



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
JUNE 2002

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now two categories of consumer contact: Complaints and Information Requests. A Complaint is a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is an inquiry that does not involve investigation or analysis by the PSC staff.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. The amended rule establishes customer complaint procedures that are designed to accomplish this intent. It includes an expedited telephone warm transfer and three day (72 Hour) resolution process for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the toll-free phone line warm transfer program. However, the new pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to e-mail a complaint to the PSC or directly to a participating company via the internet. The Division of Consumer Affairs receives a copy of each e-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 12 companies participating in the e-transfer pilot program. The Division of Consumer Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising.

Summary

There were 2,081 complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an aparent rule infraction. There were also 3,060 information requests handled by the PSC.

A total of eighteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of June 31, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 996 calls transferred during June 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$169,115 for the month.

Monthly Consumer Refunds

June 2001 - June 2002

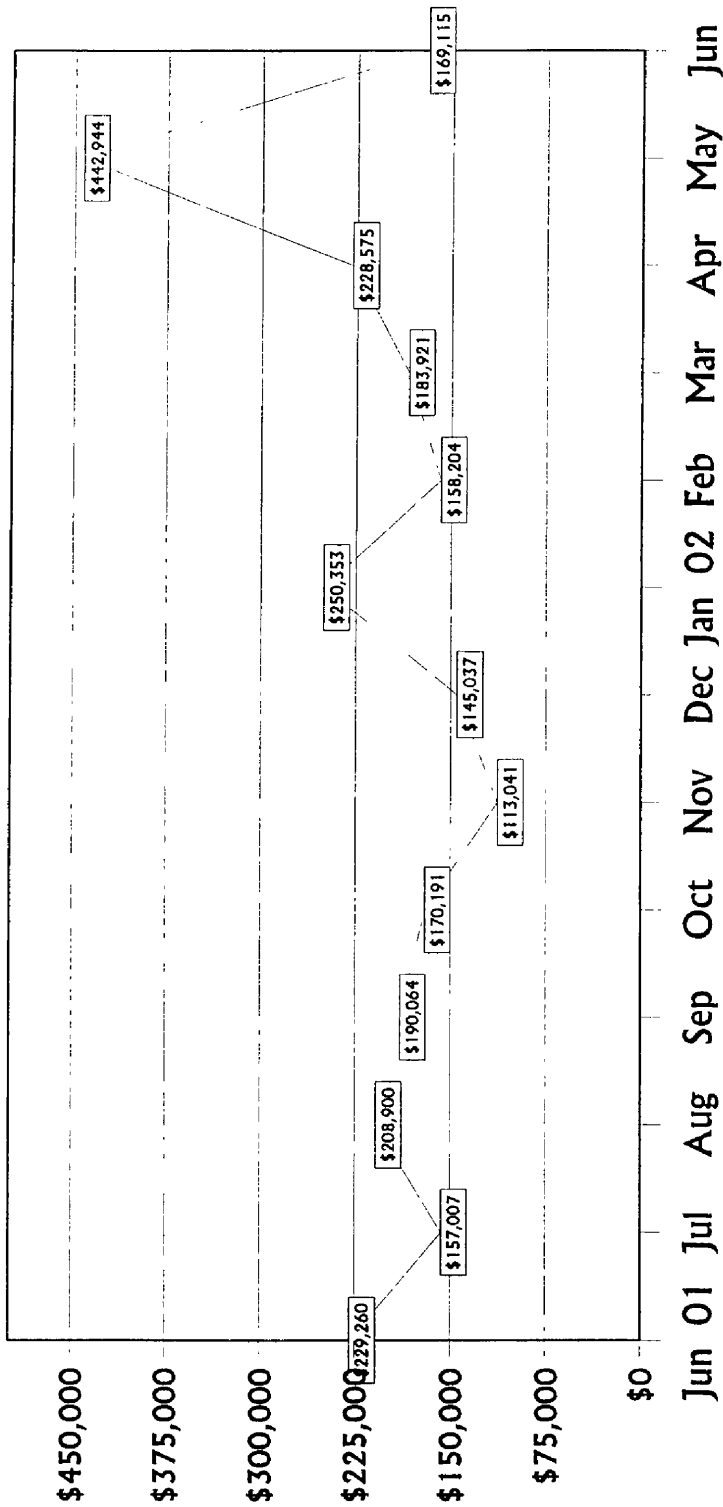


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Consumer Activity - June 2002

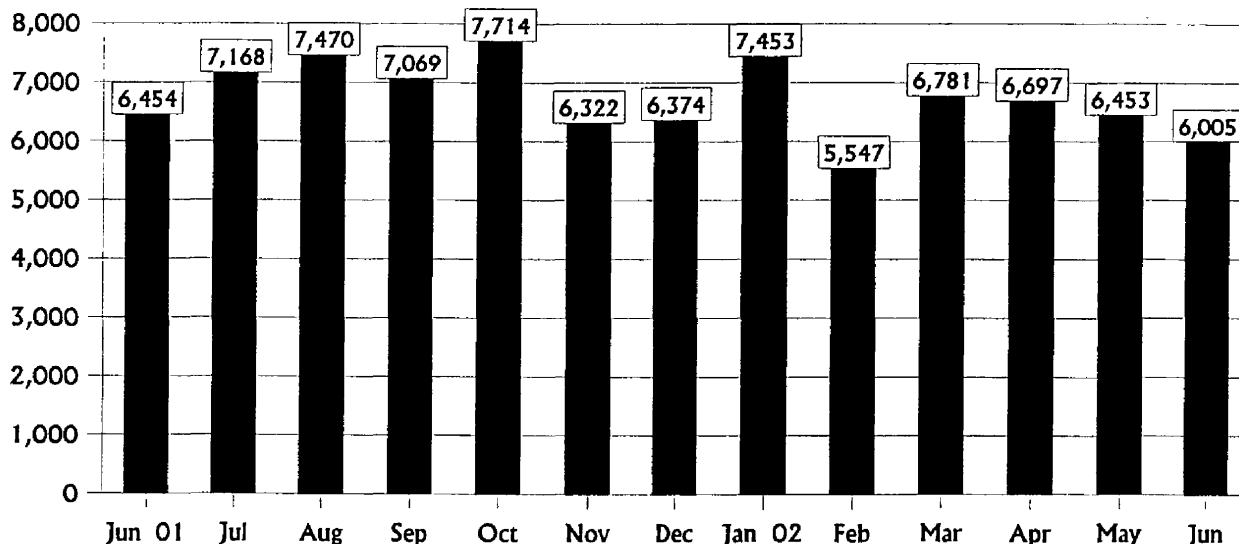
Complaints Received		2,081
Electric	76	
Gas	9	
Alternative Local Exchange Telephone	231	
Local Exchange Telephone	186	
Long Distance Telephone	443	
Pay Telephone	6	
Water & Wastewater	28	
Non-regulated/Other Consumer Assistance	997	
Cases Received / Closed Under 72 Hr Rule	105	
Electric	39	
Gas	0	
Telecommunications	66	
Water / Wastewater	0	
Information Requests Received		3,060
Total Cases Received		5,141

How Cases Were Received	Complaints	Information Requests
Phone	1,361	2,961
Mail	419	18
Internet	137	71
Fax	164	10
Totals	2,081	3,060

Non-Regulated Calls Not Filed As Cases		864
Total Consumer Contacts Handled		6,005
Transfer Connect (Calls Transferred to Utilities)		996
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)		4

Consumer Savings	
Electric	\$ 2,633.36
Gas	1,797.64
Alternative Local Exchange Telephone	88,231.37
Local Exchange Telephone	22,395.14
Long Distance Telephone	50,321.31
Pay Telephone	6.00
Water & Wastewater	3,730.06
Non-regulated/Other Consumer Assistance	.00
Total	\$169,114.88

Public Service Commission Total Consumer Contacts June 2001 - June 2002

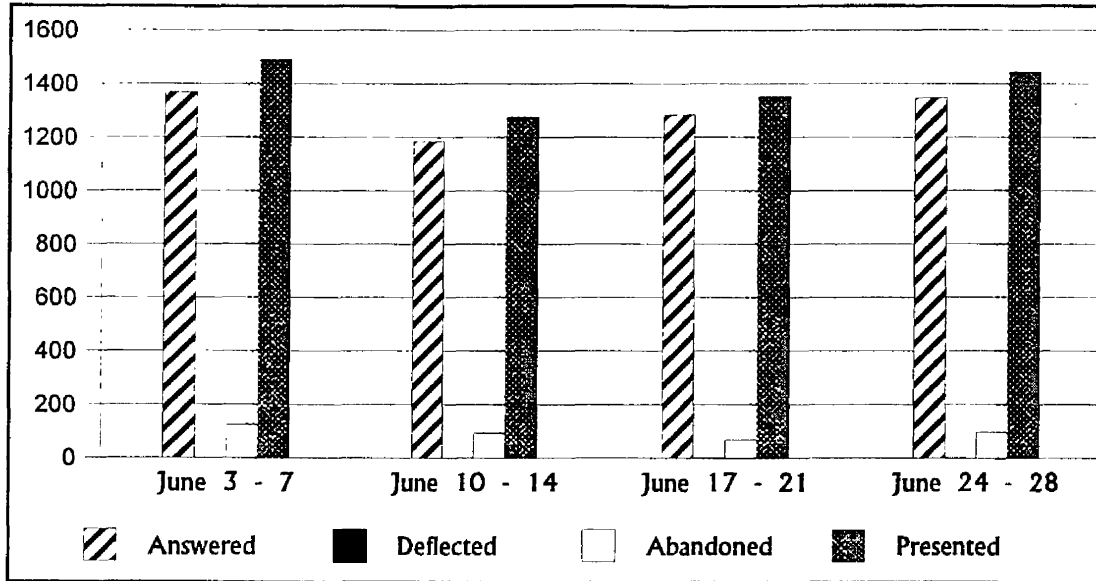


	Complaints Received	% of Total Complaints*
Electric	76	4%
Gas	9	0%
Alt. Local Exchange Telephone	231	11%
Local Exchange Telephone	186	9%
Long Distance Telephone	443	21%
Pay Telephone	6	< 1%
Water & Wastewater	28	1%
Non-regulated Consumer Assistance	997	48%
Cases Received / Closed by 72 Hr Rule	105	5%
Total	2,081	100%

*Rounded

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

Total Calls Received - Call Center Statistics June 2002



Answered: Total number of calls answered by Consumer Affairs' Regulatory Specialists.

Deflected: The number of calls originally destined for the PSC's ACD Group which could not get through due to a full queue or wait time in queue was exceeded.

Abandoned: The number of calls offered to the ACD Group but abandoned the queue waiting status prior to being answered.

Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
June 3 - 7	1,368	92%	0	0%	124	8%	1,492
June 10 - 14	1,185	93%	0	0%	92	7%	1,277
June 17 - 21	1,285	95%	0	0%	68	5%	1,353
June 24 - 28	1,348	93%	0	0%	96	7%	1,444
Totals	5,186	93%	0	0%	380	7%	5,566

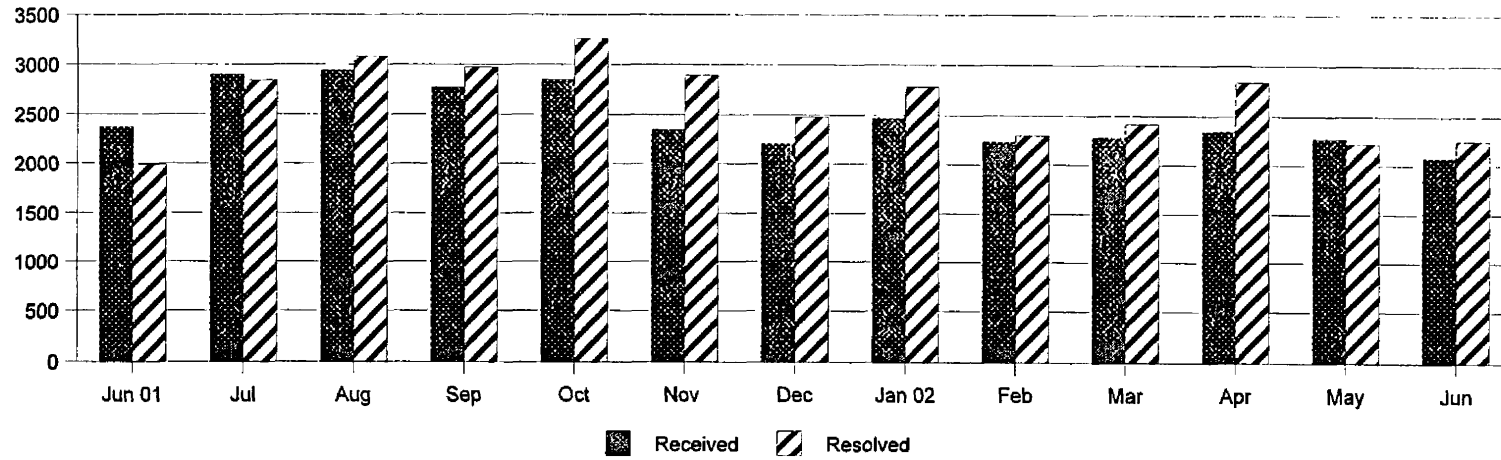
Note: % Totals have been rounded.

Calls Answered During the Month
 Minus CAF Calls Resulting in Cases
 Total Non-Jurisdictional Calls Not Filed As Cases

5,186
 (4,300)
 886

Monthly Status of Total Complaints Received / Resolved*

June 2001 - June 2002

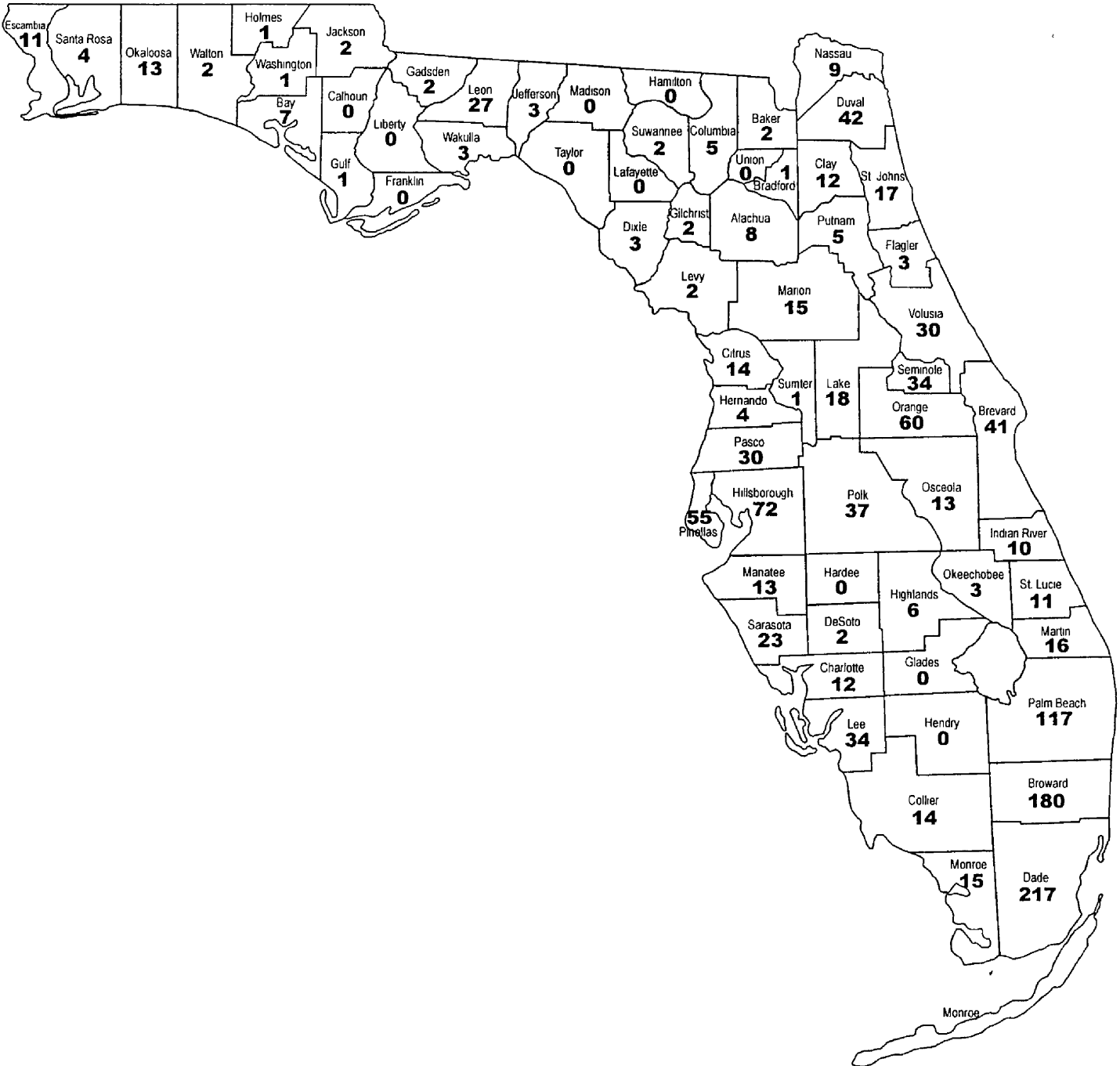


	Jun 01	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun
Received	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081
Resolved	1,986	2,845	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252

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

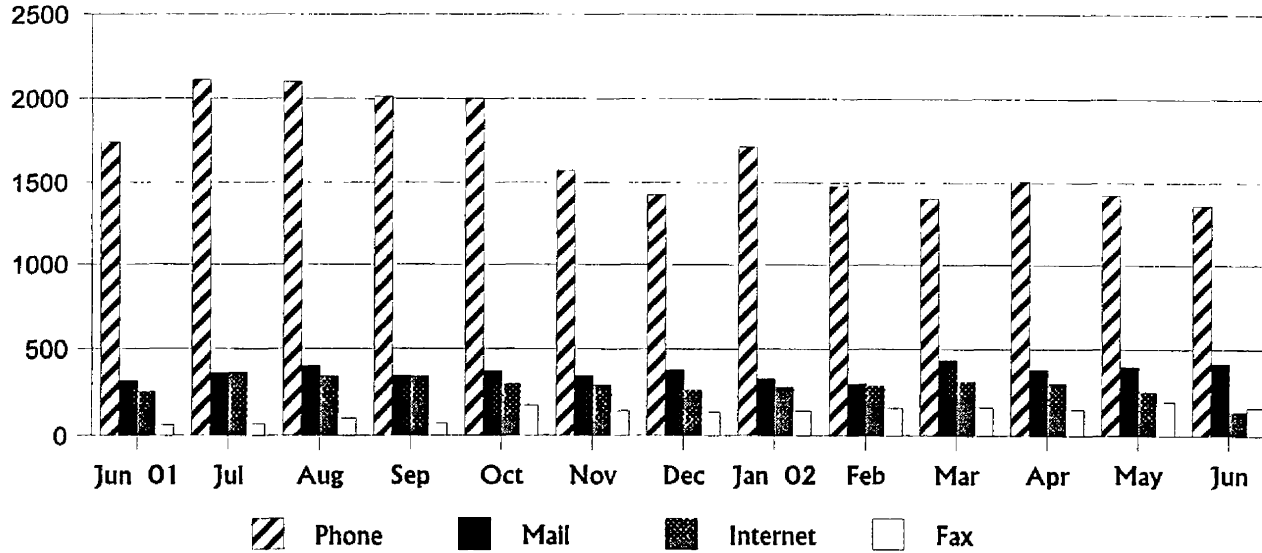
Complaints Received by County

JUNE 2002



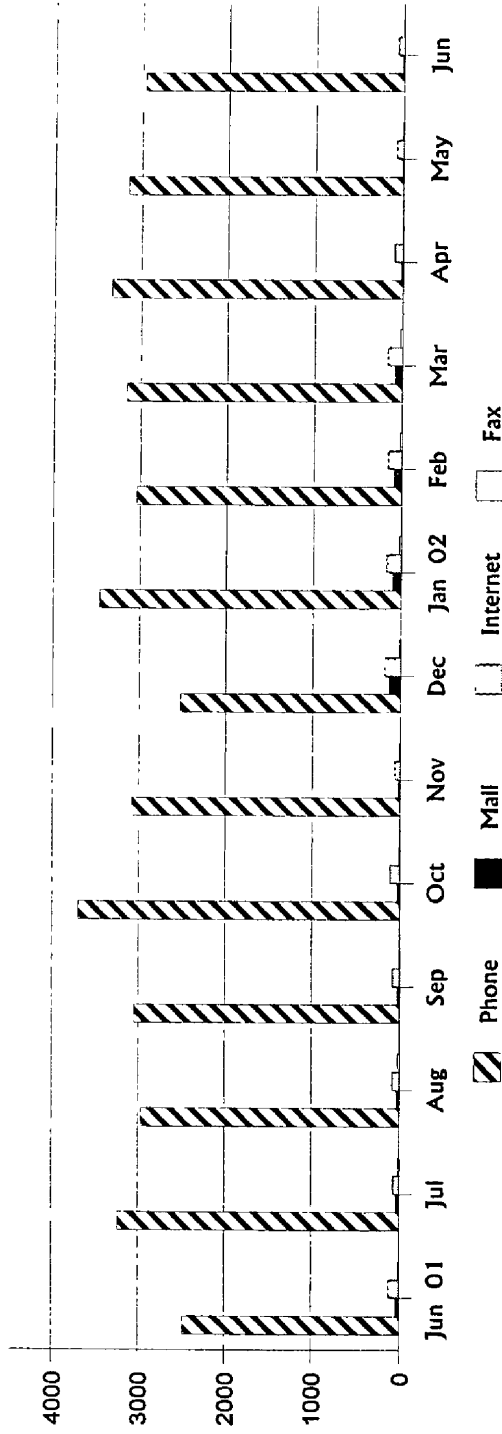
Note: County name not available for 794 cases.

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



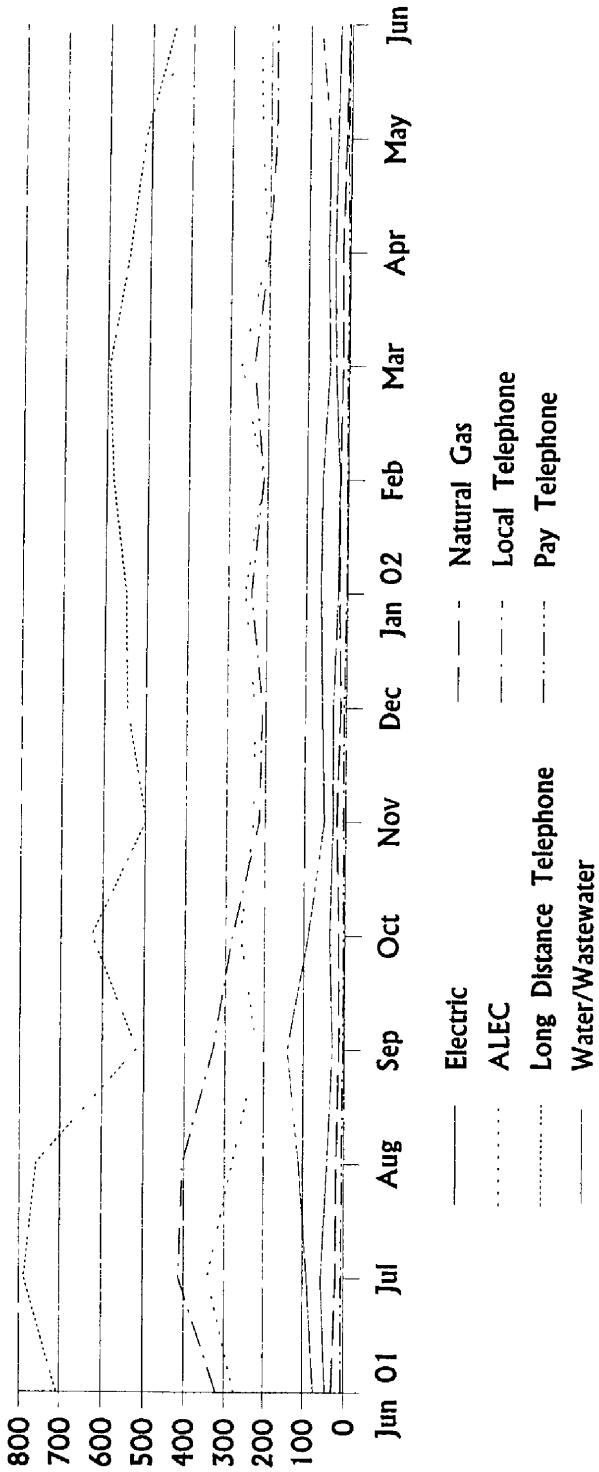
	Jun 01	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun
Phone	1,742	2,111	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361
Mail	317	359	401	346	374	344	380	329	302	437	382	399	419
Internet	253	365	341	340	299	291	263	281	290	313	304	253	137
Fax	61	67	100	71	174	142	136	143	162	165	153	198	164
Total	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081

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



	Jun 01	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun
Phone	2,478	3,233	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961
Mail	38	35	35	25	27	25	130	98	92	84	20	13	18
Internet	123	73	84	82	111	63	180	169	158	168	97	84	71
Fax	10	13	18	5	7	8	15	24	24	22	3	9	10
Total	2,649	3,354	3,103	3,159	3,842	3,177	2,839	3,756	3,314	3,432	3,461	3,256	3,060

Complaints by Industry June 2001 - June 2002



Industry	Jun 01	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun
Electric	73	90	111	140	89	52	58	64	62	47	53	50	76
Natural Gas	30	21	20	14	16	22	15	20	21	17	19	13	9
ALEC	277	344	282	219	264	231	230	258	212	272	208	223	231
Local Telephone	322	415	405	332	284	216	211	241	212	239	203	185	186
Long Dist. Phone	709	790	760	518	627	499	546	552	585	596	550	515	443
Payphone	7	7	6	5	5	6	6	3	3	5	4	8	6
Water/Wastewater	45	55	41	29	37	30	32	22	21	33	37	33	28

Electric Companies Complaint Activity - June 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	18	8	26	119	20	0	20	161
FLORIDA POWER & LIGHT COMPANY	21	14	35	181	34	0	34	273
FLORIDA PUBLIC UTILITIES COMPANY	3	0	3	8	1	0	1	6
GULF POWER COMPANY	1	1	2	13	0	0	0	11
TAMPA ELECTRIC COMPANY	5	5	10	35	5	0	5	51
TOTAL	48	28	76	356	60	0	60	502

**Please see Index of Definitions.*

Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	June 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,383,648	1	0.0007	0.92	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	1	0.0003	0.32	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,992	1	0.0386	48.95	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	2	0.0034	4.34	0.00
TOTAL	6,339,722	5	0.0008		

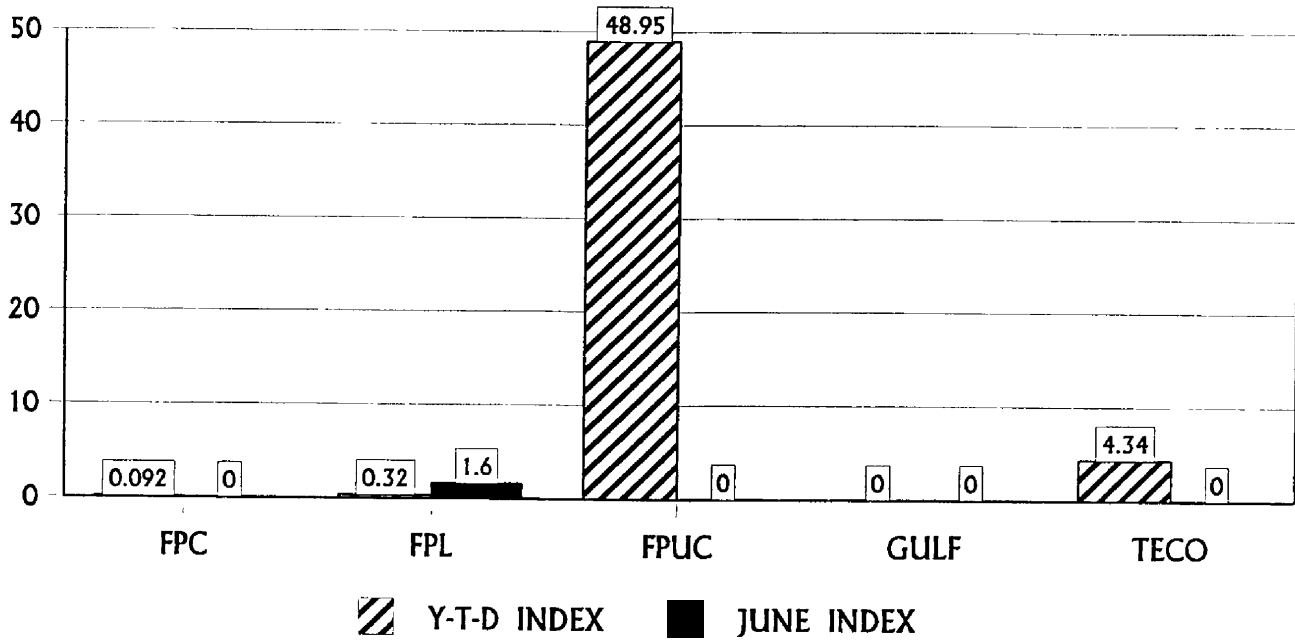
*Please see Index of Definitions.

**Source - Information supplied by the companies as of December 31, 2001.

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

ELECTRIC INDUSTRY INVESTOR-OWNED ELECTRIC COMPANIES APPARENT INFRACTIONS INDEX

June 2002

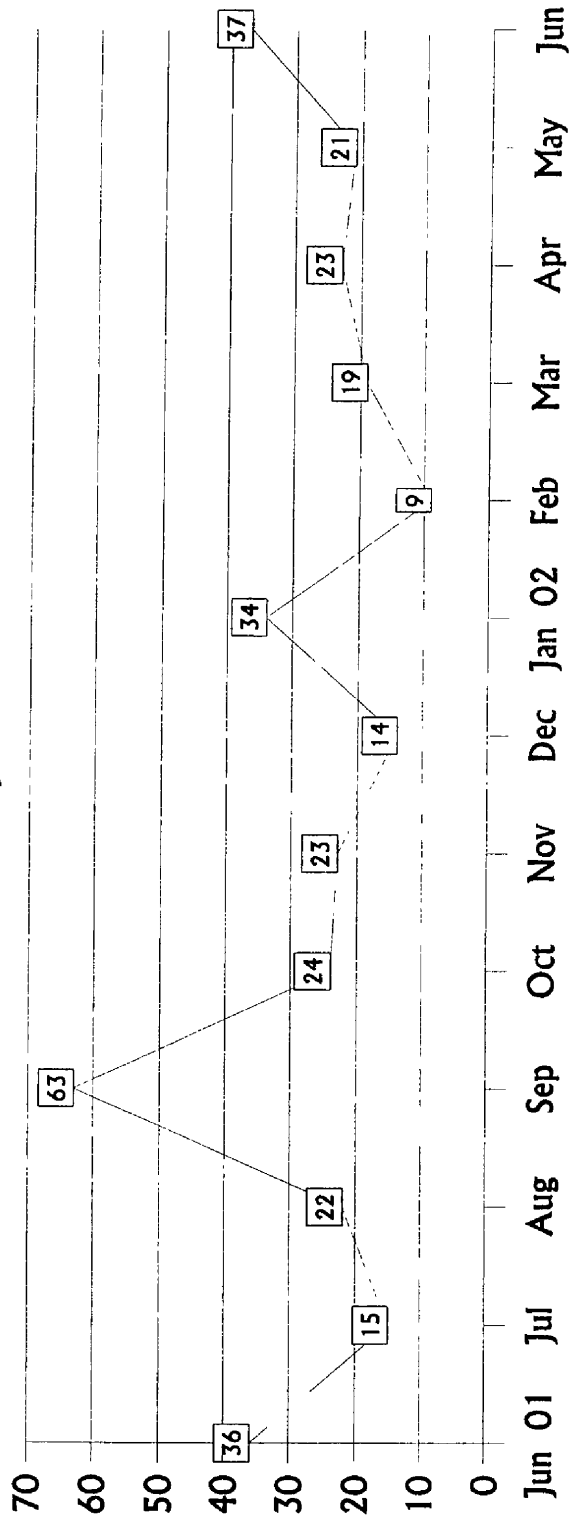


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

**Source - Information supplied by the companies, as of December 31, 2001.*

Total Momentary Electricity Outages Filed

June 2001 - June 2002



Natural Gas Companies Complaint Activity June 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	0	1	0	1	1
CITY GAS COMPANY OF FLORIDA	1	3	4	48	5	1	6	71
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	19	4	0	4	22
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	1	0	0	0	4
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	2	1	3	25	6	0	6	33
TOTAL	3	6	9	94	16	1	17	131

**Please see Index of Definitions.*

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	June 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	0	0.000	0.00	0.000
CITY GAS COMPANY OF FLORIDA	105,000	8	0.076	3.86	3.86
FLORIDA PUBLIC UTILITIES COMPANY	45,442	0	0.000	0.00	0.00
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,327	0	0.000	0.00	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	1	0.004	0.21	0.00
INDUSTRY TOTAL	436,228	9	0.022		

*Please see Index of Definitions.

**Source - Reports supplied to the PSC as of December 31, 2001.

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

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	3	0	3
ALLTEL COMMUNICATIONS, INC.	0	1	1	1	0	1
ALTERNATIVE PHONE, INC.	1	0	1	1	0	1
AMERICAN FIBER NETWORK, INC.	0	0	0	1	0	1
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	1	2
AT&T DIGITAL PHONE	30	27	57	35	16	51
BIZ-TEL CORPORATION	0	0	0	0	1	1
BROADSTREET COMMUNICATIONS, INC.	1	0	1	0	0	0
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
CAT COMMUNICATIONS	7	2	9	11	1	12
CHOCTAW COMMUNICATIONS, INC.	5	0	5	2	0	2
CITYWIDE-TEL	2	1	3	2	0	2
DPI-TELECONNECT, L.L.C.	0	0	0	1	0	1
DSL	1	0	1	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	0	2	1	0	1
EXCELINK COMMUNICATIONS, INC.	3	0	3	2	2	4
FLORIDA COMM SOUTH	1	1	2	3	0	3
FLORIDA DIGITAL NETWORK, INC.	7	5	12	17	5	22
FLORIDA TELEPHONE SERVICES, LLC	1	3	4	11	4	15
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	0	0	0
GLOBAL TELECOM SYSTEMS, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	3	0	3	12	5	17
IDS LONG DISTANCE, INC.	0	1	1	0	0	0
IDS TELCOM LLC	3	2	5	8	0	8
ILD	2	2	4	6	0	6
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMM.	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	2	1	3

Utility Name	Complaints Logged	Complaints Resolved			TOTALS
		Service	Billing	Total	
INTECH, L.C.	0	0	0	0	1
ITC-DELTA COM COMMUNICATIONS, INC. D/B/A ITC-DELTA COM	0	0	0	0	2
ITS TELECOMMUNICATIONS SYSTEMS, INC.	1	0	1	1	0
KMC TELECOM III LLC	1	0	1	1	2
LEVEL 3 COMMUNICATIONS, LLC	0	0	1	1	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	1	0
MCI WORLD COM COMMUNICATIONS, INC.	1	1	1	1	1
MCI WORLD COM NETWORK SERVICES, INC.	1	1	2	2	5
MEDIANE FLORIDA TELECOM, INC. D/B/A AT&T BROADBAND	0	0	2	2	2
MERCURY LONG DISTANCE, INC.	0	0	1	1	1
MIRACLE COMMUNICATIONS	0	0	1	1	1
MPower COMMUNICATIONS CORP.	4	0	4	4	8
NEWSOUTH COMMUNICATIONS CORP.	0	0	1	1	2
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	2	2	3
NUVOX COMMUNICATIONS, INC.	1	0	1	1	2
PROGRESS TELECOM CORPORATION	0	1	1	1	0
QWEST COMMUNICATIONS CORPORATION	0	1	1	1	4
SATCOM COMMUNICATION	3	2	5	5	1
SBC TELECOM, INC.	2	0	2	2	2
SECOND CHANCE PHONE	2	0	2	2	0
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	0	4
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	42	33	75	50	53
TALK AMERICA INC.	3	2	5	2	4
TELECOM SERVICES, INC.	0	0	0	1	1
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	2	3
US LEC OF FLORIDA INC.	0	1	1	0	0
VARTEC TELECOM, INC.	2	0	2	3	4
WINSTAR COMMUNICATIONS, LLC	1	0	1	0	0
WINSTAR WIRELESS, INC.	0	0	0	1	1
XO FLORIDA, INC.	3	3	6	0	0
TOTALS	93	60	153	161	30
					191

Local Telephone Companies Complaint Activity June 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	3	0	3	30	5	0	5	38
BELLSOUTH	83	54	137	813	136	5	141	1,048
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	1	1	7	0	0	0	7
VERIZON FLORIDA, INC.	5	3	8	117	16	3	19	158
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	1	0	0	0	2
QUINCY/TDS	0	0	0	2	0	1	1	2
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0	0	0
SPRINT-FLORIDA	20	17	37	300	40	3	43	374
TOTAL	111	75	186	1,270	197	12	209	1,629

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	June 2002 Apparent Infractions Index*
ALLTEL	94,736	3	0.0317	4.83	0.00
BELLSOUTH	6,451,600	38	0.0059	0.90	0.73
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,348	0	0.0000	0.00	0.00
VERIZON FLORIDA, INC.	2,416,247	11	0.0046	0.69	1.17
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	1	0.0704	10.72	66.13
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	21	0.0095	1.45	1.27
TOTAL	11,277,711	74	0.0066		

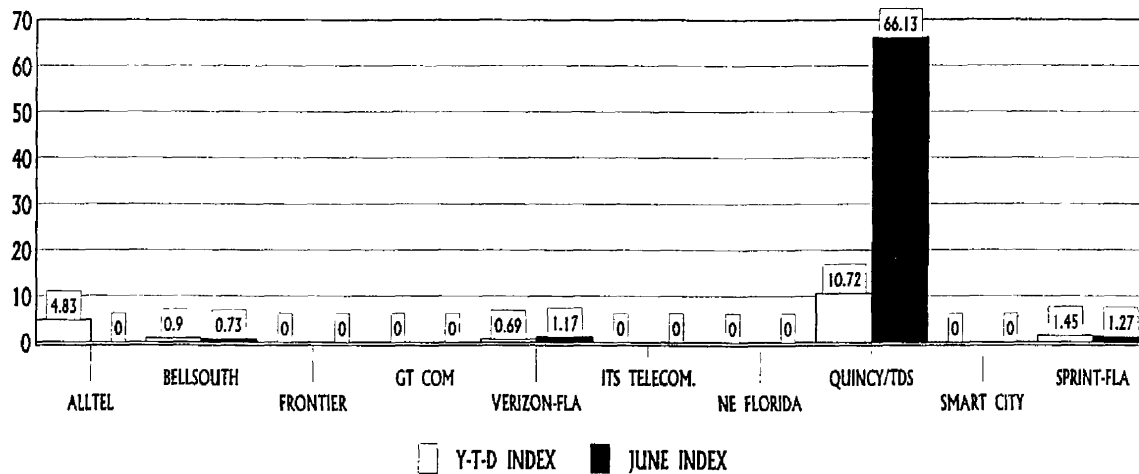
* Please see Index of Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2001.

***Note - Apparent Infractions per 1,000 access lines is defined as follows: Each company total is based on the company's total apparent infractions divided by its total number of access lines. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total number of access lines for the industry.

TELECOMMUNICATIONS INDUSTRY LOCAL TELEPHONE COMPANIES APPARENT INFRACTIONS INDEX

June 2002



2002 ACCESS LINES*			
ALLTEL	94,736	ITS TELECOM.	3,891
BELLSOUTH	6,451,600	NE FLORIDA	10,500
FRONTIER	4,706	QUINCY/TDS	14,212
GT COM (Floral, Gulf & St. Joseph)	52,348	SPRINT/FLORIDA	2,212,554
VERIZON (Formerly GTE)	2,416,247	VISTA-UNITED	16,917

*Source - PSC Comparative Rate Statistics Report for the Year 2001.

**Unauthorized Telephone Service Change
 "Local Slamming"
 Apparent Rule Infractions - June 2002**

Company	June	Year-To-Date
AT&T Digital Phone	0	2
Bellsouth Telecommunications, Inc.	0	3
Florida Digital Network, Inc.	0	6
Hale & Father, Inc.	1	12
IDS Long Distance, Inc.	0	4
IDS Telcom LLC	0	3
Sprint-Florida, Inc.	2	7
Supra Telecommunications & Information Systems, Inc.	0	12
Talk America Inc.	2	8
All Other Local Companies	0	11
Totals	5	68

Cramming Statistics*

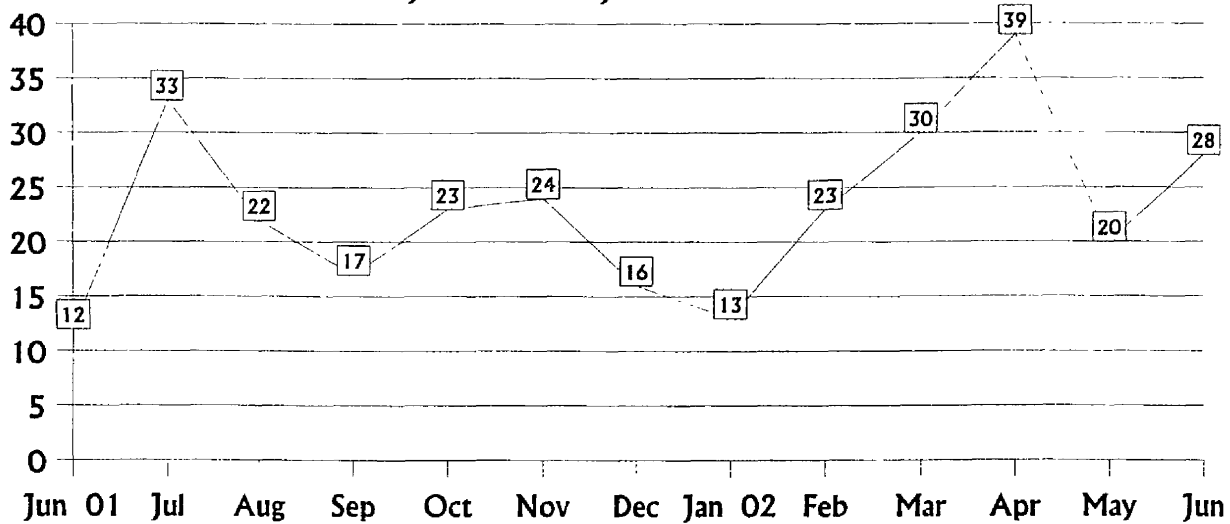
June 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
21	28	\$ 2,369.41

*Please see Index of Definitions

Cases Resolved as Cramming

June 2001 - June 2002



**Long Distance Telephone Companies
Complaint Activity - June 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1010 123 AMERICATEL	1	1	2	1	1	2
ACCXX COMMUNICATIONS, LLC	2	0	2	0	0	0
ACN COMMUNICATION SERVICES, INC.	1	0	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT EAST, LLC	0	1	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	1	0	1	1	0	1
ALTERNATEL	0	1	1	0	0	0
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	8	0	8	0	6	6
ATC LONG DISTANCE	0	1	1	0	0	0
AT&T	52	84	136	157	30	187
BROADSTREET COMMUNICATIONS, INC.	0	0	0	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	0	0	0	1	0	1
BROADWING TELECOMMUNICATIONS INC.	1	0	1	0	0	0
BTI	0	1	1	0	0	0
BUSINESS SAVINGS PLAN	1	0	1	0	0	0
CIERRACOM SYSTEMS	2	1	3	3	0	3
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	1	3	4
COMMUNICATIONS BILLING, INC.	0	0	0	0	1	1
CORRECTIONAL BILLING SERVICES	0	1	1	2	0	2
DANCRIS TELECOM, L.L.C.	0	0	0	1	0	1
ELEC COMMUNICATIONS	1	0	1	0	1	1
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED SERVICES BILLING, INC.	0	2	2	4	0	4
ERBIA NETWORK, INC.	1	0	1	0	0	0
ESS.COM, L.L.C.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	1	1	2	0	1	1
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	0	1	1
FEDERAL TRANSTEL, INC.	0	0	0	1	0	1
FIRST COMMUNICATIONS, LLC	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	2	0	2	3	0	3
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	2	2
GLOBAL CREST COMMUNICATIONS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	7	0	7	3	0	3
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
GLOBCOM, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	1	0	1	2	1	3
HBS BILLING SERVICES COMPANY	1	3	4	4	0	4
HORIZONONE COMMUNICATIONS	1	3	4	1	1	2
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	1
IDS TELCOM LLC	3	0	3	2	0	2
IDT AMERICA CORP.	10	8	18	8	4	12
ILD	0	4	4	16	0	16
INTEGRETEL, INC.	0	6	6	12	0	12
KMC TELECOM III LLC	1	0	1	1	0	1
KMC TELECOM V, INC.	0	0	0	0	1	1
LEAST COST ROUTING, INC.	0	0	0	0	1	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	1	1

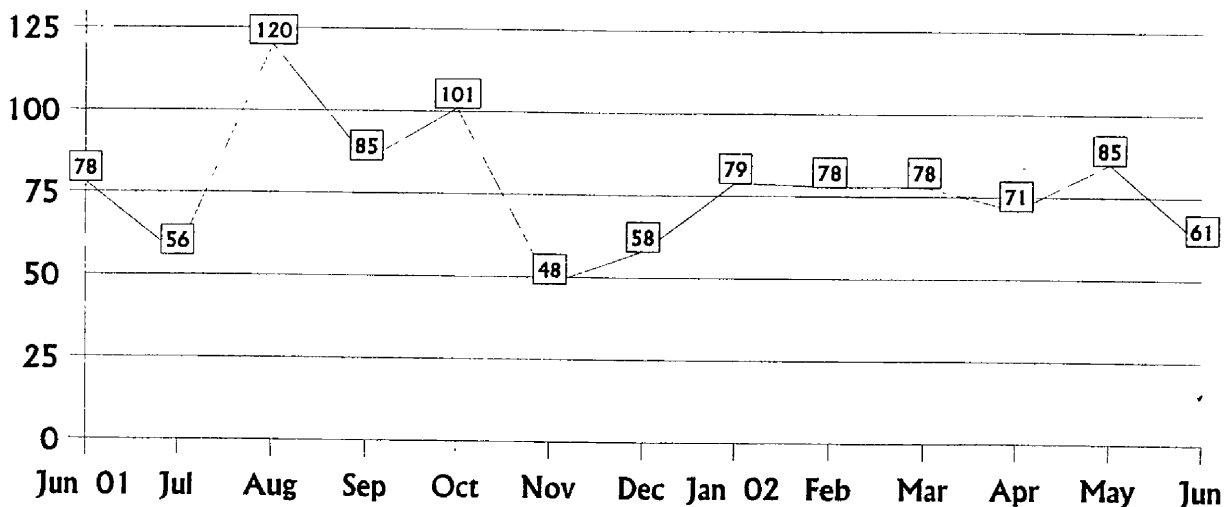
Utility Name	Service	Billing	Total	Apparent		Total
				Non-infractions	Infractions	
ILD	0	4	4	16	0	16
INTEGRETEL, INC.	0	6	6	12	0	12
KMC TELECOM III LLC	1	0	1	1	0	1
KMC TELECOM V, INC.	0	0	0	0	1	1
LEAST COST ROUTING, INC.	0	0	0	0	1	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	1	1
L.O.M	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	0	1	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	2	4	6	2	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	35	43	78	97	12	109
MERCURY LONG DISTANCE, INC.	0	0	0	0	1	1
NATIONAL ACCOUNTS, INC.	2	0	2	1	0	1
NETWORK ENHANCED TECHNOLOGIES, INC.	1	0	1	0	0	0
NORTH AMERICAN TELEPHONE NETWORK, LLC	0	1	1	0	0	0
NUI TELECOM, INC.	1	0	1	0	0	0
NUVOX COMMUNICATIONS	0	1	1	0	0	0
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NETWORK	0	0	0	3	0	3
OLS, INC.	1	0	1	2	2	4
ONE CALL COMMUNICATIONS, INC.	1	1	2	0	0	0
OPEX COMMUNICATIONS, INC.	2	0	2	0	0	0
OPTICAL TELEPHONE CORPORATION	21	4	25	1	21	22
ORION TELECOMMUNICATIONS OF NEW YORK	2	0	2	0	0	0
PAETEC COMMUNICATIONS, INC.	0	0	0	1	0	1
PATRIOTCOM INC.	0	0	0	0	1	1
POWERNET GLOBAL COMMUNICATIONS	1	1	2	3	0	3
PRIMUS TELECOMMUNICATIONS, INC.	1	1	2	2	1	3
PT-1 COMMUNICATIONS	0	1	1	0	0	0
PT-1 LONG DISTANCE, INC.	1	0	1	0	0	0
QUEST TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	10	11	21	28	2	30
RSL COM U.S.A., INC.	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SPRINT	18	16	34	35	8	43
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1	0	1
TALK AMERICA INC.	3	2	5	8	1	9
TCG SOUTH FLORIDA	0	1	1	1	0	1
TELECOM*USA OR TELECONNECT	0	2	2	3	0	3
TELEGLOBE USA INC.	0	0	0	0	1	1
TELEUNO, INC.	9	1	10	1	0	1
TELLISS, LLC	0	0	0	0	1	1
TELSCAPE USA, INC.	1	0	1	1	0	1
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	0	1	1
UKI COMMUNICATIONS, INC.	3	0	3	3	8	11
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	2	0	2
VALUE-ADDED COMMUNICATIONS CORPORATION	0	0	0	0	1	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	2	2	5	3	8
VERIZON SELECT SERVICES INC.	0	0	0	3	0	3
VOX POPULI TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
WEBNET COMMUNICATIONS, INC.	0	1	1	1	5	6
WORLD-LINK, INC.	0	0	0	1	0	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	5	2	7	1	6	7
WORLDCOM NETWORK SERVICES, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	0	1	1	1	0	1
ZERO PLUS DIALING, INC.	0	1	1	3	0	3
TOTALS	226	228	454	471	133	604

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

Company	June	Year-To-Date
AT&T / ACC	5	43
MCI Worldcom	7	32
OLS, Inc.	1	9
Optical Telephone Corporation	18	124
Sprint	7	44
Talk America Inc.	1	22
Teleuno, Inc.	0	18
UKI Communications, Inc.	1	53
WebNet Communications	3	20
Other Long Distance Companies	18	87
Totals	61	452

Cases Resolved as Slamming

June 2001 - June 2002



**Pay Telephone Companies
Complaint Activity - June 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
FLORIDA TELCO, INC.	0	1	1	0	0	0
INLINE TELECOM, INC.	0	0	0	1	0	1
LONESTAR TELCOM, INC.	1	0	1	0	0	0
NATIONAL TELEPHONE COMPANY, L.L.C.	0	0	0	1	0	1
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	0	0	0	0	1	1
PHONETEL TECHNOLOGIES, INC.	0	0	0	0	1	1
TCG PUBLIC COMMUNICATIONS, INC.	0	2	2	1	0	1
TOTALS	1	3	4	3	2	5

Water & Wastewater Companies Complaint Activity - June 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALAFAYA UTILITIES, INC.	0	0	0	1	1	2
ALOHA UTILITIES, INC.	1	1	2	2	0	2
ARREDONDO UTILITY COMPANY, INC.	0	0	0	1	0	1
BAYSIDE UTILITY SERVICES, INC.	0	0	0	1	0	1
BOCILLA UTILITIES, INC.	0	0	0	1	0	1
BONITA SPRINGS UTILITIES	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	0	0	0	5	0	5
BURKIM ENTERPRISES, INC.	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	1	5	6	8	1	9
HUDSON UTILITIES, INC.	0	1	1	2	0	2
KEEN SALES, RENTALS AND UTILITIES, INC.	0	1	1	1	0	1
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
MARION UTILITIES, INC.	0	0	0	1	0	1
PARK WATER COMPANY INC.	0	1	1	1	0	1
POINCIANA UTILITIES INC.	0	0	0	1	0	1
ROYAL UTILITY COMPANY	0	0	0	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	1	0	1
UNITED WATER FLORIDA INC.	0	0	0	1	2	3
TOTALS	3	10	13	29	5	34

INDEX OF DEFINITIONS

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

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

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

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

Complaint - A substantial unresolved objection regarding a regulated utility, as it relate to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis.

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

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

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

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

Cramming - When charges for telephone services are added, or "crammed", onto local telephone bills without the consumers' knowledge or consent.

Docket Correspondence - Consumer input regarding a docketed item which does not require investigation or analysis by the PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

Information Request - An inquiry that does not involve investigation or analysis by the PSC staff.

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

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

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

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

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

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

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