



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT MAY 2004

Data Compiled on 6/22/2004

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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 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](mailto: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

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## Preface

The PSC tracks consumer cases using a tracking tool known as the Consumer Activity Tracking System (CATS). There are two categories of consumer cases: Complaints and Information Requests. A Complaint is a form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is a form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

It is the Commission's intent that disputes between regulated companies and their customers are resolved as quickly, effectively, and inexpensively as possible. To accomplish this, the Commission has adopted Rule 25-22.032, Florida Administrative Code, relating to the Commission's customer complaint handling procedure.

## Summary

There were **1,987** complaints logged against the utility companies for the month of May 2004. 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 **2,059** information requests logged by the PSC.

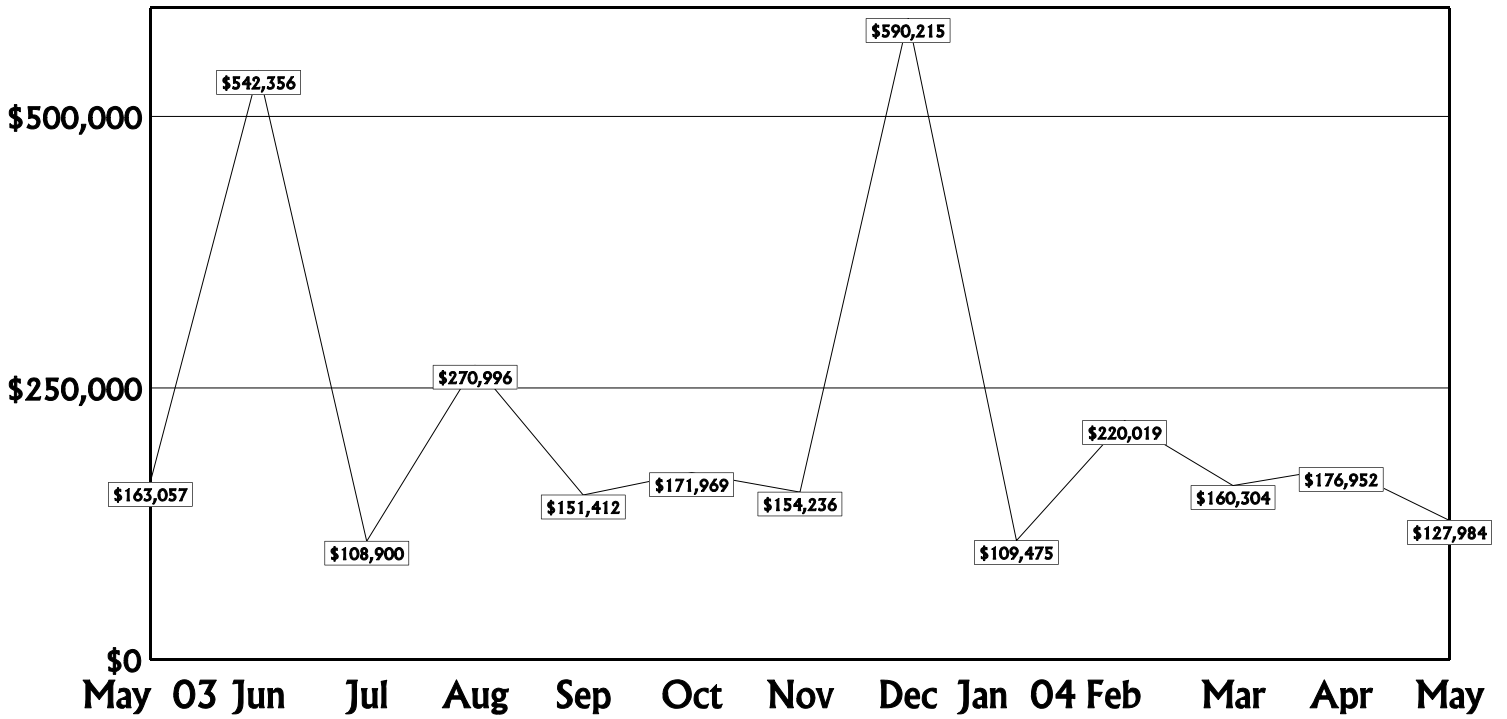
A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of May 31, 2004. Under this option, and with the caller's approval, a call to the PSC is directly transferred to the caller's utility. There were **778** calls transferred and entered into CATS during May 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$127,984 for the month.

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# Consumer Refunds

May 2003 - May 2004



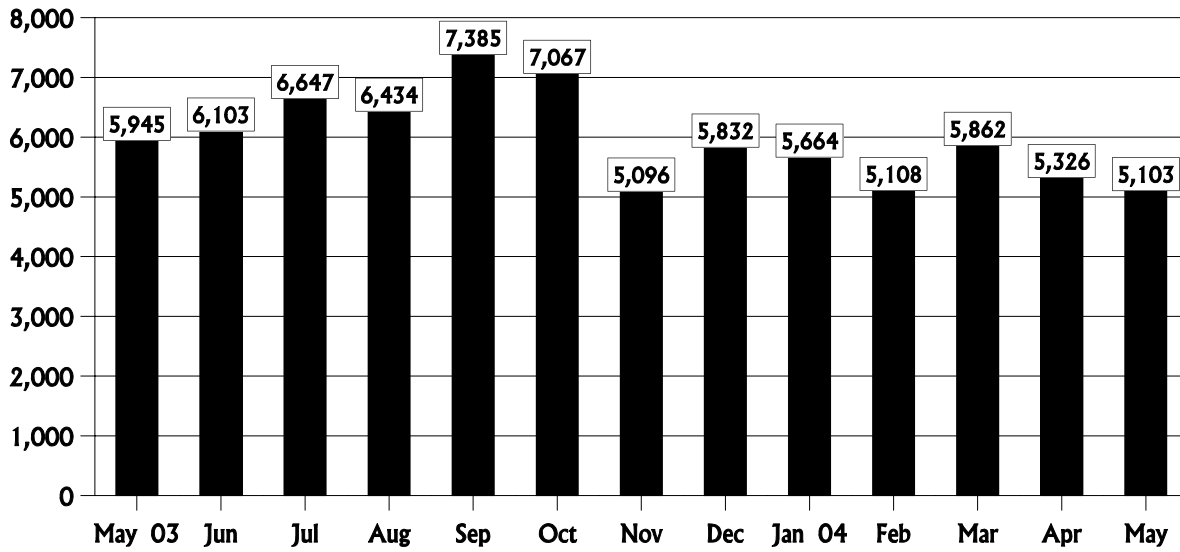
# Consumer Activity Overview - May 2004

<b>Complaints Received &amp; Entered into CATS</b>		<b>1,987</b>
Electric		48
Gas		25
Competitive Local Exchange Telephone		158
Local Exchange Telephone		196
Long Distance Telephone		624
Pay Telephone		0
Shared Tenant		0
Water & Wastewater		21
Non-certificated Company Complaints Received		9
Telephone Transfer-Connects (Calls Transferred to Utilities)		778
E-Transfers (E-mails sent to Utilities from the PSC Web site)		39
Cases Received / Closed Under 3 Day Rule		89
Electric	33	
Gas	0	
Telecommunications	56	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>2,059</u></b>
<b>Total Cases Received &amp; Entered into CATS</b>		<b>4,046</b>
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,057</u>
<b>Total Consumer Contacts Handled</b>		<b>5,103</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,405	1,698	3,103
Mail	134	104	238
Internet	327	238	565
Fax	121	19	140
<b>Totals</b>	<b>1,987</b>	<b>2,059</b>	<b>4,046</b>

Consumer Savings	
Electric	\$ 4,178.28
Gas	2,521.14
Competitive Local Exchange Telephone	9,005.11
Local Exchange Telephone	66,652.09
Long Distance Telephone	45,408.26
Pay Telephone	1.00
Water & Wastewater	218.02
Non-regulated/Other Consumer Assistance	0.00
<b>Total</b>	<b>\$127,983.90</b>

# Public Service Commission Total Consumer Contacts May 2003 - May 2004



## Complaints by Industry May 2004

	Complaints Received	% of Total Complaints*
Electric	48	2%
Natural Gas	25	1%
Competitive Local Exchange Telephone	158	8%
Local Exchange Telephone	196	10%
Long Distance Telephone	624	31%
Pay Telephone	0	0%
Shared Tenant	0	0%
Water & Wastewater	21	1%
Non-certificated Company Complaints Received**	9	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	778	39%
E-Transfers	39	2%
Cases Received & Closed by 72 Hr Rule	89	4%
Total	1,987	100%

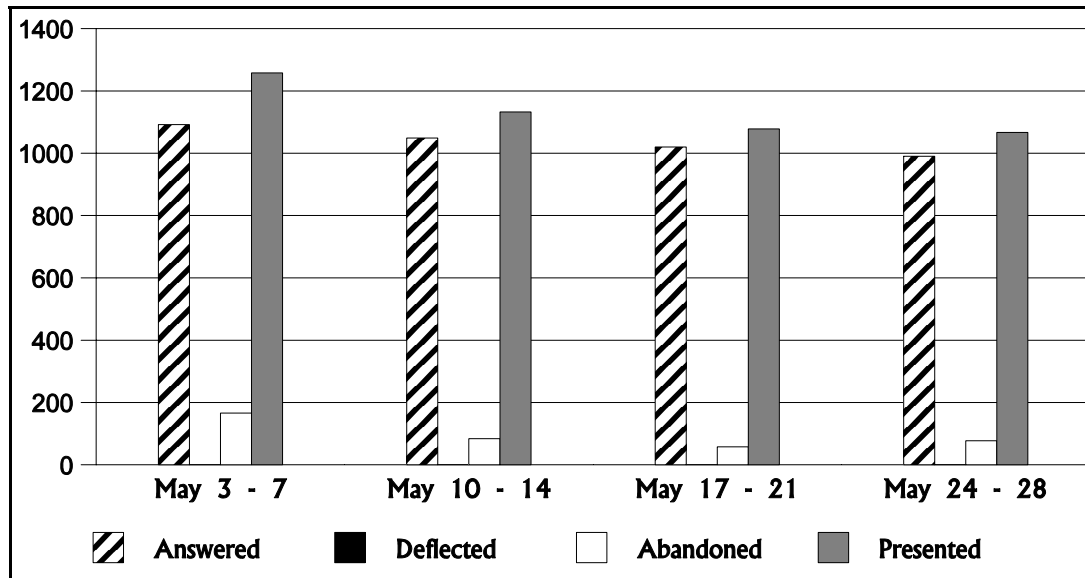
Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

\* 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 May 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.

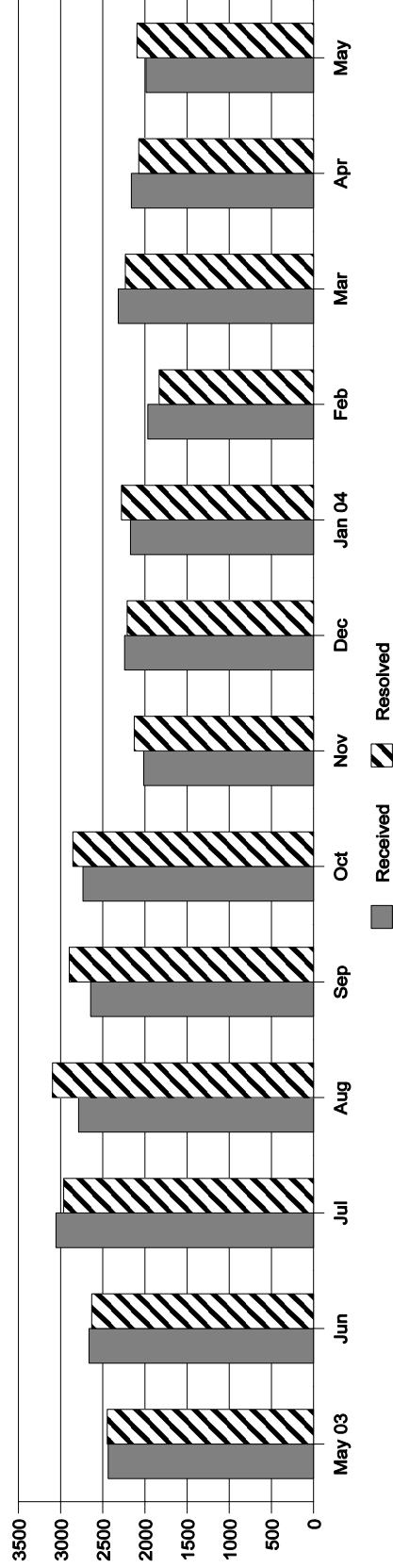
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
May 3 - 7	1,092	87%	0	0%	166	13%	1,258
May 10 - 14	1,049	93%	0	0%	84	7%	1,133
May 17 - 21	1,020	95%	0	0%	58	5%	1,078
May 24 - 28	990	93%	0	0%	77	7%	1,067
Totals	4,151	92%	0	0%	385	8%	4,536

Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	4,151
Minus Calls Resulting in Cases (RCA)	(3,094)
Total Calls Not Filed As Cases (RCA)	1,057

## Total Complaints Received/Resolved by Month\*

### May 2003 - May 2004



	May 03	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May
Received	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987
Resolved	2,447	2,631	2,965	3,096	2,898	2,855	2,127	2,210	2,279	1,832	2,233	2,073	2,095

\*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.

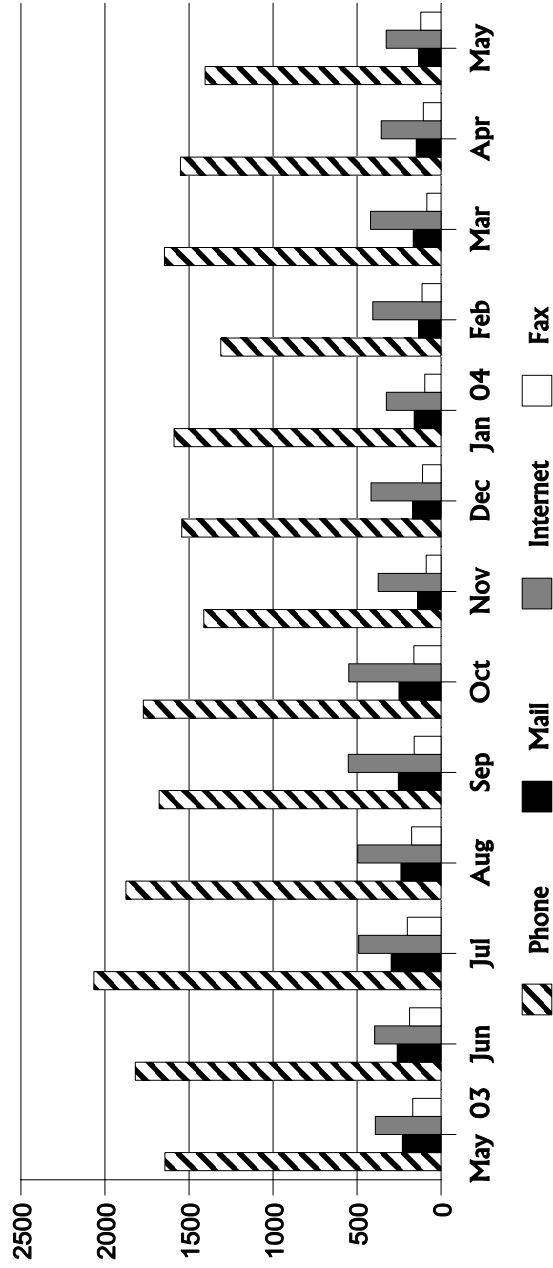
# Complaints Received by County

## May 2004



Note: County name not available for 365 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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

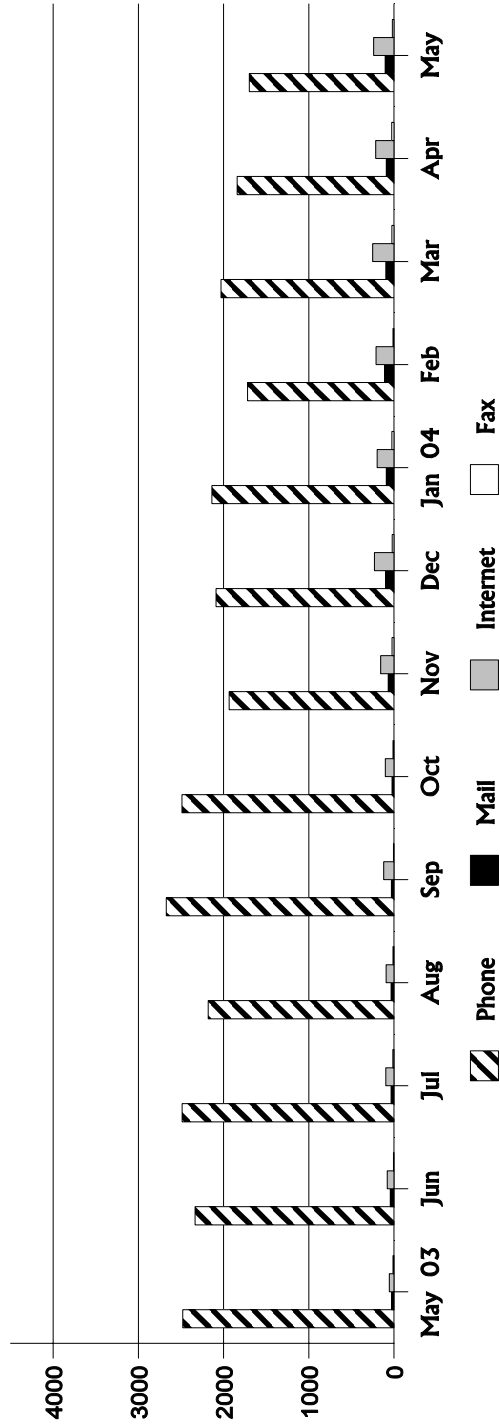


	May 03	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May
Phone	1,644	1,820	2,066	1,876	1,678	1,772	1,412	1,544	1,589	1,311	1,646	1,551	1,405
Mail	231	261	297	240	254	251	139	170	160	135	166	148	134
Internet	392	395	491	496	553	550	375	417	326	407	420	356	327
Fax	169	188	201	176	160	162	89	111	97	114	85	106	121
<b>Total</b>	<b>2,436</b>	<b>2,664</b>	<b>3,055</b>	<b>2,788</b>	<b>2,645</b>	<b>2,735</b>	<b>2,015</b>	<b>2,242</b>	<b>2,172</b>	<b>1,967</b>	<b>2,317</b>	<b>2,161</b>	<b>1,987</b>

# How Information Requests Were Received

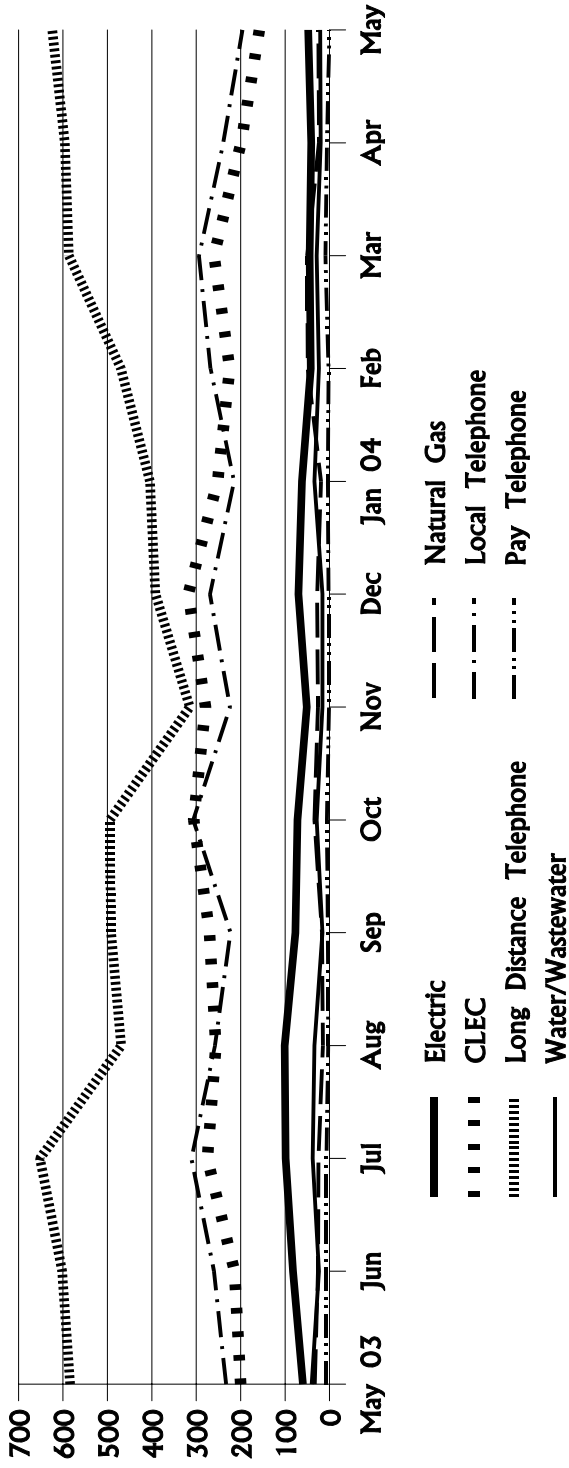
## Phone, Mail, Internet and Fax

### May 2003 - May 2004



	May 03	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May
Phone	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030	1,841	1,698
Mail	29	44	33	33	30	23	68	97	90	111	95	90	104
Internet	55	78	96	92	120	102	156	230	198	210	249	214	238
Fax	11	5	14	11	5	12	22	21	24	11	25	27	19
Total	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436	2,450	2,051	2,399	2,172	2,059

# Complaints Received by Industry May 2003 - May 2004



Industry	May 03	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May
Electric	60	82	99	101	77	72	51	70	62	42	45	41	48
Natural Gas	33	26	25	15	17	34	26	28	19	49	50	24	25
CLEC	200	214	275	256	270	306	279	318	252	225	260	199	158
Local Telephone	233	260	311	258	223	307	224	269	215	268	294	239	196
Long Dist. Phone	584	602	652	469	492	495	315	392	404	470	587	596	624
Payphone	7	7	7	3	4	6	1	2	4	2	9	6	0
Water/Wastewater	40	24	38	34	16	29	16	16	34	24	29	20	21
<b>Totals*</b>	<b>1,157</b>	<b>1,215</b>	<b>1,407</b>	<b>1,136</b>	<b>1,099</b>	<b>1,249</b>	<b>912</b>	<b>1,095</b>	<b>990</b>	<b>1,080</b>	<b>1,262</b>	<b>1,125</b>	<b>1,072</b>

\*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 - May 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	16	25	116	14	0	14	117
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	3	1	0	1	3
GULF POWER COMPANY	2	0	2	5	0	0	0	2
PROGRESS ENERGY FLORIDA, INC.	14	1	15	62	15	0	15	64
TAMPA ELECTRIC COMPANY	3	2	5	34	5	0	5	30
<b>TOTAL**</b>	<b>28</b>	<b>20</b>	<b>48</b>	<b>220</b>	<b>35</b>	<b>0</b>	<b>35</b>	<b>216</b>

*\*Please see Definitions.*

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

## Electric Companies Number of Customers / Apparent Infraction Indices

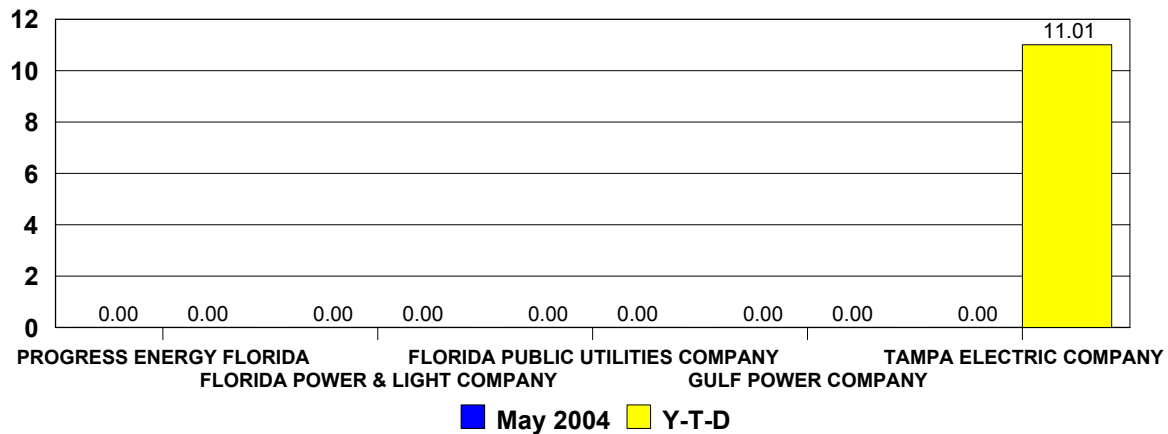
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	May 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF 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
<b>TOTAL</b>	<b>6,583,876</b>	<b>1</b>	<b>0.0002</b>		

\*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.

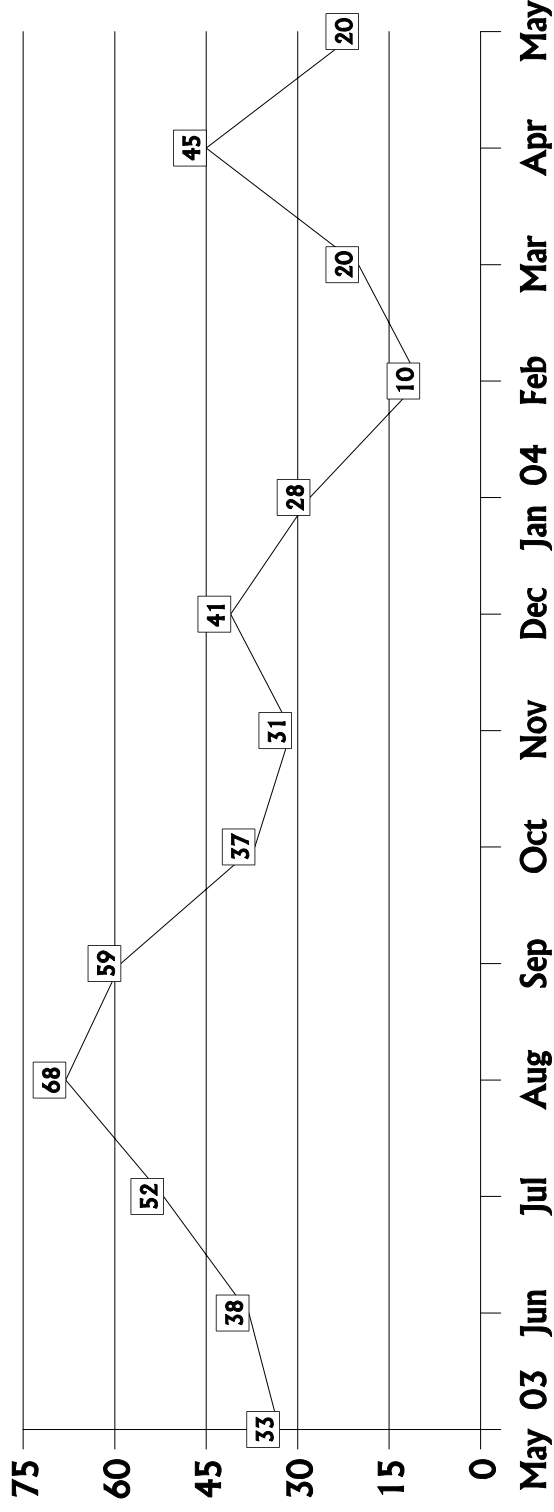
## Electric Companies Apparent Infraction Indices May 2004





# Electric Outage Related Complaints Filed

May 2003 - May 2004



## Natural Gas Companies Complaint Activity May 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)	1	1	2	4	2	0	2	3
CITY GAS COMPANY OF FLORIDA	6	8	14	63	12	1	13	54
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	14	1	0	1	11
INDIANTOWN	0	0	0		0	0	0	
ST. JOE NATURAL GAS COMPANY	0	1	1	1	0	0	0	1
SEBRING	0	0	0		0	0	0	
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	2	3	5	85	13	0	13	81
<b>TOTAL**</b>	<b>11</b>	<b>14</b>	<b>25</b>	<b>167</b>	<b>28</b>	<b>1</b>	<b>29</b>	<b>150</b>

\*Please see Definitions.

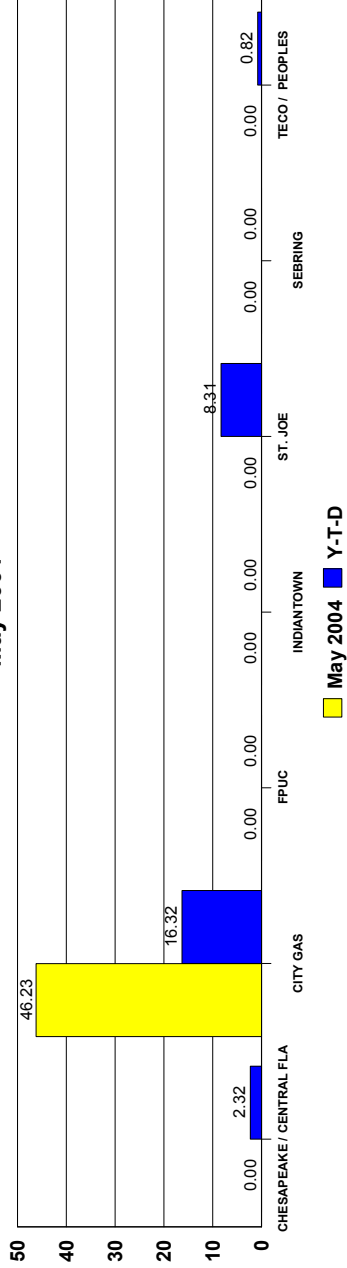
\*\*Does not include non-certificated complaints received, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints received and closed under the three-day rule.

## Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	May 2004 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	1,1741	1	0.085	2.32	0.00
CITY GAS COMPANY OF FLORIDA	98,171	6	0.061	16.32	46.23
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	8.31	0.00
SEBRING	625	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	299,924	9	0.030	0.82	0.00
<b>INDUSTRY TOTAL</b>	<b>462,281</b>	<b>17</b>	<b>0.037</b>		

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

## Natural Gas Companies Apparent Infraction Indices May 2004



## Local Telephone Companies Complaint Activity May 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	0	1	14	2	0	2	14
BELLSOUTH	68	69	137	762	147	1	148	767
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	0	1	9	0	1	1	11
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	30	8	38	285	47	3	50	273
VERIZON FLORIDA, INC.	9	10	19	137	25	1	26	144
<b>TOTAL**</b>	<b>109</b>	<b>87</b>	<b>196</b>	<b>1,210</b>	<b>222</b>	<b>6</b>	<b>228</b>	<b>1,212</b>

\*Please see Definitions.

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

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

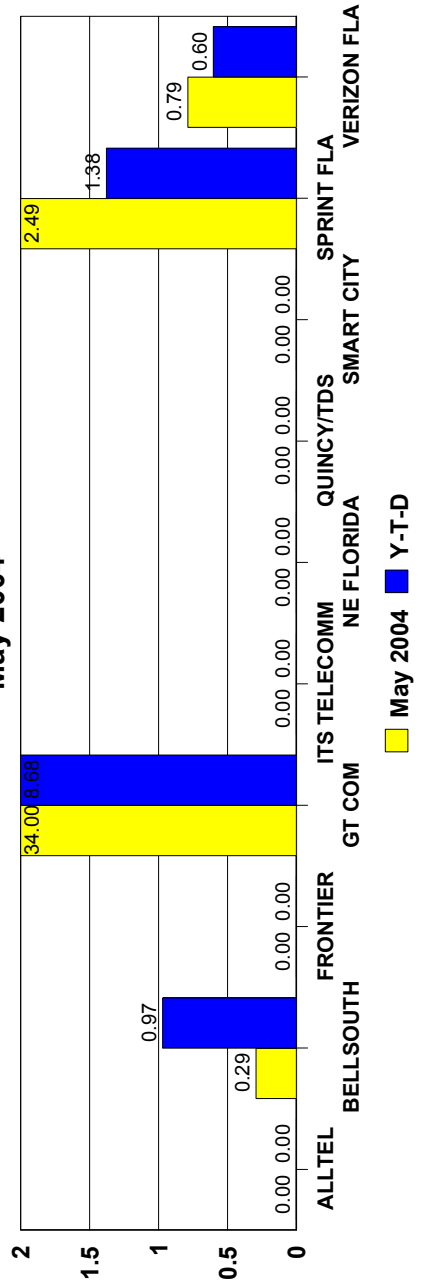
Utility Name	Number of Access Lines**		Apparent Infractions Per 1,000 Access lines***		Y-T-D Apparent Infractions Index*		May 2004 Apparent Infractions Index*
	Access lines**	Y-T-D	Y-T-D	Access lines***	Y-T-D	Apparent Infractions Index*	
ALLTEL	94,294	0	0.0000	0.0000	0.00	0.00	0.00
BELLSOUTH	6,051,936	26	0.0043	0.0043	0.97	0.97	0.29
FRONTIER	4,576	0	0.0000	0.0000	0.00	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,081	2	0.0384	0.0384	8.68	8.68	34.00
ITS TELECOMMUNICATIONS SYSTEMS	3,982	0	0.0000	0.0000	0.00	0.00	0.00
NE FLORIDA	10,227	0	0.0000	0.0000	0.00	0.00	0.00
QUINCY/TDS	14,192	0	0.0000	0.0000	0.00	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,328	0	0.0000	0.0000	0.00	0.00	0.00
SPRINT-FLORIDA	2,131,285	13	0.0061	0.0061	1.38	1.38	2.49
VERIZON FLORIDA, INC.	2,247,512	6	0.0027	0.0027	0.60	0.60	0.79
<b>TOTAL</b>	<b>10,625,413</b>	<b>47</b>	<b>0.0044</b>	<b>0.0044</b>			

\* 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 May 2004



**Competitive Local Telephone Companies  
Complaint Activity - May 2004**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	3	4	1	2	3
ANEW BROADBAND, INC.	1	0	1	2	0	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	8	4	12	9	1	10
BTI	0	1	1	1	0	1
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	3	0	3
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	0	4	4	2	6
DELAND ACTEL, INC.	3	0	3	5	0	5
DPI-TELECONNECT, L.L.C.	0	0	0	2	0	2
DSL TELECOM, INC.	1	0	1	1	0	1
DSLII	1	0	1	3	1	4
EPICUS, INC.	1	1	2	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	2	2	4	2	1	3
EXPRESS PHONE SERVICE	0	1	1	1	0	1
EZ TALK COMMUNICATIONS, L.L.C.	1	0	1	0	1	1
FDN COMMUNICATIONS	7	2	9	10	0	10
FLATEL, INC.	2	0	2	5	1	6
FLORIDA COMM SOUTH	0	1	1	0	0	0
FLORIDA PHONE SERVICE, INC.	1	2	3	0	5	5
FLORIDA TELEPHONE SERVICES, LLC	3	0	3	3	1	4
IDS TELCOM LLC	4	2	6	9	0	9
IDT	3	9	12	8	0	8
INSTATONE	2	0	2	5	1	6
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	0	1	1
ITC^DELTACOM	4	4	8	2	0	2
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	0	1	1
KNOLOGY OF FLORIDA, INC.	0	1	1	0	0	0
LITESTREAM TECHNOLOGIES, LLC	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
MCI WORLDCOM COMMUNICATIONS, INC.	2	1	3	6	1	7
MCI WORLDCOM NETWORK SERVICES, INC.	1	1	2	1	0	1
METRO TELECONNECT COMPANIES, INC.	0	0	0	0	1	1
NEWPHONE	1	0	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	0	2	2
NUVOX COMMUNICATIONS, INC.	0	1	1	0	0	0
PREFERRED CARRIER SERVICES, INC. D/B/A TELEFONOS PARA TODO	0	0	0	0	1	1
QUICK CONNECTS	1	0	1	0	0	0
QUINCY TELEPHONE COMPANY	0	0	0	1	0	1
SALUDA NETWORKS INCORPORATED	1	0	1	0	0	0
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS	0	0	0	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	2	5	7	4	1	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	23	23	46	37	6	43
TALK AMERICA INC.	1	0	1	1	0	1
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	0	1	1
TCG SOUTH FLORIDA	0	0	0	1	0	1
TELCOVE	0	1	1	0	0	0
TELECONEX	1	0	1	1	0	1
US LEC OF FLORIDA INC.	1	0	1	0	0	0
USTEL	1	0	1	0	0	0
UTILITIES COMMISSION, NEW SMYRNA BEACH	0	0	0	2	1	3
VARTEC TELECOM, INC.	1	1	2	2	0	2
WINSTAR COMMUNICATIONS, LLC	0	2	2	0	0	0
XO FLORIDA, INC.	0	2	2	4	1	5
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
<b>TOTALS**</b>	<b>88</b>	<b>70</b>	<b>158</b>	<b>141</b>	<b>33</b>	<b>174</b>
<small>*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.</small>						

# Cramming Statistics\*

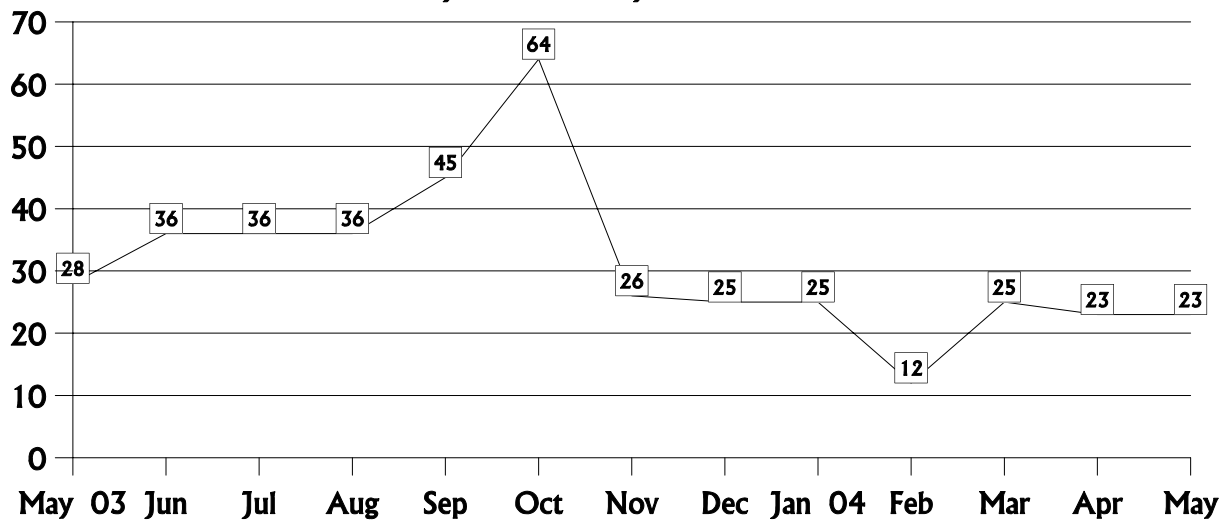
## May 2004

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
36	23	\$1,417.70

*\*Please see Definitions*

### Cases Resolved as Cramming

May 2003 - May 2004





## Long Distance Telephone Companies Complaint Activity - May 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I 800 3030 123 AMERICATEL COLLECT	1	4	5	4	2	6
ACCERIS COMMUNICATIONS SOLUTIONS	2	1	3	0	0	0
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
AIRESPRING, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	1	1	2
ALLIANCE GROUP SERVICES, INC. D/B/A U.S. REPUBLIC COMM.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	87	292	379	374	40	414
BAK COMMUNICATIONS, LLC	0	0	0	0	1	1
BELLSOUTH LONG DISTANCE, INC.	3	4	7	9	0	9
BUDGET CALL LONG DISTANCE, INC.	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	4	1	5	0	0	0
CORRECTIONAL BILLING SERVICES	1	1	2	3	0	3
COVISTA, INC.	0	0	0	0	1	1
ENHANCED COMMUNICATIONS NETWORK, INC.	1	0	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	1	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	1	2	3	0	3
EXERGY GROUP, LLC	1	0	1	1	0	1
GLOBAL CREST COMMUNICATIONS, INC. D/B/A DIMENSIONS	0	0	0	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	3	1	4	2	0	2
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	0	1	1
HARBOR COMMUNICATIONS, LLC	0	0	0	0	1	1
HBS BILLING SERVICES COMPANY	0	1	1	0	0	0
HORIZONONE COMMUNICATIONS	0	1	1	1	0	1
I VANTAGE NETWORK SOLUTIONS	1	0	1	0	0	0
IAS FILM CORPORATION D/B/A I.A.S. INTERCOMMUNICATION	0	0	0	2	0	2
IDS TELCOM LLC	0	0	0	1	1	2
IDT AMERICA CORP. D/B/A DSA TELECOM	1	7	8	7	1	8
ILD	0	4	4	6	0	6
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	5	6	6	0	6
INCOMNET	0	1	1	1	0	1
INTEGRETEL, INC.	1	13	14	9	0	9
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	1	0	1
ITC~DELTACOM	0	1	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	2	0	2	0	0	0
MCG, LLC	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	19	16	35	26	3	29

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
MIKO TELEPHONE COMMUNICATIONS, INC.	1	0	1	0	0	0
MULTIPHON LATIN AMERICA, INC.	1	0	1	1	0	1
NEW CENTURY TELECOM, INC.	5	2	7	4	1	5
NIGERIAN-AMERICAN INVESTMENT CORPORATION D/B/A NAIC TELECO	0	0	0	1	0	1
NORVERGENGE, INC.	3	0	3	0	0	0
OCCMC, INC.	1	1	2	0	0	0
ONELINK COMMUNICATIONS, INC.	0	0	0	0	1	1
OPERATOR ASSISTANCE NETWORK	0	5	5	3	0	3
OPEX COMMUNICATIONS, INC.	0	0	0	1	0	1
OPTICAL TELEPHONE CORPORATION	0	0	0	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	10	1	11	2	0	2
RED RIVER NETWORKS LLC	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	0	1	1
SKYNET TELESYSTEMS	3	2	5	1	0	1
SPRINT	41	16	57	44	12	56
STAR TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
STARTEC GLOBAL LICENSING COMPANY	1	0	1	1	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	0	0	0
T-NETIX, INC.	1	1	2	1	0	1
TALK AMERICA INC.	1	1	2	1	0	1
TCG	0	2	2	0	0	0
TELE CIRCUIT NETWORK CORPORATION	2	0	2	2	0	2
TELECOM*USA OR TELECONNECT	5	5	10	4	0	4
TELEDIAS COMMUNICATIONS, INC.	1	0	1	0	0	0
TELEFYNE INCORPORATED	1	0	1	1	0	1
TELEGLOBE AMERICA INC.	0	0	0	1	1	2
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	0	1	1
TELEUNO, INC.	0	0	0	0	1	1
TELSTAR INTERNATIONAL, INC.	2	0	2	1	0	1
UKI COMMUNICATIONS, INC.	0	0	0	34	0	34
UNITED SYSTEM ACCESS TELECOM, INC.	1	0	1	1	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	2	2	0	0	0
VARTEC TELECOM, INC.	1	4	5	3	0	3
VERIZON LONG DISTANCE	1	3	4	3	2	5
VERIZON SELECT SERVICES INC.	0	1	1	0	0	0
WILTEL COMMUNICATION, LLC	0	0	0	1	0	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	0	0	1	1	2
XO FLORIDA, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	2	1	3	4	0	4
ZERO PLUS DIALING, INC.	0	2	2	1	0	1
TOTALS**	218	406	624	584	77	661

\*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 - May 2004**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1	0	1
DAVID LYNN SWEARINGEN D/B/A FLORIDA PUBLIC TELEPHONE COMPA	0	0	0	1	0	1
METROPOLITAN PAYPHONES CORPORATION	0	0	0	0	1	1
SOUTHEAST PAYPHONES, INC.	0	0	0	0	1	1
<b>TOTALS**</b>	0	0	0	2	2	4

\*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 - May 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	3	1	4	4	0	4
BAYSIDE UTILITY SERVICES, INC.	1	0	1	0	0	0
BROADVIEW PARK WATER COMPANY	2	1	3	0	0	0
BURKIM ENTERPRISES, INC.	0	1	1	0	0	0
CYPRESS LAKES UTILITIES, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	0	1	1	1	0	1
FLORIDA WATER SERVICES CORPORATION	0	3	3	7	0	7
HIGHLANDS UTILITIES CORPORATION	0	0	0	1	0	1
HUDSON UTILITIES, INC.	1	0	1	3	0	3
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1	0	1
LABRADOR UTILITIES, INC.	0	0	0	1	0	1
LAKE UTILITY SERVICES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	1	0	1	0	0	0
MAD HATTER UTILITY, INC.	1	0	1	0	0	0
MCLEOD GARDENS WATER COMPANY	1	0	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	1	0	1	0	0	0
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	0	1	1
PARK MANOR WATERWORKS, INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	1	1	2
WINDSTREAM UTILITIES COMPANY	0	1	1	1	0	1
<b>TOTALS**</b>	<b>13</b>	<b>8</b>	<b>21</b>	<b>23</b>	<b>2</b>	<b>25</b>

\*Please see Definitions.

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

# DEFINITIONS

**Access Line or Subscriber Line** - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central office.

**Apparent Rule Infraction** - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff.

**Apparent Non-infraction** - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes.

**Billing** - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

**Case** - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

**Complaint** - A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

**Complaint Activity** - The total number of complaints logged with regulated utilities or resolved within a given period of time.

**Complaints Logged** - The number of complaints received from customers filed with the utilities.

**Complaints Resolved** - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

**Consumer Activity Tracking System (CATS)** - A database system that tracks complaints and information requests filed with the Florida Public Service Commission.

**Contact** - A communication with the Commission either in writing (letter, fax or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

**Cramming** - When charges for telephone services are added, or “crammed”, onto local telephone bills without the consumers’ knowledge or consent.

**Information Request** - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

**Service** - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

**Shared Tenant Service (STS)** - As defined in section 364.339 (1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangement to tenants by an entity other than an existing local telephone company.

**Tariff** - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

**Telephone Transfer Connect (Warm Transfer)** - A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.

**YTD Apparent Infraction Index** -  $\frac{\% \text{ of apparent infractions}^*}{\% \text{ of customers}^{**}}$

**\*% of apparent infractions** =  $\frac{\text{year to date total number of apparent infractions}}{\text{year to date total \# of apparent infractions for the industry}}$

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