



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
AUGUST 2000

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

Inquiries may be directed to the mailing address, telephone number, fax number, or Internet address listed below.

J. Terry Deason, Chairman	413-6038
E. Leon Jacobs, Jr., Commissioner	413-6046
Lila A. Jaber, Commissioner	413-6044
Braulio L. Baez, Commissioner	413-6042
Executive Director	413-6055
Deputy Executive Director, Administrative	413-6071
Deputy Executive Director, Technical	413-6068
Division of Competitive Services	413-6600
Division of Consumer Affairs	413-6100
Division of Economic Regulation	413-6900
Division of Policy Analysis & Intergovernmental Liaison	413-6800
Division of Records & Reporting	413-6770
Division of Regulatory Oversight	413-6480
Division of Safety and Electric Reliability	413-6700

**Florida Public Service Commission
2540 Shumard Oak Boulevard - Tallahassee, Florida 32399-0850**

Toll Free Telephone Number: 1-800-342-3552 (National)

Toll Free Facsimile Number: 1-800-511-0809 (Florida)

Internet Home Page Address: <http://www.floridapsc.com>

Internet E-mail Address: contact@psc.state.fl.us

Preface

Prior to July 1, 1999, the Florida Public Service Commission classified consumer contacts as Inquiries, Letters and Reference Cases. An Inquiry was a consumer contact concerning a problem with a regulated utility and the PSC staff had reason to believe that there may have been an apparent rule infraction. Letters included correspondence received and processed by the PSC which concerned nonjurisdictional matters or consumers' requests for information. Reference Cases included logged cases in which there did not appear to be an apparent rule infraction.

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now three categories in lieu of the previous classification system. Consumer contacts are now Complaints, Information Requests or Docketed Correspondence. A Complaint is 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 an inquiry that does not involve investigation or analysis by the PSC staff. Docketed Correspondence is consumer input regarding a docketed item which does not require investigation or analysis by PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints without extensive Commission participation. It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. The amended rule establishes customer complaint procedures that are designed to accomplish this intent. It includes an expedited telephone warm transfer and three day (72 Hour) resolution process for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Summary

There were **1,473** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent noninfraction" or "apparent rule infraction." If the PSC staff believes that a violation of Florida Administrative Code rules, company tariff filings or company policy has occurred, the complaint is resolved as an apparent rule infraction. There were also **3,838** information requests handled by the PSC.

A total of fifteen utility companies are participating in the Transfer Connect or "Warm Transfer" option. Under this option, a call to the PSC is directly transferred to the caller's utility, provided the consumer has not yet expressed their concerns to that utility. There were **995** calls transferred during August 2000.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$118,039** for the month and **\$982,639** for the calendar year.

Monthly Consumer Refunds

August 1999 - August 2000

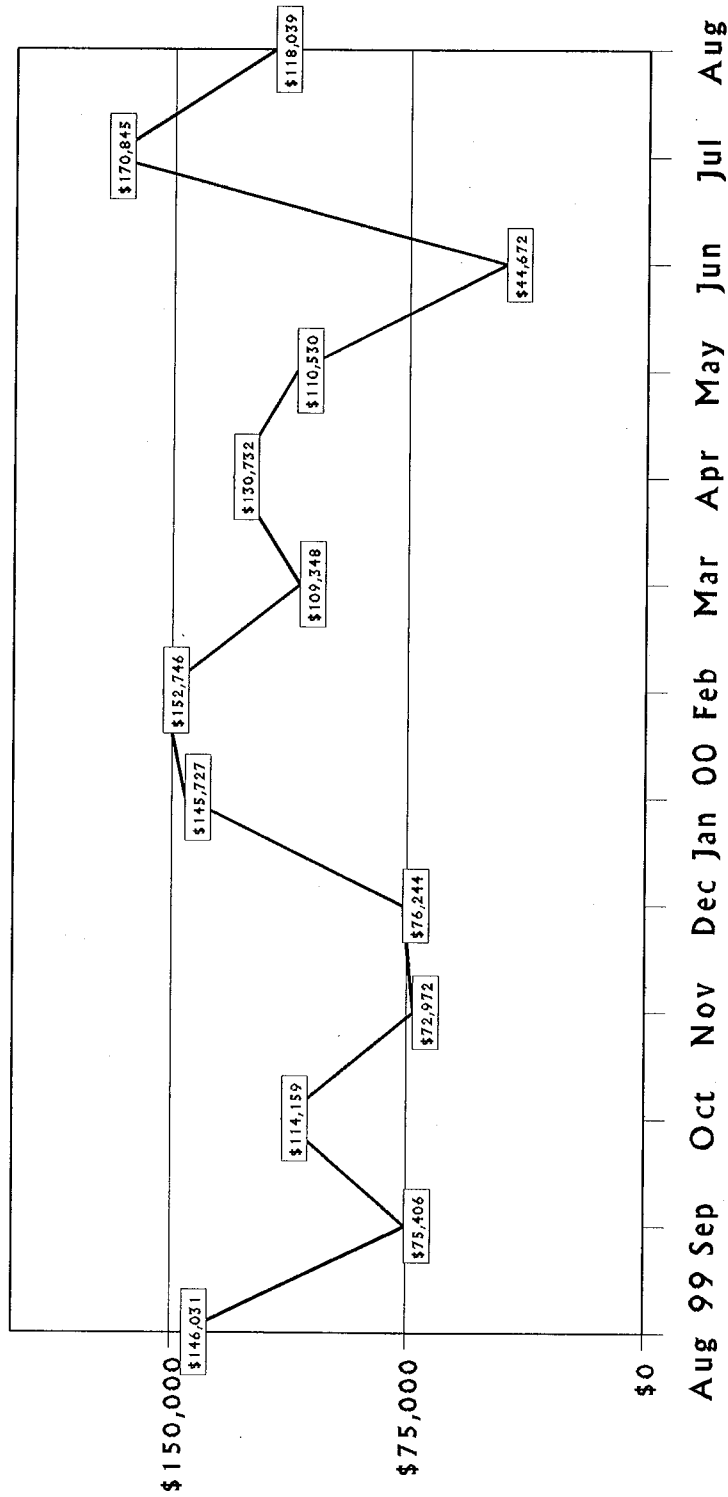


Table of Contents

Consumer Activity Overview	1
Total Consumer Contacts	2
Total Calls Received - Call Center Statistics	3
Monthly Status of Total Complaints Received / Resolved	4
Complaints by County	5
How Complaints Were Received	6
How Information Requests Were Received	7
Complaints by Industry	8
Electric Companies - Complaint Activity	9
Momentary Electric Outage Information	12
Gas Companies - Complaint Activity	13
Alternative Local Exchange Telephone Companies - Complaint Activity	15
Local Exchange Telephone Companies - Complaint Activity	18
Unauthorized Local Telephone Service Change - <i>Slamming</i>	21
Unauthorized Additional Local Telephone Service Charges - <i>Cramming</i>	22
Long Distance Telephone Companies - Complaint Activity	23
Unauthorized Long Distance Service Change - <i>Slamming</i>	29
Pay Telephone Companies - Complaint Activity	30
Water and Wastewater Companies - Complaint Activity	31
Index of Definitions	32

Consumer Activity - August 2000

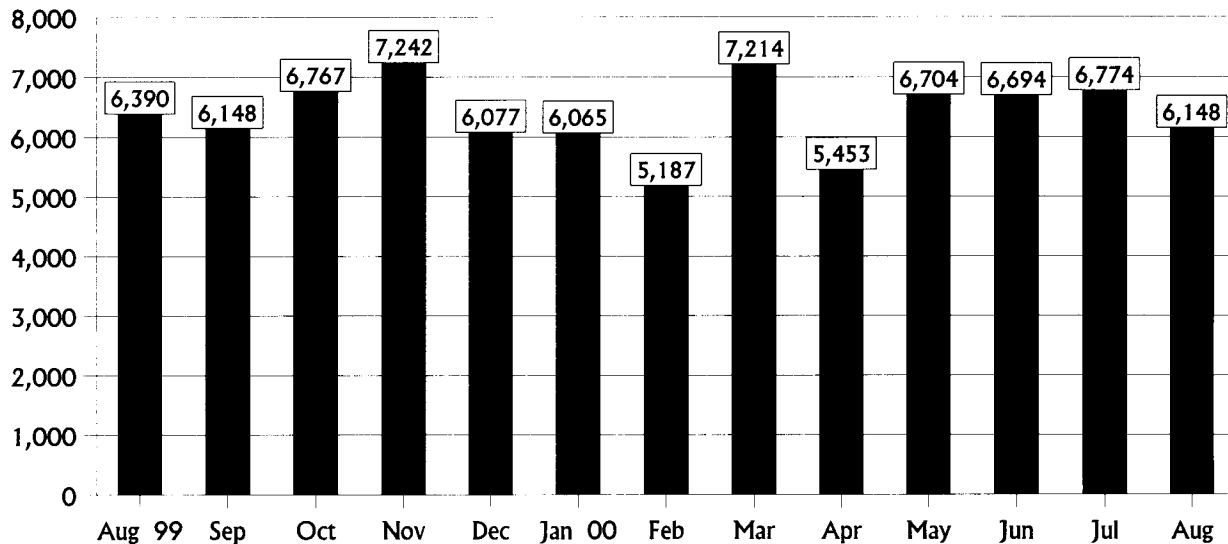
Complaints Received		1,473
Electric		48
Gas		9
Alternative Local Exchange Telephone		156
Local Exchange Telephone		273
Long Distance Telephone		630
Pay Telephone		7
Water & Wastewater		19
Non-regulated Consumer Assistance		204
Cases Received / Closed Under 72 Hr Rule		127
Electric	54	
Gas	0	
Telecommunications	73	
Water / Wastewater	0	
Information Requests Received		3,838
Total Cases Received		5,311

How Cases Were Received	Complaints	Information Requests
Phone	950	3,768
Mail	248	14
Internet	179	47
Fax	96	9
Totals	1,473	3,838

Non-jurisdictional Calls Not Filed As Cases	837
Total Consumer Contacts Handled	6,148
Transfer Connect (Calls Transferred to Utilities)	995

Consumer Savings	
Electric	\$ 3,828.88
Gas	290.05
Alternative Local Exchange Telephone	7,051.82
Local Exchange Telephone	17,213.63
Long Distance Telephone	85,769.46
Pay Telephone	3.85
Water & Wastewater	94.98
Non-regulated Consumer Assistance	3,786.31
Total	\$ 118,038.98

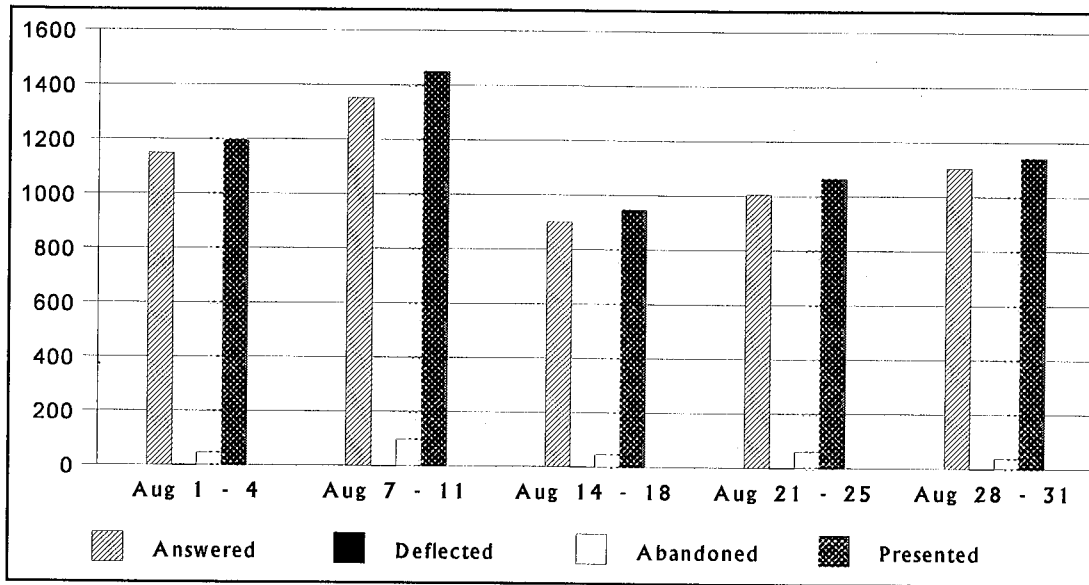
Public Service Commission Total Consumer Contacts August 1999 - August 2000



	Complaints Received	% of Total Complaints
Electric	48	3%
Gas	9	1%
Alt. Local Exchange Telephone	156	11%
Local Exchange Telephone	273	19%
Long Distance Telephone	630	43%
Pay Telephone	7	0%
Water & Wastewater	19	1%
Non-regulated Consumer Assistant	204	14%
Cases Received / Closed by 72 Hr Rule	127	9%
Total	1,473	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.

Total Calls Received - Call Center Statistics August 2000



Answered: Total number of calls answered by Consumer Affairs' Regulatory Specialists.

Deflected: The number of calls originally destined for the PSC's ACD Group which could not get through due to a full queue or wait time in queue was exceeded.

Abandoned: The number of calls offered to the ACD Group but abandoned the queue waiting status prior to being answered.

Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
August 1 - 4	1,149	96.2%	1	0.1%	46	3.8%	1,195
August 7 - 11	1,352	93.2%	0	0.0%	97	6.7%	1,450
August 14 - 18*	902	95.1%	0	0.0%	46	4.9%	948
August 21 - 25	1,005	94.4%	0	0.0%	60	5.6%	1,065
August 28 - 31	1,105	96.7%	0	0.0%	38	3.3%	1,143
Totals	5,513	95.0%	1	0.0%	287	4.9%	5,801

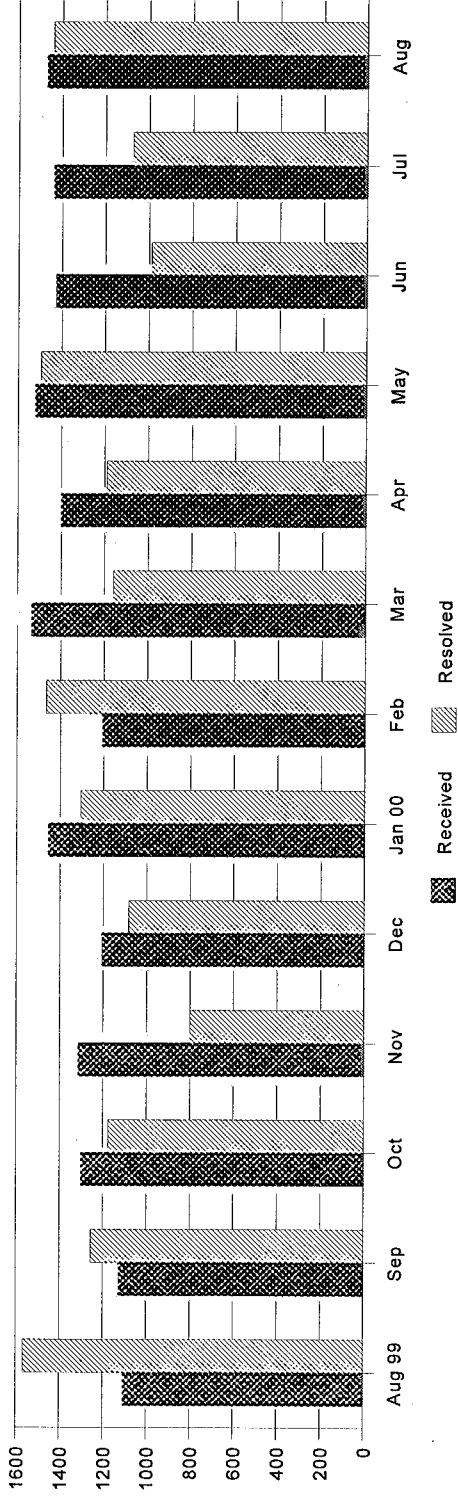
*Note: ACD-MIS system technical difficulties on 8/16-8/24. Figures do not include calls presented on 8/16.

Calls Answered During the Month
 Minus Calls Resulting in Cases
 Total Non-Jurisdictional Calls Not Filed As Cases

5,513
 (4,676)
 837

Monthly Status of Total Complaints Received / Resolved*

August 1999 - August 2000

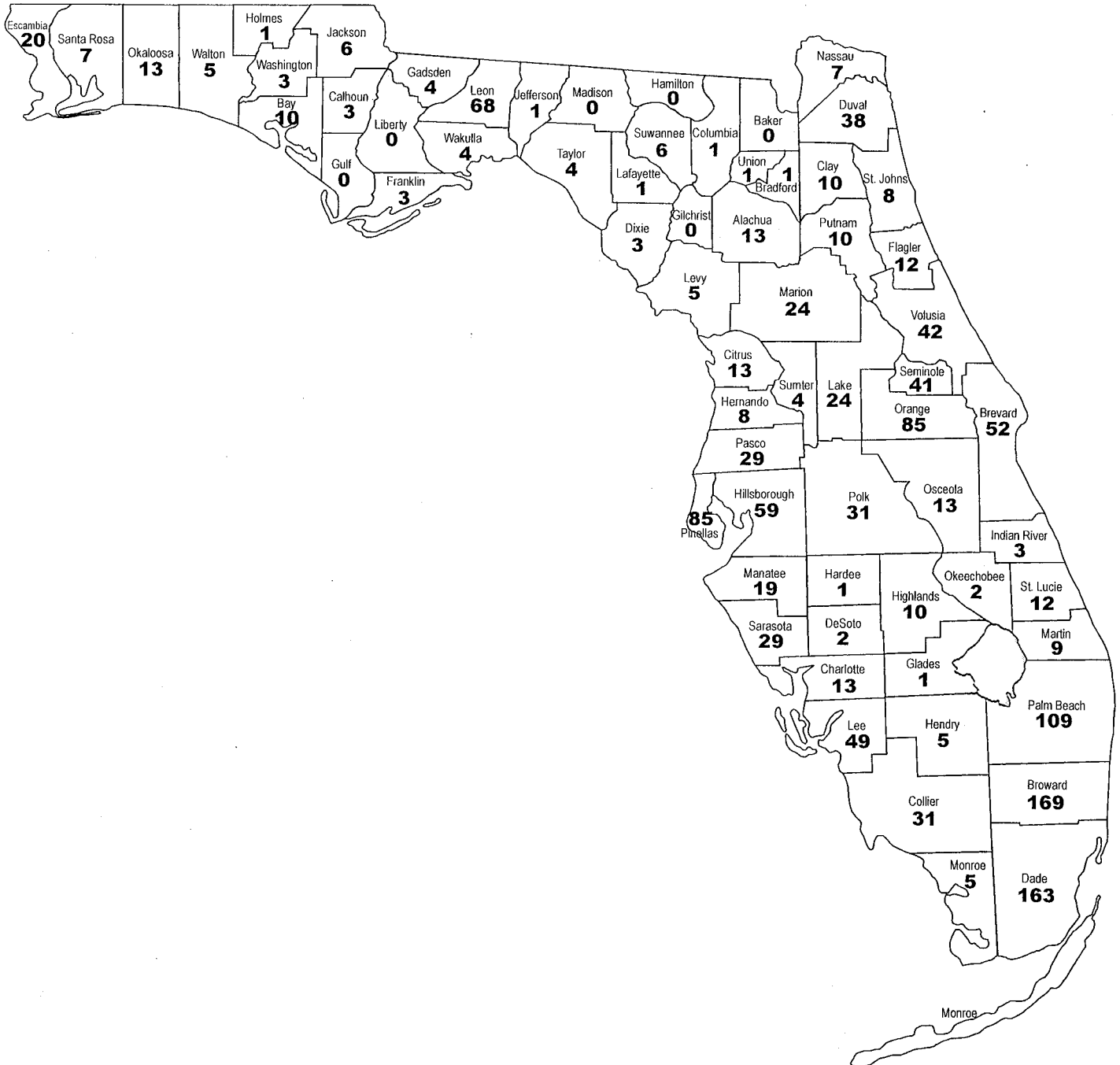


	Aug 99	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug
Received	1,107	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473
Resolved	1,566	1,255	1,176	800	844	1,305	1,466	1,159	1,189	1,496	988	1,075	1,440

*Cases resolved consists of cases closed from the present and previous months, which were carried forward.

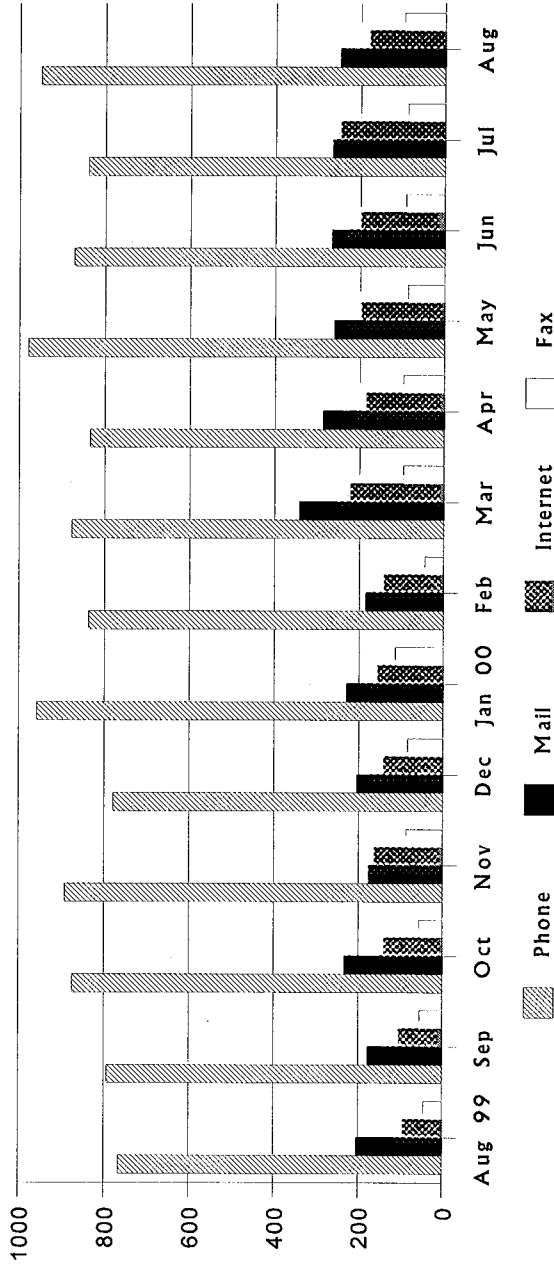
Complaints Received by County

AUGUST 2000



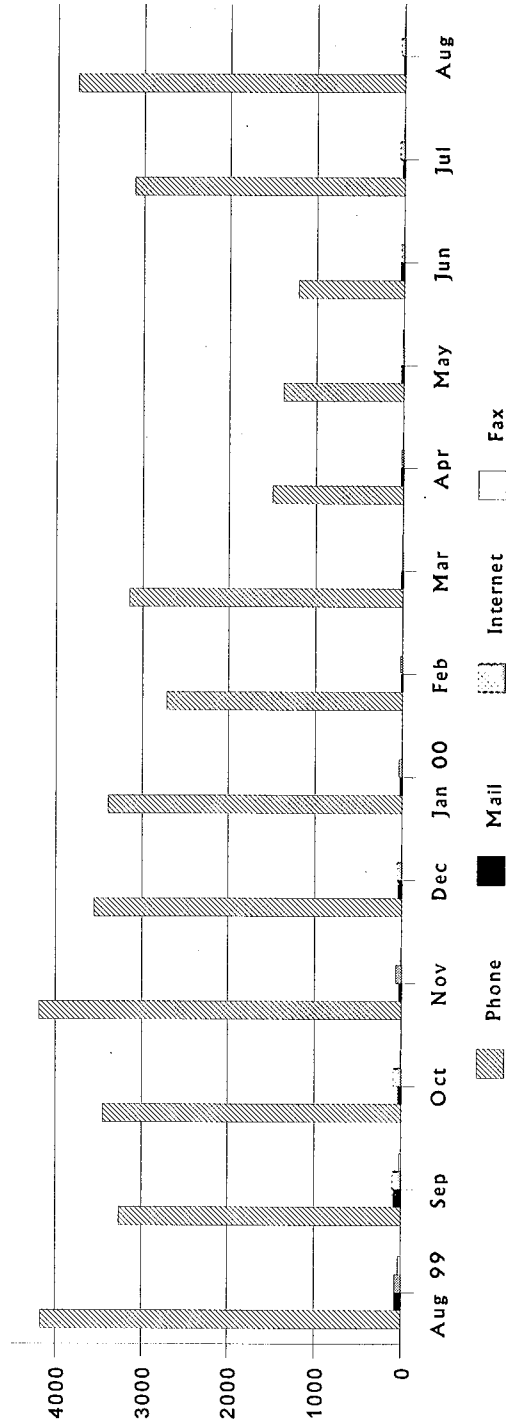
Note: County name not available for 63 cases.

How Complaints Were Received Phone, Mail, Internet and Fax August 1999 - August 2000



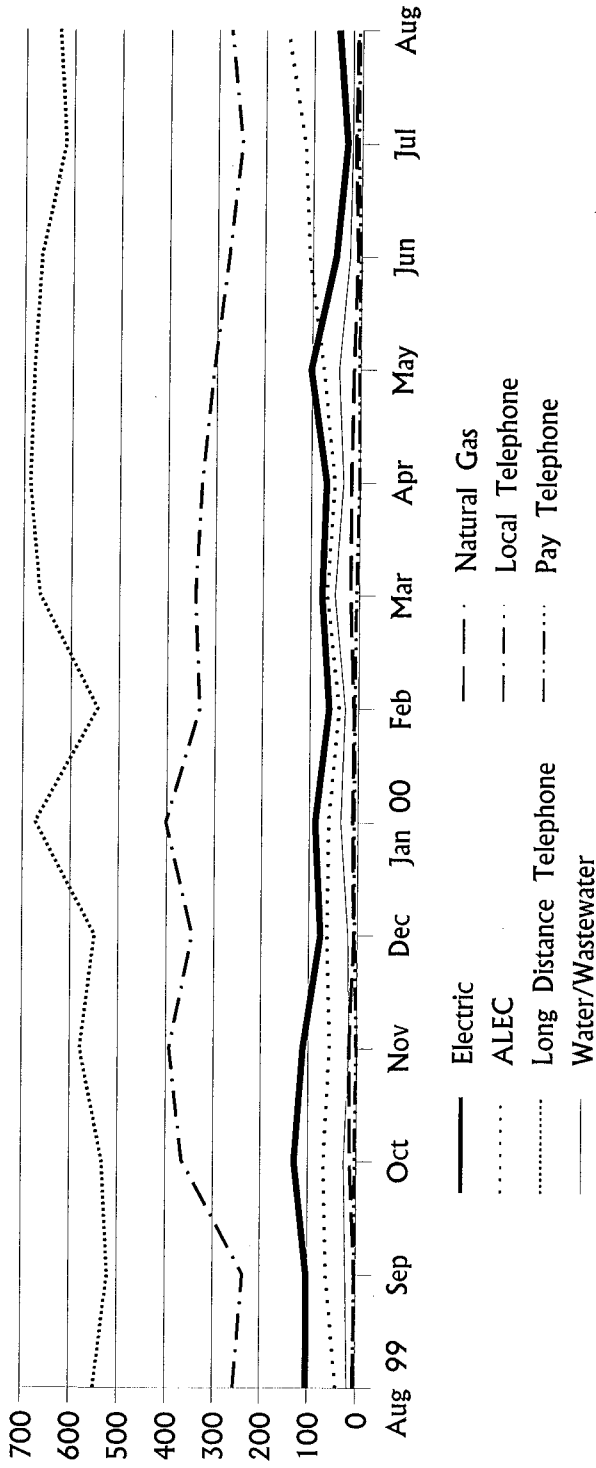
	Aug 99	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	766	793	874	891	779	958	837	876	834	979	872	839	950
Mail	204	178	234	176	205	230	185	343	287	261	267	266	248
Internet	93	104	139	162	141	155	141	222	185	196	197	247	179
Fax	44	54	55	86	83	114	44	96	96	86	92	87	96
Total	1,107	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473

How Information Requests Were Received Phone, Mail, Internet and Fax August 1999 - August 2000



	Aug 99	Sept	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	4,167	3,269	3,457	4,189	3,555	3,399	2,719	3,156	1,499	1,378	1,209	3,110	3,768
Mail	79	85	37	29	45	27	14	18	27	30	42	24	14
Internet	76	109	93	68	56	39	22	9	23	19	35	56	47
Fax	34	21	9	11	7	6	1	7	6	16	7	10	9
Total	4,356	3,484	3,596	4,297	3,663	3,471	2,756	3,190	1,555	1,443	1,293	3,200	3,838

Complaints by Industry August 1999 - August 2000



Industry	Aug 99	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
Electric	103	103	129	112	76	88	61	77	69	102	52	30	48	1,050
Natural Gas	5	4	13	16	7	11	10	18	18	14	7	13	9	145
ALEC	41	62	68	57	63	61	40	66	52	76	107	118	156	967
Local Telephone	256	237	366	393	346	402	333	343	330	306	276	249	273	4,110
Long Dist. Phone	549	520	533	579	550	674	545	666	687	680	666	617	630	7,896
Payphone	6	3	4	1	6	8	8	6	1	3	2	8	7	63
Water/Wastewater	17	21	26	16	19	35	27	50	34	45	24	19	19	352

**Electric Companies
Complaint Activity - August 2000**

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	7	7	14	117	13	0	13	111
FLORIDA POWER & LIGHT COMPANY	16	12	28	343	31	0	31	397
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	3	0	0	0	1
GULF POWER COMPANY	2	2	4	13	2	0	2	10
TAMPA ELECTRIC COMPANY	2	0	2	52	12	0	12	52
TOTAL	27	21	48	528	58	0	58	571

*Please see Index of Definitions.

Electric Companies
Apparent Infractions Year-To-Date

Utility Name	Total Customer Base **	Apparent Infractions		Y-T-D Apparent Infractions Index*	August Apparent Infractions Index*
		Y-T-D	Per 1,000 Customers***		
FLORIDA POWER CORPORATION	1,349,000	1	0.0007	1.48	0.00
FLORIDA POWER & LIGHT COMPANY	3,712,700	2	0.0005	1.07	0.00
FLORIDA PUBLIC UTILITIES COMPANY	24,200	0	0.0000	0.00	0.00
GULF POWER COMPANY	354,000	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	537,100	0	0.0000	0.00	0.00
TOTAL	5,977,000	3	0.0005		

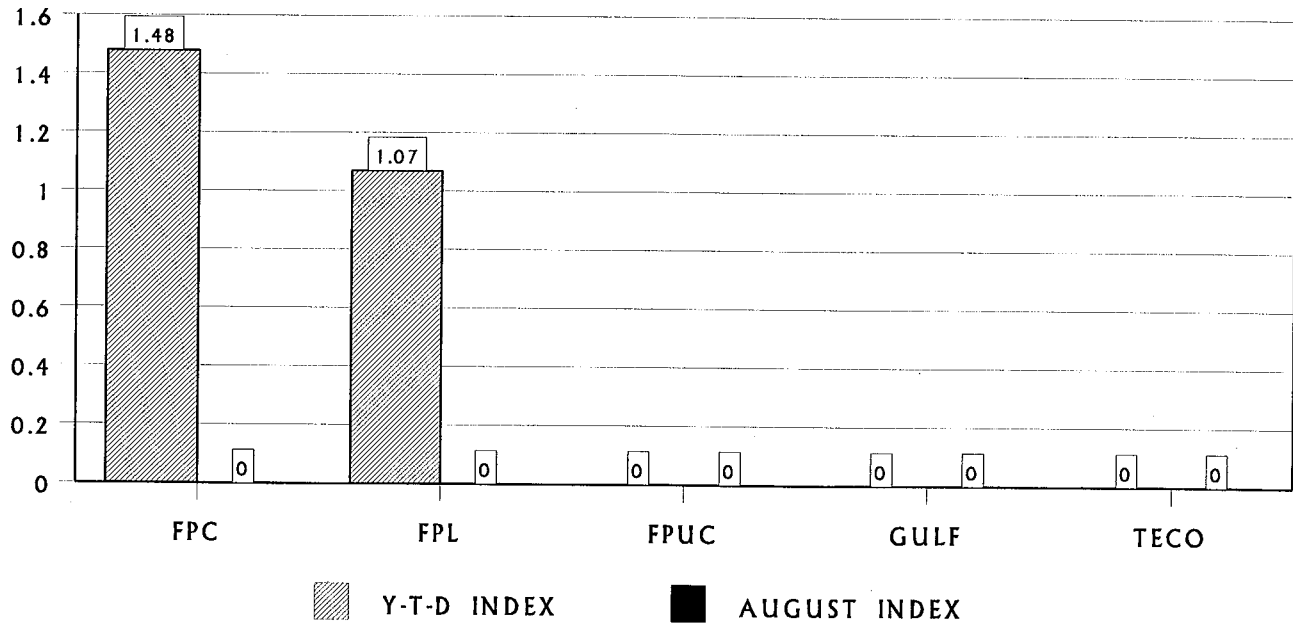
*Please see Index of Definitions.

**Source - Division of Electric and Gas, as of December 31, 1999.

*** 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 INDUSTRY INVESTOR-OWNED ELECTRIC COMPANIES APPARENT INFRACTIONS INDEX

August 2000



TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,349,000	3,712,700	24,200	354,000	537,100

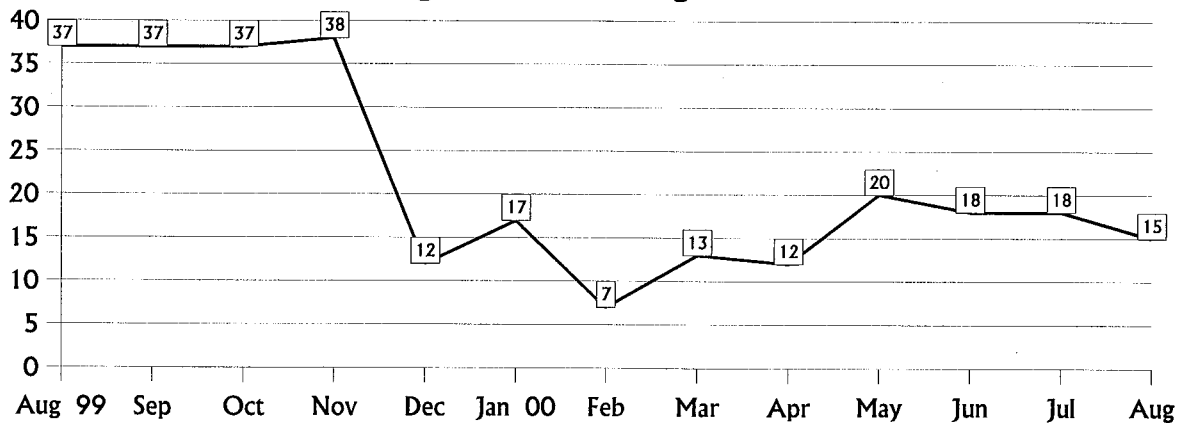
**Source - Florida Public Service Commission - Division of Electric & Gas, as of December 31, 1999*

Momentary Electricity Outage Information August 2000

Company	New Cases Filed
Florida Power Corporation	4
Florida Power & Light	9
Florida Public Utilities Corporation	0
Gulf Power Company	1
Tampa Electric Company	1
Total	15

Total Momentary Outages Filed

August 1999 - August 2000



**Gas Companies
Complaint Activity August 2000**

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	0	0	0	1	0	0	0	0
CITY GAS COMPANY	0	2	2	44	3	0	3	38
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	7	2	0	2	6
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	2	1	0	1	2
PEOPLES GAS SYSTEM (TECO)	2	4	6	47	2	0	2	46
ST. JOE NATURAL GAS	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
TOTAL	2	7	9	101	8	0	8	92

*Please see Index of Definitions.

Gas Companies Apparent Infractions Year-To-Date

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	August Apparent Infractions Index*
CHESAPEAKE UTILITIES	9,654	0	0.000	0.00	0.000
CITY GAS COMPANY	99,574	4	0.040	4.04	0.00
FLORIDA PUBLIC UTILITIES COMPANY	37,416	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	657	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	246,998	0	0.000	0.00	0.00
ST. JOE NATURAL GAS	3,419	0	0.000	0.00	0.00
SEBRING	700	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,270	0	0.000	0.00	0.00
INDUSTRY TOTAL	402,688	4	0.010		

*Please see Index of Definitions.

**Source - Florida Public Service Commission Bureau of Natural Gas Regulation, December 1999.

***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.

**Alternative Local Telephone Companies
Complaint Activity - August 2000**

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	
I-800-RECONEX, INC.	1	0	1	0	0	0
ACCESS ONE COMMUNICATIONS	14	1	15	7	4	11
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, LLC	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	2	0	2	1	0	1
AMERICA'S TELE-NETWORK CORP.	1	1	2	0	0	0
AT&T	3	1	4	2	0	2
BELLSOUTH BSE, INC.	1	0	1	0	0	0
BTI	2	1	3	1	0	1
COVAD COMMUNICATIONS COMPANY	2	0	2	0	0	0
DIGITAL MEDIA PARTNERS	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	0	0	0	1	0	1
ESSEX COMMUNICATIONS, INC.	4	0	4	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EXCELINK COMMUNICATIONS, INC.	2	1	3	4	0	4
E.SPIRE COMMUNICATIONS, INC.	0	1	1	0	0	0
FLORIDA COMM SOUTH	2	0	2	0	0	0
FLORIDA DIGITAL NETWORK, INC.	12	2	14	9	2	11
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	1	0	1
FONES-4-U	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	0	0
GT COM	1	0	1	0	0	0
GULF COAST COMMUNICATIONS, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	1	1	2	4	0	4
HYPERION TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	6	1	7	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	3	0	3	3	0	3
INTETECH, L.C.	1	0	1	0	0	0
ITC-DELTACOM	1	0	1	0	0	0
KMC TELECOM INC.	1	0	1	0	0	0
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	7	2	9	8	0	8
MPOWER COMMUNICATIONS CORP.	2	0	2	4	0	4
NEXLINK FLORIDA, INC.	3	0	3	1	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
POINTECOM, INCORPORATED	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	1	0	1	0	0	0
SECOND CHANCE PHONE	1	0	1	1	0	1
SMOKE SIGNAL COMMUNICATIONS	8	0	8	8	1	9
SOUTHEAST TELEPHONE COMPANY	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SOUTHERN STATES TELEPHONE, INC.	5	0	5	0	0	0
SUN-TEL USA, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	4	0	4	0	0	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	0	0	0
TCG SOUTH FLORIDA	0	0	0	1	0	1
TDS TELECOM/QUINCY TELEPHONE	1	0	1	0	0	0
TEL COM PLUS	2	0	2	1	0	1
TELECONEX	1	0	1	0	0	0
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	1	0	1
TELIGENT SERVICES, INC.	1	0	1	0	0	0
TELIGENT SERVICES, INC.	1	0	1	1	0	1
THE PHONE COMPANY	12	1	13	4	1	5
TOTALTEL USA COMMUNICATIONS, INC.	0	1	1	0	0	0
TOUCH 1 COMMUNICATIONS, INC.	0	1	1	0	0	0
UNIVERSAL TELECOM, INC.	2	0	2	0	0	0
US LEC OF FLORIDA INC.	0	2	2	1	0	1
USA TELECOM, INC.	1	0	1	0	0	0
USA TELEPHONE INC.	1	0	1	0	0	0
VERIZON SELECT SERVICES INC.	10	5	15	16	1	17
WINSTAR WIRELESS, INC.	0	0	0	2	0	2
TOTALS	133	23	156	87	9	96

Local Telephone Companies Complaint Activity August 2000

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	9	0	9	69	8	1	9	64
BELLSOUTH	93	34	127	1,242	125	3	128	1141
FRONTIER	2	0	2	4	0	0	0	2
GTC, INC. D/B/A GT COM	2	1	3	11	2	0	2	11
VERIZON (Formerly GTE Florida)	20	15	35	362	32	3	35	322
INDIANTOWN	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	2	0	0	0	1
QUINCY/TDS	0	0	0	5	1	0	1	4
SPRINT-FLORIDA	78	19	97	824	72	4	76	751
VISTA - UNITED	0	0	0	1	0	0	0	1
TOTAL	204	69	273	2,520	240	11	251	2297

Local Telephone Companies Year-to-date Apparent Infractions

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	August Apparent Infractions Index*
ALLTEL	89,546	4	0.0447	5.63	11.65
BELLSOUTH	6,632,408	36	0.0054	0.68	0.47
FRONTIER	4,537	1	0.2204	27.80	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	0	0.0000	0.00	0.00
GTE	2,444,656	12	0.0049	0.62	1.28
INDIANTOWN	3,705	0	0.0000	0.00	0.00
NE FLORIDA	9,280	0	0.0000	0.00	0.00
QUINCY/TDS	13,623	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,213,033	38	0.0172	2.17	1.89
VISTA-UNITED	18,706	0	0.0000	0.00	0.00
TOTAL	11,478,514	91	0.0079		

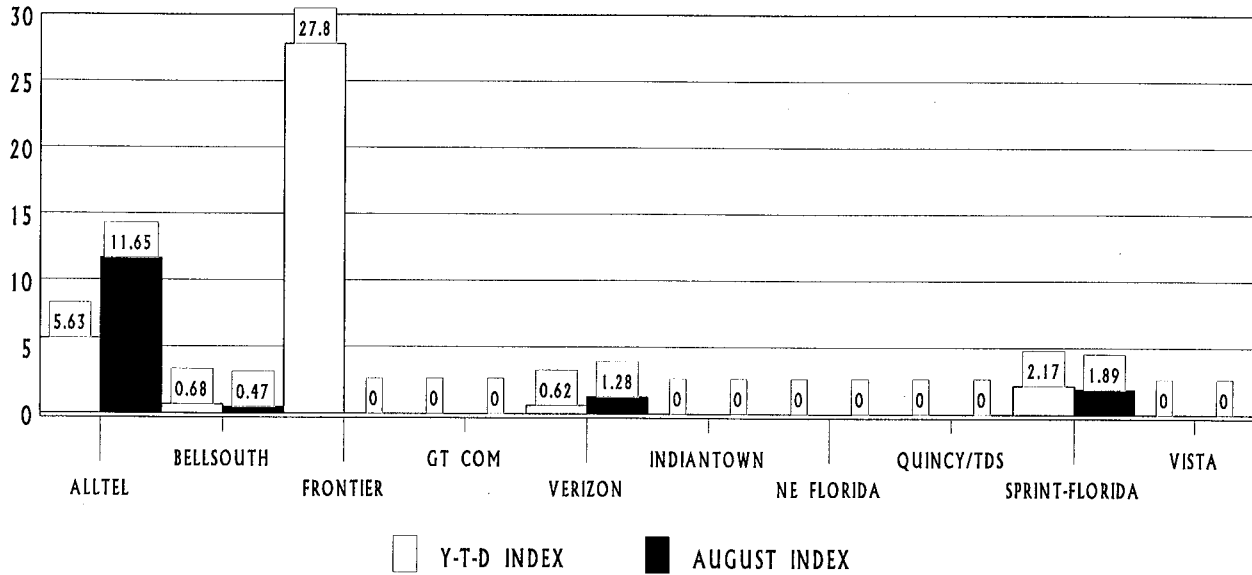
* Please see Index of Definitions.

** Source Florida Public Service Commission Division of Communications, as of December 31, 1999.

***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.

TELECOMMUNICATIONS INDUSTRY LOCAL TELEPHONE COMPANIES APPARENT INFRACTIONS INDEX

August 2000



2000 ACCESS LINES*			
ALLTEL	89,546	INDIANTOWN	3,705
BELLSOUTH	6,632,408	NE FLORIDA	9,280
FRONTIER	4,537	QUINCY/TDS	13,623
GT COM (Floral, Gulf & St. Joseph)	49,020	SPRINT/FLORIDA	2,213,033
VERIZON (Formerly GTE)	2,444,656	VISTA-UNITED	18,706

*Source - Florida Public Service Commission - Division of Communications, as of December 31, 1999.

Unauthorized Local Telephone Service Change
"Local Slamming"

Apparent Rule Infractions - August 2000

Company	August	Year-To-Date
Sprint	0	1
Other Local Companies	0	0
Totals	0	1

Cramming Statistics*

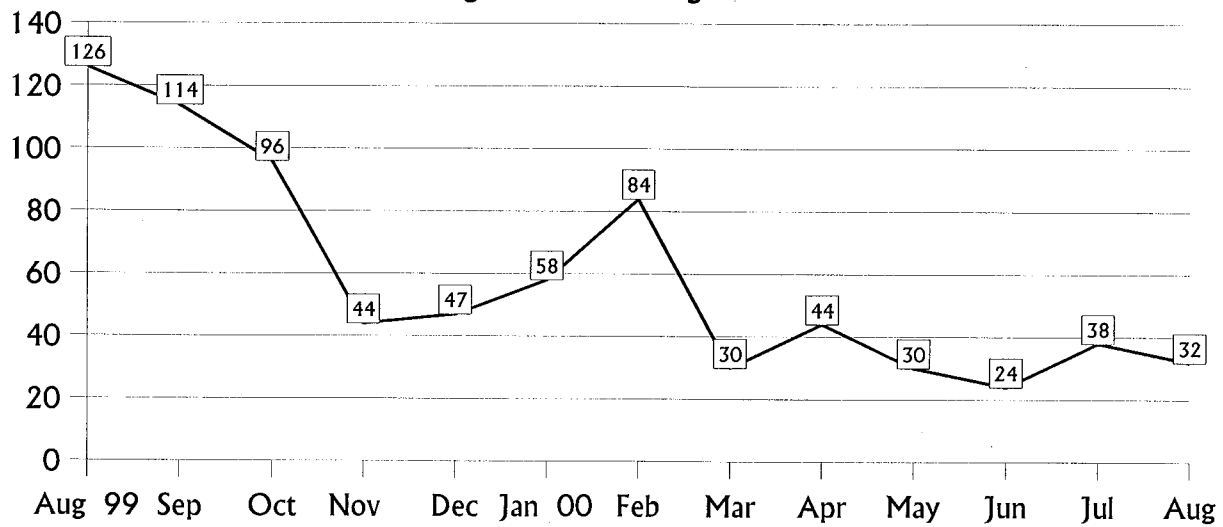
August 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
26	32	\$2,323.47

**Please see Index of Definitions*

Cases Resolved as Cramming

August 1999 - August 2000



**Long Distance Companies
Complaint Activity - August 2000**

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
ACCESS ONE COMMUNICATIONS	2	1	3	2	0
ACCESS ONE, INC.	1	0	1	2	0
ALTEL COMMUNICATIONS, INC.	1	0	1	0	0
ALTERNATEL	0	1	1	0	0
AMERICA'S TELE-NETWORK CORP.	19	7	26	10	26
AMERICA ONE COMMUNICATIONS, INC.	0	0	0	1	0
AMERICAN NORTEL COMMUNICATIONS, INC.	0	2	2	3	0
AMERICAN PHONE SERVICES CORP.	0	2	2	1	0
ASIAN AMERICAN ASSOCIATION	1	0	1	0	0
ATN COMMUNICATIONS INCORPORATED	0	0	0	1	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	54	176	230	242	57
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	0	0
BROADWING TELECOMMUNICATIONS INC.	0	3	3	1	0
CABLE & WIRELESS USA, INC.	0	1	1	0	0
COMPUTER BUSINESS SCIENCES, INC.	0	0	0	1	0
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1	0
CORRECTIONAL BILLING SERVICES	1	0	1	1	0
CTS TELCOM, INC.	1	1	2	0	0
CYPRESS COMMUNICATIONS OF SOUTH FLORIDA, INC.	1	0	1	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
DIRECT ONE OF CALIFORNIA, INC.	0	1	1	0	0	0
ELEC COMMUNICATIONS	1	0	1	0	0	0
ERBIA NETWORK, INC.	0	1	1	2	0	2
ESSENTIAL.COM, INC.	0	2	2	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	5	17	22	16	1	17
E.SPIRE COMMUNICATIONS, INC.	1	0	1	1	0	1
FEDERAL TRANSTEL, INC.	1	2	3	2	0	2
FON DIGITAL NETWORK INC.	0	1	1	0	0	0
FRONTIER COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	2	0	2
FRONTIER COMMUNICATIONS OF THE WEST	1	1	2	0	0	0
GCI GLOBALCOM, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1	1	2
GLOBAL TEL*LINK CORPORATION	0	0	0	2	0	2
GROUP DISCOUNTS, INC.	0	0	0	1	0	1
GROUP LONG DISTANCE, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	1	2	3	2	0	2
HBS BILLING SERVICES COMPANY	1	3	4	1	0	1
HORIZONE COMMUNICATIONS	1	2	3	2	0	2
IDS LONG DISTANCE, INC.	4	0	4	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
IDT AMERICA CORP.	2	2	4	1	0	1
IDT CORPORATION	1	0	1	0	0	0
IE COM	1	0	1	0	0	0
ILD	4	10	14	7	1	8
INTEGRETEL, INC.	0	12	12	9	0	9
INTERMEDIA COMMUNICATIONS, INC.	2	2	4	2	0	2
KMC TELECOM II, INC.	1	0	1	0	0	0
LCR, INC.	0	1	1	0	0	0
LEAST COST ROUTING, INC.	0	0	0	2	0	2
LEAST COST ROUTING, INC. D/B/A LONG DISTANCE CHARGES	0	0	0	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	3	3	0	0	0
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	2	2	18	1	19
MCI WORLDCOM NETWORK SERVICES, INC.	45	50	95	58	3	61
MGC COMMUNICATIONS, INC. D/B/A MPOWER COMM. CORP.	0	0	0	1	0	1
MICROSUN TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
NATIONAL ACCOUNTS, INC.	0	1	1	0	0	0
NEW MILLENNIUM CONQUEST SERVICE CORPORATION	0	0	0	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
OLS, INC.	1	3	4	3	5	8
OPERATOR ASSISTANCE NETWORK	0	3	3	1	0	1
OPEX COMMUNICATIONS, INC.	0	1	1	1	0	1
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	2	2	1	0	1
PANTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
PREFERRED BILLING	0	1	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
PROTEL ADVANTAGE, INC. D/B/A LONG DISTANCE SAVINGS	0	0	0	0	1	1
PT-1 COMMUNICATIONS	0	1	1	0	0	0
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	0	0	0
QUEST TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
QUINTELCO, INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	14	11	25	20	1	21
QWEST COMMUNICATIONS SERVICES	1	0	1	1	0	1
SPRINT	10	23	33	55	2	57
STARLINK COMMUNICATIONS, LLC	0	0	0	0	1	1
STERLING TIME COMPANY	0	0	0	1	0	1
TELCO BILLING, INC.	2	8	10	8	0	8
TELECOM*USA OR TELECONNECT	1	1	2	0	0	0

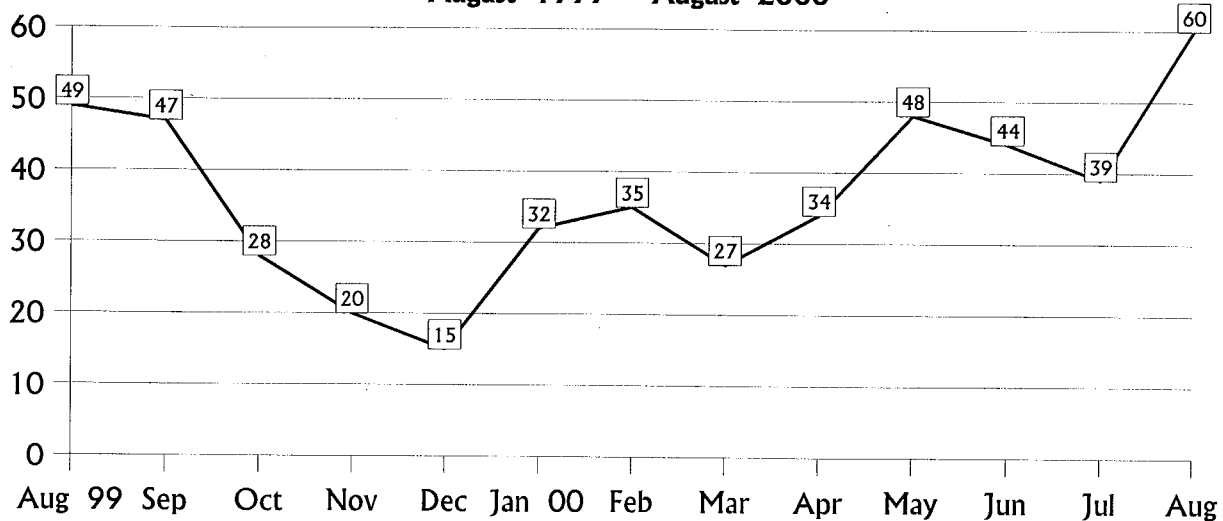
Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions Total
TELEGLOBE BUSINESS SOLUTIONS INC.	0	1	1	0	0
TELQUEST COMMUNICATIONS, CORP.	0	0	0	1	0
TELSCAPE USA, INC.	0	1	1	0	0
THE INTERNET BUSINESS ASSOCIATION	0	2	2	1	0
THE PHONE COMPANY	14	10	24	18	1
TTL NATIONAL, INC.	0	2	2	0	0
U. S. P. & C. CORPORATION	1	4	5	3	0
ULTIMATE COMMUNICATIONS, INC.	1	0	1	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	0	1	1	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	4	7	11	6	2
VERIZON LONG DISTANCE	1	0	1	0	0
VERIZON SELECT SERVICES INC.	7	5	12	13	1
WEBNET COMMUNICATIONS, INC.	9	0	9	4	8
WESTINGHOUSE COMMUNICATIONS	1	0	1	0	0
ZERO PLUS DIALING	3	1	4	3	0
ZERO PLUS DIALING, INC.	0	1	1	2	0
Total	230	400	630	546	112
			630		658

Unauthorized Long Distance Service Change "Long Distance Slamming" Apparent Rule Infractions - August 2000

Company	August	Year-To-Date
America's Tele-Network Corp.	25	112
AT&T / ACC	6	27
MCI Worldcom	2	23
OLS, Inc.	4	13
Opex Communications	0	9
Qwest Communications (LCI)	1	20
Sprint	2	25
The Phone Company	1	12
Other Long Distance Companies	19	78
Totals	60	319

Cases Resolved as Slamming

August 1999 - August 2000



**Pay Telephone Companies
Complaint Activity - August 2000**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
COIN-TEL, INC.	0	0	0	1	0	1
ETS PAYPHONES OF FLORIDA, INC.	1	0	1	0	1	1
OTC AND OMEGA TELECOM	1	0	1	0	0	0
PAYPHONE CONNECTION INC.	0	1	1	0	0	0
PAYPHONES, INC.	1	0	1	0	0	0
PHOENIX PAYPHONES, LLC	0	1	1	0	0	0
SPRINT PAYPHONE SERVICES, INC.	0	1	1	0	0	0
THE FONE CONNECTION OF TAMPA BAY, INC.	1	0	1	1	0	1
TOTAL	4	3	7	2	1	3

Water and Wastewater Companies Complaint Activity - August 2000

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	1	1	2	4	0	4
BONITA SPRINGS UTILITIES	1	0	1	0	0	0
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	0	1
FLORIDA CITIES WATER COMPANY (BAREFOOT BAY)	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	4	2	6	4	0	4
GULF UTILITY COMPANY	0	0	0	1	0	1
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1	0	1
LINADALE WATER COMPANY	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	1	1	1	0	1
MARION UTILITIES, INC.	0	1	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	2	2	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	1	0	1
RIVER RANCH	0	1	1	0	0	0
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
SUNNY SHORES WATER CO., INC.	0	0	0	1	0	1
TAMIAMI VILLAGE WATER COMPANY, INC.	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	1	2	3	1	0	1
TOTALS	8	11	19	19	0	19

INDEX OF 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.

Complaint - A substantial unresolved objection regarding a regulated utility, as it relate to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis.

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, information requests and docket correspondence filed with the Public Service Commission.

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

Docket Correspondence - Consumer input regarding a docketed item which does not require investigation or analysis by the PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

Information Request - An inquiry that does not involve investigation or analysis by the PSC staff.

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