



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
JANUARY 2003

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## Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- **CALL** the Division of Consumer Affairs at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Website at <http://www.floridapsc.com>, or direct to the following address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us).
- Or **WRITE** to:  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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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 transfer-connect 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 telephone transfer connect 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 participants 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.

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## Summary

There were **2,526** complaints logged against the utility companies for the month of January 2003. 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 **2,375** information requests logged by the PSC.

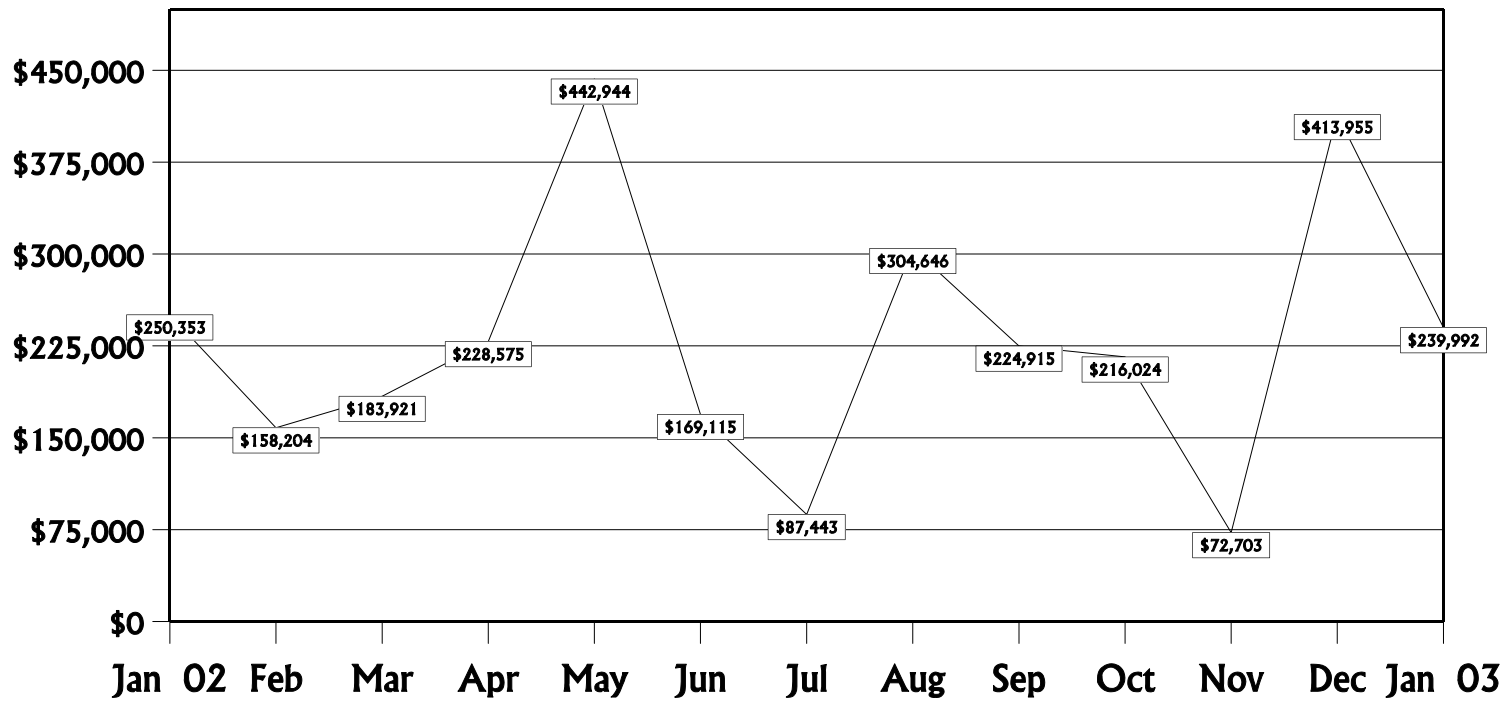
A total of twenty utility companies are participating in the Telephone Transfer-Connect option, as of January 31, 2003. Under this option, a call to the PSC was directly transferred to the caller’s utility. There were **1,022** calls transferred during January 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$239,992** for the month.

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# Consumer Refunds

January 2002 - January 2003



## Consumer Activity - January 2003

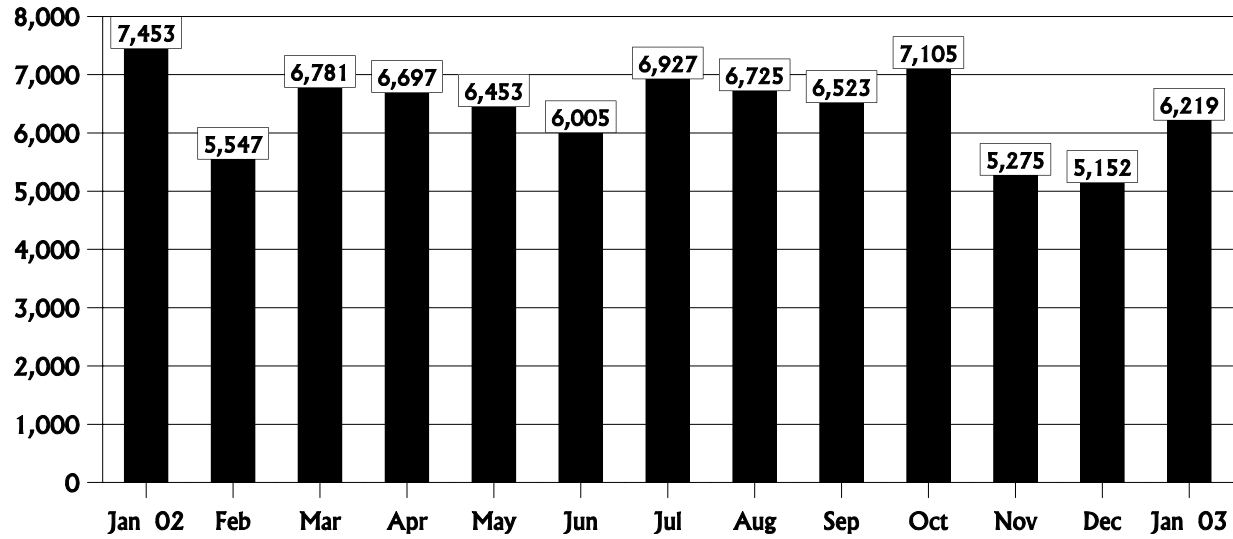
<b>Complaints Received</b>	<b>2,526</b>
Electric	85
Gas	17
Alternative Local Exchange Telephone	176
Local Exchange Telephone	279
Long Distance Telephone	645
Pay Telephone	6
Water & Wastewater	38
Non-regulated & Telephone Transfer-Connects	1,142
Cases Received / Closed Under 72 Hr Rule	138
Electric	62
Gas	0
Telecommunications	76
Water / Wastewater	0
<b>Information Requests Received</b>	<b>2,375</b>
<b>Total Cases Received</b>	<b>4,901</b>

How Cases Were Received	Complaints	Information Requests
Phone	1,690	2,309
Mail	326	13
Internet	308	47
Fax	202	6
<b>Totals</b>	<b>2,526</b>	<b>2,375</b>

<b>Telephone Calls Not Filed As Cases</b>	<b>1,318</b>
<b>Total Consumer Contacts Handled</b>	<b>6,219</b>
<b>Telephone Transfer-Connects (Calls Transferred to Utilities)</b>	<b>1,022</b>
<b>E-Transfers (E-mails Routed Directly from PSC Website to Utilities)</b>	<b>48</b>

<b>Consumer Savings</b>	
Electric	\$ 2,767.67
Gas	56.00
Alternative Local Exchange Telephone	98,689.01
Local Exchange Telephone	36,831.27
Long Distance Telephone	101,614.18
Pay Telephone	29.25
Water & Wastewater	4.92
Non-regulated/Other Consumer Assistance	0.00
<b>Total</b>	<b>\$239,992.30</b>

Public Service Commission  
Total Consumer Contacts  
January 2002 - January 2003





## Complaints by Industry January 2003

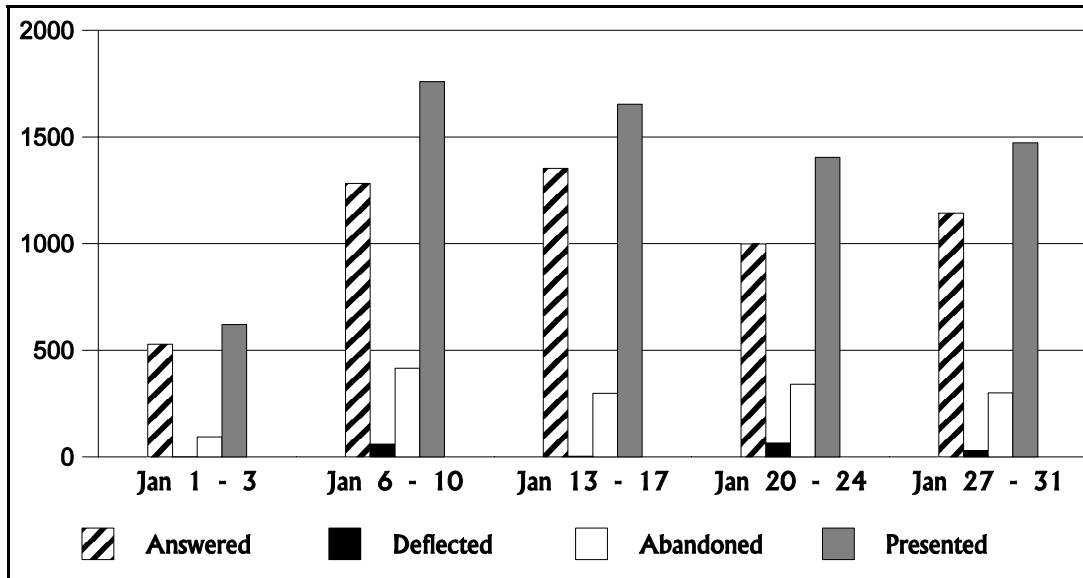
	Complaints Received	% of Total Complaints*
Electric	85	3%
Gas	17	1%
Alt. Local Exchange Telephone	176	7%
Local Exchange Telephone	279	11%
Long Distance Telephone	645	26%
Pay Telephone	6	< 1%
Water & Wastewater	38	2%
Non-regulated & Telephone Transfer-Connects**	1142	45%
Cases Received & Closed by 72 Hr Rule	138	5%
<b>Total</b>	<b>2,526</b>	<b>100%</b>

\*Rounded

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.

\*\*Non-regulated figures are comprised of industries / issues, such as cellular telephones, certain non-jurisdictional city and county utilities, cable television and satellite companies, etc.

## Total Calls Received - Call Center Statistics January 2003



**Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.  
**Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which could not get through: (a) due to a full queue or (b) wait time in queue was exceeded.  
**Abandoned:** Number of calls offered to the ACD Group but abandoned the queue waiting status prior to call being answered.  
**Presented:** Total number of calls answered by Consumer Affairs' Regulatory Specialists, plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
January 1 - 3	528	85%	0	0%	93	15%	621
January 6 - 10	1,283	73%	60	3%	416	24%	1,759
January 13 - 17	1,353	82%	3	0%	298	18%	1,654
January 20 - 24	999	71%	65	5%	341	24%	1,405
January 27 - 31	1,143	78%	30	2%	300	20%	1,473
<b>Totals</b>	<b>5,306</b>	<b>77%</b>	<b>158</b>	<b>2%</b>	<b>1,448</b>	<b>21%</b>	<b>6,912</b>

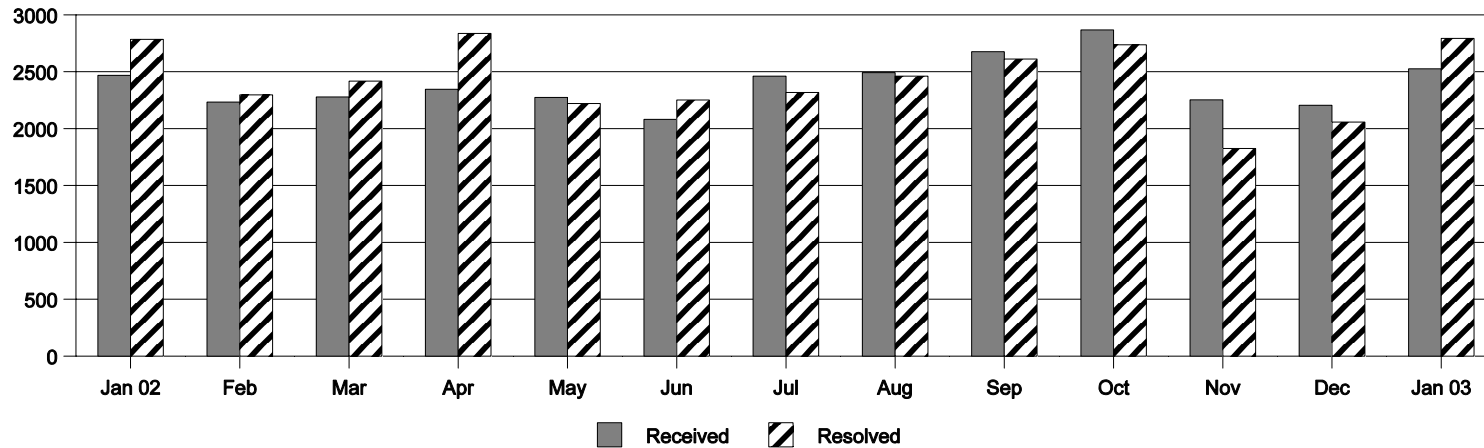
Note: % Totals have been rounded.

Calls Answered During the Month  
 Minus CAF Calls Resulting in Cases  
 Total Calls Not Filed As Cases

5,306  
 (3,988)  
 1,318

## Total Complaints Received / Resolved by Month\*

January 2002 - January 2003

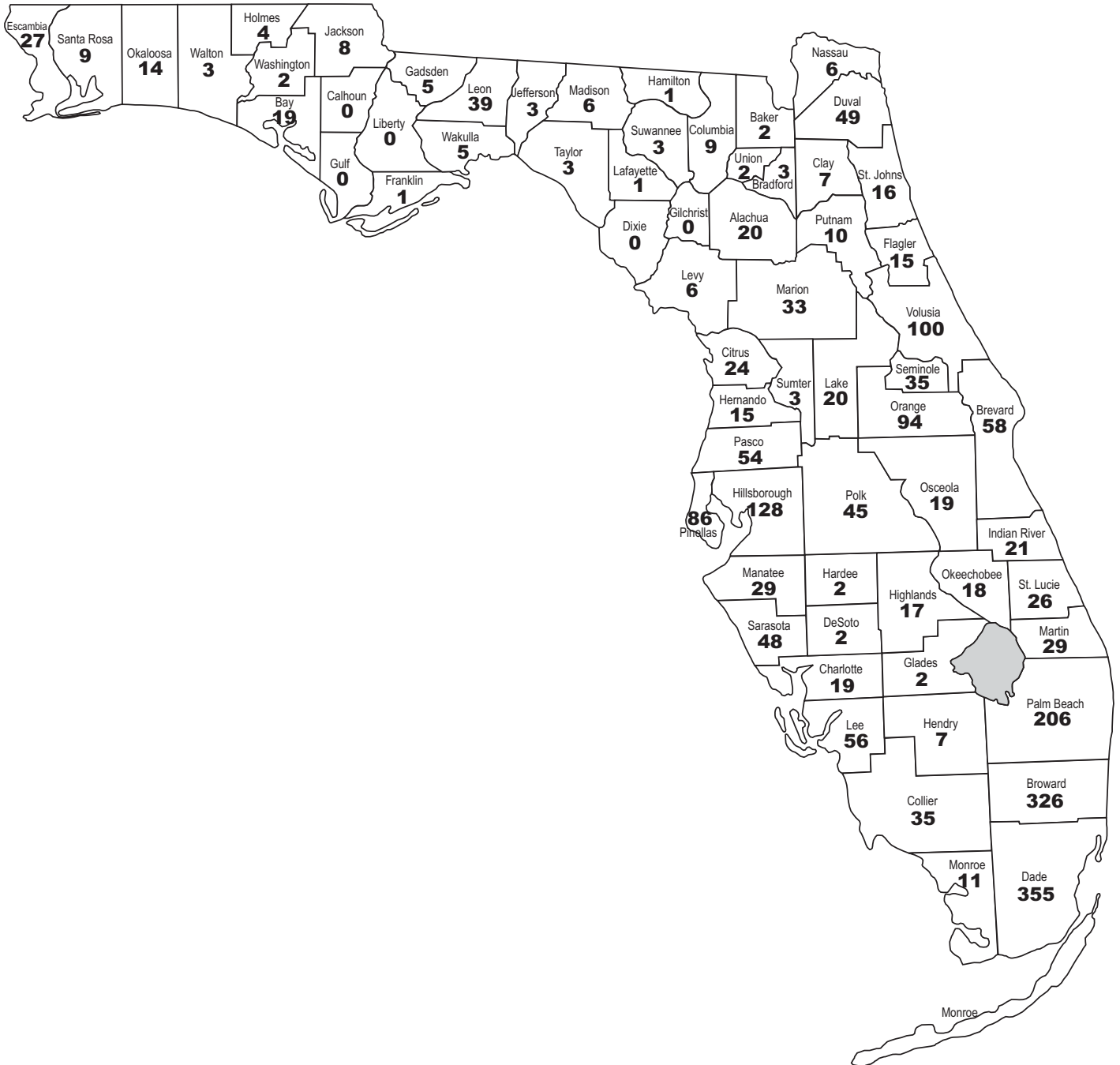


	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03
Received	2,468	2,233	2,279	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,526
Resolved	2,784	2,297	2,417	2,837	2,221	2,252	2,318	2,462	2,612	2,737	1,825	2,058	2,793

\*Cases resolved consists of cases closed from the present and previous months. Some cases resolved were received in a prior period and some cases received will not be resolved until a future period.

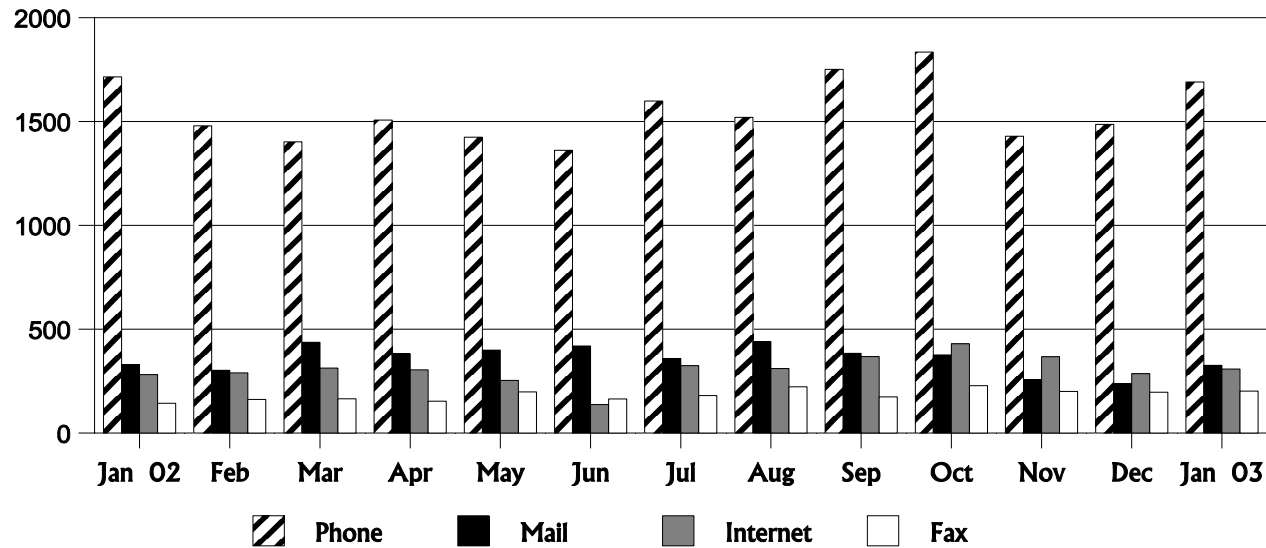
# Complaints Received by County

JANUARY 2003



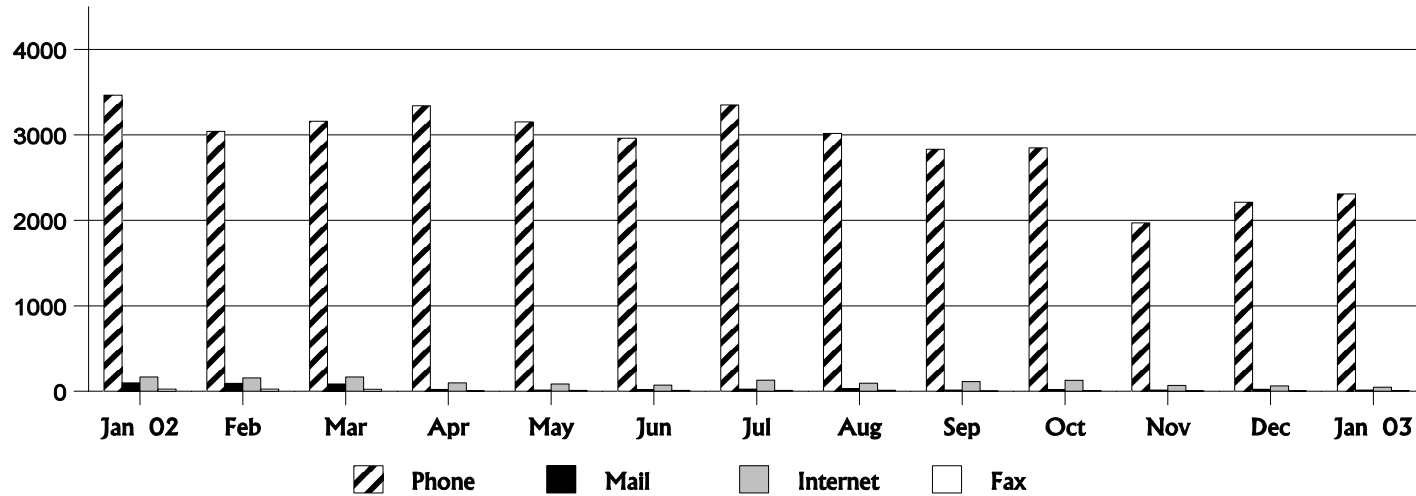
Note: County name not available for 305 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

## How Complaints Were Received Phone, Mail, Internet and Fax January 2002 - January 2003



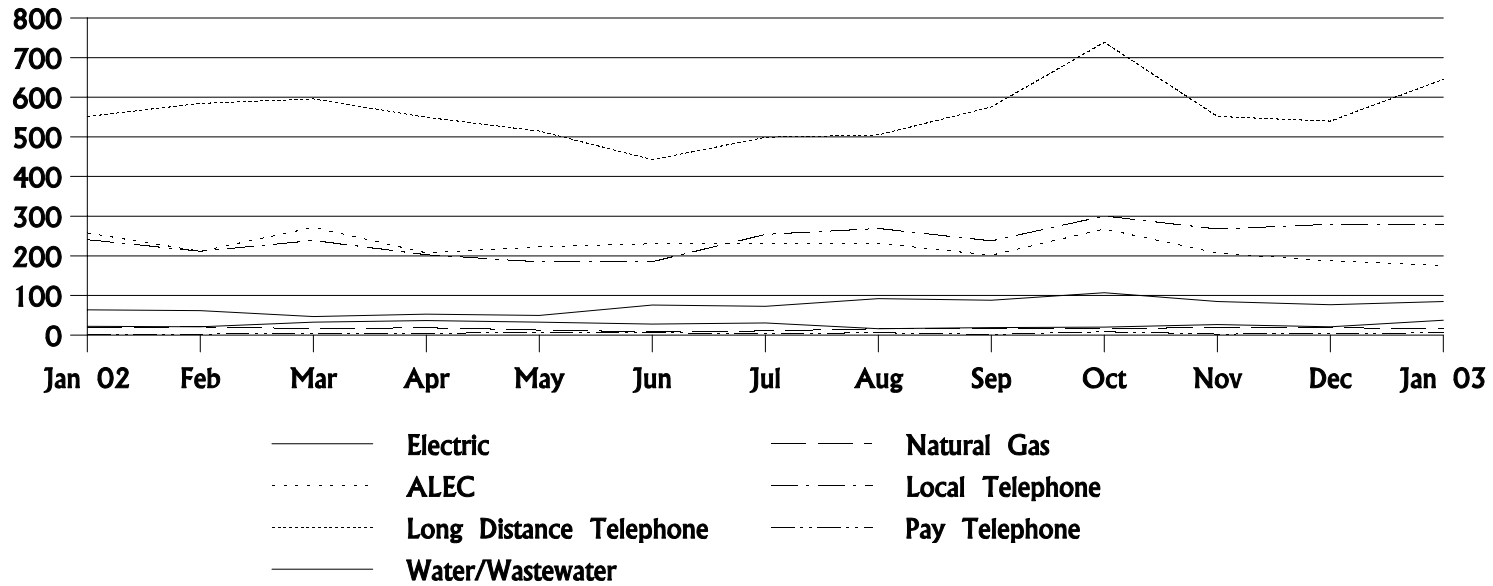
	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03
Phone	1,715	1,479	1,402	1,507	1,424	1,361	1,598	1,520	1,751	1,834	1,429	1,486	1,690
Mail	329	302	437	382	399	419	359	440	384	376	257	237	326
Internet	281	290	313	304	253	137	324	310	368	430	367	286	308
Fax	143	162	165	153	198	164	180	223	174	228	200	196	202
Total	2,468	2,233	2,317	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,526

## How Information Requests Were Received Phone, Mail, Internet and Fax January 2002 - January 2003



	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03
Phone	3,465	3,040	3,158	3,341	3,150	2,961	3,352	3,016	2,831	2,847	1,971	2,212	2,309
Mail	98	92	84	20	13	18	24	30	14	19	14	23	13
Internet	169	158	168	97	84	71	130	93	112	128	68	62	47
Fax	24	24	22	3	9	10	10	11	2	6	4	3	6
Total	3,756	3,314	3,432	3,461	3,256	3,060	3,516	3,150	2,959	3,000	2,057	2,300	2,375

## Complaints Received by Industry January 2002 - January 2003



Industry	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03
Electric	64	62	47	53	50	76	73	92	88	107	85	77	85
Natural Gas	20	21	17	19	13	9	11	16	18	16	20	19	17
ALEC	258	212	272	208	223	231	232	232	202	268	207	188	176
Local Telephone	241	212	239	203	185	186	254	269	238	301	268	280	279
Long Dist. Phone	552	585	596	550	515	443	499	505	576	739	552	540	645
Payphone	6	3	3	5	4	8	6	4	6	2	3	4	6
Water/Wastewater	32	22	21	33	37	33	28	31	16	19	27	21	38
<b>Totals</b>	<b>1,175</b>	<b>1,117</b>	<b>1,195</b>	<b>1,071</b>	<b>1,027</b>	<b>986</b>	<b>1,103</b>	<b>1,149</b>	<b>1,144</b>	<b>1,452</b>	<b>1,162</b>	<b>1,129</b>	<b>1,246</b>

## Electric Companies Complaint Activity - January 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
PROGRESS ENERGY FLORIDA	13	12	25	25	23	0	23	23
FLORIDA POWER & LIGHT COMPANY	23	20	43	43	55	1	56	56
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1	1	0	1	1
GULF POWER COMPANY	0	2	2	2	3	0	3	3
TAMPA ELECTRIC COMPANY	4	10	14	14	17	0	17	17
<b>TOTAL</b>	<b>40</b>	<b>45</b>	<b>85</b>	<b>85</b>	<b>99</b>	<b>1</b>	<b>100</b>	<b>100</b>

*\*Please see Index of Definitions.*



## Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	January 2002 Apparent Infractions Index*
PROGRESS ENERGY FLORIDA	1,383,648	0	0.0000	0.00	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	1	0.0003	1.60	1.60
FLORIDA PUBLIC UTILITIES COMPANY	25,992	0	0.0000	0.00	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>6,339,722</b>	<b>1</b>	<b>0.0002</b>		

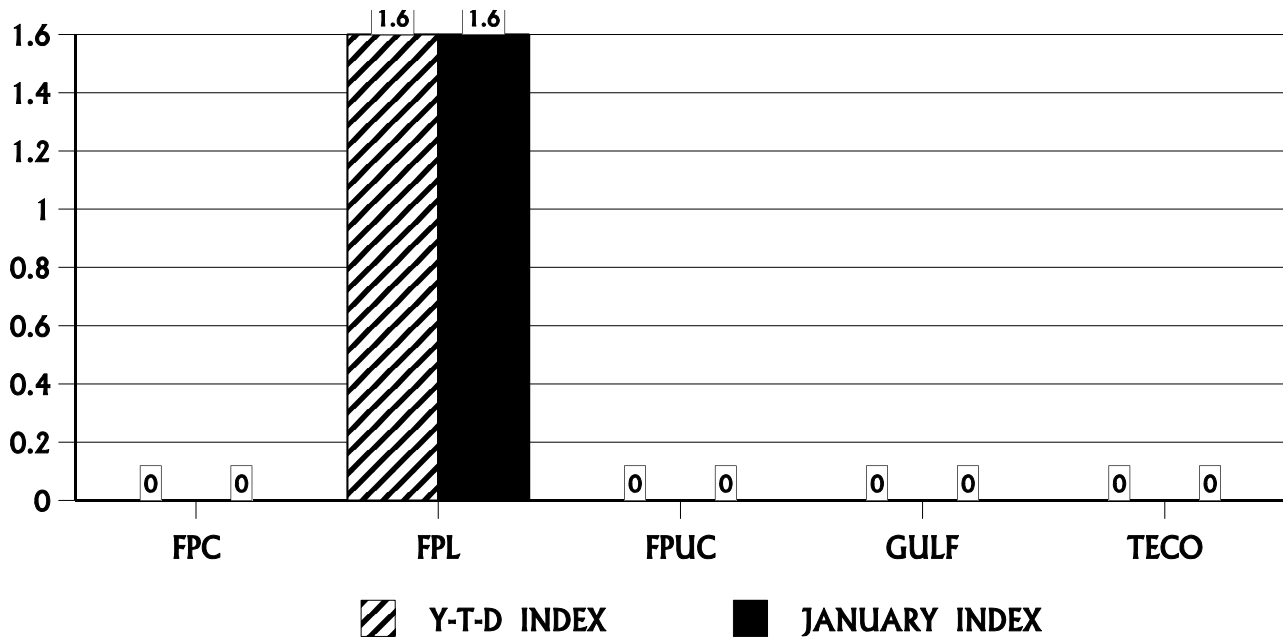
*\*Please see Index of Definitions.*

*\*\*Source - Information supplied by the companies as of December 31, 2001.*

*\*\*\* 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

January 2003

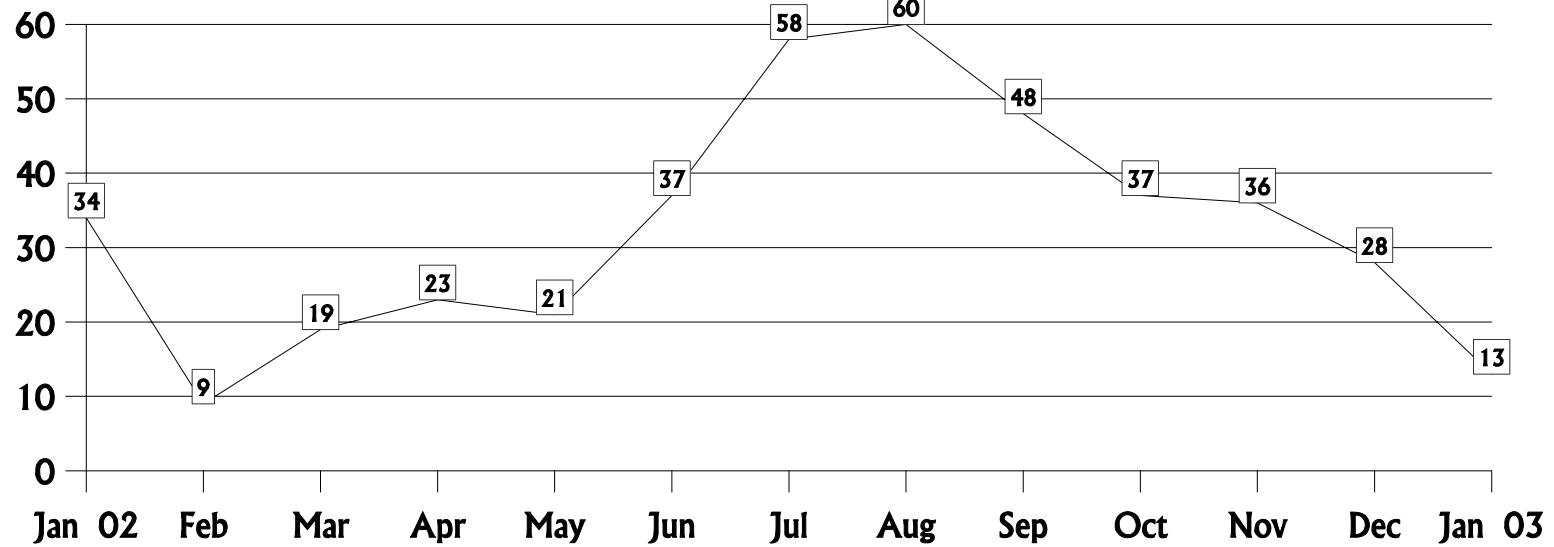


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

*\*Source - Information supplied by the companies, as of December 31, 2001.*

# Total Momentary Electricity Outages Filed

January 2002 - January 2003



## Natural Gas Companies Complaint Activity January 2003

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	1	1	1	1	0	1	1
CITY GAS COMPANY OF FLORIDA	2	4	6	6	7	0	7	7
FLORIDA PUBLIC UTILITIES COMPANY	3	0	3	3	3	1	4	4
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	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
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	3	7	7	7	0	7	7
<b>TOTAL</b>	<b>9</b>	<b>8</b>	<b>17</b>	<b>17</b>	<b>18</b>	<b>1</b>	<b>19</b>	<b>19</b>

*\*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 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	0	0.000	0.00	0.000
CITY GAS COMPANY OF FLORIDA	105,000	0	0.000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	45,442	1	0.022	8.92	8.92
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,327	0	0.000	0.00	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	0	0.000	0.00	0.00
<b>INDUSTRY TOTAL</b>	<b>436,228</b>	<b>1</b>	<b>0.002</b>		

\*Please see Index of Definitions.

\*\*Source - Reports supplied to the PSC as of December 31, 2001.

\*\*\*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 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	0	1	1
ACI	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	3	3	2	0	2
ALLTEL COMMUNICATIONS, INC.	0	1	1	2	0	2
ALTERNATIVE PHONE, INC.	1	0	1	0	0	0
ANEW BROADBAND, INC.	1	0	1	1	0	1
AT&T BROADBAND PHONE, LLC	9	9	18	30	3	33
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	0	1	1
BAR-LYN ENTERPRISES INC D/B/A SWIFTPHONE	0	0	0	0	1	1
BTI	1	0	1	4	0	4
CAT COMMUNICATIONS	1	0	1	6	1	7
CITYWIDE-TEL	1	0	1	1	2	3
DELAND ACTEL, INC.	1	0	1	0	0	0
DSL TELECOM, INC.	0	1	1	0	0	0
DSLII	1	0	1	0	0	0
EASY TELEPHONE SERVICES COMPANY	0	0	0	1	0	1
ELEC COMMUNICATIONS	1	0	1	2	0	2
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMMUNICATIONS	0	0	0	6	0	6
EXCEL TELECOMMUNICATIONS, INC.	2	1	3	3	1	4
EZ TALK COMMUNICATIONS, L.L.C.	1	0	1	0	0	0
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	3	3	6	4	0	4
FLORIDA PHONE SERVICE, INC.	1	0	1	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	6	0	6	7	0	7
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	1	1	0	0	0
HIGH TECH COMMUNICATIONS OF CENTRAL FLORIDA, INC.	0	0	0	1	0	1
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	1
IDS TELCOM LLC	4	1	5	9	1	10
IDT	1	1	2	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
ILD	0	3	3	1	0	1
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	1	0	1
KMC TELECOM III LLC	1	0	1	0	0	0
KMC TELECOM INC.	0	0	0	2	0	2
KMC TELECOM V, INC.	0	1	1	0	0	0
KNOLOGY OF FLORIDA, INC.	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	8	2	10	7	2	9
MCI WORLDCOM NETWORK SERVICES, INC.	3	2	5	5	1	6
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	1	0	1	0	1	1
MIRACLE COMMUNICATIONS	2	0	2	2	0	2
MPOWER COMMUNICATIONS CORP.	5	0	5	8	2	10
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NOW COMMUNICATIONS, INC.	1	0	1	1	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	0	0	0
PAN AMERICAN TELECOM, INCORPORATED	1	0	1	0	0	0
PUBLIC TELEPHONE NETWORK, INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	1	0	1	0	0	0
QWEST COMMUNICATIONS SERVICES	1	0	1	0	0	0
SATCOM COMMUNICATION CORPORATION D/B/A SATCOM COMM.	0	0	0	0	12	12
SERVISENSE.COM, INC.	0	0	0	0	1	1
SOUTHERN RECONNECT, INC.	0	1	1	0	0	0
SUPER-TEL.COM, INC.	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	37	24	61	101	1	102
TALK AMERICA INC.	1	1	2	0	0	0
UTILITIES COMMISSION, NEW SMYRNA BEACH	1	0	1	1	0	1
VARTEC TELECOM, INC.	6	7	13	2	2	4
VERIZON SELECT SERVICES INC.	0	1	1	0	0	0
WINSTAR COMMUNICATIONS, LLC	0	0	0	1	0	1
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	0	0	0	2	0	2
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	2	2	2	0	2
<b>TOTALS</b>	<b>109</b>	<b>67</b>	<b>176</b>	<b>222</b>	<b>34</b>	<b>256</b>

\*Please see Index of Definitions.

## Local Telephone Companies Complaint Activity January 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	4	1	5	5	5	0	5	5
BELLSOUTH	120	44	164	164	206	7	213	213
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	0	0	0	0	0	0	0
VERIZON FLORIDA, INC.	27	7	34	34	37	2	39	39
ITS TELECOMMUNICATIONS SYSTEMS	0	1	1	1	0	0	0	0
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	0	0	0	0	1	0	1	1
SMART CITY TELECOM (Formerly Vista United)	0	1	1	1	1	0	1	1
SPRINT-FLORIDA	42	32	74	74	90	2	92	92
<b>TOTAL</b>	<b>193</b>	<b>86</b>	<b>279</b>	<b>279</b>	<b>340</b>	<b>11</b>	<b>351</b>	<b>351</b>

*\*Please see Index of Definitions.*



## Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	January 2003 Apparent Infractions Index*
ALLTEL	94,736	0	0.0000	0.00	0.00
BELLSOUTH	6,451,600	7	0.0011	1.11	1.11
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,348	0	0.0000	0.00	0.00
VERIZON FLORIDA, INC.	2,416,247	2	0.0008	0.85	0.85
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	2	0.0009	0.93	0.93
<b>TOTAL</b>	<b>11,277,711</b>	<b>11</b>	<b>0.0010</b>		

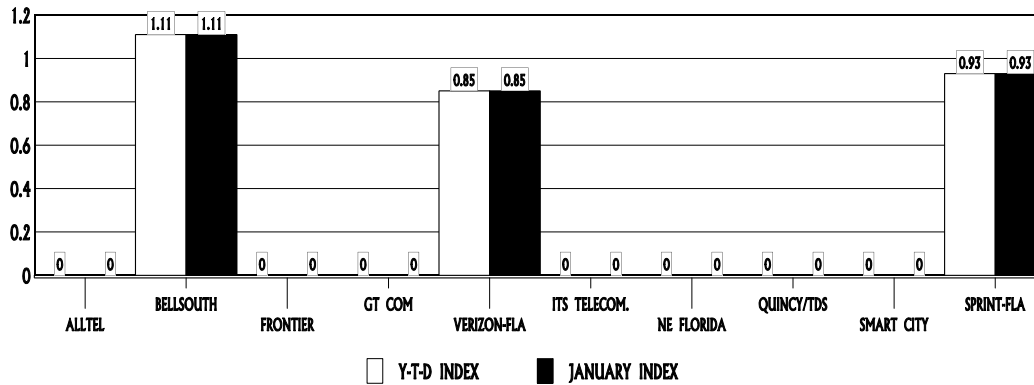
\* Please see Index of Definitions.

\*\*Source - PSC Comparative Rate Statistics Report for the Year 2001.

\*\*\*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 2003



TOTAL ACCESS LINES*			
ALLTEL	94,736	ITS TELECOM.	3,891
BELLSOUTH	6,451,600	NE FLORIDA	10,500
FRONTIER	4,706	QUINCY/TDS	14,212
GT COM (Floral, Gulf & St. Joseph)	52,348	SPRINT/FLOIDA	2,212,554
VERIZON (Formerly GTE)	2,416,247	VISTA-UNITED	16,917

*\*Source - PSC Comparative Rate Statistics Report for Year End 2001.*

# Cramming Statistics\*

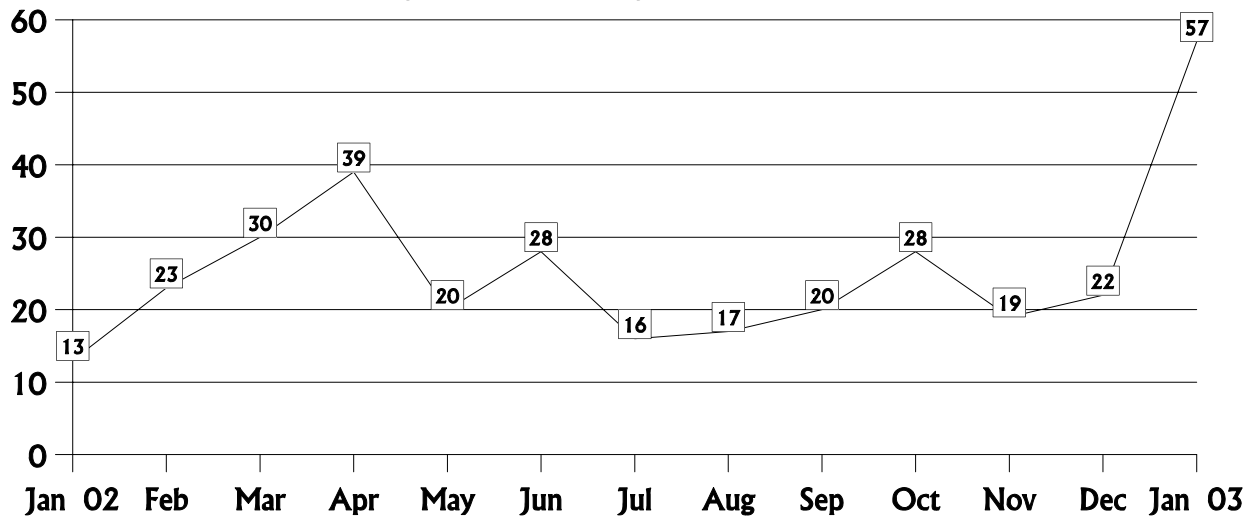
## January 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
64	57	\$ 2,869.58

*\*Please see Index of Definitions*

### Cases Resolved as Cramming

January 2002 - January 2003



**Unauthorized Telephone Service Change  
“Local Slamming”  
Apparent Rule Infractions - January 2003**

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
Access Integrated Networks, Inc.	1	1
IDS Telcom LLC	1	1
IDN Communications, Inc.	1	1
International Business Network	1	1
MCI Worldcom	2	2
Servisense.com, Inc.	1	1
Supra Telecommunications & Information Systems, Inc.	1	1
All Other Local Companies	1	1
<b>Totals</b>	<b>9</b>	<b>9</b>

## Long Distance Telephone Companies Complaint Activity - January 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I 800 3030 123 AMERICATEL COLLECT	2	0	2	2	1	3
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	2	1	3	0	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	1	0	1
ADST, INC.	2	0	2	0	3	3
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	2	0	2
ALLTEL COMMUNICATIONS, INC.	3	0	3	1	1	2
ANEW BROADBAND, INC.	0	0	0	0	1	1
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	0	1	1
ATX TELECOMMUNICATIONS SERVICES	0	0	0	0	1	1
AT&T	91	108	199	182	21	203
AVAILABLE TELECOM SERVICES, INC.	0	0	0	1	0	1
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST.	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	2	0	2	1	0	1
BROADWING TELECOMMUNICATIONS INC.	1	0	1	0	0	0
BTI	1	0	1	0	0	0
BUYERS UNITED INTERNATIONAL, INC.	0	1	1	0	0	0
CABLE & WIRELESS USA, INC.	0	0	0	2	0	2
CAPSULE COMMUNICATIONS, INC.	2	0	2	1	2	3
CLEAR WORLD COMMUNICATIONS CORPORATION	6	0	6	1	2	3
COMTECH 21, LLC	0	0	0	2	0	2
CONNECTAMERICA, INC.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	2	1	3	4	0	4
CTS TELCOM, INC.	1	0	1	1	0	1
CUSTOM TELECONNECT, INC.	0	0	0	1	0	1
DIALAROUND ENTERPRISES INC.	0	0	0	1	0	1
DIMENSIONS	3	0	3	2	0	2
DIRECT ONE, LLC	1	1	2	0	0	0
DSA TELECOM	5	6	11	17	3	20
ENHANCED COMMUNICATIONS GROUP, L.L.C.	0	1	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	0	0	1	0	1
EPICUS, INC.	1	0	1	1	0	1
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMMUNICATIONS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	15	2	17	4	4	8
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	10	2	12	4	1	5
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	1	1	10	0	10
HORIZON TELECOM, INC.	1	0	1	0	0	0
HORIZONONE COMMUNICATIONS	2	1	3	6	1	7
HOSTING-NETWORK, INC.	1	0	1	0	0	0
IAS FILM CORPORATION D/B/A I.A.S. INTERCOMMUNICATION AMERICA	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	1	1	2	0	0	0
IDS TELCOM LLC	1	1	2	4	2	6
ILD	3	8	11	11	1	12
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	5	5	8	0	8
INFONET TELECOMMUNICATIONS CORPORATION	0	1	1	0	0	0
INTEGRETEL, INC.	0	22	22	28	0	28
INTERACTIVE MEDIA TECHNOLOGIES, INC.	0	1	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1	0	1
ITC*DELTACOM COMMUNICATIONS, INC. D/B/A ITC*DELTACOM	0	0	0	3	0	3
KMC TELECOM V, INC.	1	0	1	0	0	0
LCR TELECOMMUNICATIONS L.L.C.	1	0	1	1	1	2
LEAST COST ROUTING, INC.	0	0	0	0	1	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	1	0	1
LOCKHEED MARTIN GLOBAL TELECOMMUNICATIONS SERVICES, INC.	1	0	1	0	0	0
L.O.M.	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	0	0	0	2	1	3

Utility Name	Service*	Billing*	Total	Apparent	Apparent	Total
				Non-infractions*	Infractions*	
MCG, LLC	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	2	2	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	48	48	96	125	19	144
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1	0	1
MERCURY LONG DISTANCE, INC.	0	1	1	5	0	5
MIKO TELEPHONE COMMUNICATIONS, INC.	21	1	22	0	12	12
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
MSN COMMUNICATIONS, INC.	0	1	1	0	0	0
NETWORK UTILIZATION SERVICES	1	0	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NORCOM, INC.	0	0	0	1	0	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	0	0	0
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	1	2
NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS	0	0	0	3	0	3
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
OLS, INC.	1	0	1	1	0	1
ONE CALL COMMUNICATIONS, INC.	0	3	3	3	0	3
ONELINK COMMUNICATIONS, INC.	1	0	1	3	9	12
ONESTAR COMMUNICATIONS, LLC	0	0	0	1	0	1
OPEX COMMUNICATIONS, INC.	0	0	0	0	1	1
OPTICAL TELEPHONE CORPORATION	7	5	12	1	6	7
POWERNET GLOBAL COMMUNICATIONS	2	0	2	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	6	0	6	0	0	0
PROMISE-NET INTERNATIONAL, LTD., INC.	1	0	1	0	0	0
PT-1 LONG DISTANCE, INC.	0	0	0	1	1	2
QWEST COMMUNICATIONS CORPORATION	7	6	13	14	0	14
QX TELECOM LLC	0	1	1	4	2	6
REDUCED RATE LONG DISTANCE LLC	0	0	0	1	1	2
RIDLEY TELEPHONE COMPANY, LLC	1	0	1	0	0	0
SBC LONG DISTANCE	0	1	1	0	0	0
SPRINT	39	22	61	62	7	69
SUNTEL NETWORK, INC.	1	0	1	0	0	0
SUPERTEL	0	1	1	1	0	1
T-NETIX, INC.	1	0	1	0	0	0
TALK AMERICA INC.	2	4	6	3	0	3
TCG SOUTH FLORIDA	0	1	1	1	0	1
TDS LONG DISTANCE CORPORATION	0	0	0	0	1	1
TELCO PARTNERS, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	1	2	3	4	0	4
TELECUBA, INC.	0	1	1	2	0	2
TELEFYNE INCORPORATED	0	0	0	2	0	2
TELEGLOBE USA INC.	0	0	0	1	0	1
TELEUNO, INC.	3	0	3	1	8	9
TOTAL CALL INTERNATIONAL, INC.	1	0	1	0	0	0
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	1	0	1
TRANSCALL AMERICA, INC. D/B/A ATC LONG DISTANCE	0	0	0	1	0	1
TTI NATIONAL, INC.	0	0	0	1	0	1
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	2	2	4	1	4	5
UNITED SYSTEM ACCESS TELECOM, INC.	0	1	1	1	0	1
UNIVERSAL PHONE CORPORATION	0	0	0	0	1	1
UNIVERSAL TELCOM, INC.	0	0	0	0	1	1
US SOUTH COMMUNICATIONS, INC. D/B/A US SOUTH AND D/B/A INC	0	0	0	1	0	1
U.S. TELECOM LONG DISTANCE, INC.	2	1	3	0	1	1
VARTEC TELECOM, INC.	9	6	15	5	0	5
VERIZON SELECT SERVICES INC.	4	5	9	8	0	8
VOIP ENTERPRISES INC.	2	0	2	0	0	0
WEBNET COMMUNICATIONS, INC.	0	1	1	0	0	0
WILLIAMS COMMUNICATIONS, LLC	7	2	9	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	8	3	11	9	8	17
WORLDXCHANGE CORP.	3	2	5	6	0	6
Z-TEL COMMUNICATIONS, INC.	0	2	2	1	0	1
ZERO PLUS DIALING	3	0	3	3	2	5
ZERO PLUS DIALING, INC.	0	5	5	7	0	7
<b>TOTALS</b>	<b>351</b>	<b>294</b>	<b>645</b>	<b>606</b>	<b>133</b>	<b>739</b>

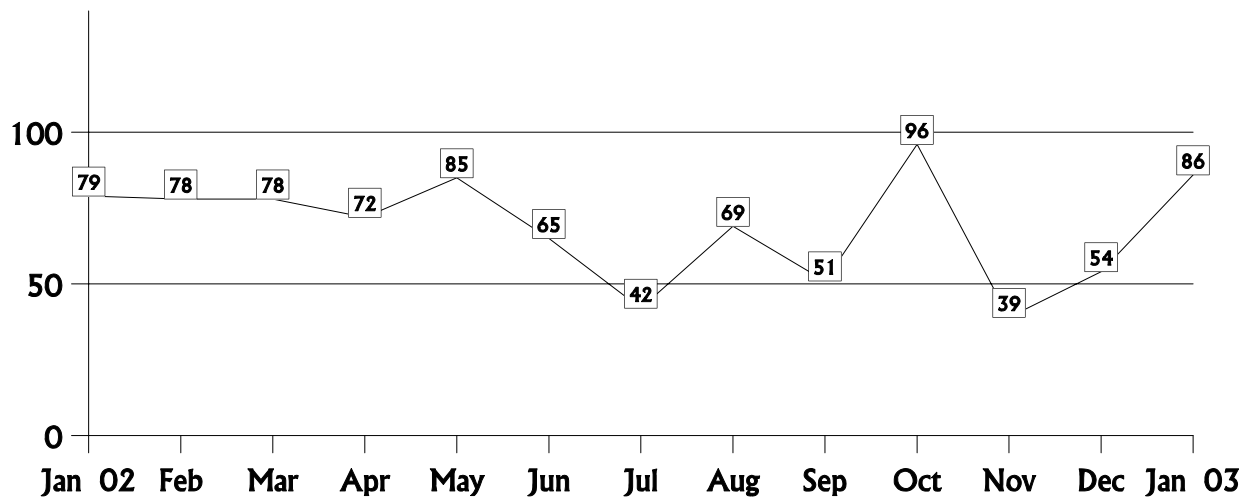
\*Please see Index of Definitions.

# Unauthorized Telephone Service Change “Long Distance Slamming” Apparent Rule Infractions - January 2003

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	2	2
AT&T / ACC	2	2
LCR Telecommunications. L.L.C.	1	1
MCI Worldcom	10	10
Miko Telephone Communications, Inc.	11	11
Onelink Communications, Inc.	9	9
Optical Telephone Corporation	5	5
Sprint	6	6
Teleuno, Inc.	8	8
UKI Communications, Inc.	4	4
World Communications Satellite Systems, Inc.	8	8
Other Long Distance Companies	20	20
<b>Totals</b>	<b>86</b>	<b>86</b>

## Cases Resolved as Slamming

January 2002 - January 2003



**Pay Telephone Companies  
Complaint Activity - January 2003**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
AT&T	1	1	2	1	0	1
COMMERCIAL PAY PHONES, INC.	1	0	1	0	0	0
INNOVATIVE CALLING TECHNOLOGIES, LLC	1	0	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	1	1	2	3	0	3
<b>TOTALS</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>4</b>

*\*Please see Index of Definitions.*



## Water & Wastewater Companies Complaint Activity - January 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	4	0	4	5	0	5
BROADVIEW PARK WATER COMPANY	4	0	4	5	0	5
BURKIM ENTERPRISES, INC.	1	0	1	1	0	1
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1	0	1
CYPRESS LAKES UTILITIES, INC.	2	0	2	0	0	0
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	0	2	2
EAST PASCO UTILITIES, INC.	0	1	1	0	0	0
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	6	11	17	13	0	13
LAKE UTILITY SERVICES, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	1	0	1	0	0	0
MARION UTILITIES, INC.	1	0	1	0	0	0
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1	0	1
MOBILE MANOR, INC.	1	0	1	0	0	0
NORMANDY BOULEVARD UTILITIES, INC.	0	0	0	2	0	2
NORTH PENINSULA UTILITIES CORPORATION	0	1	1	0	0	0
PALM VALLEY	1	0	1	0	0	0
PARKLAND UTILITIES, INC.	0	1	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	2	2	0	0	0
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1	0	1
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	0	0	0
TEVALO, INC. D/B/A MCLEOD GARDENS WATER COMPANY	0	0	0	1	0	1
VIRGINIA CITY UTILITIES, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>21</b>	<b>17</b>	<b>38</b>	<b>33</b>	<b>2</b>	<b>35</b>

\*Please see Index of Definitions.

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