



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT SEPTEMBER 2004

Data Compiled on 10/20/2004

Table of Contents

Consumer Access to the Florida Public Service Commission	1
Preface / Summary	2
Consumer Refunds	3
Consumer Activity Overview	4
Total Consumer Contacts	5
Complaints by Industry	6
Total Calls Received - Call Center Statistics	7
Total Complaints Logged / Resolved by Month	8
Complaints by County	9
How Complaints Were Received	10
How Information Requests Were Received	11
Complaints by Industry	12
Electric Companies - Complaint Activity	13
- Electric Outage Information	15
Gas Companies - Complaint Activity	16
Local / Competitive Local Exchange Telephone Companies - Complaint Activity	18
- Unauthorized Additional Local Telephone Service Charges - Cramming	23
- Unauthorized Local Telephone Carrier Change - Slamming	24
Long Distance Telephone Companies - Complaint Activity	25
- Unauthorized Long Distance Carrier Change - Slamming	29
Pay Telephone Companies - Complaint Activity	30
Water and Wastewater Companies - Complaint Activity	31
Definitions	32

Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

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

- CALL the Division of Regulatory Compliance and Consumer Assistance at 1-800-342-3552
- FAX your questions to 1-800-511-0809
- E-MAIL the FPSC from our Web site at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us
- Or WRITE to:
Florida Public Service Commission
Division of Regulatory Compliance and Consumer Assistance
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 has adopted Rule 25-22.032, Florida Administrative Code, relating to the Commission's customer complaint handling procedure.

Summary

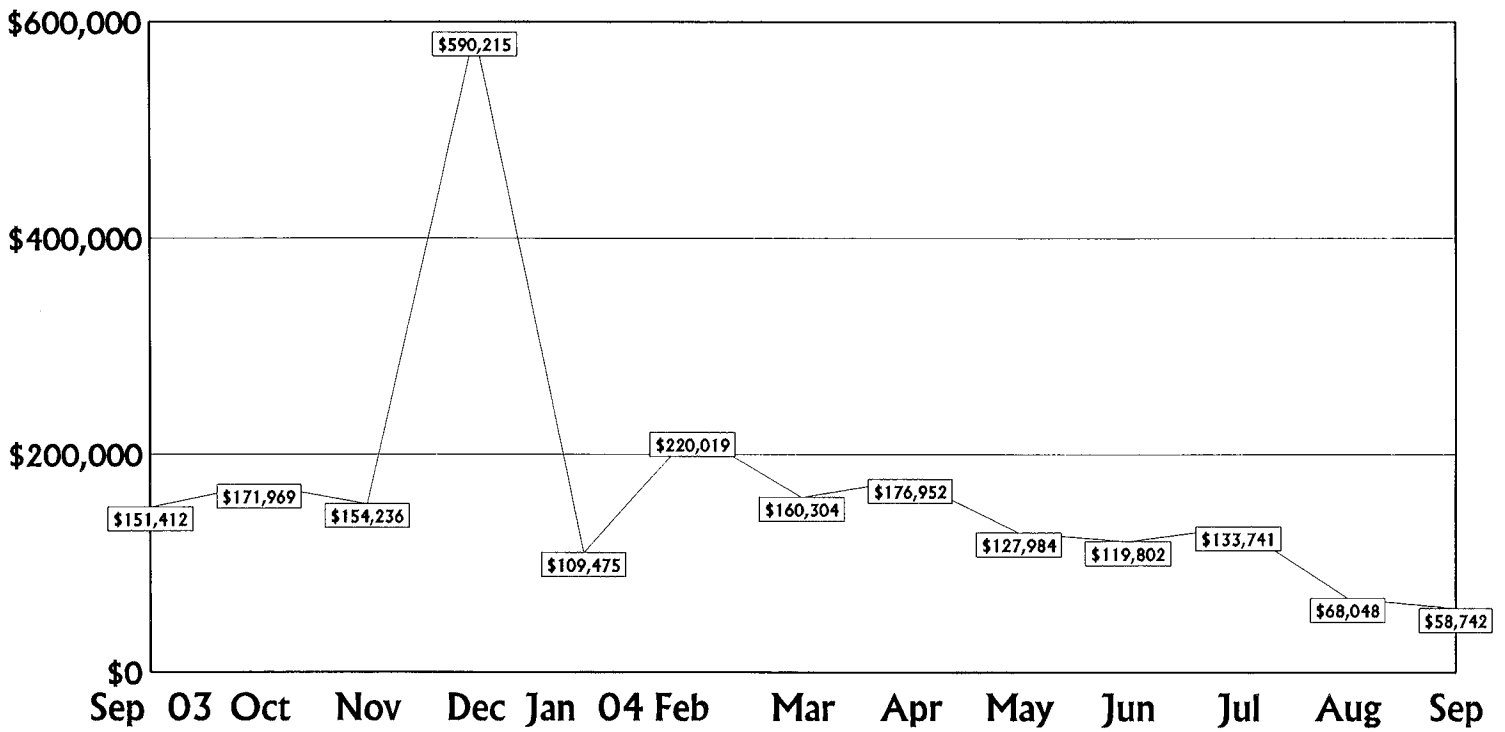
There were **3,008** complaints logged against the utility companies for the month of September 2004. If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,749** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of September 30, 2004. Under this option, and with the caller's approval, a call to the PSC is directly transferred to the caller's utility. There were **2,118** calls transferred and logged into CATS during September 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$58,742** for the month.

Consumer Refunds

September 2003 - September 2004



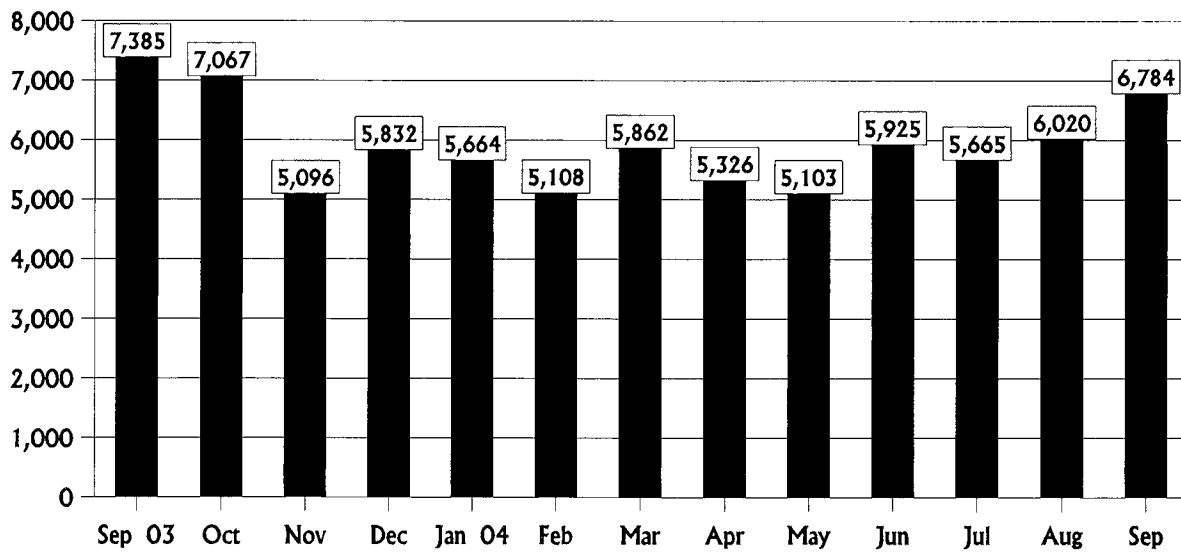
Consumer Activity Overview - September 2004

Complaints Received & Entered into CATS		3,008
Electric		46
Gas		11
Competitive Local Exchange Telephone		166
Local Exchange Telephone		122
Long Distance Telephone		273
Pay Telephone		0
Shared Tenant		0
Water & Wastewater		40
Non-certificated Company Complaints Logged		9
Electric	0	
Gas	0	
Telecommunications	0	
Water / Wastewater	0	
Industry Unknown	9	
Telephone Transfer-Connects (Calls Transferred to Utilities)		2,118
Electric	1530	
Gas	0	
Telecommunications	588	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		151
Electric	89	
Gas	0	
Telecommunications	62	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		72
Electric	39	
Gas	0	
Telecommunications	33	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,749</u>
Total New Cases Received & Entered into CATS		5,757
Telephone Calls Not Filed As Cases (Call backs on Active/Inactive Cases)		395
Telephone Calls Not Entered into CATS		<u>632</u>
Total Consumer Contacts Handled		6,784

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	2,476	1,866	4,342
Mail	85	108	193
Internet	370	745	1,115
Fax	77	30	107
Totals	3,008	2,749	5,757

Consumer Savings	
Electric	\$ 1,609.53
Gas	397.44
Competitive Local Exchange Telephone	19,780.22
Local Exchange Telephone	12,028.30
Long Distance Telephone	24,915.79
Pay Telephone	0.25
Water & Wastewater	10.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$58,741.53

Public Service Commission
Total Consumer Contacts
September 2003 - September 2004



Complaints by Industry September 2004

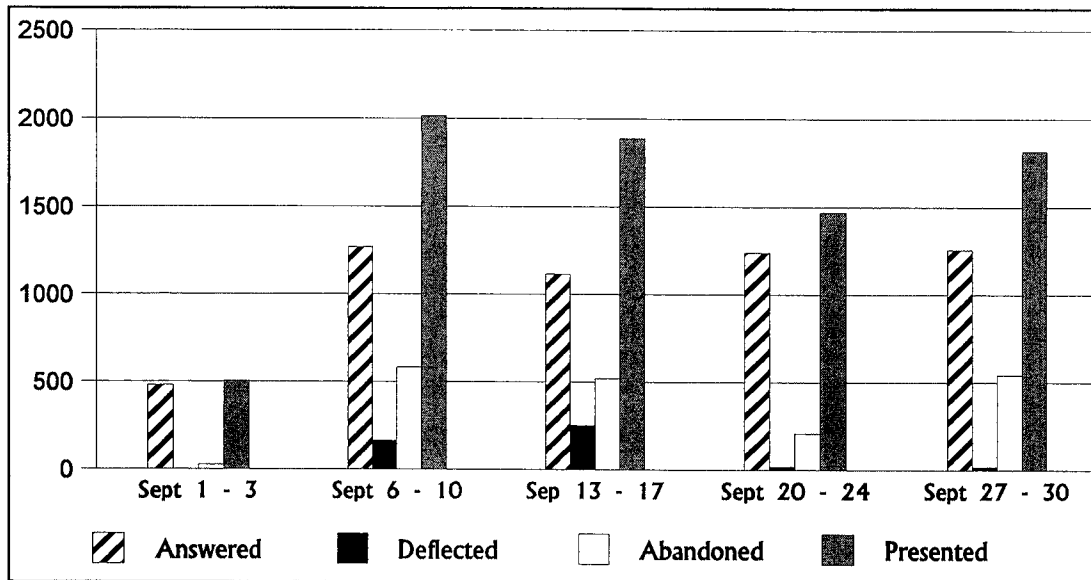
	Complaints Logged	% of Total Complaints*
Electric	46	2%
Natural Gas	11	0%
Competitive Local Exchange Telephone	166	6%
Local Exchange Telephone	122	4%
Long Distance Telephone	273	9%
Pay Telephone	0	0%
Shared Tenant	0	0%
Water & Wastewater	40	1%
Non-certificated Company Complaints Logged**	9	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	2,118	70%
E-Transfers	151	5%
Cases Received & Closed by 72 Hr Rule	72	2%
Total	3,008	100%

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

* Figures have been rounded.

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

Total Calls Received - Call Center Statistics September 2004



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

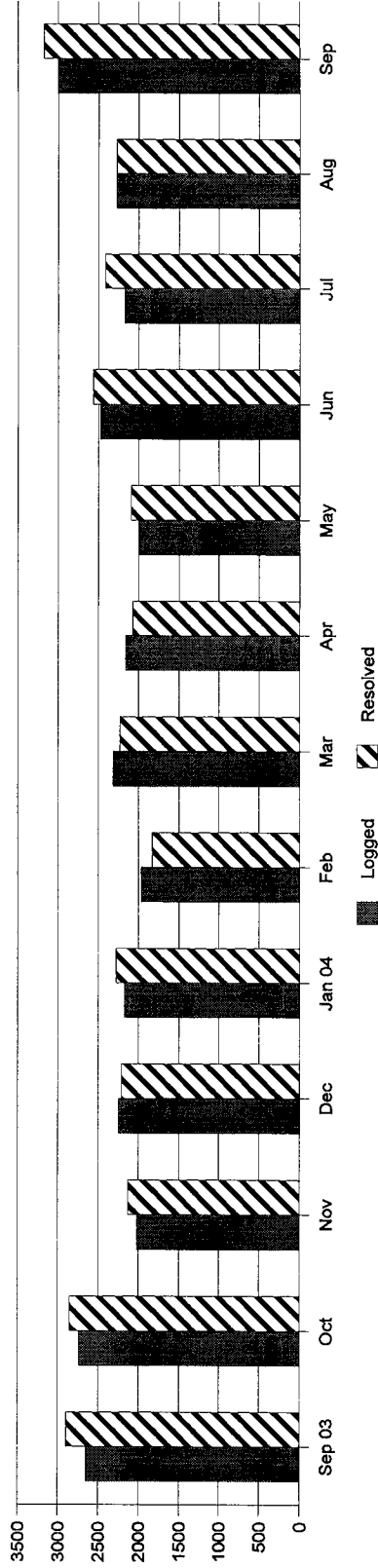
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
September 1 - 3	479	95%	0	0%	25	5%	504
September 6 - 10	1,269	63%	163	8%	582	29%	2,014
September 13 - 17	1,115	59%	253	13%	520	28%	1,888
September 20 - 24	1,240	85%	18	1%	209	14%	1,467
September 27 - 30	1,256	69%	19	1%	542	30%	1,817
Totals	5,359	70%	453	6%	1,878	24%	7,690

Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	5,359
Minus Calls Resulting in Cases (RCA)	(4,332)
Total Calls Not Filed As Cases (RCA)	1,027

Note: During the month of September, severe weather activity was significant in Florida.

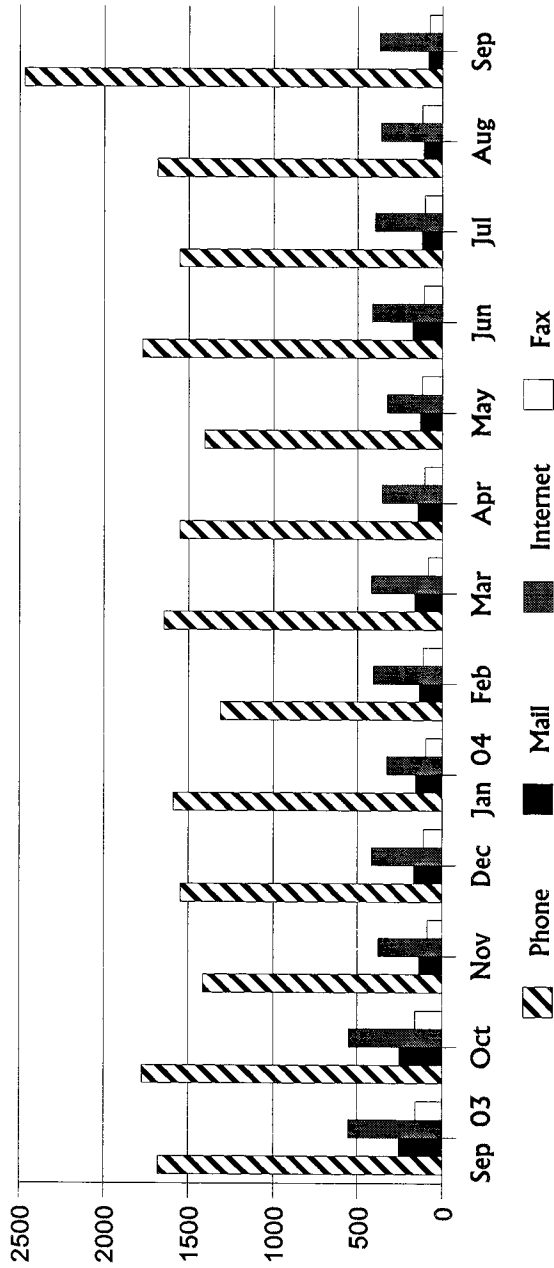
Total Complaints Logged/Resolved by Month* September 2003 - September 2004



	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Logged	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474	2,175	2,274	3,008
Resolved	2,898	2,855	2,127	2,210	2,279	1,832	2,233	2,073	2,095	2,566	2,416	2,273	3,179

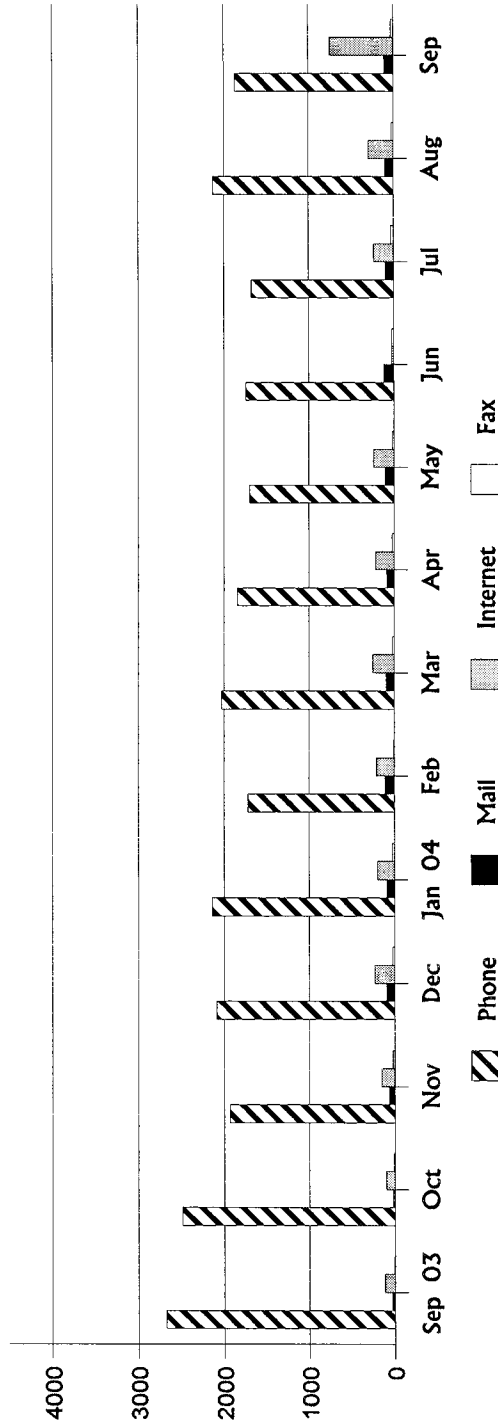
*The term "Complaints Resolved" includes cases resolved from the present and previous months. Some cases resolved were logged in a prior period, and some cases logged will not be resolved until a future period.

How Complaints Were Received Phone, Mail, Internet and Fax September 2003 - September 2004



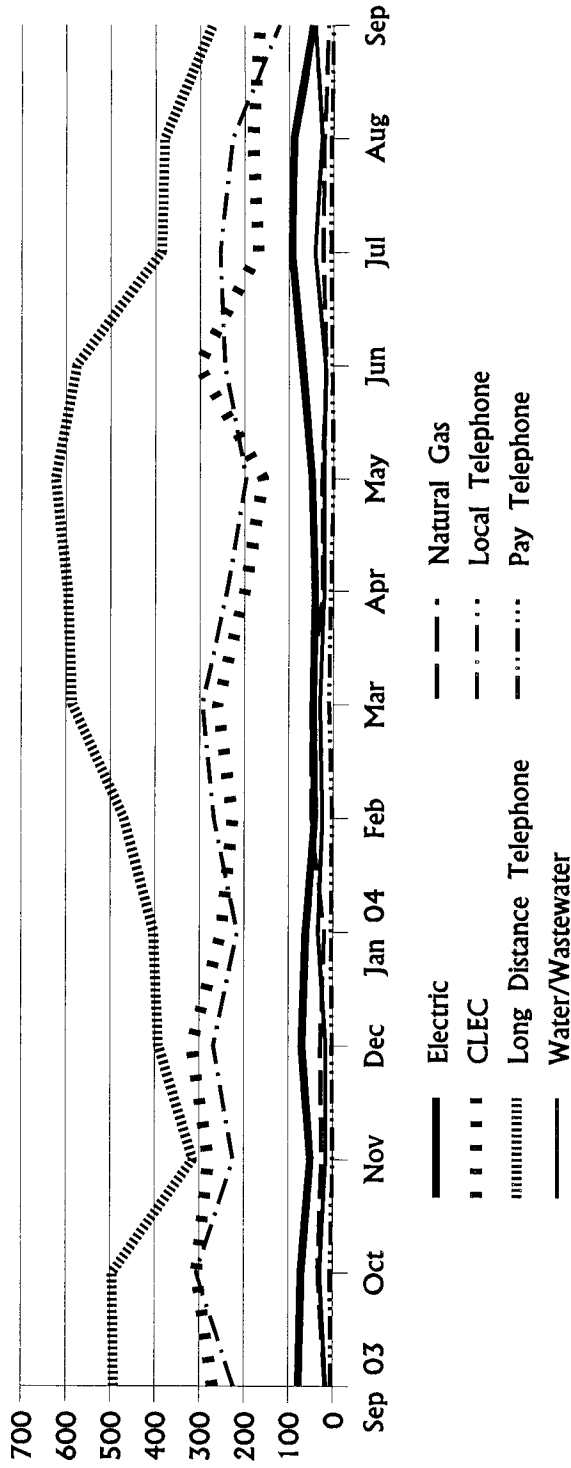
	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	1,678	1,772	1,412	1,544	1,589	1,311	1,646	1,551	1,405	1,774	1,553	1,684	2,476
Mail	254	251	139	170	160	135	166	148	134	176	123	111	85
Internet	553	550	375	417	326	407	420	356	327	416	396	361	370
Fax	160	162	89	111	97	114	85	106	121	108	103	118	77
Total	2,645	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474	2,175	2,274	3,008

How Information Requests Were Received Phone, Mail, Internet and Fax September 2003 - September 2004



	Sep	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	2,673	2,488	1,935	2,088	2,138	1,719	2,030	1,841	1,698	1,742	1,674	2,125	1,866
Mail	30	23	68	97	90	111	95	90	104	119	99	99	108
Internet	120	102	156	230	198	210	249	214	238	226	229	293	745
Fax	5	12	22	21	24	11	25	27	19	21	32	22	30
Total	2,828	2,625	2,181	2,436	2,450	2,051	2,399	2,172	2,059	2,108	2,034	2,539	2,749

Complaints Logged by Industry September 2003 - September 2004



Industry	Sep 03	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Electric	77	72	51	70	62	42	45	41	48	69	93	89	46
Natural Gas	17	34	26	28	19	49	50	24	25	16	23	20	11
CLEC	270	306	279	318	252	225	260	199	158	304	169	182	166
Local Telephone	223	307	224	269	215	268	294	239	196	244	255	228	122
Long Dist. Phone	492	495	315	392	404	470	587	596	624	577	386	379	273
Payphone	4	6	1	2	4	2	9	6	0	3	5	4	0
Water/Wastewater	16	29	16	16	34	24	29	20	21	17	41	25	40
Totals*	1,099	1,249	912	1,095	990	1,080	1,262	1,125	1,072	1,230	972	927	658

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

Electric Companies Complaint Activity - September 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER & LIGHT COMPANY	10	10	20	265	24	0	24	215
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	7	0	0	0	6
GULF POWER COMPANY	0	0	0	8	1	0	1	8
PROGRESS ENERGY FLORIDA, INC.	8	8	16	141	25	0	24	118
TAMPA ELECTRIC COMPANY	2	7	9	98	13	1	14	87
TOTAL**	20	26	46	519	63	1	63	434

*Please see Definitions.

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

Electric Companies Number of Customers / Apparent Infraction Indices

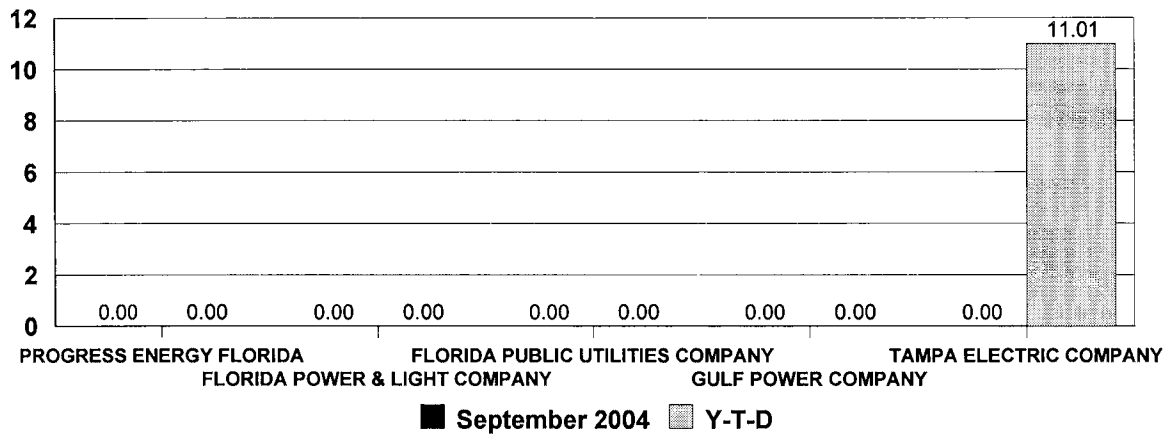
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	September 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF POWER COMPANY	388,253	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,478,653	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	597,932	3	0.0050	11.01	0.00
TOTAL	6,583,876	3	0.0005		

*Please see Definitions.

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

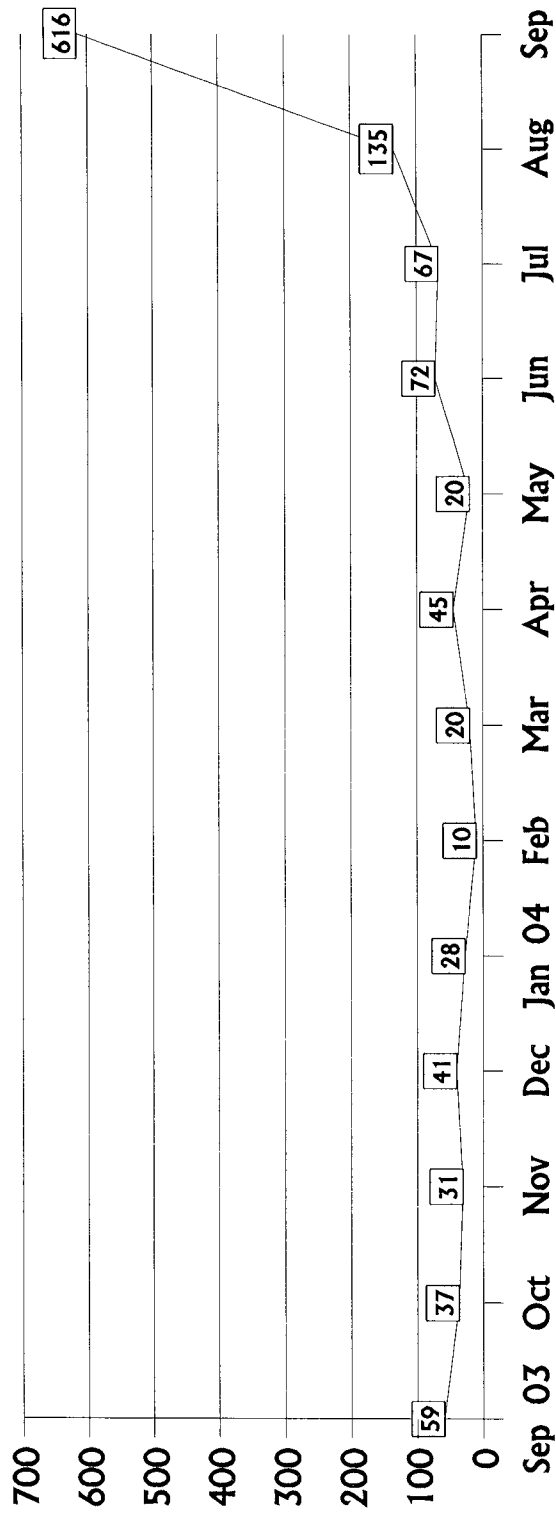
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Companies Apparent Infraction Indices September 2004



Electric Outage Related Complaints Logged

September 2003 - September 2004



Note: During the months of August & September 2004, severe weather activity was significant in Florida.

Natural Gas Companies Complaint Activity September 2004

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	0	0	4	0	0	0	4
CITY GAS COMPANY OF FLORIDA	1	2	3	99	7	1	8	93
FLORIDA PUBLIC UTILITIES COMPANY	2	0	2	24	2	0	2	23
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	1	1	2	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	4	1	5	108	5	0	5	103
TOTAL**	7	4	11	237	14	1	15	224

*Please see Definitions.

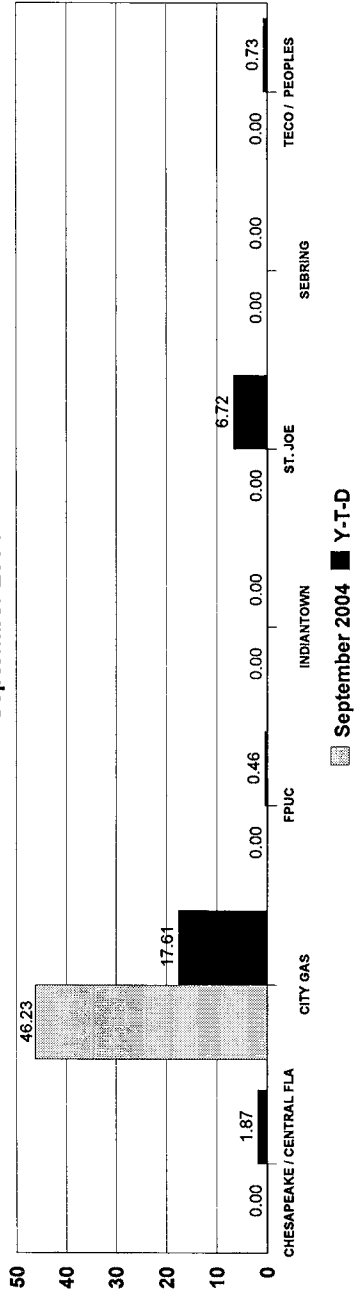
**Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	September 2004 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	1,741	1	0.085	1.87	0.00
CITY GAS COMPANY OF FLORIDA	98,171	8	0.081	17.61	46.23
FLORIDA PUBLIC UTILITIES COMPANY	47,875	1	0.021	0.46	0.00
INDIANTOWN	671	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,274	1	0.305	6.72	0.00
SEBRING	625	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	299,924	10	0.033	0.73	0.00
INDUSTRY TOTAL	462,281	21	0.045		

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



Local Telephone Companies Complaint Activity September 2004

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	Y-T-D	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	0	1	27	4	27
BELLSOUTH	35	43	78	1,309	98	1,220
FRONTIER	0	0	0	1	0	1
GTC, INC. D/B/A GT COM	0	1	1	23	1	19
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	2	0	2
NE FLORIDA	0	0	0	1	0	1
QUINCY/TDS	0	0	0	1	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0
SPRINT-FLORIDA	8	13	21	446	26	426
VERIZON FLORIDA, INC.	10	11	21	250	24	230
TOTAL**	54	68	122	2,060	153	1,927

*Please see Definitions.

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

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

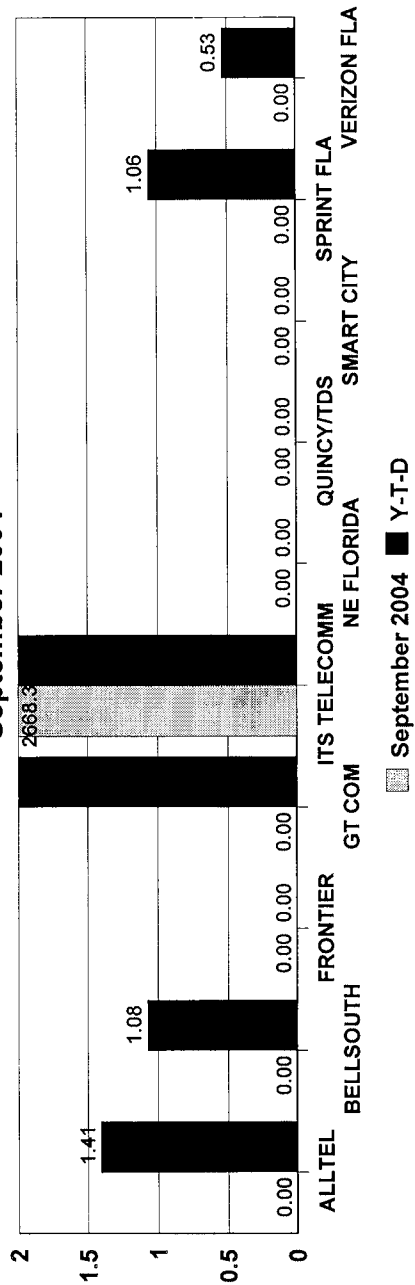
Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	September 2004 Apparent Infractions Index*
ALLTEL	94,294	1	0.0106	1.41	0.00
BELLSOUTH	6,051,936	49	0.0081	1.08	0.00
FRONTIER	4,576	0	0.0000	0.00	0.00
GT COM (Floralia, Gulf & St. Joseph)	52,081	3	0.0576	7.65	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,982	1	0.2511	33.35	2,668.36
NE FLORIDA	10,227	0	0.0000	0.00	0.00
QUINCY/TDS	14,192	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,328	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,131,285	17	0.0080	1.06	0.00
VERIZON FLORIDA, INC.	2,247,512	9	0.0040	0.53	0.00
TOTAL	10,625,413	80	0.0075		

* Please see Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2003, as of December 31, 2003.

***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 2004



**Competitive Local Exchange Telephone Companies
Complaint Activity - September 2004**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
I-800-RECONEX, INC. D/B/A USTEL	0	0	0	2	1	2
AA TELE-COM	0	0	0	2	0	2
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	1	1	2	4	0	1
ACCESS COMMUNICATIONS, LLC.	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	3	1	3
ACN COMMUNICATION SERVICES, INC.	0	0	0	5	0	4
ACTEL WIRELESS, INC.	0	0	0	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	2	2	33	4	28
AMERICAN DIAL TONE	1	0	1	5	0	4
AMERICAN FIBER NETWORK, INC.	0	0	0	2	0	2
AMERICAN PHONE SERVICES CORP.	0	0	0	2	0	2
ANEW BROADBAND, INC.	0	1	1	15	3	11
AT&T	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	11	11	22	135	15	110
ATS	0	0	0	1	0	1
AUGLINK COMMUNICATIONS, INC.	1	0	1	4	1	4
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	1	0	1	1	0	0
BUDGET PHONE, INC.	0	0	0	4	0	4
BULLSEYE TELECOM, INC.	0	1	1	3	0	2
BUSINESS TELECOM, INC. D/B/A BTI	0	1	1	7	0	6
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
CARILINK INTERNATIONAL, INC.	0	0	0	2	1	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	2	0	2	17	3	17
CHOICE ONE TELECOM	0	0	0	2	0	2
CINERGY COMMUNICATIONS COMPANY	0	0	0	4	0	4
CITYWIDE-TEL	0	0	0	4	0	4
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	6	2	8	37	1	30
COVISTA, INC.	0	0	0	1	0	0

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
CURBSIDE COMMUNICATIONS	0	1	1	2	0	1
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	0	0	0	1	0	0
DELAND ACTEL, INC.	3	2	5	32	0	25
DPI-TELECONNECT, L.L.C.	0	0	0	5	0	4
DSL TELECOM, INC.	0	0	0	7	0	7
DSLII	1	0	1	23	1	20
DSLNET COMMUNICATIONS, LLC	0	0	0	1	0	1
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EPICUS, INC.	2	1	3	18	1	16
ERNEST COMMUNICATIONS, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	1	4	50	3	46
EXPRESS PHONE SERVICE	0	0	0	5	0	5
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	3	1	3
FDN COMMUNICATIONS	10	1	11	105	9	98
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	23	2	23
FLORIDA COMM SOUTH	0	0	0	2	0	2
FLORIDA PHONE SERVICE, INC.	0	0	0	32	0	27
FLORIDA TELEPHONE SERVICES, LLC	2	6	8	47	7	40
FOCAL COMMUNICATIONS CORPORATION OF FLORIDA	0	0	0	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
GT.COM	0	0	0	1	0	1
HOME TOWN TELEPHONE, LLC	0	0	0	1	0	1
I VANTAGE NETWORK SOLUTIONS	0	1	1	1	0	0
IDS LONG DISTANCE, INC.	0	0	0	1	0	1
IDS TELCOM LLC	3	0	3	73	9	69
IDT	8	6	14	88	10	74
ILD	0	0	0	1	0	1
INSTATONE	5	0	5	24	5	20
ISN COMMUNICATIONS	0	1	1	9	0	8
ITC*DELTACOM	1	2	3	46	7	42
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
KISSIMMEE UTILITY AUTHORITY	0	0	0	1	0	1
KMC DATA LLC	0	0	0	1	0	1
KMC TELECOM III LLC	0	0	0	5	0	4
KMC TELECOM V, INC.	0	1	1	1	0	0
KNOLOGY OF FLORIDA, INC.	1	0	1	6	1	6
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	10	0	9
LITESTREAM TECHNOLOGIES, LLC	0	0	0	4	0	4
MCI WORLDCOM COMMUNICATIONS, INC.	4	2	6	67	4	61
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	15	1	14
METRO TELECONNECT COMPANIES, INC.	0	0	0	4	0	4
MOMENTUM TELECOM, INC.	1	0	1	1	0	0
MYATEL CORPORATION	0	0	0	1	0	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
NETWORK TELEPHONE CORPORATION	1	0	1	2	0	1
NEWPHONE	1	0	1	7	1	6
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	5	0	4
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	2	0	2
NUVOX COMMUNICATIONS, INC.	1	0	1	6	0	3
ORLANDO TELEPHONE COMPANY	0	0	0	3	0	3
PAETEC COMMUNICATIONS, INC.	0	0	0	5	2	3
PHONE-LINK, INC.	1	0	1	7	2	6
PHONES FOR ALL	0	0	0	1	0	1
PREMIER TELECOM, INC.	0	0	0	4	1	4
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	2	0	2
QUICK CONNECTS	0	0	0	4	0	4
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
RIGHTLINK USA, INC.	0	0	0	1	0	1
RING CONNECTION, INC.	0	0	0	3	0	3
SALUDA NETWORKS INCORPORATED	0	0	0	3	0	3
SANTEL COMMUNICATIONS	0	0	0	1	0	1
SECOND CHANCE PHONE	2	0	2	8	8	8
SPARKS COMMUNICATIONS	4	0	4	20	2	17
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	2	3	5	58	7	54
STS	2	0	2	11	0	8
STS TELECOM, LLC	2	0	2	11	1	8
SUNTEL METRO, INC.	0	0	0	1	0	0
SUN-TEL USA, INC.	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	8	13	21	478	27	452
TALK AMERICA INC.	1	0	1	11	1	9
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	5	0	4
TCG	0	0	0	3	0	3
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2	0	2
TELCOVE	0	0	0	2	0	2
TELECONEX	2	0	2	135	60	132
TELECUBA, INC.	0	0	0	3	0	3
TIBURON TELECOM, INC.	0	0	0	1	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	2	0	1
UNITEL	1	0	1	4	0	2
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	2	0	2	10	1	7
US TELECOM	2	0	2	2	0	0
USA TELECOM, INC.	0	0	0	1	0	1
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM, INC. AND CLEAR	0	0	0	23	1	23
WINSTAR COMMUNICATIONS, LLC	0	0	0	4	1	2
XO COMMUNICATIONS SERVICES, INC.	3	0	3	21	3	18
XSPEDIUS COMMUNICATIONS	0	0	0	3	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	1	0	1	2	0	1
Z-TEL COMMUNICATIONS, INC.	1	0	1	14	1	12
TOTALS**	106	60	166	1,918	210	1,719

*Please see Definitions.

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

Cramming Statistics*

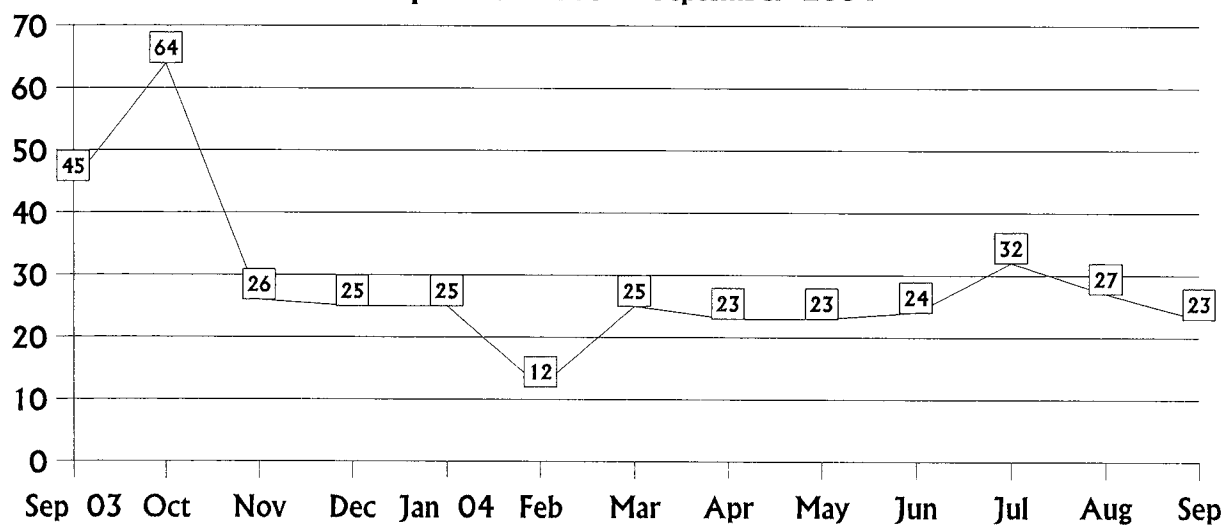
September 2004

New Cases Logged	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
31	23	\$1,462.24

**Please see Definitions*

Cases Resolved as Cramming

September 2003 - September 2004



**Unauthorized Telephone Service Change
 “Local Slamming”
 Cases Logged - September 2004**

Company	Month	Year-To-Date
AT&T	2	18
Bellsouth Telecommunications, Inc.	2	45
Excel Telecommunications, Inc.	1	7
IDS Telecom LLC	0	6
IDT	1	10
MCI	2	16
Sprint Communications Co. LTD Partnership	0	22
Sprint-Florida, Inc.	1	28
Supra Telecom. & Information Systems, Inc.	2	36
Verizon Florida Inc.	2	8
All Other Local Companies	3	73
Totals	16	269

**Long Distance Telephone Companies
Complaint Activity - September 2004**

Utility Name	Complaints Logged			YTD	Complaints Resolved	
	Service*	Billing*	Total		Total	YTD
1 800 3030 123 AMERICATEL COLLECT	1	1	2	30	2	28
1800CALL4LESS	0	2	2	4	0	2
ACC LONG DISTANCE	1	0	1	3	0	2
ACERIS COMMUNICATIONS SOLUTIONS	5	1	6	21	2	15
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	2	0	1
ACCXX COMMUNICATIONS, LLC	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	1	1	2	1	1
ADMA TELECOM, INC.	0	0	0	1	0	1
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	9	1	9
AIRESPRING, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	5	0	5
ALLIANCE GROUP SERVICES, INC.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	8	0	8
AMERICAN COMMUNICATIONS, L.L.C.	0	0	0	1	1	1
ANEW BROADBAND, INC.	0	0	0	2	0	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	33	68	101	2,052	116	1,964
BAK COMMUNICATIONS, LLC	0	0	0	1	0	1
BCN TELECOM, INC.	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	1	3	4	78	5	70
BROADBAND COMMUNICATIONS CORPORATION	0	0	0	1	0	1
BROADWING COMMUNICATIONS, LLC	2	0	2	8	1	4
BUDGET CALL LONG DISTANCE, INC.	0	0	0	3	0	3
BUEHNER-FRY, INC.	0	0	0	2	0	2
BUSINESS SAVINGS PLAN	0	0	0	1	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	3	1	2
BUYERS UNITED, INC.	0	0	0	1	0	1
CAPSULE COMMUNICATIONS, INC.	0	0	0	1	0	1
CENTRIX TELECOM, LLC	0	0	0	2	1	2
CINCINNATI BELL ANY DISTANCE INC.	0	0	0	1	0	1
CINERGY COMMUNICATIONS COMPANY	0	0	0	2	0	2
CLARICOM NETWORKS, LLC	0	0	0	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	13	1	12
CODETEL INTERNATIONAL COMMUNICATIONS INCORPORATED	0	0	0	2	0	2
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	1	0	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	0	0	0	7	0	7
COMTECH 21, LLC	0	0	0	1	0	1
CONNECT AMERICA COMMUNICATIONS, INC.	0	0	0	1	0	1
CONSUMER ACCESS	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	24	3	23
COVISTA, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
CTC COMMUNICATIONS CORP.	0	0	0	1	0	1
CTG TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
CUSTOM TELECONNECT, INC.	0	0	0	2	0	2
ECG	1	0	1	1	0	0
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED BILLING SERVICES, INCORPORATED	0	1	1	1	0	0
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	2	0	2
ENHANCED SERVICES BILLING, INC.	0	1	1	4	1	4
ENTRIX TELECOM, INC.	0	0	0	1	1	1
EPICUS, INC.	0	0	0	3	0	3
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	2	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	39	3	36
EXERGY GROUP, LLC	0	0	0	1	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1	0	1
GLOBAL CREST COMMUNICATIONS, INC. D/B/A DIMENSIONS	0	0	0	5	5	5
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	3	1	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	2	0	2	13	0	11
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	2	0	1
GLOBAL TEL*LINK CORPORATION	0	2	2	11	3	9
GTC TELECOM CORP.	7	0	7	10	0	3
HARBOR COMMUNICATIONS, LLC	0	0	0	1	0	1
HBS BILLING SERVICES COMPANY	0	0	0	7	0	7
I VANTAGE NETWORK SOLUTIONS	0	0	0	2	0	2
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	0	0	0	4	0	4
IBGH COMMUNICATIONS, LLC	0	0	0	2	1	2
IDC TELECOMMUNICATIONS	0	0	0	1	0	1
IDS TELCOM LLC	0	0	0	8	1	8
IDT AMERICA CORP. D/B/A DSA TELECOM	3	6	9	86	7	77
ILD	1	0	1	28	5	27
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	1	1	36	1	35
INCOMM	0	0	0	1	0	1
INCOMNET	0	0	0	1	0	1
INSTATONE	1	0	1	1	0	0
INTEGRETEL, INC.	0	3	3	55	0	51
ISN COMMUNICATIONS	0	0	0	5	0	5
ITC*DELTACOM	0	0	0	6	0	6
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	2	0	2
LIFELINE COMMUNICATIONS	0	0	0	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	5	1	4
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
LONG DISTANCE BILLING SERVICES, INC.	0	0	0	1	0	1
LONG DISTANCE CONSOLIDATED BILLING CO.	1	0	1	1	0	0

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
MAIN STREET TELEPHONE COMPANY	2	0	2	4	3	4
MAP MASTERS, INC.	0	0	0	1	0	1
MATRIX TELECOM	0	0	0	6	0	6
MCG, LLC	0	0	0	1	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	8	4	8
MCI WORLDCOM NETWORK SERVICES, INC.	6	11	17	344	34	331
MIKO TELEPHONE COMMUNICATIONS, INC.	0	0	0	7	10	7
MULTIPHONE LATIN AMERICA, INC.	1	0	1	5	0	4
NAIC TELECOMMUNICATIONS	0	0	0	1	0	1
NECC TELECOM, INC.	0	0	0	2	0	2
NET ONE INTERNATIONAL, INC.	0	0	0	1	0	1
NEW CENTURY TELECOM, INC.	5	0	5	56	3	51
NORVERGENCE, INC.	0	0	0	39	0	39
OCCM, INC.	0	3	3	12	5	11
OLS, INC.	0	0	0	2	0	2
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	5	1	5
ONELINK COMMUNICATIONS, INC.	0	0	0	1	0	1
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	11	11	65	9	57
OPERATOR SERVICE COMPANY	0	0	0	1	0	1
OPEX COMMUNICATIONS, INC.	0	0	0	3	1	3
OPTICAL TELEPHONE CORPORATION	1	2	3	9	0	5
PAETEC COMMUNICATIONS, INC.	0	0	0	1	0	0
POWERNET GLOBAL COMMUNICATIONS	0	0	0	3	0	3
PREMIER TELECOM, INC.	0	0	0	2	1	2
PRIMO COMMUNICATIONS INC	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	16	3	14
QWEST COMMUNICATIONS CORPORATION	3	1	4	68	4	61
RED RIVER NETWORKS LLC	0	0	0	1	0	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	1	0	1
RIDLEY TELEPHONE COMPANY, LLC	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	3	1	2
SBC TELECOM, INC.	0	1	1	1	0	0
SKYNET TELESYSTEMS	2	2	4	43	5	40
SOUTHERNNET SYSTEMS, INC.	0	0	0	1	0	1
SPRINT	25	17	42	548	67	508
STAR TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
STARTEC GLOBAL LICENSING COMPANY	0	0	0	5	1	5
STAY IN TOUCH LONG DISTANCE	1	0	1	1	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	4	0	4
T2TECINC	0	0	0	1	0	1
TALK AMERICA INC.	3	2	5	25	7	22
TCG	0	2	2	18	2	14
TELCO PARTNERS, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
TELCOVE	0	0	0	1	0	1
TELE CIRCUIT NETWORK CORPORATION	0	0	0	7	0	7
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	0	0	1	0	1
TELECOM* USA OR TELECONNECT	1	1	2	62	5	62
TELECOMEZ CORP.	0	0	0	1	0	1
TELECORE COMMUNICATIONS, CORP.	2	0	2	6	1	4
TELECUBA, INC.	0	0	0	4	0	4
TELEDIAS COMMUNICATIONS, INC.	1	0	1	4	1	2
TELEFYNE INCORPORATED	0	0	0	3	0	3
TELEGLOBE AMERICA INC.	0	0	0	4	1	3
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1	0	1
TELEUNO, INC.	1	0	1	2	1	2
TELLISS, LLC	0	0	0	5	1	4
TELQUEST COMMUNICATIONS, CORP.	0	0	0	1	0	1
TELSTAR INTERNATIONAL, INC.	1	0	1	10	0	7
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	14	0	13
T-NETIX, INC.	1	0	1	11	1	10
TOTAL CALL INTERNATIONAL, INC.	0	0	0	4	1	4
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	1	0	1
TOUCH-TEL USA, LLC	0	0	0	1	1	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	1	0	1
TTE	0	0	0	2	0	1
TTI NATIONAL, INC.	0	0	0	2	0	2
U.S. TELECOM GROUP, INC.	0	0	0	2	0	2
U.S. TELECOM LONG DISTANCE, INC.	0	1	1	9	0	8
UKI COMMUNICATIONS, INC.	0	0	0	3	0	3
UNITED SYSTEM ACCESS TELECOM, INC.	0	0	0	2	0	2
UNIVERSAL PHONE CORPORATION	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	0	0	0	4	0	4
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM AND CLEAR CHOICE	0	0	0	45	2	45
VERIZON LONG DISTANCE	0	1	1	29	5	28
VERIZON SELECT SERVICES INC.	0	0	0	7	0	5
VOIP ENTERPRISES INC.	0	1	1	5	1	4
WILLTEL COMMUNICATION, LLC	0	0	0	2	0	2
WINSTAR COMMUNICATIONS, LLC	0	0	0	1	1	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	0	0	3	0	3
WORLDCOM NETWORK SERVICES, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	0	0	0	1	0	1
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPED	0	0	0	2	1	1
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	1	0	1
ZERO PLUS DIALING	0	1	1	24	4	24
ZERO PLUS DIALING, INC.	0	3	3	15	5	15
ZONE TELECOM, INC.	1	0	1	3	1	3
Z-TEL COMMUNICATIONS, INC.	1	1	2	5	0	3
TOTALS**	120	153	273	4,293	359	4,025

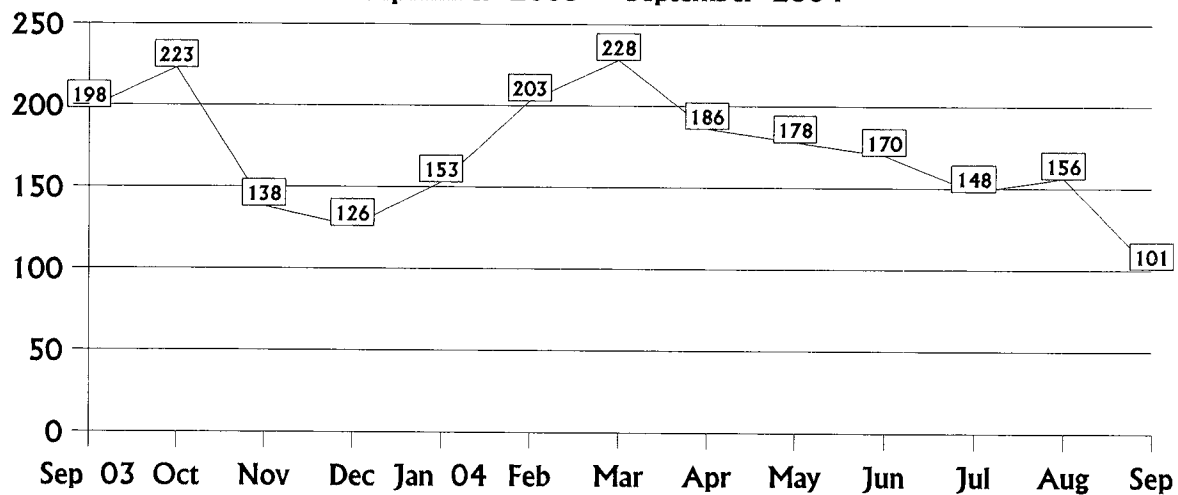
*Please see Definitions.
**Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

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

Company	Month	Year-To-Date
1 800 3030 123 Americatel Collect	0	15
AT&T	26	573
Excel Telecommunications, Inc.	1	18
MCI Worldcom	4	109
New Century Telecom, Inc.	5	50
Qwest Communications Corporation	3	45
Skynet Telesystems	2	25
Sprint	32	449
Telecom*USA or Teleconnect	1	17
Other Long Distance Companies	27	222
Totals	101	1,523

Cases Logged as Slammimg

September 2003 - September 2004



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

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ARLEN COMMUNICATIONS, INC.	0	0	0	1	0	1
ATN, INC.	0	0	0	2	0	2
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	3	0	3
COIN-TEL, INC.	0	0	0	1	0	1
COMMERCIAL PAY PHONES, INC.	0	0	0	3	0	3
FLORIDA PUBLIC TELEPHONE COMPANY	0	0	0	3	0	3
FUTURE TALK	0	0	0	1	0	0
GLOBAL TEL*LINK CORPORATION	0	0	0	1	1	1
LANDMARK COMMUNICATIONS TECHNOLOGIES	0	0	0	1	0	1
LONESTAR TELCOM, INC.	0	0	0	1	0	1
METROPOLITAN PAYPHONES CORPORATION	0	0	0	1	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	0	0	1	0	1
RITE LINE COMMUNICATIONS, INC.	0	0	0	1	1	1
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	1	0	1
SOUTHEAST PAYPHONES, INC.	0	0	0	2	0	2
SPRINT PAYPHONE SERVICES, INC.	0	0	0	2	0	2
TCG	0	0	0	2	0	2
TELELEASING ENTERPRISES, INC.	0	0	0	1	0	1
TELE COM, CORP.	0	0	0	1	0	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	0	0	1	0	1
TRI-COUNTY TELEPHONE INC.	0	0	0	1	0	1
VERIZON FLORIDA INC.	0	0	0	1	0	1
TOTALS**	0	0	0	33	2	31

*Please see Definitions.

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

Water & Wastewater Companies Complaint Activity - September 2004

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ALAFAYA UTILITIES, INC.	1	0	1	1	0	0
ALOHA UTILITIES, INC.	0	1	1	22	1	21
AQUA UTILITIES FLORIDA, INC.	4	3	7	10	2	2
BAYSIDE UTILITY SERVICES, INC.	2	2	4	20	0	4
BRADEN RIVER UTILITIES, INC.	0	0	0	1	0	1
BREEZE HILL UTILITY	1	0	1	2	0	0
BROADVIEW PARK WATER COMPANY	0	0	0	8	1	7
BURKIM ENTERPRISES, INC.	0	0	0	1	0	0
CENTURY ESTATES UTILITIES, INC.	0	0	0	1	0	1
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	0	1
COUNTRY CLUB OF SEBRING	0	0	0	1	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	2	1	2
CYPRESS LAKES UTILITIES, INC.	0	0	0	1	0	1
EAST MARION SANITARY SYSTEMS, INC.	1	0	1	1	0	0
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	0	0	0	4	0	2
FLORALINO PROPERTIES, INC.	0	0	0	4	1	4
FLORIDA WATER SERVICES CORPORATION	0	0	0	54	1	39
FOREST HILLS UTILITIES, INC.	0	0	0	3	1	2
HEATHER HILLS ESTATES	0	0	0	1	0	1
HIGHLANDS UTILITIES CORPORATION	0	0	0	1	0	1
HOLIDAY GARDENS UTILITIES, INC.	1	0	1	1	0	0
HUDSON UTILITIES, INC.	0	0	0	8	1	6
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	6	1	6
KEMPLE WATER COMPANY	0	0	0	1	0	1
KINCAID HILLS WATER COMPANY	1	0	1	1	0	0
LABRADOR UTILITIES, INC.	0	0	0	5	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	4	0	3
LANIGER ENTERPRISES OF AMERICA, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	1	1	9	1	7
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
MAD HATTER UTILITY, INC.	0	0	0	2	0	2
MARION UTILITIES, INC.	1	0	1	1	0	0
MCLEOD GARDENS WATER COMPANY	0	0	0	1	0	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	2	0	1
MOBILE MANOR, INC.	0	0	0	5	4	5
NORTH FORT MYERS UTILITY, INC.	0	0	0	2	0	2
O&S WATER COMPANY, INC.	7	0	7	8	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1	0	1
PARK WATER COMPANY INC.	0	1	1	1	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
PINE HARBOUR WATER UTILITIES	0	0	0	7	0	7
PINECREST RANCHES, INC.	0	0	0	1	1	1
PLACID LAKES UTILITIES, INC.	0	0	0	1	0	1
RESIDENTIAL WATER SYSTEMS, INC.	0	0	0	1	0	1
SANDY CREEK UTILITY SERVICES, INC.	0	1	1	1	0	0
SANLANDO UTILITIES CORPORATION	0	0	0	4	1	3
SEACOAST UTILITIES	0	0	0	1	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1	0	1
SPRING CREEK VILLAGE, LTD.	4	0	4	4	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	5	1	4
TRADEWINDS UTILITIES, INC.	1	0	1	1	0	0
UTILITIES, INC. OF FLORIDA	3	0	3	14	0	10
UTILITIES, INC. OF LONGWOOD	3	0	3	3	0	0
UTILITIES, INC. OF PENNBROOKE	0	0	0	3	0	3
WEDGEFIELD UTILITIES, INC.	0	0	0	1	0	1
WINDSTREAM UTILITIES COMPANY	0	0	0	1	0	1
TOTALS**	31	9	40	250	19	167

*Please see Definitions.

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

DEFINITIONS

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

Apparent Rule Infraction - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff. Exception: In the case of slamming complaints, staff does not classify complaints as either Apparent Rule Infractions or Apparent Non-infractions.

Apparent Non-infraction - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes. Exception: In the case of slamming complaints, staff does not classify complaints as either Apparent Rule Infractions or Apparent Non-infractions.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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