



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT OCTOBER 2003

Data Compiled on 11/25/2003

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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

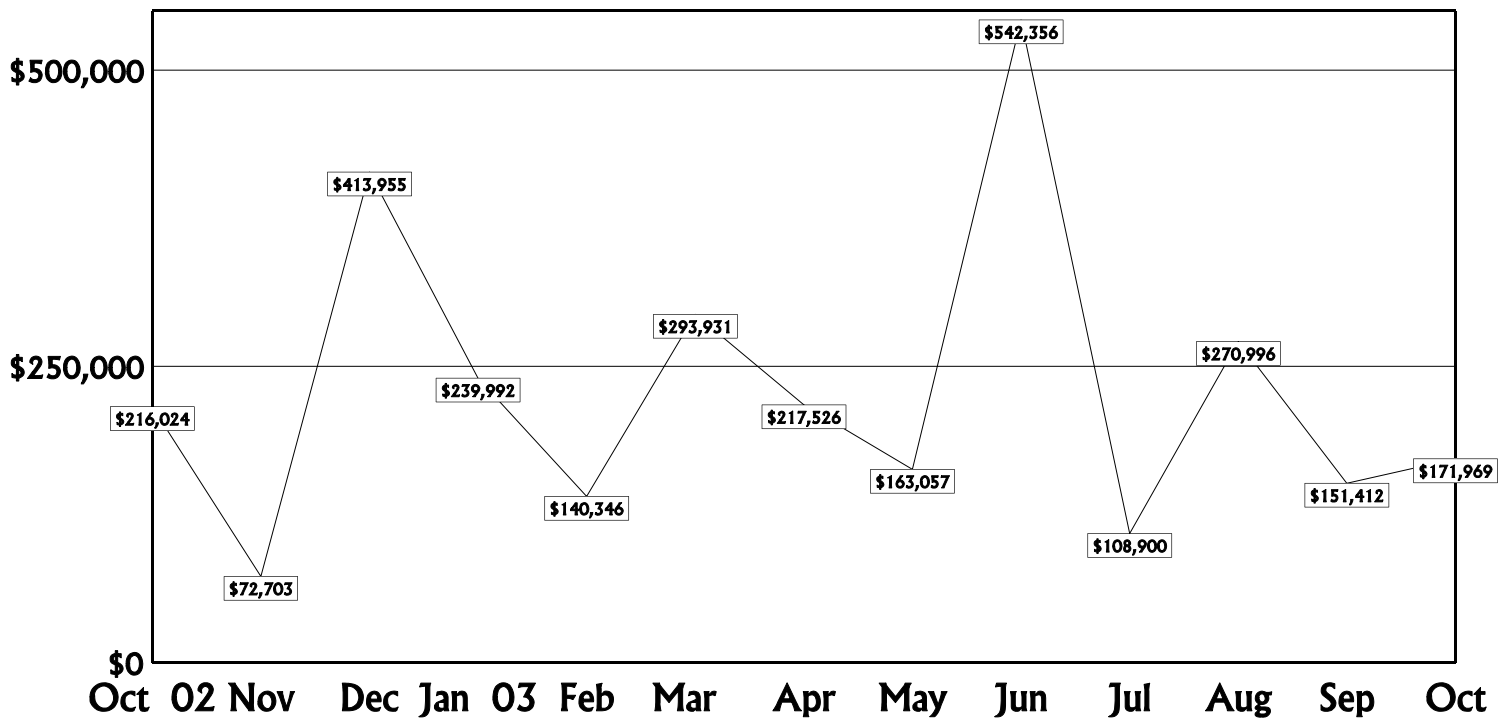
There were **2,735** complaints logged against the utility companies for the month of October 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,625** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of October 31, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **1,056** calls transferred and entered into CATS during October 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$171,969** for the month.

Consumer Refunds

October 2002 - October 2003



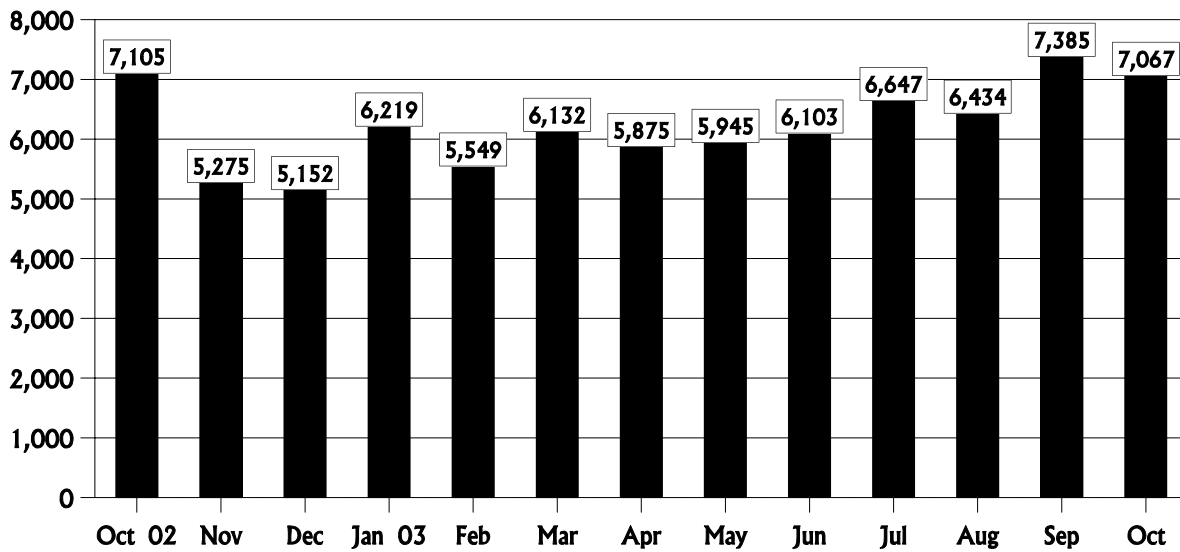
Consumer Activity Overview - October 2003

Complaints Received & Entered into CATS		2,735
Electric		72
Gas		34
Competitive Local Exchange Telephone		306
Local Exchange Telephone		307
Long Distance Telephone		495
Pay Telephone		6
Shared Tenant		0
Water & Wastewater		29
Non-regulated or Noncertificated Company Complaints Received		171
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,056
E-Transfers (E-mails sent to Utilities from the PSC Website)		156
Cases Received / Closed Under 3 Day Rule		103
Electric	49	
Gas	0	
Telecommunications	54	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,625</u>
Total Cases Received & Entered into CATS		5,360
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,707</u>
Total Consumer Contacts Handled		7,067

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,772	2,488	4,260
Mail	251	23	274
Internet	550	102	652
Fax	162	12	174
Totals	2,735	2,625	5,360

Consumer Savings	
Electric	\$ 3,765.26
Gas	113.48
Competitive Local Exchange Telephone	22,809.09
Local Exchange Telephone	42,601.03
Long Distance Telephone	102,479.94
Pay Telephone	189.75
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	10.00
Total	\$171,968.55

**Public Service Commission
Total Consumer Contacts
October 2002 - October 2003**



Complaints by Industry October 2003

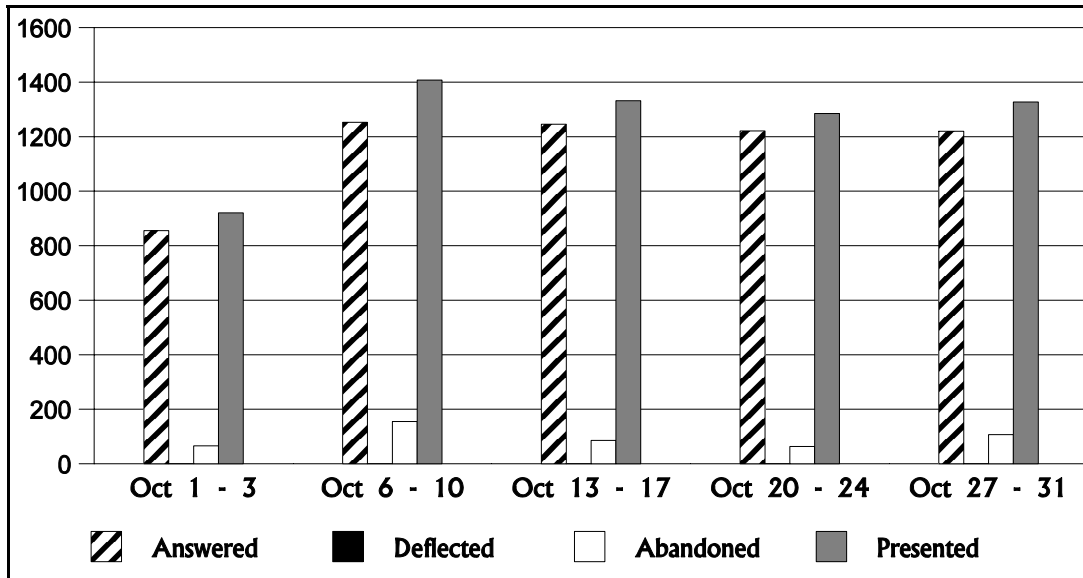
	Complaints Received	% of Total Complaints*
Electric	72	3%
Natural Gas	34	1%
Competitive Local Exchange Telephone	306	11%
Local Exchange Telephone	307	11%
Long Distance Telephone	495	18%
Pay Telephone	6	< 1%
Shared Tenant	0	0%
Water & Wastewater	29	1%
Non-regulated or Non-certificated Company Complaints Received**	171	6%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,056	39%
E-Transfers	156	6%
Cases Received & Closed by 72 Hr Rule	103	4%
Total	2,735	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 October 2003



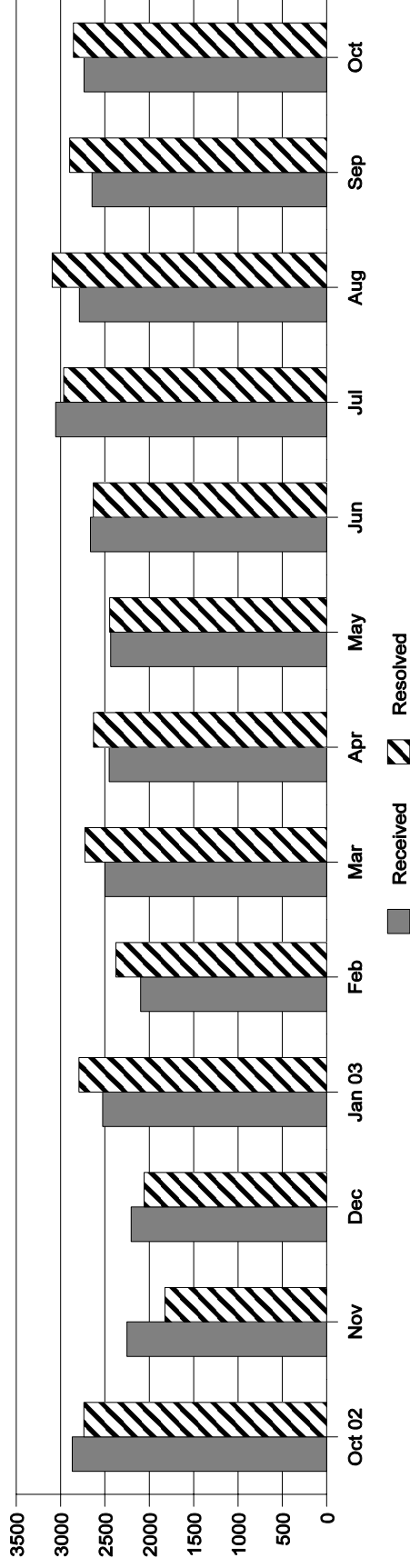
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in 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
October 1 - 3	855	93%	0	0%	66	7%	921
October 6 - 10	1,253	89%	0	0%	155	11%	1,408
October 13 - 17	1,246	94%	0	0%	86	6%	1,332
October 20 - 24	1,221	95%	0	0%	64	5%	1,285
October 27 - 31	1,220	92%	0	0%	107	8%	1,327
Totals	5,795	92%	0	0%	478	8%	6,273

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	5,795
Minus Calls Resulting in Cases (CAF)	(4,223)
Total Calls Not Filed As Cases (CAF)	1,572

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



	Oct 02	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Received	2,868	2,253	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735
Resolved	2,737	1,825	2,058	2,793	2,377	2,727	2,629	2,447	2,631	2,965	3,096	2,898	2,855

*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.

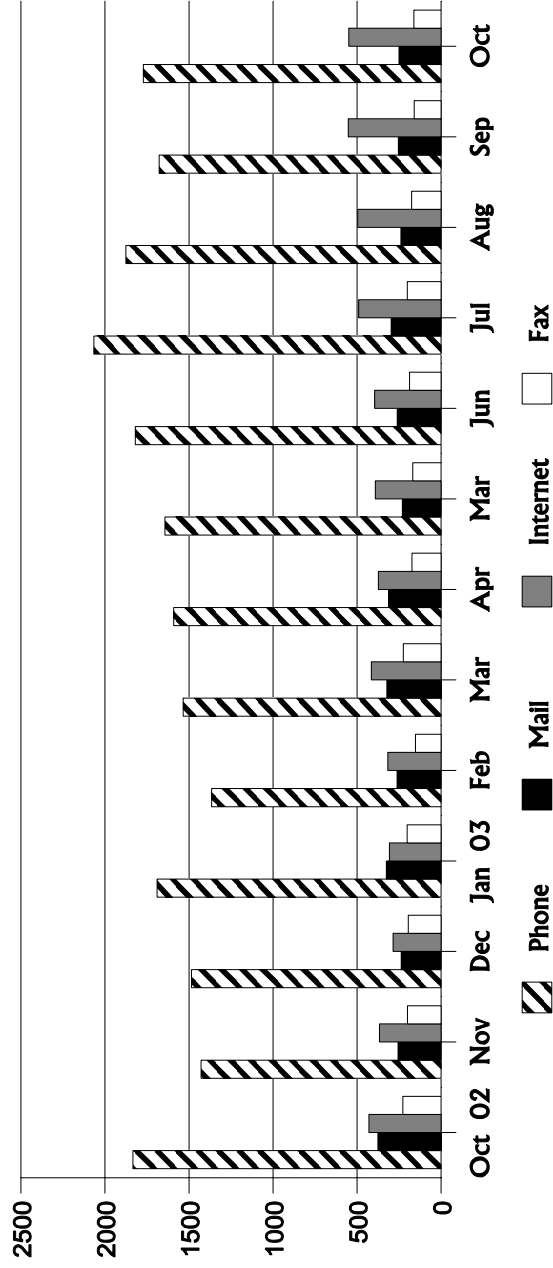
Complaints Received by County

October 2003



Note: County name not available for 704 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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

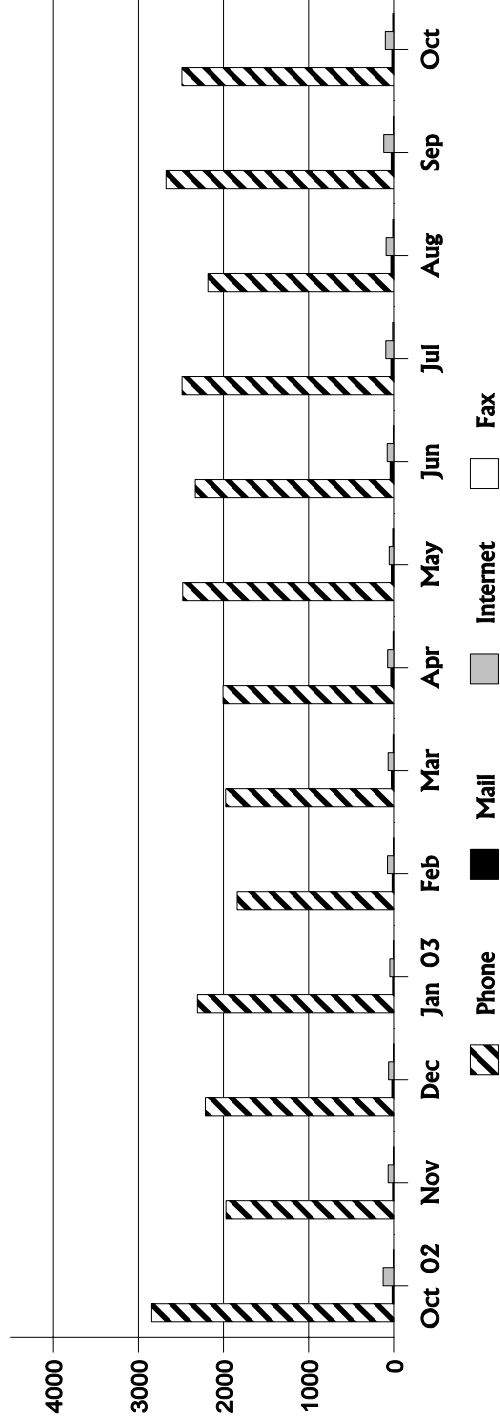


	Oct 02	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	1,834	1,429	1,486	1,690	1,365	1,535	1,591	1,644	1,820	2,066	1,876	1,678	1,772
Mail	376	257	237	326	262	323	313	231	261	297	240	254	251
Internet	430	367	286	308	318	416	374	392	395	491	496	553	550
Fax	228	200	196	202	153	225	174	169	188	201	176	160	162
Total	2,868	2,253	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735

How Information Requests Were Received

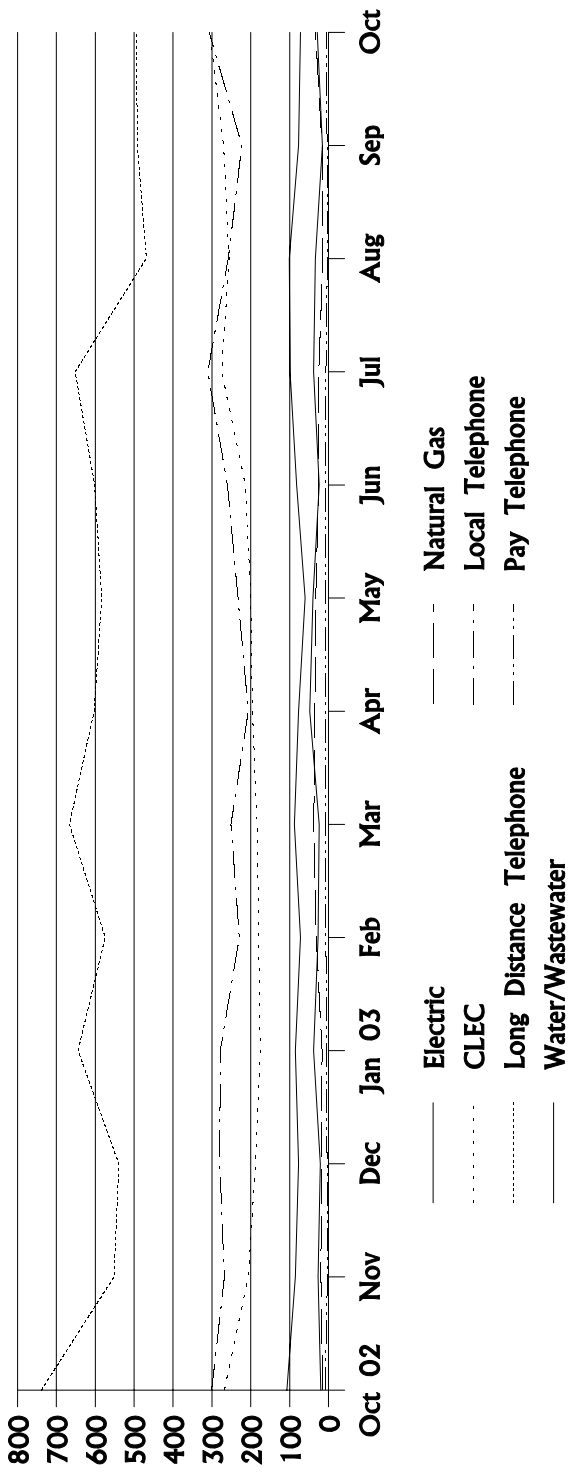
Phone, Mail, Internet and Fax

October 2002 - October 2003



	Oct 02	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	2,847	1,971	2,212	2,309	1,842	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488
Mail	19	14	23	13	19	26	35	29	44	33	33	30	23
Internet	128	68	62	47	76	67	73	55	78	96	92	120	102
Fax	6	4	3	6	3	8	8	11	5	14	11	5	12
Total	3,000	2,057	2,300	2,375	1,940	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625

Complaints Received by Industry October 2002 - October 2003



Industry	Oct 02	Nov	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Electric	107	85	77	85	72	88	77	60	82	99	101	77	72
Natural Gas	16	20	19	17	32	38	35	33	26	25	15	17	34
CLEC	268	207	188	176	180	184	196	200	214	275	256	270	306
Local Telephone	301	268	280	279	230	251	207	233	260	311	258	223	307
Long Dist. Phone	739	552	540	645	575	667	603	584	602	652	469	492	495
Payphone	2	3	4	6	7	7	7	7	7	7	3	4	6
Water/Wastewater	19	27	21	38	27	24	48	40	24	38	34	16	29
Totals*	1,454	1,162	1,129	1,246	1,123	1,259	1,173	1,157	1,215	1,407	1,136	1,099	1,249

*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 - October 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	12	8	20	237	26	0	26	271
FLORIDA POWER & LIGHT COMPANY	14	28	42	403	67	0	67	468
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	5
GULF POWER COMPANY	1	0	1	11	2	0	2	12
TAMPA ELECTRIC COMPANY	4	5	9	145	15	1	16	165
TOTAL	31	41	72	801	110	1	111	921

**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

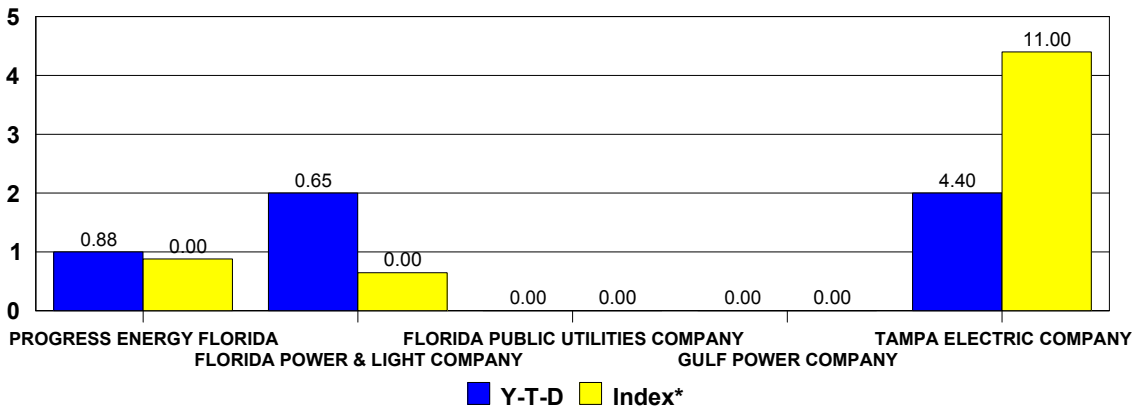
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	October 2003
		Infractions	Per 1,000	Apparent Infractions	Apparent Infractions
		Y-T-D	Customers***	Index*	Index*
PROGRESS ENERGY FLORIDA	1,475,783	1	0.0007	0.88	0.00
FLORIDA POWER & LIGHT COMPANY	4,019,805	2	0.0005	0.65	0.00
FLORIDA 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	2	0.0034	4.40	11.00
TOTAL	6,493,671	5	0.0008		

*Please see Definitions.

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

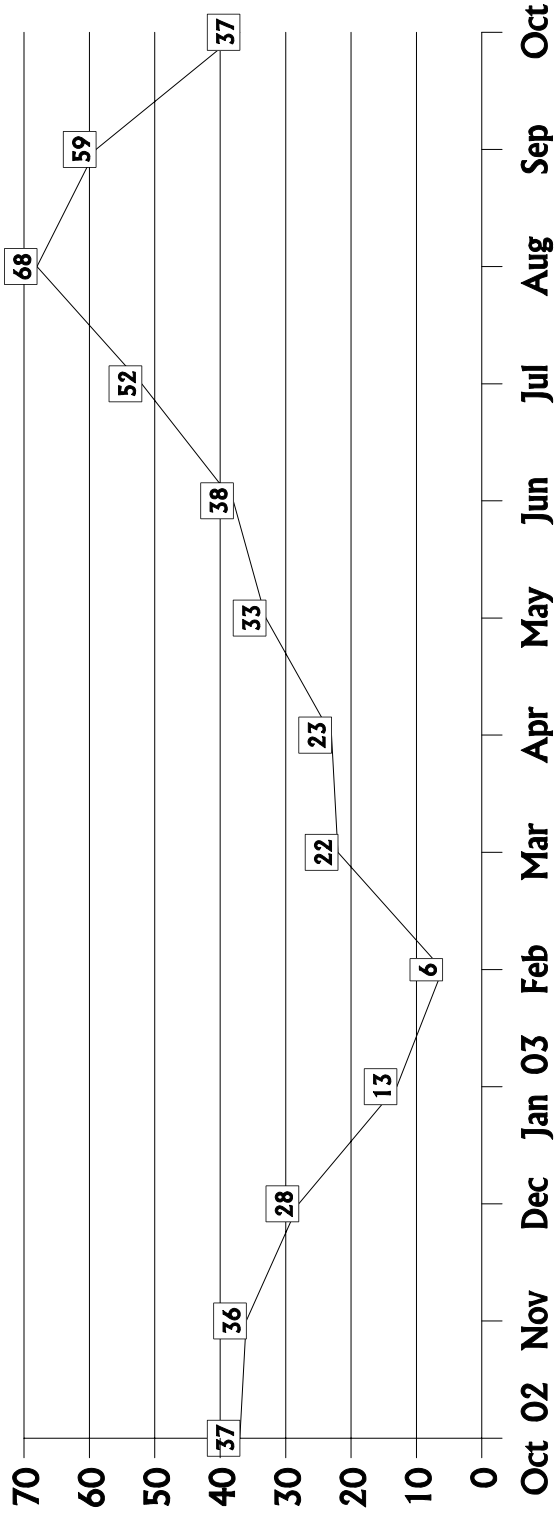
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Companies Number of Customers / Apparent Infraction Indices October 2003



Electric Outage Related Complaints Filed

October 2002 - October 2003



Natural Gas Companies Complaint Activity October 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)	2	0	2	8	2	0	2	13
CITY GAS COMPANY OF FLORIDA	9	6	15	125	15	0	15	127
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	27	1	0	1	30
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	12	5	17	105	10	0	10	109
TOTAL**	23	11	34	265	28	0	28	279

*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*	October 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	0.00
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	0.00
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.

Local Telephone Companies Complaint Activity October 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.	0	1	1	43	2	0	2	51
BELLSOUTH	81	115	196	1,611	154	8	162	1,793
FRONTIER	0	0	0	1	0	0	0	2
GTC, INC. D/B/A GT COM	0	5	5	29	3	2	5	29
VERIZON FLORIDA, INC.	25	17	42	285	23	1	24	306
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	1	0	1	1	0	0	0	0
QUINCY/TDS	0	0	0	2	0	0	0	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	39	23	62	574	69	5	74	675
TOTAL**	146	161	307	2,548	251	16	267	2,861

*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

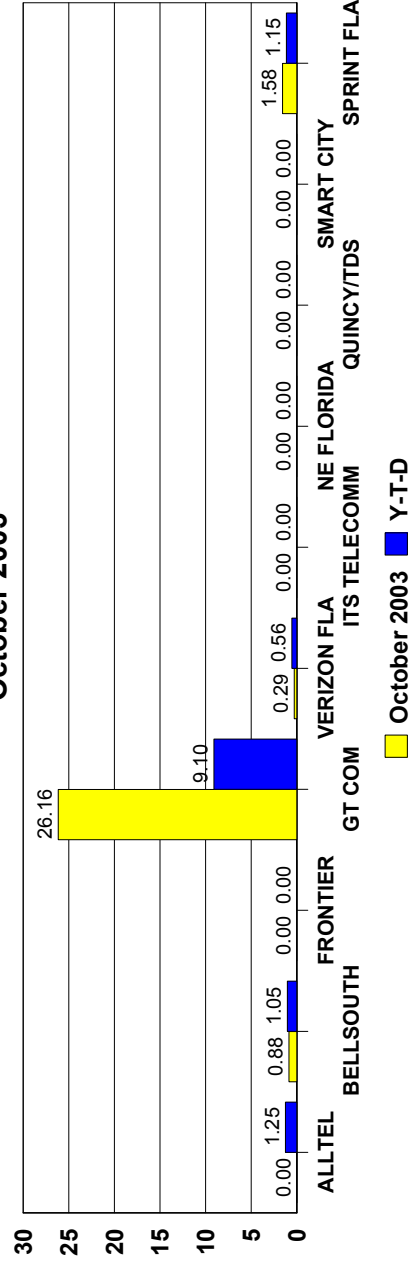
Utility Name	Number of Access lines**	Apparent Infractions		Y-T-D Apparent Infractions Index*	October 2003 Apparent Infractions Index*
		Y-T-D	Per 1,000 Access lines***		
ALLTEL	94,744	1	0.0106	1.25	0.00
BELLSOUTH	6,230,282	55	0.0088	1.05	0.88
FRONTIER	4,660	0	0.0000	0.00	0.00
GT COM (Florida, Gulf & St. Joseph)	52,221	4	0.0766	9.10	26.16
VERIZON FLORIDA, INC.	2,335,821	11	0.0047	0.56	0.29
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00	0.00
NE FLORIDA	10,285	0	0.0000	0.00	0.00
QUINCY/TDS	14,351	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Visa United)	15,689	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,166,692	21	0.0097	1.15	1.58
TOTAL	10,928,648	92	0.0084		

* Please see Definitions.

**Source - FSC 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 October 2003



Competitive Local Telephone Companies Complaint Activity - October 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	3	0	3
ACTEL WIRELESS, INC.	2	0	2	1	1	2
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	4	5	5	1	6
AMERICAN DIAL TONE	2	0	2	1	0	1
AMERICAN FIBER NETWORK, INC.	0	1	1	1	0	1
ANEW BROADBAND, INC.	5	1	6	1	1	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	2	2	4	2	0	2
BTI	0	3	3	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	8	1	9	6	0	6
CITYWIDE-TEL	1	1	2	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	7	1	8	6	1	7
COVAD COMMUNICATIONS COMPANY	1	0	1	0	0	0
DELAND ACTEL, INC.	3	1	4	1	0	1
DELTA PHONES, INC.	3	0	3	0	0	0
DOUBLE LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	1	0	1	1	0	1
DSL TELECOM, INC.	1	0	1	0	0	0
DSL I	2	1	3	2	0	2
EAGLE TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
EASY TELEPHONE SERVICES COMPANY	0	0	0	2	0	2
EPICUS, INC.	4	1	5	4	0	4
EXCEL TELECOMMUNICATIONS, INC.	4	5	9	4	4	8
EXPRESS PHONE SERVICE	1	1	2	3	0	3
EZ TALK COMMUNICATIONS, L.L.C.	2	0	2	0	0	0
FDN COMMUNICATIONS	8	7	15	15	0	15
FLATEL, INC.	11	0	11	5	0	5
FLORIDA PHONE SERVICE, INC.	3	0	3	2	1	3
FLORIDA TELEPHONE SERVICES, LLC	2	2	4	5	0	5
GRAPEVINE	2	2	4	2	1	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions	Total
IDS TELCOM LLC	8	2	10	6	1	7
IDT	1	0	1	2	1	3
INSTATONE	3	0	3	2	3	5
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	1	0	1
KMC TELECOM III LLC	1	0	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	2	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	2	3	6	1	7
MCI WORLDCOM NETWORK SERVICES, INC.	1	2	3	1	0	1
METRO TELECONNECT COMPANIES, INC.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	0	0	0	2	1	3
NEWPHONE	1	2	3	2	0	2
NUVOX COMMUNICATIONS, INC.	0	0	0	1	0	1
PAN AMERICAN TELECOM, INCORPORATED	0	0	0	0	2	2
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
QUALITY TELEPHONE INC.	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	1	1	2	0	2
SBC TELECOM, INC.	0	1	1	0	0	0
SECOND CHANCE PHONE	2	0	2	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	5	1	6	5	0	5
STS	2	0	2	1	0	1
SUN-TEL USA, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	73	65	138	100	54	154
SYNERGY NETWORKS, INC.	0	1	1	0	0	0
TALK AMERICA INC.	0	0	0	0	1	1
TCG	0	1	1	1	1	2
TEL COM PLUS	1	0	1	0	0	0
TELECONEX	1	0	1	1	0	1
UTILITIES COMMISSION, NEW SMYRNA BEACH	1	0	1	1	0	1
VARTEC TELECOM, INC.	4	2	6	8	1	9
WINSTAR COMMUNICATIONS, LLC	1	0	1	0	0	0
WINSTAR WIRELESS OF FLORIDA, INC.	0	1	1	0	0	0
XO FLORIDA, INC.	2	1	3	2	1	3
XSPEDIUS COMMUNICATIONS	0	1	1	1	0	1
TOTALS**	189	117	306	220	81	301

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

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

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	1	4
AT&T	0	1
IDS Telcom LLC	0	4
ISN Communications, Inc.	0	3
MCI WorldCom	2	16
Pan American Telecom, Inc.	1	5
Sprint-Florida, Inc.	3	6
Supra Telecommunications & Information Systems, Inc.	2	33
Talk America Inc.	1	3
Z-Tel Communications, Inc.	0	3
All Other Local Companies	2	39
Totals	12	117

Cramming Statistics*

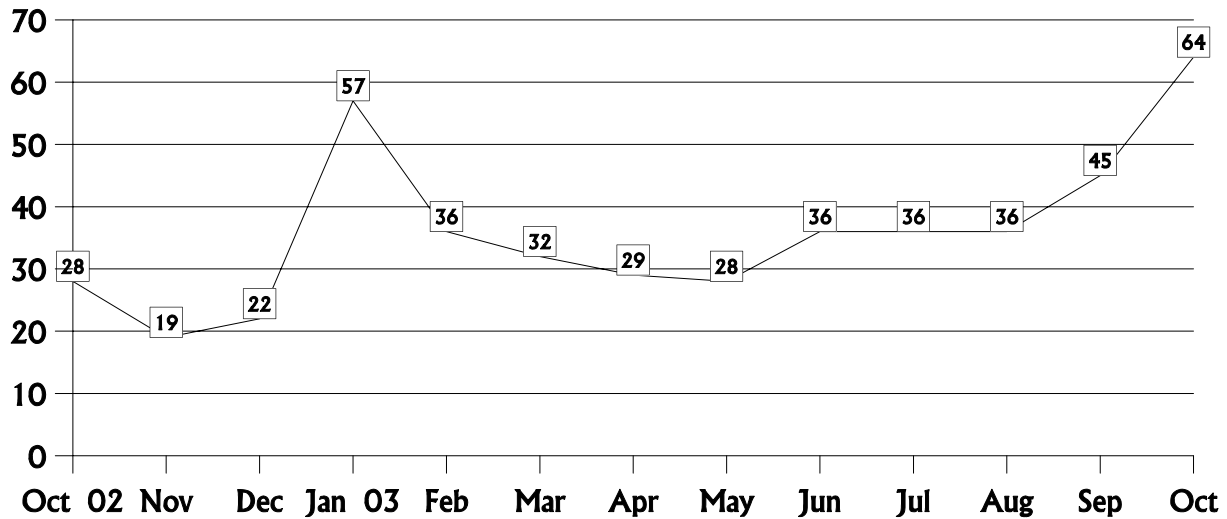
October 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
43	64	\$ 3,401.86

**Please see Definitions*

Cases Resolved as Cramming

October 2002 - October 2003



Long Distance Telephone Companies Complaint Activity - October 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	0	3	3	2	2	4
ACC LONG DISTANCE	1	0	1	0	0	0
ACCERIS COMMUNICATIONS SOLUTIONS	1	1	2	6	0	6
ACCXX COMMUNICATIONS, LLC	2	0	2	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	1	1	2
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	0	0
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	0	2	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	1	1	1	0	1
AMERICA'S DIGITAL SATELITE TELEPHONE, INC. D/B/A ADST, INC	0	0	0	0	1	1
AMERICAN PHONE SERVICES CORP.	1	0	1	0	1	1
ANEW BROADBAND, INC.	2	0	2	2	0	2
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	0	1	1
ATLAS COMMUNICATIONS, LTD.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	71	75	146	156	22	178
BELLSOUTH LONG DISTANCE, INC.	4	6	10	6	1	7
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	1	1	0	0	0
BILLING CONCEPTS OF FLORIDA, INC. D/B/A USBI, D/B/A ZPDI,	0	0	0	1	0	1
BROADWING COMMUNICATIONS, LLC	0	0	0	0	1	1
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	0	1
BTI	1	0	1	0	0	0
BUEHNER-FRY, INC. D/B/A RESORT OPERATOR SERVICES	0	0	0	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	0	1	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	0	0	0	0	1	1
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	1	0	1	2	0	2
COMMUNICATIONS BILLING, INC.	0	0	0	1	0	1
COMTECH 21, LLC	0	0	0	0	1	1
CORRECTIONAL BILLING SERVICES	0	3	3	3	0	3

Utility Name	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
COVISTA, INC.	0	0	0	0	1	1
DIRECT ONE, LLC	0	0	0	1	0	1
EASTON TELECOM SERVICES, L.L.C.	0	0	0	1	0	1
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED COMMUNICATIONS GROUP, L.L.C. D/B/A ECG	0	0	0	1	0	1
EPICUS, INC.	1	0	1	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	4	0	4	1	4	5
FDN COMMUNICATIONS	2	1	3	1	0	1
FOXTEL, INC.	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	3	0	3
GLOBCOM, INC.	3	0	3	0	0	0
GRAPEVINE	1	2	3	1	0	1
GTC TELECOM, INC.	1	0	1	1	0	1
HBS BILLING SERVICES COMPANY	0	7	7	9	0	9
HORIZON TELECOM, INC.	0	0	0	1	0	1
I VANTAGE NETWORK SOLUTIONS	1	0	1	1	1	2
IDS TELCOM LLC	1	1	2	0	0	0
IDT AMERICA CORP. D/B/A DSA TELECOM	9	5	14	14	0	14
IE COM	1	0	1	0	0	0
ILD	0	2	2	8	0	8
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	3	3	5	0	5
IN TOUCH MARKETING, INC.	1	0	1	1	0	1
INTEGRETEL, INC.	0	12	12	17	0	17
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	1	0	1
INTERNATIONAL TELNET, INC.	0	0	0	0	1	1
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMM.	0	0	0	1	0	1
LCR TELECOMMUNICATIONS L.L.C.	0	0	0	0	1	1
LD EXCHANGE.COM, INC.	0	0	0	0	1	1
LDDS WORLDCOM (WORLDCOM, INC. D/B/A)	0	0	0	1	0	1
LEAST COST ROUTING, INC.	0	0	0	0	2	2
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	1	1	2
LIFELINE COMMUNICATIONS	0	1	1	1	0	1
MAP MASTERS, INC.	0	0	0	1	0	1
MATRIX TELECOM	2	0	2	0	2	2
MCG, LLC	0	0	0	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	2	4	2	3	5
MCI WORLDCOM NETWORK SERVICES, INC.	28	26	54	55	16	71
MIKO TELEPHONE COMMUNICATIONS, INC.	4	1	5	1	16	17
NATIONAL ACCOUNTS, INC.	0	0	0	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	0	1	1
NEW CENTURY TELECOM, INC.	12	0	12	0	0	0
OCMC, INC. D/B/A ONE CALL COMMUNICATIONS, INC.	0	0	0	1	0	1
OLS, INC.	0	1	1	1	1	2
OPERATOR ASSISTANCE NETWORK	0	21	21	29	0	29
OPEX COMMUNICATIONS, INC.	1	1	2	1	0	1
OPTICAL TELEPHONE CORPORATION	1	0	1	0	5	5
PAETEC COMMUNICATIONS, INC.	0	1	1	1	0	1
PREMIER TELECOM, INC.	5	0	5	0	4	4
PRIMUS TELECOMMUNICATIONS, INC.	2	3	5	4	4	8
PT-1 COMMUNICATIONS	0	0	0	0	1	1

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
QWEST COMMUNICATIONS CORPORATION	7	5	12	11	0	11
RSL COM U.S.A., INC. D/B/A WESTINGHOUSE COMMUNICATIONS	0	0	0	1	0	1
SPRINT	39	29	68	47	24	71
STAR TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
STARTEC GLOBAL LICENSING COMPANY	0	1	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1	3	4
T-NETIX INTERNET SERVICES, INC.	1	0	1	0	0	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	1	2	0	0	0
TALK AMERICA INC.	1	1	2	2	0	2
TCG	2	4	6	4	2	6
TELECOMAZ CORP.	1	1	2	0	0	0
TELECOM*USA OR TELECONNECT	1	5	6	6	0	6
TELECORE COMMUNICATIONS, CORP.	1	0	1	0	0	0
TELECUBA, INC.	1	2	3	2	1	3
TELEGLOBE USA LLC	0	0	0	0	1	1
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	0	1	1
TELEUNO, INC.	2	0	2	0	0	0
TELQUEST COMMUNICATIONS, CORP.	1	0	1	0	0	0
TELSTAR INTERNATIONAL, INC.	1	0	1	0	0	0
TRICOM USA, INC.	1	0	1	0	0	0
UKI COMMUNICATIONS, INC.	3	1	4	1	4	5
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
UNIVERSAL PHONE CORPORATION	0	0	0	0	1	1
U.S. TELECOM LONG DISTANCE, INC.	0	1	1	1	1	2
VARTEC TELECOM, INC.	5	5	10	11	3	14
VERIZON SELECT SERVICES INC.	1	7	8	3	8	11
VOIP ENTERPRISES INC.	2	0	2	1	0	1
WILTEL COMMUNICATION, LLC	0	0	0	2	3	5
WINSTAR COMMUNICATIONS, LLC	0	1	1	1	0	1
WORKING ASSETS LONG DISTANCE	1	0	1	0	0	0
WORLDXCHANGE COMMUNICATIONS, INC.	0	1	1	0	0	0
XO FLORIDA, INC.	1	0	1	1	0	1
XTENSION SERVICES INC.	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING, INC.	0	2	2	2	0	2
ZONE TELECOM, INC.	1	0	1	0	1	1
TOTALS**	247	248	495	456	156	612

*Please see Definitions.

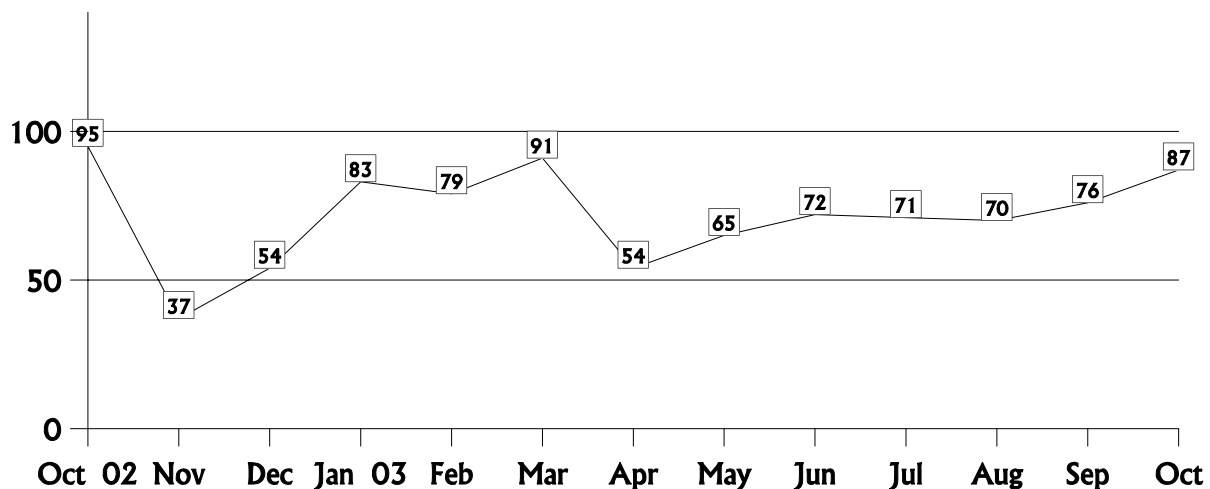
**Does not include non-regulated or non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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

Company	Month	Year-To-Date
America’s Digital Satelite Telephone, Inc.	0	10
AT&T / ACC	9	45
Clear World Communications Corp.	1	22
Excel Telecommunications, Inc.	1	25
LCR Telecommunications. L.L.C.	1	13
MCI Worldcom	11	72
Miko Telephone Communications, Inc.	16	149
Onelink Communications, Inc.	0	16
Optical Telephone Corporation	5	37
Primus Telecommunications, Inc.	2	17
Sprint	19	127
Teleuno, Inc.	0	16
UKI Communications, Inc.	1	32
World Communications Satellite Systems, Inc.	0	23
Other Long Distance Companies	21	144
Totals	87	748

Cases Resolved as Slamming

October 2002 - October 2003



Pay Telephone Companies Complaint Activity - October 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	1	2	2	0	2
EVERCOM SYSTEMS, INC.	0	0	0	1	0	1
INLINE TELECOM, INC.	0	0	0	1	0	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	1	1	0	0	0
PHONEXPERT, INC.	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	1	1	0	0	0
TCG	0	2	2	1	0	1
TOTALS**	1	5	6	6	0	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 - October 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	1	2	3	4	0	4
BAYSIDE UTILITY SERVICES, INC.	0	0	0	0	1	1
BREEZE HILL UTILITY	1	0	1	0	0	0
BROADVIEW PARK WATER COMPANY	3	2	5	6	0	6
EAST PASCO UTILITIES, INC.	1	0	1	0	0	0
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	0	0	0	1	1	2
FLORALINO PROPERTIES, INC.	0	3	3	2	0	2
FLORIDA WATER SERVICES CORPORATION	4	1	5	3	0	3
FOREST HILLS UTILITIES, INC.	0	0	0	1	0	1
HOLIDAY UTILITY COMPANY, INC.	1	0	1	0	0	0
HUDSON UTILITIES, INC.	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	0	1	1
LAKE UTILITY SERVICES, INC.	1	0	1	1	0	1
LINDRICK SERVICE CORPORATION	0	1	1	3	1	4
LITTLE GASPARILLA WATER UTILITY, INC.	1	0	1	0	0	0
MARION UTILITIES, INC.	0	1	1	0	1	1
NORTH FORT MYERS UTILITY, INC.	0	1	1	1	0	1
PASCO UTILITIES, INC.	1	0	1	1	0	1
PLANTATION BAY UTILITY CO.	1	0	1	0	0	0
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
TERRA MAR VILLAGE UTILITIES, INC.	0	0	0	1	0	1
UTILITIES, INC. OF FLORIDA	0	2	2	1	1	2
WEDGEFIELD UTILITIES, INC.	0	0	0	0	1	1
TOTALS**	16	13	29	27	7	34

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