



**FLORIDA
PUBLIC
SERVICE
COMMISSION**

**CONSUMER ACTIVITY REPORT
JULY 2000**

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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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 1,439 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 3,200 information requests handled by the PSC.

A total of fourteen 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 1,090 calls transferred during July 2000.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$170,845 for the month and \$754,790 for the calendar year.

Monthly Consumer Refunds

July 1999 - July 2000

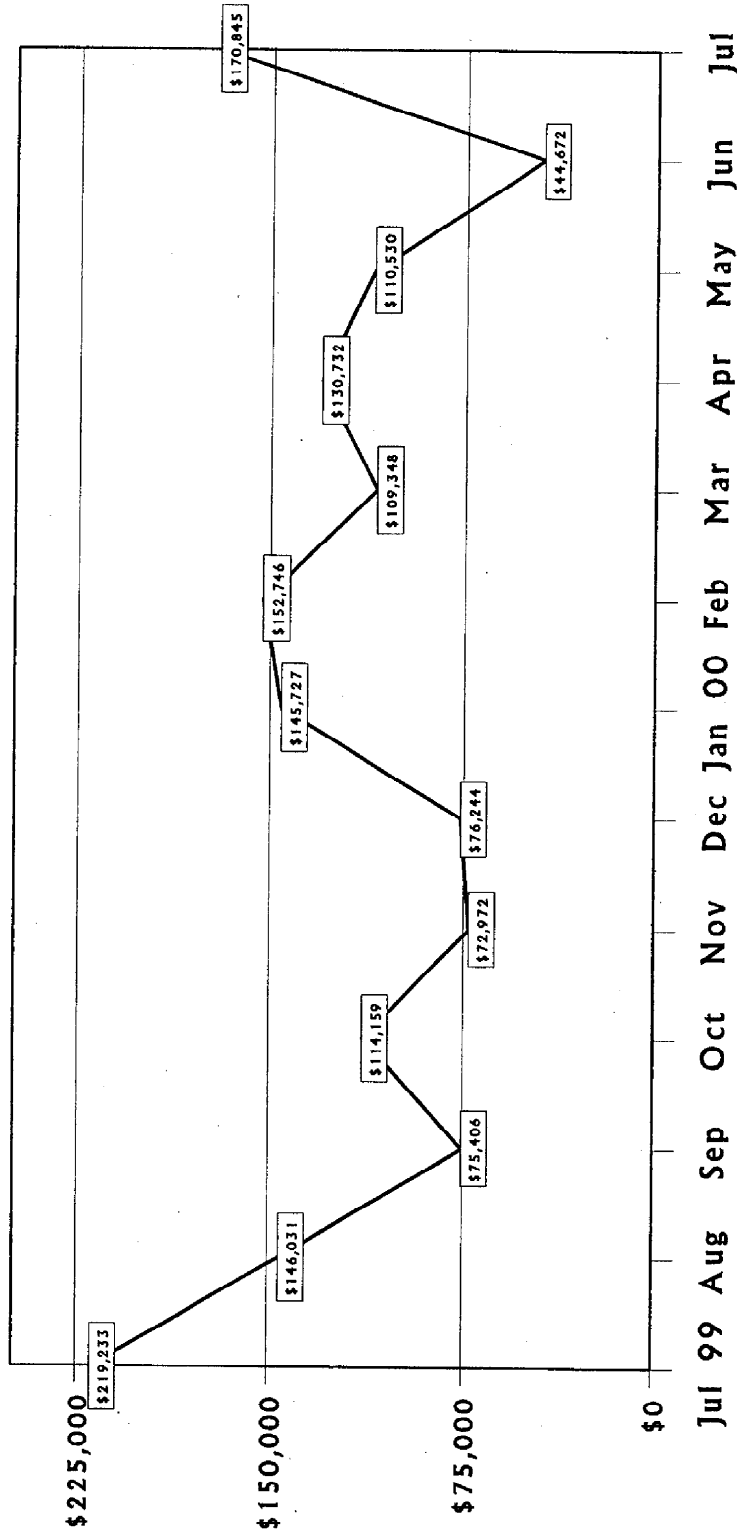


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Consumer Activity - July 2000

Complaints Received	1,439	
Electric	30	
Gas	13	
Alternative Local Exchange Telephone	118	
Local Exchange Telephone	249	
Long Distance Telephone	617	
Pay Telephone	8	
Water & Wastewater	19	
Non-regulated Consumer Assistance	256	
Cases Received / Closed Under 72 Hr Rule	129	
Information Requests Received		3,200
Total Cases Received		4,639

How Cases Were Received	Complaints	Information Requests
Phone	839	3,110
Mail	266	24
Internet	247	56
Fax	87	10
Totals	1,439	3,200

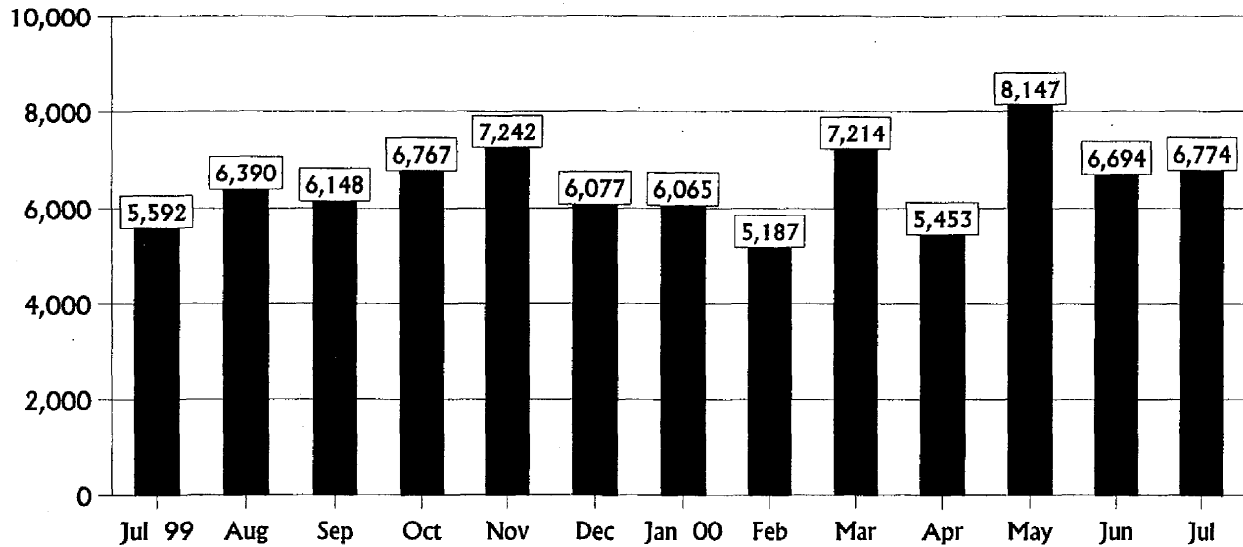
Non-Jurisdictional Calls Not Filed As Cases	2,135
Total Consumer Contacts Handled	6,774
Transfer Connect (Calls Transferred to Utilities)	1,090

Consumer Savings	
Electric	\$ 1,798.24
Gas	502.98
Alternative Local Exchange Telephone	4,888.17
Local Exchange Telephone	107,350.42
Long Distance Telephone	52,977.65
Pay Telephone	.75
Water & Wastewater	2,549.50
Non-regulated Consumer Assistance	777.58
Total	\$ 170,845.29

Public Service Commission

Total Consumer Contacts

July 1999 - July 2000

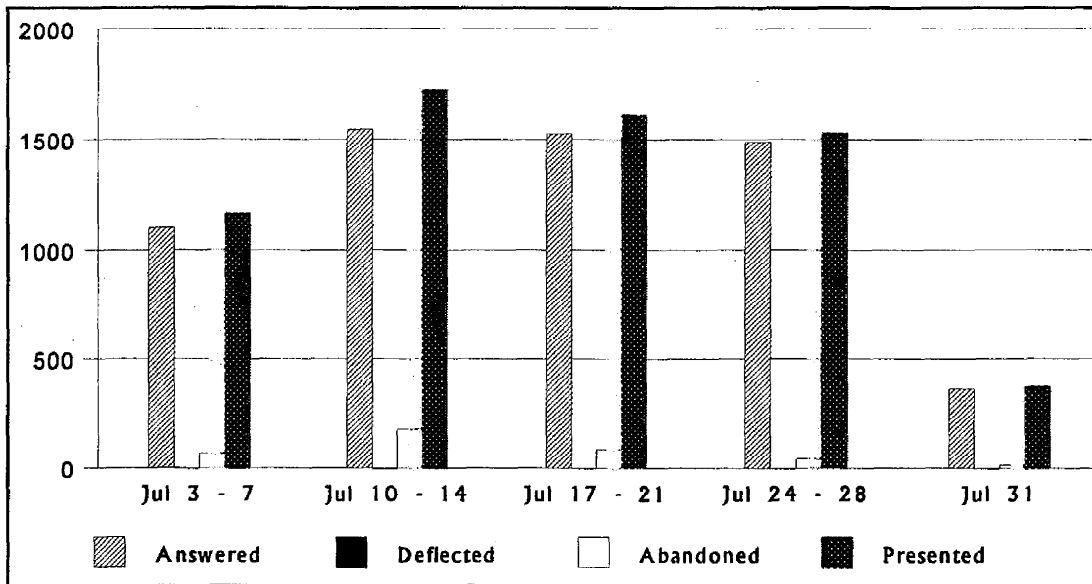


	Complaints Received	% of Total Complaints
Electric	30	2%
Gas	13	1%
Alt. Local Exchange Telephone	118	8%
Local Exchange Telephone	249	17%
Long Distance Telephone	617	43%
Pay Telephone	8	1%
Water & Wastewater	19	1%
Non-regulated Consumer Assistant	256	18%
Cases Received / Closed by 72 Hr Rule	129	9%
Total	1,439	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

July 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
July 3 - 7	1,100	94.1%	0	0.0%	69	5.9%	1,169
July 10 - 14	1,546	89.5%	0	0.0%	181	10.5%	1,727
July 17 - 21	1,526	94.6%	0	0.0%	87	5.4%	1,613
June 24 - 28	1,489	97.3%	0	0.0%	42	2.7%	1,531
June 31	365	96.6%	0	0.0%	13	3.4%	378
Totals	6,026	93.9%	0	0.0%	392	6.1%	6,418

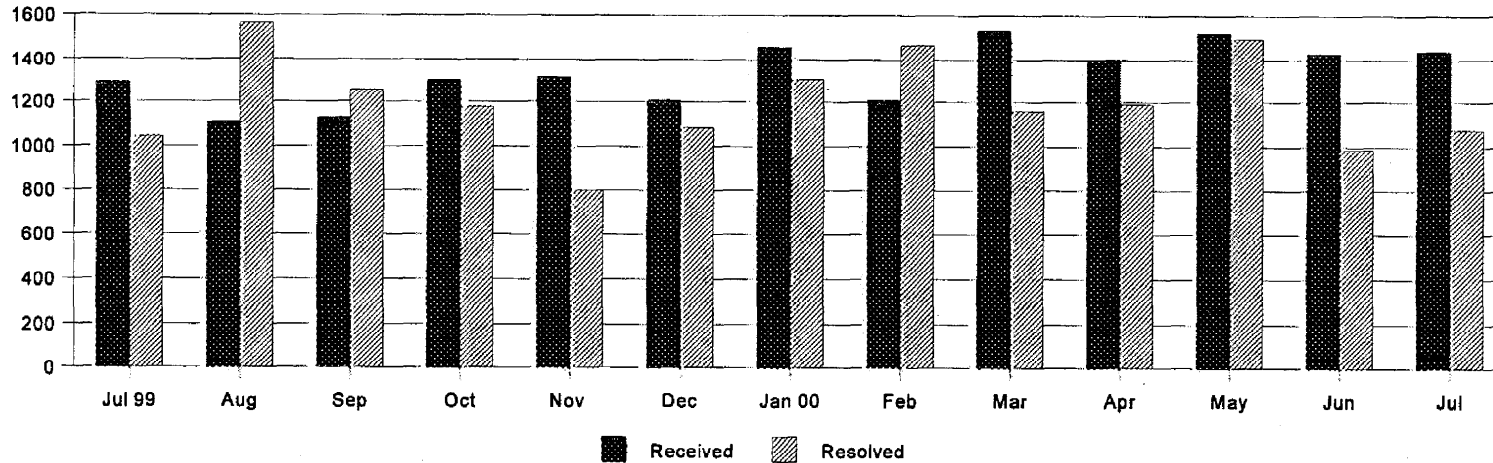
Calls Answered During the Month 6,026

Minus Calls Resulting in Cases (3,891)

Total Non-Jurisdictional Calls Not Filed As Cases 2,135

Monthly Status of Total Complaints Received / Resolved*

July 1999 - July 2000



	Jul 99	Aug	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul
Received	1,290	1,107	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439
Resolved	1,042	1,566	1,255	1,176	800	844	1,305	1,466	1,159	1,189	1,496	988	1,075

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

Complaints Received by County

JULY 2000

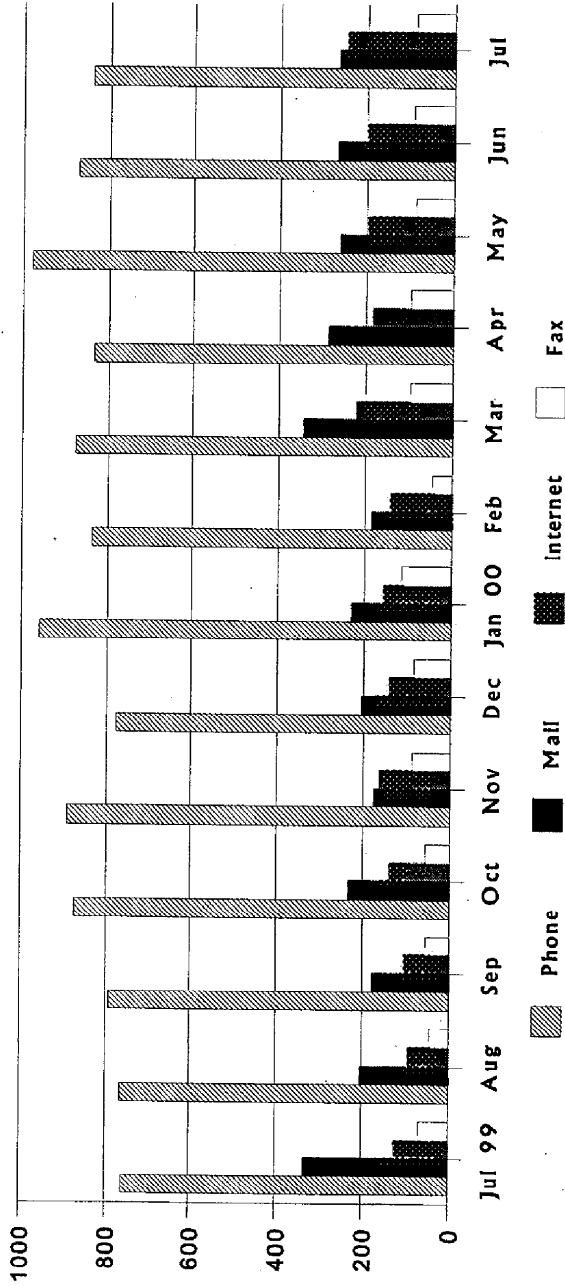


Note: County name not available for 57 cases.

How Complaints Were Received

Phone, Mail, Internet and Fax

July 1999 - July 2000

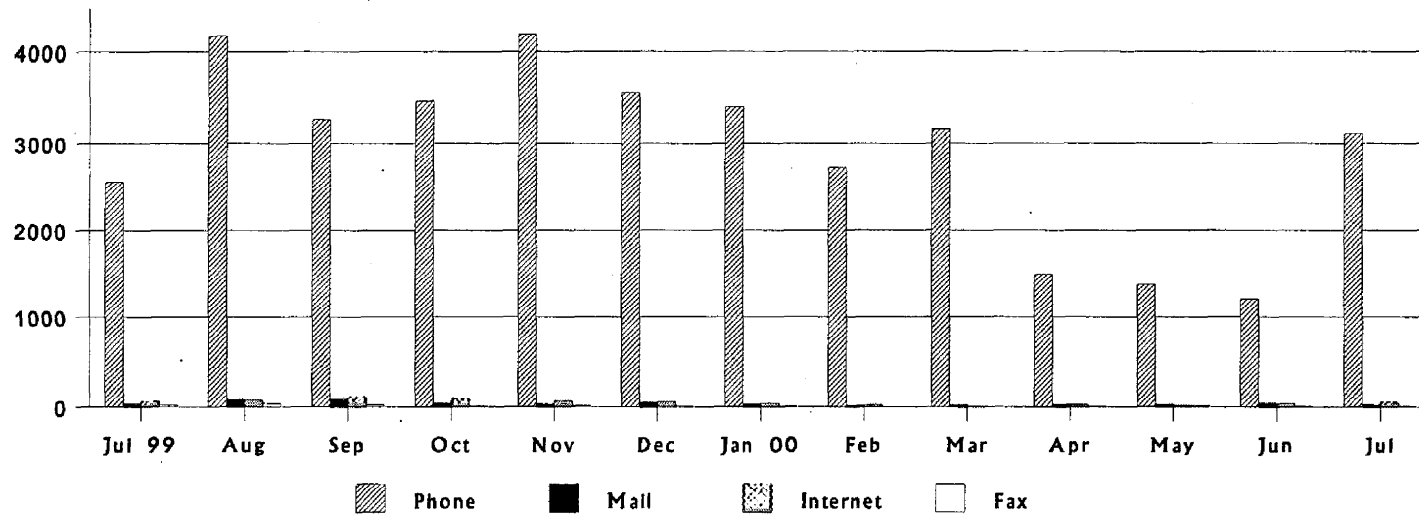


	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Phone	762	766	793	874	891	779	958	837	876	834	979	872	839
Mail	335	204	178	234	176	205	230	185	343	287	261	267	266
Internet	125	93	104	139	162	141	155	141	222	185	196	197	247
Fax	68	44	54	55	86	83	114	44	96	96	86	92	87
Total	1,290	1,107	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439

How Information Requests Were Received

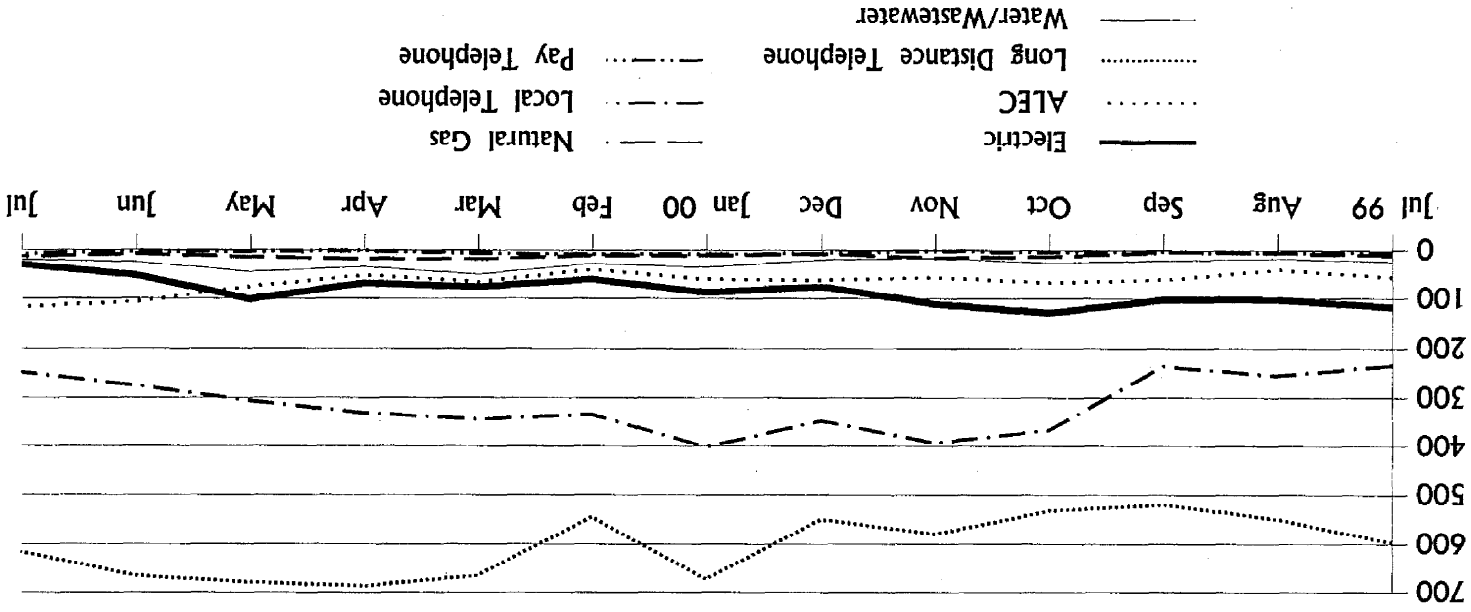
Phone, Mail, Internet and Fax

July 1999 - July 2000



	Jul 99	Aug	Sept	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul
Phone	2,550	4,167	3,269	3,457	4,189	3,555	3,399	2,719	3,156	1,499	1,378	1,209	3,110
Mail	36	79	85	37	29	45	27	14	18	27	30	42	24
Internet	63	76	109	93	68	56	39	22	9	23	19	35	56
Fax	19	34	21	9	11	7	6	1	7	6	16	7	10
Total	2,668	4,356	3,484	3,596	4,297	3,663	3,471	2,756	3,190	1,555	1,443	1,293	3,200

Complaints by Industry July 1999 - July 2000



Industry	Jul	Aug	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Total
Electric	117	103	103	129	112	76	88	61	77	69	102	52	30	1,119
Natural Gas	12	5	4	13	16	7	11	10	18	18	14	7	13	148
ALEC	57	41	62	68	57	63	61	40	66	52	76	107	118	868
Local Telephone	235	256	237	366	393	346	402	333	343	330	306	276	249	4,072
Long Dist. Phone	597	549	520	533	579	550	674	545	666	687	680	666	617	7,863
Payphone	4	6	3	4	1	6	8	8	6	1	3	2	8	60
Water/Wastewater	23	17	21	26	16	19	35	27	50	34	45	24	19	356

Electric Companies Complaint Activity - July 2000

Utility Name	Complaints Logged				Complaints Resolved		
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total
FLORIDA POWER CORPORATION	3	4	7	103	12	0	12
FLORIDA POWER & LIGHT COMPANY	8	10	18	315	38	0	38
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	3	0	0	0
GULF POWER COMPANY	0	1	1	9	0	0	0
TAMPA ELECTRIC COMPANY	3	0	3	49	5	0	5
TOTAL	14	16	30	479	55	0	55

**Please see Index of Definitions.*

Electric Companies Apparent Infractions Year-To-Date

	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	July Apparent Infractions Index*
FLORIDA POWER CORP.	1,349,000	1	0.0007	1.48	0.00
FPL	3,712,700	2	0.0005	1.07	0.00
FPUC	24,200	0	0.0000	0.00	0.00
GULF POWER	354,000	0	0.0000	0.00	0.00
TAMPA ELECTRIC	537,100	0	0.0000	0.00	0.00
TOTAL	5,977,000	3	0.0005		

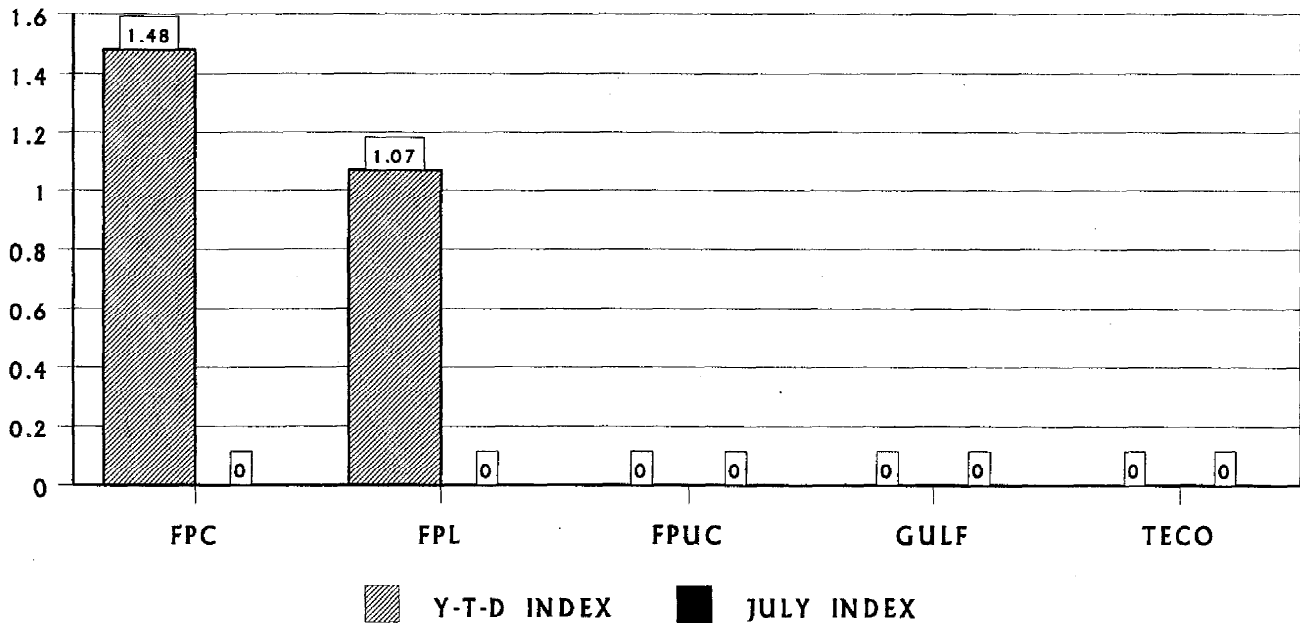
*Please see Index of Definitions.

**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

July 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*

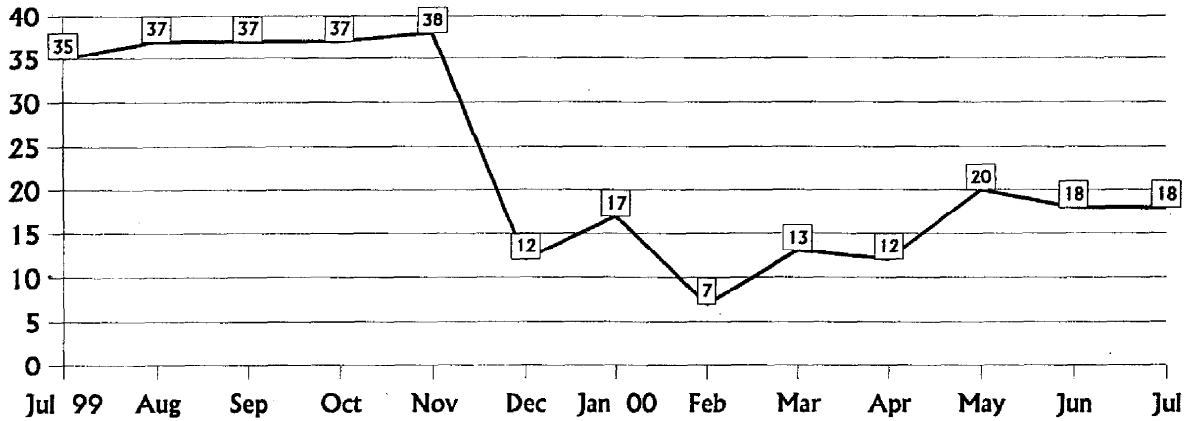
Momentary Electricity Outage Information

July 2000

Company	New Cases Filed
Florida Power Corporation	4
Florida Power & Light	13
Florida Public Utilities Corporation	0
Gulf Power Company	0
Tampa Electric Company	1
Total	18

Total Momentary Outages Filed

July 1999 - July 2000



Gas Companies Complaint Activity July 2000

	Complaints Logged			Complaints Y-T-D	Complaints Resolved		
	Service	Billing	Total		Apparent Non-infractions	Apparent Infractions	Total
CHESAPEAKE	0	0	0	1	0	0	0
CITY GAS	3	5	8	41	2	1	3
FPUC	1	1	2	6	0	0	0
INDIANTOWN	0	1	1	2	0	0	0
PEOPLES	1	1	2	41	3	0	3
ST. JOE	0	0	0	0	0	0	0
SEBRING	0	0	0	0	0	0	0
SOUTH FLORIDA	0	0	0	0	0	0	0
TOTAL	5	8	13	91	5	1	6

**Please see Index of Definitions.*

Gas Companies Apparent Infractions Year-To-Date

	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	July Apparent Infractions Index*
CHESAPEAKE	9,654	0	0.000	0.00	0.000
CITY GAS	99,574	3	0.030	3.03	4.04
FPUC	37,416	0	0.000	0.00	0.00
INDIANTOWN	657	0	0.000	0.00	0.00
PEOPLES	246,998	1	0.004	0.41	0.00
ST. JOE	3,419	0	0.000	0.00	0.00
SEBRING	700	0	0.000	0.00	0.00
SOUTH FLORIDA	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 - July 2000**

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACCESS ONE COMMUNICATIONS	12	1	13	5	0	5
ALLTEL COMMUNICATIONS, INC.	4	0	4	0	0	0
ANNOX, INC.	1	0	1	0	0	0
AT&T	1	0	1	1	0	1
BTI	3	0	3	0	0	0
C.I.O., INC.	0	0	0	1	0	1
DPI-TELECONNECT, L.L.C.	1	1	2	2	0	2
ESSEX COMMUNICATIONS, INC.	2	0	2	0	0	0
EXCELINK COMMUNICATIONS, INC.	3	1	4	0	0	0
E.SPIRE COMMUNICATIONS, INC.	1	0	1	0	0	0
FLORIDA COMM SOUTH	1	1	2	0	0	0
FLORIDA DIGITAL NETWORK, INC.	7	0	7	4	1	5
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	0	0	0
FUSION TELECOM	1	0	1	0	0	0
GCI GLOBALCOM INC.	1	0	1	0	0	0
GTE COMMUNICATIONS CORPORATION	15	5	20	6	0	6
GULF COAST COMMUNICATIONS, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	1	0	1	3	0	3
IDS LONG DISTANCE, INC.	2	0	2	2	0	2

Complaints Logged

Complaints Resolved

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
INTERMEDIA COMMUNICATIONS, INC.	2	0	2	1	0	1
ITC^DELTACOM	1	0	1	0	0	0
KMC TELECOM INC.	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	1	0	1
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	7	1	8	2	0	2
MPOWER COMMUNICATIONS CORP.	5	2	7	1	0	1
NEXTLINK FLORIDA, INC.	2	0	2	1	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	0	0	0
PHONES FOR ALL	1	0	1	0	0	0
QUINTELCO, INC.	0	1	1	0	0	0
SMOKE SIGNAL COMMUNICATIONS	3	3	6	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS	6	1	7	1	0	1
TCG SOUTH FLORIDA	1	0	1	0	1	1
THE PHONE COMPANY	9	0	9	0	0	0
UNITED STATES TELECOMM., INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	1	0	1	0	0	0
VARTEC TELECOM, INC.	0	0	0	0	1	1
WINSTAR WIRELESS, INC.	1	0	1	0	0	0
TOTALS	101	17	118	35	3	38

Local Telephone Companies Complaint Activity July 2000

Complaints Logged

Complaints Resolved

	Complaints Logged			Complaints Resolved			Total
	Service	Billing	Total	Complaints Y-T-D	Apparent Non-infractions	Apparent Infractions	
ALLTEL FLORIDA, INC.	4	1	5	60	4	0	4
BELLSOUTH	100	37	137	1,100	84	2	86
FRONTIER	0	0	0	2	0	0	0
GTC, INC. D/B/A GT COM	0	0	0	8	1	0	1
GTE FLORIDA	27	9	36	322	31	1	32
INDIANTOWN	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	2	1	0	1
QUINCY/TDS	1	1	2	5	1	0	1
SPRINT-FLORIDA	49	20	69	722	56	6	62
VISTA - UNITED	0	0	0	1	0	0	0
TOTAL	181	68	249	2,222	178	9	187

Local Telephone Companies Year-to-date Apparent Infractions

	Numbers of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	July Apparent Infractions Index*
ALLTEL	89,546	3	0.0335	4.99	0.00
BELLSOUTH	6,632,408	32	0.0048	0.72	0.38
FRONTIER	4,537	1	0.2204	32.86	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	0	0.0000	0.00	0.00
GTE	2,444,656	7	0.0029	0.43	0.52
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	34	0.0154	2.29	3.46
VISTA-UNITED	18,706	0	0.0000	0.00	0.00
TOTAL	11,478,514	77	0.0067		

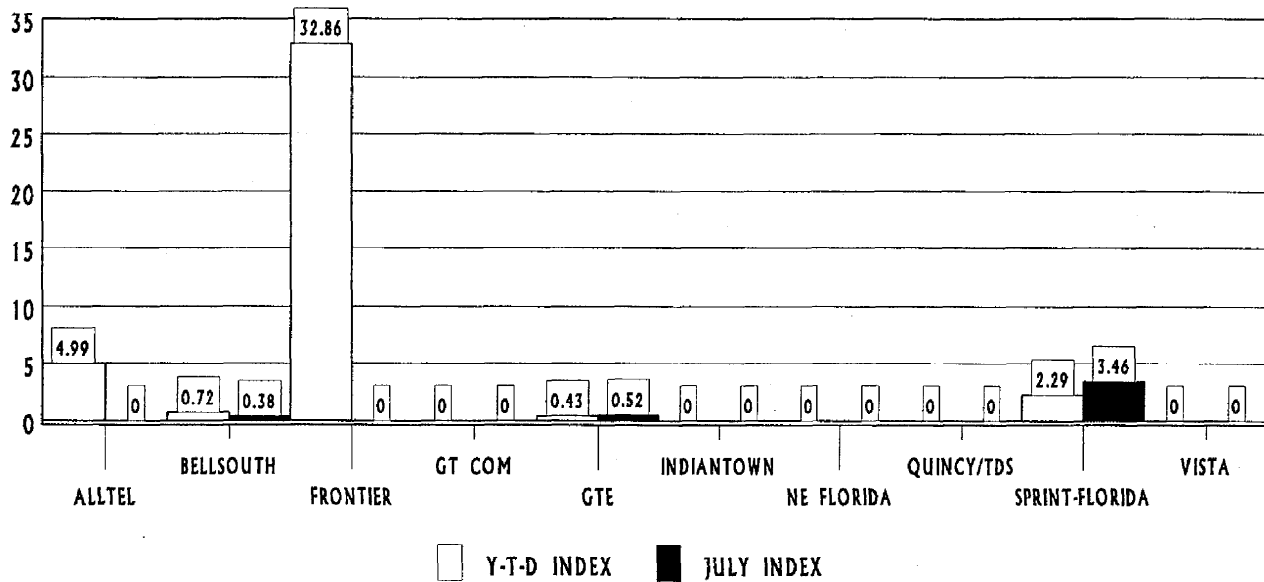
* Please see Index of Definitions.

** 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

July 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
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 - July 2000

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

Cramming Statistics*

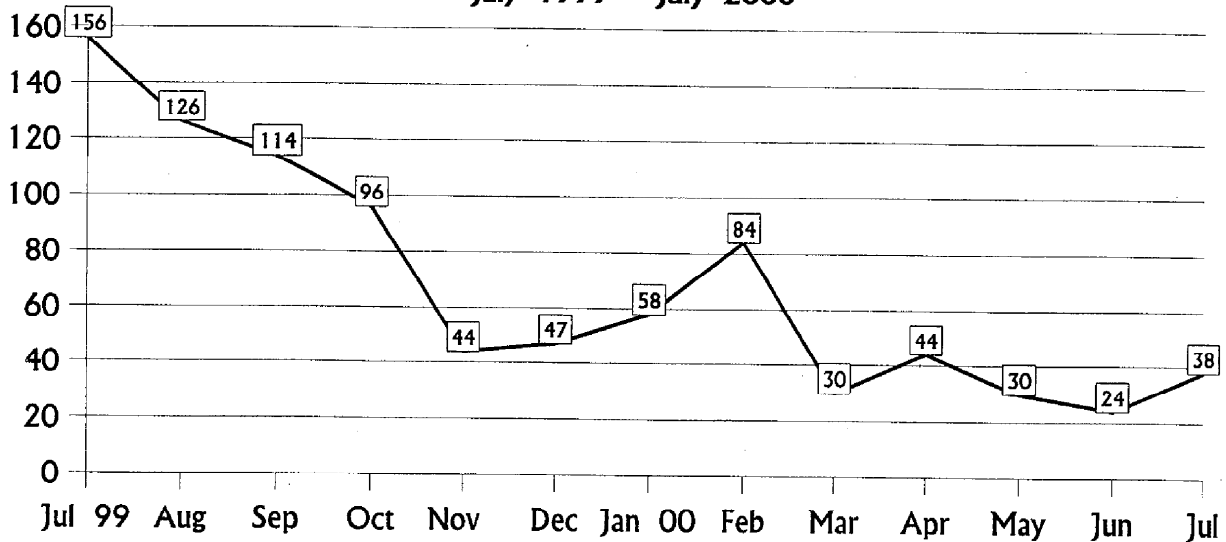
July 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
42	38	\$1,939.86

**Please see Index of Definitions*

Cases Resolved as Cramming

July 1999 - July 2000



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

	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	
1010 123 AMERICATEL	0	1	1	0	0	0
ACC NATIONAL LONG DISTANCE CORP.	0	0	0	1	0	1
ACCESS ONE COMMUNICATIONS	6	2	8	1	0	1
ACG, INC.	1	0	1	0	0	0
ADVANCED TELECOMMUNICATION NETWORK, INC.	1	0	1	0	0	0
ADVANTAGE PLUS TELECOMMUNICATIONS INC.	1	0	1	0	1	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
AMERICA'S TELE-NETWORK CORP.	16	9	25	3	14	17
AMERICA ONE COMMUNICATIONS, INC.	0	0	0	1	0	1
AMERICAN NORTEL COMMUNICATIONS, INC.	2	3	5	0	0	0
AMERICAN PHONE SERVICES CORP.	2	0	2	0	0	0
AMERICAN TELESOURCE INTERNATIONAL, INC.	0	0	0	1	0	1
AMERIVISION COMMUNICATIONS, INC.	0	0	0	1	1	2
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	1	0	1
ATCALL, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	51	171	222	90	10	100
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	1	1	0	0	0
BROADWING TELECOMMUNICATIONS INC.	0	1	1	1	0	1
BTI	2	0	2	0	0	0
BUDGET CALL LONG DISTANCE, INC.	1	0	1	2	0	2

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BUSINESS DISCOUNT PLAN, INC.	1	0	1	1	0	1
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	0	0	0
COAST INTERNATIONAL, INC.	0	1	1	1	0	1
COMPUTER BUSINESS SCIENCES, INC.	0	1	1	0	0	0
COMTEL COMPUTER CORP.	0	1	1	0	0	0
CTS TELCOM, INC.	0	0	0	2	0	2
EQUALNET CORPORATION	1	1	2	0	0	0
ERBIA NETWORK, INC.	1	0	1	1	0	1
EVERCOM SYSTEMS, INC. D/B/A CORRECTIONAL BILLING SERVICE	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	7	9	16	12	5	17
FEDERAL TRANSTEL, INC.	0	3	3	3	0	3
FLORIDA DIGITAL NETWORK, INC.	0	1	1	0	1	1
FRONTIER COMMUNICATIONS OF THE WEST	1	0	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	0	2	0	0	0
GLOBAL TEL*LINK CORPORATION	0	2	2	1	0	1
GROUP DISCOUNTS, INC.	1	0	1	0	0	0
GTE COMMUNICATIONS CORPORATION	7	12	19	7	1	8

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
GTE TELECOMMUNICATION SERVICES INCORPORATED	0	1	1	0	0	0
HALE AND FATHER, INC.	0	1	1	2	0	2
HOLD BILLING SERVICES, LTD.	0	1	1	0	0	0
HORIZONONE COMMUNICATIONS	1	4	5	3	0	3
IDS LONG DISTANCE, INC.	1	0	1	2	0	2
IDT AMERICA CORP.	1	1	2	0	0	0
ILD	2	1	3	3	0	3
INTEGRETEL, INC.	2	12	14	18	0	18
INTERMEDIA COMMUNICATIONS, INC.	2	4	6	1	0	1
ITS BILLING, INC. D/B/A ITS D/B/A FOX FIBER OPTICS	0	0	0	0	1	1
LDC TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
LEAST COST ROUTING, INC.	0	1	1	1	0	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	0	0	0
LONG DISTANCE INTERNATIONAL, INC.	0	1	1	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	2	4	19	1	20
MCI WORLDCOM NETWORK SERVICES, INC.	40	45	85	38	1	39
MERCURY MARKETING COMPANY, LTD.	0	2	2	1	0	1
MINIMUM RATE PRICING, INC.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	0	1	1	0	0	0

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
NATEL, LLC	0	0	0	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	1	0	1	0	0	0
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	0	1
NXLD COMPANY D/B/A NEXTEL LONG DISTANCE	0	0	0	1	0	1
OLS, INC.	7	1	8	4	2	6
OPERATOR ASSISTANCE NETWORK	0	1	1	2	1	3
OPEX COMMUNICATIONS, INC.	2	1	3	1	0	1
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
PT-1 COMMUNICATIONS	1	0	1	1	0	1
QUINTELCO, INC.	0	1	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	14	9	23	18	3	21
RADIANT TELECOM, INC.	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	0	1	1	1	0	1
SPRINT	22	36	58	34	9	43
STERLING TIME COMPANY	0	0	0	1	0	1
SWITCHED SERVICES COMMUNICATIONS, L.L.C.	1	0	1	0	0	0
TEL3	0	1	1	0	0	0
TELCO BILLING, INC.	1	3	4	5	1	6

Complaints Logged

Complaints Resolved

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELCOM.NET, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	0	2	2	2	0	2
TELEGLOBE BUSINESS SOLUTIONS INC.	0	0	0	1	0	1
TELQUEST COMMUNICATIONS, CORP.	1	0	1	0	0	0
THE FURST GROUP, INC.	0	0	0	1	0	1
THE PHONE COMPANY	15	7	22	19	1	20
TOUCH 1 COMMUNICATIONS, INC.	0	1	1	0	0	0
TOUCH 1 LONG DISTANCE, INC.	0	0	0	1	0	1
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	0	0
TRI-M COMMUNICATIONS, INC. D/B/A TMC COMMUNICATIONS	0	0	0	1	0	1
TTI NATIONAL, INC.	0	2	2	0	0	0
UNIDIAL COMMUNICATIONS, INC.	0	1	1	0	0	0
UNITED STATES TELECOMM., INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	2	2	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	0	1	1	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	4	5	3	2	5
WEBNET COMMUNICATIONS, INC.	11	2	13	1	2	3
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	0	0
ZERO PLUS DIALING	2	3	5	6	0	6
Total	236	381	617	334	58	392

Unauthorized Long Distance Service Change

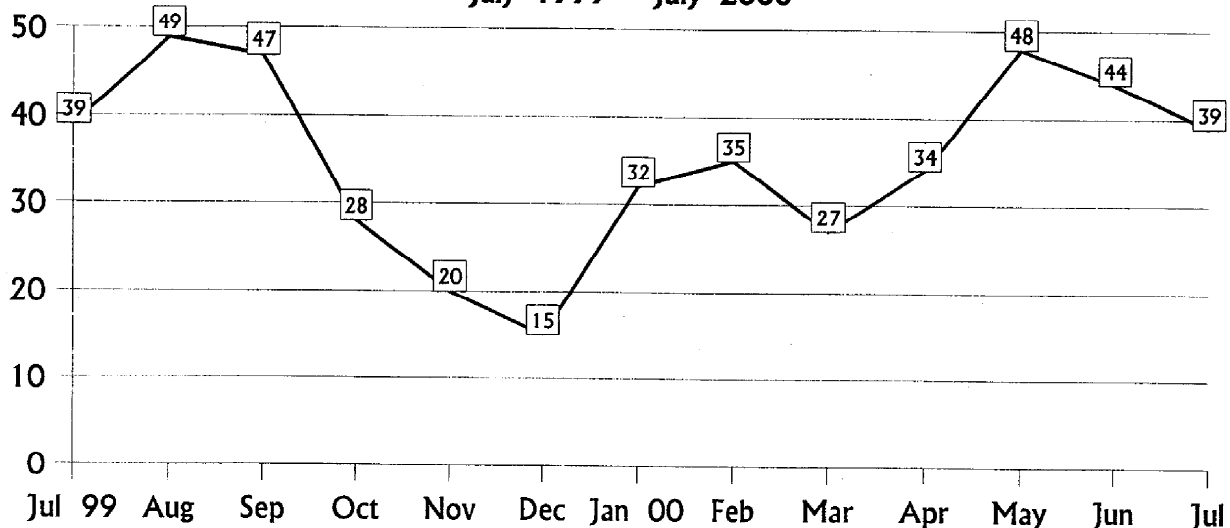
“Long Distance Slamming”

Apparent Rule Infractions - July 2000

Company	July	Year-To-Date
America's Tele-Network Corp.	14	87
AT&T / ACC	4	21
MCI Worldcom	2	21
OLS, Inc.	2	9
Opex Communications	0	9
Qwest Communications (LCI)	1	19
Sprint	6	23
The Phone Company	0	11
Other Long Distance Companies	10	59
Totals	39	259

Cases Resolved as Slamming

July 1999 - July 2000



Pay Telephone Companies Complaint Activity - July 2000

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	1	2	1	0	1
COIN-TEL, INC.	1	0	1	0	0	0
COMMERCIAL PAY PHONES, INC.	1	0	1	0	0	0
ETS PAYPHONES OF FLORIDA, INC.	3	0	3	1	2	3
THE IMRON NETWORK	0	0	0	1	0	1
U.S. COASTELCOM, INC.	1	0	1	0	0	0
TOTAL	7	1	8	3	2	5

Water and Wastewater Companies Complaint Activity - June 2000

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALAFAYA UTILITIES, INC.	0	0	0	1	0	1
ALOHA UTILITIES, INC.	2	1	3	6	0	6
AQUASOURCE UTILITY, INC.	0	0	0	1	0	1
BONITA SPRINGS UTILITIES	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	0	1	1	0	0	0
FLORALINO PROPERTIES, INC.	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	0	4	4	4	0	4
HIGHLANDS RIDGE ASSOCIATES, INC.	0	0	0	1	0	1
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
K W RESORT UTILITIES CORP.	0	0	0	0	1	1
LAKE PLACID UTILITIES, INC.	0	0	0	1	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	1	1	2	1	0	1
PARK MANOR WATERWORKS, INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	2	0	2
POINCIANA UTILITIES INC.	0	1	1	0	0	0
SUNNY SHORES WATER CO., INC.	0	1	1	0	0	0
TAMIAMI VILLAGE WATER COMPANY, INC.	0	1	1	0	0	0
TYMBER CREEK UTILITIES	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	1	2	3	2	0	2
UTILITIES, INC. OF FLORIDA	1	0	1	1	0	1
TOTALS	6	13	19	25	1	26

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