



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
JUNE 2000

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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

Joe Garcia, Chairman	(850) 413-6042
J. Terry Deason, Commissioner	413-6038
Susan F. Clark, Commissioner	413-6040
E. Leon Jacobs, Jr., Commissioner	413-6046
Lila A. Jaber, Commissioner	413-6044
Executive Director	413-6055
Deputy Executive Director, Administrative	413-6071
Deputy Executive Director, Technical	413-6068
Division of Auditing & Financial Analysis	413-6480
Division of Communications	413-6600
Division of Consumer Affairs	413-6100
Division of Electric & Gas	413-6700
Division of Policy Analysis & Intergovernmental Liaison	413-6800
Division of Records & Reporting	413-6770
Division of Water & Wastewater	413-6900

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

The PSC Call Center analysts answered **6,044** phone calls and the PSC Consumer Activity Tracking System (CATS) reflects **646** pieces of written correspondence received during the month of June 2000. The External Contact Tracking System (ECTS), which tracks miscellaneous correspondence, reflects an additional **4** consumer contacts.

There were **1,428** 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 **1,293** Information Requests handled by the PSC. Six Docketed Correspondence issues were recorded in CATS during June 2000.

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 **788** calls transferred during June 2000. Calls of special concern to consumers were regarding Improper Bills, Slamming and Delays in Connection.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$45,392** for the month and **\$583,945** for the calendar year.

Monthly Consumer Refunds

June 1999 - June 2000

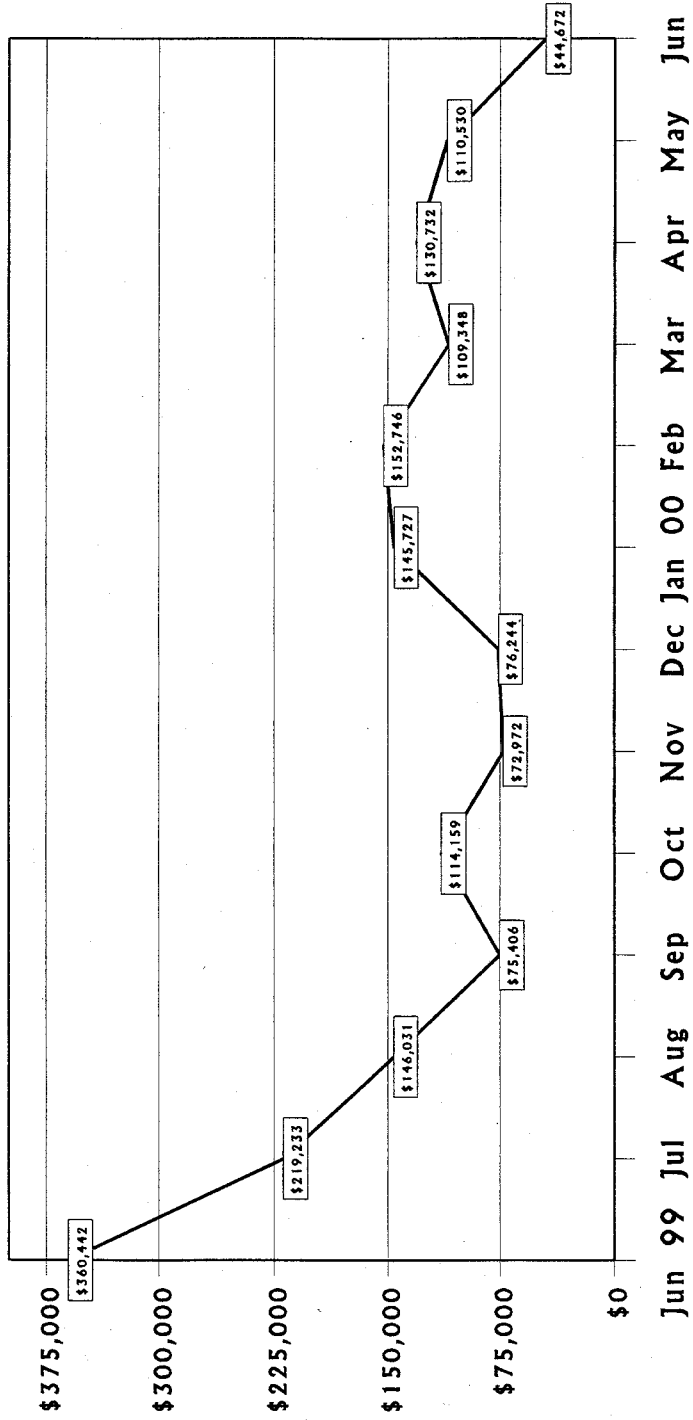


Table of Contents

Consumer Activity Overview	1
Total Consumer Contacts	2
Ways Consumers Know to Contact the Public Service Commission	3
Total Calls Received - Call Center Statistics	4
Monthly Status of Total Complaints Received / Resolved	5
Complaints by County	6
How Complaints Were Received	7
How Information Requests Were Received	8
Complaints by Industry	9
Electric Companies - Complaint Activity	10
Momentary Electric Outage Information	13
Gas Companies - Complaint Activity	14
Alternative Local Exchange Telephone Companies - Complaint Activity	16
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>	28
Pay Telephone Companies - Complaint Activity	29
Water and Wastewater Companies - Complaint Activity	30
External Contact Tracking System Statistics	32
Index of Definitions	33

Consumer Activity - June 2000

Complaints Received	1,428
Electric	52
Gas	7
Alternative Local Exchange Telephone	107
Local Exchange Telephone	276
Long Distance Telephone	666
Pay Telephone	2
Water & Wastewater	24
Nonregulated Issues	236
Cases Closed Under 72 Hour Rule	58
Information Requests Received	1,293
Docketed Correspondence Received	6
Total Cases Received	2,727

How Cases Were Received			
	Complaints	Information Requests	Docketed Correspondence
Phone	872	1,209	0
Mail	267	42	6
Internet	197	35	0
Fax	92	7	0
Totals	1,428	1,293	6

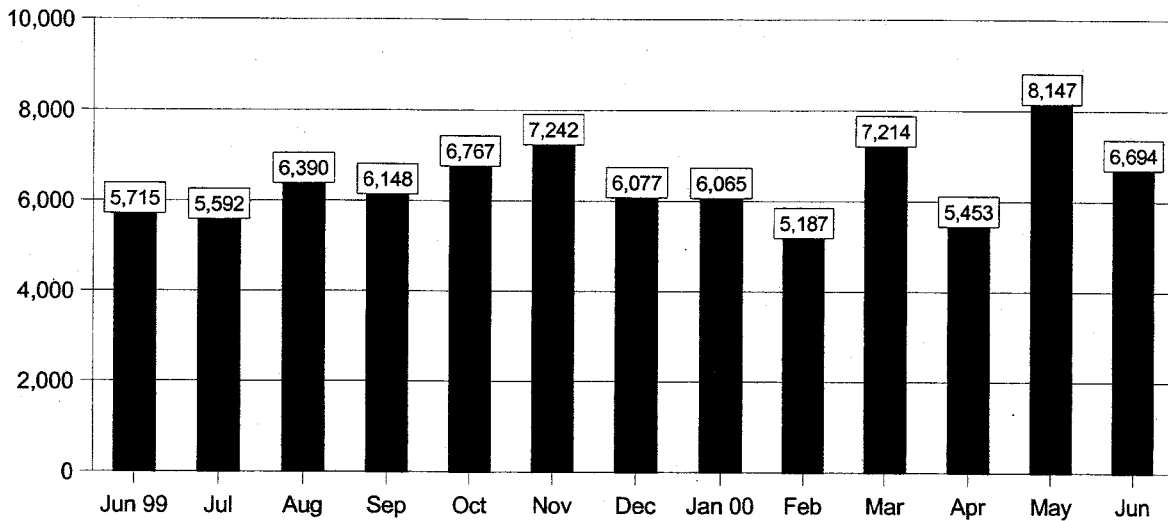
External Contact Tracking System	4
Non-Jurisdictional Calls Not Filed As Cases	3,963
Total Consumer Contacts Handled	6,694
Transfer Connect (Calls Transferred to Utilities)	788

Consumer Savings	
Electric	\$ 701.71
Gas	0.00
Alternative Local Exchange Telephone	1,766.62
Local Exchange Telephone	8,326.04
Long Distance Telephone	32,978.87
Pay Telephone	1.25
Water & Wastewater	17.65
Non-Regulated Issues	1,599.59
Total	\$ 45,391.73

Public Service Commission

Total Consumer Contacts

June 1999 - June 2000



	Complaints Received	% of Total Complaints
Electric	52	4%
Gas	7	0%
Alt. Local Exchange Telephone	107	7%
Local Exchange Telephone	276	19%
Long Distance Telephone	666	47%
Pay Telephone	2	0%
Water & Wastewater	24	2%
Nonregulated Issues	236	17%
Cases Received Via 72 Hr Rule	58	4%
Total	1,428	100%

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

Consumer Contact Information

Ways Consumers Know to Contact the Public Service Commission

June 1999 - June 2000

Resources	Jun 99	Jul	Aug	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Total
Telephone Directory	600	145	53	190	203	253	113	99	131	181	216	136	73	2,393
Customer's Bill	185	410	478	952	844	1,014	904	928	744	1,007	190	131	53	7,840
Media Contacts	11	21	67	54	45	327	63	93	49	39	96	60	40	965
Utility Referral	124	114	161	187	264	215	226	227	186	179	219	227	199	2,528
Other Agency/Public Official Referral	28	79	102	115	106	126	123	108	95	118	106	114	105	1,325
Web Site	36	92	89	176	163	123	128	135	90	114	116	123	148	1,533
Other	229	3,097	4,513	2,939	3,274	3,554	3,314	3,338	2,668	3,089	2,015	2,174	2,105	36,309
Totals	1,213	3,958	5,463	4,613	4,899	5,612	4,871	4,928	3,963	4,727	2,958	2,965	2,723	52,893

Totals are derived from logged Complaints, Information Requests, and Docketed Correspondence.

Media Contacts consist of TV & Radio Public Service Announcements and Newspaper Articles.

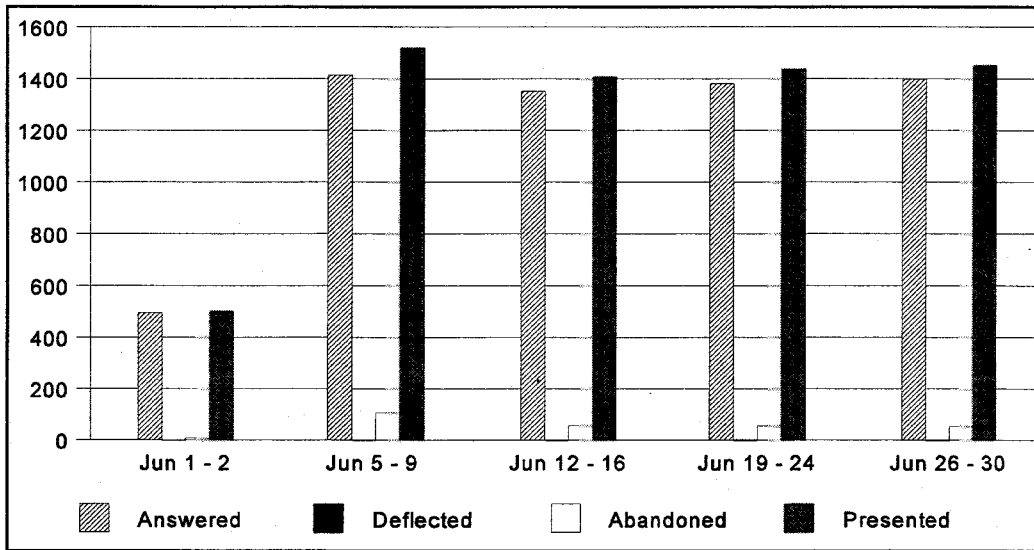
Figures are derived from a random sampling of the incoming calls.

Calls of Special Concern to Consumers:

Improper Bills	396
Slamming	234
Delay in Connection	63
Repairs	45

Total Calls Received - Call Center Statistics

June 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.

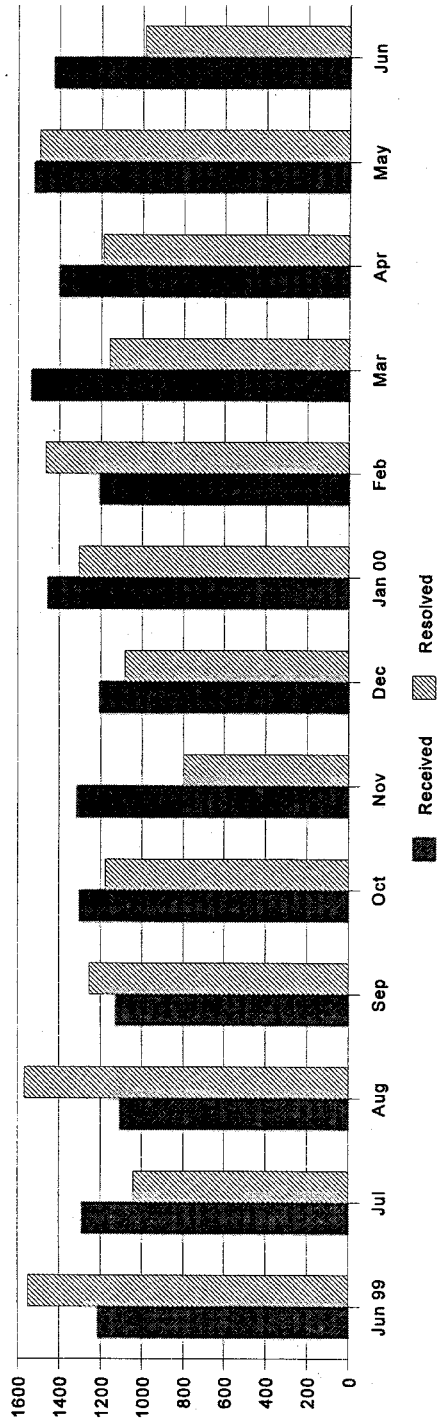
Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
June 1 - 2	495	98.6%	0	0.0%	7	1.4%	502
June 5 - 9	1,415	93.0%	0	0.0%	106	7.0%	1,521
June 12 - 16	1,353	96.0%	0	0.0%	56	4.0%	1,409
June 19 - 23	1,382	96.1%	1	0.1%	55	3.8%	1,438
June 26 - 30	1,399	96.3%	0	0.0%	54	3.7%	1,453
Totals	6,044	95.6%	1	0.0%	278	4.4%	6,323

Calls Answered During the Month	6,044
Minus Calls Resulting in Cases	(2,081)
Total Non-Jurisdictional Calls Not Filed As Cases	3,963

Monthly Status of Total Complaints Received / Resolved*

June 1999 - June 2000



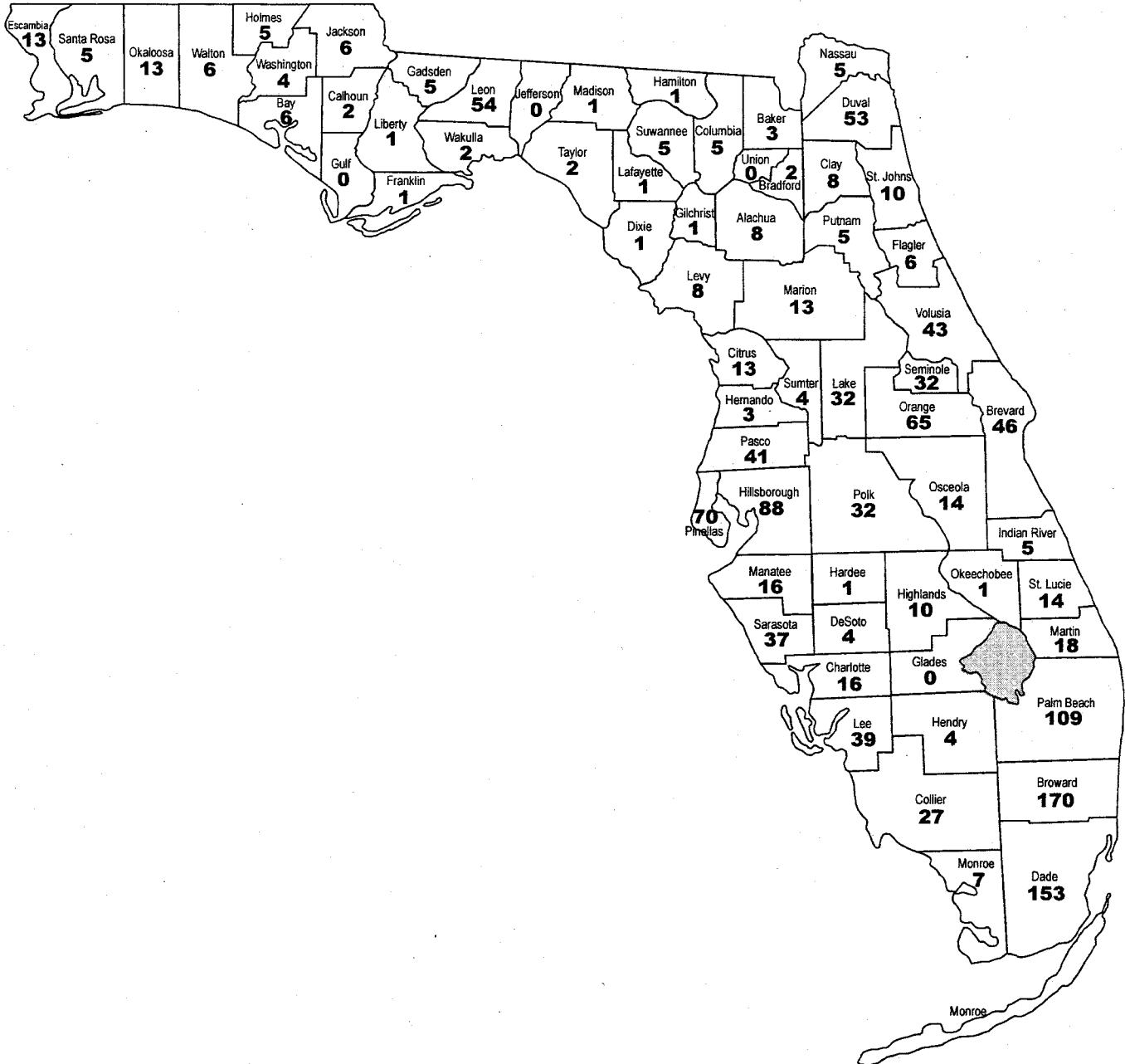
	Jun 99	Jul**	Aug	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun
Received	1,215	1,290	1,107	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428
Resolved	1,549	1,042	1,566	1,255	1,176	800	844	1,305	1,466	1,159	1,189	1,496	988

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

** July 1, 1999, the Commission reclassified cases. Prior to July 1, 1999 cases consisted of Inquiries, Letters and References.

Complaints Received by County

June 2000

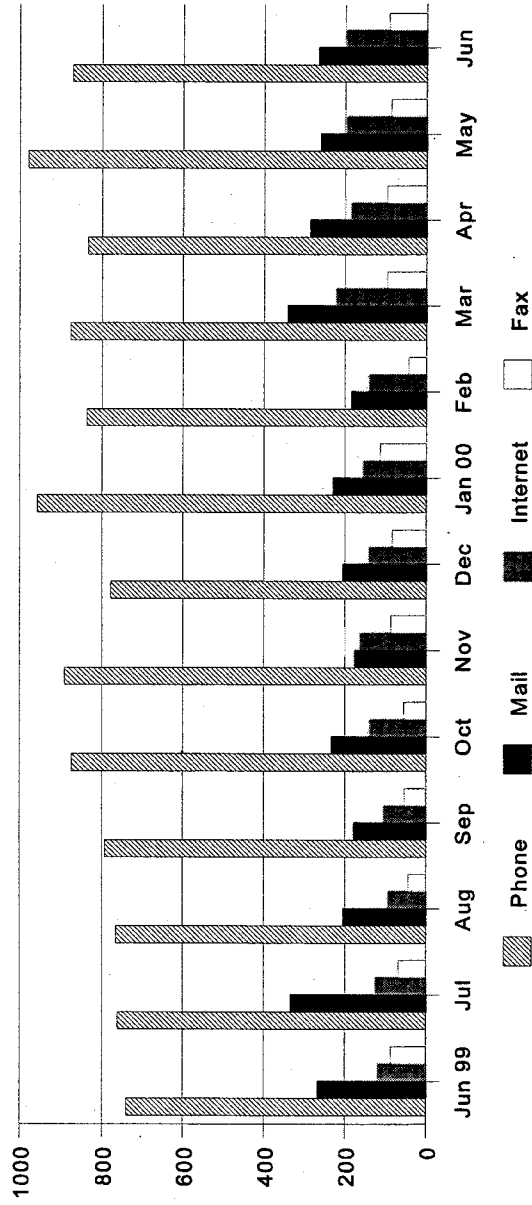


Note: County name not available for 55 cases.

How Complaints Were Received

Phone, Mail, Internet and Fax

June 1999 - June 2000

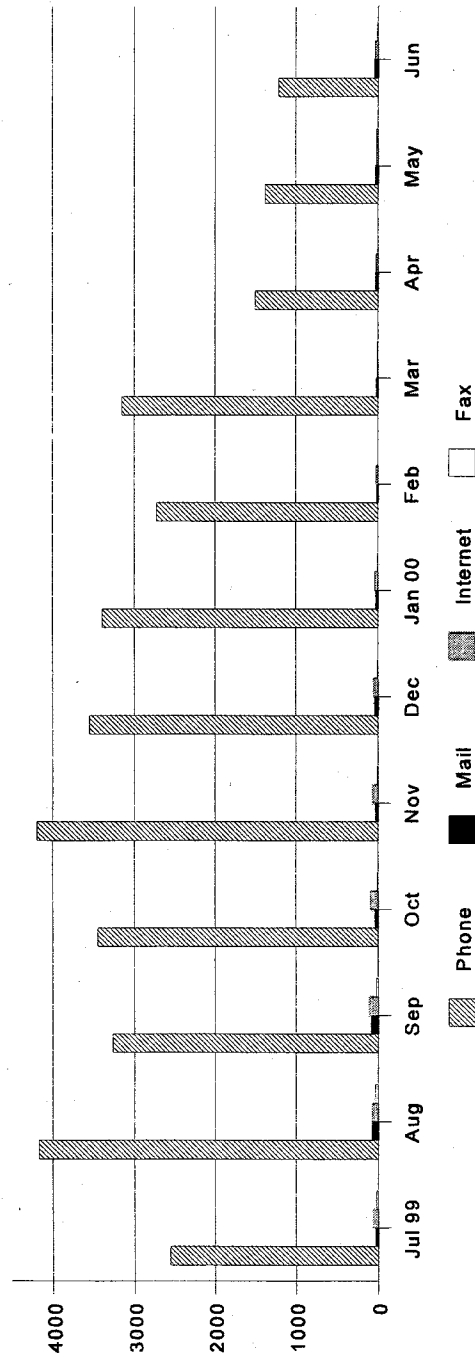


	Jun 99	Jul	Aug	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun
Phone	741	762	766	793	874	891	779	958	837	876	834	979	872
Mail	269	335	204	178	234	176	205	230	185	343	287	261	267
Internet	119	125	93	104	139	162	141	155	141	222	185	196	197
Fax	86	68	44	54	55	86	83	114	44	96	96	86	92
Total	1,215	1,290	1,107	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428

How Information Requests Were Received

Phone, Mail, Internet and Fax

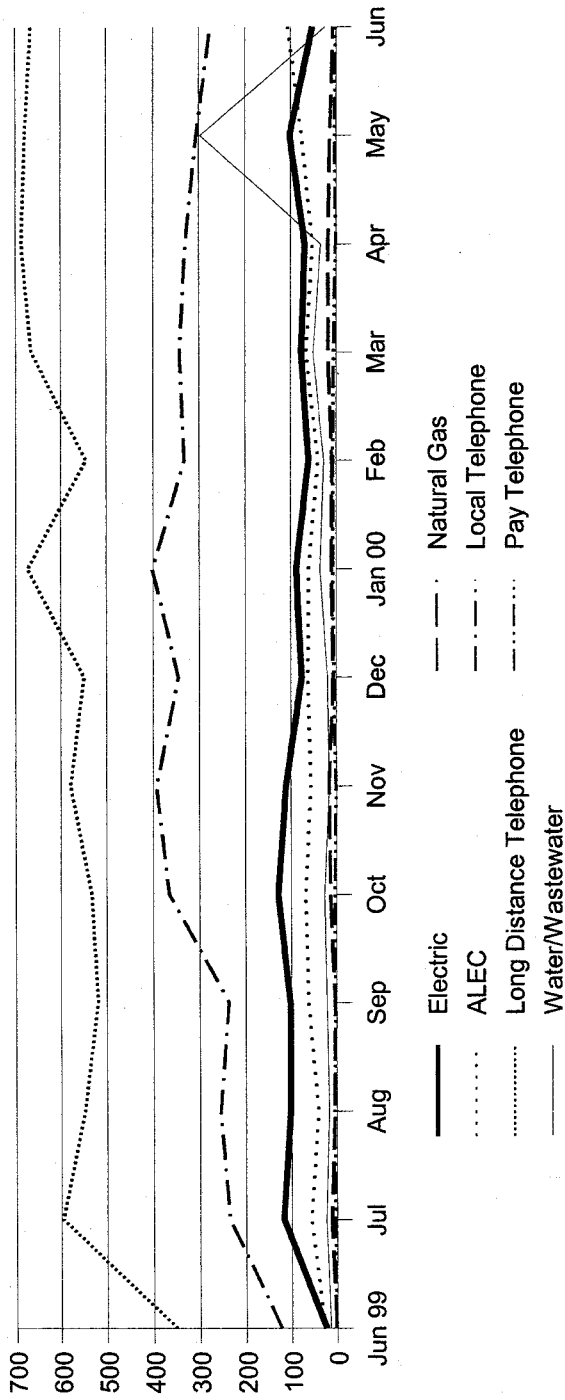
July 1999 - June 2000



	Jul 99	Aug	Sept	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun
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
Mail	36	79	85	37	29	45	27	14	18	27	30	42
Internet	63	76	109	93	68	56	39	22	9	23	19	35
Fax	19	34	21	9	11	7	6	1	7	6	16	7
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

*As of July 1, 1999, the Commission reclassified consumer contacts. There is no prior data for comparison purposes.

Complaints by Industry June 1999 - June 2000



Industry	Jun 99	Jul*	Aug	Sep	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Total
Electric	24	117	103	103	129	112	76	88	61	77	69	102	52	1,113
Natural Gas	2	12	5	4	13	16	7	11	10	18	18	14	7	137
ALEC	26	57	41	62	68	57	63	61	40	66	52	76	107	776
Local Telephone	124	235	256	237	366	393	346	402	333	343	330	306	276	3,947
Long Dist. Phone	351	597	549	520	533	579	550	674	545	666	687	680	666	7,597
Payphone	3	4	6	3	4	1	6	8	8	6	1	3	2	55
Water/Wastewater	14	23	17	21	26	16	19	35	27	50	34	297	24	603

*Consumer contacts were reclassified as of July 1, 1999.

Electric Companies Complaint Activity - June 2000

Utility Name	Complaints Logged			Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Noninfractions*	Apparent Infractions*	Total
FLORIDA POWER CORPORATION	12	1	13	96	13	0	13
FLORIDA POWER & LIGHT COMPANY	21	11	32	297	28	0	28
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	2	0	0	0
GULF POWER COMPANY	0	0	0	8	1	0	1
TAMPA ELECTRIC COMPANY	2	5	7	46	5	0	5
TOTAL	35	17	52	449	47	0	47

*Please see Index of Definitions.

Electric Companies Infractions Year-To-Date

	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	June 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		0.0000	0.00	0.00
TOTAL	5,977,000	3	0.0005		

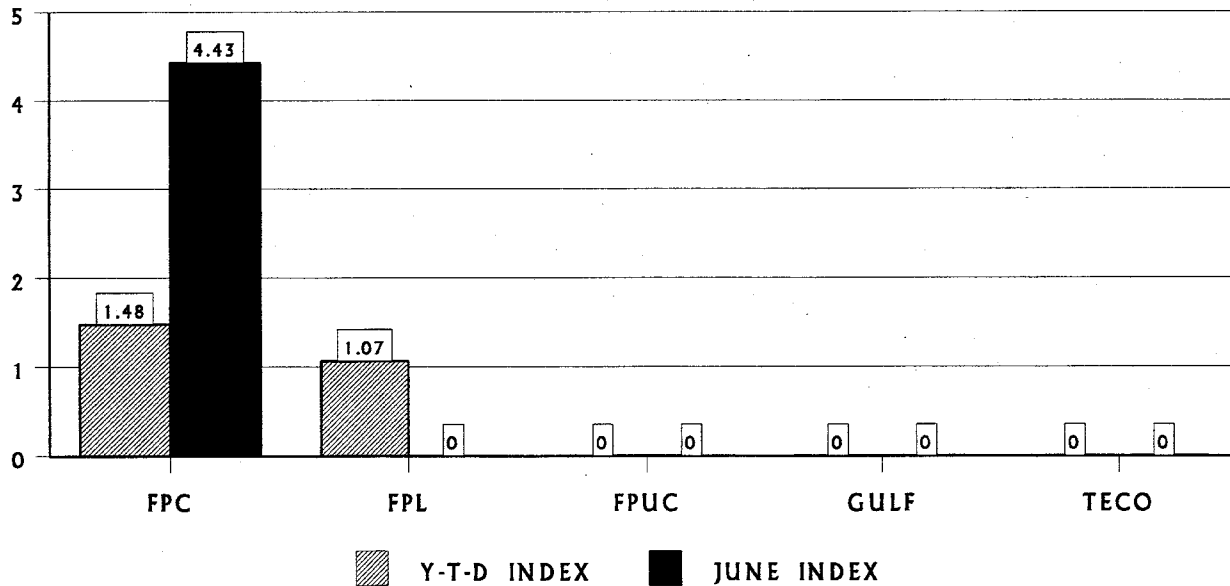
*Please see Index of Definitions.

**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

June 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*

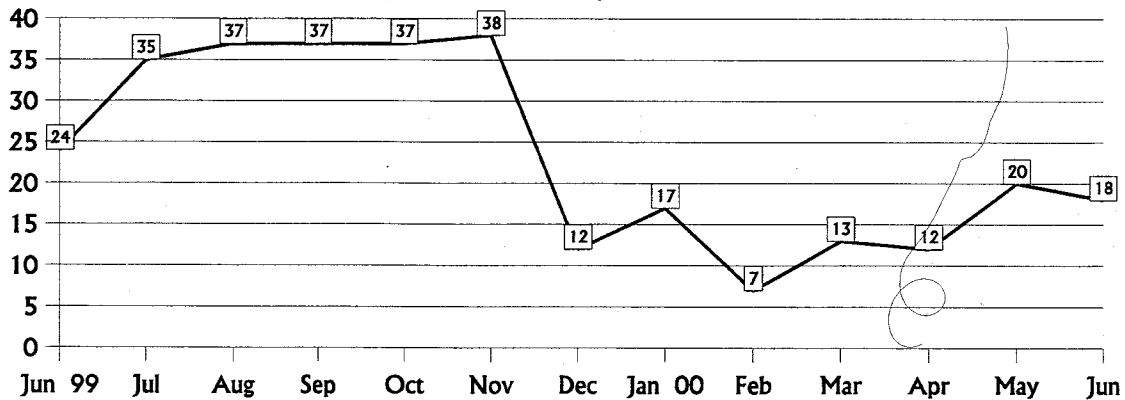
Momentary Electricity Outage Information

June 2000

Company	New Cases Filed
Florida Power Corporation	6
Florida Power & Light	11
Florida Public Utilities Corporation	0
Gulf Power Company	0
Tampa Electric Company	1
Total	18

Total Momentary Outages Filed

June 1999 - June 2000



Gas Companies
Complaint Activity June 2000

	Complaints Logged			Complaints Y-T-D	Complaints Resolved		Total
	Service	Billing	Total		Apparent Noninfractions	Apparent Infractions	
CHESAPEAKE	0	0	0	1	0	0	0
CITY GAS	1	4	5	34	3	1	4
FPUC	0	1	1	4	1	0	1
INDIANTOWN	0	0	0	1	0	0	0
PEOPLES	0	1	1	39	5	0	5
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	1	6	7	79	9	1	10

**Please see Index of Definitions.*

Gas Companies

Apparent Infractions Year-To-Date

	Numbers of Customers**	Apparent Infractions		Apparent Infractions Per 1,000 Customers ***	Y-T-D		June
		Y-T-D	Y-T-D		Apparent Infractions Index*	Apparent Infractions Index*	
CHESAPEAKE	9,654	0	0.000	0.000	0.00	0.00	0.000
CITY GAS	99,574	3	0.030	0.030	4.04	4.04	4.04
FPUC	37,416	0	0.000	0.000	0.00	0.00	0.00
INDIANTOWN	657	0	0.000	0.000	0.00	0.00	0.00
PEOPLES	246,998	0	0.000	0.000	0.00	0.00	0.00
ST. JOE	3,419	0	0.000	0.000	0.00	0.00	0.00
SEBRING	700	0	0.000	0.000	0.00	0.00	0.00
SOUTH FLORIDA	4,270	0	0.000	0.000	0.00	0.00	0.00
INDUSTRY TOTAL	402,688	3	0.007	0.007			

*Please see Index of Definitions.

**Source - Florida Public Service Commission Bureau of Natural Gas Regulation, February 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 - June 2000

	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	
ACCESS ONE COMMUNICATIONS	11	4	15	1	0	1
ACSI LOCAL SWITCHED SVCS - D/B/A E.SPIRE COMM.	0	0	0	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, LLC	1	1	2	0	0	0
ALTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
AT&T	0	3	3	2	0	2
BTI	0	1	1	0	0	0
DPI-TELECONNECT, L.L.C.	2	0	2	0	0	0
ESSEX COMMUNICATIONS, INC.	1	0	1	0	0	0
E.SPIRE COMMUNICATIONS, INC. (AMERICAN COMM.)	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	8	0	8	3	0	3
GT COM	1	0	1	0	0	0
GTE COMMUNICATIONS CORPORATION	6	8	14	7	0	7
HALE AND FATHER, INC.	4	3	7	2	0	2
IDS LONG DISTANCE, INC.	1	1	2	0	0	0
ILD	0	1	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	4	1	5	0	0	0
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	0	0	0
KMC TELECOM II, INC.	1	0	1	0	0	0

Complaints Logged Complaints Resolved

Service Billing Total Apparent Apparent Total

Noninfractions Infractions

Total

	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
KMC TELECOM INC.	0	0	0	1	0	1
LOCAL LINE AMERICA, INC.	1	0	1	0	0	0
MCI WORLDCOM	1	0	1	2	0	2
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	9	3	12	2	0	2
MPOWER COMMUNICATIONS CORP.	2	0	2	0	0	0
NEXLINK FLORIDA, INC.	2	0	2	1	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
PHONES FOR ALL	1	0	1	1	0	1
POWERNET GLOBAL COMMUNICATIONS	0	1	1	0	0	0
SMOKE SIGNAL COMMUNICATIONS	10	0	10	0	0	0
SOUTHERN TELEMAGEMENT GROUP, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFO. SYSTEMS, INC.	1	0	1	0	0	0
TCG SOUTH FLORIDA	0	0	0	1	0	1
TEL-LINK, L.L.C.	1	0	1	0	0	0
TEL COM PLUS	1	0	1	1	0	1
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
TELNET.COM, INC.	1	0	1	0	0	0
THE PHONE COMPANY	6	0	6	0	0	0

TOTALS

80

27

107

27

0

27

Local Telephone Companies Complaint Activity June 2000

Service	Complaints Logged			Complaints Resolved			
	Service	Billing	Total	Complaints Y-T-D	Apparent Noninfractions	Apparent Infractions	Total
ALLTEL FLORIDA, INC.	3	1	4	55	5	0	5
BELLSOUTH	103	47	150	971	86	3	89
FRONTIER	0	0	0	2	1	0	1
GTC, INC. D/B/A GT COM	0	2	2	8	1	0	1
GTE FLORIDA	29	11	40	291	20	1	21
INDIANTOWN	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	2	0	0	0
QUINCY/TDS	1	0	1	1	0	0	0
SPRINT-FLORIDA	57	22	79	657	52	2	54
VISTA - UNITED	0	0	0	1	0	0	0
TOTAL	193	83	276	1,988	165	6	171

Local Telephone Companies Year-to-date Apparent Infractions

	Numbers of Access lines**	Apparent Infractions		Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	June Apparent Infractions Index*
		Y-T-D	Y-T-D			
ALLTEL	89,546	3	0.0335	0.0335	5.41	0.00
BELLSOUTH	6,632,408	30	0.0045	0.0045	0.73	0.83
FRONTIER	4,537	1	0.2204	0.2204	35.59	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	0	0.0000	0.0000	0.00	0.00
GTE	2,444,656	6	0.0025	0.0025	0.40	0.75
INDIANTOWN	3,705	0	0.0000	0.0000	0.00	0.00
NE FLORIDA	9,280	0	0.0000	0.0000	0.00	0.00
QUINCY/TDS	13,623	0	0.0000	0.0000	0.00	0.00
SPRINT-FLORIDA	1,714,487	28	0.0163	0.0163	2.64	2.13
VISTA-UNITED	18,706	0	0.0000	0.0000	0.00	0.00
TOTAL	10,979,968	68	0.0062	0.0062		

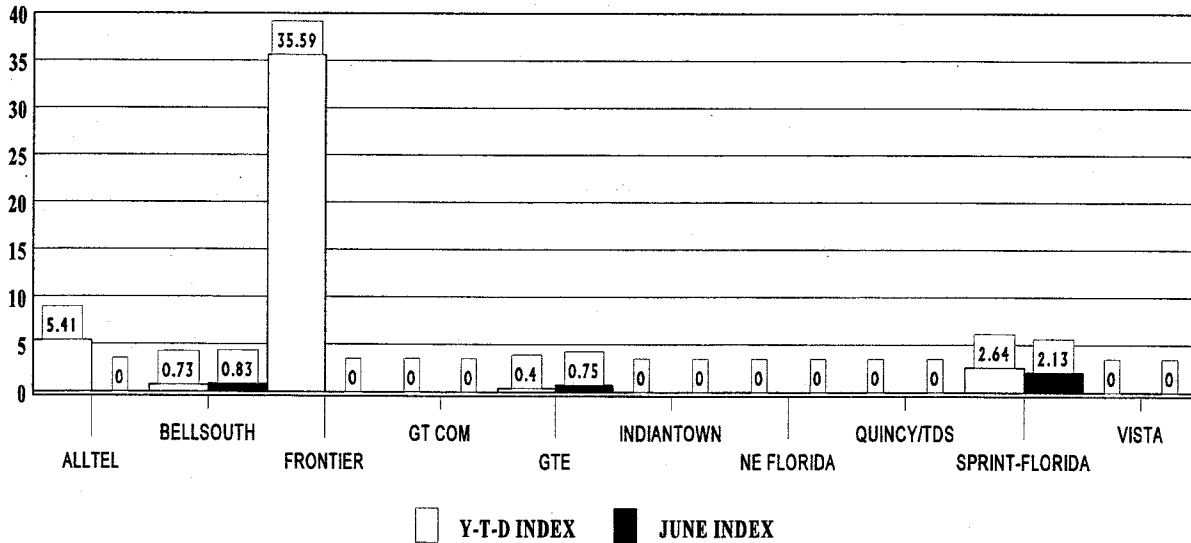
* Please see Index of Definitions.

** 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

June 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	1,714,487
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 - June 2000

Company	June	Year-To-Date
None	0	0
Totals	0	0

Cramming Statistics*

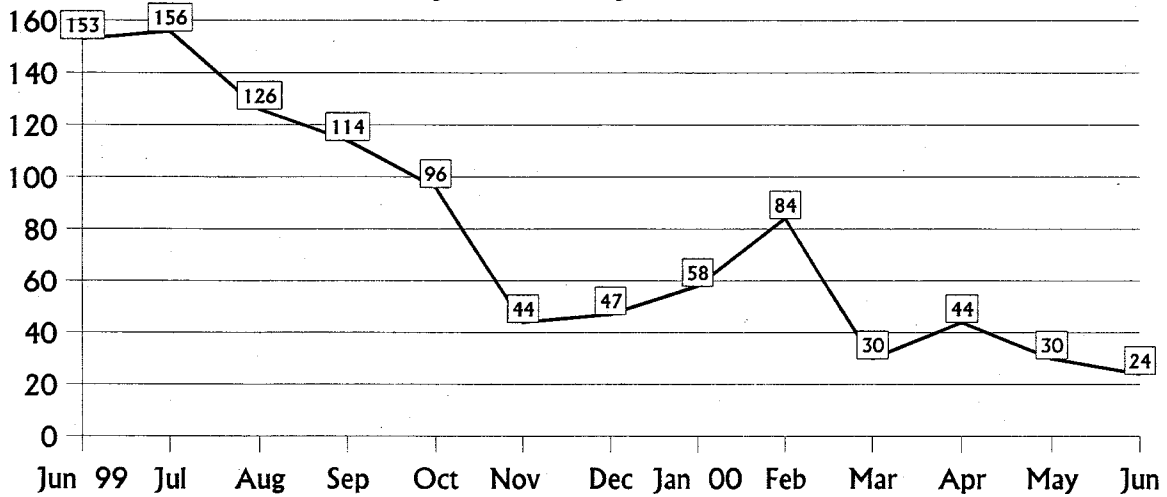
June 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
33	24	\$2,288.70

**Please see Index of Definitions*

Cases Resolved as Cramming

June 1999 - June 2000



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

	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	
ACC LONG DISTANCE	1	0	1	0	0	0
ACCESS ONE COMMUNICATIONS	1	1	2	2	0	2
ACCESS ONE, INC.	0	0	0	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	1	0	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	29	11	40	14	24	38
AMERICAN NORTEL COMMUNICATIONS, INC.	0	2	2	1	2	3
AMERICAN PHONE SERVICES CORP.	1	1	2	0	0	0
ATN COMMUNICATIONS INCORPORATED	1	0	1	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	58	149	207	80	11	91
BELL ATLANTIC COMMUNICATIONS, INC.	0	0	0	1	0	1
BIZ TEL CORPORATION	0	0	0	1	0	1
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	0	0	0
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	0	1
BUSINESS DISCOUNT PLAN, INC.	1	0	1	1	0	1

	Service	Complaints Logged		Complaints Resolved		Total
		Billing	Total	Apparent Noninfractions	Apparent Infractions	
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
BUYERS UNITED INTERNATIONAL, INC.	0	1	1	1	0	1
CABLE & WIRELESS USA, INC.	0	0	0	2	0	2
CEO TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	0	0	0
CTS TELCOM, INC.	1	0	1	0	0	0
DISCOUNT CALL RATING, INC. D/B/A FLAT RATE LONG DIST.	0	0	0	1	0	1
EQUALNET CORPORATION	0	0	0	2	0	2
ERBIA NETWORK, INC.	2	0	2	0	0	0
ESSENTIAL.COM, INC.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	6	15	21	19	3	22
FEDERAL TRANSTEL, INC.	0	1	1	3	0	3
FRONTIER COMMUNICATIONS OF THE WEST	1	0	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1	2	0	0	0
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
GLOBAL TEL*LINK CORPORATION	1	0	1	3	0	3
GTE COMMUNICATIONS CORPORATION	7	9	16	13	0	13
HALE AND FATHER, INC.	3	3	6	0	0	0

	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	
HORIZONE COMMUNICATIONS	1	2	3	3	0	3
IDS LONG DISTANCE, INC.	5	2	7	0	0	0
IDT AMERICA CORP.	0	0	0	1	0	1
IDT CORPORATION	1	0	1	1	0	1
ILD	2	3	5	2	0	2
ILD, INC.	0	1	1	0	0	0
INMARK, INC. D/B/A PREFERRED BILLING	0	0	0	2	0	2
INTEGRETEL, INC.	3	12	15	4	0	4
INTERMEDIA COMMUNICATIONS, INC.	3	2	5	2	0	2
LEAST COST ROUTING, INC.	0	0	0	1	1	2
LOCUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
LOGIX COMMUNICATIONS CORPORATION	0	0	0	1	0	1
LONG DISTANCE SAVINGS	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	4	9	13	20	1	21
MCI WORLDCOM NETWORK SERVICES, INC.	30	45	75	47	1	48
MINIMUM RATE PRICING, INC.	0	0	0	1	0	1
MONEY TRAVEL SERVICES OF FLORIDA, INC.	2	0	2	0	0	0
MPOWER COMMUNICATIONS CORP.	1	0	1	0	0	0
NEW MEDIA TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
NEW MILLENNIUM CONQUEST SERVICE CORPORATION	0	1	1	0	0	0

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Noninfractions	Infractions	
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	1	1	0	0	0
OASIS TELECOM	0	1	1	0	0	0
OLS, INC.	15	6	21	3	0	3
OPERATOR ASSISTANCE NETWORK	1	1	2	2	0	2
OPEX COMMUNICATIONS, INC.	0	1	1	2	1	3
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	5	0	5	1	0	1
QWEST COMMUNICATIONS CORPORATION	17	12	29	14	0	14
QWEST COMMUNICATIONS SERVICES	2	0	2	0	0	0
RADIANT TELECOM, INC.	1	0	1	0	0	0
RJM CARD SERVICES, INC.	1	0	1	0	0	0
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SOUTHEAST TELEPHONE COMPANY	0	1	1	0	0	0
SPRAWLNET.COM INC.	1	0	1	0	0	0
SPRINT	26	35	61	32	4	36
STARLINK COMMUNICATIONS, LLC	0	1	1	0	0	0
STARTEC GLOBAL LICENSING COMPANY	1	1	2	0	0	0
STERLING TIME COMPANY	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFO. SYSTEMS, INC.	1	0	1	0	0	0

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
TELCO BILLING, INC.	1	4	5	9	0	9
TELCO DEVELOPMENT GROUP, INC.	0	0	0	1	0	1
TELCOM.NET, INC.	0	1	1	0	0	0
TELECOM*USA OR TELECONNECT	0	1	1	1	0	1
TELEGLOBE BUSINESS SOLUTIONS INC.	0	0	0	1	0	1
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
THE FURST GROUP, INC.	1	1	2	1	0	1
THE PHONE COMPANY	15	10	25	18	1	19
TNS	2	0	2	0	0	0
TTI NATIONAL, INC.	1	1	2	0	1	1
TWISTER COMMUNICATIONS NETWORK, INC.	1	0	1	0	0	0
U S P & C CORPORATION	0	1	1	1	0	1
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	0	0	0
UNIDIAL COMMUNICATIONS, INC.	0	0	0	1	0	1
UNIVERSAL TELCOM, INC.	1	0	1	0	0	0
U.S. DIGITEL, INC.	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	0	2	2	2	1	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	5	8	13	3	2	5
WEBNET COMMUNICATIONS, INC.	16	1	17	2	4	6
WESTINGHOUSE COMMUNICATIONS	0	1	1	0	0	0
ZERO PLUS DIALING	1	5	6	1	1	2
ZERO PLUS DIALING, INC.	1	2	3	2	0	2
Total	293	373	666	337	58	395

Unauthorized Long Distance Service Change

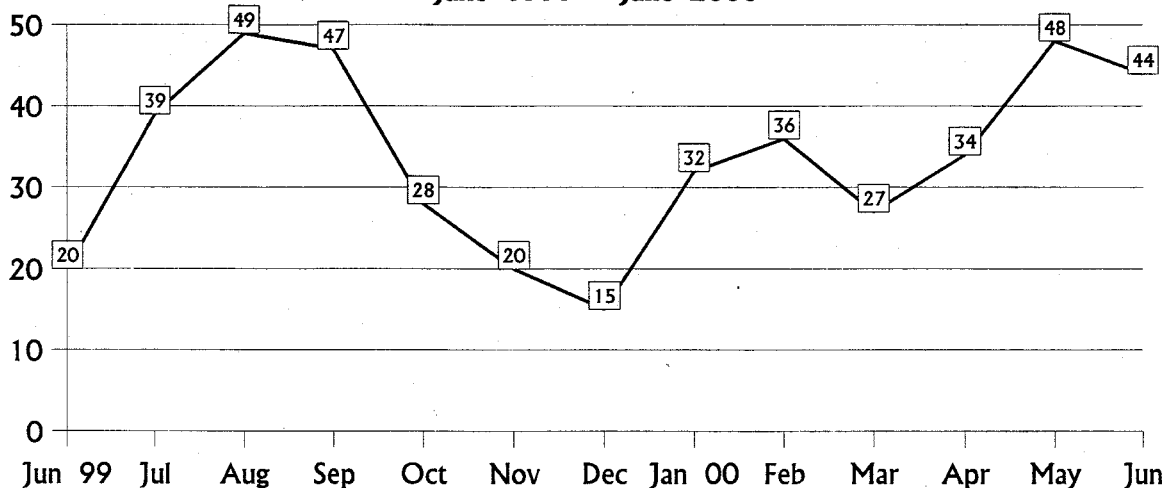
“Long Distance Slamming”

Apparent Rule Infractions - June 2000

Company	June	Year-To-Date
America's Tele-Network Corp.	24	73
AT&T / ACC	0	17
MCI Worldcom	2	19
OLS, Inc.	0	7
Opex Communications	1	9
Qwest Communications (LCI)	1	18
Sprint	5	17
The Phone Company	1	11
Other Long Distance Companies	10	49
Totals	44	220

Cases Resolved as Slamming

June 1999 - June 2000



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

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	0	0	0
ETS PAYPHONES OF FLORIDA, INC.	0	0	0	0	0	0
FLORIDA PAY PHONE SYSTEMS, INC.	0	0	0	0	0	0
GLOBAL TEL*LINK CORPORATION	0	0	0	0	0	0
HSI TELECOM, INC.	0	0	0	0	0	0
THE IMRON NETWORK	0	1	1	0	0	0
PHOENIX PAYPHONES, LLC	0	0	0	0	0	0
SPRINT COMMUNICATIONS CO.	1	0	1	1	0	1
STEVEN L. NELSON	0	0	0	1	0	1
SUN CITY VENDING OF SOUTH FLORIDA INC.	0	0	0	0	0	0
SUN TEL NORTH AMERICA, INC.	0	0	0	0	0	0
TOTAL	1	1	2	2	0	2

Water and Wastewater Companies Complaint Activity - June 2000

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	7	0	7	7	0	7
BROADVIEW PARK WATER COMPANY	0	1	1	1	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	2	0	2
FLORIDA CITIES WATER COMPANY-BAREFOOT BAY	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	1	0	1	5	0	5
GULF UTILITY COMPANY	0	1	1	0	0	0
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	1	1	0	0	0
LAKE UTILITY COMPANY	1	0	1	0	0	0
LINADALE WATER COMPANY	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	1	1	2	3	0	3
MEADOWS UTILITY COMPANY, INC.	0	0	0	1	0	1
MORNINGSIDE UTILITIES, INC.	0	0	0	1	0	1
NORTH FORT MYERS UTILITY, INC.	1	0	1	0	0	0
OCALA OAKS UTILITIES, INC.	0	0	0	1	0	1
PARK MANOR WATERWORKS, INC.	1	0	1	0	0	0
PARK WATER COMPANY INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA	0	1	1	1	0	1

June 2000

PSC DIVISION	Total Cases Reassigned to the Divisions	Cases not Reassigned	To Ca
Commission Suite		1	1
Division Assigned			
Consumer Affairs	7		
Communications	0		
Electric & Gas	1		
Water/Wastewater	0		
General Counsel	0		
Legal Services	2		
Policy Analysis & Intergovernmental Liaison	0		
Records & Reporting	0		
	10	1	1
Reassigned & Handled **			
NUMBER OF CASES ADDED TO ECTS ***			

See Index of Definitions.

Cases Reassigned & Handled by CAF are entered into the PSC's CATS system, so they are accounted for in total contacts.

The total number of cases logged to ECTS shows those cases that were not entered in the PSC's CATS system.

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 Noninfraction - 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.

External Contact - Written communications (letter, facsimile, or E-mail message) received from consumers; utility representatives; federal, state, or local government officials; representatives of professional organizations; or the news media, which require a written response.

External Contact Tracking System (ECTS) - A database system into which all *External Contacts* are entered by one designated person within each PSC division.

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