



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT JULY 2003

Data Compiled on 8/19/2003

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## Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

- **CALL** the Division of Consumer Affairs at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Website 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 Consumer Affairs  
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 adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. The Rule includes the expedited telephone transfer-connect and three day resolution processes 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 telephone transfer connect program. However, the 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 16 participants in the E-transfer pilot program. The Division of Consumer Affairs is still in the process of gathering information and monitoring the program; however, initial figures continue to indicate the program to be quite promising.

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## Summary

There were **3,055** complaints logged against the utility companies for the month of July 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,629** information requests logged by the PSC.

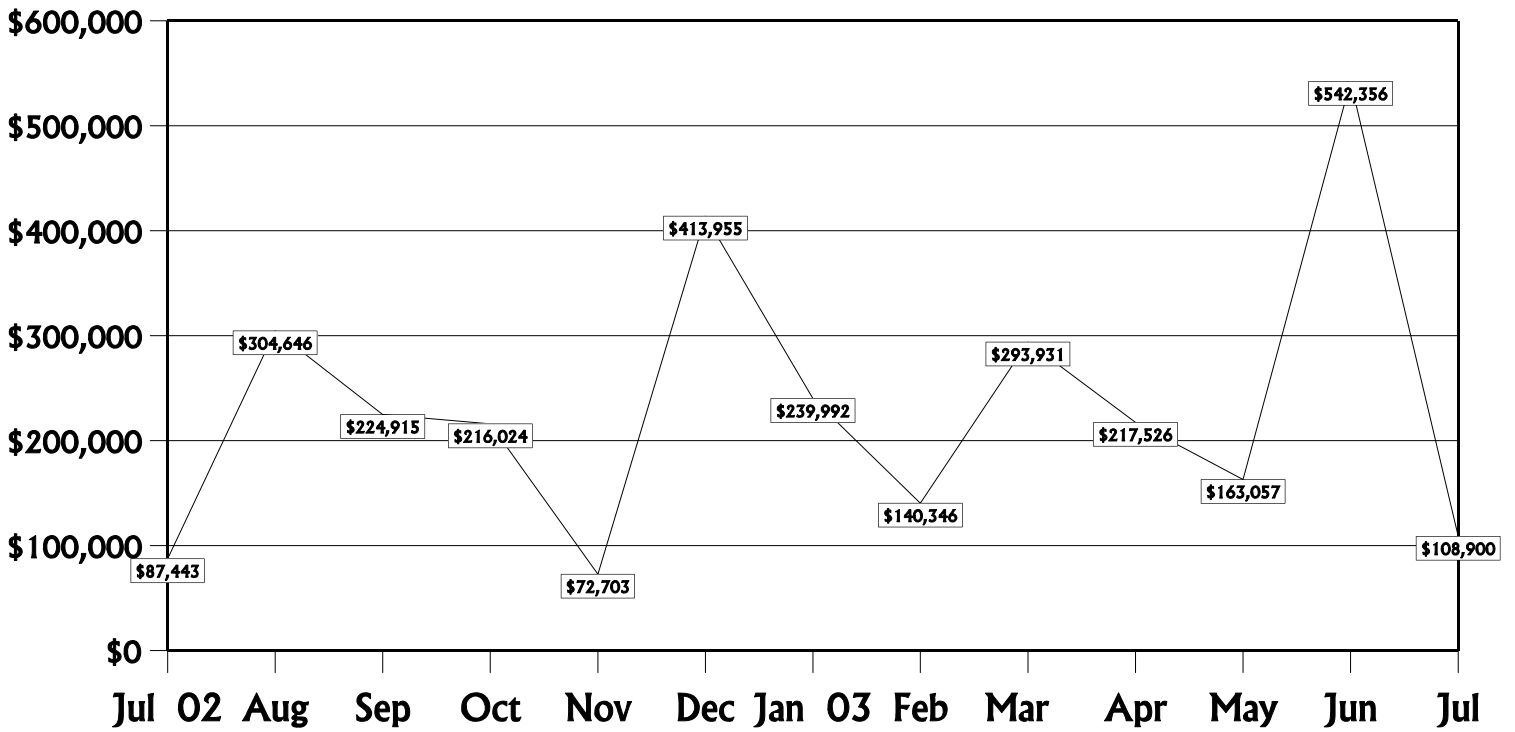
A total of twenty-one utility companies are participating in the Telephone Transfer-Connect option, as of July 31, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **1,268** calls transferred during July 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$108,900 for the month.

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# Consumer Refunds

July 2002 - July 2003



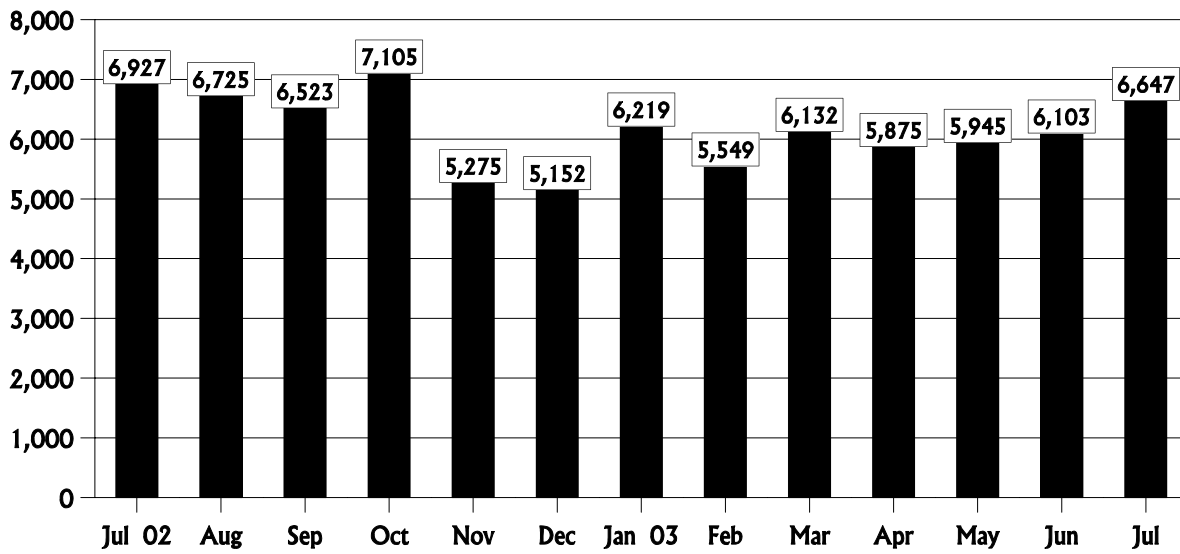
# Consumer Activity Overview - July 2003

|  |                     |
|--|---------------------|
| <b>Complaints Received</b>                                   | <b>3,055</b>        |
| Electric   | 99                  |
| Gas  | 25                  |
| Alternative Local Exchange Telephone                         | 275                 |
| Local Exchange Telephone                                     | 311                 |
| Long Distance Telephone                                      | 652                 |
| Pay Telephone  | 7                   |
| Water & Wastewater   | 38                  |
| Non-regulated or Noncertificated Company Complaints Received | 91                  |
| Telephone Transfer-Connects (Calls Transferred to Utilities) | 1,268               |
| E-Transfers (E-mails sent to Utilities from the PSC Website) | 130                 |
| Cases Received / Closed Under 3 Day Rule                     | 159                 |
| Electric   | 58                  |
| Gas  | 0                   |
| Telecommunications   | 101                 |
| Water / Wastewater   | 0                   |
| <b>Information Requests Received</b>                         | <b><u>2,629</u></b> |
| <b>Total Cases Received</b>                                  | <b>5,684</b>        |
| <b>Telephone Calls Not Filed As Cases</b>                    | <b><u>963</u></b>   |
| <b>Total Consumer Contacts Handled</b>                       | <b>6,647</b>        |

| How Cases Were Received | Complaints   | Information Requests | Total Cases  |
|-------------------------|--------------|----------------------|--------------|
| Phone                   | 2,066        | 2,486                | 4,552        |
| Mail                    | 297          | 33                   | 330          |
| Internet                | 491          | 96                   | 587          |
| Fax                     | 201          | 14                   | 215          |
| <b>Totals</b>           | <b>3,055</b> | <b>2,629</b>         | <b>5,684</b> |

|   |                     |
|---|---------------------|
| <b>Consumer Savings</b>                 |                     |
| Electric                                | \$ 6,177.53         |
| Gas                                     | 191.00              |
| Alternative Local Exchange Telephone    | 33,725.62           |
| Local Exchange Telephone                | 13,156.58           |
| Long Distance Telephone                 | 54,588.19           |
| Pay Telephone                           | 11.75               |
| Water & Wastewater                      | 1,049.03            |
| Non-regulated/Other Consumer Assistance | 0.00                |
| <b>Total</b>                            | <b>\$108,899.70</b> |

**Public Service Commission  
Total Consumer Contacts  
July 2002 - July 2003**





## Complaints by Industry July 2003

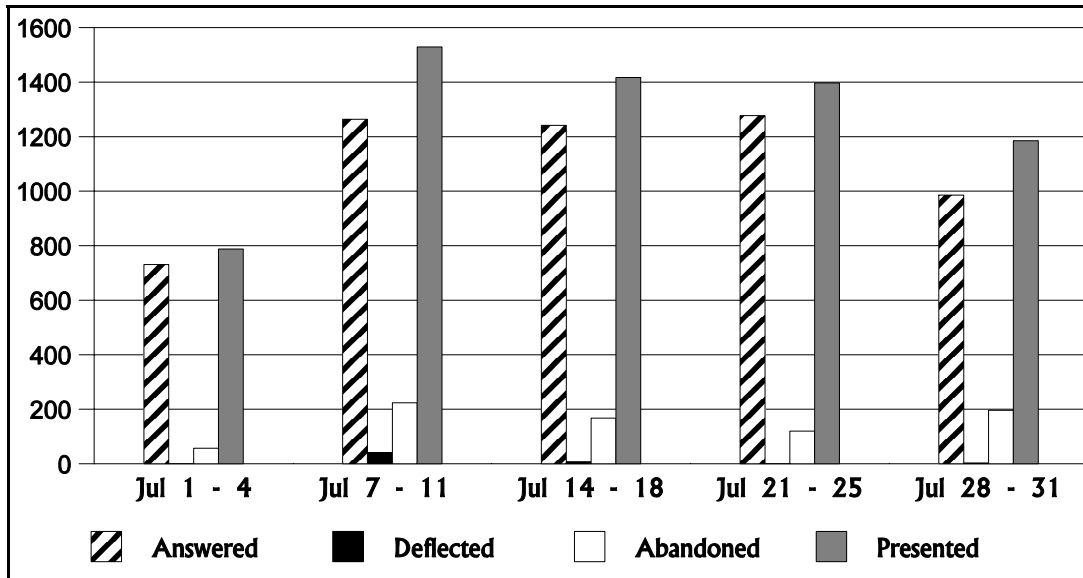
|   | Complaints<br>Received | % of Total<br>Complaints* |
|---|------------------------|---------------------------|
| Electric  | 99                     | 3%                        |
| Natural Gas   | 25                     | 1%                        |
| Alternative Local Exchange Telephone                            | 275                    | 9%                        |
| Local Exchange Telephone  | 311                    | 10%                       |
| Long Distance Telephone   | 652                    | 21%                       |
| Pay Telephone   | 7                      | < 1%                      |
| Water & Wastewater  | 38                     | 1%                        |
| Non-regulated or Non-certificated Company Complaints Received** | 91                     | 3%                        |
| Telephone Transfer-Connects                                     | 1268                   | 42%                       |
| E-Transfers   | 130                    | 4%                        |
| Cases Received & Closed by 72 Hr Rule                           | 159                    | 5%                        |
| Total   | 3,055                  | 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-regulated relates to issues raised in written correspondence, such as cellular telephones, certain non-jurisdictional city and county utilities, cable television and satellite companies, etc. These written filings are logged as complaints and responded to by Commission staff. Non-certificated relates to complaints filed against companies that are not certificated by the PSC, but the complaint issue may be jurisdictional.

## Total Calls Received - Call Center Statistics July 2003



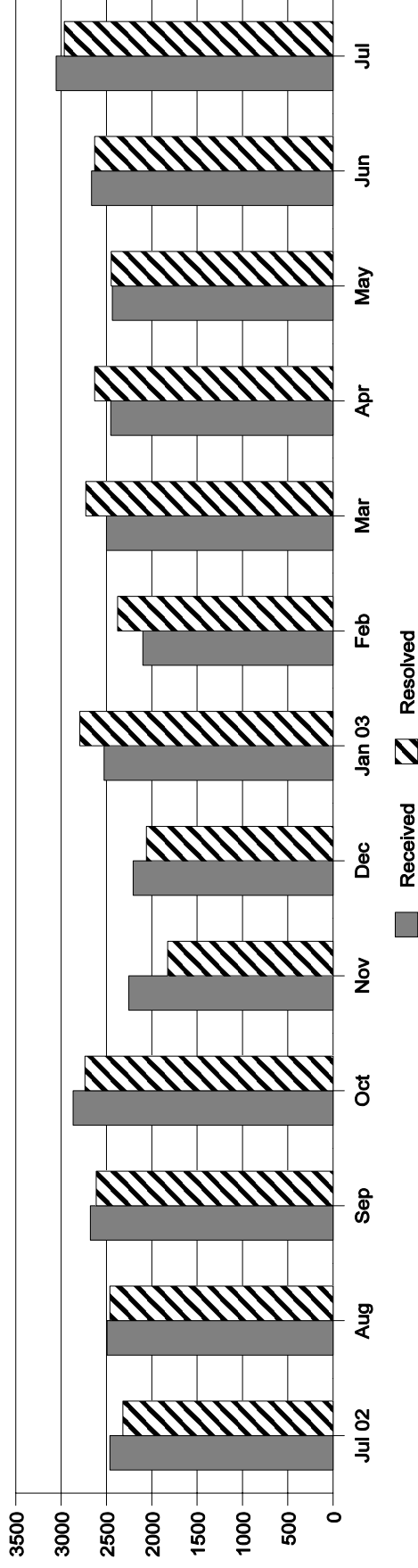
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which could not get through: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but abandoned the queue waiting status 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  |
|---------------|--------------|---------------|-----------|---------------|------------|---------------|--------------|
| July 1 - 4    | 731          | 93%           | 0         | 0%            | 57         | 7%            | 788          |
| July 7 - 11   | 1,264        | 83%           | 41        | 3%            | 224        | 15%           | 1,529        |
| July 14 - 18  | 1,242        | 88%           | 8         | 1%            | 167        | 12%           | 1,417        |
| July 21 - 25  | 1,277        | 91%           | 0         | 0%            | 120        | 9%            | 1,397        |
| July 28 - 31  | 986          | 83%           | 3         | 0%            | 196        | 17%           | 1,185        |
| <b>Totals</b> | <b>5,500</b> | <b>87%</b>    | <b>52</b> | <b>1%</b>     | <b>764</b> | <b>12%</b>    | <b>6,316</b> |

Note: % Totals have been rounded.

|                                       |         |
|---------------------------------------|---------|
| Calls Answered During the Month (CAF) | 5,500   |
| Minus Calls Resulting in Cases (CAF)  | (4,537) |
| Total Calls Not Filed As Cases (CAF)  | 963     |

## Total Complaints Received/Resolved by Month\* July 2002 - July 2003



|          | Jul 02 | Aug   | Sep   | Oct   | Nov   | Dec   | Jan 03 | Feb   | Mar   | Apr   | May 02 | Jun   | Jul   |
|----------|--------|-------|-------|-------|-------|-------|--------|-------|-------|-------|--------|-------|-------|
| Received | 2,461  | 2,493 | 2,677 | 2,868 | 2,253 | 2,205 | 2,526  | 2,098 | 2,499 | 2,452 | 2,436  | 2,664 | 3,055 |
| Resolved | 2,318  | 2,462 | 2,612 | 2,737 | 1,825 | 2,058 | 2,793  | 2,377 | 2,727 | 2,629 | 2,447  | 2,631 | 2,965 |

\*Complaints resolved consists of 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.

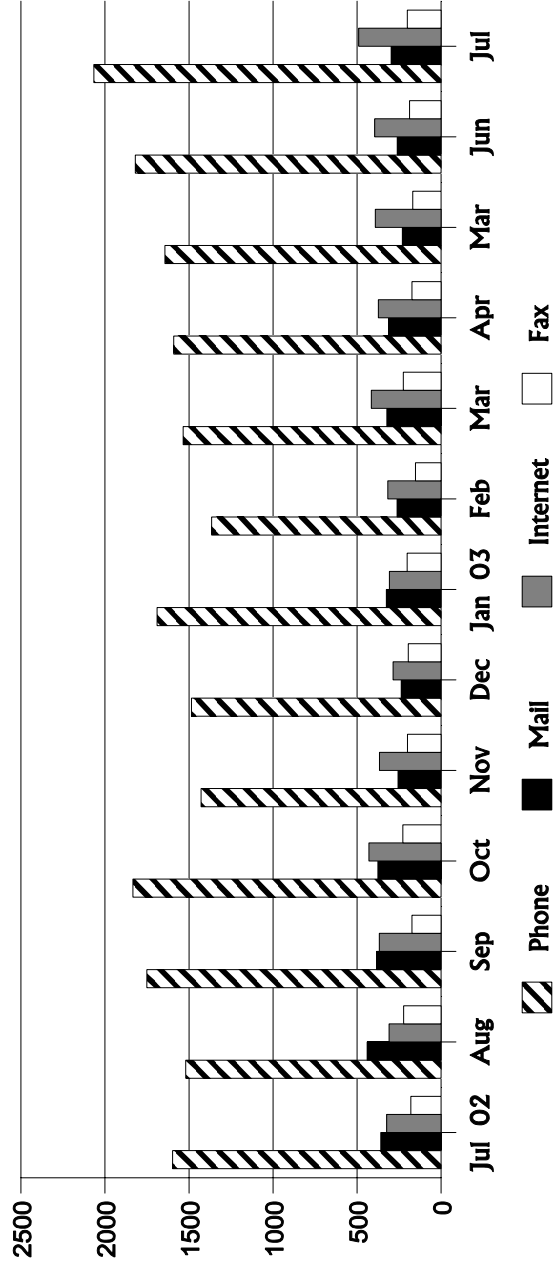
# Complaints Received by County

## July 2003



Note: County name not available for 504 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

## How Complaints Were Received Phone, Mail, Internet and Fax July 2002 - July 2003

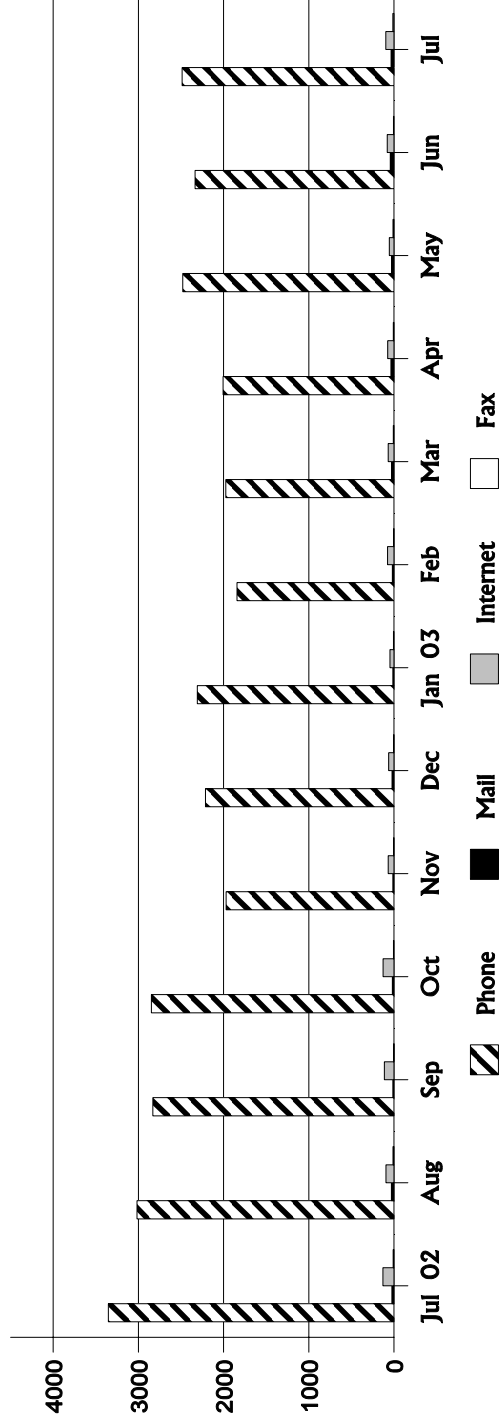


|          | Jul 02 | Aug   | Sep   | Oct   | Nov   | Dec   | Jan 03 | Feb   | Mar   | Apr   | May   | Jun   | Jul   |
|----------|--------|-------|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|
| Phone    | 1,598  | 1,520 | 1,751 | 1,834 | 1,429 | 1,486 | 1,690  | 1,365 | 1,535 | 1,591 | 1,644 | 1,820 | 2,066 |
| Mail     | 359    | 440   | 384   | 376   | 257   | 237   | 326    | 262   | 323   | 313   | 231   | 261   | 297   |
| Internet | 324    | 310   | 368   | 430   | 367   | 286   | 308    | 318   | 416   | 374   | 392   | 395   | 491   |
| Fax      | 180    | 223   | 174   | 228   | 200   | 196   | 202    | 153   | 225   | 174   | 169   | 188   | 201   |
| Total    | 2,081  | 2,461 | 2,493 | 2,868 | 2,253 | 2,205 | 2,205  | 2,098 | 2,499 | 2,452 | 2,436 | 2,664 | 3,055 |

# How Information Requests Were Received

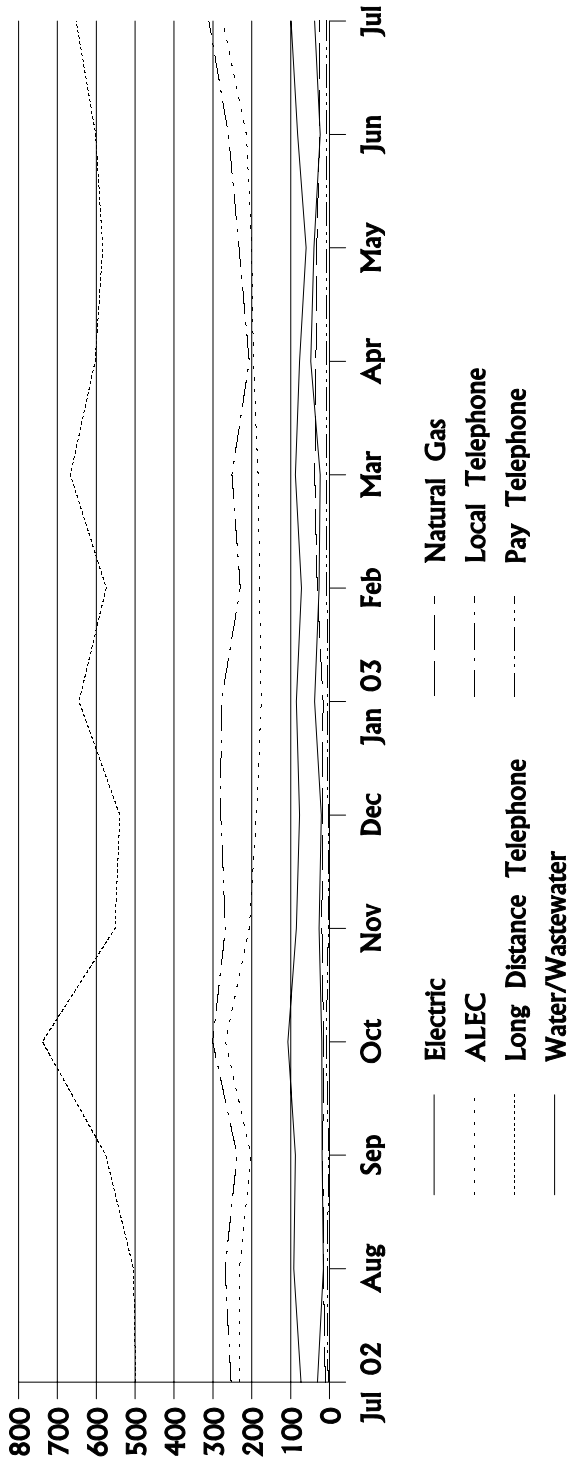
## Phone, Mail, Internet and Fax

### July 2002 - July 2003



|          | Jul 02 | Aug   | Sep   | Oct   | Nov   | Dec   | Jan 03 | Feb   | Mar   | Apr   | May   | Jun   | Jul   |
|----------|--------|-------|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|
| Phone    | 3,352  | 3,016 | 2,831 | 2,847 | 1,971 | 2,212 | 2,309  | 1,842 | 1,974 | 2,005 | 2,479 | 2,335 | 2,486 |
| Mail     | 24     | 30    | 14    | 19    | 14    | 23    | 13     | 19    | 26    | 35    | 29    | 44    | 33    |
| Internet | 130    | 93    | 112   | 128   | 68    | 62    | 47     | 76    | 67    | 73    | 55    | 78    | 96    |
| Fax      | 10     | 11    | 2     | 6     | 4     | 3     | 6      | 3     | 8     | 8     | 11    | 5     | 14    |
| Total    | 3,516  | 3,150 | 2,959 | 3,000 | 2,057 | 2,300 | 2,375  | 1,940 | 2,075 | 2,121 | 2,574 | 2,462 | 2,629 |

# Complaints Received by Industry July 2002 - July 2003



| Industry         | Jul 02 | Aug   | Sep   | Oct   | Nov   | Dec   | Jan 03 | Feb   | Mar   | Apr   | May   | Jun   | Jul   |
|------------------|--------|-------|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|
| Electric         | 73     | 92    | 88    | 107   | 85    | 77    | 85     | 72    | 88    | 77    | 60    | 82    | 99    |
| Natural Gas      | 11     | 16    | 18    | 16    | 20    | 19    | 17     | 32    | 38    | 35    | 33    | 26    | 25    |
| ALEC             | 232    | 232   | 202   | 268   | 207   | 188   | 176    | 180   | 184   | 196   | 200   | 214   | 275   |
| Local Telephone  | 254    | 269   | 238   | 301   | 268   | 280   | 279    | 230   | 251   | 207   | 233   | 260   | 311   |
| Long Dist. Phone | 499    | 505   | 576   | 739   | 552   | 540   | 645    | 575   | 667   | 603   | 584   | 602   | 652   |
| Payphone         | 6      | 4     | 6     | 2     | 3     | 4     | 6      | 7     | 7     | 7     | 7     | 7     | 7     |
| Water/Wastewater | 28     | 31    | 16    | 19    | 27    | 21    | 38     | 27    | 24    | 48    | 40    | 24    | 38    |
| Totals*          | 1,103  | 1,149 | 1,144 | 1,452 | 1,162 | 1,129 | 1,246  | 1,123 | 1,259 | 1,173 | 1,157 | 1,215 | 1,407 |

\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor cases received and closed under the three-day rule.

## Electric Companies Complaint Activity - July 2003

| Utility Name                     | Complaints Logged |           |           |            | Complaints Resolved          |                          |           |            |
|----------------------------------|-------------------|-----------|-----------|------------|------------------------------|--------------------------|-----------|------------|
|                                  | Service*          | Billing*  | Total     | Y-T-D      | Apparent<br>Non-infractions* | Apparent<br>Infractions* | Total     | Y-T-D      |
| PROGRESS ENERGY FLORIDA, INC.    | 30                | 4         | 34        | 169        | 32                           | 0                        | 32        | 175        |
| FLORIDA POWER & LIGHT COMPANY    | 19                | 33        | 52        | 266        | 38                           | 0                        | 38        | 299        |
| FLORIDA PUBLIC UTILITIES COMPANY | 0                 | 0         | 0         | 4          | 0                            | 0                        | 0         | 4          |
| GULF POWER COMPANY               | 2                 | 1         | 3         | 9          | 1                            | 0                        | 1         | 7          |
| TAMPA ELECTRIC COMPANY           | 7                 | 3         | 10        | 104        | 17                           | 0                        | 17        | 114        |
| <b>TOTAL**</b>                   | <b>58</b>         | <b>41</b> | <b>99</b> | <b>552</b> | <b>88</b>                    | <b>0</b>                 | <b>88</b> | <b>599</b> |

*\*Please see Definitions.*

*\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*



## Electric Companies Number of Customers / Apparent Infraction Indices

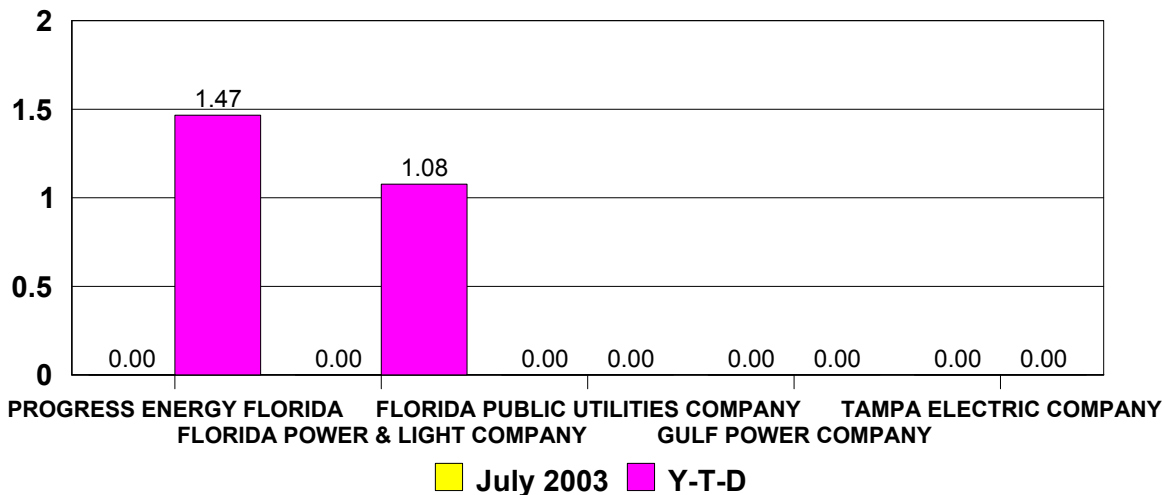
| Utility Name                     | Total Customer Base ** | Apparent             | Apparent Infractions      | Y-T-D                          | July 2003                      |
|----------------------------------|------------------------|----------------------|---------------------------|--------------------------------|--------------------------------|
|                                  |                        | Infractions<br>Y-T-D | Per 1,000<br>Customers*** | Apparent Infractions<br>Index* | Apparent Infractions<br>Index* |
| PROGRESS ENERGY FLORIDA, INC.    | 1,475,783              | 1                    | 0.0007                    | 1.47                           | 0.00                           |
| FLORIDA POWER & LIGHT COMPANY    | 4,019,805              | 2                    | 0.0005                    | 1.08                           | 0.00                           |
| FLORIDA PUBLIC UTILITIES COMPANY | 26,362                 | 0                    | 0.0000                    | 0.00                           | 0.00                           |
| GULF POWER COMPANY               | 381,522                | 0                    | 0.0000                    | 0.00                           | 0.00                           |
| TAMPA ELECTRIC COMPANY           | 590,199                | 0                    | 0.0000                    | 0.00                           | 0.00                           |
| <b>TOTAL</b>                     | <b>6,493,671</b>       | <b>3</b>             | <b>0.0005</b>             |                                |                                |

\*Please see Definitions.

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

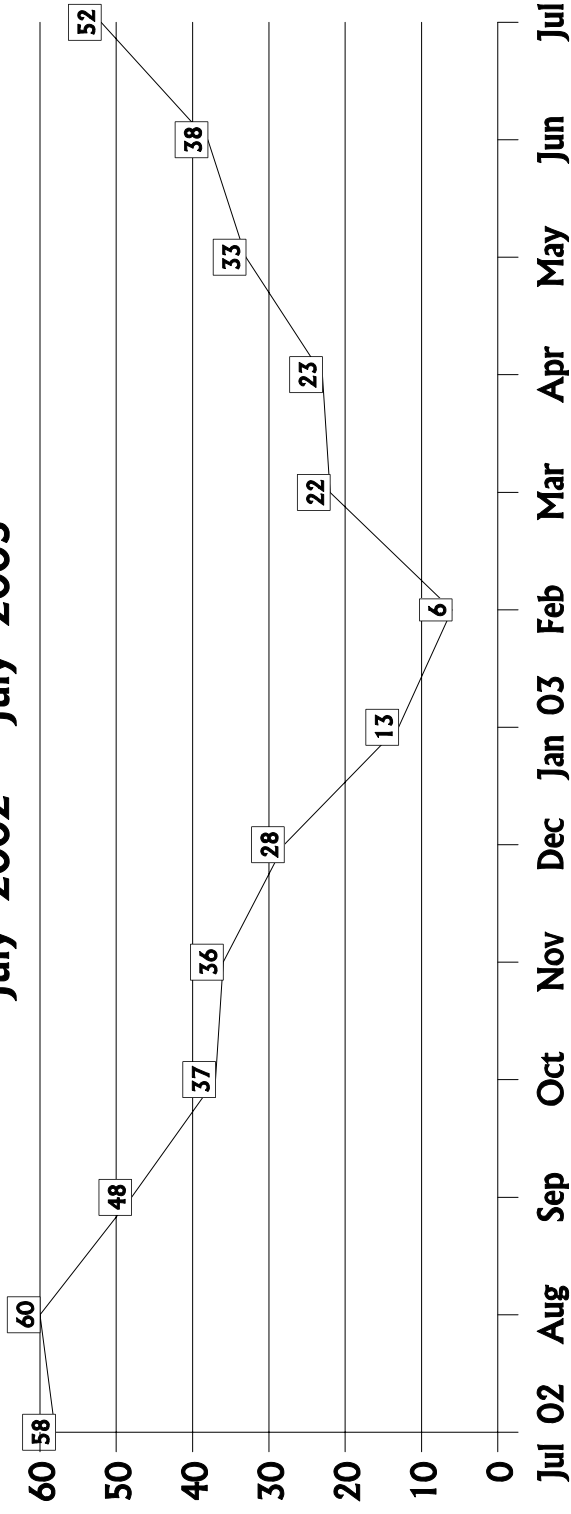
\*\*\* Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

## Electric Utilities Number of Customers / Apparent Infraction Indices July 2003



# Electric Outage Related Complaints Filed

July 2002 - July 2003



## Natural Gas Companies Complaint Activity July 2003

| Utility Name  | Complaints Logged |           |           |            | Complaints Resolved       |                       |           |            |
|---|-------------------|-----------|-----------|------------|---------------------------|-----------------------|-----------|------------|
|   | Service*          | Billing*  | Total     | Y-T-D      | Apparent Non-Infractions* | Apparent Infractions* | Total     | Y-T-D      |
| CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS) | 0                 | 0         | 0         | 5          | 0                         | 0                     | 0         | 11         |
| CITY GAS COMPANY OF FLORIDA                                     | 3                 | 13        | 16        | 97         | 10                        | 0                     | 10        | 88         |
| FLORIDA PUBLIC UTILITIES COMPANY                                | 0                 | 0         | 0         | 24         | 4                         | 0                     | 4         | 26         |
| INDIANTOWN  | 0                 | 0         | 0         | 0          | 0                         | 0                     | 0         | 0          |
| ST. JOE NATURAL GAS COMPANY                                     | 0                 | 0         | 0         | 0          | 0                         | 0                     | 0         | 0          |
| SEBRING   | 0                 | 0         | 0         | 0          | 0                         | 0                     | 0         | 0          |
| TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM          | 2                 | 7         | 9         | 80         | 31                        | 1                     | 32        | 82         |
| <b>TOTAL**</b>  | <b>5</b>          | <b>20</b> | <b>25</b> | <b>206</b> | <b>45</b>                 | <b>1</b>              | <b>46</b> | <b>207</b> |

\*Please see Definitions.

\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor 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* | July 2003 Apparent Infractions Index* |
|---|-----------------------|----------------------------|--|-----------------------------------|---------------------------------------|
| CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS) | 10,774                | 1                          | 0.093  | 4.55                              | 0.000                                 |
| CITY GAS COMPANY OF FLORIDA                                     | 101,724               | 5                          | 0.049  | 2.41                              | 0.00                                  |
| FLORIDA PUBLIC UTILITIES COMPANY                                | 45,945                | 3                          | 0.065  | 3.20                              | 0.00                                  |
| INDIANTOWN  | 662                   | 0                          | 0.000  | 0.00                              | 0.00                                  |
| ST. JOE NATURAL GAS COMPANY                                     | 3,335                 | 0                          | 0.000  | 0.00                              | 0.00                                  |
| SERRING   | 576                   | 0                          | 0.000  | 0.00                              | 0.00                                  |
| TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM          | 277,527               | 3                          | 0.011  | 0.53                              | 1.59                                  |
| <b>INDUSTRY TOTAL</b>   | <b>440,543</b>        | <b>12</b>                  | <b>0.027</b>                                 |                                   |                                       |

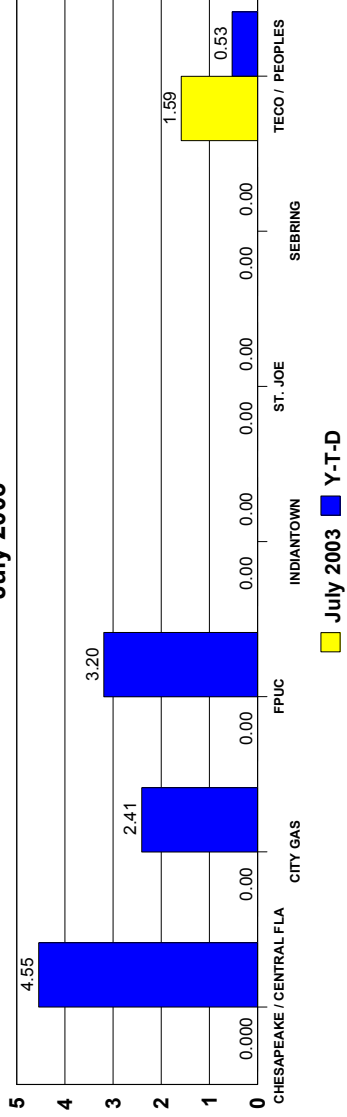
**INDUSTRY TOTAL**

These are defined as:

\*\*Source - Annual Reports filed with the PSC as of December 31, 2002.

\*\*\*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.

## Natural Gas Companies Apparent Infraction Indices July 2003



## Alternative Local Telephone Companies Complaint Activity - July 2003

| Utility Name  | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|---|-------------------|----------|-------|---------------------------|-----------------------|-------|
|   | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| ACCESS INTEGRATED NETWORKS, INC.                    | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC         | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.   | 0                 | 0        | 0     | 2                         | 0                     | 2     |
| ALLEGIANCE TELECOM OF FLORIDA, INC.                 | 2                 | 5        | 7     | 3                         | 2                     | 5     |
| ALLTEL COMMUNICATIONS, INC.                         | 1                 | 1        | 2     | 0                         | 1                     | 1     |
| AMERICAN DIAL TONE                                  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| AMTEL NETWORK, INC.                                 | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| ANEW BROADBAND, INC.                                | 1                 | 3        | 4     | 3                         | 0                     | 3     |
| AT&T  | 2                 | 3        | 5     | 2                         | 1                     | 3     |
| BELLSOUTH TELECOMMUNICATIONS, INC.                  | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| BTI   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BURNO, INC. D/B/A CITYWIDE-TEL                      | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| CAMPUS COMMUNICATIONS GROUP, INC.                   | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| CAT COMMUNICATIONS INTERNATIONAL, INC.              | 6                 | 0        | 6     | 6                         | 0                     | 6     |
| COMCAST DIGITAL PHONE                               | 5                 | 3        | 8     | 18                        | 0                     | 18    |
| COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| COVAD COMMUNICATIONS COMPANY                        | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| DPI-TELECONNECT, L.L.C.                             | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| DSL1  | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| EPICUS, INC.  | 2                 | 0        | 2     | 2                         | 0                     | 2     |
| EXCEL TELECOMMUNICATIONS, INC.                      | 1                 | 3        | 4     | 3                         | 3                     | 6     |
| EXPRESS PHONE SERVICE                               | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| EZ TALK COMMUNICATIONS, L.L.C.                      | 0                 | 0        | 0     | 1                         | 1                     | 2     |
| FDN COMMUNICATIONS                                  | 12                | 3        | 15    | 5                         | 1                     | 6     |
| FLATEL, INC.  | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| FLORIDA TELEPHONE SERVICES, LLC                     | 0                 | 1        | 1     | 2                         | 0                     | 2     |
| HOSTING-NETWORK, INC.                               | 2                 | 1        | 3     | 0                         | 2                     | 2     |
| I VANTAGE NETWORK SOLUTIONS                         | 1                 | 1        | 2     | 0                         | 0                     | 0     |
| IDS TELCOM LLC                                      | 5                 | 1        | 6     | 5                         | 0                     | 5     |
| IDT   | 1                 | 0        | 1     | 1                         | 0                     | 1     |

| Utility Name   | Complaints Logged |            |            | Complaints Resolved       |                      |            |
|--|-------------------|------------|------------|---------------------------|----------------------|------------|
|  | Service*          | Billing*   | Total      | Apparent Non-Infractions* | Apparent Infractions | Total      |
| INSTATONE  | 7                 | 0          | 7          | 3                         | 1                    | 4          |
| INTERMEDIA COMMUNICATIONS, INC.                        | 0                 | 2          | 2          | 0                         | 0                    | 0          |
| INTERNATIONAL TELNET, INC.                             | 1                 | 0          | 1          | 0                         | 1                    | 1          |
| ISN COMMUNICATIONS                                     | 1                 | 0          | 1          | 1                         | 0                    | 1          |
| KMC DATA LLC   | 0                 | 0          | 0          | 1                         | 0                    | 1          |
| KMC TELECOM III LLC                                    | 1                 | 0          | 1          | 1                         | 0                    | 1          |
| LECSTAR TELECOM, INC.                                  | 0                 | 0          | 0          | 1                         | 0                    | 1          |
| LIGHTYEAR COMMUNICATIONS, INC.                         | 2                 | 0          | 2          | 0                         | 1                    | 1          |
| MCI WORLDCOM COMMUNICATIONS, INC.                      | 7                 | 4          | 11         | 10                        | 7                    | 17         |
| MCIMETRO ACCESS TRANSMISSION SERVICES LLC              | 0                 | 1          | 1          | 1                         | 0                    | 1          |
| MIRACLE COMMUNICATIONS                                 | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| MPOWER COMMUNICATIONS CORP.                            | 1                 | 0          | 1          | 1                         | 0                    | 1          |
| NETWORK TELEPHONE CORPORATION                          | 0                 | 1          | 1          | 0                         | 0                    | 0          |
| NUVOX COMMUNICATIONS, INC.                             | 2                 | 0          | 2          | 1                         | 0                    | 1          |
| ORLANDO TELEPHONE COMPANY                              | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| PHONE-LINK, INC.                                       | 1                 | 0          | 1          | 1                         | 0                    | 1          |
| PHONE CLUB CORPORATION                                 | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| PHONES FOR ALL   | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| PRIMUS TELECOMMUNICATIONS, INC.                        | 3                 | 1          | 4          | 0                         | 0                    | 0          |
| QUICK CONNECTS   | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| QWEST COMMUNICATIONS CORPORATION                       | 1                 | 0          | 1          | 1                         | 0                    | 1          |
| SBC TELECOM, INC.                                      | 0                 | 0          | 0          | 1                         | 0                    | 1          |
| SERVISENSE.COM, INC.                                   | 0                 | 0          | 0          | 0                         | 1                    | 1          |
| SOUTHERN RECONNECT, INC.                               | 1                 | 0          | 1          | 1                         | 0                    | 1          |
| SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP      | 5                 | 2          | 7          | 1                         | 0                    | 1          |
| STS  | 5                 | 0          | 5          | 2                         | 1                    | 3          |
| SUPER-TEL.COM, INC.                                    | 0                 | 1          | 1          | 0                         | 0                    | 0          |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 63                | 60         | 123        | 75                        | 15                   | 90         |
| T-NETIX, INC.  | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| TALK AMERICA INC.                                      | 1                 | 1          | 2          | 0                         | 0                    | 0          |
| TALLAHASSEE TELEPHONE EXCHANGE, INC.                   | 0                 | 0          | 0          | 2                         | 0                    | 2          |
| TCG SOUTH FLORIDA                                      | 2                 | 0          | 2          | 1                         | 0                    | 1          |
| TEL COM PLUS   | 0                 | 1          | 1          | 0                         | 0                    | 0          |
| TELECONEX  | 1                 | 0          | 1          | 2                         | 0                    | 2          |
| THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.   | 0                 | 0          | 0          | 1                         | 0                    | 1          |
| TIME WARNER COMMUNICATIONS                             | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| US LEC OF FLORIDA INC.                                 | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| USA TELEPHONE INC. D/B/A CHOICE ONE TELECOM            | 0                 | 0          | 0          | 1                         | 0                    | 1          |
| USTEL  | 1                 | 0          | 1          | 0                         | 0                    | 0          |
| VARTEC TELECOM, INC.                                   | 3                 | 5          | 8          | 6                         | 4                    | 10         |
| XO FLORIDA, INC.                                       | 2                 | 1          | 3          | 0                         | 2                    | 2          |
| <b>TOTALS**</b>  | <b>167</b>        | <b>108</b> | <b>275</b> | <b>179</b>                | <b>45</b>            | <b>224</b> |

\*Please see Definitions.

\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

## Local Telephone Companies Complaint Activity July 2003

| 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                 | 1          | 5          | 30           | 0                         | 0                     | 0          | 33           |
| BELLSOUTH                                  | 112               | 78         | 190        | 1,122        | 167                       | 3                     | 170        | 1,260        |
| FRONTIER                                   | 0                 | 0          | 0          | 1            | 0                         | 0                     | 0          | 2            |
| GTC, INC. D/B/A GT COM                     | 4                 | 0          | 4          | 17           | 4                         | 0                     | 4          | 15           |
| VERIZON FLORIDA, INC.                      | 28                | 9          | 37         | 189          | 38                        | 0                     | 38         | 215          |
| ITS TELECOMMUNICATIONS SYSTEMS             | 0                 | 0          | 0          | 1            | 0                         | 0                     | 0          | 1            |
| NE FLORIDA                                 | 0                 | 0          | 0          | 0            | 0                         | 0                     | 0          | 0            |
| QUINCY/TDS                                 | 0                 | 0          | 0          | 1            | 0                         | 0                     | 0          | 2            |
| SMART CITY TELECOM (Formerly Vista United) | 0                 | 0          | 0          | 1            | 0                         | 0                     | 0          | 1            |
| SPRINT-FLORIDA                             | 41                | 34         | 75         | 400          | 69                        | 1                     | 70         | 460          |
| <b>TOTAL**</b>                             | <b>189</b>        | <b>122</b> | <b>311</b> | <b>1,762</b> | <b>278</b>                | <b>4</b>              | <b>282</b> | <b>1,989</b> |

\*Please see Definitions.

\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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

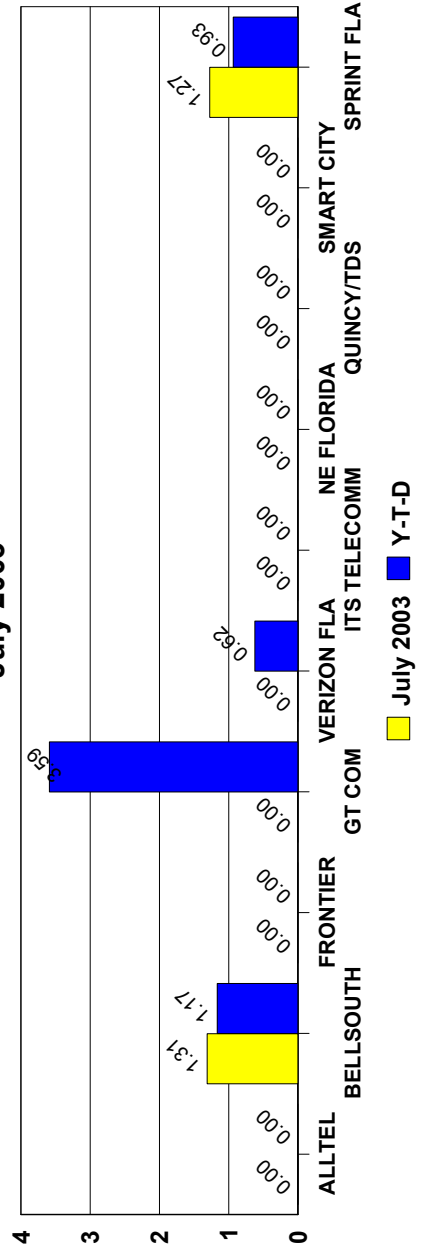
| Utility Name                               | Number of Access Lines** | Apparent Infractions |                           | July 2003            |                             |
|--|--------------------------|----------------------|---------------------------|----------------------|-----------------------------|
|  |                          | Y-T-D                | Per 1,000 Access Lines*** | Apparent Infractions | Apparent Infractions Index* |
| ALLTEL                                     | 94,736                   | 0                    | 0.0000                    | 0.00                 | 0.00                        |
| BELLSOUTH                                  | 6,451,600                | 40                   | 0.0062                    | 1.17                 | 1.31                        |
| FRONTIER                                   | 4,706                    | 0                    | 0.0000                    | 0.00                 | 0.00                        |
| GT COM (Floralá, Gulf & St. Joseph)        | 52,348                   | 1                    | 0.0191                    | 3.59                 | 0.00                        |
| VERIZON FLORIDA, INC.                      | 2,416,247                | 8                    | 0.0033                    | 0.62                 | 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                   | 0                    | 0.0000                    | 0.00                 | 0.00                        |
| SMART CITY TELECOM (Formerly Vista United) | 16,917                   | 0                    | 0.0000                    | 0.00                 | 0.00                        |
| SPRINT-FLORIDA                             | 2,212,554                | 11                   | 0.0050                    | 0.93                 | 1.27                        |
| <b>TOTAL</b>                               | <b>11,277,711</b>        | <b>60</b>            | <b>0.0053</b>             |                      |                             |

\* Please see Definitions.

\*\*Source - PSC Comparative Rate Statistics Report for the Year 2002.

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

## Local Telephone Companies Apparent Infraction Indices July 2003





**Unauthorized Telephone Service Change  
 “Local Slamming”  
 Apparent Rule Infractions - July 2003**

| <b>Company</b>  | <b>Month</b> | <b>Year-To-Date</b> |
|---|--------------|---------------------|
| Allegiance Telecom of Florida, Inc.                     | <b>0</b>     | <b>2</b>            |
| AT&T  | <b>1</b>     | <b>2</b>            |
| IDS Telcom LLC  | <b>0</b>     | <b>4</b>            |
| ISN Communications, Inc.                                | <b>0</b>     | <b>2</b>            |
| MCI Worldcom  | <b>6</b>     | <b>14</b>           |
| Pan American Telecom, Inc.                              | <b>0</b>     | <b>4</b>            |
| Sprint-Florida, Inc.                                    | <b>1</b>     | <b>3</b>            |
| Supra Telecommunications &<br>Information Systems, Inc. | <b>3</b>     | <b>20</b>           |
| Talk America Inc.                                       | <b>0</b>     | <b>2</b>            |
| Z-Tel Communications, Inc.                              | <b>0</b>     | <b>2</b>            |
| All Other Local Companies                               | <b>3</b>     | <b>16</b>           |
| <b>Totals</b>   | <b>14</b>    | <b>71</b>           |

# Cramming Statistics\*

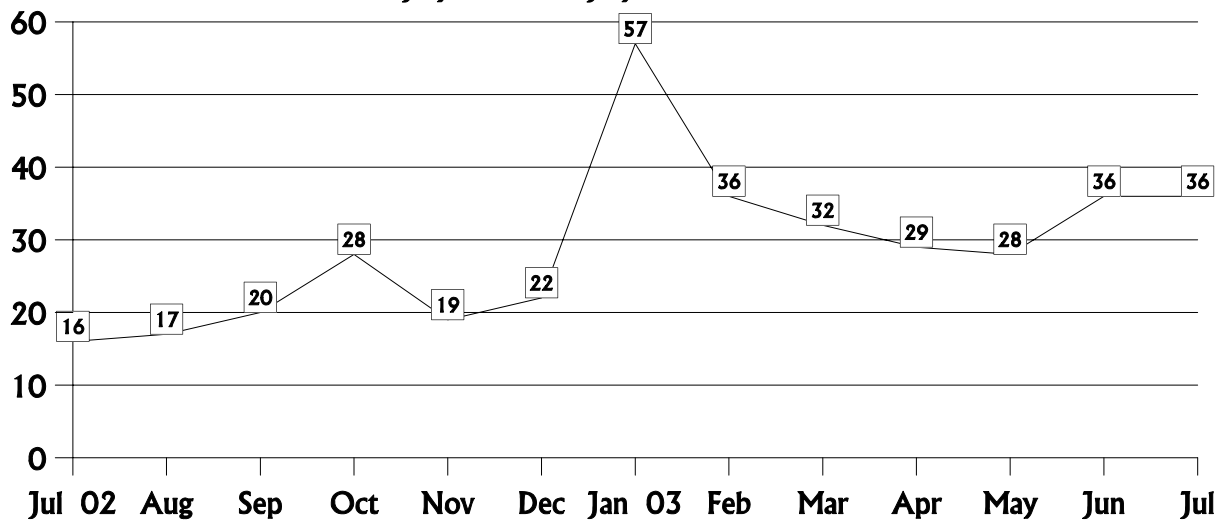
## July 2003

| New Cases Received | Prior & New Cases Resolved as Cramming | \$ Savings to Consumers |
|--------------------|--|-------------------------|
| 74                 | 36                                     | \$ 1,910.89             |

*\*Please see Definitions*

### Cases Resolved as Cramming

July 2002 - July 2003



## Long Distance Telephone Companies Complaint Activity - July 2003

| Utility Name  | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|---|-------------------|----------|-------|---------------------------|-----------------------|-------|
|   | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| 1 800 3030 123 AMERICATEL COLLECT                     | 1                 | 5        | 6     | 1                         | 2                     | 3     |
| ACC LONG DISTANCE                                     | 0                 | 2        | 2     | 0                         | 1                     | 1     |
| ACCERIS COMMUNICATIONS SOLUTIONS                      | 3                 | 11       | 14    | 5                         | 0                     | 5     |
| ACCESS INTEGRATED NETWORKS, INC.                      | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.     | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.          | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| AIRESPRING, INC.                                      | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| ALLIANCE GROUP SERVICES, INC.                         | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| ALLTEL COMMUNICATIONS, INC.                           | 2                 | 0        | 2     | 0                         | 1                     | 1     |
| ALTERNATEL  | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| AMERICA'S DIGITAL SATELITE TELEPHONE                  | 2                 | 0        | 2     | 1                         | 2                     | 3     |
| AMERICAN PHONE SERVICES CORP.                         | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| AMERIVISION COMMUNICATIONS, INC. D/B/A LIFELINE COMM. | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| ANEW BROADBAND, INC.                                  | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| AT&T  | 64                | 94       | 158   | 191                       | 11                    | 202   |
| BELLSOUTH LONG DISTANCE, INC.                         | 4                 | 2        | 6     | 0                         | 1                     | 1     |
| BELLSOUTH PUBLIC COMMUNICATIONS, INC.                 | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| BIGREDWIRE.COM, INC.                                  | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| BLACKSTONE COMMUNICATIONS COMPANY                     | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| BROADBAND COMMUNICATIONS CORPORATION                  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| BROADWING COMMUNICATIONS SERVICES INC.                | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| BROADWING TELECOMMUNICATIONS INC.                     | 1                 | 1        | 2     | 0                         | 0                     | 0     |
| BTI   | 4                 | 0        | 4     | 0                         | 0                     | 0     |
| BUDGET CALL LONG DISTANCE, INC.                       | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| CAPSULE COMMUNICATIONS, INC.                          | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| CIERRACOM SYSTEMS                                     | 1                 | 1        | 2     | 1                         | 1                     | 2     |
| CLEAR WORLD COMMUNICATIONS CORPORATION                | 1                 | 0        | 1     | 1                         | 3                     | 4     |
| COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC                | 0                 | 1        | 1     | 1                         | 1                     | 2     |
| CONNECT TELECOM, INC.                                 | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| CORRECTIONAL BILLING SERVICES                         | 1                 | 2        | 3     | 2                         | 0                     | 2     |

| Utility Name   | Service* | Billing* | Total | Apparent Non-infractions* | Apparent Infractions* | Total |
|--|----------|----------|-------|---------------------------|-----------------------|-------|
| COVISTA, INC.  | 0        | 0        | 0     | 1                         | 2                     | 3     |
| DIALAROUND ENTERPRISES INC.                          | 0        | 0        | 0     | 1                         | 0                     | 1     |
| DIRECT ONE, LLC                                      | 0        | 0        | 0     | 0                         | 1                     | 1     |
| DSL TELECOM, INC.                                    | 0        | 0        | 0     | 1                         | 0                     | 1     |
| ECONODIAL, LLC                                       | 0        | 0        | 0     | 1                         | 0                     | 1     |
| EMERITUS COMMUNICATIONS, INC.                        | 0        | 0        | 0     | 0                         | 1                     | 1     |
| ENHANCED SERVICES BILLING, INC.                      | 0        | 1        | 1     | 1                         | 0                     | 1     |
| EPICUS, INC.   | 1        | 1        | 2     | 2                         | 0                     | 2     |
| ESS.COM, L.L.C.                                      | 1        | 0        | 1     | 0                         | 0                     | 0     |
| EXCEL TELECOMMUNICATIONS, INC.                       | 7        | 7        | 14    | 10                        | 6                     | 16    |
| EZTEL NETWORK SERVICE, LLC                           | 0        | 0        | 0     | 1                         | 0                     | 1     |
| FDN COMMUNICATIONS                                   | 0        | 1        | 1     | 0                         | 0                     | 0     |
| FOXTEL, INC.   | 0        | 1        | 1     | 0                         | 0                     | 0     |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC.             | 2        | 1        | 3     | 5                         | 2                     | 7     |
| GTC TELECOM, INC.                                    | 0        | 0        | 0     | 0                         | 1                     | 1     |
| HBS BILLING SERVICES COMPANY                         | 1        | 8        | 9     | 7                         | 0                     | 7     |
| HORIZONONE COMMUNICATIONS                            | 0        | 1        | 1     | 0                         | 0                     | 0     |
| I VANTAGE NETWORK SOLUTIONS                          | 3        | 0        | 3     | 2                         | 1                     | 3     |
| IDS TELCOM LLC                                       | 2        | 2        | 4     | 2                         | 1                     | 3     |
| IDT AMERICA CORP. D/B/A DSA TELECOM                  | 5        | 2        | 7     | 9                         | 4                     | 13    |
| IDT CORPORATION                                      | 1        | 0        | 1     | 0                         | 0                     | 0     |
| ILD  | 1        | 6        | 7     | 10                        | 0                     | 10    |
| ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES  | 2        | 8        | 10    | 9                         | 0                     | 9     |
| INTEGRETEL, INC.                                     | 0        | 4        | 4     | 5                         | 0                     | 5     |
| INTELAONE COMMUNICATIONS, INC.                       | 1        | 1        | 2     | 0                         | 0                     | 0     |
| INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMM.   | 0        | 0        | 0     | 2                         | 0                     | 2     |
| INTERNATIONAL TELNET, INC.                           | 0        | 0        | 0     | 0                         | 1                     | 1     |
| ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM | 0        | 0        | 0     | 1                         | 0                     | 1     |
| I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS           | 0        | 1        | 1     | 1                         | 0                     | 1     |
| LCR TELECOMMUNICATIONS L.L.C.                        | 2        | 0        | 2     | 0                         | 3                     | 3     |
| LD EXCHANGE.COM, INC.                                | 1        | 0        | 1     | 0                         | 0                     | 0     |
| LDDS WORLDCOM  | 1        | 0        | 1     | 0                         | 0                     | 0     |
| LEGACY LONG DISTANCE INTERNATIONAL, INC.             | 0        | 1        | 1     | 2                         | 0                     | 2     |
| LONG DISTANCE CHARGES                                | 1        | 0        | 1     | 0                         | 0                     | 0     |
| MAP MASTERS, INC.                                    | 1        | 0        | 1     | 0                         | 0                     | 0     |
| MATRIX TELECOM                                       | 1        | 0        | 1     | 1                         | 1                     | 2     |
| MCI WORLDCOM   | 44       | 57       | 101   | 101                       | 5                     | 106   |
| MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.          | 0        | 1        | 1     | 0                         | 0                     | 0     |
| MERCURY LONG DISTANCE, INC.                          | 0        | 1        | 1     | 0                         | 0                     | 0     |
| MIKO TELEPHONE COMMUNICATIONS, INC.                  | 18       | 0        | 18    | 1                         | 11                    | 12    |
| MIRACLE COMMUNICATIONS, INC.                         | 0        | 1        | 1     | 0                         | 0                     | 0     |
| MOMENTUM BUSINESS SOLUTIONS, INC.                    | 0        | 0        | 0     | 1                         | 0                     | 1     |
| NATIONAL TEL   | 1        | 0        | 1     | 0                         | 0                     | 0     |
| NETWORK COMMUNICATIONS INTERNATIONAL CORP.           | 0        | 1        | 1     | 0                         | 0                     | 0     |
| NEWSOUTH COMMUNICATIONS CORP.                        | 0        | 0        | 0     | 1                         | 0                     | 1     |
| NORTH AMERICAN TELEPHONE NETWORK, L.L.C.             | 0        | 0        | 0     | 1                         | 0                     | 1     |
| NXLD COMPANY D/B/A NEXTEL LONG DISTANCE              | 0        | 0        | 0     | 1                         | 0                     | 1     |
| OCMC, INC.   | 1        | 0        | 1     | 2                         | 0                     | 2     |
| ONE CALL COMMUNICATIONS, INC.                        | 1        | 3        | 4     | 3                         | 0                     | 3     |
| ONELINK COMMUNICATIONS, INC.                         | 2        | 0        | 2     | 1                         | 0                     | 1     |

| Utility Name   | Service*   | Billing*   | Total      | Apparent Non-Infractions* | Apparent Infractions* | Total      |
|--|------------|------------|------------|---------------------------|-----------------------|------------|
| OPERATOR ASSISTANCE NETWORK                              | 1          | 8          | 9          | 9                         | 0                     | 9          |
| OPEX COMMUNICATIONS, INC.                                | 0          | 1          | 1          | 0                         | 1                     | 1          |
| OPTICAL TELEPHONE CORPORATION                            | 3          | 1          | 4          | 0                         | 5                     | 5          |
| ORLANDO TELEPHONE COMPANY                                | 0          | 1          | 1          | 0                         | 0                     | 0          |
| PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM. | 0          | 0          | 0          | 1                         | 0                     | 1          |
| PREMIER TELECOM, INC.                                    | 7          | 0          | 7          | 0                         | 1                     | 1          |
| PRIMUS TELECOMMUNICATIONS, INC.                          | 3          | 0          | 3          | 1                         | 7                     | 8          |
| PT-1 LONG DISTANCE, INC.                                 | 1          | 0          | 1          | 0                         | 0                     | 0          |
| PUBLIC COMMUNICATIONS SERVICES, INC.                     | 1          | 0          | 1          | 0                         | 0                     | 0          |
| QWEST COMMUNICATIONS CORPORATION                         | 7          | 3          | 10         | 6                         | 1                     | 7          |
| RADIANT TELECOM, INC.                                    | 1          | 0          | 1          | 0                         | 0                     | 0          |
| SATURN TELECOMMUNICATION SERVICES, INC.                  | 3          | 1          | 4          | 1                         | 0                     | 1          |
| SBC TELECOM, INC.  | 1          | 0          | 1          | 0                         | 1                     | 1          |
| SILVERLEAF COMMUNICATIONS INC.                           | 0          | 1          | 1          | 0                         | 0                     | 0          |
| SOUTHERN TELECOM, INC. D/B/A SOUTHERN TELECOM OF AMERICA | 0          | 0          | 0          | 1                         | 0                     | 1          |
| SPRINT   | 66         | 30         | 96         | 41                        | 21                    | 62         |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.   | 4          | 0          | 4          | 1                         | 1                     | 2          |
| T-NETIX, INC.  | 0          | 4          | 4          | 1                         | 0                     | 1          |
| TALK AMERICA INC.  | 2          | 4          | 6          | 3                         | 1                     | 4          |
| TCG SOUTH FLORIDA  | 1          | 2          | 3          | 6                         | 0                     | 6          |
| TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.   | 0          | 0          | 0          | 1                         | 0                     | 1          |
| TELECOM EZ CORP.   | 2          | 0          | 2          | 3                         | 0                     | 3          |
| TELECOM*USA OR TELECONNECT                               | 0          | 7          | 7          | 4                         | 0                     | 4          |
| TELECORE COMMUNICATIONS, CORP.                           | 1          | 0          | 1          | 1                         | 1                     | 2          |
| TELECUBA, INC.   | 1          | 0          | 1          | 1                         | 0                     | 1          |
| TELEGLOBE USA LLC  | 0          | 1          | 1          | 1                         | 0                     | 1          |
| TOTAL CALL INTERNATIONAL, INC.                           | 0          | 0          | 0          | 1                         | 0                     | 1          |
| TRALEE TELEPHONE COMPANY, LLC                            | 0          | 1          | 1          | 0                         | 0                     | 0          |
| TRICOM USA, INC.   | 1          | 0          | 1          | 1                         | 0                     | 1          |
| TTI NATIONAL, INC.                                       | 0          | 0          | 0          | 1                         | 0                     | 1          |
| UKI COMMUNICATIONS, INC.                                 | 4          | 0          | 4          | 1                         | 2                     | 3          |
| UNIVERSAL BROADBAND COMMUNICATIONS, INC.                 | 0          | 0          | 0          | 1                         | 0                     | 1          |
| US LEC OF FLORIDA INC.                                   | 0          | 1          | 1          | 0                         | 0                     | 0          |
| USLD COMMUNICATIONS, INC.                                | 1          | 0          | 1          | 0                         | 0                     | 0          |
| U.S. TELECOM LONG DISTANCE, INC.                         | 0          | 0          | 0          | 0                         | 1                     | 1          |
| VARTEC TELECOM, INC.                                     | 6          | 12         | 18         | 13                        | 6                     | 19         |
| VERIZON ENTERPRISE SOLUTIONS                             | 0          | 1          | 1          | 0                         | 0                     | 0          |
| VERIZON LONG DISTANCE                                    | 1          | 1          | 2          | 1                         | 0                     | 1          |
| VERIZON SELECT SERVICES INC.                             | 2          | 4          | 6          | 4                         | 1                     | 5          |
| VOIP ENTERPRISES INC.                                    | 0          | 0          | 0          | 4                         | 0                     | 4          |
| VOX POPULI TELECOMMUNICATIONS, INC.                      | 4          | 1          | 5          | 4                         | 0                     | 4          |
| WEBNET COMMUNICATIONS, INC.                              | 0          | 1          | 1          | 0                         | 0                     | 0          |
| WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.             | 1          | 1          | 2          | 1                         | 0                     | 1          |
| WORLDXCHANGE COMMUNICATIONS, INC.                        | 0          | 1          | 1          | 1                         | 0                     | 1          |
| XO FLORIDA, INC.   | 2          | 1          | 3          | 0                         | 0                     | 0          |
| XO LONG DISTANCE SERVICES, INC.                          | 1          | 0          | 1          | 2                         | 0                     | 2          |
| XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC           | 1          | 0          | 1          | 0                         | 1                     | 1          |
| YESTEL, INC.   | 0          | 1          | 1          | 1                         | 0                     | 1          |
| Z-TEL COMMUNICATIONS, INC.                               | 1          | 1          | 2          | 3                         | 0                     | 3          |
| ZERO PLUS DIALING  | 0          | 4          | 4          | 5                         | 0                     | 5          |
| ZERO PLUS DIALING, INC.                                  | 0          | 3          | 3          | 2                         | 0                     | 2          |
| <b>TOTALS**</b>  | <b>323</b> | <b>329</b> | <b>652</b> | <b>526</b>                | <b>117</b>            | <b>643</b> |

\*Please see Definitions.

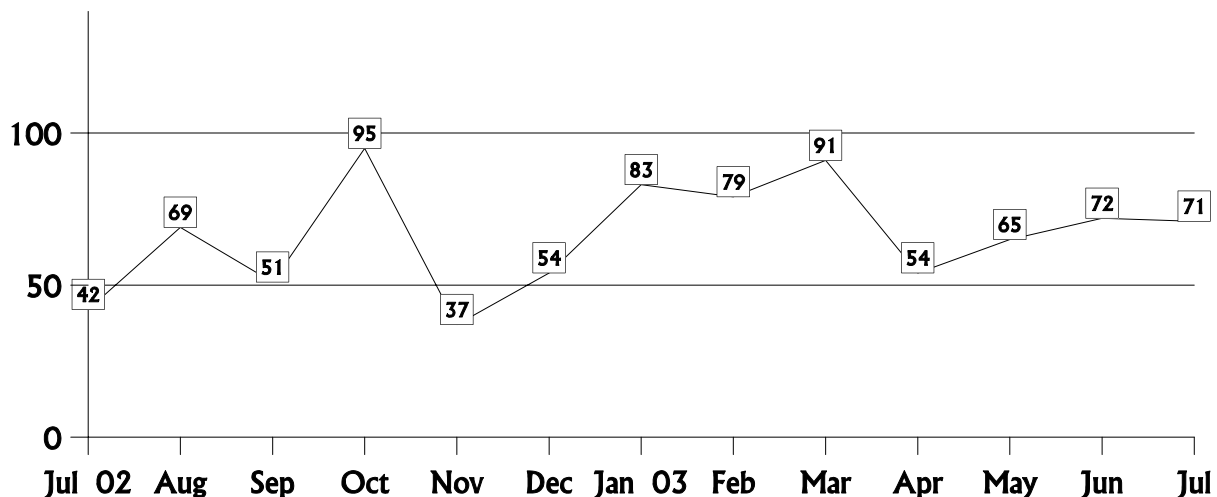
\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

**Unauthorized Telephone Service Change  
 “Long Distance Slamming”  
 Apparent Rule Infractions - July 2003**

| Company                                      | Month     | Year-To-Date |
|--|-----------|--------------|
| America’s Digital Satelite Telephone, Inc.   | 1         | 8            |
| AT&T / ACC                                   | 2         | 29           |
| Clear World Communications Corp.             | 3         | 16           |
| Excel Telecommunications, Inc.               | 3         | 19           |
| LCR Telecommunications. L.L.C.               | 3         | 12           |
| MCI Worldcom                                 | 4         | 53           |
| Miko Telephone Communications, Inc.          | 11        | 107          |
| Onelink Communications, Inc.                 | 0         | 15           |
| Optical Telephone Corporation                | 1         | 25           |
| Primus Telecommunications, Inc.              | 3         | 13           |
| Sprint                                       | 17        | 71           |
| Teleuno, Inc.                                | 0         | 14           |
| UKI Communications, Inc.                     | 1         | 25           |
| World Communications Satellite Systems, Inc. | 0         | 21           |
| Other Long Distance Companies                | 22        | 87           |
| <b>Totals</b>                                | <b>71</b> | <b>515</b>   |

## Cases Resolved as Slamming

July 2002 - July 2003



## Pay Telephone Companies Complaint Activity - July 2003

| Utility Name  | Complaints Logged |          |          | Complaints Resolved       |                       |          |
|---|-------------------|----------|----------|---------------------------|-----------------------|----------|
|   | Service*          | Billing* | Total    | Apparent Non-Infractions* | Apparent Infractions* | Total    |
| A&M COMMUNICATIONS & PAYPHONES                            | 1                 | 0        | 1        | 0                         | 0                     | 0        |
| FIRST AMERICAN TELECOMMUNICATIONS CORPORATION             | 1                 | 0        | 1        | 1                         | 0                     | 1        |
| INTERNATIONAL PAYPHONE CORPORATION                        | 1                 | 0        | 1        | 0                         | 0                     | 0        |
| METROPOLITAN PAYPHONES CORPORATION                        | 0                 | 1        | 1        | 1                         | 0                     | 1        |
| PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS | 0                 | 0        | 0        | 1                         | 0                     | 1        |
| RITE LINE COMMUNICATIONS, INC.                            | 0                 | 0        | 0        | 1                         | 0                     | 1        |
| SPRINT PAYPHONE SERVICES, INC.                            | 0                 | 1        | 1        | 0                         | 0                     | 0        |
| T-NETIX TELECOMMUNICATIONS SERVICES, INC.                 | 0                 | 1        | 1        | 0                         | 1                     | 1        |
| T-NETIX, INC.   | 0                 | 0        | 0        | 0                         | 1                     | 1        |
| TCG PUBLIC COMMUNICATIONS, INC.                           | 0                 | 0        | 0        | 1                         | 0                     | 1        |
| TELECOM*USA, INC.   | 1                 | 0        | 1        | 1                         | 0                     | 1        |
| <b>TOTALS**</b>   | <b>4</b>          | <b>3</b> | <b>7</b> | <b>6</b>                  | <b>2</b>              | <b>8</b> |

*\*Please see Definitions.*

*\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.*

## Water & Wastewater Companies Complaint Activity - July 2003

| Utility Name                                | Complaints Logged |           |           | Complaints Resolved       |                       |           |
|---|-------------------|-----------|-----------|---------------------------|-----------------------|-----------|
|   | Service*          | Billing*  | Total     | Apparent Non-Infractions* | Apparent Infractions* | Total     |
| ALOHA UTILITIES, INC.                       | 1                 | 1         | 2         | 1                         | 0                     | 1         |
| AQUASOURCE UTILITY, INC.                    | 0                 | 0         | 0         | 2                         | 0                     | 2         |
| BROADVIEW PARK WATER COMPANY                | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| CRYSTAL RIVER UTILITIES, INC.               | 0                 | 1         | 1         | 0                         | 0                     | 0         |
| EAST PASCO UTILITIES, INC.                  | 0                 | 0         | 0         | 0                         | 1                     | 1         |
| FERNCREST UTILITIES, INC.                   | 2                 | 2         | 4         | 2                         | 0                     | 2         |
| FLORALINO PROPERTIES, INC.                  | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| FLORIDA WATER SERVICES CORPORATION          | 6                 | 7         | 13        | 11                        | 0                     | 11        |
| FOREST HILLS UTILITIES, INC.                | 0                 | 2         | 2         | 0                         | 0                     | 0         |
| HEATHER HILLS ESTATES                       | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| HUDSON UTILITIES, INC.                      | 0                 | 1         | 1         | 3                         | 2                     | 5         |
| JASMINE LAKES UTILITIES CORPORATION         | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| LAKE SUZY UTILITIES, INC.                   | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| LAKE YALE TREATMENT ASSOCIATES, INC.        | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| LINDRICK SERVICE CORPORATION                | 2                 | 1         | 3         | 1                         | 0                     | 1         |
| MARION UTILITIES, INC.                      | 2                 | 0         | 2         | 1                         | 0                     | 1         |
| MOBILE MANOR, INC.                          | 0                 | 0         | 0         | 0                         | 1                     | 1         |
| NEIGHBORHOOD UTILITIES, INC.                | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| ORANGWOOD LAKES SERVICES, INC.              | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| PARK MANOR WATERWORKS, INC.                 | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| PARKLAND UTILITIES, INC.                    | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| PINE LAKE MOBILE HOME ESTATES, INC.         | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| PINECREST RANCHES, INC.                     | 1                 | 0         | 1         | 2                         | 0                     | 2         |
| SANDY CREEK UTILITY SERVICES, INC.          | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| SOUTHLAKE UTILITIES, INC.                   | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| ST. LUCIE WEST UTILITIES, INC.              | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC. | 0                 | 2         | 2         | 0                         | 0                     | 0         |
| VENTURE ASSOCIATES UTILITIES CORP.          | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| WEST LAKELAND WASTEWATER, INC.              | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| ZELLWOOD STATION CO-OP, INC.                | 0                 | 1         | 1         | 0                         | 0                     | 0         |
| <b>TOTALS**</b>                             | <b>18</b>         | <b>20</b> | <b>38</b> | <b>36</b>                 | <b>4</b>              | <b>40</b> |

\*Please see Definitions.

\*\*Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor 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.

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