



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
FEBRUARY 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.

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## Summary

There were 2,233 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 3,314 information requests handled by the PSC.

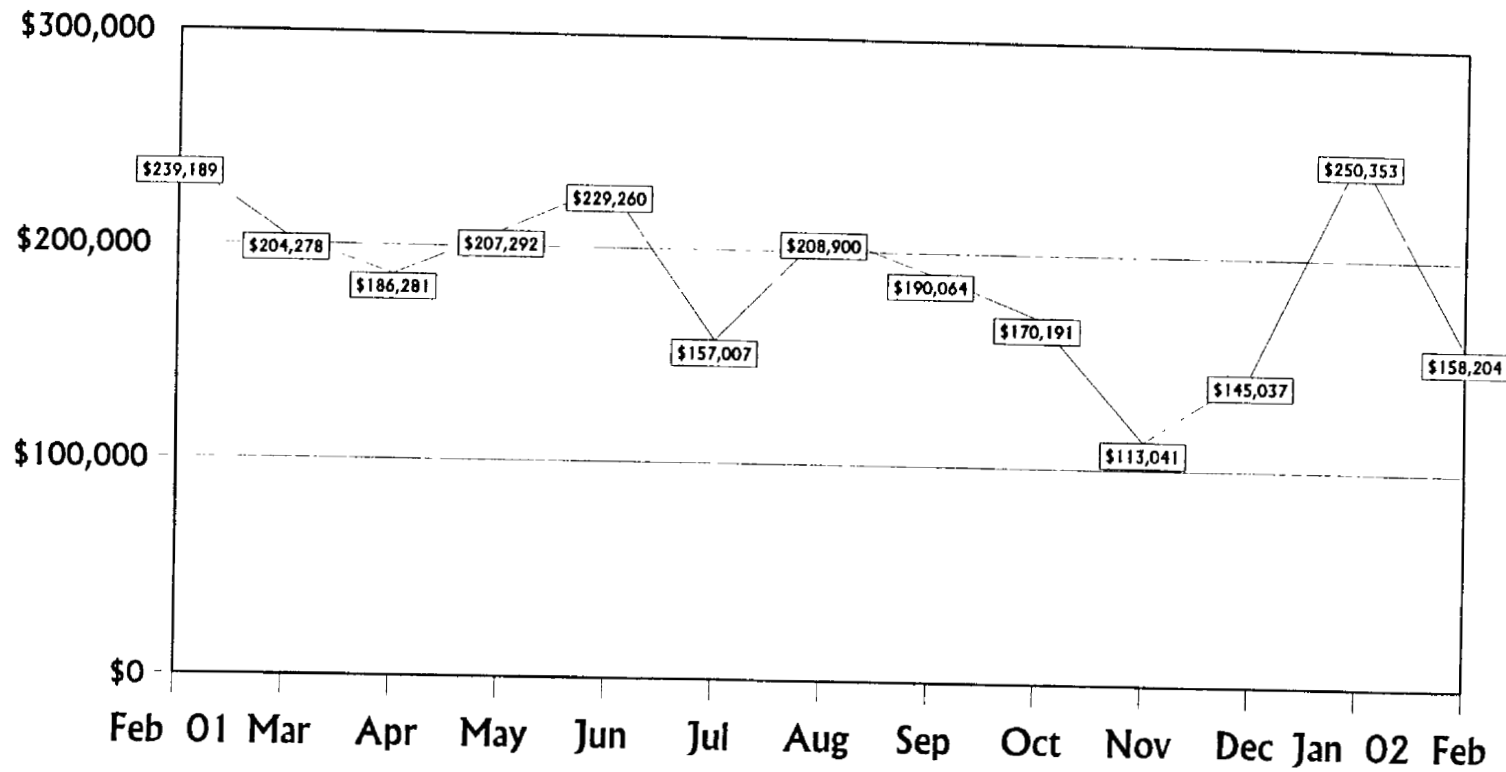
A total of eighteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of February 28, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 1,003 calls transferred during February 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$158,204 for the month.

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# Monthly Consumer Refunds

February 2001 - February 2002



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# Consumer Activity - February 2002

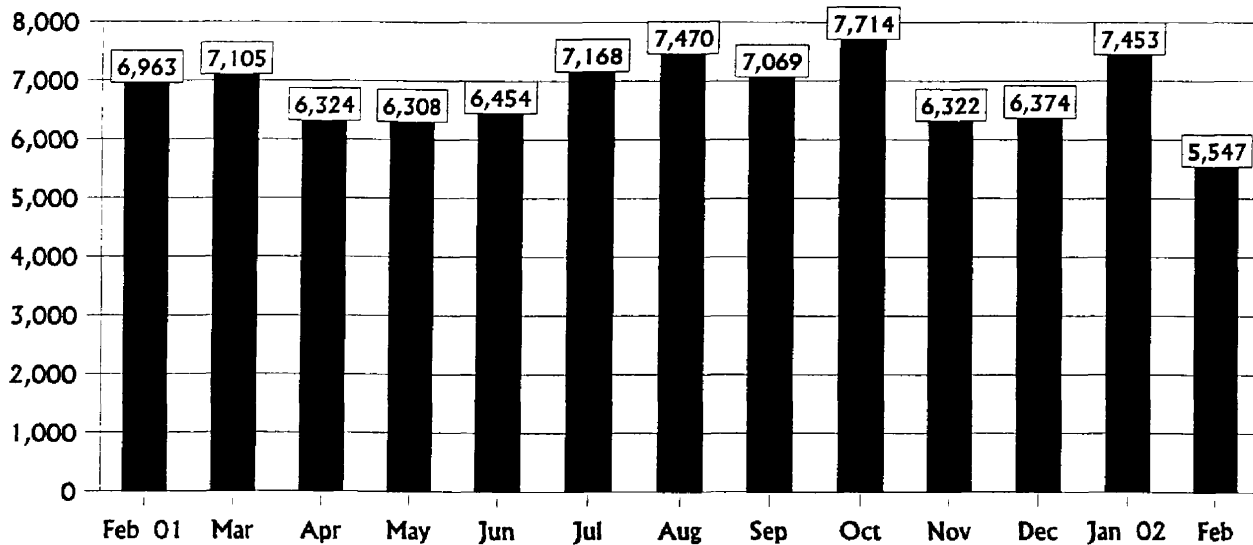
Complaints Received		<b>2,233</b>
Electric	62	
Gas	21	
Alternative Local Exchange Telephone	212	
Local Exchange Telephone	212	
Long Distance Telephone	585	
Pay Telephone	3	
Water & Wastewater	21	
Non-regulated/Other Consumer Assistance	953	
Cases Received / Closed Under 72 Hr Rule	164	
Electric	48	
Gas	0	
Telecommunications	113	
Water / Wastewater	3	
Information Requests Received		<b>3,314</b>
<b>Total Cases Received</b>		<b>5,547</b>

How Cases Were Received	Complaints	Information Requests
Phone	1,479	3,040
Mail	302	92
Internet	290	158
Fax	162	24
<b>Totals</b>	<b>2,233</b>	<b>3,314</b>

Non-Jurisdictional Calls Not Filed As Cases	1,071
<b>Total Consumer Contacts Handled</b>	<b>6,618</b>
Transfer Connect (Calls Transferred to Utilities)	1,003
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	77

<b>Consumer Savings</b>	
Electric	\$ 2,274.45
Gas	556.66
Alternative Local Exchange Telephone	17,320.68
Local Exchange Telephone	22,028.66
Long Distance Telephone	115,738.92
Pay Telephone	56.25
Water & Wastewater	30.00
Non-regulated/Other Consumer Assistance	198.39
<b>Total</b>	<b>\$ 158,204.01</b>

## Public Service Commission Total Consumer Contacts February 2001 - February 2002

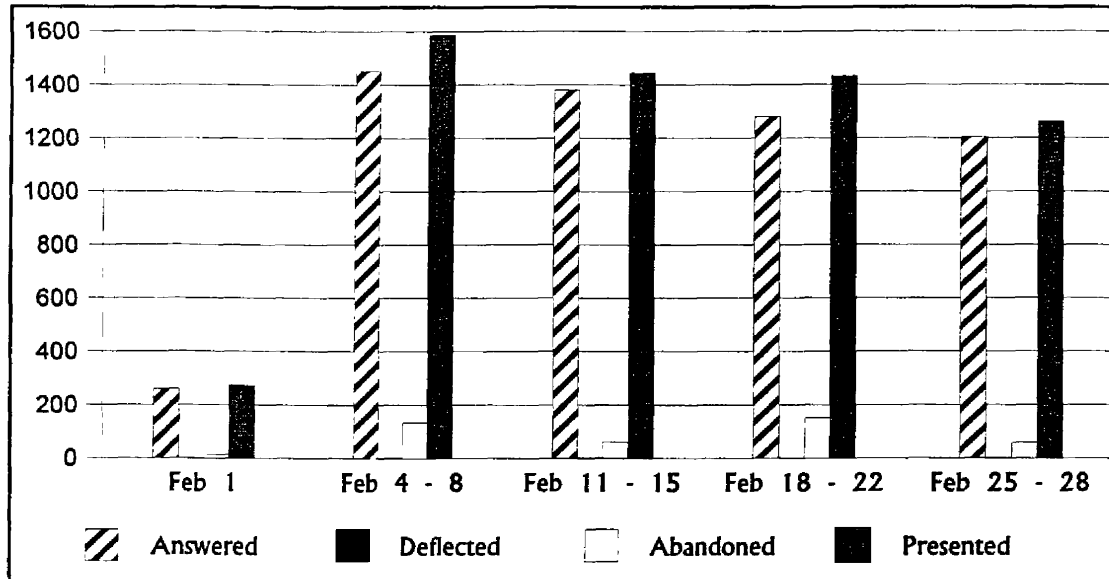


	Complaints Received	% of Total Complaints
Electric	62	3%
Gas	21	1%
Alt. Local Exchange Telephone	212	9%
Local Exchange Telephone	212	9%
Long Distance Telephone	585	26%
Pay Telephone	3	< 1%
Water & Wastewater	21	1%
Non-regulated Consumer Assistance	953	43%
Cases Received / Closed by 72 Hr Rule	164	7%
<b>Total</b>	<b>2,233</b>	<b>100%</b>

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



## Total Calls Received - Call Center Statistics February 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.

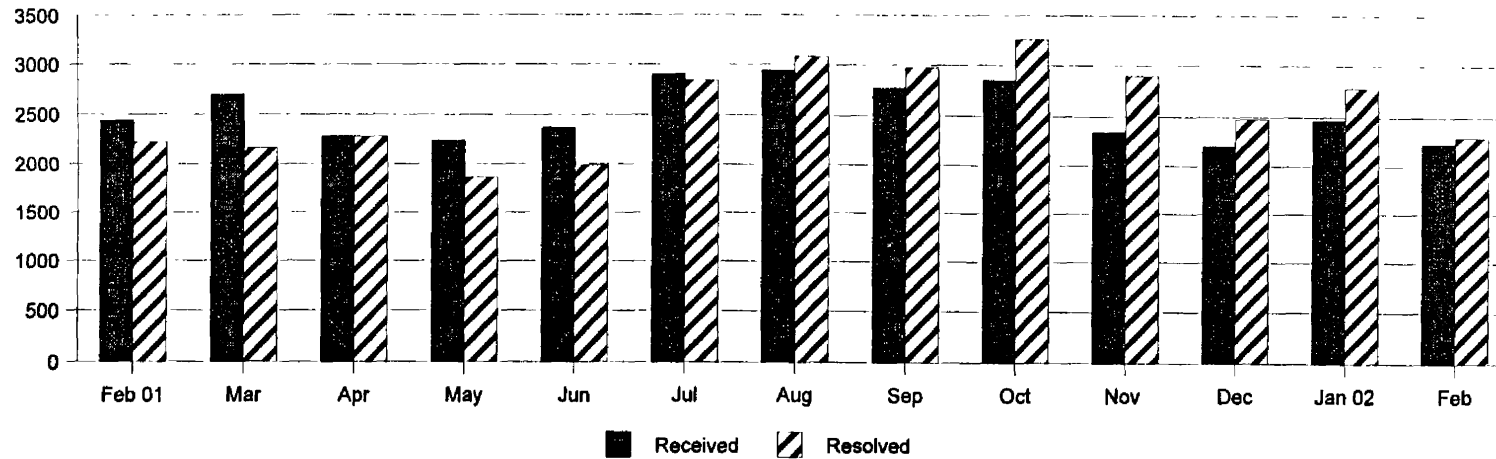
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Feb 1	260	95%	0	0%	13	5%	273
Feb 4 - 8	1,452	91%	1	0%	134	8%	1,587
Feb 11 - 15	1,381	96%	3	0%	60	4%	1,444
Feb 18 - 22	1,281	89%	1	0%	150	10%	1,432
Feb 25 - 28	1,204	95%	0	0%	58	5%	1,262
<b>Totals</b>	<b>5,578</b>	<b>93%</b>	<b>5</b>	<b>0%</b>	<b>415</b>	<b>7%</b>	<b>5,998</b>

Note: % Totals have been rounded.

Calls Answered During the Month	5,578
Minus CAF Calls Resulting in Cases	(4,507)
<b>Total Non-Jurisdictional Calls Not Filed As Cases</b>	<b>1,071</b>

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

February 2001 - February 2002

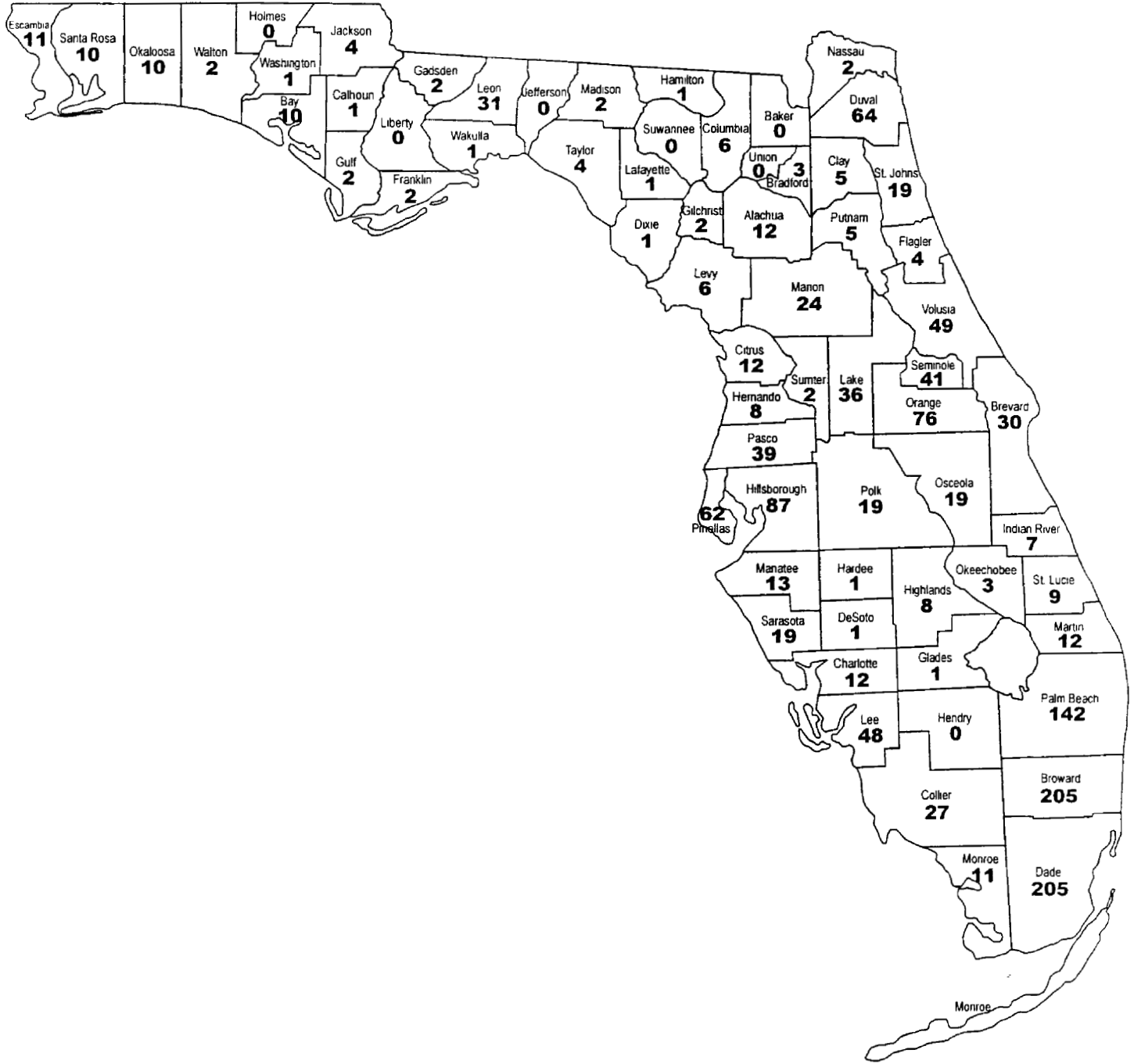


	Feb 01	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb
Received	2,348	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233
Resolved	2,221	2,163	2,280	1,862	1,986	2,845	3,082	2,973	3,257	2,894	2,479	2,784	2,297

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

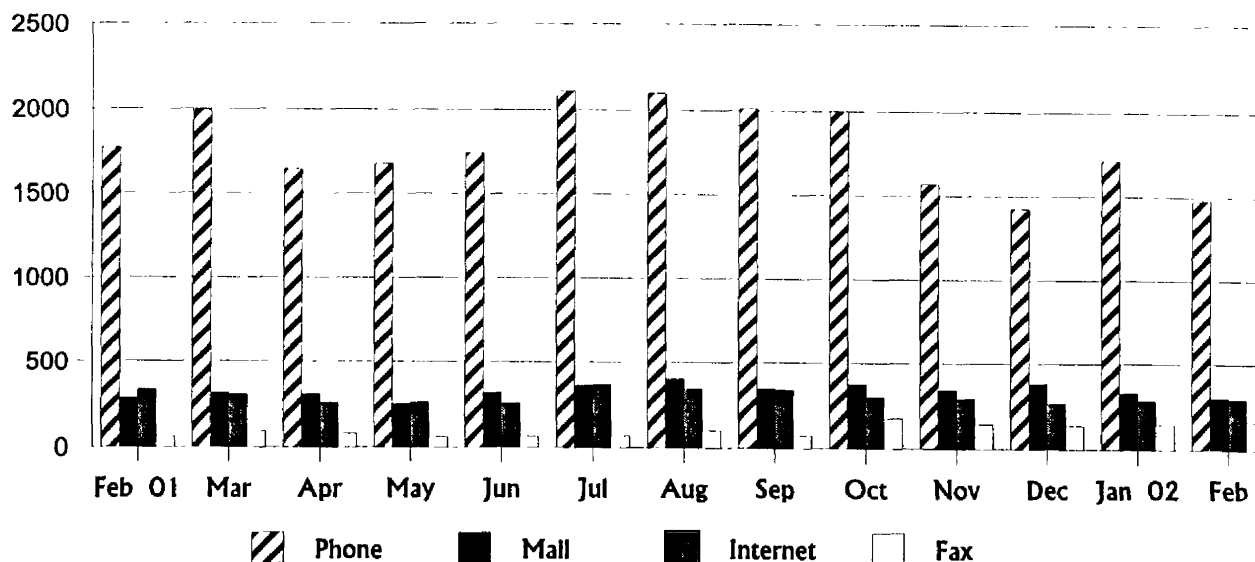
# Complaints Received by County

FEBRUARY 2002



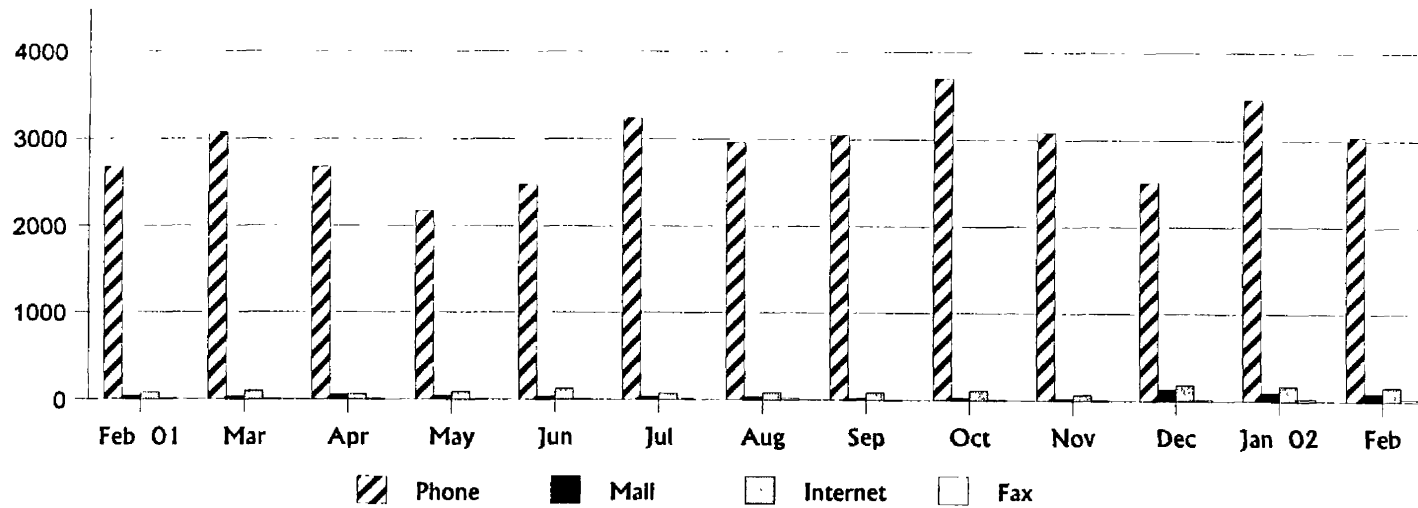
Note: County name not available for 781 cases

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



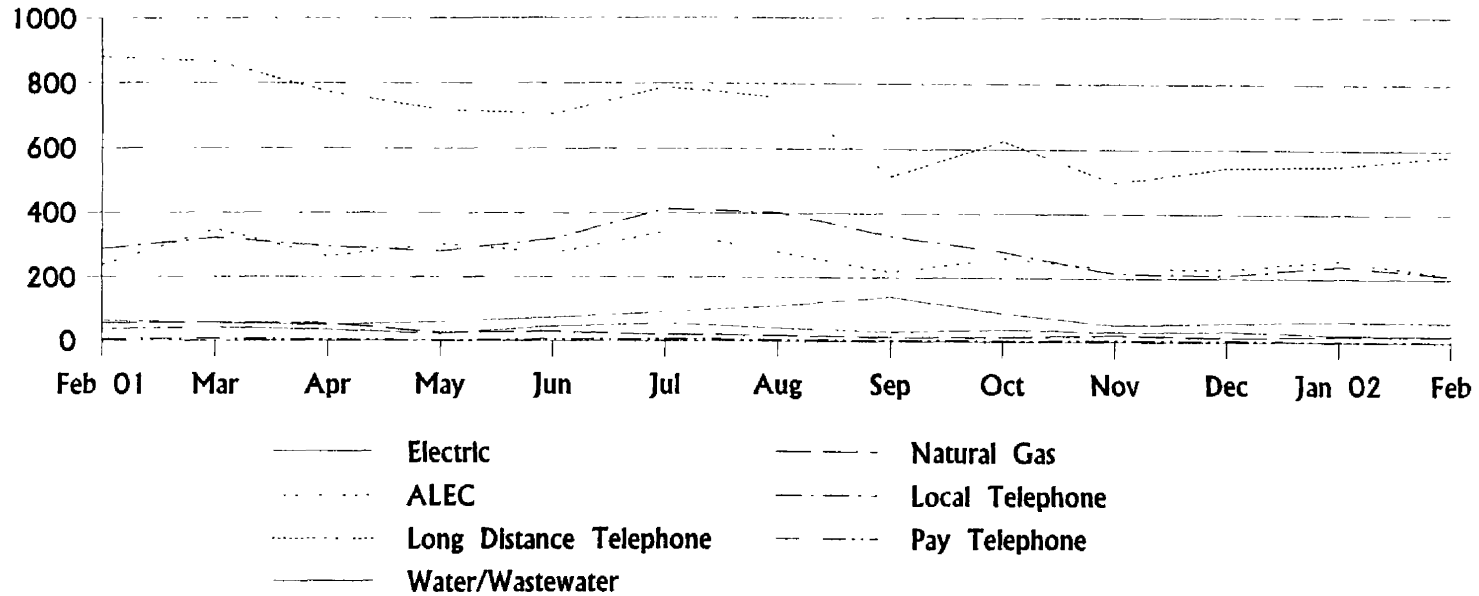
	Feb 01	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb
Phone	1,769	1,992	1,642	1,676	1,742	2,111	2,101	2,013	2,002	1,570	1,425	1,715	1,479
Mail	279	313	306	249	317	359	401	346	374	344	380	329	302
Internet	333	305	256	257	253	365	341	340	299	291	263	281	290
Fax	57	91	77	58	61	67	100	71	174	142	136	143	162
Total	2,438	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233

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



	Feb 01	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb
Phone	2,675	3,070	2,677	2,167	2,478	3,233	2,966	3,047	3,697	3,081	2,514	3,465	3,040
Mail	37	33	54	38	38	35	35	25	27	25	130	98	92
Internet	78	98	61	87	123	73	84	82	111	63	180	169	158
Fax	9	7	9	8	10	13	18	5	7	8	15	24	24
Total	2,799	3,208	2,801	2,300	2,649	3,354	3,103	3,159	3,842	3,177	2,839	3,756	3,314

## Complaints by Industry February 2001 - February 2002



Industry	Feb 01	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb
Electric	63	56	50	59	73	90	111	140	89	52	58	64	62
Natural Gas	57	58	56	26	30	21	20	14	16	22	15	20	21
ALEC	239	351	266	306	277	344	282	219	264	231	230	258	212
Local Telephone	289	324	297	282	322	415	405	332	284	216	211	241	212
Long Dist. Phone	882	867	775	720	709	790	760	518	627	499	546	552	585
Payphone	6	8	5	3	7	7	6	5	5	6	6	3	3
Water/Wastewater	36	41	34	21	45	55	41	29	37	30	32	22	21

## Electric Companies Complaint Activity - February 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	7	11	18	41	18	0	18	59
FLORIDA POWER & LIGHT COMPANY	15	17	32	65	39	0	39	107
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	2	1	1	2	3
GULF POWER COMPANY	1	1	2	7	2	0	2	4
TAMPA ELECTRIC COMPANY	5	4	9	12	6	0	6	20
<b>TOTAL</b>	<b>28</b>	<b>34</b>	<b>62</b>	<b>127</b>	<b>66</b>	<b>1</b>	<b>67</b>	<b>193</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*	February 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,377,761	0	0.0000	0.00	0.00
FLORIDA POWER & LIGHT COMPANY	3,829,297	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,517	1	0.0392	241.30	241.30
GULF POWER COMPANY	367,090	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	553,527	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>6,153,192</b>	<b>1</b>	<b>0.0002</b>		

\*Please see Index of Definitions.

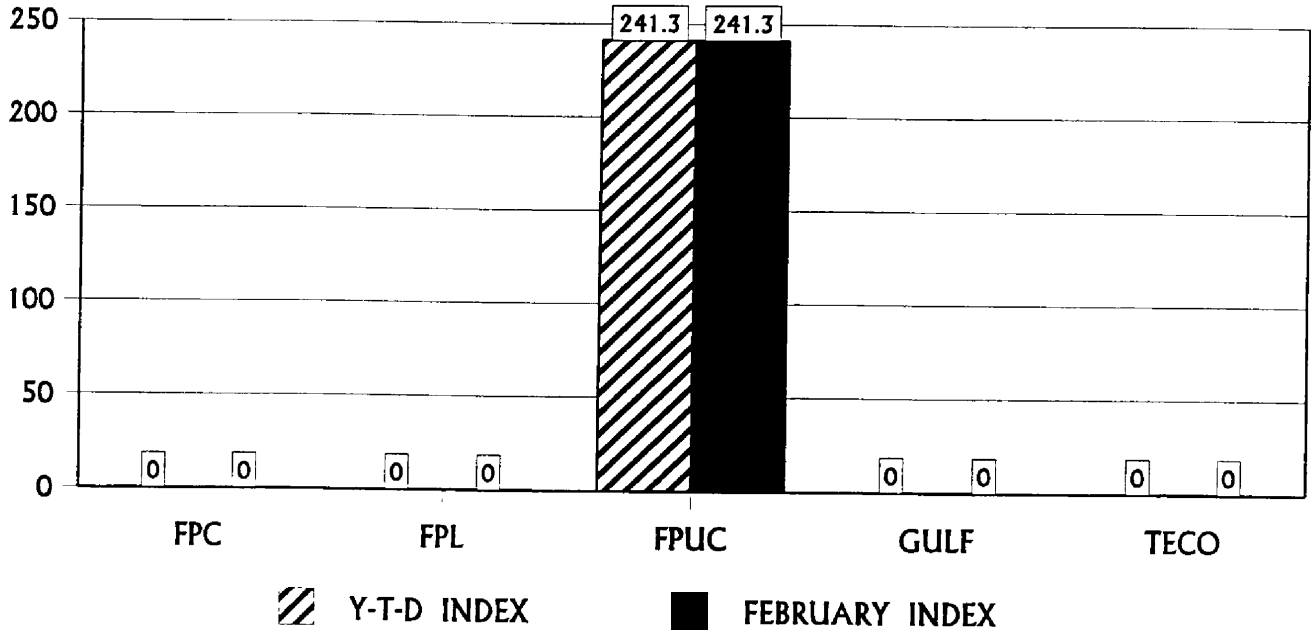
\*\*Source - Information supplied by the companies as of December 31, 2000.

\*\*\* 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.



# ELECTRIC INDUSTRY INVESTOR-OWNED ELECTRIC COMPANIES APPARENT INFRACTIONS INDEX

February 2002

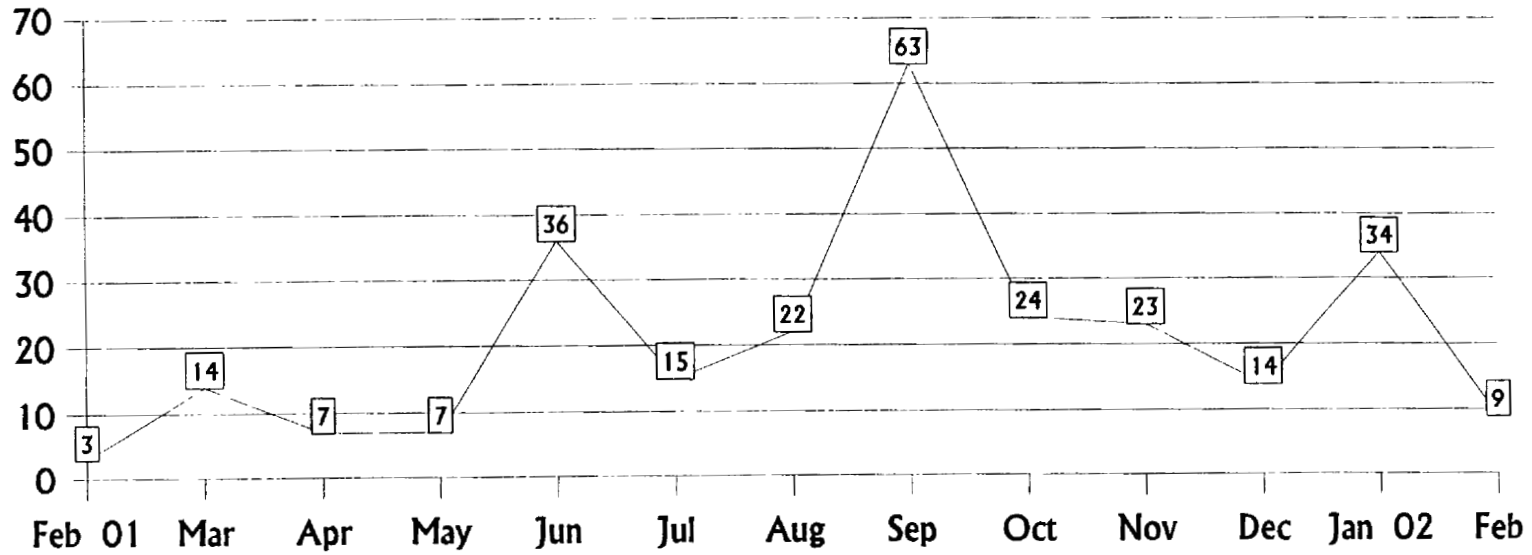


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

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

# Total Momentary Electricity Outages Filed

February 2001 - February 2002



## Natural Gas Companies Complaint Activity February 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	2	7	9	20	9	1	10	28
FLORIDA PUBLIC UTILITIES COMPANY	3	2	5	8	4	0	4	6
INDIANTOWN	0	0	0	0	0	0	0	0
PEOPLES GAS SYSTEM (TAMPA ELECTRIC COMPANY)	1	4	5	11	5	0	5	9
ST. JOE NATURAL GAS COMPANY	0	1	1	1	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	1	1	1	2	0	2	2
<b>TOTAL</b>	<b>6</b>	<b>15</b>	<b>21</b>	<b>41</b>	<b>20</b>	<b>1</b>	<b>21</b>	<b>45</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*	February 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	3	0.031	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
<b>INDUSTRY TOTAL</b>	<b>424,386</b>	<b>3</b>	<b>0.008</b>		

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

**Alternative Local Telephone Companies  
Complaint Activity - February 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS, INC.	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	4	2	6	4	3	7
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
ALTERNATIVE PHONE, INC.	0	0	0	2	0	2
ATN, INC. D/B/A AMTEL NETWORK, INC.	0	0	0	1	0	1
AT&T DIGITAL PHONE	32	36	68	72	7	79
BIZ-TEL CORPORATION	1	0	1	0	0	0
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	5	0	5
CAT COMMUNICATIONS INTERNATIONAL, INC.	3	0	3	4	1	5
CHOCTAW COMMUNICATIONS, INC.	1	0	1	0	0	0
DELTA PHONES, INC.	0	0	0	1	0	1
DPI-TELECONNECT, L.L.C.	2	0	2	1	0	1
ELEC COMMUNICATIONS	1	0	1	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
EPICUS , INC.	0	1	1	3	1	4
ERNEST COMMUNICATIONS, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
EXCELINK COMMUNICATIONS, INC.	1	0	1	1	0	1
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	1	0	1
FLORIDA COMM SOUTH	1	0	1	6	0	6
FLORIDA DIGITAL NETWORK, INC.	5	3	8	5	1	6
FLORIDA TELEPHONE SERVICES, LLC	8	3	11	4	0	4
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELEMAGEMENT, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	16	14	30	9	3	12
I-LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
I VANTAGE NETWORK SOLUTIONS	1	1	2	2	0	2
IDS LONG DISTANCE, INC.	1	1	2	0	1	1
IDS TELCOM LLC	2	0	2	3	0	3
ILD	0	1	1	5	0	5
INTERMEDIA COMMUNICATIONS, INC.	2	2	4	5	4	9
ISN COMMUNICATIONS	2	0	2	0	0	0
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
KMC TELECOM III, INC.	2	0	2	0	0	0
KMC TELECOM V, INC.	0	0	0	0	1	1
METRO FIBERLINK, INC.	1	0	1	0	0	0
MPOWER COMMUNICATIONS CORP.	5	3	8	4	1	5
NEWPHONE	1	0	1	2	0	2
NEWSOUTH COMMUNICATIONS CORP.	1	2	3	0	0	0
PAETEC COMMUNICATIONS, INC.	0	1	1	1	0	1
QUICK CONNECTS	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	1	0	1	0	0	0
SBC TELECOM, INC.	2	0	2	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	19	7	26	22	3	25
TALK AMERICA INC.	2	6	8	14	3	17
TEL WEST COMMUNICATIONS, LLC	0	0	0	1	0	1
US LEC OF FLORIDA INC.	1	0	1	1	0	1
USLD COMMUNICATIONS, INC.	0	1	1	0	0	0
VERIZON ADVANCED DATA INC.	0	0	0	0	1	1
VERIZON SELECT SERVICES INC.	0	1	1	0	0	0
XO FLORIDA, INC.	1	1	2	2	1	3
Totals	124	88	212	188	32	220

## Local Telephone Companies Complaint Activity February 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.	1	0	1	10	7	0	7	12
BELLSOUTH	76	52	128	279	153	12	165	384
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	2	0	2	4	2	0	2	5
VERIZON FLORIDA, INC.	23	5	28	55	26	3	29	63
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	1	0	0	0	1
QUINCY/TDS	0	0	0	0	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	1	1	1	0	0	0	0
SPRINT-FLORIDA	30	22	52	104	46	2	48	110
<b>TOTAL</b>	<b>132</b>	<b>80</b>	<b>212</b>	<b>454</b>	<b>234</b>	<b>17</b>	<b>251</b>	<b>575</b>



## 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*	February 2002 Apparent Infractions Index*
ALLTEL	92,182	1	0.0108	4.32	0.00
BELLSOUTH	6,651,643	20	0.0030	1.20	1.23
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	3	0.0012	0.49	0.83
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	5	0.0022	0.89	0.60
<b>TOTAL</b>	<b>11,556,609</b>	<b>29</b>	<b>0.0025</b>		

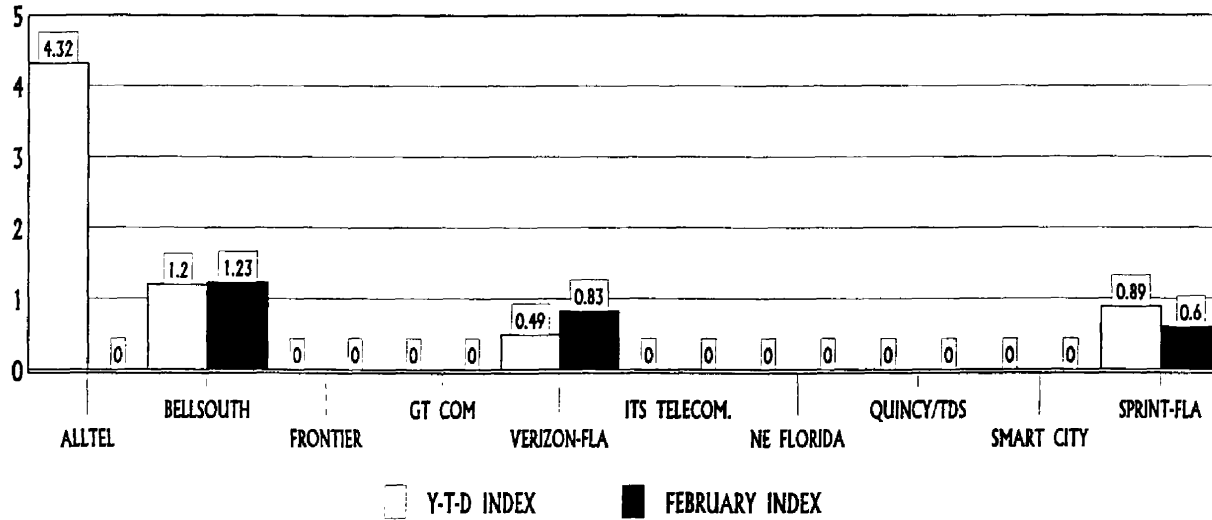
\* Please see Index of Definitions.

\*\*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

February 2002



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/FLOUIDA	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 - February 2002**

Company	February	Year-To-Date
Access One Commusnicaions, Inc.	0	1
America’s Tele-network Corp.	0	1
BellSouth Telecommunications, Inc.	1	1
Epicus, Inc.	1	2
Florida Digital Network, Inc.	1	3
IDS Long Distance, Inc.	0	3
IDS Telcom LLC	0	1
Supra Telecommunications & Information Systems, Inc.	2	6
Talk America Inc.	1	2
Telscape Communications	0	1
All Other Local Companies	3	3
<b>Totals</b>	<b>9</b>	<b>24</b>

# Cramming Statistics\*

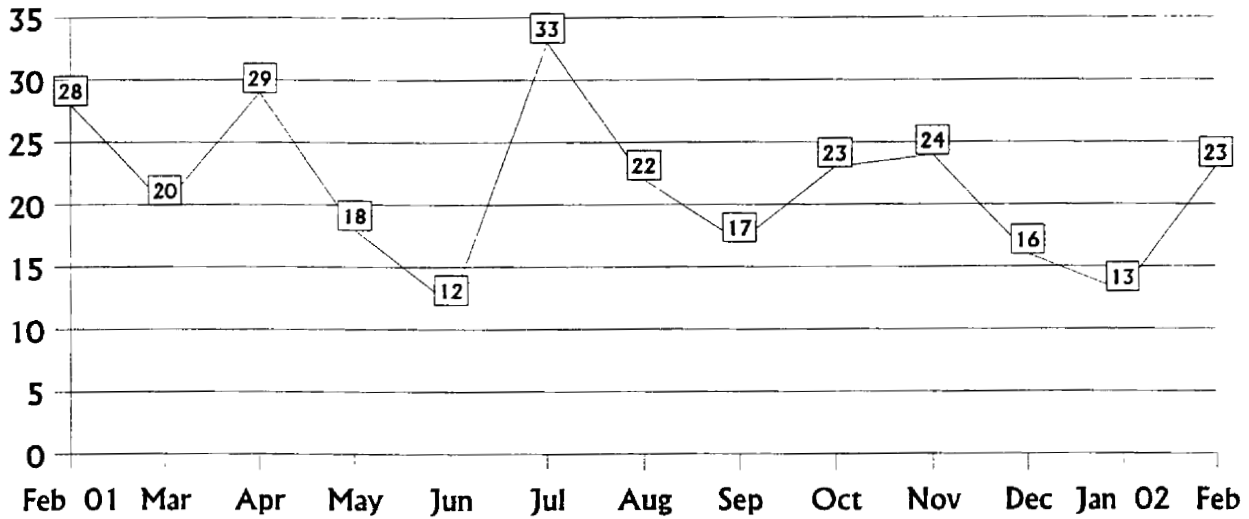
## February 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
35	23	\$ 1,153.73

\*Please see Index of Definitions

### Cases Resolved as Cramming

February 2001 - February 2002



Long Distance Companies  
Complaint Activity - February 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	2	2	0	1	1
800 DISCOUNTS, INC.	0	1	1	0	0	0
ACCESS ONE, INC.	0	1	1	0	0	0
AT&T / ACC BUSINESS / AT&T BROADBAND PHONE OF FLA, LLC D/B/A AT&T DIGITAL PHONE	68	132	200	139	32	171
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	2	0	2	0	1	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	2	0	2	0	1	1
AMERIVISION COMMUNICATIONS, INC.	0	0	0	1	1	2
ASIAN AMERICAN ASSOCIATION	1	0	1	0	0	0
BROADWING COMMUNICATIONS SERVICES INC.	0	1	1	3	0	3
BROADWING TELECOMMUNICATIONS INC.	1	0	1	2	0	2
BTI	1	1	2	6	0	6
CABLE & WIRELESS USA, INC.	1	0	1	0	0	0
CAPSULE COMMUNICATIONS, INC.	0	0	0	1	0	1
CIERRACOM SYSTEMS	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	0	2	2
COASTAL TELEPHONE COMPANY (COASTAL TELECOM LIMITED LIAB.)	0	0	0	1	0	1
COMTECH 21, LLC	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	0	1	1	0	0	0
CRG INTERNATIONAL, INC. D/B/A NETWORK ONE	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
CTS TELCOM, INC.	0	0	0	1	0	1
ENHANCED SERVICES BILLING, INC.	0	1	1	3	0	3
EPICUS	0	2	2	0	0	0
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	2	2
EUREKA TELECOM, LLC	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	2	3	5	6	2	8
EZTEL NETWORK SERVICE, LLC	1	0	1	0	0	0
E SPIRE COMMUNICATIONS, INC.	1	0	1	0	0	0
FEDERAL TRANSTEL, INC.	0	2	2	7	0	7
FLORIDA DIGITAL NETWORK, INC.	0	0	0	1	0	1
FONETEL	0	1	1	0	0	0
FOXTEL, INC.	0	0	0	0	1	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	2	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	1	1	4	1	5
GLOBAL TEL*LINK CORPORATION	0	0	0	1	0	1
HALE AND FATHER, INC.	2	0	2	5	1	6
HBS BILLING SERVICES COMPANY	2	4	6	2	0	2
HORIZONONE COMMUNICATIONS	0	1	1	5	0	5
I VANTAGE NETWORK SOLUTIONS	1	1	2	3	0	3
IDS LONG DISTANCE, INC.	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
IDS TELCOM LLC	2	1	3	5	1	6
IDT AMERICA CORP.	4	4	8	7	1	8
IDT CORPORATION	0	1	1	0	0	0
ILD	6	13	19	23	2	25
ILD, INC.	1	2	3	0	0	0
INTEGRETEL, INC.	1	13	14	3	0	3
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	1	1	2
KMC TELECOM III, INC.	0	0	0	1	0	1
LEAST COST ROUTING, INC.	1	0	1	0	1	1
LIGHTYEAR TELECOMMUNICATIONS LCC	1	0	1	0	0	0
LONG DISTANCE CHARGES	1	0	1	1	0	1
MCI WORLDCOM	33	48	81	81	8	89
MERCURY LONG DISTANCE, INC.	0	1	1	2	0	2
MINIMUM RATE PRICING, INC.	0	0	0	0	1	1
NORSTAR COMMUNICATIONS, INC. D/B/A BUSINESS SAVINGS PLAN I	0	0	0	1	1	2
OLS, INC.	1	0	1	1	1	2
OPERATOR ASSISTANCE NETWORK	1	2	3	2	0	2
OPEX COMMUNICATIONS, INC.	2	2	4	1	5	6
OPTICAL TELEPHONE CORPORATION	29	1	30	1	24	25
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOMM.	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ORION TELECOMMUNICATIONS OF NEW YORK	1	0	1	0	0	0
PATRIOTCOM INC.	1	0	1	0	0	0
POWERNET GLOBAL COMMUNICATIONS	0	2	2	2	0	2
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
PT-1 LONG DISTANCE, INC.	1	0	1	0	0	0
QUEST TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	16	12	28	26	2	28
RADIANT TELECOM, INC.	0	1	1	0	0	0
RSL COM U.S.A., INC.	0	1	1	0	0	0
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SPRINT	31	31	62	54	19	73
SUNTEL NETWORK, INC.	0	0	0	0	1	1
SUPERTEL	0	1	1	0	0	0
SWITCHED SERVICES COMMUNICATIONS, L.L.C.	0	0	0	1	0	1
TALK AMERICA INC.	10	7	17	15	7	22
TCG SOUTH FLORIDA	0	0	0	0	1	1
TELECOM*USA OR TELECONNECT	2	4	6	0	0	0
TELEFYNE INCORPORATED	0	0	0	1	0	1
TELEUNO, INC.	3	0	3	1	3	4
TELIS COMMUNICATIONS GROUP, INC.	1	0	1	0	0	0



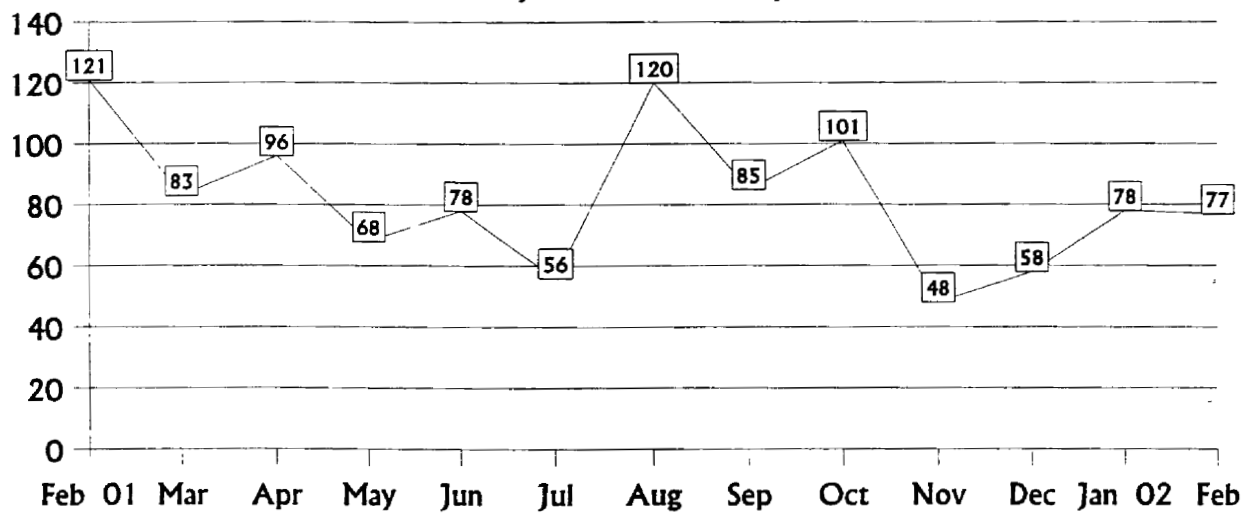
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
TELSCAPE USA, INC.	1	0	1	0	0	0
TELSTAR USA, INC.	1	0	1	0	0	0
THE FREE NETWORK, L.L.C.	1	0	1	0	0	0
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	8	4	12	5	14	19
US LEC OF FLORIDA INC.	0	0	0	0	1	1
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
U.S. COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	4	6	3	0	3
VERIZON SELECT SERVICES INC.	2	3	5	8	0	8
VOIP COMMUNICATIONS, INC.	1	0	1	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
WEBNET COMMUNICATIONS, INC.	0	0	0	1	12	13
WEST END COMMUNICATIONS INC.	1	1	2	0	0	0
WINSTAR WIRELESS, INC.	0	1	1	0	1	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	1	1	2	0	1	1
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	0	0
ZERO PLUS DIALING	1	0	1	1	0	1
ZERO PLUS DIALING, INC.	0	4	4	1	0	1
ZONE TELECOM, INC.	0	0	0	1	0	1
<b>Total</b>	<b>263</b>	<b>322</b>	<b>585</b>	<b>446</b>	<b>159</b>	<b>605</b>

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

Company	February	Year-To-Date
AT&T / ACC	5	13
MCI Worldcom	4	14
OLS, Inc.	1	6
Optical Telephone Corporation	21	26
Sprint	10	22
Talk America Inc.	2	8
UKI Communications, Inc.	8	25
WebNet Communications	8	14
Other Long Distance Companies	18	27
<b>Totals</b>	<b>77</b>	<b>155</b>

## Cases Resolved as Slamming

February 2001 - February 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	1	0	1	0	0	0
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	1	0	1	0	0	0
PHOENIX TELECOM, LLC D/B/A PHOENIX PAYPHONES, LLC	0	0	0	1	0	1
WHITNEY-PHILLIPS-T.R.F., INC.	1	0	1	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>

**Water and Wastewater Companies  
Complaint Activity - February 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	0	2	2	5	0	5
AQUASOURCE UTILITY, INC.	0	0	0	1	0	1
BAYSIDE UTILITY SERVICES, INC.	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	2	0	2	0	3	3
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	0	1
EAST PASCO UTILITIES, INC.	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	3	1	4	5	0	5
K W RESORT UTILITIES CORP.	1	0	1	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	0	0	0
LABRADOR SERVICES, INC.	2	0	2	0	0	0
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
MARION UTILITIES, INC.	0	0	0	1	0	1
NORMANDY BOULEVARD UTILITIES, INC.	2	0	2	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	0	0	1	0	1
ORANGEWOOD LAKES SERVICES, INC.	1	1	2	0	0	0
PARKLAND UTILITIES, INC.	0	1	1	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	2	2	1	0	1
POINCIANA UTILITIES INC.	0	0	0	1	0	1
ROYAL UTILITY COMPANY	0	0	0	1	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	0	0	0	2	0	2
W.B.B. UTILITIES, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>13</b>	<b>6</b>	<b>21</b>	<b>24</b>	<b>4</b>	<b>28</b>

## INDEX OF DEFINITIONS

**Access Line or Subscriber Line** - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central office.

**Apparent Rule Infraction** - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff.

**Apparent Non-infraction** - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes.

**Billing** - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

**Complaint** - A substantial unresolved objection regarding a regulated utility, as it relate to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis.

**Complaint Activity** - The total number of complaints logged with regulated utilities or resolved within a given period of time.

**Complaints Logged** - The number of complaints received from customers filed with the utilities.

**Complaints Resolved** - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

**Consumer Activity Tracking System (CATS)** - A database system that tracks complaints, information requests and docket correspondence filed with the Public Service Commission.

**Cramming** - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers' knowledge or consent.

**Docket Correspondence** - Consumer input regarding a docketed item which does not require investigation or analysis by the PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

**Information Request** - An inquiry that does not involve investigation or analysis by the PSC staff.

**Service** - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

**Shared Tenant Service (STS)** - as defined in section 364.339 (1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangement to tenants by an entity other than an existing local telephone company.

**Tariff** - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

**Transfer Connect (Warm Transfer)** - a call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed their concerns to that utility.

**YTD Apparent Infraction Index** -  $\frac{\% \text{ of apparent infractions}^*}{\% \text{ of customers}^{**}}$

\*% of apparent infractions =  $\frac{\text{year to date total number of apparent infractions}}{\text{year to date total \# of apparent infractions for the industry}}$

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