



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION

**CONSUMER ACTIVITY REPORT  
JULY 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.

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## Summary

There were **2,461** 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 **3,516** information requests handled by the PSC.

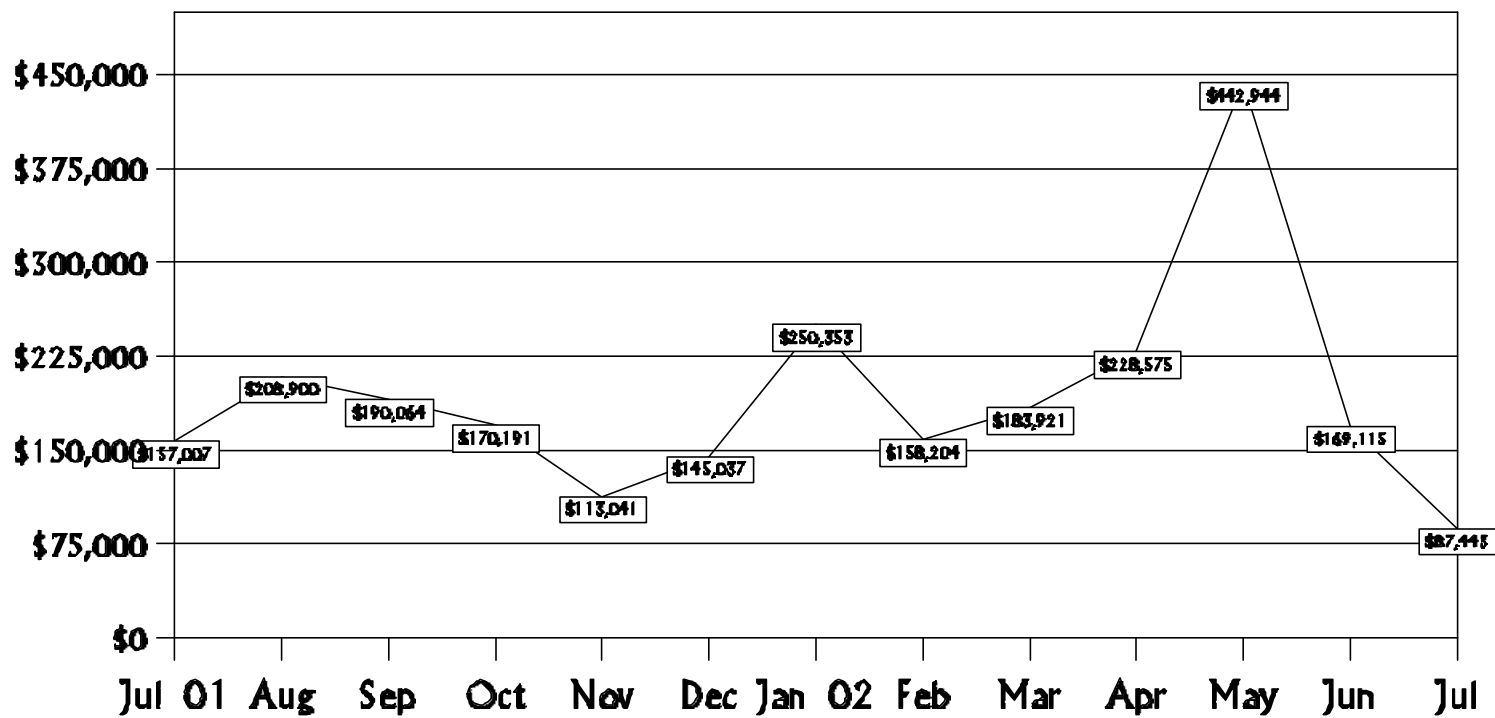
A total of eighteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of July 31, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **1,131** calls transferred during July 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$87,443** for the month.

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# Monthly Consumer Refunds

July 2001 - July 2002



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## Table of Contents

Consumer Activity Overview	1
Total Consumer Contacts	2
Total Calls Received - Call Center Statistics	3
Monthly Status of Total Complaints Received / Resolved	4
Complaints by County	5
How Complaints Were Received	6
How Information Requests Were Received	7
Complaints by Industry	8
<b>Electric Companies - Complaint Activity</b>	<b>9</b>
Momentary Electric Outage Information	12
<b>Gas Companies - Complaint Activity</b>	<b>13</b>
<b>Alternative Local Exchange Telephone Companies - Complaint Activity</b>	<b>15</b>
<b>Local Exchange Telephone Companies - Complaint Activity</b>	<b>17</b>
Unauthorized Telephone Service Change - <i>Local Slamming</i>	20
Unauthorized Additional Local Telephone Service Charges - <i>Cramming</i>	21
<b>Long Distance Telephone Companies - Complaint Activity</b>	<b>22</b>
Unauthorized Telephone Service Change - <i>Long Distance Slamming</i>	24
<b>Pay Telephone Companies - Complaint Activity</b>	<b>25</b>
<b>Water and Wastewater Companies - Complaint Activity</b>	<b>26</b>
Index of Definitions	27

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## Consumer Activity - July 2002

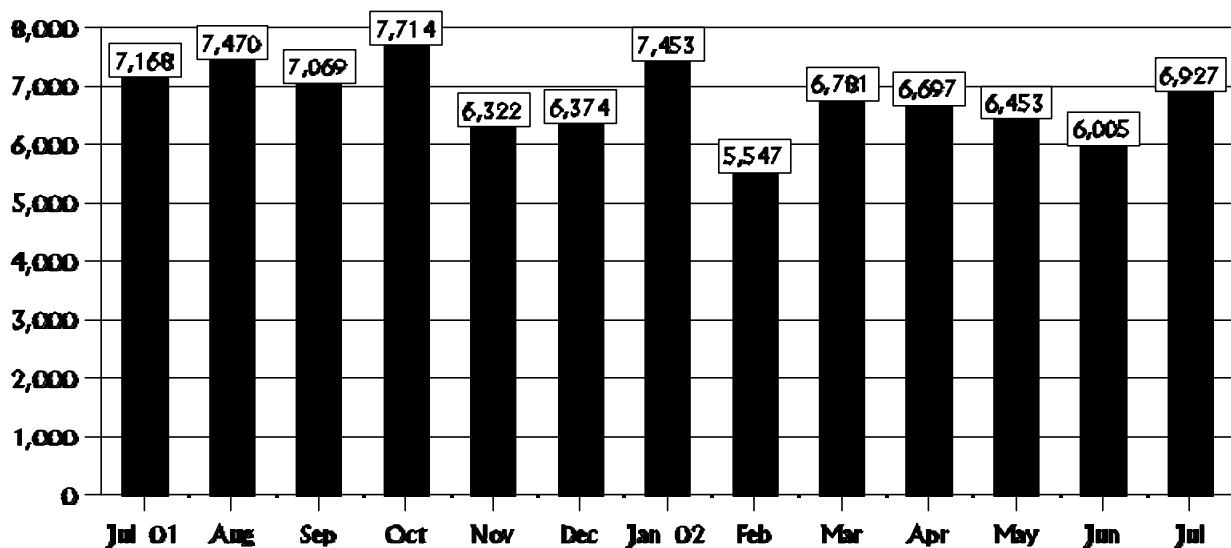
<b>Complaints Received</b>		<b>2,461</b>
Electric	73	
Gas	11	
Alternative Local Exchange Telephone	232	
Local Exchange Telephone	254	
Long Distance Telephone	499	
Pay Telephone	4	
Water & Wastewater	31	
Non-regulated/Other Consumer Assistance	1,217	
Cases Received / Closed Under 72 Hr Rule	140	
Electric	62	
Gas	0	
Telecommunications	78	
Water / Wastewater	0	
<b>Information Requests Received</b>		<b>3,516</b>
<b>Total Cases Received</b>		<b>5,977</b>

How Cases Were Received	Complaints	Information Requests
Phone	1,598	3,352
Mail	359	24
Internet	324	130
Fax	180	10
<b>Totals</b>	<b>2,461</b>	<b>3,516</b>

<b>Non-Regulated Calls Not Filed As Cases</b>	<b>950</b>
<b>Total Consumer Contacts Handled</b>	<b>6,927</b>
<b>Transfer Connect (Calls Transferred to Utilities)</b>	<b>996</b>
<b>E-Transfers (E-mails Routed Directly from PSC Website to Utilities)</b>	<b>45</b>

<b>Consumer Savings</b>	
Electric	\$ 2,541.38
Gas	1,491.31
Alternative Local Exchange Telephone	20,845.17
Local Exchange Telephone	19,301.85
Long Distance Telephone	43,084.05
Pay Telephone	0.00
Water & Wastewater	168.86
Non-regulated/Other Consumer Assistance	10.00
<b>Total</b>	<b>\$87,442.62</b>

## Public Service Commission Total Consumer Contacts July 2001 - July 2002



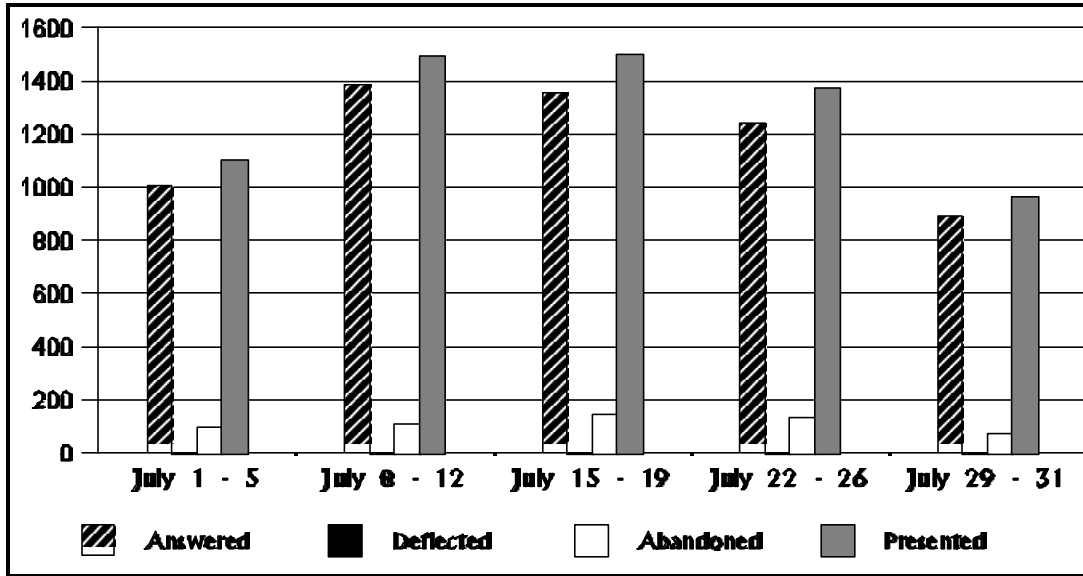
	Complaints Received	% of Total Complaints*
Electric	73	3%
Gas	11	< 1%
Alt. Local Exchange Telephone	232	9%
Local Exchange Telephone	254	10%
Long Distance Telephone	499	20%
Pay Telephone	4	< 1%
Water & Wastewater	31	1%
Non-regulated Consumer Assistance	1,217	49%
Cases Received & Closed by 72 Hr Rule	140	6%
Total	2,461	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 July 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.

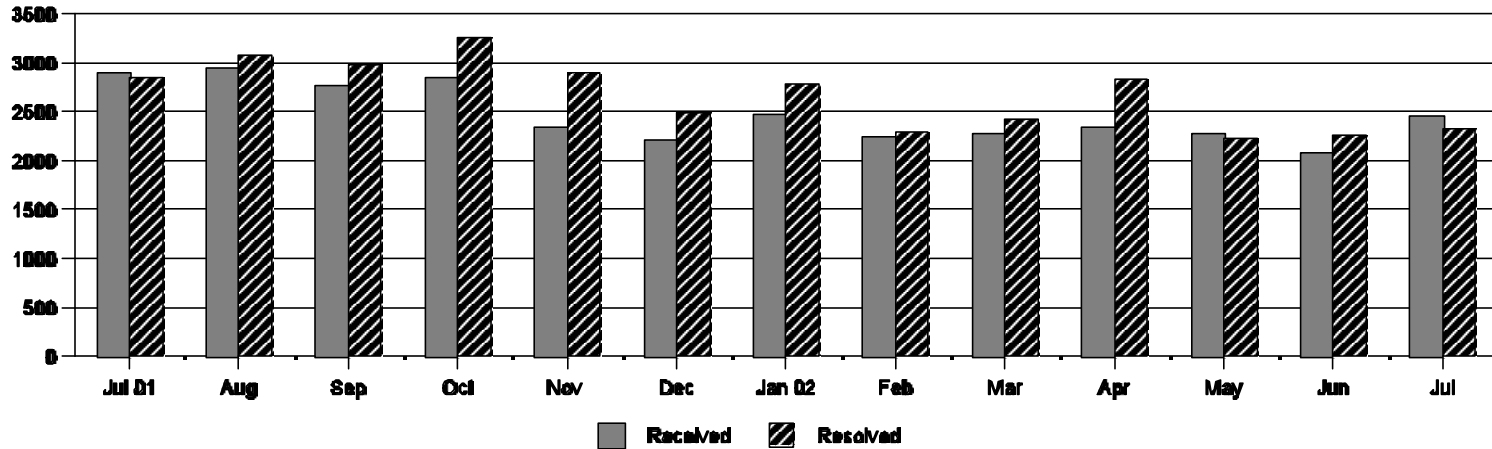
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
July 1 - 5	1,005	91%	0	0%	98	9%	1,103
July 8 - 12	1,383	93%	0	0%	110	7%	1,493
July 15 - 19	1,356	90%	0	0%	144	10%	1,500
July 22 - 26	1,240	90%	0	0%	133	10%	1,373
July 29 - 31	894	93%	0	0%	72	7%	966
Totals	5,878	91%	0	0%	557	9%	6,435

Note: % Totals have been rounded.

Calls Answered During the Month	5,878
Minus CAF Calls Resulting in Cases	(4,928)
Total Non-Jurisdictional Calls Not Filed As Cases	950

## Monthly Status of Total Complaints Received / Resolved\*

July 2001 - July 2002



	Jul 01	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul
Received	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081	2,461
Resolved	2,845	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252	2,318

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

# Complaints Received by County

JULY 2002

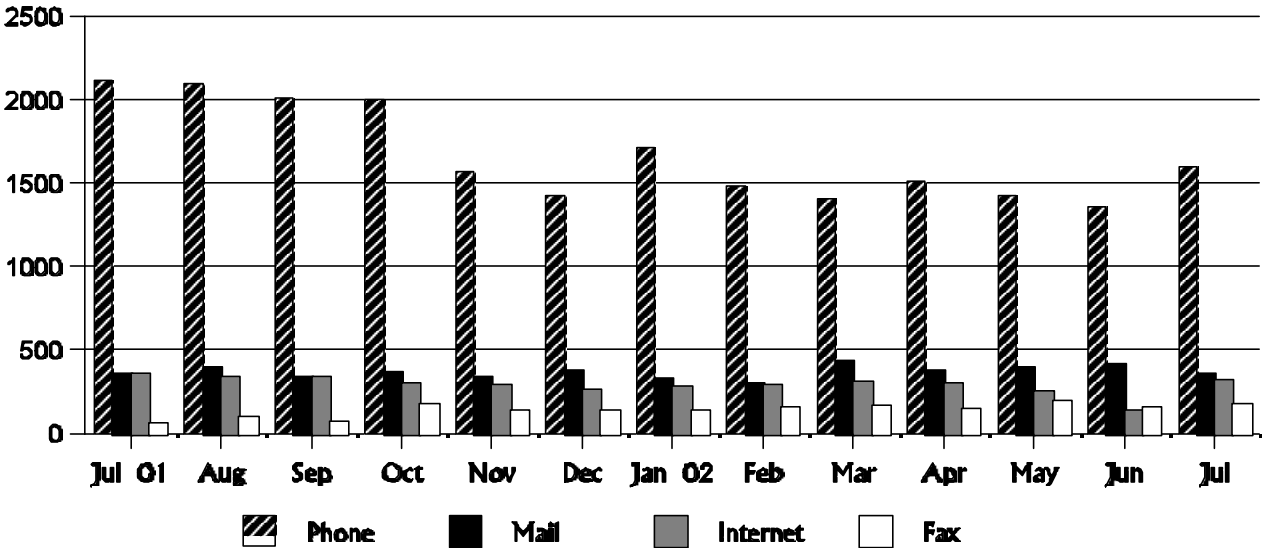


Note: County name not available for 868 cases.

# How Complaints Were Received

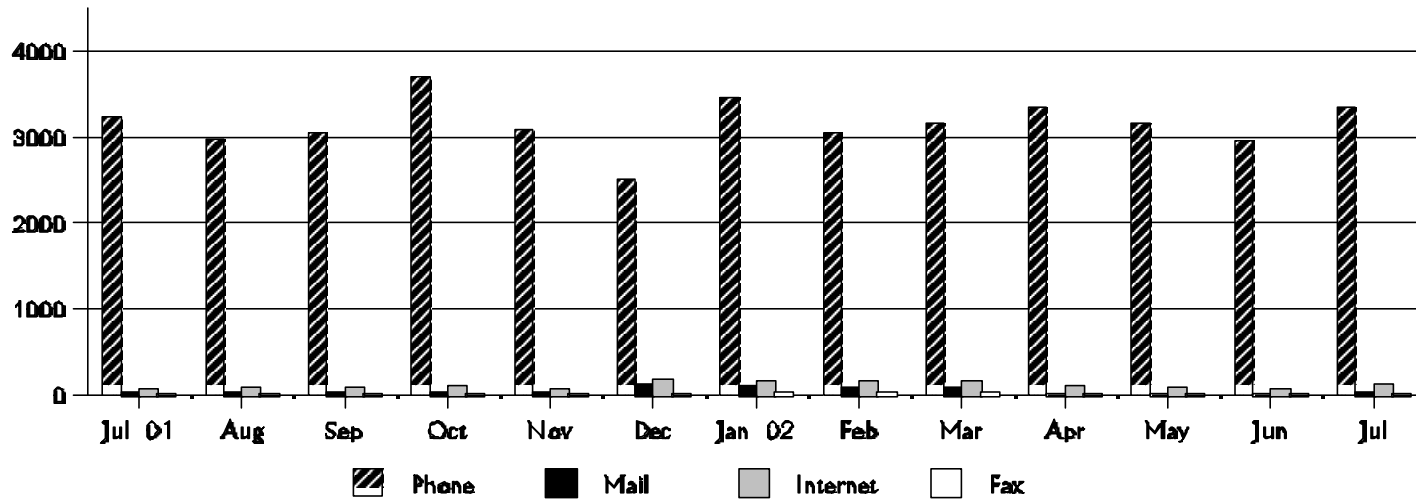
## Phone, Mail, Internet and Fax

### July 2001 - July 2002



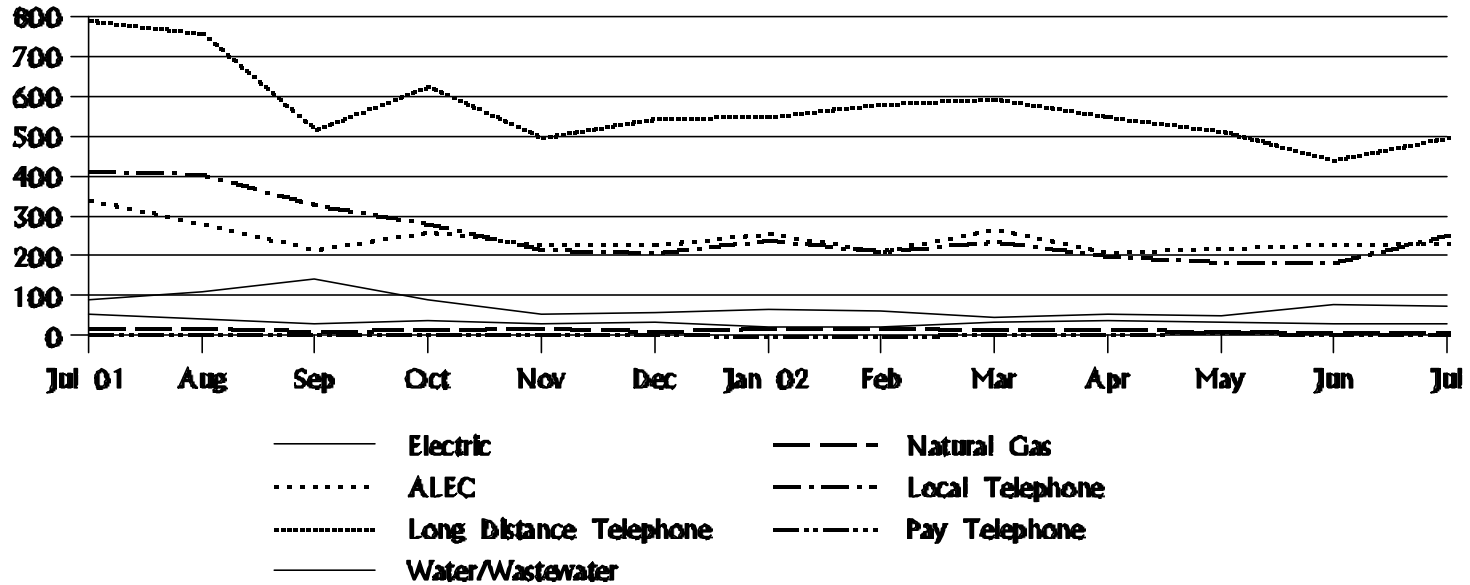
	Jul 01	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul
Phone	2,111	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361	1,598
Mail	359	401	346	374	344	380	329	302	437	382	399	419	359
Internet	365	341	340	299	291	263	281	290	313	304	253	137	324
Fax	67	100	71	174	142	136	143	162	165	153	198	164	180
Total	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081	2,461

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



	<b>Jul 01</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan 02</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>
Phone	3,233	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961	3,352
Mail	35	35	25	27	25	130	98	92	84	20	13	18	24
Internet	73	84	82	111	63	180	169	158	168	97	84	71	130
Fax	13	18	5	7	8	15	24	24	22	3	9	10	10
<b>Total</b>	<b>3,354</b>	<b>3,103</b>	<b>3,159</b>	<b>3,842</b>	<b>3,177</b>	<b>2,839</b>	<b>3,756</b>	<b>3,314</b>	<b>3,432</b>	<b>3,461</b>	<b>3,256</b>	<b>3,060</b>	<b>3,516</b>

## Complaints by Industry July 2001 - July 2002



Industry	Jul 01	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul
Electric	90	111	140	89	52	58	64	62	47	53	50	76	73
Natural Gas	21	20	14	16	22	15	20	21	17	19	13	9	11
ALEC	344	282	219	264	231	230	258	212	272	208	223	231	232
Local Telephone	415	405	332	284	216	211	241	212	239	203	185	186	254
Long Dist. Phone	790	760	518	627	499	546	552	585	596	550	515	443	499
Payphone	7	6	5	5	6	6	3	3	5	4	8	6	4
Water/Wastewater	55	41	29	37	30	32	22	21	33	37	33	28	31

## Electric Companies Complaint Activity - July 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	21	5	26	145	13	0	13	174
FLORIDA POWER & LIGHT COMPANY	18	12	30	211	36	0	36	309
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	11	3	0	3	9
GULF POWER COMPANY	1	1	2	15	3	0	3	14
TAMPA ELECTRIC COMPANY	6	6	12	46	10	0	10	61
<b>TOTAL</b>	<b>48</b>	<b>25</b>	<b>73</b>	<b>428</b>	<b>65</b>	<b>0</b>	<b>65</b>	<b>567</b>

*\*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*	July 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
<b>TOTAL</b>	<b>6,339,722</b>	<b>5</b>	<b>0.0008</b>		

*\*Please see Index of Definitions.*

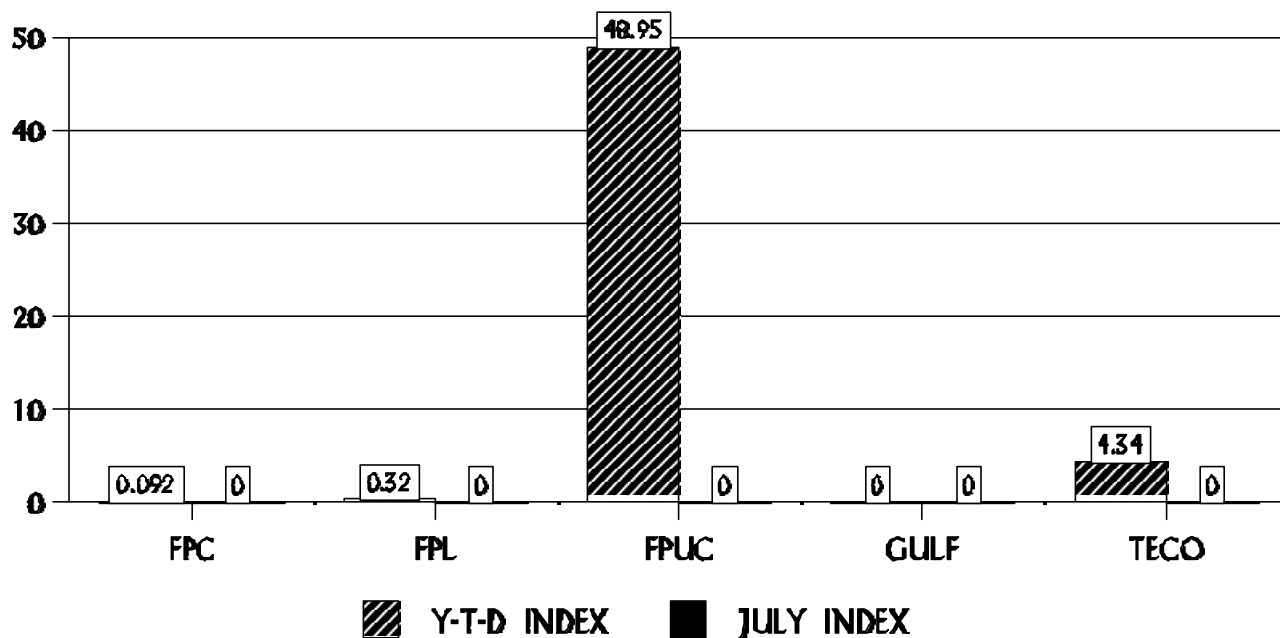
*\*\*Source - Information supplied by the companies as of December 31, 2001.*

*\*\*\* 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

July 2002

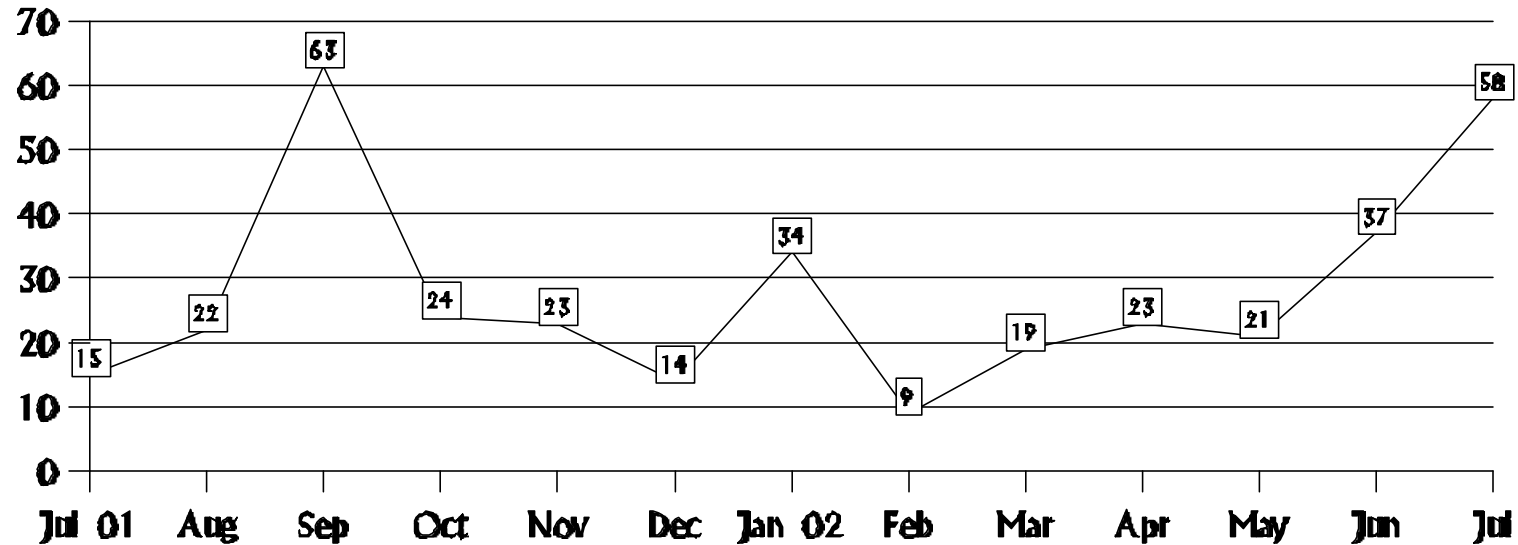


<b>TOTAL CUSTOMER BASE*</b>				
<b>FLORIDA POWER CORP.</b>	<b>FLORIDA POWER AND LIGHT COMPANY</b>	<b>FLORIDA PUBLIC UTILITIES COMPANY</b>	<b>GULF POWER COMPANY</b>	<b>TAMPA ELECTRIC COMPANY</b>
<b>1,383,648</b>	<b>3,969,611</b>	<b>25,992</b>	<b>376,520</b>	<b>583,951</b>

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

# Total Momentary Electricity Outages Filed

July 2001 - July 2002



## Natural Gas Companies Complaint Activity July 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	6	0	1	1	6
CITY GAS COMPANY OF FLORIDA	0	3	3	51	5	0	5	76
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	20	2	0	2	24
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	1	1	1
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	3	3	6	31	3	0	3	36
<b>TOTAL</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>110</b>	<b>10</b>	<b>2</b>	<b>12</b>	<b>147</b>

*\*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*	July 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	1	0.094	3.83	19.141
CITY GAS COMPANY OF FLORIDA	105,000	8	0.076	3.09	0.00
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	60.94
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	1	0.250	10.14	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	1	0.004	0.17	0.00
<b>INDUSTRY TOTAL</b>	<b>436,228</b>	<b>11</b>	<b>0.027</b>		

\*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 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.

## Alternative Local Telephone Companies Complaint Activity - July 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	0	1	1	0	0	0
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACI	1	0	1	0	0	0
ACTEL INTEGRATED COMMUNICATIONS, INC.	0	1	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	1	1	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	4	2	6	4	1	5
ALLTEL COMMUNICATIONS, INC.	1	1	2	3	0	3
ALTERNATIVE PHONE, INC.	0	1	1	1	0	1
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
AMERICAN DIAL TONE	1	0	1	0	0	0
AT&T DIGITAL PHONE	28	28	56	34	11	45
BROADSTREET COMMUNICATIONS, INC.	0	0	0	1	0	1
BROADWING LOCAL SERVICES INC.	0	0	0	1	0	1
BTI	2	0	2	2	0	2
CAT COMMUNICATIONS	4	0	4	3	1	4
CHOCTAW COMMUNICATIONS, INC.	1	0	1	3	1	4
CITYWIDE-TEL	1	0	1	1	0	1
DELTA PHONES, INC.	1	0	1	1	0	1
DPI-TELECONNECT, L.L.C.	2	2	4	2	0	2
DSLII	1	1	2	1	0	1
EASY TELEPHONE SERVICES COMPANY	0	1	1	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	2	0	2
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	1	1
EXCELINK COMMUNICATIONS, INC.	1	0	1	1	0	1
EXPRESS PHONE SERVICE	1	0	1	1	0	1
E.SPIRE COMMUNICATIONS, INC.	1	0	1	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	1	0	1
FLATEL, INC.	1	0	1	0	0	0
FLORIDA COMM SOUTH	0	1	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	3	1	4	10	4	14
FLORIDA PHONE SERVICE, INC.	1	0	1	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	4	0	4	6	1	7
GLOBAL TELECOM SYSTEMS, INC.	0	1	1	0	0	0
IDS LONG DISTANCE, INC.	0	0	0	1	0	1
IDS TELCOM LLC	4	1	5	7	1	8
ILD	0	2	2	4	0	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	1	2	3
ISN COMMUNICATIONS	2	1	3	0	0	0
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	1	0	1
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
KMC TELECOM III LLC	1	0	1	1	0	1
KNOLOGY OF FLORIDA, INC.	1	1	2	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	3	0	3	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	3	4	7	1	1	2
MEDIAONE FLA TELECOMM., INC. D/B/A AT&T BROADBAND	0	0	0	0	1	1
MIRACLE COMMUNICATIONS	1	1	2	1	0	1
MPOWER COMMUNICATIONS CORP.	1	3	4	3	3	6
NETWORK PLUS, INC. D/B/A HALE AND FATHER, INC.	0	0	0	3	2	5
NETWORK TELEPHONE CORPORATION	1	0	1	0	0	0
NEWPHONE	1	0	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	1	1	2	0	1	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	1	0	1
PILGRIM TELEPHONE, INC.	0	0	0	0	1	1
PROGRESS TELECOM CORPORATION	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
RE-CONNECTION CONNECTION	0	1	1	1	0	1
SANDHILLS TELECOMM. GROUP, INC. D/B/A SANTEL COMM.	0	0	0	1	0	1
SATCOM COMMUNICATION	8	1	9	0	0	0
SBC TELECOM, INC.	1	0	1	0	0	0
SMART CITY SOLUTIONS, LLC	0	0	0	1	0	1
SOUTHERN RECONNECT, INC.	0	0	0	0	1	1
SUN-TEL USA, INC.	1	0	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	40	30	70	50	10	60
TALK AMERICA INC.	0	1	1	3	1	4
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	0	1	1
USA TELECOM, INC.	1	0	1	0	0	0
VARTEC TELECOM, INC.	2	3	5	5	0	5
VERIZON SELECT SERVICES INC.	0	1	1	0	0	0
WINSTAR COMMUNICATIONS, LLC	0	0	0	1	1	2
XO FLORIDA, INC.	4	1	5	7	0	7
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>137</b>	<b>95</b>	<b>232</b>	<b>179</b>	<b>49</b>	<b>228</b>

## Local Telephone Companies Complaint Activity July 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.	4	3	7	37	5	0	5	43
BELLSOUTH	106	45	151	963	126	14	140	1,188
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	3	0	3	10	2	0	2	9
VERIZON FLORIDA, INC.	10	8	18	135	13	0	13	171
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	0	0	2
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	51	24	75	375	4	0	44	418
<b>TOTAL</b>	<b>174</b>	<b>80</b>	<b>254</b>	<b>1,524</b>	<b>150</b>	<b>14</b>	<b>204</b>	<b>1,834</b>

## 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*	July 2002 Apparent Infractions Index*
ALLTEL	94,736	3	0.0317	4.06	0.00
BELLSOUTH	6,451,600	52	0.0081	1.03	1.75
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Florala, Gulf & St. Joseph)	52,348	0	0.0000	0.00	0.00
VERIZON FLORIDA, INC.	2,416,247	11	0.0046	0.58	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	1	0.0704	9.02	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	21	0.0095	1.22	0.00
<b>TOTAL</b>	<b>11,277,711</b>	<b>88</b>	<b>0.0078</b>		

\* Please see Index of Definitions.

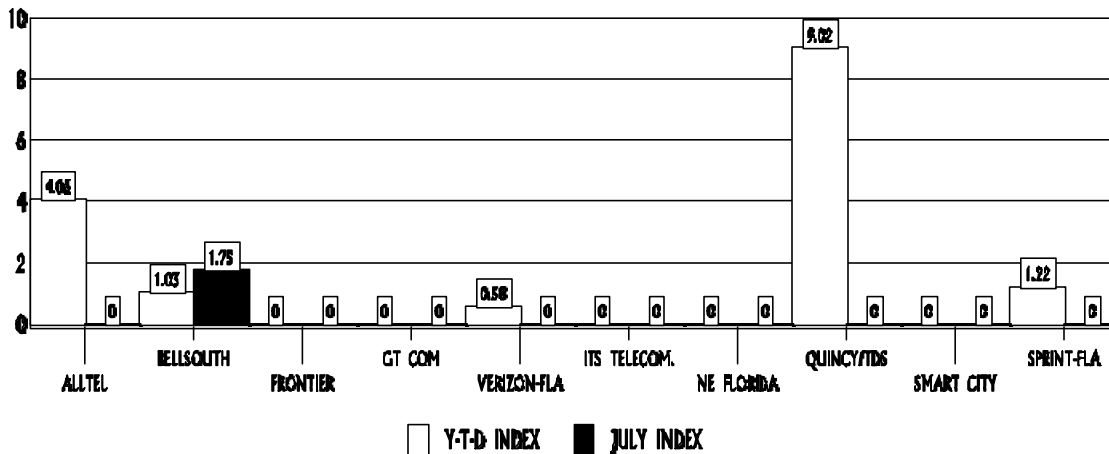
\*\*Source - PSC Comparative Rate Statistics Report for the Year 2001.

\*\*\*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

July 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 - July 2002**

<b>Company</b>	<b>July</b>	<b>Year-To-Date</b>
AT&T Digital Phone	<b>1</b>	<b>3</b>
Bellsouth Telecommunications, Inc.	<b>0</b>	<b>3</b>
Florida Digital Network, Inc.	<b>0</b>	<b>6</b>
Hale & Father, Inc.	<b>0</b>	<b>12</b>
IDS Long Distance, Inc.	<b>0</b>	<b>4</b>
IDS Telcom LLC	<b>0</b>	<b>3</b>
Sprint-Florida, Inc.	<b>0</b>	<b>7</b>
Supra Telecommunications & Information Systems, Inc.	<b>4</b>	<b>16</b>
Talk America Inc.	<b>0</b>	<b>8</b>
All Other Local Companies	<b>0</b>	<b>11</b>
<b>Totals</b>	<b>5</b>	<b>73</b>

# Cramming Statistics\*

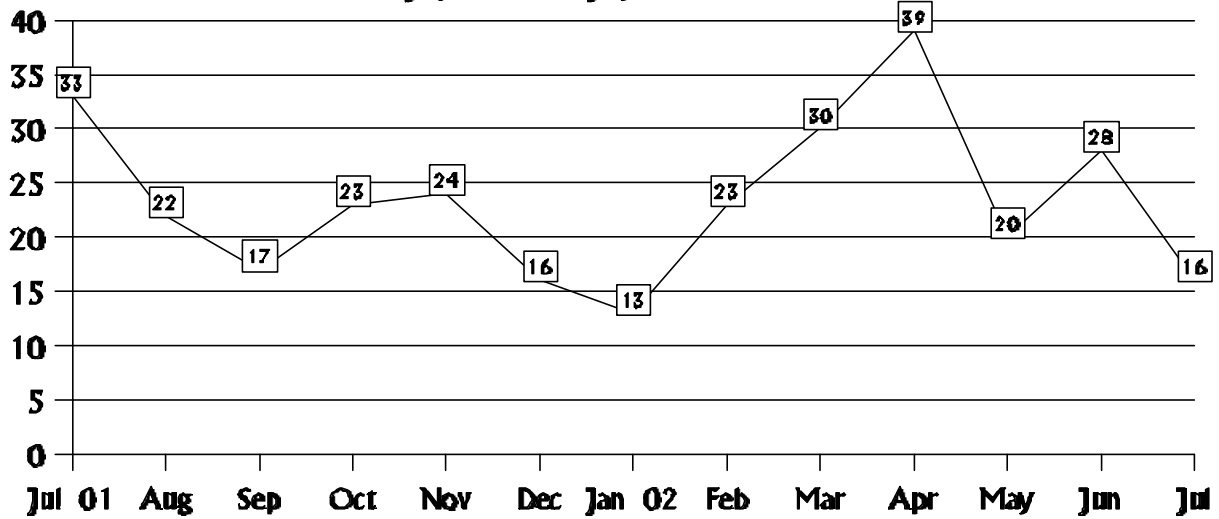
## July 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
19	16	\$ 915.06

*\*Please see Index of Definitions*

### Cases Resolved as Cramming

July 2001 - July 2002



## Long Distance Telephone Companies Complaint Activity - July 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	3	3	1	0	1
ACG TELECOM SERVICES INCORPORATED	0	0	0	0	1	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	1	0	1
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	11	2	13	1	7	8
AMERICAN PHONE SERVICES CORP.	0	1	1	1	0	1
AT&T (ACC LONG DISTANCE)	59	72	131	108	19	127
BROADSTREAM CORPORATION	0	0	0	0	1	1
BROADWING TELECOMMUNICATIONS INC.	1	0	1	2	0	2
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CIERRACOM SYSTEMS	3	2	5	2	2	4
COMTECH 21, LLC	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	2	2	4	1	1	2
ESSENTIAL.COM, INC.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	2	2	4	1	0	1
EZTEL NETWORK SERVICE, LLC	0	0	0	0	2	2
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	1	0	1	0	0	0
FEDERAL TRANSTEL, INC.	0	1	1	0	0	0
FLAT RATE COMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	0	0	0	1	1	2
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	0	0
GLOBAL CREST COMMUNICATIONS, INC.	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	3	0	3	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	6	0	6	4	0	4
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	2	0	2
GLOBCOM, INC.	0	0	0	1	0	1
HBS BILLING SERVICES COMPANY	0	2	2	3	0	3
HORIZONONE COMMUNICATIONS	0	5	5	0	2	2
I VANTAGE NETWORK SOLUTIONS	0	2	2	2	0	2
IDS TELCOM LLC	0	0	0	1	1	2
IDT AMERICA CORP.	7	6	13	8	2	10
IDT CORPORATION	1	0	1	1	0	1
ILD	2	1	3	6	0	6
INTEGRETEL, INC.	0	12	12	9	0	9
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	0	0	0
ITC^DELTACOM	0	1	1	1	0	1
KMC TELECOM III LLC	0	0	0	0	1	1
KTNT COMMUNICATIONS, INC.	0	1	1	0	0	0
LCR TELECOMMUNICATIONS L.L.C.	4	0	4	0	0	0
LEAST COST ROUTING, INC.	0	0	0	0	1	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
L.O.M.	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	3	1	4	0	0	0
MATRIX TELECOM, INC.	1	0	1	0	0	0
MCG, LLC	0	0	0	0	1	1

Utility Name				Apparent	Apparent	
	Service	Billing	Total	Non-infractions	Infractions	Total
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	5	1	6
MCI WORLDCOM NETWORK SERVICES, INC.	51	46	97	57	8	65
MERCURY LONG DISTANCE, INC.	0	2	2	0	0	0
MIKO TELEPHONE COMMUNICATIONS, INC.	1	0	1	0	0	0
NATIONAL ACCOUNTS, INC.	0	0	0	2	0	2
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	1	2	3	0	0	0
NETWORK ENHANCED TECHNOLOGIES, INC.	1	0	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	1	2
NORCOM, INC.	0	0	0	1	0	1
NORSTAR COMMUNICATIONS, INC. D/B/A BUSINESS SAVINGS PLAN I	0	0	0	0	1	1
NUI TELECOM, INC.	0	0	0	1	0	1
OCMC, INC. D/B/A ONE CALL COMMUNICATIONS, INC., OPTICOM, 1	0	0	0	1	0	1
OLS, INC.	1	1	2	0	1	1
ONE CALL COMMUNICATIONS, INC.	0	3	3	3	0	3
OPERATOR ASSISTANCE NETWORK	0	2	2	1	1	2
OPEX COMMUNICATIONS, INC.	0	0	0	1	0	1
OPTICAL TELEPHONE CORPORATION	18	0	18	0	20	20
PAETEC COMMUNICATIONS, INC.	0	1	1	0	0	0
PANTHER TELECOMMUNICATIONS CORPORATION	1	0	1	0	0	0
PHONETEL TECHNOLOGIES, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	13	11	24	21	0	21
RADIANT TELECOM, INC.	1	0	1	0	0	0
REDUCED RATE LONG DISTANCE LLC	1	1	2	0	0	0
SPRINT	26	12	38	35	8	43
STARTEC GLOBAL LICENSING COMPANY	0	1	1	0	0	0
TALK AMERICA INC.	1	2	3	4	1	5
TCG SOUTH FLORIDA	0	1	1	0	0	0
TELECOM*USA OR TELECONNECT	1	1	2	0	0	0
TELEGLOBE USA INC.	0	0	0	0	1	1
TELEUNO, INC.	18	7	25	3	3	6
TELIGENT SERVICES, INC.	0	1	1	0	0	0
TNS	1	0	1	0	0	0
TRANSCALL AMERICA, INC. D/B/A ATC LONG DISTANCE	0	0	0	1	0	1
U S P & C CORPORATION	0	2	2	0	0	0
UKI COMMUNICATIONS, INC.	3	1	4	1	0	1
UNIVERSAL BROADBAND COMUNICATIONS, INC. D/B/A BUSINESS SAV	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	2	0	2
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	3	5	8	2	3	5
VERIZON LONG DISTANCE	1	0	1	2	0	2
VERIZON SELECT SERVICES INC.	2	4	6	1	0	1
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
WEBNET COMMUNICATIONS, INC.	0	2	2	0	0	0
WORLD-LINK, INC.	0	0	0	0	1	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	4	4	8	6	5	11
WORLDCOM NETWORK SERVICES, INC.	0	1	1	0	0	0
WORLDTEQ CORPORATION	0	0	0	1	0	1
WORLDXCHANGE CORP.	1	0	1	0	0	0
XO FLORIDA, INC.	1	0	1	1	0	1
ZERO PLUS DIALING	2	2	4	2	0	2
<b>TOTALS</b>	<b>267</b>	<b>232</b>	<b>499</b>	<b>317</b>	<b>99</b>	<b>416</b>

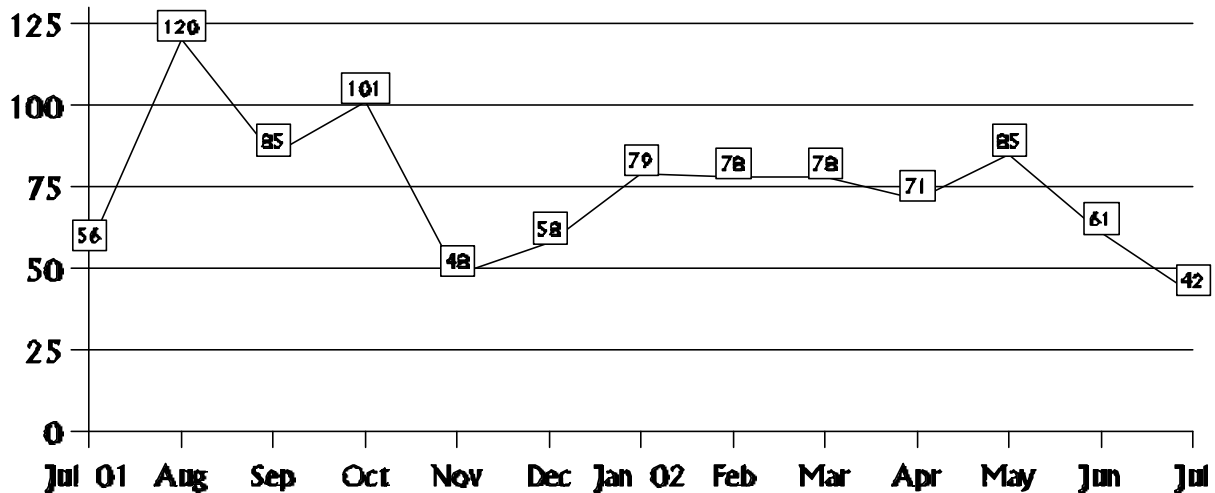
## Unauthorized Distance Service Change "Long Distance Slamming"

### Apparent Rule Infractions - July 2002

Company	July	Year-To-Date
America's Digital Satellite Telephone, Inc.	6	20
AT&T / ACC	2	45
MCI Worldcom	5	37
Optical Telephone Corporation	13	138
Sprint	5	49
Talk America Inc.	1	23
Teleuno, Inc.	3	22
UKI Communications, Inc.	0	53
WebNet Communications	0	20
World Communications Satellite Systems, Inc.	4	11
Other Long Distance Companies	3	81
<b>Totals</b>	<b>42</b>	<b>499</b>

## Cases Resolved as Slamming

July 2001 - July 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
COIN-TEL, INC.	1	0	1	0	1	1
FLORIDA TELCO, INC.	0	0	0	1	0	1
HSI TELECOM, INC.	2	0	2	0	0	0
NATIONAL TELEPHONE COMPANY, L.L.C.	1	0	1	0	0	0
PALM-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>

## Water & Wastewater Companies Complaint Activity - July 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	3	0	3	4	0	4
AQUASOURCE UTILITY, INC.	1	0	1	0	0	0
BROADVIEW PARK WATER COMPANY	1	6	7	5	1	6
COLONIES WATER COMPANY	1	0	1	0	0	0
EAST PASCO UTILITIES, INC.	0	0	0	0	1	1
FLORALINO PROPERTIES, INC.	1	0	1	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	5	4	9	9	0	9
HOLIDAY UTILITY COMPANY, INC.	0	0	0	1	0	1
LAKE UTILITY SERVICES, INC.	0	1	1	0	0	0
SERVICE MANAGEMENT SYSTEMS, INC.	5	0	5	0	0	0
UNITED WATER FLORIDA INC.	0	1	1	2	1	3
WATER MANAGEMENT SERVICES, INC.	0	1	1	0	0	0
<b>TOTALS</b>	<b>18</b>	<b>13</b>	<b>31</b>	<b>22</b>	<b>3</b>	<b>25</b>



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