



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT MAY 2003

Data Compiled on 6/30/2003

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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 prove the program to be quite promising.

Summary

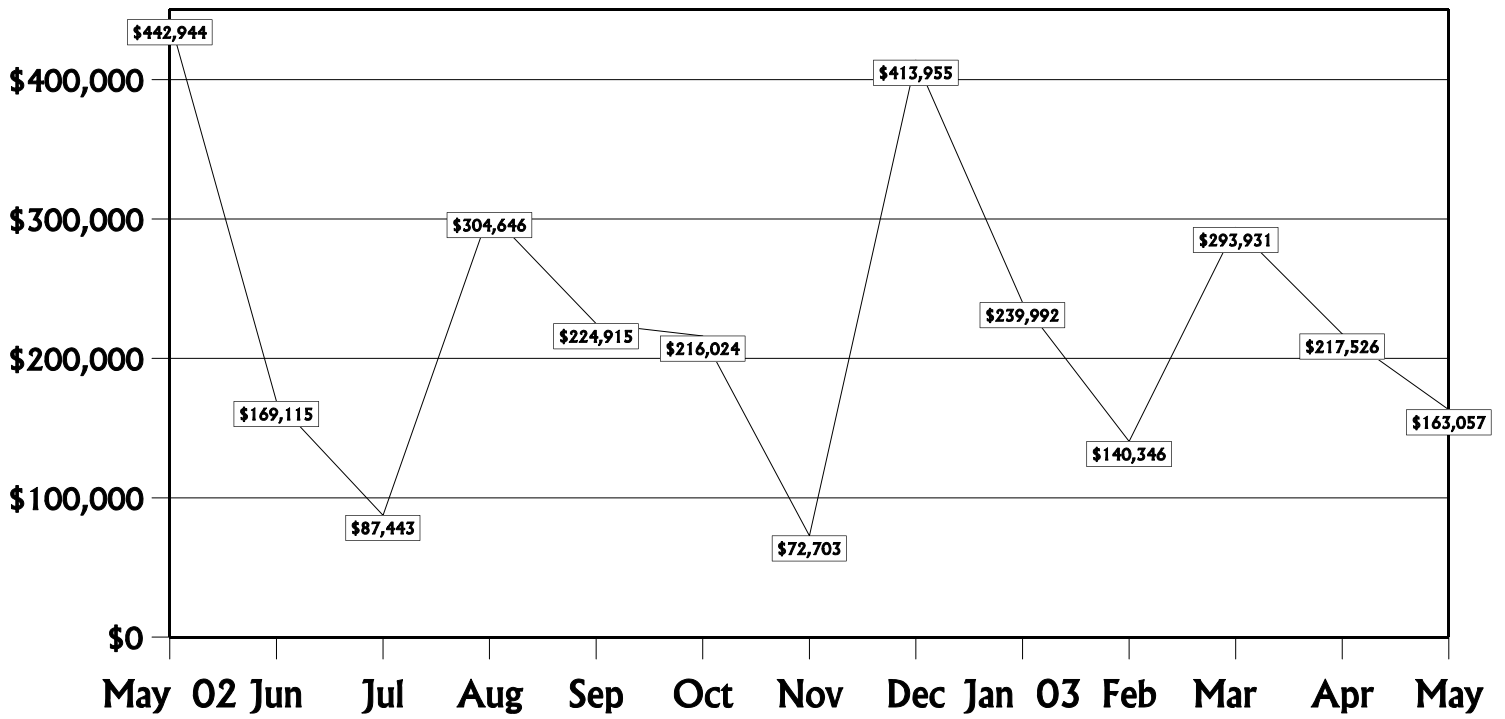
There were **2,436** complaints logged against the utility companies for the month of May 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,574** information requests logged by the PSC.

A total of twenty-one utility companies are participating in the Telephone Transfer-Connect option, as of May 31, 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 **1,015** calls transferred during May 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$163,057** for the month.

Consumer Refunds

May 2002 - May 2003



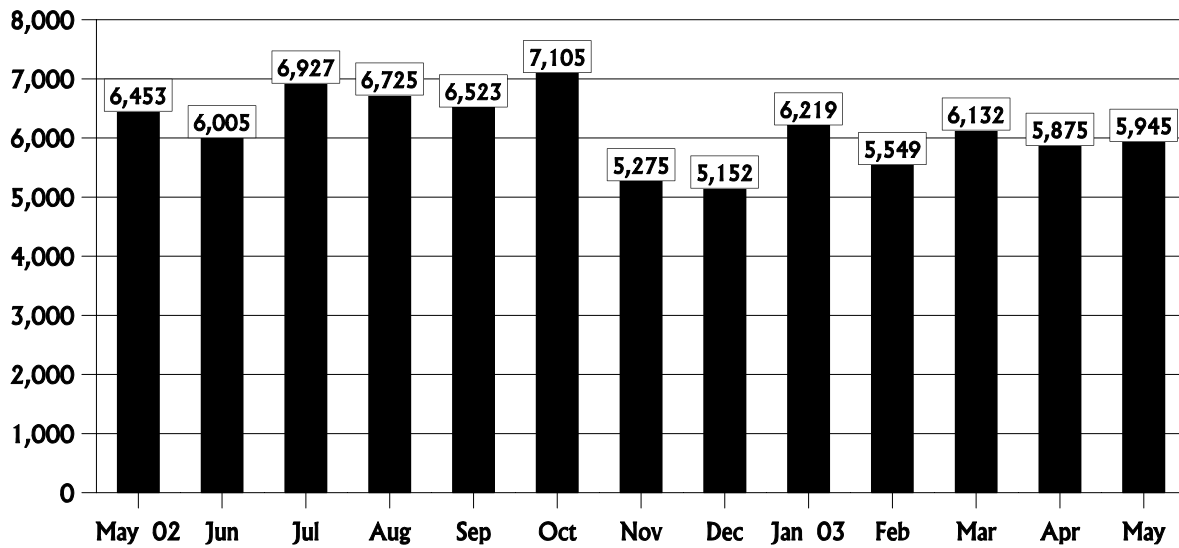
Consumer Activity Overview - May 2003

Complaints Received		2,436
Electric		60
Gas		33
Alternative Local Exchange Telephone		200
Local Exchange Telephone		233
Long Distance Telephone		584
Pay Telephone		7
Water & Wastewater		40
Non-regulated or Noncertificated Company Complaints Received		73
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,015
E-Transfers (E-mails sent to Utilities from the PSC Website)		89
Cases Received / Closed Under 3 Day Rule		102
Electric	50	
Gas	0	
Telecommunications	52	
Water / Wastewater	0	
Information Requests Received		<u>2,574</u>
Total Cases Received		5,010
Telephone Calls Not Filed As Cases		<u>935</u>
Total Consumer Contacts Handled		5,945

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,644	2,479	4,123
Mail	231	29	260
Internet	392	55	447
Fax	169	11	180
Totals	2,436	2,574	5,010

Consumer Savings	
Electric	\$ 1,548.95
Gas	597.05
Alternative Local Exchange Telephone	16,926.07
Local Exchange Telephone	32,288.91
Long Distance Telephone	110,941.22
Pay Telephone	684.41
Water & Wastewater	69.99
Non-regulated/Other Consumer Assistance	0.00
Total	\$163,056.60

Public Service Commission Total Consumer Contacts May 2002 - May 2003



Complaints by Industry May 2003

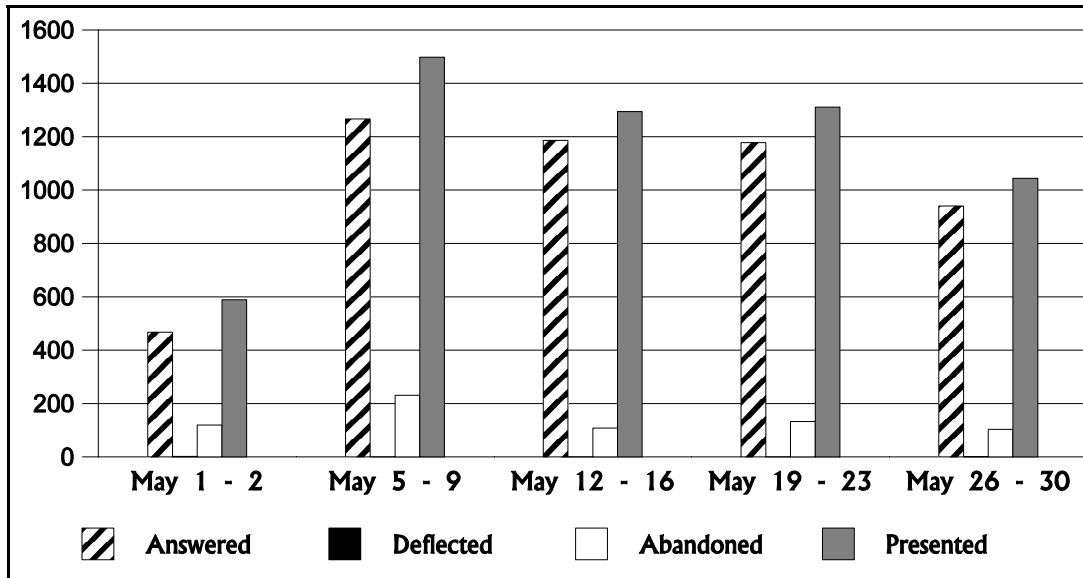
	Complaints Received	% of Total Complaints*
Electric	60	2%
Natural Gas	33	1%
Alternative Local Exchange Telephone	200	8%
Local Exchange Telephone	233	10%
Long Distance Telephone	584	24%
Pay Telephone	7	< 1%
Water & Wastewater	40	2%
Non-regulated or Non-certificated Company Complaints Received**	73	3%
Telephone Transfer-Connects	1,015	42%
E-Transfers	89	4%
Cases Received & Closed by 72 Hr Rule	102	4%
Total	2,436	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 May 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.

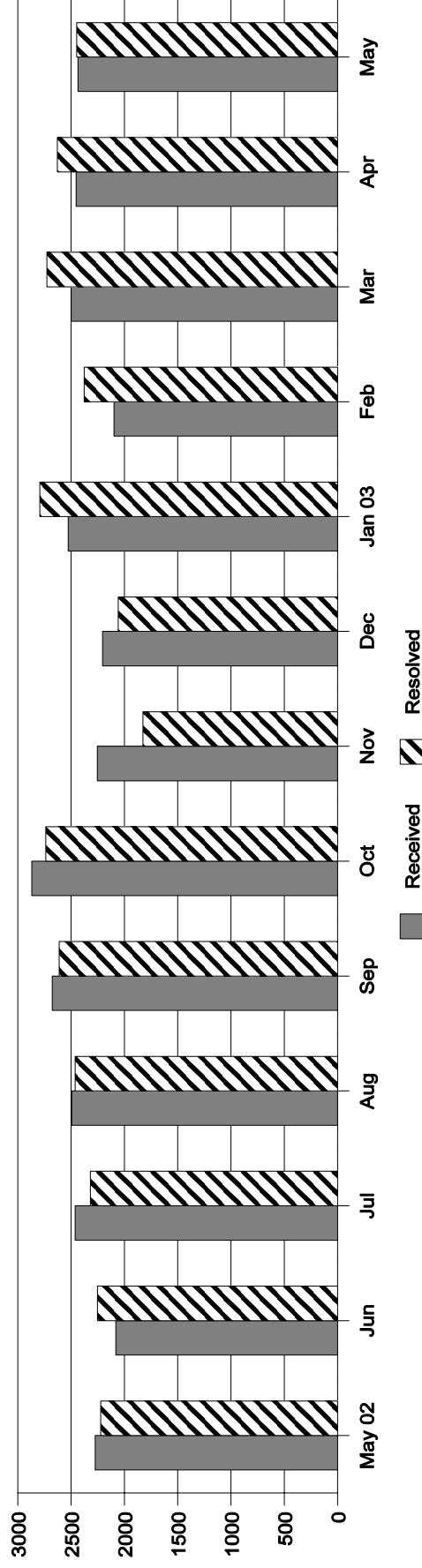
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
May 1 - 2	467	79%	2	0%	120	20%	589
May 5 - 9	1,267	85%	0	0%	231	15%	1,498
May 12 - 16	1,186	92%	0	0%	108	8%	1,294
May 19 - 23	1,178	90%	0	0%	133	10%	1,311
May 26 - 30	940	90%	1	0%	103	10%	1,044
Totals	5,038	88%	3	0%	695	12%	5,736

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	5,038
Minus Calls Resulting in Cases (CAF)	(4,103)
Total Calls Not Filed As Cases (CAF)	935

Total Complaints Received / Resolved by Month*

May 2002 - May 2003



	May 02	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May 02
Received	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,526	2,098	2,499	2,452	2,436
Resolved	2,221	2,252	2,318	2,462	2,612	2,737	1,825	2,058	2,793	2,377	2,727	2,629	2,447

*Cases 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.

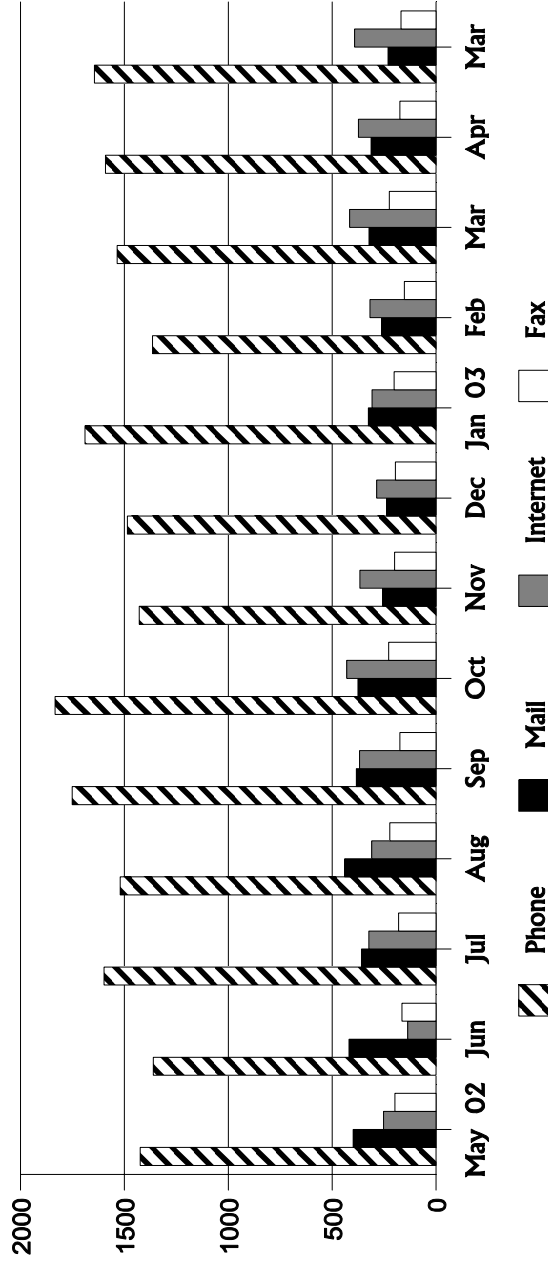
Complaints Received by County

May 2003



Note: County name not available for 384 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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

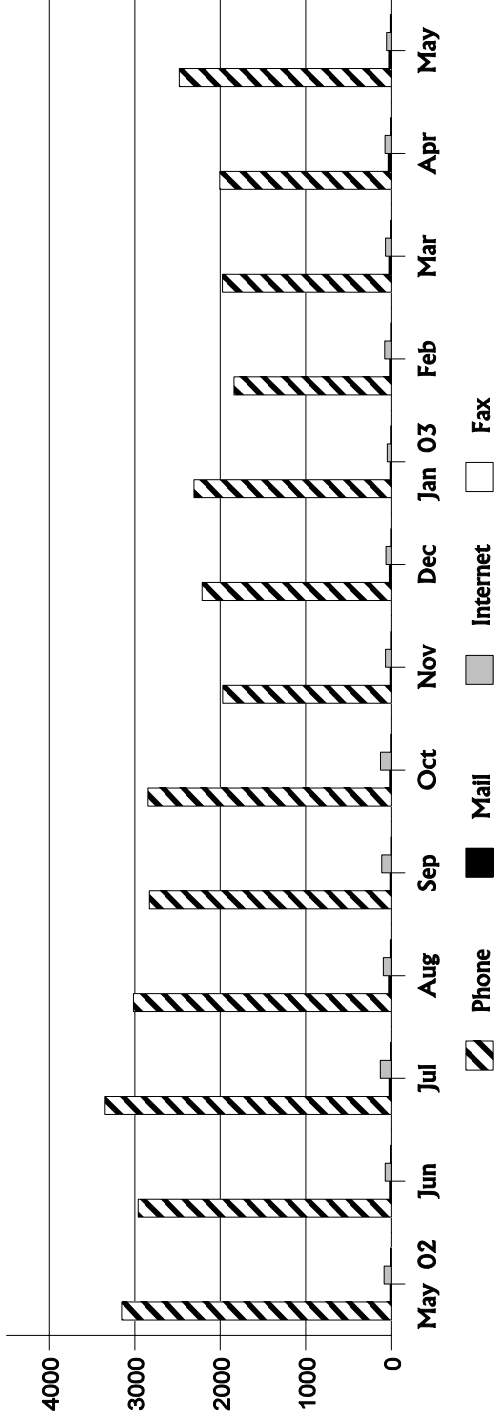


	May 02	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May
Phone	1,424	1,361	1,598	1,520	1,751	1,834	1,429	1,486	1,690	1,365	1,535	1,591	1,644
Mail	399	419	359	440	384	376	257	237	326	262	323	313	231
Internet	253	137	324	310	368	430	367	286	308	318	416	374	392
Fax	198	164	180	223	174	228	200	196	202	153	225	174	169
Total	2,346	2,274	2,081	2,461	2,493	2,868	2,253	2,205	2,205	2,098	2,499	2,452	2,436

How Information Requests Were Received

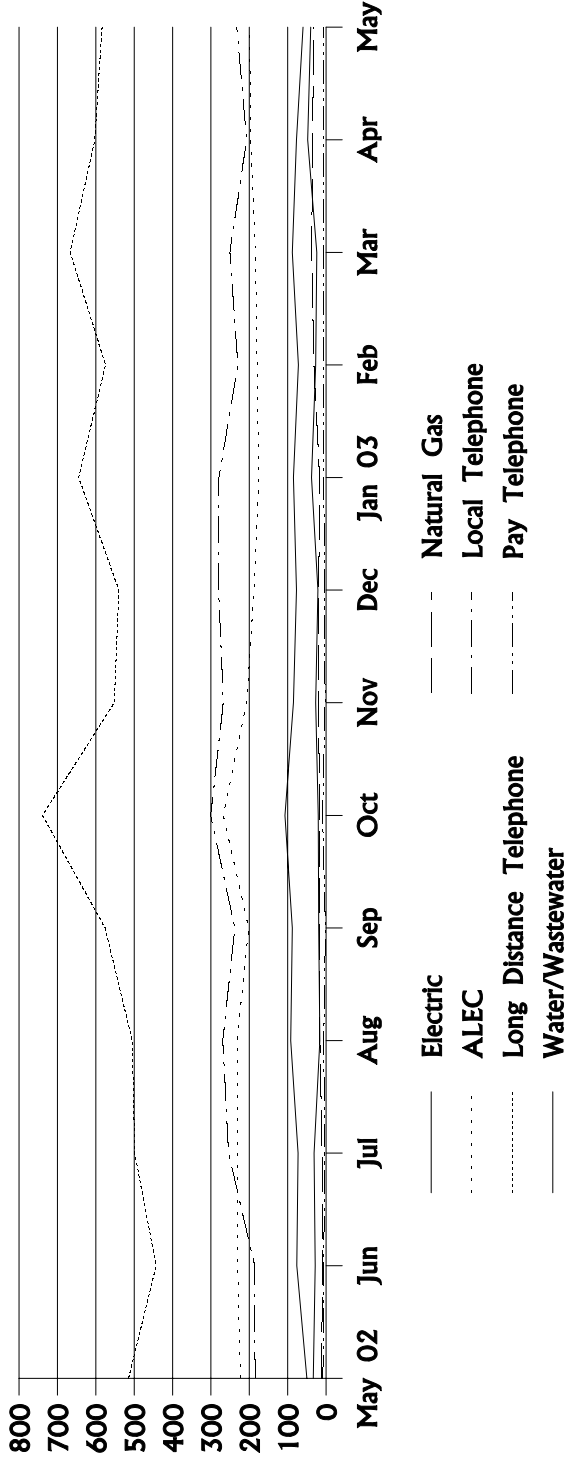
Phone, Mail, Internet and Fax

May 2002 - May 2003



	May 02	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May
Phone	3,150	2,961	3,352	3,016	2,831	2,847	1,971	2,212	2,309	1,842	1,974	2,005	2,479
Mail	13	18	24	30	14	19	14	23	13	19	26	35	29
Internet	84	71	130	93	112	128	68	62	47	76	67	73	55
Fax	9	10	10	11	2	6	4	3	6	3	8	8	11
Total	3,256	3,060	3,516	3,150	2,959	3,000	2,057	2,300	2,375	1,940	2,075	2,121	2,574

Complaints Received by Industry May 2002 - May 2003



Industry	May 02	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May
Electric	50	76	73	92	88	107	85	77	85	72	88	77	60
Natural Gas	13	9	11	16	18	16	20	19	17	32	38	35	33
ALEC	223	231	232	232	202	268	207	188	176	180	184	196	200
Local Telephone	185	186	254	269	238	301	268	280	279	230	251	207	233
Long Dist. Phone	515	443	499	505	576	739	552	540	645	575	667	603	584
Payphone	4	8	6	4	6	2	3	4	6	7	7	7	7
Water/Wastewater	37	33	28	31	16	19	27	21	38	27	24	48	40
Totals*	1,029	986	1,103	1,149	1,144	1,452	1,162	1,129	1,246	1,123	1,259	1,173	1,157

* 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 - May 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.	10	3	13	99	26	0	26	129
FLORIDA POWER & LIGHT COMPANY	13	15	28	183	42	0	42	226
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4	0	0	0	4
GULF POWER COMPANY	0	1	1	5	0	0	0	5
TAMPA ELECTRIC COMPANY	11	7	18	82	15	0	15	83
TOTAL**	34	26	60	373	83	0	83	447

**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

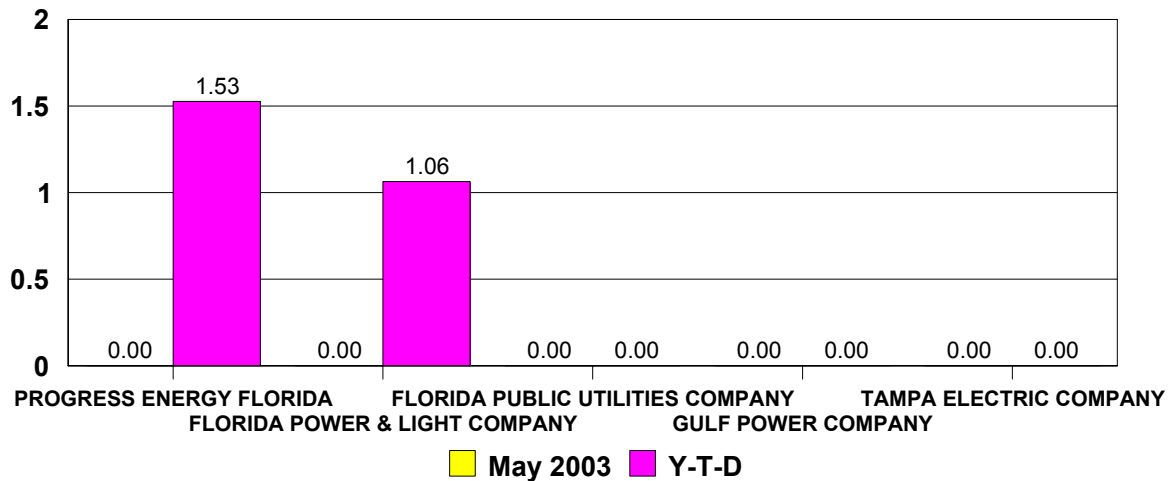
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	May 2003
		Infractions Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*
PROGRESS ENERGY FLORIDA, INC.	1,383,648	1	0.0007	1.53	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	2	0.0005	1.06	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,992	0	0.0000	0.00	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	0	0.0000	0.00	0.00
TOTAL	6,339,722	3	0.0005		

*Please see Definitions.

**Source - Information supplied by the companies as of December 31, 2001.

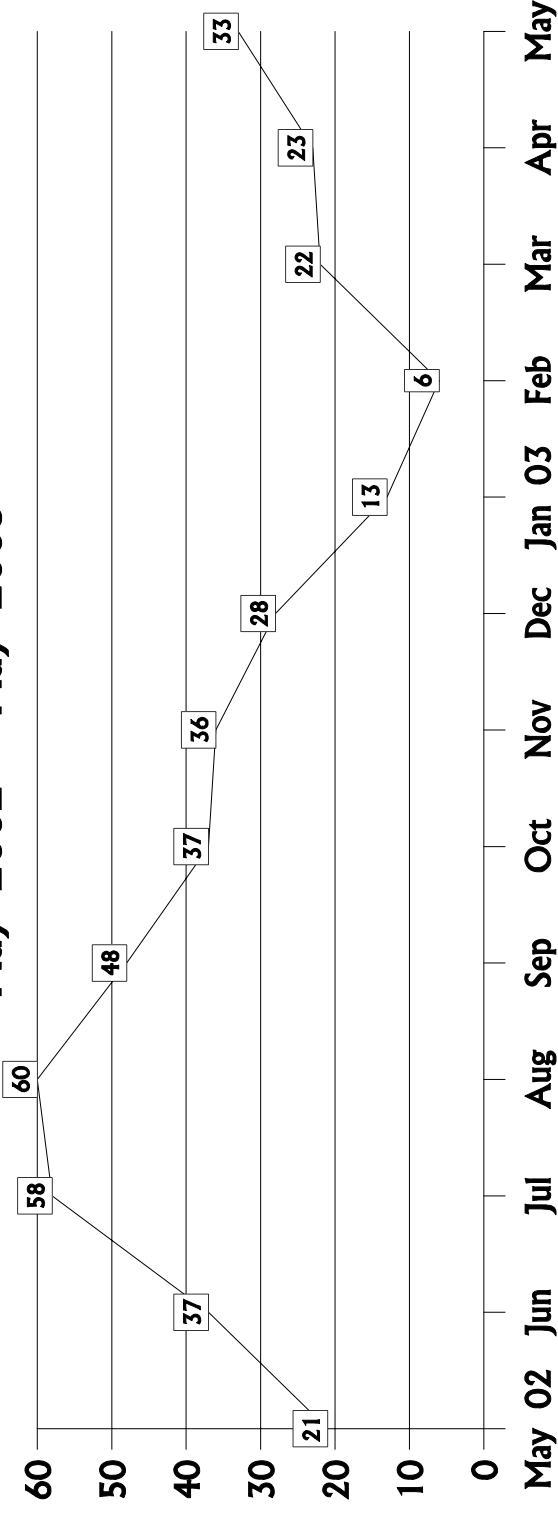
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Utilities Number of Customers / Apparent Infraction Indices May 2003



Electric Outage Related Complaints Filed

May 2002 - May 2003



Natural Gas Companies Complaint Activity May 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	4	2	1	3	9
CITY GAS COMPANY OF FLORIDA	3	8	11	69	21	0	21	73
FLORIDA PUBLIC UTILITIES COMPANY	2	4	6	21	5	0	5	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
SOUTH FLORIDA NATURAL GAS	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	6	9	15	61	8	1	9	46
TOTAL**	12	21	33	155	36	2	38	150

*Please see Definitions.

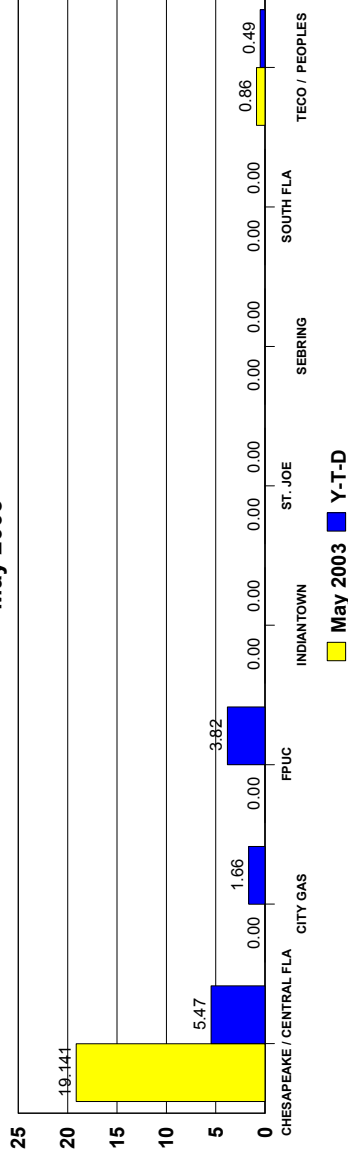
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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*	May 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	1	0.094	5.47	19.141
CITY GAS COMPANY OF FLORIDA	105,000	3	0.029	1.66	0.00
FLORIDA PUBLIC UTILITIES COMPANY	45,442	3	0.066	3.82	0.00
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,327	0	0.000	0.00	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	2	0.008	0.49	0.86
INDUSTRY TOTAL	436,228	9	0.022		

*Please see Definitions.
 **Source - Reports supplied to the PSC as of December 31, 2001.
 ***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 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.

Natural Gas Companies Apparent Infraction Indices May 2003



Alternative Local Telephone Companies Complaint Activity - May 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I-800-RECONEX, INC. D/B/A USTEL	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACTEL INTEGRATED COMMUNICATIONS, INC.	0	0	0	0	1	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	0	0	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	3	4	4	0	4
ALLTEL COMMUNICATIONS, INC.	1	1	2	2	0	2
ALTERNATIVE PHONE, INC.	1	0	1	1	0	1
ANEW BROADBAND, INC.	1	1	2	3	1	4
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	0	1
ATN, INC. D/B/A AMTEL NETWORK, INC.	0	0	0	1	0	1
AT&T	0	2	2	0	0	0
AUGLINK COMMUNICATIONS, INC.	0	0	0	1	0	1
BTI	1	0	1	0	0	0
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	1	2	2	0	2
CITYWIDE-TEL	0	1	1	1	0	1
COMCAST DIGITAL PHONE	6	6	12	19	1	20
DSL	2	0	2	2	1	3
EASY TELEPHONE SERVICES COMPANY	1	0	1	2	0	2
EPICUS, INC.	1	2	3	3	0	3
EXCEL TELECOMMUNICATIONS, INC.	3	2	5	5	3	8
EXPRESS PHONE SERVICE	1	0	1	1	0	1
FDN COMMUNICATIONS	3	3	6	4	0	4
FLORIDA COMM SOUTH	0	1	1	0	0	0
FLORIDA PHONE SERVICE, INC.	1	0	1	1	0	1
FLORIDA TELEPHONE SERVICES, LLC	3	0	3	7	0	7
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GRAPEVINE	1	0	1	0	0	0
HOSTING-NETWORK, INC.	1	0	1	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
IDS TELCOM LLC	4	0	4	2	2	4
IDT	1	0	1	1	0	1
INSTATONE	3	1	4	2	0	2
ISN COMMUNICATIONS	1	1	2	3	0	3
KMC TELECOM III LLC	0	0	0	1	1	2
KMC TELECOM V, INC.	0	0	0	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	3	2	5	3	0	3
MCI WORLDCOM NETWORK SERVICES, INC.	1	0	1	1	0	1
MET COMMUNICATIONS, INC.	0	1	1	0	0	0
MIRACLE COMMUNICATIONS	0	0	0	3	0	3
MPOWER COMMUNICATIONS CORP.	0	1	1	3	3	6
MY-TEL INC.	0	0	0	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	0	1	1
NETWORK TELEPHONE CORPORATION	0	1	1	1	0	1
NEWPHONE	1	0	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	0	1	1
PAN AMERICAN TELECOM, INCORPORATED	1	0	1	0	2	2
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	0	2	2	1	0	1
REI COMMUNICATIONS	1	0	1	0	0	0
SBC TELECOM, INC.	1	0	1	0	0	0
SECOND CHANCE PHONE	0	1	1	2	0	2
SOUTHERN RECONNECT, INC.	0	0	0	1	2	3
SUN-TEL USA, INC.	1	0	1	1	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	59	43	102	73	8	81
TALK AMERICA INC.	1	0	1	0	0	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	0	2	2
TELECONEX	0	1	1	0	0	0
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USA TELECOM, INC.	1	0	1	1	0	1
USA TELEPHONE INC.	0	0	0	0	2	2
VARTEC TELECOM, INC.	2	4	6	5	5	10
XO FLORIDA, INC.	3	1	4	4	0	4
Z-TEL COMMUNICATIONS, INC.	2	0	2	2	0	2
TOTALS**	118	82	200	179	40	219

*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 May 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.	5	2	7	23	6	0	6	27
BELLSOUTH	89	70	159	766	128	7	135	925
FRONTIER	0	0	0	1	1	0	1	2
GTC, INC. D/B/A GT COM	0	3	3	11	3	0	3	9
VERIZON FLORIDA, INC.	13	11	24	121	24	4	28	157
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	0	0	0	0	0	0	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	26	14	40	268	52	2	54	355
TOTAL**	133	100	233	1,192	214	13	227	1,478

*Please see Definitions.

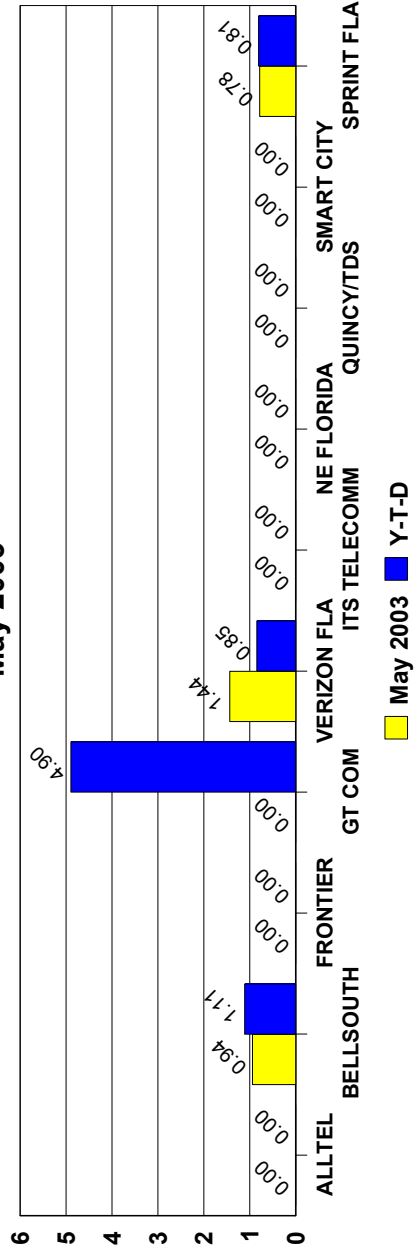
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**		Apparent Infractions Per 1,000 Access lines***		Y-T-D Apparent Infractions Index*		May 2003 Apparent Infractions Index*	
	Access lines**	Y-T-D	Apparent Infractions	Per 1,000 Access lines***	Y-T-D	Apparent Infractions Index*	Y-T-D	Apparent Infractions Index*
ALLTEL	94,736	0	0.0000	0.0000	0.00	0.00	0.00	0.00
BELLSOUTH	6,451,600	28	0.0043	0.0043	1.11	1.11	0.94	0.94
FRONTIER	4,706	0	0.0000	0.0000	0.00	0.00	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,348	1	0.0191	0.0191	4.90	4.90	0.00	0.00
VERIZON FLORIDA, INC.	2,416,247	8	0.0033	0.0033	0.85	0.85	1.44	1.44
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.0000	0.00	0.00	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.0000	0.00	0.00	0.00	0.00
QUINCY/TDS	14,212	0	0.0000	0.0000	0.00	0.00	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.0000	0.00	0.00	0.00	0.00
SPRINT-FLORIDA	2,212,554	7	0.0032	0.0032	0.81	0.81	0.78	0.78
TOTAL	11,277,711	44	0.0039	0.0039				

* 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 May 2003



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

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	0	2
AT&T	0	1
IDS Telcom LLC	1	3
ISN Communications, Inc.	0	2
MCI Worldcom	0	6
Pan American Telecom, Inc.	1	3
Sprint-Florida, Inc.	1	2
Supra Telecommunications & Information Systems, Inc.	1	11
Talk America Inc.	0	2
Z-Tel Communications, Inc.	0	2
All Other Local Companies	0	10
Totals	4	44

Cramming Statistics*

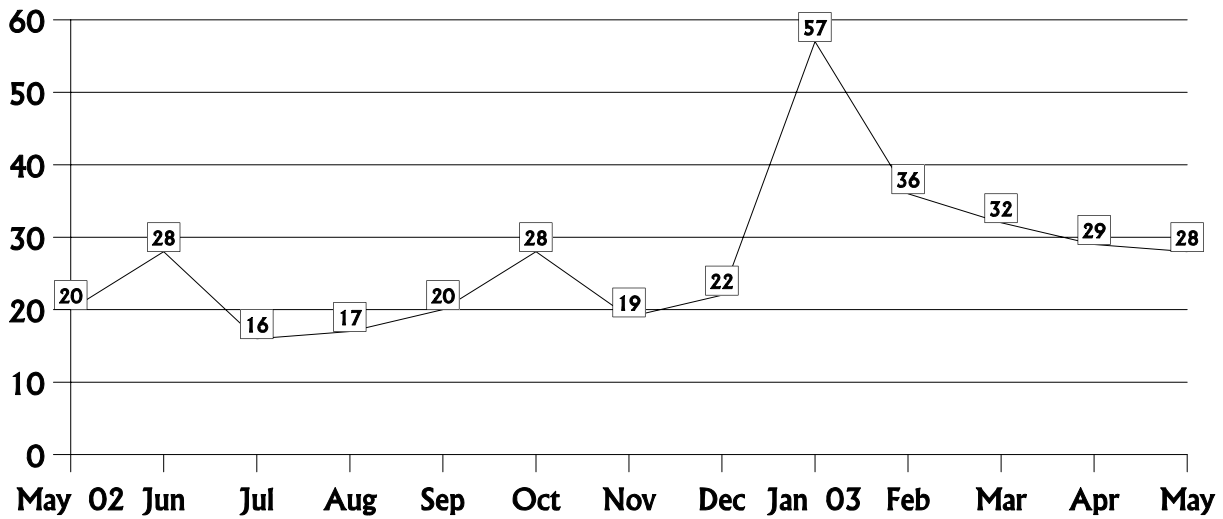
May 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
50	28	\$ 53,018.51

**Please see Definitions*

Cases Resolved as Cramming

May 2002 - May 2003



Long Distance Telephone Companies Complaint Activity - May 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	1	2	3	2	1	3
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0	1	1
ACCERIS COMMUNICATIONS SOLUTIONS	2	3	5	4	0	4
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	1	1
ADST, INC.	2	0	2	0	1	1
ALLIANCE GROUP SERVICES, INC.	1	0	1	0	0	0
AMERIVISION COMMUNICATIONS, INC. D/B/A LIFELINE COMM.	0	0	0	1	0	1
ANEW BROADBAND, INC.	1	0	1	0	0	0
ATX TELECOMMUNICATIONS SERVICES	0	0	0	0	1	1
AT&T	78	111	189	145	27	172
AZUL TEL, INC.	1	0	1	0	0	0
BELLSOUTH LONG DISTANCE, INC.	3	1	4	1	1	2
BIGREDWIRE.COM, INC.	0	1	1	0	0	0
BTI	1	0	1	0	0	0
BUEHNER-FRY, INC.	0	1	1	1	0	1
CAPSULE COMMUNICATIONS, INC.	0	1	1	1	0	1
CIERRACOM SYSTEMS	1	0	1	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	2	1	3	3	1	4
COMCAST DIGITAL PHONE	1	1	2	1	0	1
COMMUNICATIONS BILLING, INC.	0	0	0	1	0	1
COVISTA, INC.	1	0	1	1	0	1
DIALAROUND ENTERPRISES INC.	0	1	1	0	0	0
DIRECT ONE, LLC	0	1	1	3	0	3
DSL TELECOM, INC.	2	0	2	0	0	0
EASTERN TELECOMMUNICATIONS INCORPORATED D/B/A ETI-TELECOMM.	0	0	0	1	0	1
ENHANCED COMMUNICATIONS GROUP, L.L.C.	0	0	0	0	1	1
ENHANCED SERVICES BILLING, INC.	0	1	1	0	0	0
EPHONE TELECOM, INC.	0	1	1	1	0	1
EPICUS, INC.	0	1	1	2	0	2

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ESS.COM, L.L.C.	1	0	1	0	0	0
EVERCOM SYSTEMS, INC. D/B/A CORRECTIONAL BILLING SERVICES	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	3	6	5	3	8
EZTEL NETWORK SERVICE, LLC	0	1	1	0	0	0
FDN COMMUNICATIONS	0	1	1	1	0	1
FEDERAL TRANSTEL, INC.	0	0	0	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	5	1	6	1	0	1
GLOBAL TELELINK SERVICES, INC.	0	1	1	0	0	0
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GLOBCOM, INC.	0	0	0	0	1	1
GRAPEVINE	3	0	3	3	0	3
HBS BILLING SERVICES COMPANY	0	5	5	5	1	6
HORIZONONE COMMUNICATIONS	1	0	1	1	1	2
IDS TELCOM LLC	0	1	1	0	0	0
IDT AMERICA CORP. D/B/A DSA TELECOM	6	1	7	10	0	10
IECOM	1	0	1	0	0	0
ILD	1	10	11	6	0	6
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	4	5	6	0	6
INTEGRETEL, INC.	1	13	14	12	0	12
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	1	0	1	0	0	0
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	0	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
LIONHART OF MIAMI, INC. D/B/A ASTRAL COMMUNICATIONS	0	0	0	0	1	1
MAIN STREET TELEPHONE COMPANY	0	0	0	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	3	5	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	38	32	70	70	6	76
MERCURY LONG DISTANCE, INC.	0	0	0	0	1	1
MIKO TELEPHONE COMMUNICATIONS, INC.	21	5	26	0	20	20
NATIONAL ACCOUNTS, INC.	0	0	0	0	1	1
NET ONE INTERNATIONAL, INC.	0	1	1	0	0	0
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	1	1	2	1	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	0	1
NUI TELECOM, INC.	0	0	0	1	0	1
OCCMC, INC.	0	1	1	0	0	0
OLS, INC.	0	0	0	1	0	1
ONE CALL COMMUNICATIONS, INC.	0	2	2	1	0	1
ONELINK COMMUNICATIONS, INC.	0	0	0	2	0	2
ONESTAR COMMUNICATIONS, LLC	0	0	0	0	1	1
ONESTAR LONG DISTANCE, INC.	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	1	7	8	7	0	7
OPTICAL TELEPHONE CORPORATION	4	1	5	2	4	6
PIONEER TELEPHONE, INC.	0	1	1	0	0	0
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1	1	2
PREMIER TELECOM, INC.	1	0	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	5	1	6	0	0	0
PROMISE-NET INTERNATIONAL, LTD., INC.	0	0	0	1	0	1
PT-1 COMMUNICATIONS	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	7	5	12	10	4	14

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
SPRINT	36	24	60	48	20	68
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	2	3	0	0	0
T-NETIX, INC.	0	0	0	0	1	1
TALK AMERICA INC.	2	4	6	4	0	4
TCG SOUTH FLORIDA	2	2	4	2	0	2
TELECOM*USA OR TELECONNECT	4	2	6	4	0	4
TELECORE COMMUNICATIONS, CORP.	1	0	1	0	0	0
TELECUBA, INC.	1	1	2	3	0	3
TELENATIONAL COMMUNICATIONS, INC.	1	0	1	0	0	0
TELEUNO, INC.	1	0	1	0	0	0
TELSTAR INTERNATIONAL, INC.	1	0	1	0	0	0
TEXCOM U.S.A.	5	0	5	0	0	0
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1	0	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	0	0	0
TTI NATIONAL, INC.	1	0	1	1	0	1
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	4	4	8	1	6	7
UNI-TEL COMMUNICATIONS GROUP, INC.	0	1	1	1	0	1
UNIVERSAL BROADBAND COMUNICATIONS, INC. D/B/A BUSINESS SAV.	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	1	0	1	1	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	1	1	1	0	1
VARTEC TELECOM, INC.	9	14	23	11	7	18
VERIZON LONG DISTANCE	1	0	1	0	0	0
VERIZON SELECT SERVICES INC.	2	1	3	4	0	4
VOIP ENTERPRISES INC.	2	0	2	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	2	0	2	1	0	1
W2COM INTERNATIONAL, LLC	0	0	0	1	0	1
WILLIAMS COMMUNICATIONS, LLC	2	0	2	2	0	2
WORKING ASSETS LONG DISTANCE	1	0	1	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	2	2	5	4	9
XO LONG DISTANCE SERVICES, INC.	0	1	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	0	1	1	1	1	2
ZERO PLUS DIALING	1	4	5	5	0	5
ZERO PLUS DIALING, INC.	1	1	2	2	0	2
TOTALS**	287	297	584	423	123	546

*Please see Definitions.

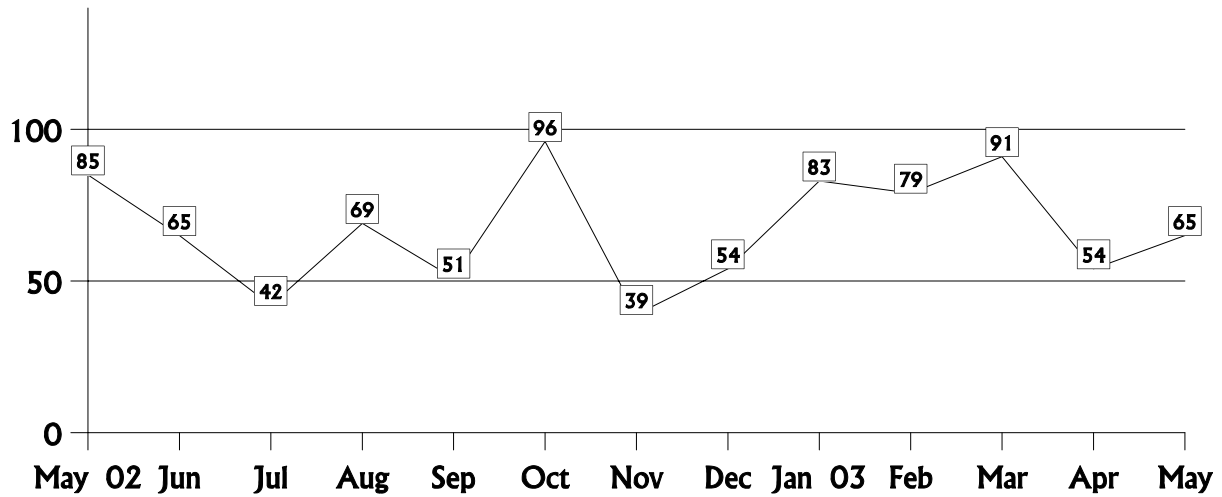
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	1	7
AT&T / ACC	5	23
Clear World Communications Corp.	1	10
Excel Telecommunications, Inc.	2	14
LCR Telecommunications. L.L.C.	1	9
MCI Worldcom	1	39
Miko Telephone Communications, Inc.	20	74
Onelink Communications, Inc.	0	15
Optical Telephone Corporation	4	22
Primus Telecommunications, Inc.	0	7
Sprint	12	43
Teleuno, Inc.	0	13
UKI Communications, Inc.	6	23
World Communications Satellite Systems, Inc.	3	20
Other Long Distance Companies	9	53
Totals	65	372

Cases Resolved as Slamming

May 2002 - May 2003



Pay Telephone Companies Complaint Activity - May 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	0	1	1
EVERCOM SYSTEMS, INC.	1	0	1	0	0	0
K.C.S. COMMUNICATIONS, INC.	0	0	0	0	1	1
MILLENIUM COMMUNICATIONS, INC.	1	0	1	0	0	0
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	1	1	0	0	0
PAYTEL USA, INC.	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	0	0	3	0	3
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	0	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	1	0	1	0	0	0
THE IMRON NETWORK	1	0	1	0	0	0
U.S. PAYTEL OPTIMA, L.L.C.	0	1	1	1	0	1
TOTALS**	5	2	7	5	2	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 - May 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	3	0	3	1	0	1
AQUASOURCE UTILITY, INC.	0	4	4	14	0	14
BAYSIDE UTILITY SERVICES, INC.	1	0	1	0	0	0
BIEBER ENTERPRISES, INC. D/B/A BREEZE HILL UTILITIES	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	0	0	0	1	0	1
BURKIM ENTERPRISES, INC.	0	1	1	1	0	1
CRYSTAL RIVER UTILITIES, INC.	0	1	1	1	0	1
EAST PASCO UTILITIES, INC.	0	1	1	0	0	0
FLORALINO PROPERTIES, INC.	2	2	4	0	0	0
FLORIDA PUBLIC UTILITIES COMPANY (FERNANDINA BEACH SYSTEM)	0	0	0	2	0	2
FLORIDA WATER SERVICES CORPORATION	5	3	8	5	0	5
FLORIDANA HOMEOWNERS, INC.	1	0	1	0	0	0
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1	0	1
JASMINE LAKES UTILITIES CORPORATION	2	3	5	1	0	1
LAKE SUZY UTILITIES, INC.	0	2	2	1	0	1
LAKE UTILITY SERVICES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
L. P. UTILITIES CORPORATION	0	0	0	1	0	1
MARION UTILITIES, INC.	1	0	1	0	0	0
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1	0	1
MOBILE MANOR, INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
PINECREST RANCHES, INC.	1	0	1	0	0	0
SOUTHLAKE UTILITIES, INC.	1	0	1	0	0	0
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2	0	2
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	2	0	2
UTILITIES, INC. OF FLORIDA	1	2	3	1	0	1
WEST LAKELAND WASTEWATER, INC.	0	1	1	0	0	0
TOTALS**	19	21	40	40	0	40

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