



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT FEBRUARY 2003

Data Compiled on 3/25/2003

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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  
Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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## 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 adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. The Rule includes the expedited telephone transfer-connect and three day resolution processes 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 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 still 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 **2,098** complaints logged against the utility companies for the month of February 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 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 **1,940** information requests logged by the PSC.

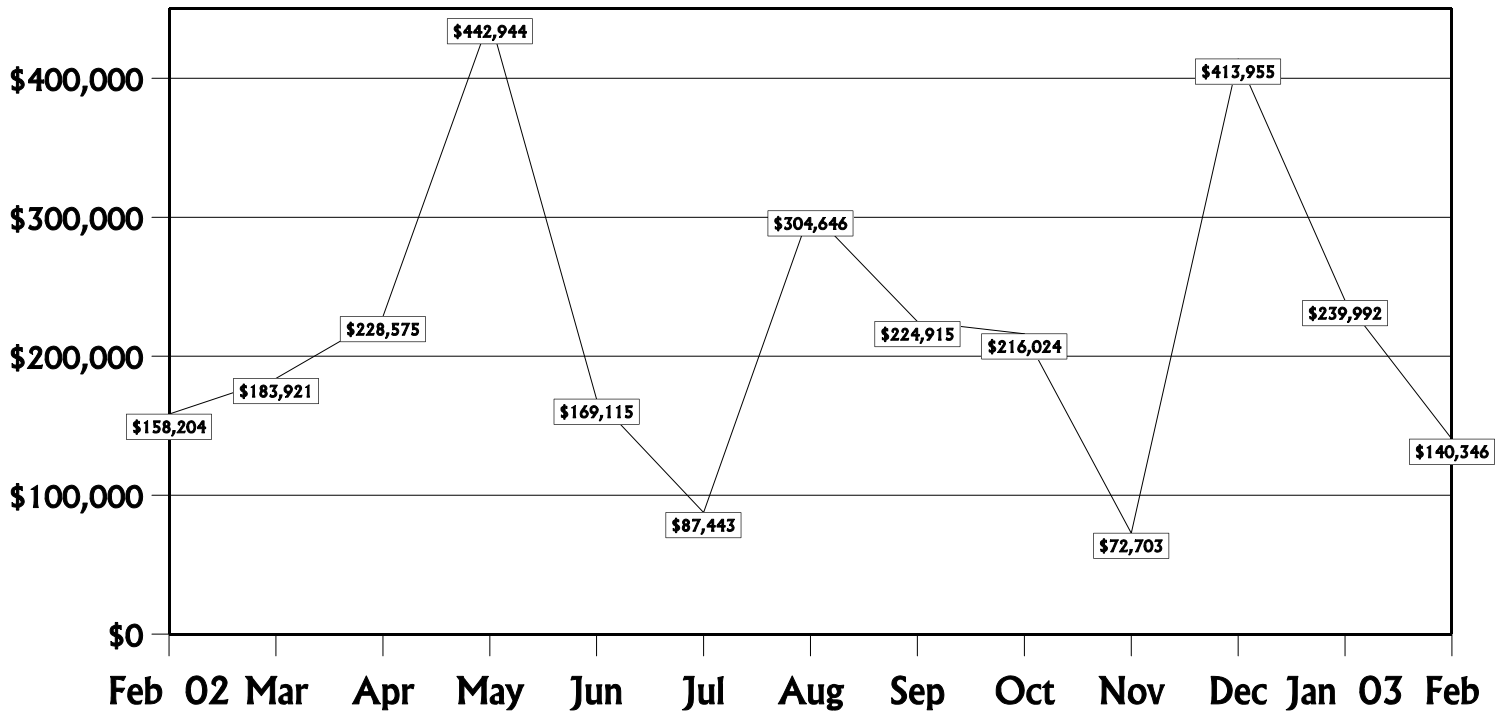
A total of twenty utility companies are participating in the Telephone Transfer-Connect option, as of February 28, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **757** calls transferred during February 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$140,346** for the month.

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# Consumer Refunds

February 2002 - February 2003



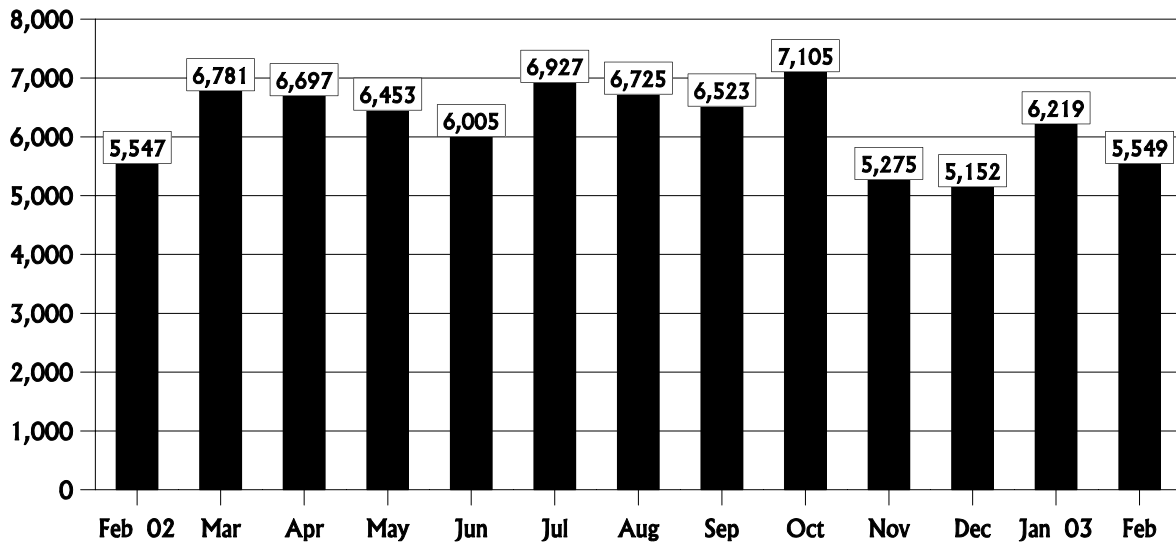
# Consumer Activity Overview - February 2003

<b>Complaints Received</b>	<b>2,098</b>	
Electric	72	
Gas	32	
Alternative Local Exchange Telephone	180	
Local Exchange Telephone	230	
Long Distance Telephone	575	
Pay Telephone	7	
Water & Wastewater	27	
Non-regulated or Noncertificated Company Complaints Received	66	
Telephone Transfer-Connects (Calls Transferred to Utilities)	757	
E-Transfers (E-mails sent to Utilities from the PSC Website)	61	
Cases Received / Closed Under 72 Hr Rule	91	
Electric	32	
Gas	0	
Telecommunications	59	
Water / Wastewater	0	
<b>Information Requests Received</b>	<b><u>1,940</u></b>	
<b>Total Cases Received</b>		<b>4,038</b>
<b>Telephone Calls Not Filed As Cases</b>		<b><u>1,511</u></b>
<b>Total Consumer Contacts Handled</b>		<b>5,549</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,365	1,842	3,207
Mail	262	19	281
Internet	318	76	394
Fax	153	3	156
<b>Totals</b>	<b>2,098</b>	<b>1,940</b>	<b>4,038</b>

<b>Consumer Savings</b>	
Electric	\$ 3,592.47
Gas	367.28
Alternative Local Exchange Telephone	18,838.49
Local Exchange Telephone	36,191.81
Long Distance Telephone	81,078.95
Pay Telephone	13.85
Water & Wastewater	233.12
Non-regulated/Other Consumer Assistance	29.95
<b>Total</b>	<b>\$140,345.92</b>

**Public Service Commission  
Total Consumer Contacts  
February 2002 - February 2003**





## Complaints by Industry February 2003

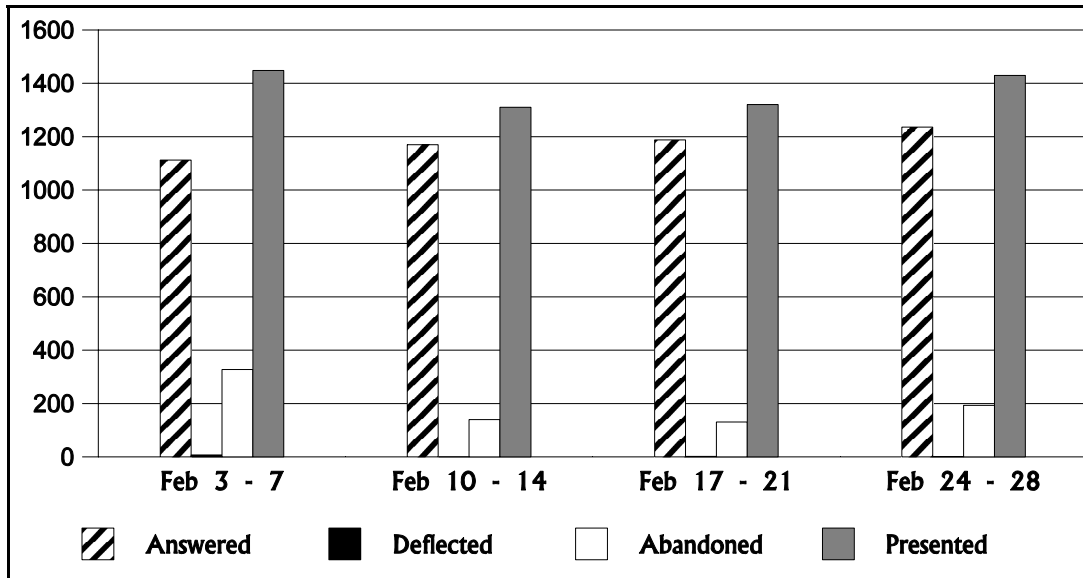
	Complaints Received	% of Total Complaints*
Electric	72	3%
Natural Gas	32	2%
Alternative Local Exchange Telephone	180	9%
Local Exchange Telephone	230	11%
Long Distance Telephone	575	27%
Pay Telephone	7	< 1%
Water & Wastewater	27	1%
Non-regulated or Non-certificated Company Complaints Received**	66	3%
Telephone Transfer-Connects	757	36%
E-Transfers	61	3%
Cases Received & Closed by 72 Hr Rule	91	4%
<b>Total</b>	<b>2,098</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.

\* Figures have been rounded.

\*\* Non-regulated relates to issues raised in written correspondence, such as cellular telephones, certain non-jurisdictional city and county utilities, cable television and satellite companies, etc. These written filings are logged as complaints and responded to by Commission staff. Non-certificated relates to complaints filed against companies that are not certificated by the PSC, but the complaint issue may be jurisdictional.

## Total Calls Received - Call Center Statistics February 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.

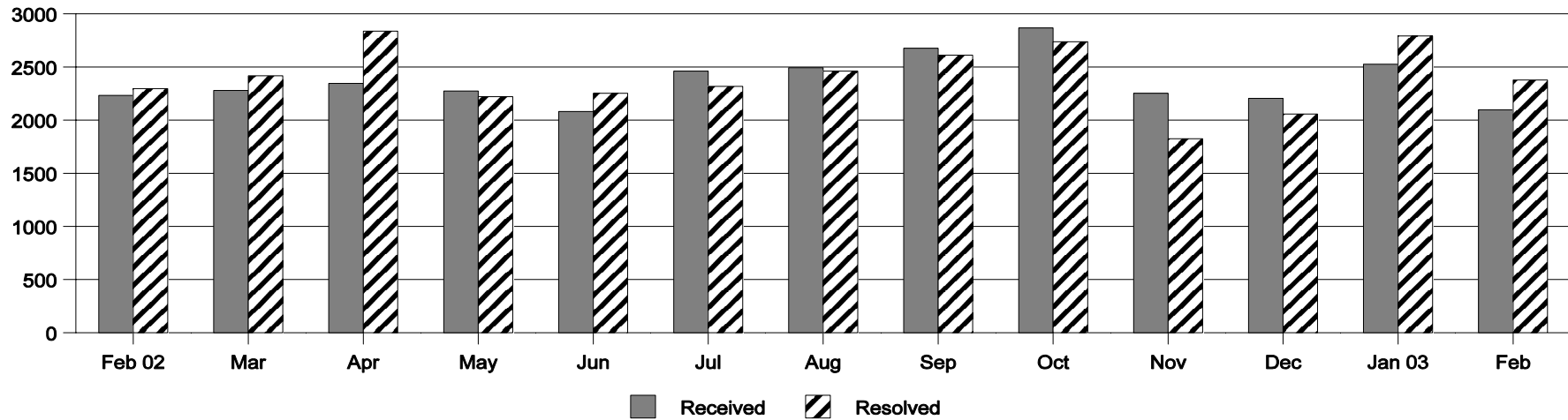
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
February 3 - 7	1,113	77%	7	0%	328	23%	1,448
February 10 - 14	1,170	89%	0	0%	140	11%	1,310
February 17 - 21	1,188	90%	2	0%	131	10%	1,321
February 24 - 28	1,236	86%	1	0%	193	13%	1,430
<b>Totals</b>	<b>4,707</b>	<b>85%</b>	<b>10</b>	<b>0%</b>	<b>792</b>	<b>14%</b>	<b>5,509</b>

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,707
Minus Calls Resulting in Cases (CAF)	(3,196)
Total Calls Not Filed As Cases (CAF)	1,511

## Total Complaints Received / Resolved by Month\*

February 2002 - February 2003

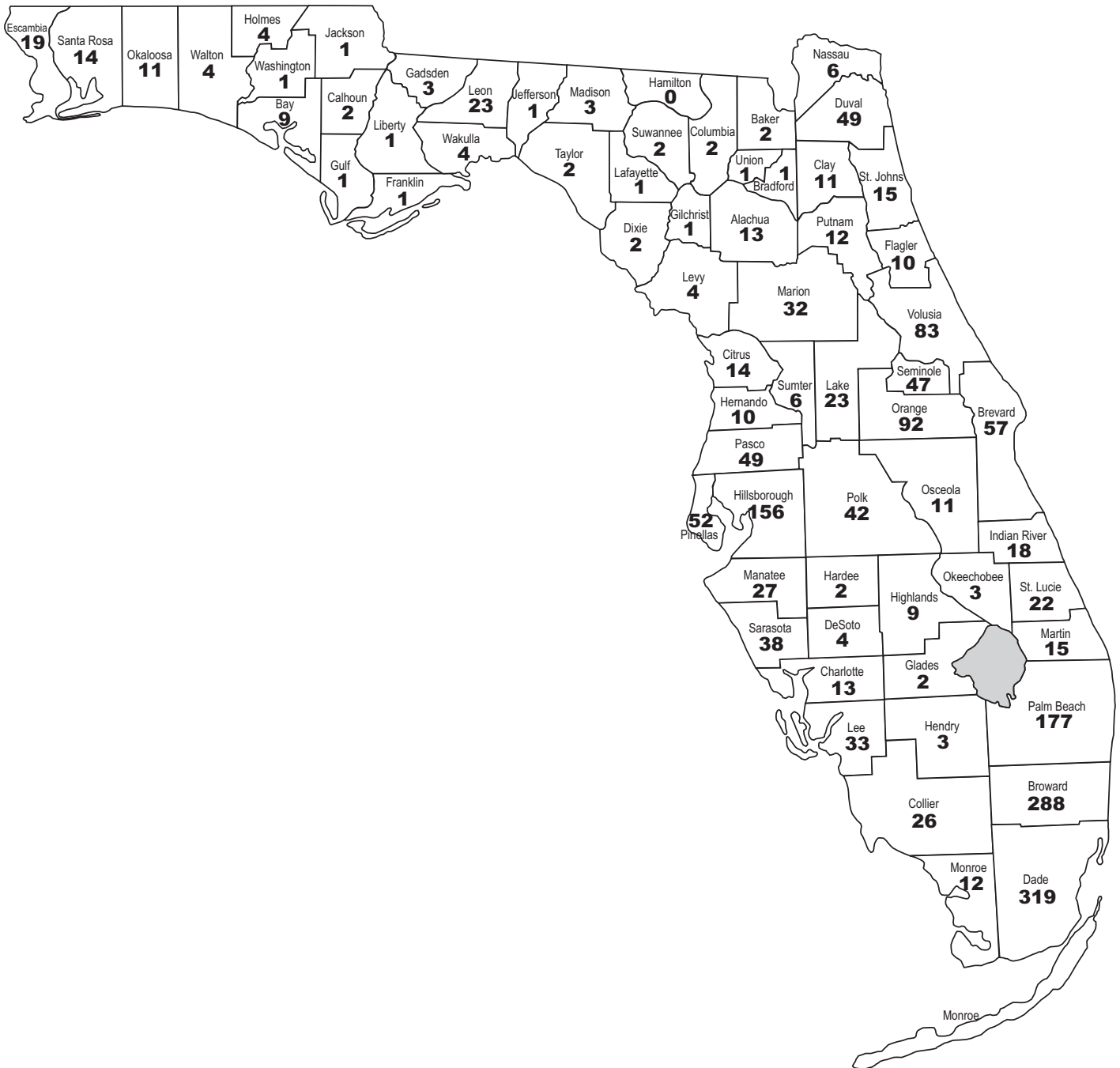


	Feb 02	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb
Received	2,233	2,279	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,526	2,098
Resolved	2,297	2,417	2,837	2,221	2,252	2,318	2,462	2,612	2,737	1,825	2,058	2,793	2,377

\*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.

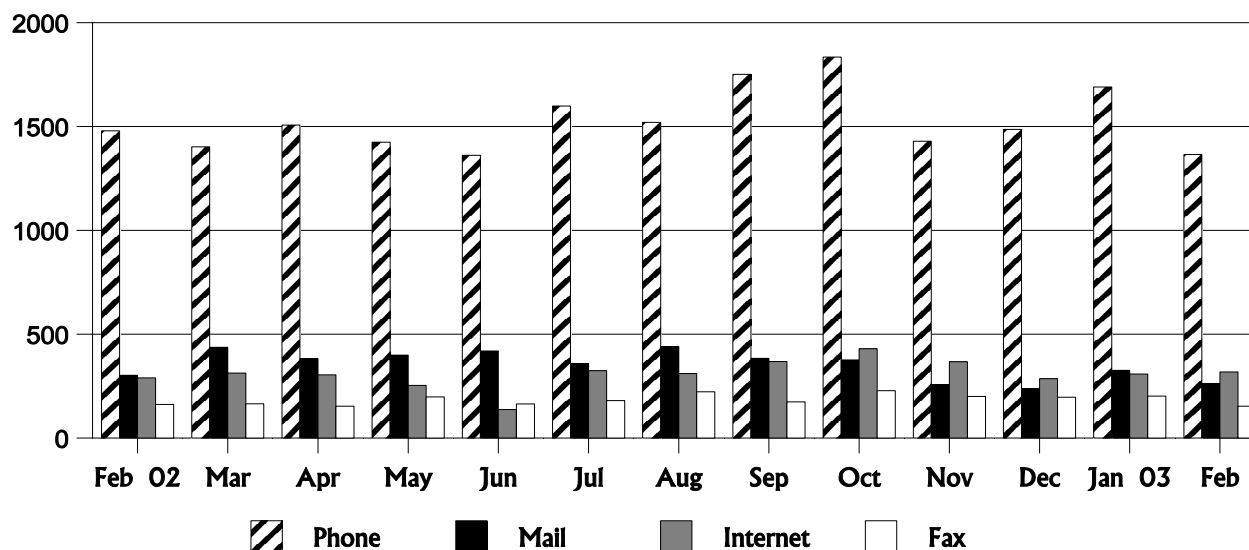
# Complaints Received by County

FEBRUARY 2003



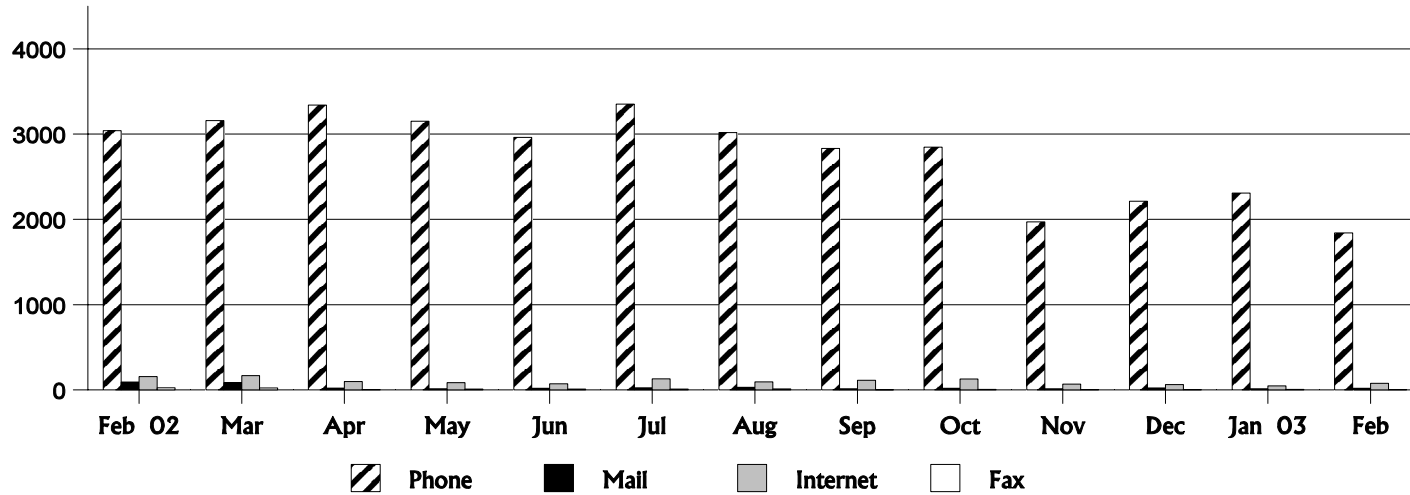
Note: County name not available for 177 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

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



	Feb 02	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb
Phone	1,479	1,402	1,507	1,424	1,361	1,598	1,520	1,751	1,834	1,429	1,486	1,690	1,365
Mail	302	437	382	399	419	359	440	384	376	257	237	326	262
Internet	290	313	304	253	137	324	310	368	430	367	286	308	318
Fax	162	165	153	198	164	180	223	174	228	200	196	202	153
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	2,098

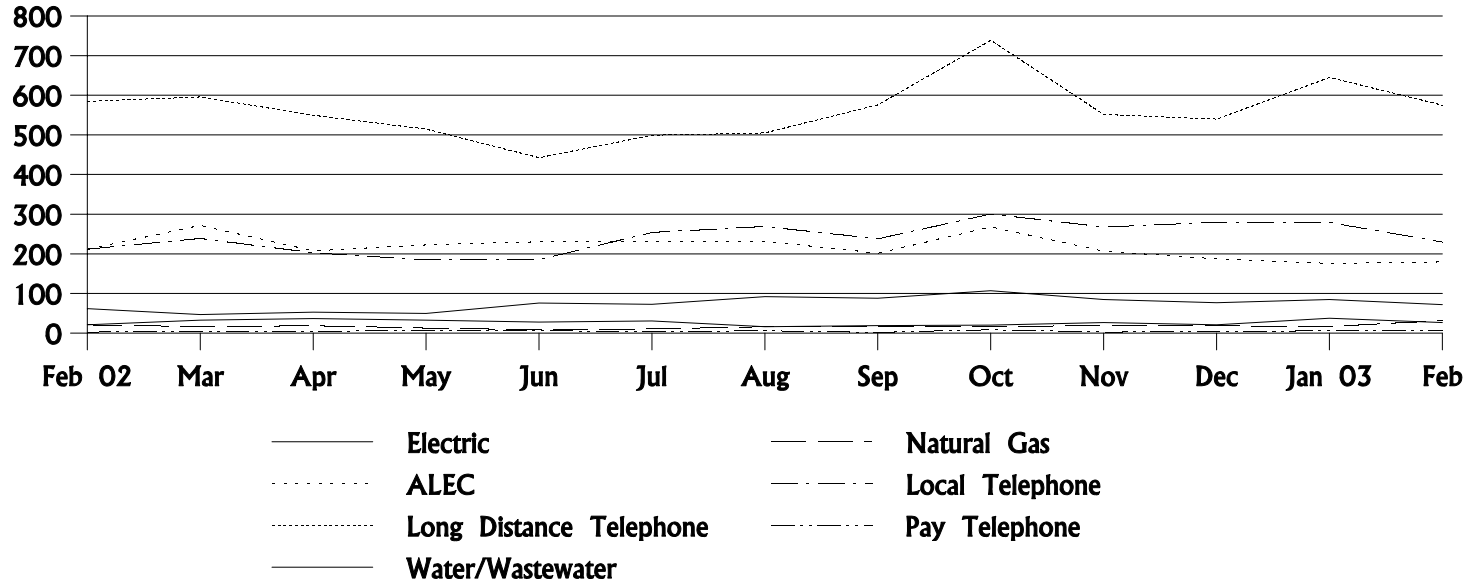
## How Information Requests Were Received Phone, Mail, Internet and Fax February 2002 - February 2003



	Feb 02	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb
Phone	3,040	3,158	3,341	3,150	2,961	3,352	3,016	2,831	2,847	1,971	2,212	2,309	1,842
Mail	92	84	20	13	18	24	30	14	19	14	23	13	19
Internet	158	168	97	84	71	130	93	112	128	68	62	47	76
Fax	24	22	3	9	10	10	11	2	6	4	3	6	3
Total	3,314	3,432	3,461	3,256	3,060	3,516	3,150	2,959	3,000	2,057	2,300	2,375	1,940

# Complaints Received by Industry

## February 2002 - February 2003



Industry	Feb 02	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb
Electric	62	47	53	50	76	73	92	88	107	85	77	85	72
Natural Gas	21	17	19	13	9	11	16	18	16	20	19	17	32
ALEC	212	272	208	223	231	232	232	202	268	207	188	176	180
Local Telephone	212	239	203	185	186	254	269	238	301	268	280	279	230
Long Dist. Phone	585	596	550	515	443	499	505	576	739	552	540	645	575
Payphone	3	3	5	4	8	6	4	6	2	3	4	6	7
Water/Wastewater	22	21	33	37	33	28	31	16	19	27	21	38	27
<b>Totals</b>	<b>1,119</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>	<b>1,123</b>

## Electric Companies Complaint Activity - February 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	4	10	14	39	30	1	31	54
FLORIDA POWER & LIGHT COMPANY	18	20	38	81	51	1	52	108
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	3	1	0	1	2
GULF POWER COMPANY	0	1	1	3	1	0	1	4
TAMPA ELECTRIC COMPANY	9	8	17	31	14	0	14	31
<b>TOTAL</b>	<b>33</b>	<b>39</b>	<b>72</b>	<b>157</b>	<b>97</b>	<b>2</b>	<b>99</b>	<b>199</b>

*\*Please see Definitions.*



## Electric Utilities Number of Customers / Apparent Infraction Indices

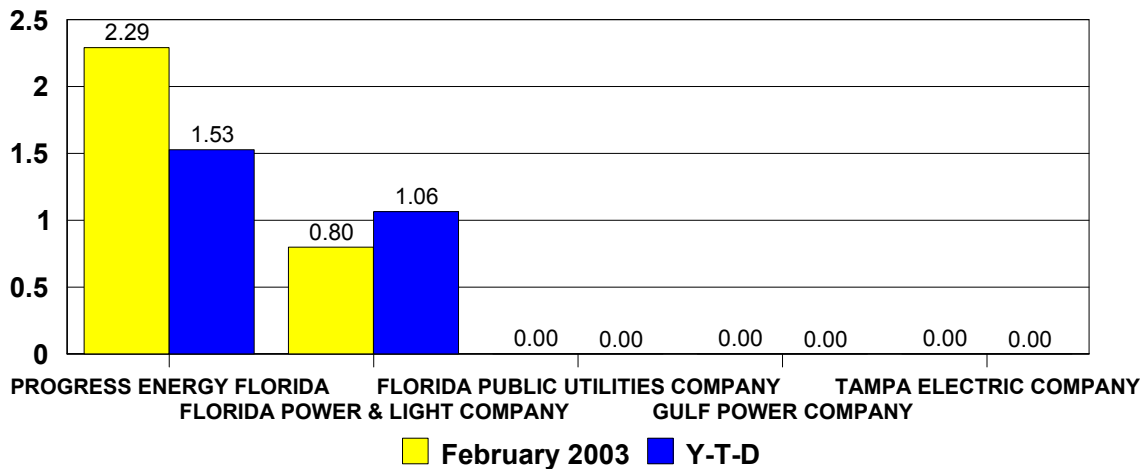
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	February 2003
		Infractions Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*
PROGRESS ENERGY FLORIDA	1,383,648	1	0.0007	1.53	2.29
FLORIDA POWER & LIGHT COMPANY	3,969,611	2	0.0005	1.06	0.80
FLORIDA 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>3</b>	<b>0.0005</b>		

\*Please see Definitions.

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

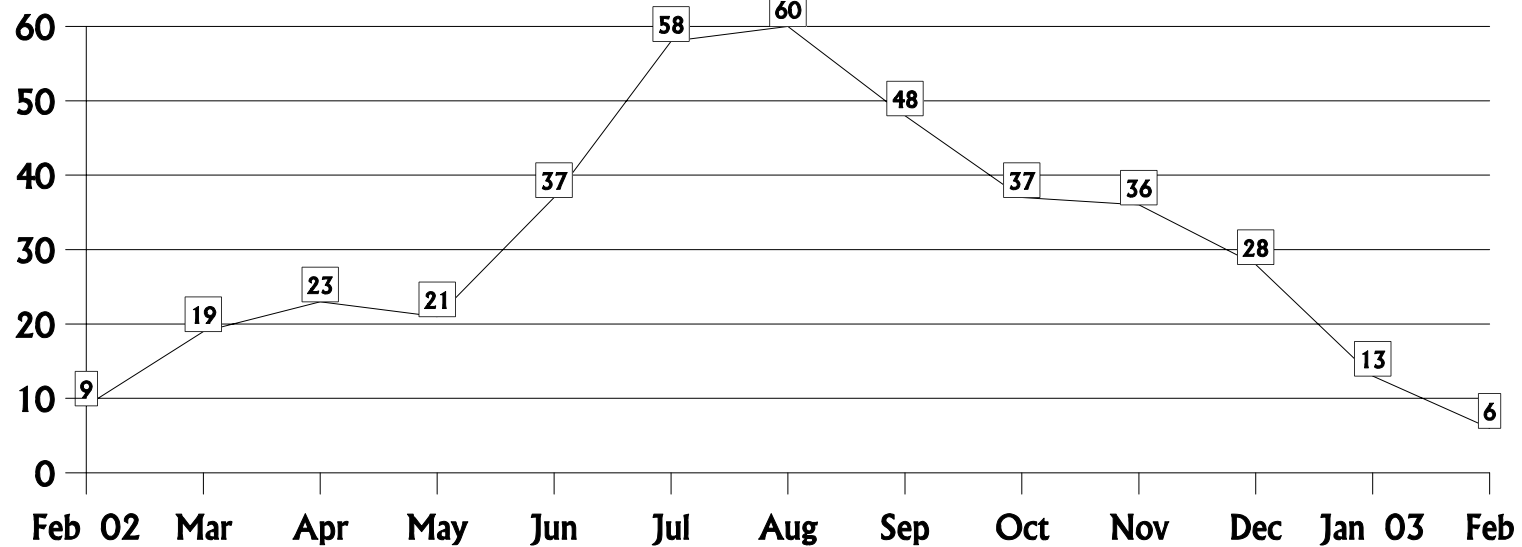
\*\*\* Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

## Electric Utilities Apparent Infraction Indices February 2003



# Total Momentary Electricity Outages Filed

February 2002 - February 2003



## Natural Gas Companies Complaint Activity February 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	0	0	1	2	0	2	3
CITY GAS COMPANY OF FLORIDA	6	11	17	23	11	1	12	19
FLORIDA PUBLIC UTILITIES COMPANY	1	3	4	7	1	0	1	5
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	5	6	11	18	11	0	11	18
<b>TOTAL</b>	<b>12</b>	<b>20</b>	<b>32</b>	<b>49</b>	<b>25</b>	<b>1</b>	<b>26</b>	<b>45</b>

*\*Please see Definitions.*

## Natural Gas Companies Number of Customers / Apparent Infraction Indices

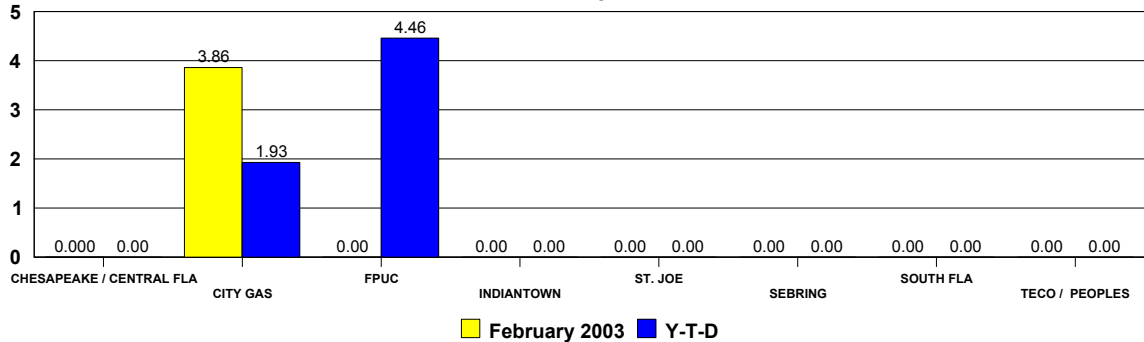
Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	February 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	0	0.000	0.00	0.000
CITY GAS COMPANY OF FLORIDA	105,000	1	0.010	1.93	3.86
FLORIDA PUBLIC UTILITIES COMPANY	45,442	1	0.022	4.46	0.00
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>2</b>	<b>0.005</b>		

\*Please see 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.

## Natural Gas Companies Apparent Infraction Indices February 2003



## Alternative Local Telephone Companies Complaint Activity - February 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	3	0	3	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	2	4	4	0	4
ALLTEL COMMUNICATIONS, INC.	1	1	2	4	0	4
ALTERNATIVE TELECOMMUNICATION SERVICES, INC. D/B/A SECOND	0	0	0	1	0	1
AMERICAN DIAL TONE	1	0	1	1	0	1
ANEW BROADBAND, INC.	1	0	1	0	0	0
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	0	1
AT&T	1	1	2	1	1	2
AUGLINK COMMUNICATIONS, INC.	1	0	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	4	1	5	4	0	4
CITYWIDE-TEL	1	1	2	0	0	0
COMCAST DIGITAL PHONE	7	4	11	22	1	23
DPI-TELECONNECT, L.L.C.	1	0	1	1	0	1
DSL TELECOM, INC.	0	0	0	1	0	1
DSLII	1	0	1	0	2	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	0	1	1
EPICUS, INC.	0	1	1	0	0	0
ERNEST COMMUNICATIONS, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	4	7	0	1	1
FLORIDA'S MAX-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	2	2	4	7	0	7
FLORIDA PHONE SERVICE, INC.	1	0	1	1	4	5
FLORIDA TELEPHONE SERVICES, LLC	4	3	7	6	0	6
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	0	0	0
HOSTING-NETWORK, INC.	0	0	0	0	1	1
IDS TELCOM LLC	4	2	6	4	1	5
IDT AMERICA, CORP. D/B/A IDT	0	0	0	2	0	2
INSTATONE	5	0	5	9	0	9
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1	0	1
KMC TELECOM III LLC	0	0	0	1	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	6	8	7	2	9
MCI WORLDCOM NETWORK SERVICES, INC.	4	1	5	4	3	7
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	0	0	0	0	1	1
MERCURY LONG DISTANCE, INC.	0	0	0	1	0	1
MIRACLE COMMUNICATIONS	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	3	2	5	2	0	2
MY-TEL INC.	1	0	1	0	0	0
NATIONAL TELECOM, LLC	0	0	0	1	0	1
NETWORK TELEPHONE CORPORATION	0	1	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS D/B/A OI	0	0	0	1	0	1
NOW COMMUNICATIONS, INC.	1	0	1	1	0	1
NUVOX COMMUNICATIONS, INC.	0	1	1	0	0	0
PAETEC COMMUNICATIONS, INC.	0	0	0	2	0	2
PAN AMERICAN TELECOM, INCORPORATED	1	0	1	0	1	1
PINNACLE TELCOM, INC.	0	1	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	1	1	0	0	0
SANTEL COMMUNICATIONS	1	0	1	0	0	0
SBC TELECOM, INC.	0	0	0	1	0	1
SOUTHERN RECONNECT, INC.	3	0	3	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	36	16	52	87	5	92
TALK AMERICA INC.	1	0	1	2	0	2
TALK UNLIMITED NOW, INC.	8	0	8	0	1	1
TEL COM PLUS	3	0	3	0	0	0
TELECOM CONNECTION CORP.	0	1	1	1	0	1
THE MOBILE PHONE COMPANY, INC.	5	0	5	0	1	1
US LEC OF FLORIDA INC.	1	0	1	0	0	0
USA TELEPHONE INC.	2	0	2	0	0	0
LISTEL	1	0	1	1	0	1
VARTEC TELECOM, INC.	1	3	4	6	1	7
VERIZON AVENUE	1	0	1	1	0	1
VERIZON FLORIDA INC.	0	0	0	1	0	1
XO FLORIDA, INC.	1	1	2	1	0	1
Z-TEL COMMUNICATIONS, INC.	1	1	2	2	1	3
<b>TOTALS</b>	<b>122</b>	<b>58</b>	<b>180</b>	<b>201</b>	<b>29</b>	<b>230</b>

\*Please see Definitions.

## Local Telephone Companies Complaint Activity February 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.	2	1	3	8	3	0	3	8
BELLSOUTH	100	56	156	320	188	5	193	406
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	1	2	2	2	0	2	2
VERIZON FLORIDA, INC.	13	6	19	53	32	0	32	70
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	1	0	1	1
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	0	0	0	0	0	0	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	32	18	50	123	85	0	85	177
<b>TOTAL</b>	<b>148</b>	<b>82</b>	<b>230</b>	<b>508</b>	<b>311</b>	<b>5</b>	<b>316</b>	<b>666</b>

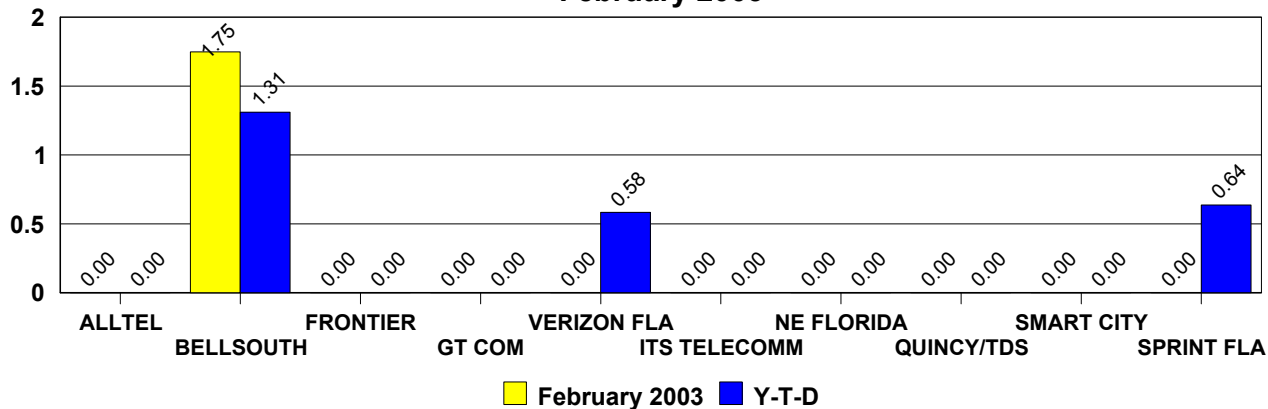
*\*Please see Definitions.*

## 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*	February 2003 Apparent Infractions Index*
ALLTEL	94,736	0	0.0000	0.00	0.00
BELLSOUTH	6,451,600	12	0.0019	1.31	1.75
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	0.58	0.00
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	0.64	0.00
<b>TOTAL</b>	<b>11,277,711</b>	<b>16</b>	<b>0.0014</b>		

\* Please see 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.

## Local Telephone Companies Apparent Infraction Indices February 2003





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

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
Access Integrated Networks, Inc.	<b>0</b>	<b>1</b>
AT&T	<b>1</b>	<b>1</b>
IDS Telcom LLC	<b>1</b>	<b>2</b>
ISN Communications, Inc.	<b>0</b>	<b>1</b>
International Business Network	<b>0</b>	<b>1</b>
MCI Worldcom	<b>1</b>	<b>3</b>
MCIMETRO Access Transmission Services, Inc.	<b>1</b>	<b>1</b>
Pam American Telecom, Inc.	<b>1</b>	<b>1</b>
Servisense.com, Inc.	<b>0</b>	<b>1</b>
Supra Telecommunications & Information Systems, Inc.	<b>3</b>	<b>4</b>
All Other Local Companies	<b>0</b>	<b>1</b>
<b>Totals</b>	<b>8</b>	<b>17</b>

# Cramming Statistics\*

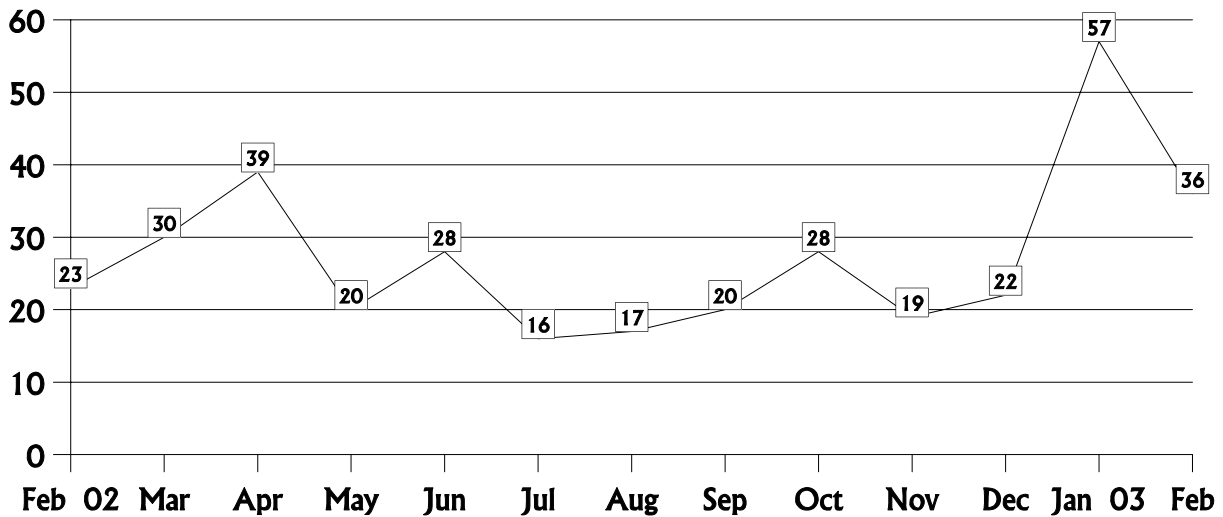
## February 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
43	36	\$ 2,173.98

*\*Please see Index of Definitions*

### Cases Resolved as Cramming

February 2002 - February 2003



## Long Distance Telephone Companies Complaint Activity - February 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	3	1	4	3	1	4
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	1	2
ADST, INC.	1	0	1	0	1	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	2	2	4
AMERICAN PHONE SERVICES CORP.	1	0	1	0	0	0
AMERIVISION COMMUNICATIONS, INC. D/B/A LIFELINE COMMUNICAT	0	0	0	1	0	1
AT&T	73	117	190	201	32	233
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	2	1	3	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	2	1	3	0	0	0
BILLING CONCEPTS OF FLORIDA, INC. D/B/A USBI, D/B/A ZPDI,	0	0	0	1	0	1
BROADVIEW NETWORKS, INC.	0	1	1	0	0	0
BUDGET CALL LONG DISTANCE, INC.	3	0	3	1	0	1
BUSINESS SAVINGS PLAN	1	0	1	1	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
BUYERS UNITED INTERNATIONAL, INC.	0	0	0	1	0	1
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CAPSULE COMMUNICATIONS, INC.	0	0	0	0	2	2
CIERRACOM SYSTEMS	2	0	2	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	3	1	4	1	5	6
COAST INTERNATIONAL, INC.	0	1	1	0	0	0
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	0	0	0
COMTECH 21, LLC	1	0	1	1	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	3	0	3
COVISTA, INC.	4	1	5	0	0	0
DIALAROUND ENTERPRISES INC.	0	0	0	1	0	1
DSA TELECOM	9	7	16	12	2	14
ENHANCED COMMUNICATIONS GROUP, L.L.C.	1	0	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.	3	3	6	8	1	9
FEDERAL TRANSTEL, INC.	0	1	1	1	0	1
FLORIDA DIGITAL NETWORK, INC.	1	0	1	0	1	1
GADJRAJ AND SONS, IMPORT & EXPORT, INC. D/B/A ARCTICS D/B/	0	0	0	1	0	1
GLOBAL CREST COMMUNICATIONS, INC. D/B/A DIMENSIONS	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	3	3	6	9	0	9
GLOBAL TEL*LINK CORPORATION	0	0	0	0	1	1
GLOBCOM, INC.	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	3	3	1	0	1
HORIZONONE COMMUNICATIONS	1	1	2	5	0	5
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	1
IDS TELCOM LLC	1	0	1	2	0	2
ILD	1	4	5	6	1	7
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	1	1	3	0	3
INCOMNET COMMUNCIATIONS CORPORATION	1	0	1	0	1	1
INFONET TELECOMMUNICATIONS CORPORATION	0	0	0	1	0	1
INTEGRETEL, INC.	1	16	17	22	0	22
INTERACTIVE MEDIA TECHNOLOGIES, INC.	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	0	1	1

Utility Name	Service*	Billing*	Total	Apparent	Apparent	Total
				Non-Infractions*	Infractions*	
ISN COMMUNICATIONS	1	1	2	0	0	0
LCR TELECOMMUNICATIONS L.L.C.	0	1	1	0	5	5
LOCKHEED MARTIN GLOBAL TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1	0	1
L.O.M.	1	0	1	2	0	2
MAIN STREET TELEPHONE COMPANY	0	0	0	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	5	1	6
MCI WORLDCOM NETWORK SERVICES, INC.	67	61	128	106	9	115
MERCURY LONG DISTANCE, INC.	0	1	1	1	0	1
MIKO TELEPHONE COMMUNICATIONS, INC.	9	0	9	2	14	16
NETWORK TELEPHONE CORPORATION	1	0	1	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	1	0	1	0	0	0
OLS, INC.	1	0	1	0	0	0
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	2	0	2
ONELINK COMMUNICATIONS, INC.	1	0	1	1	2	3
ONESTAR COMMUNICATIONS, LLC	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	1	2	3	3	0	3
OPEX COMMUNICATIONS, INC.	1	0	1	0	0	0
OPTICAL TELEPHONE CORPORATION	2	1	3	1	5	6
PIONEER TELECOM, INC.	1	0	1	1	0	1
PIONEER TELEPHONE	2	0	2	1	0	1
POWERNET GLOBAL COMMUNICATIONS	2	0	2	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	3	0	3	2	0	2
PROMISE-NET INTERNATIONAL, LTD., INC.	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	9	4	13	17	1	18
QX TELECOM LLC	0	1	1	0	0	0
RADIANT TELECOM, INC.	2	0	2	1	0	1
RIDLEY TELEPHONE COMPANY, LLC	1	0	1	0	0	0
RSL COM U.S.A., INC.	0	1	1	0	0	0
SOUTHWESTERN BELL COMMUNICATIONS SERVICES, INC.	0	0	0	1	0	1
SPRINT	32	26	58	53	13	66
SUPERTEL	0	1	1	1	0	1
T-NETIX, INC.	2	0	2	0	1	1
TALK AMERICA INC.	2	2	4	6	1	7
TCG SOUTH FLORIDA	0	2	2	2	0	2
TELECOM*USA OR TELECONNECT	1	1	2	4	0	4
TELEFYNE INCORPORATED	0	0	0	1	0	1
TELEUNO, INC.	0	0	0	1	2	3
TOTAL CALL INTERNATIONAL, INC.	0	0	0	0	1	1
TRANSCALL AMERICA, INC. D/B/A ATC LONG DISTANCE	0	0	0	2	0	2
TTI NATIONAL, INC.	1	0	1	0	0	0
U S P & C CORPORATION	0	1	1	0	0	0
UKI COMMUNICATIONS, INC.	5	2	7	1	6	7
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	1	0	1	0	0	0
U.S. TELECOM LONG DISTANCE, INC.	2	0	2	2	0	2
VARTEC TELECOM, INC.	3	6	9	8	4	12
VERIZON SELECT SERVICES INC.	2	2	4	8	0	8
VOX POPULI TELECOMMUNICATIONS, INC.	2	0	2	0	1	1
VYCERA COMMUNICATIONS, INC.	0	0	0	1	0	1
WEBNET COMMUNICATIONS, INC.	0	0	0	0	2	2
WILLIAMS COMMUNICATIONS, LLC	0	0	0	7	1	8
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	4	2	6	5	6	11
WORLDXCHANGE CORP.	1	2	3	4	0	4
ZENEX LONG DISTANCE, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>288</b>	<b>287</b>	<b>575</b>	<b>558</b>	<b>128</b>	<b>686</b>

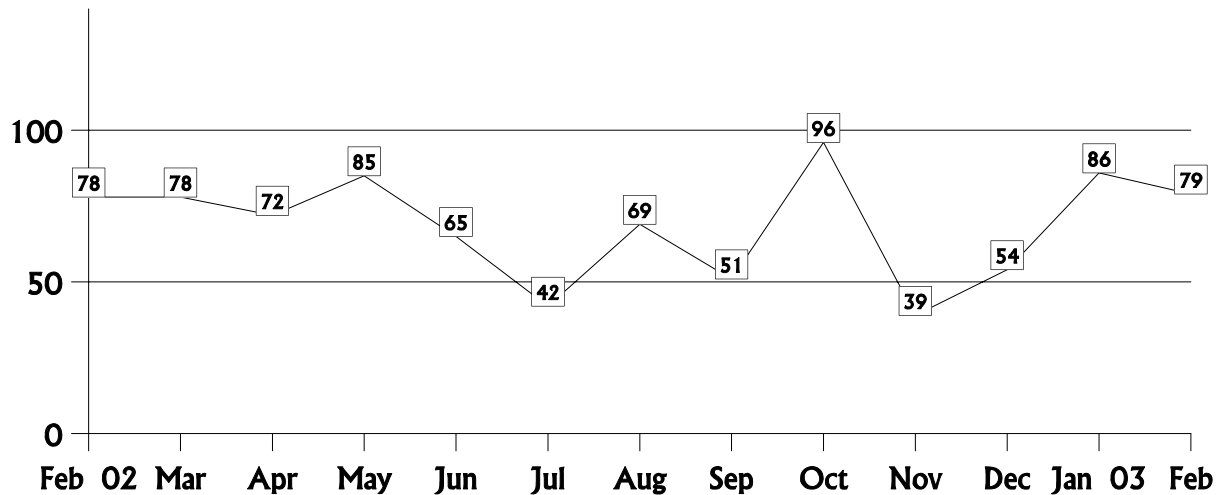
\*Please see Definitions.

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

Company	Month	Year-To-Date
America's Digital Satellite Telephone, Inc.	1	3
AT&T / ACC	6	8
Clear World Communications Corp.	5	7
LCR Telecommunications. L.L.C.	5	6
MCI Worldcom	7	16
Miko Telephone Communications, Inc.	14	25
Onelink Communications, Inc.	2	11
Optical Telephone Corporation	5	10
Sprint	10	16
Teleuno, Inc.	2	10
UKI Communications, Inc.	6	10
World Communications Satellite Systems, Inc.	6	14
Other Long Distance Companies	10	26
<b>Totals</b>	<b>79</b>	<b>162</b>

## Cases Resolved as Slamming

February 2002 - February 2003



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ALPHA TEL-COM, INC.	0	0	0	0	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	1	0	1
COMMERCIAL PAY PHONES, INC.	0	0	0	1	0	1
D J COMMUNICATIONS, INC.	1	0	1	1	0	1
EVERCOM SYSTEMS, INC.	1	0	1	0	0	0
FLORIDA PUBLIC PAYPHONES	0	0	0	1	0	1
GPE SOUTHEAST	1	0	1	0	0	0
K.C.S. COMMUNICATIONS, INC.	1	0	1	0	0	0
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	0	0	0	1	0	1
OTC, INC. D/B/A OTC AND OMEGA TELECOM	0	0	0	1	0	1
PHONEXPERT, INC.	0	0	0	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	1	1	2	0	2
TELALEASING ENTERPRISES, INC.	1	0	1	1	0	1
TRITEL, INC.	0	1	1	0	0	0
<b>TOTALS</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>11</b>

*\*Please see Definitions.*

## Water & Wastewater Companies Complaint Activity - February 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	1	0	1	5	0	5
AQUASOURCE UTILITY, INC.	0	0	0	1	0	1
ARREDONDO UTILITY COMPANY, INC.	0	1	1	1	0	1
BROADVIEW PARK WATER COMPANY	1	2	3	3	0	3
CONTINENTAL UTILITY, INC.	1	0	1	0	0	0
CYPRESS LAKES UTILITIES, INC.	0	0	0	1	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	0	0	0
FLORALINO PROPERTIES, INC.	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	6	2	8	13	0	13
FOREST HILLS UTILITIES, INC.	1	0	1	0	0	0
HUDSON UTILITIES, INC.	1	1	2	0	0	0
LINDRICK SERVICE CORPORATION	1	1	2	1	0	1
MARION UTILITIES, INC.	0	0	0	0	1	1
MCLEOD GARDENS WATER COMPANY	1	0	1	1	0	1
MOBILE MANOR, INC.	1	0	1	0	0	0
NORTH PENINSULA UTILITIES CORPORATION	0	0	0	1	0	1
PARKLAND UTILITIES, INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2	0	2
PINECREST RANCHES, INC.	0	0	0	1	0	1
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
SHANGRI-LA BY THE LAKE UTILITIES, INC.	1	0	1	0	0	0
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
UTILITIES, INC. OF FLORIDA	0	1	1	1	1	2
WEDGEFIELD UTILITIES, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>18</b>	<b>9</b>	<b>27</b>	<b>33</b>	<b>2</b>	<b>35</b>

\*Please see Definitions.

# 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.

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