



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
OCTOBER 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 Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising.

Summary

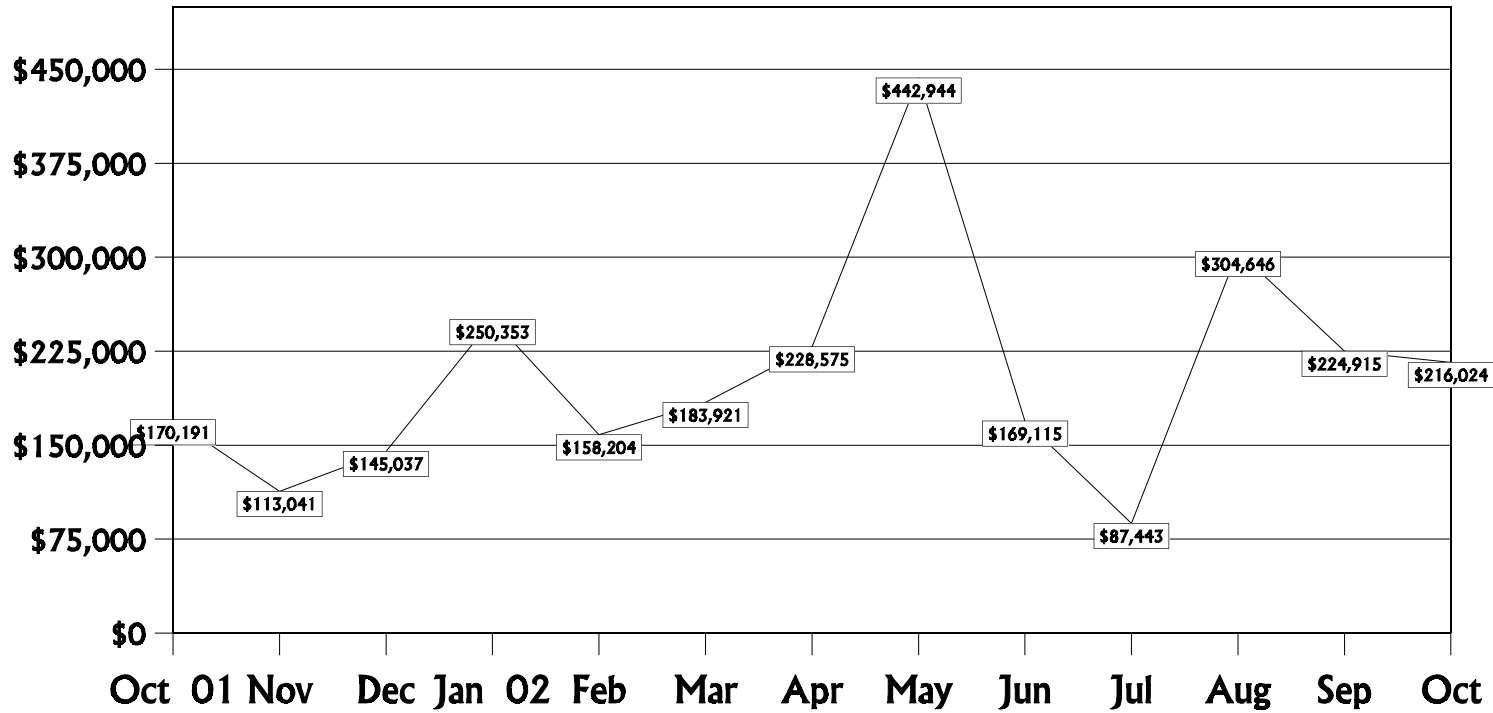
There were **2,868** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of “apparent non-infracton” or “apparent rule infracton.” If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infracton. There were also **3,000** information requests logged by the PSC.

A total of nineteen utility companies are participating in the Telephone Transfer-Connect option, as of October 31, 2002. Under this option, a call to the PSC was directly transferred to the caller’s utility. There were 1,111 calls transferred during October 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$216,024** for the month.

Consumer Refunds

October 2001 - October 2002



Consumer Activity - October 2002

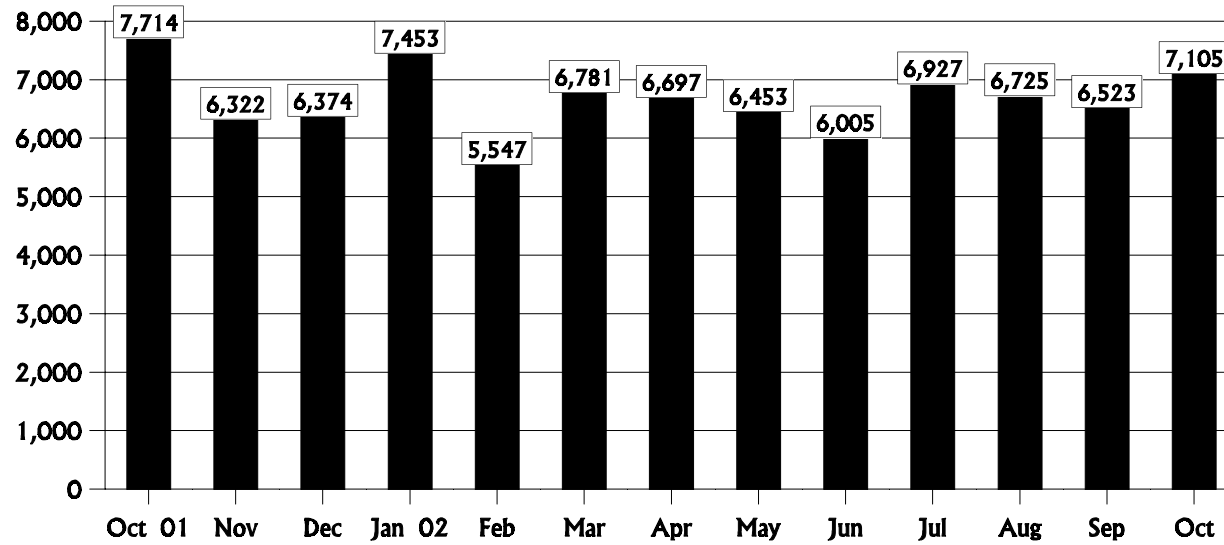
Complaints Received	2,868
Electric	107
Gas	16
Alternative Local Exchange Telephone	268
Local Exchange Telephone	301
Long Distance Telephone	739
Pay Telephone	9
Water & Wastewater	20
Non-regulated & Telephone Transfer-Connects	1,241
Cases Received / Closed Under 72 Hr Rule	167
Electric	74
Gas	0
Telecommunications	93
Water / Wastewater	0
Information Requests Received	3,000
Total Cases Received	5,868

How Cases Were Received	Complaints	Information Requests
Phone	1,834	2,847
Mail	376	19
Internet	430	128
Fax	228	6
Totals	2,868	3,000

Telephone Calls Not Filed As Cases	1,237
Total Consumer Contacts Handled	7,105
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,111
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	85

Consumer Savings	
Electric	\$ 5,211.85
Gas	74.67
Alternative Local Exchange Telephone	37,065.27
Local Exchange Telephone	17,867.60
Long Distance Telephone	151,952.44
Pay Telephone	1.75
Water & Wastewater	3,655.79
Non-regulated/Other Consumer Assistance	194.88
Total	\$216,024.25

Public Service Commission Total Consumer Contacts October 2001 - October 2002



Complaints by Industry October 2002

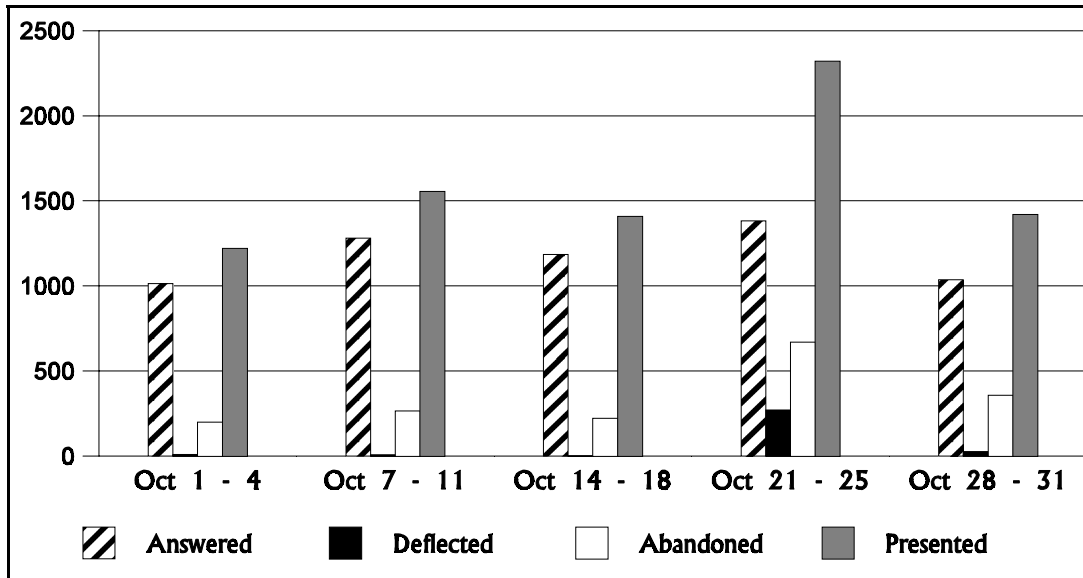
	Complaints Received	% of Total Complaints*
Electric	107	4%
Gas	16	< 1%
Alt. Local Exchange Telephone	268	9%
Local Exchange Telephone	301	10%
Long Distance Telephone	739	26%
Pay Telephone	9	< 1%
Water & Wastewater	20	1%
Non-regulated & Telephone Transfer-Connects**	1,241	43%
Cases Received & Closed by 72 Hr Rule	167	6%
Total	2,868	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.

**Non-regulated figures are comprised of industries / issues, such as cellular telephones, certain non-jurisdictional city and county utilities, cable television and satellite companies, etc.

Total Calls Received - Call Center Statistics October 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
October 1 - 4	1,013	83%	9	1%	199	16%	1,221
October 7 - 11	1,281	82%	8	1%	266	17%	1,555
October 14 - 18	1,184	84%	3	0%	221	16%	1,408
October 21 - 25	1,382	60%	270	12%	669	29%	2,321
October 28 - 31	1,037	73%	26	2%	357	25%	1,420
Totals	5,897	74%	316	4%	1,712	22%	7,925

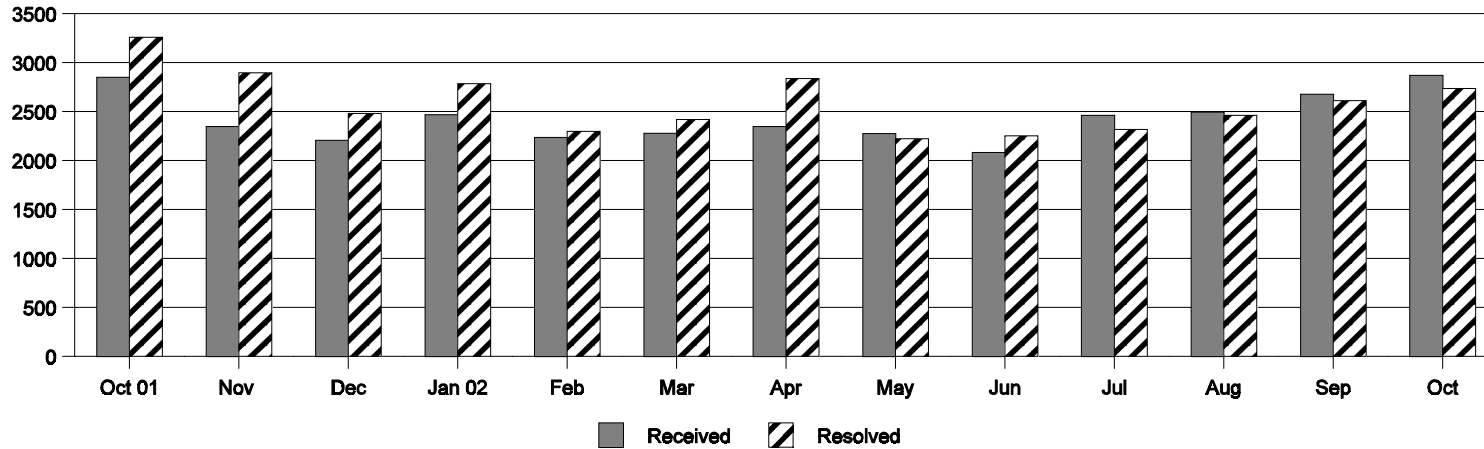
Note: % Totals have been rounded.

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

5,897
 (4,660)
 1,237

Total Complaints Received / Resolved by Month*

October 2001 - October 2002

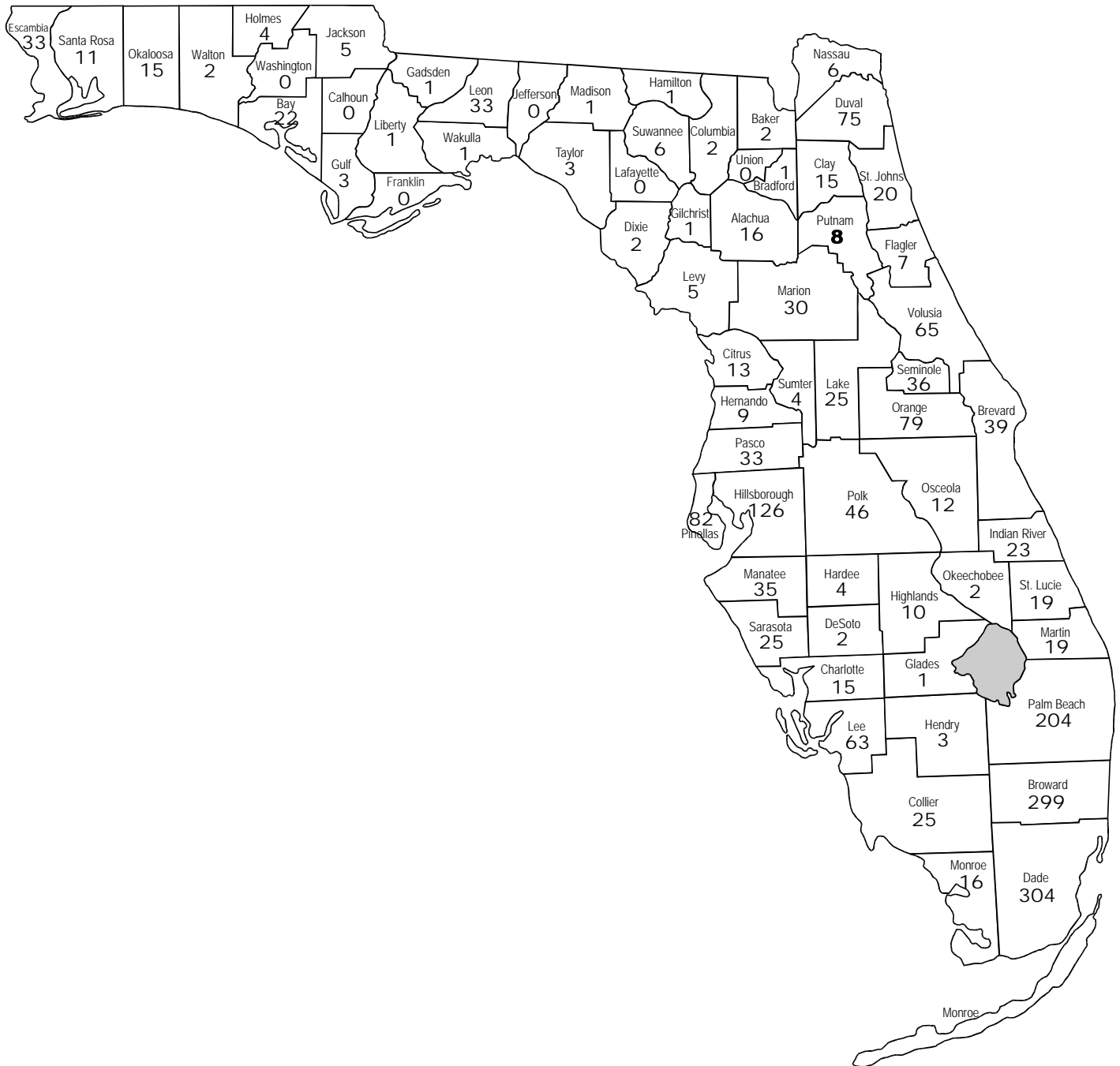


	Oct 01	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Received	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081	2,461	2,493	2,677	2,868
Resolved	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252	2,318	2,462	2,612	2,737

*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.

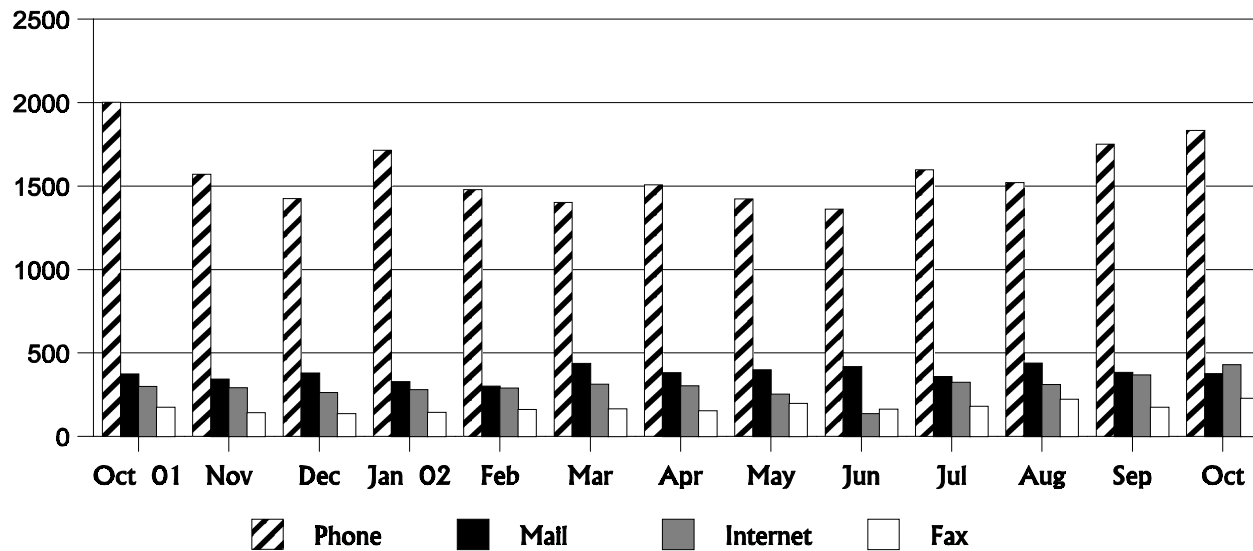
Complaints Received by County

OCTOBER 2002



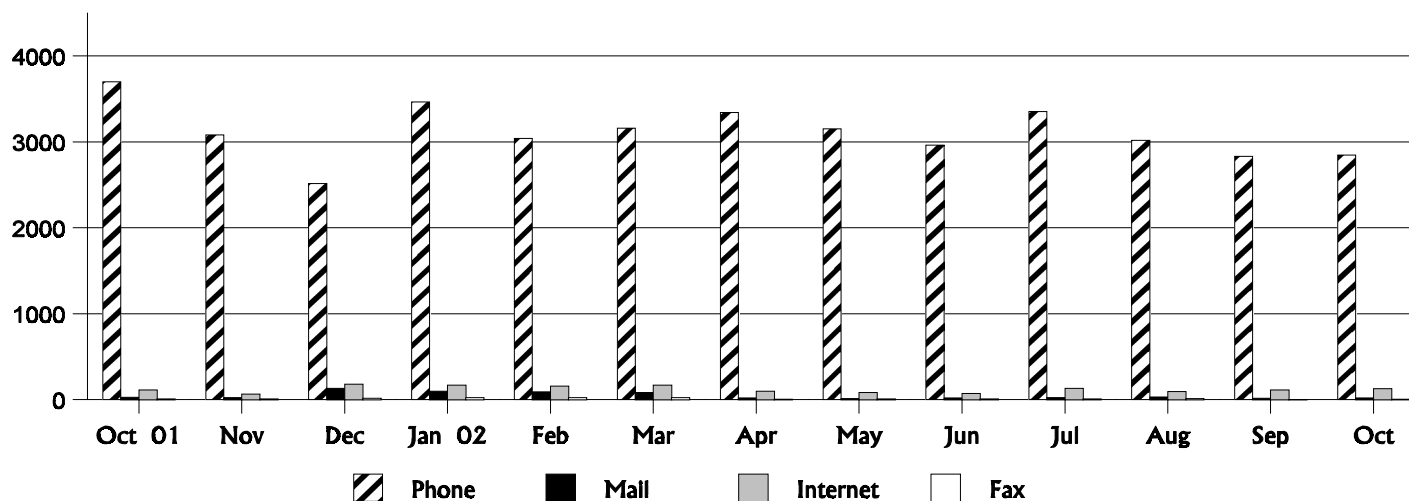
Note: County name not available for 896 cases.

How Complaints Were Received Phone, Mail, Internet and Fax October 2001 - October 2002



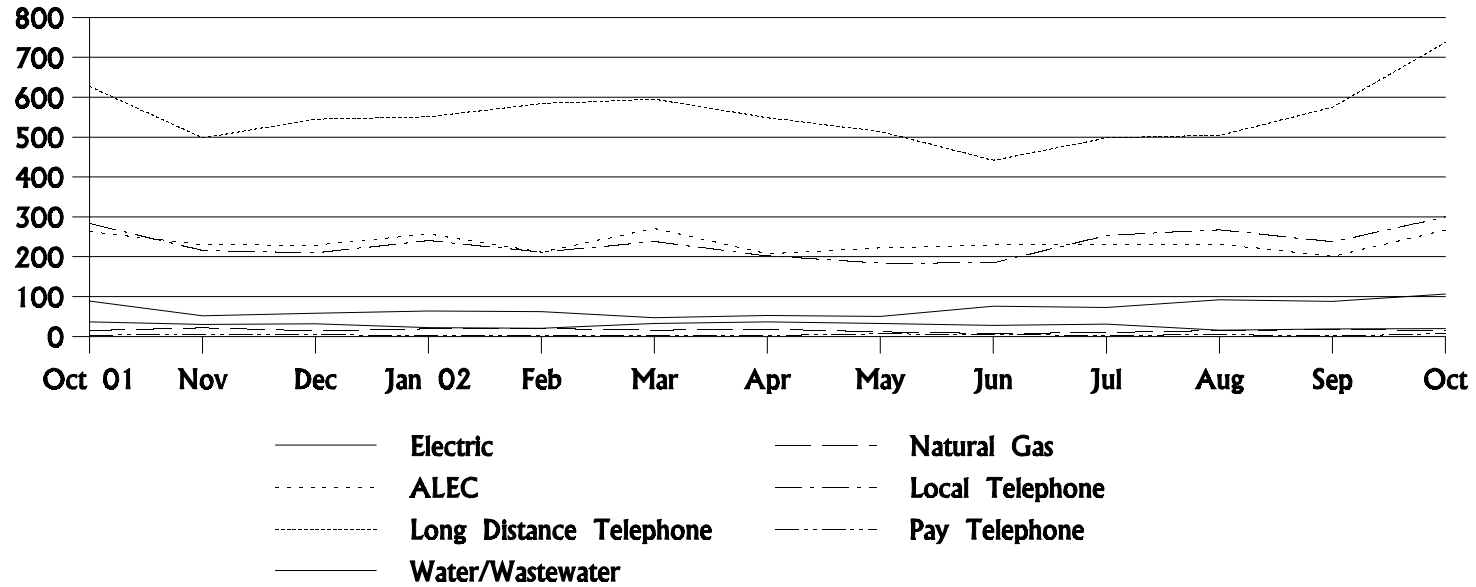
	Oct 01	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361	1,598	1,520	1,751	1,834
Mail	374	344	380	329	302	437	382	399	419	359	440	384	376
Internet	299	291	263	281	290	313	304	253	137	324	310	368	430
Fax	174	142	136	143	162	165	153	198	164	180	223	174	228
Total	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081	2,461	2,493	2,677	2,868

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



	Oct 01	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961	3,352	3,016	2,831	2,847
Mail	27	25	130	98	92	84	20	13	18	24	30	14	19
Internet	111	63	180	169	158	168	97	84	71	130	93	112	128
Fax	7	8	15	24	24	22	3	9	10	10	11	2	6
Total	3,842	3,177	2,839	3,756	3,314	3,432	3,461	3,256	3,060	3,516	3,150	2,959	3,000

Complaints Received by Industry October 2001 - October 2002



Industry	Oct 01	Nov	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Electric	89	52	58	64	62	47	53	50	76	73	92	88	107
Natural Gas	16	22	15	20	21	17	19	13	9	11	16	18	16
ALEC	264	231	230	258	212	272	208	223	231	232	232	202	268
Local Telephone	284	216	211	241	212	239	203	185	186	254	269	238	301
Long Dist. Phone	627	499	546	552	585	596	550	515	443	499	505	576	739
Payphone	5	6	6	3	3	5	4	8	6	4	6	2	9
Water/Wastewater	37	30	32	22	21	33	37	33	28	31	16	19	20
Totals	1,323	1,056	1,098	1,162	1,116	1,209	1,074	1,027	979	1,104	1,136	1,143	1,460

Electric Companies Complaint Activity - October 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	15	10	25	231	36	0	36	257
FLORIDA POWER & LIGHT COMPANY	32	26	58	350	63	0	63	430
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	15	2	0	2	16
GULF POWER COMPANY	5	2	7	27	7	0	7	23
TAMPA ELECTRIC COMPANY	7	9	16	92	19	0	19	102
TOTAL	60	47	107	715	127	0	127	828

**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*	October 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,383,648	3	0.0022	1.53	0.00
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		

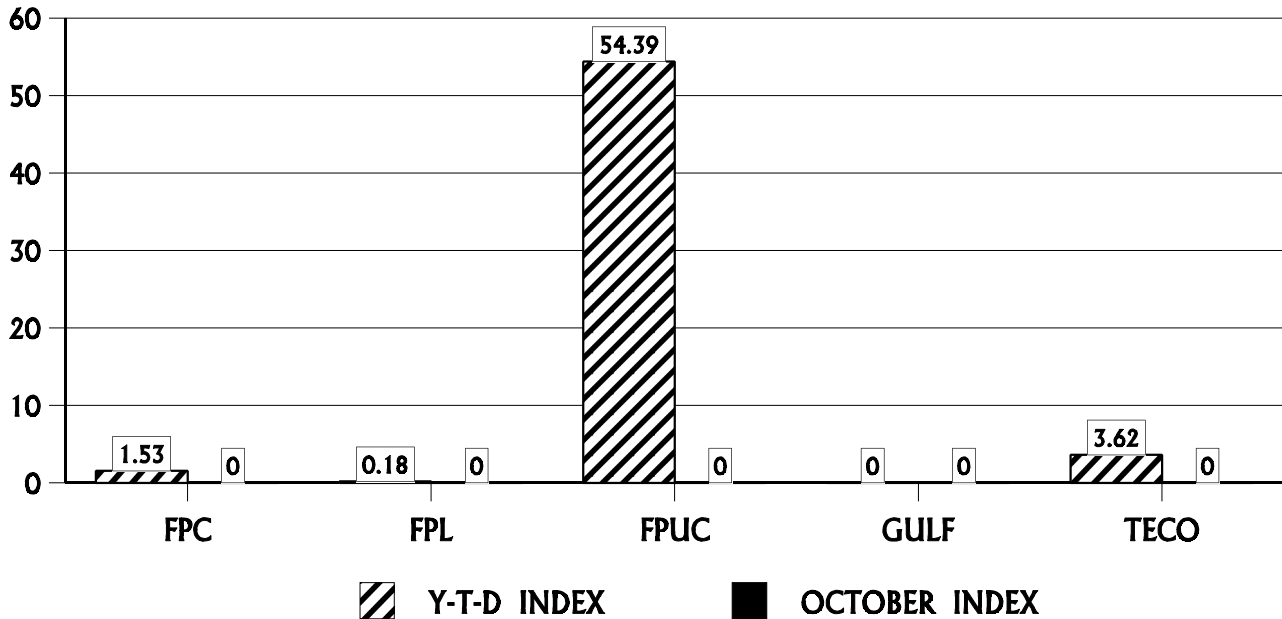
**Please see Index of Definitions.*

***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

October 2002

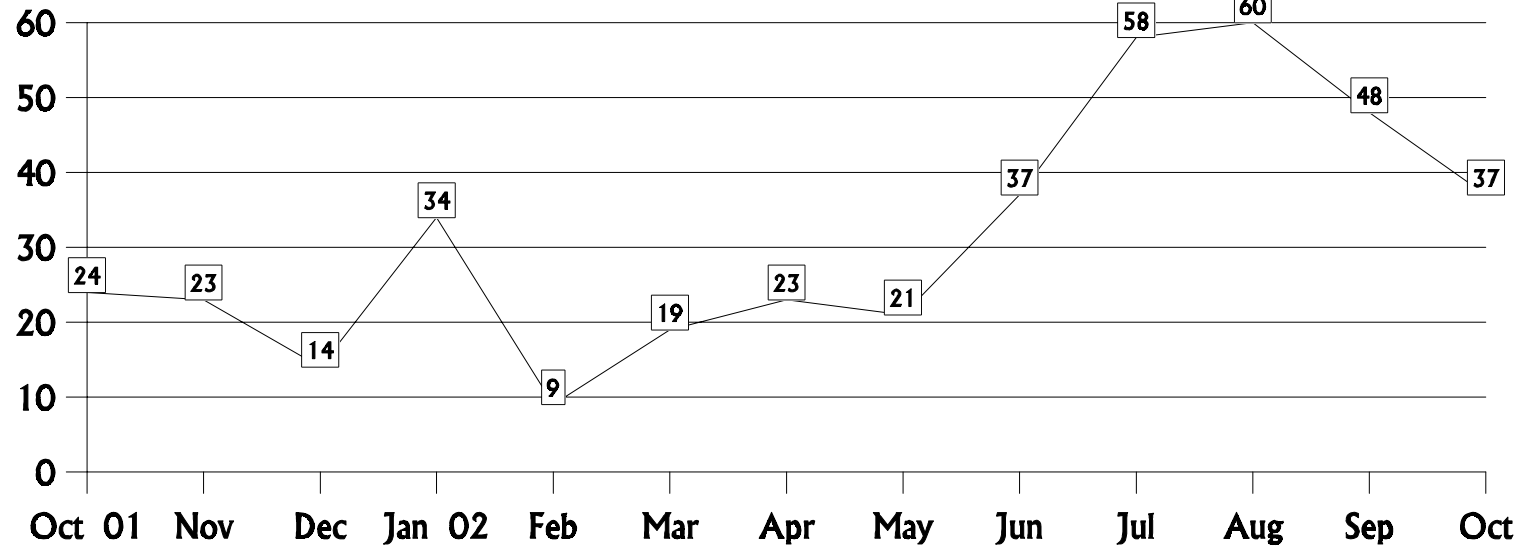


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

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

Total Momentary Electricity Outages Filed

October 2001 - October 2002



Natural Gas Companies Complaint Activity October 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	0	0	9	1	0	1	8
CITY GAS COMPANY OF FLORIDA	2	4	6	72	4	0	4	87
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	26	2	0	2	29
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	4	5	9	51	5	1	6	51
TOTAL	7	9	16	160	12	1	13	180

**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*	October 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	0.00
FLORIDA PUBLIC UTILITIES COMPANY	45,442	0	0.000	0.00	0.00
INDIANTOWN	631	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,327	1	0.301	11.08	0.00
SEBRING	631	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	266,594	2	0.008	0.31	1.72
INDUSTRY TOTAL	436,228	13	0.032		

*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 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.

Alternative Local Telephone Companies Complaint Activity - October 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	0	1	1
ACI	0	1	1	0	1	1
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMM.	0	0	0	1	0	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	8	10	3	0	3
ALLTEL COMMUNICATIONS, INC.	3	2	5	2	0	2
AT&T DIGITAL PHONE	16	16	32	37	5	42
A+ COMMUNICATIONS, INC.	0	0	0	1	0	1
BTI	0	2	2	0	1	1
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CAMPUS COMMUNICATIONS GROUP, INC.	0	1	1	1	0	1
CAT COMMUNICATIONS	4	3	7	7	0	7
CITYWIDE-TEL	1	0	1	0	0	0
CRG INTERNATIONAL, INC. D/B/A NETWORK ONE	0	0	0	1	0	1
D-TEL, INC.	0	1	1	1	0	1
DIALTONE TELECOM, LLC	0	0	0	2	0	2
DPI-TELECONNECT, L.L.C.	1	0	1	2	0	2
DSL	2	0	2	1	0	1
EAST FLORIDA COMMUNICATIONS, INC.	0	0	0	1	0	1
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	1	3	1	0	1
EXCELINK COMMUNICATIONS, INC.	5	1	6	5	0	5
EXPRESS PHONE SERVICE	0	1	1	0	0	0
E.SPIRE COMMUNICATIONS, INC.	1	0	1	0	0	0
FLATEL, INC.	2	0	2	1	0	1
FLORIDA DIGITAL NETWORK, INC.	3	5	8	2	0	2
FLORIDA TELEPHONE SERVICES, LLC	2	1	3	3	0	3
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	1	0	1
GOLDEN HARBOR OF FLORIDA, INC. D/B/A HOMETOWN TELEPHONE	0	0	0	2	0	2
GTE COMMUNICATIONS CORPORATION	0	0	0	0	1	1
HALE AND FATHER, INC.	0	1	1	1	0	1
I VANTAGE NETWORK SOLUTIONS	1	2	3	2	0	2
IDS TELCOM LLC	1	1	2	4	0	4
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	1	1	2
ISN COMMUNICATIONS	1	2	3	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
KMC TELECOM III LLC	1	0	1	1	1	2
KMC TELECOM V, INC.	1	1	2	1	0	1
KNOLOGY OF FLORIDA, INC.	1	2	3	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	2	1	3	4	0	4
MCI WORLDCOM NETWORK SERVICES, INC.	3	9	12	8	0	8
MERCURY LONG DISTANCE, INC.	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	1	2	3	2	0	2
NATIONAL TELECOM, LLC	1	0	1	0	0	0
NETWORK TELEPHONE CORPORATION	0	1	1	1	0	1
NEWPHONE	0	1	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	0	0	0
ORLANDO TELEPHONE COMPANY	1	0	1	2	0	2
PAETEC COMMUNICATIONS, INC.	1	0	1	0	0	0
PINNACLE TELCOM, INC.	0	0	0	0	1	1
QUICK CONNECTS	1	0	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
SANDHILLS TELECOMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
SATCOM COMMUNICATION	1	0	1	0	0	0
SBC TELECOM, INC.	1	0	1	0	0	0
SECOND CHANCE PHONE	0	1	1	1	0	1
SERVISENSE.COM, INC.	1	0	1	0	0	0
SOUTHERN RECONNECT, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	63	56	119	60	6	66
SWIFTPHONE	2	0	2	0	0	0
TALK AMERICA INC.	2	1	3	3	1	4
TCG SOUTH FLORIDA	0	1	1	0	0	0
TEL-LINK, L.L.C.	0	0	0	1	0	1
TEL WEST COMMUNICATIONS, LLC	0	0	0	1	0	1
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	0	1	1
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	0	0	0
US LEC OF FLORIDA INC.	0	0	0	0	1	1
VARTEC TELECOM, INC.	1	2	3	1	1	2
WINSTAR COMMUNICATIONS, LLC	0	2	2	0	0	0
XO FLORIDA, INC.	2	0	2	1	1	2
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	1	0	1	0	0	0
TOTALS	137	131	268	179	23	202

Local Telephone Companies Complaint Activity October 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.	6	2	8	54	6	0	6	59
BELLSOUTH	102	86	188	1,450	163	12	175	1,633
FRONTIER	0	0	0	0	1	0	1	1
GTC, INC. D/B/A GT COM	1	1	2	13	1	0	1	12
VERIZON FLORIDA, INC.	25	9	34	235	33	4	37	244
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0		0	0	0	
NE FLORIDA	1	0	1	2	0	0	0	2
QUINCY/TDS	0	0	0	5	1	0	1	4
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	40	28	68	566	62	4	66	603
TOTAL	175	126	301	2,326	267	20	287	2,559

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*	October 2002 Apparent Infractions Index*
ALLTEL	94,736	4	0.0422	3.50	0.00
BELLSOUTH	6,451,600	83	0.0129	1.07	1.05
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	15	0.0062	0.51	0.93
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	5.83	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	33	0.0149	1.24	1.02
TOTAL	11,277,711	136	0.0121		

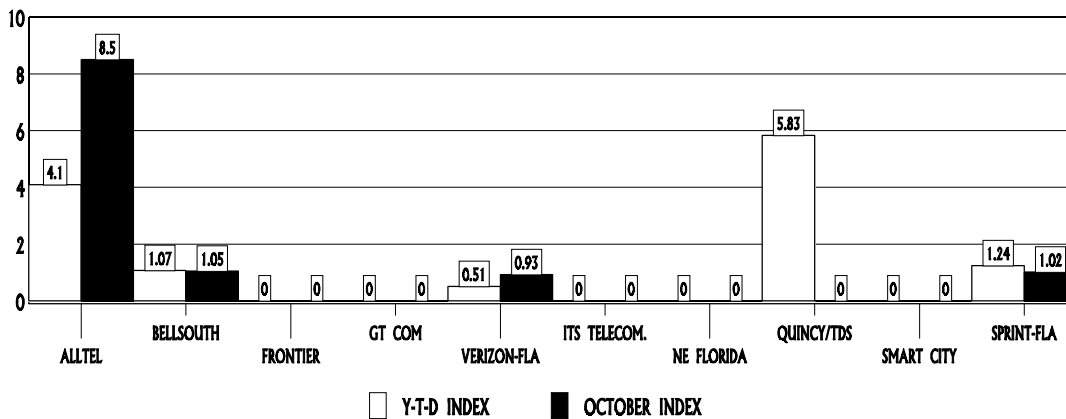
* Please see Index of Definitions.

**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

October 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 - October 2002**

Company	Month	Year-To-Date
AT&T Digital Phone	1	5
Bellsouth Telecommunications, Inc.	0	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	10
Supra Telecommunications & Information Systems, Inc.	1	21
Talk America Inc.	0	8
All Other Local Companies	3	18
Totals	6	92

Cramming Statistics*

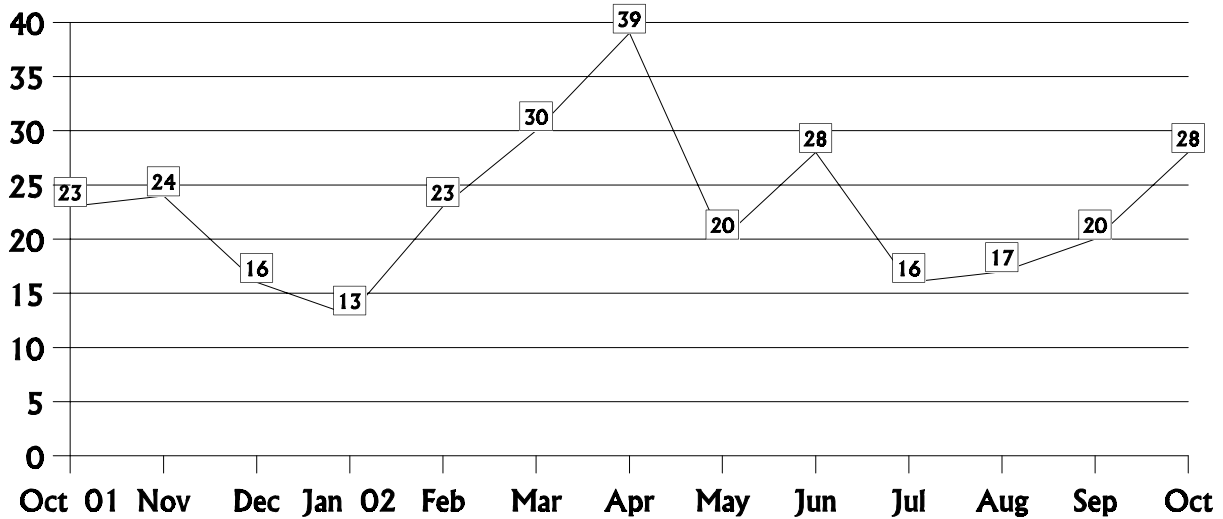
October 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
67	28	\$1,626.67

**Please see Index of Definitions*

Cases Resolved as Cramming

October 2001 - October 2002



Long Distance Telephone Companies Complaint Activity - October 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACC LONG DISTANCE	0	1	1	1	1	2
ACCESS ONE, INC.	0	0	0	1	0	1
ACCXX COMMUNICATIONS, LLC	0	0	0	1	0	1
ACI	1	0	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	2	0	2	1	2	3
ADST, INC.	6	0	6	0	13	13
ALLIANCE GROUP SERVICES, INC.	2	0	2	2	0	2
ALLTEL COMMUNICATIONS, INC.	1	0	1	1	0	1
AMERICAN PHONE SERVICES CORP.	0	0	0	0	1	1
AMERICATEL CORPORATION D/B/A 10 123 AMERICATEL D/B/A 1010	0	0	0	1	0	1
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	0	1	1
ATC LONG DISTANCE	0	1	1	0	0	0
AT&T	96	116	212	145	14	159
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST.	0	0	0	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	1	1	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	0	1	1	0	0	0
BUDGET CALL LONG DISTANCE, INC.	2	0	2	0	0	0
BUSINESS SAVINGS PLAN INC.	1	0	1	0	0	0
BUYERS UNITED INTERNATIONAL, INC.	1	0	1	0	0	0
CABLE & WIRELESS USA, INC.	0	1	1	1	0	1
CAPITAL SERVICES OF SOUTH FLORIDA, INC.	0	0	0	1	0	1
CAPSULE COMMUNICATIONS, INC.	1	0	1	0	0	0
CIERRACOM SYSTEMS	2	3	5	3	0	3
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	0	4	4
COMMUNICATIONS BILLING, INC.	0	1	1	2	0	2
COMTECH 21, LLC	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	3	4	7	2	1	3
DIMENSIONS	1	0	1	0	0	0
DSA TELECOM	19	9	28	20	2	22
ELEC COMMUNICATIONS	1	0	1	0	1	1
EMERITUS COMMUNICATIONS, INC.	1	0	1	0	1	1
ENHANCED SERVICES BILLING, INC.	0	2	2	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	12	1	13	2	1	3
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	1	0	1
FLAT RATE COMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	3	0	3	1	0	1
FOXTEL, INC.	0	1	1	0	0	0
GE BUSINESS PRODUCTIVITY SOLUTIONS, INC.	0	1	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	3	0	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	4	0	4	4	0	4
GLOBAL LINK COMMUNICATIONS, INC.	2	0	2	0	1	1
GLOBAL TELELINK SERVICES, INC.	0	0	0	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	1	0	1
HBS BILLING SERVICES COMPANY	1	3	4	6	0	6
HORIZONONE COMMUNICATIONS	2	5	7	4	0	4
I VANTAGE NETWORK SOLUTIONS	2	1	3	0	0	0
IDS LONG DISTANCE, INC.	0	0	0	1	0	1
IDS TELCOM LLC	2	0	2	1	0	1
ILD	2	12	14	8	0	8
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	2	1	3	2	0	2
INCOMNET COMMUNICATIONS CORPORATION	0	1	1	0	0	0
INSTATONE	2	0	2	0	0	0
INTEGRETEL, INC.	2	13	15	18	0	18
INTERCONTINENTAL COMMUNICATIONS GROUP, INC. D/B/A FUSION	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	3	0	3
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	1	0	1
ITELSA (USA), INC.	0	0	0	1	0	1

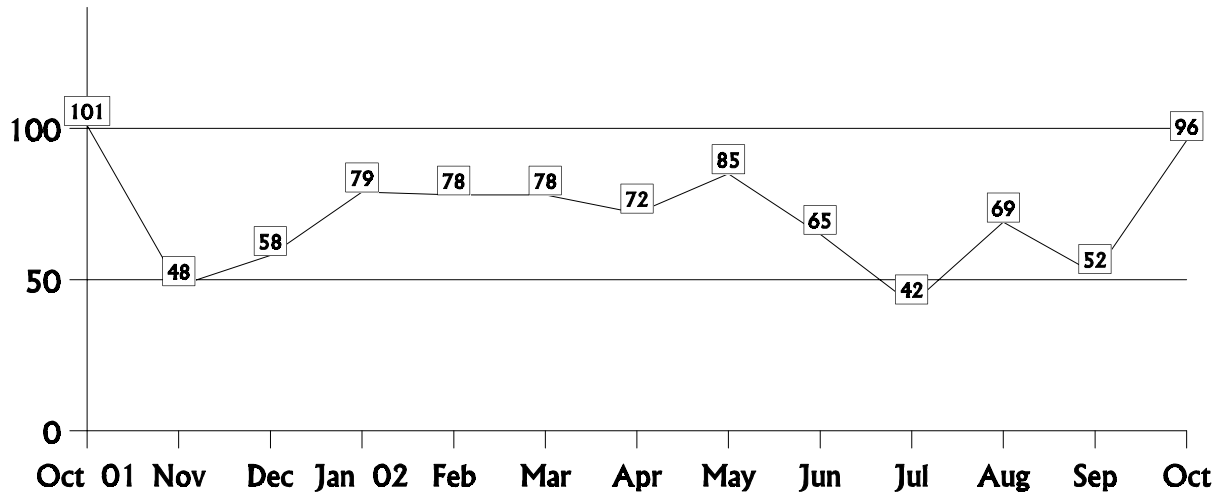
Utility Name	Service	Billing	Total	Apparent		Total
				Non-infractions	Infractions	
LCR TELECOMMUNICATIONS L.L.C.	12	0	12	1	3	4
L.O.M.	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	2	4	6	2	0	2
MCG, LLC	0	1	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	1	3	4	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	72	76	148	78	6	84
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	1	1	0	0	0
MERCURY LONG DISTANCE, INC.	0	1	1	2	0	2
MIKO TELEPHONE COMMUNICATIONS, INC.	1	0	1	0	0	0
NATIONAL ACCESS LONG DISTANCE, INC.	0	0	0	1	0	1
NATIONAL ACCOUNTS, INC.	2	0	2	3	0	3
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	0	1	1
NEXSTAR COMMUNICATIONS, INC.	0	0	0	1	0	1
NORCOM, INC.	0	0	0	1	0	1
OLS, INC.	1	0	1	1	0	1
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	2	0	2
ONELINK COMMUNICATIONS, INC.	8	0	8	0	2	2
ONESTAR COMMUNICATIONS, LLC	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	2	2	4	2	0	2
OPEX COMMUNICATIONS, INC.	0	1	1	0	0	0
OPTICAL TELEPHONE CORPORATION	9	1	10	4	22	26
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOMM.	0	0	0	0	1	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0	1	1
PRIMUS TELECOMMUNICATIONS, INC.	1	1	2	0	0	0
PROMISEVISION TECHNOLOGY, INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	1	1	2	0	1	1
QWEST COMMUNICATIONS CORPORATION	16	14	30	18	2	20
QX TELECOM LLC	0	0	0	1	0	1
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SOUTHERN TELECOM	0	1	1	0	0	0
SPRINT	49	18	67	38	5	43
STARTEC GLOBAL LICENSING COMPANY	0	0	0	0	1	1
STERLING TIME COMPANY	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	0	0	0
TALK AMERICA INC.	8	2	10	7	2	9
TCG SOUTH FLORIDA	0	2	2	2	0	2
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	1	1	0	0	0
TELECOM*USA OR TELECONNECT	1	5	6	3	0	3
TELECUBA, INC.	0	2	2	0	0	0
TELEFYNE INCORPORATED	1	0	1	1	1	2
TELEUNO, INC.	10	1	11	2	15	17
TELIGENT SERVICES, INC.	0	1	1	0	0	0
TELSCAPE USA, INC.	0	0	0	2	0	2
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0	0	1	1
TTI NATIONAL, INC.	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	7	2	9	1	12	13
UNIVANCE TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
UNIVERSAL BROADBAND COMUNICATIONS, INC. D/B/A BUSINESS SAV	0	0	0	0	2	2
VARTEC TELECOM, INC.	3	4	7	4	0	4
VERIZON SELECT SERVICES INC.	3	4	7	3	0	3
VOX POPULI TELECOMMUNICATIONS, INC.	2	0	2	0	0	0
VYCERA COMMUNICATIONS, INC.	1	0	1	1	0	1
WEBNET COMMUNICATIONS, INC.	0	0	0	0	2	2
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	6	1	7	3	14	17
WORLDCOM NETWORK SERVICES, INC.	0	0	0	1	0	1
XO LONG DISTANCE SERVICES, INC.	0	0	0	0	1	1
ZERO PLUS DIALING	1	2	3	3	0	3
ZONE TELECOM, INC.	1	0	1	0	0	0
TOTALS	404	335	739	436	140	576

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

Company	Month	Year-To-Date
America’s Digital Satellite Telephone, Inc.	12	49
AT&T / ACC	2	57
MCI Worldcom	4	48
Optical Telephone Corporation	18	181
Sprint	4	65
Teleuno, Inc.	15	61
The Phone Company	1	24
UKI Communications, Inc.	6	61
WebNet Communications	1	21
World Communications Satellite Systems, Inc.	14	32
Other Long Distance Companies	19	117
Totals	96	716

Cases Resolved as Slamming

October 2001 - October 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALPHA TELCOM, INC.	1	0	1	0	0	0
A.A.A. PAYPHONE, INC.	0	0	0	1	0	1
COMMERCIAL PAY PHONES, INC.	1	0	1	0	1	1
DIAMOND COMMUNICATIONS, INC.	0	0	0	1	0	1
ETS PAYPHONES OF FLORIDA, INC.	0	1	1	1	0	1
FLORIDA PUBLIC PAYPHONES	1	0	1	0	0	0
NATIONAL TELEPHONE COMPANY, L.L.C.	0	0	0	1	0	1
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	0	1	1	0	0	0
OTC AND OMEGA TELECOM	1	0	1	0	0	0
PAY TELEPHONE OF FLORIDA, INC.	0	0	0	1	0	1
PAYSTAR COMMUNICATIONS, INC.	1	0	1	0	0	0
PAYTEL USA, INC.	0	0	0	0	1	1
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMICATIONS	0	0	0	0	1	1
RELIABLE TELEPHONE COMPANY	1	0	1	0	0	0
SPRINT-FLORIDA, INCORPORATED	0	0	0	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	1	0	1	0	0	0
TOTALS	7	2	9	6	3	9

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ABCA, INC.	0	0	0	1	0	1
ALOHA UTILITIES, INC.	2	0	2	8	0	8
BREEZE HILL UTILITIES	0	1	1	0	0	0
BROADVIEW PARK WATER COMPANY	1	0	1	1	0	1
BURKIM ENTERPRISES, INC.	0	0	0	2	0	2
CONSOLIDATED WATER WORKS, INC.	0	0	0	2	0	2
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	1	0	1
FLORALINO PROPERTIES, INC.	0	0	0	2	0	2
FLORIDA CITIES WATER COMPANY - LEE COUNTY DIVISION	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	3	4	7	4	0	4
HUNTER CREEK UTILITIES, LLC	0	1	1	0	0	0
INDIANTOWN COMPANY, INC.	0	0	0	1	0	1
K W RESORT UTILITIES CORP.	0	0	0	1	0	1
LINADALE WATER COMPANY	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	1	1	1	1	2
LITTLE SUMTER UTILITY COMPANY	0	1	1	0	0	0
MILES GRANT WATER AND SEWER COMPANY	1	0	1	0	0	0
NORMANDY BOULEVARD UTILITIES, INC.	1	0	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	1	1	0	0	0
PLANTATION UTILITIES (RADNOR/PLANTATION CORPORATION D/B/A)	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	0	0	0	3	0	3
UTILITIES, INC. OF FLORIDA	2	0	2	2	0	2
UTILITIES, INC. OF LONGWOOD	0	0	0	1	0	1
ZELLWOOD STATION CO-OP, INC.	0	0	0	1	0	1
TOTALS	10	10	20	34	1	35

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