



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
JANUARY 2002

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now two categories of consumer contact: Complaints and Information Requests. 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.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. 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.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the toll-free phone line warm transfer program. However, the new pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to e-mail a complaint to the PSC or directly to a participating company via the internet. The Division of Consumer Affairs receives a copy of each e-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 12 companies participating in the e-transfer pilot program. The Division of Consumer Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising. Full implementation of the e-transfer program is anticipated by the end of June 2002.

Summary

There were 2,468 complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infraction. There were also 3,756 information requests handled by the PSC.

A total of nineteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of January 31, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 1,165 calls transferred during January 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$250,353 for the month.

Monthly Consumer Refunds

January 2001 - January 2002

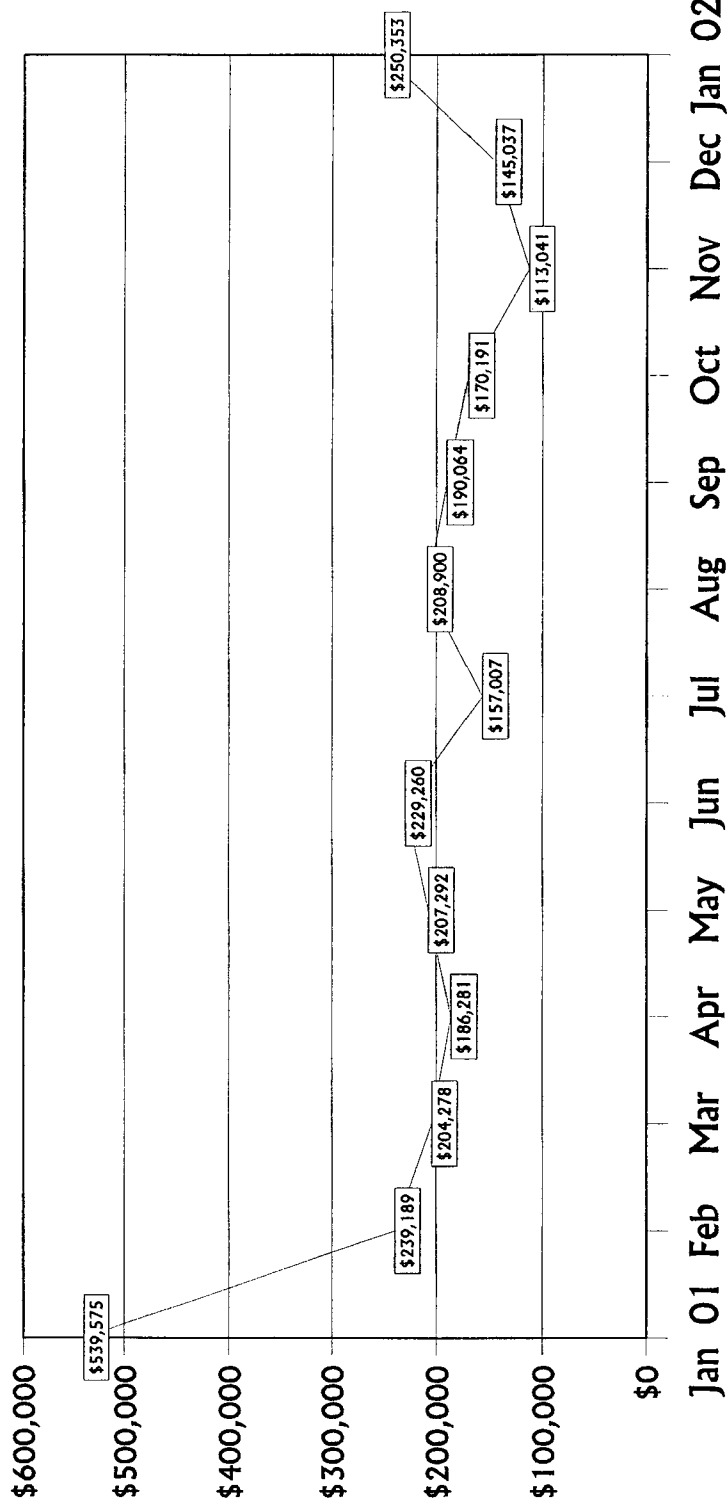


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Consumer Activity - January 2002

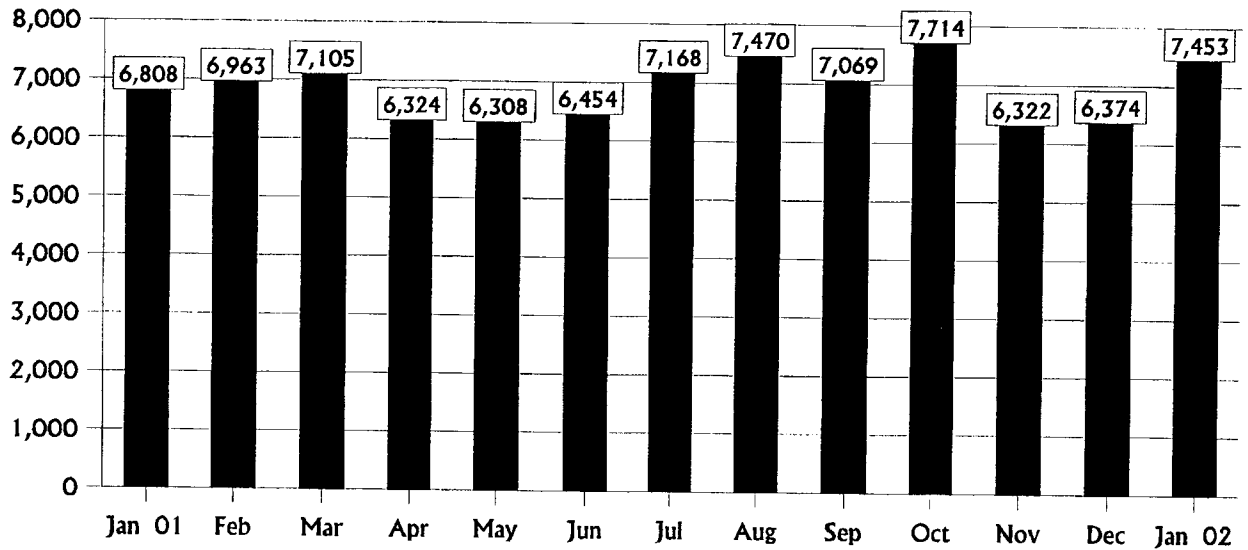
Complaints Received		2,468
Electric	64	
Gas	20	
Alternative Local Exchange Telephone	258	
Local Exchange Telephone	241	
Long Distance Telephone	552	
Pay Telephone	3	
Water & Wastewater	22	
Non-regulated/Other Consumer Assistance	1,156	
Cases Received / Closed Under 72 Hr Rule	152	
Electric	56	
Gas	0	
Telecommunications	95	
Water / Wastewater	1	
Information Requests Received		3,756
Total Cases Received		6,224

How Cases Were Received	Complaints	Information Requests
Phone	1,715	3,465
Mail	329	98
Internet	281	169
Fax	143	24
Totals	2,468	3,756

Non-Jurisdictional Calls Not Filed As Cases	1,229
Total Consumer Contacts Handled	7,453
Transfer Connect (Calls Transferred to Utilities)	1,165
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	72

Consumer Savings	
Electric	\$ 2,459.55
Gas	67.93
Alternative Local Exchange Telephone	85,608.07
Local Exchange Telephone	27,505.77
Long Distance Telephone	134,657.66
Pay Telephone	53.55
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$ 250,352.53

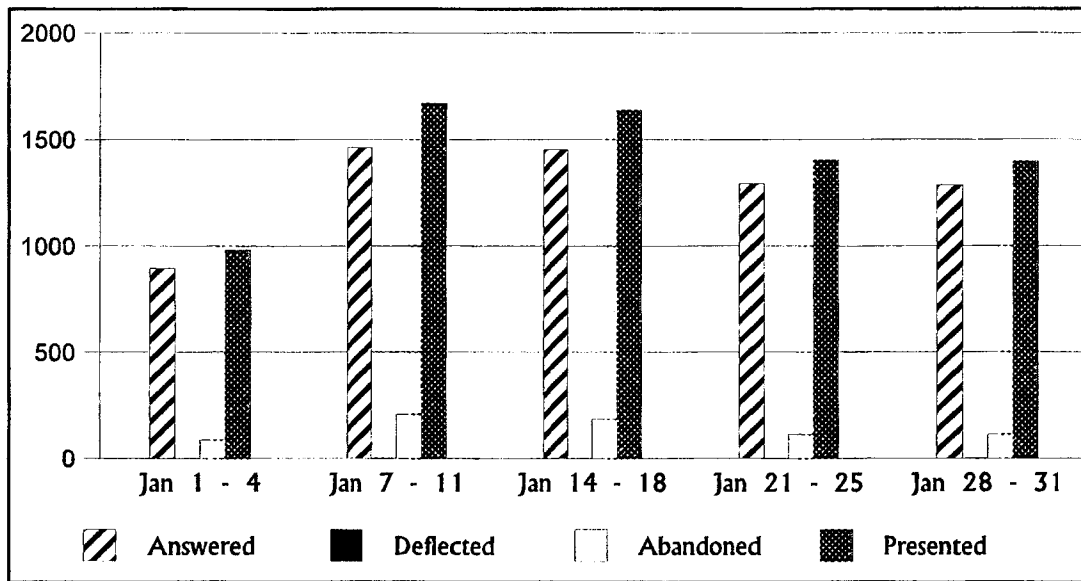
Public Service Commission Total Consumer Contacts January 2001 - January 2002



	Complaints Received	% of Total Complaints
Electric	64	3%
Gas	20	1%
Alt. Local Exchange Telephone	258	10%
Local Exchange Telephone	241	10%
Long Distance Telephone	552	22%
Pay Telephone	3	< 1%
Water & Wastewater	22	1%
Non-regulated Consumer Assistance	1,156	47%
Cases Received / Closed by 72 Hr Rule	152	6%
Total	2468	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 January 2002



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.

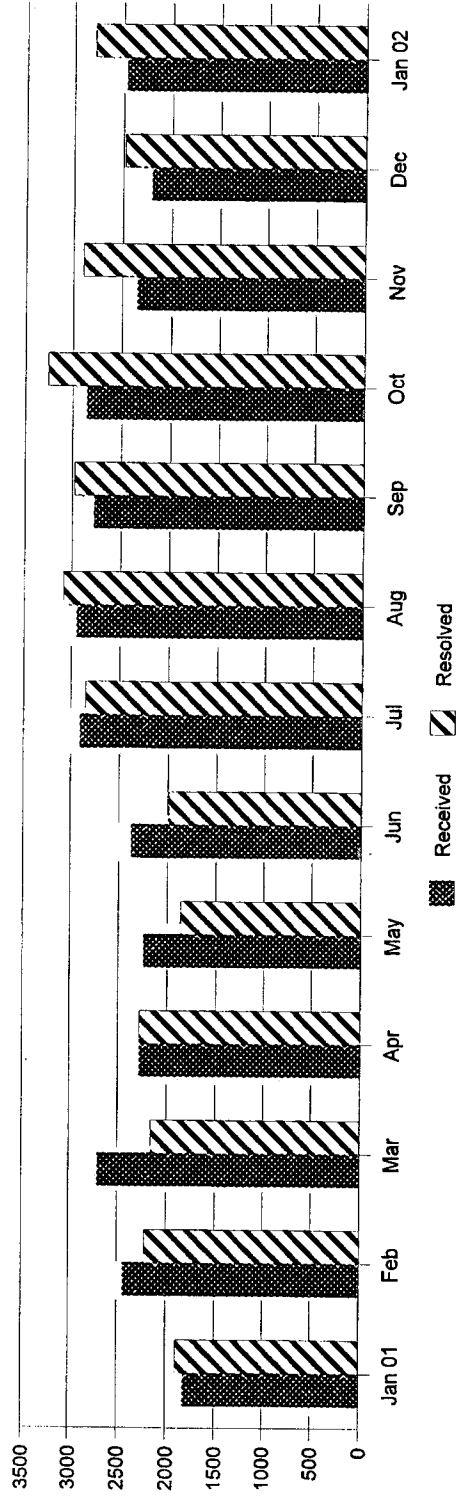
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Jan 1 - 4	896	91%	0	0%	87	9%	983
Jan 7 - 11	1,462	87%	2	0%	208	12%	1,672
Jan 14 - 18	1,453	89%	1	0%	185	11%	1,639
Jan 21 - 25	1,294	92%	0	0%	112	8%	1,406
Jan 28 - 31	1,286	92%	0	0%	112	8%	1,398
Totals	6,391	90%	3	0%	704	10%	7,098

Note: % Totals have been rounded.

Calls Answered During the Month	6,391
Minus CAF Calls Resulting in Cases	(5,162)
Total Non-Jurisdictional Calls Not Filed As Cases	1,229

Monthly Status of Total Complaints Received / Resolved*

January 2001 - January 2002

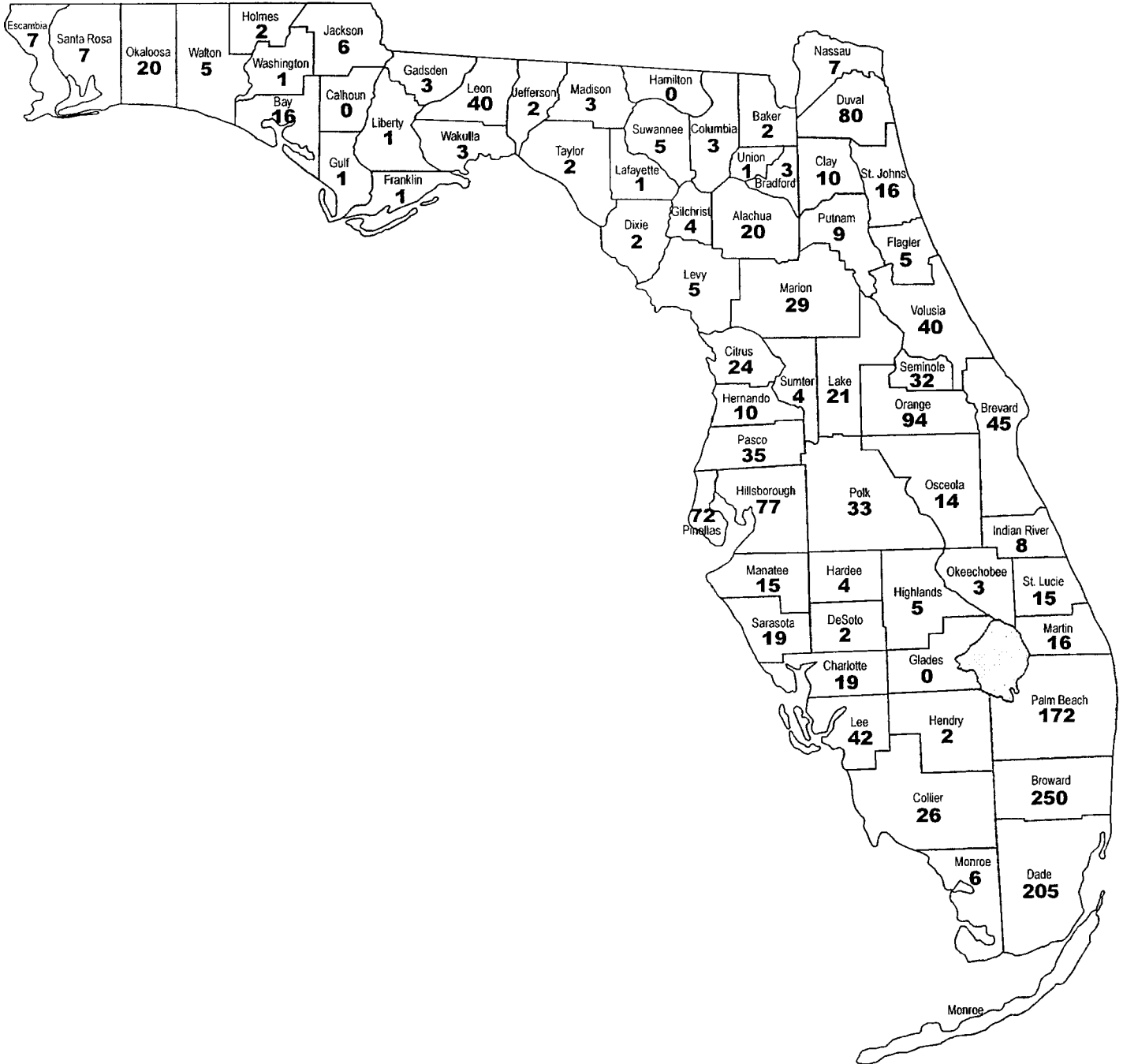


	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02
Received	1,821	2,348	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468
Resolved	1,897	2,221	2,163	2,280	1,862	1,986	2,845	3,082	2,973	3,257	2,894	2,479	2,784

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

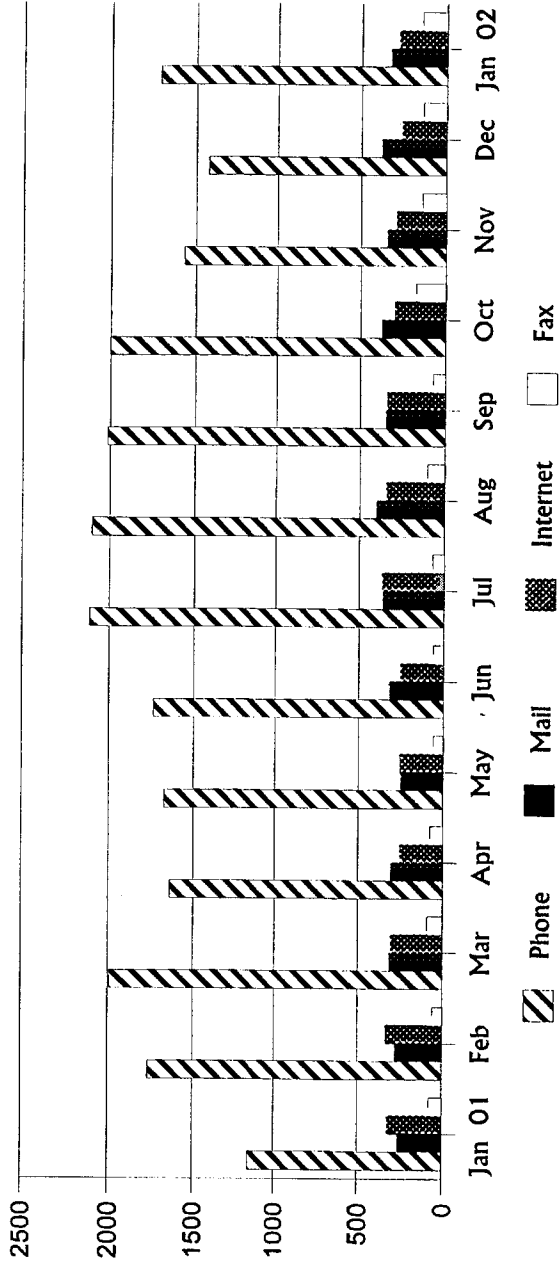
Complaints Received by County

JANUARY 2002



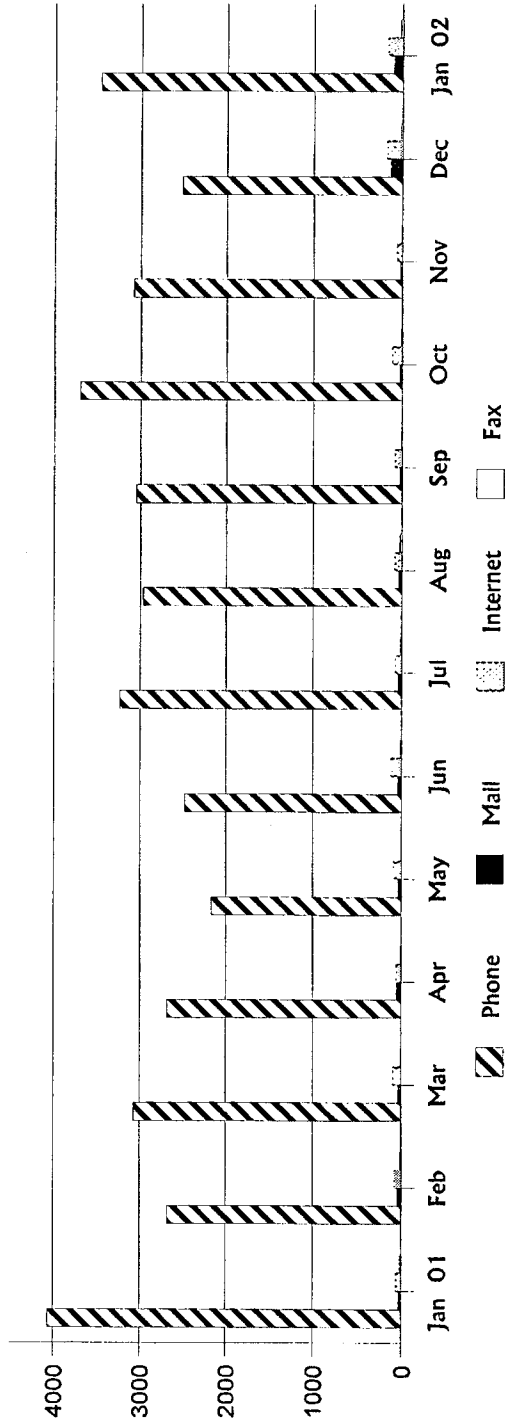
Note: County name not available for 836 cases.

How Complaints Were Received Phone, Mail, Internet and Fax January 2001 - January 2002



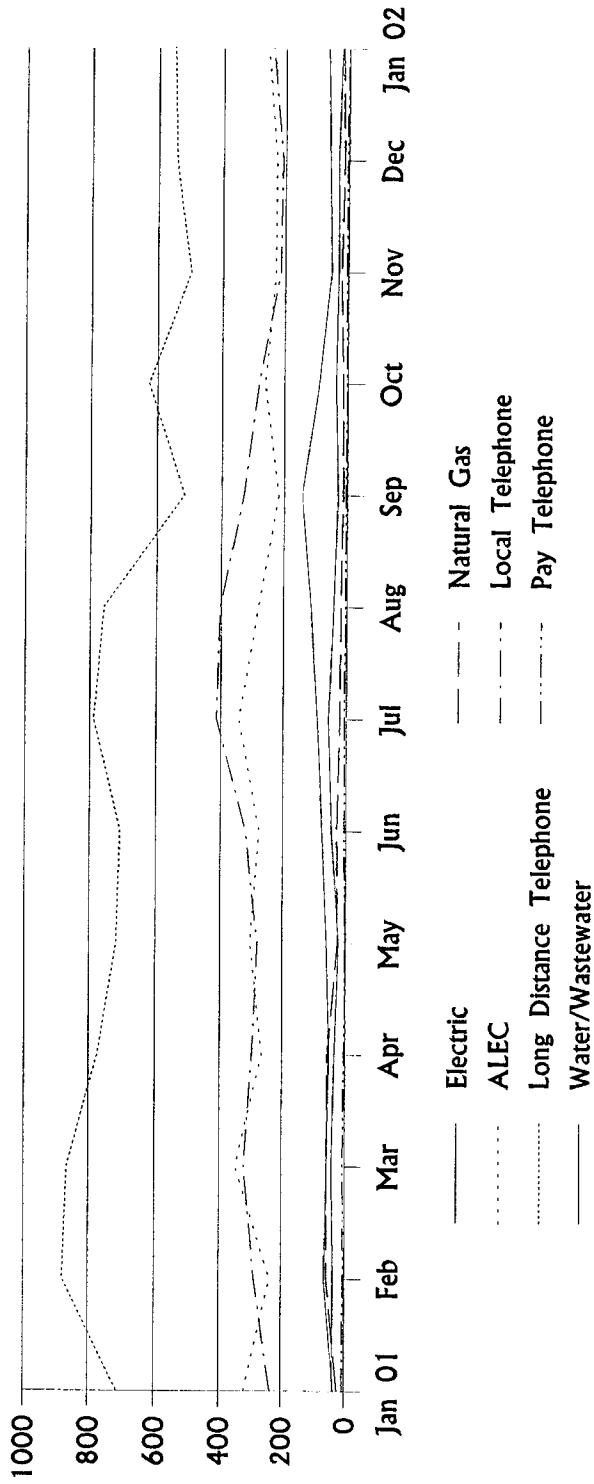
	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02
Phone	1,163	1,769	1,992	1,642	1,676	1,742	2,111	2,101	2,013	2,002	1,570	1,425	1,715
Mail	259	279	313	306	249	317	359	401	346	374	344	380	329
Internet	322	333	305	256	257	253	365	341	340	299	291	263	281
Fax	77	57	91	77	58	61	67	100	71	174	142	136	143
Total	1,821	2,438	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468

How Information Requests Were Received Phone, Mail, Internet and Fax January 2001 - January 2002



	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02
Phone	4,065	2,675	3,070	2,677	2,167	2,478	3,233	2,966	3,047	3,697	3,081	2,514	3,465
Mail	26	37	33	54	38	38	35	35	25	27	25	130	98
Internet	64	78	98	61	87	123	73	84	82	111	63	180	169
Fax	12	9	7	9	8	10	13	18	5	7	8	15	24
Total	4,167	2,799	3,208	2,801	2,300	2,649	3,354	3,103	3,159	3,842	3,177	2,839	3,756

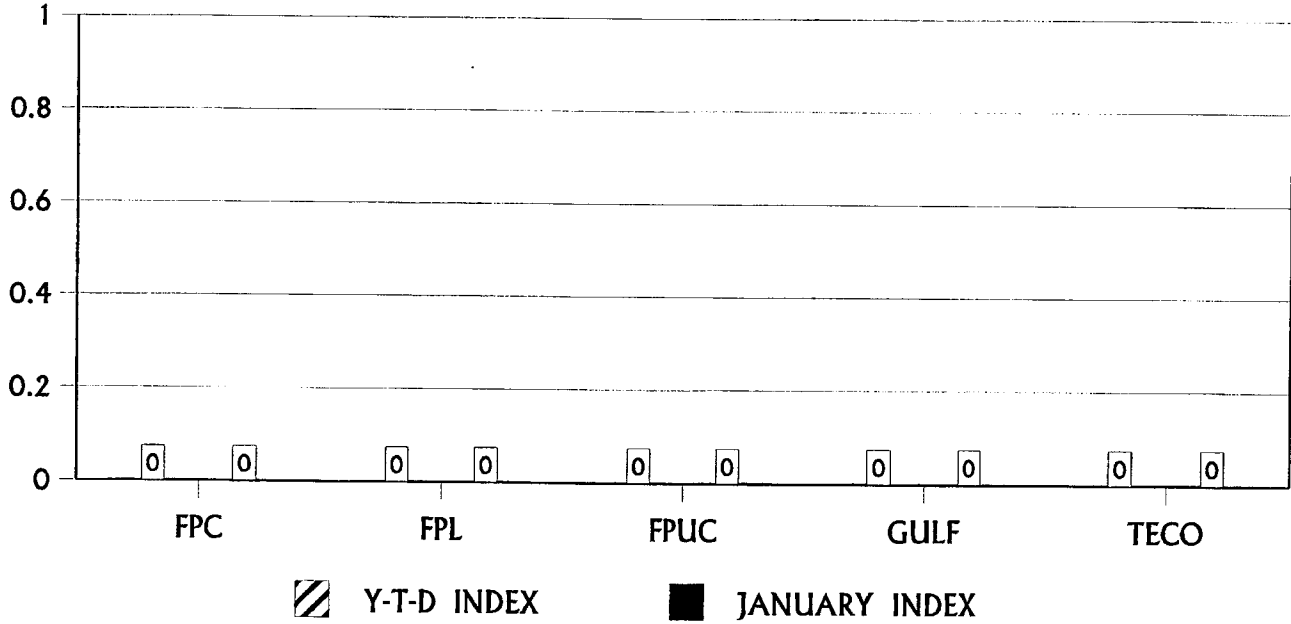
Complaints by Industry January 2001 - January 2002



Industry	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02
Electric	33	63	56	50	59	73	90	111	140	89	52	58	64
Natural Gas	24	57	58	56	26	30	21	20	14	16	22	15	20
ALEC	322	239	351	266	306	277	344	282	219	264	231	230	258
Local Telephone	237	289	324	297	282	322	415	405	332	284	216	211	241
Long Dist. Phone	715	882	867	775	720	709	790	760	518	627	499	546	552
Payphone	8	6	8	5	3	7	7	6	5	5	6	6	3
Water/Wastewater	37	36	41	34	21	45	55	41	29	37	30	32	22

ELECTRIC INDUSTRY INVESTOR-OWNED ELECTRIC COMPANIES APPARENT INFRACTIONS INDEX

January 2002



TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

**Source - Information supplied by the companies, as of December 31, 2000.*

Electric Companies Complaint Activity - January 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	11	12	23	23	41	0	41	41
FLORIDA POWER & LIGHT COMPANY	10	22	32	32	68	0	68	68
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1	1	0	1	1
GULF POWER COMPANY	2	3	5	5	2	0	2	2
TAMPA ELECTRIC COMPANY	1	2	3	3	14	0	14	14
TOTAL	24	40	64	64	126	0	126	126

*Please see Index of Definitions.

Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions		Apparent Infractions Per 1,000 Customers***	Y-T-D		January 2002 Apparent Infractions Index*
		Y-T-D	Y-T-D		Apparent Infractions Index*	Apparent Infractions Index*	
FLORIDA POWER CORPORATION	1,377,761	0	0	0.0000	0.00	0.00	0.00
FLORIDA POWER & LIGHT COMPANY	3,829,297	0	0	0.0000	0.00	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,517	0	0	0.0000	0.00	0.00	0.00
GULF POWER COMPANY	367,090	0	0	0.0000	0.00	0.00	0.00
TAMPA ELECTRIC COMPANY	553,527	0	0	0.0000	0.00	0.00	0.00
TOTAL	6,153,192	0	0	0.0000			

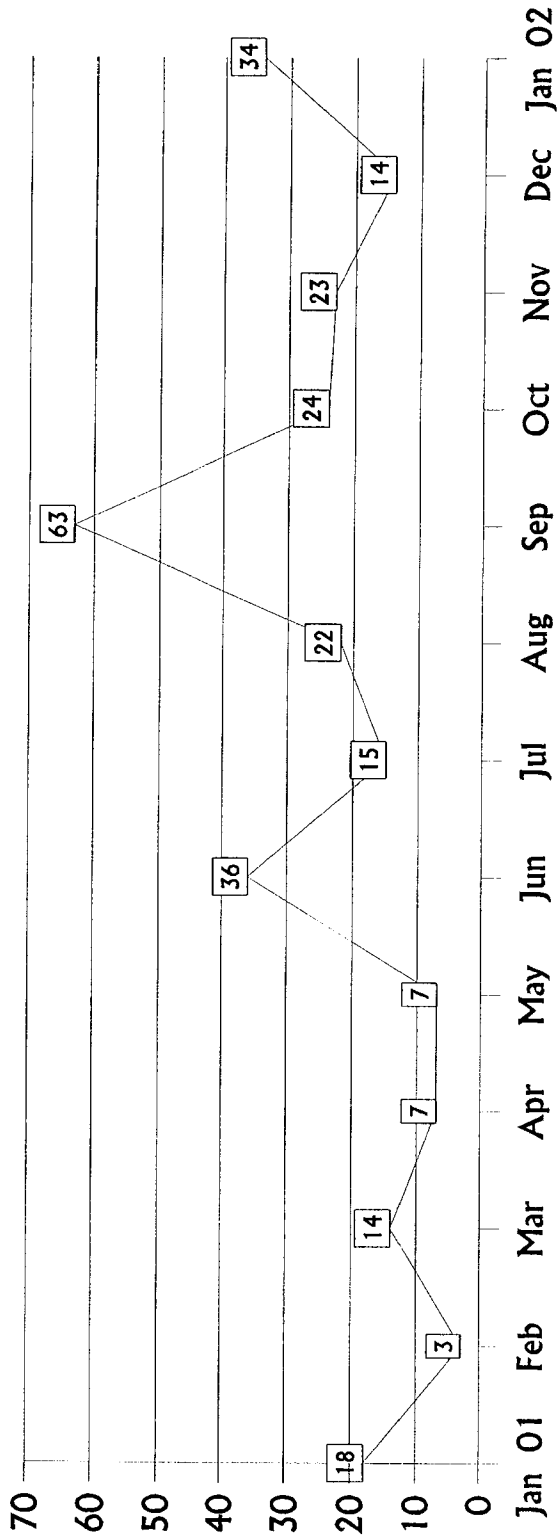
*Please see Index of Definitions.

**Source - Information supplied by the companies as of December 31, 2000.

*** 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.

Total Momentary Electricity Outages Filed

January 2001 - January 2002



Natural Gas Companies Complaint Activity January 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	0	0	0	0	0
CITY GAS COMPANY OF FLORIDA	4	7	11	11	16	2	18	18
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	3	2	0	2	2
INDIANTOWN	0	0	0	0	0	0	0	0
PEOPLES GAS SYSTEM (TAMPA ELECTRIC COMPANY)	4	2	6	6	4	0	4	4
ST. JOE NATURAL GAS COMPANY	0	0	0	0	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOLITH FLORIDA NATURAL GAS	0	0	0	0	0	0	0	0
TOTAL	10	10	20	20	22	2	24	24

*Please see Index of Definitions.

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	January 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	9,954	0	0.000	0.00	0.000
CITY GAS COMPANY OF FLORIDA	100,847	2	0.021	4.01	4.01
FLORIDA PUBLIC UTILITIES COMPANY	40,381	0	0.000	0.00	0.00
INDIANTOWN	661	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TAMPA ELECTRIC COMPANY)	264,349	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,349	0	0.000	0.00	0.00
SEBRING	520	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,325	0	0.000	0.00	0.00
INDUSTRY TOTAL	424,386	2	0.005		

*Please see Index of Definitions.

**Source - PSC Division of Competitive Services as of December 31, 2000.

***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 - January 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	0	0	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	2	4	2	0	2
ALTERNATIVE PHONE, INC.	0	1	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	0	0	0	0	1	1
AMERIMEX COMMUNICATIONS CORP.	1	0	1	1	0	1
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	0	1
AT&T DIGITAL PHONE	50	37	87	85	4	89
BIZ-TEL CORPORATION	0	0	0	1	0	1
BTI	1	1	2	2	0	2
BUDGET PHONE, INC.	2	0	2	1	0	1
CAT COMMUNICATIONS	10	2	12	5	0	5
CHOCTAW COMMUNICATIONS, INC.	2	0	2	3	0	3
C.B. TELECOMM, INC.	1	1	2	0	0	0
DELTA PHONES, INC.	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
DIRECT-TEL USA, LLC	0	0	0	2	0	2
DIRECT TELEPHONE COMPANY INC.	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	0	0	0	1	0	1
EASY TELEPHONE SERVICES COMPANY	1	0	1	0	0	0
EPICUS , INC.	1	1	2	8	1	9
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	0	1
EXCELINK COMMUNICATIONS, INC.	0	0	0	1	0	1
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1	1	2
FLORIDA COMM SOUTH	2	1	3	3	0	3
FLORIDA DIGITAL NETWORK, INC.	8	4	12	18	3	21
FLORIDA TELEPHONE SERVICES, LLC	4	4	8	7	0	7
HALE AND FATHER, INC.	14	14	28	21	1	22
I VANTAGE NETWORK SOLUTIONS	0	1	1	0	0	0
IDS LONG DISTANCE, INC.	0	1	1	1	5	6
IDS TELCOM LLC	5	2	7	11	3	14
ILD	0	1	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	7	1	8	2	1	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ISN COMMUNICATIONS	1	0	1	0	0	0
ITC-DELTACOM	0	1	1	0	0	0
KMC TELECOM V, INC.	0	1	1	0	0	0
KNOLGY OF FLORIDA, INC.	0	0	0	2	0	2
MCI WORLDCOM	1	0	1	2	0	2
MEDIAONE FLORIDA TELECOMM., INC. D/B/A AT&T BROADBAND	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	4	3	7	5	0	5
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWPHONE	1	0	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	2	0	2	0	0	0
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	0	1	1
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
POINTECOM, INCORPORATED D/B/A TELSCAPE COMMUNICATIONS	0	0	0	1	2	3
QUICK CONNECTS	3	0	3	2	0	2
REI COMMUNICATIONS	3	0	3	0	0	0
SBC TELECOM, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SOUTHEASTERN SERVICES, INC.	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	19	12	31	33	6	39
TALK AMERICA INC.	3	7	10	13	5	18
TELECONEX	1	0	1	0	0	0
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	0	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	0	0	0
US LEC OF FLORIDA INC.	1	1	2	1	0	1
USA TELECOM, INC.	0	1	1	0	0	0
VERIZON ADVANCED DATA INC.	1	0	1	0	0	0
WINSTAR WIRELESS, INC.	2	0	2	0	0	0
WORLD ACCESS COMMUNICATIONS CORP.	0	0	0	1	0	1
XO FLORIDA, INC.	0	0	0	1	0	1
Totals	157	101	258	246	35	281

Local Telephone Companies Complaint Activity January 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	5	4	9	9	4	1	5	5
BELLSOUTH	96	54	150	150	211	8	219	219
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	1	2	2	3	0	3	3
VERIZON FLORIDA, INC.	21	6	27	27	34	0	34	34
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	1	0	1	1	1	0	1	1
QUINCY/TDS	0	0	0	0	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0	0	0
SPRINT-FLORIDA	27	25	52	52	59	3	62	62
TOTAL	151	90	241	241	312	12	324	324

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions		Y-T-D Index*	January 2002 Apparent Infractions Index*
		Y-T-D	Per 1,000 Access lines***		
ALLTEL	92,182	1	0.0108	10.45	10.45
BELLSOUTH	6,651,643	8	0.0012	1.16	1.16
FRONTIER	4,809	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	0	0.0000	0.00	0.00
VERIZON FLORIDA, INC.	2,464,043	0	0.0000	0.00	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,878	0	0.0000	0.00	0.00
NE FLORIDA	9,856	0	0.0000	0.00	0.00
QUINCY/TDS	13,830	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,753	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,248,311	3	0.0013	1.29	1.29
TOTAL	11,556,609	12	0.0010		

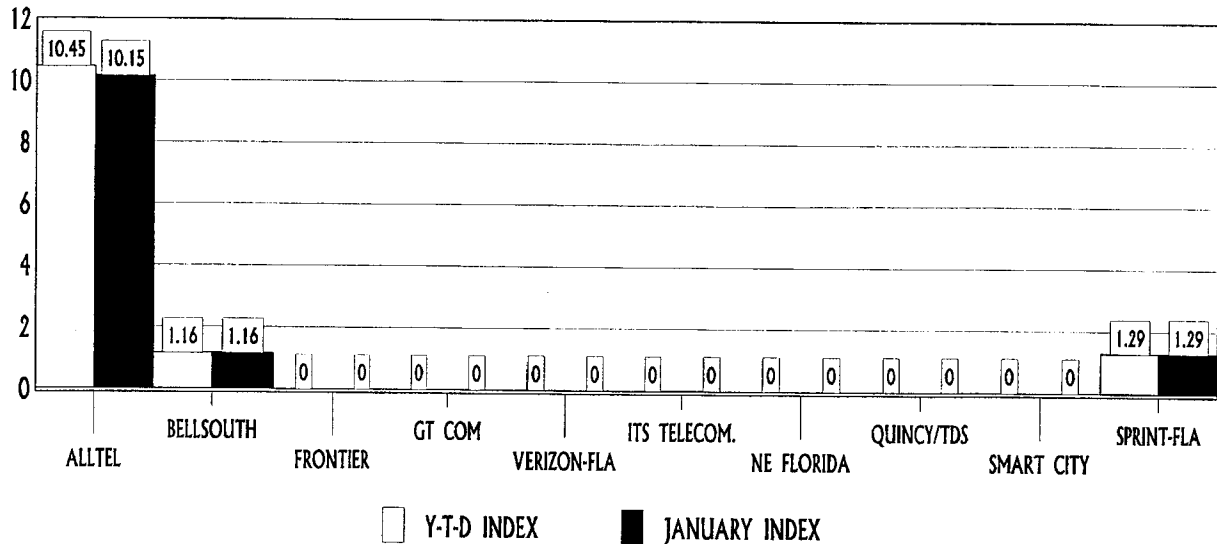
* Please see Index of Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2000.

***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

January 2001



2000 ACCESS LINES*			
ALLTEL	92,182	ITS TELECOM.	3,878
BELLSOUTH	6,651,643	NE FLORIDA	9,856
FRONTIER	4,809	QUINCY/TDS	13,830
GT COM (Floral, Gulf & St. Joseph)	51,279	SPRINT/FLORIDA	2,248,311
VERIZON (Formerly GTE)	2,464,043	VISTA-UNITED	16,753

**Source - PSC Comparative Rate Statistics Report for the Year 2000.*

**Unauthorized Telephone Service Change
"Local Slamming"**

Apparent Rule Infractions - January 2002

Company	January	Year-To-Date
Access One Commusnicaions, Inc.	1	1
America's Tele-network Corp.	1	1
Epicus, Inc.	1	1
Florida Digital Network, Inc.	2	2
IDS Long Distance, Inc.	3	3
IDS Telcom LLC	1	1
Supra Telecommunications & Information Systems, Inc.	4	4
Talk America Inc.	1	1
Telscape Communications	1	1
Totals	15	15

Cramming Statistics*

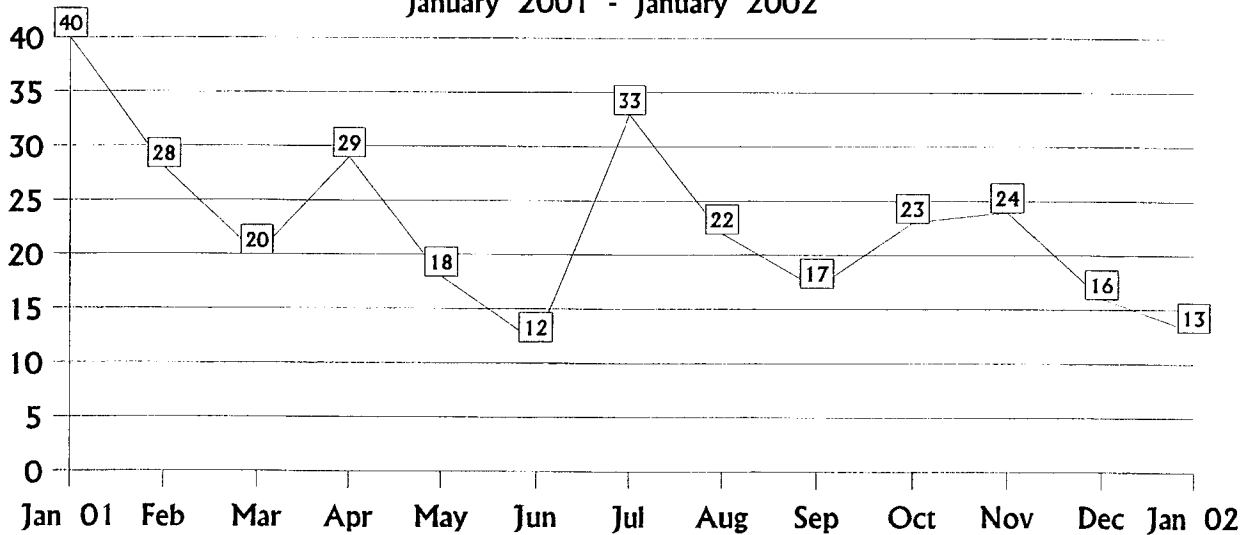
January 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
27	13	\$ 543.25

*Please see Index of Definitions

Cases Resolved as Cramming

January 2001 - January 2002



Long Distance Companies
Complaint Activity - January 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	1	1	0	0	0
ACC BUSINESS / AT&T	68	121	189	203	21	224
ACCESS ONE, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	1	1
ADMA TELECOM, INC.	1	0	1	0	0	0
ALLEGANCE TELECOM OF FLORIDA, INC.	1	0	1	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	1	2
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	1	0	1	0	0	0
AMERICAN DIGITAL COMMUNICATIONS, INC.	1	0	1	0	0	0
ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS	0	0	0	1	0	1
AT&T BROADBAND PHONE OF FLORIDA, LLC D/B/A AT&T DIGITAL PHONE	0	0	0	0	1	1
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	0	1	1	0	0	0
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	0	1
BTI	3	2	5	2	1	3
BUDGET CALL LONG DISTANCE, INC.	0	0	0	2	0	2
BUSINESS SAVINGS PLAN INC.	1	1	2	0	0	0
BUYERS UNITED INTERNATIONAL, INC.	1	0	1	0	0	0
CALL-4-LESS	0	1	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
COAST INTERNATIONAL, INC.	1	0	1	0	0	0
CONNECT TELECOM, INC.	0	1	1	0	1	1
CORPORATE EXECUTIVE OFFICES, INC.	0	1	1	0	0	0
CTS TELCOM, INC.	0	0	0	1	0	1
CYBERTEL, COMMUNICATIONS CORP.	0	1	1	0	0	0
DANCRIIS TELECOM, L.L.C.	0	0	0	1	0	1
DIRECT ONE, LLC	2	0	2	2	1	3
ELEC COMMUNICATIONS	0	1	1	0	1	1
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED COMMUNICATIONS GROUP, L.L.C.	1	0	1	0	0	0
ENHANCED SERVICES BILLING, INC.	1	3	4	1	0	1
EPICUS	1	0	1	0	1	1
ESSENTIAL.COM, INC.	2	0	2	1	0	1
EVERCOM SYSTEMS, INC. D/B/A CORRECTIONAL BILLING SERVICES	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	1	4	3	1	4
EZTEL NETWORK SERVICE, LLC	0	0	0	1	0	1
FEDERAL TRANSTEL, INC.	0	2	2	8	0	8
FIRST COMMUNICATIONS, LLC	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	0	1	1	1	0	1
FOXTEL, INC.	0	0	0	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Infractions	
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	4	0	4	4	0	4
GT COM LONG DISTANCE	0	1	1	0	0	0
GTC TELECOM, INC.	0	1	1	0	0	0
HALE AND FATHER, INC.	1	0	1	7	2	9
HBS BILLING SERVICES COMPANY	0	1	1	3	0	3
HORIZONE COMMUNICATIONS	1	1	2	0	1	1
I VANTAGE NETWORK SOLUTIONS	2	0	2	3	0	3
IDS LONG DISTANCE, INC.	0	1	1	0	0	0
IDS TELCOM LLC	6	3	9	4	4	8
IDT AMERICA CORP.	0	2	2	2	0	2
ILD	5	16	21	8	0	8
INTEGRETEL, INC.	0	7	7	7	0	7
INTERMEDIA COMMUNICATIONS, INC.	2	0	2	0	0	0
ISN COMMUNICATIONS	0	1	1	1	0	1
ITC-DELTACOM	1	0	1	0	0	0
KNOLOGY OF FLORIDA, INC.	0	1	1	1	0	1
LEAST COST ROUTING, INC.	1	0	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
LIONHART OF MIAMI, INC. D/B/A ASTRAL COMMUNICATIONS	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
MCI WORLDCOM NETWORK SERVICES, INC.	28	46	74	112	13	125
MERCURY LONG DISTANCE, INC.	0	3	3	3	0	3
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
NATIONAL ACCOUNTS, INC.	0	1	1	1	1	2
NATIONS BELL, INC. D/B/A NATIONS TEL AND MTS/COMMUNICALL	0	0	0	1	0	1
NORCOM, INC.	0	1	1	0	0	0
OIS, INC.	0	1	1	2	5	7
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	2	2	3	0	3
OPEX COMMUNICATIONS, INC.	1	1	2	0	0	0
OPTICAL TELEPHONE CORPORATION	19	1	20	1	6	7
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
PATRIOTCOM INC.	1	0	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	0	2	2	1	0	1
PT-1 COMMUNICATIONS	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	12	14	26	26	0	26
SOUTHERNNET, INC., D/B/A TELECOM*USA OR TELECONNECT	0	0	0	1	0	1
SPRINT	32	25	57	68	13	81
TALK AMERICA INC.	7	15	22	18	11	29
TELCOM.NET, INC.	0	0	0	1	0	1

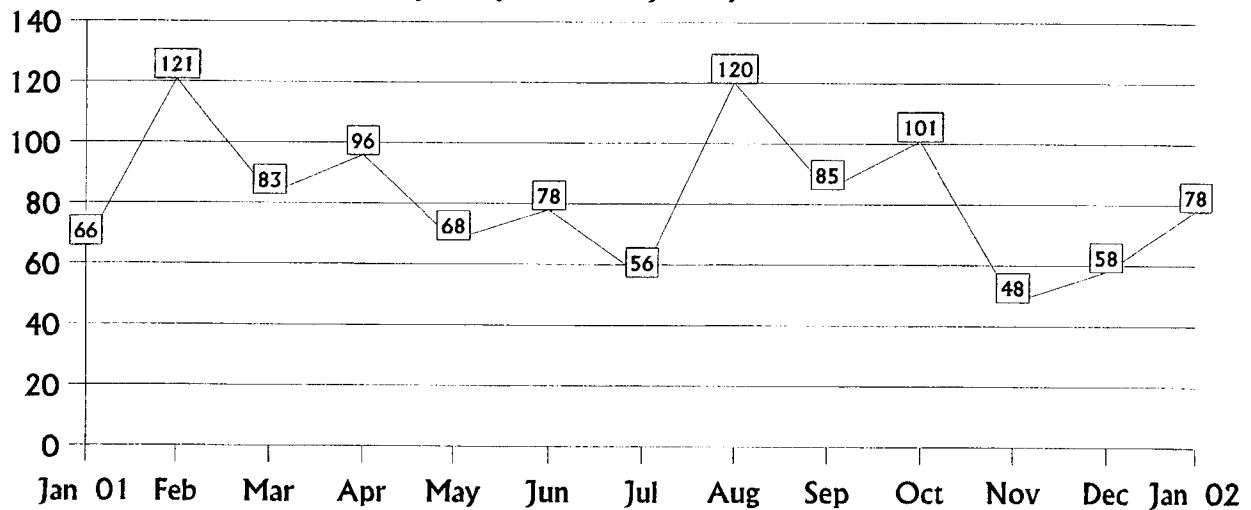
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELECOMEX CORP.	0	1	1	0	0	0
TELEFYNE INCORPORATED	1	1	2	0	0	0
TELEGLOBE USA INC.	0	0	0	1	0	1
TELELINO, INC.	5	2	7	1	3	4
THE FREE NETWORK, L.L.C.	0	0	0	1	0	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	0	0	0
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	1	0	1
TOUCH 1 LONG DISTANCE, INC.	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	14	1	15	1	17	18
US COMMUNICATIONS	1	0	1	0	0	0
US LEC OF FLORIDA INC.	0	1	1	0	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	3	5	7	2	9
VERIZON SELECT SERVICES INC.	2	1	3	11	1	12
WEBNET COMMUNICATIONS, INC.	3	4	7	0	8	8
WEST END COMMUNICATIONS INC.	1	0	1	0	0	0
WILLIAMS COMMUNICATIONS, LLC	0	0	0	1	1	2
WINSTAR WIRELESS, INC.	0	1	1	0	0	0
WORLDTEL INTERACTIVE INCORPORATED	0	0	0	1	0	1
XO LONG DISTANCE SERVICES, INC.	2	0	2	2	1	3
ZERO PLUS DIALING	0	3	3	6	0	6
Total	248	304	552	553	120	673

Unauthorized Distance Service Change "Long Distance Slamming" Apparent Rule Infractions - January 2002

Company	January	Year-To-Date
AT&T / ACC	8	8
MCI Worldcom	10	10
OLS, Inc.	5	5
Optical Telephone Corporation	5	5
Sprint	12	12
Talk America Inc.	6	6
UKI Communications, Inc.	17	17
WebNet Communications	6	6
Other Long Distance Companies	9	9
Totals	78	78

Cases Resolved as Slamming

January 2001 - January 2002



**Pay Telephone Companies
Complaint Activity - January 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ADVANCE TELEPHONE USA COMPANY	1	0	1	0	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	2	0	2
COMMERCIAL PAY PHONES, INC.	0	0	0	1	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS MB2, INC.	0	0	0	2	0	2
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
	0	2	2	0	0	0
TOTAL	1	2	3	6	0	6

Water and Wastewater Companies Complaint Activity - January 2002

Utility Name	Complaints Logged			Total	Complaints Resolved		Total
	Service	Billing	Total		Apparent Non-infractions	Apparent Infractions	
ALOHA UTILITIES, INC.	2	2	4	10	0	10	
AQUASOURCE UTILITY, INC.	1	0	1	0	0	0	
BRENDENWOOD WATER SYSTEM	0	1	1	0	0	0	
BROADVIEW PARK WATER COMPANY	0	1	1	5	3	8	
CHATEAU COMMUNITIES, INC.	1	0	1	0	0	0	
CONSOLIDATED WATER WORKS, INC.	0	1	1	0	0	0	
FERNCREST UTILITIES, INC.	0	0	0	1	0	1	
FLORIDA WATER SERVICES CORPORATION	1	2	3	3	0	3	
HIGHLANDS UTILITIES CORPORATION	0	0	0	1	0	1	
L W V UTILITIES, INC.	0	2	2	0	0	0	
LABRADOR SERVICES, INC.	2	0	2	0	0	0	
LINDRICK SERVICE CORPORATION	0	1	1	2	0	2	
ORANGEWOOD LAKES SERVICES, INC.	0	1	1	0	0	0	
PARK WATER COMPANY INC.	0	0	0	1	0	1	
PASCO UTILITIES, INC.	0	0	0	1	0	1	
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	0	0	0	
ROYAL UTILITY COMPANY	1	0	1	0	0	0	
SANDY CREEK UTILITIES, INC.	0	1	1	1	0	1	
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	2	0	2	
TERRA MAR VILLAGE UTILITIES, INC.	0	0	0	1	0	1	
TYMBER CREEK UTILITIES	0	1	1	0	0	0	
UNITED WATER FLORIDA INC.	0	0	0	4	0	4	
UTILITIES, INC. OF FLORIDA	0	0	0	2	0	2	
TOTALS	9	13	22	34	3	37	

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

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