



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
SEPTEMBER 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.

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## Summary

There were 1,385 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 3,131 information requests handled by the PSC.

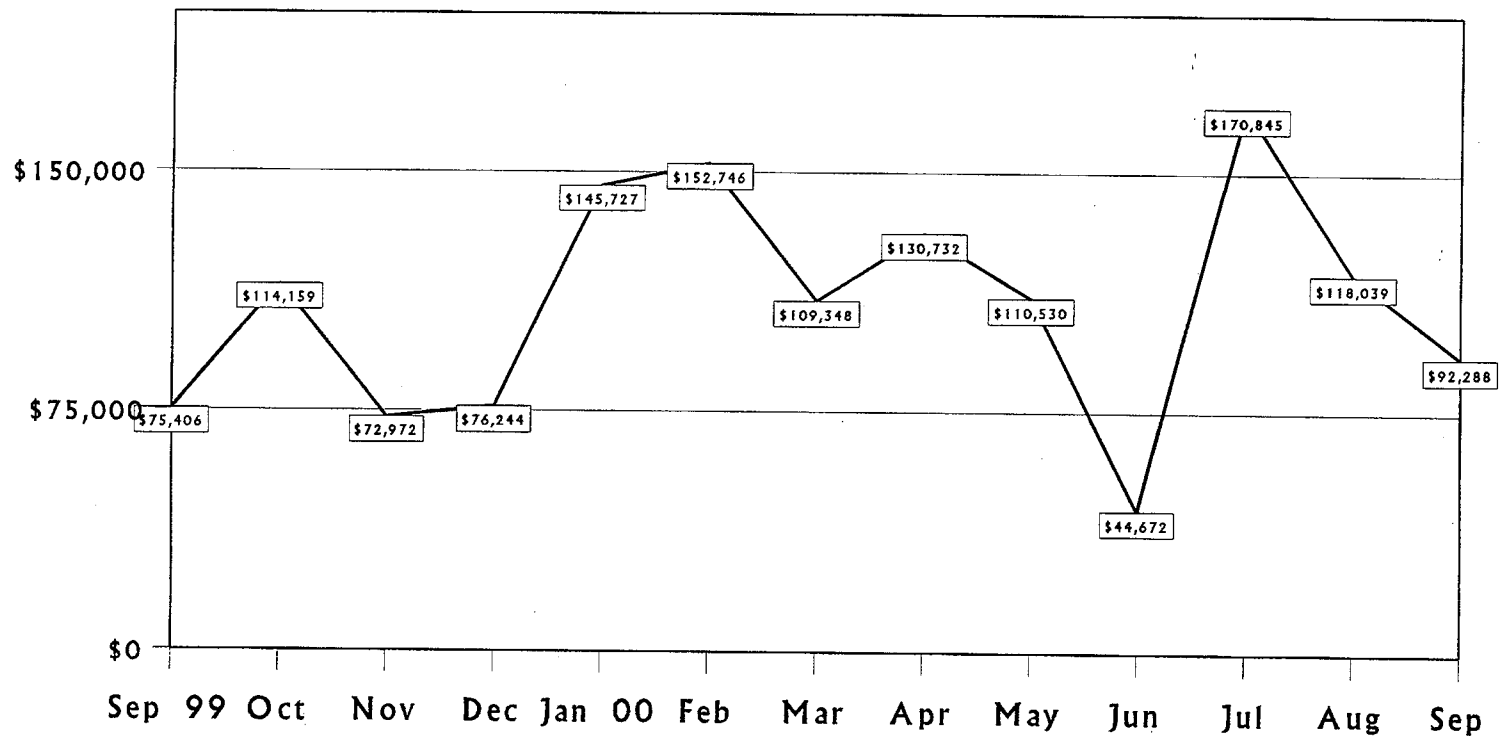
A total of fifteen utility companies are participating in the Transfer Connect or "Warm Transfer" option. Under this option, a call to the PSC is directly transferred to the caller's utility, provided the consumer has not yet expressed their concerns to that utility. There were 930 calls transferred during September 2000.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$92,288 for the month and \$1,074,927 for the calendar year.

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# Monthly Consumer Refunds

September 1999 - September 2000



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# Consumer Activity - September 2000

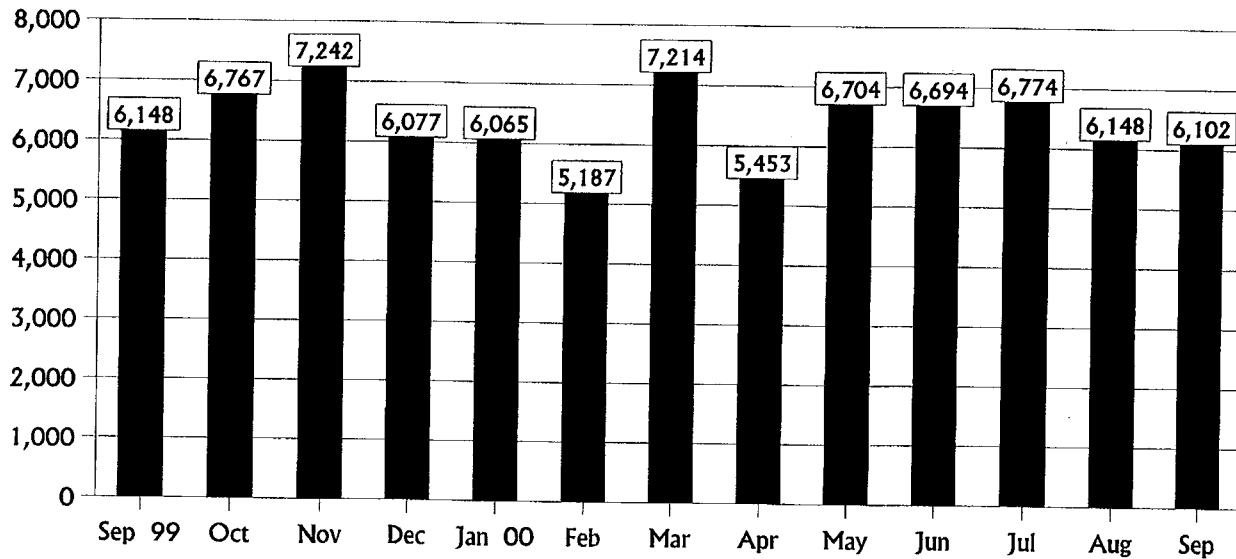
Complaints Received		<b>1,385</b>
Electric	32	
Gas	5	
Alternative Local Exchange Telephone	176	
Local Exchange Telephone	239	
Long Distance Telephone	570	
Pay Telephone	6	
Water & Wastewater	33	
Non-regulated Consumer Assistance	210	
Cases Received / Closed Under 72 Hr Rule	114	
Electric	47	
Gas	0	
Telecommunications	64	
Water / Wastewater	3	
Information Requests Received		<b>3,131</b>
<b>Total Cases Received</b>		<b>4,516</b>

How Cases Were Received	Complaints	Information Requests
Phone	850	3,058
Mail	248	17
Internet	198	45
Fax	89	11
<b>Totals</b>	<b>1,385</b>	<b>3,131</b>

Non-Jurisdictional Calls Not Filed As Cases	<b>1,586</b>
Total Consumer Contacts Handled	<b>6,102</b>
Transfer Connect (Calls Transferred to Utilities)	<b>930</b>

<b>Consumer Savings</b>	
Electric	\$ .00
Gas	582.39
Alternative Local Exchange Telephone	6,153.19
Local Exchange Telephone	19,249.25
Long Distance Telephone	64,865.60
Pay Telephone	.75
Water & Wastewater	130.45
Non-regulated Consumer Assistance	1,306.35
<b>Total</b>	<b>\$ 92,287.98</b>

## Public Service Commission Total Consumer Contacts September 1999 - September 2000

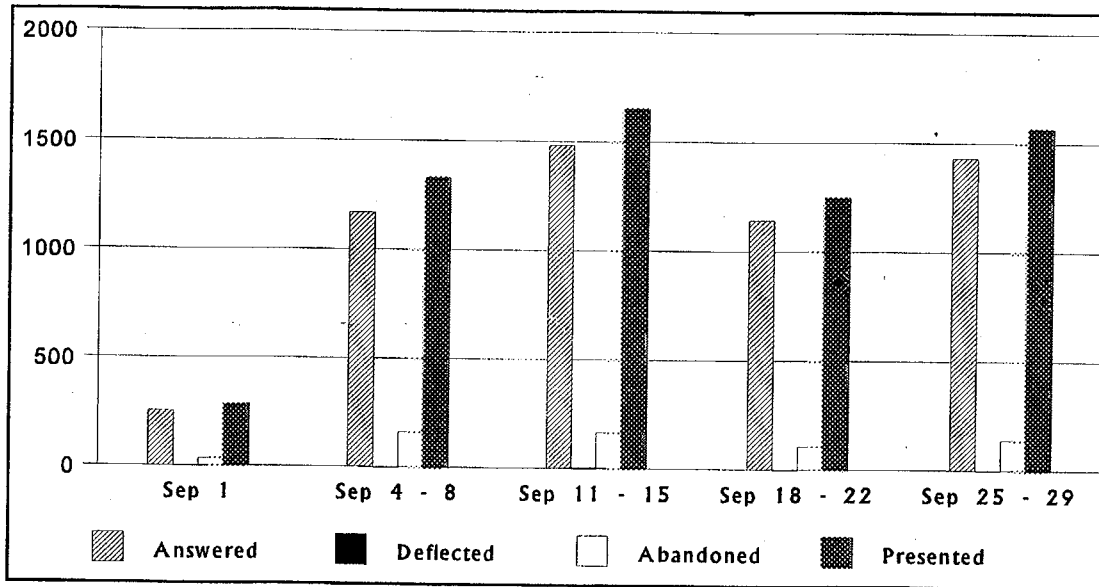


	Complaints Received	% of Total Complaints
Electric	32	2%
Gas	5	0%
Alt. Local Exchange Telephone	176	13%
Local Exchange Telephone	239	17%
Long Distance Telephone	570	41%
Pay Telephone	6	0%
Water & Wastewater	33	2%
Non-regulated Consumer Assistant	210	15%
Cases Received / Closed by 72 Hr Rule	114	8%
<b>Total</b>	<b>1,385</b>	<b>100%</b>

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 September 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.

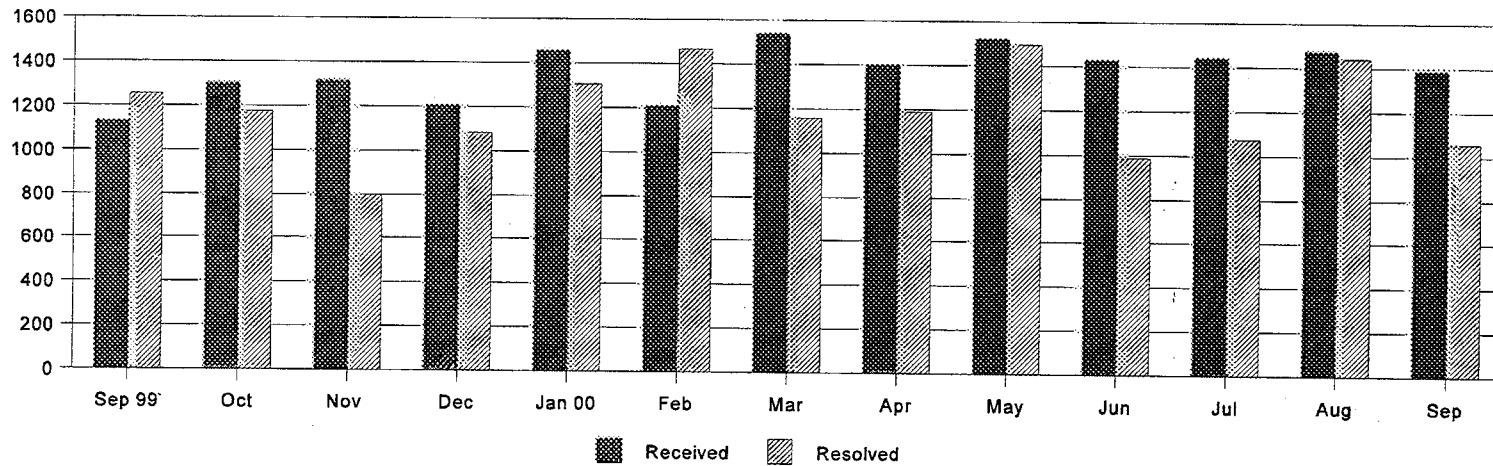
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Sept. 1	252	88.4%	0	0.0%	33	11.6%	285
Sept. 4 - 8	1,170	87.9%	0	0.0%	161	12.1%	1,331
Sept. 11 - 15	1,484	89.8%	3	0.2%	165	10.0%	1,652
Sept. 18 - 22*	1,144	91.5%	0	0.0%	106	8.5%	1,250
Sept. 25 - 29	1,431	91.2%	0	0.0%	138	8.8%	1,569
<b>Totals</b>	<b>5,481</b>	<b>90.0%</b>	<b>3</b>	<b>0.0%</b>	<b>603</b>	<b>9.9%</b>	<b>6,087</b>

\*Note: State of Florida / Tallahassee Offices closed due to Hurricane Warning. Figures do not include calls presented on 8/22.

Calls Answered During the Month	5,481
Minus CAF Calls Resulting in Cases	(3,895)
Total Non-Jurisdictional Calls Not Filed As Cases	1,586

## Monthly Status of Total Complaints Received / Resolved\*

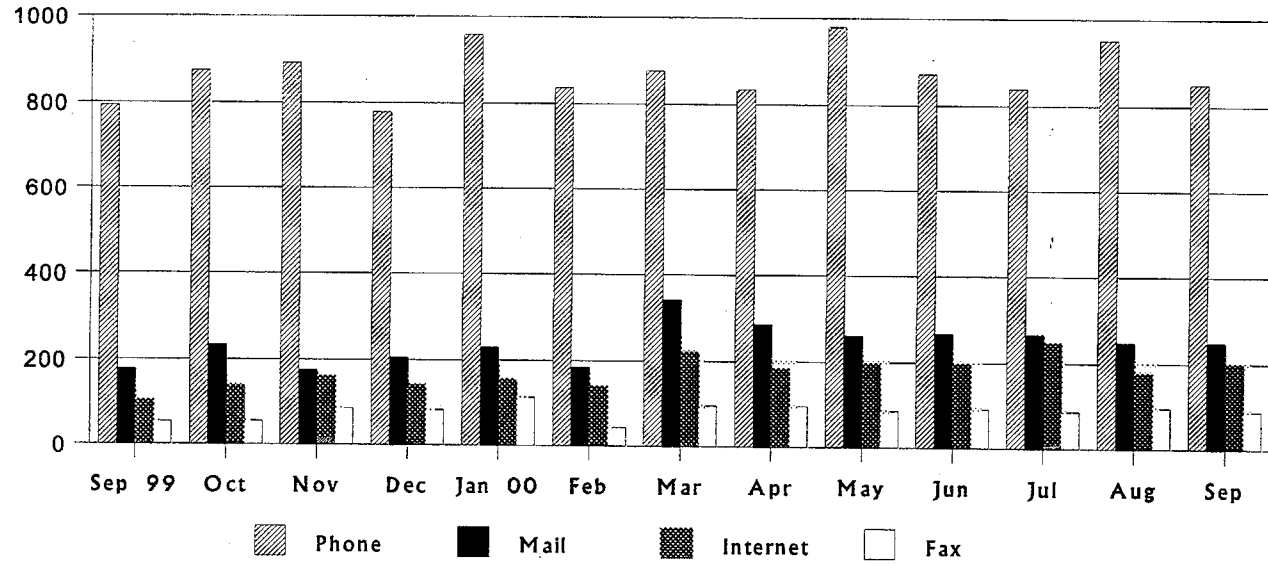
September 1999 - September 2000



	Sep 99	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Received	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385
Resolved	1,255	1,176	800	844	1,305	1,466	1,159	1,189	1,496	988	1,075	1,440	1,058

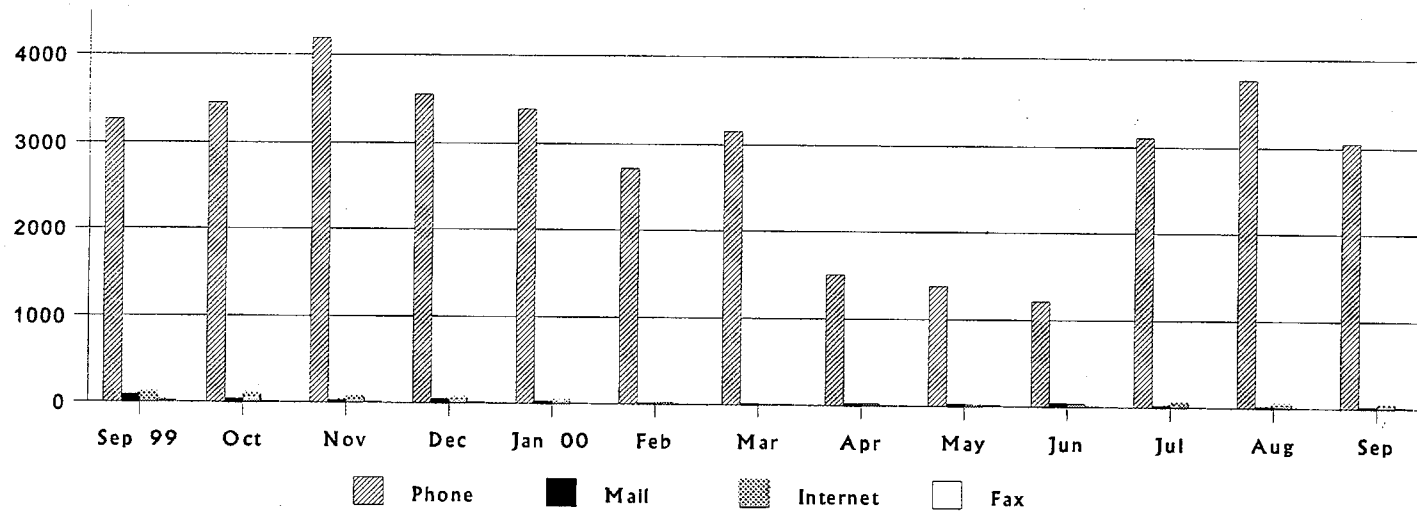
\*Cases resolved consists of cases closed from the present and previous months, which were carried forward.

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



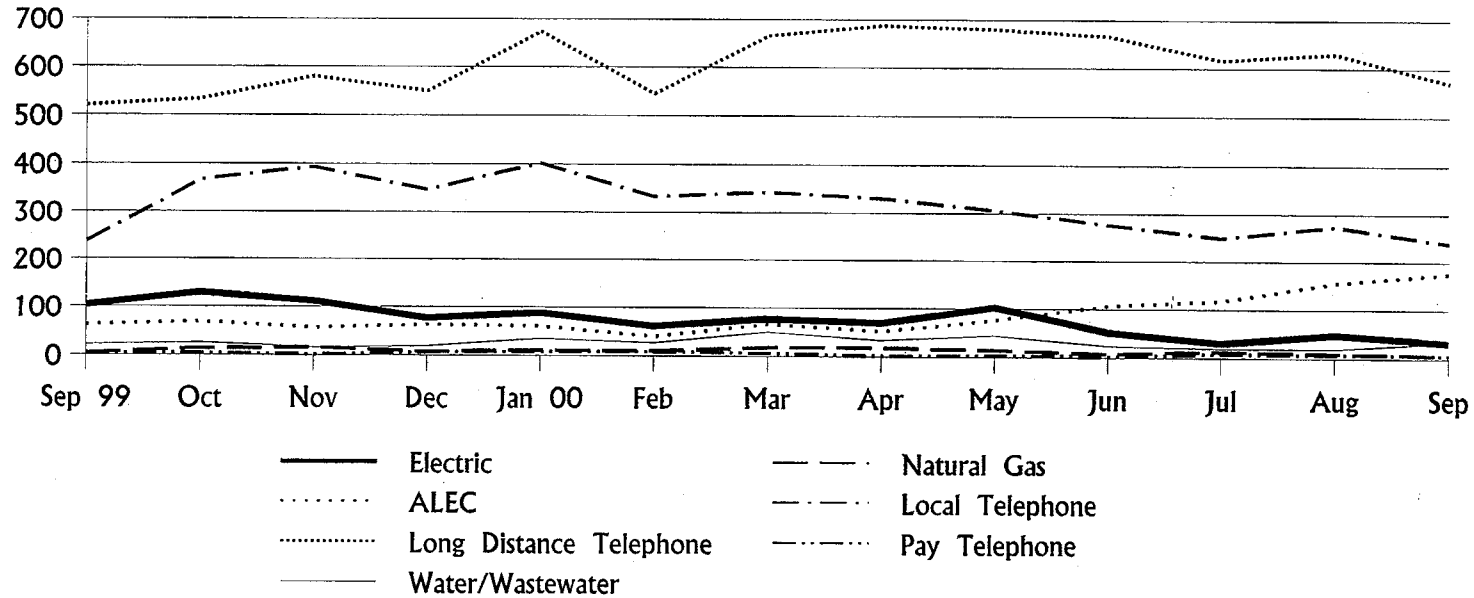
	Sep 99	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	793	874	891	779	958	837	876	834	979	872	839	950	850
Mail	178	234	176	205	230	185	343	287	261	267	266	248	248
Internet	104	139	162	141	155	141	222	185	196	197	247	179	198
Fax	54	55	86	83	114	44	96	96	86	92	87	96	89
Total	1,129	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385

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



	Sept 99	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	3,269	3,457	4,189	3,555	3,399	2,719	3,156	1,499	1,378	1,209	3,110	3,768	3,058
Mail	85	37	29	45	27	14	18	27	30	42	24	14	17
Internet	109	93	68	56	39	22	9	23	19	35	56	47	45
Fax	21	9	11	7	6	1	7	6	16	7	10	9	11
Total	3,484	3,596	4,297	3,663	3,471	2,756	3,190	1,555	1,443	1,293	3,200	3,838	3,131

## Complaints by Industry September 1999 - September 2000



Industry	Sep 99	Oct	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Electric	103	129	112	76	88	61	77	69	102	52	30	48	32	979
Natural Gas	4	13	16	7	11	10	18	18	14	7	13	9	5	145
ALEC	62	68	57	63	61	40	66	52	76	107	118	156	176	1,102
Local Telephone	237	366	393	346	402	333	343	330	306	276	249	273	239	4,093
Long Dist. Phone	520	533	579	550	674	545	666	687	680	666	617	630	570	7,917
Payphone	3	4	1	6	8	8	6	1	3	2	8	7	6	63
Water/Wastewater	21	26	16	19	35	27	50	34	45	24	19	19	33	368

**Electric Companies  
Complaint Activity - September 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	6	3	9	126	3	1	4	115
FLORIDA POWER & LIGHT COMPANY	7	11	18	359	8	0	8	406
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	4	0	0	0	1
GULF POWER COMPANY	2	0	2	15	3	0	3	13
TAMPA ELECTRIC COMPANY	0	2	2	54	0	0	0	52
<b>TOTAL</b>	<b>15</b>	<b>17</b>	<b>32</b>	<b>558</b>	<b>14</b>	<b>1</b>	<b>15</b>	<b>587</b>

*\*Please see Index of Definitions.*

## Electric Companies Apparent Infractions Year-To-Date

Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	September Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,349,000	2	0.0015	2.22	4.43
FLORIDA POWER & LIGHT COMPANY	3,712,700	2	0.0005	0.80	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
<b>TOTAL</b>	<b>5,977,000</b>	<b>4</b>	<b>0.0007</b>		

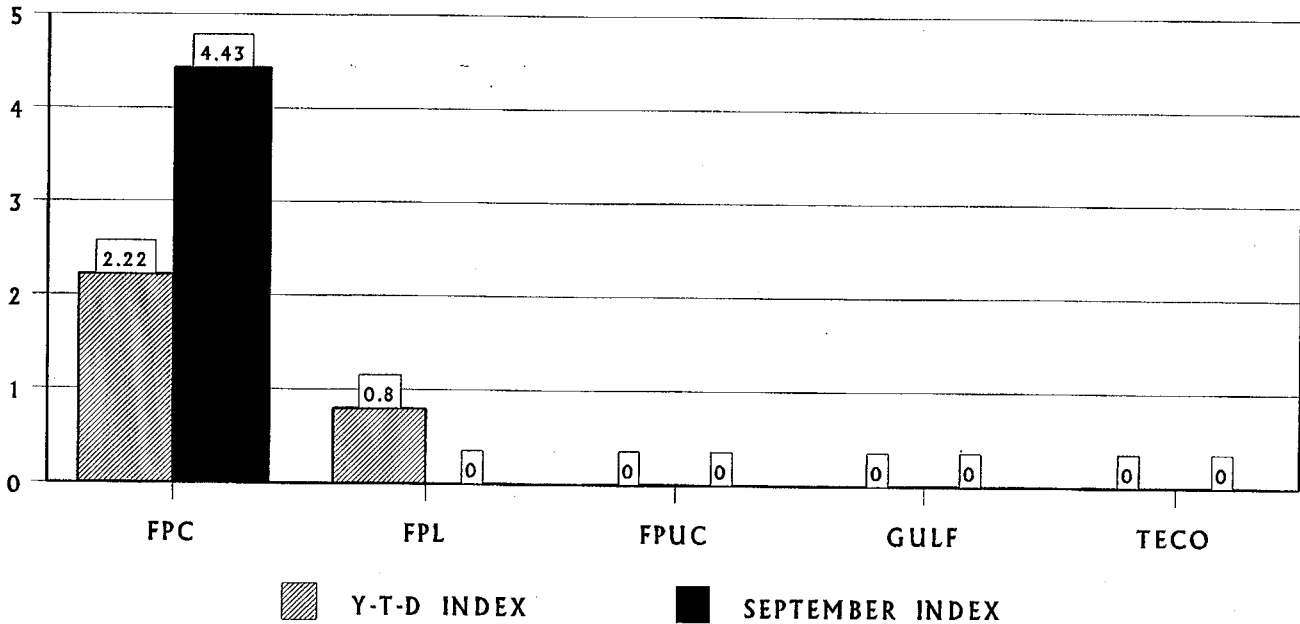
\*Please see Index of Definitions.

\*\*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

September 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*

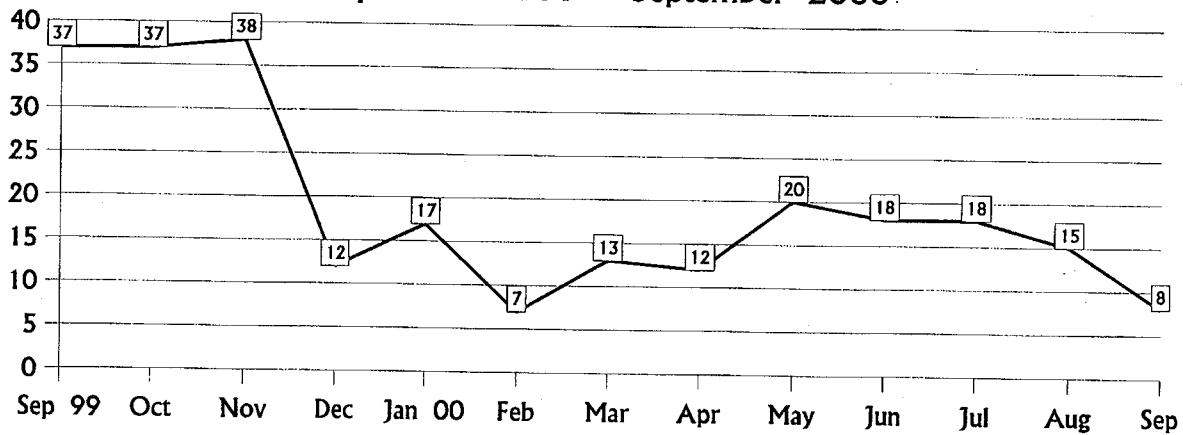


## Momentary Electricity Outage Information September 2000

Company	New Cases Filed
Florida Power Corporation	5
Florida Power & Light	3
Florida Public Utilities Corporation	0
Gulf Power Company	0
Tampa Electric Company	0
<b>Total</b>	<b>8</b>

## Total Momentary Outages Filed

September 1999 - September 2000.



## Gas Companies Complaint Activity September 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	1	0	1	45	2	0	2	40
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	8	0	0	0	6
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	2	0	0	0	2
PEOPLES GAS SYSTEM (TECO)	2	1	3	50	1	0	1	47
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
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>106</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>95</b>

*\*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*	September 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
<b>INDUSTRY TOTAL</b>	<b>402,688</b>	<b>4</b>	<b>0.010</b>		

\*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 it's customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS	15	4	19	6	0	6
ACI	0	1	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	4	0	4	0	0	0
ALTERNATIVE PHONE, INC.	0	1	1	0	0	0
AMERITECH COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	0	0	0
AT&T	6	1	7	3	1	4
BELLSOUTH BSE, INC.	0	1	1	0	0	0
BTI	2	0	2	1	0	1
DPI-TELECONNECT, L.L.C.	1	0	1	0	0	0
ESSEX COMMUNICATIONS, INC.	4	2	6	1	0	1
EXCELINK COMMUNICATIONS, INC.	2	2	4	0	0	0
E.SPIRE COMMUNICATIONS, INC.	1	2	3	2	0	2
FLORIDA COMM SOUTH	3	0	3	0	0	0
FLORIDA DIGITAL NETWORK, INC.	10	0	10	1	1	2
FLORIDA TELEPHONE COMPANY	1	0	1	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
HALE AND FATHER, INC.	6	2	8	3	0	3
IDS LONG DISTANCE, INC.	10	0	10	2	0	2
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	3	0	3
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
KMC TELECOM INC.	2	0	2	0	0	0
MCI WORLD COM	2	1	3	0	0	0
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	12	3	15	9	0	9
MPOWER COMMUNICATIONS CORP.	6	1	7	0	1	1
NATIONAL PHONE CORPORATION	0	0	0	0	1	1
NETWORK ONE	1	0	1	0	0	0
NEXTLINK FLORIDA, INC.	2	1	3	0	0	0
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	2	0	2	0	0	0
QWEST COMMUNICATIONS SERVICES	1	0	1	0	0	0
SECOND CHANCE PHONE	1	0	1	0	0	0
SMOKE SIGNAL COMMUNICATIONS	8	0	8	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	5	0	5	4	0	4
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	0	0	0
TEL COM PLUS	2	0	2	0	0	0
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	1	0	1
THE PHONE COMPANY	17	6	23	3	2	5
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	0	0	0
US LEC OF FLORIDA INC.	1	0	1	2	0	2
USA TELECOM, INC.	0	2	2	0	0	0
VARTEC TELECOM, INC. AND CLEAR CHOICE COMMUNICATIONS	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	4	5	9	13	0	13
<b>Totals</b>	<b>136</b>	<b>40</b>	<b>176</b>	<b>58</b>	<b>7</b>	<b>65</b>

## Local Telephone Companies Complaint Activity September 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.	8	1	9	78	8	0	8	72
BELLSOUTH	106	26	132	1,374	79	3	82	1,224
FRONTIER	0	0	0	4	0	0	0	2
GTC, INC. D/B/A GT COM	3	1	4	15	0	0	0	11
VERIZON (Formerly GTE Florida)	14	8	22	383	23	1	24	346
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	0	0	0	4
SPRINT-FLORIDA	58	14	72	896	44	7	51	802
VISTA - UNITED	0	0	0	1	0	0	0	0
<b>TOTAL</b>	<b>189</b>	<b>50</b>	<b>239</b>	<b>2,758</b>	<b>154</b>	<b>11</b>	<b>165</b>	<b>2,462</b>

## 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*	September Apparent Infractions Index*
ALLTEL	89,546	4	0.0447	5.03	0.00
BELLSOUTH	6,632,408	39	0.0059	0.66	0.47
FRONTIER	4,537	1	0.2204	24.80	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	0	0.0000	0.00	0.00
VERIZON (Formerly GTE Florida)	2,444,656	13	0.0053	0.60	0.43
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	45	0.0203	2.29	3.30
VISTA-UNITED	18,706	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>11,478,514</b>	<b>102</b>	<b>0.0089</b>		

\* Please see Index of Definitions.

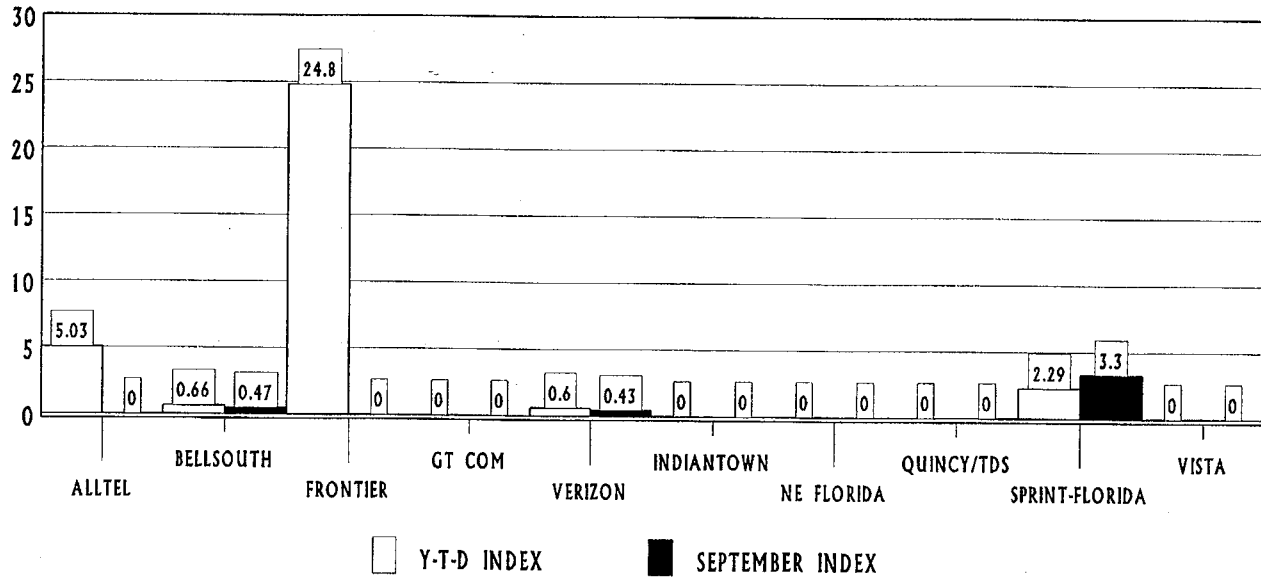
\*\* Source Florida Public Service Commission Division of Communications, as of December 31, 1999.

\*\*\*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

September 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 - September 2000

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

# Cramming Statistics\*

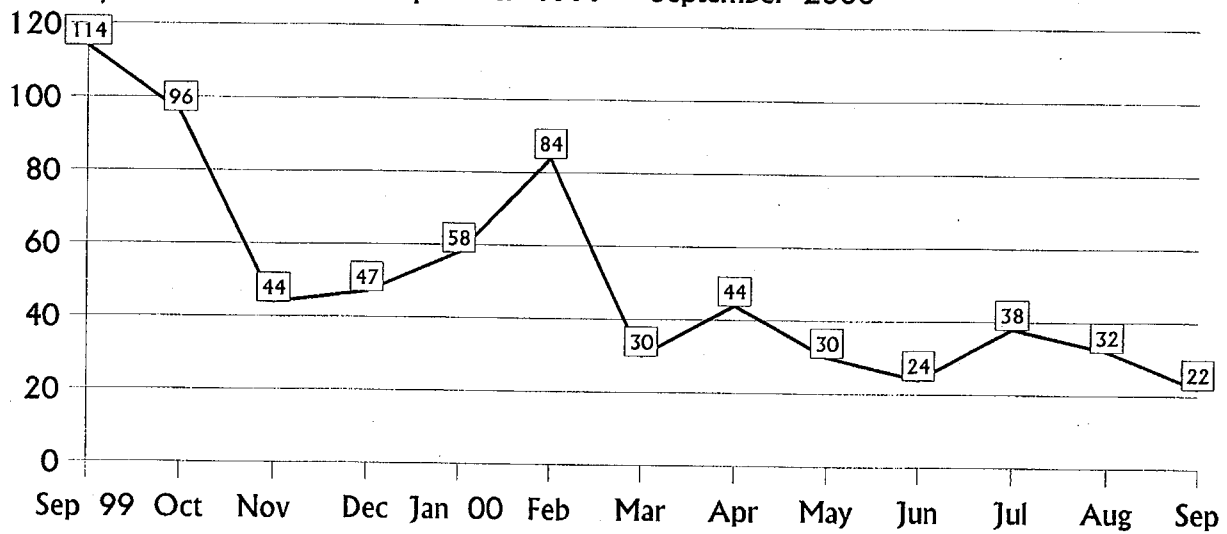
## September 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
29	22	\$2,311.27

\*Please see Index of Definitions

### Cases Resolved as Cramming

September 1999 - September 2000



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS	0	1	1	0	0	0
ADVANTAGE PLUS TELECOMMUNICATIONS INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
AMERICA'S TELE-NETWORK CORP.	21	26	47	8	12	20
AMERICAN PHONE SERVICES CORP.	2	0	2	1	0	1
ATCALL, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	49	148	197	175	42	217
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	1	0	1	0	0	0
BUSINESS DISCOUNT PLAN, INC.	0	0	0	2	0	2
COMTEL COMPUTER CORP.	0	0	0	1	0	1
CORPORATE SERVICES TELCOM, INC.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	3	3	1	0	1
CTS TELCOM, INC.	0	0	0	0	1	1
CYPRESS COMMUNICATIONS, INC. D/B/A CYPRESS COMM.	0	0	0	1	0	1
ELEC COMMUNICATIONS	2	0	2	0	0	0
EQUALNET CORPORATION	0	0	0	1	0	1
ESSENTIAL.COM, INC.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	2	17	19	10	3	13
FEDERAL TRANSTEL, INC.	0	8	8	1	0	1
FLORIDA DIGITAL NETWORK, INC.	1	0	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	2	0	2	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
FRONTIER COMMUNICATIONS OF THE WEST	1	0	1	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GT COM LONG DISTANCE	0	1	1	0	0	0
GTC TELECOM, INC.	0	1	1	0	0	0
GTE TELECOMMUNICATION SERVICES INCORPORATED	0	0	0	1	0	1
HALE AND FATHER, INC.	2	0	2	1	0	1
HBS BILLING SERVICES COMPANY	0	3	3	1	0	1
HORIZONONE COMMUNICATIONS	0	3	3	0	0	0
IDS LONG DISTANCE, INC.	4	2	6	0	0	0
IDT AMERICA CORP.	1	1	2	0	0	0
ILD	4	4	8	4	1	5
ILD, INC.	0	2	2	0	0	0
INDEPENDENT NETWORK SERVICES CORP (TELSAVE CORP.)	0	0	0	0	1	1
INTEGRETEL, INC.	1	8	9	8	0	8
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	3	0	3
ITC	0	1	1	0	0	0
KMC TELECOM INC.	0	1	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	1	1	4	0	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
MCI WORLDCOM NETWORK SERVICES, INC.	25	45	70	56	6	62
MERCURY MARKETING COMPANY, LTD.	0	1	1	0	0	0
MICROSLIN TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	1	0	1	0	0	0
NATIONAL ACCOUNTS, INC.	0	0	0	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	0	0	1	0	1
NORTHWEST NEVADA TELCO, INC.	0	1	1	0	0	0
OLS, INC.	6	2	8	9	3	12
OPERATOR ASSISTANCE NETWORK	0	1	1	0	0	0
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	1	0	1	1	0	1
PAETEC COMMUNICATIONS, INC.	1	0	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1	1	2
PT-1 COMMUNICATIONS	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	14	11	25	8	0	8
QWEST COMMUNICATIONS SERVICES	0	1	1	0	0	0
RSL COM PRIMECALL, INC.	1	0	1	0	0	0
RSL COM U.S.A., INC. D/B/A WESTINGHOUSE COMM.	0	0	0	1	0	1
SOLITHERNNET, INC., D/B/A TELECOM*USA OR TELECONNECT	0	0	0	2	0	2
SPRINT	14	17	31	25	2	27

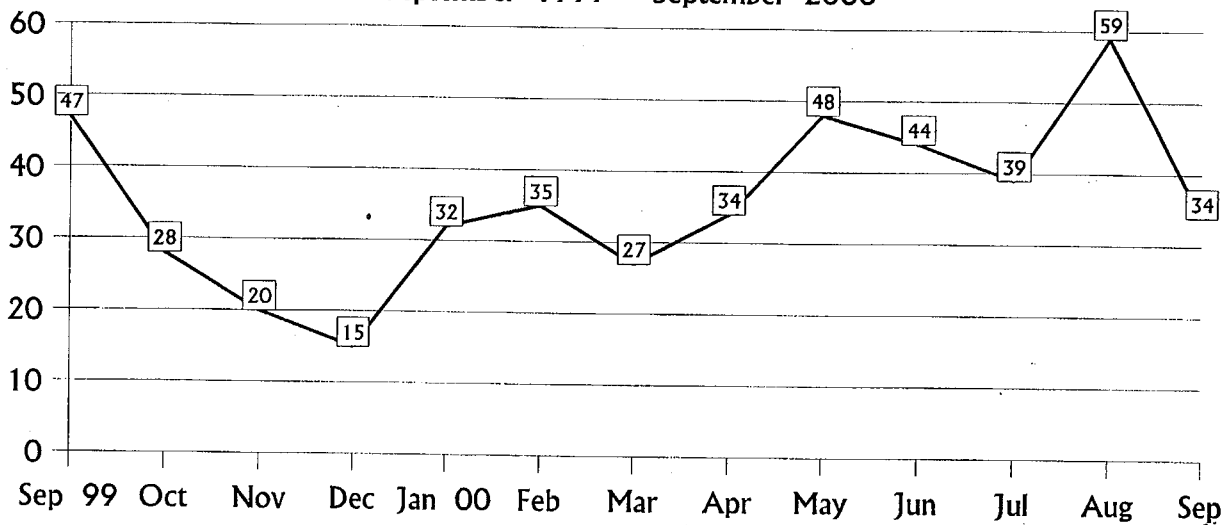
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
STARTEC GLOBAL LICENSING COMPANY	0	0	0	1	0	1
STC	1	0	1	0	0	0
SUPRA TELECOMM. AND INFORMATION SYSTEMS, INC.	0	0	0	0	1	1
TELCO BILLING, INC.	0	1	1	5	1	6
TELECOM NETWORK SYSTEM INTERNATIONAL, INC. D/B/A TNS	0	0	0	2	0	2
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	1	0	1
TELSCAPE USA, INC.	2	0	2	0	0	0
THE INTERNET BUSINESS ASSOCIATION	0	1	1	1	0	1
THE PHONE COMPANY	16	26	42	8	1	9
TTI NATIONAL, INC.	0	1	1	0	0	0
U S P & C CORPORATION	0	0	0	1	0	1
ULTIMATE COMMUNICATIONS, INC.	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	2	3	4	0	4
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	2	3	5	2	7
VERIZON SELECT SERVICES INC.	8	8	16	8	1	9
VIATEL SERVICES, INC.	0	0	0	1	0	1
WEBNET COMMUNICATIONS, INC.	12	5	17	0	3	3
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
WORLD LONG DISTANCE, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	1	3	4	5	0	5
ZERO PLUS DIALING, INC.	0	3	3	1	0	1
<b>Total</b>	<b>204</b>	<b>366</b>	<b>570</b>	<b>382</b>	<b>81</b>	<b>463</b>

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

Company	September	Year-To-Date
America's Tele-Network Corp.	12	124
AT&T / ACC	5	32
MCI Worldcom	1	24
OLS, Inc.	3	16
Opex Communications	0	9
Qwest Communications (LCI)	0	20
Sprint	2	27
WebNet Communications	3	17
Other Long Distance Companies	8	83
<b>Totals</b>	<b>34</b>	<b>352</b>

## Cases Resolved as Slamming

September 1999 - September 2000





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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALPHA TEL-COM, INC.	1	0	1	0	0	0
AT&T COMM. OF THE SOUTHERN STATES, INC.	1	0	1	0	0	0
DONATELLA COMMUNICATIONS LLC	0	1	1	0	0	0
FIRST AMERICAN PAY PHONE COMPANY	1	0	1	0	0	0
PHOENIX PAYPHONES, LLC	1	0	1	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	0	0	1	0	1
TELECOM*USA, INC.	0	1	1	0	0	0
<b>TOTAL</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>2</b>

## Water and Wastewater Companies Complaint Activity - September 2000

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	4	2	6	3	0	3
BROADVIEW PARK WATER COMPANY	0	1	1	0	0	0
CGD UTILITIES	0	1	1	0	0	0
FLORIDA CITIES WATER COMPANY - LEE CO. DIVISION	1	1	2	0	0	0
FLORIDA WATER SERVICES CORPORATION	1	4	5	2	0	2
GULF AIRE WASTEWATER TREATMENT PLANT	0	2	2	0	0	0
HUDSON UTILITIES, INC.	1	1	2	1	0	1
LINDRICK SERVICE CORPORATION	0	1	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	1	1	0	0	0
OCALA OAKS UTILITIES, INC.	1	0	1	0	0	0
ORANGEWOOD LAKES SERVICES, INC.	0	1	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	2	2	0	0	0
QUAIL MEADOW UTILITIES, INC.	0	0	0	1	0	1
ROYAL UTILITY COMPANY	0	1	1	0	0	0
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	0	0	0
UNITED WATER FLORIDA INC.	0	1	1	0	0	0
UTILITIES, INC. OF FLORIDA	2	1	3	1	0	1
VIRGINIA CITY UTILITIES, INC.	1	0	1	0	0	0
<b>TOTALS</b>	<b>12</b>	<b>21</b>	<b>33</b>	<b>8</b>	<b>0</b>	<b>8</b>

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