



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT JULY 2004

Data Compiled on 8/25/2004

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# Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

- CALL the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552
- FAX your questions to 1-800-511-0809
- E-MAIL the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)
- Or WRITE to:

Florida Public Service Commission  
Division of Regulatory Compliance and Consumer Assistance  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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## Preface

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

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

## Summary

There were **2,175** complaints logged against the utility companies for the month of July 2004. If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,034** information requests logged by the PSC.

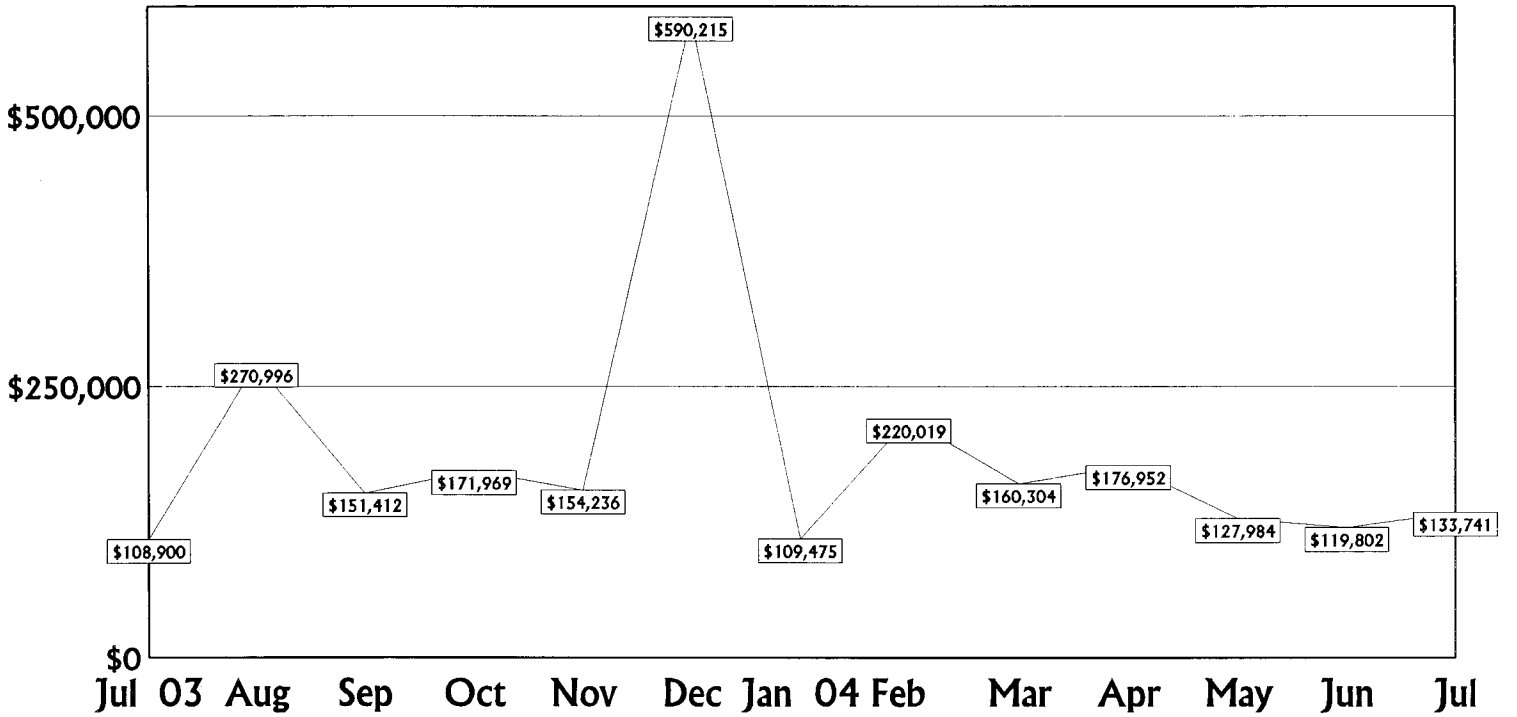
A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of July 30, 2004. Under this option, and with the caller's approval, a call to the PSC is directly transferred to the caller's utility. There were **982** calls transferred and entered into CATS during July 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$133,741 for the month.

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# Consumer Refunds

July 2003 - July 2004



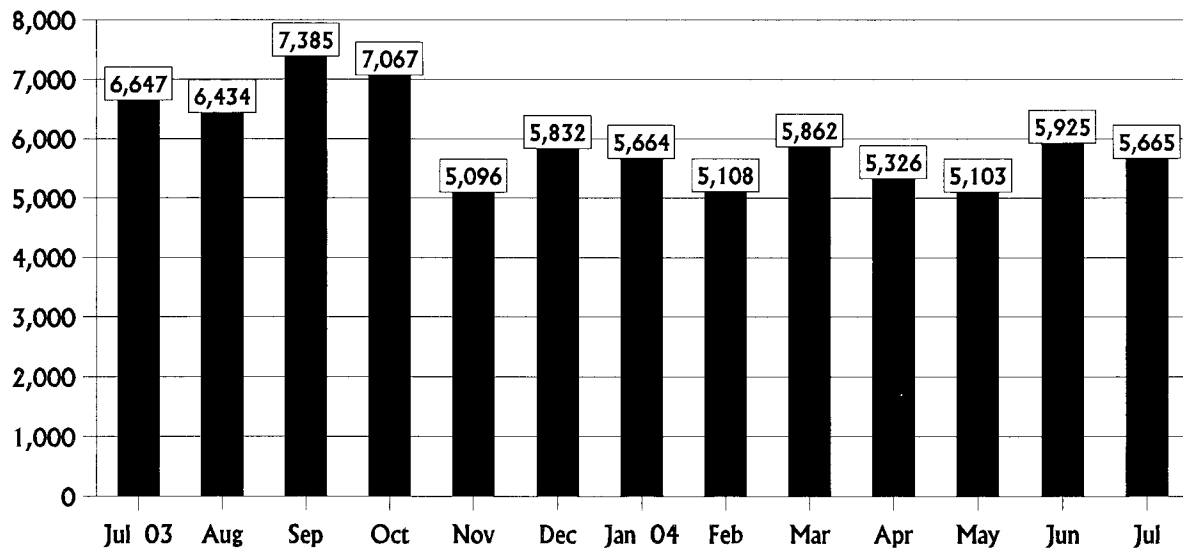
## Consumer Activity Overview - July 2004

<b>Complaints Received &amp; Entered into CATS</b>		<b>2,175</b>
Electric		93
Gas		23
Competitive Local Exchange Telephone		169
Local Exchange Telephone		255
Long Distance Telephone		386
Pay Telephone		5
Shared Tenant		0
Water & Wastewater		41
Non-certificated Company Complaints Logged		8
Electric	0	
Gas	0	
Telecommunications	0	
Water / Wastewater	1	
Industry Unknown	7	
Telephone Transfer-Connects (Calls Transferred to Utilities)		982
Electric	520	
Gas	0	
Telecommunications	461	
Water / Wastewater	1	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		68
Electric	18	
Gas	1	
Telecommunications	49	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		145
Electric	68	
Gas	0	
Telecommunications	77	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>2,034</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>4,209</b>
Telephone Calls Not Filed As Cases (Call backs on Active/Inactive Cases)		626
Telephone Calls Not Entered into CATS		<u>830</u>
<b>Total Consumer Contacts Handled</b>		<b>5,665</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,553	1,674	3,227
Mail	123	99	222
Internet	396	229	625
Fax	103	32	135
<b>Totals</b>	<b>2,175</b>	<b>2,034</b>	<b>4,209</b>

<b>Consumer Savings</b>	
Electric	\$ 16,296.63
Gas	273.05
Competitive Local Exchange Telephone	17,247.40
Local Exchange Telephone	20,127.34
Long Distance Telephone	79,129.52
Pay Telephone	117.40
Water & Wastewater	549.55
Non-regulated/Other Consumer Assistance	0.00
<b>Total</b>	<b>\$ 133,740.89</b>

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



## Complaints by Industry July 2004

	Complaints Logged	% of Total Complaints*
Electric	93	4%
Natural Gas	23	1%
Competitive Local Exchange Telephone	169	8%
Local Exchange Telephone	255	12%
Long Distance Telephone	386	18%
Pay Telephone	5	0%
Shared Tenant	0	0%
Water & Wastewater	41	2%
Non-certificated Company Complaints Logged**	8	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	982	45%
E-Transfers	68	3%
Cases Received & Closed by 72 Hr Rule	145	7%
Total	2,175	100%

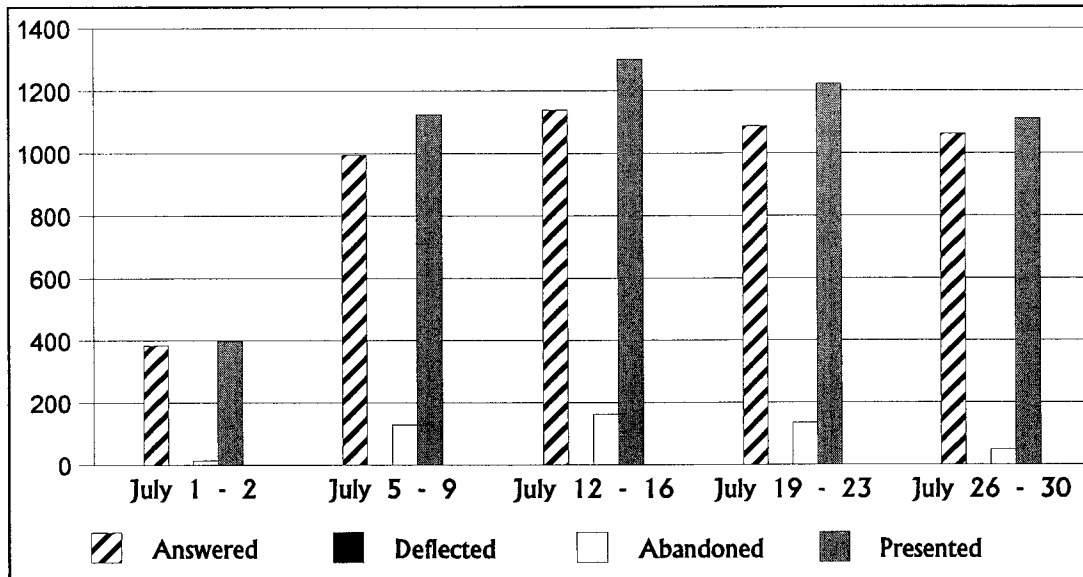
Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

\* Figures have been rounded.

\*\* Non-certificated relates to complaints filed against companies that appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.



## Total Calls Received - Call Center Statistics July 2004



- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but customer hung up while waiting in queue prior to call being answered.
- Presented:** Total number of calls answered by Consumer Affairs' Regulatory Specialists, plus the number of calls abandoned and deflected from the ACD Group.

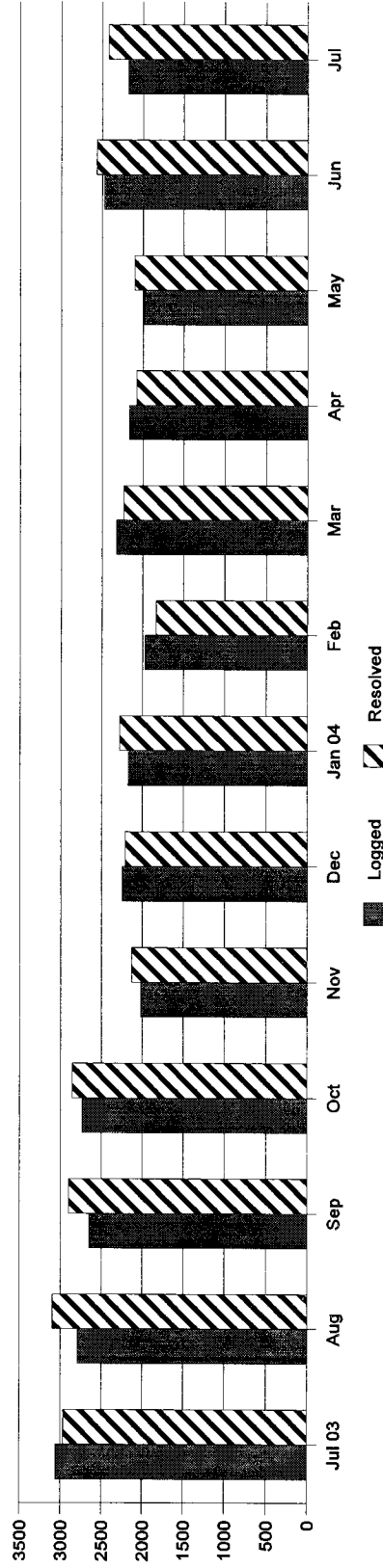
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
July 1 - 2	384	96%	0	0%	14	4%	398
July 5 - 9	995	89%	0	0%	129	11%	1,124
July 12 - 16	1,139	88%	0	0%	162	12%	1,301
July 19 - 23	1,087	89%	1	0%	135	11%	1,223
July 26 - 30	1,062	96%	0	0%	49	4%	1,111
<b>Totals</b>	<b>4,667</b>	<b>90%</b>	<b>1</b>	<b>0%</b>	<b>489</b>	<b>9%</b>	<b>5,157</b>

Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	4,667
Minus Calls Resulting in Cases (RCA)	(3,211)
Total Calls Not Filed As Cases (RCA)	1,456

## Total Complaints Logged/Resolved by Month\*

### July 2003 - July 2004

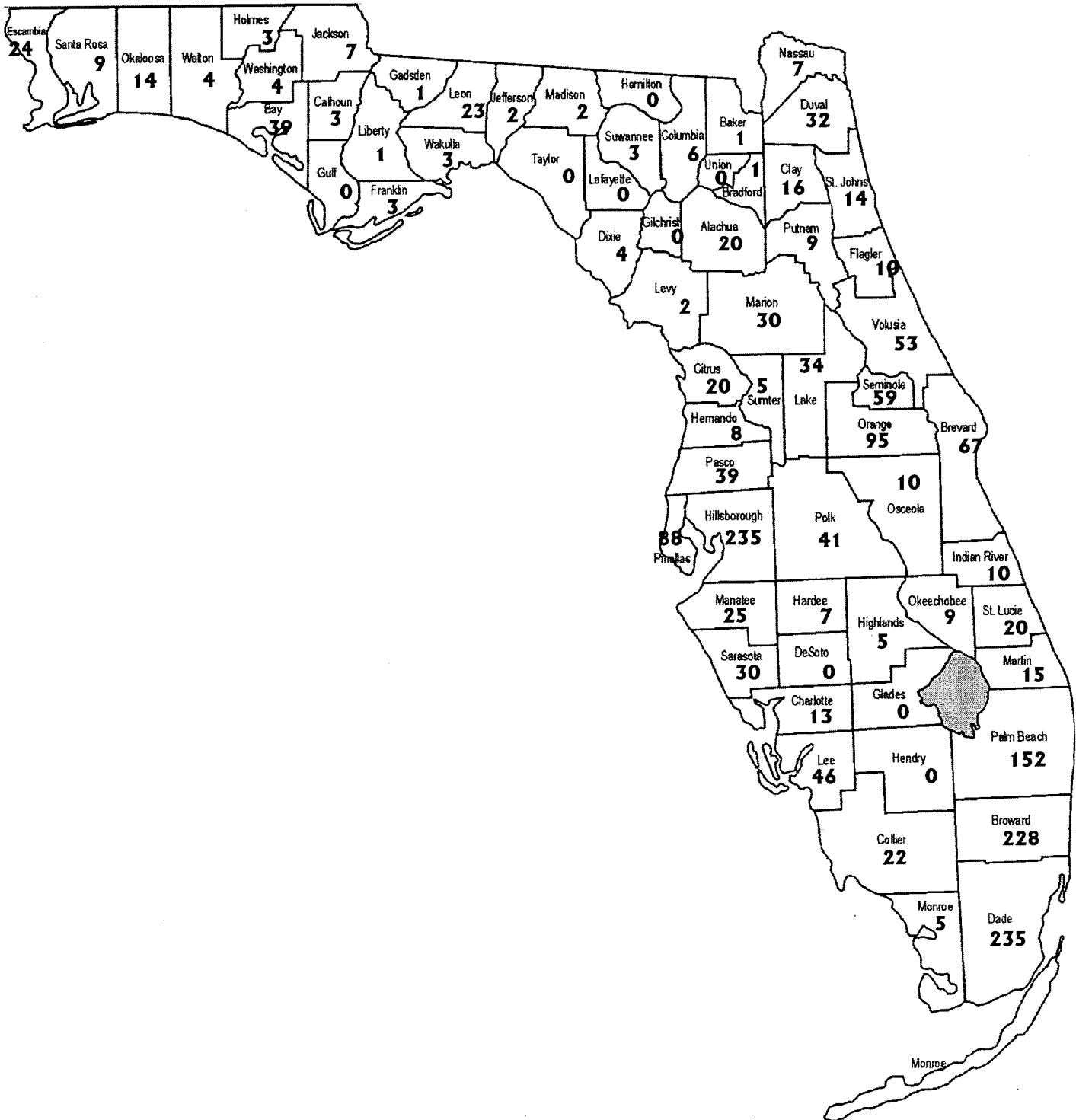


	Jul 03	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul
Logged	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474	2,175
Resolved	2,965	3,096	2,898	2,855	2,127	2,210	2,279	1,832	2,233	2,073	2,095	2,566	2,416

\*The term "Complaints Resolved" includes cases resolved from the present and previous months. Some cases resolved were logged in a prior period, and some cases logged will not be resolved until a future period.

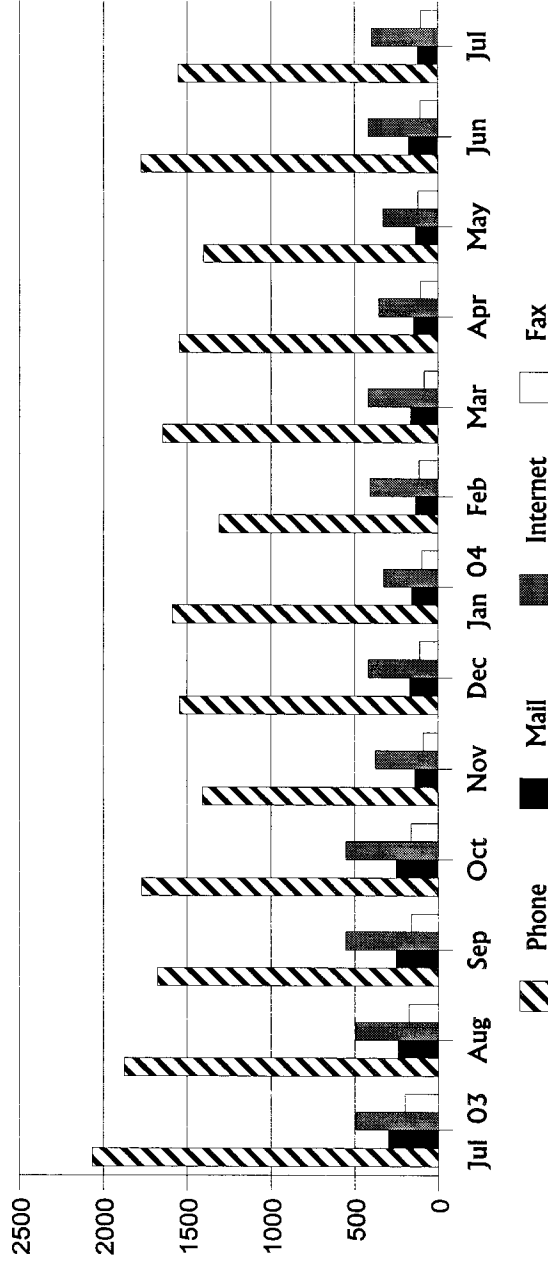
# Complaints Received by County

## July 2004



Note: County name not available for 302 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 2003 - July 2004

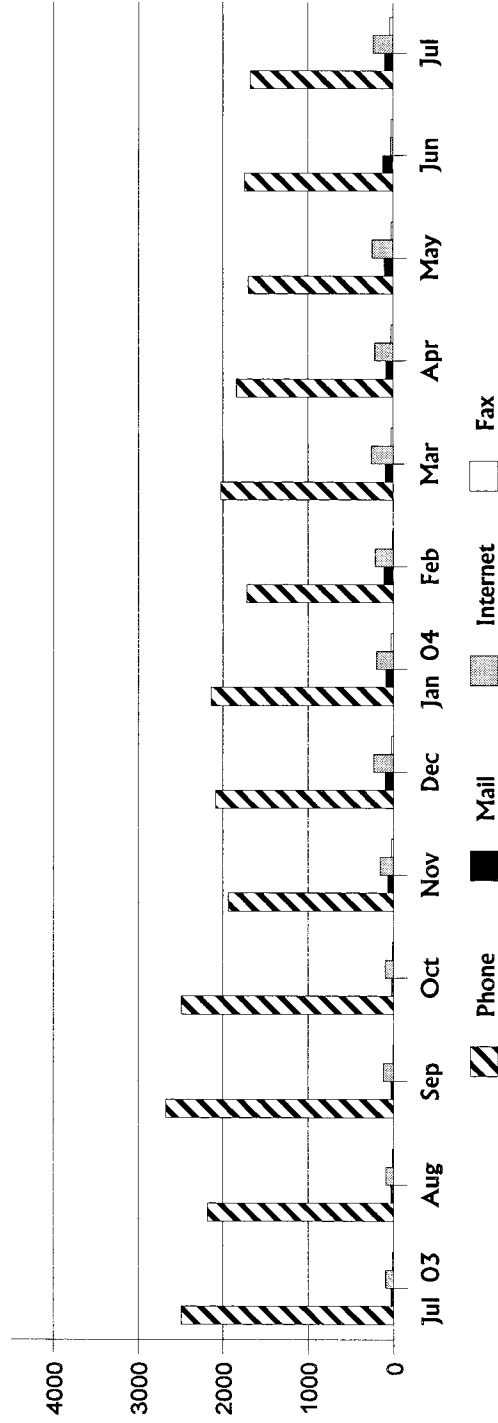


	Jul 03	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul
Phone	2,066	1,876	1,678	1,772	1,412	1,544	1,589	1,311	1,646	1,551	1,405	1,774	1,553
Mail	297	240	254	251	139	170	160	135	166	148	134	176	123
Internet	491	496	553	550	375	417	326	407	420	356	327	416	396
Fax	201	176	160	162	89	111	97	114	85	106	121	108	103
Total	3,055	2,788	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474	2,175

# How Information Requests Were Received

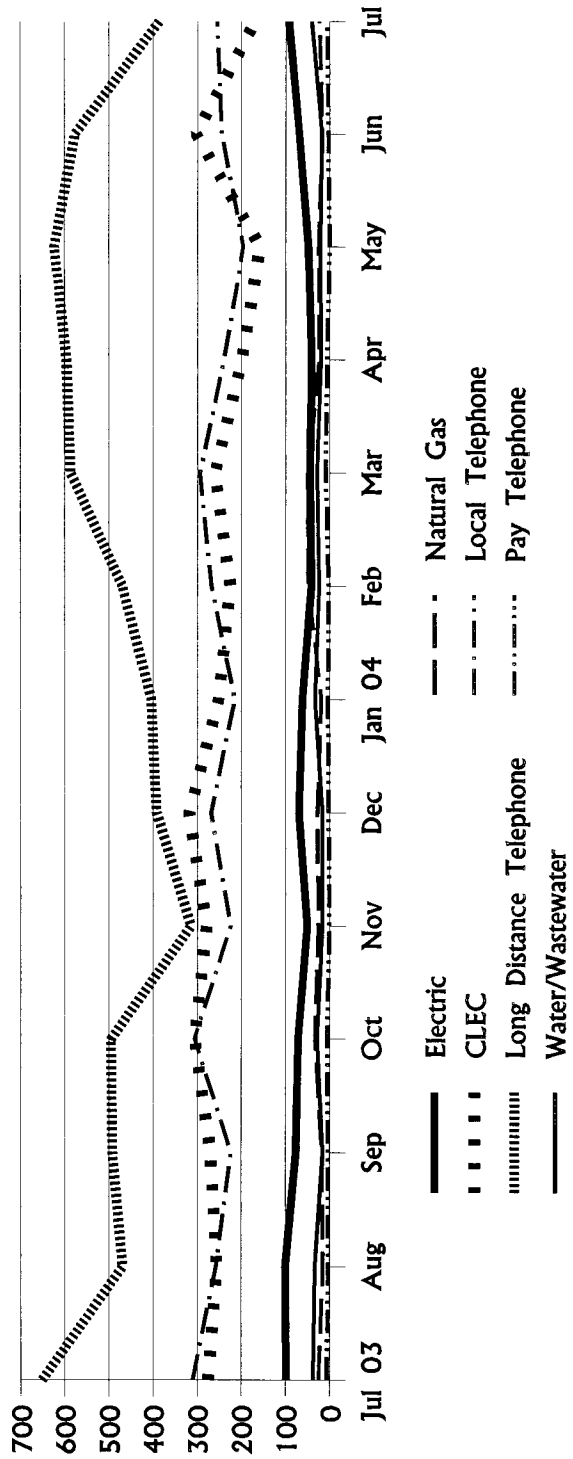
## Phone, Mail, Internet and Fax

### July 2003 - July 2004



	Jul 03	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul
Phone	2,486	2,181	2,673	2,488	1,935	2,088	2,138	1,719	2,030	1,841	1,698	1,742	1,674
Mail	33	33	30	23	68	97	90	111	95	90	104	119	99
Internet	96	92	120	102	156	230	198	210	249	214	238	226	229
Fax	14	11	5	12	22	21	24	11	25	27	19	21	32
<b>Total</b>	<b>2,629</b>	<b>2,317</b>	<b>2,828</b>	<b>2,625</b>	<b>2,181</b>	<b>2,436</b>	<b>2,450</b>	<b>2,051</b>	<b>2,399</b>	<b>2,172</b>	<b>2,059</b>	<b>2,108</b>	<b>2,034</b>

# Complaints Logged by Industry July 2003 - July 2004



Industry	Jul 03	Aug	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul
Electric	99	101	77	72	51	70	62	42	45	41	48	69	93
Natural Gas	25	15	17	34	26	28	19	49	50	24	25	16	23
CLEC	275	256	270	306	279	318	252	225	260	199	158	304	169
Local Telephone	311	258	223	307	224	269	215	268	294	239	196	244	255
Long Dist. Phone	652	469	492	495	315	392	404	470	587	596	624	577	386
Payphone	7	3	4	6	1	2	4	2	9	6	0	3	5
Water/Wastewater	38	34	16	29	16	16	34	24	29	20	21	17	41
Totals*	1,407	1,136	1,099	1,249	912	1,095	990	1,080	1,262	1,125	1,072	1,230	972

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

## Electric Companies Complaint Activity - July 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	26	27	53	203	41	0	41	191
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	6	3	0	3	6
GULF POWER COMPANY	0	1	1	8	2	0	2	6
PROGRESS ENERGY FLORIDA, INC.	12	5	17	95	16	0	16	100
TAMPA ELECTRIC COMPANY	11	9	20	72	16	1	17	63
<b>TOTAL**</b>	<b>50</b>	<b>43</b>	<b>93</b>	<b>384</b>	<b>78</b>	<b>1</b>	<b>79</b>	<b>366</b>

\*Please see Definitions.

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

## Electric Companies Number of Customers / Apparent Infraction Indices

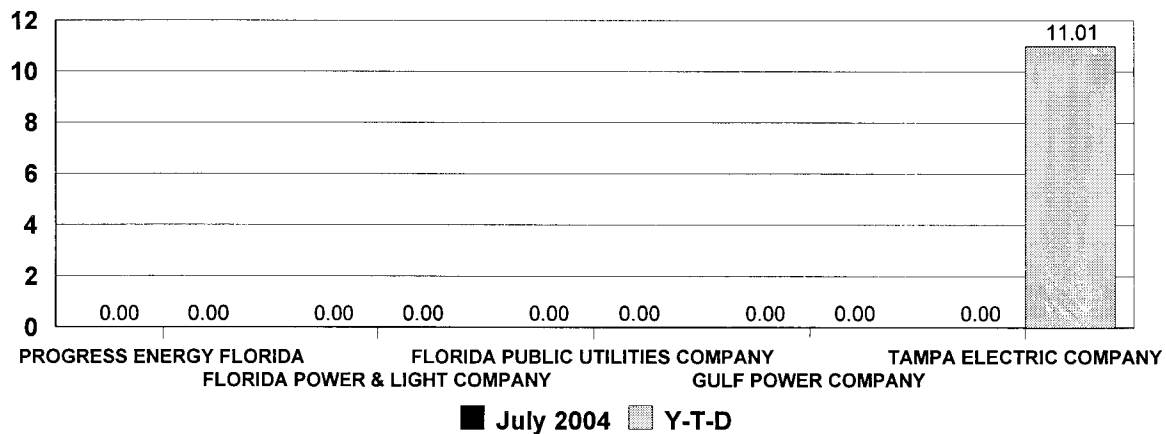
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	July 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF POWER COMPANY	388,253	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,478,653	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	597,932	2	0.0033	11.01	0.00
<b>TOTAL</b>	<b>6,583,876</b>	<b>2</b>	<b>0.0003</b>		

\*Please see Definitions.

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

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

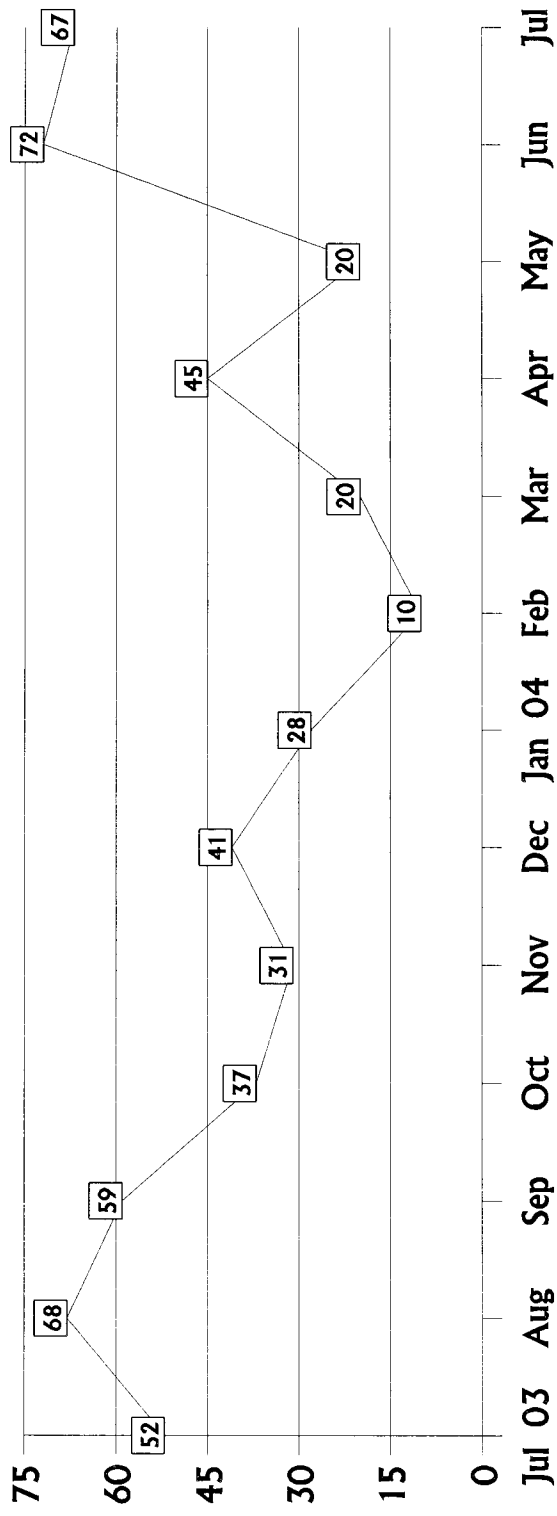
## Electric Companies Apparent Infraction Indices July 2004





# Electric Outage Related Complaints Logged

July 2003 - July 2004



## Natural Gas Companies Complaint Activity July 2004

Utility Name	Complaints Logged			Complaints Resolved				
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	4	0	0	0	5
CITY GAS COMPANY OF FLORIDA	2	9	11	80	11	0	11	78
FLORIDA PUBLIC UTILITIES COMPANY	3	3	6	21	4	0	4	18
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	0	0	2
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	2	6	100	8	0	8	104
<b>TOTAL**</b>	<b>9</b>	<b>14</b>	<b>23</b>	<b>206</b>	<b>23</b>	<b>0</b>	<b>23</b>	<b>207</b>

\*Please see Definitions.

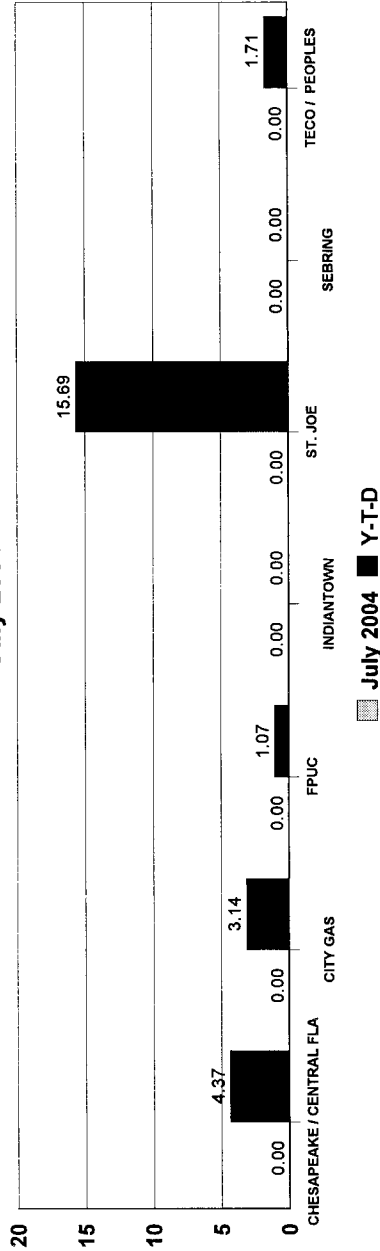
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

## 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 Infraction Index*	July 2004 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	11,741	1	0.09	4.37	0.00
CITY GAS COMPANY OF FLORIDA	98,171	6	0.06	3.14	0.00
FLORIDA PUBLIC UTILITIES COMPANY	47,875	1	0.02	1.07	0.00
INDIANTOWN	671	0	0.00	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,274	1	0.31	15.69	0.00
SEBRING	625	0	0.00	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	299,924	10	0.03	1.71	0.00
<b>INDUSTRY TOTAL</b>	<b>462,281</b>	<b>19</b>	<b>0</b>		

\*Please see Definitions.  
 \*\*Source - Docket No. 040003-GU, Purchased Gas Adjustment (PGA) True-Up - A-5 Schedules (as of December 2003).  
 \*\*\*Note - Apparent Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by 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 2004



# Local Telephone Companies Complaint Activity July 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Y-T-D	Total	Y-T-D
ALTEL FLORIDA, INC.	4	0	4	21	2	19
BELLSOUTH	72	71	143	1,073	184	1,135
FRONTIER	0	1	1	1	1	1
GTC, INC. D/B/A GT COM	3	1	4	15	2	14
ITS TELECOMMUNICATIONS SYSTEMS	0	1	1	2	0	1
NE FLORIDA	0	0	0	1	1	2
QUINCY/TDS	0	0	0	1	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0
SPRINT-FLORIDA	51	13	64	392	72	393
VERIZON FLORIDA, INC.	23	15	38	205	32	217
<b>TOTAL**</b>	<b>153</b>	<b>102</b>	<b>255</b>	<b>1,711</b>	<b>294</b>	<b>1,783</b>

\*Please see Definitions.

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

## Competitive Local Exchange Telephone Companies Complaint Activity - July 2004

Utility Name	Complaints Logged			Complaints Resolved
	Service*	Billing*	Total	Total
I-800-RECONEX, INC. D/B/A USTEL	0	0	0	1
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	0	0	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	0
ACN COMMUNICATION SERVICES, INC.	1	0	1	0
ACTEL WIRELESS, INC.	1	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	3	5	7
ANEW BROADBAND, INC.	1	0	1	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	8	14	19
AUGLINK COMMUNICATIONS, INC.	1	0	1	1
BELLSOUTH TELECOMMUNICATIONS, INC.	1	0	1	0
BTI	1	0	1	2
BUDGET PHONE, INC.	2	0	2	2
BULLSEYE TELECOM, INC.	1	0	1	1
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1
CHOICE ONE TELECOM	1	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	1	4	5
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1
CURBSIDE COMMUNICATIONS	0	1	1	0
DELAND ACTEL, INC.	2	0	2	7
DPI-TELECONNECT, L.L.C.	1	0	1	0
DSL	0	1	1	2
EPICUS, INC.	1	1	2	3
EXCEL TELECOMMUNICATIONS, INC.	2	1	3	4
EXPRESS PHONE SERVICE	0	1	1	2
FDN COMMUNICATIONS	6	2	8	14
FLATEL, INC.	2	2	4	2
FLORIDA PHONE SERVICE, INC.	3	0	3	2
FLORIDA TELEPHONE SERVICES, LLC	2	1	3	4
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	1
GT COM	1	0	1	0

Utility Name	Complaints Logged			Complaints Resolved
	Service*	Billing*	Total	Total
IDS TELCOM LLC	6	1	7	14
IDT	4	6	10	18
INSTATONE	3	0	3	2
ISN COMMUNICATIONS	2	0	2	2
ITC*DELTACOM	3	3	6	8
KISSIMMEE UTILITY AUTHORITY	1	0	1	1
KNOLOGY OF FLORIDA, INC.	3	0	3	3
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1
LITESTREAM TECHNOLOGIES, LLC	1	0	1	0
MCI WORLDCOM COMMUNICATIONS, INC.	3	2	5	10
MCI WORLDCOM NETWORK SERVICES, INC.	0	1	1	0
METRO TELECONNECT COMPANIES, INC.	0	0	0	1
MYATEL CORPORATION	1	0	1	1
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	0
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	0
PREMIER TELECOM, INC.	0	0	0	2
RING CONNECTION, INC.	2	0	2	1
SALUDA NETWORKS INCORPORATED	0	0	0	1
SANTEL COMMUNICATIONS	0	1	1	0
SECOND CHANCE PHONE	2	0	2	0
SPARKS COMMUNICATIONS	1	0	1	2
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	4	3	7	6
STS	1	0	1	3
STS TELECOM, LLC	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	9	21	30	49
TALK AMERICA INC.	0	1	1	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	1
TCG	1	0	1	1
TELECONEX	6	2	8	15
UIS LEC OF FLORIDA INC.	0	1	1	0
VARTEC TELECOM, INC.	4	1	5	3
WINSTAR COMMUNICATIONS, LLC	0	0	0	1
XO FLORIDA, INC.	0	1	1	2
Z-TEL COMMUNICATIONS, INC.	0	1	1	2
<b>TOTALS**</b>	<b>101</b>	<b>68</b>	<b>169</b>	<b>235</b>

\*Please see Definitions.

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

# Cramming Statistics\*

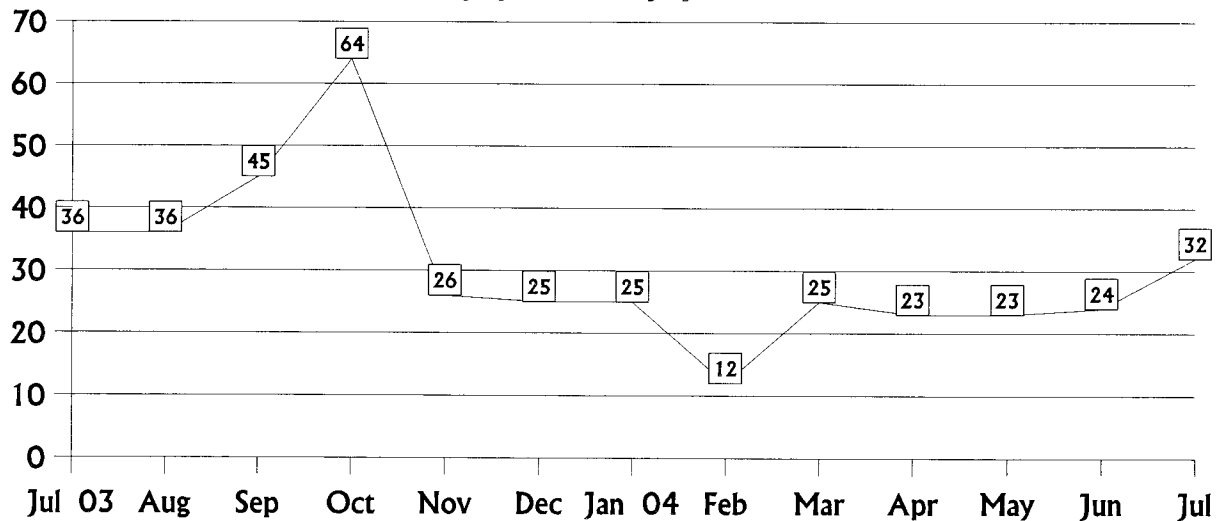
## July 2004

New Cases Logged	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
31	32	\$1,677.34

*\*Please see Definitions*

### Cases Resolved as Cramming

July 2003 - July 2004



**Unauthorized Telephone Service Change  
 "Local Slamming"  
 Cases Logged - July 2004**

Company	Month	Year-To-Date
AT&T	2	14
Bellsouth Telecommunications, Inc.	4	36
Excel Telecommunications, Inc.	0	5
IDS Telecom LLC	1	5
IDT	0	9
Sprint Communications Co. LTD Partnership	3	19
Sprint-Florida, Inc.	0	23
Supra Telecom. & Information Systems, Inc.	1	33
Verizon Florida Inc.	1	5
All Other Local Companies	11	88
<b>Totals</b>	<b>21</b>	<b>223</b>



## Long Distance Telephone Companies Complaint Activity - July 2004

Utility Name	Complaints Logged			Complaints Resolved
	Service*	Billing*	Total	Total
1 800 3030 123 AMERICATEL COLLECT	2	0	2	5
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	0	2	0
ALLTEL COMMUNICATIONS, INC.	1	0	1	1
AMERICAN COMMUNICATIONS, L.L.C.	1	0	1	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	51	103	154	247
BCN TELECOM, INC.	0	1	1	0
BELLSOUTH LONG DISTANCE, INC.	4	2	6	5
BTI	0	1	1	0
BUDGET CALL LONG DISTANCE, INC.	0	1	1	1
CAPSULE COMMUNICATIONS, INC.	0	0	0	1
CENTRIX TELECOM, LLC	1	0	1	1
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	1
CORRECTIONAL BILLING SERVICES	1	1	2	2
CTC COMMUNICATIONS CORP.	0	0	0	1
CUSTOM TELECONNECT, INC.	0	0	0	1
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	1
ENTRIX TELECOM, INC.	1	0	1	0
EPICUS, INC.	0	1	1	1
EXCEL TELECOMMUNICATIONS, INC.	1	4	5	5
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1
GLOBAL TEL*LINK CORPORATION	0	1	1	1
HBS BILLING SERVICES COMPANY	0	0	0	1
HORIZONONE COMMUNICATIONS	1	0	1	1
IDT AMERICA CORP. D/B/A DSA TELECOM	5	6	11	12
ILD	0	1	1	3
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	2	2	3
INCOMM	0	1	1	1
INTEGRETEL, INC.	1	9	10	12
LIGHTYEAR COMMUNICATIONS, INC.	3	0	3	0
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1
MAIN STREET TELEPHONE COMPANY	0	1	1	0
MCI WORLDCOM NETWORK SERVICES, INC.	7	18	25	52
NECC TELECOM, INC.	0	0	0	1
NEW CENTURY TELECOM, INC.	1	0	1	7
NORVERGENCE, INC.	9	3	12	39
OCMC, INC. D/B/A ONE CALL COMMUNICATIONS, INC. D/B/A OPTIC	0	0	0	3
ONE CALL COMMUNICATIONS, INC.	0	1	1	1
OPERATOR ASSISTANCE NETWORK	0	7	7	9
OPTICAL TELEPHONE CORPORATION	1	0	1	1
PAETEC COMMUNICATIONS, INC.	1	0	1	0

Utility Name	Complaints Logged			Complaints Resolved
	Service*	Billing*	Total	Total
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2
QWEST COMMUNICATIONS CORPORATION	5	1	6	6
REDUCED RATE LONG DISTANCE LLC	0	0	0	1
RIDLEY TELEPHONE COMPANY, LLC	1	0	1	0
SKYNET TELESYSTEMS	7	3	10	11
SPRINT	57	12	69	67
STARTEC GLOBAL LICENSING COMPANY	1	1	2	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	2
T-NETIX, INC.	2	1	3	1
TALK AMERICA INC.	0	0	0	1
TCG	0	3	3	1
TELE CIRCUIT NETWORK CORPORATION	1	0	1	1
TELECOM*USA OR TELECONNECT	1	4	5	10
TELECORE COMMUNICATIONS, CORP.	2	0	2	1
TELECUBA, INC.	0	1	1	0
TELEDIAS COMMUNICATIONS, INC.	0	0	0	1
TELEFYNE INCORPORATED	0	0	0	1
TELEGLOBE AMERICA INC.	1	0	1	0
TELLISS, LLC	0	2	2	1
TELSTAR INTERNATIONAL, INC.	2	0	2	1
TOUCH-TEL USA, LLC	0	1	1	0
TOUCHTONE COMMUNICATIONS INC.	0	1	1	0
UNIVERSAL PHONE CORPORATION	1	0	1	0
U.S. TELECOM GROUP, INC.	0	0	0	1
U.S. TELECOM LONG DISTANCE, INC.	0	1	1	1
VARTEC TELECOM, INC.	3	3	6	4
VERIZON LONG DISTANCE	0	4	4	3
VERIZON SELECT SERVICES INC.	0	1	1	2
WORLDXCHANGE CORP. D/B/A ACCERIS COMMUNICATIONS PARTNERS	0	0	0	2
ZERO PLUS DIALING	1	1	2	2
ZONE TELECOM, INC.	0	1	1	1
TOTALS**	181	205	386	546

\*Please see Definitions.

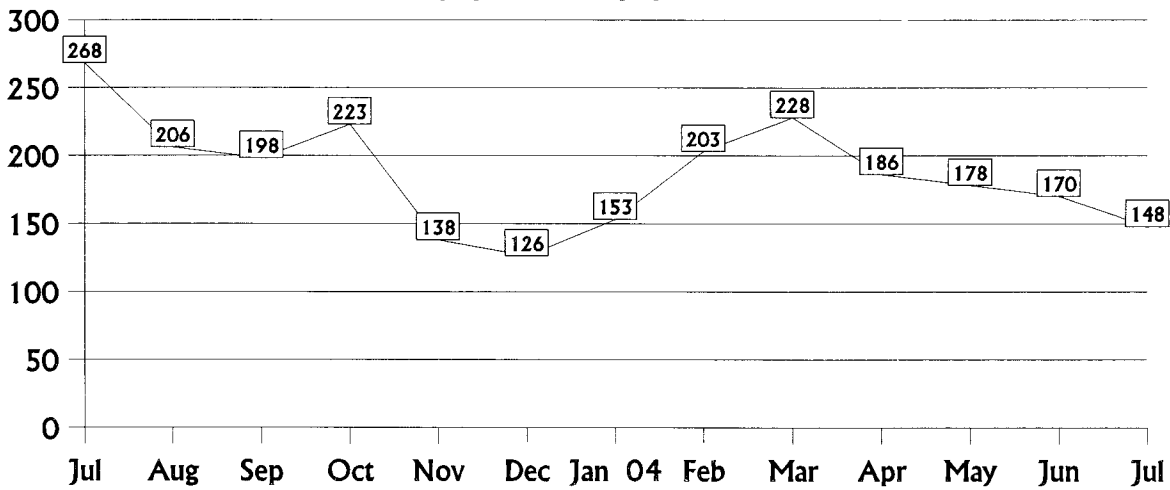
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

# Unauthorized Telephone Service Change “Long Distance Slammimg” Cases Logged - July 2004

Company	Month	Year-To-Date
1 800 3030 123 Americatel Collect	2	14
AT&T	36	508
Excel Telecommunications, Inc.	1	15
MCI Worldcom	8	80
New Century Telecom, Inc.	1	42
Qwest Communications Corporation	4	34
Skynet Telesystems	7	21
Sprint	67	361
Telecom*USA or Teleconnect	1	14
Other Long Distance Companies	23	191
<b>Totals</b>	<b>148</b>	<b>1,266</b>

## Cases Logged as Slammimg

July 2003 - July 2004



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	1	0	1	0	0	0
DAVID LYNN SWEARINGEN D/B/A FLORIDA PUBLIC TELEPHONE COMPA	0	0	0	1	0	1
FUTURE TALK	1	0	1	0	0	0
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	1	1	2	0	2
TCG	0	1	1	0	0	0
TRI-COUNTY TELEPHONE INC.	0	0	0	1	0	1
<b>TOTALS**</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>

\*Please see Definitions.

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

## Water & Wastewater Companies Complaint Activity - July 2004

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	3	0	3	4	0	4
BAYSIDE UTILITY SERVICES, INC.	2	9	11	1	1	2
BROADVIEW PARK WATER COMPANY	0	0	0	1	0	1
CENTURY ESTATES UTILITIES, INC.	0	0	0	1	0	1
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	1	0	1	0	0	0
FERNCREST UTILITIES, INC.	0	1	1	0	0	0
FLORALINO PROPERTIES, INC.	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	13	0	13	1	0	1
FOREST HILLS UTILITIES, INC.	0	2	2	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	1	0	1
KEITH & CLARA STARKEY D/B/A HEATHER HILLS ESTATES	0	0	0	1	0	1
KEMPLE WATER COMPANY	0	0	0	0	1	1
LINDRICK SERVICE CORPORATION	1	0	1	3	1	4
MILES GRANT WATER AND SEWER COMPANY	1	0	1	0	0	0
MOBILE MANOR, INC.	4	0	4	0	0	0
PINE HARBOUR WATER UTILITIES	0	0	0	5	0	5
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	1	0	1
TEVALO, INC. D/B/A MCLEOD GARDENS WATER COMPANY	0	0	0	1	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	2	0	2
<b>TOTALS**</b>	<b>27</b>	<b>14</b>	<b>41</b>	<b>22</b>	<b>3</b>	<b>25</b>

\*Please see Definitions.

\*\* Does not include non-certificated complaints looged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved 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. Exception: In the case of slamming complaints, staff does not classify complaints as either Apparent Rule Infractions or Apparent Non-infractions.

**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. Exception: In the case of slamming complaints, staff does not classify complaints as either Apparent Rule Infractions or Apparent Non-infractions.

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

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

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

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

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

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

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

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

an existing case, is a misdialed call or the caller hangs up during the call.

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

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

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

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

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

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

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

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

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