ Be suspicious of offers for free calls or services. If it sounds too good to be true -- it probably is. 900 number services always involve charges to the caller -- even if you are calling to claim a "free" prize. Other types of information services are rarely free even if they are provided over toll-free numbers.
- ❑ Think twice before requesting a return call. Some information service companies use an option for callers to receive information by requesting a return call. If you

select this option and the call is returned, you may be charged for a collect call.

International Information Service Calls

❑ Exercise caution when accepting an instant calling card. You may dial an advertised number and be offered a “calling card” that can be used immediately to access the advertised information. These calling cards have numerical codes -- sometimes based on the telephone number of the line from which the call was placed -- that are used to charge callers for the information service call.

❑ Don’t call telephone numbers with 809, 758 or 664 area codes or numbers beginning with 011 unless you want to place a call to another country. Some information providers do not explain in their advertisements that calls placed to these numbers will be billed as international toll calls or possibly “calling card” calls.

❑ Block the placement of long distance or international calls. Contact your local and long distance companies and ask whether it is possible to block the placement of long distance or international calls from your telephone line. Before requesting this type of service, consider whether you need to place calls to friends, family members or businesses in other states or countries.

❑ Be wary of advertisements encouraging you to call a toll-free number to receive an information service. Some information providers advertise a toll-free number but then ask you to enter a series of numbers before hearing the advertised information. If you enter these numbers, you may be completing a long distance telephone call -- often to another country. This is not a lawful practice.

In these types of schemes, the information service is supposedly free. Callers, however, are charged long distance or international toll charges to cover the transmission of their calls to the “free” information service.

These types of service arrangements rely on cooperation between a telephone company and an information provider or information services advertiser, with the telephone company sharing the money collected for its toll charges with the information provider or advertiser.

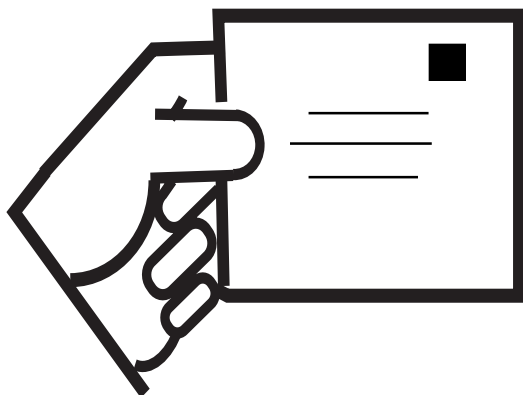
In some instances, United States telephone companies may be knowingly involved and the FCC can take action against them. In other cases, the United States telephone company may be an unwitting victim of an arrangement between an information provider and a foreign entity that is not subject to the laws of the United States.



Complaints

About 900 Number Pay-Per-Call and Other Types of Information Services

Before you file an information services complaint with a regulatory agency, contact the telephone company, information provider or other type of company providing, or billing for, the service. The company you contact may resolve your problem. If this approach does not provide satisfactory results, this section of the Scorecard will guide you through the process for filing a complaint.



Check Your Telephone Bill

The telephone bill listing the information service charges should include the telephone number to call to discuss questions you have about your bill or the services provided.

Know Your Rights

You should be aware that even if a telephone company removes information service charges from your telephone bill, it may be legal for an information provider to attempt to collect those charges either on its own or through a collection agency.

Some consumers who have been billed for information services report that they were told that under federal law or policy telephone subscribers are responsible for all calls placed from their telephone line.

While such a statement is generally true when charges are assessed for communications services -- such as charges for long distance telephone calls -- there is no federal law, rule, or policy that automatically and absolutely holds a consumer responsible for information service charges billed to their telephone line.

You may wish to contact the Federal Trade Commission to learn about your rights regarding collection of charges removed from your telephone bill.

Filing A Complaint With the Proper Regulatory Agency

Save Time

Don't delay action on your complaint by filing with the wrong regulatory agency. A quick look at the chart in this section of the Scorecard will show you the correct agency to contact.

For Complaints Involving More Than One Agency

You may discover that your complaint involves more than one agency. If this is the case, we suggest you address one complaint letter to all of the appropriate agencies and send copies to each. Be sure to include copies of bills and other documents relating to your complaint.

This section of the Scorecard includes a list of information you must provide when filing a complaint with the FCC.

You should contact other agencies for instructions on how to file a complaint with them if you are not sure what information is required.

Also ask the agencies how they process consumer complaints. Each agency uses different procedures because the laws and rules which give them authority to act on your complaint vary.

FCC Procedures For Processing Telephone-related Complaints

The Consumer Protection Branch of the Common Carrier Bureau's Enforcement Division assigns an "IC" file number to each consumer's complaint. This file number is included in correspondence responding to the complaint.

The Branch forwards complaints about services and rates regulated by the FCC to each company involved with the complaint that is within the FCC's jurisdiction or that may, in the staff's view, assist in the resolution of the complaint.

The Branch directs each company to:

- Send a letter to the consumer who filed the complaint acknowledging receipt of the complaint;
- Review all records and other information relating to the complaint;
- File a written response to the complaint issues with the FCC. Usually this response must be filed with the FCC within 30 days from the date the Branch sent the complaint to the company; and

- Send a copy of the response to the consumer who filed the complaint.

After receiving the written responses, Branch staff members review the complaint file.

Appropriate FCC action will be taken if it appears that a company may not be in compliance with federal law, FCC rules and decisions, and industry practices.

The Branch sends written notification to the consumer who filed the complaint when the Branch closes the complaint file.

We ask consumers to :

- **UNDERSTAND** that it takes time to thoroughly review the issues raised in individual complaint files.
- **WAIT AT LEAST 30 DAYS** after receiving written responses to the issues raised in their complaint before contacting the Branch for status information.
- **Use their "IC" complaint file number** when calling or writing the Branch for the status or other information about their complaint.

Filing A Complaint With the Proper Regulatory Agency

Topic	Issue	Where To Go For Information and to File Complaints
900 Number Pay-Per-Call Services	Disconnection of local or long distance telephone service for non-payment of 900 number charges	Federal Communications Commission
	Charges not separately identified on the phone bill	Federal Communications Commission
900 Number Pay-Per-Call Blocking Services	Unable to obtain service from local phone company to block 900 calls placed from residential or business phone	Federal Communications Commission
	Received a bill for a 900 number call even though blocking service was ordered from the local telephone company	Federal Communications Commission
All Other Issues Involving 900 Numbers		Federal Trade Commission
Information Services Other Than 900 Number Pay-Per-Call Services	976 and other local or intrastate information services	State Public Utility Commission
	Charges for call placed to 800 or other toll-free numbers	Federal Communications Commission
	Charges for calls placed to international numbers	Federal Communications Commission

Filing a Complaint With Your State Regulatory Agency

You can obtain the telephone number and address for your state regulatory agency from your local or state consumer offices or the government section of your telephone directory. The telephone number for your state regulatory agency can also be found on the FCC's web site at http://www.fcc.gov/ccb/consumer_news/state_puc.html

Filing a Complaint With The Federal Trade Commission

Complaints about the practices of information providers, service bureaus and billing entities generally should be directed to the Federal Trade Commission at the following address: Consumer Response Center, Federal Trade Commission, Drop H285, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580.

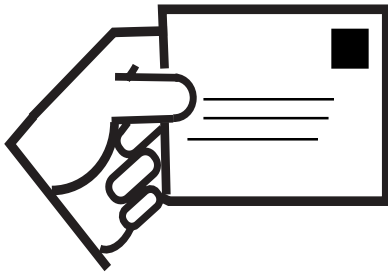
Filing A Complaint With the Proper Regulatory Agency

Filing a Complaint with the Federal Communications Commission

Complaints must be filed with the FCC in writing. There is no special form to fill out to file a complaint with the FCC. Simply send a typed or legibly printed letter in your own words to:

Federal Communications Commission
Common Carrier Bureau
Consumer Complaints
Mail Stop Code 1600A2
Washington, D.C. 20554

Information You Must Include In Your Complaint Letter



- ✓ Your Name and Company Name (*where appropriate*)
Street Address or Post Office Box
City, State, Zip Code
Daytime telephone number (including Area Code)
- ✓ A brief description of the complaint.
- ✓ The telephone number or numbers involved with the complaint.
- ✓ The names and addresses of your local telephone company and all other companies involved with the complaint.
- ✓ The names and telephone numbers of the company employees you called in an effort to resolve the complaint, and the dates that you spoke with them.
- ✓ The date or dates of the incidents involved with the complaint.
- ✓ The action requested, such as a credit or refund for disputed charges.
- ✓ Copies of the telephone bills listing the disputed charges. The disputed charges should be circled on the copies of the bills.
- ✓ Copies of correspondence received from the companies involved with the complaint and from state or federal agencies you contacted in an effort to resolve the complaint.
- ✓ Copies of other documents involved with the complaint.

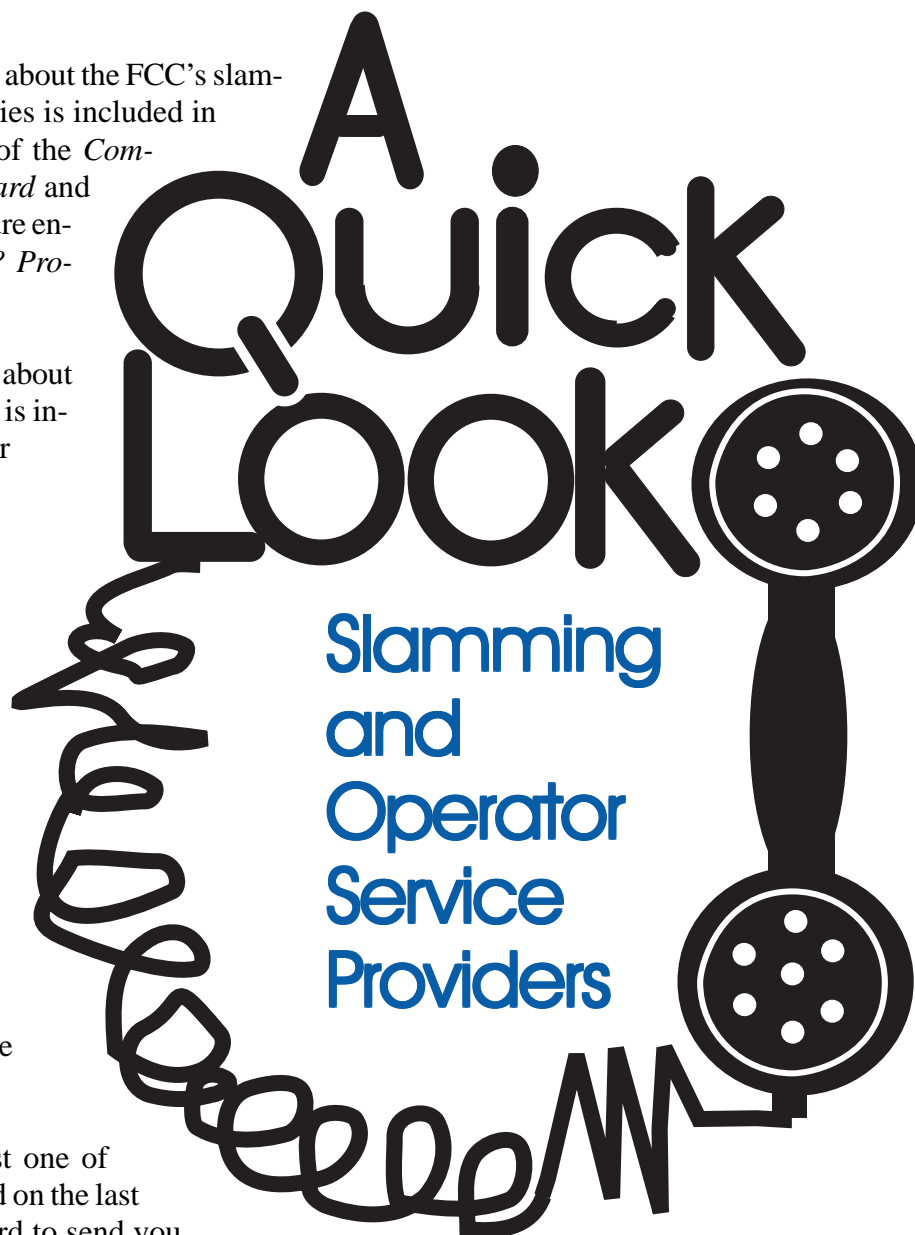
This Section of the Scorecard provides quick-look information about actions the FCC has taken to protect consumers from slamming and the high rates charged by some operator service providers.

Detailed information about the FCC's slamming rules and policies is included in the Fall 1996 issue of the *Common Carrier Scorecard* and in a consumer brochure entitled *Been Slammed? Protect Your Rights*.

Detailed information about the FCC's OSP rules is included in a consumer brochure entitled *Public Phone Users Beware: Know your Operator Service Provider Before Making Calls From Public Telephones*.

You can browse and download these documents from the FCC's Web Site. Access information is included on the last page of this Scorecard.

You can also request one of the FCC offices listed on the last page of this Scorecard to send you a copy of these documents.



Slamming

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

Some Facts You Need To Know About Slamming

A subscriber's preferred telephone company may not lawfully be changed without his or her express consent.

The FCC is committed to ensuring that a subscriber's telephone service is not changed without their express consent and has adopted rules and policies to protect consumers from slamming. The FCC has also proposed additional safeguards to protect consumers from slamming.

Slammed consumers unable to use their preferred carrier may lose important service features or premiums, such as frequent flier miles, provided by their properly authorized carrier; get lower-quality service; or be charged higher rates for their long distance calls.

Slamming also distorts telecommunications markets by enabling companies engaged in misleading practices to increase their customer bases, revenues and profitability through illegal means.

The Telecommunications Act of 1996

The Telecommunications Act of 1996 substantially bolstered the Commission's efforts to eliminate slamming. This federal law expanded the scope of the FCC's authority over slamming-related issues to all telecommunications carriers, including local carriers.

The law provides that no telecommunications carrier shall submit or execute a change in a consumer's selection of a provider of telephone exchange service or telephone toll service, except in accordance with the FCC's verification procedures.

The law also provides that any telecommunications carrier that violates the FCC's verification procedures and that collects charges for telephone exchange service or telephone toll service from a consumer shall be liable to the consumer's original preferred carrier for an amount equal to all charges paid by the consumer to the unauthorized carrier.

These provisions generate marketplace incentives for the carriers to resolve the problem of slamming prior to Commission intervention and enforcement.

Proposed Additional Consumer Safeguards

The FCC has asked for comment from the public on issues related to implementation of this law and proposed additional safeguards to protect consumers from slamming.

In a Notice of Proposed Rulemaking released July 15, 1997, the FCC asked for comment on issues such as whether the current procedures used to verify long distance carrier changes should be strengthened; whether unauthorized carriers should be liable for any premiums, such as frequent flier miles, that slammed consumers would have received from their authorized carriers; and whether slammed consumers should be liable for any unpaid charges assessed by unauthorized carriers.

The FCC will review the material filed in this rulemaking and will issue additional consumer protection rules after that review is completed.

FCC Slamming Enforcement Actions

The FCC has consistently emphasized the critical importance of enforcement through its complaint process to ensure that companies regulated by the FCC do not charge unjust and unreasonable rates; engage in unjust, unreasonable, or unreasonably discriminatory practices; or otherwise conduct their regulated operations in a manner that may be harmful to consumers and to competition.

The Common Carrier Bureau's Enforcement Division's investigations of consumer slamming complaints continue to lead to a series of enforcement actions against responsible carriers.

Nine companies accused of slamming have entered into consent decrees and agreed to make payments to the United States Treasury totalling \$1,245,000; five Notices of Apparent Liability have been issued for apparent slamming violations, with combined proposed forfeiture penalties of \$400,000; and two Notices of Forfeiture have been issued, with combined forfeiture penalties of \$160,000.

The Commission has also ordered a hearing to determine whether the operating authority of a group of commonly-owned companies should be revoked due to the number and nature of slamming complaints.

Notices of Apparent Liability

Company Name	Proposed Forfeiture Amount
Heartline Communications, Inc. Long Distance Services, Inc. (Troy, Michigan)	\$200,000 80,000
Minimum Rate Pricing, Inc.	80,000
Target Telecom, Inc.	40,000
TELCAM, Telecommunications Company of the Americas	40,000

Notices of Forfeiture

Company Name	Forfeiture Amount
Excel Telecommunications, Inc. Long Distance Services, Inc. (Virginia)	\$80,000 80,000

Consent Decrees

Company Name	Voluntary Payments to the U.S. Treasury*
AT&T Corporation	\$30,000
Cherry Communications, Inc.	500,000
Home Owners Long Distance, Inc.	30,000
LCI International Worldwide Telecommunications (LCI)	15,000
Matrix Telecom, Inc.	30,000
MCI Telecommunications Corp.	30,000
Nationwide Long Distance, Inc.	30,000
Operator Communications, Inc. d/b/a Oncor	500,000
Winstar Gateway Network, Inc.	80,000

Other Actions

The Commission has proposed to revoke the operating authority of the following group of carriers owned and/or operated by Daniel Fletcher: CCN, Inc.; Church Discount Group, Inc.; Donation Long Distance, Inc.; Long Distance Services, Inc.; Monthly Discounts, Inc.; Monthly Phone Services, Inc.; and Phone Calls, Inc.

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

Operator Service Providers (OSPs)

The vast majority of OSP consumer complaints filed with the FCC cite excessive rates and charges.

Consumers placing calls away from home often do not realize which telephone company they are using. Don't leave home before calling your chosen long distance company and obtaining instructions on how to place calls through that company from public telephones.



Facts About OSPs

OSPs provide long distance and, in some cases, local telephone service from public telephones.

Examples of the types of telephones served by OSPs include pay telephones or other types of telephones available for consumer use located in hotels, motels and hospitals.

Consumers placing calls away from home often do not realize which telephone company they are using.

The OSP serving a public telephone generally will handle a call if "0" is dialed before dialing any other number. Also, some calling cards include the consumer's entire telephone number as part of the calling card number. If this type of calling card is used from

a public telephone, the OSP most likely will be able to bill the call at its rates.

The FCC has adopted rules to ensure that OSP services are provided to consumers in a fair and reasonable manner.

The FCC's Rules

The FCC's rules, for instance, guarantee you the right to place calls through the long distance company that you want to use by dialing an access code such as an 800 number, a local number that begins with 950, or a five-digit access number, known as a 10XXX number.

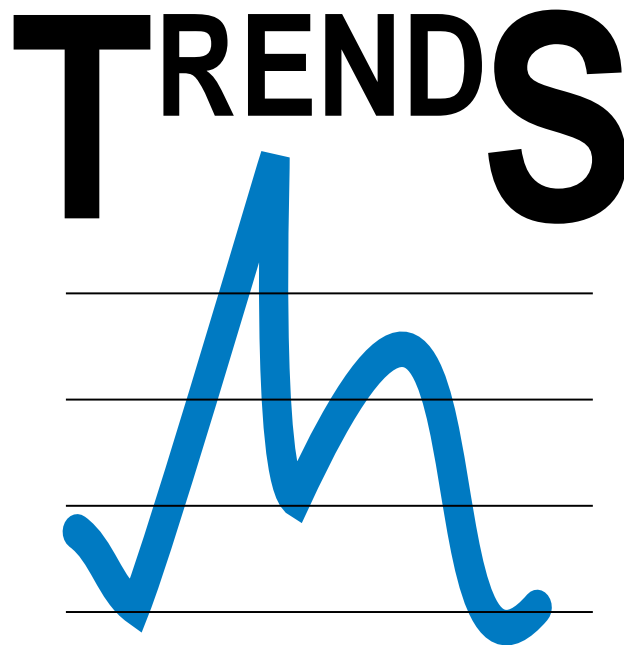
The FCC's rules also include other consumer safeguards, such as requiring each OSP to immediately disclose, upon request and

at no cost to the consumer, a quotation of its rates or charges for a call.

Proposed Additional Consumer Safeguards

The FCC has asked for comment on additional safeguards to protect consumers from high rates for away-from-home calls.

One of the proposed safeguards would require OSPs to automatically disclose rate and other types of information to consumers at the beginning of an operator-assisted call and before the call is connected. This additional information would give a consumer the opportunity to hang up on high rates and to use another company to place their calls.



TRENDS IN CONSUMER COMPLAINTS AND INQUIRIES

This section of the Scorecard describes trends in complaints and inquiries processed during 1996 by the Consumer Protection Branch of the Common Carrier Bureau's Enforcement Division. This section also provides an analysis of how companies involved with telephone-related complaints performed individually and as a group.

Consumers contact the Branch to obtain information, to resolve a complaint, or to express their opinions on important telecommunications issues. FCC decision-makers review information provided by consumers and use that information to develop policies and rules that govern the practices of regulated companies and protect the interests of consumers.

Stay On Top



Of Your Telephone Charges

Companies can help consumers by:

- *immediately resolving valid consumer complaints without “passing the buck”;*
- *providing better consumer information about their services;*
- *improving their customer service programs; and maintaining better billing and service records.*

Most of the FCC’s consumer correspondence about telephone-related issues consists of complaints about the rates and/or practices of telecommunications companies. A number of consumers filing complaints with the FCC about telephone-related issues indicate that they have already requested at least one of the companies involved with their complaint to resolve the problem -- and that their complaints were not resolved by the companies.

Analysis of Written Consumer Complaints

The analysis of written complaints by company in this section and the appendices of this Scorecard is based on consumer complaints served on companies by the Branch. The Branch serves a complaint by issuing an “Official Notice of Informal Complaint” to all companies identified in the complaint that are within the FCC’s jurisdiction or that may, in the staff’s view, assist in the resolution of the complaint. Service of a complaint does not necessarily indicate wrongdoing by the served company.

Although the Branch served more 1,100 companies with complaints during 1996, approximately 85 percent of all the complaints were served on only 36 companies.

Appendix A to this Scorecard lists the 83 companies, including local telephone companies, that were served with more than 50 complaints during 1996. These 83 companies were served with approximately 96% of all the complaints served during this time period.

Appendix B lists the companies that were served with more than 100 slamming complaints during 1996, and Appendix C lists the companies served with more than 30 operator service provider complaints.

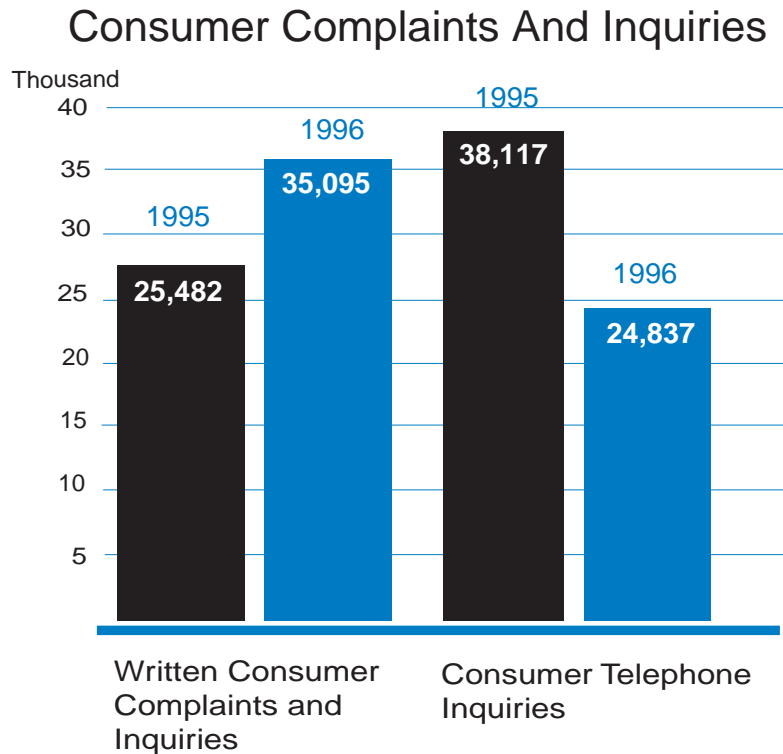
The appendices also show communications revenue and complaint ratios. The complaint ratio is the number of complaints served, divided by the total communications-related revenues (measured in millions of dollars of revenue).

Consumer Complaints and Inquiries Reach the FCC in Several Ways

During 1996, the Consumer Protection Branch processed 24,837 consumer telephone calls and 35,095 written complaints and inquiries. By comparison, during 1995 the Branch processed 38,117 consumer telephone calls and 25,482 written complaints and inquiries. The reduction in the number of consumers calling the Branch during 1996 may be due to the launch of the FCC’s National Call Center’s toll-free 1-888-225-5322 number (1-888-CALL-FCC).

The Branch received written complaints and inquiries from a variety of sources. During 1996, approximately 93 percent, or 32,726, of the written complaints and inquiries were received directly from consumers. Approximately seven percent, or 2,369, of the complaints and inquiries were sent to the FCC on behalf of consumers by members of Congress; the President; and various state, local and federal agencies.

Figure 1

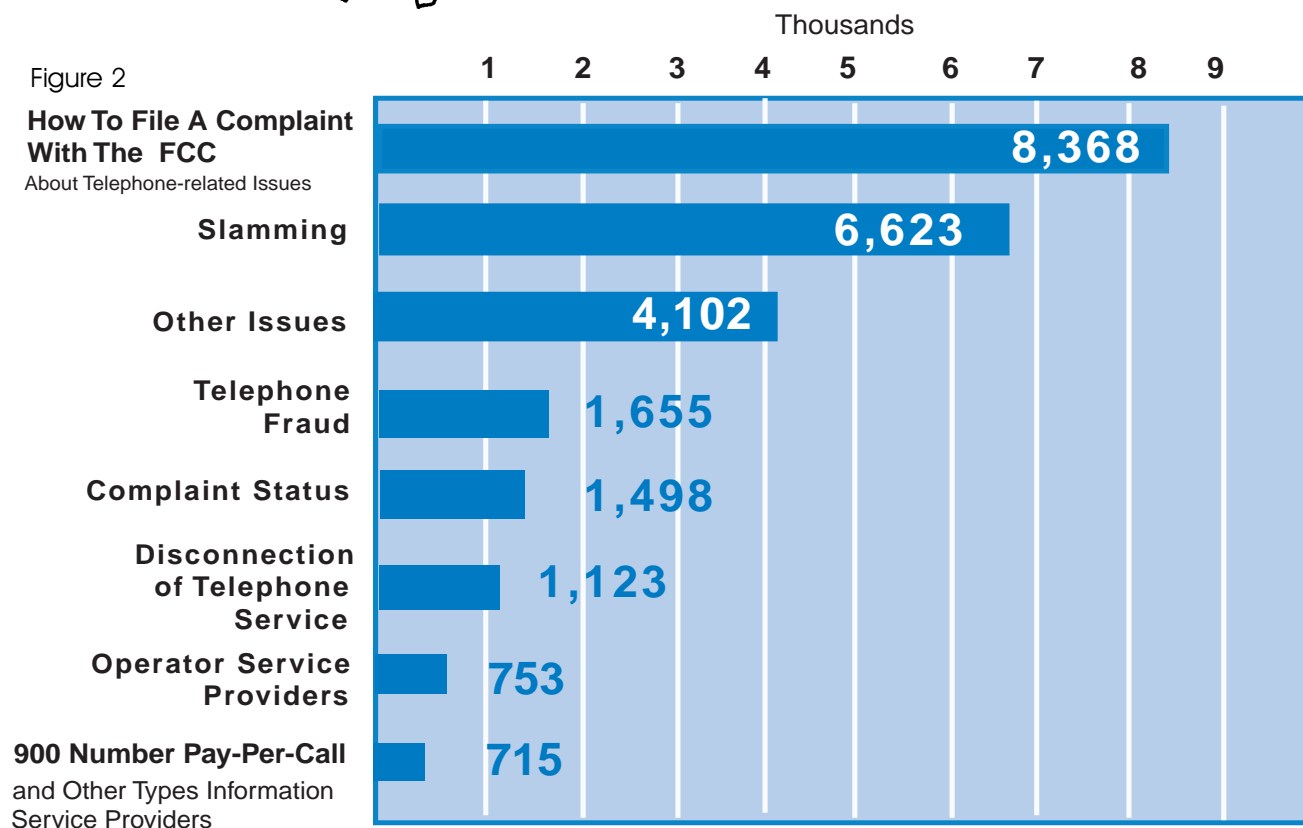


Consumers Call the Consumer Protection Branch for Information on a Variety of Issues

Under federal law and the FCC's rules, consumers must send a written complaint to the FCC about telephone-related issues. The Branch generally cannot process a complaint that is received via a telephone call.



The 24,837 consumers who called the Consumer Protection Branch's Consumer Hotline during 1996 requested information on a variety of issues. Figure 2 shows the types of information requested and the number of consumers who requested that information.



Issues Raised in Written Consumer Complaints and Inquiries

The Consumer Protection Branch processed 9,613 more written complaints and inquiries during 1996 than 1995.

The Consumer Protection Branch processes written complaints and inquiries about a number of telephone-related rate and service issues.

Most consumer complaints and inquiries fall into a few broad categories. The relative volume for specific categories changes over time, but the total number of written complaints and inquiries has been rising rapidly for several years.

Figure 3

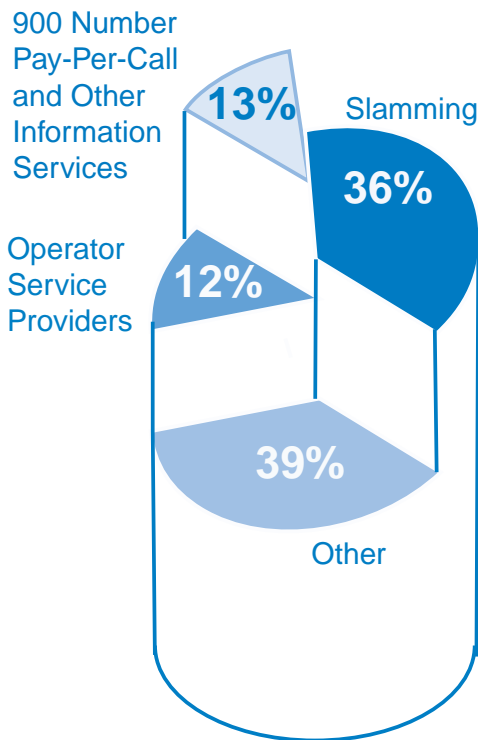


Figure 3 shows that of the 35,095 written complaints and inquiries processed by the Branch in 1996:

36 percent, or 12,795, involved slamming issues;

13 percent, or 4,621, involved 900 number pay-per-call services, other types of interstate information services, and international information services; and

12 percent, or 4,132, involved interstate Operator Service Provider (OSP) rates and services.

The remaining 39 percent, or 13,547, of the complaints and inquiries processed by the Branch involved issues such as: complaints that were not within the FCC’s jurisdiction and that were forwarded by the Branch to other federal and state agencies; interstate and international services and rates; unsolicited telephone calls; unsolicited advertisements sent to fax machines; and the marketing and advertising practices used by some regulated companies.

By comparison, of the 25,482 written complaints and inquiries processed by the Branch during 1995, 34 percent, or 8,761, involved slamming issues; 18 percent, or 4,487, involved OSP rates and services, including 642 complaints and inquiries involving intrastate OSP services and rates; 11 percent, or 2,798, involved 900 number pay-per-call and other types of information services; and 37 percent, or 9,436, involved other issues.

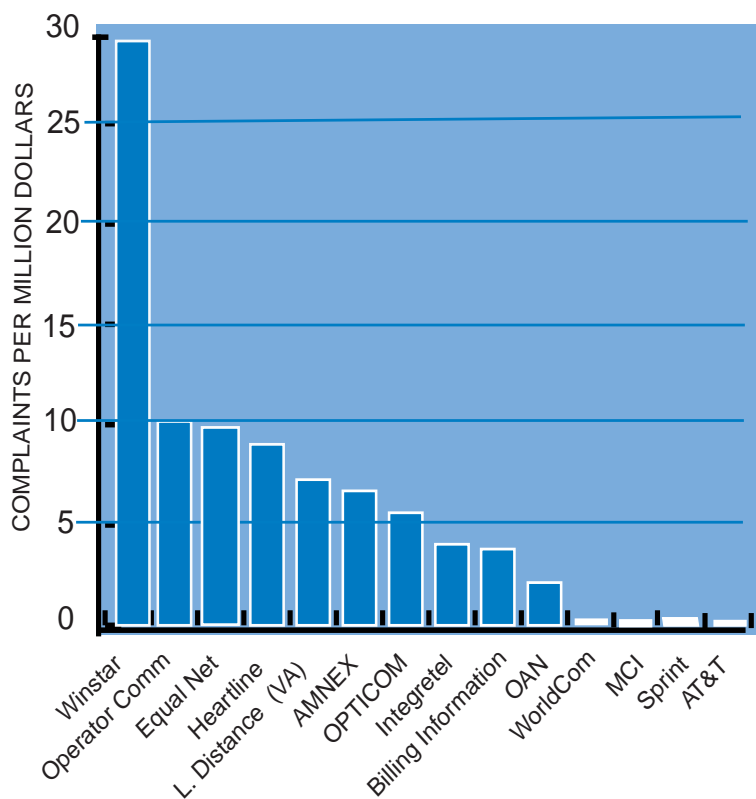
Complaint Ratios for Telecommunications Companies Served With More Than 600 Complaints

(Except Local Telephone Companies)

The information displayed in Figure 4:

■ Shows the complaint ratios for telecommunications companies served with more than 600 complaints during 1996, except local telephone companies. The complaint ratios for the local exchange carriers are displayed in Figure 7.

Figure 4



NOTE: Service of a complaint does not necessarily indicate wrongdoing by the served company.

■ Includes only those companies served with more than 600 complaints and their relative rank -- based on complaints scaled by company size. (Appendix A to this Scorecard lists the companies served with more than 50 complaints during 1996.) All of the largest telecommunications companies (AT&T, MCI, Sprint and WorldCom) are included in this group because sheer size makes it unlikely that these large companies will receive fewer than 600 complaints annually.

International Telemedia Associates, a billing agent, was served with 978 complaints in 1996. A complaint ratio for this company is not included in Figure 4 because the company declined to provide billing revenue data to the FCC.

■ Shows that the largest companies have complaint ratios that are below the group average. In contrast, some smaller companies have complaint ratios that are many times higher than the group average. In absolute terms, several of the largest companies were served with the most complaints. Several smaller companies were also served with a large number of complaints.

Complaint Ratios for Long Distance Companies Served with More Than 250 Slamming Complaints

The four largest long distance companies had the lowest slamming complaint ratios — ranging from .05 to .12.

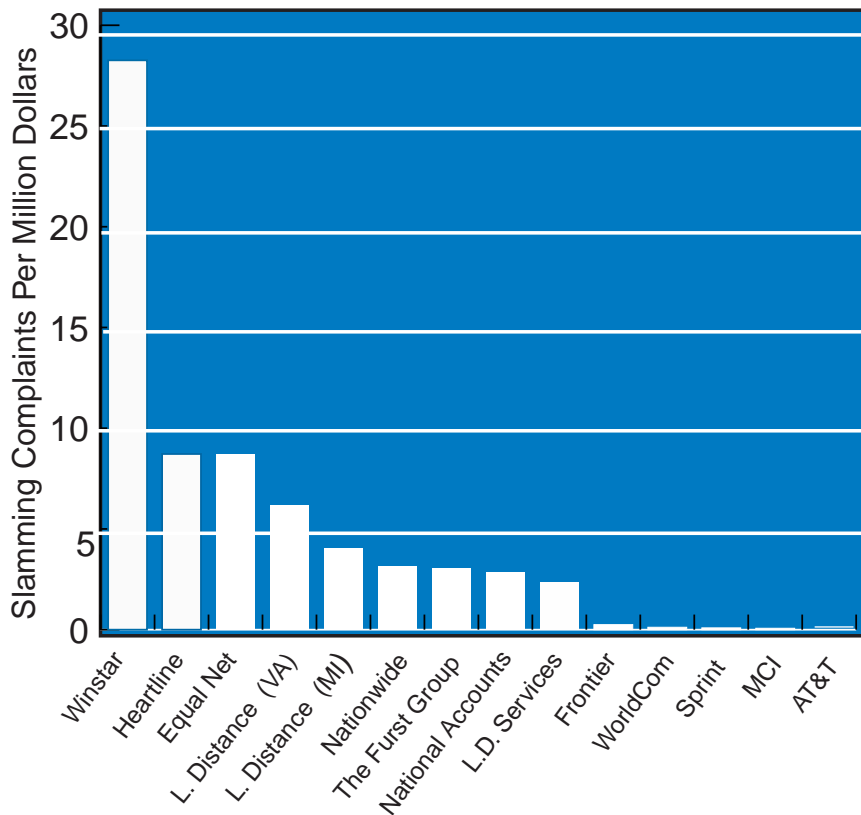
During 1996 the highest category of consumer complaints and inquiries processed by the Consumer Protection Branch was the unauthorized conversion of telephone service -- a practice known as “slamming.” The second section of this Scorecard includes information

about the actions the FCC has taken to protect consumers against slamming.

The Branch processed 12,795 slamming complaints and inquiries during 1996. This figure represents approximately 36 percent of the total number of written telephone-related consumer complaints and inquiries processed by the Branch during this time period.

Figure 5 shows the complaint ratios for the long distance companies served with more than 250 slamming complaints. Appendix B to this Scorecard lists the number of complaints served, revenue data and the complaint ratios for long distance companies and billing agents served with more than 100 slamming complaints.

Figure 5



NOTE: Service of a complaint does not necessarily indicate wrongdoing by the served company.

Figure 5 also shows that the four largest long distance companies had the lowest complaint ratios — ranging from .05 to .12. The other companies included in Figure 5 have complaint ratios ranging from .25 to 28.26. By comparison, the average slamming complaint ratio for all long distance carriers and resellers listed in Appendix B is .16.

Complaint Ratios For Companies Served With More Than 30 Operator Service Provider (OSP) Complaints (Except Billing Agents)

During 1996 the third highest category of consumer complaints and inquiries processed by the Consumer Protection Branch was interstate operator service providers' rates and practices.

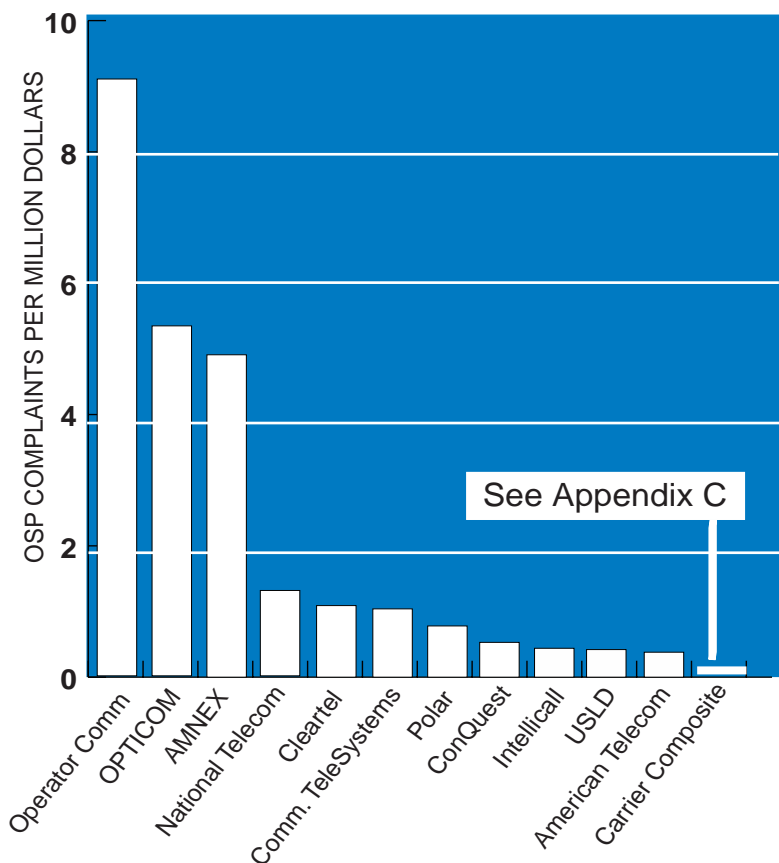
Figure 6

OSPs provide long distance and, in some cases, local telephone service, from pay telephones or other types of telephones available for consumer use in public locations. The second section of the Scorecard includes information about the actions the FCC has taken to protect consumers from the high rates charged by some OSPs.

The Branch processed 4,132 interstate OSP complaints and inquiries during 1996. This figure represents approximately 12 percent of the total number of complaints and inquiries processed by the Branch during this time period.

Figure 6 shows the complaint ratios for companies providing OSP services, except billing agents, which were served with more than 30 OSP complaints during 1996. The complaint ratios for individual companies included in Figure 6 range from .38 to 9.09.

Appendix C to this Scorecard lists the number of complaints served, revenue data and the complaint ratios for companies -- including OSPs, carriers, resellers and billing agents -- served with more than 30 OSP complaints.



NOTE: Service of a complaint does not necessarily indicate wrongdoing by the served company.

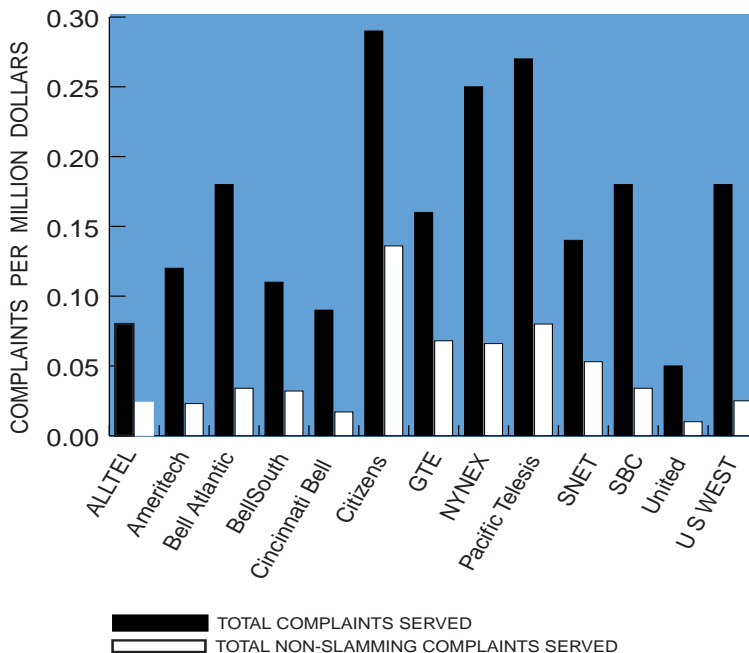
Complaints Served on Local Telephone Companies

Many consumers first contact their local telephone company to resolve their complaints before sending a written complaint to the FCC. If the local telephone company successfully resolves a complaint, it may not be necessary for consumers to file a complaint with the FCC.

Figure 7 shows the local telephone companies that were served with more than 50 complaints during 1996. Appendix A to this Scorecard lists for each company included in Figure 7 the complaint ratios, communications revenues and the total number of complaints served.

Figure 7 also shows the total number of complaints served on each local telephone company in this group regarding all telephone-related issues, including slamming of telephone service, and the total number of complaints served on each company involving issues other than slamming.

Figure 7



Of the 12,673 complaints served on the local telephone companies in this group, 8,329 complaints involved slamming of telephone service and 4,344 involved issues other than slamming.

Slamming complaints involving long distance and other types of companies are served on local telephone companies because the local telephone companies have in their records information essential to resolving slamming complaints.

NOTE: Service of a complaint does not necessarily indicate wrongdoing by the served company.

A local telephone company may also be served with complaints about services provided directly to consumers by the local company or services involving other companies. For example, a local company may be served with a complaint because it issued a bill for disputed information service calls on behalf of the information service provider or the long distance company that transmitted the calls. In this case, the telephone company is served because it has entered into a contractual arrangement to render bills for such calls.

Description of Appendices

Questions about the statistical data included in the Scorecard appendices should be directed to the Industry Analysis Division, at (202) 418-0940. Questions about the complaint statistics included in the Scorecard should be directed to the FOIA/Information Team of the Consumer Protection Branch. The team can be reached by dialing the Branch's Consumer Hotline at (202) 632-7553. After reaching the Consumer Hotline, callers should leave a message in menu selection 8. The message should include the caller's name, telephone number, and a description of the requested information.

Appendix A All Types of Telephone- Related Complaints

Appendix A includes data for 83 companies that were served with more than 50 telephone-related complaints during 1996. The total number of complaints served on each company is based on information contained in the Consumer Protection Branch's consumer complaints database.

Revenue information and complaint ratios are included for a number of the listed companies. We have calculated complaint ratios for all companies with 100 or more complaints. The complaint ratio for each company is the number of complaints served on the company divided by its total communications-related revenue (measured in millions of dollars). The weighted ratio for each category of companies included in Appendix A is the total number of complaints served on the companies listed in that category which have ratios listed divided by the total communications-related revenues for those companies (measured in millions of dollars).

Large carriers with revenues over \$109 million are required to file public revenue figures. Carriers with less than \$109 million in operating revenues are also required to file revenue figures, but these figures are not made public. Our revenue estimate of \$109 million for these carriers protects their privacy, but also understates their true complaint ratios. Dividing their complaints by their true revenues would result in higher complaint ratios.

Some of the listed companies, such as billing agents, are not carriers and are not required to file revenue figures with the FCC. Billing agents were asked to provide their calendar year 1996 billing revenues. International Telemedia Associates, Inc. and Telephone Billing Service declined to do so.

Appendix B Slamming Complaints

Appendix B lists the number of slamming complaints, revenue, and the slamming complaint ratios of long distance companies and billing agents served with more than 100 slamming complaints in 1996. The slamming complaint ratio for each company is the number of slamming complaints served on a company divided by its total communications-related revenue (measured in millions of dollars). The weighted ratio for each category of companies included in Appendix B is the total number of slamming complaints served on all of the companies listed in that category divided by the total communications-related revenues for all of the companies listed in that category (measured in millions of dollars).

Appendix C OSP Complaints

Appendix C lists the number of Operator Service Provider (OSP) complaints served, revenue, and the OSP complaint ratios for companies served with more than 30 OSP complaints in 1996. The OSP complaint ratio is the number of OSP complaints served on a company, divided by the company's total communications-related revenue (measured in millions of dollars).

While OSPs generate most of their revenue through the provision of operator services, carriers and resellers generate most of their revenue through other long distance services, such as direct dialed calls.

Basing large carriers' OSP complaint ratios on their total revenues would be unfair to the firms specializing in OSP services. A better comparison would be to base the carriers' OSP complaint ratios on their OSP revenues. Because these revenues are confidential, basing a carrier's individual OSP complaint ratios on its OSP revenue is not possible. We therefore created a weighted ratio for the carriers, and for the combination of resellers and OSPs. We summed the companies' operator service complaints and divided by the sum of their operator service revenues based on their Telecommunications Relay Service worksheets.

The composite weighted complaint ratio is .05 operator service complaints per million dollars of operator service revenue for carriers. The composite weighted ratio for resellers and OSPs is 7.82 operator service complaints per million dollars of operator service revenue.

Companies Served with More Than 50 Complaints in 1996

Local Telephone Companies of the following holding companies	Complaints Per Million Dollars of Revenue	Complaints	Revenue (Millions)	Notes
ALLTEL Corporation	0.08	88	1,169	(1)
Ameritech Corporation	0.12	1,404	11,615	(1)
Bell Atlantic Corporation	0.18	2,292	12,699	(1)
BellSouth Corporation	0.11	1,640	14,413	(1)
Cincinnati Bell, Inc.	0.09	56	651	(1)
Citizens Utilities Company	0.29	57	198	(1)
GTE Corporation	0.16	2,200	13,336	(1)
NYNEX Corporation	0.25	3,082	12,487	(1)
Pacific Telesis Group	0.27	2,269	8,350	(2)
Southern New England Telecommunications	0.14	192	1,363	(1)
SBC	0.18	1,712	9,631	(2)
United Telephone Company - Sprint Corporation	0.05	269	5,117	(1)
US WEST, Inc.	0.18	1,756	9,831	(1)
Weighted Ratio	0.17			

All other companies served with more than 50 complaints

Absolute Telecommunications, Inc.	1.83	199	109	(3)
American Telecommunications, Inc.		69		
American Telesource International, Inc.	4.83	70	15	(4)
American Telnet, Inc.		79		
AMNEX, Inc.	6.70	785	117	(5)
AT&T Corp.	0.10	3,999	39,264	(6)
Atlas Communications	1.69	184	109	(3)
Billing Information Concepts, Inc.	3.80	4,935	1,300	(4) (10)
Brittan Communications Inc.	2.29	250	109	(3)
Cherry Communications	0.32	112	354	(6)
Cleartel Communications	1.19	130	109	(3)
Coastal Telephone Company		77		
Colorado River Communications		86		
Combined Companies, Inc.		59		
Communication TeleSystems	2.32	454	196	(6)
ConQuest Operator Service		63		
Corporate Services	0.93	101	109	(3)
Crown Communications	1.35	147	109	(3)

Companies Served with More Than 50 Complaints in 1996

All other companies served with more than 50 complaints (cont'd)	Complaints Per Million Dollars of Revenue	Complaints	Revenue (Millions)	Notes
E-Tel	1.09	119	109	(3)
Eastern Telecommunications, Inc.	1.56	170	109	(3)
Equal Net Corporation	10.07	612	61	(5)
Excel Telecommunications, Inc.	0.32	352	1,091	(6)
Frontier Communications International	0.35	544	1,563	(6)
Future Telephone Communications	2.28	249	109	(3)
GE Capital Communications	1.08	118	109	(3)
Great Lakes Telecommunications Corporation	1.63	178	109	(3)
Heartline Communications, Inc.	9.02	983	109	(3)
Home Owners Long Distance	1.33	145	109	(3)
Integrated Tele Services	1.38	150	109	(3)
Integretel	4.04	1,565	388	(4)
Intellicall Operator Services	0.65	50	77	(8)
Inter Continental Telephone	1.10	120	109	(3)
International Telemedia Associates, Inc.		978		(7)
International Telnet		66		
JTK Technologies		75		
L.D. Services, Inc.	2.76	301	109	(3)
LCI International Worldwide Telecommunications	0.23	252	1,103	(6)
LDM Systems Inc.	8.63	246	29	(9)
Long Distance Services (Virginia)	7.26	791	109	(3)
Long Distance Services, Inc. (Michigan)	4.14	451	109	(3)
Matrix Telecom	1.38	150	109	(3)
MCI Telecommunications Corporation	0.17	2,815	16,372	(6)
Midcom Communications, Inc.	0.91	136	149	(6)
National Accounts Long Distance, Inc.	3.23	352	109	(3)
National Telecom, USA	1.37	149	109	(3)
National Telephone And Communications, Inc.		54		
Nationwide Long Distance, Inc.	3.55	387	109	(3)
Network Service Center	1.73	189	109	(3)
OAN Services, Inc.	2.13	1,396	655	(4)
Omega Telecommunications		63		
One -2- One Communications		88		
Operator Communications, Inc.	10.16	1,107	109	(3)
OPTICOM Operator Services aka One Call	5.61	639	114	(6)
Pantel Communications		67		
Pilgrim Telephone, Inc.	2.43	265	109	(3)
Polar Communications Corporation		89		

Companies Served with More Than 50 Complaints in 1996

All other companies served with more than 50 complaints (cont'd)	Complaints Per Million Dollars of Revenue	Complaints	Revenue (Millions)	Notes
Quest Communications	1.26	137	109	(3)
Sprint Communications Company, L. P.	0.16	1,250	7,944	(6)
TELCAM	8.22	83	10	(9)
Telco Communications Group	0.59	251	429	(6)
Telephone Billing Service		392		(7)
Texas Amtel	1.04	113	109	(3)
The Furst Group	3.56	388	109	(3)
Trans National Telephone	2.29	250	109	(3)
USLD Communications	1.04	196	188	(6)
US Teleconnect	2.22	242	109	(3)
VarTec Telecom, Inc.	0.23	108	470	(6)
Winstar Gateway Network	29.12	990	34	(8)
WKP Communications		66		
WorldCom, Inc.	0.22	979	4,485	(6)
Weighted Ratio	0.39			

Notes:

- (1) United States Telephone Association, Holding Company Report 1997.
- (2) *Statistics of Communications Common Carriers*. Table 2.1.
- (3) Carrier's revenue was not publicly reported. Carriers with more than \$109 million in telecommunications revenue in 1996 were required to publicly report their revenue. To calculate a ratio, \$109 million was assumed if the carrier had more than 100 complaints. As a result, the carrier's reported complaint ratio will be lower than its true complaint ratio.
- (4) Calendar year 1996 revenues were provided by a company representative.
- (5) Total 1996 revenue from Securities and Exchange Commission (SEC) forms 10K and/or 10Q.
- (6) *Long Distance Market Shares Second Quarter, 1997*. Table 5, released October 10, 1997.
- (7) Company identifies itself as a billing agent, but did not disclose its revenues to the FCC.
- (8) 1996 telecommunications revenue from SEC forms 10K and/or 10Q.
- (9) Dun & Bradstreet report.
- (10) The complaint and revenue totals for Billing Information Concepts, Inc. (BIC) includes revenue data and complaints served data for the following BIC subsidiaries: Enhanced Services Billing, Inc.; Billing Information Concepts, Inc. dba Zero Plus Dialing; and Billing Information Concepts, Inc. dba US Billing.

Companies Served With More Than 100 Slamming Complaints in 1996

	Complaints Per Million Dollars of Revenue	Slamming Complaints	Revenue (Millions)
Carriers¹			
AT&T Corp.	0.05	1,866	39,264
Frontier Communications International	0.25	396	1,563
LCI International Worldwide Telecommunications	0.13	145	1,103
Long Distance Services, Inc. (Michigan)	4.06	442	109
MCI Telecommunications Corporation	0.07	1,162	16,372
Sprint Communications Company, L. P.	0.09	750	7,944
WorldCom, Inc.	0.12	528	4,485
Resellers¹			
Atlas Communications	1.64	179	109
Brittan Communications Inc.	2.11	230	109
Eastern Telecommunications, Inc.	1.45	158	109
Equal Net Corporation	8.72	530	61
Excel Telecommunications, Inc.	0.18	200	1,091
Future Telephone Communications	1.02	111	109
Great Lakes Telecommunications Corporation	1.53	167	109
Heartline Communications, Inc.	8.72	951	109
Home Owners Long Distance	1.27	138	109
Integrated Tele Services	1.28	139	109
L.D. Services, Inc.	2.38	259	109
LDM Systems Inc.	8.59	245	29
Long Distance Services (Virginia)	6.20	676	109
Matrix Telecom	1.08	118	109
National Accounts Long Distance, Inc.	2.83	309	109
Nationwide Long Distance, Inc.	3.17	345	109
Network Service Center	1.58	172	109
Quest Communications	1.83	200	109
The Furst Group	3.07	335	109
Trans National Telephone	2.14	233	109
Winstar Gateway Network	28.26	961	34
Weighted Ratio: Carriers and Resellers	0.16		
Billing Agents			
Billing Information Concepts, Inc.	2.13	2,772	1,300
Integretel	1.07	414	388
Weighted Ratio: Billing Agents	1.89		

Notes:

¹ *Telecommunications Industry Revenue: Telecommunications Relay Service Fund Worksheet Data.* Companies self-identified themselves as a carrier or reseller.

Companies Served With More Than 30 OSP Complaints in 1996

	Complaints Per Million Dollars of Revenue	OSP Complaints	Revenue (Millions)
Carriers¹			
AT&T Corp.	*2	63	39,264
MCI Telecommunications Corporation	*2	54	16,372
USLD Communications	0.42	79	188
WorldCom	0.04	179	4,485
Weighted ratios for carriers			
Based on total revenue	0.01		
Based on total OSP revenue ³	0.05		
Resellers¹			
American Telecommunications, Inc.	0.38	41	109
Communication TeleSystems	1.04	203	196
Operator Service Providers¹			
AMNEX, Inc.	4.91	575	117
Cleartel Communications	1.09	119	109
ConQuest Operator Service	0.53	58	109
Intellicall Operator Services	0.44	34	77
National Telecom, USA	1.30	142	109
Operator Communications, Inc.	9.09	991	109
OPTICOM Operator Services aka One Call	5.33	608	114
Polar Communications Corporation	0.78	85	109
Weighted ratios for OSPs and resellers			
Based on total revenue	2.47		
Based on total OSP revenue ³	7.82		
Billing Agents			
Billing Information Concepts, Inc.	0.46	599	1,300
Integretel	0.22	84	388
OAN Services, Inc.	1.37	898	655
Weighted ratio for billing agents			
Based on total revenue	0.68		

Notes:

¹Telecommunications Industry Revenue: Telecommunications Relay Service Fund Worksheet Data. Companies self-identified themselves as a carrier, reseller or OSP.

²Less than .005 OSP complaints per million dollars of total revenue.

³Based on actual OSP revenue obtained from Telecommunications Relay Service (TRS) Fund Worksheets. American Telecommunications, Inc. did not file TRS worksheet, but confirmed that it was a reseller. Polar Communications Corporation is no longer in business and did not file a TRS worksheet.

Guide

to Abbreviations of Company Names Used in Scorecard Charts and Graphs

Abbv.

Company

ALLTEL	ALLTEL Corporation
American Telecom	American Telecommunications, Inc.
Ameritech	Ameritech Corporation
AMNEX	AMNEX, Inc.
AT&T	AT&T Corp.
Bell Atlantic	Bell Atlantic Corporation
BellSouth	BellSouth Corporation
Billing Information	Billing Information Concepts, Inc.
Cincinnati Bell	Cincinnati Bell, Inc.
Citizens	Citizens Utilities Company
Cleartel	Cleartel Communications
Comm. TeleSystems	Communication TeleSystems
ConQuest	ConQuest Operator Service
Equal Net	Equal Net Corporation
Frontier	Frontier Communications International
GTE	GTE Corporation
Heartline	Heartline Communications, Inc.
Intellicall	Intellicall Operator Services
L.D. Services	L.D. Services, Inc.
L. Distance (VA)	Long Distance Services (Virginia)
L. Distance (MI)	Long Distance Services, Inc. (Michigan)
MCI	MCI Telecommunications Corporation
National Accounts	National Accounts Long Distance, Inc.
National Telecom	National Telecom, USA
Nationwide	Nationwide Long Distance, Inc.
NYNEX	NYNEX Corporation
OAN	OAN Services, Inc.
Operator Comm	Operator Communications, Inc.
OPTICOM	OPTICOM Operator Services a/k/a One Call
Pacific Telesis	Pacific Telesis Group
Polar	Polar Communications Corporation
SNET	Southern New England Telecommunications
Sprint	Sprint Communications Company, L.P.
USLD	USLD Communications
United	United Telephone Company-Sprint Corporation
US WEST	US WEST, Inc.
Winstar	Winstar Gateway Network
WorldCom	WorldCom, Inc.



Check out our consumer Information on Telephone-Related Issues

- ☆How to File a Complaint with the FCC Regarding Telephone-Related Issues.
- ☆Taxes and Other Charges on Your Telephone Bill.
- ☆Know your Operator Service Provider Before Making Calls from Public Telephones.
- ☆How to Select a Long Distance Telephone Company.
- ☆Been Slammed? Protect Your Rights.
- ☆Telephone Toll Fraud and You.
- ☆Telephone Toll Fraud and Your Business.
- ☆900 Number Pay-Per-Call and Other Information Services.
- ☆What You Can Do About Unsolicited Telephone Calls and Faxes.
- ☆Recording Telephone Conversations.
- ☆Invalid or Unclear Charges on Local Telephone Bills.
- ☆Calls Made From Payphones.
- ☆Fall 1996 Common Carrier Scorecard.

This Scorecard provides an analysis of trends in consumer complaints, information on slamming and valuable consumer tips.

The above consumer information is available through:

Internet: Browse and download the Fall1996 Scorecard from the World Wide Web at:
http://www.fcc.gov/Bureaus/Common_Carrier/Reports/score_card_95.html

Other consumer information is available at:
http://www.fcc.gov/ceb/consumer_news/

Fax-on-Demand: Dial (202) 418-2830. From the main menu select the indices option. Then select the fact sheet option for a list of fact sheets and document numbers. For the Fall 1996 Scorecard, select document number 6720.

Calling the following FCC numbers:

National Call Center toll-free, at 1-888-CALL FCC (1-888-225-5322).

Office of Public Affairs, Public Service Division, at (202) 418-0200.

Consumer Hotline of the Enforcement Division, Common Carrier Bureau, at (202) 632-7553.

Telecommunications Device for the Deaf (TTY) toll-free, at 1-888-TELL-FCC (1-888-835-5322).

Information About Local And Long Distance Telephone Companies

Check out the FCC-State Link Homepage at:
<http://www.fcc.gov/ceb/stats>