



FLORIDA
PUBLIC
SERVICE
COMMISSION

CONSUMER ACTIVITY REPORT
SEPTEMBER 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 transfer-connect 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 telephone transfer connect 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 22 companies participating in the e-transfer pilot program. The Division of Consumer of Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising.

Summary

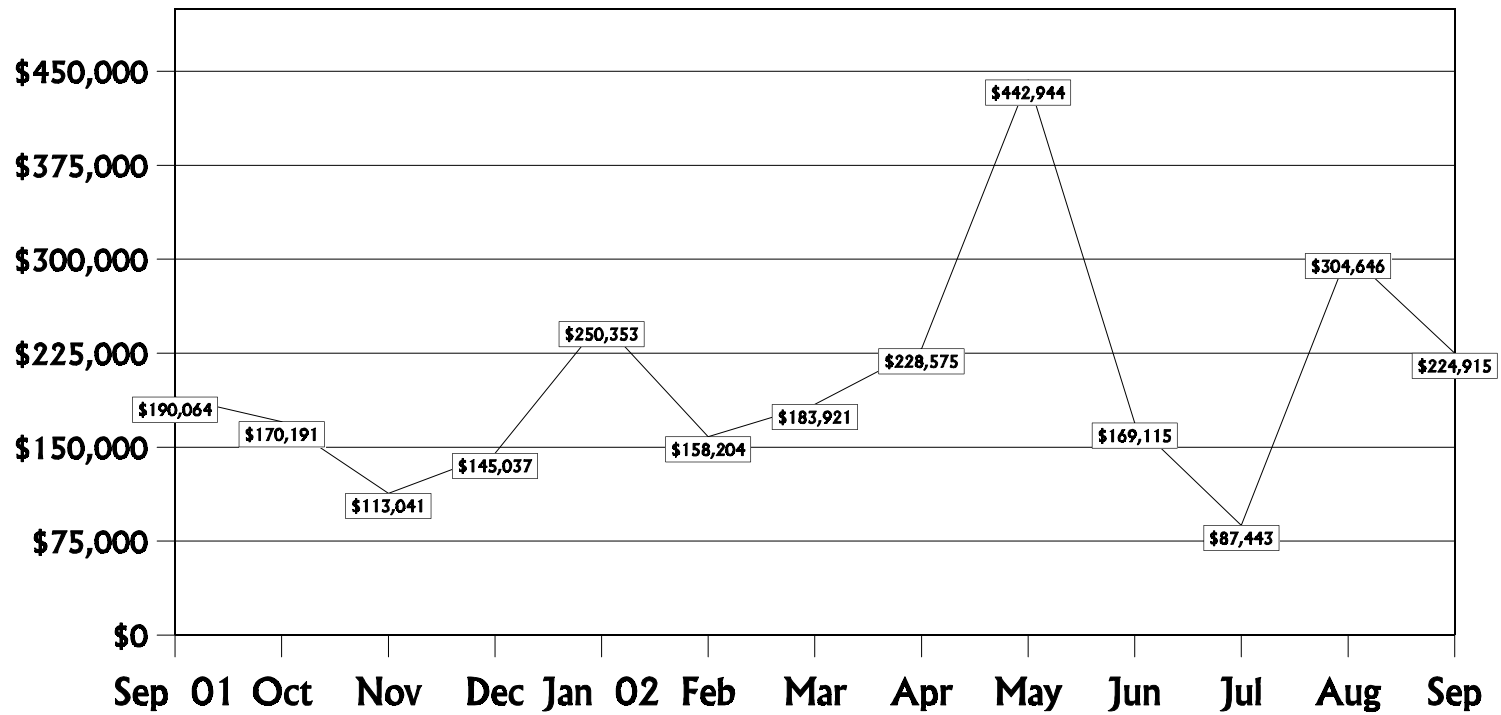
There were **2,677** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infraction. There were also **2,959** information requests logged by the PSC.

A total of eighteen utility companies are participating in the Telephone Transfer-Connect option, as of September 30, 2002. Under this option, a call to the PSC was directly transferred to the caller’s utility. There were **1,249** calls transferred during September 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$224,915** for the month.

Consumer Refunds

September 2001 - September 2002



Consumer Activity - September 2002

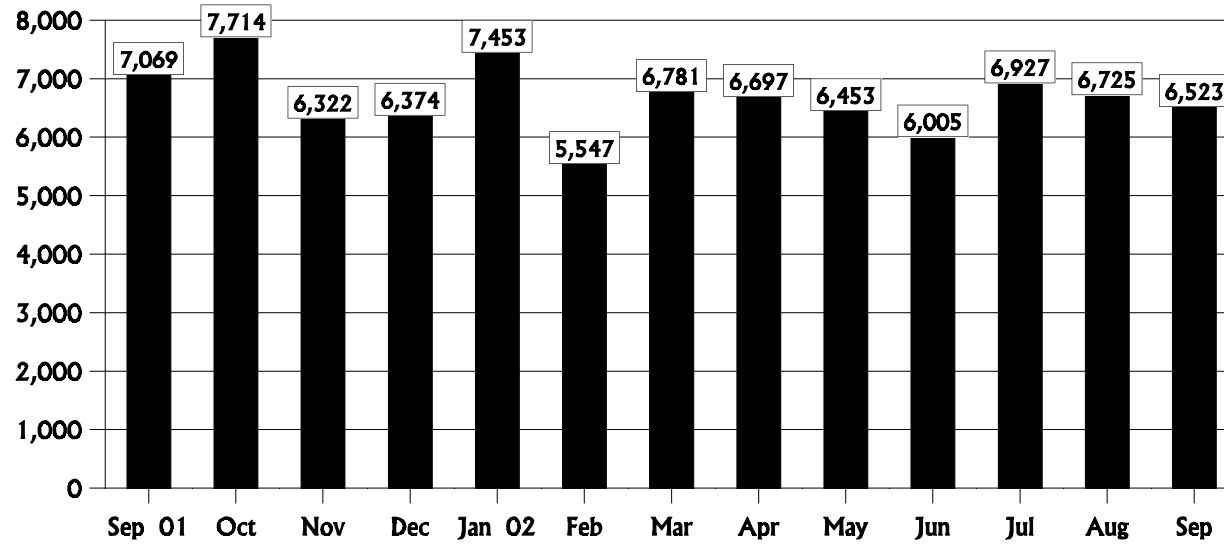
Complaints Received	2,677
Electric	88
Gas	18
Alternative Local Exchange Telephone	202
Local Exchange Telephone	238
Long Distance Telephone	576
Pay Telephone	2
Water & Wastewater	19
Non-regulated & Telephone Transfer-Connects	1,375
Cases Received / Closed Under 72 Hr Rule	159
Electric	59
Gas	0
Telecommunications	100
Water / Wastewater	0
Information Requests Received	2,959
Total Cases Received	5,636

How Cases Were Received	Complaints	Information Requests
Phone	1,751	2,831
Mail	384	14
Internet	368	112
Fax	174	2
Totals	2,677	2,959

Telephone Calls Not Filed As Cases	887
Total Consumer Contacts Handled	6,523
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,249
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	50

Consumer Savings	
Electric	\$ 2,166.36
Gas	2.84
Alternative Local Exchange Telephone	74,999.81
Local Exchange Telephone	20,221.74
Long Distance Telephone	127,523.20
Pay Telephone	1.00
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$224,914.95

Public Service Commission
Total Consumer Contacts
September 2001 - September 2002



Complaints by Industry

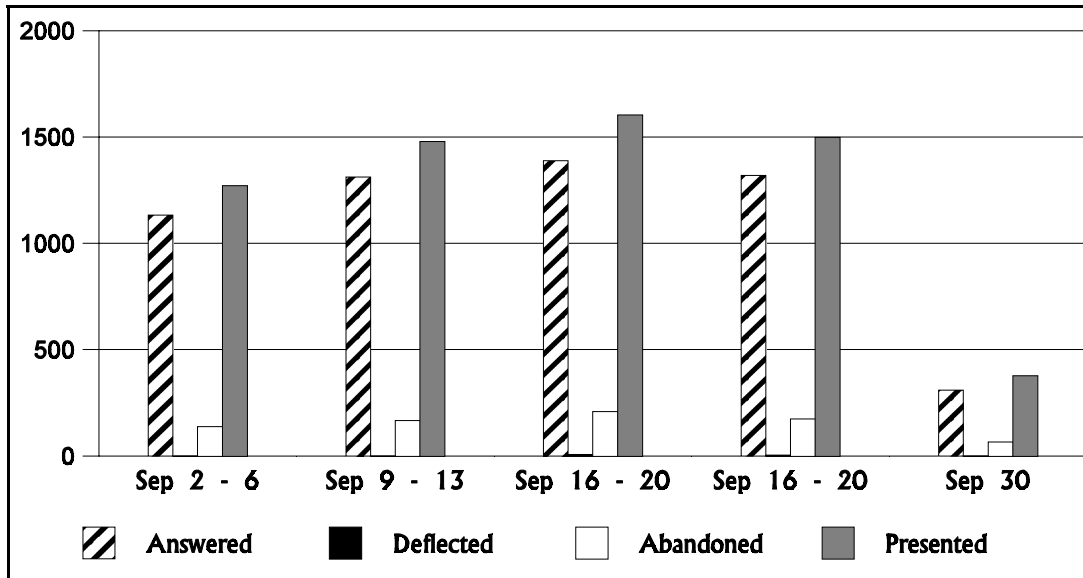
September 2002

	Complaints Received	% of Total Complaints*
Electric	88	3%
Gas	18	< 1%
Alt. Local Exchange Telephone	202	8%
Local Exchange Telephone	238	9%
Long Distance Telephone	576	22%
Pay Telephone	2	< 1%
Water & Wastewater	16	1%
Non-regulated & Telephone Transfer-Connects	1,375	51%
Cases Received & Closed by 72 Hr Rule	159	6%
Total	2,674	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 September 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
September 2 - 6	1,133	89%	0	0%	138	11%	1,271
September 9 - 13	1,312	89%	0	0%	167	11%	1,479
September 16 - 20	1,386	86%	8	0%	210	13%	1,604
September 23 - 27	1,319	88%	5	0%	174	12%	1,498
September 30	310	82%	0	0%	67	18%	377
Totals	5,460	88%	13	0%	756	12%	6,229

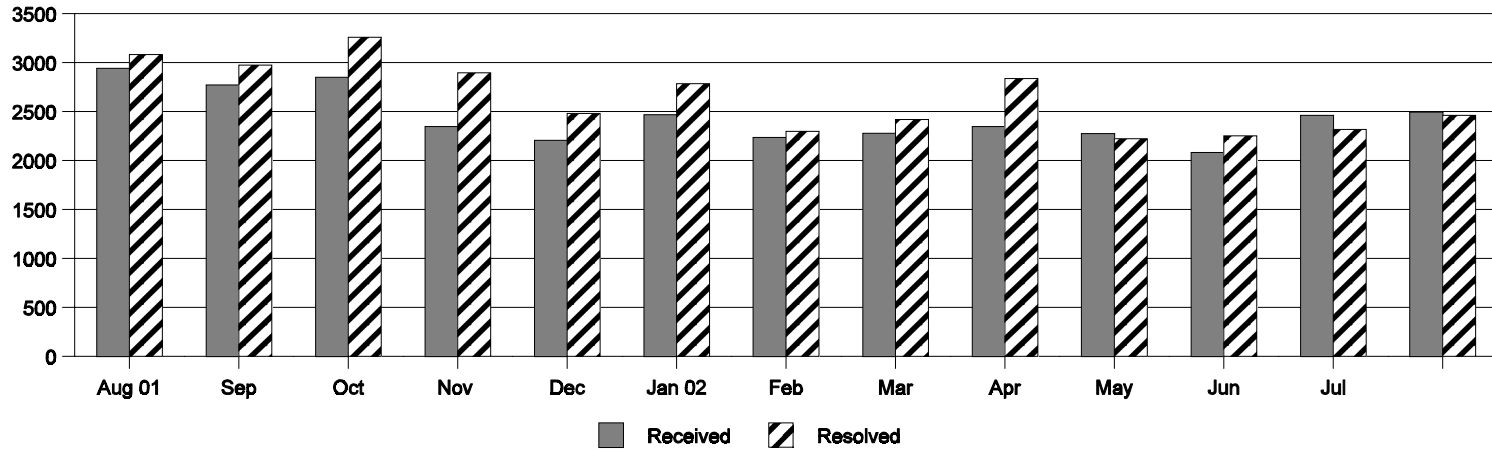
Note: % Totals have been rounded.

Calls Answered During the Month
 Minus CAF Calls Resulting in Cases
 Total Calls Not Filed As Cases

5,460
 (4,573)
 887

Total Complaints Received / Resolved by Month*

September 2001 - September 2002

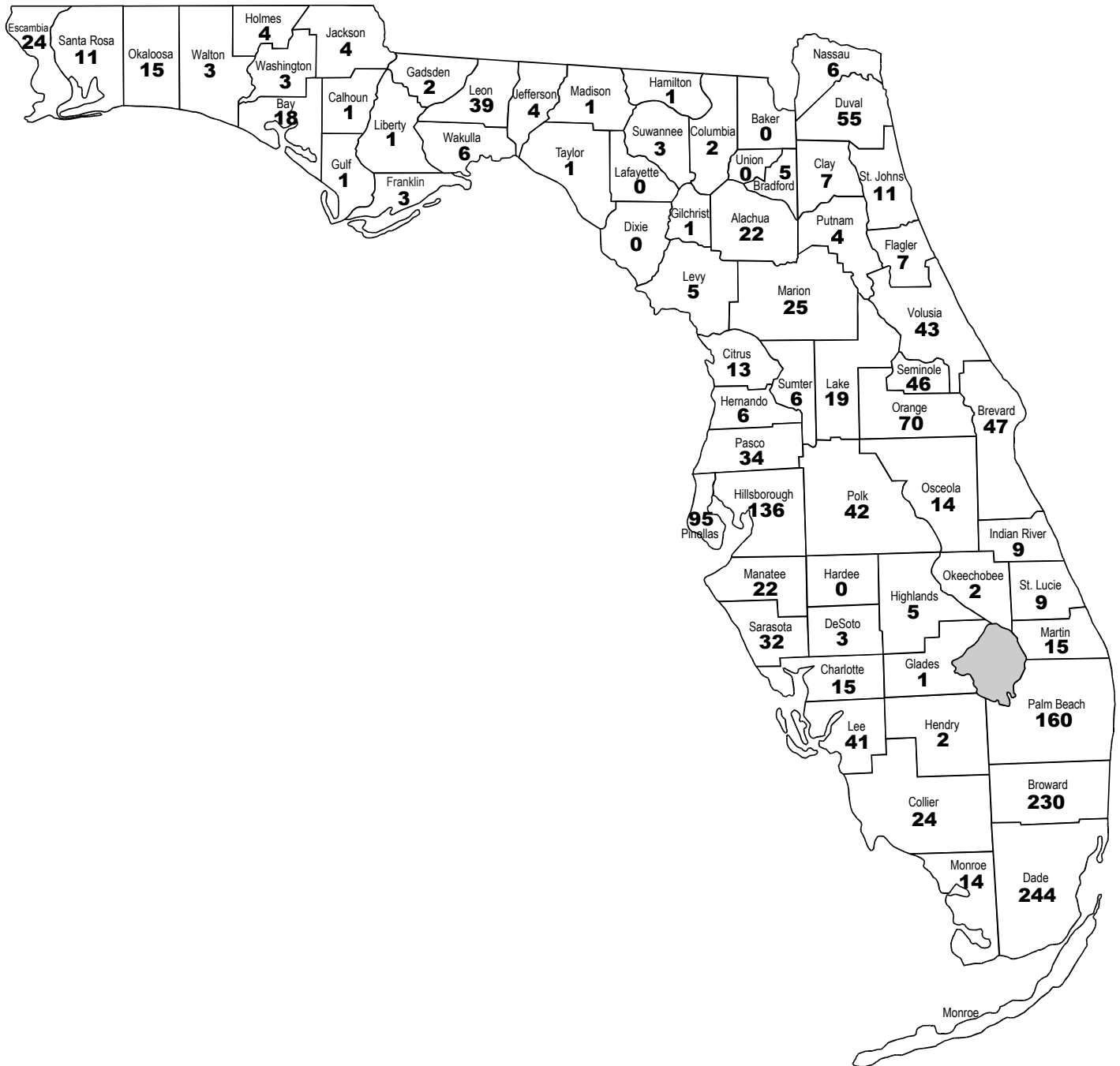


	Sep 01	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Received	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081	2,461	2,493	2,677
Resolved	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252	2,318	2,462	2,612

*Cases 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

SEPTEMBER 2002

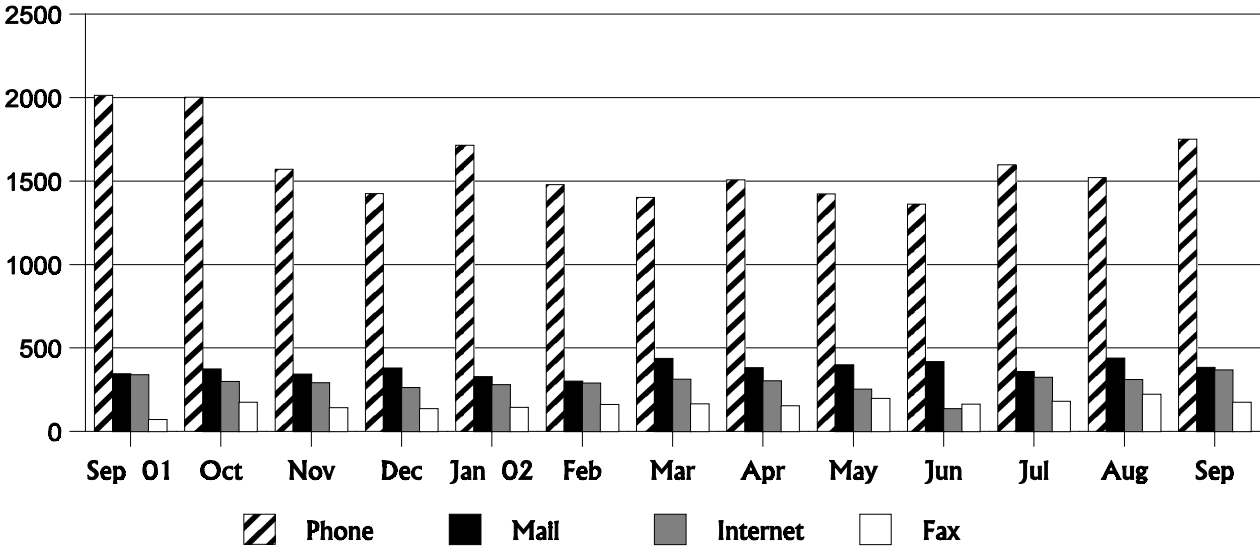


Note: County name not available for 981 cases.

How Complaints Were Received

Phone, Mail, Internet and Fax

September 2001 - September 2002

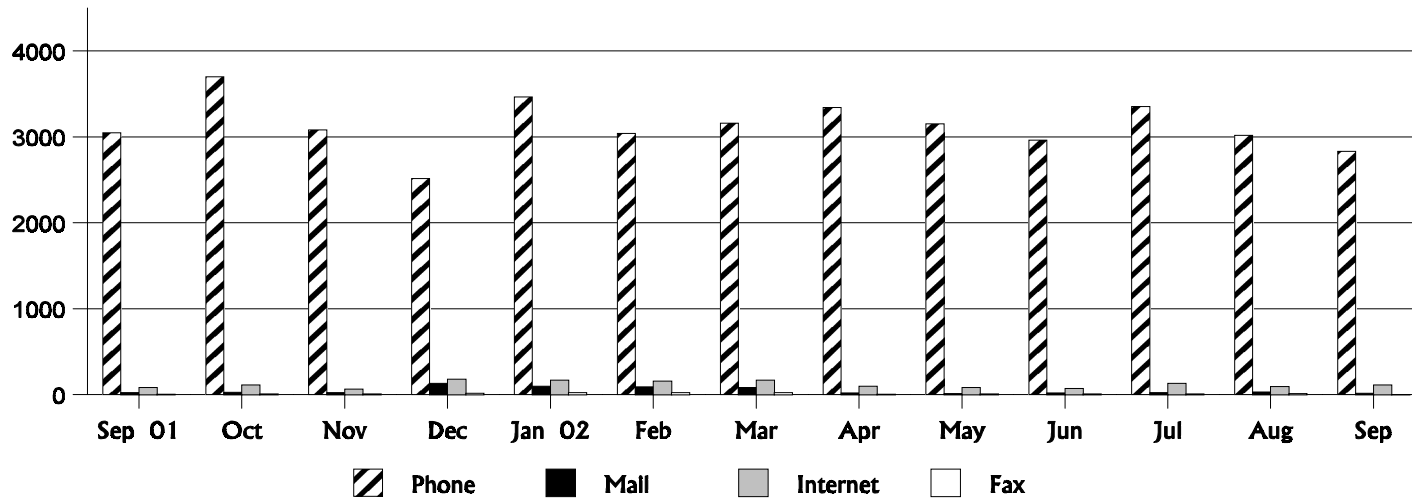


	Sep 01	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361	1,598	1,520	1,751
Mail	346	374	344	380	329	302	437	382	399	419	359	440	384
Internet	340	299	291	263	281	290	313	304	253	137	324	310	368
Fax	71	174	142	136	143	162	165	153	198	164	180	223	174
Total	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081	2,461	2,493	2,677

How Information Requests Were Received

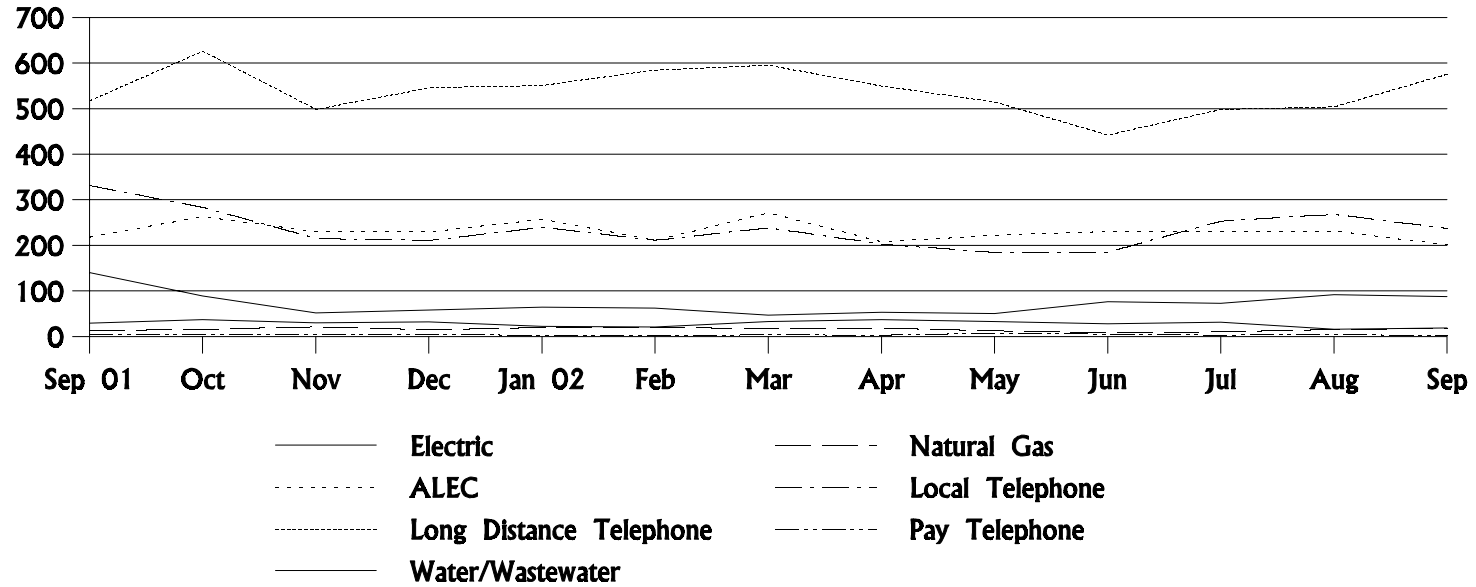
Phone, Mail, Internet and Fax

September 2001 - September 2002



	Sep 01	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961	3,352	3,016	2,831
Mail	25	27	25	130	98	92	84	20	13	18	24	30	14
Internet	82	111	63	180	169	158	168	97	84	71	130	93	112
Fax	5	7	8	15	24	24	22	3	9	10	10	11	2
Total	3,159	3,842	3,177	2,839	3,756	3,314	3,432	3,461	3,256	3,060	3,516	3,150	2,959

Complaints Received by Industry September 2001 - September 2002



Industry	Sep 01	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Electric	140	89	52	58	64	62	47	53	50	76	73	92	88
Natural Gas	14	16	22	15	20	21	17	19	13	9	11	16	18
ALEC	219	264	231	230	258	212	272	208	223	231	232	232	202
Local Telephone	332	284	216	211	241	212	239	203	185	186	254	269	238
Long Dist. Phone	518	627	499	546	552	585	596	550	515	443	499	505	576
Payphone	5	5	6	6	3	3	5	4	8	6	4	6	2
Water/Wastewater	29	37	30	32	22	21	33	37	33	28	31	16	19
Totals	1,258	1,322	1,056	1,098	1,162	1,116	1,209	1,074	1,027	979	1,104	1,136	1,143

Electric Companies Complaint Activity - September 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	22	9	31	206	27	2	29	221
FLORIDA POWER & LIGHT COMPANY	18	17	35	291	36	0	36	367
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	14	1	0	1	14
GULF POWER COMPANY	0	5	5	20	1	0	1	16
TAMPA ELECTRIC COMPANY	7	9	16	76	10	0	10	83
TOTAL	48	40	88	607	75	2	77	701

**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*	September 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,383,648	3	0.0022	1.53	4.58
FLORIDA POWER & LIGHT COMPANY	3,969,611	1	0.0003	0.18	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,992	2	0.0772	54.39	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	3	0.0051	3.62	0.00
TOTAL	6,339,722	9	0.0014		

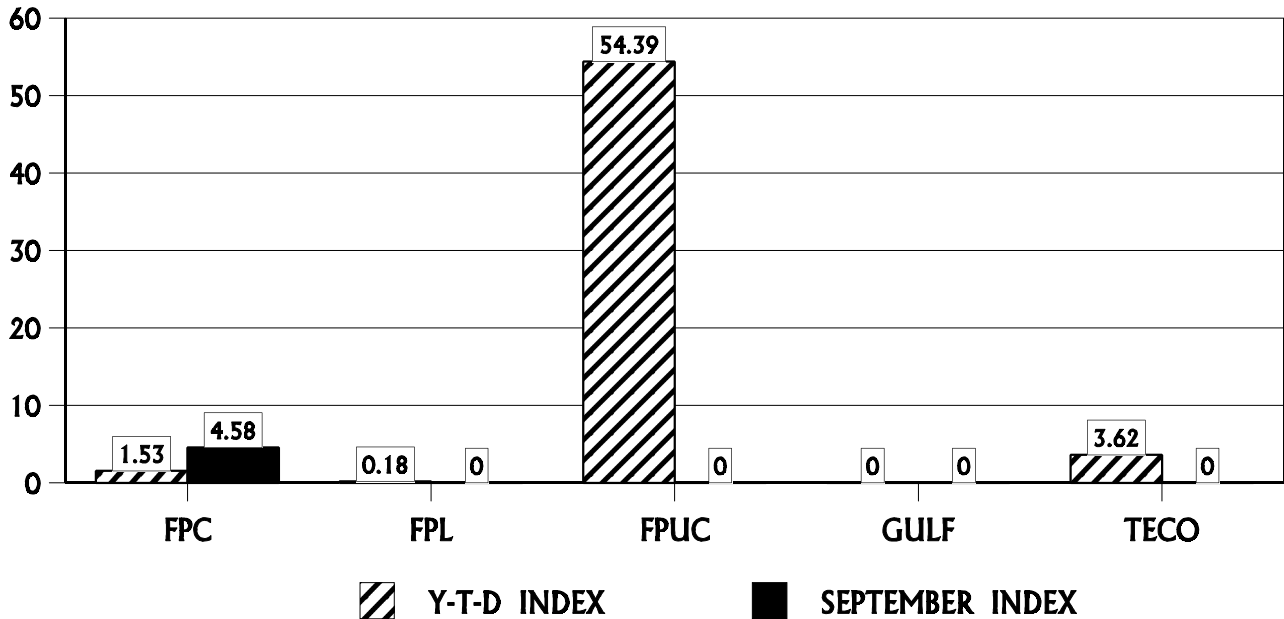
**Please see Index of Definitions.*

***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

September 2002

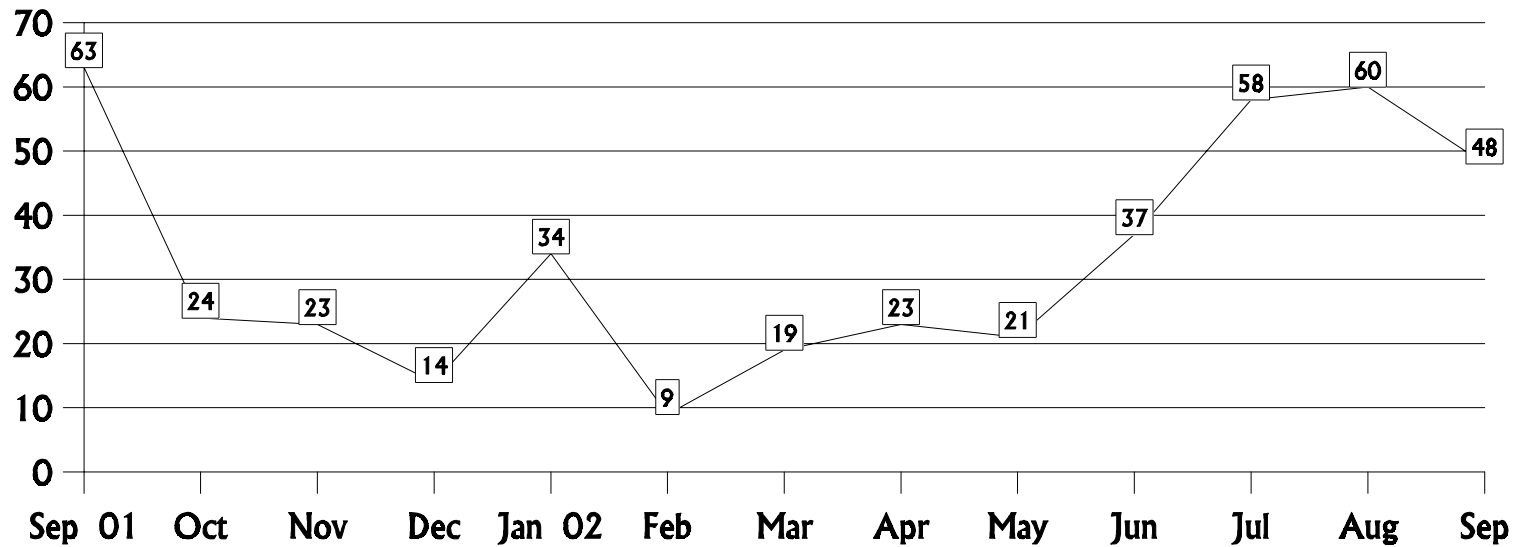


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

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

Total Momentary Electricity Outages Filed

September 2001 - September 2002



Natural Gas Companies Complaint Activity September 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	9	1	0	1	7
CITY GAS COMPANY OF FLORIDA	6	5	11	66	1	1	2	83
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	25	2	0	2	27
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	1	3	4	42	1	0	1	45
TOTAL	7	11	18	144	5	1	6	167

**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*	September 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	1	0.094	3.48	0.000
CITY GAS COMPANY OF FLORIDA	105,000	9	0.086	3.16	3.86
FLORIDA PUBLIC UTILITIES COMPANY	45,442	0	0.000	0.00	0.00
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,327	0	0.000	0.00	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	1	0.250	9.22	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	12	0.030		

*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 - September 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	0	0	0	0	1	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	0	1	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	1	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	1	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	1	1	2
ALEC, INC. D/B/A VOLARIS TELECOM, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	4	0	4
AMERICAN COMMUNICATION SERVICES OF JACKSONVILLE, INC.	0	0	0	0	1	1
AMERIMEX COMMUNICATIONS CORP.	0	1	1	1	0	1
AT&T DIGITAL PHONE	9	18	27	54	11	65
BUDGET PHONE, INC.	1	0	1	0	0	0
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	0	1
CAT COMMUNICATIONS	5	0	5	4	0	4
CHOCTAW COMMUNICATIONS, INC.	1	0	1	2	0	2
DIALTONE TELECOM, LLC	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	2	0	2	1	0	1
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	1	0	1
EASY TELEPHONE SERVICES COMPANY	0	0	0	0	2	2
EPICUS, INC.	1	1	2	0	0	0
ERNEST COMMUNICATIONS, INC.	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
EXCELINK COMMUNICATIONS, INC.	2	1	3	5	0	5
EXPRESS PHONE SERVICE	1	0	1	1	0	1
FLORIDA DIGITAL NETWORK, INC.	0	0	0	7	0	7
FLORIDA PHONE SERVICE, INC.	1	0	1	1	2	3
FLORIDA TELEPHONE SERVICES, LLC	6	2	8	6	0	6
HIGH TECH COMMUNICATIONS OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
HOMETOWN TELEPHONE OF FLORIDA, INC.	2	0	2	0	0	0
I VANTAGE NETWORK SOLUTIONS	0	1	1	0	0	0
IDS TELCOM LLC	2	2	4	7	1	8

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INTELLICALL OPERATOR SERVICES, INC. D/B/A ILD	0	0	0	2	0	2
INTERMEDIA COMMUNICATIONS, INC.	0	3	3	3	0	3
ISN COMMUNICATIONS	1	0	1	1	3	4
KMC TELECOM III LLC	0	2	2	0	0	0
KMC TELECOM INC.	0	1	1	0	0	0
KNOLOGY OF FLORIDA, INC.	1	1	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
MCI TELECOMMUNICATIONS CORPORATION	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	1	2	3	2	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	5	3	8	3	0	3
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	0	0	0	1	0	1
MIRACLE COMMUNICATIONS	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	2	0	2	4	0	4
NORCOM, INC.	0	0	0	1	0	1
ORLANDO TELEPHONE COMPANY	1	1	2	0	0	0
PAETEC COMMUNICATIONS, INC.	1	0	1	0	0	0
PARCOM COMMUNICATIONS, INC.	0	0	0	1	0	1
QUICK CONNECTS	2	0	2	1	0	1
REBOUND ENTERPRISES, INC. D/B/A REI COMMUNICATIONS	0	0	0	1	2	3
SATCOM COMMUNICATION CORPORATION D/B/A SATCOM COMM.	0	0	0	1	0	1
SECOND CHANCE PHONE	1	0	1	0	0	0
SOUTHERN RECONNECT, INC.	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	53	38	91	68	5	73
TALK AMERICA INC.	1	0	1	4	0	4
TALK UNLIMITED NOW, INC.	1	0	1	0	0	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	0	1	1
TELECONEX, INC. D/B/A TELECONEX	0	0	0	2	0	2
TIBURON TELECOM, INC.	1	0	1	0	0	0
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USA TELECOM, INC.	0	0	0	1	0	1
VARTEC TELECOM, INC.	5	1	6	1	0	1
WINSTAR COMMUNICATIONS, LLC	0	1	1	0	0	0
XO FLORIDA, INC.	1	1	2	3	0	3
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	0	0
TOTALS	119	83	202	202	32	234

Local Telephone Companies Complaint Activity September 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.	2	2	4	46	6	1	7	53
BELLSOUTH	72	58	130	1,264	155	10	165	1,458
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	0	0	11	1	0	1	11
VERIZON FLORIDA, INC.	27	17	44	201	17	0	17	207
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	1	0	0	0	2
QUINCY/TDS	0	1	1	5	1	0	1	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	36	23	59	500	47	3	50	537
TOTAL	137	101	238	2,029	227	14	241	2,272

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*	September 2002 Apparent Infractions Index*
ALLTEL	94,736	4	0.0422	4.10	8.50
BELLSOUTH	6,451,600	71	0.0110	1.07	1.25
FRONTIER	4,706	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,348	0	0.0000	0.00	0.00
VERIZON FLORIDA, INC.	2,416,247	11	0.0046	0.44	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	6.84	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	29	0.0131	1.27	1.09
TOTAL	11,277,711	116	0.0103		

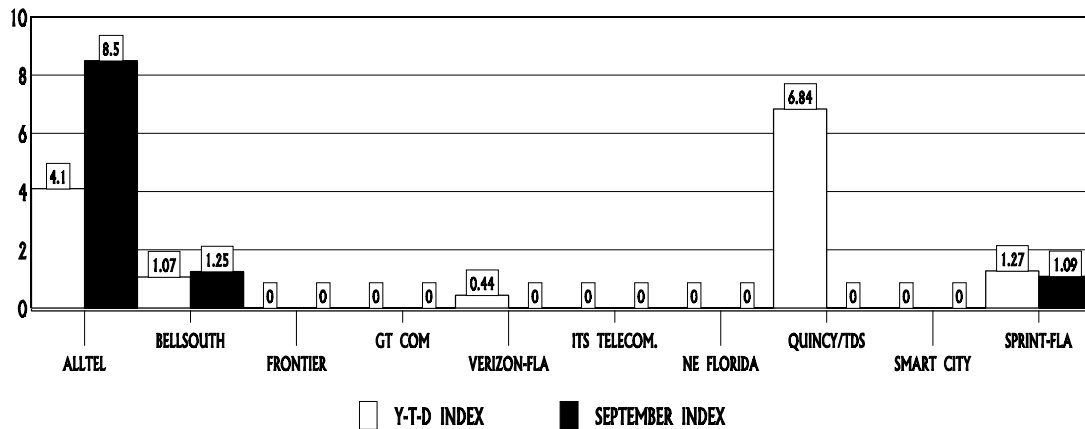
* Please see Index of Definitions.

**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

September 2002



2002 ACCESS LINES*			
ALLTEL	94,736	ITS TELECOM.	3,891
BELL SOUTH	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 - September 2002

Company	Month	Year-To-Date
AT&T Digital Phone	1	4
Bellsouth Telecommunications, Inc.	1	5
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	9
Supra Telecommunications & Information Systems, Inc.	2	20
Talk America Inc.	0	8
All Other Local Companies	2	15
Totals	7	86

Cramming Statistics*

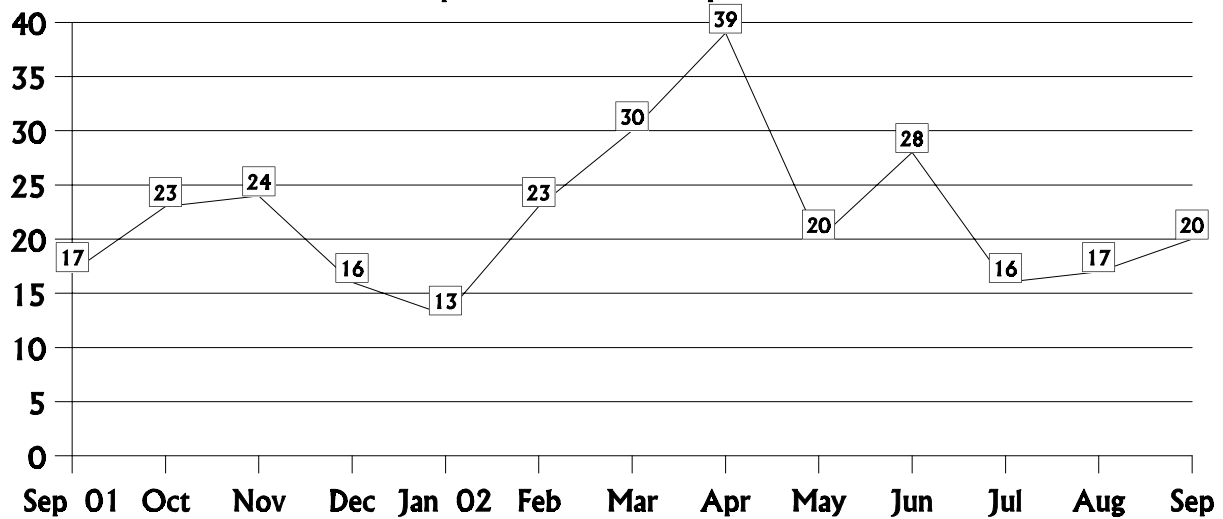
September 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
40	20	\$2,660.18

**Please see Index of Definitions*

Cases Resolved as Cramming

September 2001 - September 2002



Long Distance Telephone Companies Complaint Activity - September 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
10-15-688 AMETEX	1	3	4	3	0	3
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACCXX COMMUNICATIONS, LLC	0	0	0	0	1	1
ACN COMMUNICATION SERVICES, INC.	0	1	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT EAST, LLC	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLIANCE GROUP SERVICES, INC.	4	0	4	2	0	2
ALLTEL COMMUNICATIONS, INC.	1	0	1	4	0	4
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	6	1	7	1	13	14
AMERICAN PHONE SERVICES CORP.	1	0	1	0	0	0
AMERITECH COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1	0	1
ARCTICS	1	0	1	0	0	0
AT&T	79	89	168	118	15	133
BROADVIEW NETWORKS, INC.	0	1	1	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	0	1
BUDGET CALL LONG DISTANCE, INC.	1	0	1	1	0	1
BUSINESS SAVINGS PLAN	0	1	1	0	0	0
BUSINESS SAVINGS PLAN INC.	1	0	1	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	5	1	6	0	1	1
COMTECH 21, LLC	1	0	1	0	0	0
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1	0	1
CONNECTAMERICA, INC.	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	0	1	1	0	1	1
ELEC COMMUNICATIONS	1	0	1	0	0	0
ENHANCED SERVICES BILLING, INC.	1	0	1	1	0	1
ESSENTIAL.COM, INC.	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	4	2	6	1	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1	0	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	2	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	4	0	4	4	0	4
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
GLOBCOM, INC.	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	1	5	6	2	0	2
HORIZONONE COMMUNICATIONS	3	2	5	2	0	2
IDS TELCOM LLC	1	0	1	3	0	3
IDT AMERICA CORP.	10	10	20	12	5	17
IDT CORPORATION	1	0	1	0	0	0
ILD	2	11	13	5	0	5
INCOMM	1	0	1	0	0	0
INTEGRETEL, INC.	4	11	15	14	0	14
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	0	0	0
KMC TELECOM III LLC	0	0	0	1	0	1
LATIN AMERICAN ENTERPRISES, INC.	0	0	0	1	0	1
LCR TELECOMMUNICATIONS L.L.C.	10	1	11	1	2	3
LEAST COST ROUTING, INC.	0	1	1	0	0	0
LONG DISTANCE CHARGES	1	0	1	2	0	2
L.O.M.	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	1	0	1	0	1	1
MATRIX TELECOM, INC.	2	0	2	2	0	2
MCG, LLC	0	0	0	1	2	3
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	50	48	98	75	5	80
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	1	1	0	0	0
MERCURY LONG DISTANCE, INC.	0	4	4	0	0	0
MIKO TELEPHONE COMMUNICATIONS, INC.	0	0	0	0	1	1

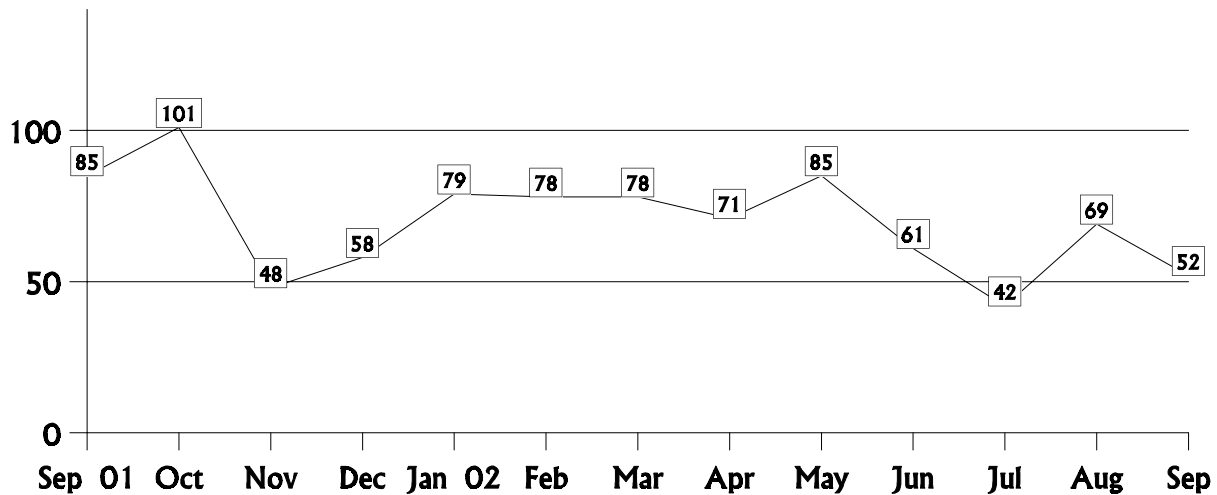
Utility Name	Service	Billing	Total	Apparent	Apparent	Total
				Non-infractions	Infractions	
NATIONAL ACCESS LONG DISTANCE, INC.	1	0	1	0	0	0
NATIONAL ACCOUNTS, INC.	5	0	5	5	0	5
NET ONE INTERNATIONAL, INC.	0	1	1	0	0	0
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	1	1	2	0	2
NETWORK PLUS, INC. D/B/A HALE AND FATHER, INC.	0	0	0	0	1	1
NORCOM, INC.	1	0	1	0	0	0
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	0	0	1	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	0	1
NOSVA LIMITED PARTNERSHIP D/B/A CIERRACOM SYSTEMS	0	0	0	1	1	2
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
OCCMC, INC. D/B/A ONE CALL COMMUNICATIONS, INC.	0	0	0	1	0	1
OLS, INC.	1	1	2	3	0	3
ONE CALL COMMUNICATIONS, INC.	0	2	2	2	0	2
ONELINK COMMUNICATIONS, INC.	1	0	1	0	0	0
ONESTAR COMMUNICATIONS, LLC	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	0	3	3	1	0	1
OPTICAL TELEPHONE CORPORATION	9	0	9	1	6	7
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
PT-1 LONG DISTANCE, INC.	0	1	1	0	0	0
QUEST TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	6	5	11	11	2	13
QX TELECOM LLC	1	1	2	1	0	1
RADIANT TELECOM, INC.	0	0	0	1	0	1
REDUCED RATE LONG DISTANCE LLC	1	0	1	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	1	0	1	1	0	1
SILVERLEAF COMMUNICATIONS INC.	2	0	2	0	0	0
SPRINT	30	20	50	39	12	51
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1	0	1
TALK AMERICA INC.	2	3	5	2	0	2
TCG SOUTH FLORIDA	1	2	3	1	0	1
TELECOMAZ CORP.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	1	1	2	1	0	1
TELERGY NETWORK SERVICES, INC.	0	1	1	1	0	1
TELEUNO, INC.	13	1	14	4	10	14
TOUCH 1 COMMUNICATIONS, INC.	1	0	1	1	0	1
U S P & C CORPORATION	0	1	1	2	0	2
UKI COMMUNICATIONS, INC.	5	3	8	0	2	2
UNIVERSAL TELCOM, INC.	1	0	1	0	0	0
US LEC OF FLORIDA INC.	0	1	1	0	0	0
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	4	9	13	4	0	4
VERIZON LONG DISTANCE	0	2	2	0	0	0
VERIZON SELECT SERVICES INC.	4	1	5	9	1	10
WEBNET COMMUNICATIONS, INC.	0	1	1	2	0	2
WEST END COMMUNICATIONS INC.	0	0	0	0	2	2
WILLIAMS COMMUNICATIONS, LLC	1	0	1	0	0	0
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	11	3	14	2	7	9
WORLDXCHANGE CORP.	1	0	1	0	0	0
XO LONG DISTANCE SERVICES, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	1	1	2	2	0	2
ZONE TELECOM, INC.	0	0	0	1	0	1
TOTALS	316	260	576	377	93	470

Unauthorized Telephone Service Change “Long Distance Slamming” Apparent Rule Infractions - September 2002

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	12	37
AT&T / ACC	5	55
MCI Worldcom	1	44
Optical Telephone Corporation	6	163
Sprint	6	61
Talk America Inc.	0	23
Teleuno, Inc.	9	46
UKI Communications, Inc.	1	55
WebNet Communications	0	20
World Communications Satellite Systems, Inc.	6	18
Other Long Distance Companies	6	98
Totals	52	620

Cases Resolved as Slamming

September 2001 - September 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
A-1 TELEPHONE SYSTEMS	1	0	1	0	0	0
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	1	0	1
HSI TELECOM, INC.	0	0	0	1	0	1
LONESTAR TELCOM, INC.	0	0	0	0	1	1
LYNN E. MAXWELL, JR.	0	0	0	0	1	1
PRO TELECOM, INC.	1	0	1	0	1	1
TOTALS	2	0	2	2	3	5

**Water & Wastewater Companies
Complaint Activity - September 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALAFAYA UTILITIES, INC.	0	1	1	1	0	1
ALOHA UTILITIES, INC.	1	5	6	2	0	2
BROADVIEW PARK WATER COMPANY	0	0	0	2	0	2
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	0	1
DIXIE GROVES ESTATES, INC.	0	1	1	0	0	0
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	0	1	1
FERNCREST UTILITIES, INC.	0	0	0	1	0	1
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY (FERNANDINA BEACH SYSTEM)	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	4	1	5	6	0	6
FOREST HILLS UTILITIES, INC.	1	0	1	0	0	0
HOLIDAY UTILITY COMPANY, INC.	0	0	0	4	0	4
INDIANTOWN COMPANY, INC.	0	1	1	0	0	0
LABRADOR SERVICES, INC.	0	0	0	1	0	1
LAKE UTILITY SERVICES, INC.	0	0	0	1	0	1
NEW RIVER RANCH, L.C. D/B/A RIVER RANCH	0	0	0	0	1	1
ORANGE TREE UTILITY COMPANY	1	0	1	0	0	0
ROYAL UTILITY COMPANY	0	0	0	2	0	2
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	3	1	4
SPORTS SHINKO UTILITY, INC. D/B/A GRENELEFE UTILITIES	0	0	0	1	0	1
SUNNY SHORES WATER CO., INC.	0	0	0	1	0	1
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	1	0	1
TYMBER CREEK UTILITIES	0	0	0	0	1	1
UTILITIES, INC. OF FLORIDA	1	0	1	1	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	1	1	0	0	0
WEDGEFIELD UTILITIES, INC.	0	0	0	1	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1	0	1
TOTALS	8	11	19	32	4	36

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