



# FLORIDA PUBLIC SERVICE COMMISSION

## CONSUMER ACTIVITY REPORT DECEMBER 2002

(Also Includes 2002 Annual Supplement)

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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  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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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.

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## Summary

There were **2,205** complaints logged against the utility companies for the month of December. Complaints filed with 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 Commission Rules or company tariffs occurred, the complaint is resolved as an apparent rule infraction. There were also **2,300** information requests logged by the PSC.

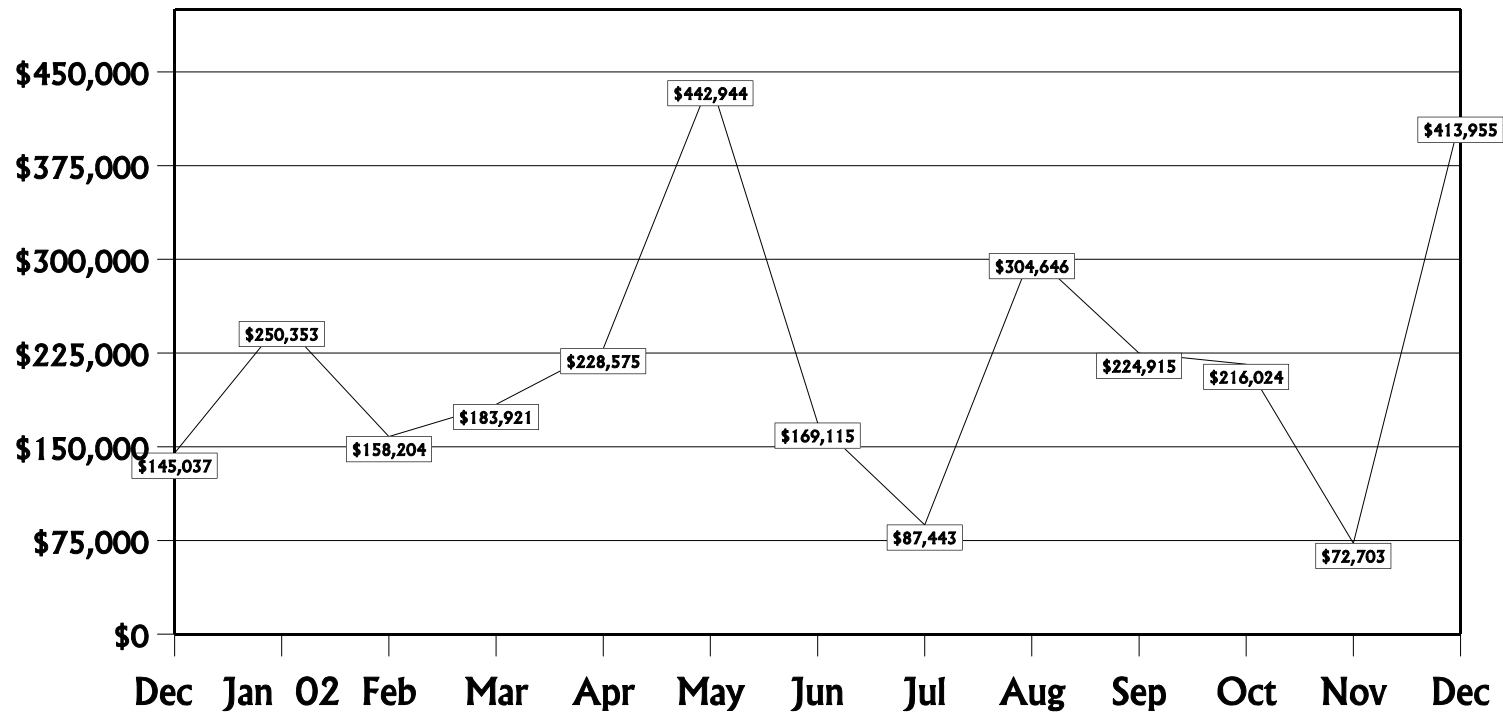
A total of twenty utility companies are participating in the Telephone Transfer-Connect option, as of December 31, 2002. Under this option, a call to the PSC was directly transferred to the caller’s utility. There were **929** calls transferred during December 2002.

Refunds, savings and credits to consumers, resulting from Commission action on behalf of consumers, totaled **\$413,955** for the month.

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# Consumer Refunds

December 2001 - December 2002



## Consumer Activity - December 2002

|   |     |              |
|---|-----|--------------|
| <b>Complaints Received</b>                  |     | <b>2,205</b> |
| Electric                                    | 77  |              |
| Gas   | 19  |              |
| Alternative Local Exchange Telephone        | 188 |              |
| Local Exchange Telephone                    | 280 |              |
| Long Distance Telephone                     | 540 |              |
| Pay Telephone                               | 4   |              |
| Water & Wastewater                          | 21  |              |
| Non-regulated & Telephone Transfer-Connects | 958 |              |
| Cases Received / Closed Under 72 Hr Rule    | 118 |              |
| Electric                                    | 57  |              |
| Gas   | 0   |              |
| Telecommunications                          | 61  |              |
| Water / Wastewater                          | 0   |              |
| <b>Information Requests Received</b>        |     | <b>2,300</b> |
| <b>Total Cases Received</b>                 |     | <b>4,505</b> |

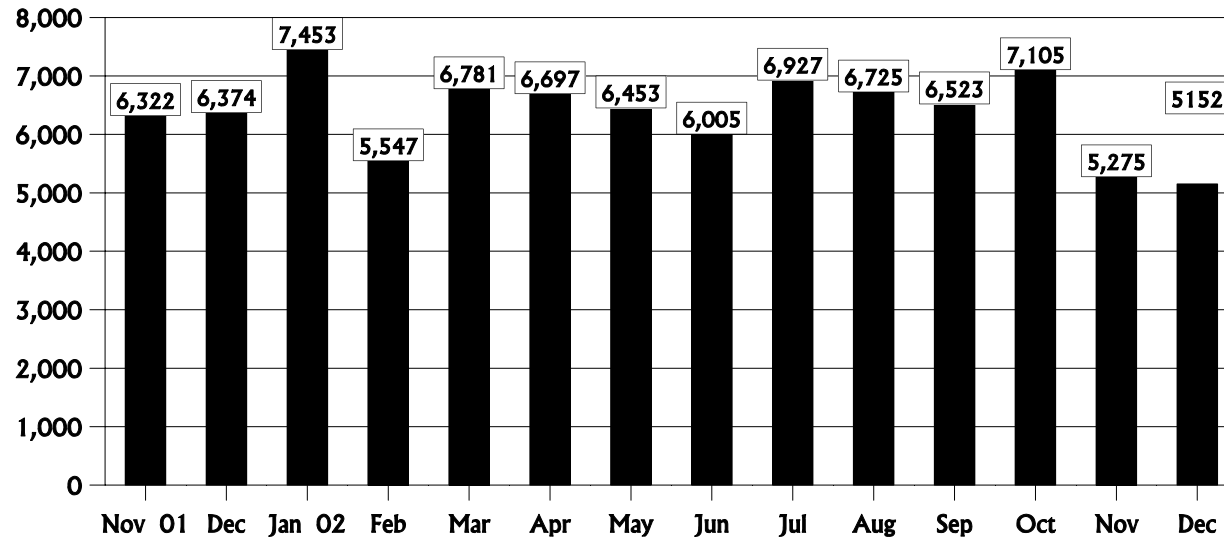
| How Cases Were Received | Complaints   | Information Requests |
|-------------------------|--------------|----------------------|
| Phone                   | 1,486        | 2,212                |
| Mail                    | 237          | 23                   |
| Internet                | 286          | 62                   |
| Fax                     | 196          | 3                    |
| <b>Totals</b>           | <b>2,205</b> | <b>2,300</b>         |

|   |              |
|---|--------------|
| Telephone Calls Not Filed As Cases                                  | 647          |
| <b>Total Consumer Contacts Handled</b>                              | <b>5,152</b> |
| Telephone Transfer-Connects (Calls Transferred to Utilities)        | 929          |
| E-Transfers (E-mails Routed Directly from PSC Website to Utilities) | 61           |

|   |                     |
|---|---------------------|
| <b>Consumer Savings</b>                 |                     |
| Electric                                | \$ 4,703.66         |
| Gas                                     | 25.00               |
| Alternative Local Exchange Telephone    | 37,441.03           |
| Local Exchange Telephone                | 51,076.86           |
| Long Distance Telephone                 | 320,616.75          |
| Pay Telephone                           | 5.00                |
| Water & Wastewater                      | 82.07               |
| Non-regulated/Other Consumer Assistance | 5.00                |
| <b>Total</b>                            | <b>\$413,955.37</b> |



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



## Complaints by Industry December 2002

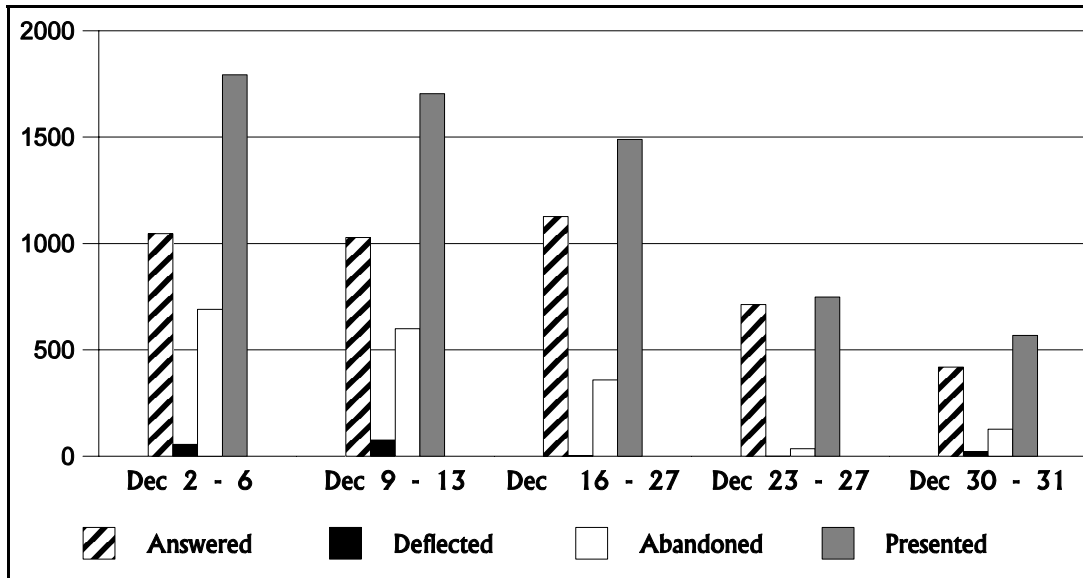
|   | Complaint<br>s<br>Received | % of Total<br>Complaints* |
|---|----------------------------|---------------------------|
| Electric                                      | 77                         | 3%                        |
| Gas   | 19                         | <1%                       |
| Alt. Local Exchange Telephone                 | 188                        | 9%                        |
| Local Exchange Telephone                      | 280                        | 13%                       |
| Long Distance Telephone                       | 540                        | 24%                       |
| Pay Telephone                                 | 4                          | <1%                       |
| Water & Wastewater                            | 21                         | 1%                        |
| Non-regulated & Telephone Transfer-Connects** | 958                        | 43%                       |
| Cases Received & Closed by 72 Hr Rule         | 118                        | 5%                        |
| Total   | 2,205                      | 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 December 2002



- 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 could not get through: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but abandoned the queue waiting status 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.

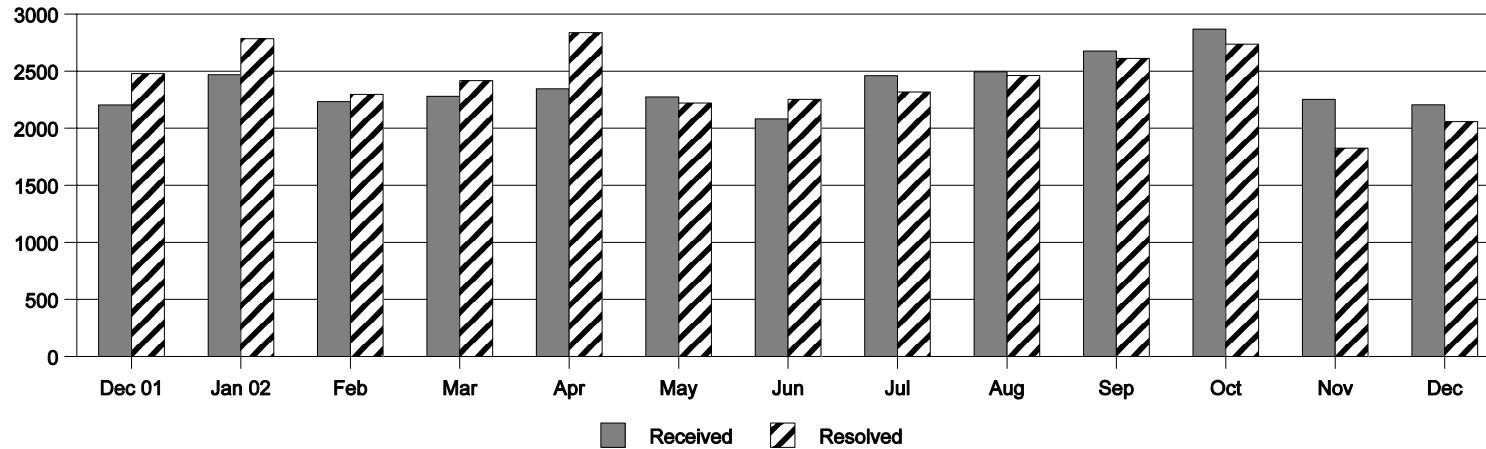
| Period           | Answered     | % Total Calls | Deflected  | % Total Calls | Abandoned    | % Total Calls | Total Calls  |
|------------------|--------------|---------------|------------|---------------|--------------|---------------|--------------|
| December 2 - 6   | 1,046        | 58%           | 56         | 3%            | 691          | 39%           | 1,793        |
| December 9 - 13  | 1,028        | 60%           | 76         | 4%            | 600          | 35%           | 1,704        |
| December 16 - 20 | 1,127        | 76%           | 3          | 0%            | 359          | 24%           | 1,489        |
| December 23 - 27 | 713          | 95%           | 0          | 0%            | 36           | 5%            | 749          |
| December 30 - 31 | 419          | 74%           | 22         | 4%            | 127          | 22%           | 568          |
| <b>Totals</b>    | <b>4,333</b> | <b>69%</b>    | <b>157</b> | <b>2%</b>     | <b>1,813</b> | <b>29%</b>    | <b>6,303</b> |

Note: % Totals have been rounded.

|                                    |         |
|------------------------------------|---------|
| Calls Answered During the Month    | 4,333   |
| Minus CAF Calls Resulting in Cases | (3,686) |
| Total Calls Not Filed As Cases     | 647     |

## Total Complaints Received / Resolved by Month\*

December 2001 - December 2002

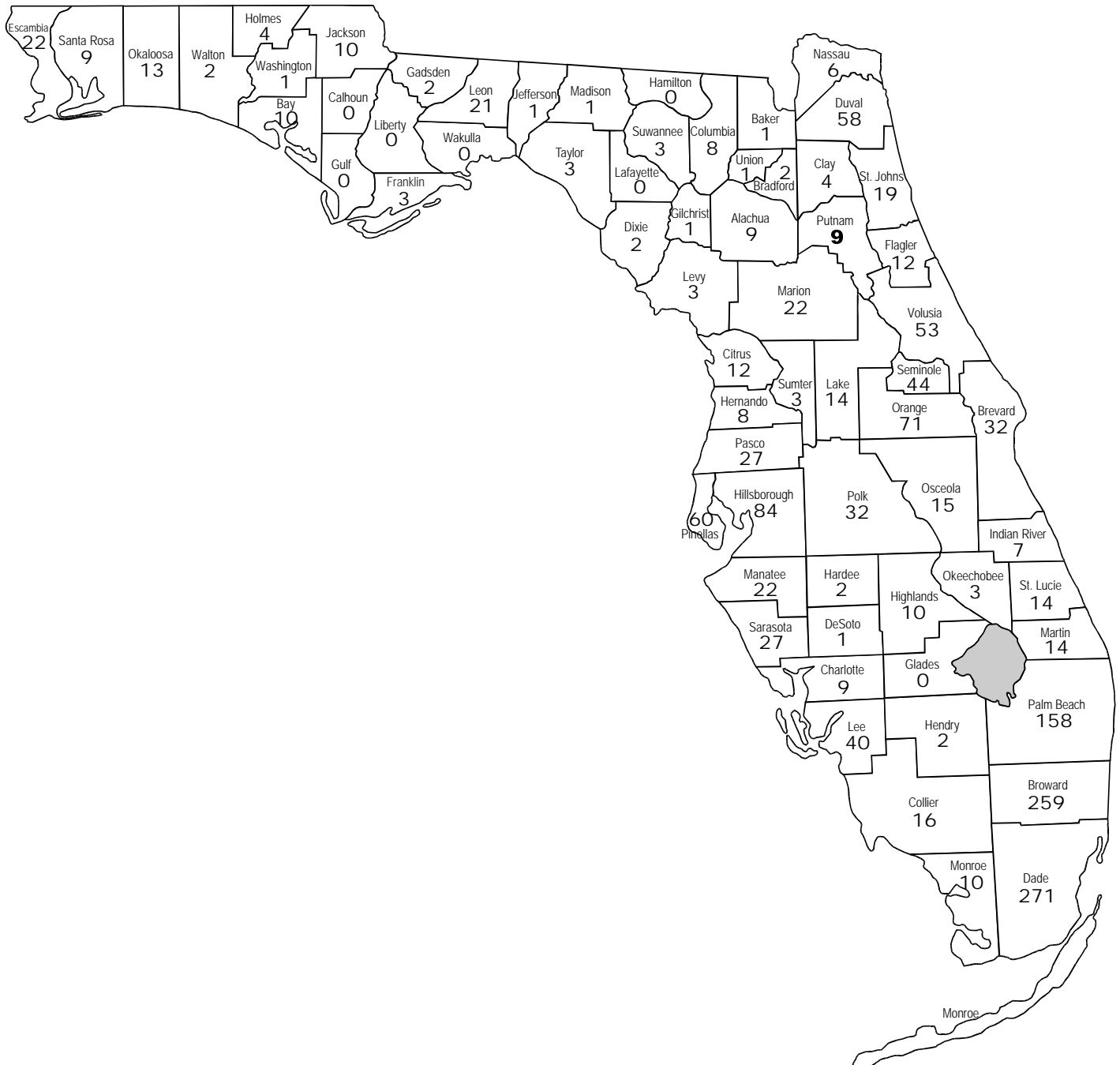


|          | Dec 01 | Jan 02 | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|----------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Received | 2,204  | 2,468  | 2,233 | 2,279 | 2,346 | 2,274 | 2,081 | 2,461 | 2,493 | 2,677 | 2,868 | 2,253 | 2,205 |
| Resolved | 2,479  | 2,784  | 2,297 | 2,417 | 2,837 | 2,221 | 2,252 | 2,318 | 2,462 | 2,612 | 2,737 | 1,825 | 2,058 |

\*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.

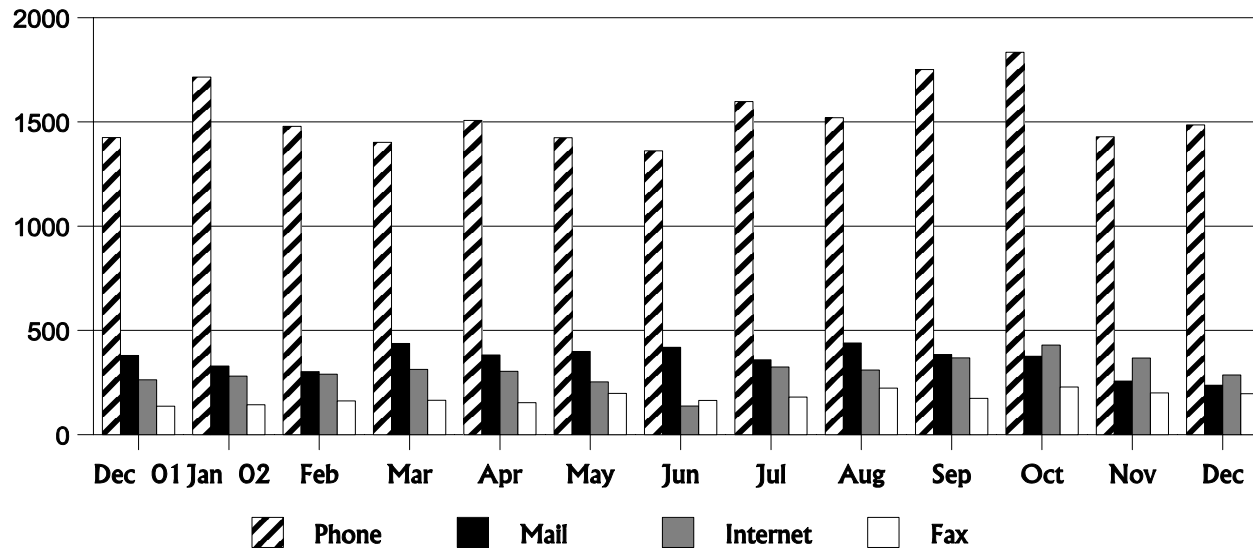
# Complaints Received by County

DECEMBER 2002



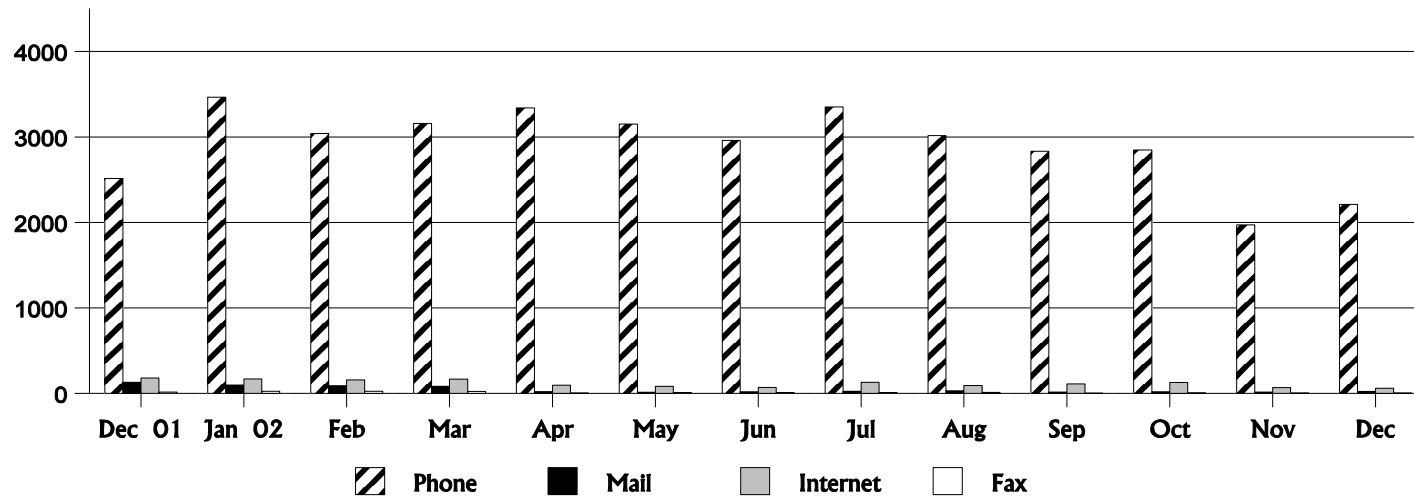
**Note:** County name not available for 623 cases.  
e.g., complaints received by e-mail, telephone  
transfer-connects, non-Florida addresses, etc.

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



|          | Dec 01 | Jan 02 | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|----------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Phone    | 1,425  | 1,715  | 1,479 | 1,402 | 1,507 | 1,424 | 1,361 | 1,598 | 1,520 | 1,751 | 1,834 | 1,429 | 1,486 |
| Mail     | 380    | 329    | 302   | 437   | 382   | 399   | 419   | 359   | 440   | 384   | 376   | 257   | 237   |
| Internet | 263    | 281    | 290   | 313   | 304   | 253   | 137   | 324   | 310   | 368   | 430   | 367   | 286   |
| Fax      | 136    | 143    | 162   | 165   | 153   | 198   | 164   | 180   | 223   | 174   | 228   | 200   | 196   |
| Total    | 2,204  | 2,468  | 2,233 | 2,317 | 2,346 | 2,274 | 2,081 | 2,461 | 2,493 | 2,677 | 2,868 | 2,253 | 2,205 |

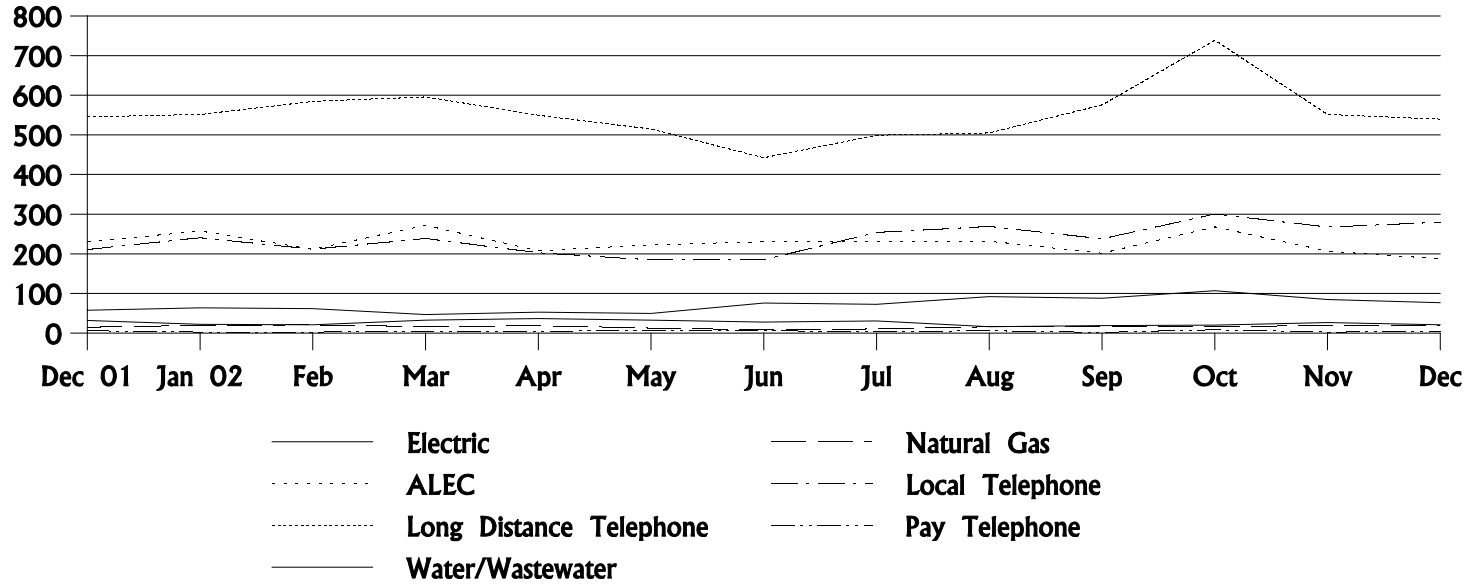
## How Information Requests Were Received Phone, Mail, Internet and Fax December 2001 - December 2002



|          | Dec 01 | Jan 02 | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|----------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Phone    | 2,514  | 3,465  | 3,040 | 3,158 | 3,341 | 3,150 | 2,961 | 3,352 | 3,016 | 2,831 | 2,847 | 1,971 | 2,212 |
| Mail     | 130    | 98     | 92    | 84    | 20    | 13    | 18    | 24    | 30    | 14    | 19    | 14    | 23    |
| Internet | 180    | 169    | 158   | 168   | 97    | 84    | 71    | 130   | 93    | 112   | 128   | 68    | 62    |
| Fax      | 15     | 24     | 24    | 22    | 3     | 9     | 10    | 10    | 11    | 2     | 6     | 4     | 3     |
| Total    | 2,839  | 3,756  | 3,314 | 3,432 | 3,461 | 3,256 | 3,060 | 3,516 | 3,150 | 2,959 | 3,000 | 2,057 | 2,300 |

# Complaints Received by Industry

## December 2001 - December 2002



| Industry         | Dec 01       | Jan 02       | Feb          | Mar          | Apr          | May          | Jun        | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          |
|------------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Electric         | 58           | 64           | 62           | 47           | 53           | 50           | 76         | 73           | 92           | 88           | 107          | 85           | 77           |
| Natural Gas      | 15           | 20           | 21           | 17           | 19           | 13           | 9          | 11           | 16           | 18           | 16           | 20           | 19           |
| ALEC             | 230          | 258          | 212          | 272          | 208          | 223          | 231        | 232          | 232          | 202          | 268          | 207          | 188          |
| Local Telephone  | 211          | 241          | 212          | 239          | 203          | 185          | 186        | 254          | 269          | 238          | 301          | 268          | 280          |
| Long Dist. Phone | 546          | 552          | 585          | 596          | 550          | 515          | 443        | 499          | 505          | 576          | 739          | 552          | 540          |
| Payphone         | 6            | 6            | 3            | 3            | 5            | 4            | 8          | 6            | 4            | 6            | 2            | 3            | 4            |
| Water/Wastewater | 30           | 32           | 22           | 21           | 33           | 37           | 33         | 28           | 31           | 16           | 19           | 27           | 21           |
| <b>Totals</b>    | <b>1,097</b> | <b>1,175</b> | <b>1,117</b> | <b>1,195</b> | <b>1,071</b> | <b>1,027</b> | <b>986</b> | <b>1,103</b> | <b>1,149</b> | <b>1,144</b> | <b>1,452</b> | <b>1,162</b> | <b>1,129</b> |



## Electric Companies Complaint Activity - December 2002

| Utility Name                     | Complaints Logged |           |           |            | Complaints Resolved          |                          |           |            |
|----------------------------------|-------------------|-----------|-----------|------------|------------------------------|--------------------------|-----------|------------|
|                                  | Service*          | Billing*  | Total     | Y-T-D      | Apparent<br>Non-infractions* | Apparent<br>Infractions* | Total     | Y-T-D      |
| FLORIDA POWER CORPORATION        | 18                | 3         | 21        | 269        | 13                           | 0                        | 13        | 294        |
| FLORIDA POWER & LIGHT COMPANY    | 20                | 23        | 43        | 440        | 42                           | 0                        | 42        | 496        |
| FLORIDA PUBLIC UTILITIES COMPANY | 2                 | 0         | 2         | 18         | 2                            | 0                        | 2         | 20         |
| GULF POWER COMPANY               | 2                 | 1         | 3         | 32         | 4                            | 0                        | 4         | 31         |
| TAMPA ELECTRIC COMPANY           | 5                 | 3         | 8         | 115        | 8                            | 0                        | 8         | 120        |
| <b>TOTAL</b>                     | <b>47</b>         | <b>30</b> | <b>77</b> | <b>874</b> | <b>69</b>                    | <b>0</b>                 | <b>69</b> | <b>961</b> |

*\*Please see Index of Definitions.*

## Electric Companies Number of Customers / Apparent Infraction Indices

| Utility Name                     | Total Customer Base ** | Apparent<br>Infractions<br>Y-T-D | Apparent Infractions<br>Per 1,000<br>Customers*** | Y-T-D<br>Apparent Infractions<br>Index* | December 2002<br>Apparent Infractions<br>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  |
| <b>TOTAL</b>                     | <b>6,339,722</b>       | <b>9</b>                         | <b>0.0014</b>                                     |   |   |

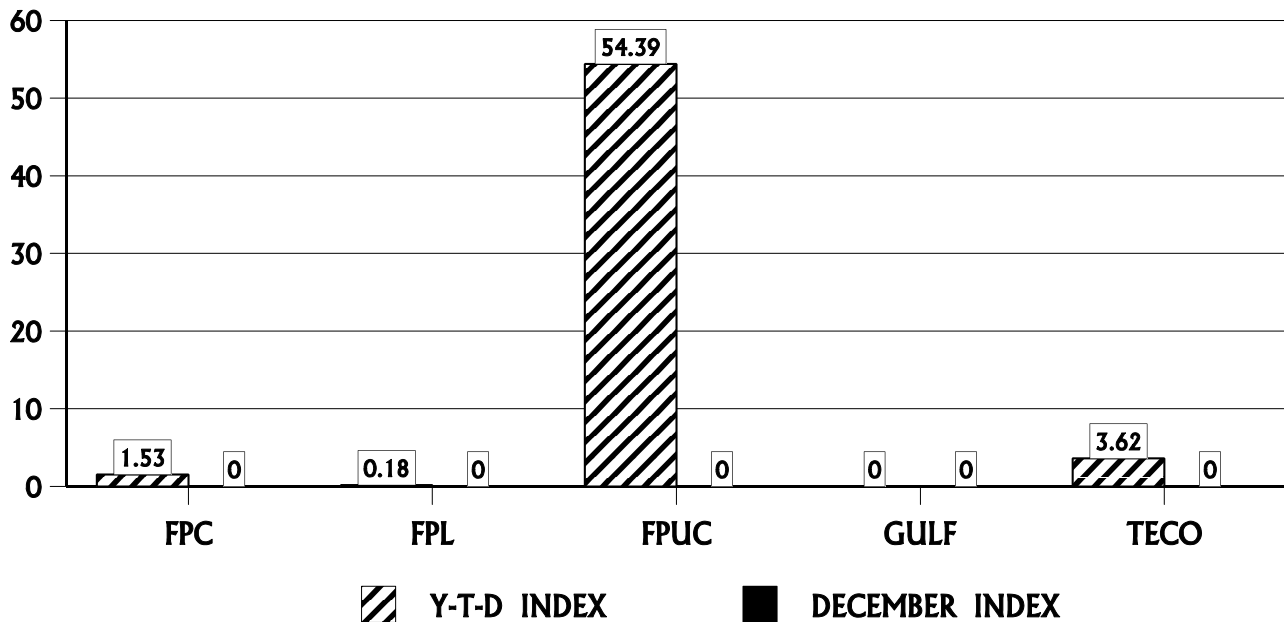
*\*Please see Index of Definitions.*

*\*\*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

December 2002

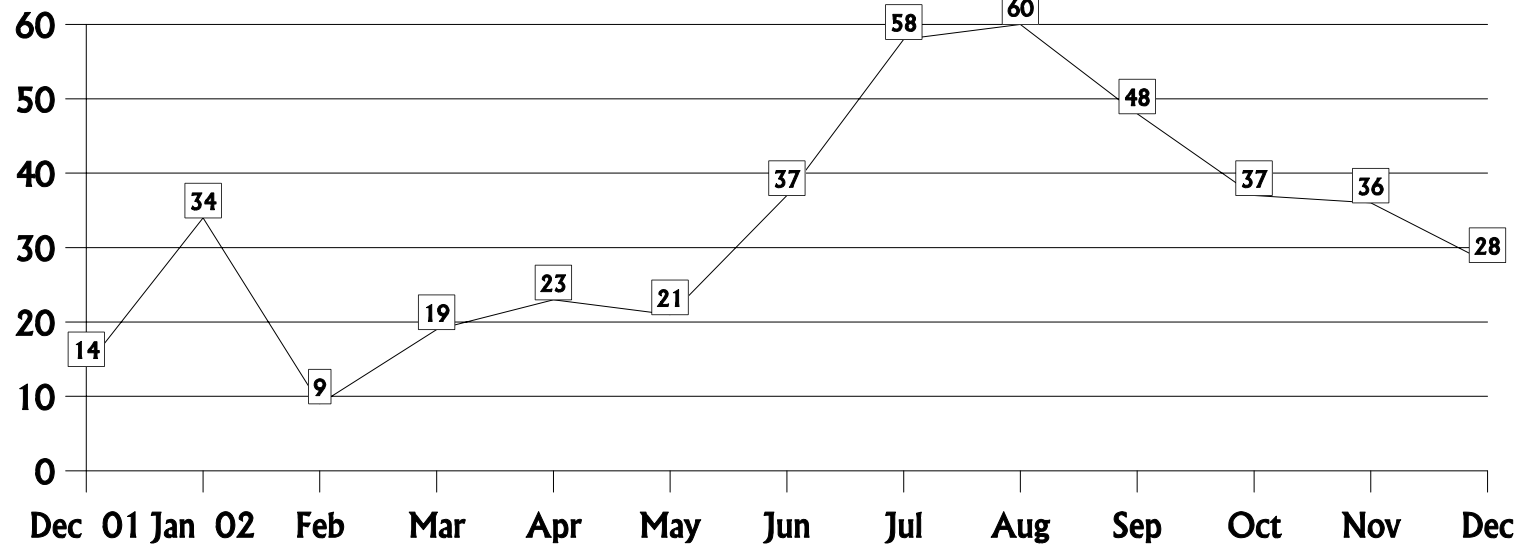


| TOTAL CUSTOMER BASE*      |  |   |                       |                              |
|---------------------------|--|---|-----------------------|------------------------------|
| FLORIDA<br>POWER<br>CORP. | FLORIDA<br>POWER<br>AND LIGHT<br>COMPANY | FLORIDA<br>PUBLIC<br>UTILITIES<br>COMPANY | GULF POWER<br>COMPANY | TAMPA<br>ELECTRIC<br>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

December 2001 - December 2002



## Natural Gas Companies Complaint Activity December 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                 | 1         | 2         | 14         | 0                        | 0                    | 0         | 9          |
| CITY GAS COMPANY OF FLORIDA                                     | 3                 | 6         | 9         | 89         | 8                        | 1                    | 9         | 100        |
| FLORIDA PUBLIC UTILITIES COMPANY                                | 1                 | 1         | 2         | 31         | 0                        | 0                    | 0         | 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          | 3                 | 3         | 6         | 63         | 6                        | 0                    | 6         | 61         |
| <b>TOTAL</b>  | <b>8</b>          | <b>11</b> | <b>19</b> | <b>199</b> | <b>14</b>                | <b>1</b>             | <b>15</b> | <b>207</b> |

*\*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* | December 2002 Apparent Infractions Index* |
|---|-----------------------|----------------------------|--|-----------------------------------|---|
| CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS) | 10,593                | 1                          | 0.094  | 2.94                              | 0.000                                     |
| CITY GAS COMPANY OF FLORIDA                                     | 105,000               | 11                         | 0.105  | 3.27                              | 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  | 9.38                              | 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  | 0.26                              | 0.00                                      |
| <b>INDUSTRY TOTAL</b>   | <b>436,228</b>        | <b>15</b>                  | <b>0.037</b>                                 |                                   |   |

\*Please see Index of Definitions.

\*\*Source - Reports supplied to the PSC as of December 31, 2001.

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

## Alternative Local Telephone Companies Complaint Activity - December 2002

| Utility Name  | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|---|-------------------|---------|-------|--------------------------|----------------------|-------|
|   | Service           | Billing | Total | Apparent Non-Infractions | Apparent Infractions | Total |
| ACCESS INTEGRATED NETWORKS, INC.                          | 1                 | 0       | 1     | 2                        | 0                    | 2     |
| ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.              | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ALLEGIANCE TELECOM OF FLORIDA, INC.                       | 0                 | 2       | 2     | 2                        | 0                    | 2     |
| ALLTEL COMMUNICATIONS, INC.                               | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| ALTERNATIVE TELECOMMUNICATION SERVICES, INC. D/B/A SECOND | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| AMERICAN COMMUNICATION SERVICES OF JACKSONVILLE, INC.     | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ANEW BROADBAND, INC.                                      | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| AT&T  | 2                 | 2       | 4     | 0                        | 0                    | 0     |
| AT&T DIGITAL PHONE  | 12                | 14      | 26    | 22                       | 1                    | 23    |
| BTI   | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| BUDGET PHONE, INC.  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| CAT COMMUNICATIONS  | 7                 | 1       | 8     | 6                        | 0                    | 6     |
| CITYWIDE-TEL  | 0                 | 2       | 2     | 2                        | 0                    | 2     |
| C.B. TELECOMM, INC.                                       | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| DIALTONE TELECOM, LLC                                     | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| DOUBLE LINK COMMUNICATIONS, INC.                          | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| DPI-TELECONNECT, L.L.C.                                   | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| EASY TELEPHONE SERVICES COMPANY                           | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| EXCEL TELECOMMUNICATIONS, INC.                            | 3                 | 3       | 6     | 4                        | 0                    | 4     |
| EXPRESS PHONE SERVICE, INC.                               | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| FLORIDA DIGITAL NETWORK, INC.                             | 2                 | 2       | 4     | 4                        | 0                    | 4     |
| FLORIDA PHONE SERVICE, INC.                               | 2                 | 1       | 3     | 0                        | 0                    | 0     |
| FLORIDA TELEPHONE SERVICES, LLC                           | 2                 | 1       | 3     | 3                        | 0                    | 3     |
| HIGH TECH COMMUNICATIONS OF CENTRAL FLORIDA, INC.         | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| HOSTING-NETWORK, INC.                                     | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| IDS TELCOM LLC  | 5                 | 3       | 8     | 4                        | 0                    | 4     |

| Utility Name   | Complaints Logged |           |            | Complaints Resolved      |                      |            |
|--|-------------------|-----------|------------|--------------------------|----------------------|------------|
|  | Service           | Billing   | Total      | Apparent Non-infractions | Apparent Infractions | Total      |
| INSTATONE  | 6                 | 1         | 7          | 5                        | 1                    | 6          |
| INTERMEDIA COMMUNICATIONS, INC.                        | 0                 | 1         | 1          | 2                        | 2                    | 4          |
| KMC TELECOM III LLC                                    | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| KMC TELECOM INC.                                       | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| KNOLOGY OF FLORIDA, INC.                               | 0                 | 0         | 0          | 3                        | 0                    | 3          |
| MCI WORLDCOM COMMUNICATIONS, INC.                      | 6                 | 2         | 8          | 2                        | 2                    | 4          |
| MCI WORLDCOM NETWORK SERVICES, INC.                    | 4                 | 3         | 7          | 11                       | 3                    | 14         |
| MCIMETRO ACCESS TRANSMISSION SERVICES LLC              | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| MIRACLE COMMUNICATIONS                                 | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| MPOWER COMMUNICATIONS CORP.                            | 4                 | 1         | 5          | 0                        | 0                    | 0          |
| NEWSOUTH COMMUNICATIONS CORP.                          | 0                 | 0         | 0          | 1                        | 0                    | 1          |
| NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS      | 0                 | 0         | 0          | 1                        | 0                    | 1          |
| ORLANDO TELEPHONE COMPANY                              | 1                 | 0         | 1          | 1                        | 1                    | 2          |
| PAETEC COMMUNICATIONS, INC.                            | 0                 | 1         | 1          | 0                        | 0                    | 0          |
| PAN AMERICAN TELECOM, INCORPORATED                     | 2                 | 0         | 2          | 0                        | 0                    | 0          |
| PHONE CLUB CORPORATION                                 | 0                 | 0         | 0          | 1                        | 0                    | 1          |
| SERVISENSE.COM, INC.                                   | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| SOUTHERN RECONNECT, INC.                               | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 33                | 26        | 59         | 82                       | 5                    | 87         |
| TALK AMERICA INC.                                      | 0                 | 0         | 0          | 3                        | 0                    | 3          |
| TCG SOUTH FLORIDA                                      | 0                 | 0         | 0          | 0                        | 1                    | 1          |
| TELECONEX  | 1                 | 0         | 1          | 1                        | 0                    | 1          |
| THE MOBILE PHONE COMPANY, INC.                         | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| US LEC OF FLORIDA INC.                                 | 0                 | 0         | 0          | 1                        | 0                    | 1          |
| USA TELEPHONE INC.                                     | 1                 | 0         | 1          | 1                        | 0                    | 1          |
| UTILITIES COMMISSION, NEW SMYRNA BEACH                 | 0                 | 1         | 1          | 1                        | 0                    | 1          |
| VARTEC TELECOM, INC.                                   | 4                 | 1         | 5          | 4                        | 1                    | 5          |
| WINSTAR COMMUNICATIONS, LLC                            | 0                 | 0         | 0          | 0                        | 2                    | 2          |
| XO FLORIDA, INC.                                       | 2                 | 0         | 2          | 0                        | 0                    | 0          |
| XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC           | 1                 | 0         | 1          | 0                        | 0                    | 0          |
| Z-TEL COMMUNICATIONS, INC.                             | 0                 | 1         | 1          | 0                        | 0                    | 0          |
| <b>TOTALS</b>  | <b>119</b>        | <b>69</b> | <b>188</b> | <b>181</b>               | <b>19</b>            | <b>200</b> |



## Local Telephone Companies Complaint Activity December 2002

| Utility Name                               | Complaints Logged |           |            |              | Complaints Resolved         |                         |            |              |
|--|-------------------|-----------|------------|--------------|-----------------------------|-------------------------|------------|--------------|
|  | Service           | Billing   | Total      | Y-T-D        | Apparent<br>Non-infractions | Apparent<br>Infractions | Total      | Y-T-D        |
| ALLTEL FLORIDA, INC.                       | 4                 | 2         | 6          | 66           | 5                           | 0                       | 5          | 70           |
| BELLSOUTH                                  | 129               | 54        | 183        | 1,791        | 119                         | 6                       | 125        | 1,853        |
| FRONTIER                                   | 0                 | 0         | 0          | 1            | 0                           | 0                       | 0          | 1            |
| GTC, INC. D/B/A GT COM                     | 1                 | 0         | 1          | 14           | 1                           | 0                       | 1          | 13           |
| VERIZON FLORIDA, INC.                      | 18                | 7         | 25         | 293          | 29                          | 1                       | 30         | 298          |
| ITS TELECOMMUNICATIONS SYSTEMS             | 0                 | 0         | 0          | 0            | 0                           | 0                       | 0          | 0            |
| NE FLORIDA                                 | 0                 | 0         | 0          | 2            | 0                           | 0                       | 0          | 2            |
| QUINCY/TDS                                 | 0                 | 0         | 0          | 6            | 1                           | 0                       | 1          | 5            |
| SMART CITY TELECOM (Formerly Vista United) | 0                 | 0         | 0          | 1            | 0                           | 0                       | 0          | 1            |
| SPRINT-FLORIDA                             | 37                | 28        | 65         | 699          | 52                          | 2                       | 54         | 696          |
| <b>TOTAL</b>                               | <b>189</b>        | <b>91</b> | <b>280</b> | <b>2,873</b> | <b>207</b>                  | <b>9</b>                | <b>216</b> | <b>2,939</b> |

## Local Telephone Companies Number of Access lines / Apparent Infraction Indices

| Utility Name                               | Number of<br>Access lines** | Apparent<br>Infractions<br>Y-T-D | Apparent Infractions<br>Per 1,000<br>Access lines*** | Y-T-D<br>Apparent Infractions<br>Index* | December 2002<br>Apparent Infractions<br>Index* |
|--|-----------------------------|----------------------------------|--|---|---|
| ALLTEL                                     | 94,736                      | 4                                | 0.0422   | 3.17                                    | 0.00  |
| BELLSOUTH                                  | 6,451,600                   | 92                               | 0.0143   | 1.07                                    | 1.17  |
| 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                   | 17                               | 0.0070   | 0.53                                    | 0.52  |
| 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   | 5.29                                    | 0.00  |
| SMART CITY TELECOM (Formerly Vista United) | 16,917                      | 0                                | 0.0000   | 0.00                                    | 0.00  |
| SPRINT-FLORIDA                             | 2,212,554                   | 36                               | 0.0163   | 1.22                                    | 1.13  |
| <b>TOTAL</b>                               | <b>11,277,711</b>           | <b>150</b>                       | <b>0.0133</b>  |   |   |

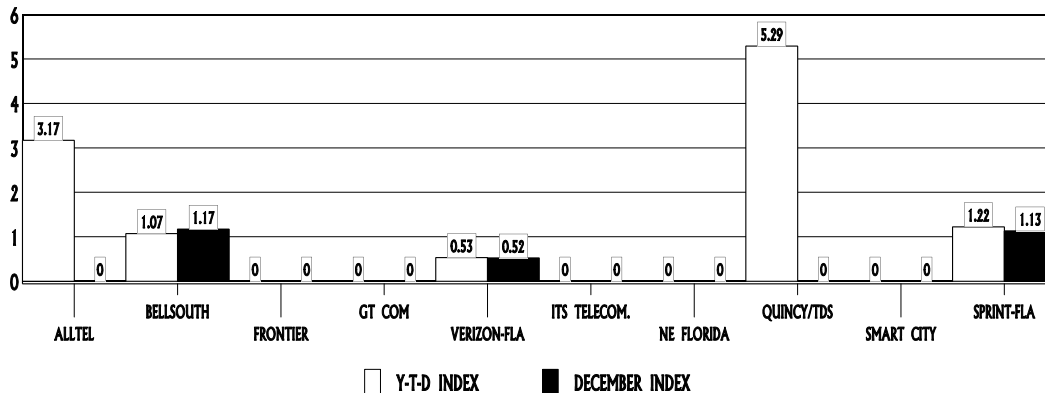
\* Please see Index of Definitions.

\*\*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

December 2002



| TOTAL 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 Year End 2001.*

**Unauthorized Telephone Service Change  
 “Local Slamming”  
 Apparent Rule Infractions - December 2002**

| <b>Company</b>  | <b>Month</b> | <b>Year-To-Date</b> |
|---|--------------|---------------------|
| AT&T Digital Phone                                      | <b>0</b>     | <b>5</b>            |
| Bellsouth Telecommunications, Inc.                      | <b>1</b>     | <b>7</b>            |
| Florida Digital Network, Inc.                           | <b>0</b>     | <b>7</b>            |
| Hale & Father, Inc.                                     | <b>0</b>     | <b>12</b>           |
| IDS Long Distance, Inc.                                 | <b>0</b>     | <b>4</b>            |
| IDS Telcom LLC  | <b>0</b>     | <b>3</b>            |
| MCI Worldcom  | <b>3</b>     | <b>5</b>            |
| Sprint-Florida, Inc.                                    | <b>1</b>     | <b>11</b>           |
| Supra Telecommunications &<br>Information Systems, Inc. | <b>1</b>     | <b>22</b>           |
| Talk America Inc.                                       | <b>0</b>     | <b>8</b>            |
| All Other Local Companies                               | <b>0</b>     | <b>18</b>           |
| <b>Totals</b>   | <b>6</b>     | <b>102</b>          |

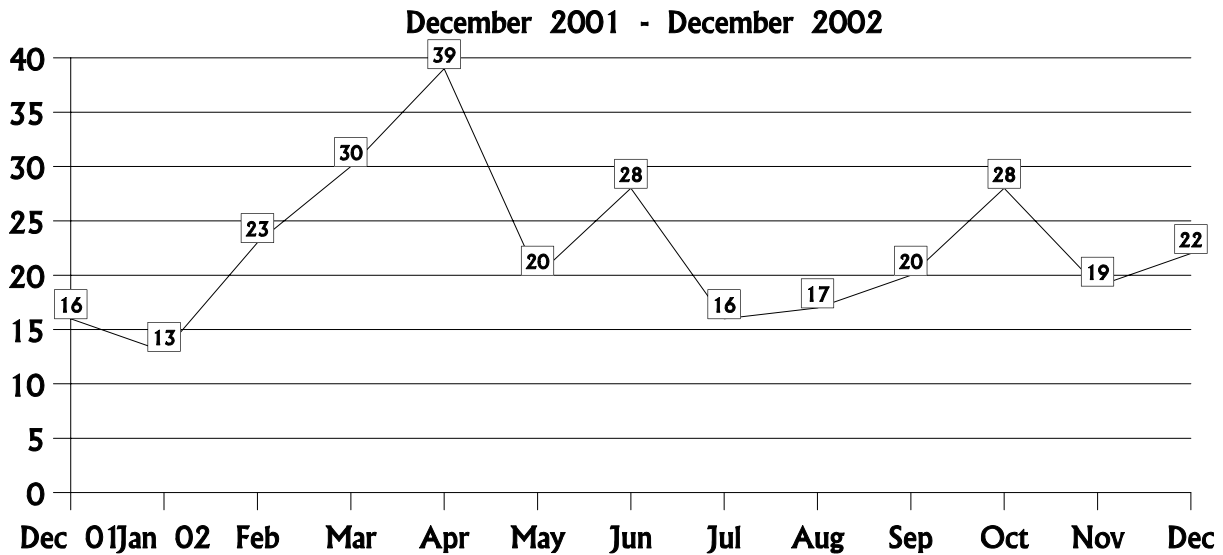
# Cramming Statistics\*

## December 2002

| New Cases Received | Prior & New Cases Resolved as Cramming | \$ Savings to Consumers |
|--------------------|--|-------------------------|
| 45                 | 22                                     | \$ 793.11               |

*\*Please see Index of Definitions*

### Cases Resolved as Cramming



## Long Distance Telephone Companies Complaint Activity - December 2002

| Utility Name   | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|--|-------------------|---------|-------|--------------------------|----------------------|-------|
|  | Service           | Billing | Total | Apparent Non-Infractions | Apparent Infractions | Total |
| I 800 3030 123 AMERICATEL COLLECT                          | 3                 | 0       | 3     | 3                        | 0                    | 3     |
| ACC LONG DISTANCE  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| ACN COMMUNICATION SERVICES, INC.                           | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| ALLEGIANCE TELECOM OF FLORIDA, INC.                        | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| ALLTEL COMMUNICATIONS, INC.                                | 2                 | 1       | 3     | 0                        | 1                    | 1     |
| AMERICA'S DIGITAL SATELITE TELEPHONE, INC. D/B/A ADST, INC | 0                 | 0       | 0     | 0                        | 5                    | 5     |
| ANEW BROADBAND, INC.                                       | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| ATC LONG DISTANCE  | 0                 | 1       | 1     | 2                        | 0                    | 2     |
| AT&T   | 86                | 76      | 162   | 102                      | 6                    | 108   |
| AVAILABLE TELECOM SERVICES, INC.                           | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| BROADVIEW NETWORKS, INC.                                   | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| BROADWING COMMUNICATIONS SERVICES INC.                     | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| BUSINESS SAVINGS PLAN                                      | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| BUYERS UNITED INTERNATIONAL, INC.                          | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| CABLE & WIRELESS USA, INC.                                 | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| CAPSULE COMMUNICATIONS, INC.                               | 1                 | 1       | 2     | 1                        | 0                    | 1     |
| CIERRACOM SYSTEMS  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| CLEAR WORLD COMMUNICATIONS CORPORATION                     | 3                 | 0       | 3     | 1                        | 1                    | 2     |
| COMTECH 21, LLC  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| CORRECTIONAL BILLING SERVICES                              | 1                 | 1       | 2     | 3                        | 0                    | 3     |
| CUSTOM TELECONNECT, INC.                                   | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| DAVELTEL, INC.   | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| DIALAROUND ENTERPRISES INC.                                | 0                 | 2       | 2     | 0                        | 0                    | 0     |
| DIMENSIONS   | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| DIRECT ONE, LLC  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| DSA TELECOM  | 8                 | 6       | 14    | 7                        | 1                    | 8     |
| EASY PHONE, INC. D/B/A EASY TEL, INC.                      | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| EMERITUS COMMUNICATIONS, INC.                              | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ENHANCED SERVICES BILLING, INC.                            | 0                 | 2       | 2     | 1                        | 0                    | 1     |
| ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMMUNICATIONS  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ESSENTIAL.COM, INC.  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ESS.COM, L.L.C.  | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| ETI-TELECOMMUNICATIONS, INC.                               | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| EXCEL TELECOMMUNICATIONS, INC.                             | 7                 | 2       | 9     | 2                        | 0                    | 2     |
| FLORIDA DIGITAL NETWORK, INC.                              | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC.                   | 3                 | 0       | 3     | 6                        | 0                    | 6     |
| GLOBAL LINK COMMUNICATIONS, INC.                           | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| GLOBAL TELEPHONE INTERNATIONAL, INC.                       | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| GLOBAL TEL*LINK CORPORATION                                | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| GLOBCOM, INC.  | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| HBS BILLING SERVICES COMPANY                               | 0                 | 3       | 3     | 0                        | 0                    | 0     |
| HORIZONONE COMMUNICATIONS                                  | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| I VANTAGE NETWORK SOLUTIONS                                | 3                 | 0       | 3     | 0                        | 1                    | 1     |
| IDS TELCOM LLC   | 2                 | 2       | 4     | 2                        | 0                    | 2     |
| IDT CORPORATION  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ILD  | 1                 | 4       | 5     | 6                        | 0                    | 6     |
| ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES        | 3                 | 4       | 7     | 3                        | 0                    | 3     |
| INTEGRETEL, INC.   | 1                 | 11      | 12    | 7                        | 0                    | 7     |
| INTERMEDIA COMMUNICATIONS, INC.                            | 0                 | 1       | 1     | 2                        | 0                    | 2     |

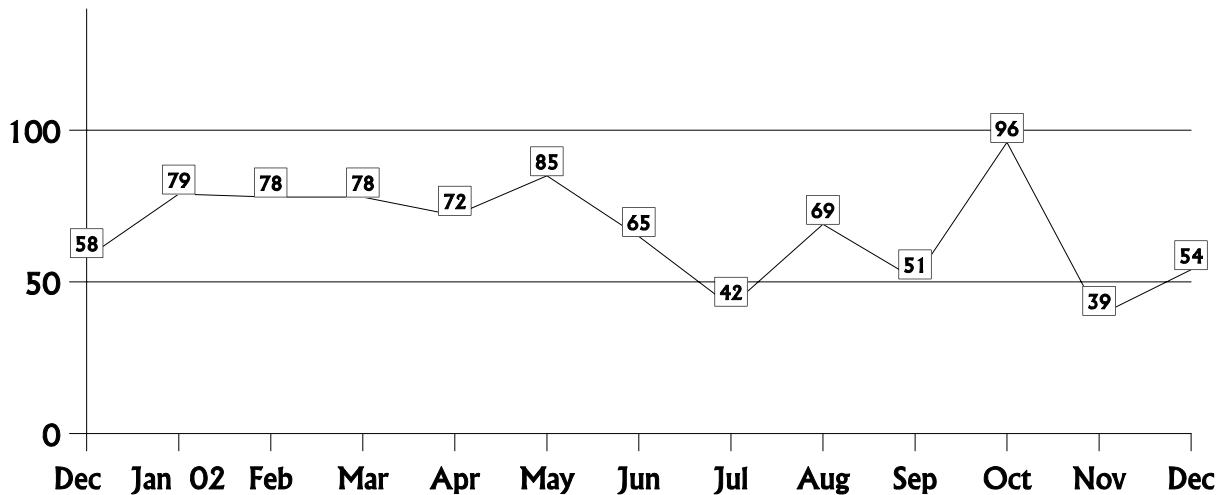
| Utility Name  |            |            |            | Apparent        | Apparent    |            |
|---|------------|------------|------------|-----------------|-------------|------------|
|   | Service    | Billing    | Total      | Non-infractions | Infractions | Total      |
| ITC^DELTACOM  | 2          | 1          | 3          | 0               | 0           | 0          |
| I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS                  | 1          | 1          | 2          | 0               | 0           | 0          |
| LCR TELECOMMUNICATIONS L.L.C.                               | 1          | 0          | 1          | 0               | 13          | 13         |
| LEAST COST ROUTING, INC.                                    | 0          | 0          | 0          | 0               | 1           | 1          |
| LEGACY LONG DISTANCE INTERNATIONAL, INC.                    | 1          | 0          | 1          | 0               | 0           | 0          |
| LIFELINE COMMUNICATIONS                                     | 1          | 0          | 1          | 0               | 0           | 0          |
| LIGHTYEAR COMMUNICATIONS, INC.                              | 0          | 1          | 1          | 0               | 0           | 0          |
| LIONHART OF MIAMI, INC. D/B/A ASTRAL COMMUNICATIONS D/B/A   | 0          | 0          | 0          | 0               | 4           | 4          |
| MAIN STREET TELEPHONE COMPANY                               | 1          | 0          | 1          | 1               | 0           | 1          |
| MATRIX TELECOM, INC.  | 0          | 0          | 0          | 1               | 0           | 1          |
| MCG, LLC  | 0          | 1          | 1          | 1               | 0           | 1          |
| MCI WORLDCOM NETWORK SERVICES, INC.                         | 45         | 42         | 87         | 100             | 5           | 105        |
| MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.                 | 0          | 0          | 0          | 0               | 1           | 1          |
| MERCURY LONG DISTANCE, INC.                                 | 0          | 2          | 2          | 1               | 0           | 1          |
| MIKO TELEPHONE COMMUNICATIONS, INC.                         | 7          | 2          | 9          | 0               | 0           | 0          |
| MPOWER COMMUNICATIONS CORP.                                 | 0          | 1          | 1          | 0               | 0           | 0          |
| NATIONAL ACCOUNTS, INC.                                     | 1          | 0          | 1          | 1               | 0           | 1          |
| NORSTAR COMMUNICATIONS, INC. D/B/A BUSINESS SAVINGS PLAN I  | 0          | 0          | 0          | 1               | 1           | 2          |
| ONAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE | 0          | 0          | 0          | 3               | 1           | 4          |
| ONE CALL COMMUNICATIONS, INC.                               | 1          | 0          | 1          | 0               | 0           | 0          |
| ONELINK COMMUNICATIONS, INC.                                | 5          | 1          | 6          | 3               | 4           | 7          |
| ONESTAR COMMUNICATIONS, LLC                                 | 1          | 0          | 1          | 0               | 0           | 0          |
| OPTICAL TELEPHONE CORPORATION                               | 5          | 2          | 7          | 0               | 1           | 1          |
| PIONEER TELECOM, INC.                                       | 1          | 0          | 1          | 0               | 0           | 0          |
| POWERNET GLOBAL COMMUNICATIONS                              | 1          | 0          | 1          | 0               | 1           | 1          |
| PRIMUS TELECOMMUNICATIONS, INC.                             | 1          | 1          | 2          | 2               | 0           | 2          |
| PROMISEVISION TECHNOLOGY, INC.                              | 0          | 0          | 0          | 1               | 0           | 1          |
| PT-1 COMMUNICATIONS   | 0          | 1          | 1          | 6               | 0           | 6          |
| QWEST COMMUNICATIONS CORPORATION                            | 8          | 5          | 13         | 10              | 2           | 12         |
| QX TELECOM LLC  | 1          | 1          | 2          | 0               | 0           | 0          |
| RADIANT TELECOM, INC.                                       | 1          | 0          | 1          | 0               | 0           | 0          |
| SBC LONG DISTANCE   | 1          | 0          | 1          | 0               | 0           | 0          |
| SPRINT  | 31         | 21         | 52         | 45              | 7           | 52         |
| STARTEC GLOBAL LICENSING COMPANY                            | 1          | 0          | 1          | 0               | 0           | 0          |
| T-NETIX, INC.   | 0          | 1          | 1          | 0               | 0           | 0          |
| TALK AMERICA INC.   | 1          | 1          | 2          | 5               | 1           | 6          |
| TCG SOUTH FLORIDA   | 0          | 1          | 1          | 1               | 1           | 2          |
| TELCO PARTNERS, INC.  | 1          | 0          | 1          | 0               | 0           | 0          |
| TELECOM NETWORK SYSTEM INTERNATIONAL, INC. D/B/A TNS        | 0          | 0          | 0          | 0               | 2           | 2          |
| TELECOMMEZ CORP.  | 1          | 0          | 1          | 0               | 0           | 0          |
| TELECOM*USA OR TELECONNECT                                  | 1          | 3          | 4          | 1               | 0           | 1          |
| TELECUBA, INC.  | 2          | 0          | 2          | 0               | 0           | 0          |
| TELEFYNE INCORPORATED                                       | 3          | 0          | 3          | 0               | 0           | 0          |
| TELEUNO, INC.   | 5          | 0          | 5          | 1               | 6           | 7          |
| TRICOM USA, INC.  | 1          | 0          | 1          | 0               | 0           | 0          |
| TTI NATIONAL, INC.  | 0          | 2          | 2          | 1               | 0           | 1          |
| U S P & C CORPORATION                                       | 0          | 1          | 1          | 0               | 0           | 0          |
| UKI COMMUNICATIONS, INC.                                    | 8          | 0          | 8          | 0               | 4           | 4          |
| UNI-TEL COMMUNICATIONS GROUP, INC.                          | 1          | 0          | 1          | 0               | 0           | 0          |
| UNIVERSAL PHONE CORPORATION                                 | 1          | 0          | 1          | 0               | 0           | 0          |
| VARTEC TELECOM, INC.  | 3          | 4          | 7          | 3               | 1           | 4          |
| VERIZON SELECT SERVICES INC.                                | 3          | 6          | 9          | 8               | 0           | 8          |
| VOX POPULI TELECOMMUNICATIONS, INC.                         | 0          | 0          | 0          | 0               | 1           | 1          |
| VYCERA COMMUNICATIONS, INC.                                 | 0          | 0          | 0          | 0               | 1           | 1          |
| WEBNET COMMUNICATIONS, INC.                                 | 1          | 1          | 2          | 0               | 0           | 0          |
| WILLIAMS COMMUNICATIONS, LLC                                | 2          | 0          | 2          | 0               | 0           | 0          |
| WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.                | 6          | 5          | 11         | 6               | 7           | 13         |
| WORLDXCHANGE CORP.  | 2          | 4          | 6          | 2               | 0           | 2          |
| ZENEX LONG DISTANCE, INC.                                   | 0          | 1          | 1          | 0               | 0           | 0          |
| ZERO PLUS DIALING   | 2          | 2          | 4          | 1               | 1           | 2          |
| ZERO PLUS DIALING, INC.                                     | 1          | 0          | 1          | 2               | 0           | 2          |
| ZONE TELECOM, INC.  | 0          | 0          | 0          | 1               | 0           | 1          |
| <b>TOTALS</b>   | <b>303</b> | <b>237</b> | <b>540</b> | <b>365</b>      | <b>84</b>   | <b>449</b> |

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

| Company                                      | Month     | Year-To-Date |
|--|-----------|--------------|
| America’s Digital Satellite Telephone, Inc.  | 5         | 57           |
| AT&T / ACC                                   | 1         | 62           |
| LCR Telecommunications. L.L.C.               | 13        | 25           |
| MCI Worldcom                                 | 1         | 54           |
| Optical Telephone Corporation                | 1         | 185          |
| Sprint                                       | 5         | 75           |
| Teleuno, Inc.                                | 6         | 71           |
| The Phone Company                            | 0         | 24           |
| UKI Communications, Inc.                     | 4         | 65           |
| WebNet Communications                        | 0         | 21           |
| World Communications Satellite Systems, Inc. | 6         | 42           |
| Other Long Distance Companies                | 12        | 127          |
| <b>Totals</b>                                | <b>54</b> | <b>808</b>   |

## Cases Resolved as Slamming

December 2001 - December 2002





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

| Utility Name                         | Complaints Logged |          |          | Complaints Resolved         |                         |          |
|--------------------------------------|-------------------|----------|----------|-----------------------------|-------------------------|----------|
|                                      | Service           | Billing  | Total    | Apparent<br>Non-Infractions | Apparent<br>Infractions | Total    |
| COMMERCIAL PAY PHONES, INC.          | 0                 | 0        | 0        | 1                           | 0                       | 1        |
| MK COMMUNICATIONS, INC.              | 0                 | 0        | 0        | 1                           | 0                       | 1        |
| PAYTEL USA, INC.                     | 1                 | 0        | 1        | 0                           | 0                       | 0        |
| PUBLIC COMMUNICATIONS SERVICES, INC. | 0                 | 1        | 1        | 1                           | 0                       | 1        |
| TCG PUBLIC COMMUNICATIONS, INC.      | 0                 | 1        | 1        | 1                           | 0                       | 1        |
| TELALEASING ENTERPRISES, INC.        | 0                 | 1        | 1        | 0                           | 0                       | 0        |
| <b>TOTALS</b>                        | <b>1</b>          | <b>3</b> | <b>4</b> | <b>4</b>                    | <b>0</b>                | <b>4</b> |

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

| Utility Name  | Complaints Logged |           |           | Complaints Resolved         |                         |           |
|---|-------------------|-----------|-----------|-----------------------------|-------------------------|-----------|
|   | Service           | Billing   | Total     | Apparent<br>Non-Infractions | Apparent<br>Infractions | Total     |
| ALOHA UTILITIES, INC.                                     | 3                 | 1         | 4         | 3                           | 0                       | 3         |
| BROADVIEW PARK WATER COMPANY                              | 2                 | 1         | 3         | 1                           | 0                       | 1         |
| COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC. | 0                 | 1         | 1         | 0                           | 0                       | 0         |
| CONSOLIDATED WATER WORKS, INC.                            | 1                 | 0         | 1         | 1                           | 0                       | 1         |
| DIXIE GROVES ESTATES, INC.                                | 0                 | 0         | 0         | 1                           | 1                       | 2         |
| FLORALINO PROPERTIES, INC.                                | 0                 | 1         | 1         | 0                           | 0                       | 0         |
| FLORIDA WATER SERVICES CORPORATION                        | 2                 | 5         | 7         | 10                          | 0                       | 10        |
| FOREST HILLS UTILITIES, INC.                              | 0                 | 0         | 0         | 0                           | 1                       | 1         |
| LITTLE SUMTER UTILITY COMPANY                             | 0                 | 0         | 0         | 1                           | 0                       | 1         |
| MCLEOD GARDENS WATER COMPANY                              | 1                 | 0         | 1         | 0                           | 0                       | 0         |
| NORTH FORT MYERS UTILITY, INC.                            | 0                 | 0         | 0         | 1                           | 0                       | 1         |
| PALM COAST UTILITY CORPORATION                            | 0                 | 0         | 0         | 1                           | 0                       | 1         |
| PINECREST RANCHES, INC.                                   | 1                 | 0         | 1         | 0                           | 0                       | 0         |
| UTILITIES, INC. OF FLORIDA                                | 1                 | 1         | 2         | 1                           | 0                       | 1         |
| <b>TOTALS</b>   | <b>11</b>         | <b>10</b> | <b>21</b> | <b>20</b>                   | <b>2</b>                | <b>22</b> |

# 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, or the company's tariff, 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** =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$

**2002**  
**Annual Supplement**

## Electric Companies Complaint Activity - 2002

| Utility Name                     | Complaints Logged |            |            | Complaints Resolved          |                          |            |
|----------------------------------|-------------------|------------|------------|------------------------------|--------------------------|------------|
|                                  | Service*          | Billing*   | Total      | Apparent<br>Non-infractions* | Apparent<br>Infractions* | Total      |
| FLORIDA POWER CORPORATION        | 178               | 91         | 269        | 291                          | 3                        | 294        |
| FLORIDA POWER & LIGHT COMPANY    | 229               | 211        | 440        | 495                          | 1                        | 496        |
| FLORIDA PUBLIC UTILITIES COMPANY | 14                | 4          | 18         | 18                           | 2                        | 20         |
| GULF POWER COMPANY               | 17                | 15         | 32         | 31                           | 0                        | 31         |
| TAMPA ELECTRIC COMPANY           | 54                | 61         | 115        | 117                          | 3                        | 120        |
|                                  |                   |            |            |                              |                          |            |
| <b>TOTAL</b>                     | <b>492</b>        | <b>382</b> | <b>874</b> | <b>952</b>                   | <b>9</b>                 | <b>961</b> |

*\*Please see Index of Definitions.*

## Electric Companies Number of Customers / Apparent Infraction Indices

| Utility Name                     | Total Customer Base ** | Apparent<br>Infractions | Apparent Infractions<br>Per 1,000<br>Customers*** | 2002<br>Apparent Infractions<br>Index* |
|----------------------------------|------------------------|-------------------------|---|--|
| FLORIDA POWER CORPORATION        | 1,383,648              | 3                       | 0.0022  | 1.53                                   |
| FLORIDA POWER & LIGHT COMPANY    | 3,969,611              | 1                       | 0.0003  | 0.18                                   |
| FLORIDA PUBLIC UTILITIES COMPANY | 25,992                 | 2                       | 0.0772  | 54.39                                  |
| GULF POWER COMPANY               | 376,520                | 0                       | 0.0000  | 0.00                                   |
| TAMPA ELECTRIC COMPANY           | 583,951                | 3                       | 0.0051  | 3.62                                   |
| <b>TOTAL</b>                     | <b>6,339,722</b>       | <b>9</b>                | <b>0.0014</b>                                     |  |

*\*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.*

## Natural Gas Companies Complaint Activity - 2002

| Utility Name  | Complaints Logged |            |            | Complaints Resolved       |                       |            |
|---|-------------------|------------|------------|---------------------------|-----------------------|------------|
|   | Service*          | Billing*   | Total      | Apparent Non-infractions* | Apparent Infractions* | Total      |
| CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS) | 4                 | 10         | 14         | 8                         | 1                     | 9          |
| CITY GAS COMPANY OF FLORIDA                                     | 32                | 57         | 89         | 89                        | 11                    | 100        |
| FLORIDA PUBLIC UTILITIES COMPANY                                | 13                | 18         | 31         | 32                        | 0                     | 32         |
| INDIANTOWN  | 0                 | 0          | 0          | 0                         | 0                     | 0          |
| ST. JOE NATURAL GAS COMPANY                                     | 0                 | 1          | 1          | 0                         | 1                     | 1          |
| SEBRING   | 0                 | 0          | 0          | 0                         | 0                     | 0          |
| SOUTH FLORIDA NATURAL GAS                                       | 0                 | 1          | 1          | 4                         | 0                     | 4          |
| TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM          | 24                | 39         | 63         | 59                        | 2                     | 61         |
| <b>TOTAL</b>  | <b>73</b>         | <b>126</b> | <b>199</b> | <b>192</b>                | <b>15</b>             | <b>207</b> |

*\*Please see Index of Definitions.*



## Natural Gas Companies Number of Customers / Apparent Infraction Indices

| Utility Name  | Number of Customers** | Apparent Infractions | Apparent Infractions Per 1,000 Customers *** | 2002 Apparent Infractions Index* |
|---|-----------------------|----------------------|--|----------------------------------|
| CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS) | 10,593                | 1                    | 0.094  | 2.94                             |
| CITY GAS COMPANY OF FLORIDA                                     | 105,000               | 11                   | 0.105  | 3.27                             |
| FLORIDA PUBLIC UTILITIES COMPANY                                | 45,442                | 0                    | 0.000  | 0.00                             |
| INDIANTOWN  | 631                   | 0                    | 0.000  | 0.00                             |
| ST. JOE NATURAL GAS COMPANY                                     | 3,327                 | 1                    | 0.301  | 9.38                             |
| SEBRING   | 631                   | 0                    | 0.000  | 0.00                             |
| SOUTH FLORIDA NATURAL GAS                                       | 4,010                 | 0                    | 0.000  | 0.00                             |
| TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM          | 266,594               | 2                    | 0.008  | 0.26                             |
| <b>INDUSTRY TOTAL</b>   | <b>436,228</b>        | <b>15</b>            | <b>0.037</b>                                 |                                  |

\*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 - 2002

| Utility Name  | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|---|-------------------|----------|-------|---------------------------|-----------------------|-------|
|   | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| I-800-RECONEX, INC.                                     | 1                 | 1        | 2     | 0                         | 1                     | 1     |
| ACCESS INTEGRATED NETWORKS, INC.                        | 9                 | 2        | 11    | 5                         | 3                     | 8     |
| ACCESS ONE COMMUNICATIONS, INC.                         | 2                 | 2        | 4     | 4                         | 3                     | 7     |
| ACI   | 3                 | 2        | 5     | 3                         | 2                     | 5     |
| ACTEL INTEGRATED COMMUNICATIONS, INC.                   | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC             | 4                 | 0        | 4     | 4                         | 2                     | 6     |
| ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.            | 2                 | 3        | 5     | 1                         | 2                     | 3     |
| ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.       | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.            | 4                 | 0        | 4     | 3                         | 3                     | 6     |
| ALLEGIANCE TELECOM OF FLORIDA, INC.                     | 27                | 19       | 46    | 44                        | 12                    | 56    |
| ALLTEL COMMUNICATIONS, INC.                             | 10                | 5        | 15    | 11                        | 0                     | 11    |
| ALTERNATIVE PHONE, INC.                                 | 2                 | 2        | 4     | 5                         | 0                     | 5     |
| AMERICA'S TELE-NETWORK CORP.                            | 0                 | 0        | 0     | 0                         | 2                     | 2     |
| AMERICAN DIAL TONE                                      | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| AMERICAN FIBER NETWORK, INC.                            | 0                 | 1        | 1     | 2                         | 0                     | 2     |
| AMERIMEX COMMUNICATIONS CORP.                           | 1                 | 1        | 2     | 2                         | 0                     | 2     |
| ANEW BROADBAND, INC.                                    | 2                 | 1        | 3     | 1                         | 0                     | 1     |
| ATLANTIC TELECOMMUNICATION SYSTEMS, INC.                | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| ATN, INC. D/B/A AMTEL NETWORK, INC.                     | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| ATS   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| AT&T  | 2                 | 3        | 5     | 0                         | 0                     | 0     |
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.        | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| AT&T DIGITAL PHONE                                      | 304               | 306      | 610   | 581                       | 133                   | 714   |
| A+ COMMUNICATIONS, INC.                                 | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BD WEBB ENTERPRISE, INC. D/B/A QUAD CITY COMMUNICATIONS | 0                 | 0        | 0     | 0                         | 2                     | 2     |
| BIZ-TEL CORPORATION                                     | 1                 | 0        | 1     | 1                         | 3                     | 4     |
| BROADSTREET COMMUNICATIONS, INC.                        | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BROADWING LOCAL SERVICES INC.                           | 0                 | 2        | 2     | 2                         | 0                     | 2     |
| BTI   | 9                 | 9        | 18    | 22                        | 2                     | 24    |
| BUDGET PHONE, INC.                                      | 4                 | 1        | 5     | 5                         | 0                     | 5     |
| CABLE & WIRELESS USA, INC.                              | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| CAMPUS COMMUNICATIONS GROUP, INC.                       | 1                 | 3        | 4     | 3                         | 0                     | 3     |
| CAT COMMUNICATIONS                                      | 54                | 15       | 69    | 60                        | 3                     | 63    |
| CHOCTAW COMMUNICATIONS, INC.                            | 12                | 1        | 13    | 15                        | 1                     | 16    |
| CITYWIDE-TEL  | 5                 | 5        | 10    | 7                         | 0                     | 7     |
| CRG INTERNATIONAL, INC. D/B/A NETWORK ONE               | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| C.B. TELECOMM, INC.                                     | 2                 | 0        | 2     | 1                         | 1                     | 2     |
| D-TEL, INC.   | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| DEDICATED FIBER SYSTEMS, INC.                           | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| DELTA PHONES, INC.                                      | 1                 | 2        | 3     | 3                         | 0                     | 3     |
| DIALTONE TELECOM, LLC                                   | 4                 | 1        | 5     | 5                         | 0                     | 5     |
| DIRECT-TEL USA, LLC                                     | 0                 | 0        | 0     | 2                         | 0                     | 2     |
| DIRECT TELEPHONE COMPANY, INC.                          | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| DOUBLE LINK COMMUNICATIONS, INC.                        | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| DPI-TELECONNECT, L.L.C.                                 | 10                | 2        | 12    | 11                        | 0                     | 11    |
| DSLII   | 7                 | 3        | 10    | 5                         | 0                     | 5     |
| EAST FLORIDA COMMUNICATIONS, INC.                       | 0                 | 0        | 0     | 1                         | 0                     | 1     |

| Utility Name                                      | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|---|-------------------|----------|-------|---------------------------|-----------------------|-------|
|   | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| EASY TELEPHONE SERVICES COMPANY                   | 4                 | 1        | 5     | 1                         | 3                     | 4     |
| ELEC COMMUNICATIONS                               | 2                 | 2        | 4     | 3                         | 3                     | 6     |
| EPICUS , INC.                                     | 6                 | 5        | 11    | 30                        | 2                     | 32    |
| ERNEST COMMUNICATIONS, INC.                       | 2                 | 0        | 2     | 2                         | 0                     | 2     |
| EXCEL TELECOMMUNICATIONS, INC.                    | 11                | 6        | 17    | 7                         | 2                     | 9     |
| EXCELINK COMMUNICATIONS, INC.                     | 35                | 6        | 41    | 30                        | 5                     | 35    |
| EXPRESS PHONE SERVICE                             | 2                 | 1        | 3     | 4                         | 0                     | 4     |
| E.SPIRE COMMUNICATIONS, INC.                      | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| E.SPIRE COMMUNICATIONS, INC.                      | 2                 | 0        | 2     | 1                         | 1                     | 2     |
| FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.          | 2                 | 0        | 2     | 2                         | 0                     | 2     |
| FLATEL, INC.                                      | 3                 | 0        | 3     | 4                         | 1                     | 5     |
| FLORIDA COMM SOUTH                                | 7                 | 3        | 10    | 17                        | 0                     | 17    |
| FLORIDA CONSOLIDATED MULTI-MEDIA SERVICES, INC.   | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| FLORIDA DIGITAL NETWORK, INC.                     | 59                | 45       | 104   | 106                       | 25                    | 131   |
| FLORIDA PHONE SERVICE, INC.                       | 7                 | 2        | 9     | 1                         | 2                     | 3     |
| FLORIDA TELEPHONE SERVICES, LLC                   | 51                | 23       | 74    | 70                        | 10                    | 80    |
| FRONTIER COMMUNICATIONS OF AMERICA, INC.          | 2                 | 0        | 2     | 2                         | 0                     | 2     |
| GCI GLOBALCOM INC.                                | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| GLOBAL CROSSING LOCAL SERVICES, INC.              | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| GLOBAL CROSSING TELEMAGEMENT, INC.                | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| GLOBAL TELECOM SYSTEMS, INC.                      | 1                 | 1        | 2     | 1                         | 1                     | 2     |
| GT COM  | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| HALE AND FATHER, INC.                             | 56                | 55       | 111   | 114                       | 70                    | 184   |
| HIGH TECH COMMUNICATIONS OF CENTRAL FLORIDA, INC. | 2                 | 0        | 2     | 1                         | 0                     | 1     |
| HOMETOWN TELEPHONE OF FLORIDA, INC.               | 2                 | 0        | 2     | 2                         | 0                     | 2     |
| HOSTING-NETWORK, INC.                             | 3                 | 0        | 3     | 1                         | 0                     | 1     |
| I-LINK COMMUNICATIONS, INC.                       | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| I VANTAGE NETWORK SOLUTIONS                       | 5                 | 8        | 13    | 11                        | 1                     | 12    |
| IDS LONG DISTANCE, INC.                           | 1                 | 3        | 4     | 4                         | 7                     | 11    |
| IDS TELCOM LLC                                    | 42                | 26       | 68    | 63                        | 11                    | 74    |
| IDT   | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| ILD   | 5                 | 12       | 17    | 25                        | 0                     | 25    |
| INTERMEDIA COMMUNICATIONS, INC.                   | 16                | 20       | 36    | 26                        | 15                    | 41    |
| INTERMEDIA COMMUNICATIONS, INC.                   | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| INTETECH, L.C.                                    | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ISN COMMUNICATIONS                                | 7                 | 3        | 10    | 1                         | 4                     | 5     |
| ITC^DELTACOM                                      | 9                 | 3        | 12    | 10                        | 2                     | 12    |
| ITS TELECOMMUNICATIONS SYSTEMS, INC.              | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| JACKSONVILLE TELEPORT, L.C.                       | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| KMC TELECOM III LLC                               | 10                | 5        | 15    | 8                         | 4                     | 12    |
| KMC TELECOM INC.                                  | 1                 | 1        | 2     | 0                         | 0                     | 0     |
| KMC TELECOM V, INC.                               | 1                 | 2        | 3     | 2                         | 1                     | 3     |
| KNOLOGY OF FLORIDA, INC.                          | 4                 | 8        | 12    | 13                        | 0                     | 13    |
| LEVEL 3 COMMUNICATIONS, LLC                       | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| LIGHTYEAR COMMUNICATIONS, INC.                    | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| MCI WORLDCOM COMMUNICATIONS, INC.                 | 20                | 8        | 28    | 14                        | 2                     | 16    |
| MCI WORLDCOM NETWORK SERVICES, INC.               | 24                | 37       | 61    | 41                        | 7                     | 48    |

| Utility Name   | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|--|-------------------|----------|-------|---------------------------|-----------------------|-------|
|  | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| MCIMETRO ACCESS TRANSMISSION SERVICES LLC                  | 1                 | 1        | 2     | 1                         | 0                     | 1     |
| MERCURY LONG DISTANCE, INC.                                | 0                 | 3        | 3     | 2                         | 1                     | 3     |
| METRO FIBERLINK, INC.                                      | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| MIRACLE COMMUNICATIONS                                     | 3                 | 1        | 4     | 3                         | 1                     | 4     |
| MOVIE, TELEVISION & GRAPHICS CORP. D/B/A M.T.G.            | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| MPOWER COMMUNICATIONS CORP.                                | 30                | 18       | 48    | 45                        | 5                     | 50    |
| NATIONAL TELECOM, LLC                                      | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| NETWORK TELEPHONE CORPORATION                              | 1                 | 1        | 2     | 4                         | 0                     | 4     |
| NEWPHONE   | 4                 | 2        | 6     | 8                         | 0                     | 8     |
| NEWSOUTH COMMUNICATIONS CORP.                              | 5                 | 8        | 13    | 9                         | 4                     | 13    |
| NORCOM, INC.   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| NUVOX COMMUNICATIONS, INC.                                 | 2                 | 1        | 3     | 4                         | 0                     | 4     |
| ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH   | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| ORLANDO TELEPHONE COMPANY                                  | 4                 | 4        | 8     | 7                         | 1                     | 8     |
| PAETEC COMMUNICATIONS, INC.                                | 4                 | 2        | 6     | 3                         | 1                     | 4     |
| PAN AMERICAN TELECOM, INCORPORATED                         | 2                 | 0        | 2     | 0                         | 0                     | 0     |
| PARCOM COMMUNICATIONS, INC.                                | 0                 | 0        | 0     | 1                         | 2                     | 3     |
| PHONE-LINK, INC.   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| PHONE CLUB CORPORATION                                     | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| PILGRIM TELEPHONE, INC.                                    | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| PINNACLE TELCOM, INC.                                      | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| POINTECOM, INCORPORATED D/B/A TELSCAPE COMMUNICATIONS      | 0                 | 0        | 0     | 1                         | 3                     | 4     |
| PREFERRED CARRIER SERVICES, INC. D/B/A TELEFONOS PARA TODO | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| PROGRESS TELECOM CORPORATION                               | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| QUICK CONNECTS   | 10                | 1        | 11    | 12                        | 0                     | 12    |
| QWEST COMMUNICATIONS CORPORATION                           | 3                 | 5        | 8     | 11                        | 1                     | 12    |
| RE-CONNECTION CONNECTION                                   | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| REI COMMUNICATIONS   | 3                 | 0        | 3     | 1                         | 2                     | 3     |
| SANTEL COMMUNICATIONS                                      | 1                 | 1        | 2     | 3                         | 0                     | 3     |
| SATCOM COMMUNICATION                                       | 13                | 3        | 16    | 1                         | 3                     | 4     |
| SBC TELECOM, INC.  | 8                 | 0        | 8     | 7                         | 0                     | 7     |
| SECOND CHANCE PHONE  | 3                 | 2        | 5     | 5                         | 0                     | 5     |
| SERVISENSE.COM, INC.                                       | 2                 | 0        | 2     | 0                         | 0                     | 0     |
| SMART CITY SOLUTIONS, LLC                                  | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| SOUTHEASTERN SERVICES, INC.                                | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| SOUTHERN RECONNECT, INC.                                   | 4                 | 0        | 4     | 1                         | 1                     | 2     |
| SOUTHERN TELECOM, INC. D/B/A SOUTHERN TELECOM OF AMERICA   | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| SUN-TEL USA, INC.  | 3                 | 0        | 3     | 0                         | 1                     | 1     |
| SUNTEL METRO, INC.   | 0                 | 1        | 1     | 0                         | 2                     | 2     |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.     | 446               | 350      | 796   | 602                       | 64                    | 666   |
| SWIFTPHONE   | 2                 | 0        | 2     | 0                         | 0                     | 0     |
| TALK AMERICA INC.  | 26                | 22       | 48    | 72                        | 17                    | 89    |
| TALK UNLIMITED NOW, INC.                                   | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| TALLAHASSEE TELEPHONE EXCHANGE, INC.                       | 1                 | 3        | 4     | 0                         | 2                     | 2     |
| TCG SOUTH FLORIDA  | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| TDS TELECOM/QUINCY TELEPHONE                               | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| TEL-LINK, L.L.C.   | 0                 | 0        | 0     | 1                         | 0                     | 1     |

| Utility Name                                   | Complaints Logged |             |             | Complaints Resolved       |                       |             |
|--|-------------------|-------------|-------------|---------------------------|-----------------------|-------------|
|  | Service*          | Billing*    | Total       | Apparent Non-Infractions* | Apparent Infractions* | Total       |
| TEL COM PLUS                                   | 1                 | 1           | 2           | 2                         | 0                     | 2           |
| TEL WEST COMMUNICATIONS, LLC                   | 1                 | 0           | 1           | 2                         | 0                     | 2           |
| TELECONEX                                      | 3                 | 0           | 3           | 3                         | 0                     | 3           |
| TELIGENT SERVICES, INC.                        | 0                 | 0           | 0           | 1                         | 0                     | 1           |
| TELIGENT SERVICES, INC.                        | 0                 | 1           | 1           | 1                         | 0                     | 1           |
| THE MOBILE PHONE COMPANY, INC.                 | 1                 | 0           | 1           | 0                         | 0                     | 0           |
| TIBURON TELECOM, INC.                          | 1                 | 0           | 1           | 0                         | 0                     | 0           |
| TIME WARNER TELECOM OF FLORIDA, L.P.           | 2                 | 1           | 3           | 3                         | 0                     | 3           |
| TRISTAR COMMUNICATIONS                         | 0                 | 1           | 1           | 0                         | 0                     | 0           |
| TTI NATIONAL, INC.                             | 0                 | 0           | 0           | 0                         | 1                     | 1           |
| US LEC OF FLORIDA INC.                         | 3                 | 3           | 6           | 7                         | 1                     | 8           |
| USA TELECOM, INC.                              | 2                 | 2           | 4           | 4                         | 0                     | 4           |
| USA TELEPHONE INC.                             | 1                 | 0           | 1           | 2                         | 0                     | 2           |
| USLD COMMUNICATIONS, INC.                      | 0                 | 1           | 1           | 1                         | 0                     | 1           |
| UTILITIES COMMISSION, NEW SMYRNA BEACH         | 0                 | 1           | 1           | 1                         | 0                     | 1           |
| VARTEC TELECOM, INC.                           | 24                | 19          | 43          | 23                        | 6                     | 29          |
| VERIZON ADVANCED DATA INC.                     | 1                 | 0           | 1           | 0                         | 2                     | 2           |
| VERIZON FLORIDA INC.                           | 0                 | 1           | 1           | 0                         | 0                     | 0           |
| VERIZON SELECT SERVICES INC.                   | 0                 | 2           | 2           | 2                         | 2                     | 4           |
| VOLARIS TELECOM, INC.                          | 1                 | 0           | 1           | 1                         | 0                     | 1           |
| WINSTAR COMMUNICATIONS, LLC                    | 1                 | 4           | 5           | 1                         | 3                     | 4           |
| WINSTAR WIRELESS, INC.                         | 2                 | 4           | 6           | 2                         | 5                     | 7           |
| WORLD ACCESS COMMUNICATIONS CORP.              | 0                 | 0           | 0           | 1                         | 0                     | 1           |
| XO FLORIDA, INC.                               | 16                | 10          | 26          | 22                        | 6                     | 28          |
| XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC   | 1                 | 0           | 1           | 0                         | 0                     | 0           |
| XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC | 2                 | 0           | 2           | 1                         | 0                     | 1           |
| Z-TEL COMMUNICATIONS, INC.                     | 1                 | 3           | 4           | 3                         | 0                     | 3           |
| <b>TOTALS</b>                                  | <b>1555</b>       | <b>1174</b> | <b>2729</b> | <b>2349</b>               | <b>502</b>            | <b>2851</b> |

\*Please see Index of Definitions.

## Local Telephone Companies Complaint Activity - 2002

| Utility Name                               | Complaints Logged |              |              | Complaints Resolved          |                          |              |
|--|-------------------|--------------|--------------|------------------------------|--------------------------|--------------|
|  | Service*          | Billing*     | Total        | Apparent<br>Non-infractions* | Apparent<br>Infractions* | Total        |
| ALLTEL FLORIDA, INC.                       | 45                | 21           | 66           | 66                           | 4                        | 70           |
| BELLSOUTH                                  | 1,076             | 714          | 1,790        | 1,761                        | 92                       | 1,853        |
| FRONTIER                                   | 1                 | 0            | 1            | 1                            | 0                        | 1            |
| GTC, INC. D/B/A GT COM                     | 10                | 4            | 14           | 13                           | 0                        | 13           |
| VERIZON FLORIDA, INC.                      | 184               | 109          | 293          | 281                          | 17                       | 298          |
| ITS TELECOMMUNICATIONS SYSTEMS             | 0                 | 0            | 0            | 0                            | 0                        | 0            |
| NE FLORIDA                                 | 2                 | 0            | 2            | 2                            | 0                        | 2            |
| QUINCY/TDS                                 | 4                 | 2            | 6            | 4                            | 1                        | 5            |
| SMART CITY TELECOM (Formerly Vista United) | 0                 | 1            | 1            | 1                            | 0                        | 1            |
| SPRINT-FLORIDA                             | 417               | 281          | 698          | 660                          | 36                       | 696          |
| <b>TOTAL</b>                               | <b>1,739</b>      | <b>1,132</b> | <b>2,871</b> | <b>2,789</b>                 | <b>150</b>               | <b>2,939</b> |

*\*Please see Index of Definitions.*

## Local Telephone Companies Number of Access lines / Apparent Infraction Indices

| Utility Name                               | Number of<br>Access lines** | Apparent<br>Infractions | Apparent Infractions<br>Per 1,000<br>Access lines*** | Apparent Infractions<br>Index* |
|--|-----------------------------|-------------------------|--|--------------------------------|
| ALLTEL                                     | 94,736                      | 4                       | 0.0422   | 3.17                           |
| BELLSOUTH                                  | 6,451,600                   | 92                      | 0.0143   | 1.07                           |
| FRONTIER                                   | 4,706                       | 0                       | 0.0000   | 0.00                           |
| GT COM (Floralá, Gulf & St. Joseph)        | 52,348                      | 0                       | 0.0000   | 0.00                           |
| VERIZON FLORIDA, INC.                      | 2,416,247                   | 17                      | 0.0070   | 0.53                           |
| ITS TELECOMMUNICATIONS SYSTEMS             | 3,891                       | 0                       | 0.0000   | 0.00                           |
| NE FLORIDA                                 | 10,500                      | 0                       | 0.0000   | 0.00                           |
| QUINCY/TDS                                 | 14,212                      | 1                       | 0.0704   | 5.29                           |
| SMART CITY TELECOM (Formerly Vista United) | 16,917                      | 0                       | 0.0000   | 0.00                           |
| SPRINT-FLORIDA                             | 2,212,554                   | 36                      | 0.0163   | 1.22                           |
| <b>TOTAL</b>                               | <b>11,277,711</b>           | <b>150</b>              | <b>0.0133</b>  |                                |

\* 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.

## Long Distance Telephone Companies Complaint Activity - 2002

| Utility Name   | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|--|-------------------|----------|-------|---------------------------|-----------------------|-------|
|  | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| 1010 123 AMERICATEL  | 8                 | 16       | 24    | 16                        | 6                     | 22    |
| 800 DISCOUNTS, INC.  | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ACC BUSINESS   | 65                | 117      | 182   | 596                       | 114                   | 710   |
| ACC LONG DISTANCE  | 1                 | 2        | 3     | 2                         | 1                     | 3     |
| ACCESS ONE, INC.   | 1                 | 1        | 2     | 3                         | 0                     | 3     |
| ACCESS POINT, INC.   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| ACCXX COMMUNICATIONS, LLC                                    | 2                 | 0        | 2     | 1                         | 1                     | 2     |
| ACG TELECOM SERVICES INCORPORATED                            | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| ACI  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| ACN COMMUNICATION SERVICES, INC.                             | 9                 | 1        | 10    | 5                         | 4                     | 9     |
| ADELPHIA BUSINESS SOLUTIONS INVESTMENT EAST, LLC             | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC                  | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.                 | 5                 | 1        | 6     | 0                         | 6                     | 6     |
| ADMA TELECOM, INC.   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| ALLEGIANCE TELECOM OF FLORIDA, INC.                          | 3                 | 0        | 3     | 2                         | 0                     | 2     |
| ALLTEL COMMUNICATIONS, INC.                                  | 11                | 7        | 18    | 14                        | 4                     | 18    |
| ALTERNATEL   | 0                 | 2        | 2     | 2                         | 1                     | 3     |
| AMERICA'S DIGITAL SATELITE TELEPHONE, INC.                   | 69                | 8        | 77    | 5                         | 64                    | 69    |
| AMERICAN DIGITAL COMMUNICATIONS, INC.                        | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| AMERICAN NORTEL COMMUNICATIONS, INC.                         | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| AMERICAN PHONE SERVICES CORP.                                | 1                 | 2        | 3     | 2                         | 1                     | 3     |
| AMERICAN TELECOMMUNICATIONS SYSTEMS, INC.                    | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| AMERITECH COMMUNICATIONS INTERNATIONAL, INC.                 | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| ANEW BROADBAND, INC.   | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| ARCTICS  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| ASIAN AMERICAN ASSOCIATION                                   | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| ATC LONG DISTANCE  | 1                 | 5        | 6     | 3                         | 0                     | 3     |
| ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS           | 0                 | 0        | 0     | 2                         | 0                     | 2     |
| ATX TELECOMMUNICATIONS SERVICES                              | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| AT&T   | 769               | 993      | 1762  | 1231                      | 163                   | 1394  |
| AT&T BROADBAND PHONE OF FLORIDA, LLC D/B/A AT&T DIGITAL PHON | 0                 | 0        | 0     | 1                         | 1                     | 2     |
| AVAILABLE TELECOM SERVICES, INC.                             | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| BELLSOUTH PUBLIC COMMUNICATIONS, INC.                        | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| BROADSTREAM CORPORATION                                      | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| BROADSTREET COMMUNICATIONS, INC.                             | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BROADVIEW NETWORKS, INC.                                     | 1                 | 1        | 2     | 1                         | 0                     | 1     |
| BROADWING COMMUNICATIONS SERVICES INC.                       | 1                 | 4        | 5     | 8                         | 0                     | 8     |
| BROADWING TELECOMMUNICATIONS INC.                            | 4                 | 1        | 5     | 8                         | 0                     | 8     |
| BTI  | 6                 | 3        | 9     | 15                        | 1                     | 16    |
| BUDGET CALL LONG DISTANCE, INC.                              | 5                 | 0        | 5     | 5                         | 0                     | 5     |
| BUEHNER-FRY, INC.  | 0                 | 2        | 2     | 2                         | 0                     | 2     |
| BUSINESS SAVINGS PLAN  | 7                 | 1        | 8     | 2                         | 2                     | 4     |
| BUSINESS SAVINGS PLAN INC.                                   | 5                 | 2        | 7     | 4                         | 5                     | 9     |
| BUYERS UNITED INTERNATIONAL, INC.                            | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BUYERS UNITED INTERNATIONAL, INC.                            | 2                 | 0        | 2     | 1                         | 0                     | 1     |
| CABLE & WIRELESS USA, INC.                                   | 3                 | 1        | 4     | 3                         | 1                     | 4     |
| CALL-4-LESS  | 0                 | 1        | 1     | 1                         | 1                     | 2     |
| CALLMANAGE, INC.   | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| CALL/SHARE (ANNETTE K. CALDWELL, D/B/A)                      | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| CAPITAL SERVICES OF SOUTH FLORIDA, INC.                      | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| CAPSULE COMMUNICATIONS, INC.                                 | 5                 | 2        | 7     | 3                         | 0                     | 3     |
| CIERRACOM SYSTEMS  | 14                | 11       | 25    | 13                        | 5                     | 18    |



| Utility Name   | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|--|-------------------|----------|-------|---------------------------|-----------------------|-------|
|  | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| CLEAR WORLD COMMUNICATIONS CORPORATION                   | 19                | 2        | 21    | 5                         | 14                    | 19    |
| COAST INTERNATIONAL, INC.                                | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| COASTAL TELEPHONE COMPANY (COASTAL TELECOM LIMITED LIAB) | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| COMMUNICATIONS BILLING, INC.                             | 1                 | 2        | 3     | 2                         | 1                     | 3     |
| COMTECH 21, LLC  | 4                 | 1        | 5     | 2                         | 1                     | 3     |
| CONNECT AMERICA COMMUNICATIONS, INC.                     | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| CONNECT TELECOM, INC.                                    | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| CONNECTAMERICA, INC.                                     | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| CORPORATE EXECUTIVE OFFICES, INC.                        | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| CORRECTIONAL BILLING SERVICES                            | 8                 | 19       | 27    | 18                        | 5                     | 23    |
| CRG INTERNATIONAL, INC. D/B/A NETWORK ONE                | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| CTS TELCOM, INC.   | 0                 | 0        | 0     | 3                         | 0                     | 3     |
| CUSTOM TELECONNECT, INC.                                 | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| CYBERTEL, COMMUNICATIONS CORP.                           | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| DANCRIS TELECOM, L.L.C.                                  | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| DAVELTEL, INC.   | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| DIALAROUND ENTERPRISES INC.                              | 0                 | 2        | 2     | 0                         | 0                     | 0     |
| DIRECT ONE, LLC  | 4                 | 0        | 4     | 7                         | 2                     | 9     |
| EASY TEL, INC.   | 2                 | 0        | 2     | 2                         | 0                     | 2     |
| ELEC COMMUNICATIONS                                      | 3                 | 3        | 6     | 1                         | 7                     | 8     |
| EMERITUS COMMUNICATIONS, INC.                            | 1                 | 2        | 3     | 4                         | 1                     | 5     |
| ENHANCED COMMUNICATIONS GROUP, L.L.C.                    | 1                 | 1        | 2     | 1                         | 1                     | 2     |
| ENHANCED SERVICES BILLING, INC.                          | 2                 | 15       | 17    | 14                        | 1                     | 15    |
| EPICUS, INC.   | 1                 | 2        | 3     | 3                         | 2                     | 5     |
| ERBIA NETWORK, INC.                                      | 1                 | 0        | 1     | 2                         | 1                     | 3     |
| ESSENTIAL.COM, INC.                                      | 3                 | 3        | 6     | 8                         | 0                     | 8     |
| ESS.COM, L.L.C.  | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| ETI-TELECOMMUNICATIONS, INC.                             | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| EUREKA TELECOM, LLC                                      | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| EXCEL TELECOMMUNICATIONS, INC.                           | 46                | 18       | 64    | 38                        | 13                    | 51    |
| EZTEL NETWORK SERVICE, LLC                               | 2                 | 2        | 4     | 2                         | 4                     | 6     |
| E.SPIRE COMMUNICATIONS, INC.                             | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.                 | 1                 | 1        | 2     | 1                         | 1                     | 2     |
| FEDERAL TRANSTEL, INC.                                   | 0                 | 7        | 7     | 23                        | 0                     | 23    |
| FIRST COMMUNICATIONS, LLC                                | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| FLAT RATE COMMUNICATIONS OF FLORIDA, INC.                | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| FLORIDA DIGITAL NETWORK, INC.                            | 8                 | 3        | 11    | 13                        | 1                     | 14    |
| FONETEL  | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| FOXTEL, INC.   | 0                 | 3        | 3     | 2                         | 2                     | 4     |
| FRONTIER COMMUNICATIONS OF AMERICA, INC.                 | 1                 | 0        | 1     | 3                         | 0                     | 3     |
| GE BUSINESS PRODUCTIVITY SOLUTIONS, INC.                 | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| GENESIS COMMUNICATIONS INTERNATIONAL, INC.               | 7                 | 0        | 7     | 1                         | 7                     | 8     |
| GLOBAL CREST COMMUNICATIONS, INC.                        | 3                 | 0        | 3     | 1                         | 0                     | 1     |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.            | 6                 | 0        | 6     | 10                        | 0                     | 10    |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC.                 | 45                | 2        | 47    | 48                        | 2                     | 50    |
| GLOBAL LINK COMMUNICATIONS, INC.                         | 5                 | 0        | 5     | 5                         | 1                     | 6     |
| GLOBAL TELELINK SERVICES, INC.                           | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| GLOBAL TELEPHONE INTERNATIONAL, INC.                     | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| GLOBAL TEL*LINK CORPORATION                              | 0                 | 4        | 4     | 4                         | 0                     | 4     |
| GLOBCOM, INC.  | 2                 | 0        | 2     | 1                         | 1                     | 2     |
| GT COM LONG DISTANCE                                     | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| GTC TELECOM, INC.  | 2                 | 1        | 3     | 3                         | 0                     | 3     |

| Utility Name  | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|---|-------------------|----------|-------|---------------------------|-----------------------|-------|
|   | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| HALE AND FATHER, INC.                               | 7                 | 0        | 7     | 20                        | 5                     | 25    |
| HBS BILLING SERVICES COMPANY                        | 7                 | 33       | 40    | 30                        | 1                     | 31    |
| HORIZONONE COMMUNICATIONS                           | 9                 | 30       | 39    | 23                        | 5                     | 28    |
| I VANTAGE NETWORK SOLUTIONS                         | 10                | 11       | 21    | 20                        | 4                     | 24    |
| ICT WORLDWIDE, INC.                                 | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| IDEALDIAL CORPORATION                               | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| IDS LONG DISTANCE, INC.                             | 0                 | 2        | 2     | 1                         | 1                     | 2     |
| IDS TELCOM LLC                                      | 25                | 8        | 33    | 31                        | 9                     | 40    |
| IDT AMERICA CORP.                                   | 91                | 68       | 159   | 109                       | 27                    | 136   |
| IDT CORPORATION                                     | 2                 | 2        | 4     | 4                         | 1                     | 5     |
| ILD   | 43                | 111      | 154   | 181                       | 10                    | 191   |
| ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES | 5                 | 9        | 14    | 5                         | 0                     | 5     |
| ILD, INC.   | 1                 | 3        | 4     | 1                         | 3                     | 4     |
| INCOMM  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| INCOMNET COMMUNICATIONS CORPORATION                 | 1                 | 1        | 2     | 0                         | 0                     | 0     |
| INSTATONE   | 2                 | 1        | 3     | 1                         | 0                     | 1     |
| INTEGRETEL, INC.                                    | 13                | 153      | 166   | 143                       | 1                     | 144   |
| INTELLIGENT SWITCHING AND SOFTWARE, LLC             | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| INTERMEDIA COMMUNICATIONS, INC.                     | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| INTERMEDIA COMMUNICATIONS, INC.                     | 7                 | 5        | 12    | 10                        | 3                     | 13    |
| ISN COMMUNICATIONS                                  | 0                 | 3        | 3     | 3                         | 1                     | 4     |
| ITC^DELTACOM  | 3                 | 4        | 7     | 4                         | 0                     | 4     |
| ITELSA (USA), INC.                                  | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS          | 1                 | 1        | 2     | 0                         | 0                     | 0     |
| KMC TELECOM III LLC                                 | 2                 | 1        | 3     | 3                         | 1                     | 4     |
| KMC TELECOM II, INC.                                | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| KMC TELECOM INC.                                    | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| KMC TELECOM V, INC.                                 | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| KNOLOGY OF FLORIDA, INC.                            | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| KTNT COMMUNICATIONS, INC.                           | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| LATIN AMERICAN ENTERPRISES, INC.                    | 1                 | 1        | 2     | 2                         | 0                     | 2     |
| LCR TELECOMMUNICATIONS L.L.C.                       | 38                | 0        | 38    | 2                         | 25                    | 27    |
| LEAST COST ROUTING, INC.                            | 5                 | 3        | 8     | 3                         | 8                     | 11    |
| LEGACY LONG DISTANCE INTERNATIONAL, INC.            | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| LEVEL 3 COMMUNICATIONS, LLC                         | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| LIFELINE COMMUNICATIONS                             | 1                 | 1        | 2     | 2                         | 1                     | 3     |
| LIGHTYEAR COMMUNICATIONS, INC.                      | 1                 | 1        | 2     | 4                         | 1                     | 5     |
| LIGHTYEAR TELECOMMUNICATIONS LCC                    | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| LONG DISTANCE CHARGES                               | 4                 | 0        | 4     | 5                         | 0                     | 5     |
| L.O.M.  | 7                 | 0        | 7     | 3                         | 4                     | 7     |
| MAIN STREET TELEPHONE COMPANY                       | 13                | 7        | 20    | 13                        | 1                     | 14    |
| MATRIX TELECOM, INC.                                | 2                 | 2        | 4     | 4                         | 0                     | 4     |
| MCG, LLC  | 5                 | 5        | 10    | 2                         | 5                     | 7     |
| MCI WORLDCOM COMMUNICATIONS, INC.                   | 8                 | 14       | 22    | 21                        | 1                     | 22    |
| MCI WORLDCOM NETWORK SERVICES, INC.                 | 526               | 604      | 1130  | 1055                      | 92                    | 1147  |
| MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.         | 1                 | 2        | 3     | 1                         | 1                     | 2     |
| MERCURY LONG DISTANCE, INC.                         | 0                 | 19       | 19    | 13                        | 1                     | 14    |
| MERCURY MARKETING COMPANY, LTD.                     | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| MIKO TELEPHONE COMMUNICATIONS, INC.                 | 12                | 2        | 14    | 0                         | 2                     | 2     |
| MINIMUM RATE PRICING, INC.                          | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| MPOWER COMMUNICATIONS CORP.                         | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| NATIONAL ACCESS LONG DISTANCE, INC.                 | 1                 | 0        | 1     | 1                         | 0                     | 1     |

| Utility Name   | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|--|-------------------|----------|-------|---------------------------|-----------------------|-------|
|  | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| NATIONAL ACCOUNTS, INC.                                  | 16                | 1        | 17    | 16                        | 1                     | 17    |
| NATIONS BELL, INC. D/B/A NATIONS TEL AND MTS/COMMUNICALL | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| NET ONE INTERNATIONAL, INC.                              | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| NETWORK COMMUNICATIONS INTERNATIONAL CORP.               | 2                 | 4        | 6     | 6                         | 0                     | 6     |
| NETWORK ENHANCED TECHNOLOGIES, INC.                      | 2                 | 0        | 2     | 1                         | 1                     | 2     |
| NEWSOUTH COMMUNICATIONS CORP.                            | 4                 | 1        | 5     | 1                         | 3                     | 4     |
| NEXSTAR COMMUNICATIONS, INC.                             | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| NORCOM, INC.   | 2                 | 1        | 3     | 2                         | 0                     | 2     |
| NORTH AMERICAN TELECOMMUNICATIONS CORPORATION            | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| NORTH AMERICAN TELEPHONE NETWORK, L.L.C.                 | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| NUI TELECOM, INC.  | 2                 | 0        | 2     | 1                         | 0                     | 1     |
| NUVOX COMMUNICATIONS                                     | 0                 | 2        | 2     | 1                         | 0                     | 1     |
| OLS, INC.  | 11                | 7        | 18    | 16                        | 12                    | 28    |
| ONE CALL COMMUNICATIONS, INC.                            | 4                 | 12       | 16    | 17                        | 1                     | 18    |
| ONE CALL COMMUNICATIONS, INC., OPTICOM, 1-800-MAX-SAVE   | 0                 | 3        | 3     | 3                         | 0                     | 3     |
| ONELINK COMMUNICATIONS, INC.                             | 29                | 1        | 30    | 3                         | 7                     | 10    |
| ONESTAR COMMUNICATIONS, LLC                              | 2                 | 0        | 2     | 1                         | 0                     | 1     |
| OPERATOR ASSISTANCE NETWORK                              | 6                 | 18       | 24    | 25                        | 3                     | 28    |
| OPERATOR ASSISTANCE NETWORK                              | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| OPEX COMMUNICATIONS, INC.                                | 7                 | 4        | 11    | 6                         | 11                    | 17    |
| OPTICAL TELEPHONE CORPORATION                            | 216               | 16       | 232   | 23                        | 211                   | 234   |
| ORBITEL USA  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| ORION TELECOMMUNICATIONS CORP D/B/A ORION TELECOMM.      | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| ORION TELECOMMUNICATIONS OF NEW YORK                     | 2                 | 0        | 2     | 0                         | 2                     | 2     |
| ORLANDO TELEPHONE COMPANY                                | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| PAETEC COMMUNICATIONS, INC.                              | 0                 | 3        | 3     | 3                         | 0                     | 3     |
| PANTHER TELECOMMUNICATIONS CORPORATION                   | 2                 | 0        | 2     | 0                         | 1                     | 1     |
| PATRIOTCOM INC.  | 2                 | 0        | 2     | 1                         | 1                     | 2     |
| PEOPLE LINK BY TCI                                       | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| PHONETEL TECHNOLOGIES, INC.                              | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| PIONEER TELECOM, INC.                                    | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| POWERNET GLOBAL COMMUNICATIONS                           | 7                 | 5        | 12    | 10                        | 3                     | 13    |
| PRIMUS TELECOMMUNICATIONS, INC.                          | 6                 | 9        | 15    | 14                        | 1                     | 15    |
| PROMISE-NET INTERNATIONAL, LTD., INC.                    | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| PROMISEVISION TECHNOLOGY, INC.                           | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| PT-1 COMMUNICATIONS                                      | 2                 | 6        | 8     | 6                         | 5                     | 11    |
| PT-1 LONG DISTANCE, INC.                                 | 2                 | 3        | 5     | 4                         | 1                     | 5     |
| QUEST TELECOMMUNICATIONS, INC.                           | 1                 | 1        | 2     | 2                         | 0                     | 2     |
| QUEST TELECOMMUNICATIONS, INC.                           | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| QWEST COMMUNICATIONS CORPORATION                         | 152               | 110      | 262   | 291                       | 18                    | 309   |
| QX TELECOM LLC   | 3                 | 4        | 7     | 2                         | 0                     | 2     |
| RADIANT TELECOM, INC.                                    | 2                 | 2        | 4     | 3                         | 0                     | 3     |
| REDUCED RATE LONG DISTANCE LLC                           | 6                 | 1        | 7     | 2                         | 3                     | 5     |
| RSL COM PRIMECALL, INC.                                  | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| RSL COM U.S.A., INC.                                     | 1                 | 2        | 3     | 3                         | 1                     | 4     |
| SATURN TELECOMMUNICATION SERVICES, INC.                  | 2                 | 1        | 3     | 4                         | 0                     | 4     |
| SBC LONG DISTANCE  | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| SILVERLEAF COMMUNICATIONS INC.                           | 2                 | 0        | 2     | 0                         | 0                     | 0     |
| SOUTHERN TELECOM   | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| SPRINT   | 378               | 269      | 647   | 586                       | 114                   | 700   |
| STARTEC GLOBAL LICENSING COMPANY                         | 1                 | 2        | 3     | 1                         | 1                     | 2     |
| STERLING TIME COMPANY                                    | 0                 | 0        | 0     | 0                         | 1                     | 1     |

| Utility Name   | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|--|-------------------|----------|-------|---------------------------|-----------------------|-------|
|  | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| SUNTEL NETWORK, INC.                                   | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 3                 | 0        | 3     | 2                         | 0                     | 2     |
| SWITCHED SERVICES COMMUNICATIONS, L.L.C.               | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| T-NETIX, INC.  | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| TALK AMERICA INC.                                      | 46                | 58       | 104   | 122                       | 43                    | 165   |
| TALK VISUAL CORPORATION                                | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| TCG SOUTH FLORIDA                                      | 1                 | 10       | 11    | 6                         | 2                     | 8     |
| TDS LONG DISTANCE CORPORATION                          | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| TELCO BILLING, INC.                                    | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| TELCO PARTNERS, INC.                                   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| TELCOM.NET, INC.                                       | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC. | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| TELECOM EZ CORP.                                       | 1                 | 1        | 2     | 1                         | 0                     | 1     |
| TELECOM*USA OR TELECONNECT                             | 10                | 26       | 36    | 28                        | 0                     | 28    |
| TELECUBA, INC.   | 2                 | 2        | 4     | 2                         | 0                     | 2     |
| TELEC, INC.  | 0                 | 0        | 0     | 0                         | 1                     | 1     |
| TELEFYNE INCORPORATED                                  | 7                 | 1        | 8     | 3                         | 2                     | 5     |
| TELEGLOBE USA INC.                                     | 1                 | 2        | 3     | 1                         | 2                     | 3     |
| TELERGY NETWORK SERVICES, INC.                         | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| TELEUNO, INC.  | 94                | 12       | 106   | 22                        | 75                    | 97    |
| TELIGENT SERVICES, INC.                                | 0                 | 2        | 2     | 2                         | 2                     | 4     |
| TELIS COMMUNICATIONS GROUP, INC.                       | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| TELLISS, LLC   | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| TELSCAPE USA, INC.                                     | 1                 | 1        | 2     | 4                         | 1                     | 5     |
| TELSTAR INTERNATIONAL, INC.                            | 3                 | 0        | 3     | 1                         | 2                     | 3     |
| THE FREE NETWORK, L.L.C.                               | 3                 | 0        | 3     | 4                         | 1                     | 5     |
| TNS  | 2                 | 0        | 2     | 0                         | 3                     | 3     |
| TOTAL CALL INTERNATIONAL, INC.                         | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| TOUCH 1 COMMUNICATIONS, INC.                           | 1                 | 1        | 2     | 3                         | 0                     | 3     |
| TOUCH 1 LONG DISTANCE, INC.                            | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| TRICOM USA, INC.                                       | 2                 | 0        | 2     | 0                         | 0                     | 0     |
| TTI NATIONAL, INC.                                     | 1                 | 3        | 4     | 3                         | 0                     | 3     |
| U S P & C CORPORATION                                  | 0                 | 5        | 5     | 6                         | 0                     | 6     |
| UKI COMMUNICATIONS, INC.                               | 88                | 21       | 109   | 29                        | 100                   | 129   |
| UNI-TEL COMMUNICATIONS GROUP, INC.                     | 1                 | 1        | 2     | 2                         | 0                     | 2     |
| UNIVANCE TELECOMMUNICATIONS, INC.                      | 0                 | 2        | 2     | 0                         | 0                     | 0     |
| UNIVERSAL PHONE CORPORATION                            | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| UNIVERSAL TELCOM, INC.                                 | 1                 | 0        | 1     | 0                         | 0                     | 0     |
| URSUS TELECOM CORP.                                    | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| US COMMUNICATIONS                                      | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| US LEC OF FLORIDA INC.                                 | 0                 | 2        | 2     | 1                         | 1                     | 2     |
| USLD COMMUNICATIONS, INC.                              | 0                 | 1        | 1     | 3                         | 0                     | 3     |
| U.S. REPUBLIC COMMUNICATIONS, INC.                     | 11                | 1        | 12    | 15                        | 0                     | 15    |
| VALUE-ADDED COMMUNICATIONS CORPORATION                 | 0                 | 2        | 2     | 1                         | 1                     | 2     |
| VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS         | 27                | 60       | 87    | 61                        | 14                    | 75    |
| VERIZON LONG DISTANCE                                  | 4                 | 2        | 6     | 6                         | 0                     | 6     |
| VERIZON SELECT SERVICES INC.                           | 33                | 31       | 64    | 66                        | 3                     | 69    |
| VOIP COMMUNICATIONS, INC.                              | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| VOX POPULI TELECOMMUNICATIONS, INC.                    | 2                 | 1        | 3     | 1                         | 2                     | 3     |
| WEBNET COMMUNICATIONS, INC.                            | 12                | 10       | 22    | 12                        | 32                    | 44    |
| WEST END COMMUNICATIONS INC.                           | 2                 | 1        | 3     | 0                         | 3                     | 3     |
| WILLIAMS COMMUNICATIONS, LLC                           | 4                 | 0        | 4     | 1                         | 1                     | 2     |

| Utility Name  | Complaints Logged |             |             | Complaints Resolved       |                       |             |
|---|-------------------|-------------|-------------|---------------------------|-----------------------|-------------|
|   | Service*          | Billing*    | Total       | Apparent Non-infractions* | Apparent Infractions* | Total       |
| WINSTAR WIRELESS, INC.                                    | 0                 | 3           | 3           | 2                         | 2                     | 4           |
| WORKING ASSETS FUNDING SERVICE, INC. D/B/A WORKING ASSETS | 0                 | 0           | 0           | 1                         | 1                     | 2           |
| WORLD-LINK, INC.  | 0                 | 2           | 2           | 1                         | 1                     | 2           |
| WORLD ACCESS COMMUNICATIONS CORP.                         | 0                 | 0           | 0           | 1                         | 0                     | 1           |
| WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.              | 68                | 31          | 99          | 26                        | 51                    | 77          |
| WORLDCOM NETWORK SERVICES, INC.                           | 1                 | 1           | 2           | 2                         | 0                     | 2           |
| WORLDTEL INTERACTIVE INCORPORATED                         | 0                 | 0           | 0           | 1                         | 0                     | 1           |
| WORLDTEQ CORPORATION                                      | 1                 | 0           | 1           | 1                         | 0                     | 1           |
| WORLDXCHANGE CORP.  | 4                 | 5           | 9           | 4                         | 1                     | 5           |
| XO FLORIDA, INC.  | 1                 | 0           | 1           | 1                         | 0                     | 1           |
| XO LONG DISTANCE SERVICES, INC.                           | 5                 | 0           | 5           | 6                         | 2                     | 8           |
| YESTEL, INC.  | 0                 | 0           | 0           | 1                         | 0                     | 1           |
| Z-TEL COMMUNICATIONS, INC.                                | 0                 | 2           | 2           | 1                         | 1                     | 2           |
| ZENEX LONG DISTANCE, INC.                                 | 0                 | 1           | 1           | 0                         | 0                     | 0           |
| ZERO PLUS DIALING   | 8                 | 14          | 22          | 21                        | 2                     | 23          |
| ZERO PLUS DIALING, INC.                                   | 5                 | 23          | 28          | 26                        | 0                     | 26          |
| ZONE TELECOM, INC.  | 3                 | 0           | 3           | 4                         | 0                     | 4           |
| @CCESS, LLC   | 1                 | 0           | 1           | 1                         | 0                     | 1           |
|   |                   |             |             |                           |                       |             |
|   |                   |             |             |                           |                       |             |
|   |                   |             |             |                           |                       |             |
|   |                   |             |             |                           |                       |             |
|   |                   |             |             |                           |                       |             |
|   |                   |             |             |                           |                       |             |
| <b>TOTALS</b>   | <b>3406</b>       | <b>3249</b> | <b>6655</b> | <b>5512</b>               | <b>1443</b>           | <b>6955</b> |

\*Please see Index of Definitions.

## Pay Telephone Companies Complaint Activity - 2002

| Utility Name                                     | Complaints Logged |           |           | Complaints Resolved       |                       |           |
|--|-------------------|-----------|-----------|---------------------------|-----------------------|-----------|
|  | Service*          | Billing*  | Total     | Apparent Non-Infractions* | Apparent Infractions* | Total     |
| A-1 TELEPHONE SYSTEMS                            | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| ADVANCE TELEPHONE USA COMPANY                    | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| ALPHA TELCOM, INC.                               | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| AT&T   | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| A.A.A. PAYPHONE, INC.                            | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| BELLSOUTH PUBLIC COMMUNICATIONS, INC.            | 1                 | 1         | 2         | 5                         | 0                     | 5         |
| CINCINNATI BELL PUBLIC COMMUNICATIONS INC.       | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| COIN-TEL, INC.                                   | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| COMMERCIAL PAY PHONES, INC.                      | 1                 | 0         | 1         | 2                         | 1                     | 3         |
| DIAMOND COMMUNICATIONS, INC.                     | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| ETS PAYPHONES OF FLORIDA, INC.                   | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| EVERCOM SYSTEMS, INC.                            | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| FIRST AMERICAN TELECOMMUNICATIONS CORPORATION    | 0                 | 2         | 2         | 6                         | 0                     | 6         |
| FLORIDA PUBLIC PAYPHONES                         | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| FLORIDA TELCO, INC.                              | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| FREEDOM PHONE SERVICES, LLC                      | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| HSI TELCOM, INC.                                 | 2                 | 0         | 2         | 1                         | 0                     | 1         |
| INLINE TELCOM, INC.                              | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| JLW TECHNICAL COMMUNICATIONS, INC.               | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| LONESTAR TELCOM, INC.                            | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| LYNN E. MAXWELL, JR.                             | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| MB2, INC.  | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| MK COMMUNICATIONS, INC.                          | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| NATIONAL TELEPHONE COMPANY, L.L.C.               | 0                 | 2         | 2         | 2                         | 0                     | 2         |
| NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.      | 1                 | 2         | 3         | 1                         | 1                     | 2         |
| OTC AND OMEGA TELECOM                            | 1                 | 1         | 2         | 1                         | 0                     | 1         |
| PALM-TEL COMMUNICATIONS, INC.                    | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| PAY TELEPHONE OF FLORIDA, INC.                   | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| PAYSTAR COMMUNICATIONS, INC.                     | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| PAYTEL USA, INC.                                 | 2                 | 0         | 2         | 0                         | 1                     | 1         |
| PHOENIX TELCOM, LLC D/B/A PHOENIX PAYPHONES, LLC | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| PHONETEL TECHNOLOGIES, INC.                      | 0                 | 0         | 0         | 0                         | 1                     | 1         |
| PHONEXPERT, INC.                                 | 1                 | 0         | 1         | 0                         | 0                     | 0         |
| PRO TELECOM, INC.                                | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| PUBLIC COMMUNICATIONS SERVICES, INC.             | 1                 | 1         | 2         | 1                         | 1                     | 2         |
| RELIABLE TELEPHONE COMPANY                       | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| SOUTHEAST PAYPHONES, INC.                        | 1                 | 0         | 1         | 0                         | 1                     | 1         |
| SPRINT-FLORIDA, INCORPORATED                     | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| SPRINT PAYPHONE SERVICES, INC.                   | 1                 | 0         | 1         | 3                         | 0                     | 3         |
| T-NETIX, INC.                                    | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| TCG PUBLIC COMMUNICATIONS, INC.                  | 3                 | 8         | 11        | 7                         | 1                     | 8         |
| TELEASING ENTERPRISES, INC.                      | 1                 | 1         | 2         | 1                         | 2                     | 3         |
| THE FONE CONNECTION OF TAMPA BAY, INC.           | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| THE TRAIN-TEL COMPANY                            | 0                 | 0         | 0         | 1                         | 0                     | 1         |
| VERIZON FLORIDA INC.                             | 0                 | 1         | 1         | 1                         | 0                     | 1         |
| WHITNEY-PHILLIPS-T.R.F., INC.                    | 1                 | 0         | 1         | 1                         | 0                     | 1         |
| <b>TOTALS</b>                                    | <b>34</b>         | <b>25</b> | <b>59</b> | <b>50</b>                 | <b>16</b>             | <b>66</b> |

*\*Please see Index of Definitions.*

## Water and Wastewater Companies Complaint Activity - 2002

| Utility Name  | Complaints Logged |          |       | Complaints Resolved       |                       |       |
|---|-------------------|----------|-------|---------------------------|-----------------------|-------|
|   | Service*          | Billing* | Total | Apparent Non-Infractions* | Apparent Infractions* | Total |
| ABCA, INC.  | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| ALAFAYA UTILITIES, INC.                                   | 1                 | 2        | 3     | 2                         | 1                     | 3     |
| ALOHA UTILITIES, INC.                                     | 23                | 20       | 43    | 53                        | 0                     | 53    |
| AQUASOURCE UTILITY, INC.                                  | 4                 | 0        | 4     | 3                         | 0                     | 3     |
| ARREDONDO UTILITY COMPANY, INC.                           | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| BAYSIDE UTILITY SERVICES, INC.                            | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| BOCILLA UTILITIES, INC.                                   | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BONITA SPRINGS UTILITIES                                  | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| BREEZE HILL UTILITIES                                     | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| BRENDENWOOD WATER SYSTEM                                  | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| BROADVIEW PARK WATER COMPANY                              | 25                | 16       | 41    | 50                        | 12                    | 62    |
| BURKIM ENTERPRISES, INC.                                  | 1                 | 1        | 2     | 2                         | 1                     | 3     |
| CHATEAU COMMUNITIES, INC.                                 | 1                 | 0        | 1     | 0                         | 1                     | 1     |
| COLONIES WATER COMPANY                                    | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC. | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| CONSOLIDATED WATER WORKS, INC.                            | 5                 | 3        | 8     | 9                         | 1                     | 10    |
| CRYSTAL RIVER UTILITIES, INC.                             | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| DIXIE GROVES ESTATES, INC.                                | 0                 | 2        | 2     | 2                         | 1                     | 3     |
| EAST MARION SANITARY SYSTEMS, INC.                        | 1                 | 2        | 3     | 0                         | 1                     | 1     |
| EAST PASCO UTILITIES, INC.                                | 0                 | 1        | 1     | 0                         | 1                     | 1     |
| FERNCREST UTILITIES, INC.                                 | 3                 | 1        | 4     | 5                         | 1                     | 6     |
| FLORALINO PROPERTIES, INC.                                | 2                 | 1        | 3     | 4                         | 0                     | 4     |
| FLORIDA CITIES WATER COMPANY - LEE COUNTY DIVISION        | 0                 | 0        | 0     | 1                         | 0                     | 1     |
| FLORIDA PUBLIC UTILITIES COMPANY                          | 1                 | 2        | 3     | 3                         | 0                     | 3     |
| FLORIDA WATER SERVICES CORPORATION                        | 39                | 42       | 81    | 69                        | 5                     | 74    |
| FOREST HILLS UTILITIES, INC.                              | 2                 | 0        | 2     | 0                         | 3                     | 3     |
| GRENELEFE UTILITIES                                       | 1                 | 0        | 1     | 1                         | 0                     | 1     |
| HIGHLANDS UTILITIES CORPORATION                           | 0                 | 1        | 1     | 2                         | 0                     | 2     |
| HOLIDAY UTILITY COMPANY, INC.                             | 3                 | 4        | 7     | 7                         | 0                     | 7     |
| HUDSON UTILITIES, INC.                                    | 0                 | 2        | 2     | 2                         | 0                     | 2     |
| HUNTER CREEK UTILITIES, LLC                               | 0                 | 1        | 1     | 0                         | 0                     | 0     |
| INDIANTOWN COMPANY, INC.                                  | 0                 | 1        | 1     | 1                         | 0                     | 1     |
| K W RESORT UTILITIES CORP.                                | 1                 | 0        | 1     | 2                         | 0                     | 2     |
| KEEN SALES, RENTALS AND UTILITIES, INC.                   | 1                 | 1        | 2     | 1                         | 0                     | 1     |
| L W V UTILITIES, INC.                                     | 0                 | 2        | 2     | 2                         | 0                     | 2     |
| LABRADOR SERVICES, INC.                                   | 4                 | 0        | 4     | 3                         | 1                     | 4     |

| Utility Name  | Complaints Logged |            |            | Complaints Resolved       |                       |            |
|---|-------------------|------------|------------|---------------------------|-----------------------|------------|
|   | Service*          | Billing*   | Total      | Apparent Non-Infractions* | Apparent Infractions* | Total      |
| LAKE UTILITY SERVICES, INC.                               | 0                 | 2          | 2          | 1                         | 0                     | 1          |
| LANIGER ENTERPRISES OF AMERICA, INC.                      | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| LINADALE WATER COMPANY                                    | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| LINDRICK SERVICE CORPORATION                              | 2                 | 4          | 6          | 9                         | 1                     | 10         |
| LITTLE SUMTER UTILITY COMPANY                             | 0                 | 1          | 1          | 2                         | 0                     | 2          |
| MAD HATTER UTILITY, INC.                                  | 1                 | 0          | 1          | 1                         | 0                     | 1          |
| MARION UTILITIES, INC.                                    | 2                 | 0          | 2          | 2                         | 0                     | 2          |
| MCLEOD GARDENS WATER COMPANY                              | 1                 | 0          | 1          | 0                         | 0                     | 0          |
| MILES GRANT WATER AND SEWER COMPANY                       | 1                 | 1          | 2          | 1                         | 0                     | 1          |
| NORMANDY BOULEVARD UTILITIES, INC.                        | 3                 | 0          | 3          | 0                         | 0                     | 0          |
| NORTH FORT MYERS UTILITY, INC.                            | 0                 | 1          | 1          | 2                         | 0                     | 2          |
| ORANGE TREE UTILITY COMPANY                               | 1                 | 0          | 1          | 0                         | 0                     | 0          |
| ORANGWOOD LAKES SERVICES, INC.                            | 1                 | 2          | 3          | 2                         | 1                     | 3          |
| PALM COAST UTILITY CORPORATION                            | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| PARK WATER COMPANY INC.                                   | 0                 | 1          | 1          | 2                         | 0                     | 2          |
| PARKLAND UTILITIES, INC.                                  | 0                 | 1          | 1          | 1                         | 0                     | 1          |
| PASCO UTILITIES, INC.                                     | 3                 | 0          | 3          | 4                         | 0                     | 4          |
| PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.            | 2                 | 2          | 4          | 6                         | 0                     | 6          |
| PINECREST RANCHES, INC.                                   | 1                 | 0          | 1          | 0                         | 0                     | 0          |
| PLANTATION UTILITIES (RADNOR/PLANTATION CORPORATION D/B/A | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| POINCIANA UTILITIES INC.                                  | 0                 | 0          | 0          | 2                         | 0                     | 2          |
| RIVER RANCH   | 0                 | 1          | 1          | 0                         | 1                     | 1          |
| ROYAL UTILITY COMPANY                                     | 1                 | 3          | 4          | 4                         | 1                     | 5          |
| SANDY CREEK UTILITIES, INC.                               | 0                 | 1          | 1          | 3                         | 0                     | 3          |
| SANLANDO UTILITIES CORPORATION                            | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| SERVICE MANAGEMENT SYSTEMS, INC.                          | 5                 | 0          | 5          | 3                         | 2                     | 5          |
| SOUTHLAKE UTILITIES, INC.                                 | 0                 | 1          | 1          | 1                         | 0                     | 1          |
| SUNNY SHORES WATER CO., INC.                              | 0                 | 1          | 1          | 1                         | 0                     | 1          |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.               | 0                 | 2          | 2          | 5                         | 0                     | 5          |
| TERRA MAR VILLAGE UTILITIES, INC.                         | 1                 | 1          | 2          | 2                         | 0                     | 2          |
| TYMBER CREEK UTILITIES                                    | 0                 | 1          | 1          | 0                         | 1                     | 1          |
| UNITED WATER FLORIDA INC.                                 | 2                 | 5          | 7          | 12                        | 4                     | 16         |
| UTILITIES, INC. OF FLORIDA                                | 5                 | 4          | 9          | 9                         | 0                     | 9          |
| UTILITIES, INC. OF LONGWOOD                               | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| VENTURE ASSOCIATES UTILITIES CORP.                        | 0                 | 1          | 1          | 0                         | 0                     | 0          |
| VIRGINIA CITY UTILITIES, INC.                             | 0                 | 1          | 1          | 0                         | 0                     | 0          |
| WATER MANAGEMENT SERVICES, INC.                           | 0                 | 1          | 1          | 0                         | 1                     | 1          |
| WATER & SEWER SERVICES OF BROWARD, INC.                   | 0                 | 1          | 1          | 0                         | 0                     | 0          |
| WEDGEFIELD UTILITIES, INC.                                | 2                 | 0          | 2          | 1                         | 0                     | 1          |
| WINDSTREAM UTILITIES COMPANY                              | 1                 | 0          | 1          | 1                         | 0                     | 1          |
| W.B.B. UTILITIES, INC.                                    | 0                 | 0          | 0          | 1                         | 0                     | 1          |
| ZELLWOOD STATION CO-OP, INC.                              | 0                 | 1          | 1          | 1                         | 0                     | 1          |
| <b>TOTALS</b>   | <b>158</b>        | <b>149</b> | <b>307</b> | <b>317</b>                | <b>42</b>             | <b>359</b> |

\*Please see Index of Definitions.