



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT SEPTEMBER 2003

Data Compiled on 10/22/2003

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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

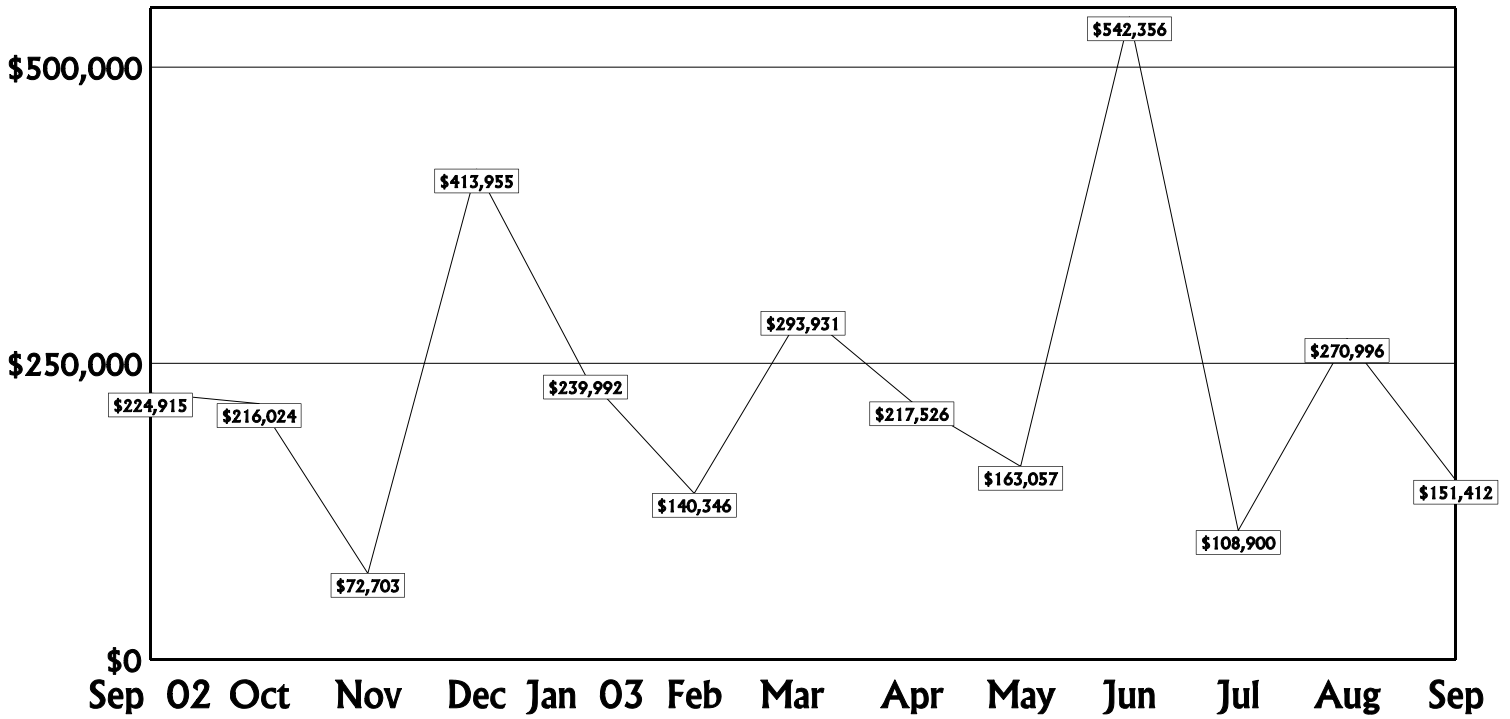
There were **2,645** complaints logged against the utility companies for the month of September 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,828** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of September 30, 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 **1,231** calls transferred during September 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$151,412 for the month.

Consumer Refunds

September 2002 - September 2003



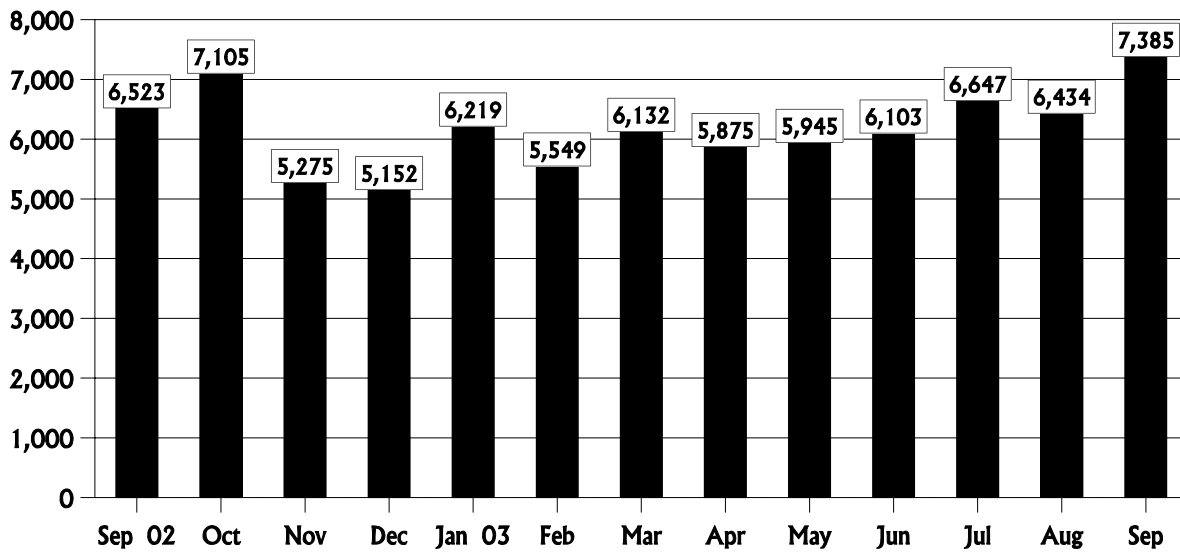
Consumer Activity Overview - September 2003

Complaints Received		2,645
Electric	77	
Gas	17	
Alternative Local Exchange Telephone	270	
Local Exchange Telephone	223	
Long Distance Telephone	492	
Pay Telephone	4	
Shared Tenant	1	
Water & Wastewater	16	
Non-regulated or Noncertificated Company Complaints Received	196	
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,026	
E-Transfers (E-mails sent to Utilities from the PSC Website)	180	
Cases Received / Closed Under 3 Day Rule	143	
Electric	54	
Gas	0	
Telecommunications	89	
Water / Wastewater	0	
Information Requests Received		<u>2,828</u>
Total Cases Received		5,473
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,912</u>
Total Consumer Contacts Handled		7,385

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,678	2,673	4,351
Mail	254	30	284
Internet	553	120	673
Fax	160	5	165
Totals	2,645	2,828	5,473

Consumer Savings	
Electric	\$ 8,054.42
Gas	327.04
Alternative Local Exchange Telephone	27,318.04
Local Exchange Telephone	39,199.13
Long Distance Telephone	75,917.03
Pay Telephone	3.60
Water & Wastewater	566.05
Non-regulated/Other Consumer Assistance	27.00
Total	\$151,412.31

Public Service Commission Total Consumer Contacts September 2002 - September 2003



Complaints by Industry September 2003

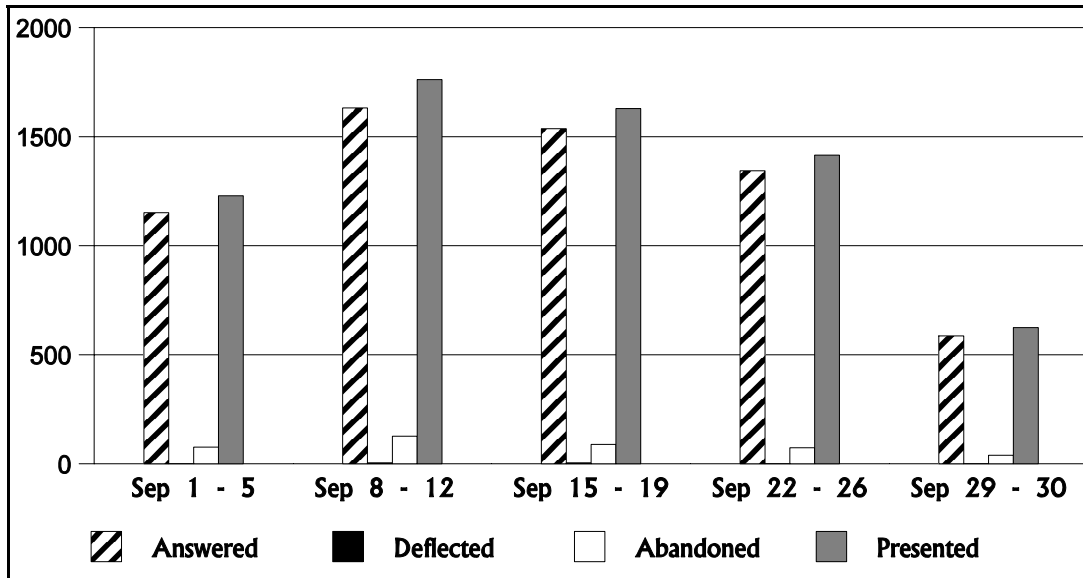
	Complaints Received	% of Total Complaints*
Electric	77	3%
Natural Gas	17	< 1%
Alternative Local Exchange Telephone	270	10%
Local Exchange Telephone	223	8%
Long Distance Telephone	492	19%
Pay Telephone	4	< 1%
Shared Tenant	1	< 1%
Water & Wastewater	16	< 1%
Non-regulated or Non-certificated Company Complaints Received**	196	7%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,026	39%
E-Transfers	180	7%
Cases Received & Closed by 72 Hr Rule	143	5%
Total	2,645	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 appear to lack a certificate with the PSC, but the complaint issue may be jurisdictional.

Total Calls Received - Call Center Statistics September 2003



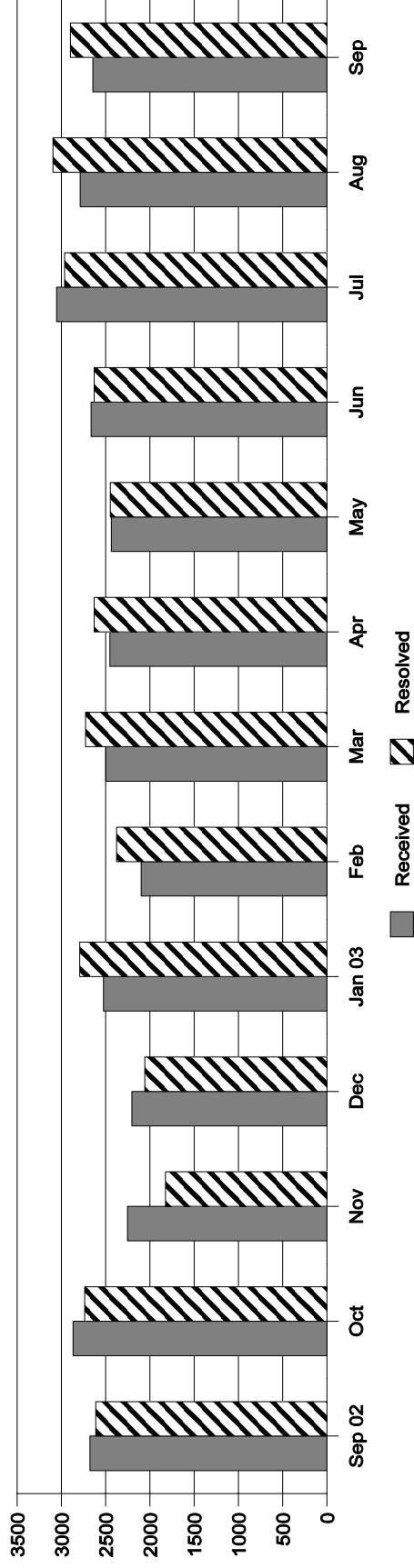
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in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

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
September 1 - 5	1,152	94%	0	0%	77	6%	1,229
September 8 - 12	1,632	100%	4	0%	126	7%	1,762
September 15 - 19	1,536	94%	4	0%	89	5%	1,629
September 22 - 26	1,343	95%	0	0%	73	5%	1,416
September 29 - 30	586	94%	0	0%	39	6%	625
Totals	6,249	94%	8	0%	404	6%	6,661

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	6,249
Minus Calls Resulting in Cases (CAF)	(4,337)
Total Calls Not Filed As Cases (CAF)	1,912

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



	Sep 02	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Received	2,677	2,868	2,253	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645
Resolved	2,612	2,737	1,825	2,058	2,793	2,377	2,727	2,629	2,447	2,631	2,965	3,096	2,898

*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.

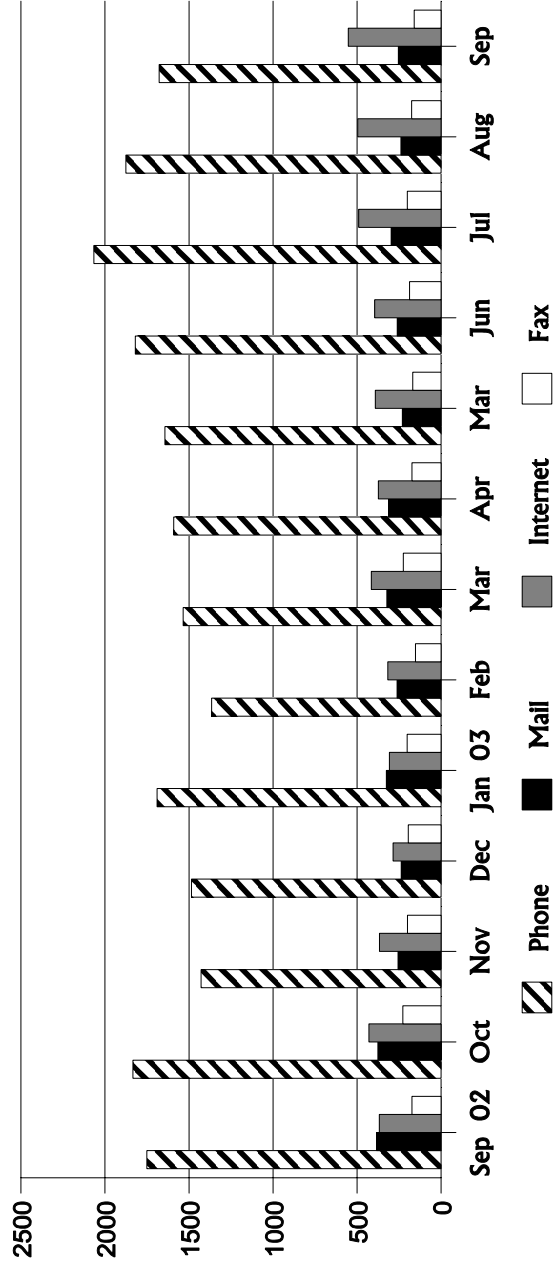
Complaints Received by County

September 2003



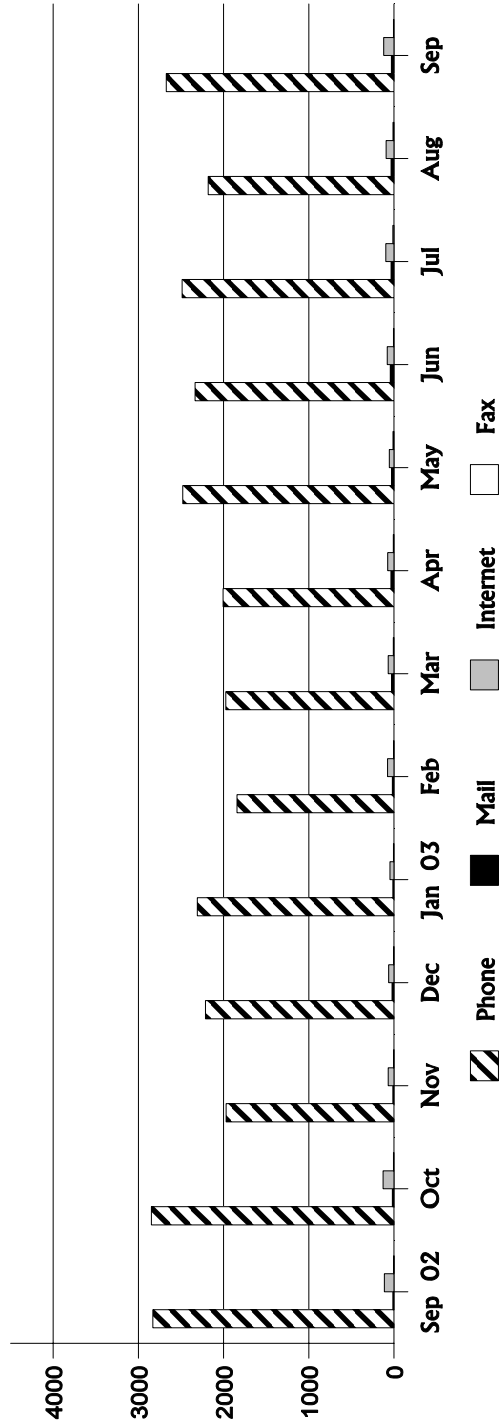
Note: County name not available for 603 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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



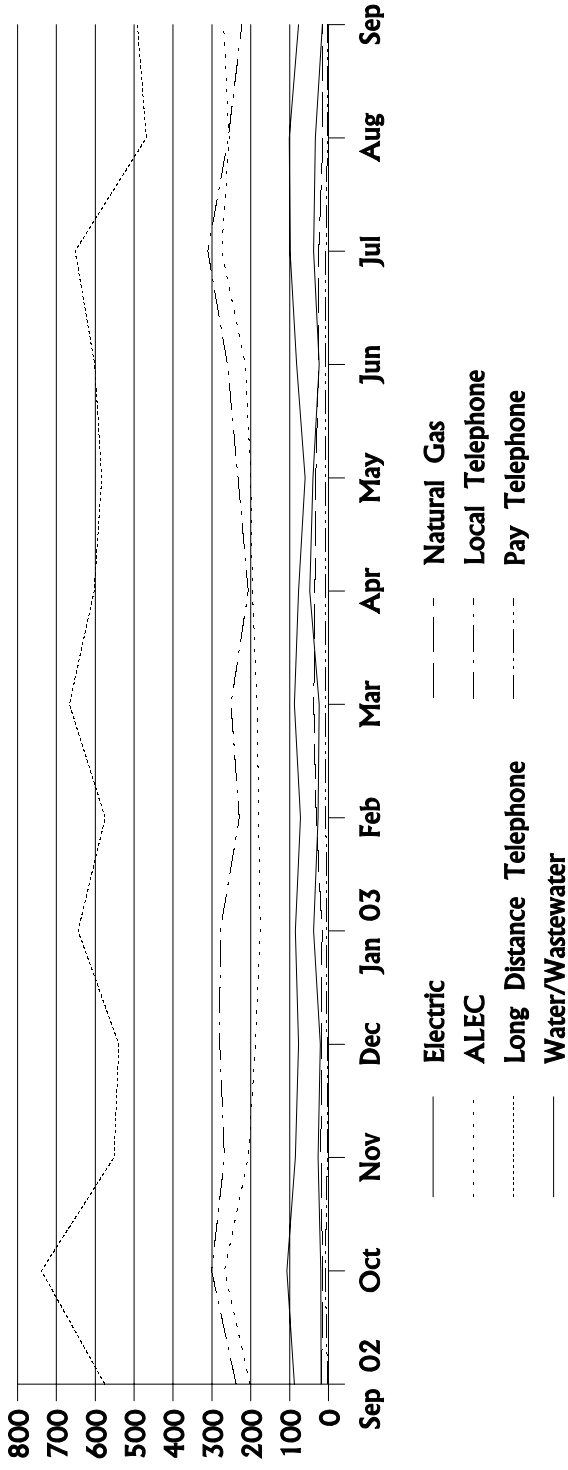
	Sep 02	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	1,751	1,834	1,429	1,486	1,690	1,365	1,535	1,591	1,644	1,820	2,066	1,876	1,678
Mail	384	376	257	237	326	262	323	313	231	261	297	240	254
Internet	368	430	367	286	308	318	416	374	392	395	491	496	553
Fax	174	228	200	196	202	153	225	174	169	188	201	176	160
Total	2,493	2,868	2,253	2,205	2,205	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645

How Information Requests Were Received Phone, Mail, Internet and Fax September 2002 - September 2003



	Sep 02	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	2,831	2,847	1,971	2,212	2,309	1,842	1,974	2,005	2,479	2,335	2,486	2,181	2,673
Mail	14	19	14	23	13	19	26	35	29	44	33	33	30
Internet	112	128	68	62	47	76	67	73	55	78	96	92	120
Fax	2	6	4	3	6	3	8	8	11	5	14	11	5
Total	2,959	3,000	2,057	2,300	2,375	1,940	2,075	2,121	2,574	2,462	2,629	2,317	2,828

Complaints Received by Industry September 2002 - September 2003



Industry	Sep 02	Oct	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Electric	88	107	85	77	85	72	88	77	60	82	99	101	77
Natural Gas	18	16	20	19	17	32	38	35	33	26	25	15	17
ALEC	202	268	207	188	176	180	184	196	200	214	275	256	270
Local Telephone	238	301	268	280	279	230	251	207	233	260	311	258	223
Long Dist. Phone	576	739	552	540	645	575	667	603	584	602	652	469	492
Payphone	6	2	3	4	6	7	7	7	7	7	7	3	4
Water/Wastewater	16	19	27	21	38	27	24	48	40	24	38	34	16
Totals*	1,144	1,452	1,162	1,129	1,246	1,123	1,259	1,173	1,157	1,215	1,407	1,136	1,099

*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 - September 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	13	7	20	218	38	0	38	245
FLORIDA POWER & LIGHT COMPANY	16	33	49	361	50	0	50	401
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	5
GULF POWER COMPANY	0	0	0	10	0	0	0	10
TAMPA ELECTRIC COMPANY	2	6	8	136	20	1	21	149
TOTAL	31	46	77	730	108	1	109	810

**Please see Definitions.*

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

Electric Companies Number of Customers / Apparent Infraction Indices

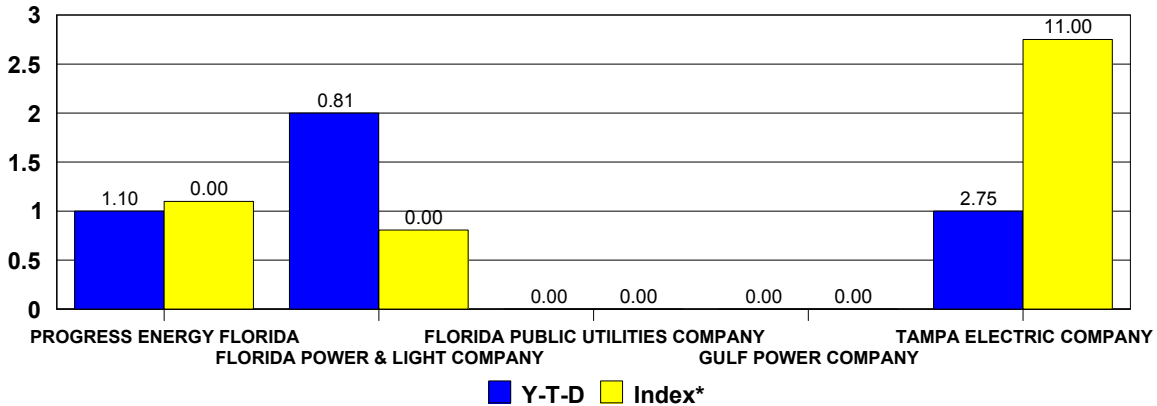
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	September 2003
		Infractions	Per 1,000	Apparent Infractions	Apparent Infractions
		Y-T-D	Customers***	Index*	Index*
PROGRESS ENERGY FLORIDA	1,475,783	1	0.0007	1.10	0.00
FLORIDA POWER & LIGHT COMPANY	4,019,805	2	0.0005	0.81	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00
GULF POWER COMPANY	381,522	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	590,199	1	0.0017	2.75	11.00
TOTAL	6,493,671	4	0.0006		

**Please see Definitions.*

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

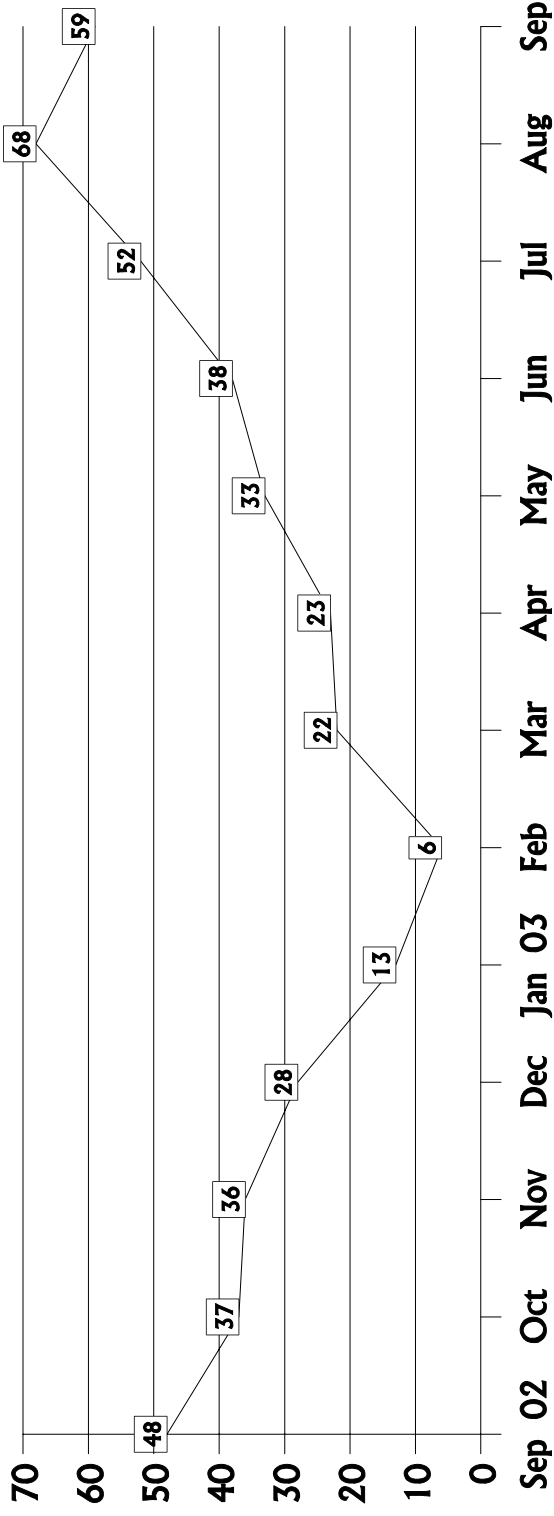
**** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.*

Electric Companies Number of Customers / Apparent Infraction Indices September 2003



Electric Outage Related Complaints Filed

September 2002 - September 2003



Natural Gas Companies Complaint Activity September 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	1	1	6	0	0	0	11
CITY GAS COMPANY OF FLORIDA	3	5	8	110	8	2	10	112
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	27	2	0	2	29
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	0	6	6	95	9	1	10	99
TOTAL**	3	14	17	238	19	3	22	251

*Please see Definitions.

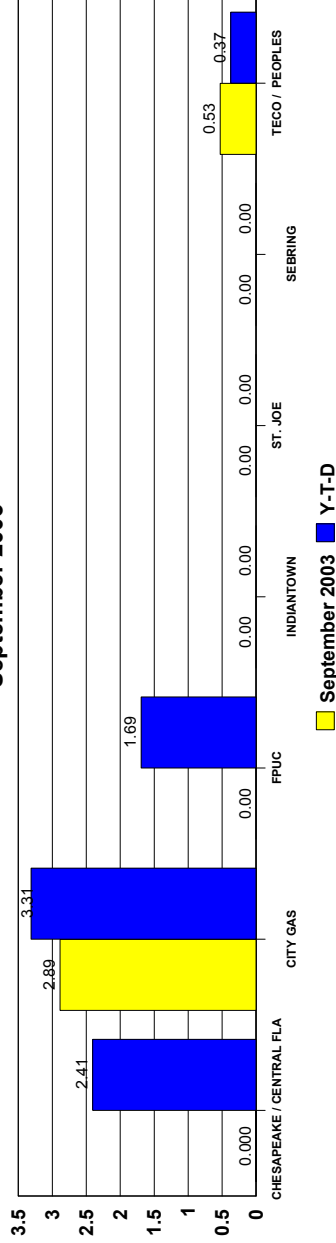
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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*	September 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	2.41	0.000
CITY GAS COMPANY OF FLORIDA	101,724	13	0.128	3.31	2.89
FLORIDA PUBLIC UTILITIES COMPANY	45,945	3	0.065	1.69	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	4	0.014	0.37	0.53
INDUSTRY TOTAL	440,543	21	0.048		

*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 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.

Natural Gas Companies Apparent Infraction Indices September 2003



Local Telephone Companies Complaint Activity September 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.	2	0	2	42	7	1	8	49
BELLSOUTH	64	70	134	1,415	174	3	177	1,632
FRONTIER	0	0	0	1	0	0	0	2
GTC, INC. D/B/A GT COM	3	1	4	24	3	1	4	24
VERIZON FLORIDA, INC.	14	13	27	243	35	1	36	283
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	0	1	1	2	1	0	1	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	33	22	55	512	60	4	64	601
TOTAL**	116	107	223	2,241	280	10	290	2,596

*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

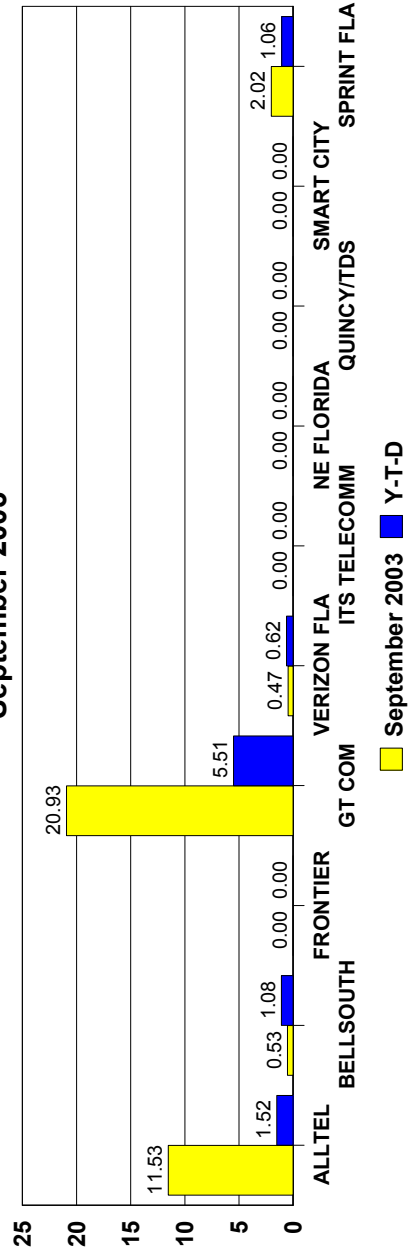
Utility Name	Number of Access Lines**	Apparent Infractions		September 2003 Apparent Infractions Index*
		Y-T-D	Per 1,000 Access Lines***	
ALLTEL	94,744	1	0.0106	11.53
BELLSOUTH	6,230,282	47	0.0075	0.53
FRONTIER	4,660	0	0.0000	0.00
GT COM (Florida, Gulf & St. Joseph)	52,221	2	0.0383	20.93
VERIZON FLORIDA, INC.	2,335,821	10	0.0043	0.47
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00
NE FLORIDA	10,285	0	0.0000	0.00
QUINCY/TDS	14,351	0	0.0000	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00
SPRINT-FLORIDA	2,166,692	16	0.0074	2.02
TOTAL	10,928,648	76	0.0070	

* 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 September 2003



Alternative Local Telephone Companies Complaint Activity - September 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	5	1	6	5	2	7
ANEW BROADBAND, INC.	3	0	3	5	1	6
AT&T	3	1	4	6	1	7
AUGLINK COMMUNICATIONS, INC.	1	0	1	0	0	0
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	0	0	0	0	1	1
BTI	1	1	2	0	0	0
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	3	0	3	2	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	5	1	6	5	2	7
DELTA PHONES, INC.	0	0	0	0	1	1
DSLII	1	1	2	3	2	5
EPICUS, INC.	1	1	2	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	4	4	8	6	2	8
EXPRESS PHONE SERVICE	1	2	3	2	0	2
FDN COMMUNICATIONS	3	2	5	8	1	9
FLATEL, INC.	14	1	15	2	0	2
FLORIDA PHONE SERVICE, INC.	1	1	2	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	2	4	6	3	0	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
GLOBALCOM INC. D/B/A GCI GLOBALCOM INC.	0	0	0	0	1	1
GRAPEVINE	0	1	1	1	0	1
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	1
IDS TELCOM LLC	4	5	9	8	0	8
IDT	2	0	2	2	0	2
INSTATONE	2	1	3	4	1	5
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	1	0	1
ISN COMMUNICATIONS	2	0	2	3	1	4
KMC TELECOM III LLC	0	1	1	0	0	0

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

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	1	3
AT&T	0	1
IDS Telcom LLC	0	4
ISN Communications, Inc.	1	3
MCI WorldCom	0	14
Pan American Telecom, Inc.	0	4
Sprint-Florida, Inc.	0	3
Supra Telecommunications & Information Systems, Inc.	6	31
Talk America Inc.	0	2
Z-Tel Communications, Inc.	0	3
All Other Local Companies	9	37
Totals	17	105

Cramming Statistics*

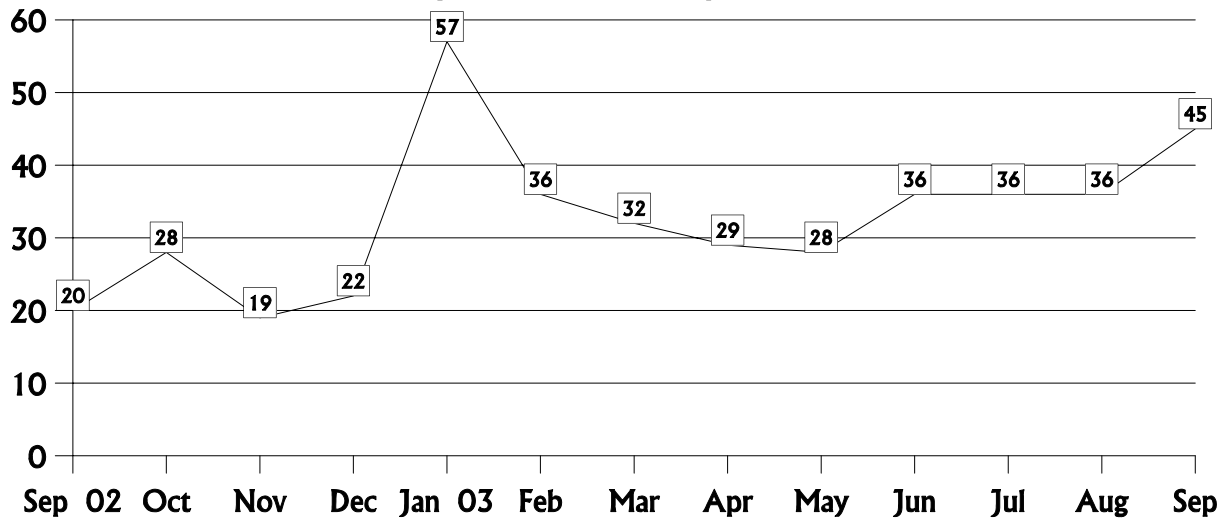
September 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
58	45	\$ 2,857.81

**Please see Definitions*

Cases Resolved as Cramming

September 2002 - September 2003



Long Distance Telephone Companies Complaint Activity - September 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	3	1	4
ACCERIS COMMUNICATIONS SOLUTIONS	6	0	6	8	1	9
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	2	2
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC D/B/A TELCOVE	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	2	0	2
ALLIANCE GROUP SERVICES, INC. D/B/A U.S. REPUBLIC COMM.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	0	2	2
AMERICA'S DIGITAL SATELITE TELEPHONE, INC. D/B/A ADST, INC.	0	0	0	0	1	1
AMERICAN PHONE SERVICES CORP.	0	0	0	0	1	1
ANEW BROADBAND, INC.	1	1	2	3	0	3
AT&T	58	101	159	167	13	180
BELLSOUTH LONG DISTANCE, INC.	3	2	5	4	3	7
BROADWING COMMUNICATIONS SERVICES INC.	0	0	0	0	1	1
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	1	2
BTI	0	1	1	1	2	3
CAPSULE COMMUNICATIONS, INC.	2	1	3	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	0	5	5
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	0	0	1	0	1
COMMUNICATIONS BILLING, INC.	0	1	1	1	0	1
CONNECT TELECOM, INC.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	2	0	2
COVISTA, INC.	0	0	0	0	1	1
EASTON TELECOM SERVICES, L.L.C.	1	0	1	0	0	0
EMERITUS COMMUNICATIONS, INC.	1	0	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	1	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	2	4	9	6	15
FOXTEL, INC.	0	1	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	8	0	8	6	0	6

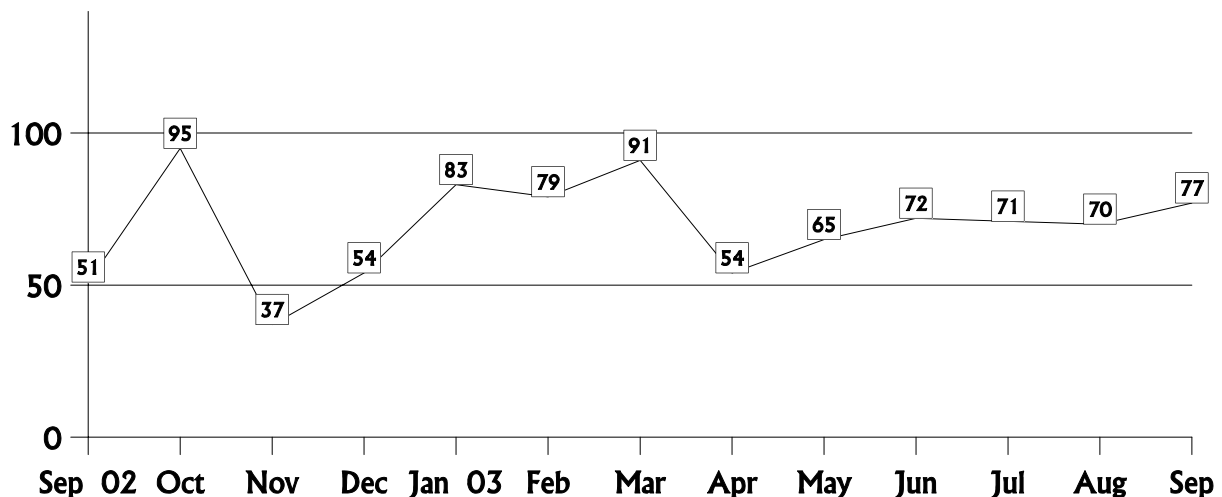
Utility Name	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
GLOBAL TEL*LINK CORPORATION	0	1	1	1	1	2
GLOBCOM, INC.	3	0	3	0	0	0
GLORIA TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
GT COM LONG DISTANCE	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	3	3	3	1	4
HORIZONONE COMMUNICATIONS	1	0	1	3	0	3
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	1	2
IDS TELCOM LLC	0	0	0	1	1	2
IDT AMERICA CORP. D/B/A DSA TELECOM	6	1	7	6	3	9
IDT CORPORATION	0	1	1	1	0	1
ILD	1	7	8	10	0	10
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	1	7	8	6	3	9
INCOMNET COMMUNICATIONS CORPORATION	0	0	0	0	1	1
INTEGRETEL, INC.	0	14	14	14	0	14
INTERNATIONAL TELNET, INC.	1	0	1	0	2	2
ISN COMMUNICATIONS	2	0	2	1	0	1
ITC^DELTA COM COMMUNICATIONS, INC. D/B/A ITC^DELTA COM	0	0	0	1	0	1
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	1	0	1	2	0	2
LCR TELECOMMUNICATIONS L.L.C.	1	0	1	1	0	1
LEAST COST ROUTING, INC.	1	1	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	1	1	2
MATRIX TELECOM	1	1	2	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	1	3	4	16	3	19
MCI WORLDCOM NETWORK SERVICES, INC.	19	30	49	57	5	62
MERCURY LONG DISTANCE, INC.	0	0	0	1	0	1
MIKO TELEPHONE COMMUNICATIONS, INC.	7	0	7	0	8	8
NACS COMMUNICATIONS, INC. D/B/A TEXCOM U.S.A.	0	0	0	0	8	8
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1	0	1
NECC TELECOM, INC.	1	0	1	0	0	0
NETWORK OPERATOR SERVICES, INC.	0	0	0	1	0	1
NEW CENTURY TELECOM, INC.	10	0	10	1	1	2
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	0	1	1
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	0	0	0	1	1
OCMC, INC.	0	1	1	0	0	0
OLS, INC.	0	1	1	0	0	0
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	13	13	11	2	13
OPERATOR ASSISTANCE NETWORK	0	1	1	0	0	0
OPEX COMMUNICATIONS, INC.	0	1	1	2	0	2
OPTICAL TELEPHONE CORPORATION	2	0	2	2	9	11
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1	0	1
PREMIER TELECOM, INC.	5	0	5	0	5	5
PRIMUS TELECOMMUNICATIONS, INC.	6	1	7	0	4	4
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	0	1	1
QWEST COMMUNICATIONS CORPORATION	3	2	5	3	0	3
QWEST COMMUNICATIONS SERVICES	0	1	1	0	0	0
RIDLEY TELEPHONE COMPANY, LLC	0	0	0	0	1	1
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SPRINT	40	24	64	60	23	83
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	1	3	1	2	3

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

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	1	10
AT&T / ACC	2	36
Clear World Communications Corp.	5	21
Excel Telecommunications, Inc.	4	24
LCR Telecommunications. L.L.C.	0	12
MCI Worldcom	5	61
Miko Telephone Communications, Inc.	7	133
Onelink Communications, Inc.	0	16
Optical Telephone Corporation	6	32
Primus Telecommunications, Inc.	2	15
Sprint	18	108
Teleuno, Inc.	0	16
UKI Communications, Inc.	3	31
World Communications Satellite Systems, Inc.	1	23
Other Long Distance Companies	23	124
Totals	77	662

Cases Resolved as Slamming

September 2002 - September 2003



Pay Telephone Companies Complaint Activity - September 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
A-1 TELEPHONE SYSTEMS	0	0	0	1	0	1
EVERCOM SYSTEMS, INC.	1	0	1	0	0	0
INLINE TELECOM, INC.	1	0	1	0	0	0
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	1	0	1
PACIFIC TELEMAGEMENT SERVICES	1	0	1	0	0	0
PALM-TEL COMMUNICATIONS, INC.	0	0	0	0	1	1
SPRAWLNET.COM INC. D/B/A PUBLIC COMMUNICATION SERVICES	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	0	0	1	0	1
THE IMRON NETWORK	0	0	0	1	0	1
TOTALS**	4	0	4	5	1	6

*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 - September 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	0	0	0	3	0	3
AQUASOURCE UTILITY, INC.	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	2	0	2	1	0	1
BURKIM ENTERPRISES, INC.	0	0	0	1	1	2
CHATEAU COMMUNITIES, INC.	1	0	1	1	0	1
FERNCREST UTILITIES, INC.	0	0	0	0	1	1
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	0	2	2	4	0	4
FOREST HILLS UTILITIES, INC.	0	0	0	2	0	2
HUDSON UTILITIES, INC.	0	1	1	0	1	1
HUNTER CREEK UTILITIES, LLC	0	0	0	1	0	1
INDIANTOWN COMPANY, INC.	0	0	0	1	0	1
K W RESORT UTILITIES CORP.	0	4	4	0	0	0
LINDRICK SERVICE CORPORATION	1	0	1	2	0	2
MARION UTILITIES, INC.	1	0	1	0	0	0
NORMANDY BOULEVARD UTILITIES, INC.	0	0	0	1	0	1
NORTH FORT MYERS UTILITY, INC.	1	0	1	1	0	1
PENNBROOKE UTILITIES, INC.	0	1	1	0	0	0
SANDY CREEK UTILITY SERVICES, INC.	0	0	0	0	1	1
SANLANDO UTILITIES CORPORATION	0	0	0	1	0	1
UTILITIES, INC. OF FLORIDA	0	2	2	1	2	3
TOTALS**	6	10	16	22	6	28

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