



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT JUNE 2003

Data Compiled on 7/21/2003

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- **CALL** the Division of Consumer Affairs at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Website at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us.
- Or **WRITE** to:
Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Preface

The PSC tracks consumer cases using a tracking tool known as the Consumer Activity Tracking System (CATS). There are two categories of consumer cases: Complaints and Information Requests. A Complaint is a form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is a form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

It is the Commission's intent that disputes between regulated companies and their customers are resolved as quickly, effectively, and inexpensively as possible. To accomplish this, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. The Rule includes the expedited telephone transfer-connect and three day resolution processes for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the telephone transfer connect program. However, the pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to E-mail a complaint to the PSC or directly to a participating company via the Internet. The Division of Consumer Affairs receives a copy of each E-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 16 participants in the E-transfer pilot program. The Division of Consumer Affairs is still in the process of gathering information and monitoring the program; however, initial figures continue to indicate the program to be quite promising.

Summary

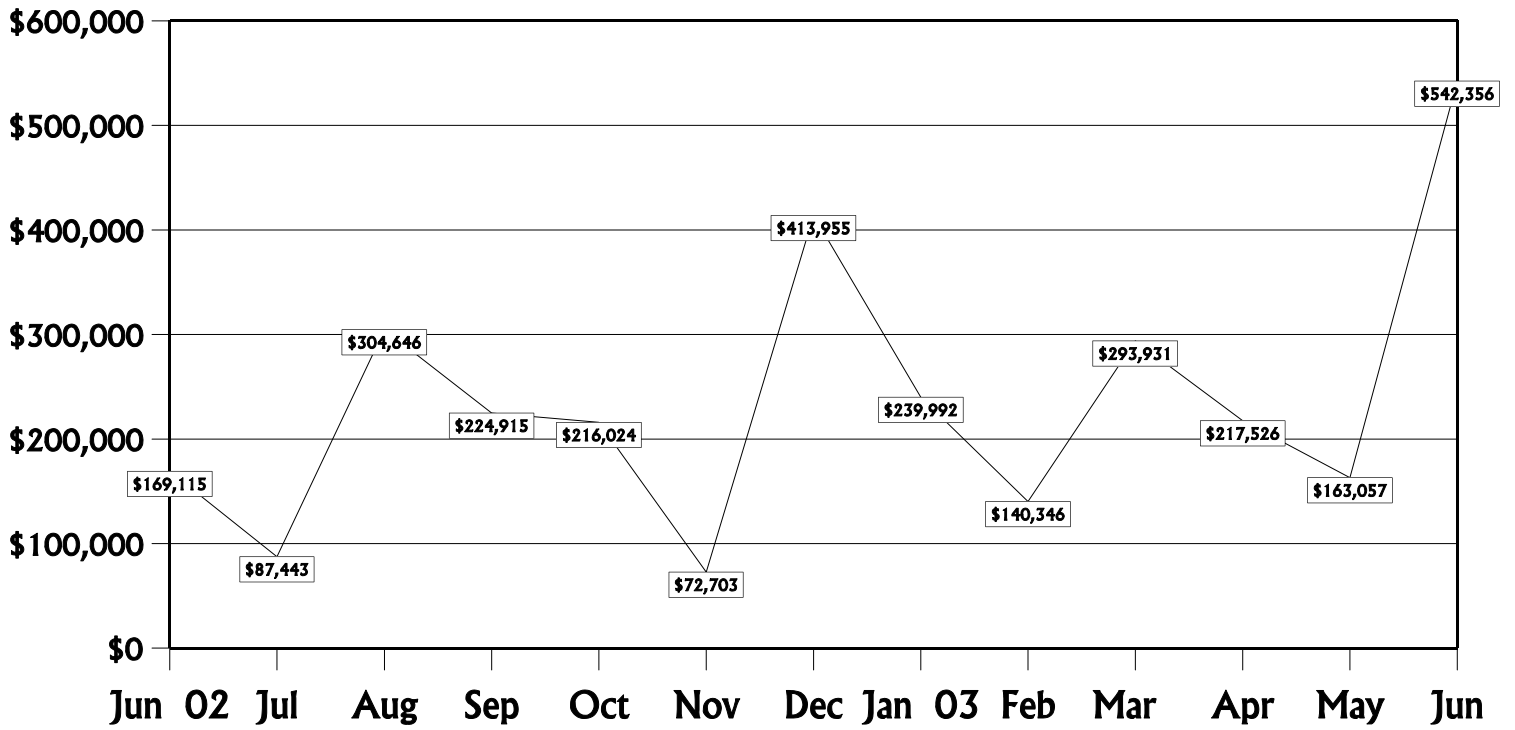
There were **2,664** complaints logged against the utility companies for the month of June 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,462** information requests logged by the PSC.

A total of twenty-one utility companies are participating in the Telephone Transfer-Connect option, as of June 30, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **1,097** calls transferred during June 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$542,356** for the month.

Consumer Refunds

June 2002 - June 2003



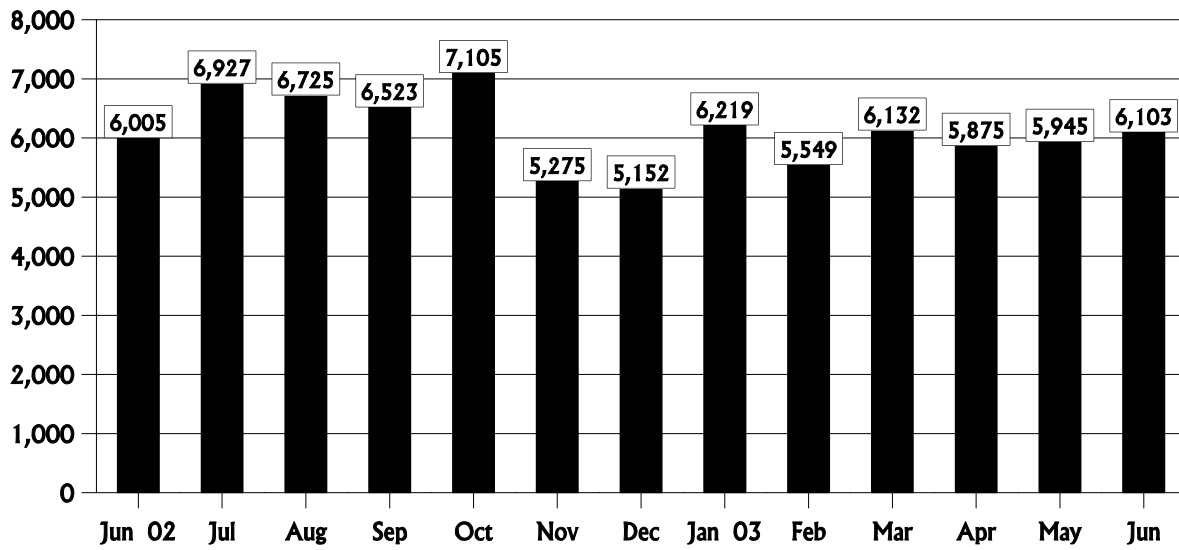
Consumer Activity Overview - June 2003

Complaints Received	2,664
Electric	82
Gas	26
Alternative Local Exchange Telephone	214
Local Exchange Telephone	260
Long Distance Telephone	602
Pay Telephone	7
Water & Wastewater	24
Non-regulated or Noncertificated Company Complaints Received	87
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,097
E-Transfers (E-mails sent to Utilities from the PSC Website)	132
Cases Received / Closed Under 3 Day Rule	133
Electric	60
Gas	0
Telecommunications	73
Water / Wastewater	0
Information Requests Received	<u>2,462</u>
Total Cases Received	5,126
Telephone Calls Not Filed As Cases	<u>977</u>
Total Consumer Contacts Handled	6,103

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,820	2,335	4,155
Mail	261	44	305
Internet	395	78	473
Fax	188	5	193
Totals	2,664	2,462	5,126

Consumer Savings	
Electric	\$ 847.15
Gas	788.71
Alternative Local Exchange Telephone	162,082.64
Local Exchange Telephone	320,043.97
Long Distance Telephone	58,211.44
Pay Telephone	261.94
Water & Wastewater	119.95
Non-regulated/Other Consumer Assistance	0.00
Total	\$542,355.80

Public Service Commission Total Consumer Contacts June 2002 - June 2003



Complaints by Industry June 2003

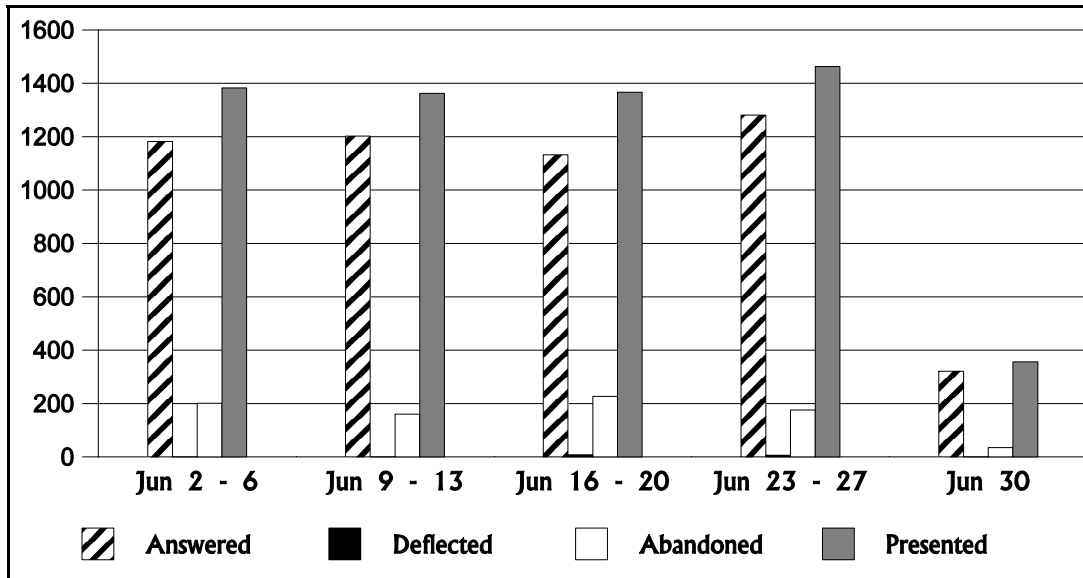
	Complaints Received	% of Total Complaints*
Electric	82	3%
Natural Gas	26	1%
Alternative Local Exchange Telephone	214	8%
Local Exchange Telephone	260	10%
Long Distance Telephone	602	23%
Pay Telephone	7	< 1%
Water & Wastewater	24	1%
Non-regulated or Non-certificated Company Complaints Received**	87	3%
Telephone Transfer-Connects	1,097	41%
E-Transfers	132	5%
Cases Received & Closed by 72 Hr Rule	133	5%
Total	2,664	100%

Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

* Figures have been rounded.

** Non-regulated relates to issues raised in written correspondence, such as cellular telephones, certain non-jurisdictional city and county utilities, cable television and satellite companies, etc. These written filings are logged as complaints and responded to by Commission staff. Non-certificated relates to complaints filed against companies that are not certificated by the PSC, but the complaint issue may be jurisdictional.

Total Calls Received - Call Center Statistics June 2003



- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which could not get through: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but abandoned the queue waiting status prior to call being answered.
- Presented:** Total number of calls answered by Consumer Affairs' Regulatory Specialists, plus the number of calls abandoned and deflected from the ACD Group.

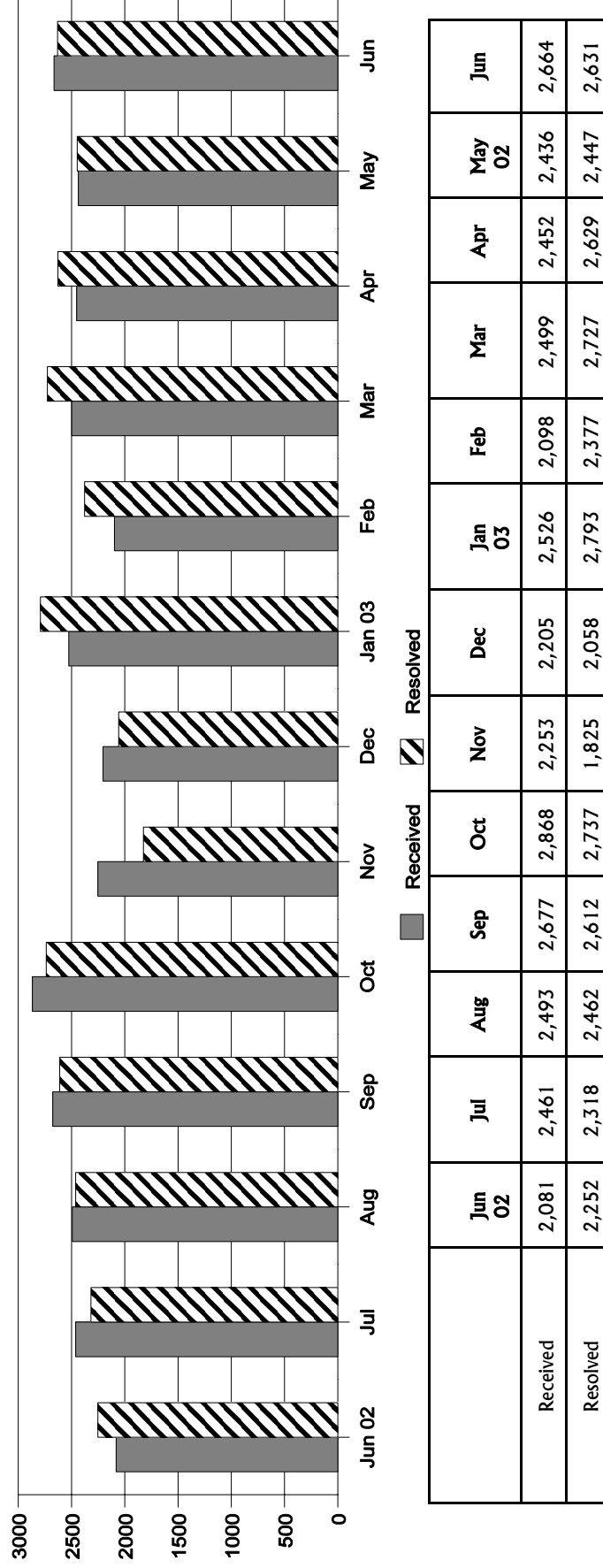
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
June 2 - 6	1,182	85%	0	0%	201	15%	1,383
June 9 - 13	1,202	88%	0	0%	160	12%	1,362
June 16 - 20	1,132	83%	8	1%	227	17%	1,367
June 23 - 27	1,281	88%	6	0%	176	12%	1,463
June 30	321	90%	0	0%	35	10%	356
Totals	5,118	86%	14	0%	799	13%	5,931

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	5,118
Minus Calls Resulting in Cases (CAF)	(4,141)
Total Calls Not Filed As Cases (CAF)	977

Total Complaints Received/Resolved by Month*

June 2002 - June 2003



*Complaints resolved consists of cases closed from the present and previous months. Some cases resolved were received in a prior period, and some cases received will not be resolved until a future period.

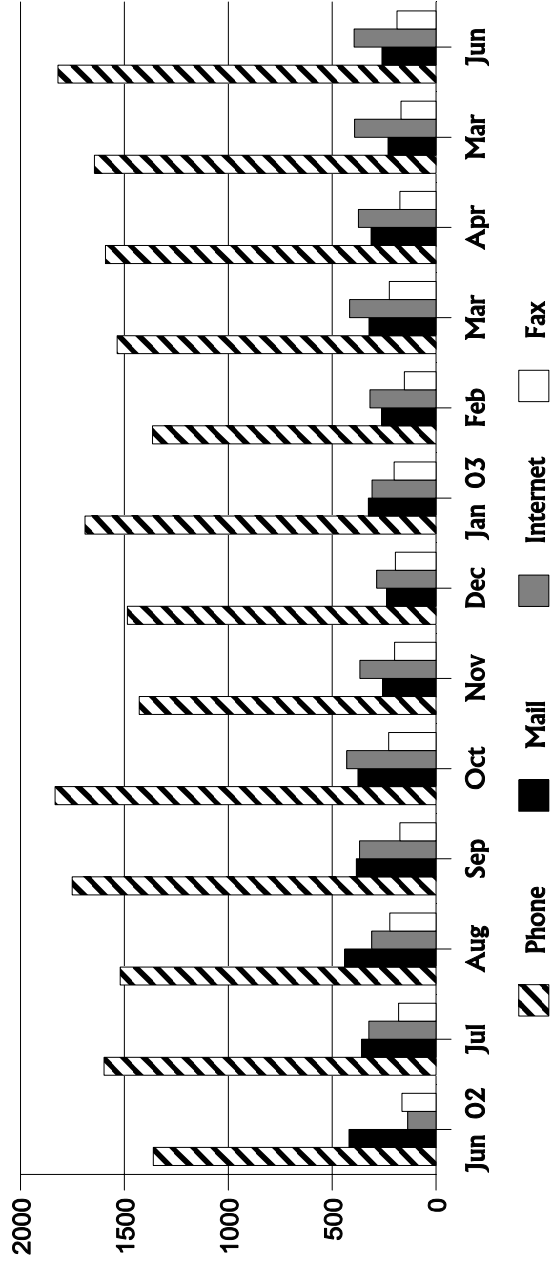
Complaints Received by County

June 2003



Note: County name not available for 458 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

How Complaints Were Received Phone, Mail, Internet and Fax June 2002 - June 2003

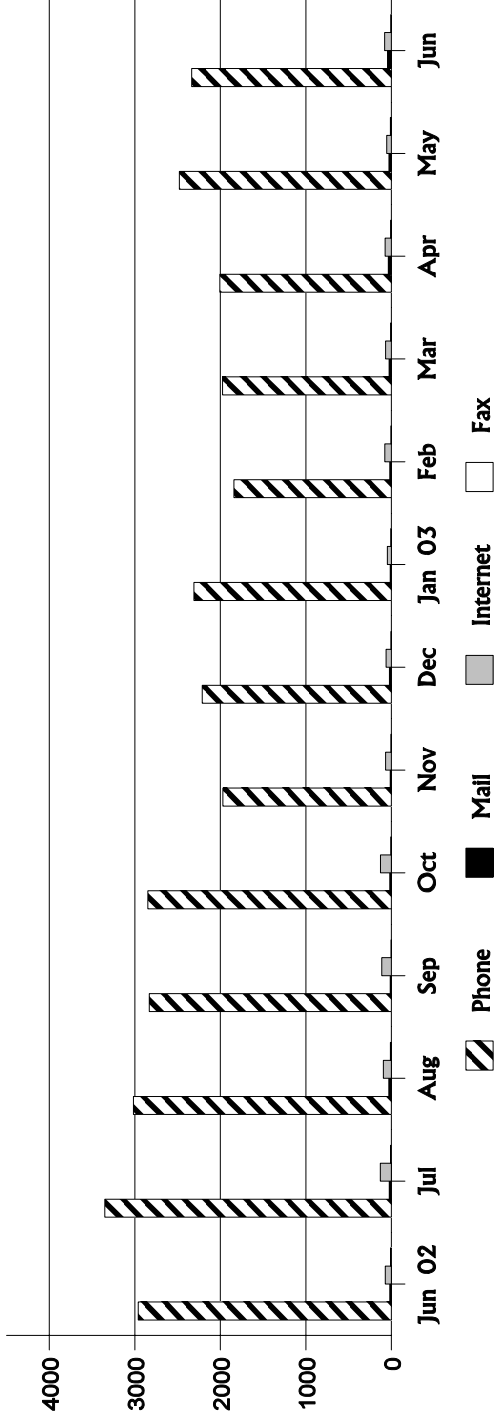


	Jun 02	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun
Phone	1,361	1,598	1,520	1,751	1,834	1,429	1,486	1,690	1,365	1,535	1,591	1,644	1,820
Mail	419	359	440	384	376	257	237	326	262	323	313	231	261
Internet	137	324	310	368	430	367	286	308	318	416	374	392	395
Fax	164	180	223	174	228	200	196	202	153	225	174	169	188
Total	2,274	2,081	2,461	2,493	2,868	2,253	2,205	2,205	2,098	2,499	2,452	2,436	2,664

How Information Requests Were Received

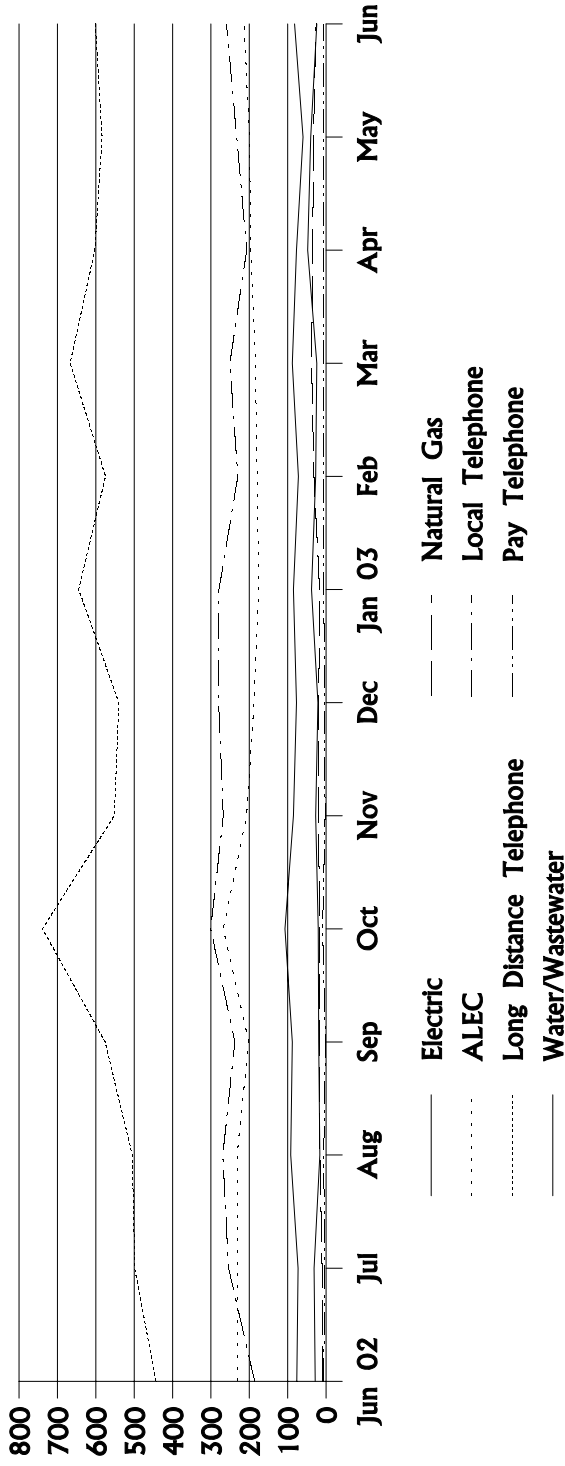
Phone, Mail, Internet and Fax

June 2002 - June 2003



	Jun 02	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun
Phone	2,961	3,352	3,016	2,831	2,847	1,971	2,212	2,309	1,842	1,974	2,005	2,479	2,335
Mail	18	24	30	14	19	14	23	13	19	26	35	29	44
Internet	71	130	93	112	128	68	62	47	76	67	73	55	78
Fax	10	10	11	2	6	4	3	6	3	8	8	11	5
Total	3,060	3,516	3,150	2,959	3,000	2,057	2,300	2,375	1,940	2,075	2,121	2,574	2,462

Complaints Received by Industry June 2002 - June 2003



Industry	Jun 02	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun
Electric	76	73	92	88	107	85	77	85	72	88	77	60	82
Natural Gas	9	11	16	18	16	20	19	17	32	38	35	33	26
ALEC	231	232	232	202	268	207	188	176	180	184	196	200	214
Local Telephone	186	254	269	238	301	268	280	279	230	251	207	233	260
Long Dist. Phone	443	499	505	576	739	552	540	645	575	667	603	584	602
Payphone	8	6	4	6	2	3	4	6	7	7	7	7	7
Water/Wastewater	33	28	31	16	19	27	21	38	27	24	48	40	24
Totals*	988	1,103	1,149	1,144	1,452	1,162	1,129	1,246	1,123	1,259	1,173	1,157	1,215

* Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor cases received and closed under the three-day rule.

Electric Companies Complaint Activity - June 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
PROGRESS ENERGY FLORIDA, INC.	22	15	37	136	14	0	14	143
FLORIDA POWER & LIGHT COMPANY	6	26	32	214	35	0	35	261
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4	0	0	0	4
GULF POWER COMPANY	0	1	1	6	1	0	1	6
TAMPA ELECTRIC COMPANY	1	11	12	94	14	0	14	97
TOTAL**	29	53	82	454	64	0	64	511

**Please see Definitions.*

***Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Electric Companies Number of Customers / Apparent Infraction Indices

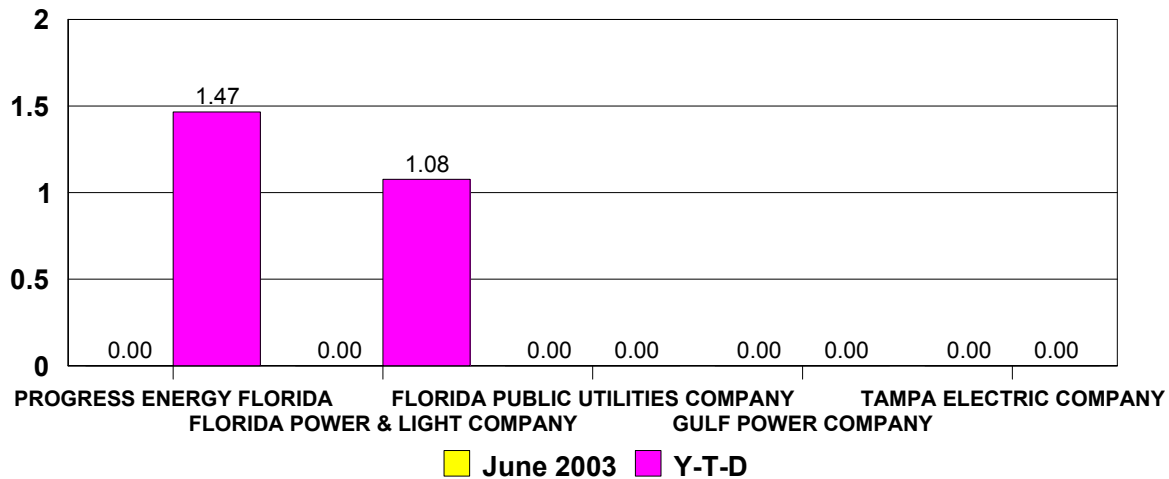
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	June 2003
		Infractions Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*
PROGRESS ENERGY FLORIDA, INC.	1,475,783	1	0.0007	1.47	0.00
FLORIDA POWER & LIGHT COMPANY	4,019,805	2	0.0005	1.08	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00
GULF POWER COMPANY	381,522	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	590,199	0	0.0000	0.00	0.00
TOTAL	6,493,671	3	0.0005		

*Please see Definitions.

**Source - Information supplied by the companies as of December 31, 2002.

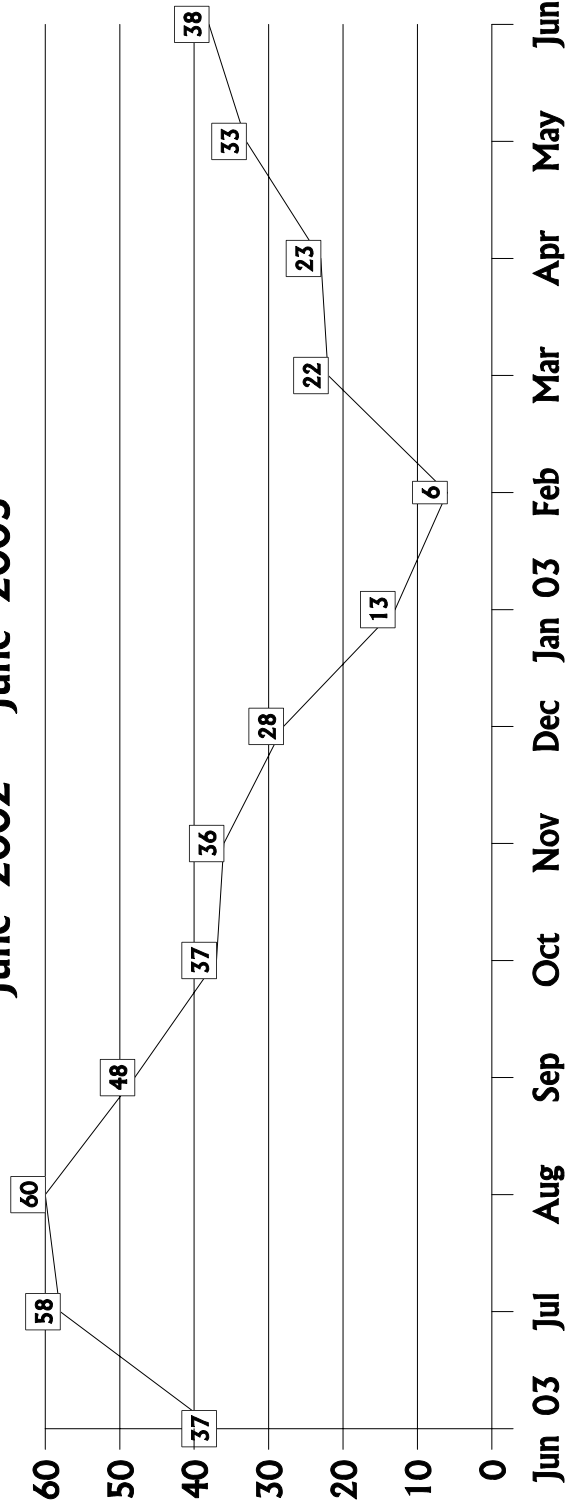
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Utilities Number of Customers / Apparent Infraction Indices June 2003



Electric Outage Related Complaints Filed

June 2002 - June 2003



Natural Gas Companies Complaint Activity June 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	1	0	1	5	2	0	2	11
CITY GAS COMPANY OF FLORIDA	2	10	12	81	3	2	5	78
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	24	0	0	0	22
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	8	2	10	71	4	0	4	50
TOTAL**	12	14	26	181	9	2	11	161

*Please see Definitions.

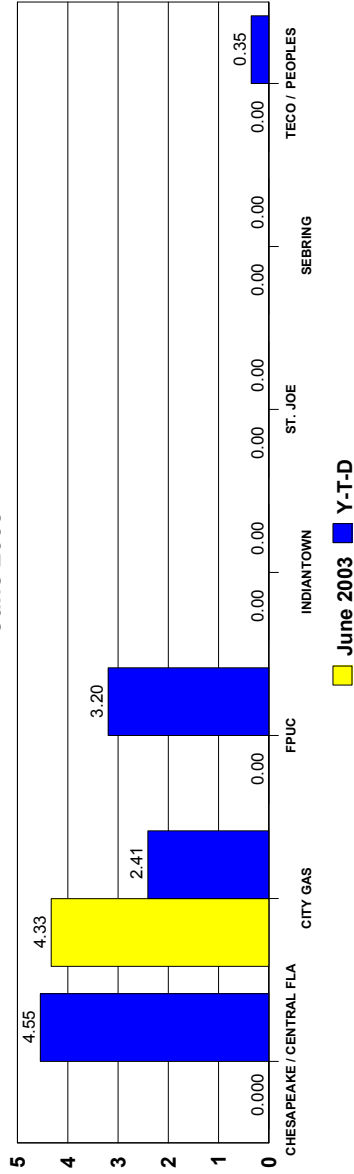
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	June 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	4.55	0.000
CITY GAS COMPANY OF FLORIDA	101,724	5	0.049	2.41	4.33
FLORIDA PUBLIC UTILITIES COMPANY	45,945	3	0.065	3.20	0.00
INDIANTOWN	662	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,335	0	0.000	0.00	0.00
SEBRING	576	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	277,527	2	0.007	0.35	0.00
INDUSTRY TOTAL	440,543	11	0.025		

**Please see Definitions.
 **Source - Annual Reports filed with the PSC as of December 31, 2002.
 ***Note - Apparent Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by it's customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Natural Gas Companies Apparent Infraction Indices June 2003



**Alternative Local Telephone Companies
Complaint Activity - June 2003**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS ONE COMMUNICATIONS	1	0	1	0	0	0
ACTEL WIRELESS, INC.	0	1	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	2	0	2	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	3	5	3	0	3
AMERICAN DIAL TONE	2	0	2	2	0	2
AMERICAN PHONE SERVICES CORP.	1	0	1	0	0	0
AMERIMEX COMMUNICATIONS CORP.	2	0	2	2	0	2
ANEW BROADBAND, INC.	1	1	2	1	3	4
ATLANTIC.NET BROADBAND, INC.	1	0	1	0	0	0
AT&T	2	1	3	0	2	2
BELLSOUTH TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
BTI	1	0	1	0	0	0
BUDGET PHONE, INC.	1	0	1	1	0	1
CAMPUS COMMUNICATIONS GROUP, INC.	0	1	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	1	2	3	0	3
CHOICE ONE TELECOM	1	0	1	0	0	0
COMCAST DIGITAL PHONE	7	4	11	9	0	9
DELTA PHONES, INC.	1	1	2	0	0	0
DPI-TELECONNECT, L.L.C.	0	1	1	0	0	0
DSL1	0	1	1	1	0	1
EPICUS, INC.	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	3	4	7	5	0	5
EZ TALK COMMUNICATIONS, L.L.C.	2	0	2	0	0	0
FDN COMMUNICATIONS	7	7	14	11	0	11
FLATEL, INC.	1	1	2	2	0	2
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	1	1	1	0	1
GRAPEVINE	2	1	3	4	0	4
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	1
IDS LONG DISTANCE, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
IDS TELCOM LLC	0	2	2	1	1	2
IDT AMERICA, CORP. D/B/A IDT	0	0	0	0	1	1
INSTATONE	6	1	7	7	0	7
ISN COMMUNICATIONS	1	0	1	0	1	1
KEVIN M. BROWN D/B/A MIRACLE COMMUNICATIONS	0	0	0	2	0	2
KMC DATA LLC	0	1	1	0	0	0
KMC TELECOM V, INC.	0	0	0	1	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	7	4	11	6	2	8
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	0	1	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	0	0	0	1	0	1
MET COMMUNICATIONS, INC.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	0	1	1	0	0	0
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	1	1	1	0	1
NEWPHONE	1	0	1	2	0	2
NUVOX COMMUNICATIONS, INC.	0	0	0	1	1	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
PUBLIC TELEPHONE NETWORK, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
REBOUND ENTERPRISES, INC. D/B/A REI COMMUNICATIONS	0	0	0	1	0	1
SBC TELECOM, INC.	1	0	1	1	0	1
STS	2	0	2	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	41	49	90	80	19	99
TALK AMERICA INC.	1	0	1	2	0	2
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	1	0	1
TELECONEX	1	0	1	1	0	1
THE MOBILE PHONE COMPANY, INC.	0	0	0	0	1	1
UNIVERSAL TELECOM, INC.	1	0	1	0	0	0
VARTEC TELECOM, INC.	1	7	8	5	2	7
VERIZON FLORIDA INC.	1	0	1	0	0	0
XO FLORIDA, INC.	1	1	2	1	0	1
Z-TEL COMMUNICATIONS, INC.	2	1	3	2	0	2
TOTALS**	113	101	214	167	35	202

*Please see Definitions.

**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Local Telephone Companies Complaint Activity June 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	1	2	25	6	0	6	33
BELLSOUTH	83	84	167	933	157	9	166	1,091
FRONTIER	0	0	0	1	0	0	0	2
GTC, INC. D/B/A GT COM	2	0	2	13	2	0	2	11
VERIZON FLORIDA, INC.	20	11	31	152	20	0	20	177
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	1	0	1	1	1	0	1	2
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	27	30	57	325	32	3	35	390
TOTAL**	134	126	260	1,452	218	12	230	1,708

*Please see Definitions.

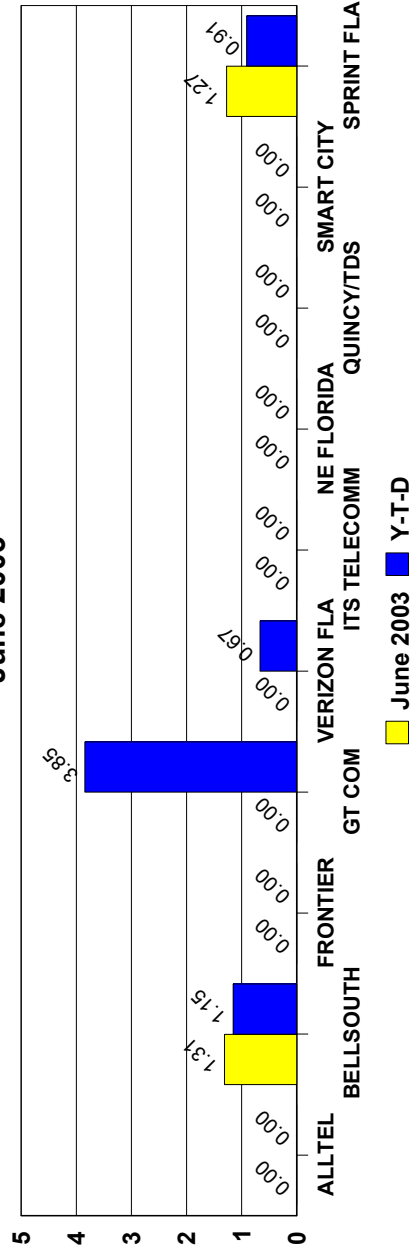
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	June 2003 Apparent Infractions Index*
ALLTEL	94,736	0	0.0000	0.00	0.00
BELLSOUTH	6,451,600	37	0.0057	1.15	1.31
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,348	1	0.0191	3.85	0.00
VERIZON FLORIDA, INC.	2,416,247	8	0.0033	0.67	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	10	0.0045	0.91	1.27
TOTAL	11,277,711	56	0.0050		

* Please see Definitions.
 **Source - PSC Comparative Rate Statistics Report for the Year 2002.
 ***Note - Apparent Infractions per 1,000 access lines is defined as follows: Each company total is based on the company's total apparent infractions divided by its total number of access lines. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total number of access lines for the industry.

Local Telephone Companies Apparent Infraction Indices June 2003



**Unauthorized Telephone Service Change
 “Local Slamming”
 Apparent Rule Infractions - June 2003**

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	0	2
AT&T	0	1
IDS Telcom LLC	1	4
ISN Communications, Inc.	0	2
MCI Worldcom	2	8
Pan American Telecom, Inc.	0	4
Sprint-Florida, Inc.	0	2
Supra Telecommunications & Information Systems, Inc.	6	17
Talk America Inc.	0	2
Z-Tel Communications, Inc.	0	2
All Other Local Companies	3	13
Totals	12	57

Cramming Statistics*

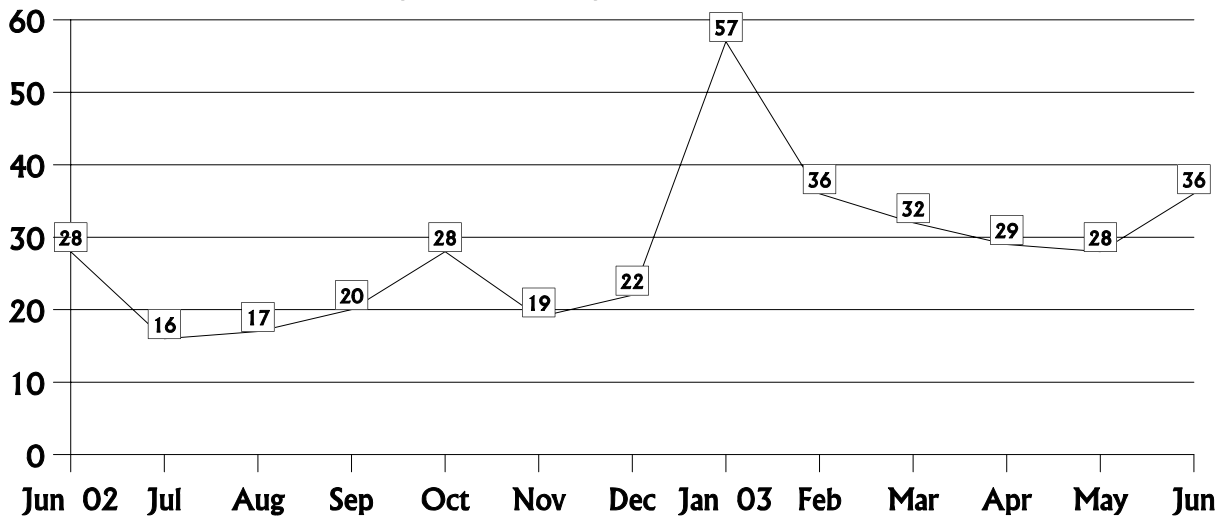
June 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
56	36	\$ 1,789.78

**Please see Definitions*

Cases Resolved as Cramming

June 2002 - June 2003



Long Distance Telephone Companies Complaint Activity - June 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ACCERIS COMMUNICATIONS SOLUTIONS	6	5	11	6	2	8
ACN COMMUNICATION SERVICES, INC.	1	1	2	0	0	0
ALLIANCE GROUP SERVICES, INC.	0	1	1	1	0	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
AMERICA'S DIGITAL SATELITE TELEPHONE	1	1	2	0	0	0
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0	1
AMERICATEL CORPORATION D/B/A 10 123 AMERICATEL D/B/A 1010	0	0	0	1	0	1
ANEW BROADBAND, INC.	0	0	0	2	0	2
AT&T	74	127	201	169	21	190
AZUL TEL, INC.	0	0	0	1	0	1
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST.	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	5	2	7	5	1	6
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	0	0	0
BTI	0	2	2	1	1	2
CAPSULE COMMUNICATIONS, INC.	0	0	0	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	1	3	4
COMCAST DIGITAL PHONE	1	0	1	2	0	2
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	3	0	3	2	1	3
COMMUNICATIONS BILLING, INC.	1	0	1	0	1	1
CORRECTIONAL BILLING SERVICES	1	1	2	1	0	1
COVISTA, INC.	1	0	1	2	1	3
DIALAROUND ENTERPRISES INC.	0	1	1	0	0	0
DIRECT ONE, LLC	1	0	1	1	0	1
ECONODIAL, LLC	0	1	1	0	0	0
ELEC COMMUNICATIONS	0	1	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	0	0	1	0	1
EPICUS, INC.	1	0	1	0	0	0
ESS.COM, L.L.C.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	7	2	9	3	6	9
FIRST COMMUNICATIONS, LLC	1	0	1	0	0	0

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	1	3	6	0	6
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	2	0	2
HBS BILLING SERVICES COMPANY	0	6	6	7	0	7
HORIZONONE COMMUNICATIONS	0	1	1	1	0	1
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	1
IDS LONG DISTANCE, INC.	0	0	0	0	1	1
IDS TELCOM LLC	0	1	1	1	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	8	4	12	9	2	11
IDT CORPORATION	1	0	1	0	0	0
ILD	1	9	10	12	0	12
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	2	8	10	7	0	7
INTEGRETEL, INC.	0	9	9	15	2	17
INTERNATIONAL TELNET, INC.	2	0	2	0	0	0
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	1	0	1	0	0	0
LEAST COST ROUTING, INC.	1	1	2	0	0	0
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	0	0	0
LIFELINE COMMUNICATIONS	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	6	13	19	7	2	9
MCI WORLDCOM NETWORK SERVICES, INC.	30	46	76	83	14	97
MIKO TELEPHONE COMMUNICATIONS, INC.	13	0	13	1	24	25
NATIONAL TEL	1	1	2	1	0	1
NET ONE INTERNATIONAL, INC.	0	0	0	1	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	1	1	2	0	0	0
NEXTEL LONG DISTANCE	1	0	1	0	0	0
NORCOM, INC.	0	1	1	1	0	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	0	0	0
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	0	0	1	0	1
NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS	0	0	0	0	1	1
NUI TELECOM, INC.	1	0	1	0	0	0
OCMC, INC.	1	0	1	1	0	1
OLS, INC.	0	0	0	0	1	1
ONE CALL COMMUNICATIONS, INC.	0	3	3	3	0	3
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	10	10	7	0	7
OPEX COMMUNICATIONS, INC.	1	0	1	0	0	0
OPTICAL TELEPHONE CORPORATION	4	1	5	1	3	4
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	1	5	6	0	5	5
QWEST COMMUNICATIONS CORPORATION	8	3	11	14	1	15
RADIANT TELECOM, INC.	1	0	1	0	0	0
SATURN TELECOMMUNICATION SERVICES, INC.	0	1	1	0	0	0
SBC LONG DISTANCE	1	0	1	1	0	1
SBC TELECOM, INC.	1	0	1	0	0	0
SILVERLEAF COMMUNICATIONS INC.	0	0	0	0	2	2
SPRINT	37	21	58	51	15	66
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	1	2	3	0	3

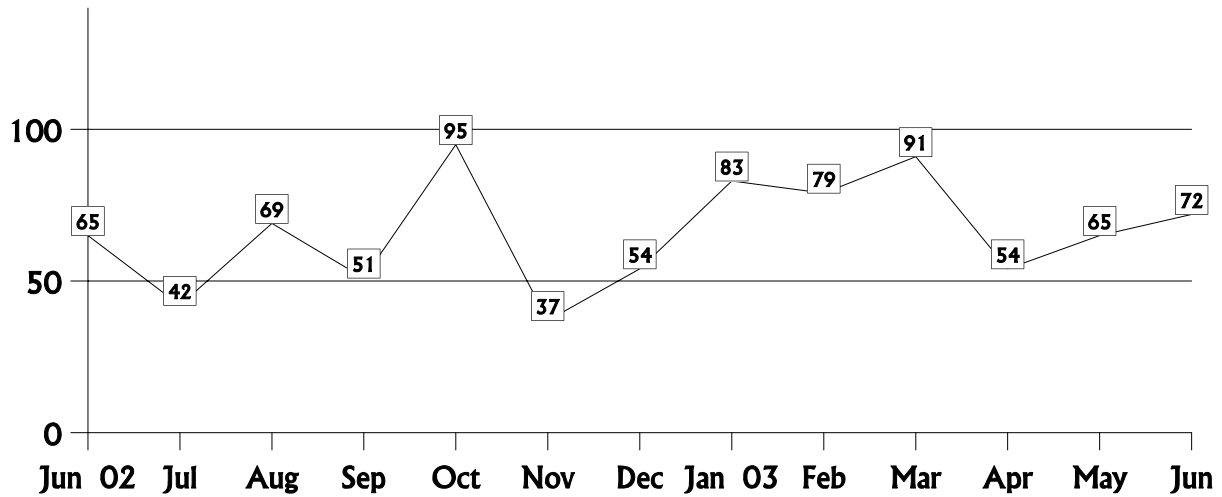
Utility Name	Service*	Billing*	Total	Apparent Non-Infractons*	Apparent Infractons*	Total
T-NETIX, INC.	1	0	1	0	0	0
TALK AMERICA INC.	1	0	1	4	0	4
TCG SOUTH FLORIDA	0	5	5	6	0	6
TELECOM MANAGEMENT, INC. D/B/A PIONEER TELEPHONE, INC.	0	0	0	2	0	2
TELECOMEZ CORP.	1	0	1	1	0	1
TELECOM*USA OR TELECONNECT	2	3	5	5	0	5
TELECUBA, INC.	0	1	1	2	0	2
TELEFYNE INCORPORATED	1	0	1	0	0	0
TELEUNO, INC.	0	0	0	0	1	1
TELSTAR INTERNATIONAL, INC.	1	0	1	2	0	2
TOTAL CALL INTERNATIONAL, INC.	0	1	1	1	0	1
TOUCHTONE COMMUNICATIONS INC.	0	1	1	0	0	0
TRICOM USA, INC.	1	0	1	0	0	0
TTI NATIONAL, INC.	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	3	2	5	3	2	5
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	0	1	1
UNIVANCE TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
UNIVERSAL TELCOM, INC.	0	1	1	0	0	0
USLD COMMUNICATIONS, INC.	0	1	1	1	0	1
VARTEC TELECOM, INC.	2	13	15	19	5	24
VERIZON SELECT SERVICES INC.	1	4	5	3	0	3
VOIP ENTERPRISES INC.	1	0	1	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
VYCERA COMMUNICATIONS, INC.	0	0	0	1	0	1
WILLIAMS COMMUNICATIONS, LLC	1	0	1	1	0	1
WORKING ASSETS FUNDING SERVICE, INC. D/B/A WORKING ASSETS	0	0	0	0	1	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	1	0	1	1	1	2
WORLDXCHANGE COMMUNICATIONS, INC.	0	1	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	2	0	2	1	0	1
ZERO PLUS DIALING	3	1	4	1	0	1
ZERO PLUS DIALING, INC.	1	8	9	8	0	8
TOTALS**	263	339	602	508	123	631
<i>*Please see Definitions.</i>						
<i>**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.</i>						

**Unauthorized Telephone Service Change
 “Long Distance Slamming”
 Apparent Rule Infractions - June 2003**

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	0	7
AT&T / ACC	4	27
Clear World Communications Corp.	3	13
Excel Telecommunications, Inc.	2	16
LCR Telecommunications. L.L.C.	0	9
MCI Worldcom	10	49
Miko Telephone Communications, Inc.	22	96
Onelink Communications, Inc.	0	15
Optical Telephone Corporation	2	24
Primus Telecommunications, Inc.	3	10
Sprint	11	54
Teleuno, Inc.	1	14
UKI Communications, Inc.	1	24
World Communications Satellite Systems, Inc.	1	21
Other Long Distance Companies	12	65
Totals	72	444

Cases Resolved as Slamming

June 2002 - June 2003



Pay Telephone Companies Complaint Activity - June 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
AT&T	0	1	1	0	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	0	1	1	0	1
EVERCOM SYSTEMS, INC.	0	0	0	1	0	1
GPE SOUTHEAST, INC.	0	0	0	1	0	1
PALM-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	1	1	1	0	1
RITE LINE COMMUNICATIONS, INC.	0	1	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	2	0	2	3	0	3
TOTALS**	4	3	7	7	0	7

**Please see Definitions.*

***Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Water & Wastewater Companies Complaint Activity - June 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	0	2	2	3	0	3
AQUASOURCE UTILITY, INC.	0	1	1	2	1	3
BROADVIEW PARK WATER COMPANY	0	1	1	1	0	1
CHATEAU COMMUNITIES, INC.	0	0	0	1	0	1
CONTINENTAL UTILITY, INC.	0	1	1	1	0	1
COUNTYWIDE UTILITY COMPANY	1	0	1	0	0	0
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1	0	1
EAST PASCO UTILITIES, INC.	0	0	0	1	0	1
FLORALINO PROPERTIES, INC.	0	1	1	3	0	3
FLORIDA WATER SERVICES CORPORATION	5	2	7	10	1	11
FOREST HILLS UTILITIES, INC.	1	0	1	1	0	1
HUDSON UTILITIES, INC.	0	3	3	2	0	2
JASMINE LAKES UTILITIES CORPORATION	0	0	0	2	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	0	1	1
LAKE YALE TREATMENT ASSOCIATES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	0	1	1	0	0	0
NEIGHBORHOOD UTILITIES, INC.	0	1	1	0	0	0
PINE LAKE MOBILE HOME ESTATES, INC.	0	1	1	0	0	0
ST. LUCIE WEST UTILITIES, INC.	0	1	1	0	0	0
UTILITIES, INC. OF FLORIDA	0	1	1	0	0	0
TOTALS**	8	16	24	28	3	31

**Please see Definitions.*

***Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

DEFINITIONS

Access Line or Subscriber Line - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central office.

Apparent Rule Infraction - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff.

Apparent Non-infraction - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes.

Billing - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

Case - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

Complaint - A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

Complaint Activity - The total number of complaints logged with regulated utilities or resolved within a given period of time.

Complaints Logged - The number of complaints received from customers filed with the utilities.

Complaints Resolved - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

Consumer Activity Tracking System (CATS) - A database system that tracks complaints and information requests filed with the Florida Public Service Commission.

Contact - A communication with the Commission either in writing (letter, fax or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

Cramming - When charges for telephone services are added, or “crammed”, onto local telephone bills without the consumers’ knowledge or consent.

Information Request - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

Service - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

Shared Tenant Service (STS) - As defined in section 364.339 (1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangement to tenants by an entity other than an existing local telephone company.

Tariff - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

Transfer Connect (Warm Transfer) - A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.

YTD Apparent Infraction Index - $\frac{\% \text{ of apparent infractions}^*}{\% \text{ of customers}^{**}}$

***% of apparent infractions** = $\frac{\text{year to date total number of apparent infractions}}{\text{year to date total \# of apparent infractions for the industry}}$

**** % of customer** = $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$