



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT APRIL 2004

Data Compiled on 5/10/2004

Table of Contents

Consumer Access to the Florida Public Service Commission	1
Preface / Summary	2
Consumer Refunds	3
Consumer Activity Overview	4
Total Consumer Contacts	5
Complaints by Industry	6
Total Calls Received - Call Center Statistics	7
Total Complaints Received / Resolved by Month	8
Complaints by County	9
How Complaints Were Received	10
How Information Requests Were Received	11
Complaints by Industry	12
Electric Companies - Complaint Activity	13
- Electric Outage Information	15
Gas Companies - Complaint Activity	16
Local / Competitive Local Exchange Telephone Companies - Complaint Activity	18
- Unauthorized Telephone Service Change - Local Slamming	22
- Unauthorized Additional Local Telephone Service Charges - Cramming	23
Long Distance Telephone Companies - Complaint Activity	24
- Unauthorized Telephone Service Change - Long Distance Slamming	26
Pay Telephone Companies - Complaint Activity	27
Water and Wastewater Companies - Complaint Activity	28
Definitions	29

Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- **CALL** the Division of Regulatory Compliance and Consumer Assistance 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 Regulatory Compliance and Consumer Assistance
 - 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.

Summary

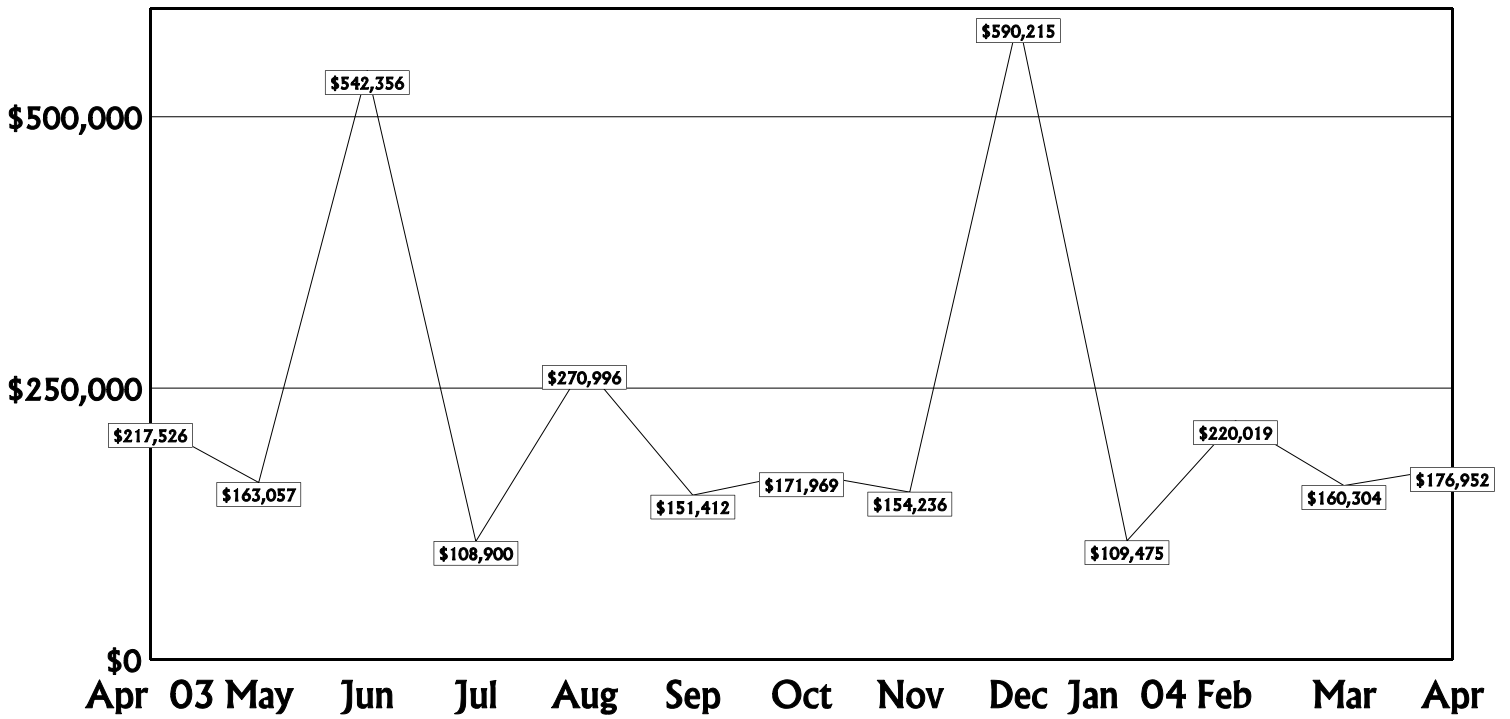
There were **2,161** complaints logged against the utility companies for the month of April 2004. Complaints to the PSC are resolved after review with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,172** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of April 30, 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 **840** calls transferred and entered into CATS during April 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$176,952 for the month.

Consumer Refunds

April 2003 - April 2004



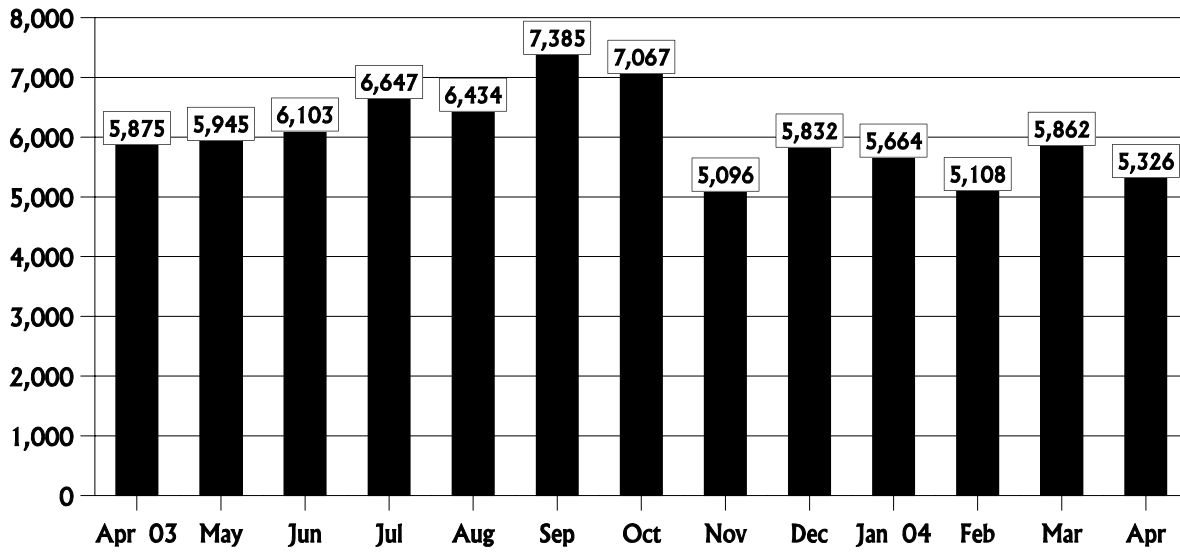
Consumer Activity Overview - April 2004

Complaints Received & Entered into CATS		2,161
Electric		41
Gas		24
Competitive Local Exchange Telephone		199
Local Exchange Telephone		239
Long Distance Telephone		596
Pay Telephone		6
Shared Tenant		0
Water & Wastewater		20
Non-certificated Company Complaints Received		16
Telephone Transfer-Connects (Calls Transferred to Utilities)		840
E-Transfers (E-mails sent to Utilities from the PSC Web site)		45
Cases Received / Closed Under 3 Day Rule		135
Electric	52	
Gas	0	
Telecommunications	83	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,172</u>
Total Cases Received & Entered into CATS		4,333
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>993</u>
Total Consumer Contacts Handled		5,326

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,551	1,841	3,392
Mail	148	90	238
Internet	356	214	570
Fax	106	27	133
Totals	2,161	2,172	4,333

Consumer Savings	
Electric	\$ 12,984.10
Gas	999.26
Competitive Local Exchange Telephone	41,856.77
Local Exchange Telephone	35,055.75
Long Distance Telephone	85,905.12
Pay Telephone	36.00
Water & Wastewater	114.98
Non-regulated/Other Consumer Assistance	0.00
Total	\$176,951.98

Public Service Commission Total Consumer Contacts April 2003 - April 2004



Complaints by Industry April 2004

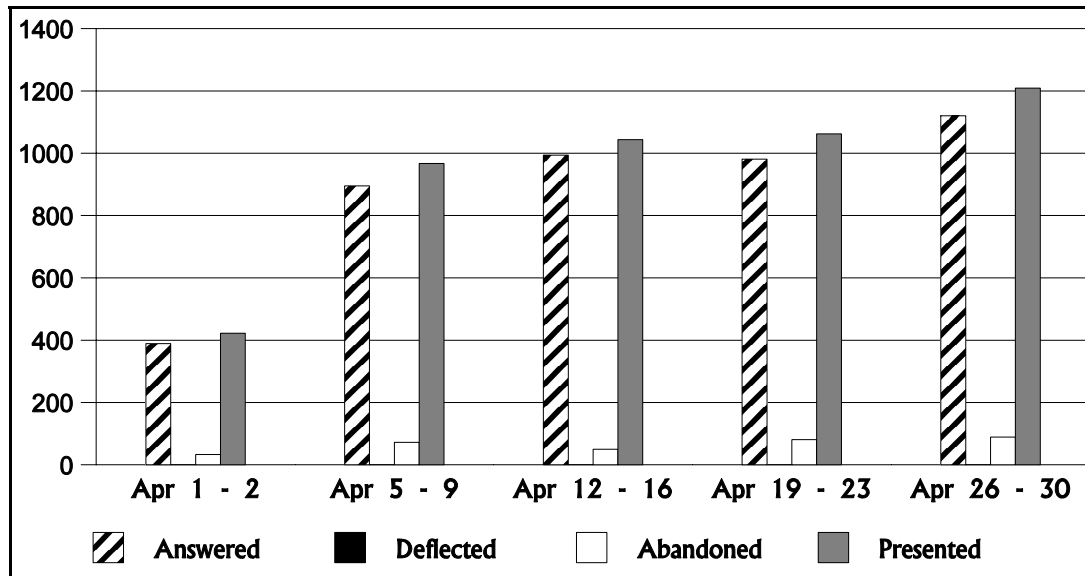
	Complaints Received	% of Total Complaints*
Electric	41	2%
Natural Gas	24	1%
Competitive Local Exchange Telephone	199	9%
Local Exchange Telephone	239	11%
Long Distance Telephone	596	28%
Pay Telephone	6	< 1%
Shared Tenant	0	0%
Water & Wastewater	20	1%
Non-certificated Company Complaints Received**	16	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	840	39%
E-Transfers	45	2%
Cases Received & Closed by 72 Hr Rule	135	6%
Total	2,161	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 April 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.

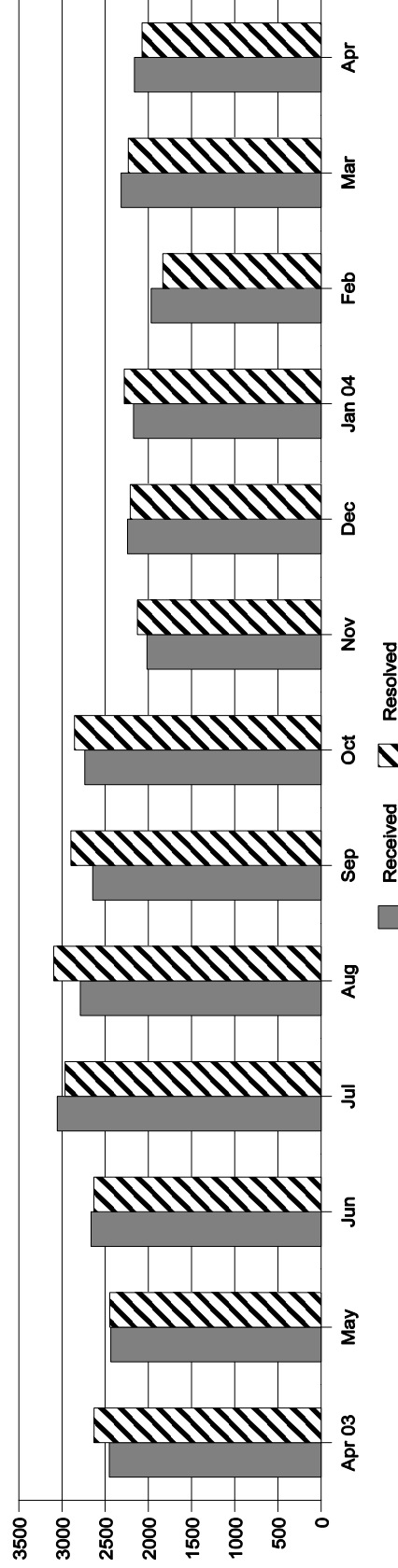
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
April 1 - 2	389	92%	0	0%	33	8%	422
April 5 - 9	895	93%	0	0%	72	7%	967
April 12 - 16	994	95%	0	0%	50	5%	1,044
April 19 - 23	981	92%	0	0%	81	8%	1,062
April 26 - 30	1,120	93%	0	0%	89	7%	1,209
Totals	4,379	93%	0	0%	325	7%	4,704

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,379
Minus Calls Resulting in Cases (CAF)	(3,386)
Total Calls Not Filed As Cases (CAF)	993

Total Complaints Received/Resolved by Month*

April 2003 - April 2004



	Apr 03	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr
Received	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161
Resolved	2,629	2,447	2,631	2,965	3,096	2,898	2,855	2,127	2,210	2,279	1,832	2,233	2,073

*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.

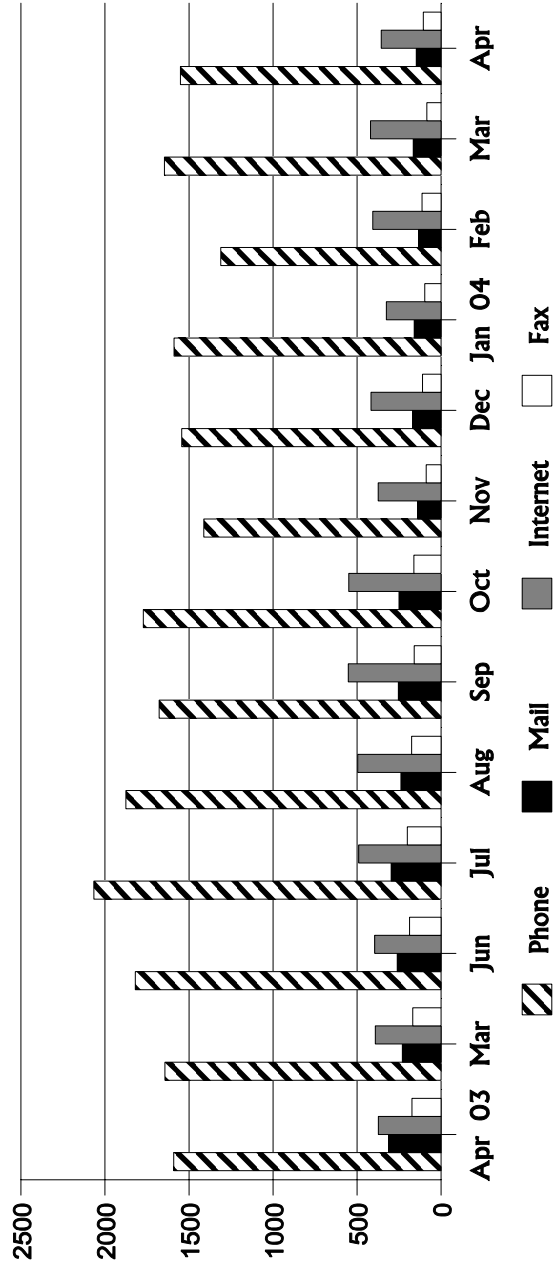
Complaints Received by County

April 2004



Note: County name not available for 585 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

How Complaints Were Received Phone, Mail, Internet and Fax April 2003 - April 2004

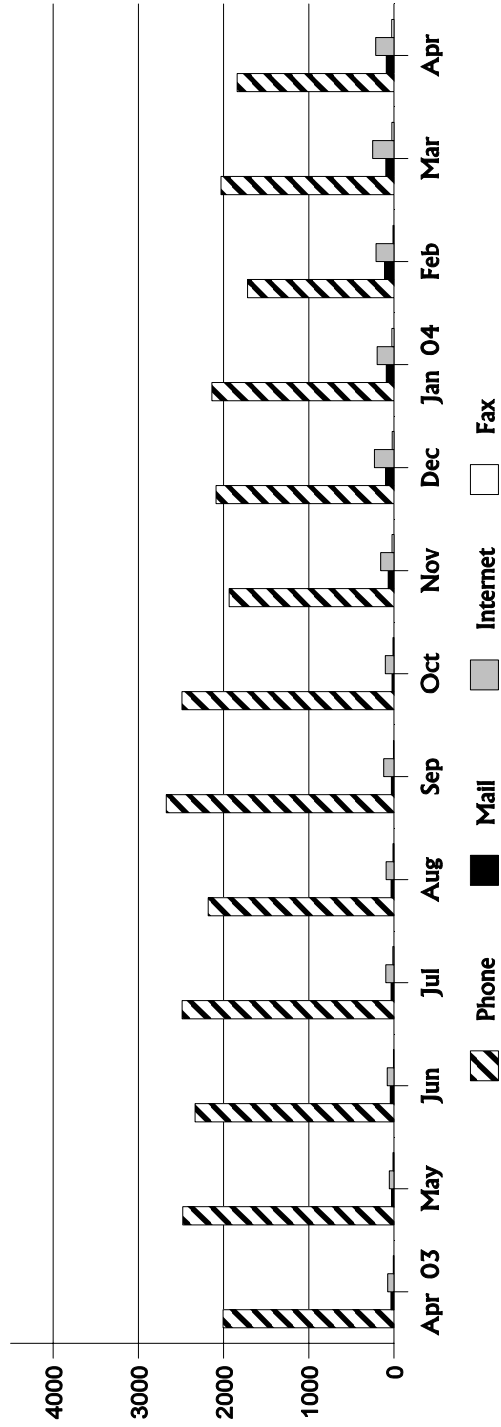


	Apr 03	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr
Phone	1,591	1,644	1,820	2,066	1,876	1,678	1,772	1,412	1,544	1,589	1,311	1,646	1,551
Mail	313	231	261	297	240	254	251	139	170	160	135	166	148
Internet	374	392	395	491	496	553	550	375	417	326	407	420	356
Fax	174	169	188	201	176	160	162	89	111	97	114	85	106
Total	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161

How Information Requests Were Received

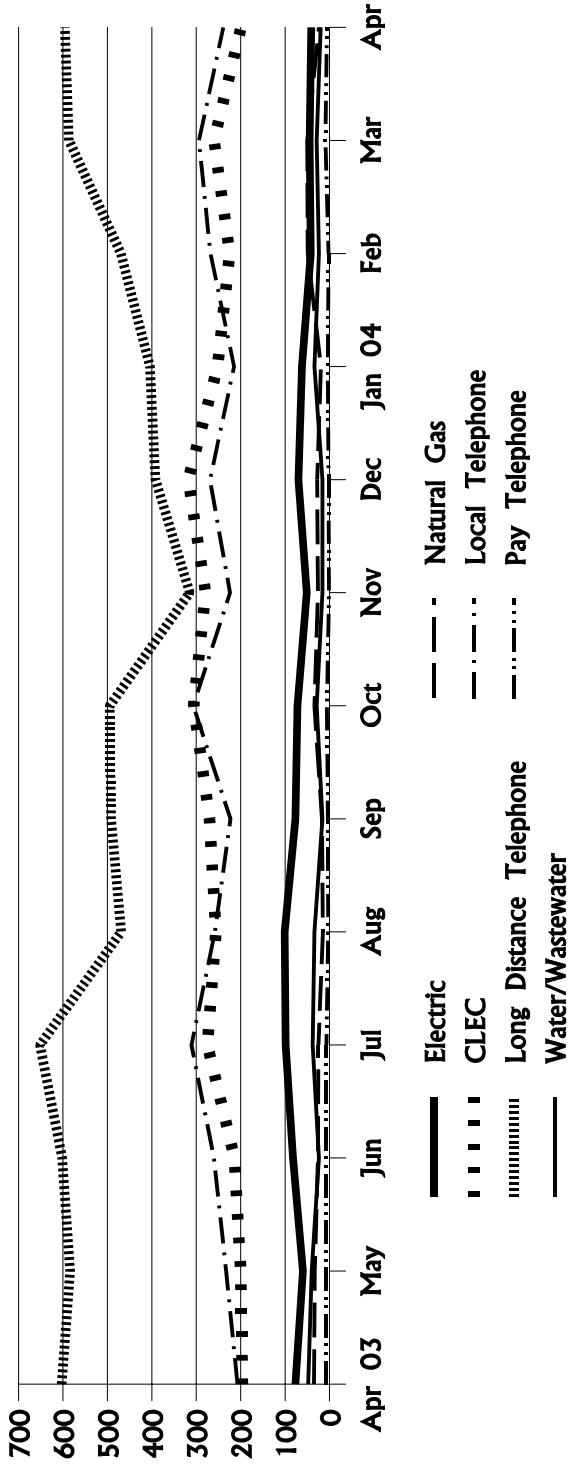
Phone, Mail, Internet and Fax

April 2003 - April 2004



	Apr 03	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr
Phone	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030	1,841
Mail	35	29	44	33	33	30	23	68	97	90	111	95	90
Internet	73	55	78	96	92	120	102	156	230	198	210	249	214
Fax	8	11	5	14	11	5	12	22	21	24	11	25	27
Total	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450	2,051	2,399	2,172

Complaints Received by Industry April 2003 - April 2004



Industry	Apr 03	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr
Electric	77	60	82	99	101	77	72	51	70	62	42	45	41
Natural Gas	35	33	26	25	15	17	34	26	28	19	49	50	24
CLEC	196	200	214	275	256	270	306	279	318	252	225	260	199
Local Telephone	207	233	260	311	258	223	307	224	269	215	268	294	239
Long Dist. Phone	603	584	602	652	469	492	495	315	392	404	470	587	596
Payphone	7	7	7	7	3	4	6	1	2	4	2	9	6
Water/Wastewater	48	40	24	38	34	16	29	16	16	34	24	29	20
Totals*	1,173	1,157	1,215	1,407	1,136	1,099	1,249	912	1,095	990	1,080	1,262	1,125

*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 - April 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	7	12	19	92	21	0	21	103
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	2	0	0	0	2
GULF POWER COMPANY	0	1	1	3	0	0	0	2
PROGRESS ENERGY FLORIDA, INC.	11	1	12	48	15	0	15	49
TAMPA ELECTRIC COMPANY	7	2	9	29	3	0	3	25
TOTAL**	25	16	41	174	39	0	39	181

**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

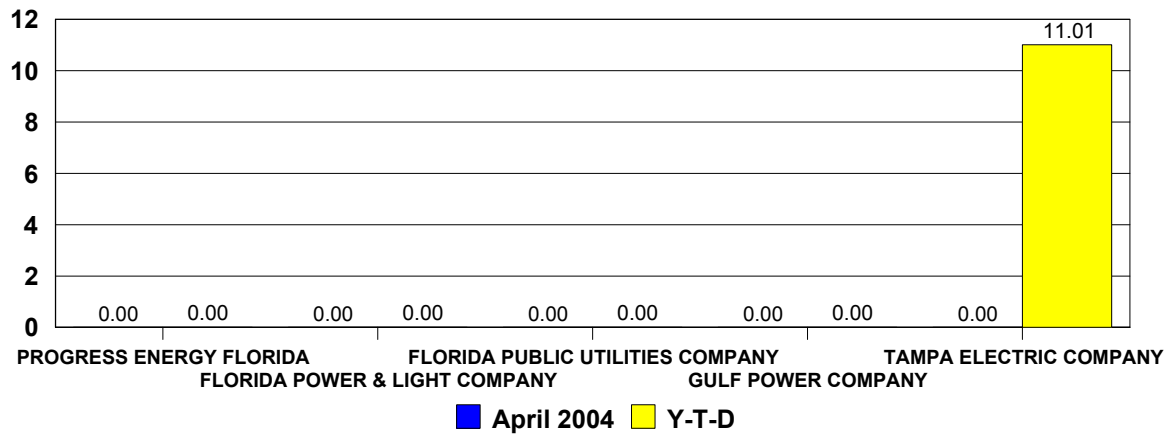
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	April 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF POWER COMPANY	388,253	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,478,653	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	597,932	1	0.0017	11.01	0.00
TOTAL	6,583,876	1	0.0002		

*Please see Definitions.

**Source - PSC's Facts and Figures of the Florida Utility Industry 2004, based on 2003 averages.

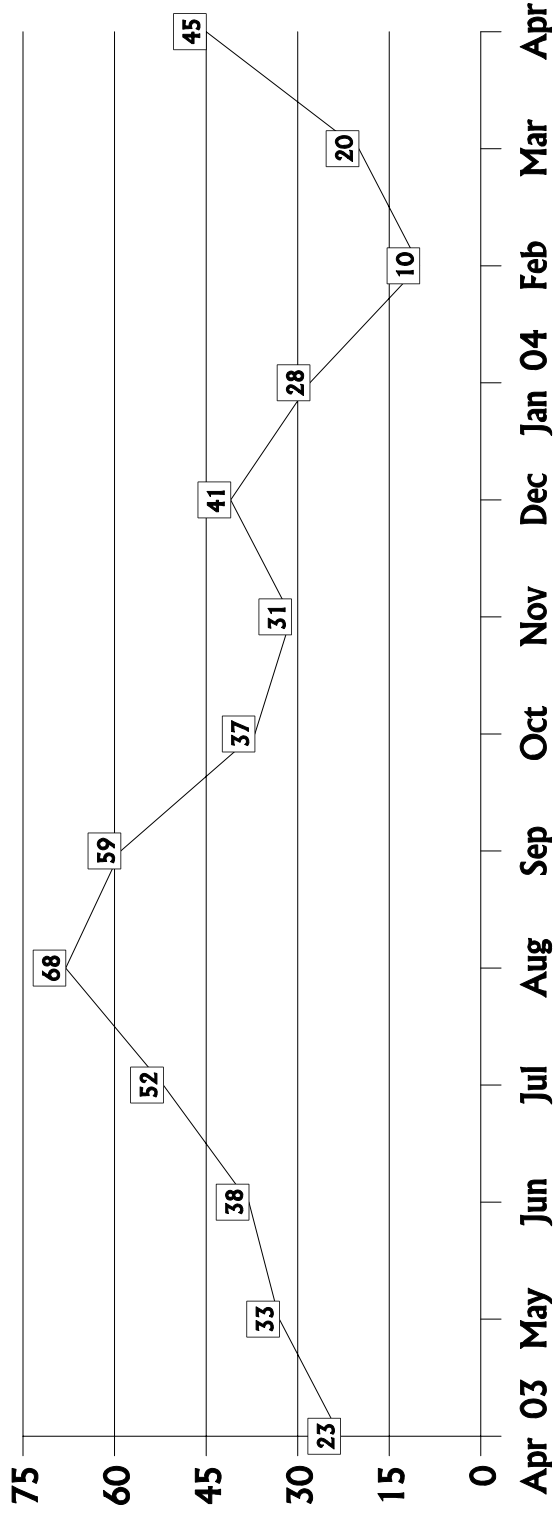
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.

Electric Companies Apparent Infraction Indices April 2004



Electric Outage Related Complaints Filed

April 2003 - April 2004



Natural Gas Companies Complaint Activity April 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	0	0	2	0	0	0	1
CITY GAS COMPANY OF FLORIDA	5	6	11	49	10	2	12	41
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	11	2	0	2	10
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	7	5	12	80	17	4	21	68
TOTAL**	12	12	24	142	29	6	35	121

*Please see Definitions.

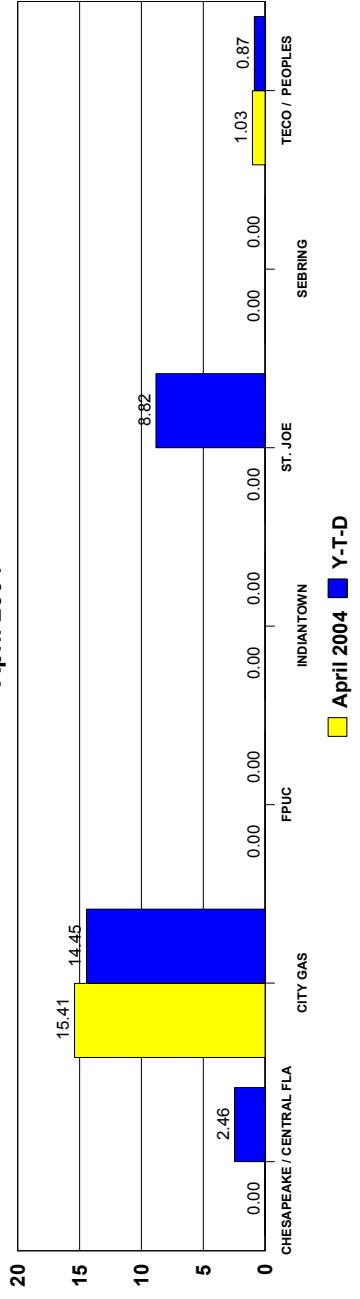
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

Natural Gas Companies Number of Customers / Apparent Infracton Indices

Utility Name	Number of Customers**	Apparent Infractons Y-T-D	Apparent Infractons Per 1,000 Customers ***	Y-T-D Apparent Infractons Index*	April 2004 Apparent Infractons Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	11,741	1	0.085	2.46	0.00
CITY GAS COMPANY OF FLORIDA	98,171	5	0.051	14.45	15.41
FLORIDA PUBLIC UTILITIES COMPANY	47,875	0	0.000	0.00	0.00
INDIANTOWN	671	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,274	1	0.305	8.82	0.00
SEBRING	625	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/8/A PEOPLES GAS SYSTEM	299,924	9	0.030	0.87	1.03
INDUSTRY TOTAL	462,281	16	0.035		

*Please see Definitions.
 **Source - Docket No. 040003-GU, Purchased Gas Adjustment (PGA) True-Up - A-5 Schedules (as of December 2003).
 ***Note - Apparent Infractons per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractons divided by it's customer base. The industry total is based on total year-to-date apparent infractons for the industry divided by the total industry customer base.

Natural Gas Companies Apparent Infracton Indices April 2004



Local Telephone Companies Complaint Activity April 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	2	3	13	4	0	4	12
BELLSOUTH	83	68	151	627	123	5	128	619
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	1	1	8	2	0	2	10
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	1	0	0	0	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	31	20	51	247	34	1	35	223
VERIZON FLORIDA, INC.	18	15	33	118	23	2	25	118
TOTAL**	133	106	239	1,016	187	8	195	985

*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

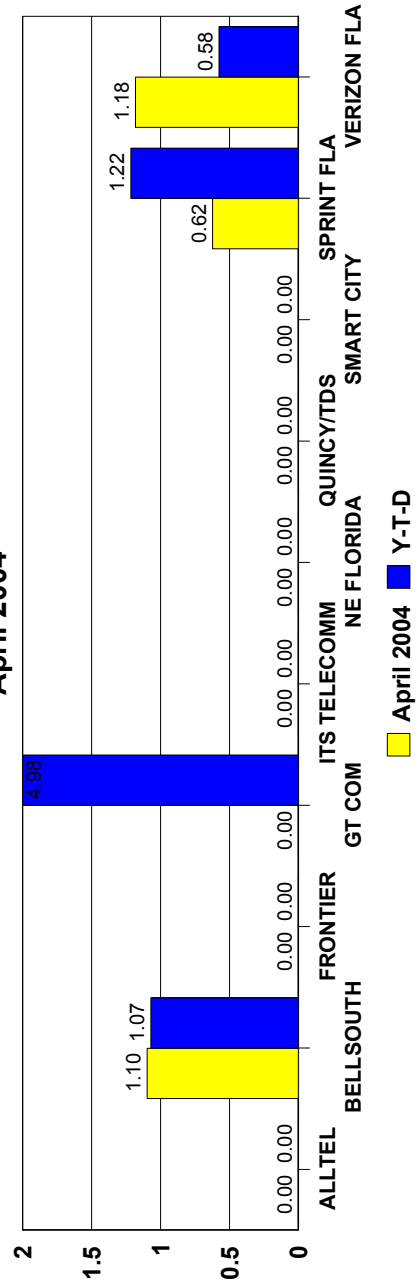
Utility Name	Number of Access lines**		Apparent Infractions Per 1,000 Access lines***		Apparent Infractions Index*	
	Y-T-D	Y-T-D	Y-T-D	Y-T-D	Y-T-D	Y-T-D
ALLTEL	94,294	0	0.0000	0.00	0.00	0.00
BELLSOUTH	6,051,936	25	0.0041	1.07	1.10	1.10
FRONTIER	4,576	0	0.0000	0.00	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,081	1	0.0192	4.98	0.00	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,982	0	0.0000	0.00	0.00	0.00
NE FLORIDA	10,227	0	0.0000	0.00	0.00	0.00
QUINCY/TDS	14,192	0	0.0000	0.00	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,328	0	0.0000	0.00	0.00	0.00
SPRINT-FLORIDA	2,131,285	10	0.0047	1.22	0.62	0.62
VERIZON FLORIDA, INC.	2,247,512	5	0.0022	0.58	1.18	1.18
TOTAL	10,625,413	41	0.0039			

* Please see Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2003, as of December 31, 2003.

***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 April 2004



Competitive Local Telephone Companies Complaint Activity - April 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	1	1	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	2	3	1	0	1
ALTERNATIVE ACCESS TELEPHONE COMMUNICATIONS CORP. D/B/A AA	0	0	0	1	0	1
AMERICAN PHONE SERVICES CORP.	1	0	1	0	1	1
ANEW BROADBAND, INC.	0	3	3	2	0	2
ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS	0	0	0	0	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	10	5	15	13	3	16
BUDGET PHONE, INC.	0	0	0	0	1	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CARILINK INTERNATIONAL, INC.	0	0	0	0	1	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
CINERGY COMMUNICATIONS COMPANY	0	0	0	0	1	1
CITYWIDE-TEL	1	1	2	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	0	3	2	0	2
DELAND ACTEL, INC.	3	0	3	0	0	0
DELTA PHONES, INC.	0	0	0	0	2	2
DPI-TELECONNECT, L.L.C.	0	0	0	0	1	1
DSL TELECOM, INC.	0	0	0	2	0	2
DSLII	2	1	3	2	3	5
EPICUS, INC.	1	0	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	6	2	8
EXPRESS PHONE SERVICE	0	1	1	1	0	1
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	0	2	2
FDN COMMUNICATIONS	7	7	14	15	2	17
FLATEL, INC.	5	0	5	2	3	5
FLORIDA PHONE SERVICE, INC.	1	2	3	2	6	8
FLORIDA TELEPHONE SERVICES, LLC	2	0	2	2	1	3
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	2	0	2
HOME TOWN TELEPHONE, LLC	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
IDS TELCOM LLC	7	3	10	8	1	9
IDT	6	2	8	8	0	8
INSTATONE	2	1	3	2	0	2
ISN COMMUNICATIONS	2	1	3	2	0	2
ITC^DELTACOM	3	3	6	3	0	3
KMC DATA LLC	0	0	0	0	1	1
KMC TELECOM III LLC	1	1	2	1	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	1	1
LITESTREAM TECHNOLOGIES, LLC	0	0	0	1	1	2
MCI WORLDCOM COMMUNICATIONS, INC.	5	4	9	7	1	8
MCI WORLDCOM NETWORK SERVICES, INC.	1	3	4	4	0	4
METRO TELECONNECT COMPANIES, INC.	1	0	1	1	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	1	0	1
NETWORK TELEPHONE CORPORATION	0	1	1	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
PHONE-LINK, INC.	2	1	3	0	0	0
QUICK CONNECTS	1	0	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
SALUDA NETWORKS INCORPORATED	1	0	1	0	0	0
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	2	5	7	3	1	4
STS	1	2	3	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	18	27	45	61	9	70
TALK AMERICA INC.	1	2	3	4	0	4
TALLAHASSEE TELEPHONE EXCHANGE, INC.	2	0	2	1	1	2
TCG	1	1	2	1	0	1
TELCOVE	1	0	1	0	0	0
TELECUBA, INC.	1	0	1	0	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	0	1	1
UNITEL	1	0	1	0	0	0
US LEC OF FLORIDA INC.	0	1	1	0	0	0
USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM	0	0	0	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	2	0	2	3	2	5
VARTEC TELECOM, INC.	1	2	3	3	0	3
WINSTAR COMMUNICATIONS, LLC	1	0	1	0	0	0
XO FLORIDA, INC.	1	3	4	3	0	3
XSPEDIUS COMMUNICATIONS	1	0	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	2	1	3	2	0	2
TOTALS**	111	88	199	184	52	236

*Please see Definitions.

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

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

Company	Month	Year-To-Date
Bellsouth Telecommunications, Inc.	1	4
DSL Telecom, Inc.	0	1
MCI Worldcom	1	2
Sprint Communications Co. LTD Partnership	1	3
Sprint-Florida, Inc.	0	3
Supra Telecom. & Information Systems, Inc.	0	5
Utilities Commission, New Smyrna Beach	0	1
All Other Local Companies	3	10
Totals	6	29

Cramming Statistics*

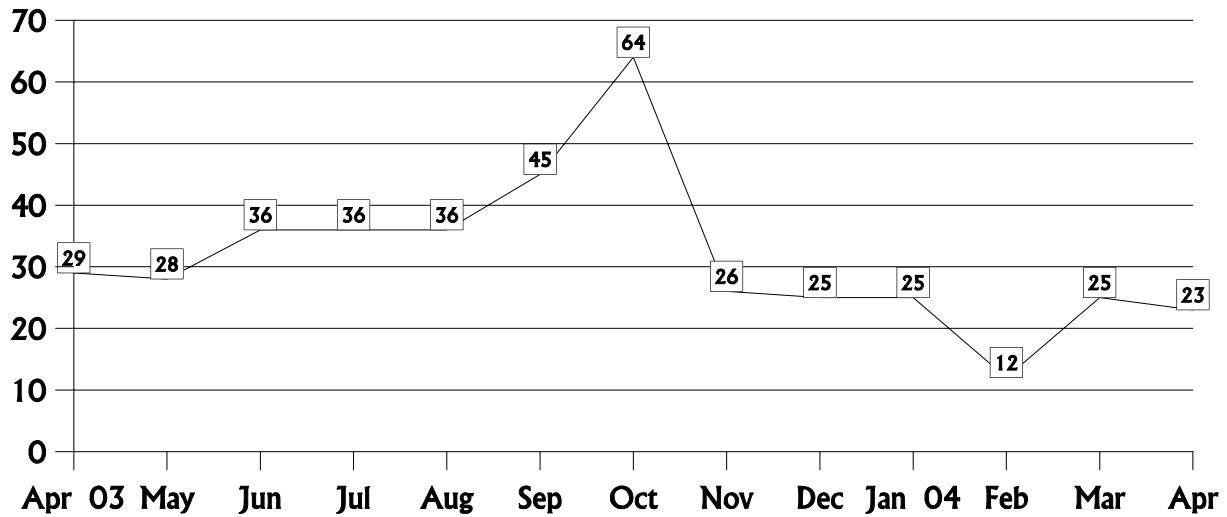
April 2004

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
27	23	\$ 2,154.00

**Please see Definitions*

Cases Resolved as Cramming

April 2003 - April 2004



Long Distance Telephone Companies Complaint Activity - April 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	1	2	3	1	2	3
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	0	0	0
AIRESPRING, INC.	0	1	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	1	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	2	2	0	0	0
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0	1
ANEW BROADBAND, INC.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	96	238	334	188	42	230
BELLSOUTH LONG DISTANCE, INC.	3	7	10	2	0	2
BROADWING COMMUNICATIONS, LLC	2	0	2	1	0	1
BUSINESS SAVINGS PLAN	1	0	1	0	0	0
CAPSULE COMMUNICATIONS, INC.	0	0	0	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	1	1	2	0	2
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	1	0	1	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1	1	0	0	0
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	0	0	0
COMTECH 21, LLC	0	1	1	1	0	1
CORRECTIONAL BILLING SERVICES	1	3	4	2	0	2
CUSTOM TELECONNECT, INC.	0	1	1	0	0	0
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED SERVICES BILLING, INC.	0	1	1	1	0	1
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	3	6	2	0	2
FOXTEL, INC.	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	2	0	2
GLOBAL TEL*LINK CORPORATION	0	0	0	1	0	1
HBS BILLING SERVICES COMPANY	0	2	2	1	0	1
HORIZONONE COMMUNICATIONS	1	0	1	1	1	2
IDS TELCOM LLC	0	1	1	1	0	1
IDT AMERICA CORP. D/B/A DSA TELECOM	3	7	10	6	3	9
ILD	0	5	5	4	0	4
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	5	5	5	0	5
INTEGRETEL, INC.	0	6	6	6	0	6
ISN COMMUNICATIONS	2	0	2	1	0	1
ITC^DELTA COM COMMUNICATIONS, INC. D/B/A ITC^DELTA COM	0	0	0	1	0	1
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	1	0	1	0	0	0
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	0	2	2
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	1	0	1

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
MCI WORLDCOM NETWORK SERVICES, INC.	21	24	45	50	8	58
MIKO TELEPHONE COMMUNICATIONS, INC.	2	0	2	0	0	0
MULTIPHONE LATIN AMERICA, INC.	0	0	0	1	0	1
NAIC TELECOMMUNICATIONS	0	1	1	0	0	0
NECC TELECOM, INC.	0	1	1	0	0	0
NEW CENTURY TELECOM, INC.	8	1	9	1	9	10
NORVERGENCE, INC.	2	2	4	0	0	0
ONELINK COMMUNICATIONS, INC.	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	0	2	2	4	2	6
OPEX COMMUNICATIONS, INC.	0	1	1	0	1	1
OPTICAL TELEPHONE CORPORATION	1	0	1	1	2	3
PREMIER TELECOM, INC.	0	0	0	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	1	1	2	1	2	3
PT-1 LONG DISTANCE, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	4	1	5	9	1	10
RADIANT TELECOM, INC.	0	0	0	1	1	2
SKYNET TELESYSTEMS	2	1	3	1	0	1
SPRINT	49	19	68	32	23	55
STARTEC GLOBAL LICENSING COMPANY	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	1	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	2	1	3	1	2	3
T-NETIX, INC.	1	0	1	0	0	0
TALK AMERICA INC.	0	2	2	5	0	5
TCG	1	0	1	2	1	3
TELE CIRCUIT NETWORK CORPORATION	1	0	1	0	1	1
TELECOM*USA OR TELECONNECT	3	5	8	6	1	7
TELECUBA, INC.	0	0	0	2	0	2
TELEGLOBE AMERICA INC.	0	2	2	0	0	0
TELENATIONAL COMMUNICATIONS, INC.	1	0	1	0	0	0
TELEUNO, INC.	0	1	1	0	0	0
TELSTAR INTERNATIONAL, INC.	1	0	1	0	0	0
TTI NATIONAL, INC.	1	0	1	1	0	1
UNITED SYSTEM ACCESS TELECOM, INC.	1	0	1	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	0	0	0	1	2	3
U.S. TELECOM GROUP, INC.	0	1	1	0	0	0
U.S. TELECOM LONG DISTANCE, INC.	0	0	0	1	0	1
VARTEC TELECOM, INC.	0	4	4	8	0	8
VERIZON LONG DISTANCE	0	6	6	1	1	2
VOIP ENTERPRISES INC.	1	0	1	1	0	1
WILTEL COMMUNICATION, LLC	0	0	0	1	0	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	1	1	0	0	0
WORLDCOM NETWORK SERVICES, INC.	1	0	1	0	0	0
WORLDXCHANGE CORP. D/B/A ACCERIS COMMUNICATIONS PARTNERS	0	0	0	1	2	3
XO FLORIDA, INC.	0	1	1	0	0	0
XSPEDIUS COMMUNICATIONS	0	1	1	0	0	0
YAK COMMUNICATIONS (AMERICA), INC.	1	0	1	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	1	1	2	1	0	1
ZERO PLUS DIALING, INC.	0	0	0	1	0	1
TOTALS**	225	371	596	374	112	486

*Please see Definitions.

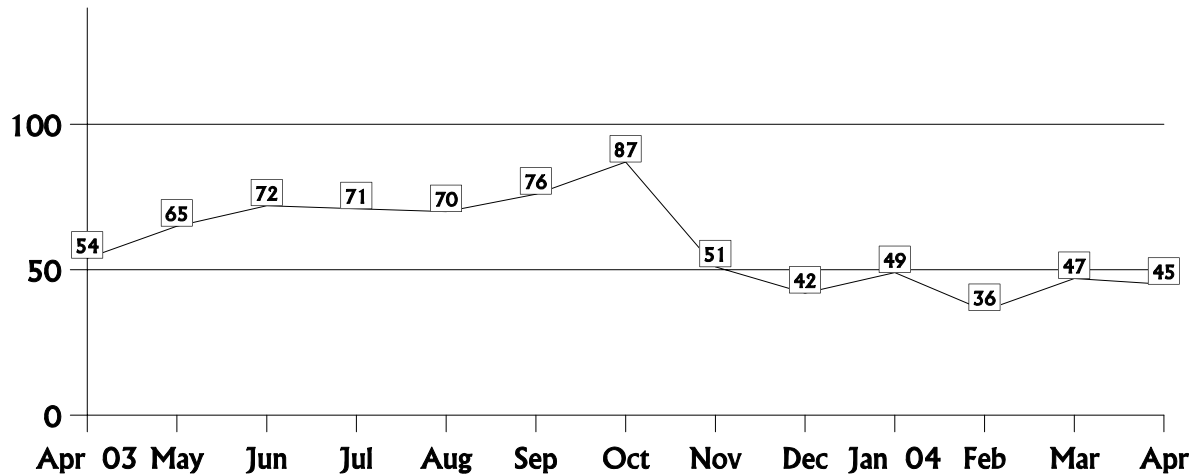
**Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

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

Company	Month	Year-To-Date
AT&T	12	44
Clear World Communications Corp.	0	2
IDT America Corp. D/B/A DSA Telecom	0	3
MCI Worldcom	1	9
New Century Telecom, Inc.	9	48
Primus Telecommunications, Inc.	0	1
Sprint	15	35
Other Long Distance Companies	8	35
Totals	45	177

Cases Resolved as Slamming

April 2003 - April 2004



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ATN, INC.	0	0	0	0	1	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	2	0	2	1	0	1
COIN-TEL, INC.	0	0	0	1	0	1
COMMERCIAL PAY PHONES, INC.	1	0	1	1	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	1	1	0	0	0
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	1	0	1
SOUTHEAST PAYPHONES, INC.	2	0	2	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
TELELEASING ENTERPRISES, INC.	0	0	0	0	1	1
TOTALS**	5	1	6	7	2	9

*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 - April 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	2	1	3	3	0	3
BAYSIDE UTILITY SERVICES, INC.	1	0	1	0	0	0
BRADEN RIVER UTILITIES, INC.	1	0	1	0	0	0
CENTURY ESTATES UTILITIES, INC.	0	1	1	0	0	0
CRESTRIDGE UTILITY CORPORATION	0	0	0	0	1	1
CYPRESS LAKES UTILITIES, INC.	0	1	1	0	0	0
FLORALINO PROPERTIES, INC.	0	1	1	0	1	1
FLORIDA WATER SERVICES CORPORATION	0	2	2	6	0	6
K W RESORT UTILITIES CORP.	0	0	0	3	0	3
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1	0	1
KEITH & CLARA STARKEY D/B/A HEATHER HILLS ESTATES	0	0	0	1	0	1
LABRADOR UTILITIES, INC.	1	0	1	0	0	0
LAKE UTILITY SERVICES, INC.	1	0	1	1	0	1
LANIGER ENTERPRISES OF AMERICA, INC.	0	0	0	0	1	1
MAD HATTER UTILITY, INC.	0	0	0	1	0	1
MILES GRANT WATER AND SEWER COMPANY	0	1	1	0	0	0
ORCHID SPRINGS DEVELOPMENT CORPORATION	1	0	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	0	0	0
PLANTATION BAY UTILITY CO.	0	0	0	1	0	1
RESIDENTIAL WATER SYSTEMS, INC.	1	0	1	1	0	1
ROYAL UTILITY COMPANY	0	0	0	1	0	1
UTILITIES, INC. OF FLORIDA	4	0	4	1	0	1
UTILITIES, INC. OF PENNBROOKE	0	0	0	1	1	2
WEDGEFIELD UTILITIES, INC.	0	0	0	0	1	1
TOTALS**	12	8	20	21	5	26

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