



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT DECEMBER 2003

(Also Includes 2003 Annual Supplement)

Data Compiled on 1/23/2004

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Consumer Access to the FLORIDA PUBLIC SERVICE COMMISSION

If you have questions about regulated utility services, you may:

- **CALL** the Division of Consumer Affairs at 1-800-342-3552
- **FAX** your questions to 1-800-511-0809
- **E-MAIL** the FPSC from our Website at <http://www.floridapsc.com>, or direct to the following address: contact@psc.state.fl.us.
- Or **WRITE** to:
Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Preface

The PSC tracks consumer cases using a tracking tool known as the Consumer Activity Tracking System (CATS). There are two categories of consumer cases: Complaints and Information Requests. A Complaint is a form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is a form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

It is the Commission's intent that disputes between regulated companies and their customers are resolved as quickly, effectively, and inexpensively as possible. To accomplish this, the Commission has adopted amendments to Rule 25-22.032, Florida Administrative Code, relating to the Commission's customer complaint handling procedure.

The rule amendments streamline the process for handling customer complaints; put utility companies in more direct contact with their customers for resolution of complaints; clarify that the complaint procedure is designed to address only those complaints that fall within the Commission's jurisdiction; require that telephone, e-mail and written complaints be forwarded directly to the utility company for resolution in most instances; provide response dates to Commission staff inquiries for additional information from companies; reflect the implementation of the e-mail transfer connection program; establish the Process Review Team, which will review complaints before they are considered for an informal conference; ensure that the issues addressed at the informal conference are clearly delineated; and provide for extensions of time for filing required information in emergency situations.

To read more about the amendments, please visit our website at www.floridapsc.com. Search Online Docket Information for Docket No. 030575-PU, Order PSC-04-0027-FOF-PU.

Summary

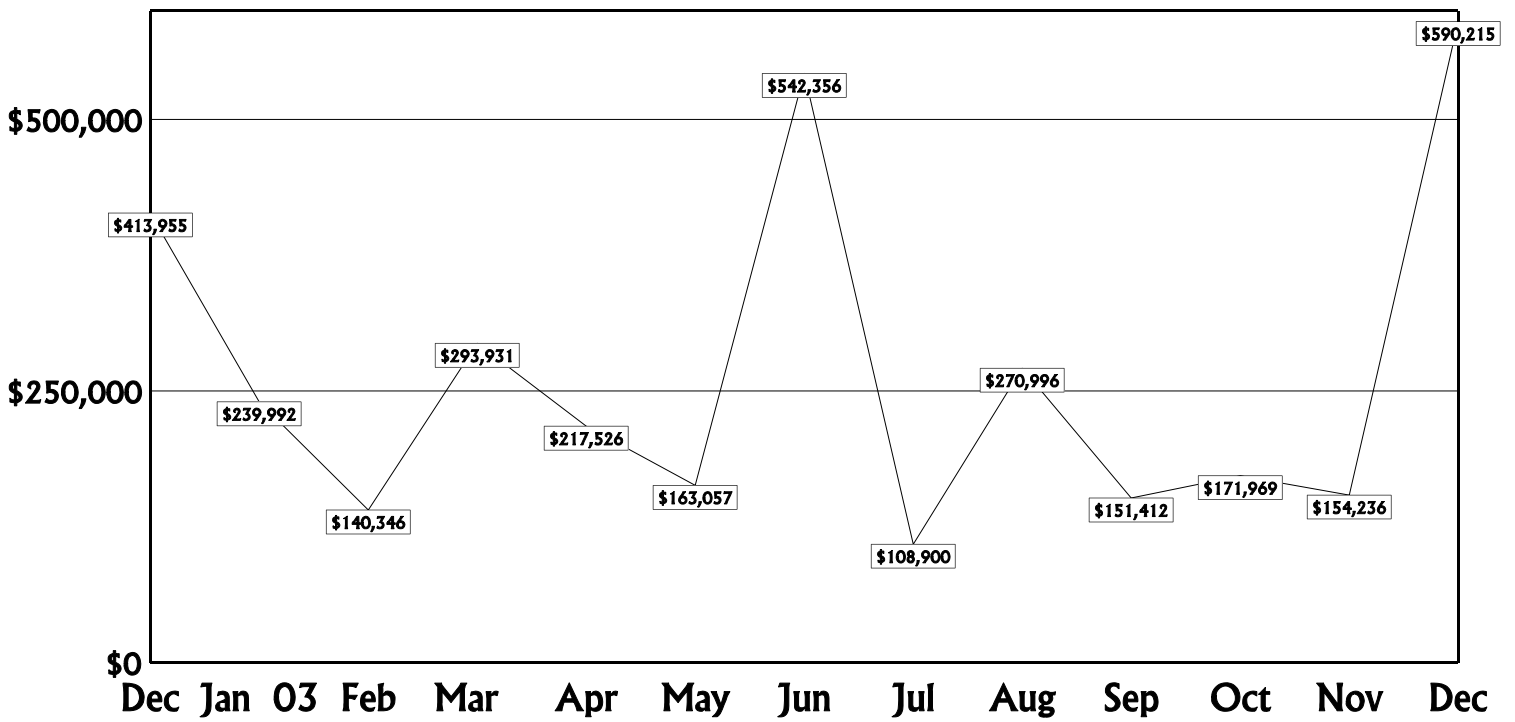
There were **2,242** complaints logged against the utility companies for the month of December 2003. Complaints to the PSC are resolved after review with either a classification of “apparent non-infraction” or “apparent rule infraction.” If the PSC staff believes that a violation of the Florida Administrative Code, company tariffs or policies occurred, the complaint is resolved as an apparent rule infraction. There were also **2,436** information requests logged by the PSC.

A total of 21 utility companies are participating in the Telephone Transfer-Connect option, as of December 31, 2003. Under this option, and with the caller’s approval, a call to the PSC is directly transferred to the caller’s utility. There were **863** transferred and entered into CATS during December 2003.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$590,215** for the month.

Consumer Refunds

December 2002 - December 2003



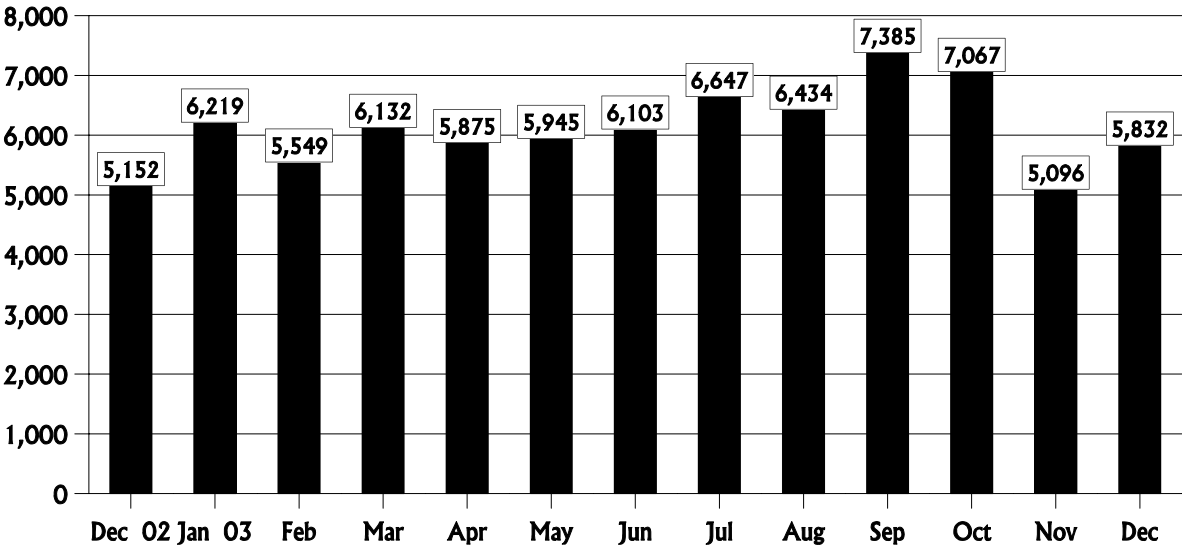
Consumer Activity Overview - December 2003

Complaints Received & Entered into CATS		2,242
Electric		70
Gas		28
Competitive Local Exchange Telephone		318
Local Exchange Telephone		269
Long Distance Telephone		392
Pay Telephone		2
Shared Tenant		0
Water & Wastewater		16
Non-certificated Company Complaints Received		11
Telephone Transfer-Connects (Calls Transferred to Utilities)		863
E-Transfers (E-mails sent to Utilities from the PSC Web site)		151
Cases Received / Closed Under 3 Day Rule		122
Electric	54	
Gas	0	
Telecommunications	68	
Water / Wastewater	0	
Information Requests Received & Entered into CATS		<u>2,436</u>
Total Cases Received & Entered into CATS		4,678
Telephone Calls and Telephone Transfer-Connects Not Filed As Cases		<u>1,154</u>
Total Consumer Contacts Handled		5,832

How Cases Were Received	Complaints	Information Requests	Total Cases
Phone	1,544	2,088	3,632
Mail	170	97	267
Internet	417	230	647
Fax	111	21	132
Totals	2,242	2,436	4,678

Consumer Savings	
Electric	\$ 3,578.35
Gas	1,542.31
Competitive Local Exchange Telephone	46,792.67
Local Exchange Telephone	86,267.86
Long Distance Telephone	451,994.34
Pay Telephone	39.00
Water & Wastewater	0.00
Non-regulated/Other Consumer Assistance	0.00
Total	\$590,214.53

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



Complaints by Industry December 2003

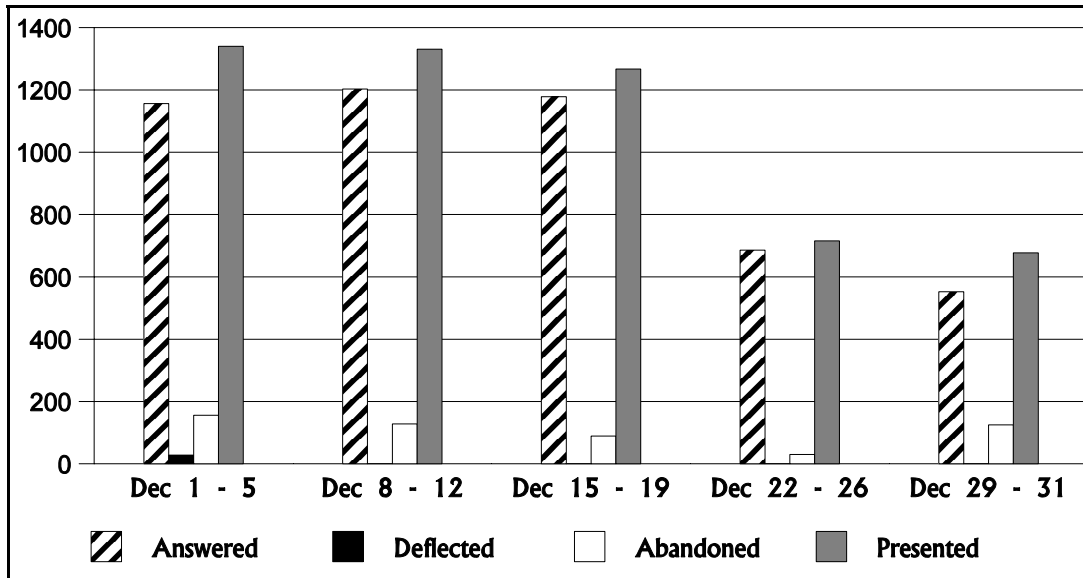
	Complaints Received	% of Total Complaints*
Electric	70	3%
Natural Gas	28	1%
Competitive Local Exchange Telephone	318	14%
Local Exchange Telephone	269	12%
Long Distance Telephone	392	17%
Pay Telephone	2	< 1%
Shared Tenant	0	0%
Water & Wastewater	16	< 1%
Non-certificated Company Complaints Received**	11	< 1%
Telephone Transfer-Connects (Calls Transferred to Utilities)	863	38%
E-Transfers	151	7%
Cases Received & Closed by 72 Hr Rule	122	5%
Total	2,242	100%

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

* Figures have been rounded.

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

Total Calls Received - Call Center Statistics December 2003



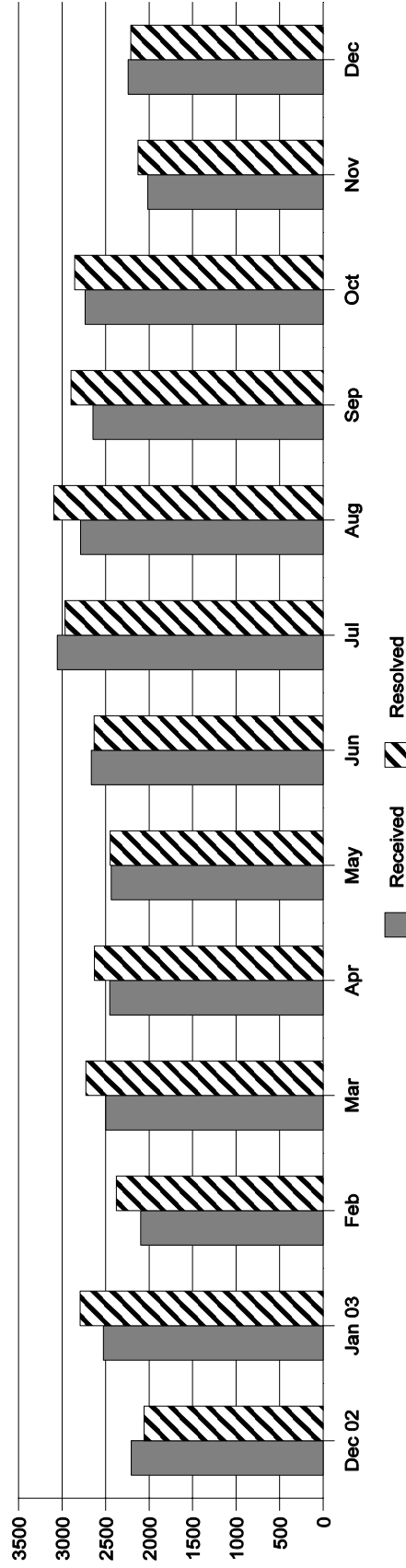
- Answered:** Number of calls answered by Consumer Affairs' Regulatory Specialists.
- Deflected:** Number of calls originally destined for the PSC's Automated Call Distribution (ACD) Group which were not answered by a Consumer Affairs Regulatory Specialist: (a) due to a full queue or (b) wait time in queue was exceeded.
- Abandoned:** Number of calls offered to the ACD Group but customer hung up while waiting in queue prior to call being answered.
- Presented:** Total number of calls answered by Consumer Affairs' Regulatory Specialists, plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
December 1 - 5	1,156	86%	28	2%	156	12%	1,340
December 8 - 12	1,203	90%	0	0%	128	10%	1,331
December 15 - 19	1,178	93%	0	0%	89	7%	1,267
December 22 - 26	686	96%	0	0%	30	4%	716
December 29 - 31	552	82%	0	0%	125	18%	677
Totals	4,775	90%	28	1%	528	10%	5,331

Note: % Totals have been rounded.

Calls Answered During the Month (CAF)	4,775
Minus Calls Resulting in Cases (CAF)	(3,621)
Total Calls Not Filed As Cases (CAF)	1,154

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



	Dec 02	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Received	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242
Resolved	2,058	2,793	2,377	2,727	2,629	2,447	2,631	2,965	3,096	2,898	2,855	2,127	2,210

*Complaints resolved consists of cases closed from the present and previous months. Some cases resolved were received in a prior period, and some cases received will not be resolved until a future period.

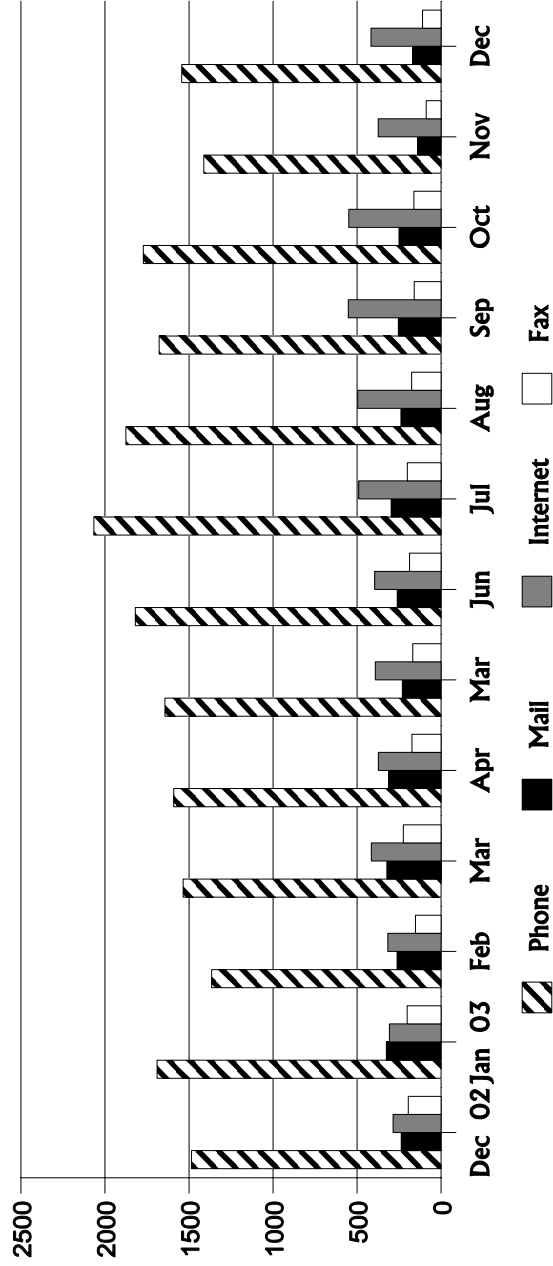
Complaints Received by County

December 2003



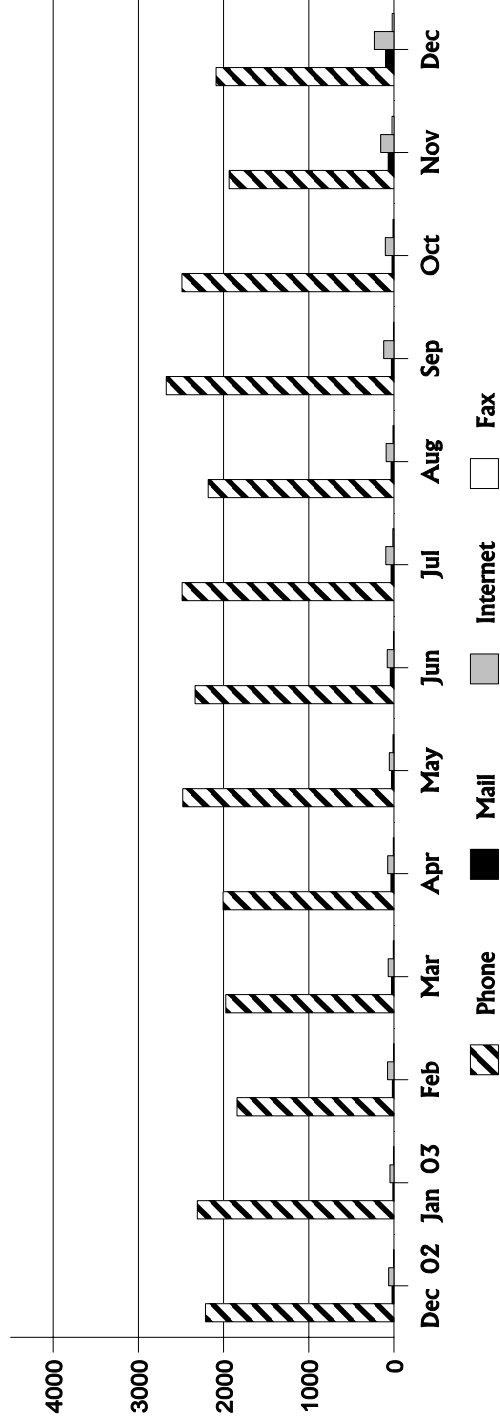
Note: County name not available for 527 cases. e.g., complaints received by e-mail, telephone transfer-connects, non-Florida addresses, etc.

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



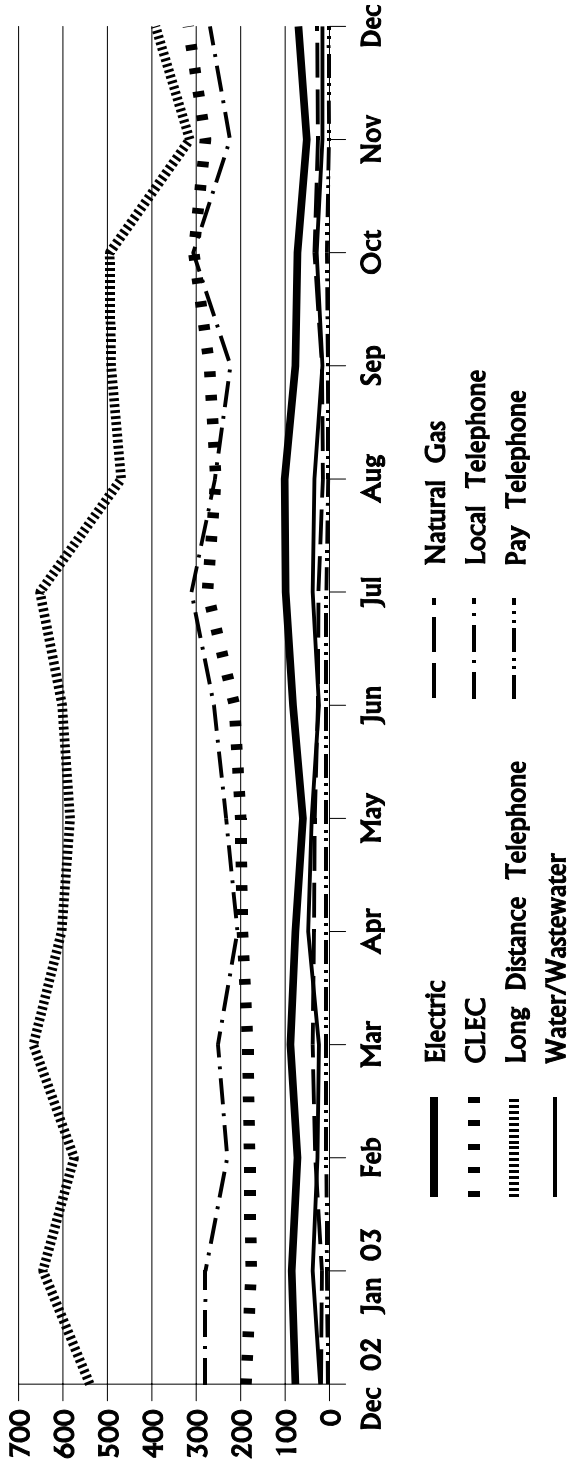
	Dec 02	Jan 03	Feb 03	Mar 03	Apr 03	May 03	Jun 03	Jul 03	Aug 03	Sep 03	Oct 03	Nov 03	Dec 03
Phone	1,486	1,690	1,365	1,535	1,591	1,644	1,820	2,066	1,876	1,678	1,772	1,412	1,544
Mail	237	326	262	323	313	231	261	297	240	254	251	139	170
Internet	286	308	318	416	374	392	395	491	496	553	550	375	417
Fax	196	202	153	225	174	169	188	201	176	160	162	89	111
Total	2,205	2,526	2,098	2,499	2,452	2,436	2,664	3,055	2,788	2,645	2,735	2,015	2,242

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



	Dec 02	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	2,212	2,309	1,842	1,974	2,005	2,479	2,335	2,486	2,181	2,673	2,488	1,935	2,088
Mail	23	13	19	26	35	29	44	33	33	30	23	68	97
Internet	62	47	76	67	73	55	78	96	92	120	102	156	230
Fax	3	6	3	8	8	11	5	14	11	5	12	22	21
Total	2,300	2,375	1,940	2,075	2,121	2,574	2,462	2,629	2,317	2,828	2,625	2,181	2,436

Complaints Received by Industry December 2002 - December 2003



Industry	Dec 02	Jan 03	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Electric	77	85	72	88	77	60	82	99	101	77	72	51	70
Natural Gas	19	17	32	38	35	33	26	25	15	17	34	26	28
CLEC	188	176	180	184	196	200	214	275	256	270	306	279	318
Local Telephone	280	279	230	251	207	233	260	311	258	223	307	224	269
Long Dist. Phone	540	645	575	667	603	584	602	652	469	492	495	315	392
Payphone	4	6	7	7	7	7	7	7	3	4	6	1	2
Water/Wastewater	21	38	27	24	48	40	24	38	34	16	29	16	16
Totals*	1,131	1,246	1,123	1,259	1,173	1,157	1,215	1,407	1,136	1,099	1,249	912	1,095

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

Electric Companies Complaint Activity - December 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
PROGRESS ENERGY FLORIDA	15	6	21	268	12	0	12	300
FLORIDA POWER & LIGHT COMPANY	18	23	41	474	30	0	30	533
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	5
GULF POWER COMPANY	1	0	1	12	1	0	1	13
TAMPA ELECTRIC COMPANY	5	2	7	161	9	1	10	179
TOTAL	39	31	70	920	52	1	53	1030

**Please see Definitions.*

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

Electric Companies Number of Customers / Apparent Infraction Indices

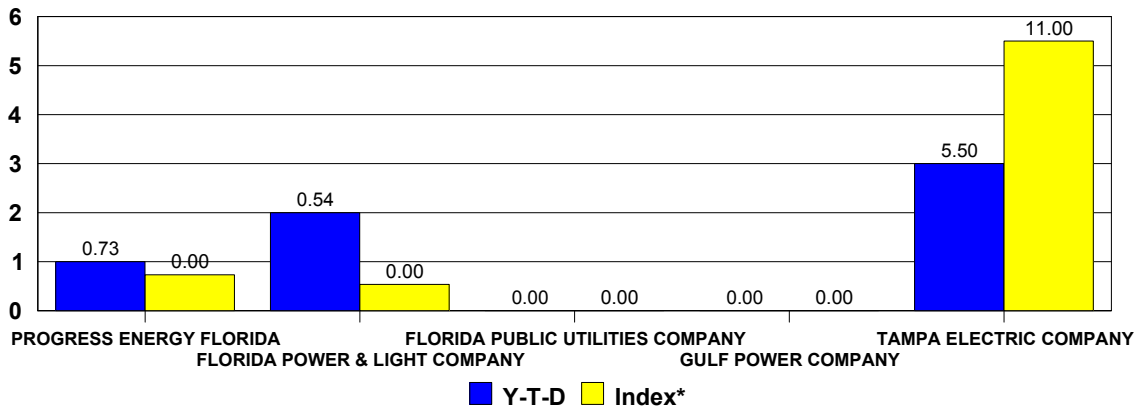
Utility Name	Total Customer Base **	Apparent	Apparent Infractions	Y-T-D	December 2003
		Infractions	Per 1,000	Apparent Infractions	Apparent Infractions
		Y-T-D	Customers***	Index*	Index*
PROGRESS ENERGY FLORIDA	1,475,783	1	0.0007	0.73	0.00
FLORIDA POWER & LIGHT COMPANY	4,019,805	2	0.0005	0.54	0.00
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00	0.00
GULF POWER COMPANY	381,522	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	590,199	3	0.0051	5.50	11.00
TOTAL	6,493,671	6	0.0009		

*Please see Definitions.

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

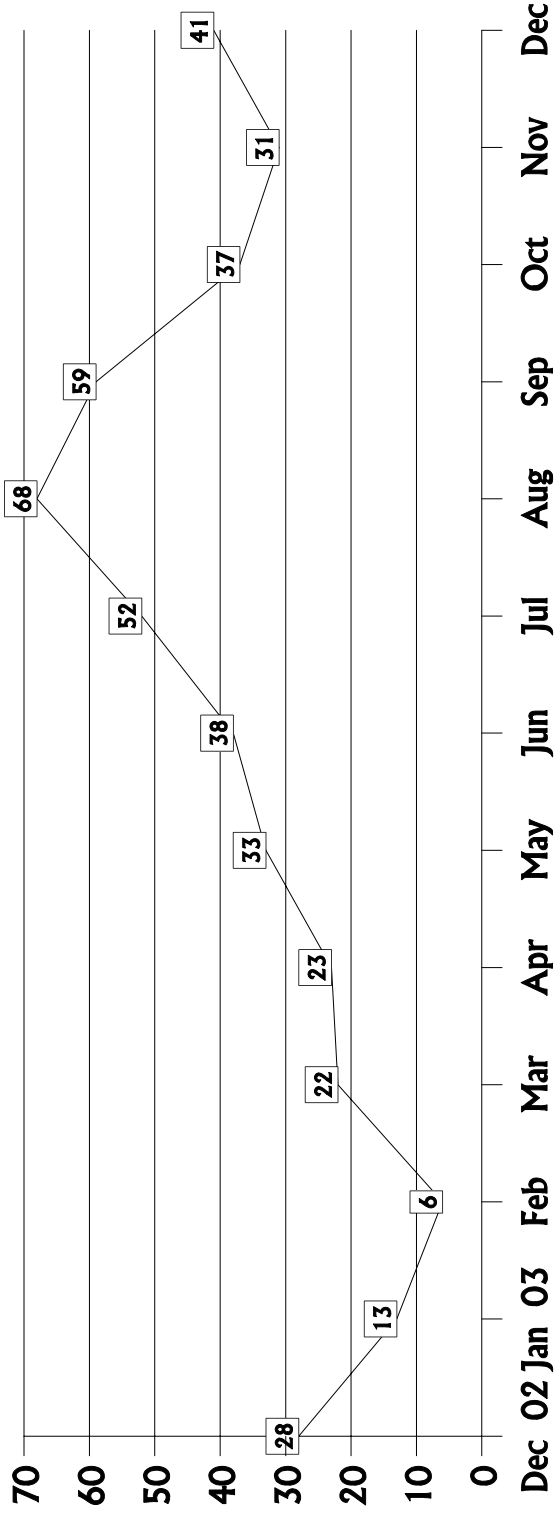
*** Note - Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Electric Companies Number of Customers / Apparent Infraction Indices December 2003



Electric Outage Related Complaints Filed

December 2002 - December 2003



Natural Gas Companies Complaint Activity December 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	0	1	1	12	3	0	3	17
CITY GAS COMPANY OF FLORIDA	6	7	13	143	12	2	14	149
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	32	2	0	2	35
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	1	0	1	1	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	6	5	11	129	6	5	11	132
FLORIDA GAS TRANSMISSION COMPANY	0	0	0	9	9	0	9	9
TOTAL**/***	13	15	28	326	32	7	39	342

*Please see Definitions.

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

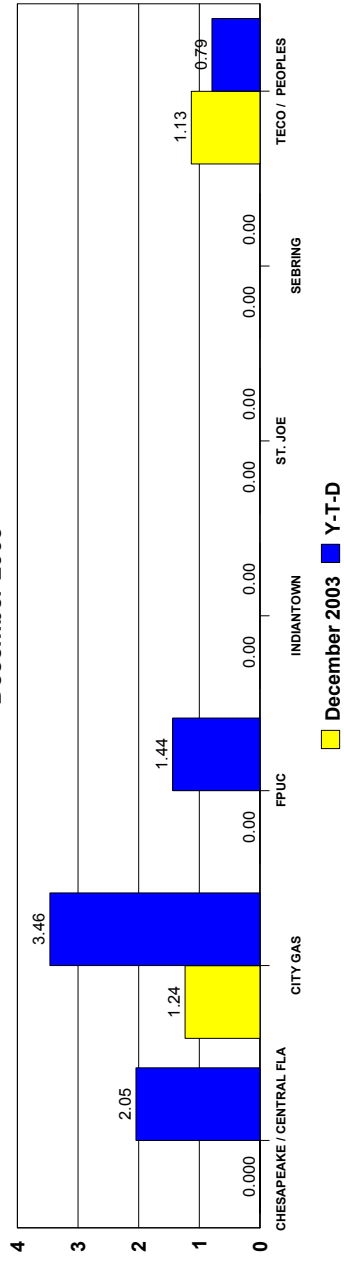
***The nine complaints logged against Florida Gas Transmission Company relate to natural gas safety.

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	December 2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	2.05	0.000
CITY GAS COMPANY OF FLORIDA	101,724	16	0.157	3.46	1.24
FLORIDA PUBLIC UTILITIES COMPANY	45,945	3	0.065	1.44	0.00
INDIANTOWN	662	0	0.000	0.00	0.00
ST. JOE NATURAL GAS COMPANY	3,335	0	0.000	0.00	0.00
SEBRING	576	0	0.000	0.00	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	277,527	10	0.036	0.79	1.13
INDUSTRY TOTAL	440,543	30	0.068		

*Please see Definitions.
 **Source - Annual Reports filed with the PSC as of December 31, 2002.
 ***Note - Apparent Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by it's customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Natural Gas Companies Apparent Infraction Indices December 2003



Competitive Local Telephone Companies Complaint Activity - December 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ACCESS INTEGRATED NETWORKS, INC.	0	1	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	1	1	2	0	0	0
ACTEL WIRELESS, INC.	1	0	1	2	0	2
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	1	1	3	0	3
AMERICAN PHONE SERVICES CORP.	0	1	1	1	0	1
ANEW BROADBAND, INC.	2	0	2	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	6	0	6	7	0	7
BTI	2	0	2	3	1	4
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1	1	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	6	0	6	4	1	5
CHOICE ONE TELECOM	0	1	1	0	0	0
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	2	2	4	8	1	9
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	0	1	1	0	0	0
DELAND ACTEL, INC.	5	3	8	4	0	4
DIALTONE TELECOM, LLC	2	0	2	2	0	2
DOUBLE LINK COMMUNICATIONS, INC.	1	0	1	0	1	1
DPI-TELECONNECT, L.L.C.	1	0	1	2	0	2
DSL INTERNET CORPORATION D/B/A DSLI	0	0	0	1	0	1
DSL TELECOM, INC.	3	1	4	2	0	2
EASY TELEPHONE SERVICES COMPANY	0	0	0	1	1	2
EPICUS, INC.	2	2	4	3	1	4
EXCEL TELECOMMUNICATIONS, INC.	3	3	6	7	3	10
EXPRESS PHONE SERVICE	2	0	2	3	0	3
FDN COMMUNICATIONS	6	5	11	5	0	5
FLATEL, INC.	3	0	3	1	1	2
FLORIDA PHONE SERVICE, INC.	13	0	13	2	39	41
FLORIDA TELEPHONE SERVICES, LLC	4	4	8	3	0	3
GLOBAL CROSSING TELEMAGEMENT, INC.	0	1	1	0	0	0
HOSTING-NETWORK, INC.	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions	Total
IDS TELCOM LLC	5	4	9	4	2	6
INSTATONE	5	1	6	7	0	7
ISN COMMUNICATIONS	1	0	1	0	0	0
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	2	0	2
KEVIN M. BROWN D/B/A MIRACLE COMMUNICATIONS	0	0	0	0	1	1
KNOLOGY OF FLORIDA, INC.	2	0	2	3	0	3
LECSTAR TELECOM, INC.	1	0	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	10	2	12	10	0	10
MCI WORLDCOM NETWORK SERVICES, INC.	0	1	1	1	0	1
MET COMMUNICATIONS, INC.	0	0	0	1	0	1
METRO TELECONNECT COMPANIES, INC.	2	1	3	1	1	2
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
NETWORK TELEPHONE CORPORATION	1	1	2	1	0	1
NEWPHONE	1	0	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	0	0	0
NUVOX COMMUNICATIONS, INC.	1	0	1	0	0	0
PAETEC COMMUNICATIONS, INC.	1	0	1	0	0	0
PHONE-LINK, INC.	1	0	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	1	0	1
RING CONNECTION, INC.	1	0	1	1	0	1
SATURN TELECOMMUNICATION SERVICES INC. D/B/A STS	0	0	0	0	1	1
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	1	0	1
SOUTHERN RECONNECT, INC.	1	0	1	0	0	0
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	3	3	6	8	1	9
SUN-TEL USA, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	90	58	148	130	37	167
SYNERGY NETWORKS, INC.	0	0	0	1	0	1
TALK AMERICA INC.	0	0	0	3	0	3
TALK UNLIMITED NOW, INC.	0	0	0	0	5	5
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	1	0	1
TELECONEX	4	0	4	0	1	1
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
UNITEL	1	0	1	0	0	0
USA TELECOM, INC.	0	1	1	1	0	1
USTEL	1	0	1	0	0	0
UTILITIES COMMISSION, NEW SMYRNA BEACH	3	2	5	0	0	0
VARTEC TELECOM, INC.	1	8	9	12	3	15
XO FLORIDA, INC.	0	2	2	1	1	2
XSPEDIUS COMMUNICATIONS	1	0	1	0	1	1
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	2	2	0	0	0
TOTALS**	203	115	318	262	106	368

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

Local Telephone Companies Complaint Activity December 2003

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
ALLTEL FLORIDA, INC.	0	1	1	46	3	0	3	54
BELLSOUTH	93	88	181	1,912	116	1	117	2,074
FRONTIER	0	0	0	1	0	0	0	2
GTC, INC. D/B/A GT COM	3	1	4	33	1	1	2	32
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	1	0	0	0	1
QUINCY/TDS	0	0	0	2	0	0	0	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	1
SPRINT-FLORIDA	28	18	46	690	52	4	56	796
VERIZON FLORIDA, INC.	22	15	37	354	30	0	30	368
TOTAL**	146	123	269	3,041	202	6	208	3,332

*Please see Definitions.

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

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

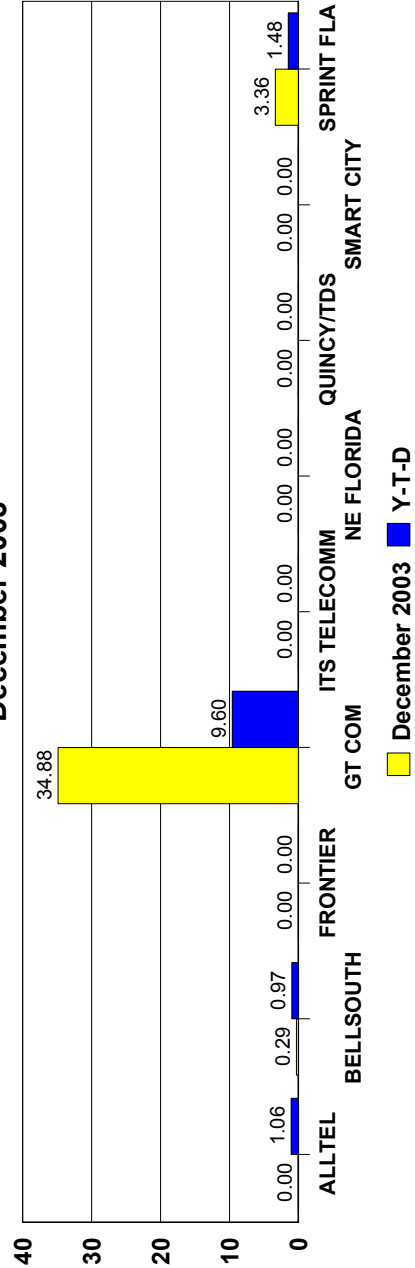
Utility Name	Number of Access lines**	Apparent Infractions		December 2003 Apparent Infractions Index*
		Y-T-D	Per 1,000 Access lines***	
ALLTEL	94,744	1	0.0106	1.06
BELLSOUTH	6,230,282	60	0.0096	0.97
FRONTIER	4,660	0	0.0000	0.00
GT COM (Floral, Gulf & St. Joseph)	52,221	5	0.0957	9.60
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00
NE FLORIDA	10,285	0	0.0000	0.00
QUINCY/TDS	14,351	0	0.0000	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00
SPRINT-FLORIDA	2,166,692	32	0.0148	1.48
VERIZON FLORIDA, INC.	2,335,821	11	0.0047	0.47
TOTAL	10,928,648	109	0.0100	

* Please see Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2002.

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

Local Telephone Companies Apparent Infraction Indices December 2003



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

Company	Month	Year-To-Date
Allegiance Telecom of Florida, Inc.	0	4
AT&T	0	1
Excel Telecommunications, Inc.	1	6
IDS Telcom LLC	1	5
ISN Communications, Inc.	0	3
MCI WorldCom	0	16
Pan American Telecom, Inc.	0	5
Sprint-Florida, Inc.	1	7
Supra Telecommunications & Information Systems, Inc.	4	42
Talk America Inc.	0	3
Z-Tel Communications, Inc.	0	3
All Other Local Companies	3	46
Totals	10	141

Cramming Statistics*

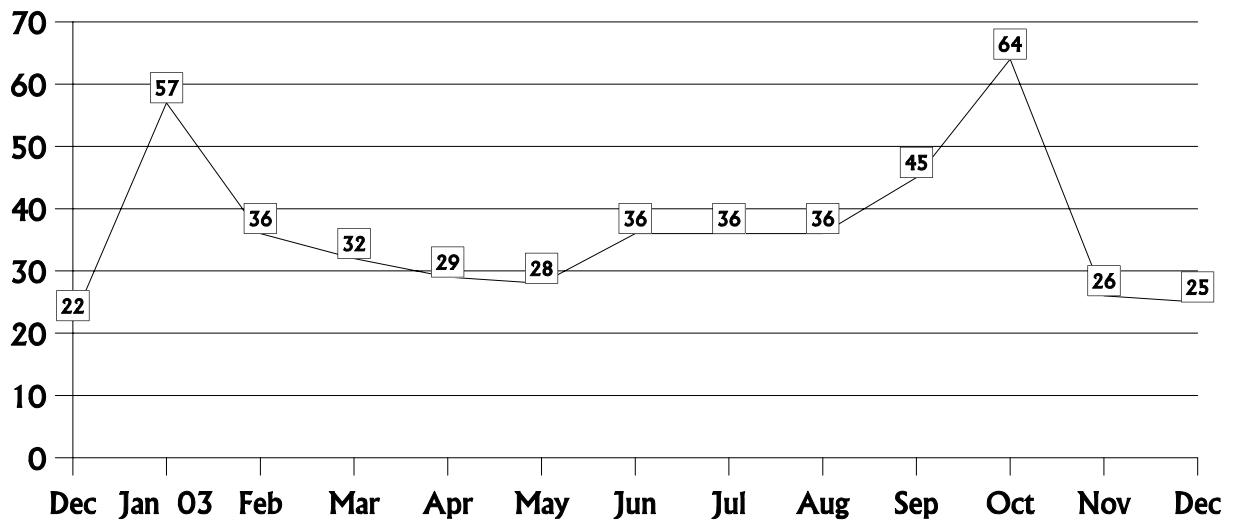
December 2003

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
32	25	\$ 1,885.40

**Please see Definitions*

Cases Resolved as Cramming

December 2002 - December 2003



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
1 800 3030 123 AMERICATEL COLLECT	2	2	4	0	2	2
ACCERIS COMMUNICATIONS SOLUTIONS	2	7	9	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	1	1	2	0	2
AMERICAN PHONE SERVICES CORP.	1	0	1	0	0	0
ANEW BROADBAND, INC.	1	0	1	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, LLC	51	94	145	111	17	128
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST.	0	0	0	0	1	1
BELLSOUTH LONG DISTANCE, INC.	3	6	9	4	0	4
BIRCH	1	0	1	1	0	1
BTI	1	1	2	1	3	4
BUEHNER-FRY, INC.	1	0	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	2	2	4
CORRECTIONAL BILLING SERVICES	1	1	2	2	0	2
COVISTA, INC.	0	0	0	1	0	1
EAGLE TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	4	4	8
FDN COMMUNICATIONS	0	1	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
GLOBCOM, INC.	1	0	1	0	0	0
HBS BILLING SERVICES COMPANY	0	1	1	4	0	4
HORIZONONE COMMUNICATIONS	1	0	1	0	0	0
IDS TELCOM LLC	1	2	3	3	1	4
IDT AMERICA CORP. D/B/A DSA TELECOM	0	0	0	2	0	2
ILD	0	4	4	3	0	3
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	0	4	4	2	0	2
INCOMM	1	0	1	0	0	0
INTEGRETEL, INC.	1	6	7	9	0	9
ITC^DELTACOM COMMUNICATIONS, INC. D/B/A ITC^DELTACOM	0	0	0	1	0	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1	0	1

Utility Name	Service*	Billing*	Total	Apparent		Total
				Non-Infractions*	Infractions*	
LCR TELECOMMUNICATIONS L.L.C.	0	1	1	0	0	0
LIFELINE COMMUNICATIONS	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	0	2	2	3	0	3
MCI WORLDCOM NETWORK SERVICES, INC.	24	37	61	50	2	52
MIKO TELEPHONE COMMUNICATIONS, INC.	0	0	0	0	7	7
NEFCOM COMMUNICATIONS	1	0	1	1	0	1
NEW CENTURY TELECOM, INC.	5	0	5	1	6	7
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	0	0	0	1	0	1
OCCM, INC.	0	1	1	0	0	0
OLS, INC.	0	1	1	0	1	1
ONE CALL COMMUNICATIONS, INC.	0	3	3	1	0	1
ONELINK COMMUNICATIONS, INC.	0	1	1	1	0	1
OPERATOR ASSISTANCE NETWORK	0	8	8	8	0	8
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	0	3	3
PROMISEVISION TECHNOLOGY, INC.	1	0	1	0	0	0
QUEST TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	7	1	8	8	0	8
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SPRINT	30	22	52	33	15	48
STARTEC GLOBAL LICENSING COMPANY	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	2	3	1	0	1
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	2	0	2	0	0	0
T-NETIX, INC.	0	1	1	0	3	3
TALK AMERICA INC.	1	0	1	2	1	3
TCG	3	1	4	2	0	2
TELECOMAZ CORP.	0	0	0	0	1	1
TELECOM*USA OR TELECONNECT	1	2	3	3	3	6
TELEUNO, INC.	0	0	0	0	2	2
TELIS COMMUNICATIONS GROUP, INC.	0	0	0	0	1	1
TELQUEST COMMUNICATIONS, CORP.	0	0	0	0	1	1
TELSTAR INTERNATIONAL, INC.	1	0	1	1	1	2
TOTAL CALL INTERNATIONAL, INC.	1	1	2	3	0	3
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
TRICOM USA, INC.	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	1	0	1	0	0	0
U.S. TELECOM LONG DISTANCE, INC.	1	0	1	0	1	1
VARTEC TELECOM, INC.	3	5	8	9	1	10
VERIZON SELECT SERVICES INC.	3	3	6	1	3	4
W2COM INTERNATIONAL, LLC	0	0	0	1	0	1
WORLDXCHANGE COMMUNICATIONS, INC.	0	0	0	0	1	1
Z-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	1	0	1	1	0	1
ZERO PLUS DIALING, INC.	0	3	3	3	0	3
TOTALS**	162	230	392	292	85	377

*Please see Definitions.

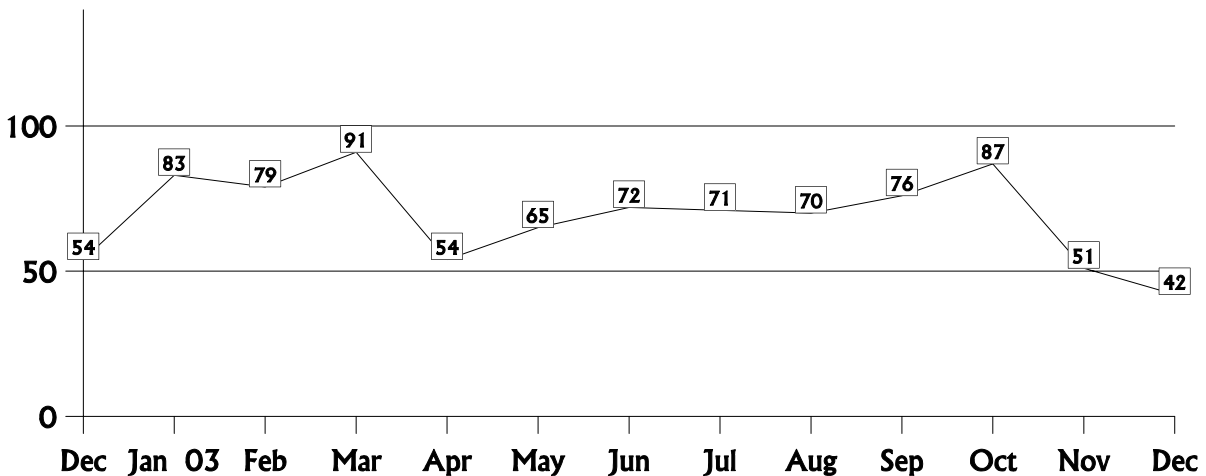
**Does not include non-certificated complaints received, complaints received via the telephone transfer-connect or e-transfer process, nor complaints received and closed under the three-day rule.

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

Company	Month	Year-To-Date
America’s Digital Satelite Telephone, Inc.	0	12
AT&T / ACC	6	54
Clear World Communications Corp.	2	24
Excel Telecommunications, Inc.	2	29
LCR Telecommunications. L.L.C.	0	13
MCI Worldcom	2	77
Miko Telephone Communications, Inc.	5	154
Onelink Communications, Inc.	0	16
Optical Telephone Corporation	0	45
Premier Telecom, Inc.	0	21
Primus Telecommunications, Inc.	2	19
Sprint	9	145
Teleuno, Inc.	1	17
UKI Communications, Inc.	0	32
World Communications Satellite Systems, Inc.	0	24
Other Long Distance Companies	13	159
Totals	42	841

Cases Resolved as Slamming

December 2002 - December 2003



**Pay Telephone Companies
Complaint Activity - December 2003**

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
SPRINT PAYPHONE SERVICES, INC.	1	0	1	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
TELCENTRAL INC.	1	0	1	1	0	1
TOTALS**	2	0	2	3	0	3

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

Water & Wastewater Companies Complaint Activity - December 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALAFAYA UTILITIES, INC.	0	1	1	0	0	0
ALOHA UTILITIES, INC.	1	1	2	3	0	3
AQUASOURCE UTILITY, INC.	0	1	1	0	0	0
BROADVIEW PARK WATER COMPANY	0	0	0	1	0	1
COUNTY-WIDE UTILITY CO., INC.	1	0	1	0	0	0
EAST PASCO UTILITIES, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	1	0	1	0	0	0
FLORALINO PROPERTIES, INC.	0	0	0	0	1	1
FLORIDA WATER SERVICES CORPORATION	1	1	2	5	0	5
FLORIDANA HOMEOWNERS, INC.	0	0	0	1	0	1
HIGHLANDS UTILITIES CORPORATION	0	1	1	0	0	0
HUDSON UTILITIES, INC.	0	1	1	0	0	0
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	0	1	1
KINCAID HILLS WATER COMPANY	0	0	0	0	1	1
LAKE UTILITY SERVICES, INC.	2	0	2	0	0	0
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
MARION UTILITIES, INC.	0	1	1	1	0	1
O&S WATER COMPANY, INC.	0	0	0	1	0	1
ROYAL UTILITY COMPANY	0	1	1	0	0	0
SANLANDO UTILITIES CORPORATION	0	1	1	1	0	1
SERVICE MANAGEMENT SYSTEMS, INC.	1	0	1	1	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	0	2	2
UTILITIES, INC. OF PENNBROOKE	0	0	0	0	1	1
TOTALS**	7	9	16	17	6	23

*Please see Definitions.

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

DEFINITIONS

Access Line or Subscriber Line - The circuit or channel between the demarcation point at the customer's premises and the serving end or Class 5 central office.

Apparent Rule Infraction - If the PSC staff believes that the utility has apparently violated a PSC rule, the company's tariff or its stated company policy, the complaint will be resolved as an apparent rule infraction by PSC staff.

Apparent Non-infraction - If the PSC staff believes that a utility is not in violation of any rule or tariff, the complaint will be resolved with a code assigned for tracking purposes.

Billing - A complaint concerning the amount a customer has been billed or any rule or tariff having to do specifically with the billing of the customer's account.

Case - A contact that is logged into the PSC's CATS database. A case may be logged in as a complaint or as an information request.

Complaint - A form of case that involves a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff.

Complaint Activity - The total number of complaints logged with regulated utilities or resolved within a given period of time.

Complaints Logged - The number of complaints received from customers filed with the utilities.

Complaints Resolved - The number of complaints handled by the PSC staff, which determines whether a utility is in apparent violation or apparent nonviolation of PSC rules, company tariffs, or policies.

Consumer Activity Tracking System (CATS) - A database system that tracks complaints and information requests filed with the Florida Public Service Commission.

Contact - A communication with the Commission either in writing (letter, fax or e-mail), in person, or by telephone relating to a complaint or an information request that is handled by consumer complaint staff. A contact may be logged into CATS as a new case or it may not be logged as a new case because it is a follow-up to an existing case, is a misdialed call or the caller hangs up during the call.

Cramming - When charges for telephone services are added, or “crammed”, onto local telephone bills without the consumers’ knowledge or consent.

Information Request - A form of case that involves providing facts, reference material or other data but does not involve a substantial unresolved objection by a consumer regarding a regulated utility.

Service - A complaint having to do with the delivery of the service provided by the utility, exclusive of billing concerns.

Shared Tenant Service (STS) - As defined in section 364.339 (1), Florida Statutes, means the provision of service which duplicates or competes with local service provided by an existing local telephone company and is furnished through a common switching or billing arrangement to tenants by an entity other than an existing local telephone company.

Tariff - Description of all rate schedules, a schedule of charges and rules and regulations of a utility company.

Telephone Transfer Connect (Warm Transfer) - A call to the PSC can be directly transferred to the utility in question, if the consumer has not yet expressed his concerns to that utility.

YTD Apparent Infraction Index - $\frac{\% \text{ of apparent infractions}^*}{\% \text{ of customers}^{**}}$

***% of apparent infractions** = $\frac{\text{year to date total number of apparent infractions}}{\text{year to date total \# of apparent infractions for the industry}}$

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

2003
Annual Supplement

Electric Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
PROGRESS ENERGY FLORIDA	162	106	268	299	1	300
FLORIDA POWER & LIGHT COMPANY	175	299	474	531	2	533
FLORIDA PUBLIC UTILITIES COMPANY	2	3	5	5	0	5
GULF POWER COMPANY	6	6	12	13	0	13
TAMPA ELECTRIC COMPANY	84	77	161	176	3	179
TOTAL	429	491	920	1024	6	1030

**Please see Definitions.*

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

Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions	Apparent Infractions Per 1,000 Customers***	2003 Apparent Infractions Index*
PROGRESS ENERGY FLORIDA	1,475,783	1	0.0007	0.73
FLORIDA POWER & LIGHT COMPANY	4,019,805	2	0.0005	0.54
FLORIDA PUBLIC UTILITIES COMPANY	26,362	0	0.0000	0.00
GULF POWER COMPANY	381,522	0	0.0000	0.00
TAMPA ELECTRIC COMPANY	590,199	3	0.0051	5.50
TOTAL	6,493,671	6	0.0009	

**Please see Definitions.*

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

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

Natural Gas Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	5	7	12	16	1	17
CITY GAS COMPANY OF FLORIDA	40	103	143	133	16	149
FLORIDA PUBLIC UTILITIES COMPANY	13	19	32	32	3	35
INDIANTOWN	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	1	0	1	0	0	0
SEBRING	0	0	0	0	0	0
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	61	68	129	122	10	132
FLORIDA GAS TRANSMISSION COMPANY	9	0	9	9	0	9
TOTAL**/***	129	197	326	312	30	342

*Please see Definitions.

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

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

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	2003 Apparent Infractions	Apparent Infractions Per 1,000 Customers ***	2003 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,774	1	0.093	2.05
CITY GAS COMPANY OF FLORIDA	101,724	16	0.157	3.46
FLORIDA PUBLIC UTILITIES COMPANY	45,945	3	0.065	1.44
INDIANTOWN	662	0	0.000	0.00
ST. JOE NATURAL GAS COMPANY	3,335	0	0.000	0.00
SEBRING	576	0	0.000	0.00
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	277,527	10	0.036	0.79
INDUSTRY TOTAL	440,543	30	0.068	

*Please see Definitions.

**Source - Annual Reports filed with the PSC as of December 31, 2002.

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

Local Telephone Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions*	Total
ALLTEL FLORIDA, INC.	35	11	46	53	1	54
BELLSOUTH	1,043	869	1,912	2,014	60	2,074
FRONTIER	0	1	1	2	0	2
GTC, INC. D/B/A GT COM	17	16	33	27	5	32
ITS TELECOMMUNICATIONS SYSTEMS	0	1	1	1	0	1
NE FLORIDA	1	0	1	1	0	1
QUINCY/TDS	1	1	2	3	0	3
SMART CITY TELECOM (Formerly Vista United)	0	1	1	1	0	1
SPRINT-FLORIDA	425	265	690	764	32	796
VERIZON FLORIDA, INC.	221	133	354	357	11	368
TOTAL**	1,743	1,298	3,041	3,223	109	3,332

*Please see Definitions.

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

Local Telephone Companies Number of Access Lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	2003 Apparent Infractions	Apparent Infractions Per 1,000 Access Lines***	2003 Apparent Infractions Index*
ALLTEL	94,744	1	0.0106	1.06
BELLSOUTH	6,230,282	60	0.0096	0.97
FRONTIER	4,660	0	0.0000	0.00
GT COM (Floral, Gulf & St. Joseph)	52,221	5	0.0957	9.60
ITS TELECOMMUNICATIONS SYSTEMS	3,903	0	0.0000	0.00
NE FLORIDA	10,285	0	0.0000	0.00
QUINCY/TDS	14,351	0	0.0000	0.00
SMART CITY TELECOM (Formerly Vista United)	15,689	0	0.0000	0.00
SPRINT-FLORIDA	2,166,692	32	0.0148	1.48
VERIZON FLORIDA, INC.	2,335,821	11	0.0047	0.47
TOTAL	10,928,648	109	0.0100	

* Please see Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2002.

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

Competitive Local Telephone Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I COM SOUTH, INC.	0	1	1	1	0	1
AA TELE-COM	0	2	2	1	1	2
ACCESS INTEGRATED NETWORKS, INC.	9	1	10	10	2	12
ACCESS ONE COMMUNICATIONS	1	0	1	1	0	1
ACI	1	0	1	2	0	2
ACN COMMUNICATION SERVICES, INC.	1	2	3	1	0	1
ACTEL INTEGRATED COMMUNICATIONS, INC.	0	0	0	0	1	1
ACTEL WIRELESS, INC.	4	2	6	5	1	6
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	2	3	2	2	4
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	2	2	2	2	4
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	2	0	2	2	0	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	24	27	51	45	7	52
ALLTEL COMMUNICATIONS, INC.	4	6	10	12	2	14
ALTERNATIVE PHONE, INC.	2	0	2	2	0	2
AMERICAN DIAL TONE	9	0	9	8	0	8
AMERICAN FIBER NETWORK, INC.	0	1	1	1	0	1
AMERICAN PHONE SERVICES CORP.	1	1	2	1	1	2
AMERIMEX COMMUNICATIONS CORP.	2	0	2	2	0	2
AMTEL NETWORK, INC.	2	0	2	2	0	2
ANEW BROADBAND, INC.	18	17	35	28	7	35
ATLANTIC.NET BROADBAND, INC.	0	1	1	0	1	1
AT&T	22	15	37	27	8	35
AUGLINK COMMUNICATIONS, INC.	1	0	1	1	0	1
BAR-LYN ENTERPRISES INC D/B/A SWIFTPHONE	0	0	0	0	2	2
BELLSOUTH TELECOMMUNICATIONS, INC.	0	1	1	1	0	1
BTI	8	4	12	11	4	15
BUDGET PHONE, INC.	1	0	1	1	0	1
CAMPUS COMMUNICATIONS GROUP, INC.	1	1	2	3	0	3
CARILINK INTERNATIONAL, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
CAT COMMUNICATIONS	41	6	47	47	3	50
CHOCTAW COMMUNICATIONS, INC.	1	0	1	1	0	1
CITYWIDE-TEL	5	4	9	8	3	11
COMCAST DIGITAL PHONE	74	40	114	166	29	195
COVAD COMMUNICATIONS COMPANY	2	0	2	2	0	2
CYPRESS COMMUNICATIONS OPERATING COMPANY, INC.	0	1	1	0	0	0
DELAND ACTEL, INC.	12	4	16	9	0	9
DELTA PHONES, INC.	4	1	5	2	1	3
DIALTONE TELECOM, LLC	3	0	3	3	0	3
DOUBLE LINK COMMUNICATIONS, INC.	3	0	3	0	1	1
DPI-TELECONNECT, L.L.C.	7	1	8	10	0	10
DSL TELECOM, INC.	7	2	9	4	0	4
DSL	10	5	15	14	5	19
EAGLE TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
EASY TELEPHONE SERVICES COMPANY	6	0	6	6	2	8
ELEC COMMUNICATIONS	1	0	1	2	0	2
EPICUS, INC.	18	9	27	27	1	28
ERNEST COMMUNICATIONS, INC.	1	0	1	2	0	2
EXCEL TELECOMMUNICATIONS, INC.	41	30	71	46	29	75
EXPRESS PHONE SERVICE	9	4	13	10	1	11
EZ TALK COMMUNICATIONS, L.L.C.	5	0	5	2	1	3
FLATEL, INC.	30	3	33	29	2	31
FLORIDA'S MAX-TEL COMMUNICATIONS, INC.	1	0	1	1	0	1
FLORIDA COMM SOUTH	1	2	3	3	0	3
FLORIDA DIGITAL NETWORK, INC.	63	43	106	97	6	103
FLORIDA PHONE SERVICE, INC.	33	43	76	11	45	56
FLORIDA TELEPHONE SERVICES, LLC	33	20	53	50	0	50
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	1	2	2	0	2
GCI GLOBALCOM INC.	1	0	1	0	1	1
GEORGIA TELEPHONE SERVICES, INC.	1	0	1	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	2	1	3	3	0	3
GLOBAL CROSSING TELEMAGEMENT, INC.	0	1	1	0	0	0
GRAPEVINE	10	4	14	13	2	15
HIGH TECH COMMUNICATIONS OF CENTRAL FLORIDA, INC.	0	0	0	1	0	1
HOSTING-NETWORK, INC.	3	3	6	3	4	7
I VANTAGE NETWORK SOLUTIONS	4	4	8	9	1	10
IDS LONG DISTANCE, INC.	1	0	1	1	0	1
IDS TELCOM LLC	56	28	84	79	9	88
IDT	10	1	11	9	2	11
ILD	0	3	3	3	0	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-infractions*	Apparent Infractions	Total
INSTATONE	44	6	50	52	6	58
INTERMEDIA COMMUNICATIONS, INC.	0	2	2	6	0	6
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	1	0	1
INTERNATIONAL TELNET, INC.	1	0	1	0	1	1
ISN COMMUNICATIONS	10	3	13	10	7	17
KMC DATA LLC	0	1	1	1	0	1
KMC TELECOM III LLC	5	2	7	8	2	10
KMC TELECOM INC.	0	1	1	0	0	0
KMC TELECOM INC.	0	0	0	2	0	2
KMC TELECOM V, INC.	2	2	4	3	1	4
KNOLOGY OF FLORIDA, INC.	8	2	10	10	0	10
KNOLOGY OF PANAMA CITY, INC.	1	0	1	1	0	1
LECSTAR TELECOM, INC.	1	1	2	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	6	0	6	0	6	6
MCI TELECOMMUNICATIONS CORPORATION	1	0	1	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	60	37	97	84	16	100
MCI WORLDCOM NETWORK SERVICES, INC.	11	8	19	24	9	33
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	1	2	3	2	2	4
MERCURY LONG DISTANCE, INC.	0	0	0	1	1	2
MET COMMUNICATIONS, INC.	1	2	3	3	0	3
METRO TELECONNECT COMPANIES, INC.	4	2	6	2	2	4
MIRACLE COMMUNICATIONS	7	1	8	8	1	9
MPOWER COMMUNICATIONS CORP.	13	7	20	21	7	28
MY-TEL INC.	1	0	1	0	1	1
NATIONAL TELECOM & BROADBAND SERVICES, LLC	2	1	3	2	1	3
NATIONAL TELECOM, LLC	1	0	1	2	0	2
NETWORK TELEPHONE CORPORATION	2	5	7	5	0	5
NEWPHONE	6	2	8	8	0	8
NEWSOUTH COMMUNICATIONS CORP.	4	1	5	7	0	7
NOW COMMUNICATIONS, INC.	2	0	2	2	0	2
NUVOX COMMUNICATIONS, INC.	4	3	7	4	2	6
ORLANDO TELEPHONE COMPANY	2	0	2	3	0	3
PAETEC COMMUNICATIONS, INC.	1	0	1	2	1	3
PAN AMERICAN TELECOM, INCORPORATED	4	0	4	0	6	6
PHONE-LINK, INC.	2	0	2	2	0	2
PHONE CLUB CORPORATION	1	0	1	1	0	1
PHONES FOR ALL	2	0	2	2	0	2
PINNACLE TELCOM, INC.	0	1	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	7	3	10	4	6	10
PUBLIC TELEPHONE NETWORK, INC.	1	0	1	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
QUALITY TELEPHONE INC.	1	0	1	0	1	1
QUICK CONNECTS	5	0	5	4	0	4
QWEST COMMUNICATIONS CORPORATION	6	6	12	10	1	11
QWEST COMMUNICATIONS SERVICES	1	0	1	1	0	1
REI COMMUNICATIONS	1	0	1	1	0	1
RING CONNECTION, INC.	1	0	1	1	0	1
SANTEL COMMUNICATIONS	1	0	1	1	0	1
SATCOM COMMUNICATION CORPORATION	0	0	0	0	12	12
SBC TELECOM, INC.	2	1	3	4	0	4
SECOND CHANCE PHONE	2	2	4	5	0	5
SERVISENSE.COM, INC.	0	0	0	0	2	2
SOUTHERN RECONNECT, INC.	10	3	13	7	7	14
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	23	15	38	24	5	29
STS	10	3	13	6	6	12
SUN-TEL USA, INC.	2	0	2	1	3	4
SUPER-TEL.COM, INC.	1	1	2	2	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	621	586	1207	1013	224	1237
SYNERGY NETWORKS, INC.	0	1	1	1	0	1
T-NETIX, INC.	1	0	1	0	0	0
TALK AMERICA INC.	10	5	15	14	3	17
TALK UNLIMITED NOW, INC.	12	3	15	9	7	16
TALLAHASSEE TELEPHONE EXCHANGE, INC.	3	3	6	4	4	8
TCG SOUTH FLORIDA	2	1	3	2	1	3
TDS TELECOM/QUINCY TELEPHONE	1	0	1	0	0	0
TEL COM PLUS	4	3	7	3	2	5
TELECOM CONNECTION CORP.	0	1	1	1	0	1
TELECONEX	11	1	12	7	1	8
THE MOBILE PHONE COMPANY, INC.	5	0	5	2	3	5
TIBURON TELECOM, INC.	0	0	0	1	0	1
TIME WARNER COMMUNICATIONS	1	1	2	1	1	2
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1	0	1
TRISTAR COMMUNICATIONS CORP.	0	0	0	0	1	1
UNICOM COMMUNICATIONS, LLC	1	0	1	1	0	1
UNITEL	1	0	1	0	0	0
UNIVERSAL TELECOM, INC.	1	0	1	0	1	1
US LEC OF FLORIDA INC.	4	2	6	6	0	6
USA TELECOM, INC.	3	2	5	4	0	4
USA TELEPHONE INC.	4	1	5	2	2	4
USTEL	6	0	6	5	1	6
UTILITIES COMMISSION, NEW SMYRNA BEACH	5	2	7	2	0	2
VARTEC TELECOM, INC.	35	71	106	79	38	117
VERIZON AVENUE	1	1	2	2	0	2
VERIZON FLORIDA INC.	1	0	1	2	0	2
VERIZON SELECT SERVICES INC.	0	1	1	1	0	1
WINSTAR COMMUNICATIONS, LLC	1	0	1	2	0	2
WINSTAR WIRELESS OF FLORIDA, INC.	0	1	1	0	0	0
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	11	9	20	18	4	22
XSPEDIUS COMMUNICATIONS	2	1	3	2	1	3
XSPEDIUS MANAGEMENT CO. OF JACKSONVILLE, LLC	0	2	2	0	1	1
Z-TEL COMMUNICATIONS, INC.	12	8	20	17	4	21
TOTALS**	1659	1185	2844	2406	605	3011

*Please see Definitions.

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

Long Distance Telephone Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
I 800 3030 123 AMERICATEL COLLECT	13	33	46	26	16	42
ACC LONG DISTANCE	1	3	4	3	2	5
ACCESS INTEGRATED NETWORKS, INC.	4	1	5	4	1	5
ACCXX COMMUNICATIONS, LLC	2	1	3	1	1	2
ACI	0	1	1	1	1	2
ACN COMMUNICATION SERVICES, INC.	5	3	8	5	3	8
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	2	4	6	4	3	7
ADST, INC.	9	1	10	2	16	18
AIRESPRING, INC.	2	0	2	1	1	2
ALLEGIANCE TELECOM OF FLORIDA, INC.	5	1	6	6	2	8
ALLIANCE GROUP SERVICES, INC.	2	1	3	3	0	3
ALLTEL COMMUNICATIONS, INC.	8	1	9	5	8	13
ALTERNATEL	0	2	2	0	1	1
AMERICAN PHONE SERVICES CORP.	7	0	7	3	3	6
ANEW BROADBAND, INC.	7	3	10	10	1	11
ATLAS COMMUNICATIONS, LTD.	1	0	1	1	0	1
ATX TELECOMMUNICATIONS SERVICES	1	0	1	0	2	2
AT&T	827	1225	2052	2053	268	2321
AVAILABLE TELECOM SERVICES, INC.	0	0	0	1	0	1
AZUL TEL, INC.	1	0	1	1	0	1
BELLSOUTH LONG DISTANCE, INC.	32	27	59	40	11	51
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	2	3	5	5	0	5
BIGREDWIRE.COM, INC.	0	1	1	0	1	1
BIRCH	1	0	1	1	0	1
BLACKSTONE COMMUNICATIONS COMPANY	1	0	1	1	0	1
BROADBAND COMMUNICATIONS CORPORATION	1	0	1	1	0	1
BROADVIEW NETWORKS, INC.	0	1	1	0	2	2
BROADWING COMMUNICATIONS SERVICES INC.	2	0	2	3	1	4
BROADWING COMMUNICATIONS, LLC	1	0	1	0	1	1
BROADWING TELECOMMUNICATIONS INC.	2	2	4	2	2	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
BTI	12	4	16	7	6	13
BUDGET CALL LONG DISTANCE, INC.	3	0	3	4	1	5
BUEHNER-FRY, INC.	1	2	3	2	0	2
BUSINESS SAVINGS PLAN	5	0	5	6	3	9
BUYERS UNITED INTERNATIONAL, INC.	2	0	2	2	1	3
CABLE & WIRELESS USA, INC.	0	0	0	3	0	3
CAPSULE COMMUNICATIONS, INC.	6	1	7	1	5	6
CAPSULE COMMUNICATIONS, INC.	0	0	0	2	3	5
CAT COMMUNICATIONS INTERNAITONAL, INC.	2	0	2	1	1	2
CIERRACOM SYSTEMS	6	1	7	10	4	14
CLEAR WORLD COMMUNICATIONS CORPORATION	32	3	35	15	24	39
COAST INTERNATIONAL, INC.	0	1	1	1	0	1
COMCAST PHONE OF FLORIDA, LLC D/B/A COMCAST DIGITAL PHONE	3	2	5	4	1	5
COMMUNICATE TECHNOLOGICAL SYSTEMS, LLC	7	1	8	6	2	8
COMMUNICATIONS BILLING, INC.	2	2	4	3	1	4
COMTECH 21, LLC	1	0	1	3	1	4
CONNECT TELECOM, INC.	1	0	1	1	0	1
CONNECTAMERICA, INC.	0	0	0	1	0	1
CONSOLIDATED COMMUNICATIONS OPERATOR SERVICES, INC.	0	1	1	1	0	1
CORRECTIONAL BILLING SERVICES	8	22	30	33	2	35
COVISTA, INC.	11	5	16	5	10	15
CTS TELCOM, INC.	1	0	1	1	0	1
CUSTOM TELECONNECT, INC.	0	0	0	1	0	1
CYBERTEL, COMMUNICATIONS CORP.	0	0	0	0	1	1
DIALAROUND ENTERPRISES INC.	0	3	3	4	1	5
DIMENSIONS	4	0	4	4	1	5
DIRECT ONE, LLC	5	3	8	8	1	9
DSA TELECOM	75	38	113	128	19	147
DSL TELECOM, INC.	1	0	1	1	0	1
EAGLE TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
EASTERN TELECOMMUNICATIONS INCORPORATED D/B/A ETI-TELECOM.	0	0	0	1	0	1
EASTON TELECOM SERVICES, L.L.C.	1	0	1	1	0	1
ECONODIAL, LLC	0	1	1	1	0	1
ELEC COMMUNICATIONS	0	1	1	1	1	2
EMERITUS COMMUNICATIONS, INC.	1	1	2	1	1	2
ENHANCED COMMUNICATIONS GROUP, L.L.C.	2	1	3	2	1	3
ENHANCED SERVICES BILLING, INC.	0	4	4	6	0	6
EPHONE TELECOM, INC.	0	1	1	1	0	1
EPICUS, INC.	5	3	8	7	1	8
ESODUS COMMUNICATIONS, INC. D/B/A EXCELINK COMMUNICATIONS	0	0	0	2	0	2
ESS.COM, L.L.C.	3	2	5	0	0	0
EUREKA TELECOM, LLC	0	0	0	0	1	1
EXCEL TELECOMMUNICATIONS, INC.	59	32	91	68	53	121
EXERGY GROUP, LLC	1	0	1	0	0	0
EZTEL NETWORK SERVICE, LLC	0	1	1	1	0	1
FEDERAL TRANSTEL, INC.	0	1	1	2	1	3
FIRST COMMUNICATIONS, LLC	1	0	1	0	1	1
FLORIDA DIGITAL NETWORK, INC.	3	5	8	7	1	8
FOXTEL, INC.	0	2	2	1	2	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
GADJRAJ AND SONS, IMPORT & EXPORT, INC. D/B/A ARCTICS	0	0	0	1	0	1
GCI GLOBALCOM, INC.	1	0	1	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	4	1	5	5	0	5
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	43	10	53	56	2	58
GLOBAL LINK COMMUNICATIONS, INC.	3	0	3	2	0	2
GLOBAL TELELINK SERVICES, INC.	0	1	1	1	0	1
GLOBAL TELEPHONE INTERNATIONAL, INC. (GLOBAL TELEPHONE COM.)	0	0	0	1	0	1
GLOBAL TEL*LINK CORPORATION	0	4	4	3	2	5
GLOBCOM, INC.	9	0	9	0	4	4
GLORIA TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
GRAPEVINE	4	5	9	11	1	12
GT COM LONG DISTANCE	2	2	4	2	2	4
GTC TELECOM, INC.	1	0	1	1	1	2
HBS BILLING SERVICES COMPANY	1	55	56	64	4	68
HORIZON TELECOM, INC.	0	1	1	1	0	1
HORIZONONE COMMUNICATIONS	8	9	17	27	3	30
I VANTAGE NETWORK SOLUTIONS	5	6	11	10	5	15
ICT WORLDWIDE, INC.	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	1	1	2	1	1	2
IDS TELCOM LLC	6	13	19	20	5	25
IDT CORPORATION	2	1	3	3	0	3
IE COM	1	0	1	0	0	0
ILD	13	77	90	101	4	105
ILD TELECOMMUNICATIONS, INC. D/B/A ILD TELESERVICES	7	53	60	61	3	64
IN TOUCH MARKETING, INC.	1	0	1	1	0	1
INCOMM	1	0	1	1	0	1
INCOMNET COMMUNCIATIONS CORPORATION	1	0	1	0	3	3
INFONET TELECOMMUNICATIONS CORPORATION	0	1	1	1	0	1
INTEGRETEL, INC.	5	140	145	170	2	172
INTELAONE COMMUNICATIONS, INC.	1	1	2	0	0	0
INTER-TEL NETSOLUTIONS, INC.	0	1	1	1	0	1
INTERACTIVE MEDIA TECHNOLOGIES, INC.	0	1	1	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	2	1	3
INTERNATIONAL TELNET, INC.	4	0	4	0	4	4
ISN COMMUNICATIONS	6	1	7	6	2	8
I.A.S. INTERCOMMUNICATION AMERICAN SYSTEMS	3	1	4	5	1	6
KMC TELECOM V, INC.	1	0	1	1	0	1
KNOLOGY OF FLORIDA, INC.	0	1	1	1	0	1
LCR TELECOMMUNICATIONS L.L.C.	6	2	8	4	14	18
LD EXCHANGE.COM, INC.	1	0	1	0	1	1
LDDS WORLDCOM	1	0	1	1	0	1
LEAST COST ROUTING, INC.	2	2	4	1	4	5
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	3	3	3	1	4
LIFELINE COMMUNICATIONS	2	2	4	4	0	4
LIGHTYEAR COMMUNICATIONS, INC.	4	0	4	3	2	5
LOCKHEED MARTIN GLOBAL TELECOMMUNICATIONS SERVICES, INC.	1	0	1	1	0	1
LONG DISTANCE CHARGES	1	0	1	0	1	1
L.O.M.	3	0	3	3	1	4
MAIN STREET TELEPHONE COMPANY	1	0	1	5	2	7
MAP MASTERS, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
MATRIX TELECOM	6	2	8	3	4	7
MCG, LLC	1	0	1	3	1	4
MCI WORLDCOM COMMUNICATIONS, INC.	32	58	90	78	15	93
MCI WORLDCOM NETWORK SERVICES, INC.	409	470	879	979	114	1093
MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.	0	1	1	2	0	2
MERCURY LONG DISTANCE, INC.	1	3	4	10	1	11
MIKO TELEPHONE COMMUNICATIONS, INC.	150	11	161	9	161	170
MIRACLE COMMUNICATIONS, INC.	0	1	1	0	0	0
MOMENTUM BUSINESS SOLUTIONS, INC.	1	0	1	1	0	1
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
NATIONAL ACCOUNTS, INC.	0	0	0	0	2	2
NATIONAL TEL	3	1	4	3	1	4
NECC TELECOM, INC.	1	0	1	0	0	0
NEFCOM COMMUNICATIONS	1	0	1	1	0	1
NET ONE INTERNATIONAL, INC.	0	1	1	1	1	2
NETWORK BILLING SYSTEMS, L.L.C.	0	1	1	1	0	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	1	1	1	0	1
NETWORK OPERATOR SERVICES, INC.	0	1	1	1	0	1
NETWORK TELEPHONE CORPORATION	1	0	1	1	0	1
NETWORK UTILIZATION SERVICES	1	0	1	1	0	1
NEW CENTURY TELECOM, INC.	32	0	32	1	7	8
NEWSOUTH COMMUNICATIONS CORP.	1	1	2	3	0	3
NEXTEL LONG DISTANCE	1	0	1	1	0	1
NEXTELCOM CORP.	0	1	1	1	0	1
NORCOM, INC.	0	1	1	2	0	2
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	1	1	2	2	1	3
NORTH AMERICAN TELEPHONE NETWORK, L.L.C.	2	4	6	5	1	6
NORVERGENCE, INC.	1	0	1	0	0	0
NUI TELECOM, INC.	1	0	1	1	0	1
NUVOX COMMUNICATIONS	1	0	1	1	0	1
OLS, INC.	4	4	8	6	3	9
ONE CALL COMMUNICATIONS, INC.	2	21	23	23	0	23
ONELINK COMMUNICATIONS, INC.	6	1	7	11	16	27
ONESTAR COMMUNICATIONS, LLC	1	0	1	1	1	2
ONESTAR LONG DISTANCE, INC.	1	0	1	1	0	1
ONESTAR LONG DISTANCE, INC.	0	2	2	1	1	2
OPERATOR ASSISTANCE NETWORK	5	96	101	92	2	94
OPEX COMMUNICATIONS, INC.	5	3	8	3	4	7
OPTICAL TELEPHONE CORPORATION	36	11	47	9	57	66
ORLANDO TELEPHONE COMPANY	0	1	1	1	0	1
PAETEC COMMUNICATIONS, INC.	0	1	1	1	0	1
PANTHER TELECOMMUNICATIONS CORPORATION	0	0	0	1	0	1
PIONEER TELECOM, INC.	1	0	1	1	0	1
PIONEER TELEPHONE	2	1	3	3	0	3
POWERNET GLOBAL COMMUNICATIONS	9	5	14	7	6	13
PREMIER TELECOM, INC.	22	0	22	1	21	22
PRIMUS TELECOMMUNICATIONS, INC.	35	12	47	9	36	45
PROMISE-NET INTERNATIONAL, LTD., INC.	1	0	1	2	0	2
PROMISEVISION TECHNOLOGY, INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	2	0	2	1	1	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
PT-1 LONG DISTANCE, INC.	1	0	1	1	1	2
PUBLIC COMMUNICATIONS SERVICES, INC.	1	1	2	1	1	2
QWEST COMMUNICATIONS CORPORATION	83	46	129	143	11	154
QWEST COMMUNICATIONS SERVICES	0	1	1	1	0	1
QX TELECOM LLC	0	2	2	4	2	6
RADIANT TELECOM, INC.	4	1	5	3	1	4
REDUCED RATE LONG DISTANCE LLC	0	0	0	1	1	2
RIDLEY TELEPHONE COMPANY, LLC	3	0	3	2	1	3
RSL COM U.S.A., INC.	1	1	2	2	0	2
SATURN TELECOMMUNICATION SERVICES, INC.	4	3	7	6	1	7
SBC LONG DISTANCE	1	1	2	3	0	3
SBC TELECOM, INC.	2	0	2	1	1	2
SILVERLEAF COMMUNICATIONS INC.	0	1	1	0	2	2
SOUTHERN TELECOM, INC. D/B/A SOUTHERN TELECOM OF AMERICA	0	0	0	1	0	1
SPRINT	484	299	783	654	204	858
STAR TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
STARTEC GLOBAL LICENSING COMPANY	0	4	4	3	1	4
SUNTEL NETWORK, INC.	1	0	1	1	0	1
SUPERTEL	2	8	10	9	0	9
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	14	7	21	11	8	19
T-NETIX INTERNET SERVICES, INC.	1	0	1	0	0	0
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	4	2	6	0	0	0
T-NETIX, INC.	3	8	11	5	6	11
T2TECINC	4	0	4	3	1	4
TALK AMERICA INC.	25	17	42	46	3	49
TCG SOUTH FLORIDA	11	26	37	34	3	37
TDS LONG DISTANCE CORPORATION	0	0	0	0	1	1
TELCO PARTNERS, INC.	0	0	0	1	0	1
TELCOVE	2	0	2	1	1	2
TELCOVE	0	1	1	0	1	1
TELECOM NEW ZEALAND COMMUNICATIONS (USA) LIMITED, INC.	0	0	0	1	0	1
TELECOM EZ CORP.	6	2	8	8	1	9
TELECOM*USA OR TELECONNECT	17	32	49	54	4	58
TELECORE COMMUNICATIONS, CORP.	3	0	3	1	1	2
TELECUBA, INC.	5	10	15	14	3	17
TELEFYNE INCORPORATED	2	0	2	5	1	6
TELEGLOBE USA INC.	0	0	0	1	0	1
TELEGLOBE USA LLC	0	2	2	1	1	2
TELENATIONAL COMMUNICATIONS, INC.	2	0	2	0	2	2
TELEUNO, INC.	9	0	9	6	20	26
TELIS COMMUNICATIONS GROUP, INC.	1	0	1	0	1	1
TELQUEST COMMUNICATIONS, CORP.	1	0	1	0	1	1
TELRITE CORPORATION	1	0	1	1	0	1
TELSTAR INTERNATIONAL, INC.	4	0	4	3	1	4
TEXCOM U.S.A.	8	0	8	0	8	8
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	1	0	1
TOTAL CALL INTERNATIONAL, INC.	1	0	1	0	1	1
TOTAL CALL INTERNATIONAL, INC.	3	5	8	6	1	7
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	1	0	1
TOUCHTONE COMMUNICATIONS INC.	0	1	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
TRALEE TELEPHONE COMPANY, LLC	0	2	2	2	0	2
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	1	1
TRANSCALL AMERICA, INC. D/B/A ATC LONG DISTANCE	0	0	0	3	0	3
TRICOM USA, INC.	6	0	6	4	4	8
TTI NATIONAL, INC.	2	3	5	5	1	6
U S P & C CORPORATION	0	2	2	3	0	3
UKI COMMUNICATIONS, INC.	31	18	49	14	45	59
UNI-TEL COMMUNICATIONS GROUP, INC.	0	3	3	4	1	5
UNITED SYSTEM ACCESS TELECOM, INC.	0	1	1	1	0	1
UNIVANCE TELECOMMUNICATIONS, INC.	0	0	0	1	1	2
UNIVERSAL PHONE CORPORATION	1	0	1	0	2	2
UNIVERSAL TELCOM, INC.	1	0	1	0	2	2
URSUS TELECOM CORP.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	2	2	2	0	2
USLD COMMUNICATIONS, INC.	3	2	5	5	0	5
U.S. TELECOM LONG DISTANCE, INC.	9	5	14	6	7	13
VARTEC TELECOM, INC.	52	101	153	127	45	172
VERIZON ENTERPRISE SOLUTIONS	0	1	1	1	0	1
VERIZON LONG DISTANCE	4	2	6	6	2	8
VERIZON SELECT SERVICES INC.	31	45	76	60	24	84
VOIP ENTERPRISES INC.	14	0	14	11	3	14
VOX POPULI TELECOMMUNICATIONS, INC.	12	2	14	12	2	14
VYCERA COMMUNICATIONS, INC.	1	1	2	3	0	3
W2COM INTERNATIONAL, LLC	2	0	2	2	0	2
WEBNET COMMUNICATIONS, INC.	0	3	3	1	3	4
WESTINGHOUSE COMMUNICATIONS	1	0	1	1	0	1
WILLIAMS COMMUNICATIONS, LLC	13	2	15	15	4	19
WINSTAR COMMUNICATIONS, LLC	0	1	1	1	0	1
WORKING ASSETS LONG DISTANCE	3	0	3	0	3	3
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	22	14	36	31	28	59
WORLDXCHANGE COMMUNICATIONS, INC.	0	7	7	4	1	5
WORLDXCHANGE CORP.	32	46	78	62	5	67
XO FLORIDA, INC.	3	1	4	2	2	4
XO LONG DISTANCE SERVICES, INC.	1	2	3	3	0	3
XSPEDIUS MANAGEMENT CO. SWITCHED SERVICES, LLC	2	0	2	0	1	1
XTENSION SERVICES INC.	1	0	1	1	0	1
Y & B SERVICES CORPORATION D/B/A PLASTIGOL MIAMI	0	0	0	0	1	1
YESTEL, INC.	0	1	1	1	0	1
Z-TEL COMMUNICATIONS, INC.	7	4	11	8	2	10
ZENEX LONG DISTANCE, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	9	15	24	26	2	28
ZERO PLUS DIALING, INC.	2	25	27	29	0	29
ZONE TELECOM, INC.	1	1	2	1	1	2
TOTALS**	3126	3364	6490	5923	1521	7444

*Please see Definitions.

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

Pay Telephone Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
A-1 TELEPHONE SYSTEMS	0	0	0	1	0	1
ALPHA TEL-COM, INC.	0	0	0	0	1	1
AT&T	1	2	3	3	0	3
A&M COMMUNICATIONS & PAYPHONES	1	0	1	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	5	1	6	6	0	6
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	1	0	1	0	1	1
COMMERCIAL PAY PHONES, INC.	1	0	1	1	0	1
COMMERCIAL TELEPHONE'S, INC.	1	0	1	1	0	1
D J COMMUNICATIONS, INC.	1	0	1	1	0	1
EVERCOM SYSTEMS, INC.	3	0	3	3	0	3
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1	0	1
FLORIDA PUBLIC PAYPHONES	0	0	0	1	0	1
GPE SOUTHEAST	1	0	1	1	0	1
HSI TELECOM, INC.	0	0	0	0	1	1
INLINE TELECOM, INC.	1	0	1	1	0	1
INNOVATIVE CALLING TECHNOLOGIES, LLC	1	0	1	1	0	1
INTERNATIONAL PAYPHONE CORPORATION	1	0	1	1	0	1
K.C.S. COMMUNICATIONS, INC.	2	0	2	1	1	2
LANDMARK COMMUNICATIONS TECHNOLOGIES	1	0	1	1	0	1
METROPOLITAN PAYPHONES CORPORATION	0	1	1	1	0	1
MILLENIUM COMMUNICATIONS, INC.	1	0	1	0	1	1
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	0	0	0	1	0	1
OTC, INC. D/B/A OTC AND OMEGA TELECOM	0	0	0	1	0	1
PACIFIC TELEMAGEMENT SERVICES	1	0	1	0	1	1
PALM-TEL COMMUNICATIONS, INC.	1	0	1	0	1	1
PAY TEL COMMUNICATIONS, INC. OF THE SOUTHEAST	0	3	3	3	0	3
PAYSTAR COMMUNICATIONS, INC.	0	0	0	0	1	1
PAYTEL USA, INC.	0	0	0	1	0	1
PHONEXPERT, INC.	0	1	1	2	0	2
PUBLIC COMMUNICATION SERVICES	0	1	1	1	0	1
RITE LINE COMMUNICATIONS, INC.	0	1	1	1	0	1
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	1	0	1	1	0	1
SPRINT PAYPHONE SERVICES, INC.	1	6	7	7	0	7
T-NETIX TELECOMMUNICATIONS SERVICES, INC.	1	2	3	0	1	1
T-NETIX, INC.	1	0	1	0	1	1
TCG PUBLIC COMMUNICATIONS, INC.	5	5	10	12	1	13
TELALEASING ENTERPRISES, INC.	1	0	1	1	1	2
TELCENTRAL INC.	1	0	1	1	0	1
TELECOM*USA, INC.	1	0	1	1	0	1
THE IMRON NETWORK	2	0	2	2	0	2
TRITEL, INC.	0	1	1	1	0	1
U.S. PAYTEL OPTIMA, L.L.C.	0	1	1	1	0	1
TOTALS**	39	25	64	63	12	75

*Please see Definitions.

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

Water & Wastewater Companies Complaint Activity - 2003

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions*	Total
ALAFAYA UTILITIES, INC.	1	1	2	1	0	1
ALOHA UTILITIES, INC.	14	11	25	32	0	32
AQUASOURCE UTILITY, INC.	12	9	21	20	1	21
ARREDONDO UTILITY COMPANY, INC.	0	1	1	1	0	1
BAYSIDE UTILITY SERVICES, INC.	1	0	1	0	1	1
BREEZE HILL UTILITIES	0	1	1	2	0	2
BREEZE HILL UTILITY	1	0	1	0	0	0
BROADVIEW PARK WATER COMPANY	13	9	22	22	1	23
BURKIM ENTERPRISES, INC.	3	1	4	3	1	4
CHATEAU COMMUNITIES, INC.	1	1	2	2	0	2
COMMERCIAL UTILITIES, DIVISION OF GRACE AND COMPANY, INC.	0	0	0	1	0	1
CONTINENTAL UTILITY, INC.	1	1	2	2	0	2
COUNTY-WIDE UTILITY CO., INC.	2	0	2	1	0	1
CRYSTAL RIVER UTILITIES, INC.	0	2	2	2	0	2
CYPRESS LAKES UTILITIES, INC.	2	0	2	2	0	2
EAST MARION SANITARY SYSTEMS, INC.	1	1	2	1	2	3
EAST PASCO UTILITIES, INC.	1	2	3	2	1	3
ENVIRONMENTAL PROTECTION SYSTEMS OF PINE ISLAND, INC.	2	3	5	4	0	4
FERNCREST UTILITIES, INC.	4	3	7	3	2	5
FLORALINO PROPERTIES, INC.	5	8	13	12	2	14
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	2	0	2
FLORIDA WATER SERVICES CORPORATION	46	42	88	104	2	106
FLORIDANA HOMEOWNERS, INC.	0	1	1	1	0	1
FOREST HILLS UTILITIES, INC.	2	3	5	6	0	6
HEATHER HILLS ESTATES	1	0	1	0	0	0
HIGHLANDS UTILITIES CORPORATION	0	1	1	0	0	0
HOLIDAY GARDENS UTILITIES, INC.	0	1	1	1	0	1
HOLIDAY UTILITY COMPANY, INC.	1	0	1	0	0	0
HUDSON UTILITIES, INC.	3	9	12	6	3	9
HUNTER CREEK UTILITIES, LLC	0	0	0	1	0	1
INDIANTOWN COMPANY, INC.	0	1	1	1	0	1
JASMINE LAKES UTILITIES CORPORATION	2	4	6	6	0	6
K W RESORT UTILITIES CORP.	0	4	4	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	0	1	1	0	2	2
KINCAID HILLS WATER COMPANY	0	1	1	0	1	1
LAKE SUZY UTILITIES, INC.	0	2	2	2	0	2
LAKE UTILITY SERVICES, INC.	4	0	4	2	1	3
LAKE YALE TREATMENT ASSOCIATES, INC.	1	0	1	1	0	1
LINDRICK SERVICE CORPORATION	8	8	16	15	2	17
LITTLE GASPARILLA WATER UTILITY, INC.	1	0	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service*	Billing*	Total	Apparent Non-Infractions*	Apparent Infractions	Total
LITTLE SUMTER UTILITY COMPANY	2	1	3	2	0	2
L. P. UTILITIES CORPORATION	0	1	1	1	0	1
MARION UTILITIES, INC.	4	3	7	5	3	8
MCLEOD GARDENS WATER COMPANY	1	0	1	2	0	2
MILES GRANT WATER AND SEWER COMPANY	2	0	2	2	0	2
MOBILE MANOR, INC.	1	2	3	2	1	3
NEIGHBORHOOD UTILITIES, INC.	0	1	1	1	0	1
NORMANDY BOULEVARD UTILITIES, INC.	0	0	0	3	0	3
NORTH FORT MYERS UTILITY, INC.	2	4	6	6	0	6
NORTH PENINSULA UTILITIES CORPORATION	0	1	1	1	0	1
ORANGE TREE UTILITY COMPANY	0	0	0	1	0	1
ORANGWOOD LAKES SERVICES, INC.	1	0	1	2	0	2
O&S WATER COMPANY, INC.	0	1	1	1	0	1
PALM VALLEY	1	0	1	1	0	1
PARADISE LAKES UTILITY, L.L.C.	0	1	1	1	0	1
PARK MANOR WATERWORKS, INC.	1	1	2	2	0	2
PARK WATER COMPANY INC.	1	0	1	1	0	1
PARKLAND UTILITIES, INC.	0	2	2	2	0	2
PASCO UTILITIES, INC.	1	0	1	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	2	2	4	4	0	4
PINE LAKE MOBILE HOME ESTATES, INC.	0	1	1	1	0	1
PINECREST RANCHES, INC.	2	0	2	3	0	3
PLANTATION BAY UTILITY CO.	1	0	1	0	0	0
RESIDENTIAL WATER SYSTEMS, INC.	0	1	1	1	0	1
ROYAL UTILITY COMPANY	0	2	2	1	0	1
SANDY CREEK UTILITY SERVICES, INC.	1	0	1	0	1	1
SANLANDO UTILITIES CORPORATION	6	3	9	6	0	6
SERVICE MANAGEMENT SYSTEMS, INC.	1	0	1	2	0	2
SHANGRI-LA BY THE LAKE UTILITIES, INC.	1	0	1	1	0	1
SOUTHLAKE UTILITIES, INC.	1	0	1	1	0	1
ST. LUCIE WEST UTILITIES, INC.	0	1	1	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	3	3	6	6	0	6
TAMIAMI VILLAGE WATER COMPANY, INC.	0	1	1	1	0	1
TERRA MAR VILLAGE UTILITIES, INC.	0	2	2	3	0	3
UTILITIES, INC. OF FLORIDA	2	8	10	6	6	12
UTILITIES, INC. OF PENNBROOKE	0	1	1	0	1	1
VENTURE ASSOCIATES UTILITIES CORP.	0	0	0	1	0	1
VIRGINIA CITY UTILITIES, INC.	0	0	0	1	0	1
WATER & SEWER SERVICES OF BROWARD, INC.	0	0	0	1	0	1
WEDGEFIELD UTILITIES, INC.	0	1	1	1	1	2
WEST LAKELAND WASTEWATER, INC.	0	1	1	1	0	1
ZELLWOOD STATION CO-OP, INC.	0	1	1	1	0	1
TOTALS**	171	179	350	342	35	377

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