



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT AUGUST 2003

Data Compiled on 9/22/2003

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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.
- Or **WRITE** to:
Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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.

Summary

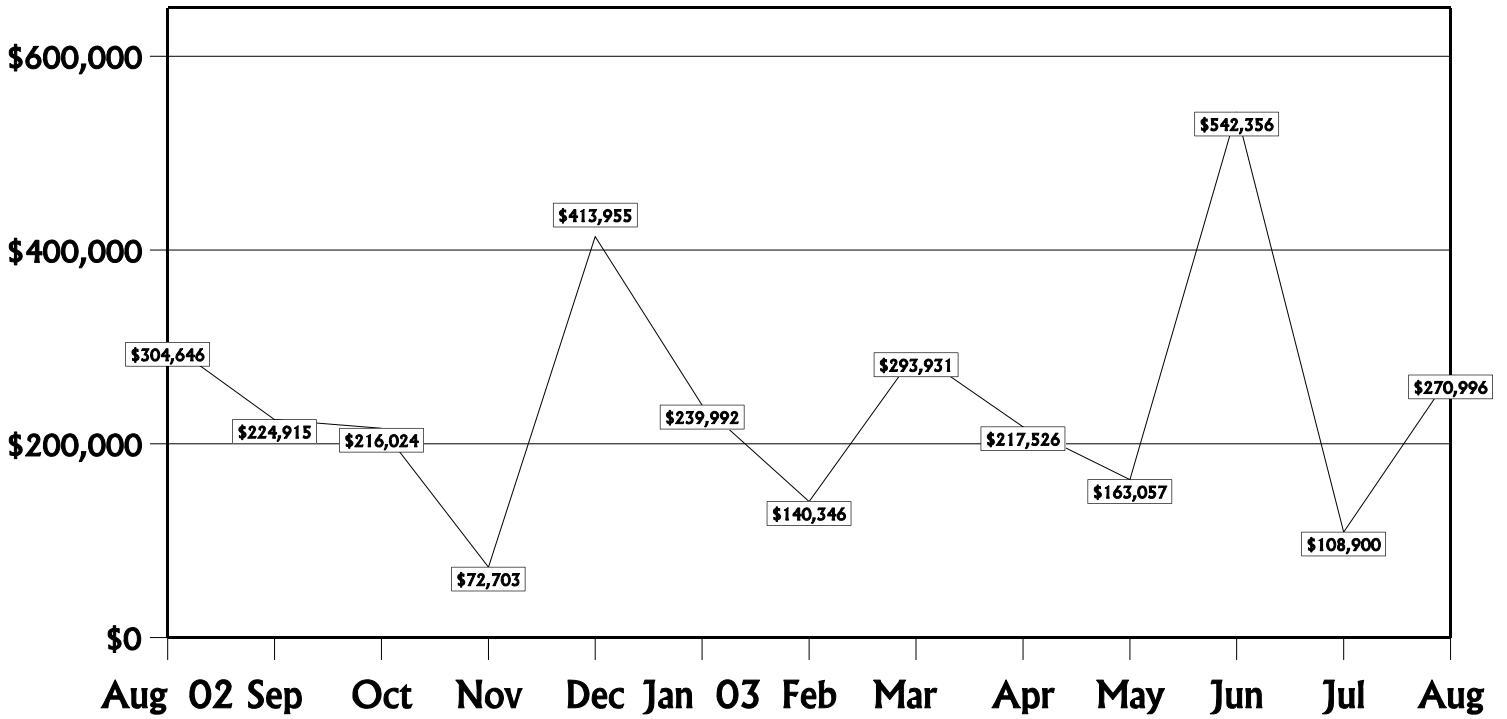
There were **2,788** complaints logged against the utility companies for the month of August 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,317** information requests logged by the PSC.

A total of twenty-one utility companies are participating in the Telephone Transfer-Connect option, as of August 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 **1,283** calls transferred during August 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$270,996** for the month.

Consumer Refunds

August 2002 - August 2003



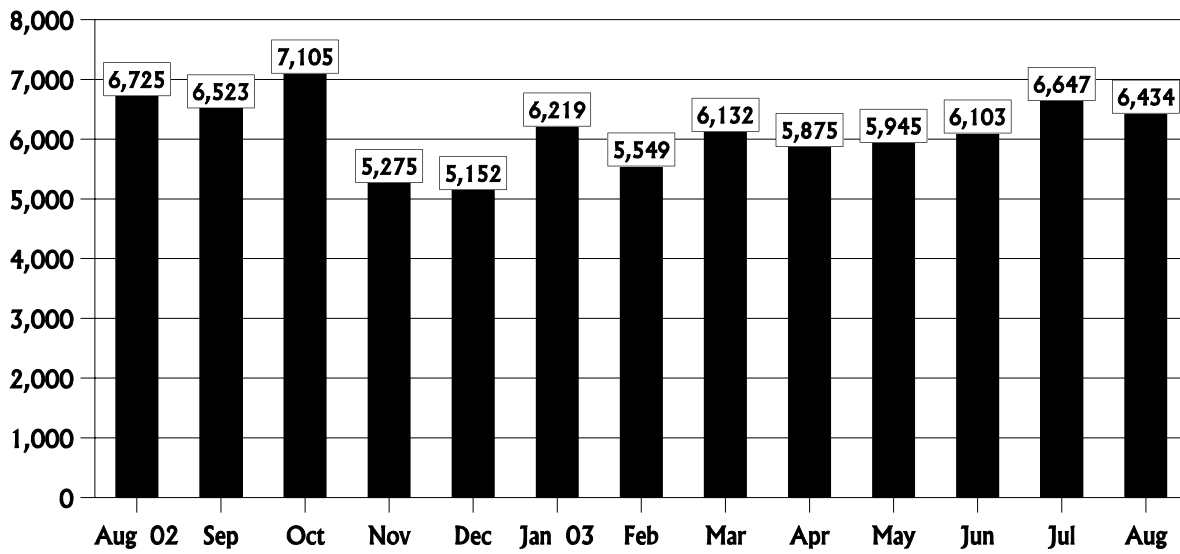
Consumer Activity Overview - August 2003

Complaints Received		2,788
Electric		101
Gas		15
Alternative Local Exchange Telephone		256
Local Exchange Telephone		258
Long Distance Telephone		469
Pay Telephone		3
Water & Wastewater		34
Non-regulated or Noncertificated Company Complaints Received		54
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,283
E-Transfers (E-mails sent to Utilities from the PSC Website)		150
Cases Received / Closed Under 3 Day Rule		165
Electric	64	
Gas	0	
Telecommunications	101	
Water / Wastewater	0	
Information Requests Received		<u>2,317</u>
Total Cases Received		5,105
Telephone Calls Not Filed As Cases		<u>1,329</u>
Total Consumer Contacts Handled		6,434

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,876	2,181	4,057
Mail	240	33	273
Internet	496	92	588
Fax	176	11	187
Totals	2,788	2,317	5,105

Consumer Savings	
Electric	\$ 9,045.07
Gas	290.00
Alternative Local Exchange Telephone	23,673.36
Local Exchange Telephone	82,804.28
Long Distance Telephone	154,929.60
Pay Telephone	7.00
Water & Wastewater	241.95
Non-regulated/Other Consumer Assistance	5.00
Total	\$270,996.26

Public Service Commission Total Consumer Contacts August 2002 - August 2003



Complaints by Industry August 2003

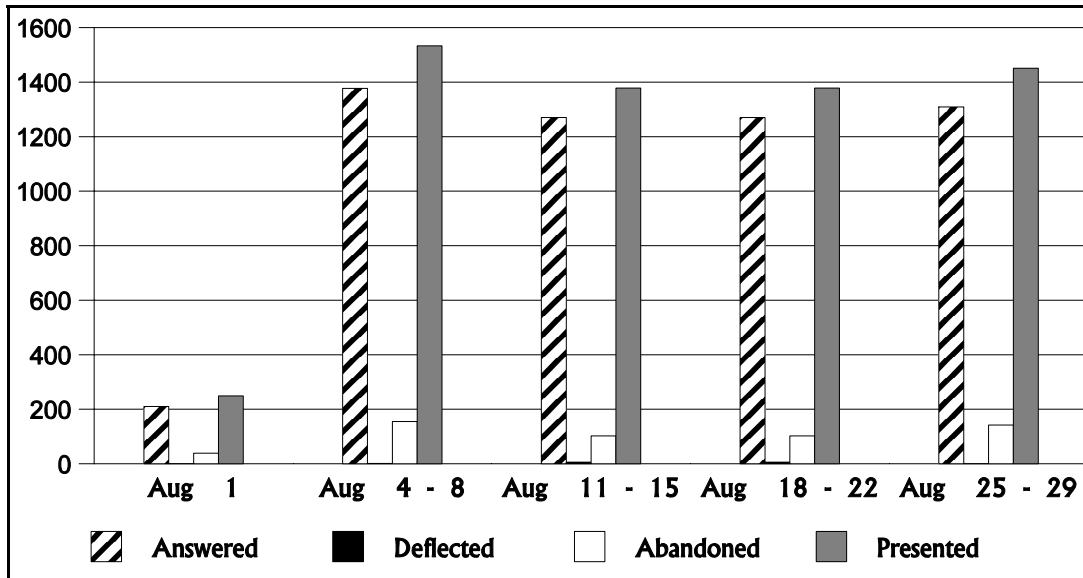
	Complaints Received	% of Total Complaints*
Electric	101	4%
Natural Gas	15	1%
Alternative Local Exchange Telephone	256	9%
Local Exchange Telephone	258	9%
Long Distance Telephone	469	17%
Pay Telephone	3	< 1%
Water & Wastewater	34	1%
Non-regulated or Non-certificated Company Complaints Received**	54	2%
Telephone Transfer-Connects	1,283	46%
E-Transfers	150	5%
Cases Received & Closed by 72 Hr Rule	165	6%
Total	2,788	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 August 2003



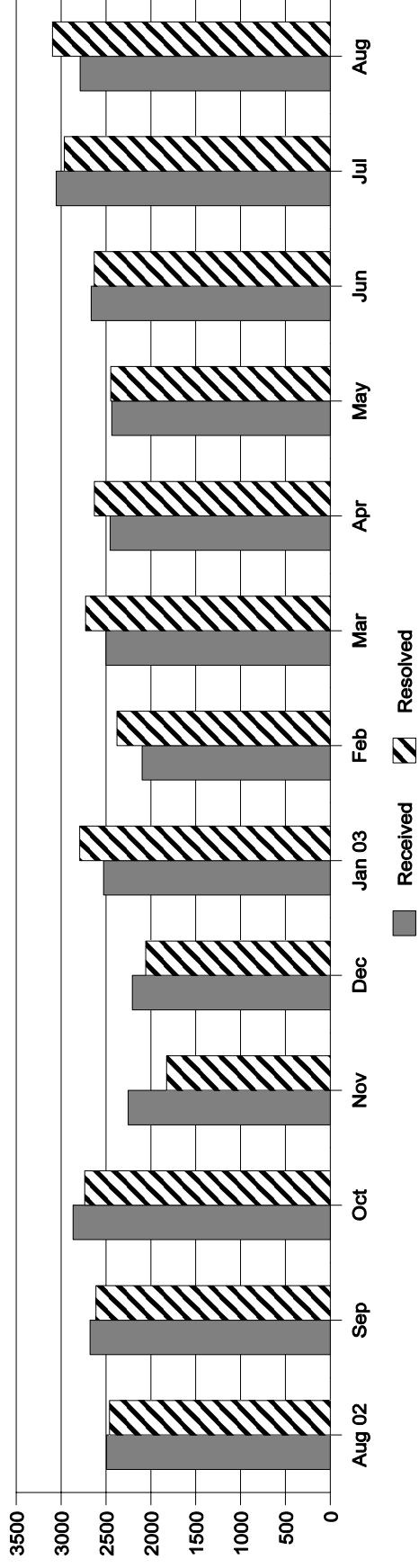
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which could not get through: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number 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
August 1	210	84%	0	0%	39	16%	249
August 4 - 8	1,377	90%	1	0%	155	10%	1,533
August 11 - 15	1,214	85%	11	1%	209	15%	1,434
August 18 - 22	1,270	92%	6	0%	102	7%	1,378
August 25 - 29	1,309	90%	0	0%	142	10%	1,451
Totals	5,380	89%	18	0%	647	11%	6,045

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	5,380
Minus Calls Resulting in Cases (CAF)	(4,051)
Total Calls Not Filed As Cases (CAF)	1,329

Total Complaints Received/Resolved by Month* August 2002 - August 2003



	Aug 02	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug
Received	2,493	2,677	2,868	2,253	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788
Resolved	2,462	2,612	2,737	1,825	2,058	2,793	2,377	2,727	2,629	2,447	2,631	2,965	3,096

*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.

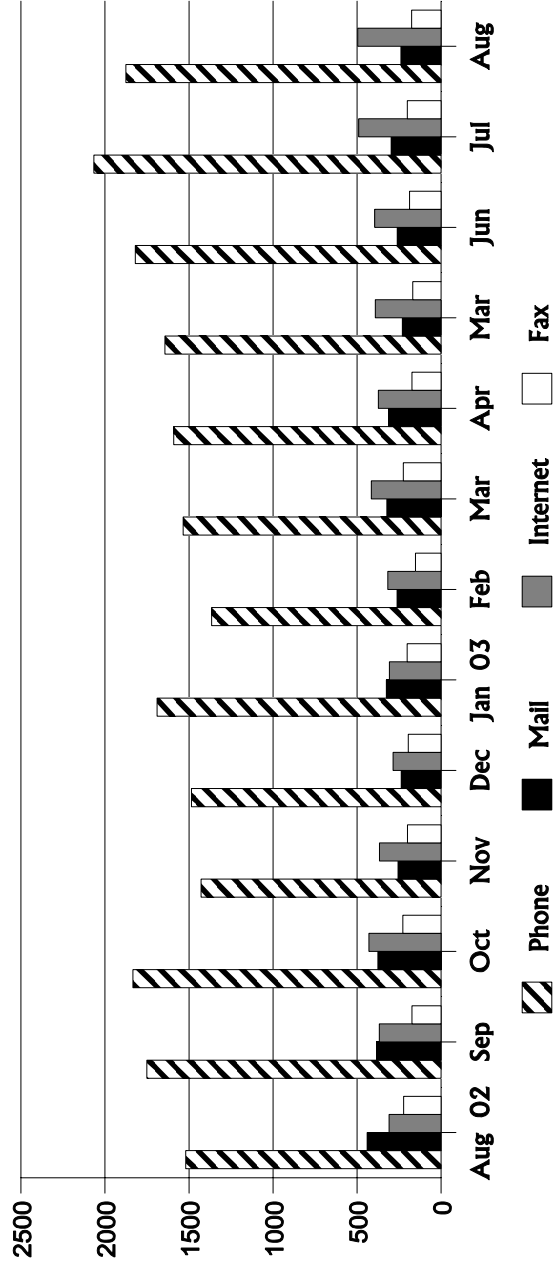
Complaints Received by County

August 2003



Note: County name not available for 500 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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

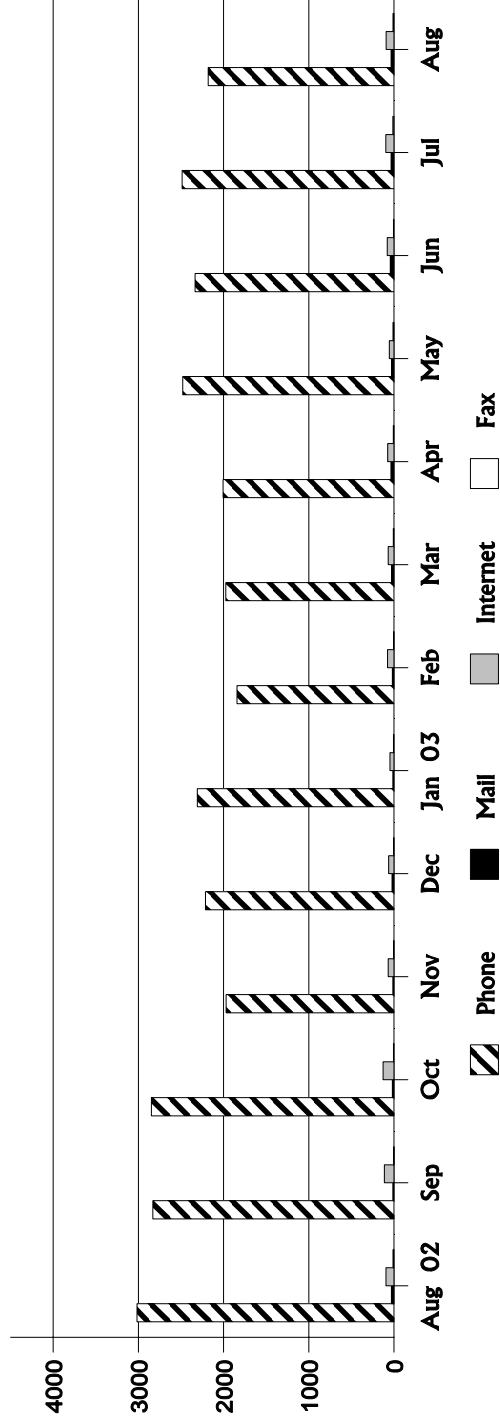


	Aug 02	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	1,520	1,751	1,834	1,429	1,486	1,690	1,365	1,535	1,591	1,644	1,820	2,066	1,876
Mail	440	384	376	257	237	326	262	323	313	231	261	297	240
Internet	310	368	430	367	286	308	318	416	374	392	395	491	496
Fax	223	174	228	200	196	202	153	225	174	169	188	201	176
Total	2,461	2,493	2,868	2,253	2,205	2,205	2,098	2,499	2,452	2,436	2,664	3,055	2,788

How Information Requests Were Received

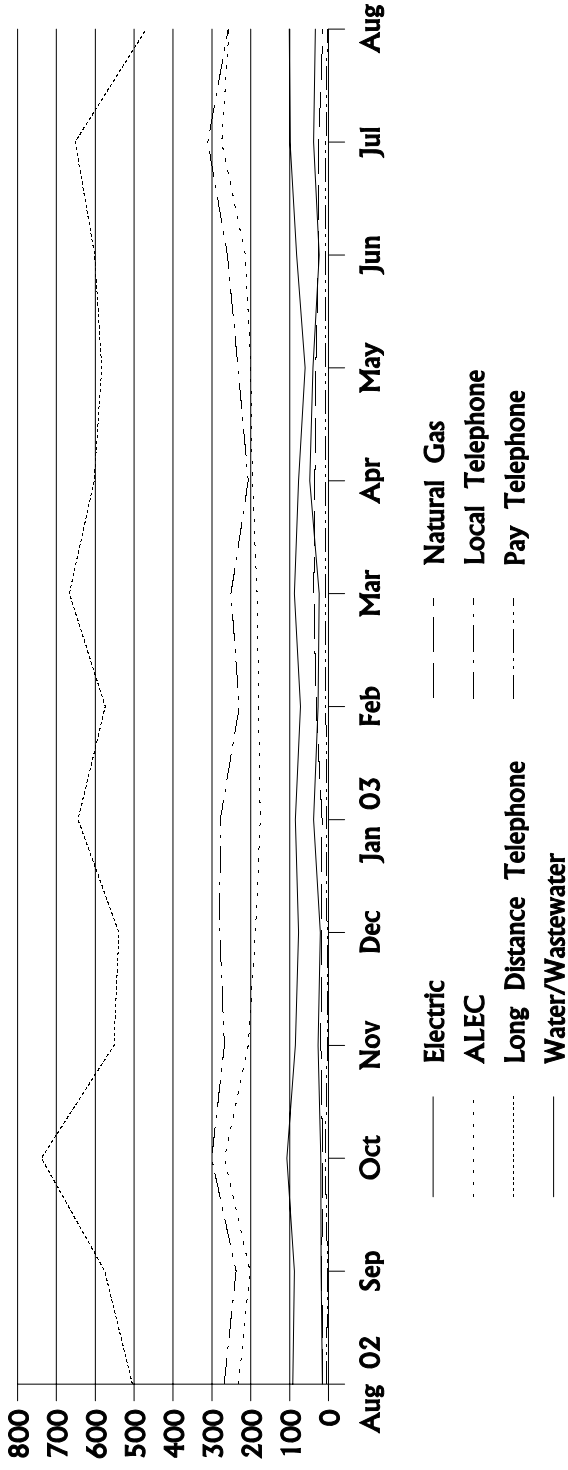
Phone, Mail, Internet and Fax

August 2002 - August 2003



	Aug 02	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	3,016	2,831	2,847	1,971	2,212	2,309	1,842	1,974	2,005	2,479	2,335	2,486	2,181
Mail	30	14	19	14	23	13	19	26	35	29	44	33	33
Internet	93	112	128	68	62	47	76	67	73	55	78	96	92
Fax	11	2	6	4	3	6	3	8	8	11	5	14	11
Total	3,150	2,959	3,000	2,057	2,300	2,375	1,940	2,075	2,121	2,574	2,462	2,629	2,317

Complaints Received by Industry August 2002 - August 2003



Industry	Aug 02	Sep	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug
Electric	92	88	107	85	77	85	72	88	77	82	99	101	
Natural Gas	16	18	16	20	19	32	38	35	33	26	25	15	
ALEC	232	202	268	207	188	180	184	196	200	214	275	256	
Local Telephone	269	238	301	268	280	230	251	207	233	260	311	258	
Long Dist. Phone	505	576	739	552	645	575	667	603	584	602	652	469	
Payphone	4	6	2	3	6	4	7	7	7	7	7	7	3
Water/Wastewater	31	16	19	27	38	21	27	24	48	40	24	38	34
Totals*	1,151	1,144	1,452	1,162	1,246	1,123	1,259	1,173	1,157	1,215	1,407	1,136	

*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 - August 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
PROGRESS ENERGY FLORIDA, INC.	23	8	31	198	35	0	35	208
FLORIDA POWER & LIGHT COMPANY	16	28	44	311	53	0	53	352
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	5	1	0	1	5
GULF POWER COMPANY	1	0	1	10	3	0	3	10
TAMPA ELECTRIC COMPANY	19	5	24	128	14	0	14	128
TOTAL**	59	42	101	652	106	0	106	703

**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

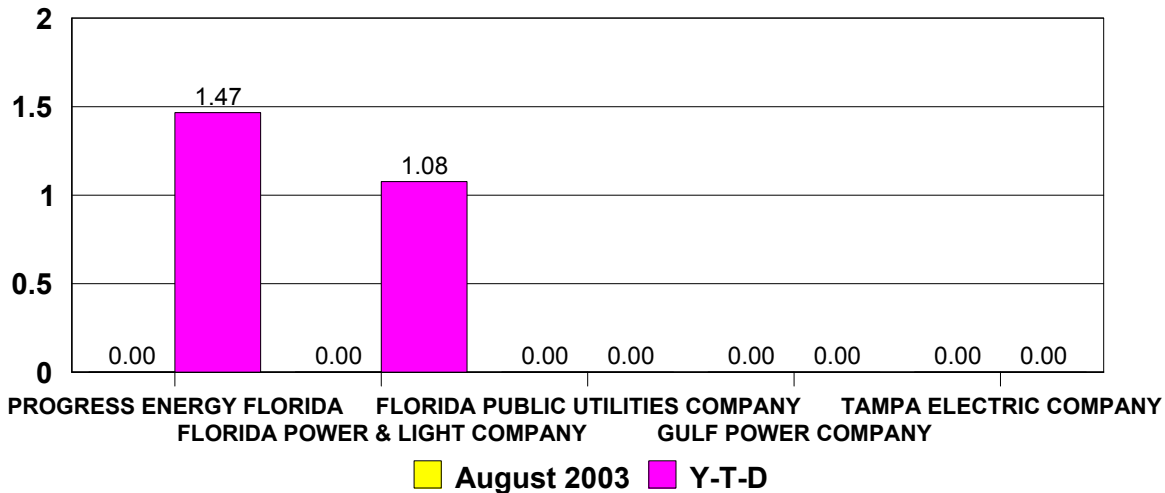
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	August 2003 Apparent Infractions Index*
PROGRESS ENERGY FLORIDA, INC.	1,475,783	1	0.0007	1.47	0.00
FLORIDA POWER & LIGHT COMPA	4,019,805	2	0.0005	1.08	0.00
FLORIDA PUBLIC UTILITIES COMPA	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
TOTAL	6,493,671	3	0.0005		

**Please see Definitions.*

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

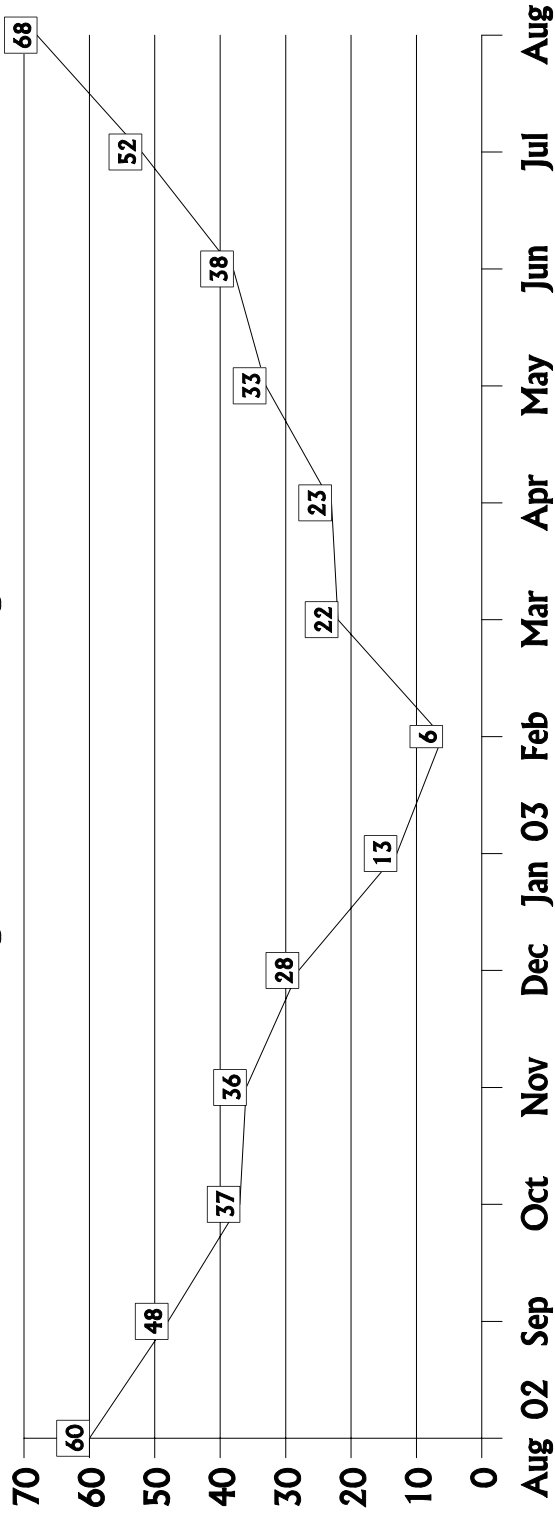
**** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by the company's total customer base. The Industry total is based on total year-to-date apparent infractions for the industry divided by the total industry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

Electric Utilities Number of Customers / Apparent Infraction Indices August 2003



Electric Outage Related Complaints Filed

August 2002 - August 2003



Natural Gas Companies Complaint Activity August 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	0	5	5	102	8	6	14	102
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	25	2	0	2	27
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	3	6	9	89	7	0	7	88
TOTAL**	4	11	15	221	17	6	23	228

*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*	August 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	2.73	0.000
CITY GAS COMPANY OF FLORIDA	101,724	11	0.108	3.18	4.33
FLORIDA PUBLIC UTILITIES COMPANY	45,945	3	0.065	1.92	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
SEBRING	576	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	277,527	3	0.011	0.32	0.00

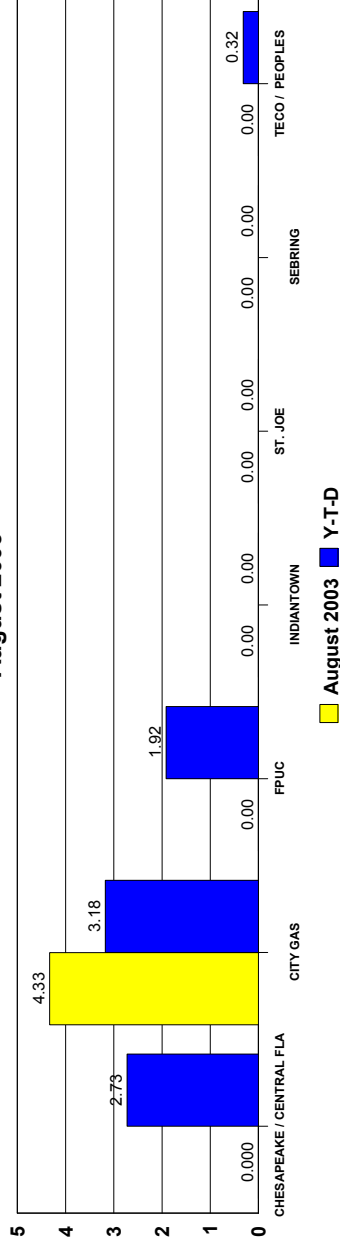
INDUSTRY TOTAL 440,543 18 0.041

*Please see Definitions.

**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 August 2003



Local Telephone Companies Complaint Activity August 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.	8	2	10	40	8	0	8	41
BELLSOUTH	94	66	160	1,280	192	4	196	1,455
FRONTIER	0	0	0	1	0	0	0	2
GTC, INC. D/B/A GT COM	2	1	3	20	5	0	5	20
VERIZON FLORIDA, INC.	15	12	27	216	31	1	32	247
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	39	19	58	457	76	1	77	537
TOTAL**	158	100	258	2,017	312	6	318	2,306

*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

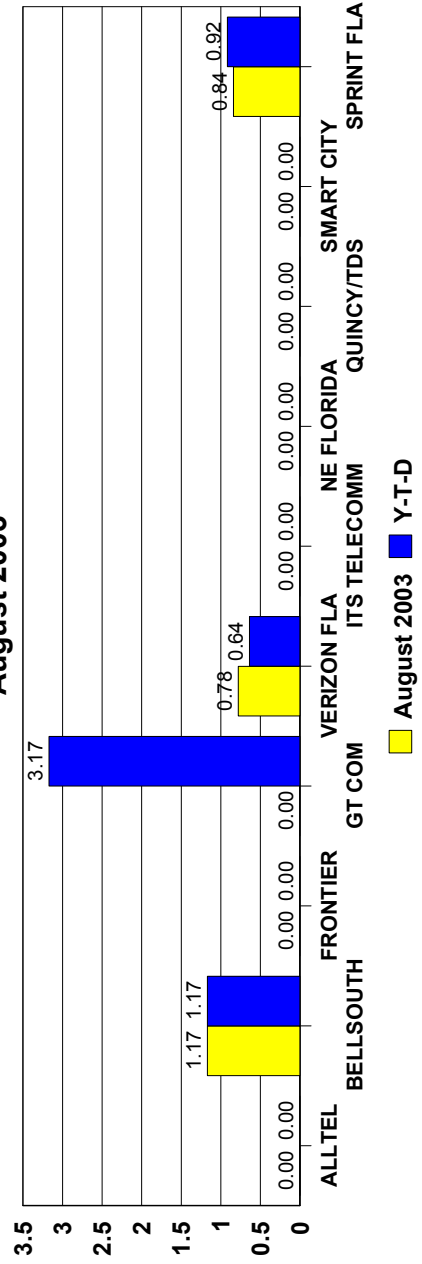
Utility Name	Number of Access Lines**		Apparent Infractions Per 1,000 Access Lines***		Y-T-D Apparent Infraction Indices*		August 2003 Apparent Infraction Indices*	
	Access Lines**	Y-T-D	Y-T-D	Access Lines***	Y-T-D	Index*	Y-T-D	Index*
ALLTEL	94,744	0	0	0.0000	0.00	0.00	0.00	0.00
BELLSOUTH	6,230,282	44	44	0.0071	1.17	1.17	1.17	1.17
FRONTIER	4,660	0	0	0.0000	0.00	0.00	0.00	0.00
GT COM (Floralá, Gulf & St. Joseph)	52,221	1	1	0.0191	3.17	3.17	0.00	0.00
VERIZON FLORIDA, INC.	2,335,821	9	9	0.0039	0.64	0.64	0.78	0.78
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0	0.0000	0.00	0.00	0.00	0.00
NE FLORIDA	10,285	0	0	0.0000	0.00	0.00	0.00	0.00
QUINCY/TDS	14,351	0	0	0.0000	0.00	0.00	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0	0.0000	0.00	0.00	0.00	0.00
SPRINT-FLORIDA	2,166,692	12	12	0.0055	0.92	0.92	0.84	0.84
TOTAL	10,928,648	66	66	0.0060				

* 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 August 2003



**Alternative Local Telephone Companies
Complaint Activity - August 2003**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I-800-RECONEX, INC. D/B/A USTEL	0	0	0	1	0	1
I COM SOUTH, INC.	0	1	1	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	1	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	1	3	4	0	4
ALLTEL COMMUNICATIONS, INC.	0	0	0	2	0	2
ALTERNATIVE ACCESS TELEPHONE COMMUNICATIONS CORP.	0	0	0	0	1	1
AMERICAN DIAL TONE	1	0	1	2	0	2
AMERICAN PHONE SERVICES CORP.	0	0	0	0	1	1
ANEW BROADBAND, INC.	1	0	1	3	0	3
AT&T	3	4	7	5	0	5
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	2	0	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	2	1	3	2	0	2
CITYWIDE-TEL	1	0	1	0	0	0
COMCAST DIGITAL PHONE	8	3	11	11	2	13
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
DELTA PHONES, INC.	0	0	0	1	0	1
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS	0	0	0	1	0	1
DSL TELECOM, INC.	1	0	1	0	0	0
EASY TELEPHONE SERVICES COMPANY	2	0	2	0	0	0
EPICUS, INC.	4	1	5	5	0	5
EXCEL TELECOMMUNICATIONS, INC.	2	2	4	2	5	7
EXPRESS PHONE SERVICE	2	0	2	0	0	0
FDN COMMUNICATIONS	5	5	10	16	3	19
FLORIDA PHONE SERVICE, INC.	2	0	2	2	0	2
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	1	0	1
GCI GLOBALCOM INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
GRAPEVINE	2	0	2	3	0	3
I VANTAGE NETWORK SOLUTIONS	1	0	1	3	1	4
IDS LONG DISTANCE, INC.	1	0	1	0	0	0
IDS TELCOM LLC	4	2	6	8	1	9
IDT	2	0	2	0	0	0
INSTATONE	4	0	4	3	0	3
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1	0	1
ISN COMMUNICATIONS	2	0	2	1	0	1
KMC TELECOM III LLC	2	0	2	1	0	1
KMC TELECOM V, INC.	1	0	1	0	0	0
KNOLOGY OF FLORIDA, INC.	1	0	1	1	0	1
KNOLOGY OF PANAMA CITY, INC.	1	0	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	2	2
MCI WORLDCOM COMMUNICATIONS, INC.	4	2	6	11	0	11
MCI WORLDCOM NETWORK SERVICES, INC.	1	0	1	1	0	1
METRO TELECONNECT COMPANIES, INC.	1	0	1	0	0	0
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	2	0	2	0	0	0
NUVOX COMMUNICATIONS, INC.	0	1	1	0	0	0
PHONE CLUB CORPORATION	0	0	0	1	0	1
PHONES FOR ALL	1	0	1	2	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	2	1	3
QUICK CONNECTS	1	0	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	2	1	3	5	0	5
STS	1	1	2	3	2	5
SUPER-TEL.COM, INC.	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	74	62	136	83	19	102
TALK AMERICA INC.	1	1	2	3	0	3
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1	0	1
TRISTAR COMMUNICATIONS CORP.	0	0	0	0	1	1
US LEC OF FLORIDA INC.	2	0	2	1	0	1
VARTEC TELECOM, INC.	3	7	10	9	3	12
VERIZON AVENUE	0	1	1	1	0	1
VERIZON FLORIDA INC.	0	0	0	1	0	1
XO FLORIDA, INC.	0	1	1	2	0	2
XSPEDIUS COMMUNICATIONS	1	0	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	1	0	1	1	1	2
TOTALS**	156	100	256	217	45	262

*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
 “Local Slamming”
 Apparent Rule Infractions - August 2003**

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	0	2
AT&T	0	1
IDS Telcom LLC	1	5
ISN Communications, Inc.	0	2
MCI Worldcom	0	14
Pan American Telecom, Inc.	0	4
Sprint-Florida, Inc.	0	3
Supra Telecommunications & Information Systems, Inc.	3	25
Talk America Inc.	0	2
Z-Tel Communications, Inc.	1	3
All Other Local Companies	8	27
Totals	13	88

Cramming Statistics*

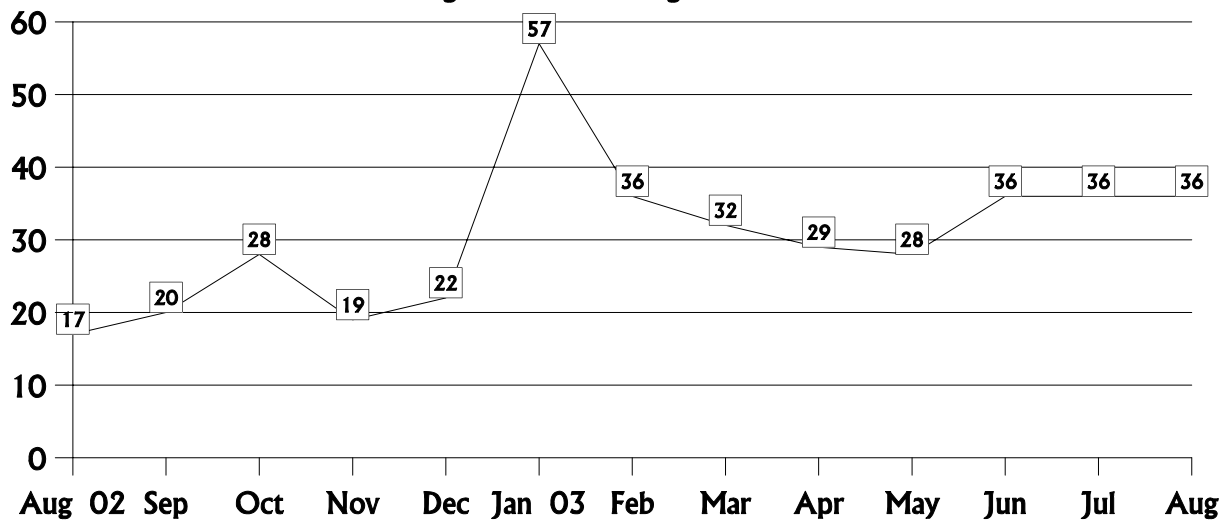
August 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
58	36	\$ 2,213.59

**Please see Definitions*

Cases Resolved as Cramming

August 2002 - August 2003



Long Distance Telephone Companies Complaint Activity - August 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	1	3	4	2	0	2
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	0	1
ACCERIS COMMUNICATIONS SOLUTIONS	1	6	7	9	1	10
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
AIRESPRING, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	1	2	2	0	2
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	1	1
AMERICA'S DIGITAL SATELITE TELEPHONE, INC. D/B/A ADST, INC	0	0	0	0	1	1
AMERICAN PHONE SERVICES CORP.	1	0	1	0	0	0
ANEW BROADBAND, INC.	0	1	1	0	0	0
ATLAS COMMUNICATIONS, LTD.	1	0	1	0	0	0
AT&T	59	74	133	176	24	200
BELLSOUTH LONG DISTANCE, INC.	2	1	3	6	1	7
BROADBAND COMMUNICATIONS CORPORATION D/B/A BCI D/B/A BCC	0	0	0	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	0	0	0	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	1	1	0	0	0
BTI	1	0	1	2	0	2
BUSINESS SAVINGS PLAN	1	0	1	1	1	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1	0	1
CIERRACOM SYSTEMS	1	0	1	2	0	2
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	2	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	1	1	1	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	0	0	0
COMMUNICATIONS BILLING, INC.	0	1	1	0	0	0
CORRECTIONAL BILLING SERVICES	1	2	3	3	1	4
COVISTA, INC.	0	0	0	0	1	1
DIALAROUND ENTERPRISES INC.	0	0	0	1	1	2
DIRECT ONE, LLC	1	0	1	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	0	1	1

Utility Name	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ESS.COM, L.L.C.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	5	1	6	6	3	9
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	1	2	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	5	0	5	6	0	6
GLOBAL TELELINK SERVICES, INC.	0	0	0	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GLOBCOM, INC.	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	6	6	8	1	9
HORIZONONE COMMUNICATIONS	0	2	2	2	0	2
I VANTAGE NETWORK SOLUTIONS	1	1	2	0	0	0
IAS FILM CORPORATION D/B/A I.A.S. INTERCOMMUNICATION AMER.	0	0	0	1	0	1
IDS TELCOM LLC	0	1	1	2	1	3
IDT AMERICA CORP. D/B/A DSA TELECOM	9	3	12	10	1	11
IDT CORPORATION	0	0	0	2	0	2
ILD	2	7	9	6	0	6
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	5	5	6	0	6
INTEGRETEL, INC.	0	11	11	7	0	7
INTERNATIONAL TELNET, INC.	1	0	1	0	0	0
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	1	0	1
LCR TELECOMMUNICATIONS L.L.C.	1	0	1	0	0	0
LEAST COST ROUTING, INC.	0	0	0	1	1	2
LEAST COST ROUTING, INC. D/B/A LONG DISTANCE CHARGES	0	0	0	0	1	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	0
MATRIX TELECOM	0	1	1	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	8	14	22	21	3	24
MCI WORLDCOM NETWORK SERVICES, INC.	25	24	49	74	6	80
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1	0	1
MERCURY LONG DISTANCE, INC.	0	1	1	1	0	1
MIKO TELEPHONE COMMUNICATIONS, INC.	11	2	13	1	20	21
NATIONAL TEL	1	0	1	1	0	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	0	0	1	0	1
NETWORK OPERATOR SERVICES, INC.	0	1	1	0	0	0
NEW CENTURY TELECOM, INC.	1	0	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	1	1	0	0	0
NYNEX LONG DISTANCE COMPANY D/B/A VERIZON ENTERPRISE	0	0	0	1	0	1
OCMC, INC.	0	1	1	1	0	1
OLS, INC.	0	1	1	1	0	1
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	2	0	2
ONELINK COMMUNICATIONS, INC.	0	0	0	2	1	3
ONESTAR LONG DISTANCE, INC.	0	1	1	0	0	0
OPERATOR ASSISTANCE NETWORK	0	11	11	7	0	7
OPEX COMMUNICATIONS, INC.	1	0	1	0	0	0
OPTICAL TELEPHONE CORPORATION	2	0	2	1	1	2
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0	1	1
PREMIER TELECOM, INC.	1	0	1	0	5	5
PRIMUS TELECOMMUNICATIONS, INC.	2	2	4	0	4	4
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS	0	0	0	1	0	1

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
QWEST COMMUNICATIONS CORPORATION	3	3	6	12	0	12
RADIANT TELECOM, INC.	0	0	0	0	1	1
RSL COM U.S.A., INC.	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	1	1	2	3	1	4
SBC TELECOM, INC.	0	0	0	1	0	1
SPRINT	40	16	56	75	26	101
STARTEC GLOBAL LICENSING COMPANY	0	1	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	0	2	2	1	3
T-NETIX, INC.	0	1	1	0	1	1
T2TECINC	2	0	2	1	0	1
TALK AMERICA INC.	3	0	3	5	0	5
TCG SOUTH FLORIDA	0	2	2	4	0	4
TELECOMEZ CORP.	1	1	2	1	0	1
TELECOM*USA OR TELECONNECT	0	3	3	8	0	8
TELECUBA, INC.	0	2	2	0	0	0
TELEFYNE INCORPORATED	1	0	1	1	0	1
TELENATIONAL COMMUNICATIONS, INC.	1	0	1	0	0	0
TELEUNO, INC.	0	0	0	0	3	3
TELRITE CORPORATION	1	0	1	0	0	0
TOTAL CALL INTERNATIONAL, INC.	0	0	0	0	1	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	1	0	1
TRALEE TELEPHONE COMPANY, LLC	0	1	1	1	0	1
TRICOM USA, INC.	1	0	1	0	1	1
UKI COMMUNICATIONS, INC.	1	2	3	4	7	11
UNIVERSAL TELCOM, INC.	0	0	0	0	1	1
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
U.S. TELECOM LONG DISTANCE, INC.	1	0	1	0	1	1
VARTEC TELECOM, INC.	3	7	10	10	5	15
VERIZON LONG DISTANCE	2	0	2	1	1	2
VERIZON SELECT SERVICES INC.	4	2	6	9	0	9
VOIP ENTERPRISES INC.	2	0	2	2	2	4
VOX POPULI TELECOMMUNICATIONS, INC.	2	1	3	2	0	2
WEBNET COMMUNICATIONS, INC.	0	0	0	0	1	1
WILTEL COMMUNICATION, LLC	0	0	0	1	0	1
WORKING ASSETS LONG DISTANCE	1	0	1	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	2	0	2	1	1	2
XTENSION SERVICES INC.	1	0	1	0	0	0
Z-TEL COMMUNICATIONS, INC.	1	0	1	1	0	1
ZERO PLUS DIALING	0	1	1	2	0	2
ZERO PLUS DIALING, INC.	0	2	2	3	0	3
ZONE TELECOM, INC.	0	1	1	0	0	0
TOTALS**	231	238	469	548	136	684

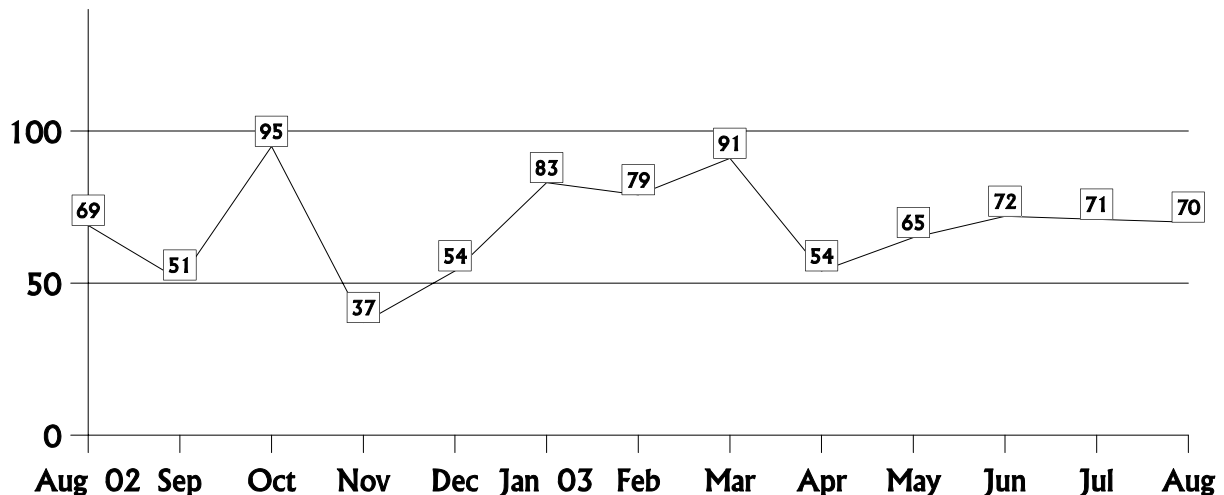
*Please see Definitions.
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	1	9
AT&T / ACC	5	34
Clear World Communications Corp.	0	16
Excel Telecommunications, Inc.	1	20
LCR Telecommunications. L.L.C.	0	12
MCI Worldcom	3	56
Miko Telephone Communications, Inc.	19	126
Onelink Communications, Inc.	1	16
Optical Telephone Corporation	1	26
Primus Telecommunications, Inc.	0	13
Sprint	19	90
Teleuno, Inc.	2	16
UKI Communications, Inc.	3	28
World Communications Satellite Systems, Inc.	1	22
Other Long Distance Companies	14	101
Totals	70	585

Cases Resolved as Slamming

August 2002 - August 2003



Pay Telephone Companies Complaint Activity - August 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	0	0	0	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	0	1	1	0	1
INTERNATIONAL PAYPHONE CORPORATION	0	0	0	1	0	1
K.C.S. COMMUNICATIONS, INC.	1	0	1	1	0	1
MARK WEBB D/B/A A&M COMMUNICATIONS & PAYPHONES	0	0	0	1	0	1
MILLENIUM COMMUNICATIONS, INC.	0	0	0	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	0	1	1
TOTALS**	2	1	3	5	2	7

*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 - August 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	1	1	0	0	0
BROADVIEW PARK WATER COMPANY	0	0	0	1	0	1
BURKIM ENTERPRISES, INC.	2	0	2	0	0	0
CRYSTAL RIVER UTILITIES, INC.	0	0	0	1	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	0	0	0
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	1	0	1	0	0	0
FERNCREST UTILITIES, INC.	2	0	2	0	0	0
FLORALINO PROPERTIES, INC.	3	1	4	3	1	4
FLORIDA WATER SERVICES CORPORATION	4	4	8	14	0	14
HUDSON UTILITIES, INC.	1	0	1	0	0	0
INDIANTOWN COMPANY, INC.	0	1	1	0	0	0
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
KINCAID HILLS WATER COMPANY	0	1	1	0	0	0
LINDRICK SERVICE CORPORATION	4	1	5	3	0	3
MARION UTILITIES, INC.	0	0	0	2	0	2
NORTH FORT MYERS UTILITY, INC.	0	1	1	1	0	1
ORANGWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	1	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	1	1	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	3	0	3
WEDGEFIELD UTILITIES, INC.	0	1	1	0	0	0
ZELLWOOD STATION CO-OP, INC.	0	0	0	1	0	1
TOTALS**	19	15	34	34	1	35

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