



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT MARCH 2003

Data Compiled on 4/22/2003

Table of Contents

Consumer Access to the Florida Public Service Commission	1
Preface	2
Summary	3
Consumer Refunds	4
Consumer Activity Overview	5
Total Consumer Contacts	6
Complaints by Industry	7
Total Calls Received - Call Center Statistics	8
Total Complaints Received / Resolved by Month	9
Complaints by County	10
How Complaints Were Received	11
How Information Requests Were Received	12
Complaints by Industry	13
Electric Companies - Complaint Activity	14
- Momentary Electric Outage Information	16
Gas Companies - Complaint Activity	17
Local / Alternative Local Exchange Telephone Companies - Complaint Activity	19
- Unauthorized Telephone Service Change - Local Slamming	23
- Unauthorized Additional Local Telephone Service Charges - Cramming	24
Long Distance Telephone Companies - Complaint Activity	25
- Unauthorized Telephone Service Change - Long Distance Slamming	27
Pay Telephone Companies - Complaint Activity	28
Water and Wastewater Companies - Complaint Activity	29
Definitions	30

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.
- Or **WRITE** to:
Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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 13 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 continue to prove the program to be quite promising.

Summary

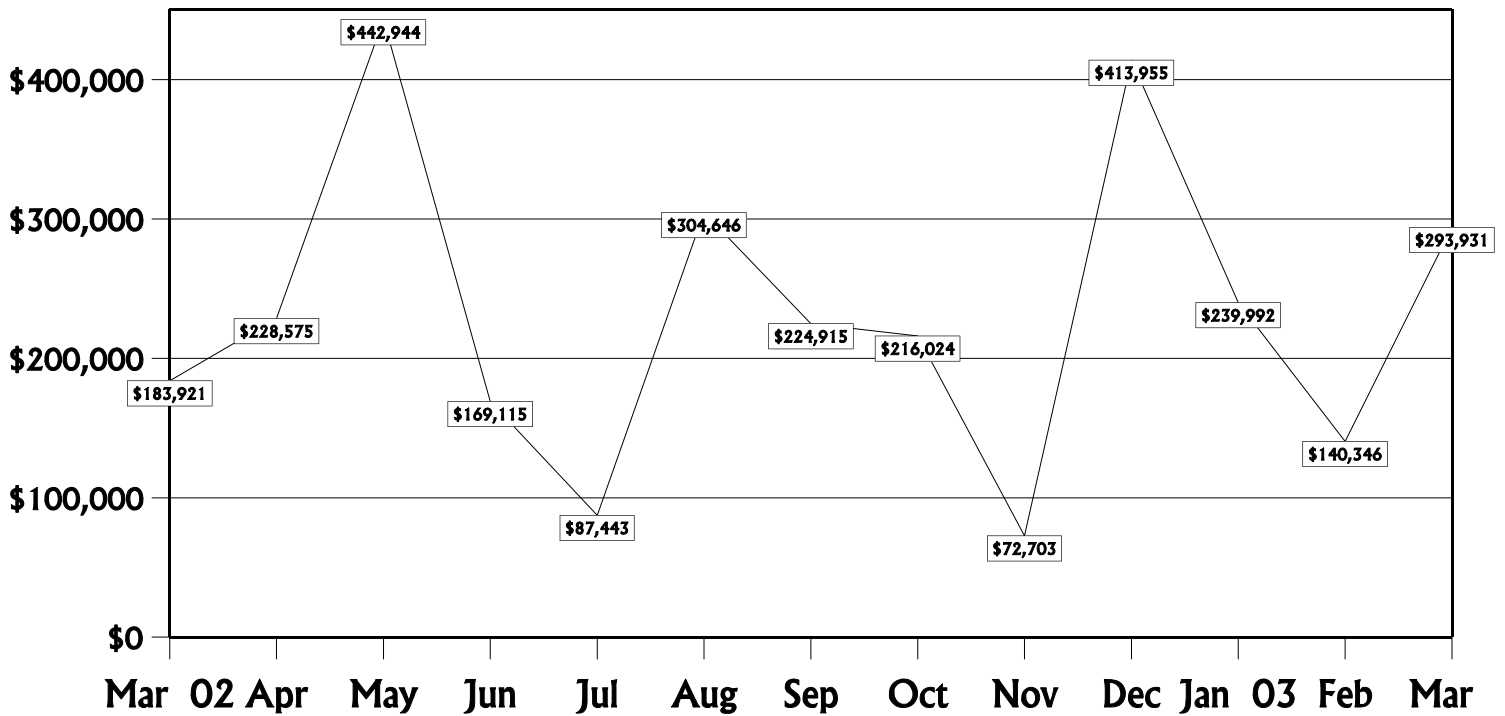
There were **2,499** complaints logged against the utility companies for the month of March 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,075** information requests logged by the PSC.

A total of twenty utility companies are participating in the Telephone Transfer-Connect option, as of March 31, 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 **896** calls transferred during March 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$293,931** for the month.

Consumer Refunds

March 2002 - March 2003



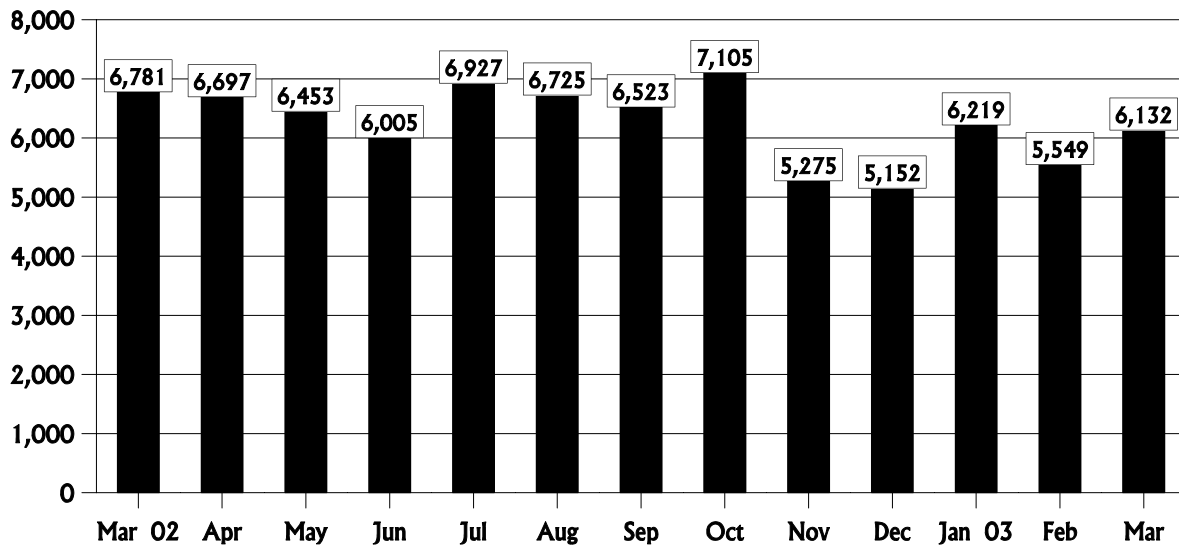
Consumer Activity Overview - March 2003

Complaints Received	2,499
Electric	88
Gas	38
Alternative Local Exchange Telephone	184
Local Exchange Telephone	251
Long Distance Telephone	667
Pay Telephone	7
Water & Wastewater	24
Non-regulated or Noncertificated Company Complaints Received	123
Telephone Transfer-Connects (Calls Transferred to Utilities)	896
E-Transfers (E-mails sent to Utilities from the PSC Website)	67
Cases Received / Closed Under 72 Hr Rule	154
Electric	49
Gas	0
Telecommunications	105
Water / Wastewater	0
Information Requests Received	<u>2,075</u>
Total Cases Received	4,574
Telephone Calls Not Filed As Cases	<u>1,558</u>
Total Consumer Contacts Handled	6,132

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,535	1,974	3,509
Mail	323	26	349
Internet	416	67	483
Fax	225	8	233
Totals	2,499	2,075	4,574

Consumer Savings	
Electric	\$ 13,312.32
Gas	889.24
Alternative Local Exchange Telephone	15,332.48
Local Exchange Telephone	139,203.14
Long Distance Telephone	125,036.43
Pay Telephone	57.00
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	100.00
Total	\$293,930.61

Public Service Commission Total Consumer Contacts March 2002 - March 2003



Complaints by Industry March 2003

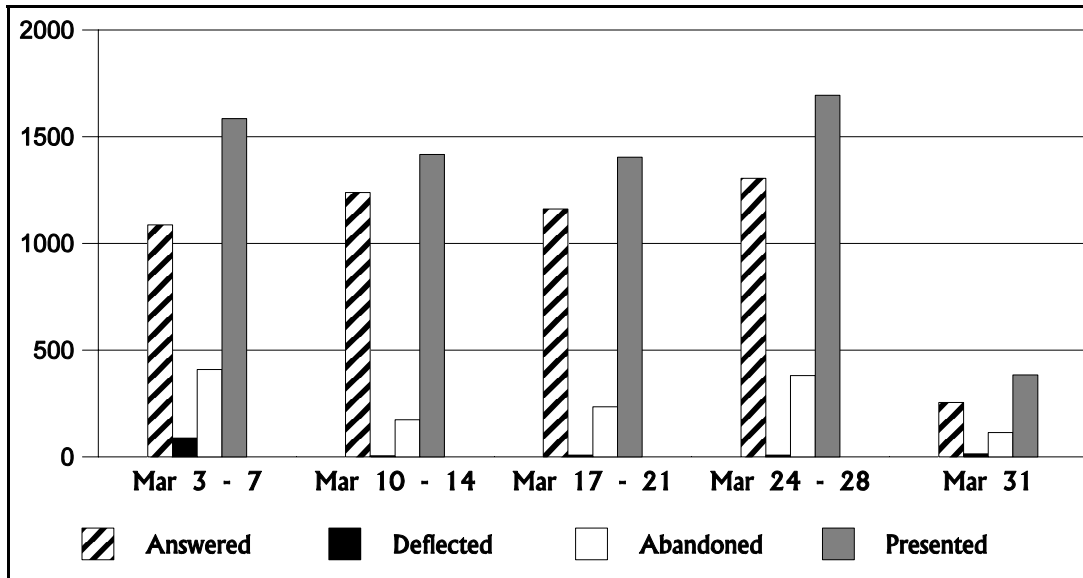
	Complaints Received	% of Total Complaints*
Electric	88	4%
Natural Gas	38	2%
Alternative Local Exchange Telephone	184	7%
Local Exchange Telephone	251	10%
Long Distance Telephone	667	27%
Pay Telephone	7	< 1%
Water & Wastewater	24	< 1%
Non-regulated or Non-certificated Company Complaints Received**	123	5%
Telephone Transfer-Connects	896	36%
E-Transfers	67	3%
Cases Received & Closed by 72 Hr Rule	154	6%
Total	2,499	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-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 March 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.

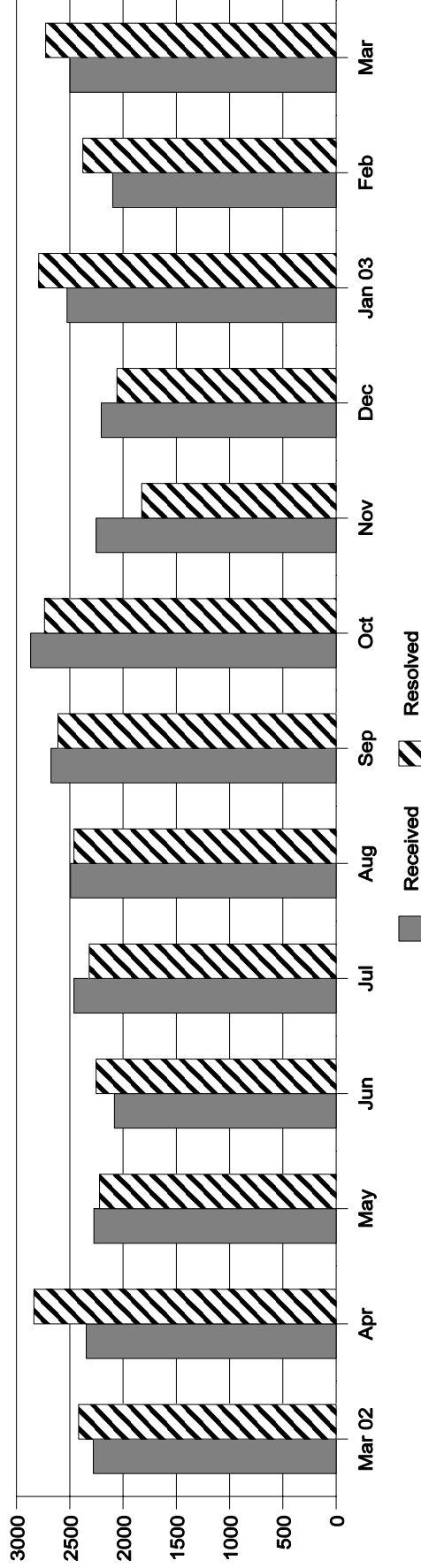
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
March 3 - 7	1,087	69%	88	6%	410	26%	1,585
March 10 - 14	1,238	87%	5	0%	174	12%	1,417
March 17 - 21	1,161	83%	8	1%	235	17%	1,404
March 24 - 28	1,305	77%	8	0%	381	22%	1,694
March 31	255	66%	15	4%	114	30%	384
Totals	5,046	78%	124	2%	1,314	20%	6,484

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	5,046
Minus Calls Resulting in Cases (CAF)	(3,488)
Total Calls Not Filed As Cases (CAF)	1,558

Total Complaints Received / Resolved by Month*

March 2002 - March 2003



	Mar 02	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar
Received	2,279	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,526	2,098	2,499
Resolved	2,417	2,837	2,221	2,252	2,318	2,462	2,612	2,737	1,825	2,058	2,793	2,377	2,727

*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.

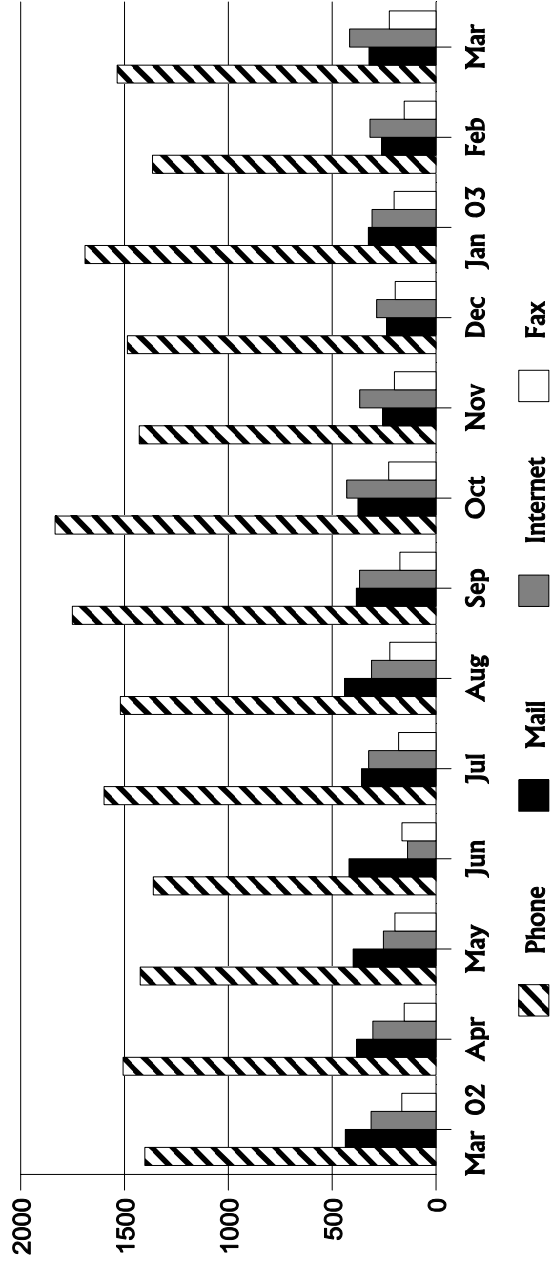
Complaints Received by County

March 2003



Note: County name not available for 313 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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

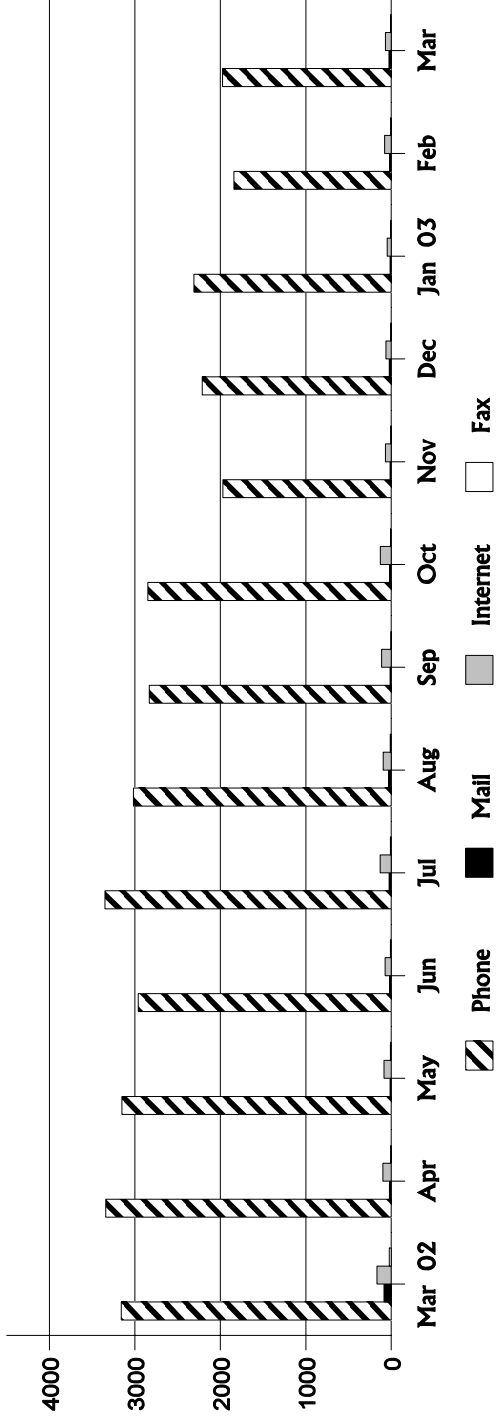


	Mar 02	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar
Phone	1,402	1,507	1,424	1,361	1,598	1,520	1,751	1,834	1,429	1,486	1,690	1,365	1,535
Mail	437	382	399	419	359	440	384	376	257	237	326	262	323
Internet	313	304	253	137	324	310	368	430	367	286	308	318	416
Fax	165	153	198	164	180	223	174	228	200	196	202	153	225
Total	2,233	2,317	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253	2,205	2,098	2,499

How Information Requests Were Received

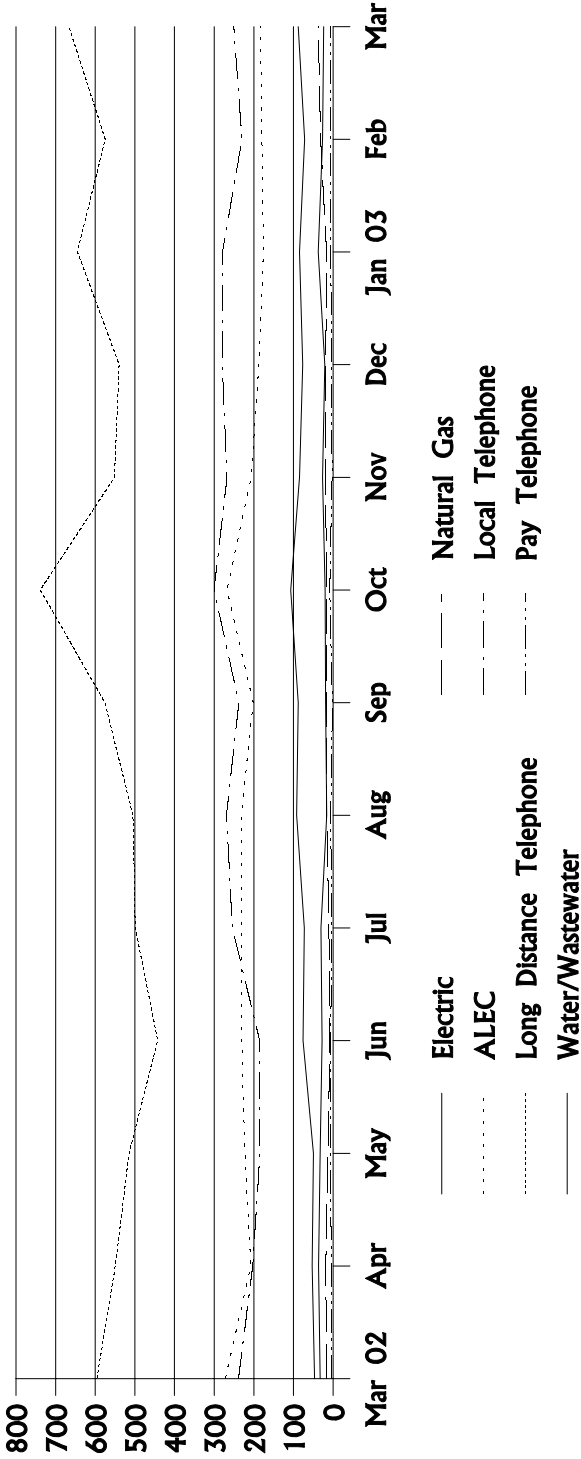
Phone, Mail, Internet and Fax

March 2002 - March 2003



	Mar 02	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar
Phone	3,158	3,341	3,150	2,961	3,352	3,016	2,831	2,847	1,971	2,212	2,309	1,842	1,974
Mail	84	20	13	18	24	30	14	19	14	23	13	19	26
Internet	168	97	84	71	130	93	112	128	68	62	47	76	67
Fax	22	3	9	10	10	11	2	6	4	3	6	3	8
Total	3,432	3,461	3,256	3,060	3,516	3,150	2,959	3,000	2,057	2,300	2,375	1,940	2,075

Complaints Received by Industry March 2002 - March 2003



Industry	Mar 02	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar
Electric	47	53	50	76	73	92	88	107	85	77	85	72	88
Natural Gas	17	19	13	9	11	16	18	16	20	19	17	32	38
ALEC	272	208	223	231	232	232	202	268	207	188	176	180	184
Local Telephone	239	203	185	186	254	269	238	301	268	280	279	230	251
Long Dist. Phone	596	550	515	443	499	505	576	739	552	540	645	575	667
Payphone	3	5	4	8	6	4	6	2	3	4	6	7	7
Water/Wastewater	21	33	37	33	28	31	16	19	27	21	38	27	24
Totals	1,197	1,071	1,027	986	1,103	1,149	1,144	1,452	1,162	1,129	1,246	1,123	1,259

Electric Companies Complaint Activity - March 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, INC.	13	6	19	58	21	0	21	75
FLORIDA POWER & LIGHT COMPANY	22	26	48	128	36	0	36	144
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	4	2	0	2	4
GULF POWER COMPANY	1	0	1	4	0	0	0	4
TAMPA ELECTRIC COMPANY	10	9	19	50	21	0	21	52
TOTAL	46	42	88	244	80	0	80	279

**Please see Definitions.*

Electric Companies Number of Customers / Apparent Infraction Indices

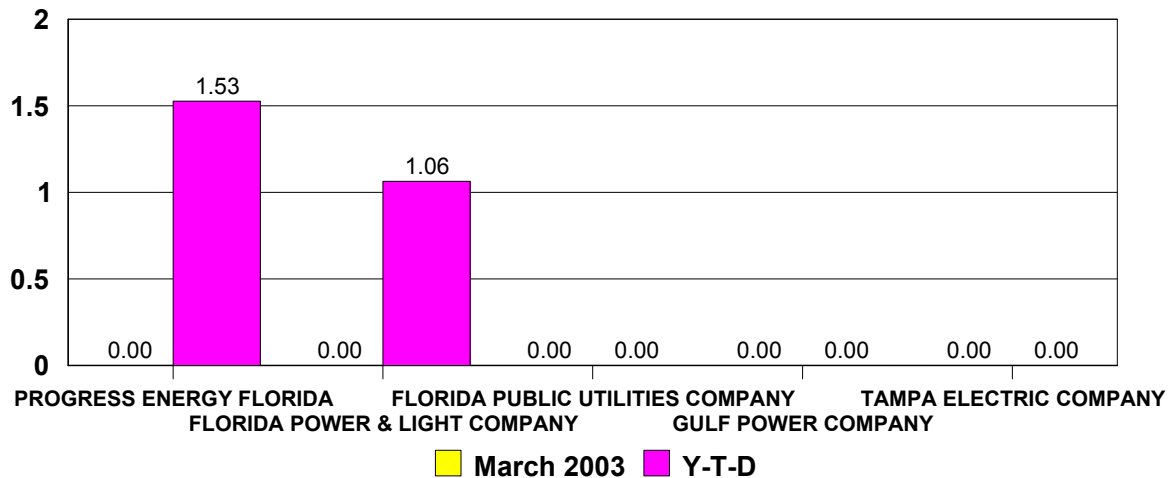
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	March 2003
		Infractions Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*
PROGRESS ENERGY FLORIDA, INC.	1,383,648	1	0.0007	1.53	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	2	0.0005	1.06	0.00
FLORIDA 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
TOTAL	6,339,722	3	0.0005		

*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 Number of Customers / Apparent Infraction Indices March 2003



Total Momentary Electricity Outages Filed

March 2002 - March 2003



Natural Gas Companies Complaint Activity March 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractons*	Apparent Infractons*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	2	2	0	2	5
CITY GAS COMPANY OF FLORIDA	2	18	20	43	13	1	14	33
FLORIDA PUBLIC UTILITIES COMPANY	1	5	6	13	8	1	9	14
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	6	5	11	29	11	0	11	29
TOTAL	9	29	38	87	34	2	36	81

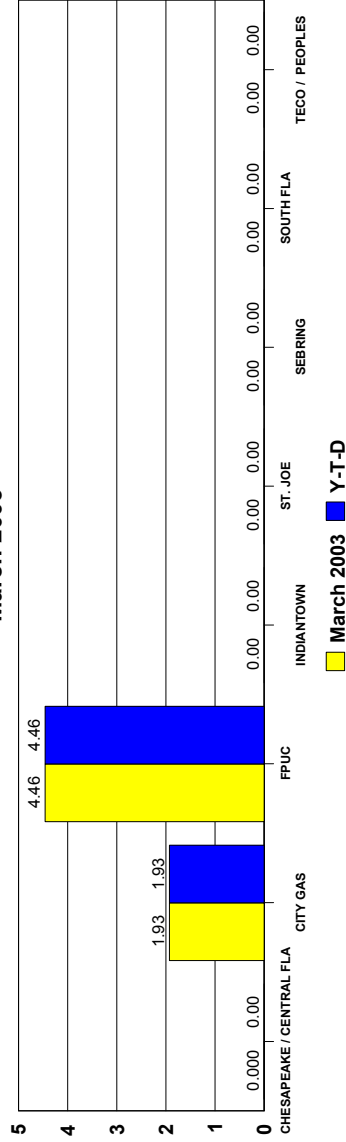
*Please see Definitions.

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*	March 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	2	0.019	1.93	1.93
FLORIDA PUBLIC UTILITIES COMPANY	45,442	2	0.044	4.46	4.46
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
INDUSTRY TOTAL	436,228	4	0.010		

*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 March 2003



Alternative Local Telephone Companies Complaint Activity - March 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
AA TELE-COM	0	1	1	0	0	0
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	3	0	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	4	3	7	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	2	2	2	0	2
ALTERNATIVE PHONE, INC.	0	0	0	1	0	1
AMTEL NETWORK, INC.	1	0	1	0	0	0
ANEW BROADBAND, INC.	0	3	3	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	1	0	1
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	3	0	3
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	1	0	1
COMCAST DIGITAL PHONE	2	6	8	16	6	22
DELAND ACTEL, INC.	0	0	0	1	0	1
DIALTONE TELECOM, LLC	1	0	1	1	0	1
DPI-TELECONNECT, L.L.C.	0	0	0	2	0	2
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	1	0	1
ERNEST COMMUNICATIONS, INC.	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	3	2	5	6	2	8
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	1	0	1
FLATEL, INC.	1	0	1	1	0	1
FLORIDA COMM SOUTH	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	5	1	6	4	0	4
FLORIDA PHONE SERVICE, INC.	0	0	0	1	1	2
FLORIDA TELEPHONE SERVICES, LLC	2	2	4	6	0	6
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GEORGIA TELEPHONE SERVICES, INC.	1	0	1	0	0	0
HOSTING-NETWORK, INC.	1	0	1	0	0	0
I VANTAGE NETWORK SOLUTIONS	1	0	1	2	0	2
IDS TELCOM LLC	4	2	6	11	0	11

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions	Total
IDT	2	0	2	0	0	0
INSTATONE	4	0	4	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	2	0	2
ISN COMMUNICATIONS	1	2	3	0	2	2
KMC TELECOM III LLC	0	0	0	2	0	2
KMC TELECOM V, INC.	1	0	1	1	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1	0	1
MAX-TEL COMMUNICATIONS, INC. D/B/A FLORIDA'S MAX-TEL COMM.	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	3	5	9	2	11
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	5	1	6
MERCURY LONG DISTANCE, INC.	0	0	0	0	1	1
MET COMMUNICATIONS, INC.	1	0	1	1	0	1
MIRACLE COMMUNICATIONS	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	3	1	4	1	0	1
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWPHONE	1	0	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NUVOX COMMUNICATIONS, INC.	1	0	1	1	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	2	0	2
PAN AMERICAN TELECOM, INCORPORATED	0	0	0	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	0	0	2	0	2
SOUTHERN RECONNECT, INC.	5	0	5	3	3	6
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	37	36	73	73	7	80
TALK AMERICA INC.	0	0	0	0	2	2
TALK UNLIMITED NOW, INC.	4	1	5	8	0	8
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	0	0	0
TEL COM PLUS	1	1	2	2	0	2
TIBURON TELECOM, INC.	0	0	0	1	0	1
TIME WARNER COMMUNICATIONS	0	1	1	0	0	0
US LEC OF FLORIDA INC.	0	2	2	0	0	0
USA TELECOM, INC.	1	0	1	1	0	1
LISTEL	2	0	2	2	1	3
VARTEC TELECOM, INC.	3	7	10	10	4	14
VERIZON SELECT SERVICES INC.	0	0	0	1	0	1
XO FLORIDA, INC.	1	0	1	0	0	0
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	0	1	1
Z-TEL COMMUNICATIONS, INC.	4	1	5	2	0	2
TOTALS	105	79	184	203	34	237

*Please see Definitions.

Local Telephone Companies Complaint Activity March 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.	4	0	4	12	8	0	8	16
BELLSOUTH	101	64	165	484	205	7	212	618
FRONTIER	0	1	1	1	1	0	1	1
GTC, INC. D/B/A GT COM	0	2	2	4	1	0	1	3
VERIZON FLORIDA, INC.	15	7	22	74	35	0	35	105
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	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	41	16	57	180	63	1	64	241
TOTAL	161	90	251	757	313	8	321	987

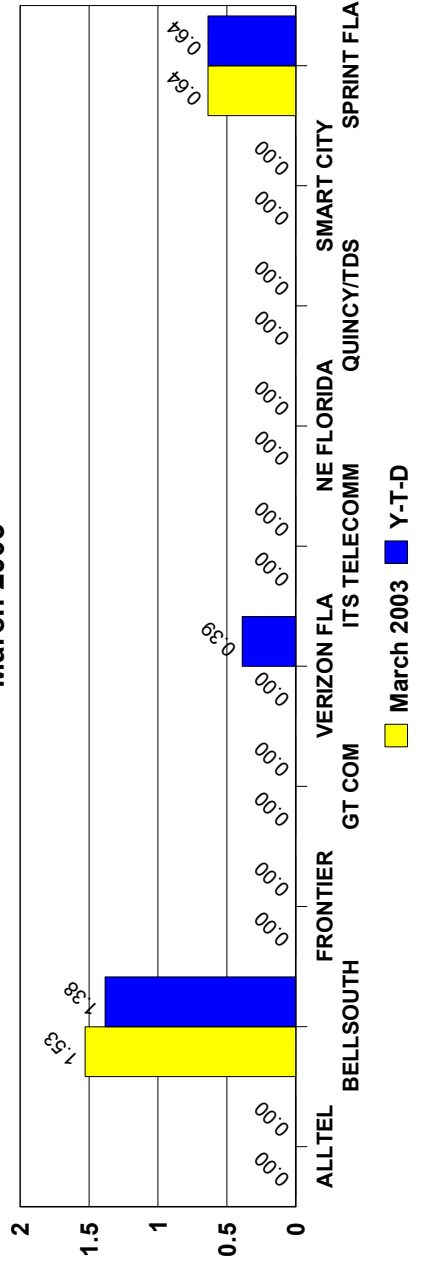
*Please see Definitions.

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*	March 2003 Apparent Infractions Index*
ALLTEL	94,736	0	0.0000	0.00	0.00
BELLSOUTH	6,451,600	19	0.0029	1.38	1.53
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	0.39	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	3	0.0014	0.64	0.64
TOTAL	11,277,711	24	0.0021		

* 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 March 2003



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

Company	Month	Year-To-Date
Access Integrated Networks, Inc.	0	1
AT&T	0	1
IDS Telcom LLC	0	2
ISN Communications, Inc.	1	2
International Business Network	0	1
MCI Worldcom	3	6
MCIMETRO Access Transmission Services, Inc.	0	1
Pam American Telecom, Inc.	1	2
Servisense.com, Inc.	0	1
Supra Telecommunications & Information Systems, Inc.	2	6
All Other Local Companies	3	4
Totals	10	27

Cramming Statistics*

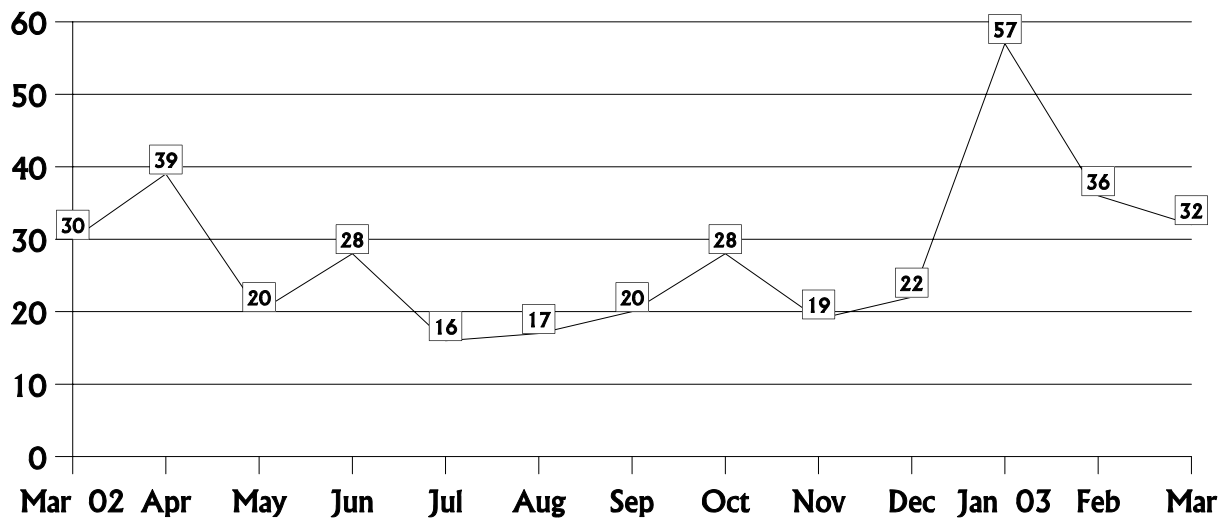
March 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
52	32	\$ 1,472.57

**Please see Index of Definitions*

Cases Resolved as Cramming

March 2002 - March 2003



Long Distance Telephone Companies Complaint Activity - March 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I 800 3030 123 AMERICATEL COLLECT	0	7	7	2	1	3
ACC LONG DISTANCE	0	1	1	0	0	0
ACI	0	1	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	0	1	1	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
AMERICA'S DIGITAL SATELITE TELEPHONE, INC. D/B/A ADST, INC	0	0	0	0	2	2
AMERICAN PHONE SERVICES CORP.	1	0	1	1	0	1
ANEW BROADBAND, INC.	1	0	1	1	0	1
ATX TELECOMMUNICATIONS SERVICES	1	0	1	0	0	0
AT&T	85	145	230	218	23	241
BELLSOUTH LONG DISTANCE, INC.	2	1	3	3	1	4
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	2	0	2
BROADWING COMMUNICATIONS SERVICES INC.	1	0	1	0	0	0
BUDGET CALL LONG DISTANCE, INC.	0	0	0	2	0	2
BUSINESS SAVINGS PLAN	2	0	2	1	0	1
CAT COMMUNICATIONS INTERNAITONAL, INC.	1	0	1	0	0	0
CIERRACOM SYSTEMS	1	0	1	2	1	3
CLEAR WORLD COMMUNICATIONS CORPORATION	5	0	5	1	0	1
COAST INTERNATIONAL, INC.	0	0	0	1	0	1
CONSOLIDATED COMMUNICATIONS OPERATOR SERVICES, INC.	0	1	1	1	0	1
CORRECTIONAL BILLING SERVICES	1	2	3	2	0	2
COVISTA, INC.	1	0	1	0	2	2
CYBERTEL, COMMUNICATIONS CORP.	0	0	0	0	1	1
DIMENSIONS	1	0	1	0	0	0
DIRECT ONE, LLC	2	0	2	2	0	2
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	1	2
EXCEL TELECOMMUNICATIONS, INC.	5	3	8	8	12	20
FLORIDA DIGITAL NETWORK, INC.	0	0	0	1	0	1
FOXTEL, INC.	0	0	0	0	1	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GCI GLOBALCOM, INC.	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	5	0	5	10	0	10
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
GRAPEVINE	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	2	2	4	0	4
HORIZONONE COMMUNICATIONS	1	2	3	7	0	7
I VANTAGE NETWORK SOLUTIONS	0	1	1	2	0	2
IAS FILM CORPORATION D/B/A I.A.S. INTERCOMMUNICATION AMER.	0	0	0	0	1	1
ICT WORLDWIDE, INC.	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	0	0	0	1	0	1
IDS TELCOM LLC	0	1	1	2	0	2
IDT AMERICA CORP. D/B/A DSA TELECOM	10	4	14	15	1	16
ILD	3	11	14	20	1	21
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	4	5	2	0	2
INTEGRETEL, INC.	2	11	13	19	0	19
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	0	0	0
ISN COMMUNICATIONS	2	0	2	0	1	1
KMC TELECOM V, INC.	0	0	0	1	0	1

Utility Name	Service*	Billing*	Total	Apparent	Apparent	Total
				Non-Infractions*	Infractions*	
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	2	2	4
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	1	1
L.O.M.	1	0	1	1	0	1
MCG, LLC	0	0	0	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	2	3	2	1	3
MCI WORLDCOM NETWORK SERVICES, INC.	51	57	108	135	16	151
MERCURY LONG DISTANCE, INC.	0	0	0	2	0	2
MIKO TELEPHONE COMMUNICATIONS, INC.	16	0	16	0	17	17
MOMENTUM BUSINESS SOLUTIONS, INC.	1	0	1	0	0	0
NEXTELCOM CORP.	0	1	1	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	0	0	1	0	1
OCCM, INC.	0	2	2	2	0	2
OLS, INC.	1	0	1	1	0	1
ONE CALL COMMUNICATIONS, INC.	0	4	4	2	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	1	3	4
ONESTAR LONG DISTANCE, INC.	0	1	1	0	0	0
OPERATOR ASSISTANCE NETWORK	2	5	7	2	0	2
OPTICAL TELEPHONE CORPORATION	4	1	5	1	6	7
POWERNET GLOBAL COMMUNICATIONS	3	0	3	1	2	3
PRIMUS TELECOMMUNICATIONS, INC.	1	1	2	1	7	8
PT-1 COMMUNICATIONS	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	11	7	18	18	2	20
RIDLEY TELEPHONE COMPANY, LLC	0	0	0	1	0	1
SOUTHWESTERN BELL COMMUNICATIONS SERVICES, INC.	0	0	0	1	0	1
SPRINT	43	40	83	68	11	79
STAR TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
STARTEC GLOBAL LICENSING COMPANY	0	1	1	2	0	2
SUNTEL NETWORK, INC.	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	0	2	0	0	0
T-NETIX, INC.	0	1	1	1	0	1
TALK AMERICA INC.	2	1	3	5	0	5
TCG SOUTH FLORIDA	0	1	1	1	0	1
TELECOM*USA OR TELECONNECT	2	0	2	5	0	5
TELECLUBA, INC.	2	0	2	1	0	1
TELEFYNE INCORPORATED	0	0	0	1	0	1
TELEUNO, INC.	2	0	2	0	2	2
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	0	0	0
TOTAL CALL INTERNATIONAL, INC.	1	0	1	0	0	0
TRICOM USA, INC.	1	0	1	0	0	0
UKI COMMUNICATIONS, INC.	3	2	5	1	7	8
UNIVERSAL PHONE CORPORATION	1	0	1	0	0	0
USLD COMMUNICATIONS, INC.	1	1	2	1	0	1
U.S. TELECOM LONG DISTANCE, INC.	1	0	1	1	1	2
VARTEC TELECOM, INC.	3	8	11	21	5	26
VERIZON SELECT SERVICES INC.	4	3	7	8	2	10
VOIP ENTERPRISES INC.	2	0	2	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
VYCERA COMMUNICATIONS, INC.	1	0	1	0	0	0
WILLIAMS COMMUNICATIONS, LLC	0	0	0	2	0	2
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	4	4	8	2	5	7
WORLDXCHANGE COMMUNICATIONS, INC.	0	4	4	2	0	2
WORLDXCHANGE CORP.	2	6	8	2	0	2
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	1	0	1	0	0	0
Y & B SERVICES CORPORATION D/B/A PLASTIGOL MIAMI AND	0	0	0	0	1	1
ZERO PLUS DIALING	0	2	2	1	0	1
ZERO PLUS DIALING, INC.	0	1	1	1	0	1
TOTALS	311	356	667	642	141	783

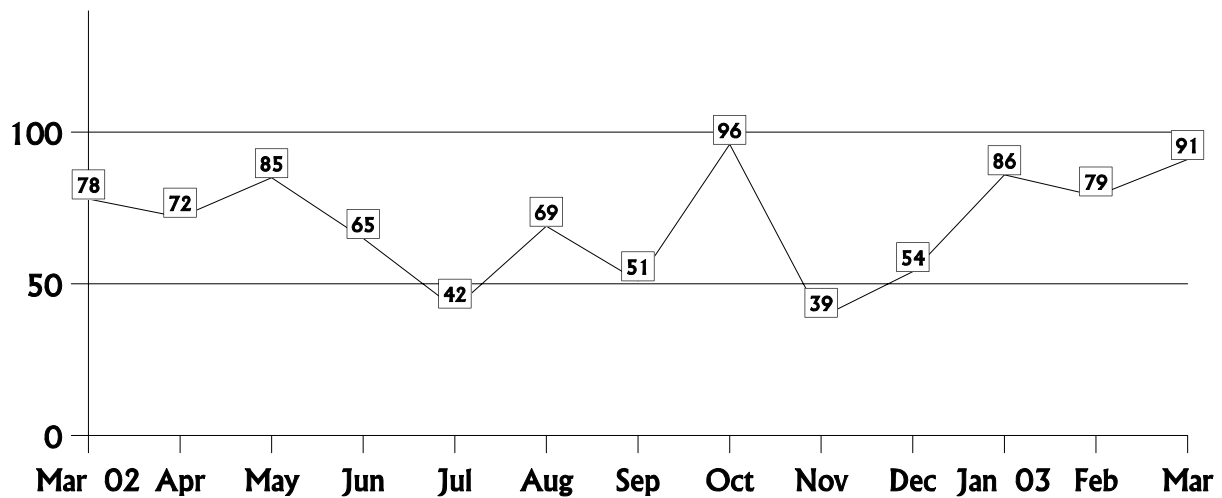
*Please see Definitions.

**Unauthorized Telephone Service Change
 “Long Distance Slamming”
 Apparent Rule Infractions - March 2003**

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	2	5
AT&T / ACC	6	14
Clear World Communications Corp.	0	7
Excel Telecommunications, Inc.	6	10
LCR Telecommunications. L.L.C.	2	8
MCI Worldcom	14	30
Miko Telephone Communications, Inc.	17	42
Onelink Communications, Inc.	3	14
Optical Telephone Corporation	6	16
Primus Telecommunications, Inc.	6	6
Sprint	8	24
Teleuno, Inc.	2	12
UKI Communications, Inc.	5	15
World Communications Satellite Systems, Inc.	3	17
Other Long Distance Companies	11	33
Totals	91	253

Cases Resolved as Slamming

March 2002 - March 2003



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	2	0	2	1	0	1
COMMERCIAL TELEPHONE'S, INC.	1	0	1	1	0	1
HSI TELECOM, INC.	0	0	0	0	1	1
INNOVATIVE CALLING TECHNOLOGIES, LLC	0	0	0	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	0	1	0	0	0
SPRINT PAYPHONE SERVICES, INC.	0	1	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	1	1	2	1	0	1
TRITEL, INC.	0	0	0	1	0	1
TOTALS	5	2	7	5	1	6

**Please see Definitions.*

Water & Wastewater Companies Complaint Activity - March 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALAFAYA UTILITIES, INC.	1	0	1	1	0	1
ALOHA UTILITIES, INC.	0	1	1	2	0	2
BREEZE HILL UTILITIES	0	1	1	1	0	1
BROADVIEW PARK WATER COMPANY	1	1	2	1	0	1
CWS COMMUNITIES LP D/B/A PALM VALLEY	0	0	0	1	0	1
CYPRESS LAKES UTILITIES, INC.	0	0	0	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	3	1	4	12	0	12
HOLIDAY GARDENS UTILITIES, INC.	0	1	1	0	0	0
HUDSON UTILITIES, INC.	1	1	2	0	0	0
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
LITTLE SUMTER UTILITY COMPANY	0	1	1	0	0	0
L. P. UTILITIES CORPORATION	0	1	1	0	0	0
MARION UTILITIES, INC.	0	0	0	1	0	1
MOBILE MANOR, INC.	0	1	1	1	0	1
NORTH FORT MYERS UTILITY, INC.	1	0	1	1	0	1
ORANGE TREE UTILITY COMPANY	0	0	0	1	0	1
PARADISE LAKES UTILITY, L.L.C.	0	1	1	0	0	0
SANLANDO UTILITIES CORPORATION	5	0	5	0	0	0
SHANGRI-LA BY THE LAKE UTILITIES, INC.	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1	0	1
TAMIAMI VILLAGE WATER COMPANY, INC.	0	1	1	1	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	1	0	1
TOTALS	13	11	24	28	0	28

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