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## Georgia Public Service Commission

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**For Immediate Release**

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### **MEDIA ADVISORY**

#### **PSC To Hold Hearing on Allegations of Slamming and Fraud against Buzz Telecom**

Atlanta, December 12, 2006 — The Georgia Public Service Commission (Commission) will hold an emergency hearing at 1 p.m. on Thursday December 14, 2006 for the purpose of determining whether sufficient grounds exist to temporarily suspend or otherwise limit Buzz Telecommunications' certificate to provide telecommunications services in Georgia. The hearing will take place in room 110 at 244 Washington Street, S.W. Atlanta, Georgia.

Among the issues, the Commission contends:

1. Since January 1, 2006, the Commission has received 145 complaints against Buzz from consumers alleging that Buzz switched their long distance telecommunications service without authorization from the customer or switched their long distance telecommunications service using misleading or deceptive practices. One hundred and seventeen (117) of these complaints have been received since on or about October 24, 2006.
2. Since October 24, 2006, Buzz Telecom has not responded to complaints forwarded to it from the Commission Staff. Commission rules require Buzz to commence an investigation into a complaint within five (5) business days from the date of initial contact. If the complaint has not been resolved within thirty (30) days, the telephone utility shall make a status report on the matter to the entity that made the initial complaint. As of the date of the hearing notice, one hundred and sixteen (116) of the complaints forwarded to Respondent since October 24, 2006 have not been responded to.

The Commission is authorized to temporarily suspend the certificate of a telecommunications provider when necessary to protect the public pending further hearings to revoke the certificate or impose penalties. Any telecommunications provider found to have violated Commission rules and state law could face fines and penalties and suspension or revocation of their certificate to provide services in Georgia.

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