



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
MARCH 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.

Summary

There were 2,317 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 3,432 information requests handled by the PSC.

A total of nineteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of March 31, 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 1,032 calls transferred during March 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$183,921 for the month.

Monthly Consumer Refunds

March 2001 - March 2002

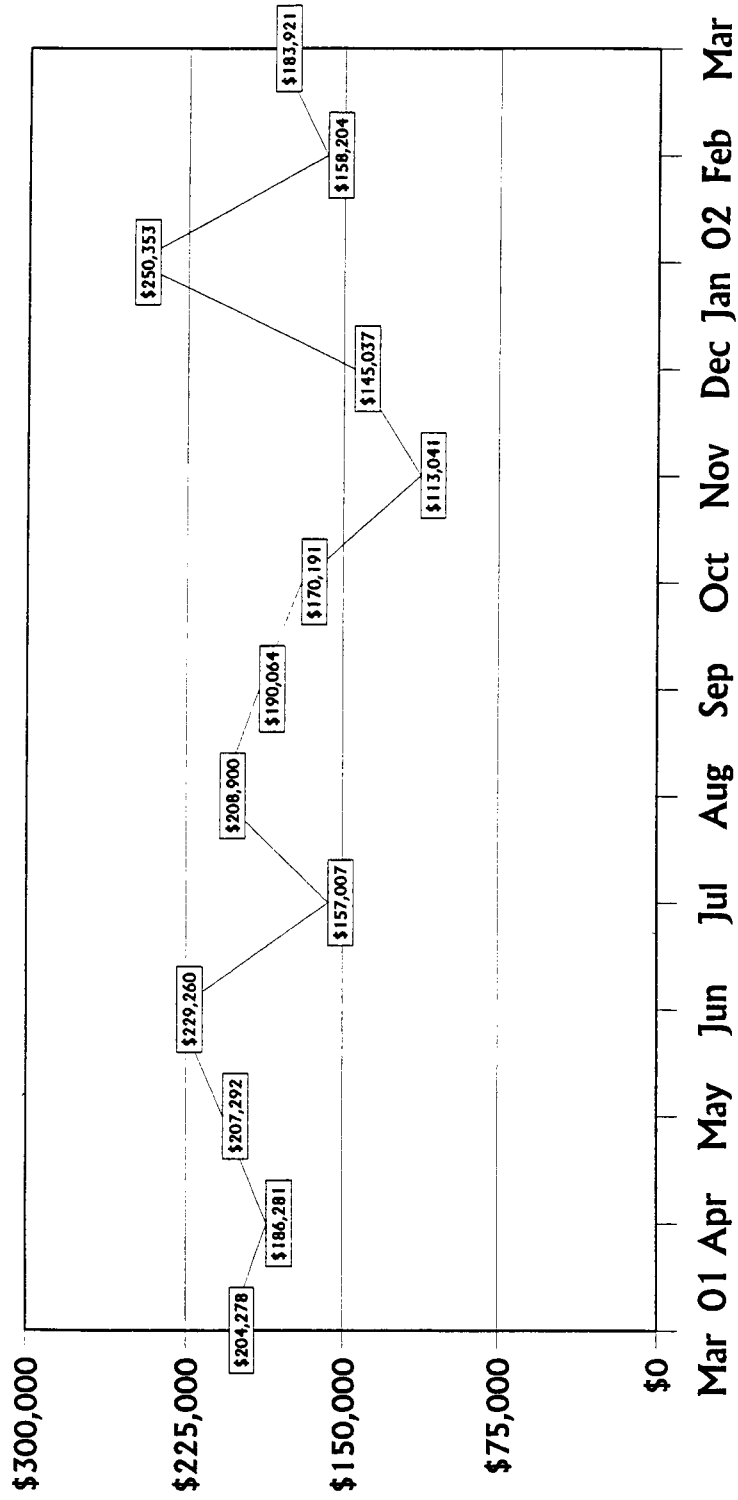


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Consumer Activity - March 2002

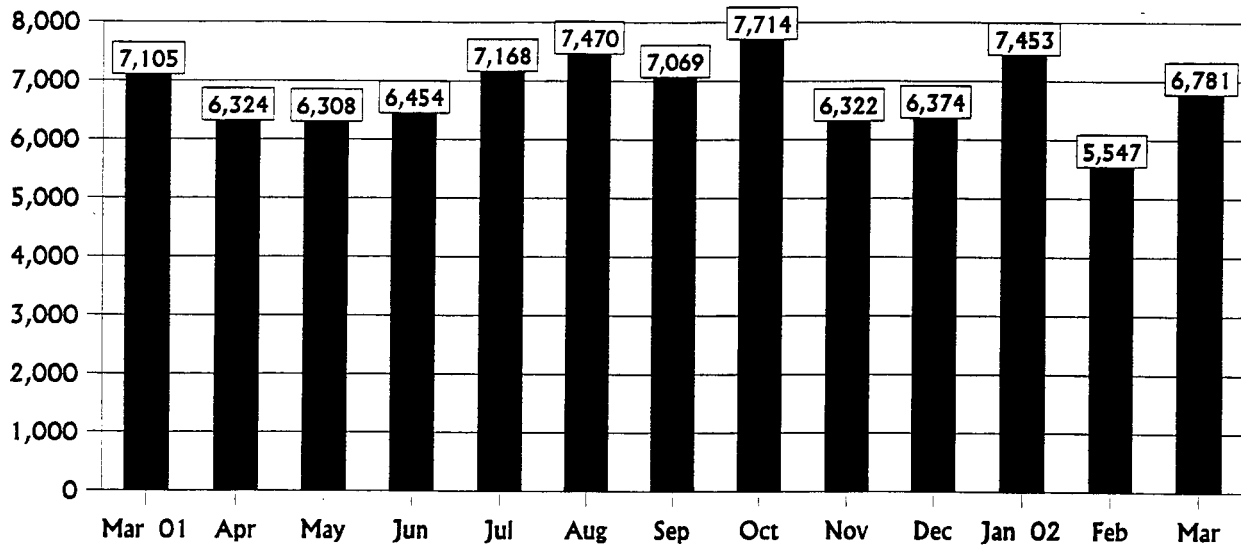
Complaints Received		2,317
Electric	47	
Gas	17	
Alternative Local Exchange Telephone	272	
Local Exchange Telephone	239	
Long Distance Telephone	596	
Pay Telephone	5	
Water & Wastewater	33	
Non-regulated/Other Consumer Assistance	962	
Cases Received / Closed Under 72 Hr Rule	146	
Electric	54	
Gas	0	
Telecommunications	92	
Water / Wastewater	0	
Information Requests Received		3,432
Total Cases Received		5,749

How Cases Were Received	Complaints	Information Requests
Phone	1,402	3,158
Mail	437	84
Internet	313	168
Fax	165	22
Totals	2,317	3,432

Non-jurisdictional Calls Not Filed As Cases	1,032
Total Consumer Contacts Handled	6,781
Transfer Connect (Calls Transferred to Utilities)	913
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	73

Consumer Savings	
Electric	\$ 3,636.24
Gas	404.13
Alternative Local Exchange Telephone	30,233.36
Local Exchange Telephone	50,581.97
Long Distance Telephone	98,937.56
Pay Telephone	.50
Water & Wastewater	105.00
Non-regulated/Other Consumer Assistance	22.67
Total	\$ 183,921.43

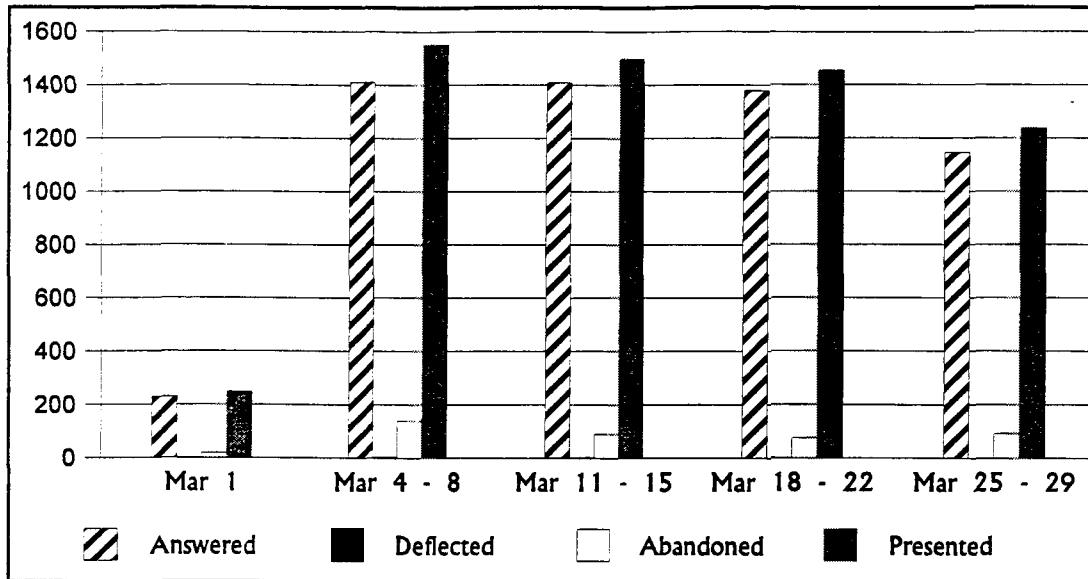
Public Service Commission Total Consumer Contacts March 2001 - March 2002



	Complaints Received	% of Total Complaints
Electric	47	2%
Gas	17	1%
Alt. Local Exchange Telephone	272	12%
Local Exchange Telephone	239	10%
Long Distance Telephone	596	26%
Pay Telephone	5	< 1%
Water & Wastewater	33	1%
Non-regulated Consumer Assistance	962	42%
Cases Received / Closed by 72 Hr Rule	146	6%
Total	2,317	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.

Total Calls Received - Call Center Statistics March 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.

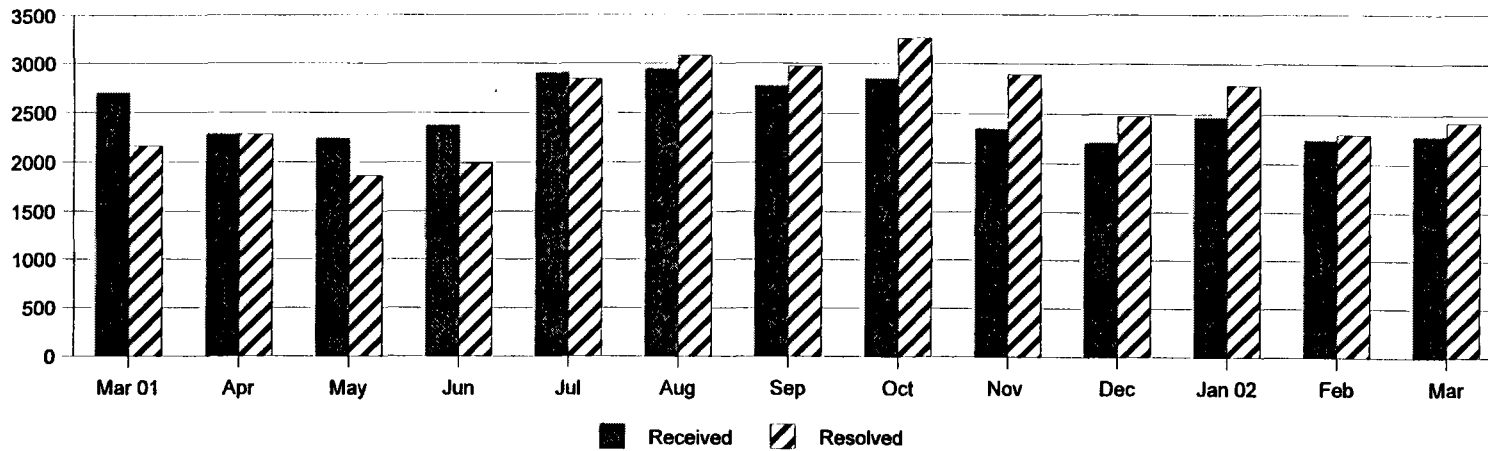
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Mar 1	230	93%	0	0%	18	7%	248
Mar 4 - 8	1,411	91%	3	0%	138	9%	1,552
Mar 11 - 15	1,408	94%	2	0%	89	6%	1,499
Mar 18 - 22	1,380	95%	0	0%	75	5%	1,455
Mar 25 - 29	1,146	93%	0	0%	91	7%	1,237
Totals	5,575	93%	5	0%	411	7%	5,991

Note: % Totals have been rounded.

Calls Answered During the Month	5,575
Minus CAF Calls Resulting in Cases	(4,543)
Total Non-Jurisdictional Calls Not Filed As Cases	1,032

Monthly Status of Total Complaints Received / Resolved*

March 2001 - March 2002



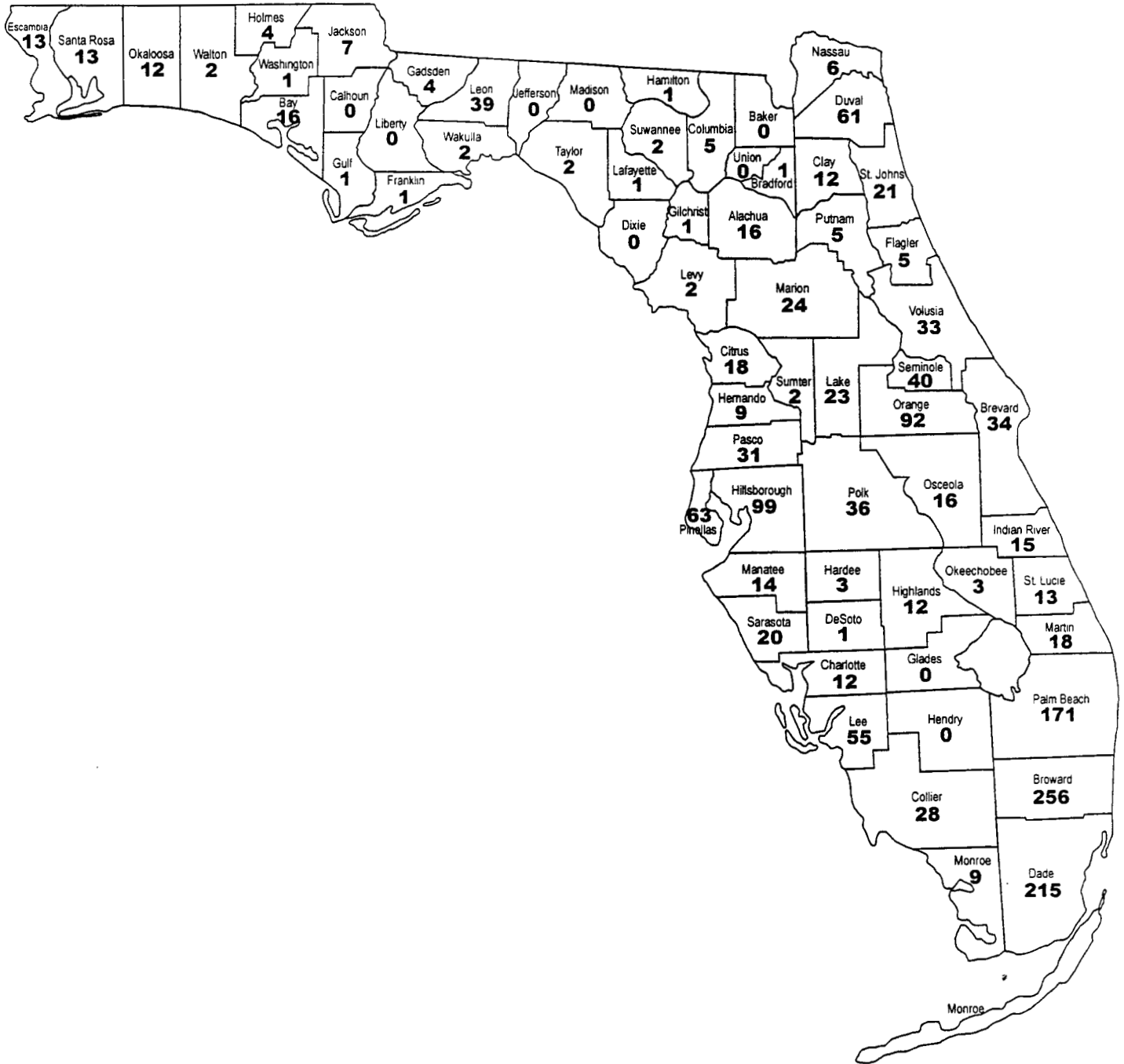
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	Mar 01	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar
Received	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279
Resolved	2,163	2,280	1,862	1,986	2,845	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417

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

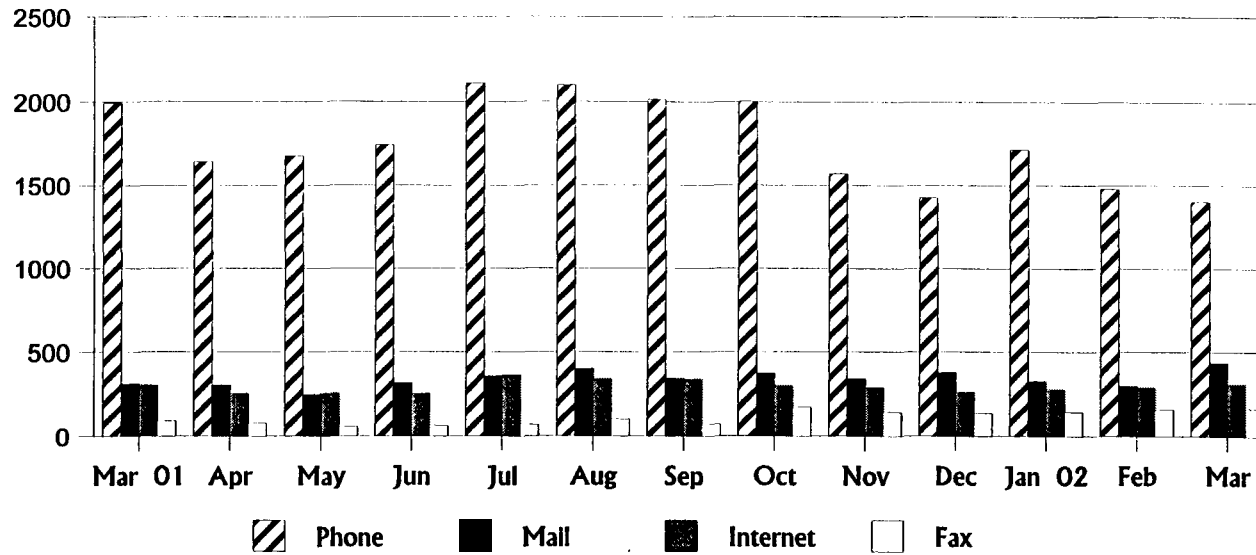
Complaints Received by County

MARCH 2002



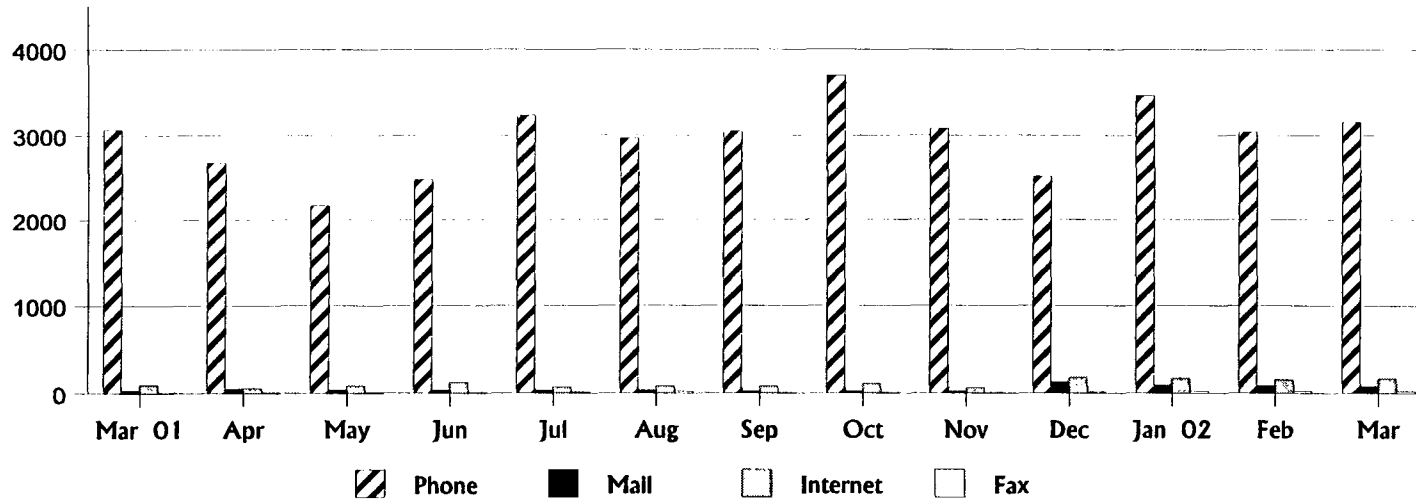
Note: County name not available for 696 cases.

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



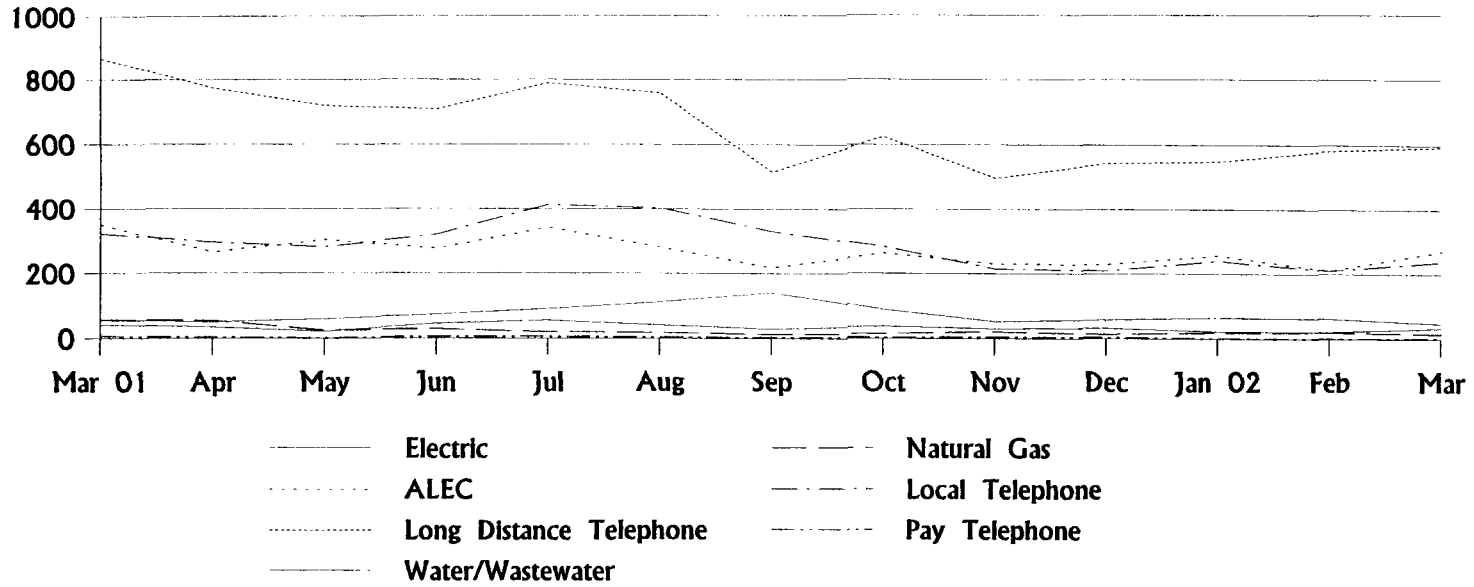
	Mar 01	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar
Phone	1,992	1,642	1,676	1,742	2,111	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402
Mail	313	306	249	317	359	401	346	374	344	380	329	302	437
Internet	305	256	257	253	365	341	340	299	291	263	281	290	313
Fax	91	77	58	61	67	100	71	174	142	136	143	162	165
Total	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317

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



	Mar 01	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar
Phone	3,070	2,677	2,167	2,478	3,233	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158
Mail	33	54	38	38	35	35	25	27	25	130	98	92	84
Internet	98	61	87	123	73	84	82	111	63	180	169	158	168
Fax	7	9	8	10	13	18	5	7	8	15	24	24	22
Total	3,208	2,801	2,300	2,649	3,354	3,103	3,159	3,842	3,177	2,839	3,756	3,314	3,432

Complaints by Industry March 2001 - March 2002



Industry	Mar 01	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar
Electric	56	50	59	73	90	111	140	89	52	58	64	62	47
Natural Gas	58	56	26	30	21	20	14	16	22	15	20	21	17
ALEC	351	266	306	277	344	282	219	264	231	230	258	212	272
Local Telephone	324	297	282	322	415	405	332	284	216	211	241	212	239
Long Dist. Phone	867	775	720	709	790	760	518	627	499	546	552	585	596
Payphone	8	5	3	7	7	6	5	5	6	6	3	3	5
Water/Wastewater	41	34	21	45	55	41	29	37	30	32	22	21	33

Electric Companies Complaint Activity - March 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	7	14	55	30	0	30	89
FLORIDA POWER & LIGHT COMPANY	9	18	27	92	44	0	44	151
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	2	0	0	0	3
GULF POWER COMPANY	1	1	2	9	2	0	2	6
TAMPA ELECTRIC COMPANY	1	3	4	17	9	1	10	30
TOTAL	18	29	47	175	85	1	86	279

**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*	March 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	120.65	0.00
GULF POWER COMPANY	367,090	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	553,527	1	0.0018	5.56	11.12
TOTAL	6,153,192	2	0.0003		

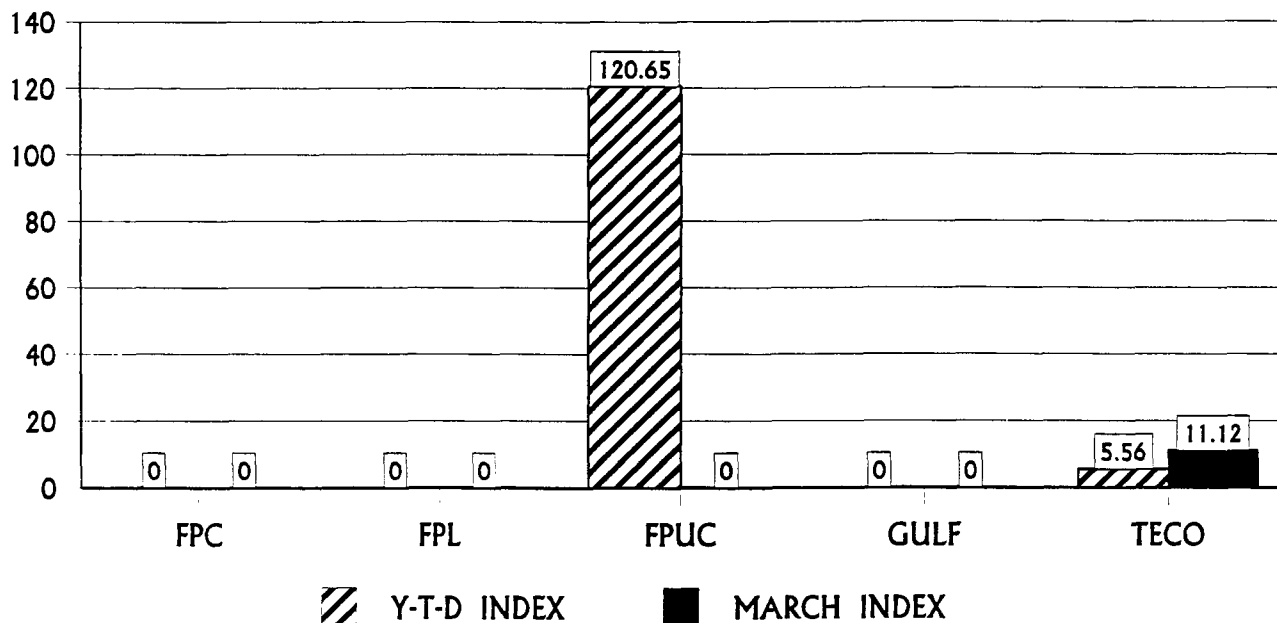
**Please see Index of Definitions.*

***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

March 2002

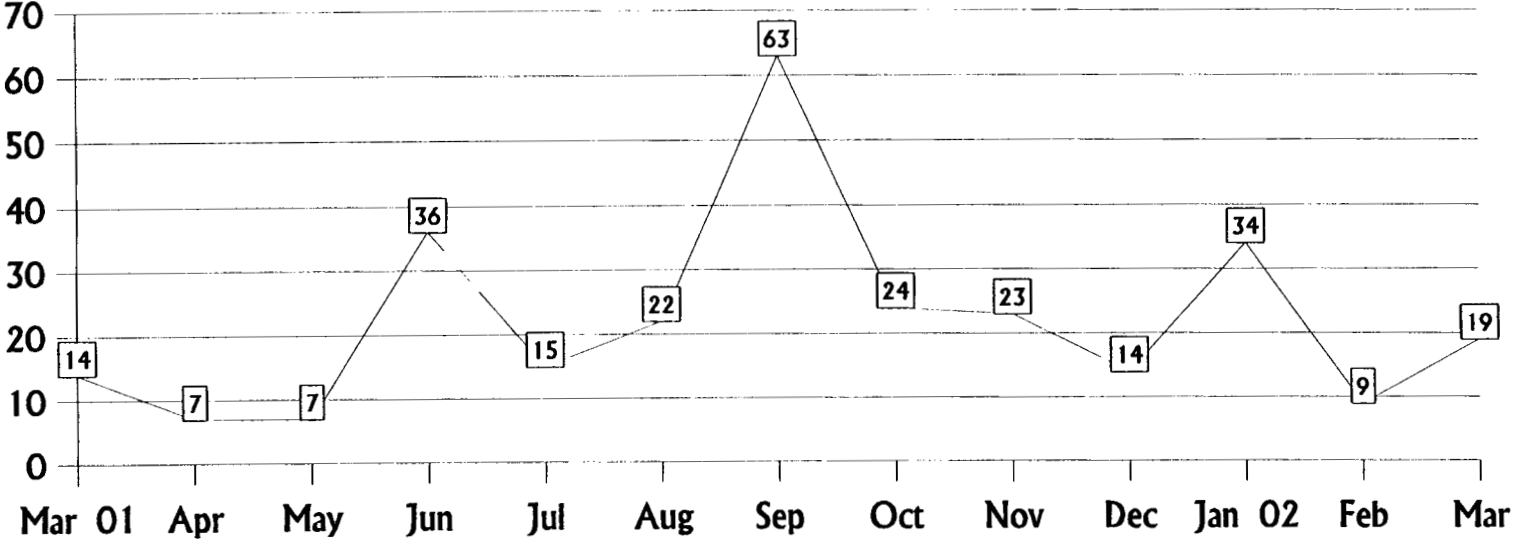


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

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

Total Momentary Electricity Outages Filed

March 2001 - March 2002



Natural Gas Companies Complaint Activity March 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)	1	1	2	2	1	0	1	1
CITY GAS COMPANY OF FLORIDA	2	7	9	29	11	0	11	39
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	11	5	0	5	11
INDIANTOWN	0	0	0	0	0	0	0	0
PEOPLES GAS SYSTEM (TAMPA ELECTRIC COMPANY)	0	3	3	14	4	0	4	13
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	0	0	0
SEBRING	0	0	0	1	0	0	0	2
SOUTH FLORIDA NATURAL GAS								
TOTAL	4	13	17	58	21	0	21	66

**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*	March Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	9,954	0	0.000	0.00	0.000
CITY GAS COMPANY	100,847	3	0.031	4.00	0.00
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 (TECO)	264,349	0	0.000	0.00	0.00
ST. JOE NATURAL GAS	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
INDUSTRY TOTAL	424,386	3	0.008		

*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 its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	1	0	1	0	0	0
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACI	1	0	1	0	0	0
ACTEL INTEGRATED COMMUNICATIONS, INC.	0	0	0	0	1	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	4	1	5	6	0	6
ALLTEL COMMUNICATIONS, INC.	2	0	2	1	0	1
ALTERNATIVE PHONE, INC.	1	0	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	0	0	0	0	1	1
AT&T DIGITAL PHONE	38	30	68	59	12	71
A+ COMMUNICATIONS, INC.	1	0	1	0	0	0
BROADWING LOCAL SERVICES INC.	0	1	1	0	0	0
BTI	1	0	1	1	0	1
BUDGET PHONE, INC.	0	0	0	1	0	1
CAT COMMUNICATIONS	4	1	5	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CHOCTAW COMMUNICATIONS, INC. D/B/A SMOKE SIGNAL COMM.	0	0	0	2	0	2
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
DEDICATED FIBER SYSTEMS, INC.	0	1	1	0	0	0
ELEC COMMUNICATIONS	0	1	1	0	0	0
EPICUS , INC.	2	1	3	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EXCELINK COMMUNICATIONS, INC.	2	1	3	1	0	1
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	1	0	1	1	0	1
FLORIDA CONSOLIDATED MULTI-MEDIA SERVICES, INC.	0	1	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	8	5	13	8	2	10
FLORIDA PHONE SERVICE, INC.	1	0	1	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	12	4	16	10	0	10
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1	0	1
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	1	0	1
GLOBAL CROSSING TELEMAGEMENT, INC.	1	0	1	0	0	0
GLOBAL TELECOM SYSTEMS, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	14	14	28	13	5	18

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
I VANTAGE NETWORK SOLUTIONS	1	1	2	2	0	2
IDS LONG DISTANCE, INC.	0	0	0	2	1	3
IDS TELCOM LLC	5	0	5	5	1	6
ILD	0	1	1	1	0	1
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	5	5	4	0	4
INTETECH, L.C.	0	1	1	0	0	0
ITC^DELTACOM	1	0	1	0	1	1
JACKSONVILLE TELEPORT, L.C.	0	0	0	0	1	1
KNOLOGY OF FLORIDA, INC.	0	1	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	0	2	2	0	0	0
MOVIE, TELEVISION & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	1	0	1	3	0	3
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	3	0	3
PAETEC COMMUNICATIONS, INC.	1	0	1	1	0	1
PARCOM COMMUNICATIONS, INC.	0	0	0	0	1	1
QUICK CONNECTS	1	0	1	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
QWEST COMMUNICATIONS CORPORATION	1	0	1	2	0	2
SBC TELECOM, INC.	0	0	0	2	0	2
SUN-TEL USA, INC.	1	0	1	0	0	0
SUNTEL METRO, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	45	26	71	45	6	51
TALK AMERICA INC.	7	4	11	11	1	12
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	0	0	0
TDS TELECOM/QUINCY TELEPHONE	1	0	1	0	0	0
TELIGENT SERVICES, INC.	0	1	1	0	0	0
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	1	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1	0	1
VARTEC TELECOM, INC.	1	1	2	0	0	0
VERIZON SELECT SERVICES INC.	0	0	0	1	0	1
WINSTAR WIRELESS, INC.	0	2	2	0	0	0
XO FLORIDA, INC.	0	2	2	0	1	1
TOTALS	163	109	272	199	35	234

Local Telephone Companies Complaint Activity March 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.	3	2	5	15	5	2	7	19
BELLSOUTH	90	63	153	433	169	8	177	561
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	0	1	5	0	0	0	5
VERIZON FLORIDA, INC.	9	13	22	77	24	2	36	89
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	0	0	1	0	0	0	0
SPRINT-FLORIDA	35	23	58	164	71	2	73	183
TOTAL	138	101	239	696	269	14	293	858

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*	March 2002 Apparent Infractions Index*
ALLTEL	92,182	3	0.0325	8.75	17.91
BELLSOUTH	6,651,643	28	0.0042	1.13	0.99
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	5	0.0020	0.55	0.67
TS 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	7	0.0031	0.84	0.73
TOTAL	11,556,609	43	0.0037		

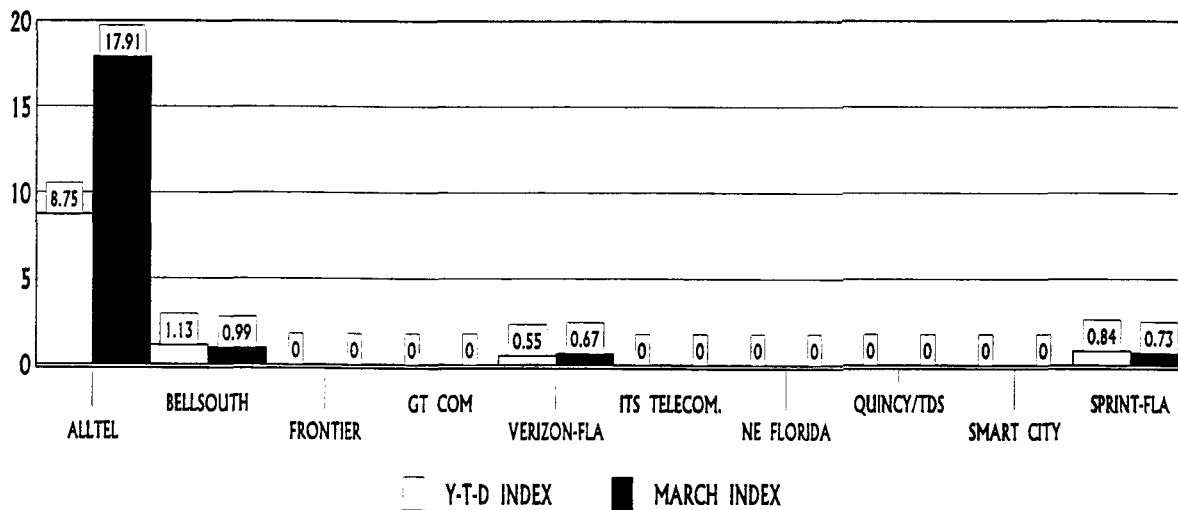
* Please see Index of Definitions.

**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

March 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/FLORIDA	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 - March 2002**

Company	March	Year-To-Date
Access One Commusnicaions, Inc.	0	1
America's Tele-network Corp.	1	2
BellSouth Telecommunications, Inc.	0	1
Epicus, Inc.	0	2
Florida Digital Network, Inc.	0	3
IDS Long Distance, Inc.	1	4
IDS Telcom LLC	0	1
Supra Telecommunications & Information Systems, Inc.	1	7
Talk America Inc.	1	3
Telscape Communications	0	1
All Other Local Companies	1	4
Totals	5	29

Cramming Statistics*

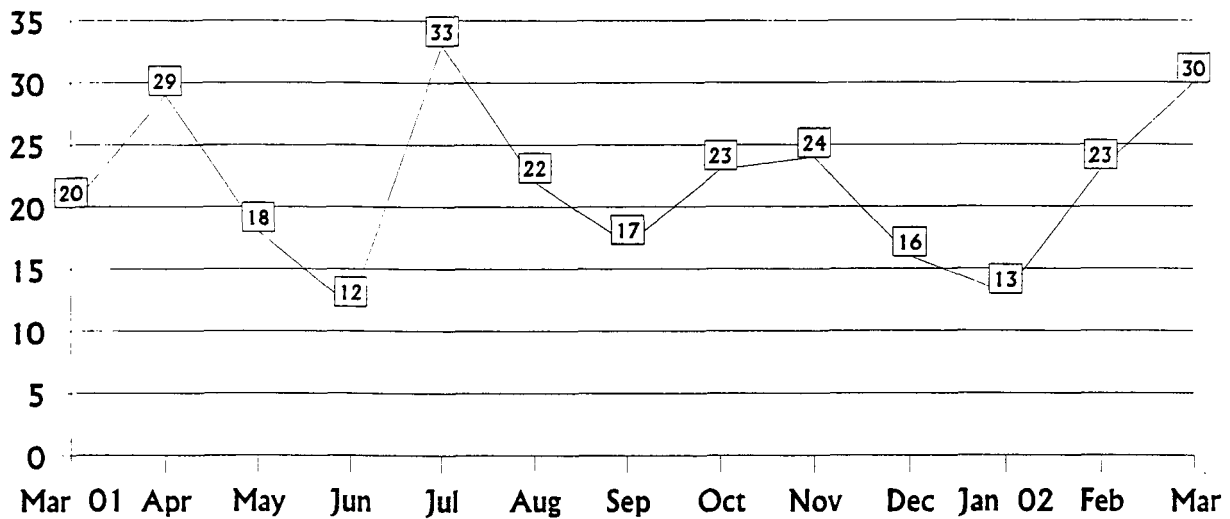
March 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
34	30	\$ 1,722.21

*Please see Index of Definitions

Cases Resolved as Cramming

March 2001 - March 2002



**Long Distance Companies
Complaint Activity - March 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
1010 123 AMERICATEL	1	1	2	1	1	2
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	0	1
ACCESS ONE, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	1	1	1	1	2
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	1	0	1	0	0	0
AMERICAN DIGITAL COMMUNICATIONS, INC.	0	0	0	1	0	1
AMERICAN NORTEL COMMUNICATIONS, INC.	0	0	0	0	1	1
AMERICAN PHONE SERVICES CORP.	0	1	1	0	0	0
AMERICAN TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	0	0	0
AT&T	58	108	166	202	28	230
BROADSTREET COMMUNICATIONS, INC.	1	0	1	0	0	0
BROADWING COMMUNICATIONS SERVICES INC.	0	1	1	2	0	2
BROADWING TELECOMMUNICATIONS INC.	0	1	1	0	0	0
BUDGET CALL LONG DISTANCE, INC.	2	0	2	0	0	0
BUSINESS SAVINGS PLAN INC.	1	0	1	0	1	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	3	0	3
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CAPSULE COMMUNICATIONS, INC.	0	1	1	1	0	1
CIERRACOM SYSTEMS	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1	0	1
COAST INTERNATIONAL, INC.	0	0	0	0	1	1
COMTECH 21, LLC	0	0	0	1	0	1
CORPORATE EXECUTIVE OFFICES, INC.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	3	3	1	0	1
CTS TELCOM, INC.	0	0	0	1	0	1
DIRECT ONE, LLC	0	0	0	2	0	2
EMERITUS COMMUNICATIONS, INC.	0	1	1	0	0	0
ENHANCED COMMUNICATIONS GROUP, L.L.C.	0	1	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	0	0	1	0	1
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
ESSENTIAL.COM, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	1	2	5	3	8
EZTEL NETWORK SERVICE, LLC	0	2	2	0	0	0
FEDERAL TRANSTEL, INC.	0	0	0	5	0	5
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	3	0	3	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	5	1	6	3	0	3
GTC TELECOM, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
HALE AND FATHER, INC.	2	0	2	0	0	0
HBS BILLING SERVICES COMPANY	0	1	1	4	0	4
HORIZONONE COMMUNICATIONS	2	1	3	0	0	0
I VANTAGE NETWORK SOLUTIONS	0	1	1	2	0	2
IDS TELCOM LLC	2	1	3	5	1	6
IDT AMERICA CORP.	9	3	12	8	2	10
ILD	9	16	25	24	0	24
ILD, INC.	0	1	1	1	0	1
INCOMNET COMMUNICATIONS CORPORATION	1	0	1	0	0	0
INTEGRETEL, INC.	1	26	27	20	0	20
INTERCONTINENTAL COMMUNICATIONS GROUP, INC. D/B/A FUSION	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	0	0	0
ISN COMMUNICATIONS	0	1	1	0	0	0
ITC DELTACOM	0	1	1	0	0	0
KMC TELECOM II, INC.	0	0	0	1	0	1
LEAST COST ROUTING, INC.	0	1	1	2	1	3
LEVEL 3 COMMUNICATIONS, LLC	0	0	0	1	0	1
LIGHTYEAR TELECOMMUNICATIONS LLC	0	0	0	1	0	1
LONG DISTANCE CHARGES	1	0	1	1	0	1
MAIN STREET TELEPHONE COMPANY	1	0	1	0	0	0
MATRIX TELECOM, INC.	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
MCG, LLC	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	2	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	42	50	92	66	5	71
MERCURY LONG DISTANCE, INC.	0	2	2	1	0	1
NEXSTAR COMMUNICATIONS, INC.	0	1	1	0	0	0
OLS, INC.	0	0	0	2	1	3
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	2	2	3	1	4
OPEX COMMUNICATIONS, INC.	1	0	1	3	1	4
OPTICAL TELEPHONE CORPORATION	27	3	30	1	24	25
PATRIOTCOM INC.	0	0	0	1	0	1
POWERNET GLOBAL COMMUNICATIONS	2	1	3	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	2	2	1	0	1
PT-1 LONG DISTANCE, INC.	0	1	1	1	0	1
QUEST TELECOMMUNICATIONS, INC.	1	1	2	0	0	0
QWEST COMMUNICATIONS CORPORATION	20	8	28	35	2	37
REDUCED RATE LONG DISTANCE LLC	3	0	3	0	0	0
RSL COM PRIMECALL, INC.	0	0	0	1	0	1
RSL COM U.S.A., INC.	1	0	1	0	0	0
SINGLE BILLING SERVICES, INC. D/B/A ASIAN AMERICAN ASSOC.	0	0	0	0	1	1
SPRINT	38	34	72	67	8	75

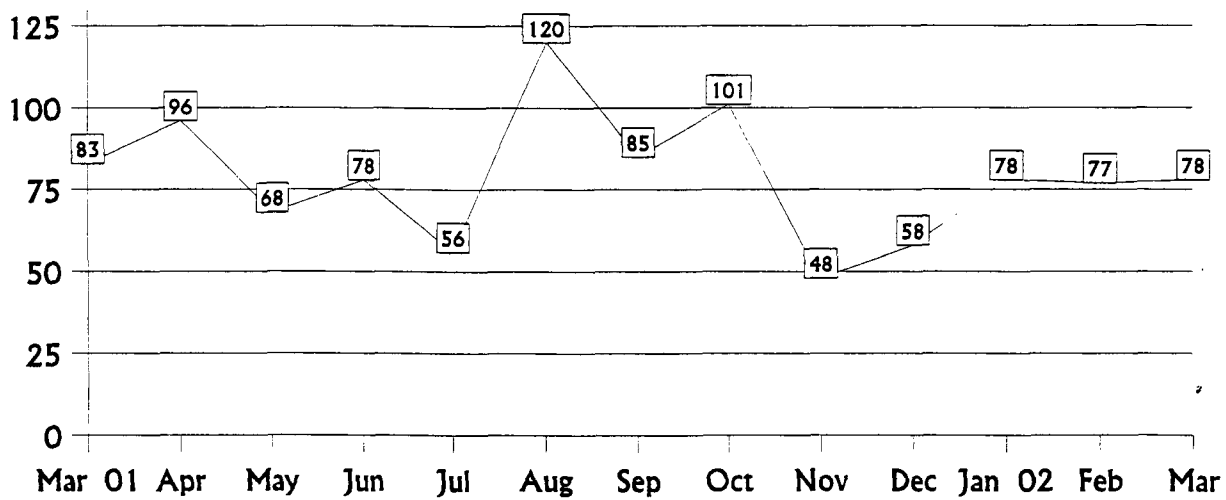
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
TALK AMERICA INC.	7	5	12	19	10	29
TALK VISUAL CORPORATION	0	1	1	0	0	0
TELECOM NETWORK SYSTEM INTERNATIONAL, INC. D/B/A TNS	0	0	0	0	1	1
TELECOM*USA OR TELECONNECT	1	3	4	1	0	1
TELEFYNE INCORPORATED	1	0	1	0	0	0
TELEGLOBE USA INC.	0	1	1	0	0	0
TELEUNO, INC.	6	0	6	0	6	6
TELENET SERVICES, INC.	0	0	0	0	1	1
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	8	3	11	8	8	16
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	3	0	3
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	5	8	13	7	0	7
VERIZON SELECT SERVICES INC.	2	1	3	7	0	7
WEBNET COMMUNICATIONS, INC.	1	0	1	1	2	3
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
WORLD ACCESS COMMUNICATIONS CORP.	0	0	0	1	0	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	3	2	5	0	0	0
WORLDCORP.	1	0	1	0	0	0
XO LONG DISTANCE SERVICES, INC.	2	0	2	0	0	0
ZERO PLUS DIALING, INC.	2	9	11	8	0	8
Total	281	315	596	558	111	669

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

Company	March	Year-To-Date
AT&T / ACC	13	26
MCI Worldcom	2	16
OLS, Inc.	0	6
Optical Telephone Corporation	23	51
Sprint	6	28
Talk America Inc.	9	17
UKI Communications, Inc.	6	31
Teleuno, Inc.	6	10
WebNet Communications	2	16
Other Long Distance Companies	11	34
Totals	78	235

Cases Resolved as Slamming

March 2001 - March 2002



**Pay Telephone Companies
Complaint Activity - March 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
DIAMOND COMMUNICATIONS, INC.	0	1	1	0	0	0
EVERCOM SYSTEMS, INC.	1	0	1	0	0	0
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	1	1	1	0	1
SPRINT PAYPHONE SERVICES, INC.	1	0	1	1	0	1
TELALEASING ENTERPRISES, INC.	1	0	1	1	0	1
TOTAL	3	2	5	4	0	4

Water and Wastewater Companies Complaint Activity - March 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	3	2	5	7	0	7
BAYSIDE UTILITY SERVICES, INC.	1	0	1	0	0	0
BRENDENWOOD WATER SYSTEM	0	0	0	0	1	1
BROADVIEW PARK WATER COMPANY	9	2	11	6	1	7
CHATEAU COMMUNITIES, INC.	0	0	0	0	1	1
CONSOLIDATED WATER WORKS, INC.	0	1	1	2	0	2
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	0	1	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1	0	1
FLORIDA WATER SERVICES CORPORATION	0	0	0	5	0	5
GRENELEFE UTILITIES	1	0	1	0	0	0
HIGHLANDS UTILITIES CORPORATION	0	1	1	1	0	1
K W RESORT UTILITIES CORP.	0	0	0	1	0	1
L W V UTILITIES, INC.	0	0	0	2	0	2
LABRADOR SERVICES, INC.	0	0	0	1	1	2
LINDRICK SERVICE CORPORATION	0	0	0	2	0	2
MAD HATTER UTILITY, INC.	1	0	1	0	0	0
MILES GRANT WATER AND SEWER COMPANY	0	1	1	0	0	0
ORANGEWOOD LAKES SERVICES, INC.	0	0	0	1	1	2
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
ROYAL UTILITY COMPANY	0	1	1	0	0	0
SANLANDO UTILITIES CORPORATION	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	0	5	5	0	0	0
UTILITIES, INC. OF FLORIDA	0	3	3	1	0	1
TOTALS	16	17	33	32	6	38

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

