



Contact: Deborah Flannagan
Phone 404-656-2141
www.psc.state.ga.us

Georgia Public Service Commission

244 Washington St S.W.
Atlanta, Georgia 30334
Phone: 404-656-4501
Toll free: 1-800-282-5813
(outside metro Atlanta)

FOR IMMEDIATE RELEASE

13-07

NEWS RELEASE

PSC Adopts Consent Agreement with Infinite Energy Resolving Various Customer Service Issues and Revokes Buzz Telecom's Certificate Due to Slamming and Deceptive Practices

ATLANTA, April 3, 2007 – The Georgia Public Service Commission (Commission) today adopted a Stipulated Agreement with Infinite Energy, Inc., one of Georgia's 11 natural gas marketers. The agreement resolves customer service issues regarding billing, disconnection policies and reliability of recordkeeping. According to the stipulation Infinite Energy will contribute \$155,600 to the Low Income Home Energy Assistance Program (LIHEAP) and pay \$11,690 as restitution to 102 customers.

To prevent similar complaints Infinite Energy will provide an affidavit explaining how its billing system works and how it has improved its ability to track, store and retain payment receipt data. Infinite will also assure the Commission that it has implemented processes to track and resolve billing disputes, notify its customers of the resolution, and prevent the disconnection of service prior to 15 days from the date on which the notice of intent to disconnect is delivered to the consumer.

In an unrelated action today, the Commission revoked Buzz Telecom's certificate. This action concludes the Commission's investigation into 283 complaints that Buzz slammed customers, many of whom are senior citizens, and engaged in other deceptive business practices. Slamming is the illegal switching of a consumer's long distance carrier without permission.

In addition to revoking Buzz Telecom's certificate, the Commission imposed penalties, and required restitution to the affected consumers. At least six other states and the Federal Communications Commission have taken action against Buzz Telecom or launched similar investigations.

Because Buzz Telecom can no longer operate in Georgia, consumers should not pay phone bills from Buzz Telecom, or any of these uncertificated companies involved with Buzz—Business Options, Inc., Ultimate Medium Communications Corporation, UMCC Holdings, Inc or UMCC. Consumers may contact the Georgia Public Service Commission by e-mail, fax, telephone or letter, as listed below.

E-mail: gapscc@psc.state.ga.us

Fax: 404-656-2341

Telephone: 404-656-4501 (metro Atlanta) or 1-800-282-5813 (outside metro Atlanta)

Mail: Georgia Public Service Commission

Consumer Affairs

244 Washington St. S.W.

Atlanta, Georgia 30334

###