



FLORIDA
PUBLIC
SERVICE
COMMISSION

**CONSUMER ACTIVITY REPORT
AUGUST 2002**

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FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

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

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

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

Summary

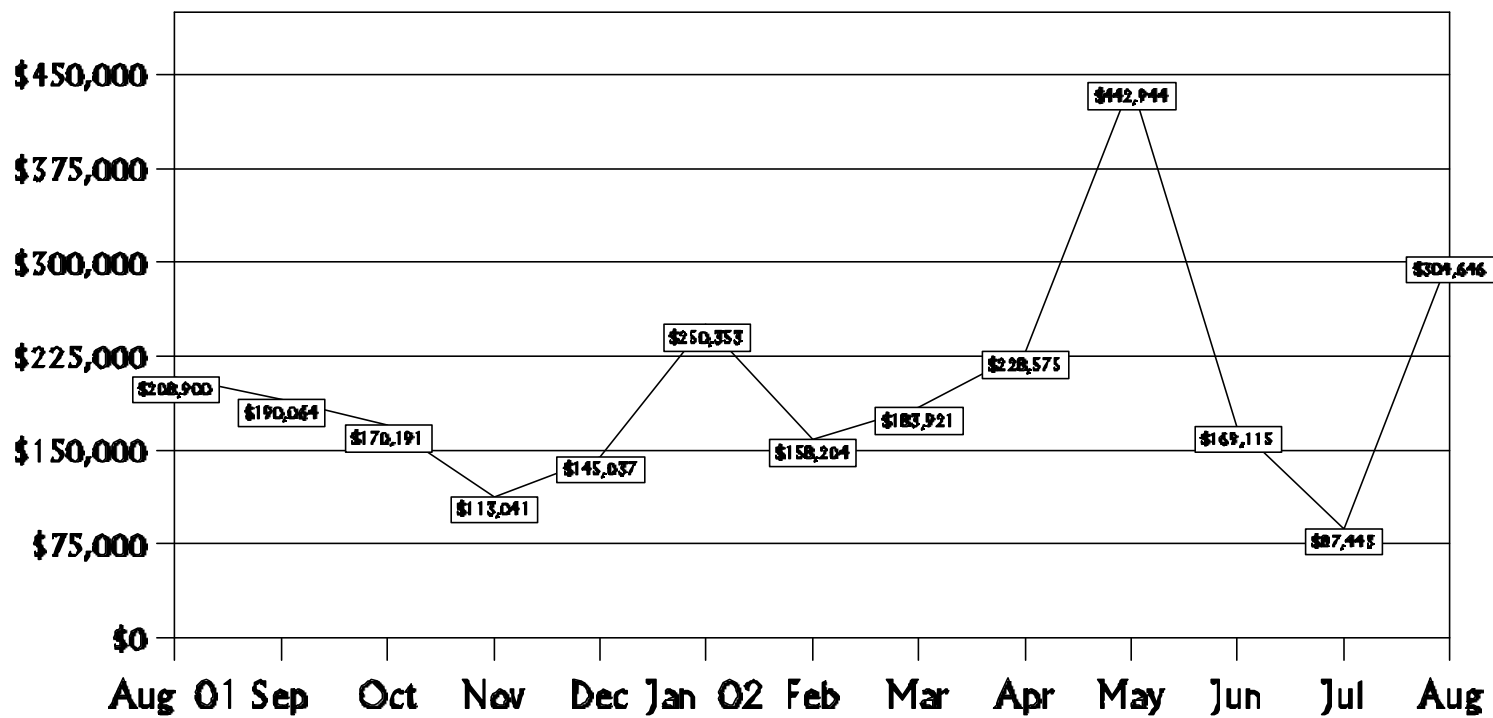
There were **2,493** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an aparent rule infraction. There were also **3,150** information requests handled by the PSC.

A total of eighteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of August 31, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **1,174** calls transferred during August 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$304,646** for the month.

Consumer Refunds

August 2001 - August 2002



Consumer Activity - August 2002

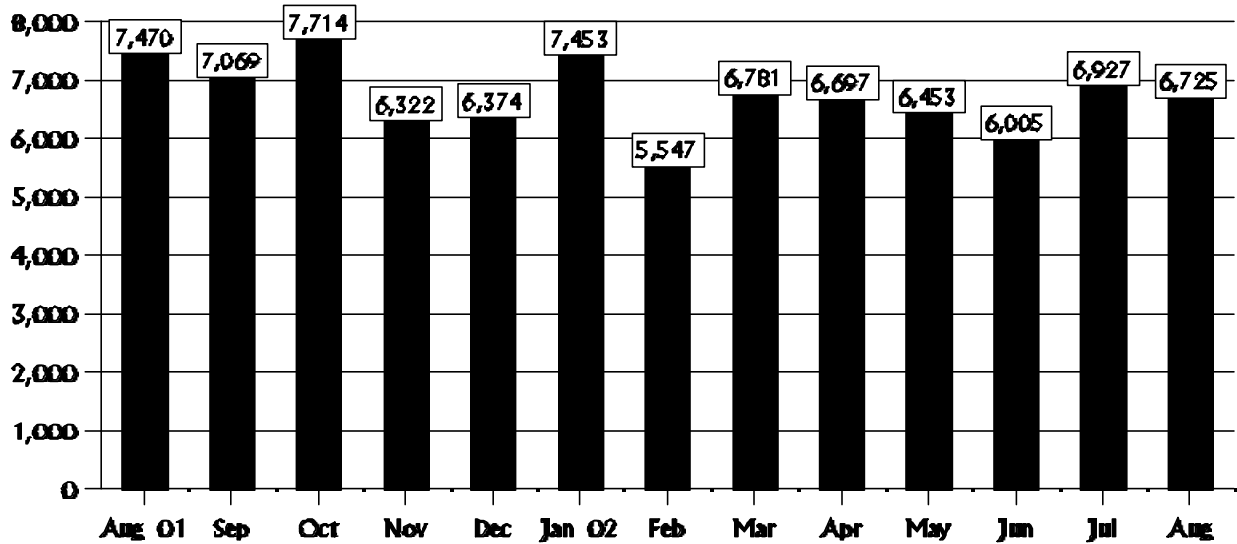
Complaints Received		2,493
Electric	92	
Gas	16	
Alternative Local Exchange Telephone	232	
Local Exchange Telephone	269	
Long Distance Telephone	505	
Pay Telephone	6	
Water & Wastewater	16	
Non-regulated/Other Consumer Assistance	1,228	
Cases Received / Closed Under 72 Hr Rule	129	
Electric	69	
Gas	0	
Telecommunications	60	
Water / Wastewater	0	
Information Requests Received		3,150
Total Cases Received		5,643

How Cases Were Received	Complaints	Information Requests
Phone	1,520	3,016
Mail	440	30
Internet	310	93
Fax	223	11
Totals	2,493	3,150

Non-Regulated Calls Not Filed As Cases	1,082
Total Consumer Contacts Handled	6,725
Transfer Connect (Calls Transferred to Utilities)	1,174
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	65

Consumer Savings	
Electric	\$ 8,637.23
Gas	1,300.00
Alternative Local Exchange Telephone	151,143.42
Local Exchange Telephone	47,345.42
Long Distance Telephone	96,065.65
Pay Telephone	2.00
Water & Wastewater	151.99
Non-regulated/Other Consumer Assistance	0.00
Total	\$304,645.71

Public Service Commission Total Consumer Contacts August 2001 - August 2002

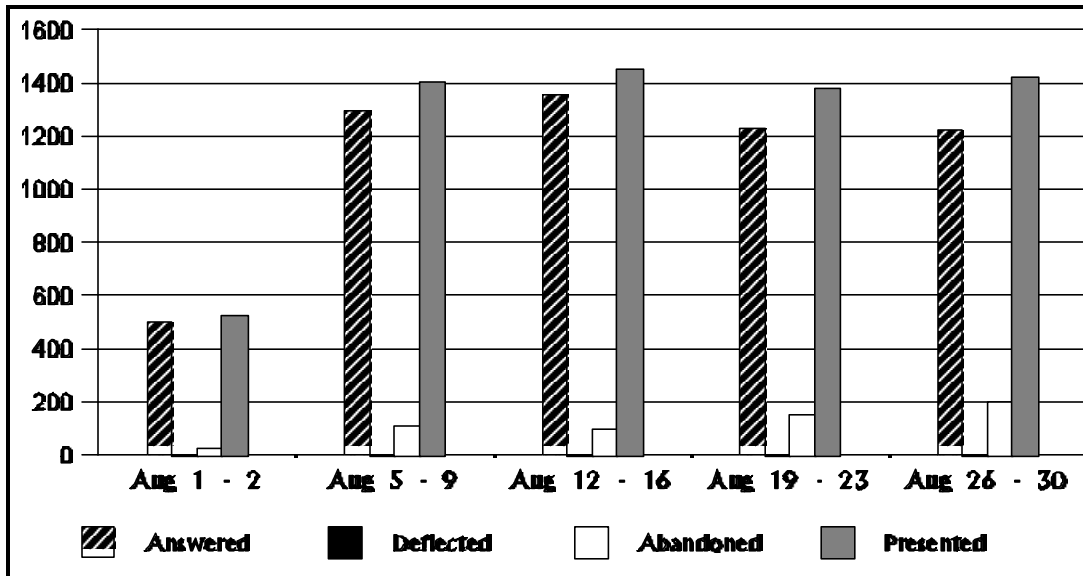


	Complaints Received	% of Total Complaints*
Electric	92	4%
Gas	16	< 1%
Alt. Local Exchange Telephone	232	9%
Local Exchange Telephone	269	11%
Long Distance Telephone	505	20%
Pay Telephone	6	< 1%
Water & Wastewater	16	1%
Non-regulated Consumer Assistance	1,228	49%
Cases Received & Closed by 72 Hr Rule	129	5%
Total	2,493	100%

*Rounded

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

Total Calls Received - Call Center Statistics August 2002



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

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

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

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

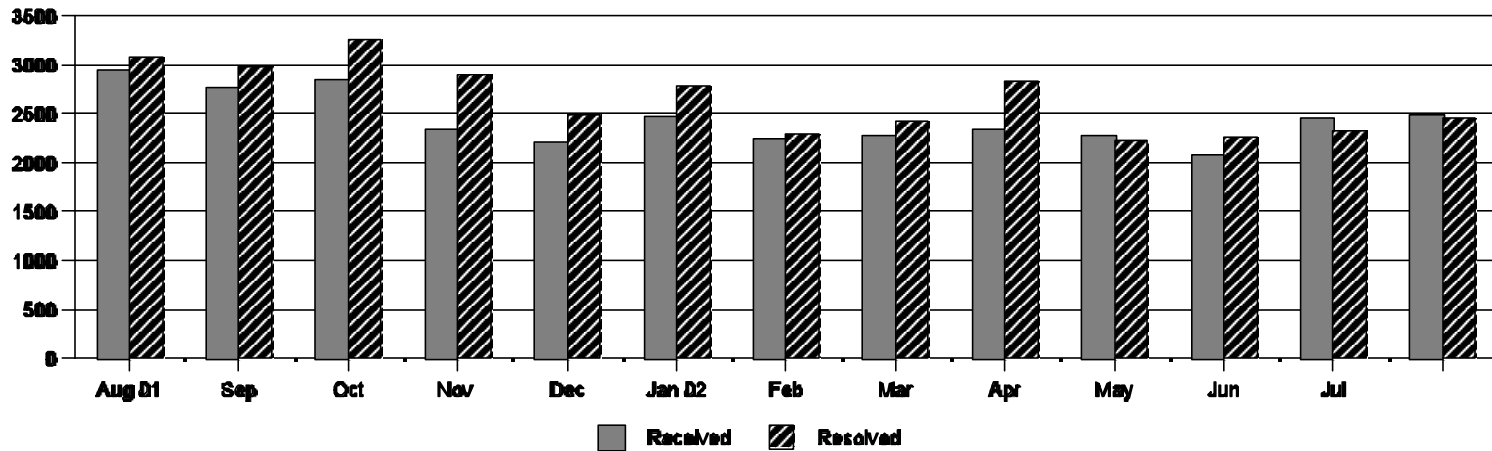
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
August 1 - 2	499	95%	0	0%	27	5%	526
August 5 - 9	1,298	92%	0	0%	108	8%	1,406
August 12 - 16	1,355	93%	0	0%	95	7%	1,450
August 19 - 23	1,231	89%	1	0%	149	11%	1,381
August 26 - 30	1,221	86%	1	0%	197	14%	1,419
Totals	5,604	91%	2	0%	576	9%	6,182

Note: % Totals have been rounded.

Calls Answered During the Month	5,604
Minus CAF Calls Resulting in Cases	(4,522)
Total Non-Jurisdictional Calls Not Filed As Cases	1,082

Monthly Status of Total Complaints Received / Resolved*

August 2001 - August 2002

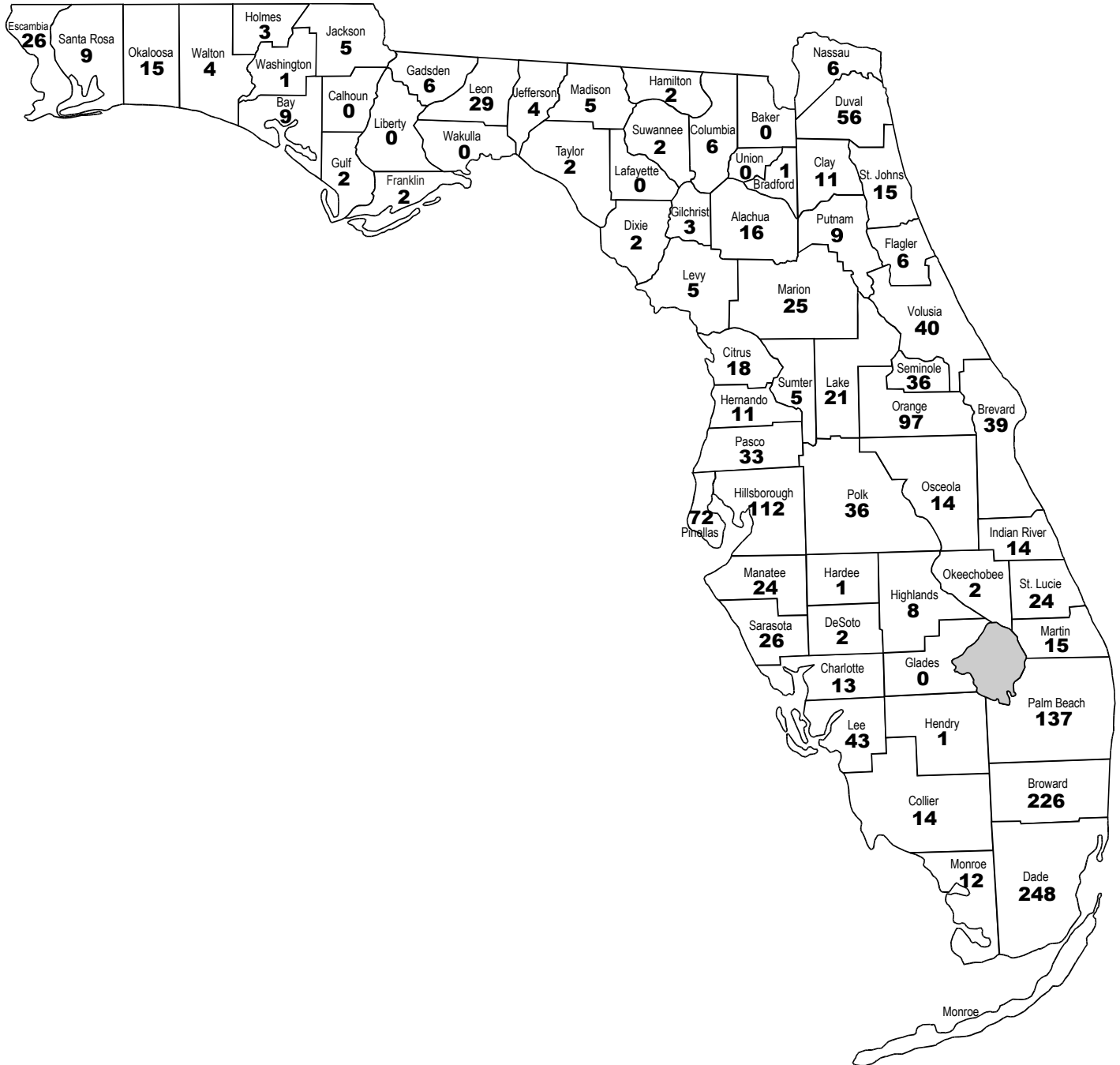


	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Received	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081	2,461	2,493
Resolved	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252	2,318	2,462

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

Complaints Received by County

AUGUST 2002

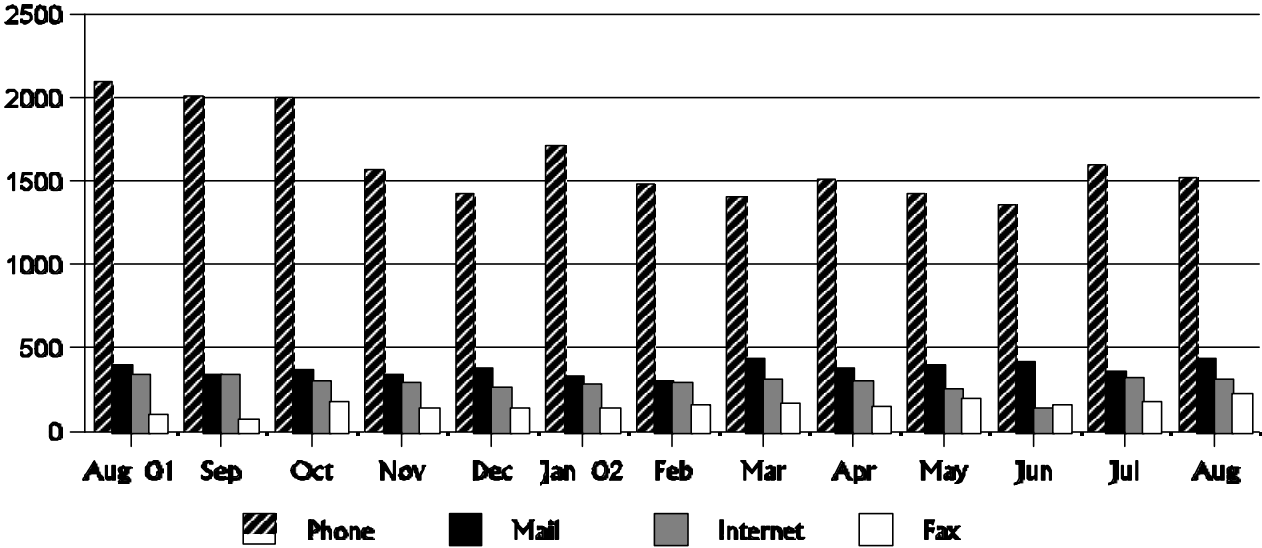


Note: County name not available for 862 cases.

How Complaints Were Received

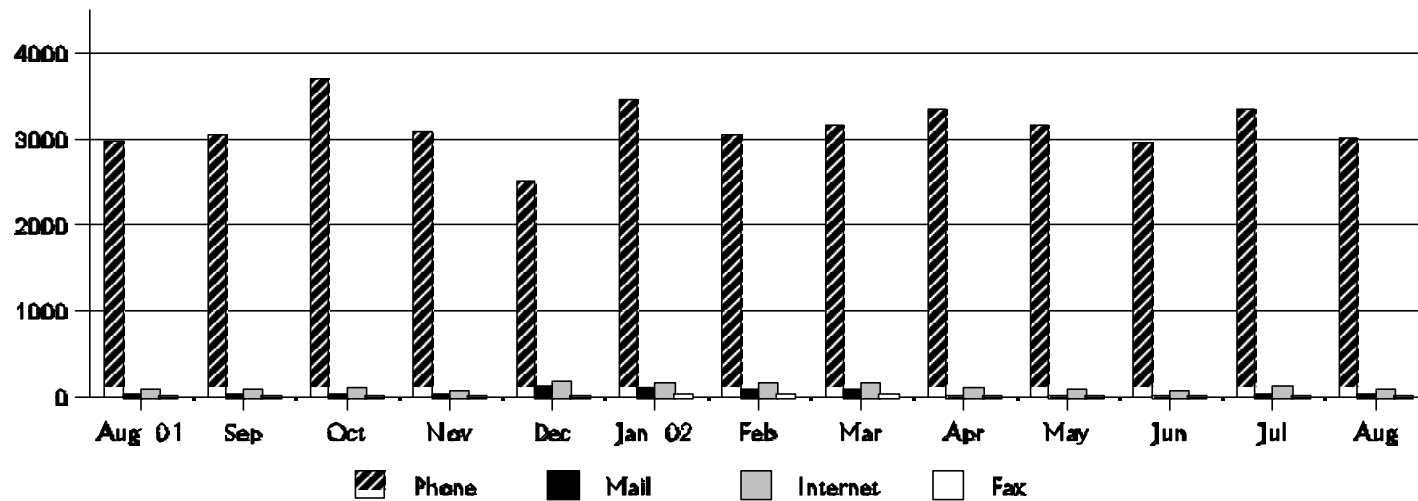
Phone, Mail, Internet and Fax

August 2001 - August 2002



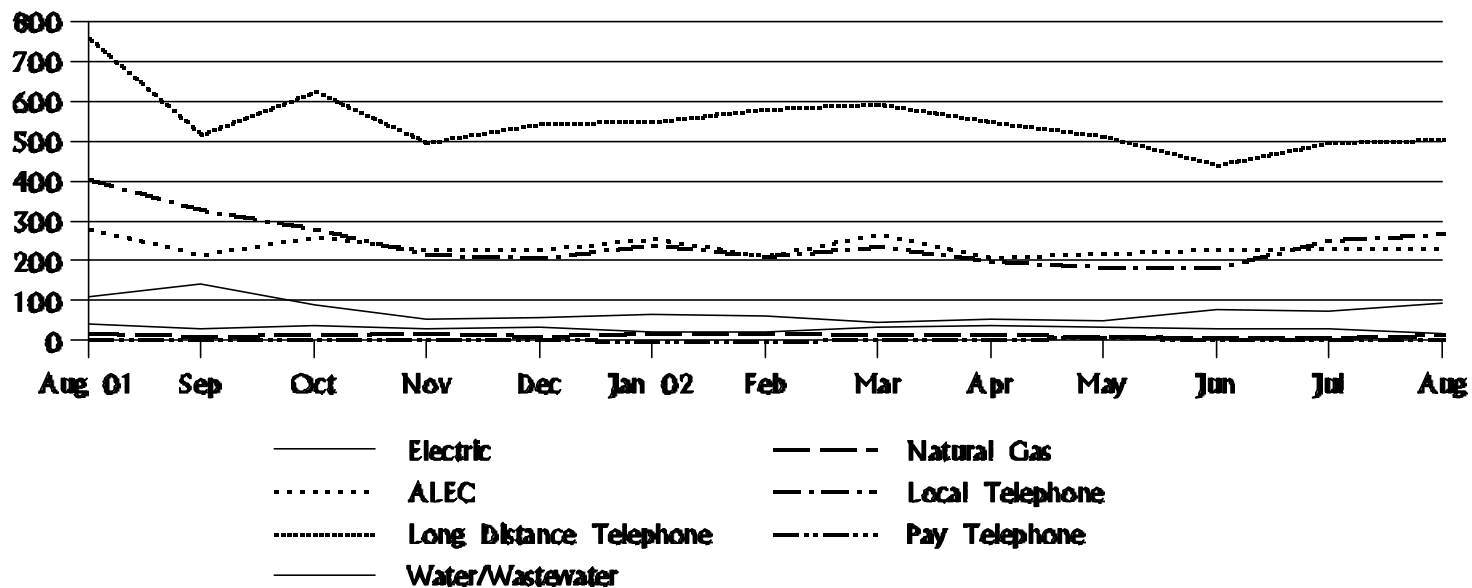
	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361	1,598	1,520
Mail	401	346	374	344	380	329	302	437	382	399	419	359	440
Internet	341	340	299	291	263	281	290	313	304	253	137	324	310
Fax	100	71	174	142	136	143	162	165	153	198	164	180	223
Total	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081	2,461	2,493

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



	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961	3,352	3,016
Mail	35	25	27	25	130	98	92	84	20	13	18	24	30
Internet	84	82	111	63	180	169	158	168	97	84	71	130	93
Fax	18	5	7	8	15	24	24	22	3	9	10	10	11
Total	3,103	3,159	3,842	3,177	2,839	3,756	3,314	3,432	3,461	3,256	3,060	3,516	3,150

Complaints by Industry August 2001 - August 2002



Industry	Aug 01	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug
Electric	111	140	89	52	58	64	62	47	53	50	76	73	92
Natural Gas	20	14	16	22	15	20	21	17	19	13	9	11	16
ALEC	282	219	264	231	230	258	212	272	208	223	231	232	232
Local Telephone	405	332	284	216	211	241	212	239	203	185	186	254	269
Long Dist. Phone	760	518	627	499	546	552	585	596	550	515	443	499	505
Payphone	6	5	5	6	6	3	3	5	4	8	6	4	6
Water/Wastewater	41	29	37	30	32	22	21	33	37	33	28	31	16

Electric Companies Complaint Activity - August 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	23	7	30	175	18	0	18	192
FLORIDA POWER & LIGHT COMPANY	29	17	46	257	22	0	22	331
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	13	3	1	4	13
GULF POWER COMPANY	0	0	0	15	1	0	1	15
TAMPA ELECTRIC COMPANY	5	9	14	60	11	1	12	73
TOTAL	58	34	92	520	55	2	57	624

**Please see Index of Definitions.*

Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	August 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,383,648	1	0.0007	0.65	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	1	0.0003	0.23	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,992	2	0.0772	69.93	122.38
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	3	0.0051	4.65	5.43
TOTAL	6,339,722	7	0.0011		

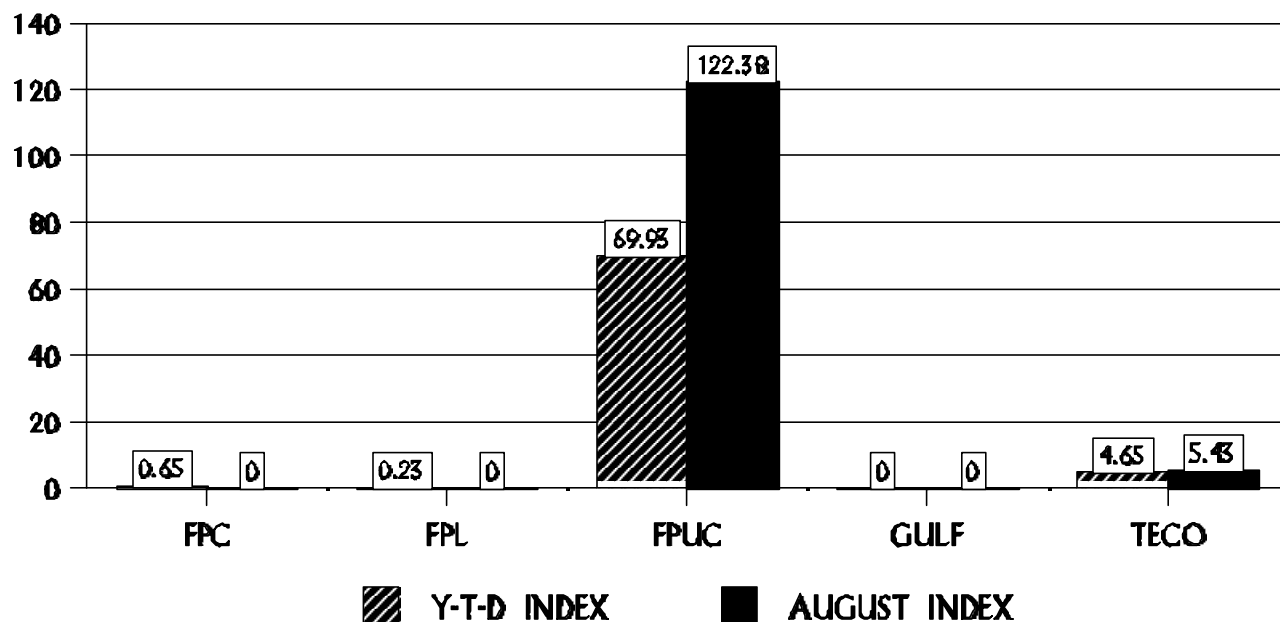
**Please see Index of Definitions.*

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

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

ELECTRIC INDUSTRY INVESTOR-OWNED ELECTRIC COMPANIES APPARENT INFRACTIONS INDEX

August 2002

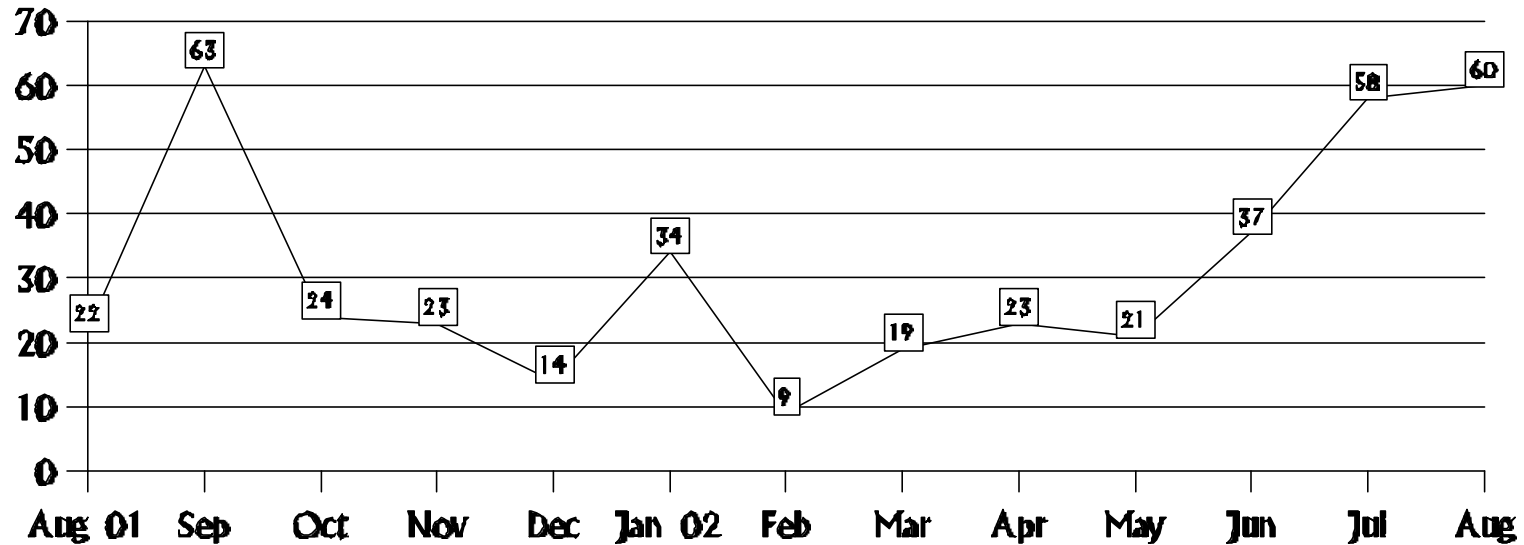


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

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

Total Momentary Electricity Outages Filed

August 2001 - August 2002



Natural Gas Companies Complaint Activity August 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	1	1	2	8	0	0	0	6
CITY GAS COMPANY OF FLORIDA	3	1	4	55	5	0	5	81
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	23	1	0	1	25
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	1	0	0	0	4
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	3	4	7	38	8	0	8	44
TOTAL	9	7	16	126	14	0	14	161

**Please see Index of Definitions.*

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	August 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	1	0.107	4.12	0.000
CITY GAS COMPANY	105,000	8	0.083	3.20	0.00
FLORIDA PUBLIC UTILITIES COMPANY	45,442	0	0.000	0.00	0.00
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS	3,327	1	0.318	12.27	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	1	0.004	0.16	0.00
INDUSTRY TOTAL	436,228	11	0.029		

*Please see Index of Definitions.

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

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

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS INTEGRATED NETWORKS, INC.	2	0	2	1	1	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	3	0	3	3	2	5
ALLTEL COMMUNICATIONS, INC.	2	0	2	2	0	2
ALTERNATIVE TELECOMMUNICATION SERVICES, INC. D/B/A SECON	0	0	0	1	0	1
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	0	1
AT&T DIGITAL PHONE	22	40	62	39	22	61
BTI	3	1	4	0	0	0
BUDGET PHONE, INC.	0	1	1	1	0	1
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	2	0	2
CAT COMMUNICATIONS	3	0	3	3	0	3
CHOCTAW COMMUNICATIONS, INC.	1	0	1	1	0	1
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
DIALTONE TELECOM, LLC	1	1	2	1	0	1
DPI-TELECONNECT, L.L.C.	0	0	0	2	0	2
DSL I	1	1	2	2	0	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	1	0	1
ERNEST COMMUNICATIONS, INC.	1	0	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
EXCELINK COMMUNICATIONS, INC.	4	1	5	3	0	3
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATE	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	4	4	8	7	1	8
FLORIDA TELEPHONE SERVICES, LLC	1	2	3	3	1	4
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
GLOBAL TELECOM SYSTEMS, INC.	0	0	0	0	1	1
GT COM	1	0	1	1	0	1
HALE AND FATHER, INC.	0	1	1	8	27	35
HOSTING-NETWORK, INC.	1	0	1	0	0	0
I VANTAGE NETWORK SOLUTIONS	1	0	1	0	0	0
IDS TELCOM LLC	1	5	6	5	0	5

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ILD	0	1	1	3	0	3
INTERMEDIA COMMUNICATIONS, INC.	2	2	4	1	0	1
ITC^DELTACOM	1	0	1	0	0	0
KMC TELECOM III LLC	3	0	3	1	0	1
KNOLOGY OF FLORIDA, INC.	0	1	1	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	2	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	6	3	9	5	1	6
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	1	0	1	0	0	0
MERCURY LONG DISTANCE, INC.	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	1	0	1	6	0	6
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	2	0	2
NORCOM, INC.	1	0	1	0	0	0
PAETEC COMMUNICATIONS, INC.	0	0	0	0	1	1
QUICK CONNECTS	1	0	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	1	1	0	0	0
SATCOM COMMUNICATION CORPORATION D/B/A SATCOM COMM.	0	0	0	0	1	1
SBC TELECOM, INC.	0	0	0	1	0	1
SUN-TEL USA, INC.	1	0	1	0	0	0
SUNTEL METRO, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	47	35	82	81	11	92
TALK AMERICA INC.	1	1	2	2	0	2
TEL WEST COMMUNICATIONS, LLC	1	0	1	0	0	0
US LEC OF FLORIDA INC.	1	0	1	0	0	0
USA TELECOM, INC.	0	1	1	1	0	1
VARTEC TELECOM, INC.	2	1	3	2	2	4
VERIZON FLORIDA INC.	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	0	0	0	0	1	1
VOLARIS TELECOM, INC.	1	0	1	0	0	0
WINSTAR WIRELESS, INC.	0	1	1	0	2	2
XO FLORIDA, INC.	1	1	2	2	1	3
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	1	0	1	0	0	0
TOTALS	125	107	232	204	77	281

Local Telephone Companies Complaint Activity August 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	4	1	5	42	3	0	3	46
BELLSOUTH	103	68	171	1,134	96	9	105	1,293
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	0	1	11	1	0	1	10
VERIZON FLORIDA, INC.	15	8	23	158	19	0	19	190
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	1	0	0	0	2
QUINCY/TDS	1	1	2	4	0	0	0	2
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	49	18	67	442	64	5	69	487
TOTAL	173	96	269	1,793	183	14	197	2,031

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	August 2002 Apparent Infractions Index*
ALLTEL	94,736	3	0.0317	3.50	0.00
BELLSOUTH	6,451,600	61	0.0095	1.05	1.12
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Florala, Gulf & St. Joseph)	52,348	0	0.0000	0.00	0.00
VERIZON FLORIDA, INC.	2,416,247	11	0.0046	0.50	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	1	0.0704	7.78	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	26	0.0118	1.30	1.82
TOTAL	11,277,711	102	0.0090		

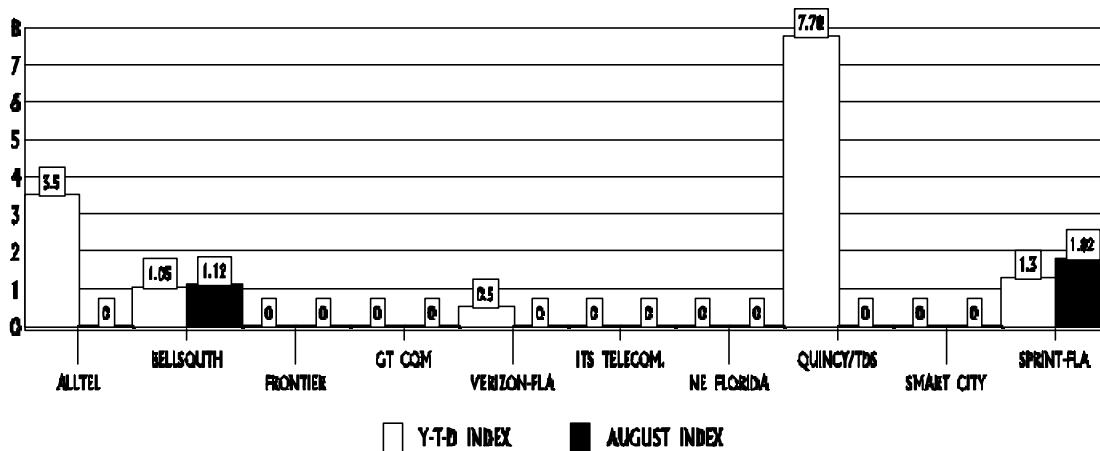
* Please see Index of Definitions.

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

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

TELECOMMUNICATIONS INDUSTRY LOCAL TELEPHONE COMPANIES APPARENT INFRACTIONS INDEX

August 2002



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

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

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

Company	August	Year-To-Date
AT&T Digital Phone	0	3
Bellsouth Telecommunications, Inc.	1	4
Florida Digital Network, Inc.	0	6
Hale & Father, Inc.	0	12
IDS Long Distance, Inc.	0	4
IDS Telcom LLC	0	3
Sprint-Florida, Inc.	1	8
Supra Telecommunications & Information Systems, Inc.	2	18
Talk America Inc.	0	8
All Other Local Companies	2	13
Totals	6	79

Cramming Statistics*

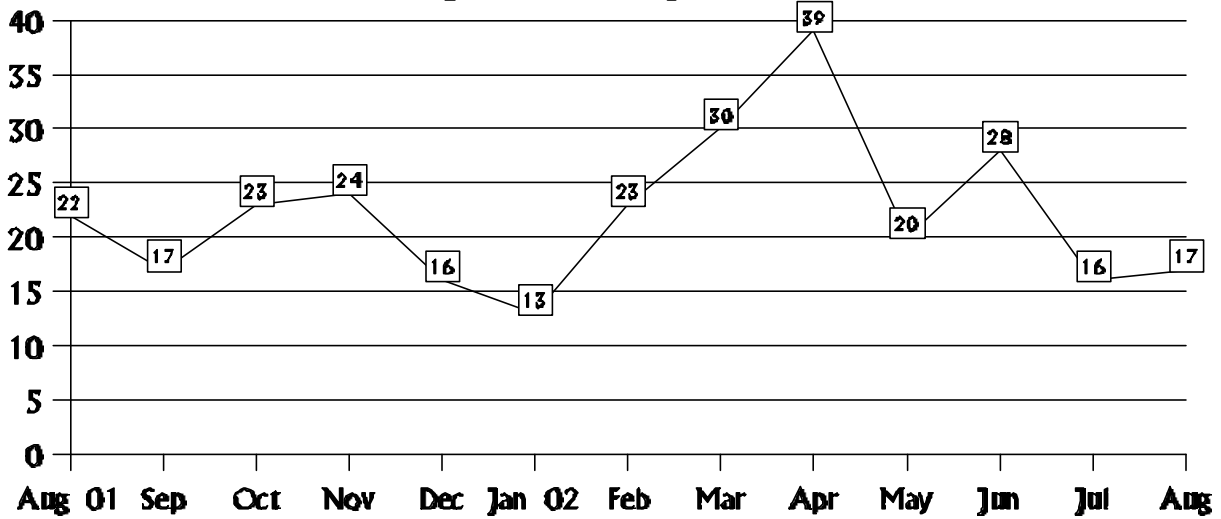
August 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
34	17	\$1,057.69

**Please see Index of Definitions*

Cases Resolved as Cramming

August 2001 - August 2002



Long Distance Telephone Companies Complaint Activity - August 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1010 123 AMERICATEL	1	1	2	3	1	4
ACN COMMUNICATION SERVICES, INC.	2	0	2	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	1	1	2	0	0	0
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	4	0	4	1	4	5
AMERITECH COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	0	0	0
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	1	0	1
ATC LONG DISTANCE	0	2	2	0	0	0
AT&T	73	60	133	128	26	154
BUEHNER-FRY, INC.	0	1	1	1	0	1
BUSINESS SAVINGS PLAN	3	0	3	0	0	0
BUSINESS SAVINGS PLAN INC.	0	1	1	0	0	0
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CAPSULE COMMUNICATIONS, INC.	1	0	1	0	0	0
CIERRACOM SYSTEMS	0	1	1	1	2	3
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	0	2	2
COMMUNICATIONS BILLING, INC.	1	0	1	0	0	0
COMTECH 21, LLC	0	0	0	1	0	1
CONNECT AMERICA COMMUNICATIONS, INC.	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	0	1	1	4	1	5
EASY PHONE, INC. D/B/A EASY TEL, INC.	0	0	0	1	0	1
EMERITUS COMMUNICATIONS, INC.	1	0	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	1	1	1	0	1
ERBIA NETWORK, INC.	0	0	0	1	1	2
ESSENTIAL.COM, INC.	0	1	1	1	0	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	1	1
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	3	0	3
EZTEL NETWORK SERVICE, LLC	0	0	0	0	1	1
FLORIDA DIGITAL NETWORK, INC.	0	0	0	1	0	1
FOXTEL, INC.	0	1	1	0	0	0
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	6	0	6	8	1	9
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	5	5	4	0	4
HORIZONONE COMMUNICATIONS	0	2	2	5	0	5
I VANTAGE NETWORK SOLUTIONS	0	1	1	0	1	1
IDS LONG DISTANCE, INC.	0	1	1	0	0	0
IDS TELCOM LLC	3	0	3	0	0	0
IDT AMERICA CORP.	6	7	13	11	3	14
IDT CORPORATION	0	0	0	1	0	1
ILD	1	4	5	7	2	9
INSTATONE	0	1	1	0	0	0
INTEGRETEL, INC.	1	13	14	8	0	8
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	1	1	2
ISN COMMUNICATIONS	0	1	1	0	0	0
KTNT COMMUNICATIONS, INC. D/B/A I DON'T CARE AND	0	0	0	0	1	1
LATIN AMERICAN ENTERPRISES, INC.	1	0	1	1	0	1
LCR TELECOMMUNICATIONS L.L.C.	6	0	6	0	2	2
LEAST COST ROUTING, INC.	0	0	0	0	2	2
LIFELINE COMMUNICATIONS	0	1	1	0	0	0
LIGHTYEAR TELECOMMUNICATIONS LLC	0	0	0	1	0	1

Utility Name	Service	Billing	Total	Apparent		Total
				Non-infractions	Infractions	
LIONHART OF MIAMI, INC. D/B/A ASTRAL COMMUNICATIONS D/B/A	0	0	0	1	0	1
MAIN STREET TELEPHONE COMPANY	4	1	5	5	0	5
MCI WORLDCOM COMMUNICATIONS, INC.	0	1	1	2	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	39	37	76	81	7	88
MERCURY LONG DISTANCE, INC.	0	2	2	2	0	2
MIKO TELEPHONE COMMUNICATIONS, INC.	1	0	1	0	1	1
NATIONAL ACCOUNTS, INC.	4	0	4	0	0	0
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	1	1	2	4	0	4
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1	0	1
NETWORK PLUS, INC. D/B/A HALE AND FATHER, INC.	0	0	0	1	0	1
OLS, INC.	4	0	4	1	0	1
ONE CALL COMMUNICATIONS, INC.	1	3	4	2	0	2
ONELINK COMMUNICATIONS, INC.	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	1	2	3	2	0	2
OPEX COMMUNICATIONS, INC.	0	0	0	0	1	1
OPTICAL TELEPHONE CORPORATION	10	1	11	2	20	22
PAETEC COMMUNICATIONS, INC.	0	1	1	2	0	2
PANTHER TELECOMMUNICATIONS CORPORATION	1	0	1	0	1	1
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	0	1	1	0	2	2
QWEST COMMUNICATIONS CORPORATION	15	4	19	20	1	21
QX TELECOM LLC	1	1	2	0	0	0
REDUCED RATE LONG DISTANCE LLC	0	0	0	1	0	1
RSL COM U.S.A., INC.	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	1	0	1	0	0	0
SPRINT	35	17	52	34	8	42
STARTEC GLOBAL LICENSING COMPANY	0	1	1	1	0	1
SUPERTEL	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	0	0	0
TALK AMERICA INC.	1	3	4	4	0	4
TCG SOUTH FLORIDA	1	1	2	0	0	0
TELECOM*USA OR TELECONNECT	1	3	4	3	0	3
TELEFYNE INCORPORATED	1	0	1	0	0	0
TELEUNO, INC.	13	0	13	4	17	21
TELIGENT SERVICES, INC.	0	0	0	1	0	1
TRICOM USA, INC.	1	0	1	0	0	0
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	11	4	15	0	1	1
USLD COMMUNICATIONS, INC.	0	1	1	0	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	3	5	3	0	3
VERIZON LONG DISTANCE	1	0	1	1	0	1
VERIZON SELECT SERVICES INC.	6	5	11	6	0	6
WEBNET COMMUNICATIONS, INC.	1	0	1	5	1	6
WINSTAR WIRELESS, INC.	0	1	1	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	12	3	15	2	1	3
WORLDXCHANGE CORP.	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	1	1
ZERO PLUS DIALING, INC.	0	5	5	3	1	4
ZONE TELECOM, INC.	1	0	1	0	0	0
@CCESS, LLC	1	0	1	1	0	1
TOTALS	292	213	505	397	116	513

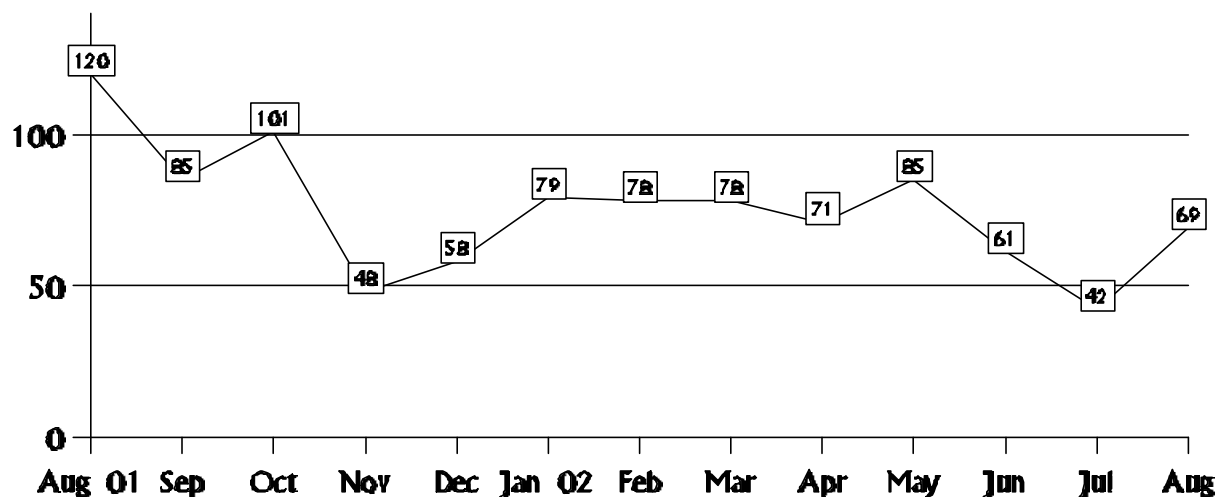
Unauthorized Distance Service Change "Long Distance Slamming"

Apparent Rule Infractions - August 2002

Company	August	Year-To-Date
America's Digital Satellite Telephone, Inc.	4	25
AT&T / ACC	5	50
MCI Worldcom	6	43
Optical Telephone Corporation	19	157
Sprint	6	55
Talk America Inc.	0	23
Teleuno, Inc.	15	37
UKI Communications, Inc.	1	54
WebNet Communications	0	20
World Communications Satellite Systems, Inc.	1	12
Other Long Distance Companies	12	92
Totals	69	568

Cases Resolved as Slamming

August 2001 - August 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC D/B/A AT&T	0	0	0	0	1	1
A.A.A. PAYPHONE, INC.	1	0	1	0	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	0	1	1	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	0	1	1	0	0	0
FREEDOM PHONE SERVICES, LLC	1	0	1	0	0	0
MK COMMUNICATIONS, INC.	0	1	1	0	0	0
OTC, INC. D/B/A OTC AND OMEGA TELECOM	0	0	0	1	0	1
SOUTHEAST PAYPHONES, INC.	0	0	0	0	1	1
TCG PUBLIC COMMUNICATIONS, INC.	1	0	1	2	1	3
TOTALS	4	2	6	4	3	7

Water & Wastewater Companies Complaint Activity - August 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	2	1	3	2	0	2
AQUASOURCE UTILITY, INC.	2	0	2	2	0	2
BROADVIEW PARK WATER COMPANY	0	0	0	7	0	7
BURKIM ENTERPRISES, INC.	1	0	1	0	0	0
CM UTILITY SYSTEMS, L.L.C. D/B/A COLONIES WATER COMPANY	0	0	0	1	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	1	2
FERNCREST UTILITIES, INC.	1	0	1	0	0	0
FLORIDA PUBLIC UTILITIES COMPANY (FERNANDINA BEACH SYSTEM)	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	3	2	5	4	2	6
HOLIDAY UTILITY COMPANY, INC.	0	0	0	2	0	2
LINDRICK SERVICE CORPORATION	0	1	1	0	0	0
SUNNY SHORES WATER CO., INC.	0	1	1	0	0	0
UNITED WATER FLORIDA INC.	0	0	0	0	1	1
WATER MANAGEMENT SERVICES, INC.	0	0	0	0	1	1
WEDGEFIELD UTILITIES, INC.	1	0	1	0	0	0
ZELLWOOD STATION CO-OP, INC.	0	1	1	0	0	0
TOTALS	10	6	16	20	5	25

INDEX OF DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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