



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT NOVEMBER 2003

Data Compiled on 12/30/2003

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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](mailto:contact@psc.state.fl.us).
- Or **WRITE** to:  
Florida Public Service Commission  
Division of Consumer Affairs  
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 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 Web site. While on the Web site, 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.

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## Summary

There were **2,015** complaints logged against the utility companies for the month of November 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 **2,181** information requests logged by the PSC.

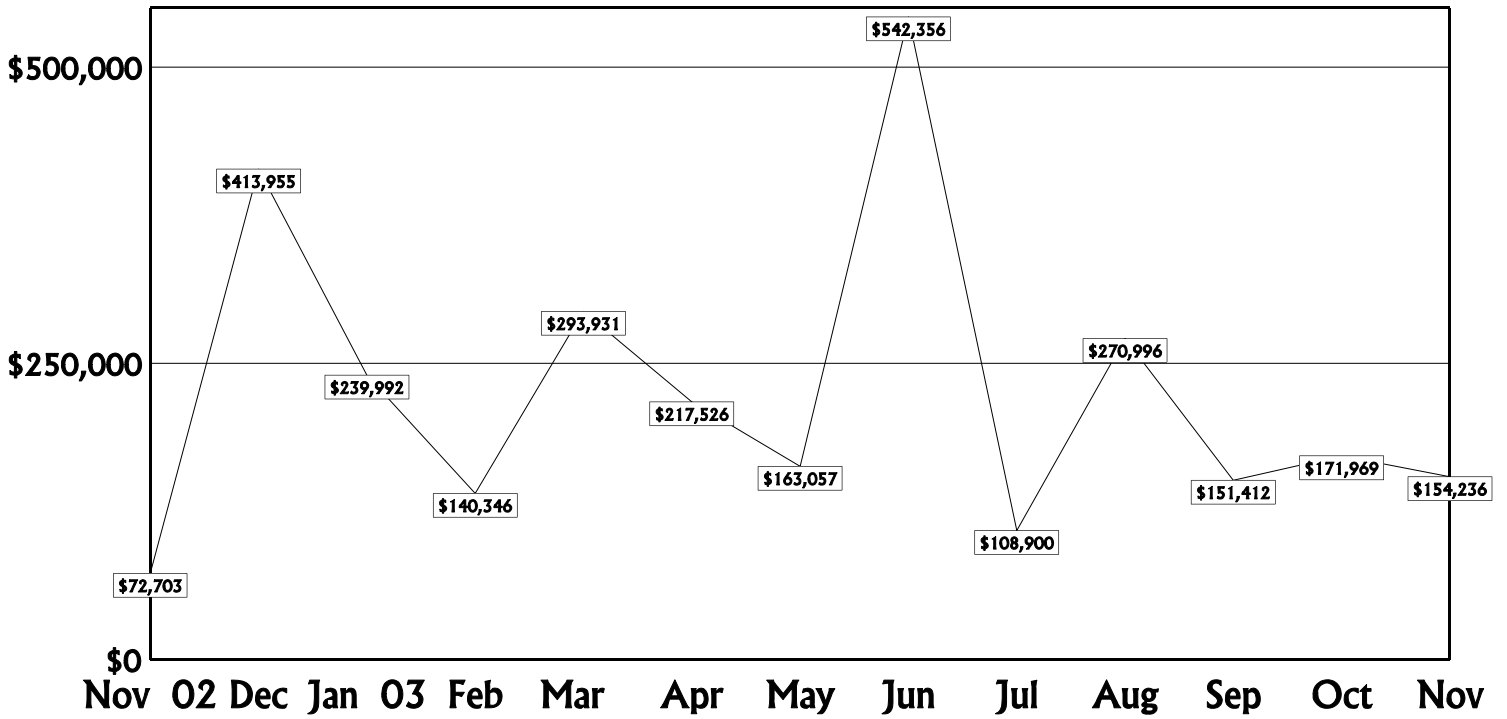
A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of November 30, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **874** calls transferred and entered into CATS during November 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$154,236** for the month.

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# Consumer Refunds

November 2002 - November 2003



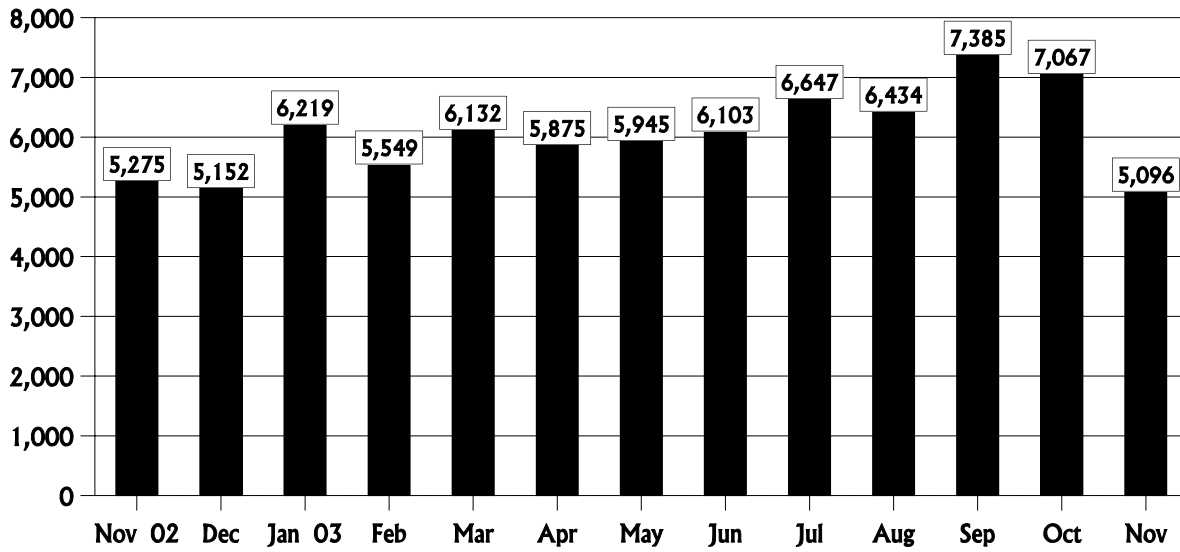
# Consumer Activity Overview - November 2003

<b>Complaints Received &amp; Entered into CATS</b>		<b>2,015</b>
Electric		51
Gas		26
Competitive Local Exchange Telephone		279
Local Exchange Telephone		224
Long Distance Telephone		315
Pay Telephone		1
Shared Tenant		0
Water & Wastewater		16
Non-certificated Company Complaints Received		15
Telephone Transfer-Connects (Calls Transferred to Utilities)		874
E-Transfers (E-mails sent to Utilities from the PSC Website)		131
Cases Received / Closed Under 3 Day Rule		83
Electric	40	
Gas	0	
Telecommunications	43	
Water / Wastewater	0	
<b>Information Requests Received &amp; Entered into CATS</b>		<b><u>2,181</u></b>
<b>Total Cases Received &amp; Entered into CATS</b>		<b>4,196</b>
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>900</u>
<b>Total Consumer Contacts Handled</b>		<b>5,096</b>

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,412	1,935	3,347
Mail	139	68	207
Internet	375	156	531
Fax	89	22	111
<b>Totals</b>	<b>2,015</b>	<b>2,181</b>	<b>4,196</b>

Consumer Savings	
Electric	\$ 2,322.23
Gas	153.66
Competitive Local Exchange Telephone	24,410.45
Local Exchange Telephone	40,717.15
Long Distance Telephone	86,549.90
Pay Telephone	51.45
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	30.94
<b>Total</b>	<b>\$154,235.78</b>

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





## Complaints by Industry November 2003

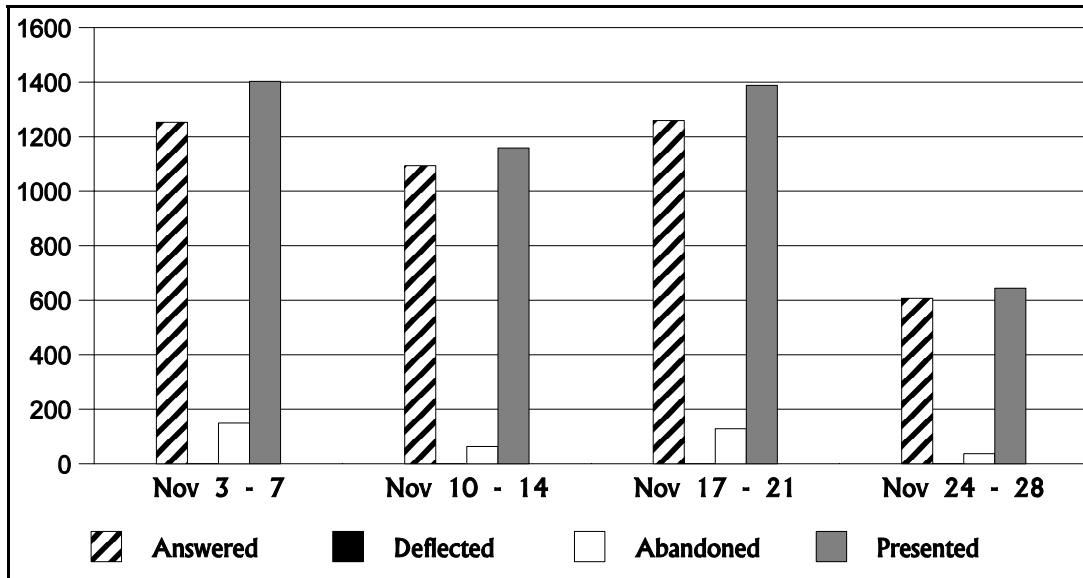
	Complaints Received	% of Total Complaints*
Electric	51	3%
Natural Gas	26	1%
Competitive Local Exchange Telephone	279	14%
Local Exchange Telephone	224	11%
Long Distance Telephone	315	16%
Pay Telephone	1	< 1%
Shared Tenant	0	0%
Water & Wastewater	16	< 1%
Non-certificated Company Complaints Received**	15	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	874	43%
E-Transfers	131	7%
Cases Received & Closed by 72 Hr Rule	83	4%
Total	2,015	100%

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

\* Figures have been rounded.

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

## Total Calls Received - Call Center Statistics November 2003



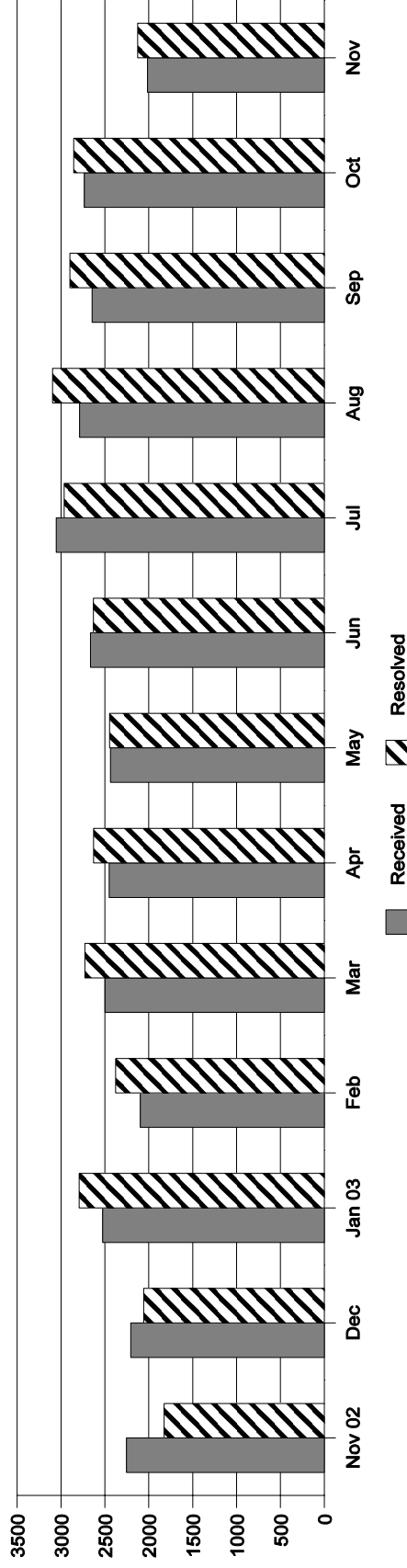
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in 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
November 3 - 7	1,253	89%	0	0%	150	11%	1,403
November 10 - 14	1,094	94%	0	0%	64	6%	1,158
November 17 - 21	1,259	91%	0	0%	129	9%	1,388
November 24 - 28	607	94%	0	0%	37	6%	644
<b>Totals</b>	<b>4,213</b>	<b>92%</b>	<b>0</b>	<b>0%</b>	<b>380</b>	<b>8%</b>	<b>4,593</b>

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,213
Minus Calls Resulting in Cases (CAF)	(3,313)
Total Calls Not Filed As Cases (CAF)	900

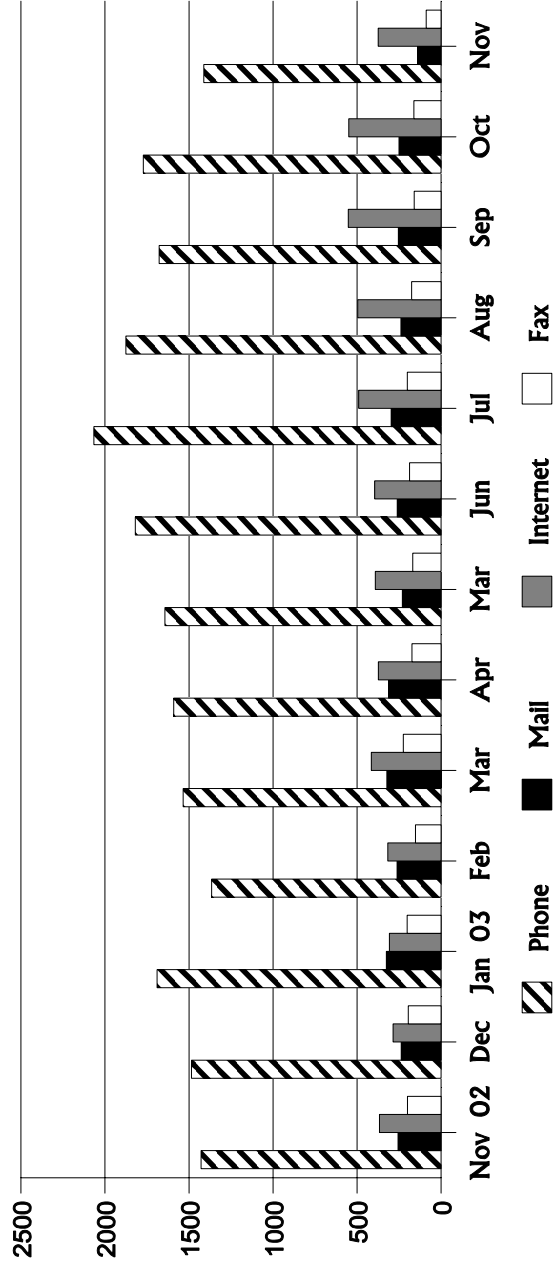
## Total Complaints Received/Resolved by Month\* November 2002 - November 2003



	Nov 02	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Received	2,253	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015
Resolved	1,825	2,058	2,793	2,377	2,727	2,629	2,447	2,631	2,965	3,096	2,898	2,855	2,127

\*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.

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



	Nov 02	Dec 02	Jan 03	Feb 03	Mar 03	Apr 03	May 03	Jun 03	Jul 03	Aug 03	Sep 03	Oct 03	Nov 03
Phone	1,429	1,486	1,690	1,365	1,535	1,591	1,644	1,820	2,066	1,876	1,678	1,772	1,412
Mail	257	237	326	262	323	313	231	261	297	240	254	251	139
Internet	367	286	308	318	416	374	392	395	491	496	553	550	375
Fax	200	196	202	153	225	174	169	188	201	176	160	162	89
Total	2,253	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015

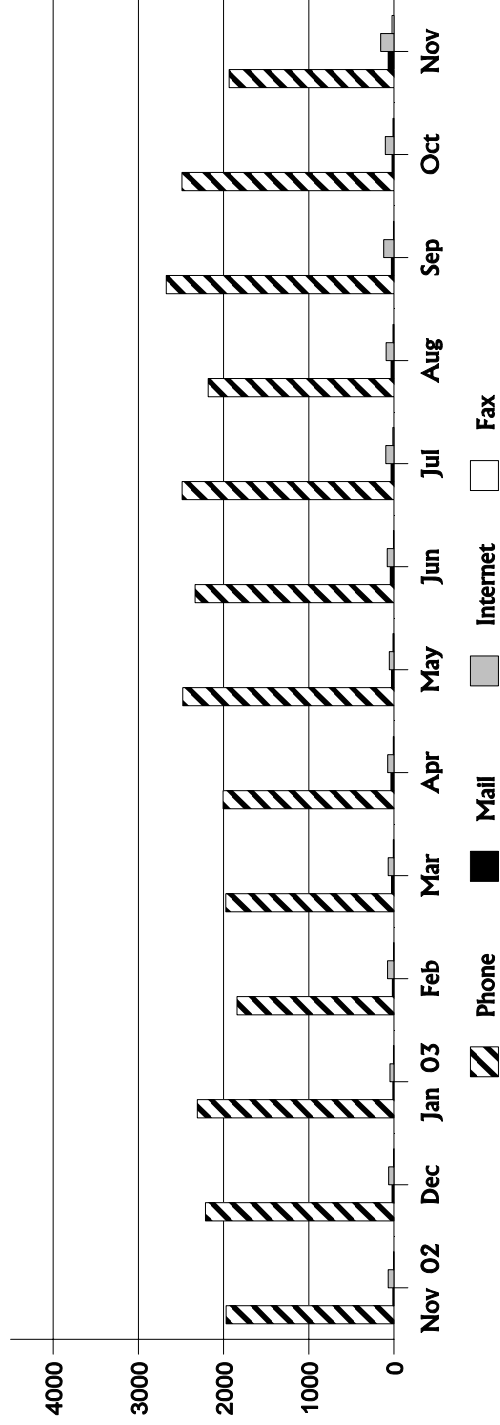
# Complaints Received by County

## November 2003



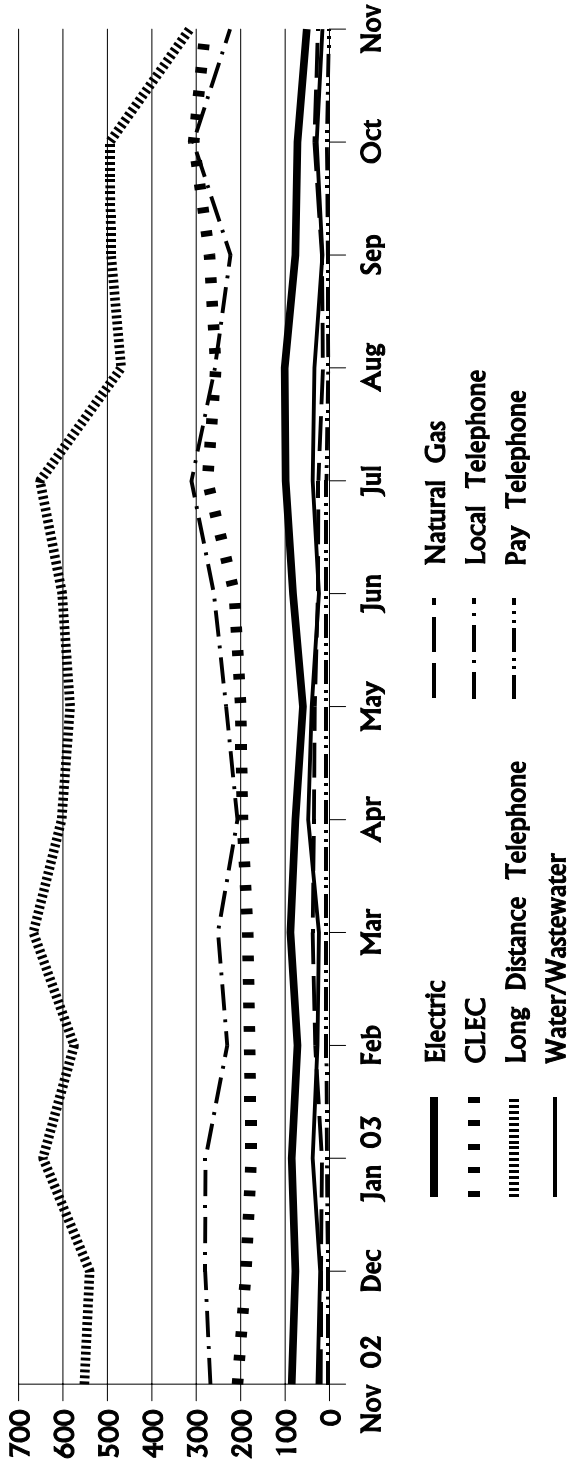
Note: County name not available for 562 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

# How Information Requests Were Received Phone, Mail, Internet and Fax November 2002 - November 2003



	Nov 02	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Phone	1,971	2,212	2,309	1,842	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935
Mail	68	62	47	76	67	73	55	78	96	92	120	102	156
Internet	4	3	6	3	8	8	11	5	14	11	5	12	22
Fax	14	23	13	19	26	35	29	44	33	33	30	23	68
Total	2,057	2,300	2,375	1,940	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181

# Complaints Received by Industry November 2002 - November 2003



Industry	Nov 02	Dec	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Electric	85	77	85	72	88	77	60	82	99	101	77	72	51
Natural Gas	20	19	17	32	38	35	33	26	25	15	17	34	26
CLEC	207	188	176	180	184	196	200	214	275	256	270	306	279
Local Telephone	268	280	279	230	251	207	233	260	311	258	223	307	224
Long Dist. Phone	552	540	645	575	667	603	584	602	652	469	492	495	315
Payphone	3	4	6	7	7	7	7	7	7	3	4	6	1
Water/Wastewater	27	21	38	27	24	48	40	24	38	34	16	29	16
Totals*	1,162	1,129	1,246	1,123	1,259	1,173	1,157	1,215	1,407	1,136	1,099	1,249	912

\*Does not include 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 - November 2003

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	12	20	32	433	36	0	36	503
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	5
GULF POWER COMPANY	0	0	0	11	0	0	0	12
PROGRESS ENERGY FLORIDA, INC.	6	4	10	247	17	0	17	288
TAMPA ELECTRIC COMPANY	6	3	9	154	4	0	4	169
<b>TOTAL**</b>	<b>24</b>	<b>27</b>	<b>51</b>	<b>850</b>	<b>57</b>	<b>0</b>	<b>57</b>	<b>977</b>

\*Please see Definitions.

\*\*Does not include 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

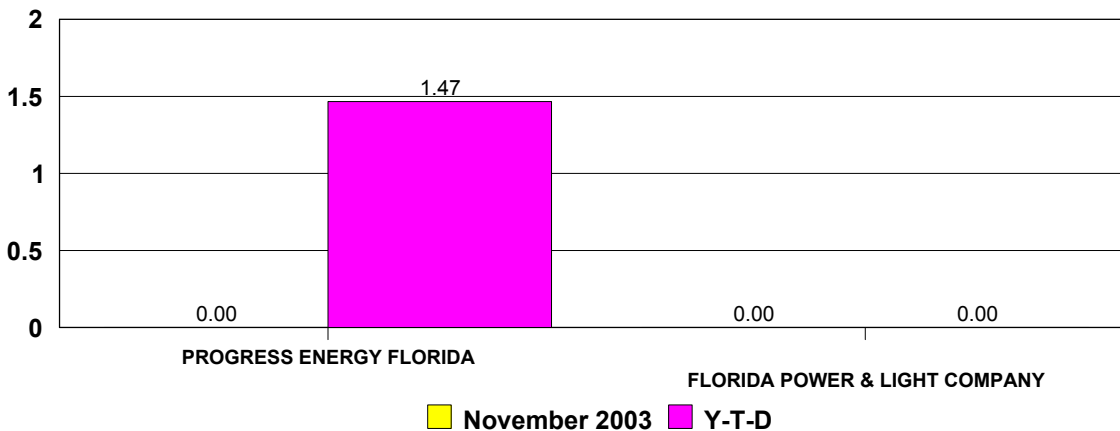
Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	November 2003 Apparent Infractions Index*
FLORIDA POWER & LIGHT COMPANY	4,019,805	2	0.0005	1.08	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00
GULF POWER COMPANY	381,522	0	0.0000	0.00	0.00
PROGRESS ENERGY FLORIDA, INC.	1,475,783	1	0.0007	1.47	0.00
TAMPA ELECTRIC COMPANY	590,199	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>6,493,671</b>	<b>3</b>	<b>0.0005</b>		

\*Please see Definitions.

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

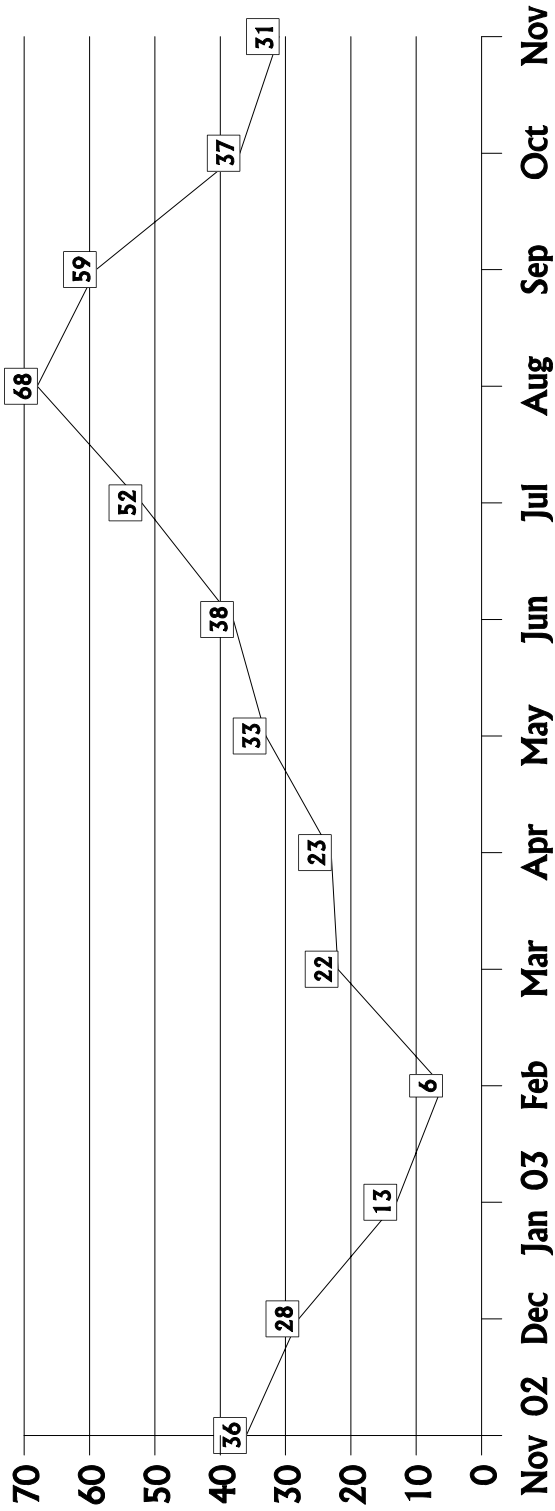
\*\*\* Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The Industry total is based on total year-to-date apparent infractions for the Industry divided by the total Industry customer base.

## Electric Companies Number of Customers / Apparent Infraction Indices November 2003



# Electric Outage Related Complaints Filed

November 2002 - November 2003



## Natural Gas Companies Complaint Activity November 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)	1	2	3	11	1	0	1	14
CITY GAS COMPANY OF FLORIDA	3	2	5	130	7	1	8	135
FLORIDA PUBLIC UTILITIES COMPANY	3	0	3	30	3	0	3	33
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	3	3	6	118	11	1	12	121
FLORIDA GAS TRANSMISSION COMPANY	9	0	9	9	0	0	0	0
<b>TOTAL**/****</b>	<b>19</b>	<b>7</b>	<b>26</b>	<b>298</b>	<b>22</b>	<b>2</b>	<b>24</b>	<b>303</b>

\*Please see Definitions.

\*\*Does not include 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.

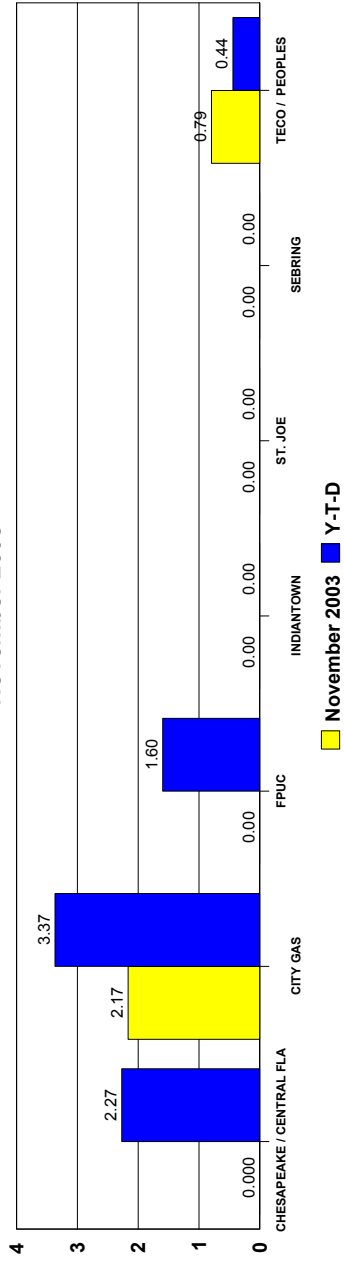
\*\*\*The nine complaints logged against Florida Gas Transmission Company relate to natural gas safety.

## 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 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	2.27	0.000
CITY GAS COMPANY OF FLORIDA	101,724	14	0.138	3.37	2.17
FLORIDA PUBLIC UTILITIES COMPANY	45,945	3	0.065	1.60	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	5	0.018	0.44	0.79
<b>INDUSTRY TOTAL</b>	<b>440,543</b>	<b>23</b>	<b>0.052</b>		

\*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.

## Natural Gas Companies Apparent Infraction Indices November 2003



## Local Telephone Companies Complaint Activity November 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.	2	0	2	45	0	0	0	51
BELLSOUTH	58	62	120	1,731	161	5	166	1,957
FRONTIER	0	0	0	1	0	0	0	2
GTC, INC. D/B/A GT COM	0	0	0	29	1	0	1	30
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	1	1	0	1	1
QUINCY/TDS	0	0	0	2	0	0	0	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	0	0	0	0	0
SPRINT-FLORIDA	51	19	70	644	58	7	65	740
VERIZON FLORIDA, INC.	17	15	32	317	32	0	32	338
<b>TOTAL**</b>	<b>128</b>	<b>96</b>	<b>224</b>	<b>2,771</b>	<b>253</b>	<b>12</b>	<b>265</b>	<b>3,123</b>

\*Please see Definitions.

\*\*Does not include 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

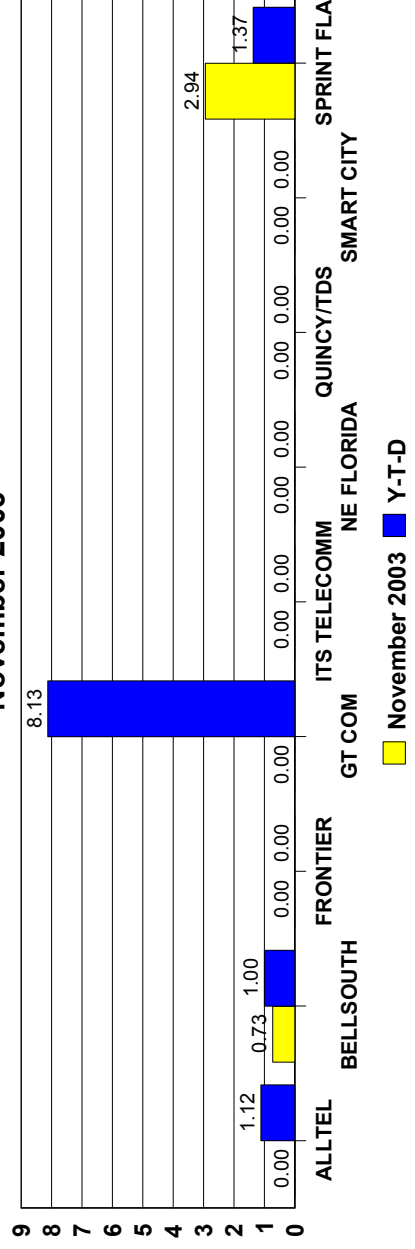
Utility Name	Number of Access Lines**		Apparent Infractions Per 1,000 Access Lines***		Apparent Infraction Indices*	
	Y-T-D	November 2003	Y-T-D	November 2003	Y-T-D	November 2003
ALLTEL	94,744	1	0.0106	1.12	1.12	0.00
BELLSOUTH	6,230,282	59	0.0095	1.00	1.00	0.73
FRONTIER	4,660	0	0.0000	0.00	0.00	0.00
GT COM (Florida, Gulf & St. Joseph)	52,221	4	0.0766	8.13	8.13	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00	0.00	0.00
NE FLORIDA	10,285	0	0.0000	0.00	0.00	0.00
QUINCY/TDS	14,351	0	0.0000	0.00	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00	0.00	0.00
SPRINT-FLORIDA	2,166,692	28	0.0129	1.37	1.37	2.94
VERIZON FLORIDA, INC.	2,335,821	11	0.0047	0.50	0.50	0.00
<b>TOTAL</b>	<b>10,928,648</b>	<b>103</b>	<b>0.0094</b>			

\* 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 November 2003



## Competitive Local Telephone Companies Complaint Activity - November 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACTEL WIRELESS, INC.	0	1	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC D/B/A TELCOVE	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	3	4	6	0	6
ALLTEL COMMUNICATIONS, INC.	1	0	1	0	1	1
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
AMERICAN DIAL TONE	2	0	2	2	0	2
ANEW BROADBAND, INC.	3	2	5	9	0	9
ATLANTIC.NET BROADBAND, INC.	0	0	0	0	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	3	2	5	2	2	4
BTI	1	0	1	0	3	3
CAT COMMUNICATIONS INTERNATIONAL, INC.	4	0	4	6	0	6
CHOCTAW COMMUNICATIONS, INC. D/B/A SMOKE SIGNAL COMM.	0	0	0	1	0	1
CITYWIDE-TEL	0	1	1	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	4	3	7	6	1	7
DELAND ACTEL, INC.	3	0	3	3	0	3
DELTA PHONES, INC.	0	0	0	1	0	1
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS	0	0	0	1	0	1
DOUBLE LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	1	0	1	0	0	0
DSL TELECOM, INC.	2	0	2	1	0	1
DSLII	1	0	1	2	0	2
EAGLE TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
EASY TELEPHONE SERVICES COMPANY	2	0	2	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	3	0	3
EXCEL TELECOMMUNICATIONS, INC.	4	2	6	4	2	6
EXPRESS PHONE SERVICE	2	0	2	1	1	2
FDN COMMUNICATIONS	3	3	6	10	0	10
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY D/B/A OSCATEL	0	0	0	17	1	18
FLORIDA PHONE SERVICE, INC.	14	38	52	2	0	2
FLORIDA TELEPHONE SERVICES, LLC	2	2	4	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions	Total
GRAPEVINE	2	0	2	1	1	2
HOSTING-NETWORK, INC.	0	0	0	0	1	1
I VANTAGE NETWORK SOLUTIONS	1	0	1	0	0	0
IDS TELCOM LLC	10	2	12	15	1	16
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INSTATONE	5	0	5	3	1	4
KMC TELECOM III LLC	0	0	0	1	1	2
KNOLOGY OF FLORIDA, INC.	0	2	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	8	2	10	3	2	5
MCI WORLDCOM NETWORK SERVICES, INC.	0	1	1	3	0	3
MET COMMUNICATIONS, INC.	0	1	1	0	0	0
METRO TELECONNECT COMPANIES, INC.	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	0	1	1	0	0	0
NATIONAL TELECOM & BROADBAND SERVICES, LLC	1	0	1	1	0	1
NATIONAL TELECOM, LLC	1	0	1	1	0	1
NETWORK TELEPHONE CORPORATION	1	0	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
QUALITY TELEPHONE INC.	0	0	0	0	1	1
QUICK CONNECTS	3	0	3	2	0	2
QWEST COMMUNICATIONS CORPORATION	0	1	1	1	1	2
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS	0	0	0	0	1	1
SBC TELECOM, INC.	0	0	0	1	0	1
SOUTHERN RECONNECT, INC.	0	0	0	0	2	2
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	6	6	12	4	1	5
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	39	51	90	64	31	95
TALK AMERICA INC.	2	1	3	0	0	0
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	0	1	1
TDS TELECOM/QUINCY TELEPHONE	1	0	1	0	0	0
TELECONEX	2	0	2	1	0	1
UNICOM COMMUNICATIONS, LLC	1	0	1	1	0	1
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	0	1	1
UNIVERSAL TELECOM, INC.	0	0	0	0	1	1
USA TELECOM, INC.	0	1	1	0	0	0
VARTEC TELECOM, INC.	3	8	11	7	3	10
WINSTAR COMMUNICATIONS, LLC	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	1	1	2	2	0	2
<b>TOTALS**</b>	<b>143</b>	<b>136</b>	<b>279</b>	<b>195</b>	<b>64</b>	<b>259</b>

*\*Please see Definitions.*  
*\*\*Does not include 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 - November 2003**

<b>Company</b>	<b>Month</b>	<b>Year-To-Date</b>
Allegiance Telecom of Florida, Inc.	<b>0</b>	<b>4</b>
AT&T	<b>0</b>	<b>1</b>
IDS Telcom LLC	<b>0</b>	<b>4</b>
ISN Communications, Inc.	<b>0</b>	<b>3</b>
MCI WorldCom	<b>1</b>	<b>17</b>
Pan American Telecom, Inc.	<b>0</b>	<b>5</b>
Sprint-Florida, Inc.	<b>0</b>	<b>6</b>
Supra Telecommunications & Information Systems, Inc.	<b>3</b>	<b>38</b>
Talk America Inc.	<b>0</b>	<b>3</b>
Z-Tel Communications, Inc.	<b>0</b>	<b>3</b>
All Other Local Companies	<b>7</b>	<b>46</b>
<b>Totals</b>	<b>11</b>	<b>130</b>

# Cramming Statistics\*

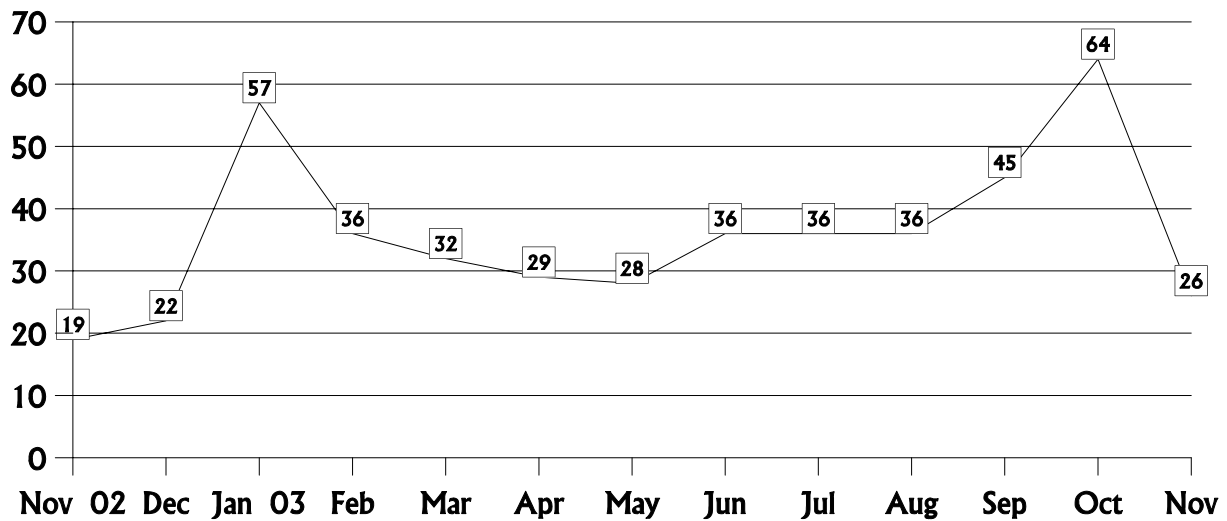
## November 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
32	26	\$ 1,594.85

*\*Please see Definitions*

### Cases Resolved as Cramming

November 2002 - November 2003



**Long Distance Telephone Companies  
Complaint Activity - November 2003**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	0	2	2	0	3	3
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	0	1
ACCERIS COMMUNICATIONS SOLUTIONS	1	1	2	2	1	3
ACCXX COMMUNICATIONS, LLC	0	1	1	0	1	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	1	2
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	0	2	2
ALTERNATEL	0	1	1	0	0	0
AMERICA'S DIGITAL SATELITE TELEPHONE, INC. D/B/A ADST, INC	0	0	0	0	3	3
ANEW BROADBAND, INC.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	55	61	116	114	24	138
BELLSOUTH LONG DISTANCE, INC.	2	4	6	8	2	10
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	0	0	0	1	1
BTI	2	0	2	0	0	0
CAPSULE COMMUNICATIONS, INC.	0	0	0	0	3	3
CLEAR WORLD COMMUNICATIONS CORPORATION	2	1	3	1	0	1
CORRECTIONAL BILLING SERVICES	1	0	1	3	0	3
COVISTA, INC.	1	1	2	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	3	3	6	2	2	4
EXERGY GROUP, LLC	1	0	1	0	0	0
FIRST COMMUNICATIONS, LLC	0	0	0	0	1	1
FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS	0	0	0	2	0	2
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
GLOBCOM, INC.	0	0	0	0	3	3
GT COM LONG DISTANCE	1	0	1	1	1	2
HBS BILLING SERVICES COMPANY	0	5	5	4	0	4
IDS TELCOM LLC	1	1	2	2	0	2

Utility Name	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
IDT AMERICA CORP. D/B/A DSA TELECOM	2	2	4	9	1	10
ILD	0	5	5	1	0	1
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	2	2	4	0	4
INTEGRETEL, INC.	0	10	10	6	0	6
INTER-TEL NETSOLUTIONS, INC.	0	1	1	1	0	1
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	0	1	1
MATRIX TELECOM	1	0	1	1	1	2
MCI WORLDCOM COMMUNICATIONS, INC.	0	1	1	2	1	3
MCI WORLDCOM NETWORK SERVICES, INC.	14	15	29	31	6	37
MIKO TELEPHONE COMMUNICATIONS, INC.	0	3	3	1	0	1
NEW CENTURY TELECOM, INC.	4	0	4	0	1	1
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	1	1	0	0	0
NORVERGENCE, INC.	1	0	1	0	0	0
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	0	1	1
NUVOX COMMUNICATIONS	1	0	1	0	0	0
ONE CALL COMMUNICATIONS, INC.	0	1	1	1	0	1
OPERATOR ASSISTANCE NETWORK	0	3	3	5	0	5
OPEX COMMUNICATIONS, INC.	0	0	0	0	2	2
OPTICAL TELEPHONE CORPORATION	0	0	0	0	8	8
POWERNET GLOBAL COMMUNICATIONS	0	1	1	0	0	0
PREMIER TELECOM, INC.	3	0	3	0	6	6
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	8	2	10	11	1	12
RADIANT TELECOM, INC.	1	0	1	0	0	0
SPRINT	32	15	47	43	18	61
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	1	1	0	1	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	1	2	0	0	0
T2TECINC	1	0	1	1	1	2
TALK AMERICA INC.	3	1	4	4	0	4
TCG	1	0	1	1	0	1
TELECOMEZ CORP.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	1	3	4	1	0	1
TELECLUBA, INC.	0	0	0	1	0	1
TELEUNO, INC.	0	0	0	1	1	2
TOTAL CALL INTERNATIONAL, INC.	0	1	1	0	0	0
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	0	0
UKI COMMUNICATIONS, INC.	1	1	2	0	1	1
UNIVANCE TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
UNIVERSAL BROADBAND COMUNICATIONS, INC.	0	0	0	0	1	1
U.S. TELECOM LONG DISTANCE, INC.	1	1	2	1	0	1
VARTEC TELECOM, INC.	3	5	8	6	0	6
VERIZON SELECT SERVICES INC.	1	2	3	1	4	5
VOIP ENTERPRISES INC.	0	0	0	1	0	1
W2COM INTERNATIONAL, LLC	1	0	1	0	0	0
WORKING ASSETS FUNDING SERVICE, INC. D/B/A WORKING ASSETS	0	0	0	0	1	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	0	0	0	0	1	1
XO FLORIDA, INC.	0	0	0	0	1	1
ZERO PLUS DIALING	1	0	1	1	0	1
<b>TOTALS**</b>	<b>156</b>	<b>159</b>	<b>315</b>	<b>282</b>	<b>108</b>	<b>390</b>

\*Please see Definitions.

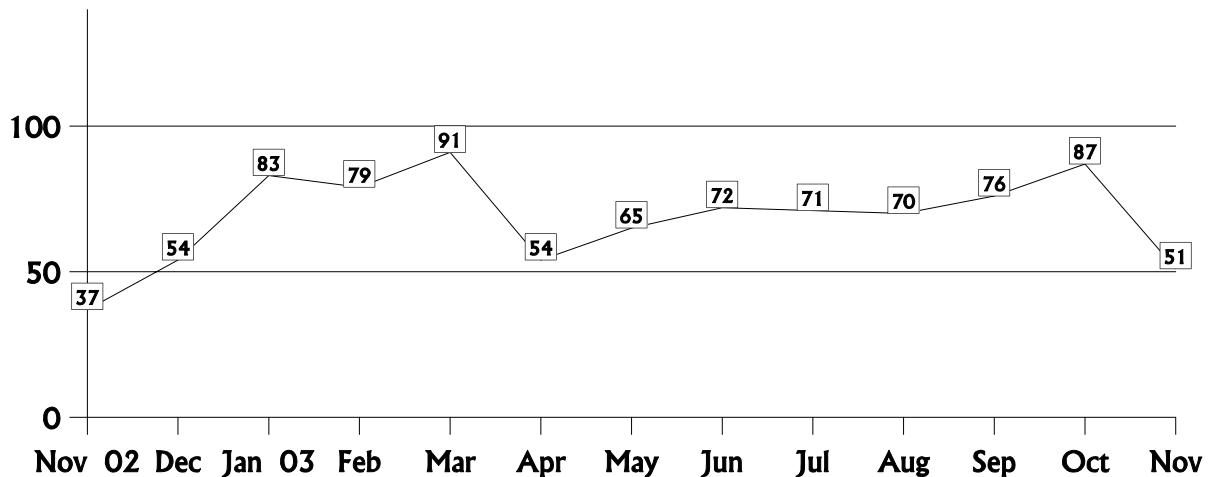
\*\*Does not include non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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

Company	Month	Year-To-Date
America’s Digital Satelite Telephone, Inc.	2	12
AT&T / ACC	3	48
Clear World Communications Corp.	0	22
Excel Telecommunications, Inc.	2	27
LCR Telecommunications. L.L.C.	0	13
MCI Worldcom	3	75
Miko Telephone Communications, Inc.	0	149
Onelink Communications, Inc.	0	16
Optical Telephone Corporation	8	45
Premier Telecom, Inc.	6	21
Primus Telecommunications, Inc.	0	17
Sprint	9	136
Teleuno, Inc.	0	16
UKI Communications, Inc.	0	32
World Communications Satellite Systems, Inc.	1	24
Other Long Distance Companies	17	146
<b>Totals</b>	<b>51</b>	<b>799</b>

## Cases Resolved as Slamming

November 2002 - November 2003



## Pay Telephone Companies Complaint Activity - November 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
JAROTH, INC. D/B/A PACIFIC TELEMAGEMENT SERVICES	0	0	0	0	1	1
PAY TEL COMMUNICATIONS, INC. D/B/A PAY TEL COMMUNICATIONS	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	0	0	0	1	0	1
THE IMRON NETWORK	1	0	1	1	0	1
<b>TOTALS**</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>

*\*Please see Definitions.*

*\*\*Does not include 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 - November 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALOHA UTILITIES, INC.	2	0	2	1	0	1
BROADVIEW PARK WATER COMPANY	0	1	1	0	0	0
COUNTY-WIDE UTILITY CO., INC.	0	0	0	1	0	1
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	1	3	4	3	0	3
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	1	3	4	5	1	6
FOREST HILLS UTILITIES, INC.	0	1	1	1	0	1
JASMINE LAKES UTILITIES CORPORATION	0	1	1	0	0	0
LINDRICK SERVICE CORPORATION	0	0	0	2	1	3
LITTLE GASPARILLA WATER UTILITY, INC.	0	0	0	1	0	1
LITTLE SUMTER UTILITY COMPANY	1	0	1	0	0	0
MARION UTILITIES, INC.	0	0	0	0	1	1
MILES GRANT WATER AND SEWER COMPANY	1	0	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	1	1	1	0	1
ORANGEWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
<b>TOTALS**</b>	<b>6</b>	<b>10</b>	<b>16</b>	<b>17</b>	<b>3</b>	<b>20</b>

*\*Please see Definitions.*  
*\*\*Does not include 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** =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$