



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT FEBRUARY 2004

Data Compiled on 3/23/2004

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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](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 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 Web site at [www.floridapsc.com](http://www.floridapsc.com). Search Online Docket Information for Docket No. 030575-PU, Order PSC-04-0027-FOF-PU.

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## Summary

There were **1,967** complaints logged against the utility companies for the month of February 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 **2,051** information requests logged by the PSC.

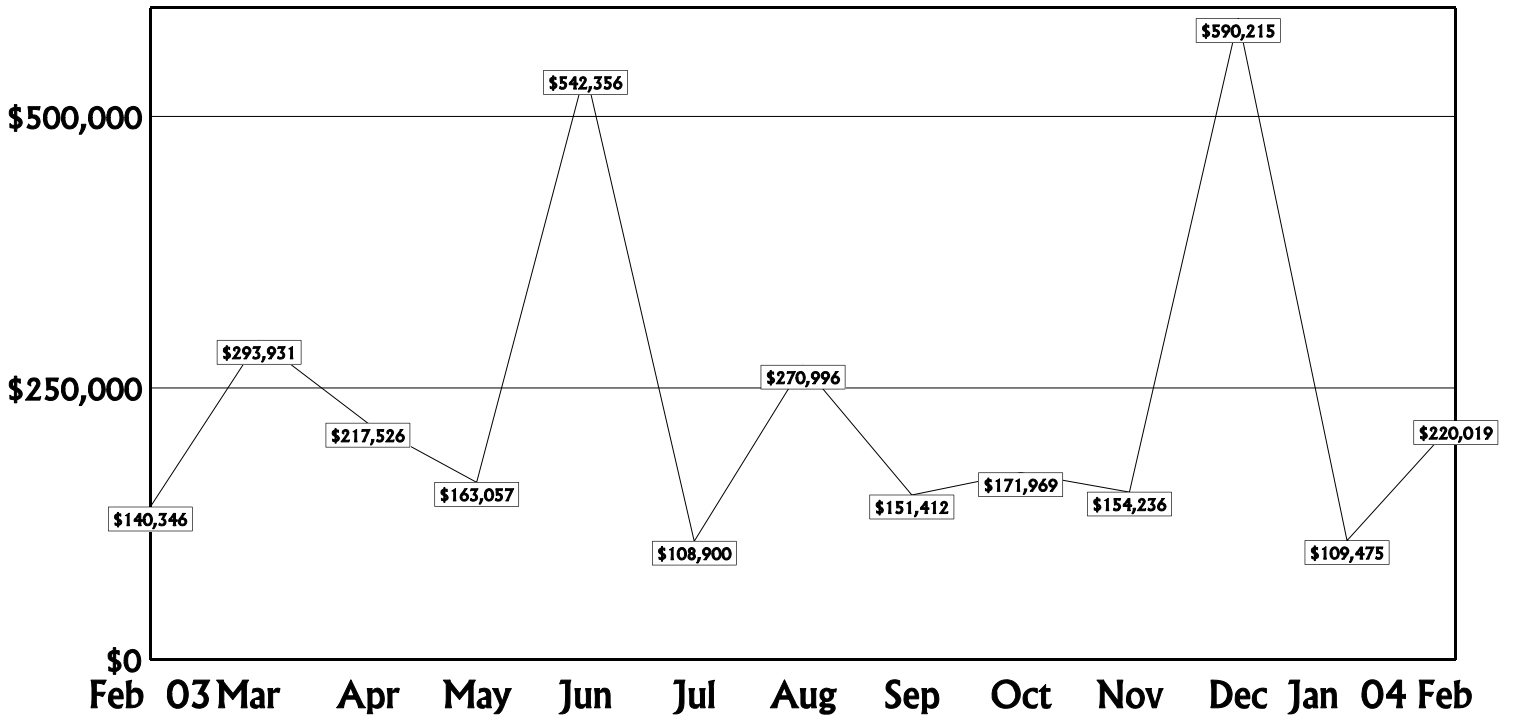
A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of February 29, 2004. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **674** calls transferred and entered into CATS during February 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$220,019** for the month.

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# Consumer Refunds

February 2003 - February 2004



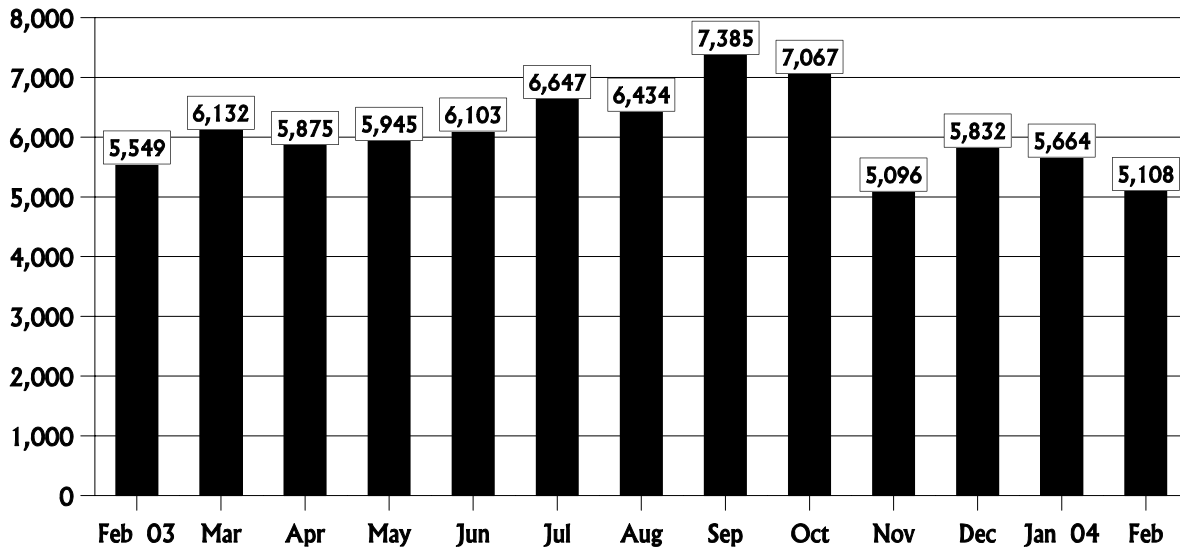
# Consumer Activity Overview - February 2004

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,967</b>
Electric		42
Gas		49
Competitive Local Exchange Telephone		225
Local Exchange Telephone		268
Long Distance Telephone		470
Pay Telephone		2
Shared Tenant		0
Water & Wastewater		24
Non-certificated Company Complaints Received		9
Telephone Transfer-Connects (Calls Transferred to Utilities)		674
E-Transfers (E-mails sent to Utilities from the PSC Web site)		95
Cases Received / Closed Under 3 Day Rule		109
Electric	37	
Gas	0	
Telecommunications	72	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>2,051</u></b>
<b>Total Cases Received &amp; Entered into CATS</b>		<b>4,018</b>
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,090</u>
<b>Total Consumer Contacts Handled</b>		<b>5,108</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,311	1,719	3,030
Mail	135	111	246
Internet	407	210	617
Fax	114	11	125
<b>Totals</b>	<b>1,967</b>	<b>2,051</b>	<b>4,018</b>

Consumer Savings	
Electric	\$ 372.52
Gas	256.72
Competitive Local Exchange Telephone	16,346.84
Local Exchange Telephone	145,029.71
Long Distance Telephone	57,068.37
Pay Telephone	1.50
Water & Wastewater	943.53
Non-regulated/Other Consumer Assistance	0.00
<b>Total</b>	<b>\$220,019.19</b>

**Public Service Commission  
Total Consumer Contacts  
February 2003 - February 2004**





## Complaints by Industry February 2004

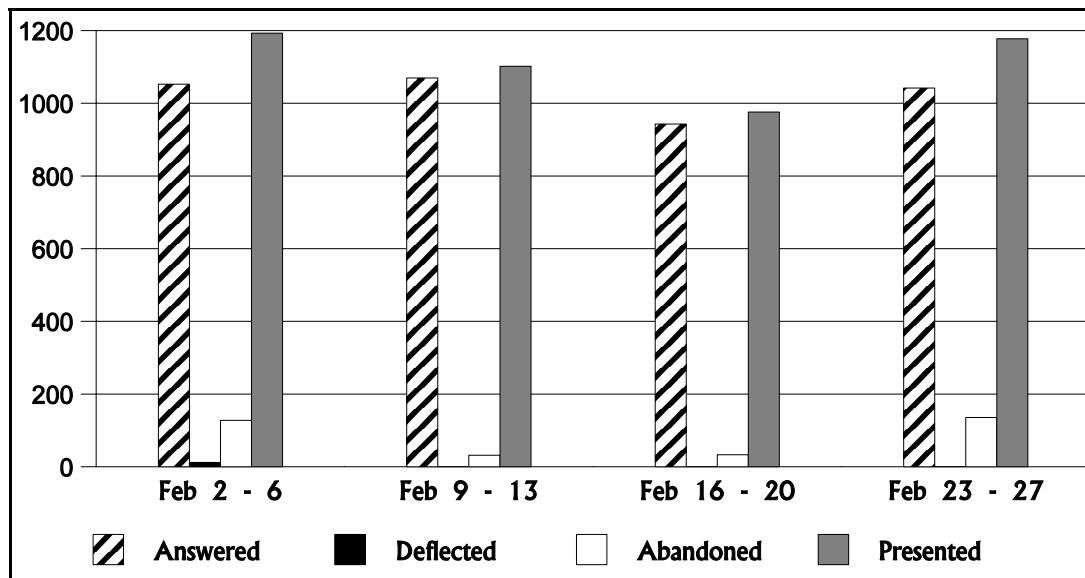
	Complaints Received	% of Total Complaints*
Electric	42	2%
Natural Gas	49	2%
Competitive Local Exchange Telephone	225	11%
Local Exchange Telephone	268	14%
Long Distance Telephone	470	24%
Pay Telephone	2	< 1%
Shared Tenant	0	0%
Water & Wastewater	24	1%
Non-certificated Company Complaints Received**	9	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	674	34%
E-Transfers	95	5%
Cases Received & Closed by 72 Hr Rule	109	6%
Total	1,967	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 February 2004



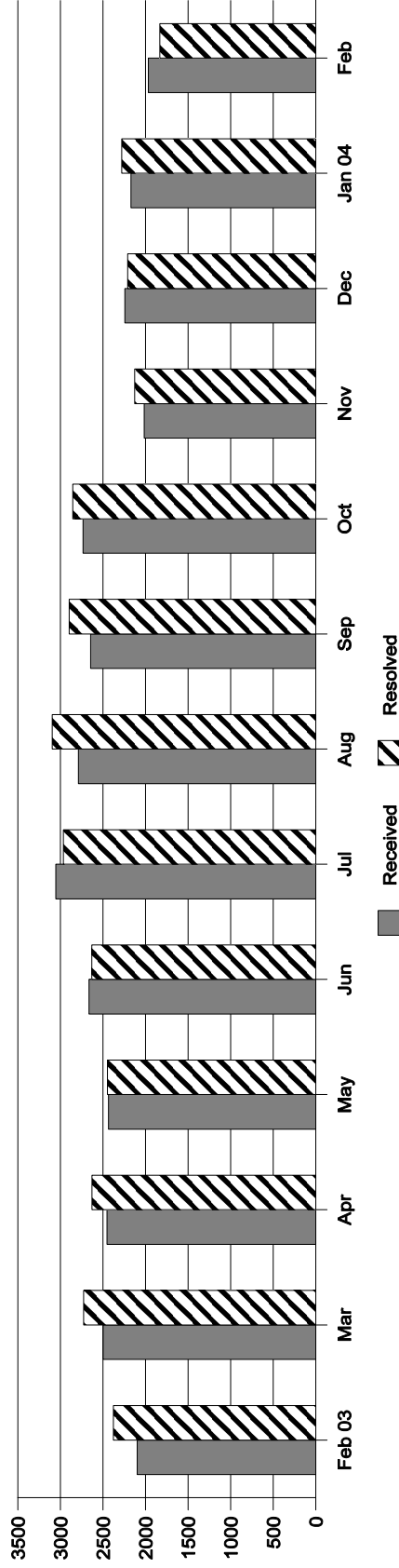
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in 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
February 2 - 6	1,053	88%	12	1%	128	11%	1,193
February 9 - 13	1,070	97%	0	0%	32	3%	1,102
February 16 - 20	943	97%	0	0%	33	3%	976
February 23 - 27	1,042	88%	0	0%	136	12%	1,178
Totals	4,108	92%	12	0%	329	7%	4,449

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,108
Minus Calls Resulting in Cases (CAF)	(3,018)
Total Calls Not Filed As Cases (CAF)	1,090

## Total Complaints Received/Resolved by Month\* February 2003 - February 2004



	Feb 03	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb
Received	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967
Resolved	2,377	2,727	2,629	2,447	2,631	2,965	3,096	2,898	2,855	2,127	2,210	2,279	1,832

\*The term "Complaints Resolved" includes 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.

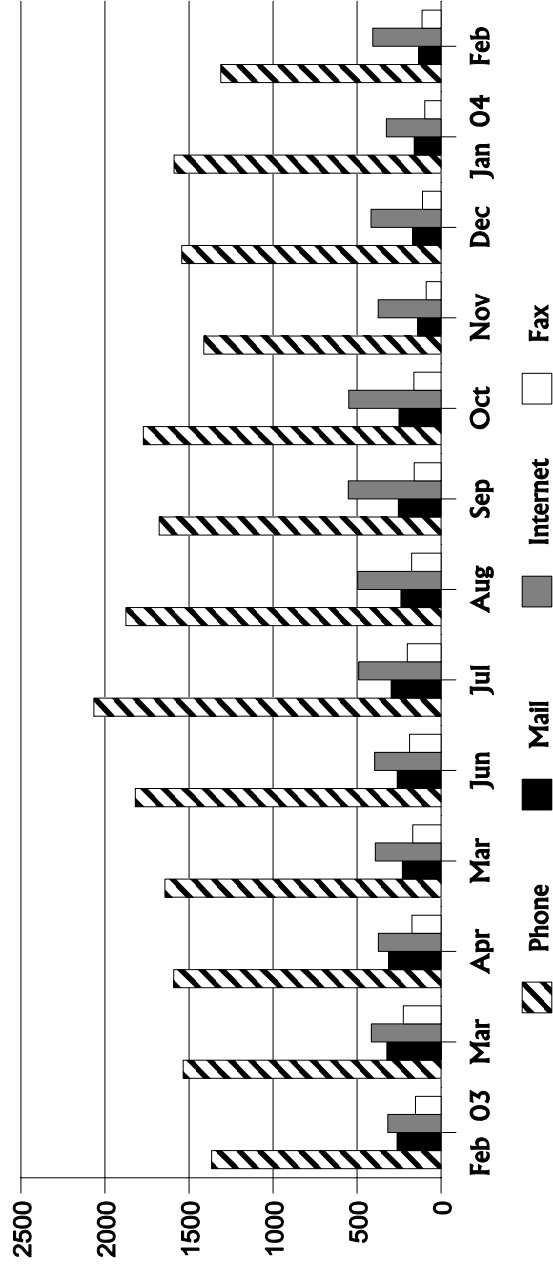
# Complaints Received by County

## February 2004



Note: County name not available for 442 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 2003 - February 2004

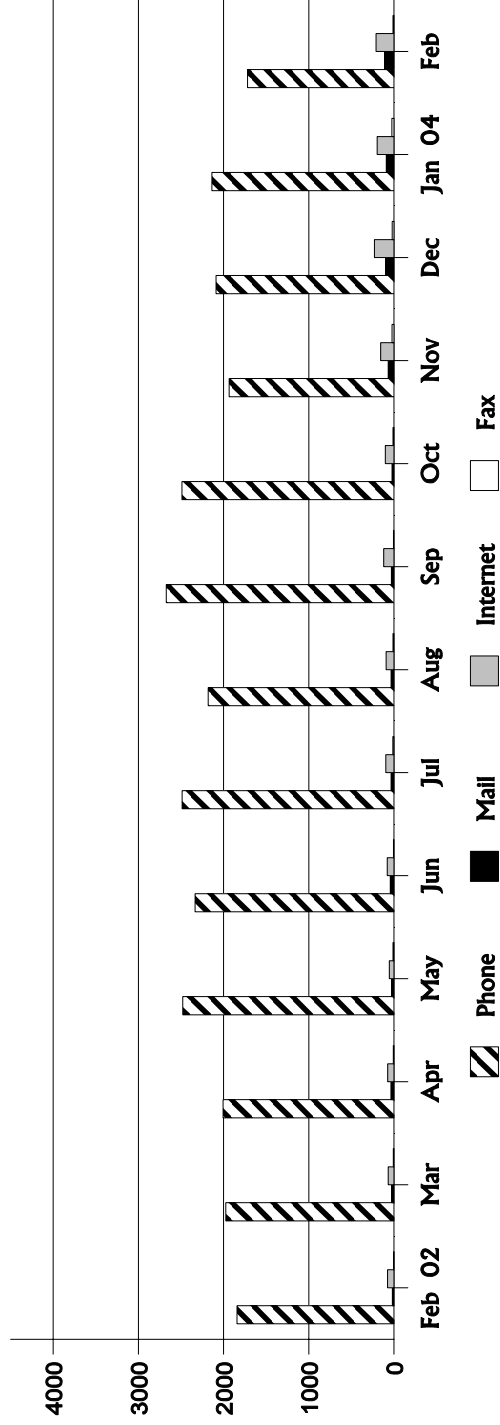


	Feb 03	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb
Phone	1,365	1,535	1,591	1,644	1,820	2,066	1,876	1,678	1,772	1,412	1,544	1,589	1,311
Mail	262	323	313	231	261	297	240	254	251	139	170	160	135
Internet	318	416	374	392	395	491	496	553	550	375	417	326	407
Fax	153	225	174	169	188	201	176	160	162	89	111	97	114
<b>Total</b>	<b>2,098</b>	<b>2,499</b>	<b>2,452</b>	<b>2,436</b>	<b>2,664</b>	<b>3,055</b>	<b>2,788</b>	<b>2,645</b>	<b>2,735</b>	<b>2,015</b>	<b>2,242</b>	<b>2,172</b>	<b>1,967</b>

# How Information Requests Were Received

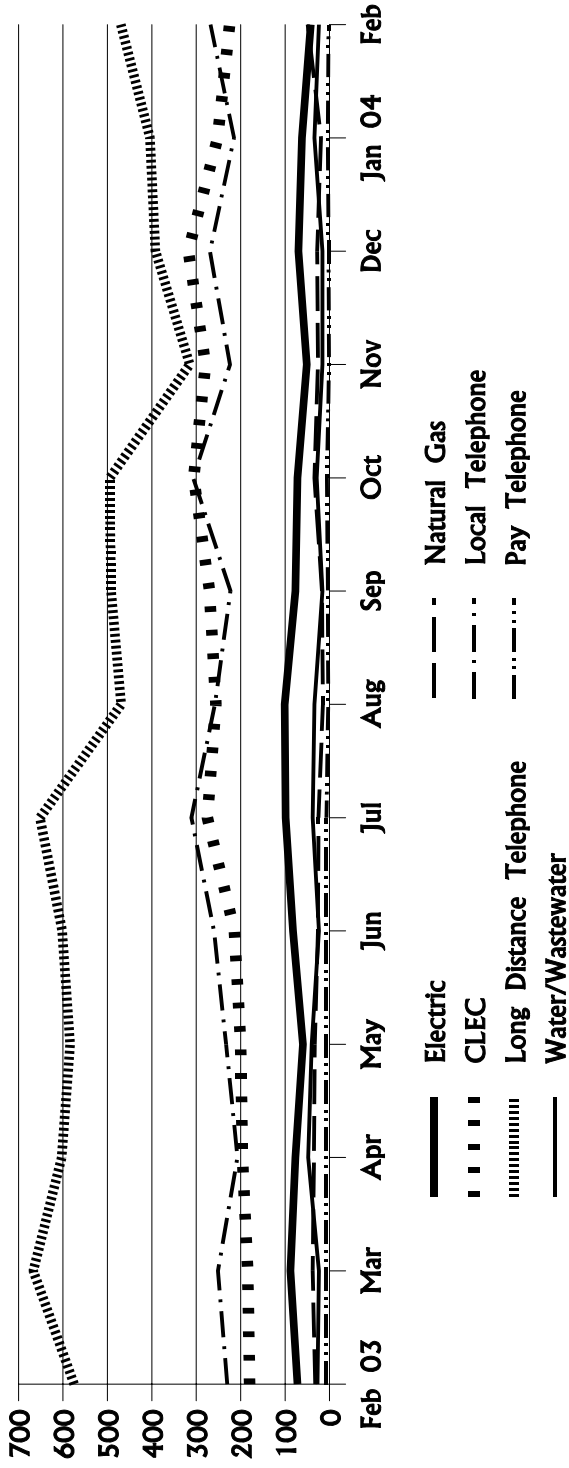
## Phone, Mail, Internet and Fax

### February 2003 - February 2004



	Feb 03	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb
Phone	1,842	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719
Mail	19	26	35	29	44	33	33	30	23	68	97	90	111
Internet	76	67	73	55	78	96	92	120	102	156	230	198	210
Fax	3	8	8	11	5	14	11	5	12	22	21	24	11
Total	1,940	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450	2,051

# Complaints Received by Industry February 2003 - February 2004



Industry	Feb 03	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb
Electric	72	88	77	60	82	99	101	77	72	51	70	62	42
Natural Gas	32	38	35	33	26	25	15	17	34	26	28	19	49
CLEC	180	184	196	200	214	275	256	270	306	279	318	252	225
Local Telephone	230	251	207	233	260	311	258	223	307	224	269	215	268
Long Dist. Phone	575	667	603	584	602	652	469	492	495	315	392	404	470
Payphone	7	7	7	7	7	7	3	4	6	1	2	4	2
Water/Wastewater	27	24	48	40	24	38	34	16	29	16	16	34	24
<b>Totals*</b>	<b>1,123</b>	<b>1,259</b>	<b>1,173</b>	<b>1,157</b>	<b>1,215</b>	<b>1,407</b>	<b>1,136</b>	<b>1,099</b>	<b>1,249</b>	<b>912</b>	<b>1,095</b>	<b>990</b>	<b>1,080</b>

\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or cases received and closed under the three-day rule.

## Electric Companies Complaint Activity - February 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	3	22	25	52	20	0	20	48
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	2	1	0	1	1
GULF POWER COMPANY	2	0	2	3	0	0	0	1
PROGRESS ENERGY FLORIDA, INC.	2	4	6	20	7	0	7	25
TAMPA ELECTRIC COMPANY	2	6	8	15	2	0	2	12
<b>TOTAL**</b>	<b>9</b>	<b>33</b>	<b>42</b>	<b>92</b>	<b>30</b>	<b>0</b>	<b>30</b>	<b>87</b>

*\*Please see Definitions.*

*\*\*Does not include non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.*



## Electric Companies Number of Customers / Apparent Infraction Indices

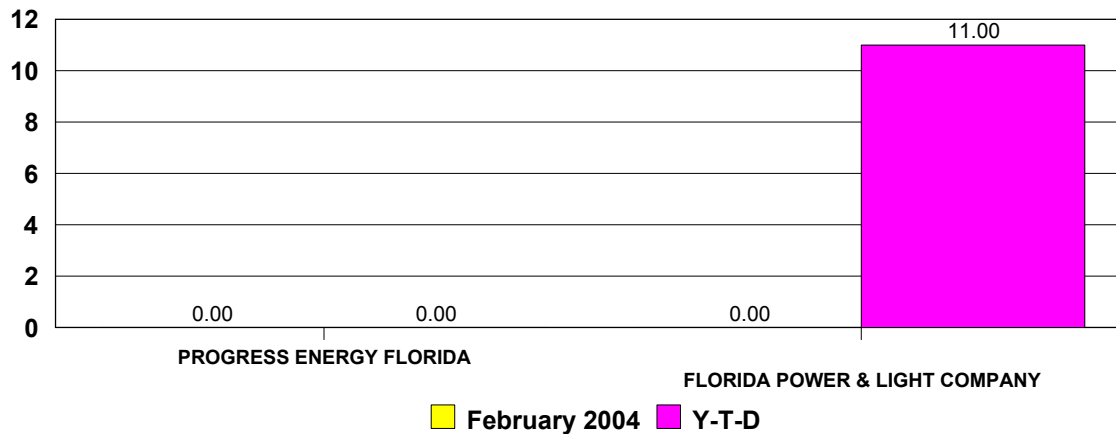
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	February 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,019,805	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00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

\*Please see Definitions.

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

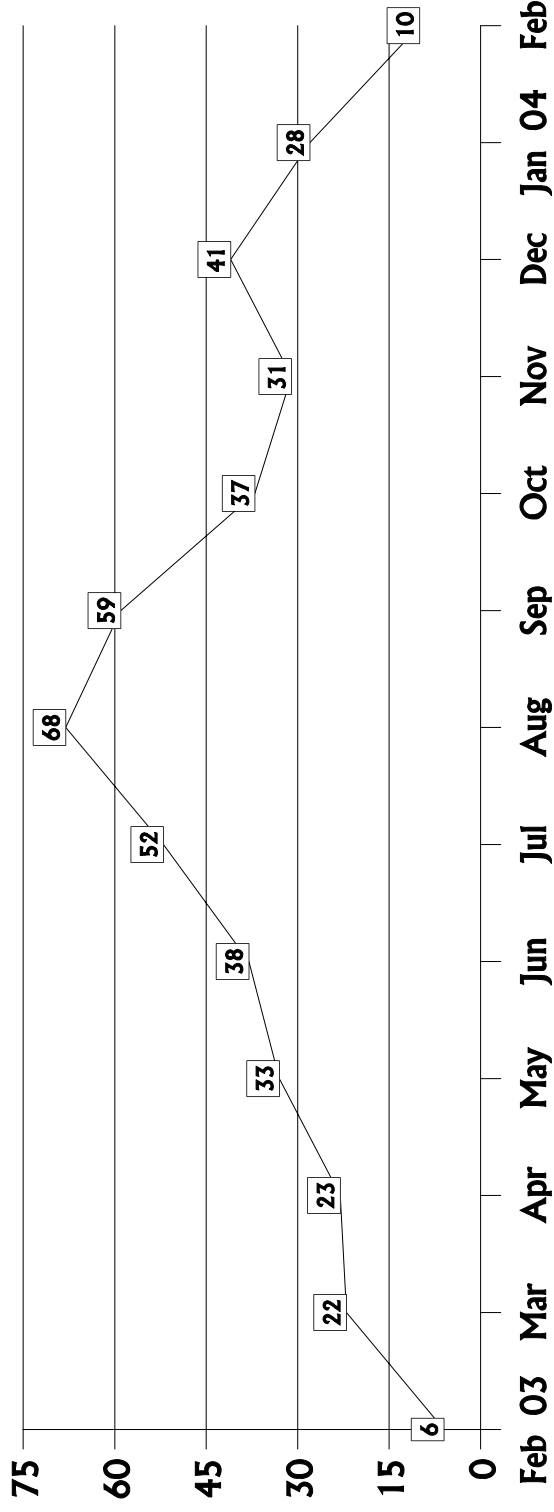
\*\*\* Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.

## Electric Companies Number of Customers / Apparent Infraction Indices February 2004



# Electric Outage Related Complaints Filed

February 2003 - February 2004



## Natural Gas Companies Complaint Activity February 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	1	1	1	0	0	0	1
CITY GAS COMPANY OF FLORIDA	2	6	8	19	9	0	9	19
FLORIDA PUBLIC UTILITIES COMPANY	4	1	5	8	5	0	5	7
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0	0	1	1	1
SEBRING	0	0	0		0	0	0	
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	17	18	35	40	5	1	6	15
<b>TOTAL**</b>	<b>23</b>	<b>26</b>	<b>49</b>	<b>68</b>	<b>19</b>	<b>2</b>	<b>21</b>	<b>43</b>

\*Please see Definitions.

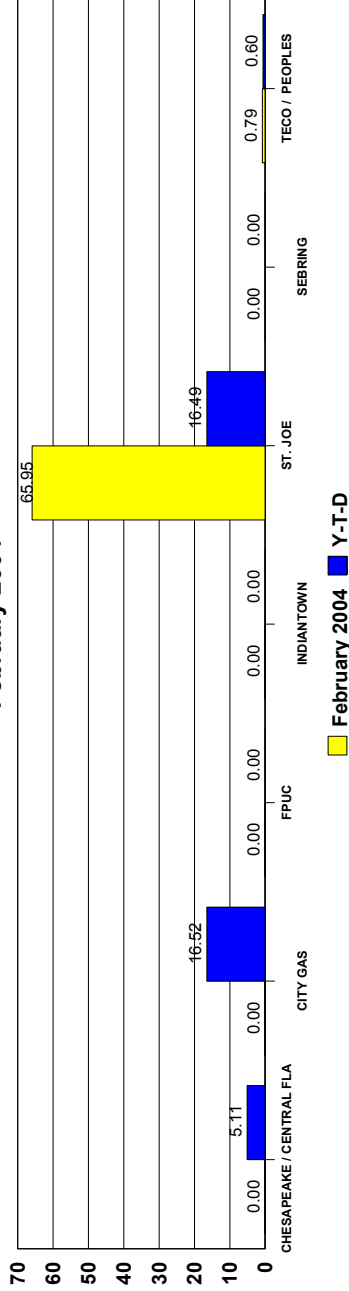
\*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

## 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*	February 2004 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	5.11	0.00
CITY GAS COMPANY OF FLORIDA	101,724	3	0.029	16.52	0.00
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	1	0.299	16.49	65.95
SEBRING	576	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/8/A PEOPLES GAS SYSTEM	277,527	3	0.011	0.60	0.79
<b>INDUSTRY TOTAL</b>	<b>440,543</b>	<b>8</b>	<b>0.018</b>		

\*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 February 2004



## Local Telephone Companies Complaint Activity February 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.	1	0	1	5	1	0	1	4
BELLSOUTH	72	88	160	287	122	6	128	307
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	1	2	4	2	1	3	6
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	1	0	1	1	0	0	0	0
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0	0	0
SPRINT-FLORIDA	44	23	67	131	65	4	69	108
VERIZON FLORIDA, INC.	20	17	37	54	18	0	18	56
<b>TOTAL**</b>	<b>139</b>	<b>129</b>	<b>268</b>	<b>483</b>	<b>208</b>	<b>11</b>	<b>219</b>	<b>482</b>

\*Please see Definitions.

\*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

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

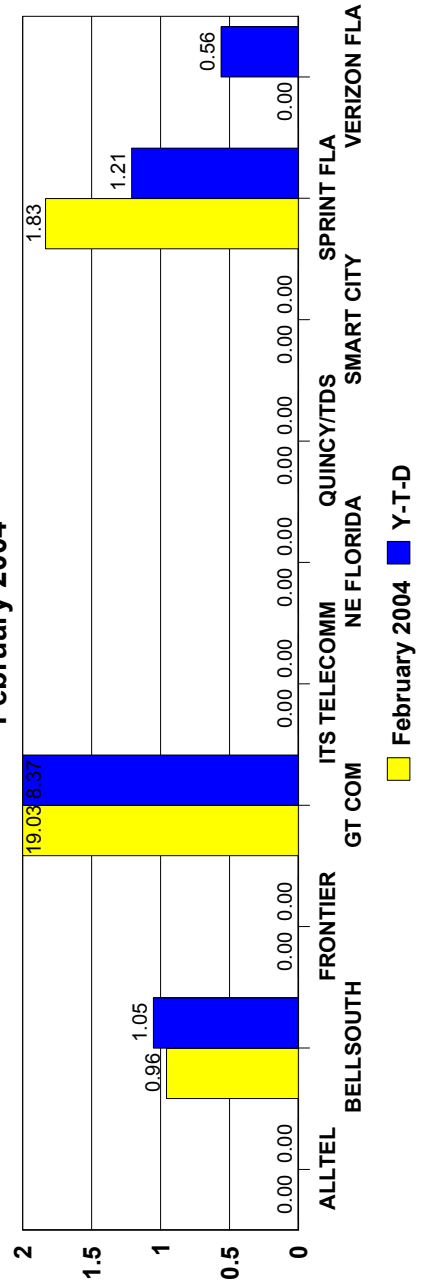
Utility Name	Number of Access lines**		Apparent Infractions Per 1,000 Access lines***		February 2004 Apparent Infractions Index*	
	Y-T-D	Y-T-D	Y-T-D	Y-T-D	Y-T-D	Y-T-D
ALLTEL	94,744	0	0.0000	0.00	0.00	0.00
BELLSOUTH	6,230,282	15	0.0024	1.05	0.96	0.96
FRONTIER	4,660	0	0.0000	0.00	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,221	1	0.0191	8.37	19.03	19.03
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00	0.00	0.00
NE FLORIDA	10,285	0	0.0000	0.00	0.00	0.00
QUINCY/TDS	14,351	0	0.0000	0.00	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00	0.00	0.00
SPRINT-FLORIDA	2,166,692	6	0.0028	1.21	1.83	1.83
VERIZON FLORIDA, INC.	2,335,821	3	0.0013	0.56	0.00	0.00
<b>TOTAL</b>	<b>10,928,648</b>	<b>25</b>	<b>0.0023</b>			

\* 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 February 2004



## Competitive Local Telephone Companies Complaint Activity - February 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS COMMUNICATIONS, LLC.	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	4	6	1	0	1
AMERICAN PHONE SERVICES CORP.	0	0	0	0	1	1
ANEW BROADBAND, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	7	4	11	6	1	7
AUGLINK COMMUNICATIONS, INC.	0	1	1	1	0	1
BTI	2	0	2	1	0	1
BUDGET PHONE, INC.	0	1	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	4	5	3	1	4
CINERGY COMMUNICATIONS COMPANY	2	0	2	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	2	5	2	1	3
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	0	0	0	0	1	1
DELAND ACTEL, INC.	0	1	1	3	1	4
DOUBLE LINK COMMUNICATIONS, INC.	0	0	0	0	1	1
DPI-TELECONNECT, L.L.C.	1	0	1	0	0	0
DSL TELECOM, INC.	3	0	3	1	0	1
DSLII	3	0	3	0	1	1
EPICUS, INC.	1	1	2	2	0	2
EXCEL TELECOMMUNICATIONS, INC.	4	5	9	9	2	11
EXPRESS PHONE SERVICE, INC.	0	0	0	2	0	2
FDN COMMUNICATIONS	8	6	14	12	1	13
FLATEL, INC.	4	0	4	0	2	2
FLORIDA PHONE SERVICE, INC.	5	0	5	9	10	19
FLORIDA TELEPHONE SERVICES, LLC	5	1	6	4	0	4
FOCAL COMMUNICATIONS CORPORATION OF FLORIDA	0	0	0	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	0	0	0
IDS TELCOM LLC	3	2	5	9	1	10
ILD	0	1	1	0	0	0
INSTATONE	2	0	2	2	1	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
ITC^DELTACOM	4	1	5	3	0	3
KMC DATA LLC	1	0	1	0	0	0
KMC TELECOM III LLC	1	1	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	3	0	3	2	1	3
MCI WORLDCOM COMMUNICATIONS, INC.	7	4	11	5	0	5
MCI WORLDCOM NETWORK SERVICES, INC.	2	0	2	1	1	2
METRO TELECONNECT COMPANIES, INC.	1	1	2	2	0	2
NEWPHONE	1	0	1	1	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	0	1
NUVOX COMMUNICATIONS, INC.	1	0	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	1	1	0	0	0
RING CONNECTION, INC.	1	0	1	1	0	1
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	0	1	1
SOUTHERN RECONNECT, INC.	0	0	0	0	1	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	6	1	7
STS	0	2	2	0	1	1
STS TELECOM, LLC	2	0	2	0	0	0
SUN-TEL USA, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	39	41	80	32	103	135
TALK AMERICA INC.	0	0	0	1	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	0	0	0
TELECONEX	2	0	2	4	0	4
TELECUBA, INC.	2	0	2	1	0	1
THE MOBILE PHONE COMPANY, INC.	0	0	0	0	1	1
TIBURON TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	2	0	2	2	0	2
USA TELECOM, INC.	1	0	1	1	0	1
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	3	0	3	0	0	0
VARTEC TELECOM, INC.	0	1	1	2	1	3
XO FLORIDA, INC.	1	1	2	0	0	0
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	1	2	3	0	0	0
<b>TOTALS**</b>	<b>135</b>	<b>90</b>	<b>225</b>	<b>137</b>	<b>136</b>	<b>273</b>

\*Please see Definitions.

\*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.



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

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
Bellsouth Telecommunications, Inc.	0	1
DSL Telecom, Inc.	0	1
Sprint Communications Co. LTD Partnership	0	2
Sprint-Florida, Inc.	1	1
Supra Telecom. & Information Systems, Inc.	1	4
Utilities Commission, New Smyrna Beach	0	1
All Other Local Companies	4	4
<b>Totals</b>	<b>6</b>	<b>14</b>

# Cramming Statistics\*

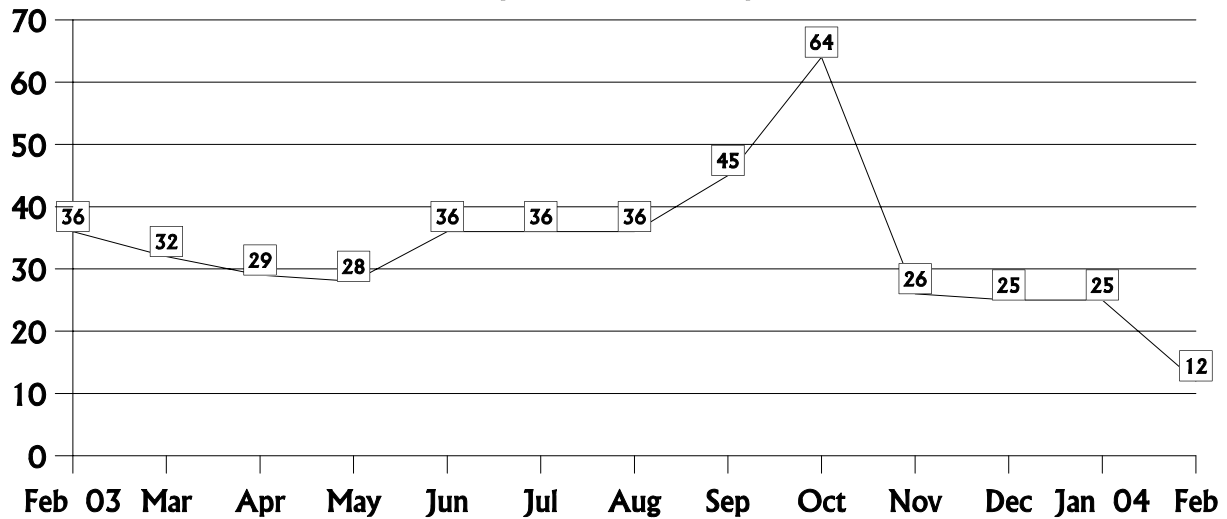
## February 2004

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
33	12	\$ 1,017.06

*\*Please see Definitions*

### Cases Resolved as Cramming

February 2003 - February 2004



## Long Distance Telephone Companies Complaint Activity - February 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	4	1	5	0	2	2
ACC LONG DISTANCE	0	1	1	1	0	1
ACCRIS COMMUNICATIONS SOLUTIONS	1	3	4	2	7	9
ADMA TELECOM, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	2	0	2	0	0	0
AMERIVISION COMMUNICATIONS, INC. D/B/A LIFELINE COMM.	0	0	0	1	0	1
ANEW BROADBAND, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	106	94	200	113	23	136
BAK COMMUNICATIONS, LLC	0	1	1	0	0	0
BELLSOUTH LONG DISTANCE, INC.	4	7	11	8	0	8
BROADBAND COMMUNICATIONS CORPORATION D/B/A BCI D/B/A BCC	0	0	0	1	0	1
BUEHNER-FRY, INC.	0	2	2	2	0	2
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	2	0	2
BUYERS UNITED, INC. D/B/A BUYERSONLINE	0	0	0	1	0	1
CLARICOM NETWORKS, LLC	0	0	0	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	1	2
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	1	1	2
CORRECTIONAL BILLING SERVICES	2	4	6	4	0	4
CTG TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
DIMENSIONS	4	0	4	0	0	0
ENHANCED SERVICES BILLING, INC.	0	1	1	1	0	1
EPICUS, INC.	1	0	1	0	0	0
ESS.COM, L.L.C.	0	0	0	0	5	5
EXCEL TELECOMMUNICATIONS, INC.	3	1	4	7	1	8
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	0	2	2	0	2
GLOBAL LINK COMMUNICATIONS, INC.	0	1	1	0	0	0
GTC TELECOM CORP.	0	0	0	1	0	1
HARBOR COMMUNICATIONS, LLC	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	1	1	0	0	0
HORIZONONE COMMUNICATIONS	0	1	1	0	1	1
IDS TELCOM LLC	0	1	1	2	0	2
IDT AMERICA CORP. D/B/A DSA TELECOM	6	2	8	4	0	4
ILD	0	5	5	0	0	0
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	3	3	6	0	6
INTEGRETEL, INC.	0	1	1	0	0	0
INTERNATIONAL EXCHANGE COMMUNICATIONS, INC. D/B/A IE COM	0	0	0	1	0	1
ISN COMMUNICATIONS	1	0	1	1	0	1
ITC*DELTACOM	1	0	1	0	0	0

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	0	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	1	0	1	0	0	0
MATRIX TELECOM	2	1	3	2	1	3
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	1	1	2
MCI WORLDCOM NETWORK SERVICES, INC.	22	26	48	36	5	41
MIKO TELEPHONE COMMUNICATIONS, INC.	2	1	3	0	0	0
MIRACLE COMMUNICATIONS, INC.	0	0	0	0	1	1
MULTIPHONE LATIN AMERICA, INC.	2	0	2	0	0	0
NET ONE INTERNATIONAL, INC.	1	0	1	0	0	0
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	0	0	1	0	1
NEW CENTURY TELECOM, INC.	9	0	9	0	8	8
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	0	1	1
NUI TELECOM, INC.	0	0	0	0	1	1
OLS, INC.	1	1	2	0	0	0
ONE CALL COMMUNICATIONS, INC.	1	0	1	1	0	1
OPERATOR ASSISTANCE NETWORK	0	8	8	4	0	4
OPEX COMMUNICATIONS, INC.	0	0	0	2	0	2
OPTICAL TELEPHONE CORPORATION	2	0	2	0	0	0
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOM.	0	0	0	0	1	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1	0	1
PREMIER TELECOM, INC.	0	1	1	0	0	0
PRIMO COMMUNICATIONS INC	1	0	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	0	2	2	0	3	3
PROMISEVISION TECHNOLOGY, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	4	3	7	5	0	5
QX TELECOM LLC	0	0	0	1	0	1
SPRINT	39	22	61	28	14	42
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1	1	2
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	2	3	0	2	2
T-NETIX, INC.	3	0	3	0	0	0
T2TECINC	1	0	1	0	0	0
TALK AMERICA INC.	1	0	1	2	1	3
TCG	1	2	3	1	0	1
TELCOVE	1	0	1	1	0	1
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	1	1	0	0	0
TELECOM EZ CORP.	1	0	1	0	0	0
TELECOM*USA OR TELECONNECT	4	3	7	6	0	6
TELECUBA, INC.	0	2	2	0	0	0
TELQUEST COMMUNICATIONS, CORP.	0	0	0	1	0	1
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	1	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	2	0	2
UKI COMMUNICATIONS, INC.	1	0	1	0	0	0
US SOUTH COMMUNICATIONS, INC. D/B/A US SOUTH	0	0	0	0	1	1
USLD COMMUNICATIONS, INC.	1	0	1	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	1	0	1	0	0	0
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1	1	2
VARTEC TELECOM, INC.	2	6	8	3	0	3
VERIZON LONG DISTANCE	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	1	1	2	2	3	5
VOIP ENTERPRISES INC.	1	0	1	0	0	0
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	2	0	2
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	3	0	3	2	0	2
ZONE TELECOM, INC.	1	0	1	0	0	0
TOTALS**	254	216	470	273	88	361

\*Please see Definitions.

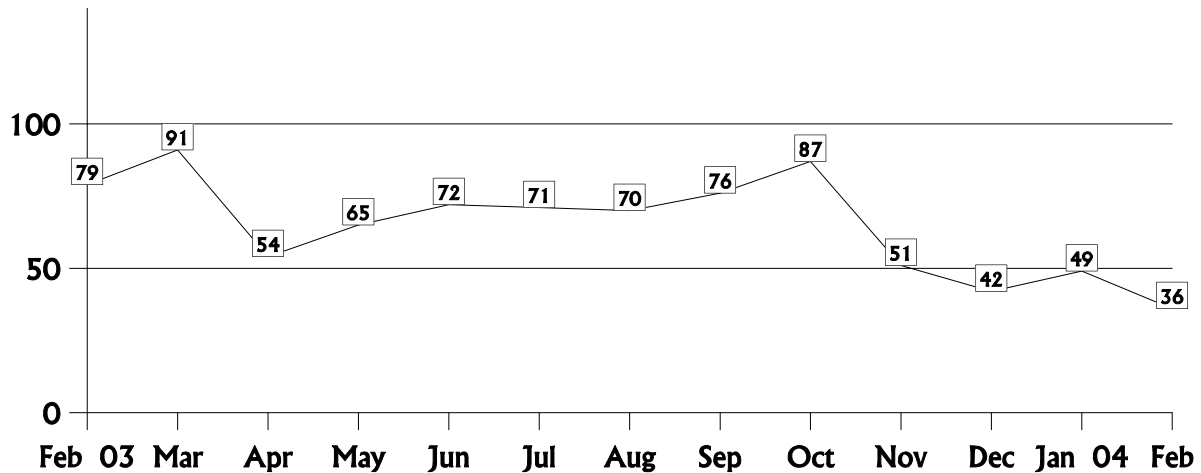
\*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Unauthorized Telephone Service Change  
 "Long Distance Slamming"  
 Apparent Rule Infractions - February 2004

Company	Month	Year-To-Date
AT&T	8	18
Clear World Communications Corp.	1	2
MCI Worldcom	3	5
New Century Telecom, Inc.	8	30
Primus Telecommunications, Inc.	0	1
Sprint	10	13
Other Long Distance Companies	6	16
<b>Totals</b>	<b>36</b>	<b>85</b>

## Cases Resolved as Slamming

February 2003 - February 2004



**Pay Telephone Companies  
Complaint Activity - February 2004**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
COMMERCIAL PAY PHONES, INC.	1	0	1	2	0	2
LONESTAR TELCOM, INC.	0	0	0	0	1	1
TELELEASING ENTERPRISES, INC.	1	0	1	0	0	0
VERIZON FLORIDA INC.	0	0	0	1	0	1
<b>TOTALS**</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>

\*Please see Definitions.

\*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

## Water & Wastewater Companies Complaint Activity - February 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	2	0	2	4	0	4
BROADVIEW PARK WATER COMPANY	1	0	1	2	0	2
CAL CLAIR, INC. D/B/A BREEZE HILL UTILITY	0	0	0	0	1	1
COUNTRY CLUB OF SEBRING	0	0	0	1	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	1	0	1
FLORALINO PROPERTIES, INC.	1	1	2	0	0	0
FLORIDA WATER SERVICES CORPORATION	1	13	14	14	1	15
HUDSON UTILITIES, INC.	1	0	1	2	0	2
LABRADOR UTILITIES, INC.	1	0	1	0	0	0
LAKE UTILITY SERVICES, INC.	0	0	0	0	1	1
LANIGER ENTERPRISES OF AMERICA, INC.	0	1	1	0	0	0
LINDRICK SERVICE CORPORATION	0	0	0	3	0	3
O&S WATER COMPANY, INC.	1	0	1	0	0	0
SANLANDO UTILITIES CORPORATION	0	0	0	2	1	3
SEACOAST UTILITIES	0	1	1	0	0	0
UTILITIES, INC. OF FLORIDA	0	0	0	0	1	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1	0	1
<b>TOTALS**</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>30</b>	<b>5</b>	<b>35</b>

\*Please see Definitions.  
 \*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or 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** =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$