



FLORIDA
PUBLIC
SERVICE
COMMISSION

**CONSUMER ACTIVITY REPORT
NOVEMBER 2002**

Table of Contents

Information Directory	1
Preface	2
Summary	3
Consumer Refunds	4
Consumer Activity Overview	5
Total Consumer Contacts	6
Complaints by Industry	7
Total Calls Received - Call Center Statistics	8
Total Complaints Received / Resolved by Month	9
Complaints by County	10
How Complaints Were Received	11
How Information Requests Were Received	12
Complaints by Industry	13
Electric Companies - Complaint Activity	14
Momentary Electric Outage Information	17
Gas Companies - Complaint Activity	18
Alternative Local Exchange Telephone Companies - Complaint Activity	20
Local Exchange Telephone Companies - Complaint Activity	22
Unauthorized Telephone Service Change - Local Slamming	25
Unauthorized Additional Local Telephone Service Charges - <i>Cramming</i>	26
Long Distance Telephone Companies - Complaint Activity	27
Unauthorized Telephone Service Change - <i>Long Distance Slamming</i>	29
Pay Telephone Companies - Complaint Activity	30
Water and Wastewater Companies - Complaint Activity	31
Index of Definitions	32

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 12 participants 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

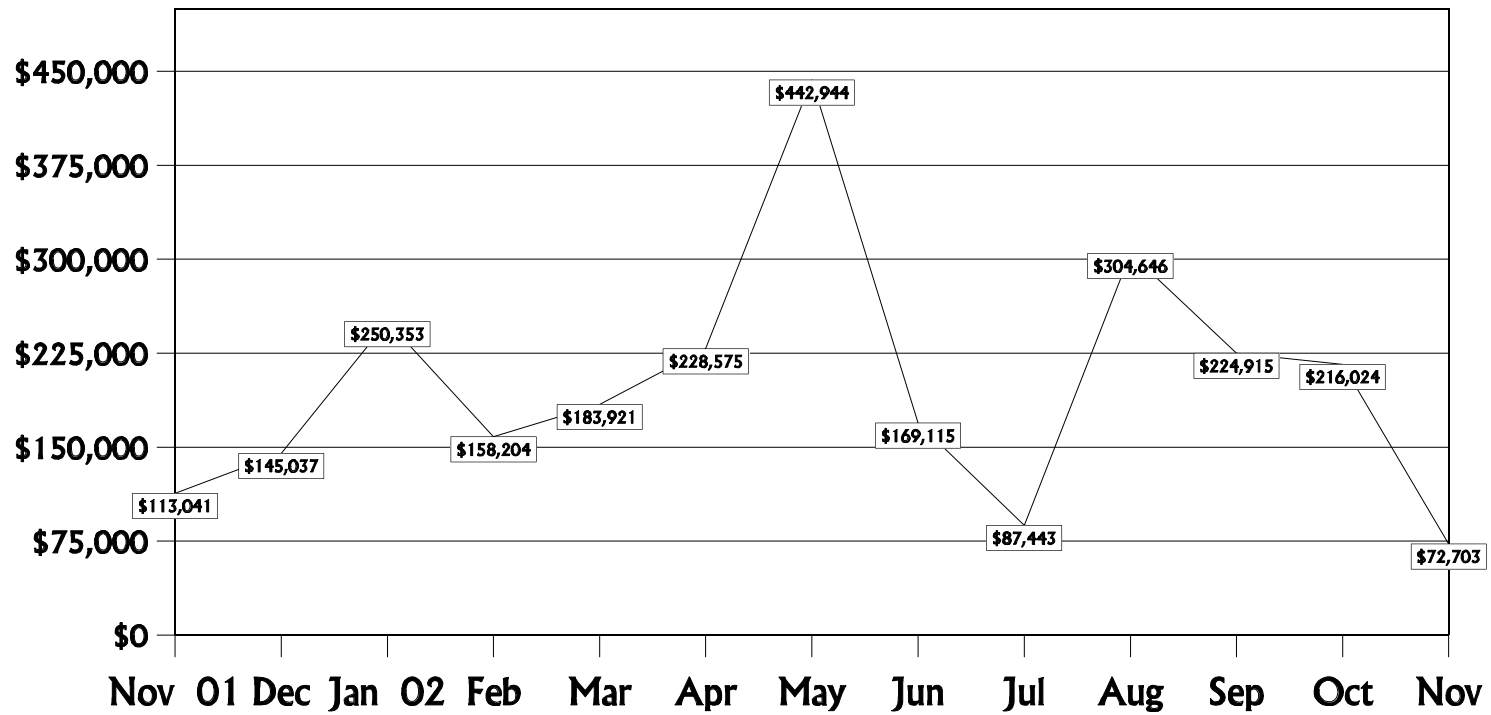
There were **2,253** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infraction. There were also **2,057** information requests logged by the PSC.

A total of twenty utility companies are participating in the Telephone Transfer-Connect option, as of November 30, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility. There were **857** calls transferred during November 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$72,703** for the month.

Consumer Refunds

November 2001 - November 2002



Consumer Activity - November 2002

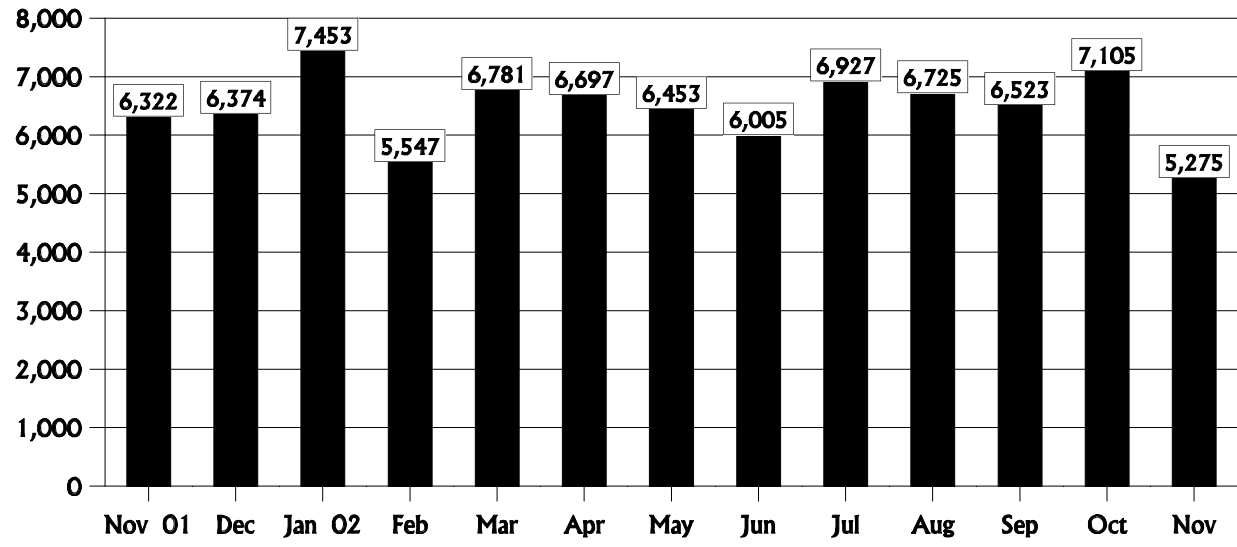
Complaints Received		2,253
Electric	85	
Gas	20	
Alternative Local Exchange Telephone	207	
Local Exchange Telephone	268	
Long Distance Telephone	552	
Pay Telephone	3	
Water & Wastewater	27	
Non-regulated & Telephone Transfer-Connects	942	
Cases Received / Closed Under 72 Hr Rule	149	
Electric	69	
Gas	0	
Telecommunications	80	
Water / Wastewater	0	
Information Requests Received		2,057
Total Cases Received		4,310

How Cases Were Received	Complaints	Information Requests
Phone	1,429	1,971
Mail	257	14
Internet	367	68
Fax	200	4
Totals	2,253	2,057

Telephone Calls Not Filed As Cases	965
Total Consumer Contacts Handled	5,275
Telephone Transfer-Connects (Calls Transferred to Utilities)	857
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	69

Consumer Savings	
Electric	\$ 3,302.67
Gas	0.00
Alternative Local Exchange Telephone	20,445.89
Local Exchange Telephone	11,330.36
Long Distance Telephone	37,613.76
Pay Telephone	10.75
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$72,703.43

**Public Service Commission
Total Consumer Contacts
November 2001 - November 2002**



Complaints by Industry November 2002

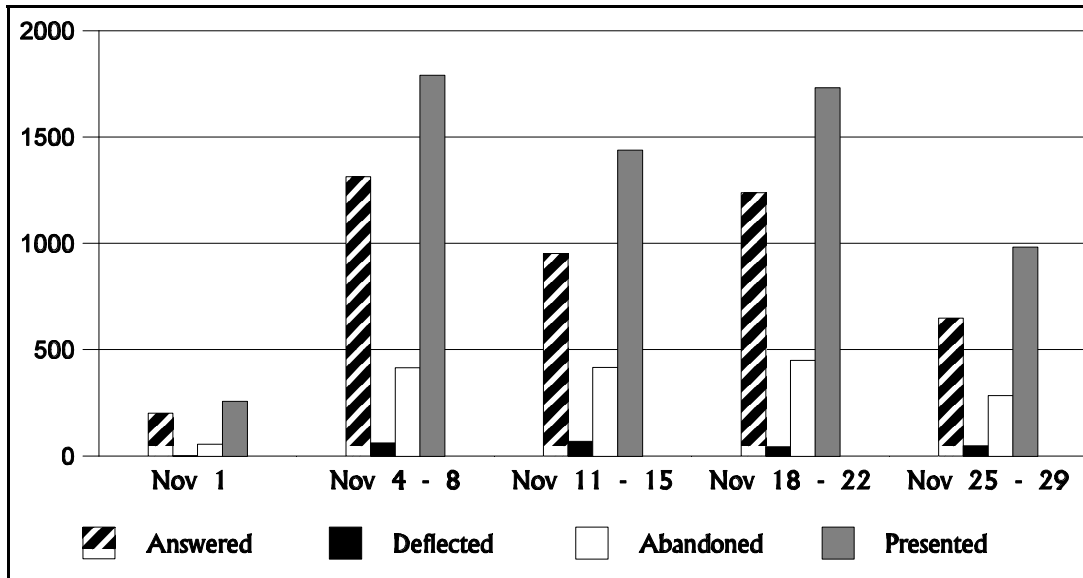
	Complaints Received	% of Total Complaints*
Electric	85	4%
Gas	20	< 1%
Alt. Local Exchange Telephone	207	9%
Local Exchange Telephone	268	12%
Long Distance Telephone	552	25%
Pay Telephone	3	< 1%
Water & Wastewater	27	1%
Non-regulated & Telephone Transfer-Connects**	942	42%
Cases Received & Closed by 72 Hr Rule	149	7%
Total	2,253	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 November 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
November 1	202	78%	0	0%	56	22%	258
November 4 - 8	1,314	73%	61	3%	415	23%	1,790
November 11 - 15	952	66%	70	5%	417	29%	1,439
November 18 - 22	1,239	72%	43	2%	450	26%	1,732
November 25 - 29	649	66%	48	5%	285	29%	982
Totals	4,356	70%	222	4%	1,623	26%	6,201

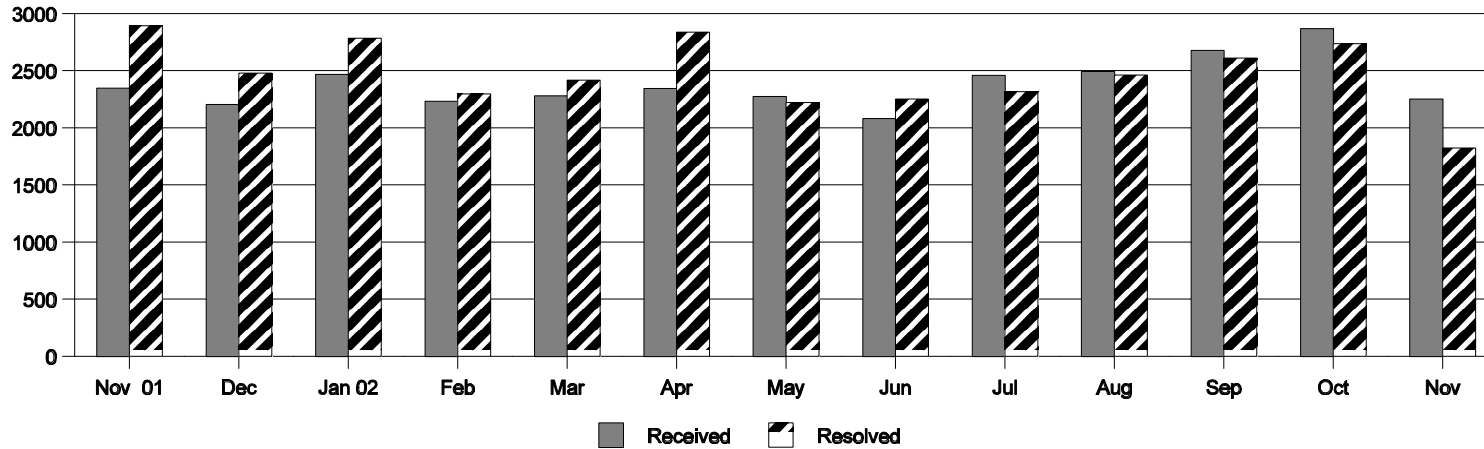
Note: % Totals have been rounded.

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

4,356
 (3,391)
 965

Total Complaints Received / Resolved by Month*

November 2001 - November 2002

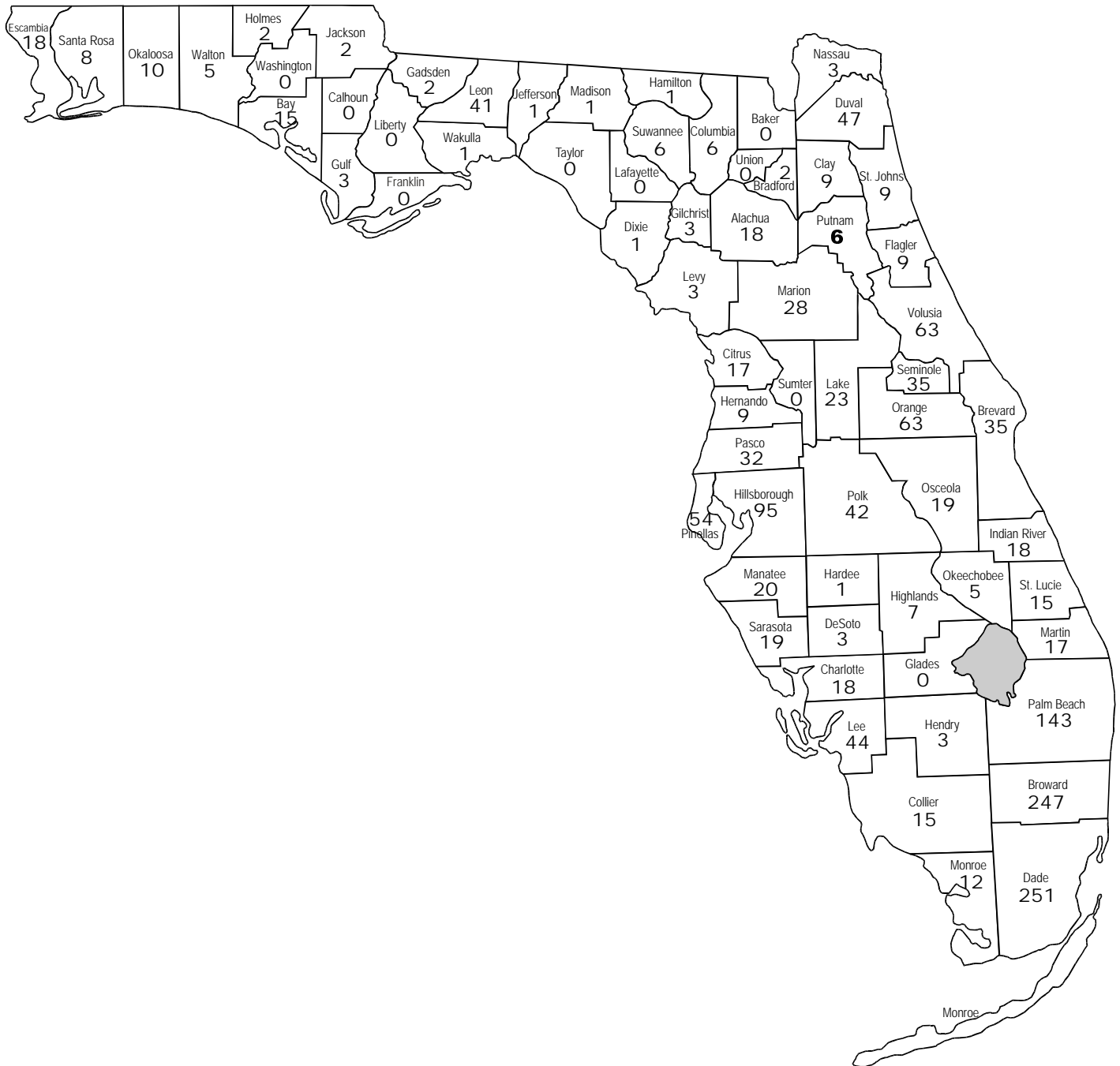


	Nov 01	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Received	2,347	2,204	2,468	2,233	2,279	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253
Resolved	2,894	2,479	2,784	2,297	2,417	2,837	2,221	2,252	2,318	2,462	2,612	2,737	1,825

*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.

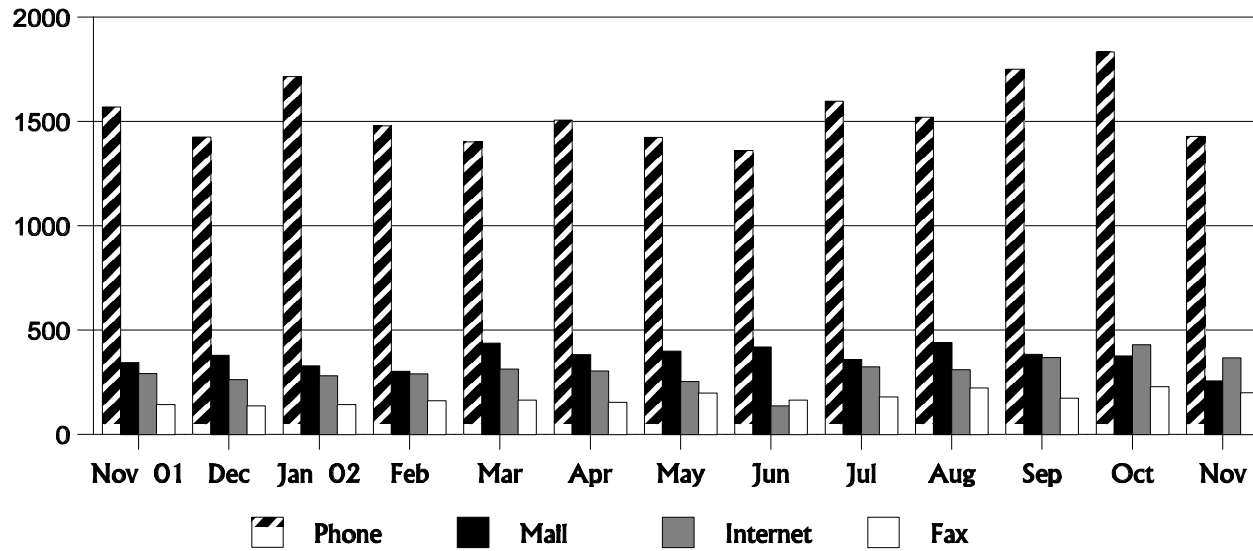
Complaints Received by County

NOVEMBER 2002



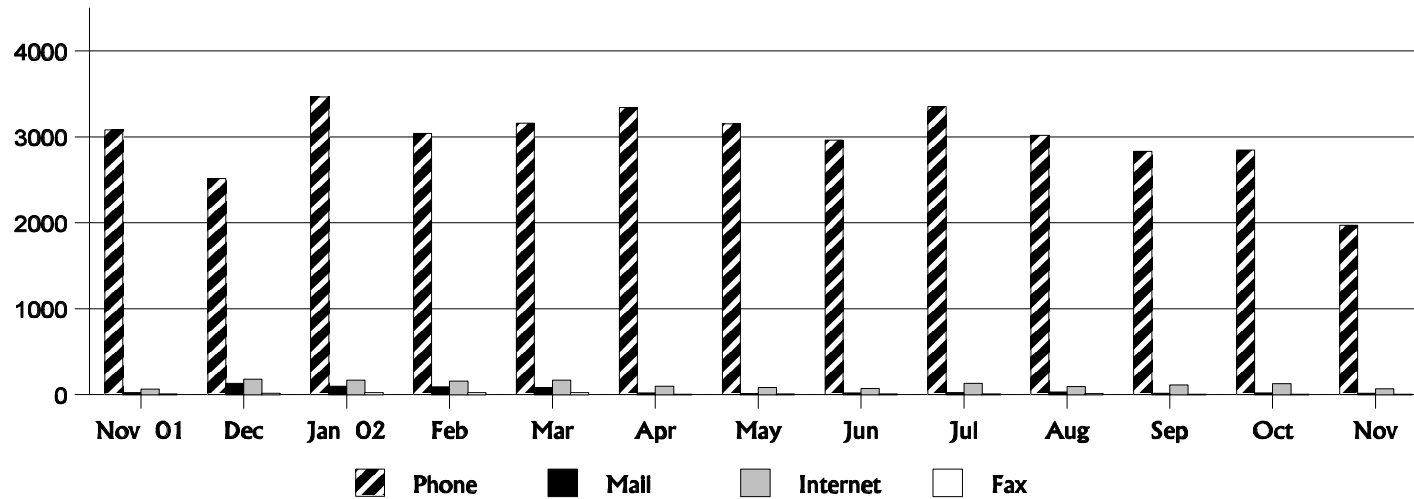
Note: County name not available for 668 cases.

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



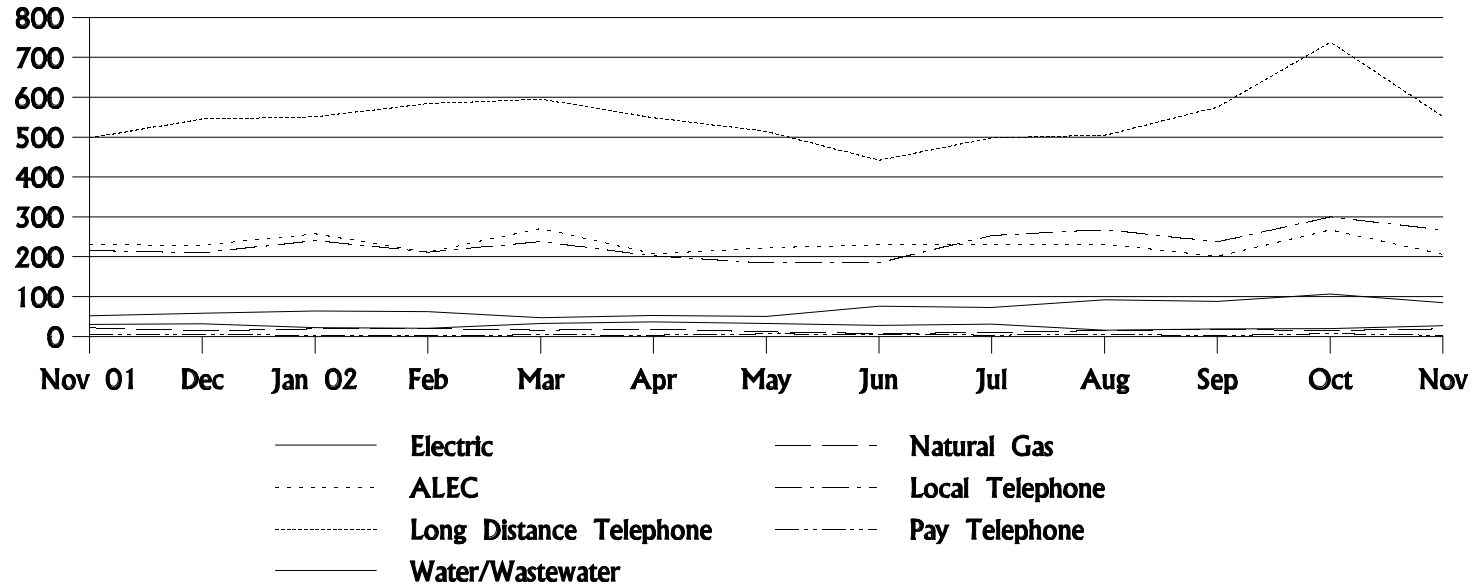
	Nov 01	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Phone	1,570	1,425	1,715	1,479	1,402	1,507	1,424	1,361	1,598	1,520	1,751	1,834	1,429
Mail	344	380	329	302	437	382	399	419	359	440	384	376	257
Internet	291	263	281	290	313	304	253	137	324	310	368	430	367
Fax	142	136	143	162	165	153	198	164	180	223	174	228	200
Total	2,347	2,204	2,468	2,233	2,317	2,346	2,274	2,081	2,461	2,493	2,677	2,868	2,253

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



	Nov 01	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Phone	3,081	2,514	3,465	3,040	3,158	3,341	3,150	2,961	3,352	3,016	2,831	2,847	1,971
Mail	25	130	98	92	84	20	13	18	24	30	14	19	14
Internet	63	180	169	158	168	97	84	71	130	93	112	128	68
Fax	8	15	24	24	22	3	9	10	10	11	2	6	4
Total	3,177	2,839	3,756	3,314	3,432	3,461	3,256	3,060	3,516	3,150	2,959	3,000	2,057

Complaints Received by Industry November 2001 - November 2002



Industry	Nov 01	Dec	Jan 02	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Electric	52	58	64	62	47	53	50	76	73	92	88	107	85
Natural Gas	22	15	20	21	17	19	13	9	11	16	18	16	20
ALEC	231	230	258	212	272	208	223	231	232	232	202	268	207
Local Telephone	216	211	241	212	239	203	185	186	254	269	238	301	268
Long Dist. Phone	499	546	552	585	596	550	515	443	499	505	576	739	552
Payphone	5	6	6	3	3	5	4	8	6	4	6	2	3
Water/Wastewater	37	30	32	22	21	33	37	33	28	31	16	19	27
Totals	1,063	1,096	1,175	1,117	1,195	1,071	1,027	986	1,103	1,149	1,144	1,452	1,162

Electric Companies Complaint Activity - November 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	9	10	19	250	24	0	24	281
FLORIDA POWER & LIGHT COMPANY	28	20	48	398	24	0	24	454
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	16	2	0	2	18
GULF POWER COMPANY	2	0	2	29	4	0	4	27
TAMPA ELECTRIC COMPANY	5	10	15	107	10	0	10	112
TOTAL	45	40	85	800	64	0	64	892

*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*	November 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		

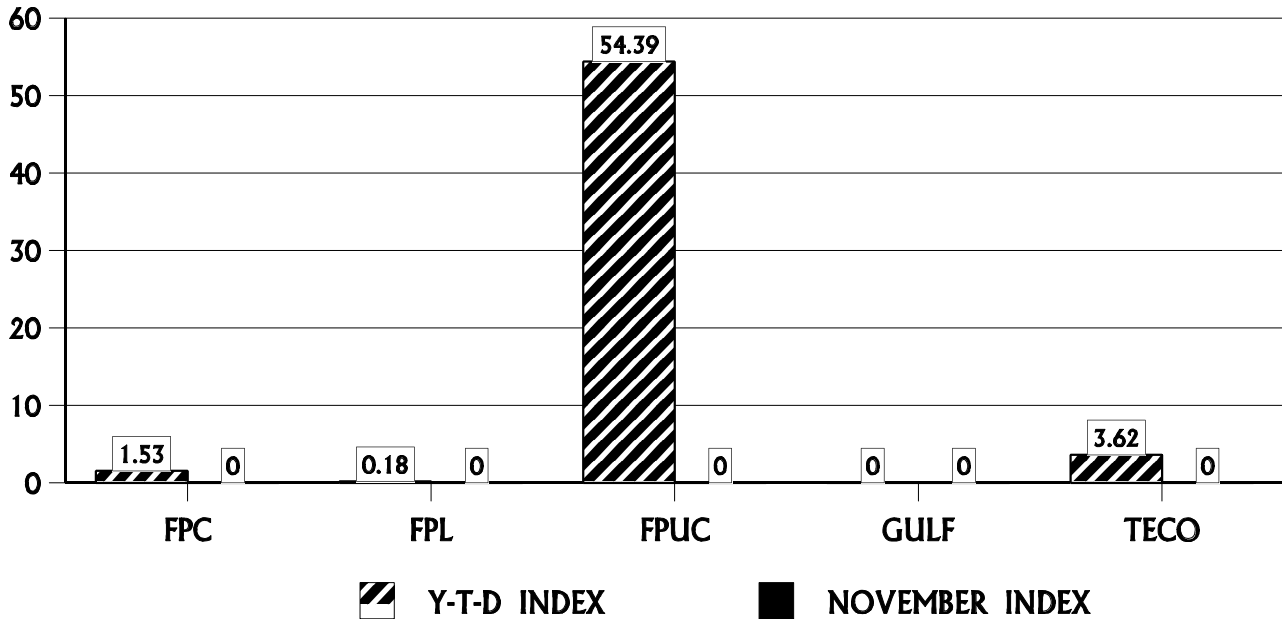
**Please see Index of Definitions.*

***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

November 2002

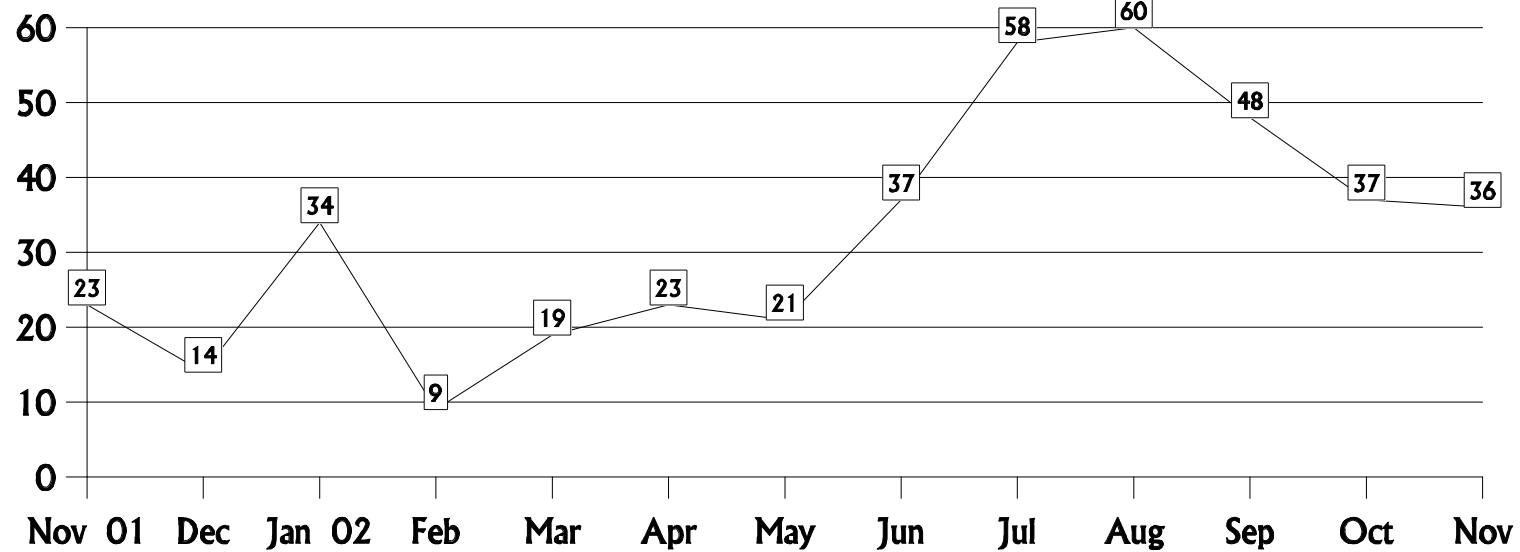


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

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

Total Momentary Electricity Outages Filed

November 2001 - November 2002



Natural Gas Companies Complaint Activity November 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)	1	2	3	12	1	0	1	9
CITY GAS COMPANY OF FLORIDA	5	3	8	80	3	1	4	10
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	29	3	0	3	32
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	1	5	6	57	4	0	4	55
TOTAL	8	12	20	180	11	1	12	111

**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*	November 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	1	0.094	3.19	0.000
CITY GAS COMPANY OF FLORIDA	105,000	10	0.095	3.22	3.86
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	10.16	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	0.29	0.00
INDUSTRY TOTAL	436,228	14	0.035		

*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 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.

Alternative Local Telephone Companies Complaint Activity - November 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS INTEGRATED NETWORKS, INC.	3	2	5	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	3	0	3
ALLTEL COMMUNICATIONS, INC.	0	1	1	2	0	2
ANEW BROADBAND, INC.	1	0	1	0	0	0
AT&T	0	1	1	0	0	0
AT&T DIGITAL PHONE	18	11	29	17	4	21
BTI	0	1	1	2	0	2
CAMPUS COMMUNICATIONS GROUP, INC.	0	1	1	0	0	0
CAT COMMUNICATIONS	4	1	5	4	0	4
CITYWIDE-TEL	0	2	2	0	0	0
DOUBLE LINK COMMUNICATIONS, INC.	0	1	1	0	0	0
DSL	3	0	3	0	0	0
EASY TELEPHONE SERVICES COMPANY	1	0	1	0	0	0
ELEC COMMUNICATIONS	1	0	1	0	0	0
EPICUS, INC.	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	2	1	3	0	1	1
EXCELINK COMMUNICATIONS, INC.	5	1	6	1	0	1
FLORIDA DIGITAL NETWORK, INC.	3	0	3	4	2	6
FLORIDA PHONE SERVICE, INC.	2	0	2	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	1	1	2	4	0	4
I VANTAGE NETWORK SOLUTIONS	0	1	1	0	0	0
IDS TELCOM LLC	5	3	8	0	1	1
IDT	1	0	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ITC^DELTACOM	1	0	1	1	0	1
KMC TELECOM III LLC	0	0	0	1	1	2
KMC TELECOM V, INC.	0	0	0	1	0	1
KNOLOGY OF FLORIDA, INC.	1	1	2	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	5	0	5	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	1	8	9	5	1	6
MERCURY LONG DISTANCE, INC.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	2	0	2	1	0	1
NEWPHONE	0	1	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	1	2	3	0	0	0
ORLANDO TELEPHONE COMPANY	0	1	1	0	0	0
PAETEC COMMUNICATIONS, INC.	1	0	1	1	0	1
PHONE-LINK, INC.	1	0	1	1	0	1
PHONE CLUB CORPORATION	1	0	1	0	0	0
SATCOM COMMUNICATION CORPORATION D/B/A SATCOM COMMUNICATI	0	0	0	0	1	1
SECOND CHANCE PHONE	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	39	45	84	32	0	32
TALK AMERICA INC.	1	0	1	0	0	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	0	0	0
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1	0	1
TRISTAR COMMUNICATIONS	0	1	1	0	0	0
US LEC OF FLORIDA INC.	1	0	1	0	0	0
USA TELECOM, INC.	1	0	1	1	0	1
VARTEC TELECOM, INC.	5	3	8	3	0	3
XO FLORIDA, INC.	0	0	0	1	1	2
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
TOTALS	115	92	207	94	13	107

Local Telephone Companies Complaint Activity November 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.	4	2	6	60	6	0	6	65
BELLSOUTH	99	59	158	1,607	92	3	95	1,728
FRONTIER	1	0	1	1	0	0	0	1
GTC, INC. D/B/A GT COM	0	0	0	13	0	0	0	12
VERIZON FLORIDA, INC.	17	16	33	268	23	1	24	268
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	2	0	0	0	2
QUINCY/TDS	1	0	1	6	0	0	0	4
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	38	31	69	635	38	1	39	642
TOTAL	160	108	268	2,593	159	5	164	2,723

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*	November 2002 Apparent Infractions Index*
ALLTEL	94,736	4	0.0422	3.38	0.00
BELLSOUTH	6,451,600	86	0.0133	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	16	0.0066	0.53	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	5.63	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	34	0.0154	1.23	1.02
TOTAL	11,277,711	141	0.0125		

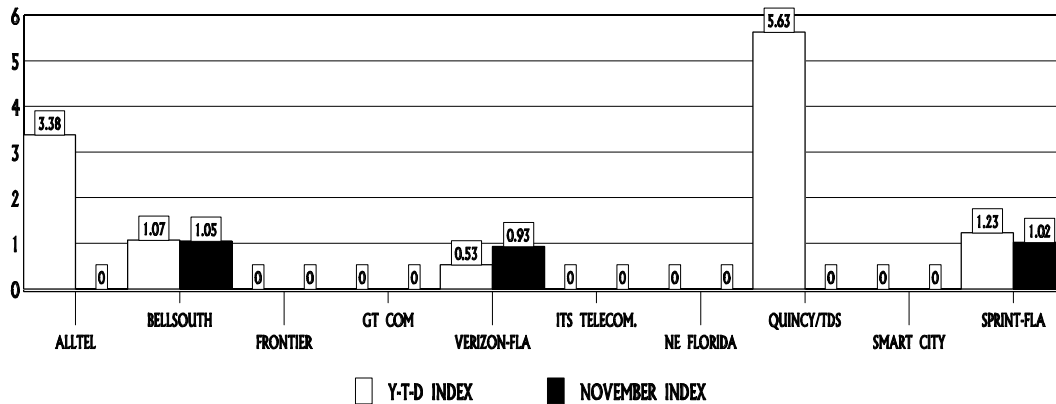
* Please see Index of Definitions.

**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

November 2002



2002 ACCESS LINES*			
ALLTEL	94,736	ITS TELECOM.	3,891
BELLSOUTH	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 - November 2002

Company	Month	Year-To-Date
AT&T Digital Phone	0	5
Bellsouth Telecommunications, Inc.	1	6
Florida Digital Network, Inc.	1	7
Hale & Father, Inc.	0	12
IDS Long Distance, Inc.	0	4
IDS Telcom LLC	0	3
Sprint-Florida, Inc.	0	10
Supra Telecommunications & Information Systems, Inc.	0	21
Talk America Inc.	0	8
All Other Local Companies	1	20
Totals	3	96

Cramming Statistics*

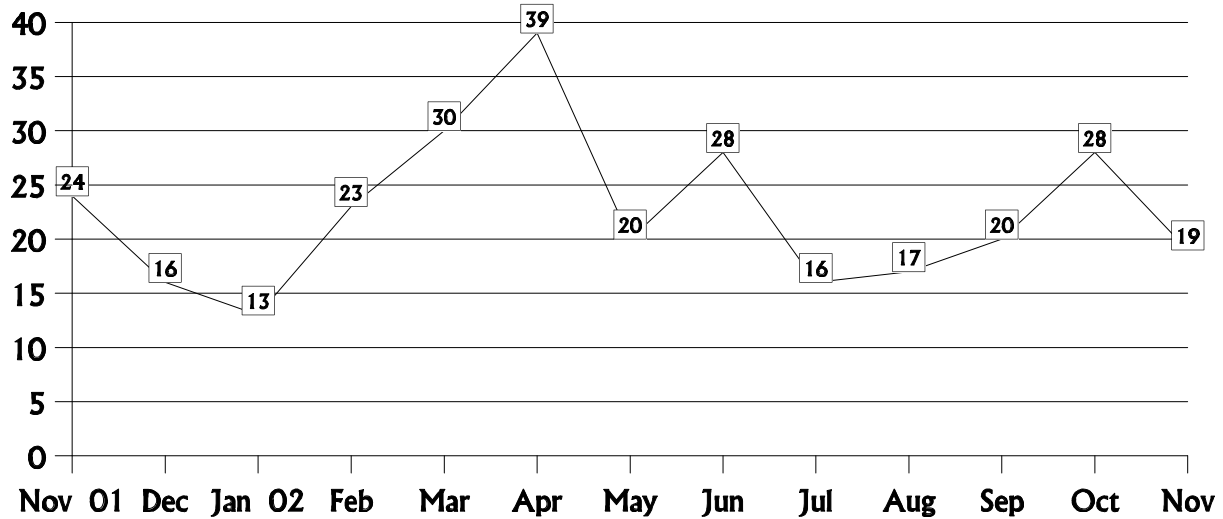
November 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
56	19	\$ 918.73

**Please see Index of Definitions*

Cases Resolved as Cramming

November 2001 - November 2002



Long Distance Telephone Companies Complaint Activity - November 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1 800 3030 123 AMERICATEL COLLECT	0	1	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	1	0	1	1	2	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	0	0
ADST, INC.	5	1	6	0	2	2
ALLIANCE GROUP SERVICES, INC. D/B/A U.S. REPUBLIC COMM.	0	0	0	2	0	2
ALLTEL COMMUNICATIONS, INC.	1	1	2	0	0	0
AMERIVISION COMMUNICATIONS, INC. D/B/A LIFELINE COMM.	0	0	0	1	0	1
ATC LONG DISTANCE	1	0	1	0	0	0
ATX TELECOMMUNICATIONS SERVICES	1	0	1	0	0	0
AT&T	65	69	134	110	7	117
BUSINESS SAVINGS PLAN	2	0	2	0	0	0
CAPSULE COMMUNICATIONS, INC.	2	0	2	0	0	0
CIERRACOM SYSTEMS	2	2	4	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	0	0	0
DSA TELECOM	4	11	15	9	5	14
EASY TEL, INC.	1	0	1	0	0	0
ELEC COMMUNICATIONS	1	0	1	1	0	1
ENHANCED SERVICES BILLING, INC.	0	1	1	2	0	2
ESSENTIAL.COM, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	9	0	9	4	0	4
FLORIDA DIGITAL NETWORK, INC.	0	1	1	1	0	1
GE BUSINESS PRODUCTIVITY SOLUTIONS, INC. D/B/A GE CAPITAL	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	4	0	4	1	0	1
GLOBAL LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
HBS BILLING SERVICES COMPANY	0	3	3	2	0	2
HORIZONONE COMMUNICATIONS	0	5	5	2	0	2
I VANTAGE NETWORK SOLUTIONS	1	0	1	3	0	3
ICT WORLDWIDE, INC.	1	0	1	0	0	0
IDS TELCOM LLC	3	0	3	0	0	0
IDT CORPORATION	0	1	1	0	1	1
ILD	2	9	11	9	0	9
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	4	4	0	0	0
INTEGRETEL, INC.	1	21	22	9	0	9
INTELLIGENT SWITCHING AND SOFTWARE, LLC	0	0	0	1	0	1
LCR TELECOMMUNICATIONS L.L.C.	4	0	4	0	5	5
LEAST COST ROUTING, INC.	1	0	1	0	0	0
MAIN STREET TELEPHONE COMPANY	1	0	1	4	0	4
MATRIX TELECOM, INC.	0	0	0	1	0	1
MCG, LLC	2	0	2	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	0	0	0
MCI WORLDCOM NETWORK SERVICES, INC.	66	62	128	60	6	66
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	1	0	1	1	0	1
MERCURY LONG DISTANCE, INC.	0	2	2	0	0	0
MIKO TELEPHONE COMMUNICATIONS, INC.	1	1	2	0	0	0
NATIONAL ACCOUNTS, INC.	1	0	1	2	0	2
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	0	0	0
NORCOM, INC.	1	0	1	0	0	0
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	1	1	0	0	0

Utility Name	Service	Billing	Total	Apparent	Apparent	Total
				Non-infractions	Infractions	
NUI TELECOM, INC.	1	0	1	0	0	0
NUVOX COMMUNICATIONS	0	1	1	0	0	0
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NETWORK	0	0	0	1	0	1
OLS, INC.	0	0	0	3	0	3
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1	0	1
ONELINK COMMUNICATIONS, INC.	14	0	14	0	1	1
OPTICAL TELEPHONE CORPORATION	3	1	4	3	3	6
ORBITEL USA	1	0	1	0	0	0
PEOPLE LINK BY TCI (WESTERN TELE-COMMUNICATIONS, INC./RETA	0	0	0	1	0	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1	0	1
PROMISE-NET INTERNATIONAL, LTD., INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	1	0	1	1	0	1
PT-1 LONG DISTANCE, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	9	6	15	17	2	19
QX TELECOM LLC	0	1	1	0	0	0
RADIANT TELECOM, INC.	0	0	0	1	0	1
REDUCED RATE LONG DISTANCE LLC	1	0	1	0	0	0
SPRINT	40	25	65	32	6	38
SUPERTEL	0	1	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	0	0	0
TALK AMERICA INC.	1	3	4	4	0	4
TCG SOUTH FLORIDA	0	1	1	0	0	0
TDS LONG DISTANCE CORPORATION	1	0	1	0	0	0
TELECOM*USA OR TELECONNECT	1	1	2	3	0	3
TELECUBA, INC.	0	0	0	2	0	2
TELEGLOBE USA INC.	1	0	1	0	0	0
TELEUNO, INC.	3	1	4	0	4	4
TELIGENT SERVICES, INC.	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	4	2	6	1	1	2
UNI-TEL COMMUNICATIONS GROUP, INC.	0	1	1	0	0	0
UNIVANCE TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
US LEC OF FLORIDA INC.	0	0	0	1	0	1
VARTEC TELECOM, INC.	2	5	7	3	1	4
VERIZON LONG DISTANCE	1	0	1	0	0	0
VERIZON SELECT SERVICES INC.	6	2	8	4	0	4
VYCERA COMMUNICATIONS, INC.	1	0	1	0	0	0
WILLIAMS COMMUNICATIONS, LLC	1	0	1	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	10	6	16	4	4	8
WORLDXCHANGE CORP.	0	0	0	0	1	1
XO LONG DISTANCE SERVICES, INC.	0	0	0	1	0	1
ZERO PLUS DIALING, INC.	1	0	1	0	0	0
TOTALS	294	258	552	317	51	368

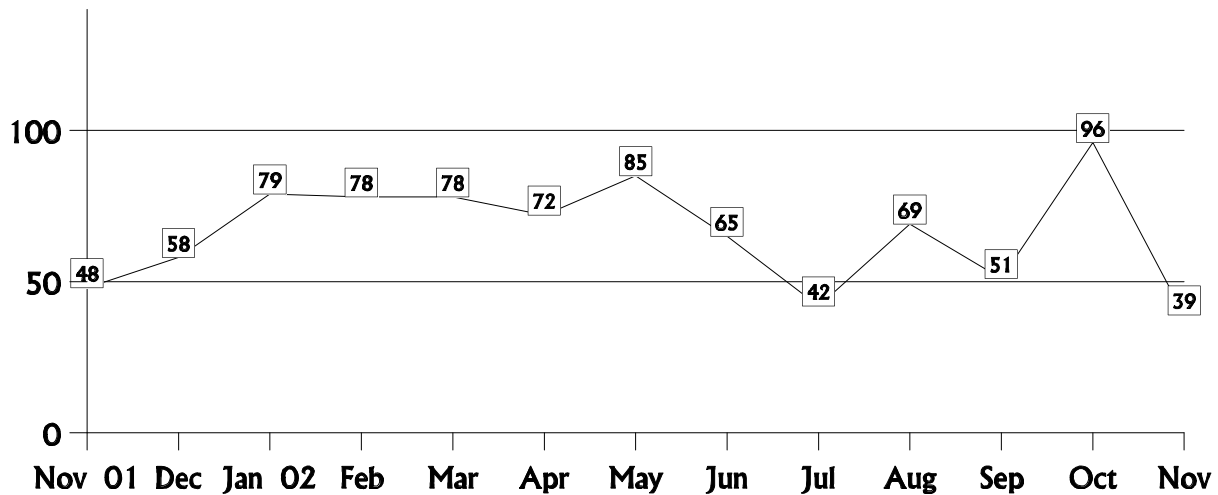
Unauthorized Telephone Service Change "Long Distance Slamming"

Apparent Rule Infractions - November 2002

Company	Month	Year-To-Date
America's Digital Satellite Telephone, Inc.	2	51
AT&T / ACC	5	61
MCI Worldcom	5	53
Optical Telephone Corporation	3	184
Sprint	5	70
Teleuno, Inc.	4	65
The Phone Company	0	24
UKI Communications, Inc.	1	62
WebNet Communications	0	21
World Communications Satellite Systems, Inc.	4	36
Other Long Distance Companies	10	127
Totals	39	754

Cases Resolved as Slamming

November 2001 - November 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
FREEDOM PHONE SERVICES, LLC	0	0	0	0	1	1
JLW TECHNICAL COMMUNICATIONS, INC.	1	0	1	1	0	1
PHONEXPERT, INC.	1	0	1	0	0	0
RELIABLE TELEPHONE COMPANY	0	0	0	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	1	1	1	0	1
TOTALS	2	1	3	3	1	4

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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	2	0	2	1	0	1
DIXIE GROVES ESTATES, INC.	0	1	1	0	0	0
EAST MARION SANITARY SYSTEMS, INC.	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	12	5	17	6	0	6
FOREST HILLS UTILITIES, INC.	1	0	1	0	0	0
LAKE UTILITY SERVICES, INC.	0	1	1	0	0	0
MARION UTILITIES, INC.	1	0	1	0	0	0
UTILITIES, INC. OF FLORIDA	1	0	1	0	0	0
VENTURE ASSOCIATES UTILITIES CORP.	0	1	1	0	0	0
VIRGINIA CITY UTILITIES, INC.	0	1	1	0	0	0
TOTALS	17	10	27	8	0	8

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