



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT OCTOBER 2004

Data Compiled on 11/10/2004

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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 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](mailto: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

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## 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

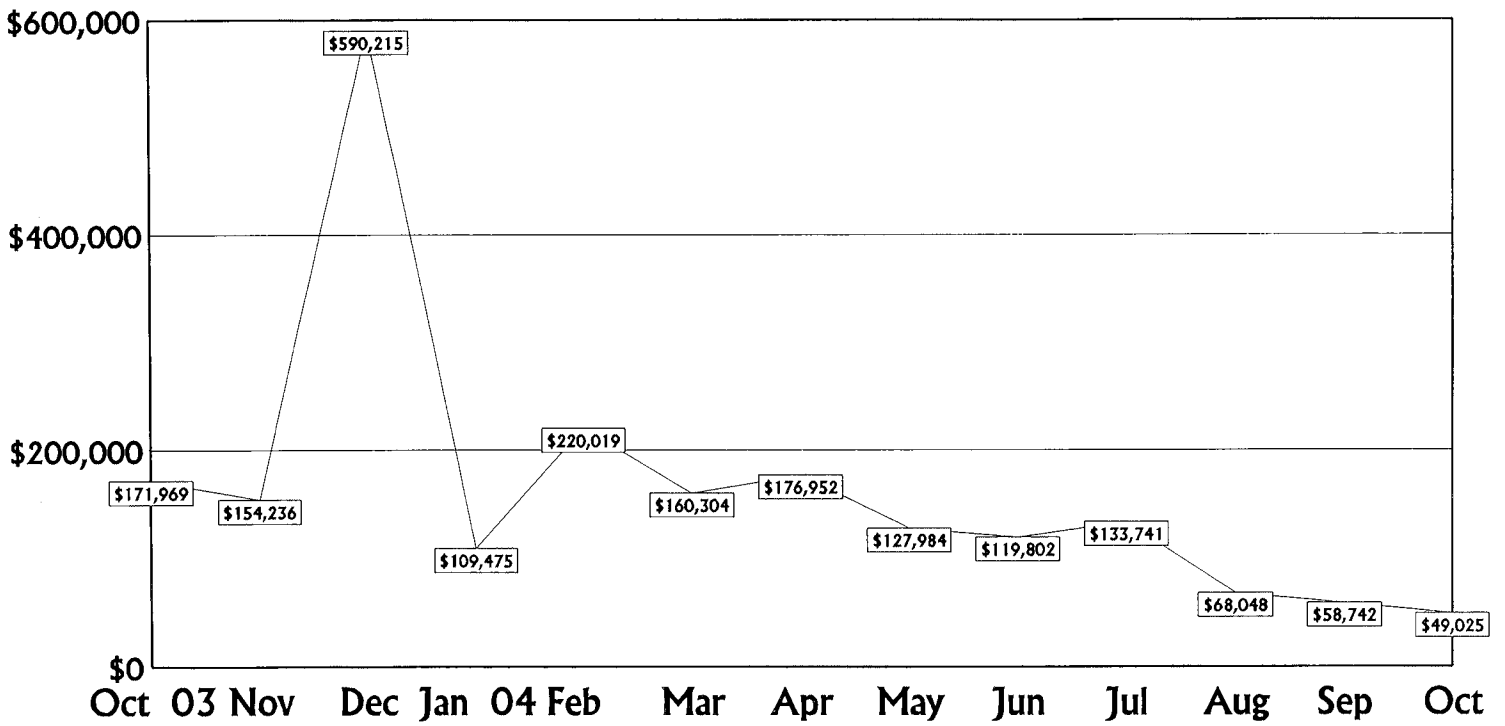
There were 2,785 complaints logged against the utility companies for the month of October 2004. If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also 2,494 information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of October 31, 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 1,635 calls transferred and logged into CATS during October 2004.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$49,025 for the month.

# Consumer Refunds

October 2003 - October 2004



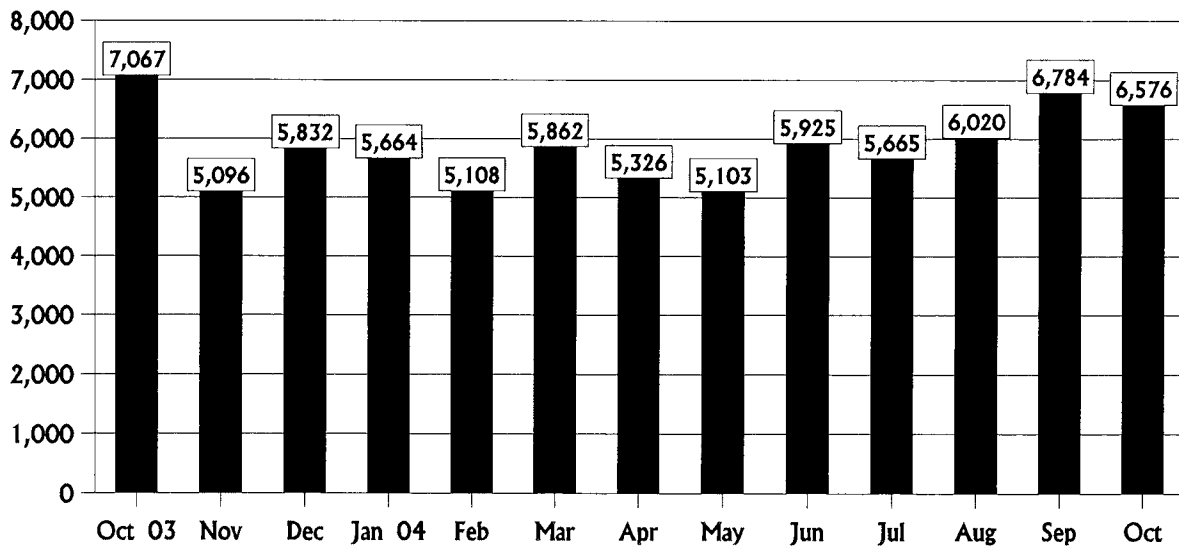
## Consumer Activity Overview - October 2004

<b>Complaints Received &amp; Entered into CATS</b>		<b>2,785</b>
Electric	123	
Gas	22	
Competitive Local Exchange Telephone	217	
Local Exchange Telephone	179	
Long Distance Telephone	314	
Pay Telephone	4	
Shared Tenant	0	
Water & Wastewater	28	
Non-certificated Company Complaints Logged	17	
Electric	0	
Gas	0	
Telecommunications	1	
Water / Wastewater	0	
Industry Unknown	16	
Telephone Transfer-Connects (Calls Transferred to Utilities)		1,635
Electric	846	
Gas	0	
Telecommunications	789	
Water / Wastewater	0	
E-Transfers (E-mails sent to Utilities from the PSC Web site)		131
Electric	55	
Gas	1	
Telecommunications	75	
Water / Wastewater	0	
Cases Received / Closed Under 3 Day Rule		115
Electric	77	
Gas	0	
Telecommunications	38	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>2,494</u></b>
<b>Total New Cases Received &amp; Entered into CATS</b>		<b>5,279</b>
Telephone Calls Not Filed As Cases (Call backs on Active/Inactive Cases)		406
Telephone Calls Not Entered into CATS		<u>891</u>
<b>Total Consumer Contacts Handled</b>		<b>6,576</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	2,086	1,911	3,997
Mail	159	130	289
Internet	422	415	837
Fax	118	38	156
<b>Totals</b>	<b>2,785</b>	<b>2,494</b>	<b>5,279</b>

<b>Consumer Savings</b>	
Electric	\$ 5,018.14
Gas	124.76
Competitive Local Exchange Telephone	9,970.99
Local Exchange Telephone	11,181.51
Long Distance Telephone	21,001.16
Pay Telephone	2.00
Water & Wastewater	1,726.55
Non-regulated/Other Consumer Assistance	0.00
<b>Total</b>	<b>\$49,025.11</b>

Public Service Commission  
Total Consumer Contacts  
October 2003 - October 2004



## Complaints by Industry October 2004

	Complaints Logged	% of Total Complaints*
Electric	123	4%
Natural Gas	22	1%
Competitive Local Exchange Telephone	217	8%
Local Exchange Telephone	179	6%
Long Distance Telephone	314	11%
Pay Telephone	4	0%
Shared Tenant	0	0%
Water & Wastewater	28	1%
Non-certificated Company Complaints Logged**	17	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	1,635	59%
E-Transfers	131	5%
Cases Received & Closed by 3 Day Rule	115	4%
<b>Total</b>	<b>2,785</b>	<b>100%</b>

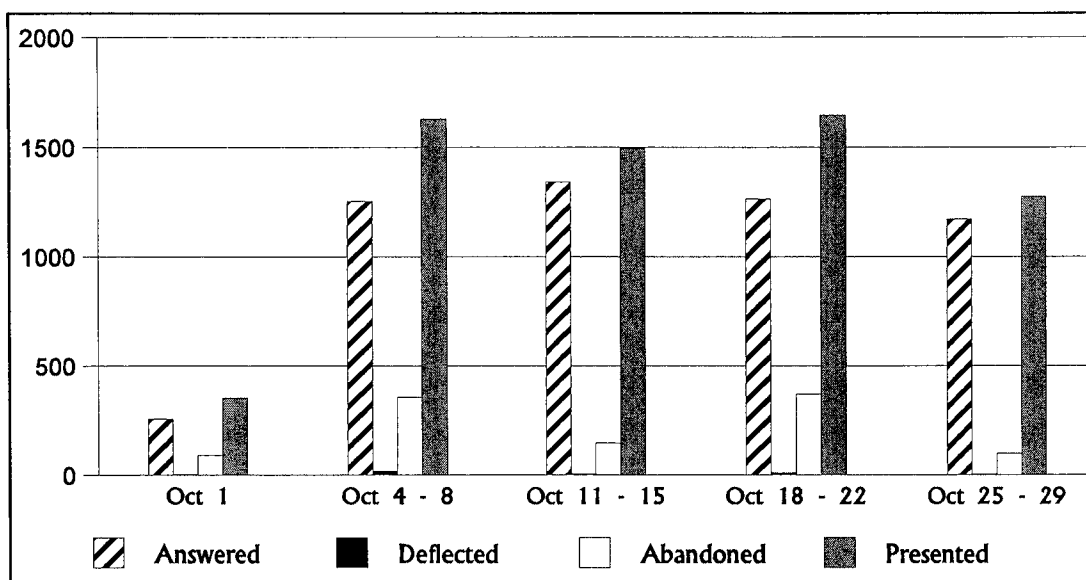
Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS) and Consumer Activity Tracking System (CATS). Includes contacts from phone calls, letters, faxes and the Internet.

\* 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 October 2004



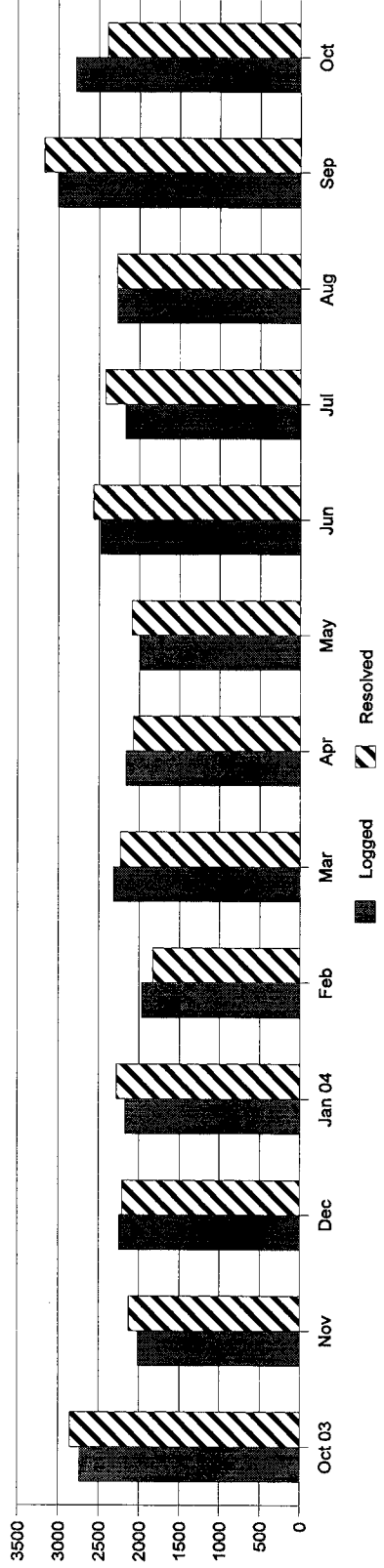
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in 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
October 1	258	73%	4	1%	92	26%	354
October 4 - 8	1,253	77%	19	1%	357	22%	1,629
October 11 - 15	1,341	90%	6	0%	148	10%	1,495
October 18 - 22	1,264	77%	11	1%	372	23%	1,647
October 25 - 29	1,171	92%	3	0%	99	8%	1,273
<b>Totals</b>	<b>5,287</b>	<b>83%</b>	<b>43</b>	<b>1%</b>	<b>1,068</b>	<b>17%</b>	<b>6,398</b>

Note: % Totals have been rounded.

Calls Answered During the Month (RCA)	5,287
Minus Calls Resulting in Cases (RCA)	(3,990)
Total Calls Not Filed As Cases (RCA)	1,297

## Total Complaints Logged/Resolved by Month\* October 2003 - October 2004



	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Logged	2,735	2,015	2,242	2,172	1,967	2,317	2,161	1,987	2,474	2,175	2,274	3,008	2,785
Resolved	2,855	2,127	2,210	2,279	1,832	2,233	2,073	2,095	2,566	2,416	2,273	3,179	2,391

\*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.

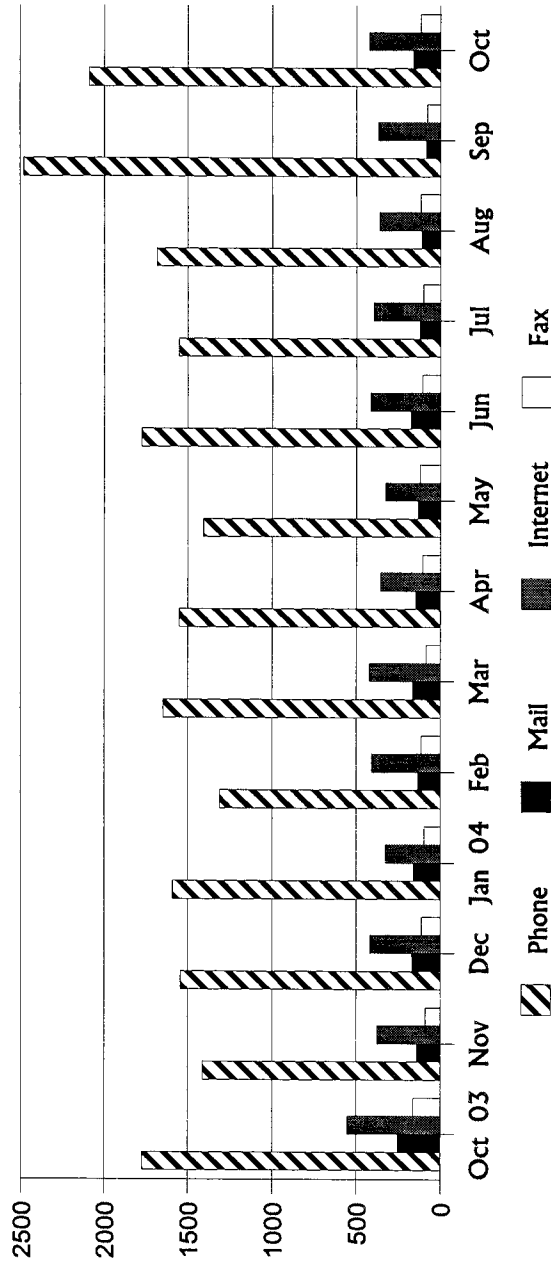
# Complaints Received by County

## October 2004



Note: County name not available for 131 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 2003 - October 2004

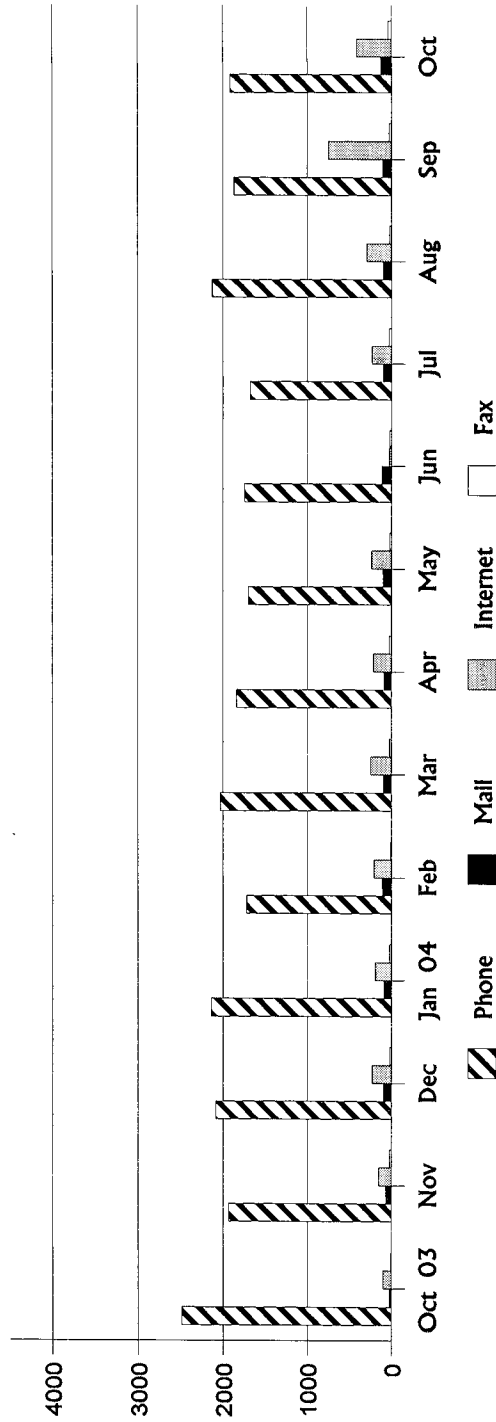


	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	1,772	1,412	1,544	1,589	1,311	1,646	1,551	1,405	1,774	1,553	1,684	2,476	2,086
Mail	251	139	170	160	135	166	148	134	176	123	111	85	159
Internet	550	375	417	326	407	420	356	327	416	396	361	370	422
Fax	162	89	111	97	114	85	106	121	108	103	118	77	118
<b>Total</b>	<b>2,735</b>	<b>2,015</b>	<b>2,242</b>	<b>2,172</b>	<b>1,967</b>	<b>2,317</b>	<b>2,161</b>	<b>1,987</b>	<b>2,474</b>	<b>2,175</b>	<b>2,274</b>	<b>3,008</b>	<b>2,785</b>

# How Information Requests Were Received

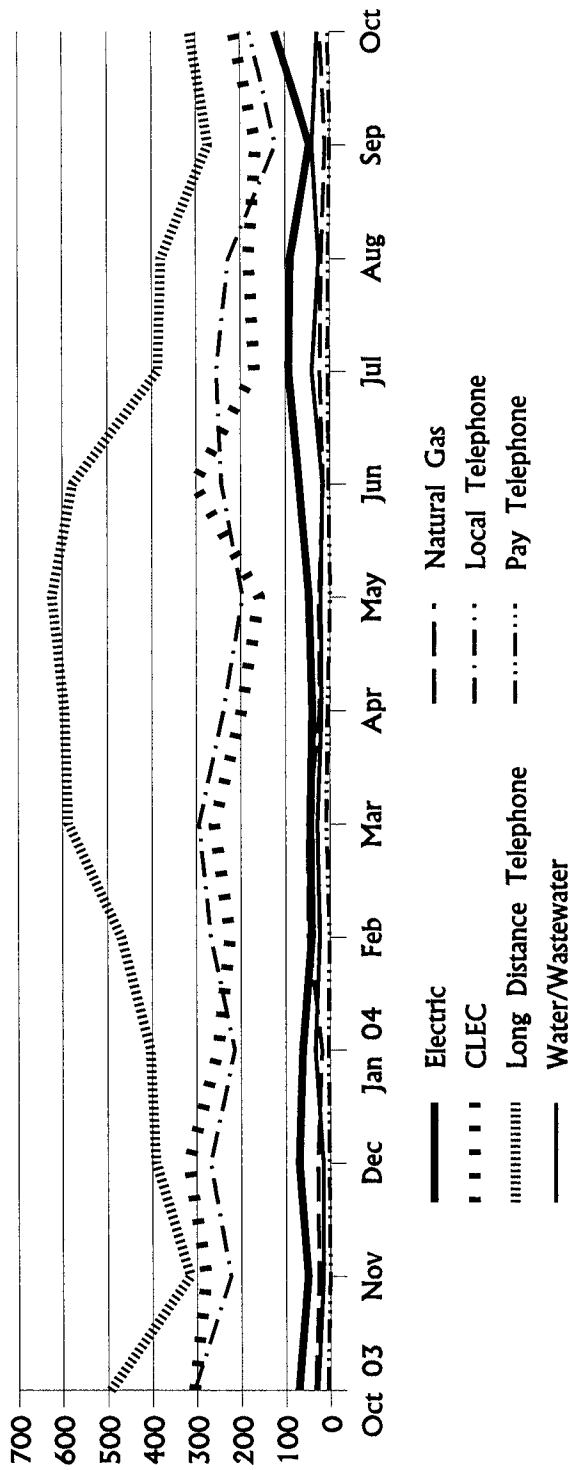
## Phone, Mail, Internet and Fax

### October 2003 - October 2004



	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	2,488	1,935	2,088	2,138	1,719	2,030	1,841	1,698	1,742	1,674	2,125	1,866	1,911
Mail	23	68	97	90	111	95	90	104	119	99	99	108	130
Internet	102	156	230	198	210	249	214	238	226	229	293	745	415
Fax	12	22	21	24	11	25	27	19	21	32	22	30	38
<b>Total</b>	<b>2,625</b>	<b>2,181</b>	<b>2,436</b>	<b>2,450</b>	<b>2,051</b>	<b>2,399</b>	<b>2,172</b>	<b>2,059</b>	<b>2,108</b>	<b>2,034</b>	<b>2,539</b>	<b>2,749</b>	<b>2,494</b>

# Complaints Logged by Industry October 2003 - October 2004



Industry	Oct	Nov	Dec	Jan 04	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Electric	72	51	70	62	42	45	41	48	69	93	89	46	123
Natural Gas	34	26	28	19	49	50	24	25	16	23	20	11	22
CLEC	306	279	318	252	225	260	199	158	304	169	182	166	217
Local Telephone	307	224	269	215	268	294	239	196	244	255	228	122	179
Long Dist. Phone	495	315	392	404	470	587	596	624	577	386	379	273	314
Payphone	6	1	2	4	2	9	6	0	3	5	4	0	4
Water/Wastewater	29	16	16	34	24	29	20	21	17	41	25	40	28
<b>Totals*</b>	<b>1,249</b>	<b>912</b>	<b>1,095</b>	<b>990</b>	<b>1,080</b>	<b>1,262</b>	<b>1,125</b>	<b>1,072</b>	<b>1,230</b>	<b>972</b>	<b>927</b>	<b>658</b>	<b>887</b>

\*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 - October 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	16	51	67	332	26	0	26	241
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	8	0	0	0	6
GULF POWER COMPANY	0	0	0	8	0	0	0	8
PROGRESS ENERGY FLORIDA, INC.	39	10	49	190	13	2	15	132
TAMPA ELECTRIC COMPANY	3	3	6	104	7	0	7	94
<b>TOTAL**</b>	<b>59</b>	<b>64</b>	<b>123</b>	<b>642</b>	<b>46</b>	<b>2</b>	<b>48</b>	<b>481</b>

*\*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

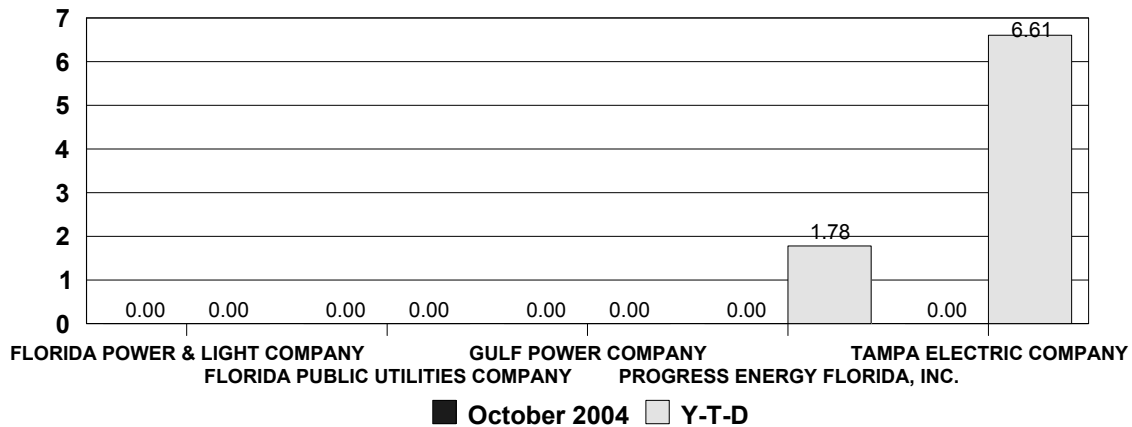
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	October 2004 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,092,796	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,242	0	0.0000	0.00	0.00
GULF POWER COMPANY	388,253	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,478,653	2	0.0014	1.78	0.00
TAMPA ELECTRIC COMPANY	597,932	3	0.0050	6.61	0.00
<b>TOTAL</b>	<b>6,583,876</b>	<b>5</b>	<b>0.0008</b>		

\*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.

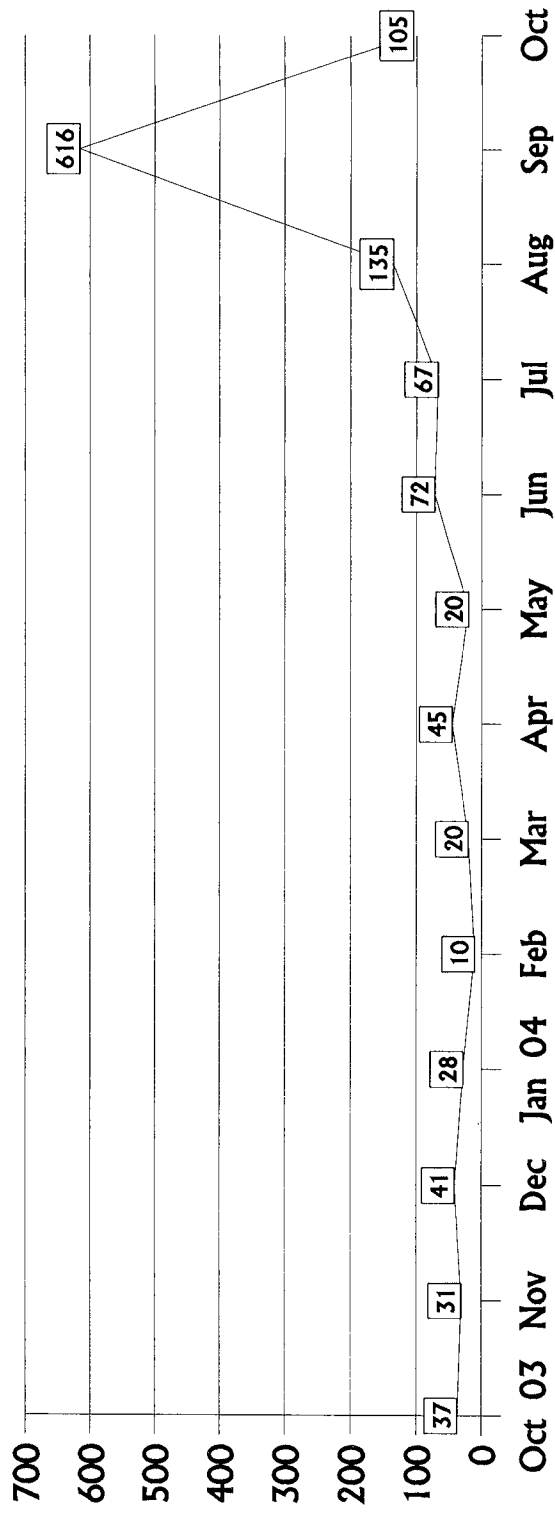
## Electric Companies Apparent Infraction Indices October 2004





# Electric Outage Related Complaints Logged

October 2003 - October 2004



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

## Natural Gas Companies Complaint Activity October 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)	1	0	1	5	0	0	0	4
CITY GAS COMPANY OF FLORIDA	5	7	12	111	2	1	3	96
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	27	1	0	1	24
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	2	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	5	1	6	114	2	1	3	106
<b>TOTAL**</b>	<b>12</b>	<b>10</b>	<b>22</b>	<b>259</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>231</b>

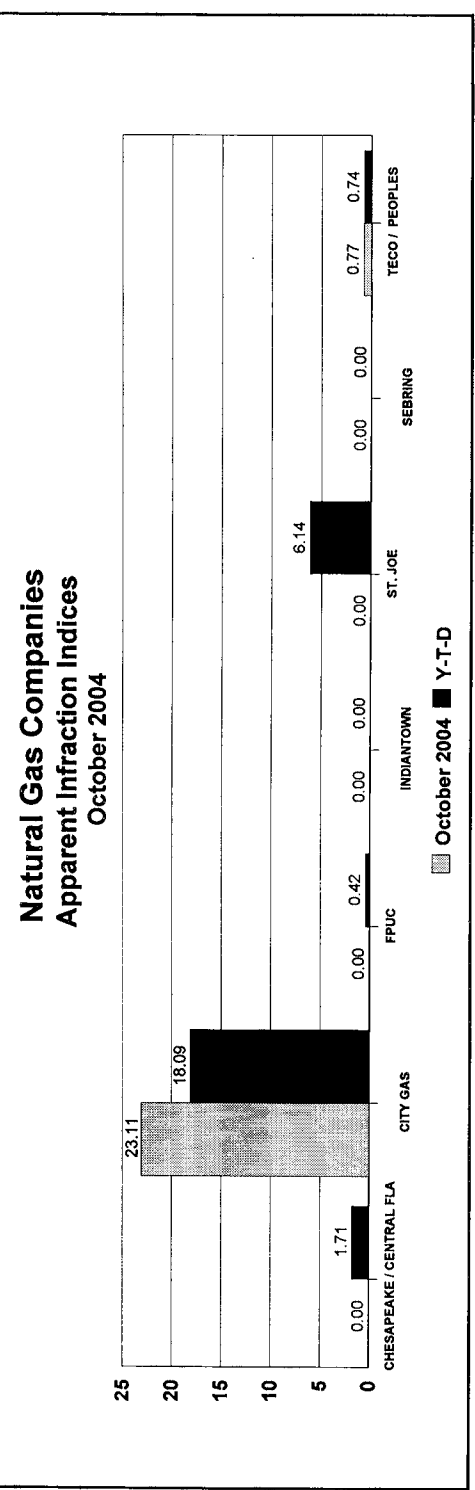
\*Please see Definitions.

\*\*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*	October 2004 Apparent Infractions Index*
UTILITY NAME					
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	11,741	1	0.085	1.71	0.00
CITY GAS COMPANY OF FLORIDA	98,171	9	0.092	18.09	23.11
FLORIDA PUBLIC UTILITIES COMPANY	47,875	1	0.021	0.42	0.00
INDIANTOWN	671	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,274	1	0.305	6.14	0.00
SEBRING	625	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/R/A PEOPLES GAS SYSTEM	299,924	11	0.037	0.74	0.77
<b>INDUSTRY TOTAL</b>	<b>462,281</b>	<b>23</b>	<b>0.050</b>		

\*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 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.



## Local Telephone Companies Complaint Activity October 2004

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	Y-T-D	Total	Y-T-D
ALLTEL FLORIDA, INC.	2	0	2	29	0	27
BELLSOUTH	47	72	119	1,428	64	1,283
FRONTIER	1	0	1	2	0	1
GTC, INC. D/B/A GT COM	0	0	0	23	4	23
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	20	9	29	475	14	440
VERIZON FLORIDA, INC.	15	13	28	278	14	243
<b>TOTAL**</b>	<b>85</b>	<b>94</b>	<b>179</b>	<b>2,239</b>	<b>96</b>	<b>2,021</b>

*\*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

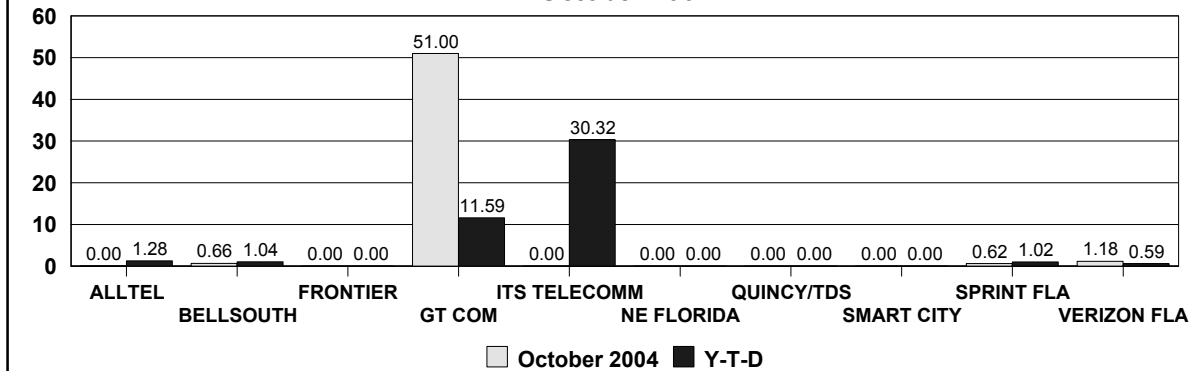
Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	October 2004 Apparent Infractions Index*
ALLTEL	94,294	1	0.0106	1.28	0.00
BELLSOUTH	6,051,936	52	0.0086	1.04	0.66
FRONTIER	4,576	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	52,081	5	0.0960	11.59	51.00
ITS TELECOMMUNICATIONS SYSTEMS	3,982	1	0.2511	30.32	0.00
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	18	0.0084	1.02	0.62
VERIZON FLORIDA, INC.	2,247,512	11	0.0049	0.59	1.18
<b>TOTAL</b>	<b>10,625,413</b>	<b>88</b>	<b>0.0083</b>		

\* 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 October 2004



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

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
AA TELECOM	0	0	0	2	0	2
AAA RECONNECT, INC.	1	0	1	1	0	0
ACCERIS COMMUNICATIONS CORP. OF FLORIDA	1	0	1	5	3	4
ACCESS COMMUNICATIONS, LLC.	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	1	2	5	0	3
ACN COMMUNICATION SERVICES, INC.	1	1	2	7	1	5
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.	1	2	3	36	3	31
ALTI COMM, INC.	1	0	1	1	0	0
AMERICAN FIBER NETWORK, INC.	0	0	0	2	0	2
AMERICAN PHONE SERVICES CORP.	0	0	0	2	0	2
ANEW BROADBAND, INC.	1	0	1	16	4	15
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	10	8	18	154	15	126
ATS	0	0	0	1	0	1
AUGLINK COMMUNICATIONS, INC.	1	0	1	5	0	4
BELLSOUTH TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC	2	0	2	3	0	0
BUDGET PHONE, INC.	1	0	1	5	0	4
BULLSEYE TELECOM, INC.	0	0	0	3	1	3
BUSINESS TELECOM, INC. D/B/A BTI	0	2	2	9	1	7
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
CARILINK INTERNATIONAL, INC.	0	0	0	2	0	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	5	0	5	22	0	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	2	1	3	40	4	34
COVISTA, INC.	0	0	0	1	1	1
CURBSIDE COMMUNICATIONS	2	1	3	5	1	2

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	0	0	0	1	0	0
DELAND ACTEL, INC.	0	0	0	32	5	30
DPI-TELECONNECT, L.L.C.	1	0	1	6	1	5
DSL TELECOM, INC.	0	1	1	8	0	7
DSLJ	29	3	32	55	3	23
DSLNET COMMUNICATIONS, LLC	0	0	0	1	0	1
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EPICUS, INC. D/B/A EPICUS	0	0	0	18	2	18
ERNEST COMMUNICATIONS, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	0	3	53	3	49
EXPRESS PHONE SERVICE	1	1	2	7	0	5
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	3	0	3
FDN COMMUNICATIONS	5	3	8	113	6	104
FLATEL, INC.	0	1	1	24	0	23
FLORIDA COMM SOUTH	0	0	0	2	0	2
FLORIDA PHONE SERVICE, INC.	1	2	3	35	5	32
FLORIDA TELEPHONE SERVICES, LLC	3	2	5	52	8	48
FOCAL COMMUNICATIONS CORPORATION OF FLORIDA	0	0	0	1	0	1
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	5	1	5
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
IDS LONG DISTANCE, INC.	0	0	0	1	0	1
IDS TELCOM LLC	5	2	7	80	4	73
IDT	2	5	7	95	10	83
ILD	0	0	0	1	0	1
INSTATONE	2	0	2	26	3	23
ISN COMMUNICATIONS	1	0	1	10	0	8
ITC*DELTACOM	3	2	5	51	0	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	2	0	2	7	0	4
KMC TELECOM V, INC.	0	0	0	1	0	0
KNOLOGY OF FLORIDA, INC.	2	0	2	8	0	6
KNOLOGY OF PANAMA CITY, INC.	0	1	1	1	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	1	1	11	1	10
LITESTREAM TECHNOLOGIES, LLC	0	0	0	4	0	4
M.T.G.	1	0	1	1	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	3	3	6	73	6	67
MCI WORLDCOM NETWORK SERVICES, INC.	0	0	0	15	1	15
METRO TELECONNECT COMPANIES, INC.	0	0	0	4	0	4
MOMENTUM TELECOM, INC.	0	0	0	1	0	0
MYATEL CORPORATION	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
NATIONAL TELECOM & BROADBAND SERVICES, LLC	0	0	0	1	0	1
NETWORK TELEPHONE CORPORATION	1	0	1	3	1	2
NEWPHONE	1	1	2	9	0	6
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	5	0	4
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	2	0	2
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	1	1
NUVOX COMMUNICATIONS, INC.	2	0	2	8	3	6
ORLANDO TELEPHONE COMPANY	0	1	1	4	0	3
PAETEC COMMUNICATIONS, INC.	0	0	0	5	2	5
PHONE-LINK, INC.	1	0	1	8	1	7
PHONES FOR ALL	0	0	0	1	0	1
PREMIER TELECOM, INC.	18	0	18	22	0	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
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS	0	0	0	11	2	10
SECOND CHANCE PHONE	3	1	4	12	0	8
SERVISENSE.COM, INC.	0	1	1	1	0	0
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	59	2	56
STS TELECOM, LLC	0	0	0	11	3	11
SUNTEL METRO, INC.	0	0	0	1	1	1
SUN-TEL USA, INC.	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	16	19	35	513	17	469
TALK AMERICA INC.	0	1	1	12	2	11
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	5	1	5
TCG	0	0	0	3	0	3
TDS TELECOM/QUINCY TELEPHONE	0	0	0	2	0	2
TELCOVE	0	0	0	2	0	2
TELCOVE OF FLORIDA, INC.	1	0	1	1	0	0
TELECONEX, INC. D/B/A TELECONEX	0	0	0	135	3	135
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	0	0	0	4	0	2
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	1	1	11	2	9
US TELECOM	0	0	0	2	0	0
USA TELECOM, INC.	0	0	0	1	0	1
LISTEL	0	0	0	2	0	2
UTILITIES COMMISSION, NEW SMYRNA BEACH D/B/A SPARKS COMM.	0	0	0	20	3	20
VARTEC TELECOM, INC.	2	1	3	26	0	23
VERIZON AVENUE	1	0	1	1	0	0
WINSTAR COMMUNICATIONS, LLC	0	0	0	4	1	3
XO COMMUNICATIONS SERVICES, INC.	1	2	3	24	2	20
XSPEDIUS COMMUNICATIONS	0	0	0	3	0	2
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	0	0	2	0	1
Z-TEL COMMUNICATIONS, INC.	2	2	4	18	2	14
TOTALS**	143	74	217	2,135	142	1,860

\*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\*

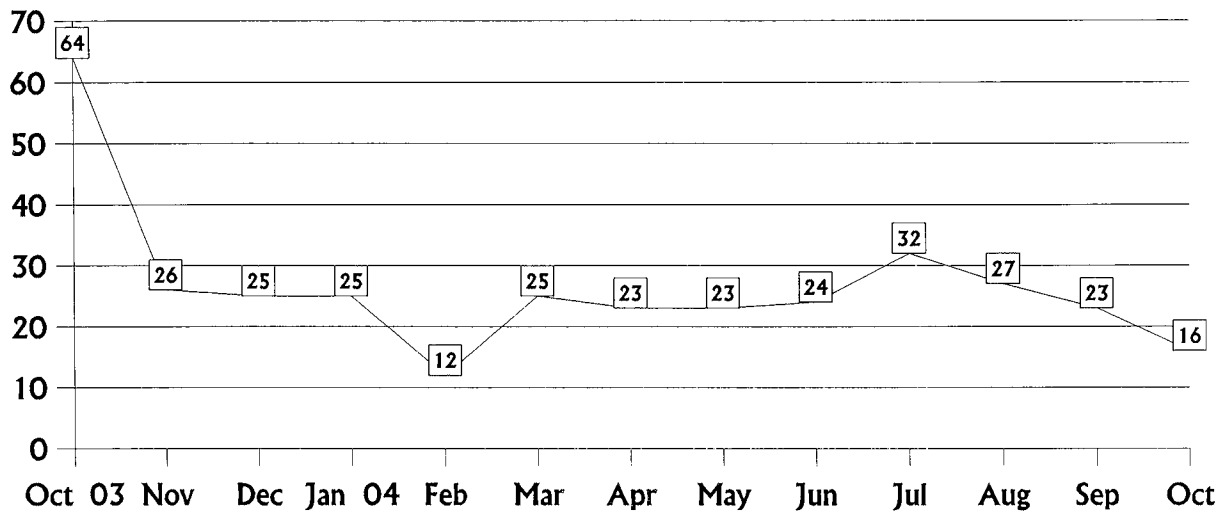
## October 2004

New Cases Logged	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
36	16	\$ 575.39

*\*Please see Definitions*

### Cases Resolved as Cramming

October 2003 - October 2004



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

Company	Month	Year-To-Date
AT&T	1	19
Bellsouth Telecommunications, Inc.	3	48
DSL I	24	25
Excel Telecommunications, Inc.	0	7
IDS Telecom LLC	0	6
IDT	0	10
MCI	1	17
Premier Telecom, Inc.	8	11
Sprint Communications Co. LTD Partnership	0	22
Sprint-Florida, Inc.	2	30
Supra Telecom. & Information Systems, Inc.	1	37
Verizon Florida Inc.	0	8
All Other Local Companies	8	77
<b>Totals</b>	<b>48</b>	<b>317</b>

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

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
1 800 3030 123 AMERICATEL COLLECT	1	2	3	33	2	30
ACC LONG DISTANCE	1	0	1	4	1	3
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	2	0	1
ACCXX COMMUNICATIONS, LLC	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	2	0	1
ADMA TELECOM, INC.	0	0	0	1	0	1
ADVANTAGE GROUP OF FLORIDA COMMUNICATIONS, L.L.C.	1	0	1	1	0	0
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	0	1
ANEW BROADBAND, INC.	0	0	0	2	0	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	34	54	88	2,140	53	2,017
BAK COMMUNICATIONS, LLC	0	0	0	1	0	1
BCN TELECOM, INC.	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	2	2	4	82	8	78
BROADBAND COMMUNICATIONS CORPORATION	0	0	0	1	0	1
BROADWING COMMUNICATIONS, LLC	0	0	0	8	1	5
BTI	0	0	0	3	0	2
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
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	0	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	0	0	0	13	0	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	1	0	1	8	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	2	2	26	2	25
COVISTA, INC.	0	0	0	1	0	1
CTC COMMUNICATIONS CORP.	0	0	0	1	0	1
CTG TELECOMMUNICATIONS, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
CUSTOM TELECONNECT, INC.	0	0	0	2	0	2
DIMENSIONS	0	0	0	5	0	5
DSL TELECOM, INC.	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 GROUP, L.L.C. D/B/A ECG	0	0	0	1	1	1
ENHANCED COMMUNICATIONS NETWORK, INC.	0	0	0	2	0	2
ENHANCED SERVICES BILLING, INC.	0	7	7	12	0	4
ENTRIX TELECOM, INC.	0	0	0	1	0	1
EPICUS, INC.	0	2	2	5	0	3
EUROCOM TELECOMMUNICATIONS, LLC	0	0	0	2	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	1	3	42	1	37
EXERGY GROUP, LLC	0	0	0	1	0	1
FIRST COMMUNICATIONS, LLC	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	3	0	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	13	1	12
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	2	1	2
GLOBAL TEL*LINK CORPORATION	0	0	0	11	2	11
GTC TELECOM CORP.	5	3	8	18	8	11
HARBOR COMMUNICATIONS, LLC	0	0	0	1	0	1
HBS BILLING SERVICES COMPANY	0	0	0	7	0	7
I VANTAGE NETWORK SOLUTIONS	1	0	1	3	0	2
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	0	0	0	4	0	4
IBGH COMMUNICATIONS, LLC	2	0	2	4	0	2
IDC TELECOMMUNICATIONS	0	0	0	1	0	1
IDS TELCOM LLC	0	0	0	8	0	8
IDT AMERICA CORP. D/B/A DSA TELECOM	3	3	6	92	8	85
ILD	1	4	5	33	1	28
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	3	3	39	1	36
IN TOUCH MARKETING, INC. D/B/A STAY IN TOUCH LONG DISTANCE	0	0	0	1	1	1
INCOMM	0	0	0	1	0	1
INCOMNET	0	0	0	1	0	1
INFOHIGHWAY	1	0	1	1	0	0
INSTATONE	0	1	1	2	0	0
INTEGRETEL, INC.	0	4	4	59	2	53
ISN COMMUNICATIONS	0	0	0	5	0	5
ITC*DELTACOM	0	1	1	7	0	6
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	1	1	3	0	2
LIFELINE COMMUNICATIONS	1	0	1	2	0	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	5	1	5
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
LONG DISTANCE BILLING SERVICES, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
LONG DISTANCE CONSOLIDATED BILLING CO.	0	0	0	1	1	1
MAIN STREET TELEPHONE COMPANY	0	0	0	4	0	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	2	2	10	0	8
MCI WORLDCOM NETWORK SERVICES, INC.	10	9	19	363	7	338
MIKO TELEPHONE COMMUNICATIONS, INC.	0	0	0	7	0	7
MULTIPHONE LATIN AMERICA, INC.	0	0	0	5	1	5
NAIC TELECOMMUNICATIONS	0	0	0	1	0	1
NAUTILUS TELECOMMUNICATIONS, INC.	1	0	1	1	0	0
NECC TELECOM, INC.	0	0	0	2	0	2
NET ONE INTERNATIONAL, INC.	0	0	0	1	0	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	0	0	4	0	2
NEW CENTURY TELECOM, INC.	2	0	2	58	4	55
NORVERGENCE, INC.	0	0	0	39	0	39
OCMC, INC. D/B/A ONE CALL COMMUNICATIONS, INC. D/B/A OPTIC	0	0	0	12	1	12
OLS, INC.	0	1	1	3	0	2
ONE CALL COMMUNICATIONS, INC.	0	0	0	5	0	5
ONELINK COMMUNICATIONS, INC.	0	0	0	1	0	1
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	18	18	83	10	67
OPERATOR SERVICE COMPANY	0	0	0	1	0	1
OPEX COMMUNICATIONS, INC.	1	0	1	4	0	3
OPTICAL TELEPHONE CORPORATION	6	0	6	15	1	6
ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOM.	0	0	0	6	1	5
PAETEC COMMUNICATIONS, INC.	0	0	0	1	1	1
POWERNET GLOBAL COMMUNICATIONS	0	1	1	4	0	3
PREMIER TELECOM, INC.	3	0	3	5	0	2
PRIMO COMMUNICATIONS INC	0	0	0	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	17	2	16
QWEST COMMUNICATIONS CORPORATION	3	2	5	73	4	65
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	3
SBC LONG DISTANCE	1	0	1	1	0	0
SBC TELECOM, INC.	0	0	0	1	1	1
SKYNET TELESYSTEMS	3	2	5	48	2	42
SOUTHERNNET SYSTEMS, INC.	0	0	0	1	0	1
SPRINT	39	8	47	595	26	534
STAR TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
STARTEC GLOBAL LICENSING COMPANY	1	0	1	6	0	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	5	0	4

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
T2TECINC	0	0	0	1	0	1
TALK AMERICA INC.	2	6	8	33	2	24
TCG	0	1	1	19	3	17
TELCO PARTNERS, INC.	0	0	0	1	0	1
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	0	3	3	65	0	62
TELECOMEZ CORP.	0	0	0	1	0	1
TELECUBA, INC.	0	0	0	4	0	4
TELEDIAS COMMUNICATIONS, INC.	0	0	0	4	2	4
TELEFYNE INCORPORATED	0	0	0	3	0	3
TELEGLOBE AMERICA INC.	0	0	0	4	1	4
TELENATIONAL COMMUNICATIONS, INC.	0	0	0	1	0	1
TELEUNO, INC.	0	0	0	2	0	2
TELLISS, LLC	0	0	0	5	1	5
TELQUEST COMMUNICATIONS, CORP.	0	0	0	1	0	1
TELSTAR INTERNATIONAL, INC.	0	0	0	10	0	7
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	0	1	1	15	1	14
T-NETIX, INC.	0	4	4	15	1	11
TOTAL CALL INTERNATIONAL, INC.	0	0	0	4	0	4
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	1	0	1
TOUCH-TEL USA, LLC	0	0	0	1	0	1
TOUCHTONE COMMUNICATIONS INC.	0	0	0	1	0	1
TRICOM USA, INC.	1	0	1	1	0	0
TTE	2	0	2	4	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	0	0	9	1	9
UKI COMMUNICATIONS, INC.	0	0	0	3	0	3
UNITED SYSTEM ACCESS TELECOM, INC.	0	0	0	2	0	2
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	1	0	0
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.	1	2	3	48	0	45
VERIZON LONG DISTANCE	2	4	6	35	1	29
VERIZON SELECT SERVICES INC.	1	0	1	8	0	5
VOIP COMMUNICATIONS	0	1	1	10	0	9
VOIP ENTERPRISES INC.	0	0	0	5	0	4
WILLTEL COMMUNICATION, LLC	0	0	0	2	0	2
WINSTAR COMMUNICATIONS, LLC	0	0	0	1	0	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	0	0	3	0	3
WORLDCOM NETWORK SERVICES, INC.	0	0	0	1	0	1
WORLDXCHANGE CORP. D/B/A ACCERIS COMMUNICATIONS PARTNERS	0	0	0	21	5	20
XO FLORIDA, INC.	0	0	0	1	0	1
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC D/B/A XSPEDIUS	0	0	0	2	1	2
YAK COMMUNICATIONS (AMERICA), INC.	0	0	0	1	0	1
ZERO PLUS DIALING	0	3	3	27	0	24
ZERO PLUS DIALING, INC.	1	14	15	30	0	15
ZONE TELECOM, INC.	1	0	1	4	0	3
Z-TEL COMMUNICATIONS, INC.	0	0	0	5	1	4
TOTALS**	139	175	314	4,607	178	4,203

\*Please see Definitions.

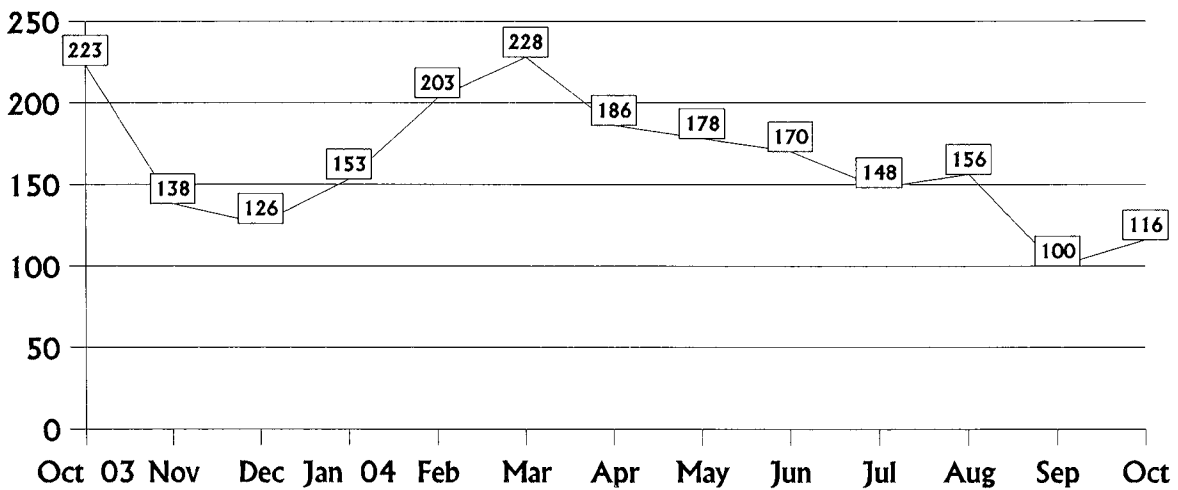
\*\*Does not include non-certificated complaints logged, complaints transferred via the telephone transfer-connect or e-transfer process, or complaints logged and resolved under the three-day rule.

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

Company	Month	Year-To-Date
1 800 3030 123 Americatel Collect	1	16
AT&T	28	600
Excel Telecommunications, Inc.	2	20
MCI Worldcom	6	115
New Century Telecom, Inc.	2	52
Qwest Communications Corporation	2	47
Skynet Telesystems	3	28
Sprint	45	494
Telecom*USA or Teleconnect	0	17
Other Long Distance Companies	27	249
<b>Totals</b>	<b>116</b>	<b>1,638</b>

## Cases Logged as Slammimg

October 2003 - October 2004



**Pay Telephone Companies  
Complaint Activity - October 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	0	1
INTERSTATE TELECOMMUNICATIONS, INC.	1	0	1	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	0	1
SOUTHEAST PAY TELEPHONE, INC.	0	0	0	1	0	1
SOUTHEAST PAYPHONES, INC.	1	0	1	3	0	2
SPRINT PAYPHONE SERVICES, INC.	0	0	0	2	0	2
TCG	1	0	1	3	0	2
TELELEASING ENTERPRISES, INC.	0	0	0	1	0	1
TELE COM, CORP.	0	0	0	1	0	1
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	1	1	2	0	1
<b>TOTALS**</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>37</b>	<b>1</b>	<b>33</b>

\*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 - October 2004**

Utility Name	Complaints Logged				Complaints Resolved	
	Service*	Billing*	Total	YTD	Total	YTD
ALAFAYA UTILITIES, INC.	0	0	0	1	0	0
ALOHA UTILITIES, INC.	1	0	1	23	0	21
AQUA UTILITIES FLORIDA, INC.	0	1	1	2	0	0
AQUASOURCE UTILITY, INC. D/B/A AQUA UTILITIES FLORIDA, INC.	0	0	0	5	3	5
ARREDONDO UTILITY COMPANY, INC. D/B/A AQUA UTILITIES FLORIDA	0	0	0	1	1	1
BAYSIDE UTILITY SERVICES, INC.	0	1	1	21	9	13
BEACHES SEWER SYSTEM	0	1	1	1	0	0
BRADEN RIVER UTILITIES, INC.	0	0	0	1	0	1
BREEZE HILL UTILITY	1	0	1	3	0	0
BROADVIEW PARK WATER COMPANY	1	1	2	10	0	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	1	1	2	0	1
COUNTRY CLUB OF SEBRING	0	0	0	1	0	1
CRESTRIDGE UTILITY CORPORATION	0	0	0	2	0	2
CRYSTAL RIVER UTILITIES, INC. D/B/A AQUA UTILITIES FLORIDA	0	0	0	2	2	2
CYPRESS LAKES UTILITIES, INC.	0	0	0	1	0	1
EAST MARION SANITARY SYSTEMS, INC.	0	0	0	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	0	4
FLORIDA WATER SERVICES CORPORATION	0	1	1	55	14	53
FOREST HILLS UTILITIES, INC.	0	0	0	3	1	3
HEATHER HILLS ESTATES	0	0	0	1	0	1
HIGHLANDS UTILITIES CORPORATION	0	0	0	1	0	1
HOLIDAY GARDENS UTILITIES, INC.	0	0	0	1	0	0
HUDSON UTILITIES, INC.	0	0	0	8	1	7
JASMINE LAKES UTILITIES CORPORATION D/B/A AQUA UTILITIES	0	0	0	1	1	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	6	0	6
KEMPLE WATER COMPANY	0	0	0	1	0	1
KINCAID HILLS WATER COMPANY	1	0	1	2	0	0
LABRADOR UTILITIES, INC.	0	1	1	6	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	9	0	9	18	1	8
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
MAD HATTER UTILITY, INC.	0	0	0	2	0	2
MARION UTILITIES, INC.	0	0	0	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	0	5
NORTH FORT MYERS UTILITY, INC.	0	0	0	2	0	2
ORIS WATER COMPANY, INC.	1	0	1	9	1	2
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1	0	1
PARK WATER COMPANY INC.	0	0	0	1	1	1
PASCO UTILITIES, INC.	1	0	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	0	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	0	0	1	1	1
SANLANDO UTILITIES CORPORATION	1	0	1	5	0	3
SEACOAST UTILITIES	0	0	0	1	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	0	0	0	1	0	1
SOUTHLAKE UTILITIES, INC.	1	0	1	1	0	0
SPRING CREEK VILLAGE, LTD.	0	0	0	4	3	4
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	6	1	5
TRADEWINDS UTILITIES, INC.	0	0	0	1	0	0
UTILITIES, INC. OF FLORIDA	0	3	3	17	0	10
UTILITIES, INC. OF LONGWOOD	0	0	0	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**	17	11	28	278	40	207

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