



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT MARCH 2004

Data Compiled on 4/16/2004

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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
- 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 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. Search Online Docket Information for Docket No. 030575-PU, Order PSC-04-0027-FOF-PU.

Summary

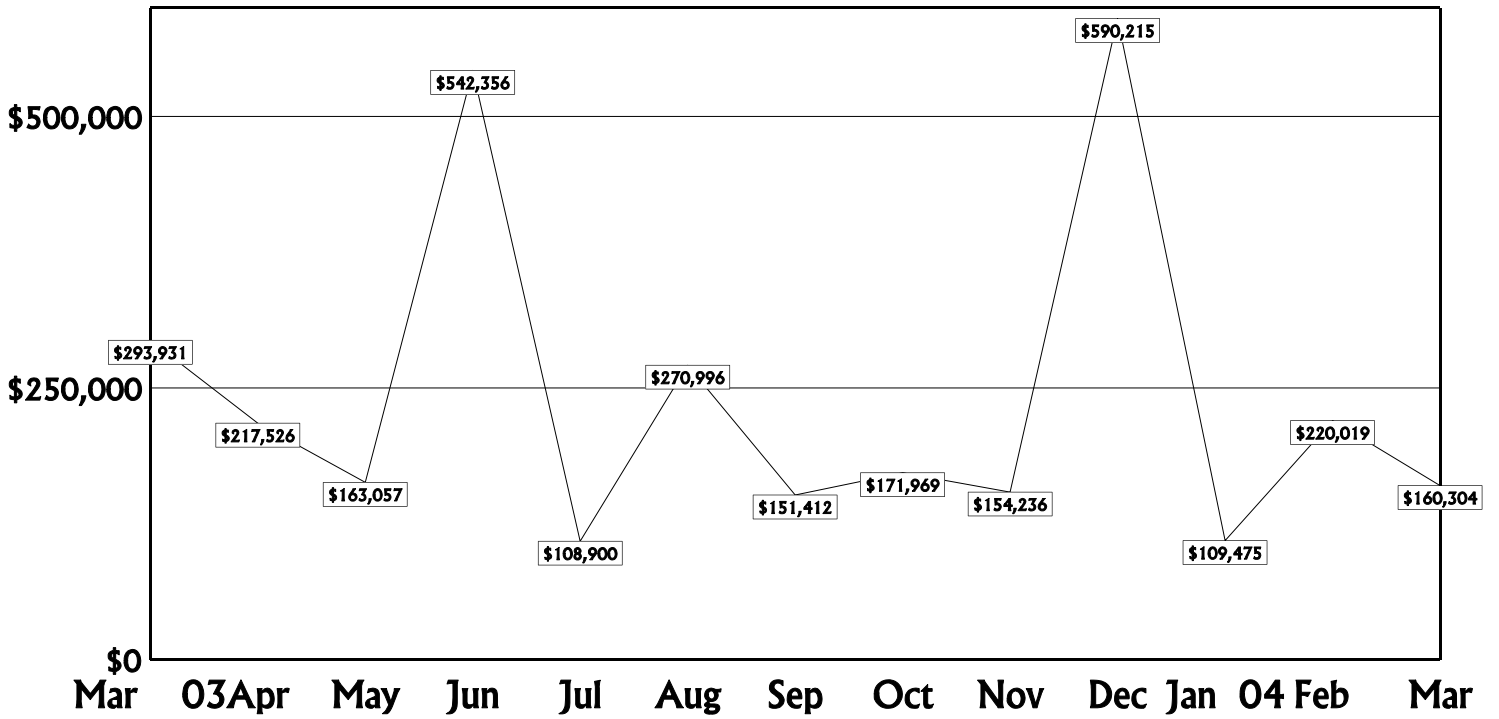
There were **2,317** complaints logged against the utility companies for the month of March 2004. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,399** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of March 31, 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 **822** calls transferred and entered into CATS during March 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$160,304 for the month.

Consumer Refunds

March 2003 - March 2004



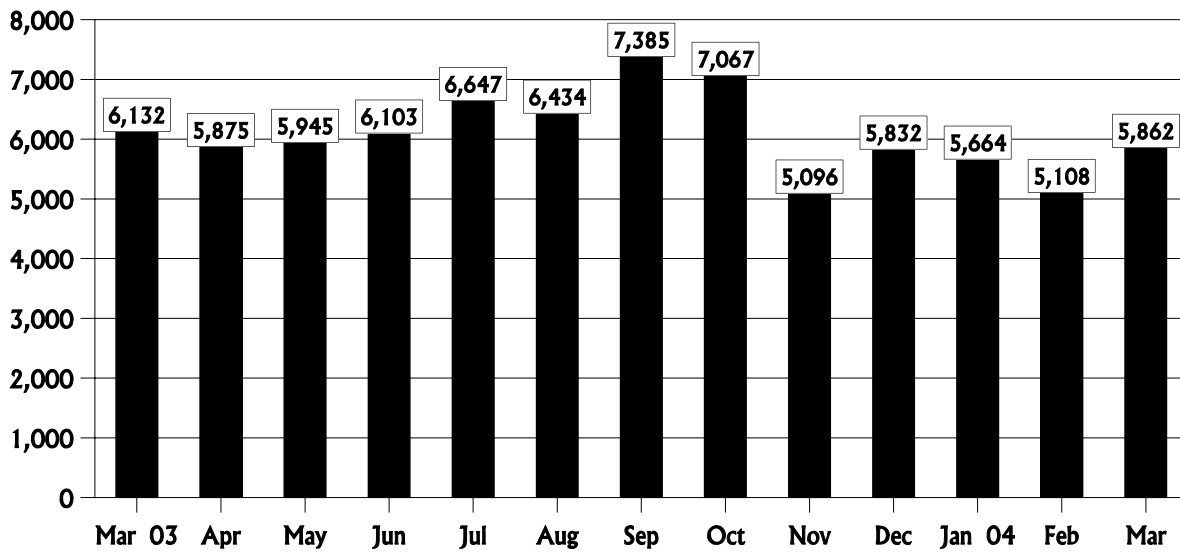
Consumer Activity Overview - March 2004

Complaints Received & Entered into CATS		2,317
Electric	45	
Gas	50	
Competitive Local Exchange Telephone	260	
Local Exchange Telephone	294	
Long Distance Telephone	587	
Pay Telephone	9	
Shared Tenant	0	
Water & Wastewater	29	
Non-certificated Company Complaints Received	14	
Telephone Transfer-Connects (Calls Transferred to Utilities)	822	
E-Transfers (E-mails sent to Utilities from the PSC Web site)	61	
Cases Received / Closed Under 3 Day Rule	146	
Electric	50	
Gas	0	
Telecommunications	96	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,399</u>
Total Cases Received & Entered into CATS		4,716
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,146</u>
Total Consumer Contacts Handled		5,862

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,646	2,030	3,676
Mail	166	95	261
Internet	420	249	669
Fax	85	25	110
Totals	2,317	2,399	4,716

Consumer Savings	
Electric	\$ 1,024.21
Gas	354.13
Competitive Local Exchange Telephone	17,571.63
Local Exchange Telephone	68,658.12
Long Distance Telephone	72,645.14
Pay Telephone	2.32
Water & Wastewater	48.37
Non-regulated/Other Consumer Assistance	0.00
Total	\$160,303.92

Public Service Commission Total Consumer Contacts March 2003 - March 2004



Complaints by Industry March 2004

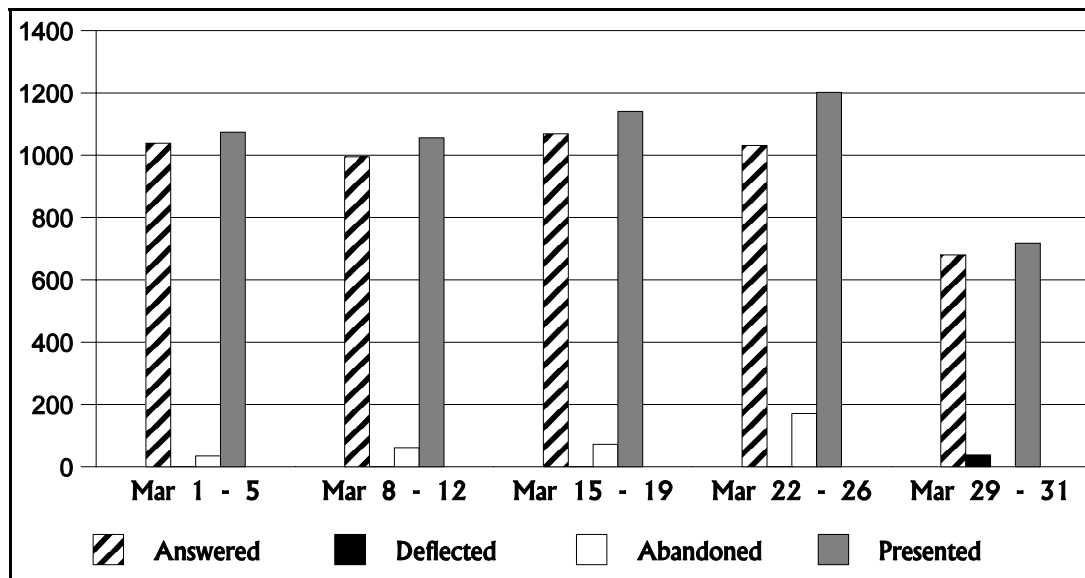
	Complaints Received	% of Total Complaints*
Electric	45	2%
Natural Gas	50	2%
Competitive Local Exchange Telephone	260	11%
Local Exchange Telephone	294	13%
Long Distance Telephone	587	25%
Pay Telephone	9	< 1%
Shared Tenant	0	0%
Water & Wastewater	29	1%
Non-certificated Company Complaints Received**	14	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	822	35%
E-Transfers	61	3%
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.

* 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 March 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.

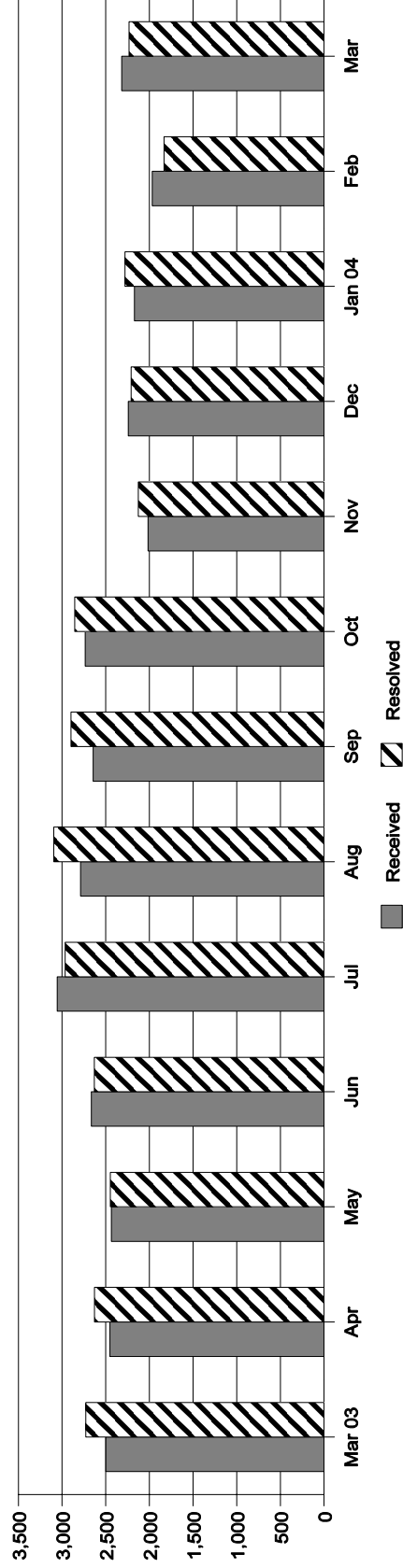
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
March 1 - 5	1,039	97%	0	0%	35	3%	1,074
March 8 - 12	995	94%	0	0%	61	6%	1,056
March 15 - 19	1,069	94%	0	0%	72	6%	1,141
March 22 - 26	1,031	86%	0	0%	171	14%	1,202
March 29 - 31	680	95%	0	0%	38	5%	718
Totals	4,814	93%	0	0%	377	7%	5,191

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,814
Minus Calls Resulting in Cases (CAF)	(3,668)
Total Calls Not Filed As Cases (CAF)	1,146

Total Complaints Received/Resolved by Month*

March 2003 - March 2004



	Mar 03	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar
Received	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317
Resolved	2,727	2,629	2,447	2,631	2,965	3,096	2,898	2,855	2,127	2,210	2,279	1,832	2,233

*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.

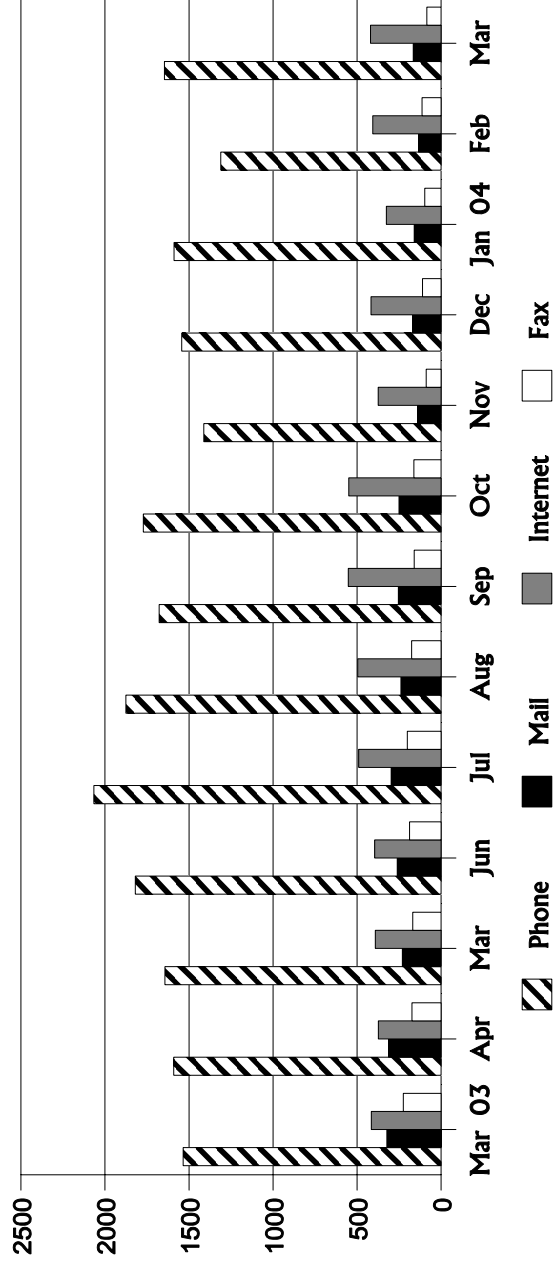
Complaints Received by County

March 2004



Note: County name not available for 589 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 2003 - March 2004

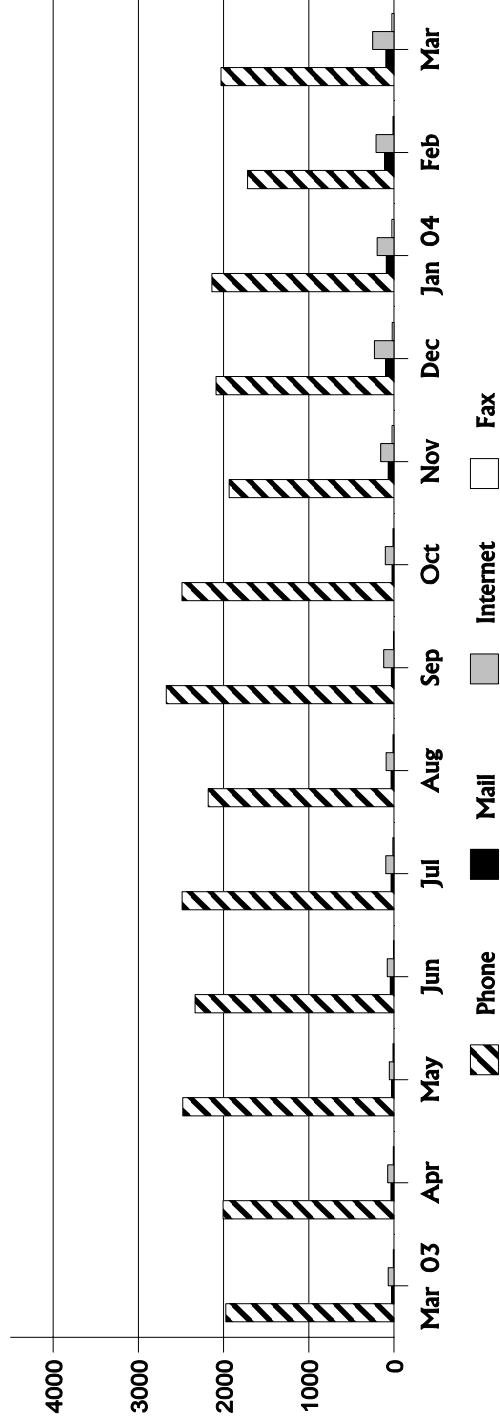


	Mar 03	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar
Phone	1,535	1,591	1,644	1,820	2,066	1,876	1,678	1,772	1,412	1,544	1,589	1,311	1,646
Mail	323	313	231	261	297	240	254	251	139	170	160	135	166
Internet	416	374	392	395	491	496	553	550	375	417	326	407	420
Fax	225	174	169	188	201	176	160	162	89	111	97	114	85
Total	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317

How Information Requests Were Received

Phone, Mail, Internet and Fax

March 2003 - March 2004

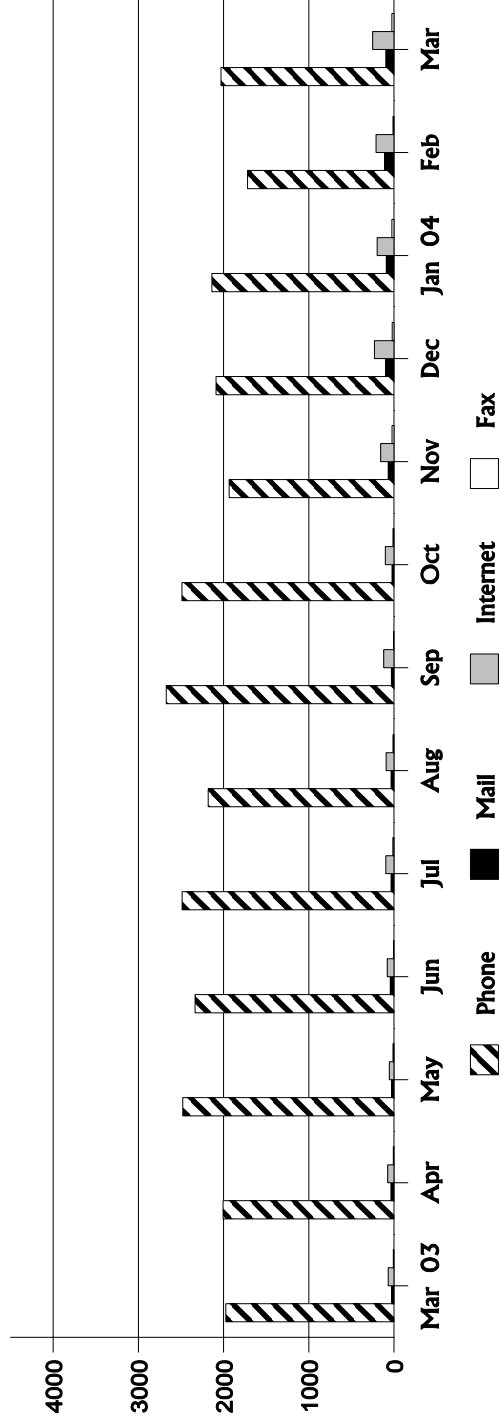


	Mar 03	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar
Phone	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030
Mail	26	35	29	44	33	33	30	23	68	97	90	111	95
Internet	67	73	55	78	96	92	120	102	156	230	198	210	249
Fax	8	8	11	5	14	11	5	12	22	21	24	11	25
Total	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450	2,051	2,399

How Information Requests Were Received

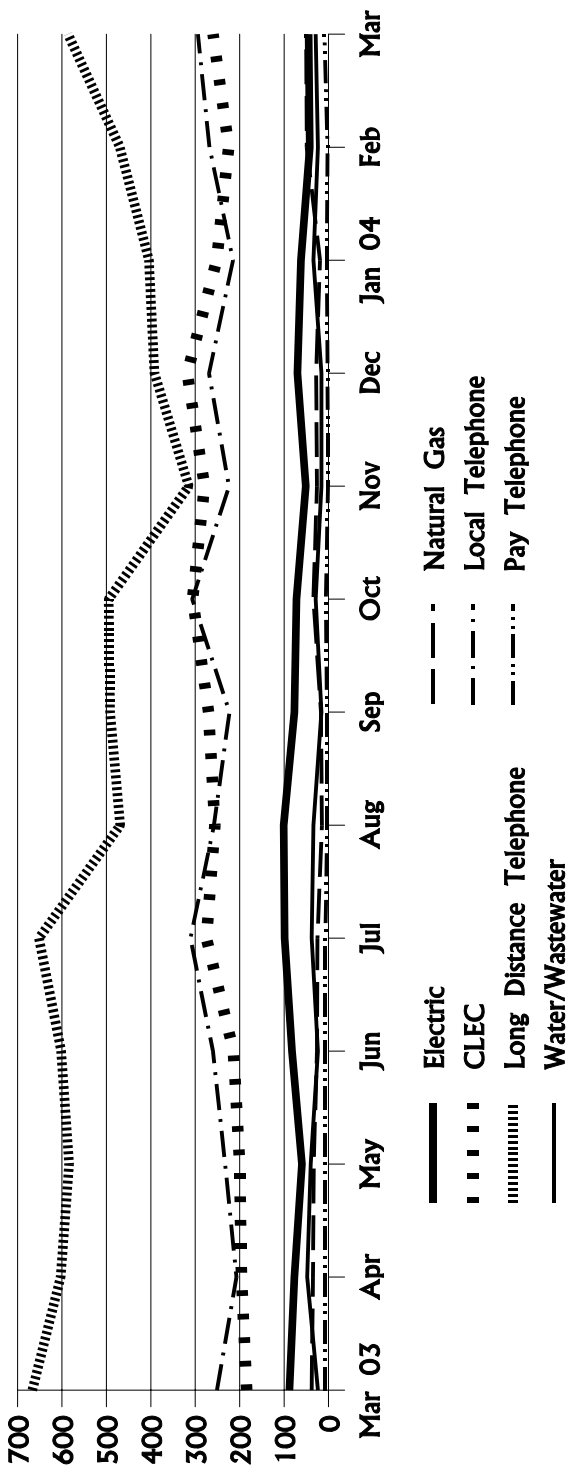
Phone, Mail, Internet and Fax

March 2003 - March 2004



	Mar 03	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar
Phone	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030
Mail	26	35	29	44	33	33	30	23	68	97	90	111	95
Internet	67	73	55	78	96	92	120	102	156	230	198	210	249
Fax	8	8	11	5	14	11	5	12	22	21	24	11	25
Total	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450	2,051	2,399

Complaints Received by Industry March 2003 - March 2004



Industry	Mar 03	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar
Electric	88	77	60	82	99	101	77	72	51	70	62	42	45
Natural Gas	38	35	33	26	25	15	17	34	26	28	19	49	50
CLEC	184	196	200	214	275	256	270	306	279	318	252	225	260
Local Telephone	251	207	233	260	311	258	223	307	224	269	215	268	294
Long Dist. Phone	667	603	584	602	652	469	492	495	315	392	404	470	587
Payphone	7	7	7	7	7	3	4	6	1	2	4	2	9
Water/Wastewater	24	48	40	24	38	34	16	29	16	16	34	24	29
Totals*	1,259	1,173	1,157	1,215	1,407	1,136	1,099	1,249	912	1,095	990	1,080	1,262

*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.

Electric Companies Complaint Activity - March 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	9	13	22	74	34	0	34	82
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	2	1	0	1	2
GULF POWER COMPANY	0	0	0	2	1	0	1	2
PROGRESS ENERGY FLORIDA, INC.	12	65	18	38	9	0	9	34
TAMPA ELECTRIC COMPANY	3	2	5	20	10	0	10	22
TOTAL**	24	80	45	136	55	0	55	142

**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

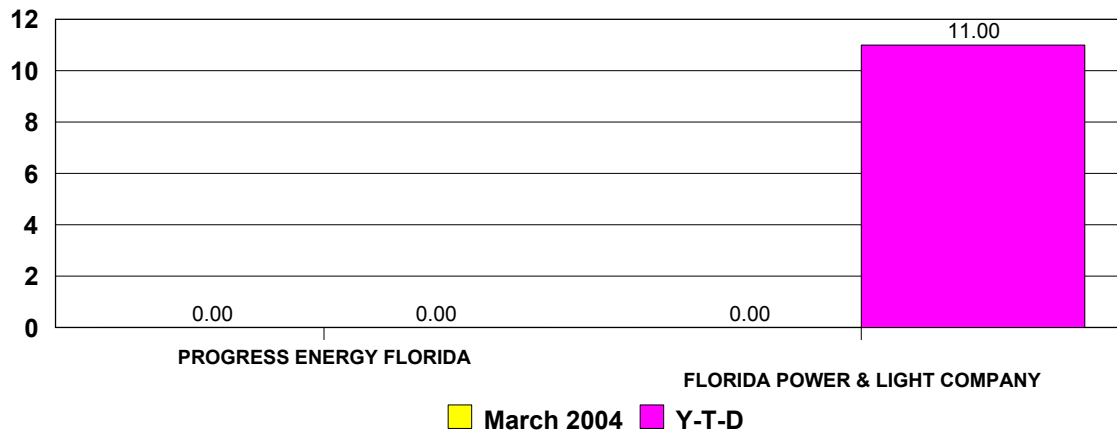
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	March 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,019,805	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00
GULF 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
TOTAL	6,493,671	1	0.0002		

*Please see Definitions.

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

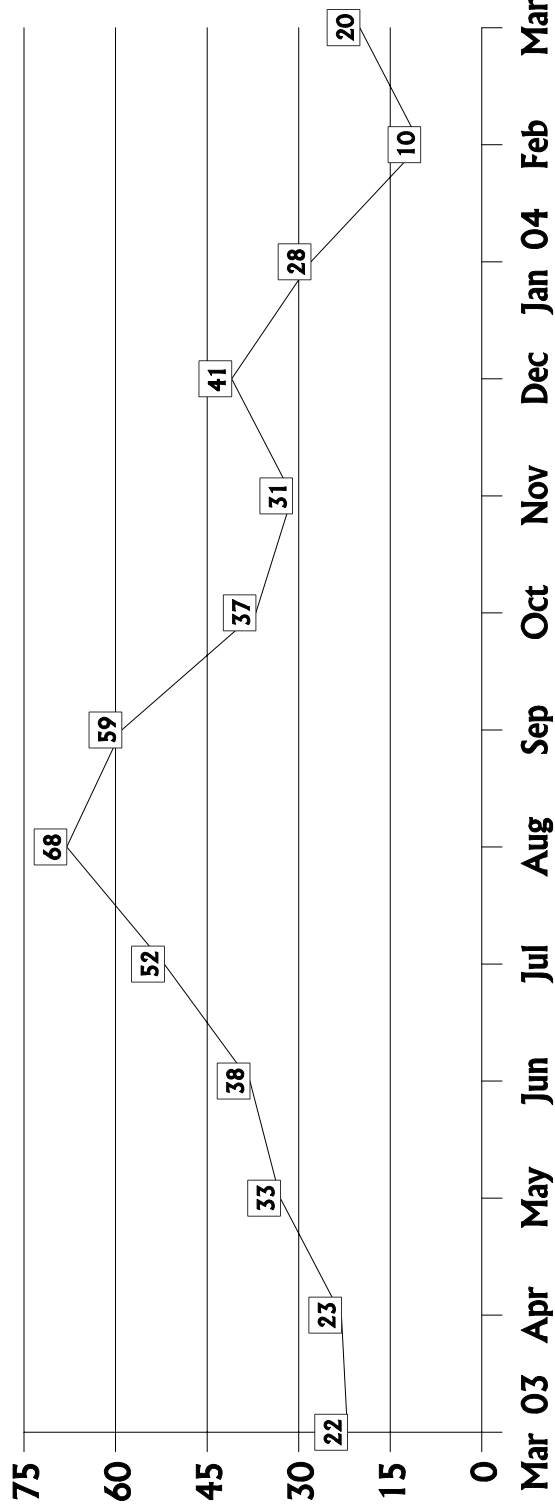
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.

Electric Companies Number of Customers / Apparent Infraction Indices March 2004



Electric Outage Related Complaints Filed

March 2003 - March 2004



Natural Gas Companies Complaint Activity March 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	2	0	0	0	1
CITY GAS COMPANY OF FLORIDA	11	8	19	38	10	0	10	29
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	10	0	1	1	8
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	0	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	10	18	28	68	30	2	32	47
TOTAL**	22	28	50	118	40	3	43	86

*Please see Definitions.

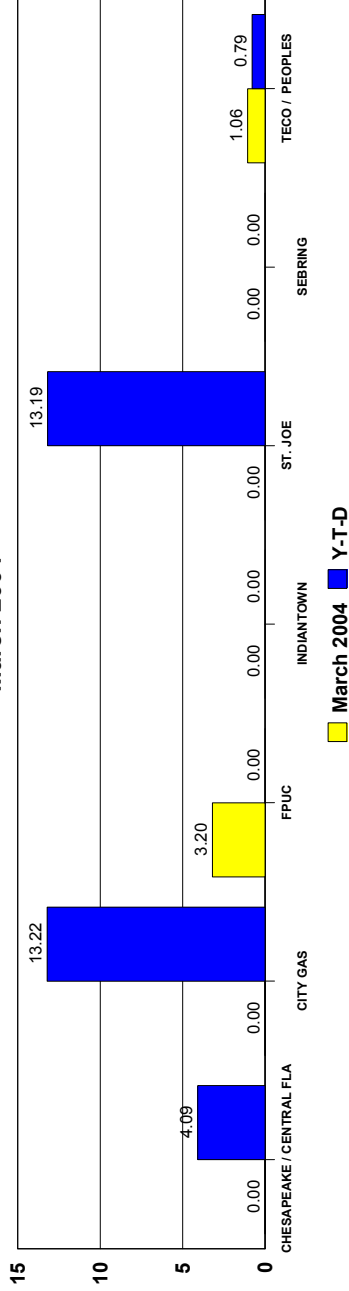
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Natural Gas Companies Number of Customers / Apparent Infracrion Indices

Utility Name	Number of Customers**	Apparent Infracrions Y-T-D	Apparent Infracrions Per 1,000 Customers ***	Y-T-D Apparent Infracrions Index*	March 2004 Apparent Infracrions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	4.09	0.00
CITY GAS COMPANY OF FLORIDA	101,724	3	0.029	13.22	0.00
FLORIDA PUBLIC UTILITIES COMPANY	45,945	0	0.000	0.00	3.20
INDIANTOWN	662	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,335	1	0.299	13.19	0.00
SEBRING	576	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	277,527	5	0.018	0.79	1.06
INDUSTRY TOTAL	440,543	10	0.023		

*Please see Definitions.
 **Source - Annual Reports filed with the PSC as of December 31, 2002.
 ***Note - Apparent Infracrions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infracrions divided by it's customer base. The industry total is based on total year-to-date apparent infracrions for the industry divided by the total industry customer base.

Natural Gas Companies Apparent Infracrion Indices March 2004



Local Telephone Companies Complaint Activity March 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.	5	0	5	10	4	0	4	8
BELLSOUTH	109	82	191	477	179	5	184	490
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	3	0	3	7	2	0	2	8
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	1	0	1	1	1	0	1	1
QUINCY/TDS	0	0	0	1	1	0	1	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0	0	0
SPRINT-FLORIDA	35	29	64	195	78	3	81	188
VERIZON FLORIDA, INC.	19	11	30	84	37	0	37	93
TOTAL**	172	122	294	776	302	8	310	790

*Please see Definitions.

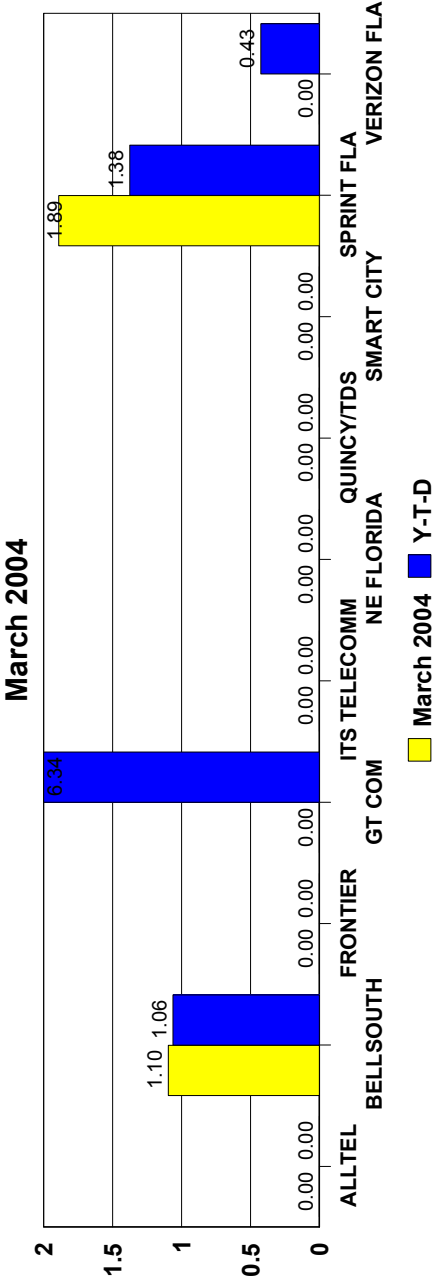
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

Utility Name	Number of Access Lines**		Apparent Infractions Per 1,000 Access Lines***		March 2004 Apparent Infractions Index*
	Y-T-D	Y-T-D	Y-T-D	Y-T-D	
ALLTEL	94,744	0	0.0000	0.00	0.00
BELLSOUTH	6,230,282	20	0.0032	1.06	1.10
FRONTIER	4,660	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,221	1	0.0191	6.34	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00	0.00
NE FLORIDA	10,285	0	0.0000	0.00	0.00
QUINCY/TDS	14,351	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,166,692	9	0.0042	1.38	1.89
VERIZON FLORIDA, INC.	2,335,821	3	0.0013	0.43	0.00
TOTAL	10,928,648	33	0.0030		

* 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 March 2004



Competitive Local Telephone Companies Complaint Activity - March 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	1	3	5	1	6
AMERICAN DIAL TONE	1	1	2	1	0	1
AMERICAN FIBER NETWORK, INC.	0	1	1	2	0	2
ATS	0	1	1	0	0	0
AT&T	0	1	1	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	8	5	13	5	0	5
BTI	1	1	2	1	1	2
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	0	1	1
CARILINK INTERNATIONAL, INC.	1	0	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	3	0	3	5	0	5
CHOICE ONE TELECOM	1	0	1	0	0	0
CINERGY COMMUNICATIONS COMPANY	2	0	2	3	0	3
CITYWIDE-TEL	1	0	1	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	0	5	4	0	4
DELAND ACTEL, INC.	3	1	4	4	0	4
DPI-TELECONNECT, L.L.C.	3	0	3	1	0	1
DSL TELECOM, INC.	2	0	2	1	1	2
DSL I	4	2	6	1	0	1
EPICUS, INC.	1	3	4	3	0	3
EXCEL TELECOMMUNICATIONS, INC.	6	2	8	6	3	9
EXPRESS PHONE SERVICE	1	0	1	0	0	0
EZ TALK COMMUNICATIONS, L.L.C.	1	1	2	0	0	0
FDN COMMUNICATIONS	10	5	15	17	0	17
FLATEL, INC.	1	0	1	2	0	2
FLORIDA COMM SOUTH	1	0	1	0	0	0
FLORIDA PHONE SERVICE, INC.	6	2	8	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	3	3	6	8	0	8
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
HOME TOWN TELEPHONE, LLC	0	1	1	0	0	0
IDS TELCOM LLC	7	5	12	4	0	4

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

Company	Month	Year-To-Date
Bellsouth Telecommunications, Inc.	2	3
DSL Telecom, Inc.	0	1
MCI Worldcom	1	1
Sprint Communications Co. LTD Partnership	0	2
Sprint-Florida, Inc.	2	3
Supra Telecom. & Information Systems, Inc.	0	4
Utilities Commission, New Smyrna Beach	0	1
All Other Local Companies	3	7
Totals	8	22

Cramming Statistics*

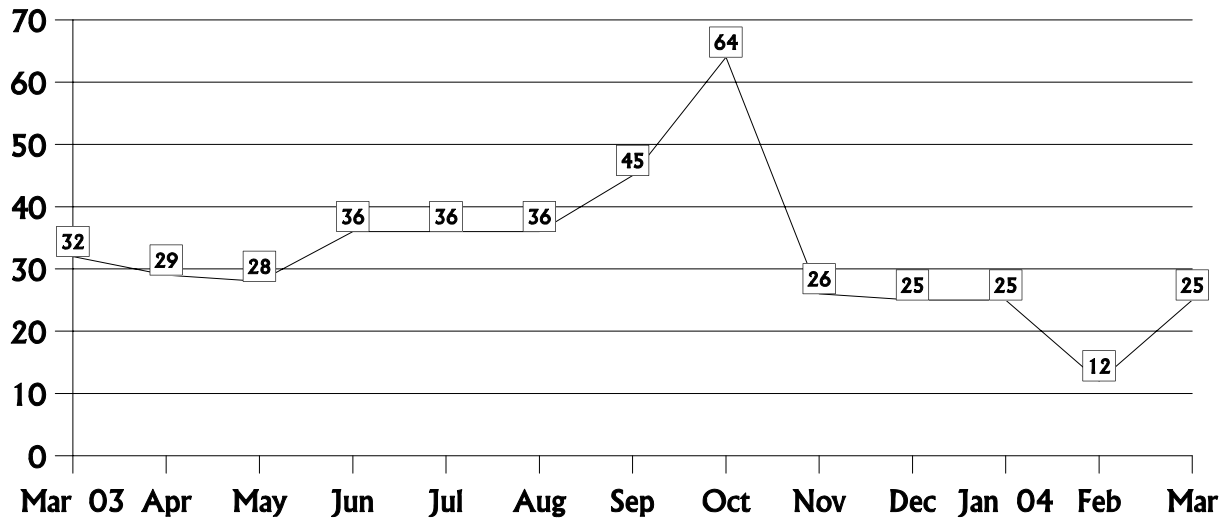
March 2004

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
30	25	\$ 1,625.74

**Please see Definitions*

Cases Resolved as Cramming

March 2003 - March 2004



Long Distance Telephone Companies Complaint Activity - March 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	2	2	4	2	6	8
ACC LONG DISTANCE	0	1	1	0	0	0
ACERIS COMMUNICATIONS SOLUTIONS	0	2	2	1	10	11
ADMA TELECOM, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	1	1	1	0	1
ALLIANCE GROUP SERVICES, INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	3	4
ANEW BROADBAND, INC.	0	1	1	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	122	188	310	243	25	268
BELLSOUTH LONG DISTANCE, INC.	4	4	8	12	1	13
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CENTRIX TELECOM, LLC D/B/A CTLLC D/B/A CTINC AND D/B/A T2T	0	0	0	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	0	1
COMCAST LONG DISTANCE, INC.	0	1	1	0	0	0
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	2	0	2	2	0	2
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	0	1	1
CONSUMER ACCESS	0	1	1	1	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	3	0	3
COVISTA, INC.	0	1	1	0	0	0
CTG TELECOMMUNICATIONS, INC. (CAPITAL TRADE GROUP INC.)	0	0	0	1	0	1
DIMENSIONS	1	0	1	0	0	0
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EMERITUS COMMUNICATIONS, INC.	0	1	1	0	0	0
EPICUS, INC.	1	0	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	3	5	5	0	5
FIRST COMMUNICATIONS, LLC	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	1	3	2	0	2
GLOBAL LINK COMMUNICATIONS, INC.	0	1	1	0	1	1
GLOBAL TEL*LINK CORPORATION	0	1	1	1	0	1
HBS BILLING SERVICES COMPANY	0	2	2	1	0	1
HORIZONONE COMMUNICATIONS	0	4	4	1	1	2
IDS TELCOM LLC	1	1	2	0	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	5	3	8	5	2	7
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	5	5	4	0	4
INTEGRETEL, INC.	1	5	6	4	0	4
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	3	1	4
ISN COMMUNICATIONS	0	1	1	0	0	0
ITC*DELTACOM	1	1	2	1	0	1
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	1	0	1	0	0	0
LONG DISTANCE BILLING SERVICES, INC.	0	0	0	0	1	1

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
MATRIX TELECOM, INC. D/B/A IECOM	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	0	2	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	27	25	52	41	10	51
MULTIPHONE LATIN AMERICA, INC.	1	0	1	1	1	2
NET ONE INTERNATIONAL, INC.	0	0	0	1	0	1
NEW CENTURY TELECOM, INC.	9	0	9	1	9	10
NORVERGENCE, INC.	1	0	1	0	0	0
OLS, INC.	0	0	0	2	0	2
ONESTAR LONG DISTANCE, INC.	0	0	0	0	1	1
OPERATOR ASSISTANCE NETWORK	0	6	6	8	0	8
OPERATOR SERVICE COMPANY	1	0	1	1	0	1
OPTICAL TELEPHONE CORPORATION	1	0	1	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	0	1
PRIMO COMMUNICATIONS INC	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	3	4
QWEST COMMUNICATIONS CORPORATION	5	2	7	6	0	6
RED RIVER NETWORKS LLC	1	0	1	0	0	0
SATURN TELECOMMUNICATION SERVICES, INC.	1	0	1	0	0	0
SKYNET TELESYSTEMS	0	1	1	1	0	1
SPRINT	48	19	67	43	11	54
STARTEC GLOBAL LICENSING COMPANY	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1	0	1
T-NETIX INTERNET SERVICES, INC.	0	0	0	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	2	0	2	2	2	4
T-NETIX, INC.	0	1	1	1	1	2
TALK AMERICA INC.	1	2	3	2	0	2
TCG	1	2	3	4	0	4
TELE CIRCUIT NETWORK CORPORATION	2	0	2	0	1	1
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	0	0	1	0	1
TELECOM EZ CORP.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	2	7	9	7	4	11
TELECUBA, INC.	1	0	1	1	0	1
TOUCH 1 COMMUNICATIONS, INC.	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	1	0	1	0	0	0
UTILITIES COMMISSION, NEW SMYRNA BEACH	3	0	3	0	1	1
U.S. TELECOM LONG DISTANCE, INC.	0	3	3	2	0	2
VARTEC TELECOM, INC.	3	8	11	10	0	10
VERIZON SELECT SERVICES INC.	0	4	4	0	1	1
VOIP ENTERPRISES INC.	1	0	1	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
WILLTEL COMMUNICATION, LLC	2	0	2	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	1	0	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	2	0	2	0	0	0
ZERO PLUS DIALING	1	2	3	2	0	2
ZERO PLUS DIALING, INC.	0	2	2	1	0	1
ZONE TELECOM, INC.	0	0	0	0	1	1
TOTALS**	270	317	587	447	103	550

*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.

Long Distance Telephone Companies Complaint Activity - March 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
I 800 3030 123 AMERICATEL COLLECT	2	2	4	2	6	8
ACC LONG DISTANCE	0	1	1	0	0	0
ACERIS COMMUNICATIONS SOLUTIONS	0	2	2	1	10	11
ADMA TELECOM, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	1	1	1	0	1
ALLIANCE GROUP SERVICES, INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	3	4
ANEW BROADBAND, INC.	0	1	1	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	122	188	310	243	25	268
BELLSOUTH LONG DISTANCE, INC.	4	4	8	12	1	13
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CENTRIX TELECOM, LLC D/B/A CTLLC D/B/A CTINC AND D/B/A T2T	0	0	0	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	0	1
COMCAST LONG DISTANCE, INC.	0	1	1	0	0	0
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	2	0	2	2	0	2
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	0	1	1
CONSUMER ACCESS	0	1	1	1	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	3	0	3
COVISTA, INC.	0	1	1	0	0	0
CTG TELECOMMUNICATIONS, INC. (CAPITAL TRADE GROUP INC.)	0	0	0	1	0	1
DIMENSIONS	1	0	1	0	0	0
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EMERITUS COMMUNICATIONS, INC.	0	1	1	0	0	0
EPICUS, INC.	1	0	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	3	5	5	0	5
FIRST COMMUNICATIONS, LLC	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	1	3	2	0	2
GLOBAL LINK COMMUNICATIONS, INC.	0	1	1	0	1	1
GLOBAL TEL*LINK CORPORATION	0	1	1	1	0	1
HBS BILLING SERVICES COMPANY	0	2	2	1	0	1
HORIZONONE COMMUNICATIONS	0	4	4	1	1	2
IDS TELCOM LLC	1	1	2	0	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	5	3	8	5	2	7
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	5	5	4	0	4
INTEGRETEL, INC.	1	5	6	4	0	4
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	3	1	4
ISN COMMUNICATIONS	0	1	1	0	0	0
ITC*DELTACOM	1	1	2	1	0	1
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	1	0	1	0	0	0
LONG DISTANCE BILLING SERVICES, INC.	0	0	0	0	1	1

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
MATRIX TELECOM, INC. D/B/A IECOM	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	0	2	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	27	25	52	41	10	51
MULTIPHONE LATIN AMERICA, INC.	1	0	1	1	1	2
NET ONE INTERNATIONAL, INC.	0	0	0	1	0	1
NEW CENTURY TELECOM, INC.	9	0	9	1	9	10
NORVERGENCE, INC.	1	0	1	0	0	0
OLS, INC.	0	0	0	2	0	2
ONESTAR LONG DISTANCE, INC.	0	0	0	0	1	1
OPERATOR ASSISTANCE NETWORK	0	6	6	8	0	8
OPERATOR SERVICE COMPANY	1	0	1	1	0	1
OPTICAL TELEPHONE CORPORATION	1	0	1	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	0	1
PRIMO COMMUNICATIONS INC	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	3	4
QWEST COMMUNICATIONS CORPORATION	5	2	7	6	0	6
RED RIVER NETWORKS LLC	1	0	1	0	0	0
SATURN TELECOMMUNICATION SERVICES, INC.	1	0	1	0	0	0
SKYNET TELESYSTEMS	0	1	1	1	0	1
SPRINT	48	19	67	43	11	54
STARTEC GLOBAL LICENSING COMPANY	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1	0	1
T-NETIX INTERNET SERVICES, INC.	0	0	0	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	2	0	2	2	2	4
T-NETIX, INC.	0	1	1	1	1	2
TALK AMERICA INC.	1	2	3	2	0	2
TCG	1	2	3	4	0	4
TELE CIRCUIT NETWORK CORPORATION	2	0	2	0	1	1
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	0	0	1	0	1
TELECOM EZ CORP.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	2	7	9	7	4	11
TELECUBA, INC.	1	0	1	1	0	1
TOUCH 1 COMMUNICATIONS, INC.	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	1	0	1	0	0	0
UTILITIES COMMISSION, NEW SMYRNA BEACH	3	0	3	0	1	1
U.S. TELECOM LONG DISTANCE, INC.	0	3	3	2	0	2
VARTEC TELECOM, INC.	3	8	11	10	0	10
VERIZON SELECT SERVICES INC.	0	4	4	0	1	1
VOIP ENTERPRISES INC.	1	0	1	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
WILLTEL COMMUNICATION, LLC	2	0	2	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	1	0	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	2	0	2	0	0	0
ZERO PLUS DIALING	1	2	3	2	0	2
ZERO PLUS DIALING, INC.	0	2	2	1	0	1
ZONE TELECOM, INC.	0	0	0	0	1	1
TOTALS**	270	317	587	447	103	550

*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.

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ATN, INC.	0	2	2	0	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	0	1	0	0	0
COIN-TEL, INC.	1	0	1	0	0	0
FLORIDA PUBLIC TELEPHONE COMPANY	2	0	2	0	0	0
METROPOLITAN PAYPHONES CORPORATION	1	0	1	0	0	0
SOUTHEAST PAY TELEPHONE, INC.	1	0	1	0	0	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2	0	2
TCG	1	0	1	0	0	0
TOTALS**	7	2	9	2	0	2

*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 - March 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
HUDSON UTILITIES, INC.	0	1	1	0	0	0
HIGHLANDS UTILITIES CORPORATION	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	1	0	1
FOREST HILLS UTILITIES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	0	7	7	5	0	5
UTILITIES, INC. OF FLORIDA	0	3	3	1	0	1
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	0	1	1	0	0	0
WEDGEFIELD UTILITIES, INC.	0	1	1	0	0	0
LITTLE SUMTER UTILITY COMPANY	0	0	0	2	0	2
FLORIDA WATER SERVICES CORPORATION	1	0	1	0	0	0
LABRADOR UTILITIES, INC.	0	0	0	1	0	1
UTILITIES, INC. OF PENNBROOKE	1	1	2	0	0	0
BROADVIEW PARK WATER COMPANY	0	1	1	0	0	0
CONSOLIDATED WATER WORKS, INC.	1	0	1	0	0	0
CRESTRIDGE UTILITY CORPORATION	1	0	1	0	0	0
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
KEMPLE WATER COMPANY	0	1	1	0	0	0
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
O&S WATER COMPANY, INC.	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	4	0	4	0	0	0
TOTALS**	12	17	29	12	0	12

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