



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT JANUARY 2004

Data Compiled on 2/24/2004

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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 Web site at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us.
- Or **WRITE** to:
Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Summary

There were **2,172** complaints logged against the utility companies for the month of January 2004. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,450** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of January 31, 2004. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **924** transferred and entered into CATS during January 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$109,475 for the month.

Preface

The PSC tracks consumer cases using a tracking tool known as the Consumer Activity Tracking System (CATS). There are two categories of consumer cases: Complaints and Information Requests. A Complaint is a form of case that involves 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 a form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

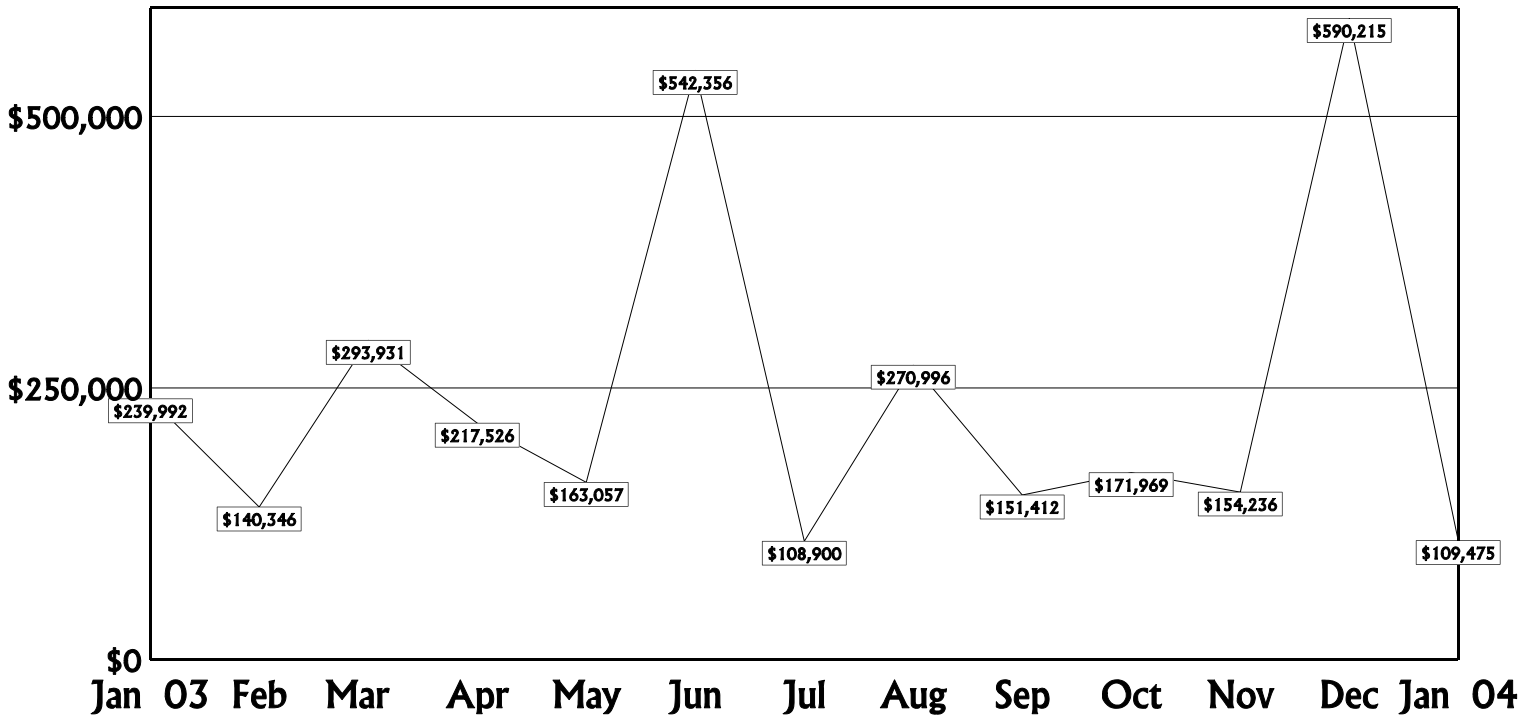
It is the Commission's intent that disputes between regulated companies and their customers are resolved as quickly, effectively, and inexpensively as possible. To accomplish this, the Commission has adopted amendments to Rule 25-22.032, Florida Administrative Code, relating to the Commission's customer complaint handling procedure.

The rule amendments streamline the process for handling customer complaints; put utility companies in more direct contact with their customers for resolution of complaints; clarify that the complaint procedure is designed to address only those complaints that fall within the Commission's jurisdiction; require that telephone, e-mail and written complaints be forwarded directly to the utility company for resolution in most instances; provide response dates to Commission staff inquiries for additional information from companies; reflect the implementation of the e-mail transfer connection program; establish the Process Review Team, which will review complaints before they are considered for an informal conference; ensure that the issues addressed at the informal conference are clearly delineated; and provide for extensions of time for filing required information in emergency situations.

To read more about the amendments, please visit our website at www.floridapsc.com. Search Online Docket Information for Docket No. 030575-PU, Order PSC-04-0027-FOF-PU.

Consumer Refunds

January 2003 - January 2004



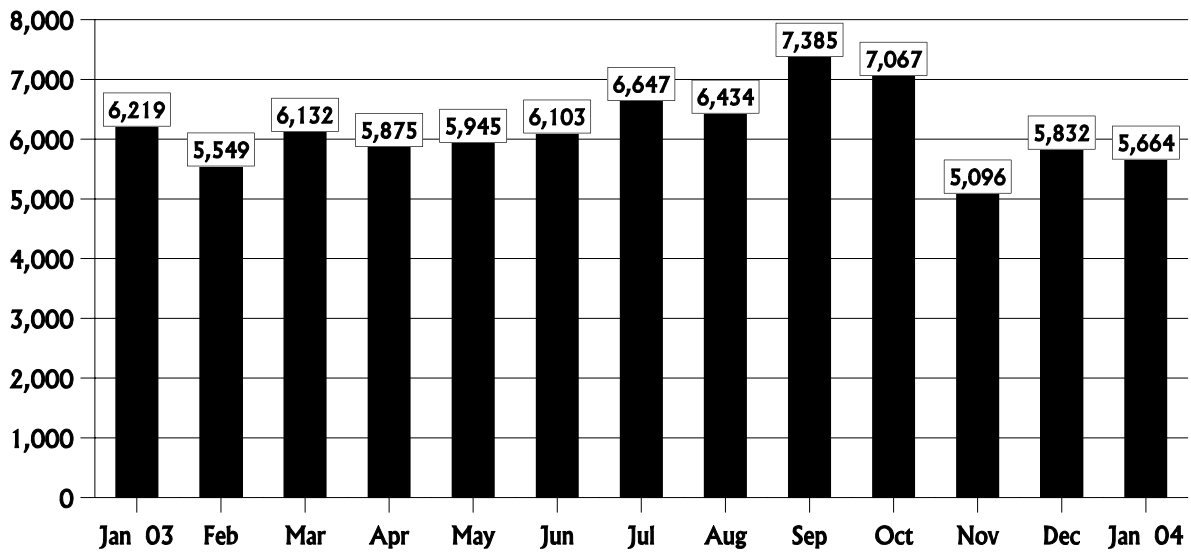
Consumer Activity Overview - January 2004

Complaints Received & Entered into CATS		2,172
Electric		62
Gas		19
Competitive Local Exchange Telephone		252
Local Exchange Telephone		215
Long Distance Telephone		404
Pay Telephone		4
Shared Tenant		0
Water & Wastewater		34
Non-certificated Company Complaints Received		15
Telephone Transfer-Connects (Calls Transferred to Utilities)		924
E-Transfers (E-mails sent to Utilities from the PSC Web site)		114
Cases Received / Closed Under 3 Day Rule		129
Electric	42	
Gas	0	
Telecommunications	87	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,450</u>
Total Cases Received & Entered into CATS		4,622
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,042</u>
Total Consumer Contacts Handled		5,664

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,589	2,138	3,727
Mail	160	90	250
Internet	326	198	524
Fax	97	24	121
Totals	2,172	2,450	4,622

Consumer Savings	
Electric	\$ 3,980.50
Gas	748.97
Competitive Local Exchange Telephone	21,925.69
Local Exchange Telephone	19,100.83
Long Distance Telephone	63,718.88
Pay Telephone	0.00
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$109,474.87

Public Service Commission Total Consumer Contacts January 2003 - January 2004



Complaints by Industry January 2004

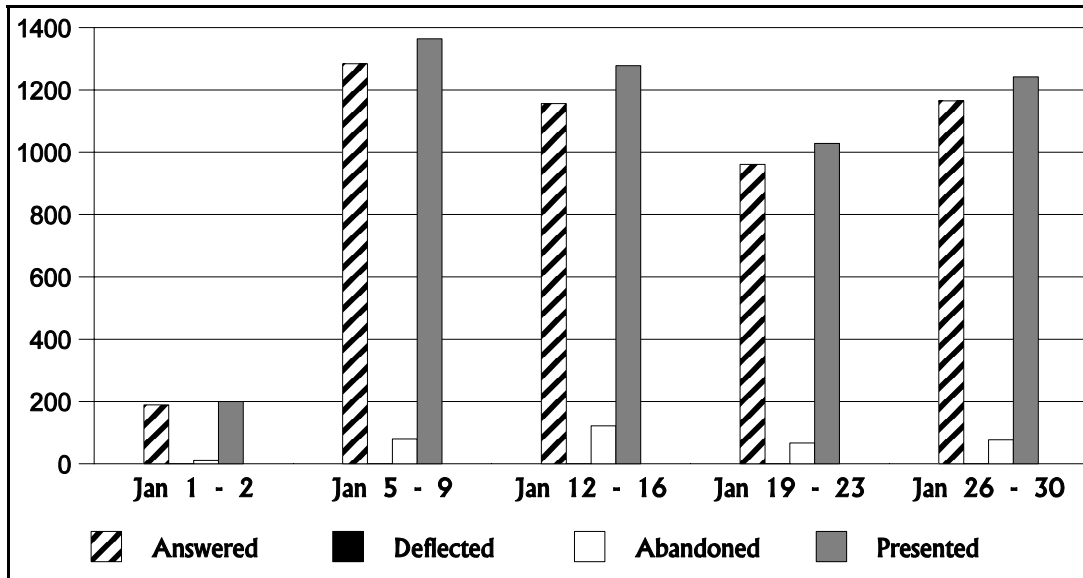
	Complaints Received	% of Total Complaints*
Electric	62	3%
Natural Gas	19	< 1%
Competitive Local Exchange Telephone	252	12%
Local Exchange Telephone	215	10%
Long Distance Telephone	404	19%
Pay Telephone	4	< 1%
Shared Tenant	0	0%
Water & Wastewater	34	2%
Non-certificated Company Complaints Received**	15	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	924	43%
E-Transfers	114	5%
Cases Received & Closed by 72 Hr Rule	129	6%
Total	2,172	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.

* Figures have been rounded.

** Non-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

Total Calls Received - Call Center Statistics January 2004



- 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 were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but customer hung up while waiting in queue 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.

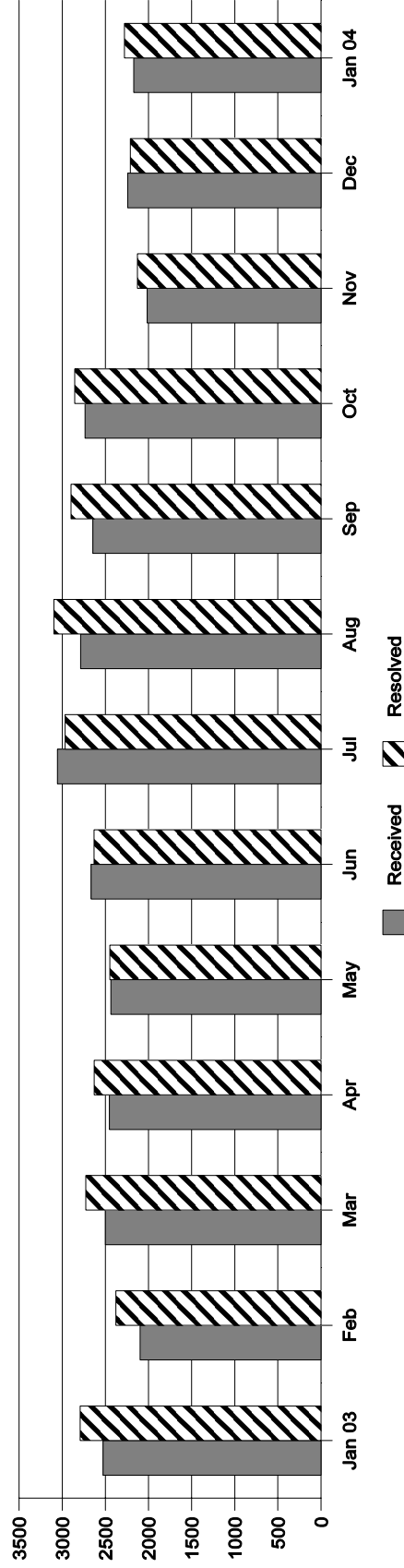
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
January 1 - 2	189	95%	0	0%	11	6%	200
January 5 - 9	1,284	94%	0	0%	80	6%	1,364
January 12 - 16	1,156	90%	0	0%	122	10%	1,278
January 19 - 23	961	93%	0	0%	67	7%	1,028
January 26 - 30	1,165	94%	0	0%	77	6%	1,242
Totals	4,755	93%	0	0%	357	7%	5,112

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,755
Minus Calls Resulting in Cases (CAF)	(3,713)
Total Calls Not Filed As Cases (CAF)	1,042

Total Complaints Received/Resolved by Month*

January 2003 - January 2004



	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04
Received	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172
Resolved	2,793	2,377	2,727	2,629	2,447	2,631	2,965	3,096	2,898	2,855	2,127	2,210	2,279

*Complaints 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.

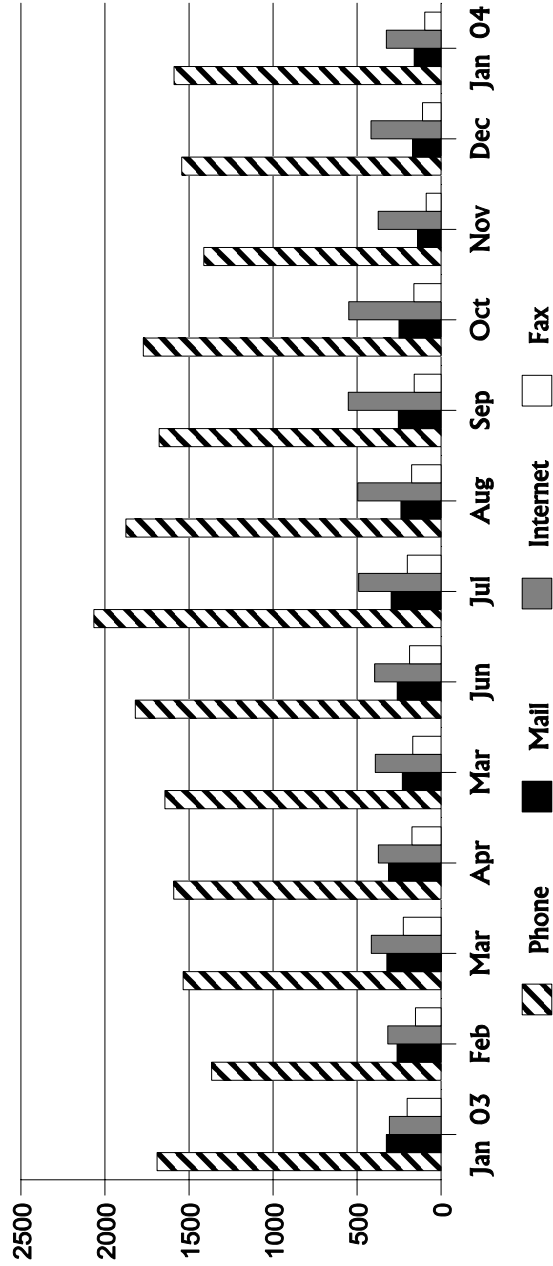
Complaints Received by County

January 2004



Note: County name not available for 573 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 2003 - January 2004

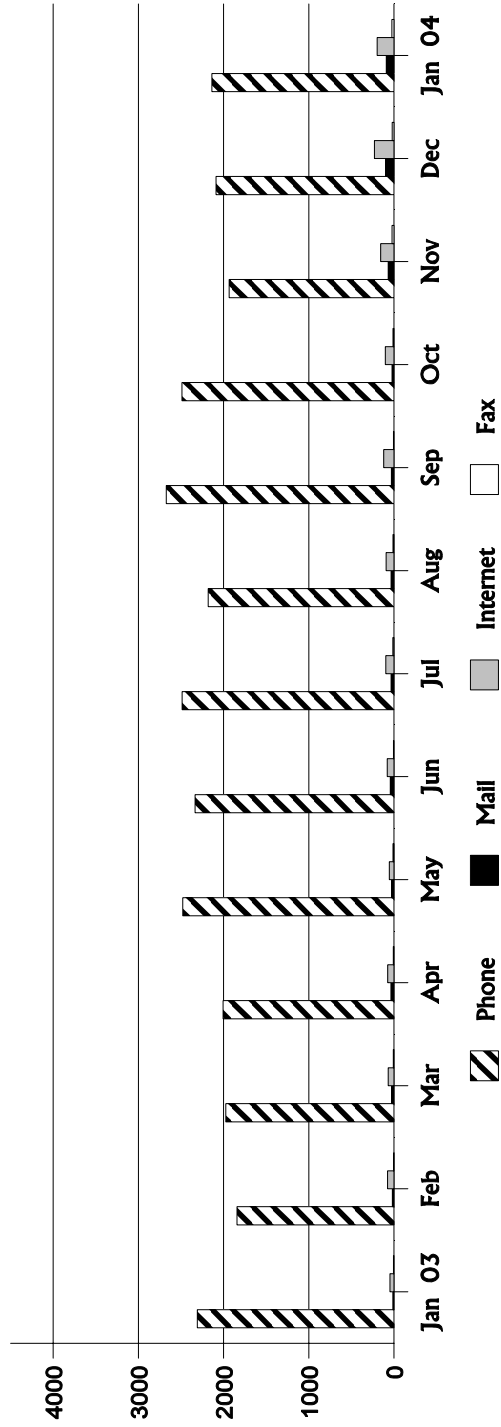


	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04
Phone	1,690	1,365	1,535	1,591	1,644	1,820	2,066	1,876	1,678	1,772	1,412	1,544	1,589
Mail	326	262	323	313	231	261	297	240	254	251	139	170	160
Internet	308	318	416	374	392	395	491	496	553	550	375	417	326
Fax	202	153	225	174	169	188	201	176	160	162	89	111	97
Total	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172

How Information Requests Were Received

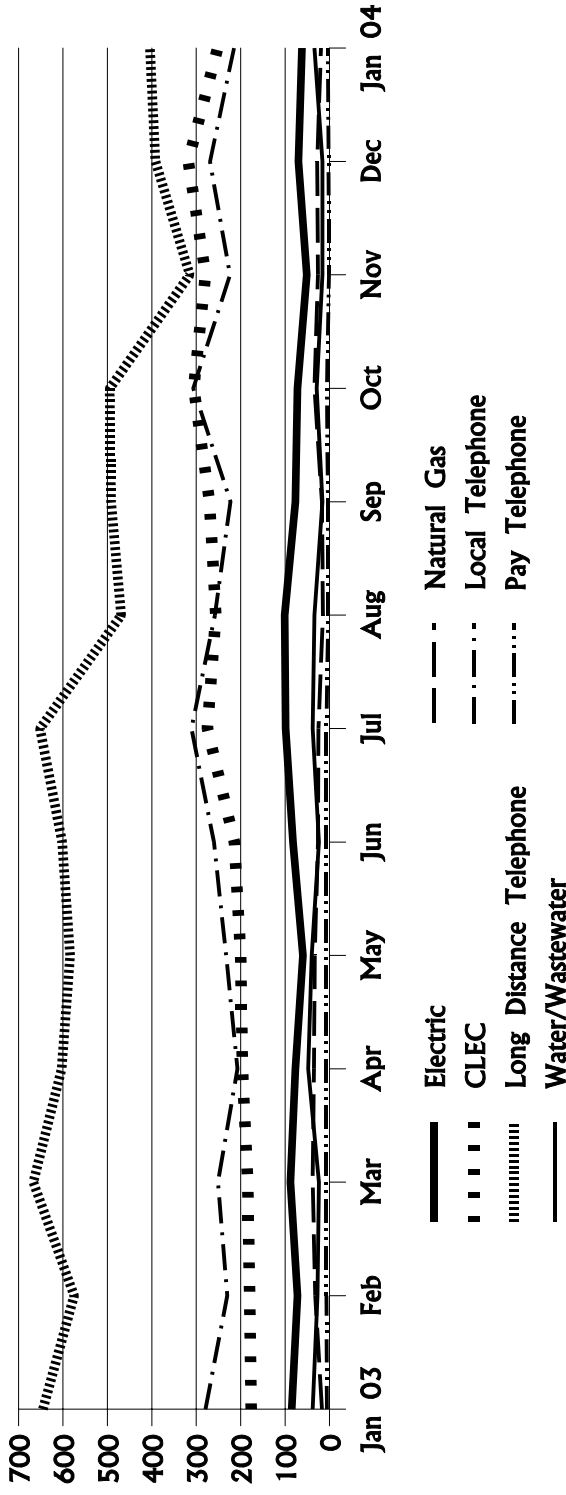
Phone, Mail, Internet and Fax

January 2003 - January 2004



	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04
Phone	2,309	1,842	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138
Mail	13	19	26	35	29	44	33	33	30	23	68	97	90
Internet	47	76	67	73	55	78	96	92	120	102	156	230	198
Fax	6	3	8	8	11	5	14	11	5	12	22	21	24
Total	2,375	1,940	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450

Complaints Received by Industry January 2003 - January 2004



Industry	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04
Electric	85	72	88	77	60	82	99	101	77	72	51	70	62
Natural Gas	17	32	38	35	33	26	25	15	17	34	26	28	19
CLEC	176	180	184	196	200	214	275	256	270	306	279	318	252
Local Telephone	279	230	251	207	233	260	311	258	223	307	224	269	215
Long Dist. Phone	645	575	667	603	584	602	652	469	492	495	315	392	404
Payphone	6	7	7	7	7	7	7	3	4	6	1	2	4
Water/Wastewater	38	27	24	48	40	24	38	34	16	29	16	16	34
Totals*	1,246	1,123	1,259	1,173	1,157	1,215	1,407	1,136	1,099	1,249	912	1,095	990

*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor cases received and closed under the three-day rule.

Electric Companies Complaint Activity - January 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
PROGRESS ENERGY FLORIDA	9	5	14	14	18	0	18	18
FLORIDA POWER & LIGHT COMPANY	17	22	39	39	28	0	28	28
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1	0	0	0	0
GULF POWER COMPANY	0	1	1	1	1	0	1	1
TAMPA ELECTRIC COMPANY	4	3	7	7	9	1	10	10
TOTAL	30	32	62	62	56	1	57	57

**Please see Definitions.*

***Does not include non-regulated or non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Electric Companies Number of Customers / Apparent Infraction Indices

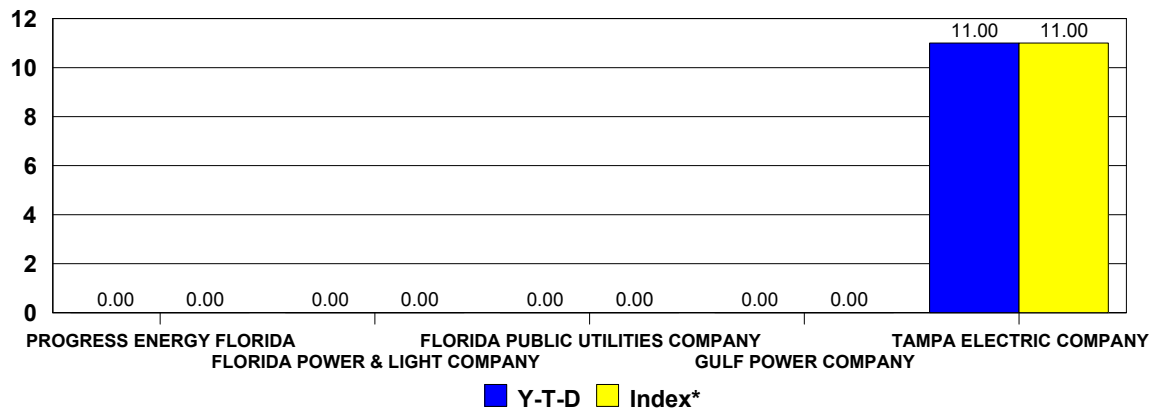
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	January 2004
		Infractions	Per 1,000	Apparent Infractions	Apparent Infractions
		Y-T-D	Customers***	Index*	Index*
PROGRESS ENERGY FLORIDA	1,475,783	0	0.0000	0.00	0.00
FLORIDA POWER & LIGHT COMPANY	4,019,805	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00
GULF POWER COMPANY	381,522	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	590,199	1	0.0017	11.00	11.00
TOTAL	6,493,671	1	0.0002		

*Please see Definitions.

**Source - Information supplied by the companies as of December 31, 2002.

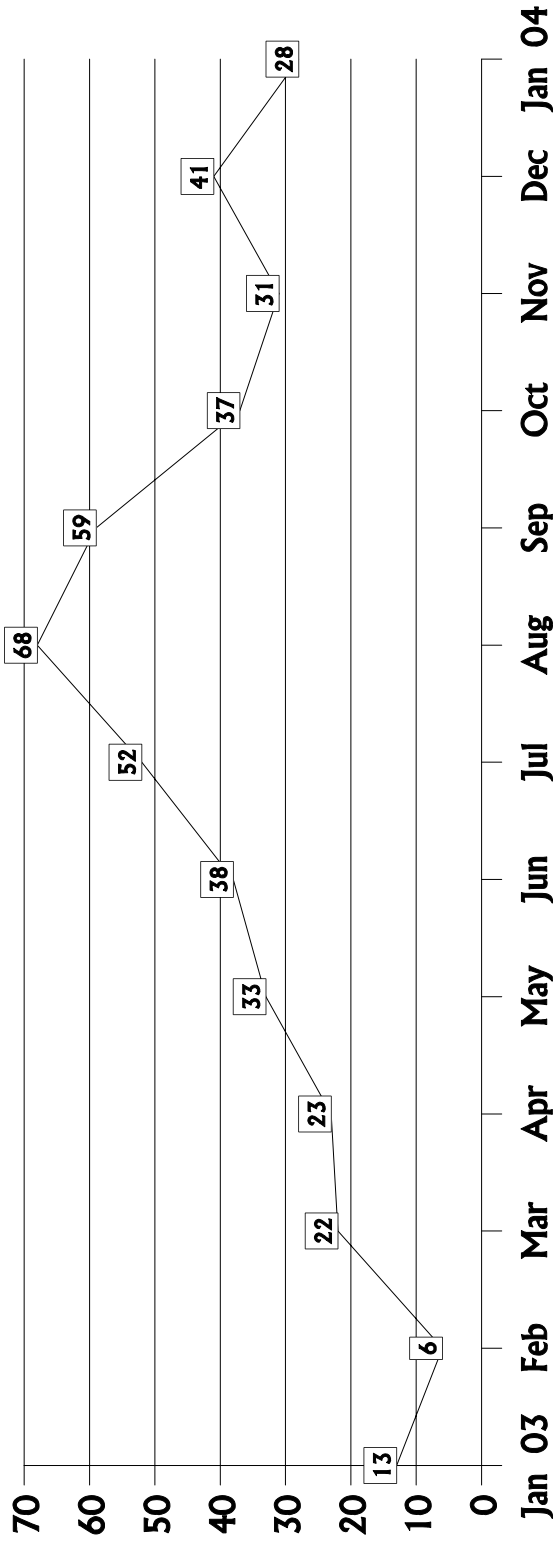
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Companies Number of Customers / Apparent Infraction Indices January 2004



Electric Outage Related Complaints Filed

January 2003 - January 2004



Natural Gas Companies Complaint Activity January 2004

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	1	1	1
CITY GAS COMPANY OF FLORIDA	5	6	11	11	7	3	10	10
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	3	2	0	2	2
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
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	2	3	5	5	7	2	9	9
TOTAL**/***	8	11	19	19	16	6	22	22

*Please see Definitions.

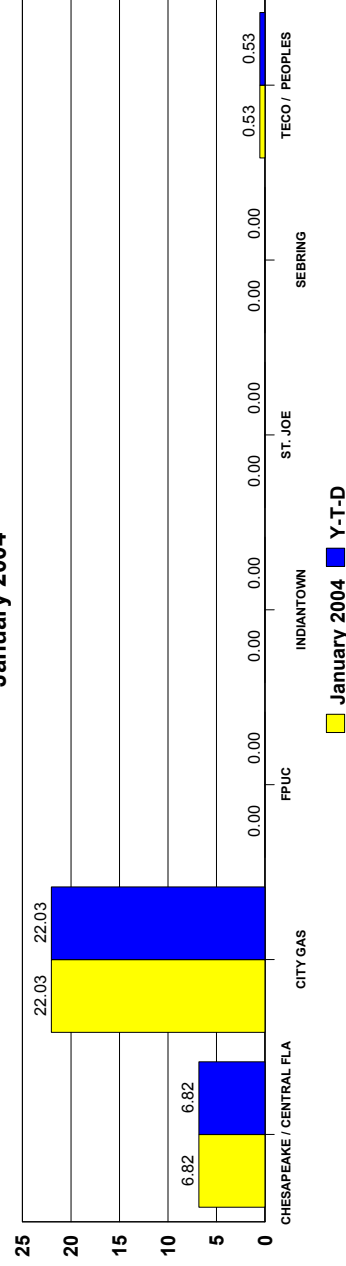
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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 2004 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	6.82	6.82
CITY GAS COMPANY OF FLORIDA	101,724	3	0.029	22.03	22.03
FLORIDA PUBLIC UTILITIES COMPANY	45,945	0	0.000	0.00	0.00
INDIANTOWN	662	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,335	0	0.000	0.00	0.00
SEBRING	576	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	277,527	2	0.007	0.53	0.53
INDUSTRY TOTAL	440,543	6	0.014		

*Please see Definitions.
 **Source - Annual Reports filed with the PSC as of December 31, 2002.
 ***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.

Natural Gas Companies Apparent Infraction Indices January 2004



Competitive Local Telephone Companies Complaint Activity - January 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I-800-RECONEX, INC. D/B/A USTEL	0	0	0	1	0	1
AA TELE-COM	2	0	2	1	0	1
ACCESS COMMUNICATIONS, LLC.	1	0	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	2	0	2
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	4	0	4
AMERICAN DIAL TONE	1	0	1	1	0	1
AMERICAN FIBER NETWORK, INC.	1	0	1	0	0	0
AMERICAN PHONE SERVICES CORP.	1	0	1	0	0	0
ANEW BROADBAND, INC.	0	0	0	1	1	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	7	0	7	9	1	10
CAMPUS COMMUNICATIONS GROUP, INC.	0	1	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	2	0	2
CITYWIDE-TEL	0	1	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	1	0	1	2	1	3
DELAND ACTEL, INC.	2	2	4	6	1	7
DOUBLE LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
DSL TELECOM, INC.	0	1	1	3	2	5
DSLNET COMMUNICATIONS, LLC	0	1	1	1	0	1
EPICUS, INC.	1	0	1	2	0	2
EXCEL TELECOMMUNICATIONS, INC.	9	5	14	6	0	6
EXPRESS PHONE SERVICE	1	0	1	1	0	1
FDN COMMUNICATIONS	9	4	13	9	1	10
FLATEL, INC.	2	2	4	1	1	2
FLORIDA PHONE SERVICE, INC.	6	1	7	6	9	15
FLORIDA TELEPHONE SERVICES, LLC	5	1	6	7	0	7
FOCAL COMMUNICATIONS CORPORATION OF FLORIDA	1	0	1	0	0	0
GLOBAL CROSSING TELEMAGEMENT, INC.	0	0	0	1	0	1
GRAPEVINE	2	1	3	1	0	1
HOSTING-NETWORK, INC.	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
IDS TELCOM LLC	10	2	12	13	0	13
INSTATONE	1	0	1	2	0	2
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	1	0	1
KMC TELECOM INC.	0	0	0	0	1	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	1	1	2	0	0	0
LITESTREAM TECHNOLOGIES, LLC	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	3	4	7	11	1	12
MCI WORLDCOM NETWORK SERVICES, INC.	1	0	1	0	0	0
METRO TELECONNECT COMPANIES, INC.	1	0	1	1	0	1
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	2	0	2
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
ORLANDO TELEPHONE COMPANY	0	1	1	1	0	1
PAETEC COMMUNICATIONS, INC.	1	0	1	2	0	2
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
QUICK CONNECTS	1	0	1	0	0	0
QUINCY TELEPHONE COMPANY D/B/A TDS TELECOM/QUINCY TELEPHONE	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	5	4	9	8	2	10
STS	0	1	1	1	0	1
STS TELECOM, LLC	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	61	54	115	82	55	137
TALK AMERICA INC.	0	1	1	0	0	0
TELECONEX	5	0	5	4	0	4
TIBURON TELECOM, INC.	1	0	1	0	0	0
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	0	2	2
UNIVERSAL BEEPERS EXPRESS, INC. D/B/A UNIVERSAL WIRELESS	0	0	0	1	0	1
US LEC OF FLORIDA INC.	2	0	2	0	0	0
USA TELECOM, INC.	0	0	0	0	1	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	1	0	1	5	1	6
VARTEC TELECOM, INC.	1	5	6	5	1	6
XO FLORIDA, INC.	1	1	2	2	0	2
XSPEDIUS COMMUNICATIONS	1	0	1	2	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	1	0	1	0	2	2
Z-TEL COMMUNICATIONS, INC.	0	1	1	1	0	1
TOTALS**	157	95	252	222	84	306

*Please see Definitions.

**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Local Telephone Companies Complaint Activity January 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	3	1	4	4	3	0	3	3
BELLSOUTH	65	62	127	127	170	9	179	179
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	2	0	2	2	3	0	3	3
ITS TELECOMMUNICATIONS SYSTEMS	1	0	1	1	1	0	1	1
NE FLORIDA	0	0	0	0	0	0	0	0
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	40	24	64	64	37	2	39	39
VERIZON FLORIDA, INC.	11	6	17	17	35	3	38	38
TOTAL**	122	93	215	215	249	14	263	263

*Please see Definitions.

**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

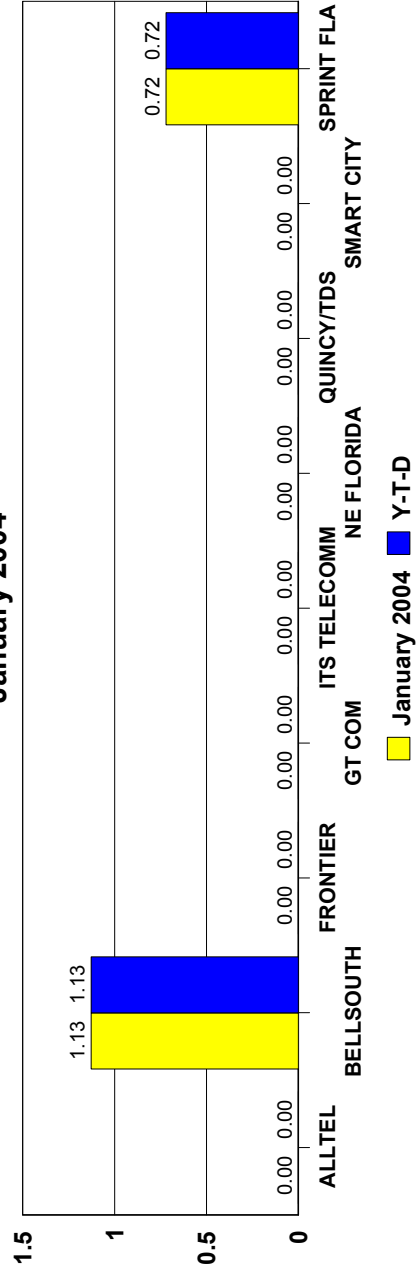
Utility Name	Number of Access lines**	Apparent Infractions		Y-T-D Apparent Infractions Index*	January 2004 Apparent Infractions Index*
		Y-T-D	Per 1,000 Access lines***		
ALLTEL	94,744	0	0.0000	0.00	0.00
BELLSOUTH	6,230,282	9	0.0014	1.13	1.13
FRONTIER	4,660	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,221	0	0.0000	0.00	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00	0.00
NE FLORIDA	10,285	0	0.0000	0.00	0.00
QUINCY/TDS	14,351	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,166,692	2	0.0009	0.72	0.72
VERIZON FLORIDA, INC.	2,335,821	3	0.0013	1.00	1.00
TOTAL	10,928,648	14	0.0013		

* Please see Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2002.

***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.

Local Telephone Companies Apparent Infraction Indices January 2004



**Unauthorized Telephone Service Change
“Local Slamming”
Apparent Rule Infractions - January 2004**

Company	Month	Year-To-Date
Bellsouth Telecommunications, Inc.	1	1
DSL Telecom, Inc.	1	1
Sprint Communications Co. LTD Partnership	1	1
Supra Telecom. & Information Systems, Inc.	2	2
Utilities Commission, New Smyrna Beach	1	1
All Other Local Companies	0	0
Totals	6	6

Cramming Statistics*

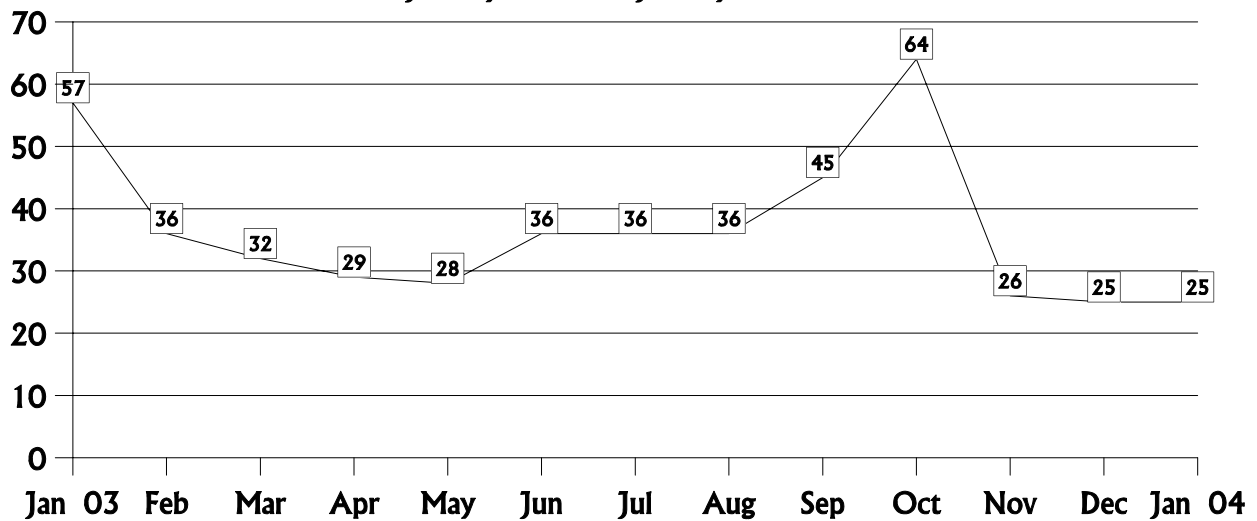
January 2004

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
28	25	\$ 1,971.56

**Please see Definitions*

Cases Resolved as Cramming

January 2003 - January 2004



Long Distance Telephone Companies Complaint Activity - January 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	2	0	2	1	3	4
ACCERIS COMMUNICATIONS SOLUTIONS	2	2	4	0	2	2
ACCXX COMMUNICATIONS, LLC	1	0	1	1	1	2
ACN COMMUNICATION SERVICES, INC.	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	1	1	2	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	59	99	158	137	24	161
BELLSOUTH LONG DISTANCE, INC.	2	7	9	9	0	9
BROADBAND COMMUNICATIONS CORPORATION	1	0	1	0	0	0
BTI	0	1	1	0	1	1
BUEHNER-FRY, INC. D/B/A RESORT OPERATOR SERVICES	0	0	0	0	1	1
BUYERS UNITED, INC.	1	0	1	0	0	0
CAPSULE COMMUNICATIONS, INC.	1	0	1	0	0	0
CLARICOM NETWORKS, LLC	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	2	1	3	0	2	2
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	2	0	2	1	0	1
CONNECT AMERICA COMMUNICATIONS, INC.	0	1	1	0	0	0
CORRECTIONAL BILLING SERVICES	1	2	3	2	0	2
COVISTA, INC.	0	0	0	0	1	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	4	4	8	3	0	3
EXERGY GROUP, LLC	0	0	0	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1	1	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GLOBCOM, INC.	0	0	0	3	2	5
GTC TELECOM CORP.	0	1	1	0	0	0
HBS BILLING SERVICES COMPANY	0	1	1	1	0	1
I VANTAGE NETWORK SOLUTIONS	1	0	1	0	0	0

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
IDC TELECOMMUNICATIONS	0	1	1	1	0	1
IDS TELCOM LLC	3	0	3	2	0	2
IDT AMERICA CORP. D/B/A DSA TELECOM	6	2	8	3	2	5
ILD	0	3	3	7	0	7
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	6	6	4	0	4
INTEGRETEL, INC.	0	1	1	4	0	4
INTELAONE COMMUNICATIONS, INC.	0	0	0	0	2	2
ISN COMMUNICATIONS	1	0	1	0	1	1
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	2	0	2	2	0	2
LIFELINE COMMUNICATIONS	0	1	1	1	0	1
LONG DISTANCE BILLING SERVICES, INC.	1	0	1	0	0	0
MATRIX TELECOM	2	0	2	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	27	19	46	36	5	41
MIKO TELEPHONE COMMUNICATIONS, INC.	1	0	1	0	0	0
NECC TELECOM, INC.	0	0	0	0	1	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	1	1	0	0	0
NEW CENTURY TELECOM, INC.	6	1	7	2	22	24
NORVERGENCE, INC.	1	0	1	0	1	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
OCCM, INC. D/B/A ONE CALL COMMUNICATIONS, INC. D/B/A OPTIC	0	0	0	1	0	1
ONE CALL COMMUNICATIONS, INC.	0	2	2	4	0	4
ONESTAR LONG DISTANCE, INC.	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	1	6	7	6	1	7
OPEX COMMUNICATIONS, INC.	0	1	1	0	0	0
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1	1	2
PRIMUS TELECOMMUNICATIONS, INC.	0	3	3	0	1	1
QWEST COMMUNICATIONS CORPORATION	4	3	7	7	0	7
SILVERLEAF COMMUNICATIONS INC.	0	0	0	1	0	1
SPRINT	28	22	50	45	9	54
STARTEC GLOBAL LICENSING COMPANY	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1	1	2
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	1	2	0	0	0
TALK AMERICA INC.	1	2	3	2	0	2
TCG	0	2	2	3	1	4
TELECOM*USA OR TELECONNECT	3	7	10	4	1	5
TELQUEST COMMUNICATIONS, CORP.	1	0	1	0	0	0
TELSTAR INTERNATIONAL, INC.	2	0	2	1	0	1
TOTAL CALL INTERNATIONAL, INC.	1	2	3	0	2	2
TTE	1	0	1	1	0	1
UKI COMMUNICATIONS, INC.	0	1	1	0	0	0
U.S. TELECOM LONG DISTANCE, INC.	0	2	2	0	1	1
VARTEC TELECOM, INC.	0	5	5	11	0	11
VERIZON LONG DISTANCE	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	1	1	2	4	4	8
WEBNET COMMUNICATIONS, INC.	0	0	0	1	0	1
XSPEDIUS COMMUNICATIONS	0	1	1	0	1	1
Z-TEL COMMUNICATIONS, INC.	0	1	1	1	0	1
ZERO PLUS DIALING	0	2	2	2	0	2
ZERO PLUS DIALING, INC.	0	2	2	2	0	2
TOTALS**	178	226	404	324	97	421

*Please see Definitions.

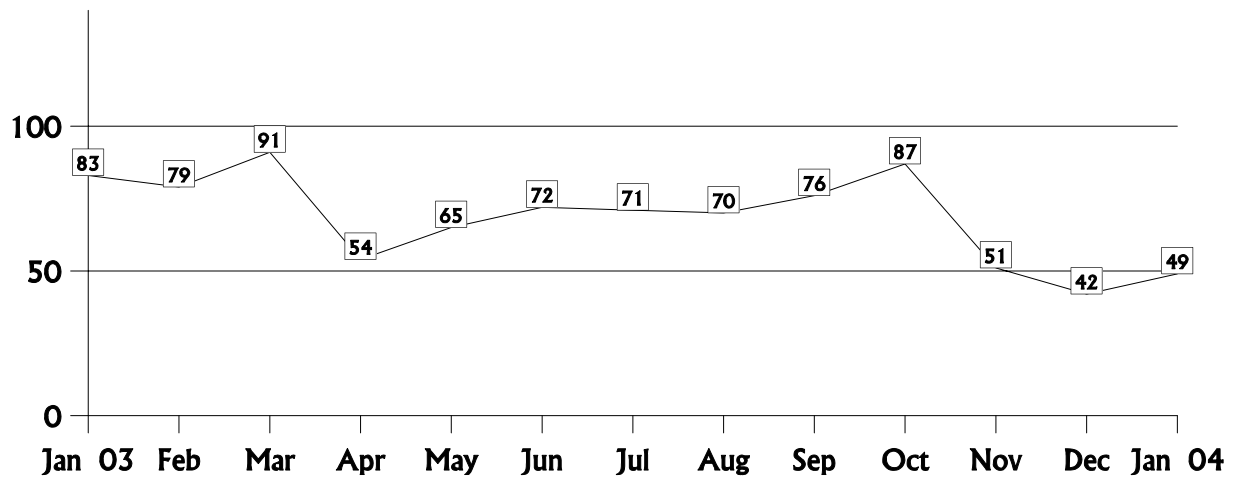
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

Unauthorized Telephone Service Change
 “Long Distance Slamming”
 Apparent Rule Infractions - January 2004

Company	Month	Year-To-Date
AT&T	10	10
Clear World Communications Corp.	1	1
MCI Worldcom	2	2
New Century Telecom, Inc.	22	22
Primus Telecommunications, Inc.	1	1
Sprint	3	3
Other Long Distance Companies	10	10
Totals	49	49

Cases Resolved as Slamming

January 2003 - January 2004



Pay Telephone Companies Complaint Activity - January 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ARLEN COMMUNICATIONS, INC.	1	0	1	1	0	1
COMMERCIAL PAY PHONES, INC.	0	1	1	0	0	0
LONESTAR TELCOM, INC.	1	0	1	0	0	0
VERIZON FLORIDA INC.	1	0	1	0	0	0
TOTALS**	3	1	4	1	0	1

**Please see Definitions.*

***Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

Water & Wastewater Companies Complaint Activity - January 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALAFAYA UTILITIES, INC.	0	0	0	0	1	1
ALOHA UTILITIES, INC.	7	1	8	5	0	5
AQUASOURCE UTILITY, INC.	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	0	1	1	1	0	1
COUNTRY CLUB OF SEBRING	1	0	1	0	0	0
COUNTY-WIDE UTILITY CO., INC.	0	0	0	0	1	1
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	0	1	1
FERNCREST UTILITIES, INC.	0	1	1	1	0	1
FLORIDA WATER SERVICES CORPORATION	3	7	10	5	0	5
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1	0	1
HUDSON UTILITIES, INC.	1	1	2	1	1	2
LAKE UTILITY SERVICES, INC.	1	0	1	1	0	1
LINDRICK SERVICE CORPORATION	2	0	2	0	0	0
LITTLE SUMTER UTILITY COMPANY	1	0	1	0	0	0
MAD HATTER UTILITY, INC.	0	1	1	0	0	0
MILES GRANT WATER AND SEWER COMPANY	0	0	0	0	1	1
NORTH FORT MYERS UTILITY, INC.	1	0	1	1	0	1
NORTH SUMTER UTILITY COMPANY, L.L.C.	1	0	1	0	0	0
SANLANDO UTILITIES CORPORATION	0	1	1	1	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	1	1	1	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	0	0	0
UTILITIES, INC. OF PENNBROOKE	1	0	1	0	0	0
TOTALS**	20	14	34	19	5	24

*Please see Definitions.

**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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.

Case - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

Complaint - A form of case that involves 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.

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 and information requests filed with the Florida Public Service Commission.

Contact - A communication with the Commission either in writing (letter, fax or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

Cramming - When charges for telephone services are added, or “crammed”, onto local telephone bills without the consumers’ knowledge or consent.

Information Request - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

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.

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