



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
APRIL 2002

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

Inquiries may be directed to the mailing address, telephone number, fax number, or Internet address listed below.

Lila A. Jaber, Chairman	413-6044
J. Terry Deason, Commissioner	413-6038
Braulio L. Baez, Commissioner	413-6042
Michael A. Palecki, Commissioner	413-6040
Rudolph "Rudy" Bradley, Commissioner	413-6046
Executive Director	413-6055
Deputy Executive Director, DDA/ADM	413-6071
Deputy Executive Director, DDE/EXA	413-6197
Deputy Executive Director, DDE/PRD	413-6051
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Division of Competitive Markets & Enforcement	413-6600
Division of Consumer Affairs	413-6100
Division of Economic Regulation	413-6900
Division of External Affairs	413-6800
Office of Public Information	413-6482

Florida Public Service Commission
2540 Shumard Oak Boulevard - Tallahassee, Florida 32399-0850

Toll Free Telephone Number: 1-800-342-3552 (National)

Toll Free Facsimile Number: 1-800-511-0809 (Florida)

Internet Home Page Address: <http://www.floridapsc.com>

Internet E-mail Address: contact@psc.state.fl.us

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 warm transfer 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 toll-free phone line warm transfer 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 companies participating 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. Full implementation of the e-transfer program is anticipated by the end of June 2002.

Summary

There were 2,346 complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent non-infraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infraction. There were also 3,461 information requests handled by the PSC.

A total of nineteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of April 30, 2002. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 1,017 calls transferred during April 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$228,575 for the month.

Monthly Consumer Refunds

April 2001 - April 2002

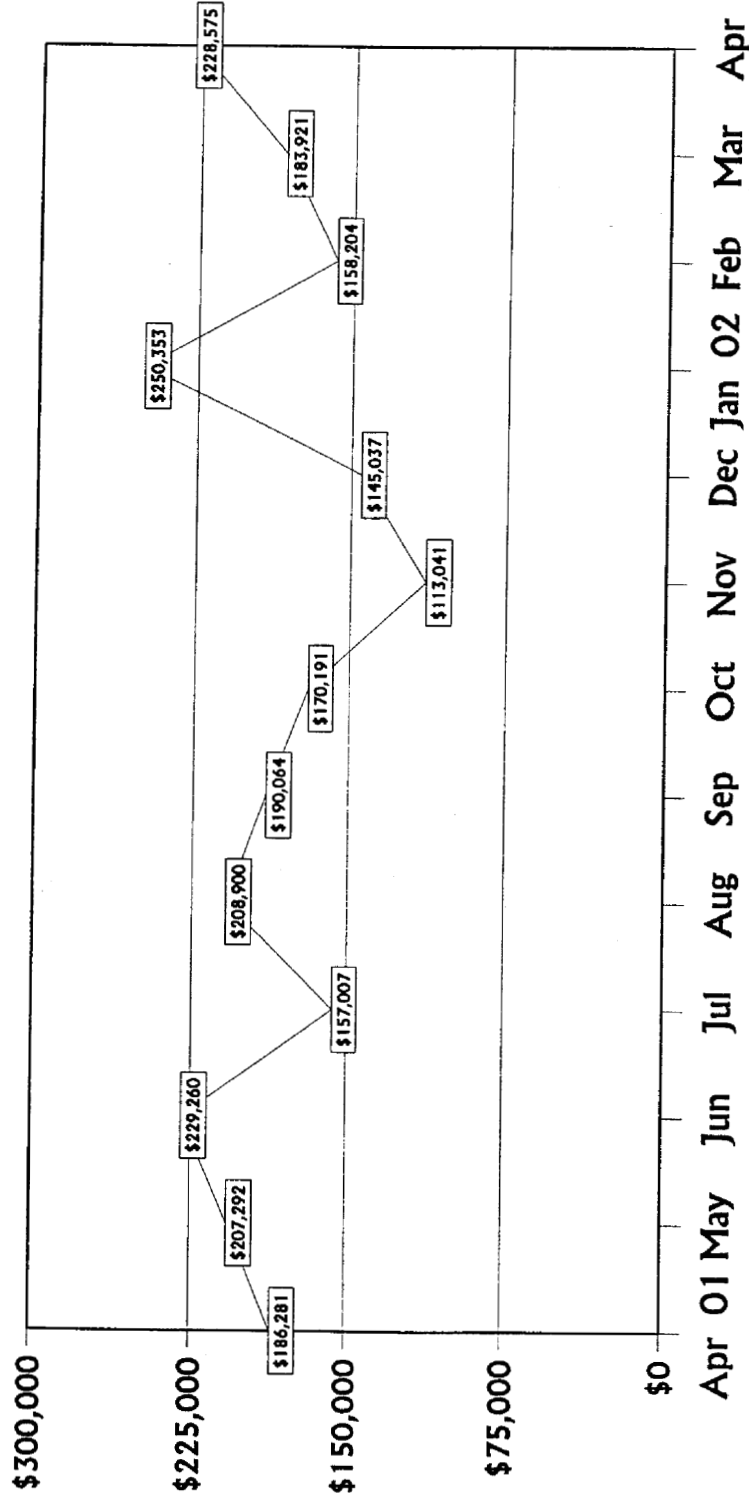


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Consumer Activity - April 2002

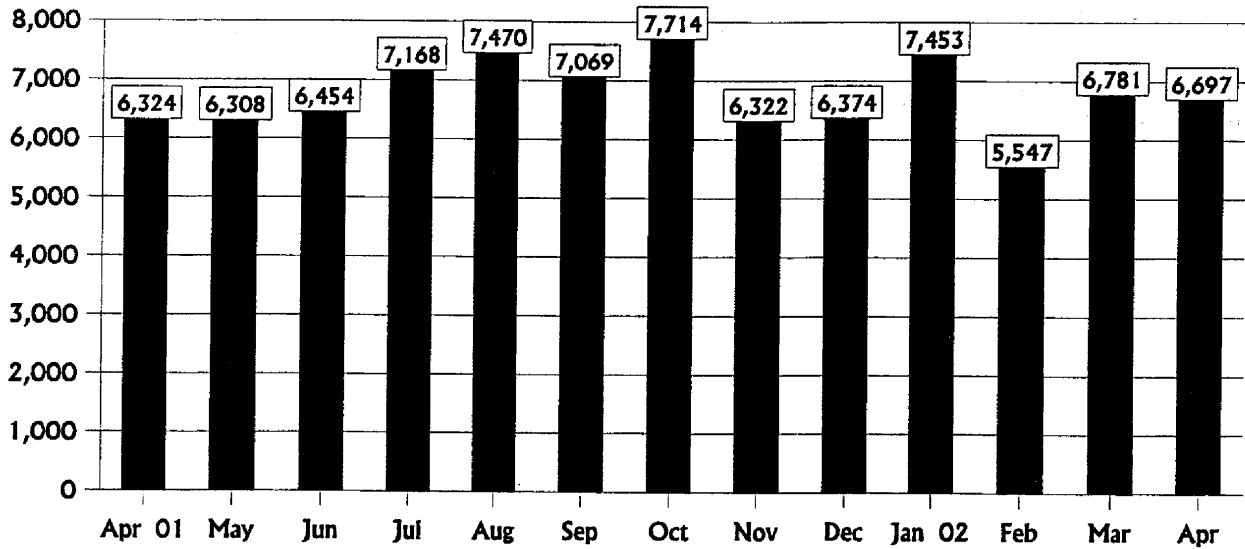
Complaints Received		2,346
Electric	53	
Gas	19	
Alternative Local Exchange Telephone	208	
Local Exchange Telephone	203	
Long Distance Telephone	550	
Pay Telephone	4	
Water & Wastewater	37	
Non-regulated/Other Consumer Assistance	1,151	
Cases Received / Closed Under 72 Hr Rule	121	
Electric	42	
Gas	0	
Telecommunications	79	
Water / Wastewater	0	
Information Requests Received		3,461
Total Cases Received		5,807

How Cases Were Received	Complaints	Information Requests
Phone	1,507	3,341
Mail	382	20
Internet	304	97
Fax	153	3
Totals	2,346	3,461

Non-Jurisdictional Calls Not Filed As Cases	890
Total Consumer Contacts Handled	6,697
Transfer Connect (Calls Transferred to Utilities)	1,017
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	59

Consumer Savings	
Electric	\$ 13,911.50
Gas	434.02
Alternative Local Exchange Telephone	68,264.53
Local Exchange Telephone	49,680.04
Long Distance Telephone	96,163.11
Pay Telephone	0.00
Water & Wastewater	86.66
Non-regulated/Other Consumer Assistance	35.00
Total	\$ 228,574.86

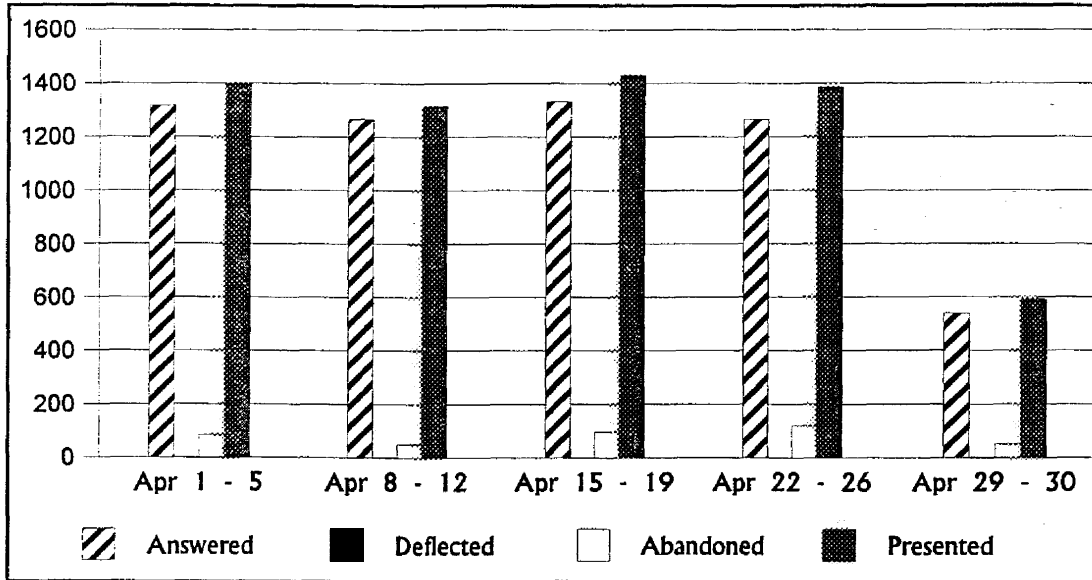
Public Service Commission Total Consumer Contacts April 2001 - April 2002



	Complaints Received	% of Total Complaints
Electric	53	2%
Gas	19	1%
Alt. Local Exchange Telephone	208	9%
Local Exchange Telephone	203	9%
Long Distance Telephone	550	23%
Pay Telephone	4	<1%
Water & Wastewater	37	2%
Non-regulated Consumer Assistance	1,151	49%
Cases Received / Closed by 72 Hr Rule	121	5%
Total	2,346	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.

Total Calls Received - Call Center Statistics April 2002



Answered: Total number of calls answered by Consumer Affairs' Regulatory Specialists.

Deflected: The number of calls originally destined for the PSC's ACD Group which could not get through due to a full queue or wait time in queue was exceeded.

Abandoned: The number of calls offered to the ACD Group but abandoned the queue waiting status prior to being answered.

Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

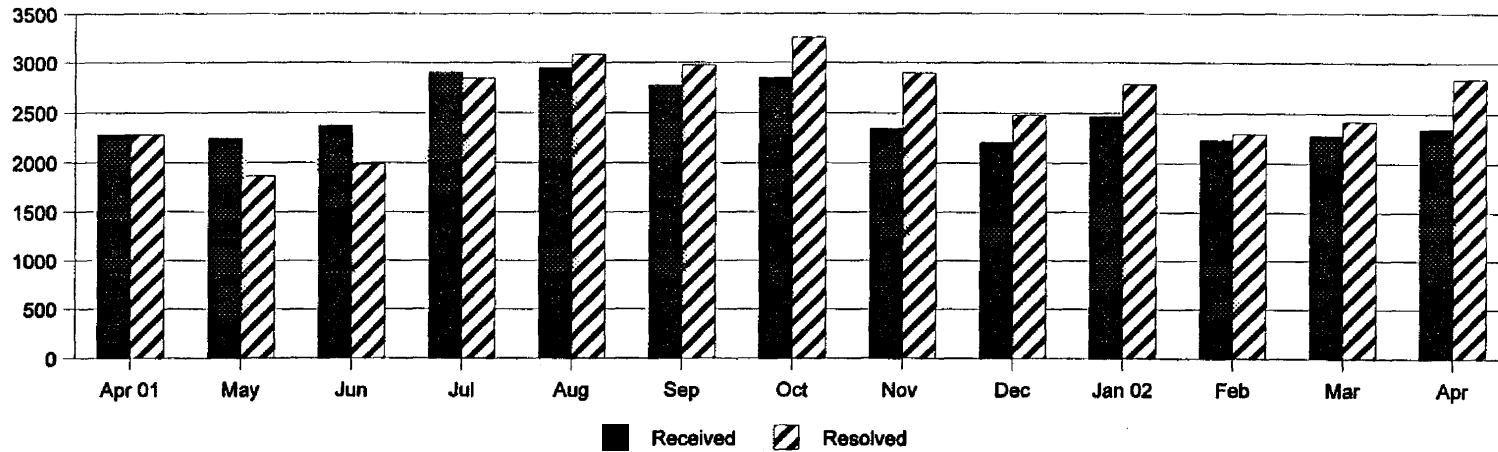
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Apr 1 - 5	1,316	94%	0	0%	84	6%	1,400
Apr 8 - 12	1,266	96%	0	0%	49	4%	1,315
Apr 15 - 19	1,333	93%	0	0%	96	7%	1,429
Apr 22 - 26	1,265	91%	0	0%	121	9%	1,386
Apr 29 - 30	540	91%	2	0%	49	8%	591
Totals	5,720	93%	2	0%	399	7%	6,121

Note: % Totals have been rounded.

Calls Answered During the Month	5,720
Minus CAF Calls Resulting in Cases	(4,848)
Total Non-Jurisdictional Calls Not Filed As Cases	890

Monthly Status of Total Complaints Received / Resolved*

April 2001 - April 2002

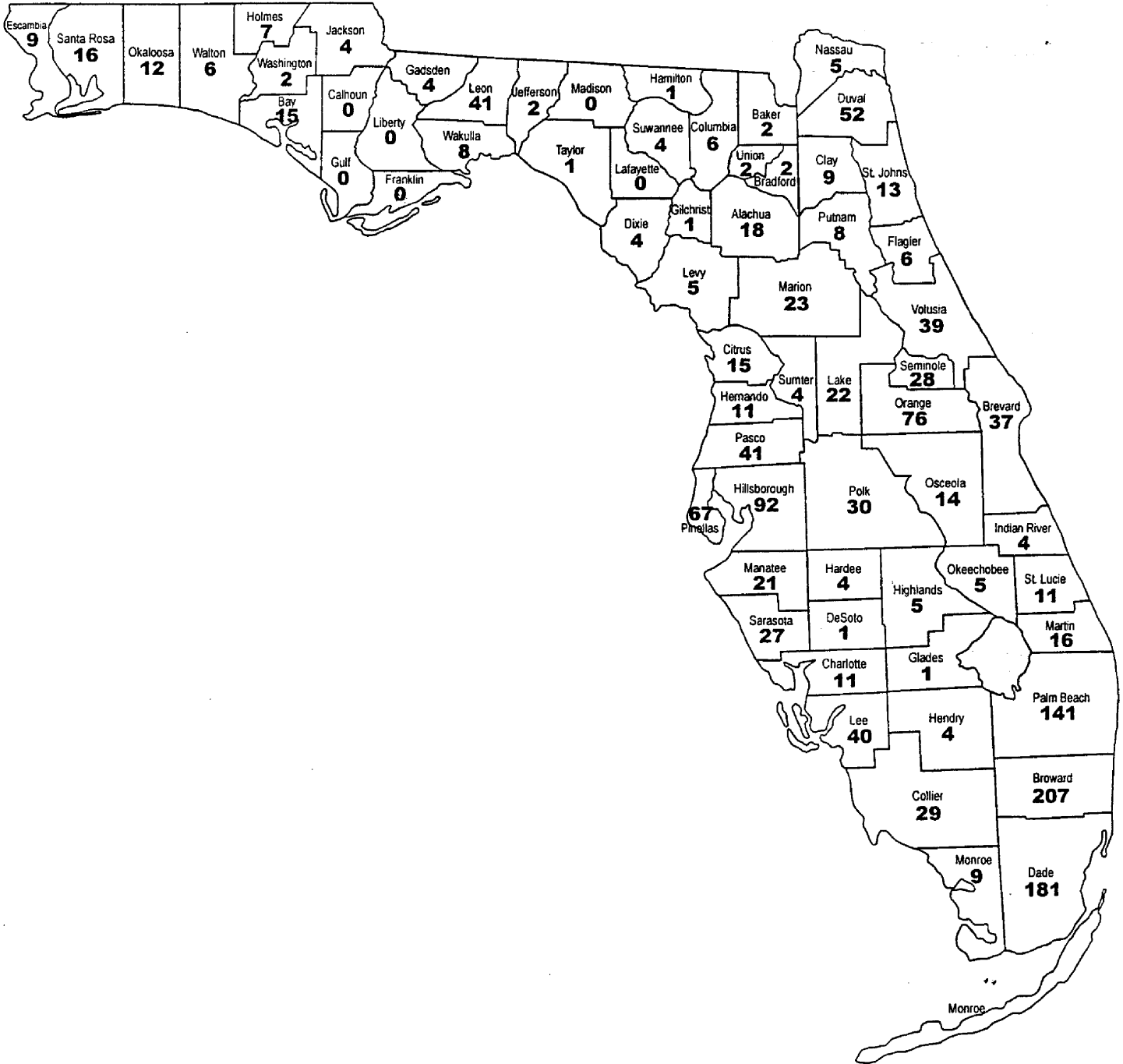


	Apr 01	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr
Received	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346
Resolved	2,280	1,862	1,986	2,845	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837

*Cases resolved consists of cases closed from the present and previous months, which were carried forward.

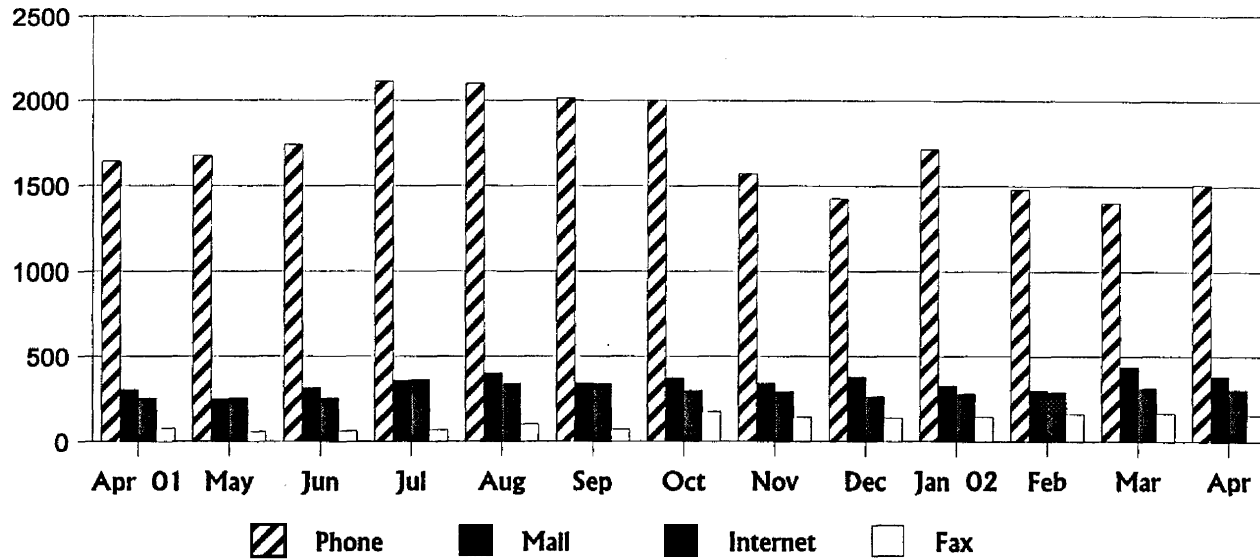
Complaints Received by County

APRIL 2002



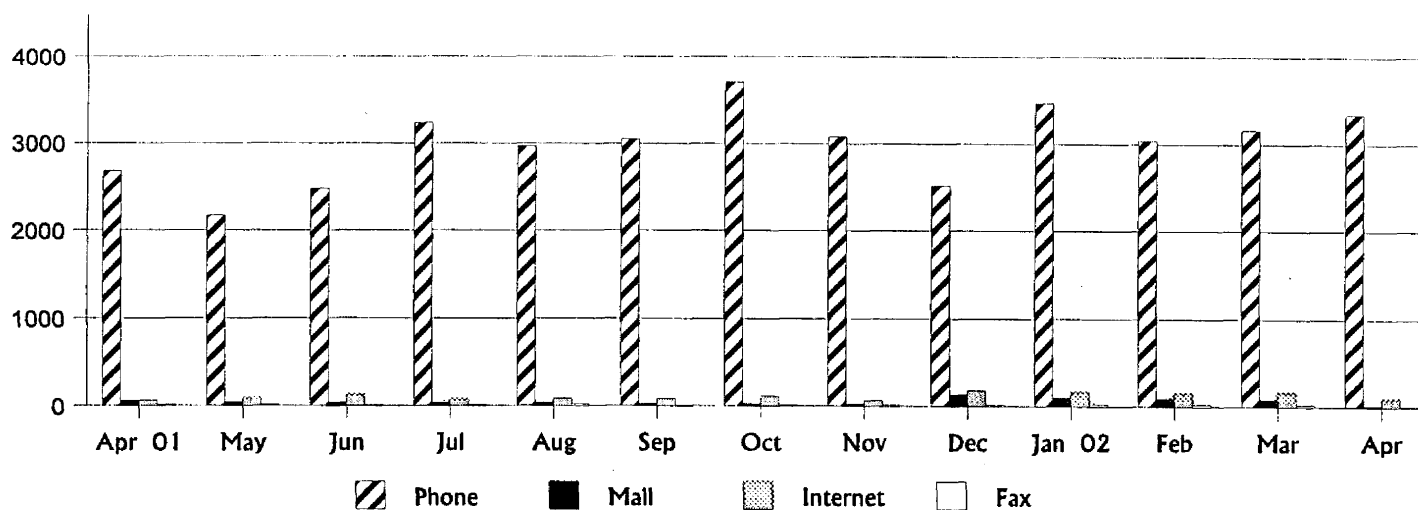
Note: County name not available for 865 cases.

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



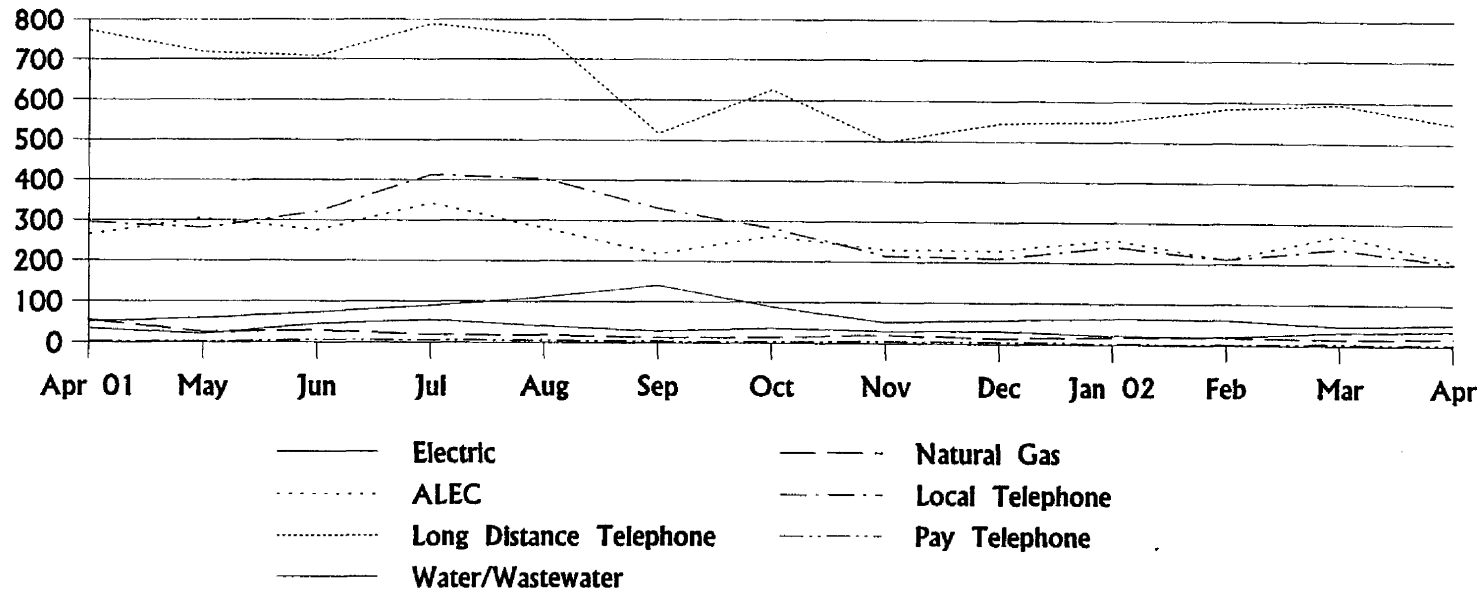
	Apr 01	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr
Phone	1,642	1,676	1,742	2,111	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507
Mail	306	249	317	359	401	346	374	344	380	329	302	437	382
Internet	256	257	253	365	341	340	299	291	263	281	290	313	304
Fax	77	58	61	67	100	71	174	142	136	143	162	165	153
Total	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346

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



	Apr 01	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr
Phone	2,677	2,167	2,478	3,233	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341
Mail	54	38	38	35	35	25	27	25	130	98	92	84	20
Internet	61	87	123	73	84	82	111	63	180	169	158	168	97
Fax	9	8	10	13	18	5	7	8	15	24	24	22	3
Total	2,801	2,300	2,649	3,354	3,103	3,159	3,842	3,177	2,839	3,756	3,314	3,432	3,461

Complaints by Industry April 2001 - April 2002



Industry	Apr 01	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr
Electric	50	59	73	90	111	140	89	52	58	64	62	47	53
Natural Gas	56	26	30	21	20	14	16	22	15	20	21	17	19
ALEC	266	306	277	344	282	219	264	231	230	258	212	272	208
Local Telephone	297	282	322	415	405	332	284	216	211	241	212	239	203
Long Dist. Phone	775	720	709	790	760	518	627	499	546	552	585	596	550
Payphone	5	3	7	7	6	5	5	6	6	3	3	5	4
Water/Wastewater	34	21	45	55	41	29	37	30	32	22	21	33	37

Electric Companies Complaint Activity - April 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	15	4	19	75	27	1	28	117
FLORIDA POWER & LIGHT COMPANY	14	13	27	119	44	0	44	195
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	4	1	0	1	4
GULF POWER COMPANY	2	0	2	11	1	0	1	7
TAMPA ELECTRIC COMPANY	2	1	3	20	9	1	10	40
TOTAL	34	19	53	229	82	2	84	363

**Please see Index of Definitions.*

**Electric Companies
Number of Customers / Apparent Infraction Indices**

Utility Name	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	April 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,383,648	1	0.0007	1.15	2.29
FLORIDA POWER & LIGHT COMPANY	3,969,611	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,992	1	0.0386	61.19	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	2	0.0034	5.43	5.43
TOTAL	6,339,722	4	0.0006		

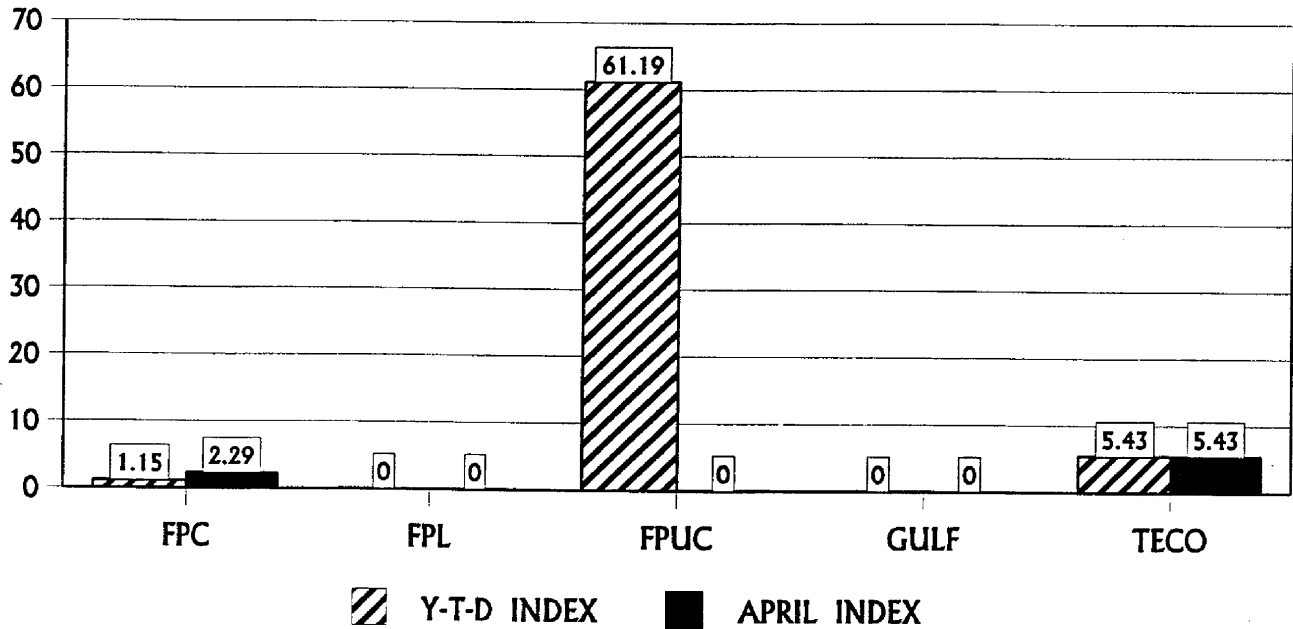
*Please see Index of Definitions.

**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

April 2002

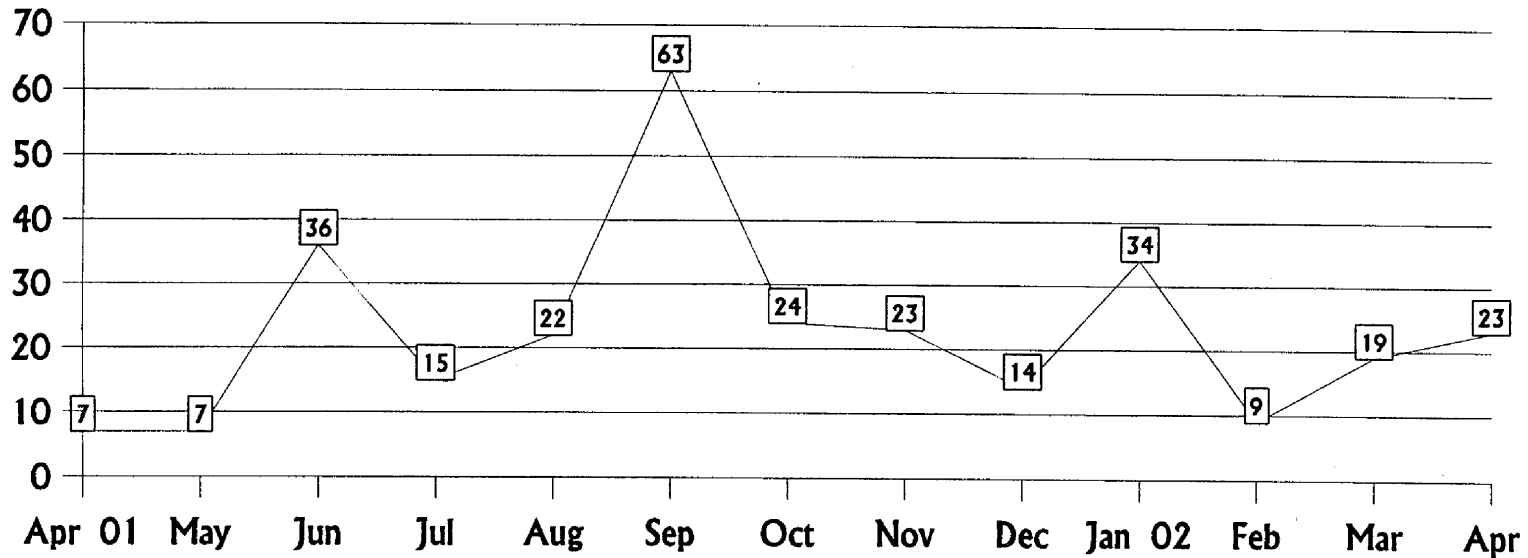


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

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

Total Momentary Electricity Outages Filed

April 2001 - April 2002



Natural Gas Companies Complaint Activity April 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)	0	2	2	4	1	0	1	2
CITY GAS COMPANY OF FLORIDA	3	7	10	39	12	3	15	54
FLORIDA PUBLIC UTILITIES COMPANY	2	2	4	15	2	0	2	13
INDIANTOWN	0	0	0	0	0	0	0	0
ST. JOE NATURAL GAS COMPANY	0	0	0	1	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	1	0	0	0	3
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	0	3	3	17	5	0	5	18
TOTAL	5	14	19	77	20	3	23	90

**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*	April 2002 Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	10,593	0	0.000	0.00	0.000
CITY GAS COMPANY OF FLORIDA	105,000	6	0.057	3.86	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	0	0.000	0.00	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	0	0.000	0.00	0.00
INDUSTRY TOTAL	436,228	6	0.015		

*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 - April 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS, INC.	1	1	2	0	0	0
ACI	1	1	2	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	1	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	1	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	1	3	6	4	10
ALTERNATIVE PHONE, INC.	0	0	0	1	0	1
AMERICAN FIBER NETWORK, INC.	0	0	0	1	0	1
ATLANTIC TELECOMMUNICATION SYSTEMS, INC.	1	0	1	1	0	1
ATS	1	0	1	0	0	0
AT&T DIGITAL PHONE	21	32	53	54	19	73
BD WEBB ENTERPRISE, INC. D/B/A QUAD CITY COMMUNICATIONS	0	0	0	0	2	2
BROADWING LOCAL SERVICES INC.	0	0	0	1	0	1
BTI	2	0	2	5	0	5
CAMPUS COMMUNICATIONS GROUP, INC.	1	1	2	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CAT COMMUNICATIONS	3	2	5	6	0	6
CHOCTAW COMMUNICATIONS, INC.	0	1	1	2	0	2
DELTA PHONES, INC.	0	1	1	0	0	0
ELEC COMMUNICATIONS	1	0	1	2	0	2
EPICUS , INC.	1	0	1	9	0	9
EXCELINK COMMUNICATIONS, INC.	3	0	3	4	0	4
EXPRESS PHONE SERVICE, INC.	0	0	0	1	0	1
E.SPIRE COMMUNICATIONS, INC.	1	0	1	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	1	0	1	0	0	0
FLORIDA COMM SOUTH	1	0	1	2	0	2
FLORIDA CONSOLIDATED MULTI-MEDIA SERVICES, INC.	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	7	10	17	8	2	10
FLORIDA PHONE SERVICE, INC.	1	0	1	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	5	4	9	4	4	8
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GCI GLOBALCOM INC.	0	1	1	1	0	1
GLOBAL CROSSING TELEMAGEMENT, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	4	8	12	20	21	41
IDS TELCOM LLC	3	2	5	4	0	4
ILD	2	0	2	3	0	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
INTERMEDIA COMMUNICATIONS, INC.	1	5	6	3	2	5
ITC^DELTA COM	4	2	6	2	1	3
KMC TELECOM III LLC	2	0	2	1	1	2
KNOLOGY OF FLORIDA, INC.	0	1	1	1	0	1
MCI TELECOMMUNICATIONS CORPORATION D/B/A MCI TELECOMM.	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	1	0	1
MERCURY LONG DISTANCE, INC.	0	0	0	0	1	1
METRO FIBERLINK, INC.	0	0	0	0	1	1
MIRACLE COMMUNICATIONS	0	0	0	0	1	1
MPOWER COMMUNICATIONS CORP.	2	1	3	4	0	4
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	1	1	2	1	1	2
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	2	0	2
NUVOX COMMUNICATIONS, INC.	0	1	1	0	0	0
ORLANDO TELEPHONE COMPANY	0	2	2	1	0	1
PILGRIM TELEPHONE, INC.	1	0	1	0	0	0
PREFERRED CARRIER SERVICES, INC. D/B/A TELEFONOS PARA TODO	0	0	0	1	0	1
QUINCY TELEPHONE COMPANY D/B/A TDS TELECOM/QUINCY TELEPHONE	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
SBC TELECOM, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SOURCE ONE COMMUNICATIONS, INC. D/B/A QUICK CONNECTS	0	0	0	1	0	1
SOUTHERN TELECOM, INC. D/B/A SOUTHERN TELECOM OF AMERICA	0	0	0	1	0	1
SUNTEL METRO, INC.	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	20	17	37	44	4	48
TALK AMERICA INC.	1	1	2	7	1	8
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	0	0	0
TEL COM PLUS	1	1	2	0	0	0
TELIGENT SERVICES, INC.	0	0	0	1	0	1
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	0	0	0
TTI NATIONAL, INC.	0	0	0	0	1	1
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USA TELECOM, INC.	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
VARTEC TELECOM, INC.	1	3	4	0	0	0
VERIZON SELECT SERVICES INC.	0	0	0	1	0	1
WINSTAR WIRELESS, INC.	0	2	2	0	2	2
XO FLORIDA, INC.	1	1	2	3	1	4
TOTALS	103	105	208	220	70	290

Local Telephone Companies Complaint Activity April 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-Infractions	Apparent Infractions	Total	Y-T-D
ALTEL FLORIDA, INC.	3	2	5	20	7	0	7	26
BELLSOUTH	56	58	114	547	172	3	175	736
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	1	1	6	2	0	2	7
VERIZON FLORIDA, INC.	12	8	20	97	26	2	28	117
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	1	1	0	1	2
QUINCY/TDS	1	0	1	1	1	0	1	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	0	0	0	0
SPRINT-FLORIDA	43	19	62	226	69	6	75	258
TOTAL	115	88	203	899	278	11	289	1,147

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	April 2002 Apparent Infractions Index*
ALLTEL	94,736	3	0.0317	6.61	0.00
BELLSOUTH	6,451,600	31	0.0048	1.00	0.48
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	7	0.0029	0.61	0.85
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	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,917	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,212,554	13	0.0059	1.23	2.78
TOTAL	11,277,711	54	0.0048		

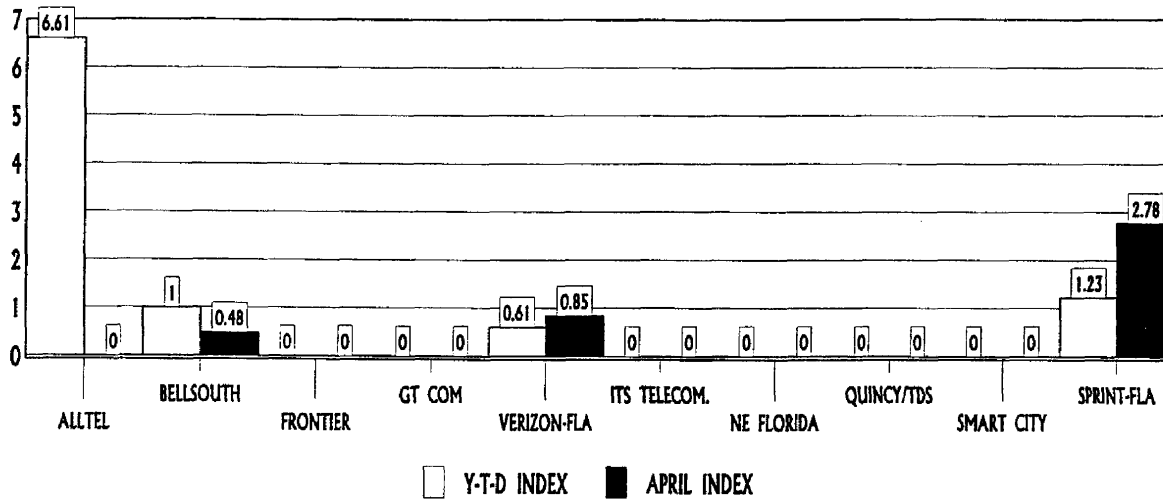
* Please see Index of Definitions.

**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

April 2002



2002 ACCESS LINES*			
ALLTEL	94,736	ITS TELECOM.	3,891
BELLSOUTH	6,451,600	NE FLORIDA	10,500
FRONTIER	4,706	QUINCY/TDS	14,212
GT COM (Floral, Gulf & St. Joseph)	52,348	SPRINT/FLORIDA	2,212,554
VERIZON (Formerly GTE)	2,416,247	VISTA-UNITED	16,917

*Source - PSC Comparative Rate Statistics Report for the Year 2001.

**Unauthorized Telephone Service Change
 "Local Slamming"
 Apparent Rule Infractions - April 2002**

Company	April	Year-To-Date
America's Tele-network Corp.	0	2
Epicus, Inc.	0	2
Florida Digital Network, Inc.	1	4
Hale & Father, Inc.	7	8
IDS Long Distance, Inc.	0	4
Sprint-Florida, Inc.	1	2
Supra Telecommunications & Information Systems, Inc.	2	9
Talk America Inc.	1	4
All Other Local Companies	0	6
Totals	12	41

Cramming Statistics*

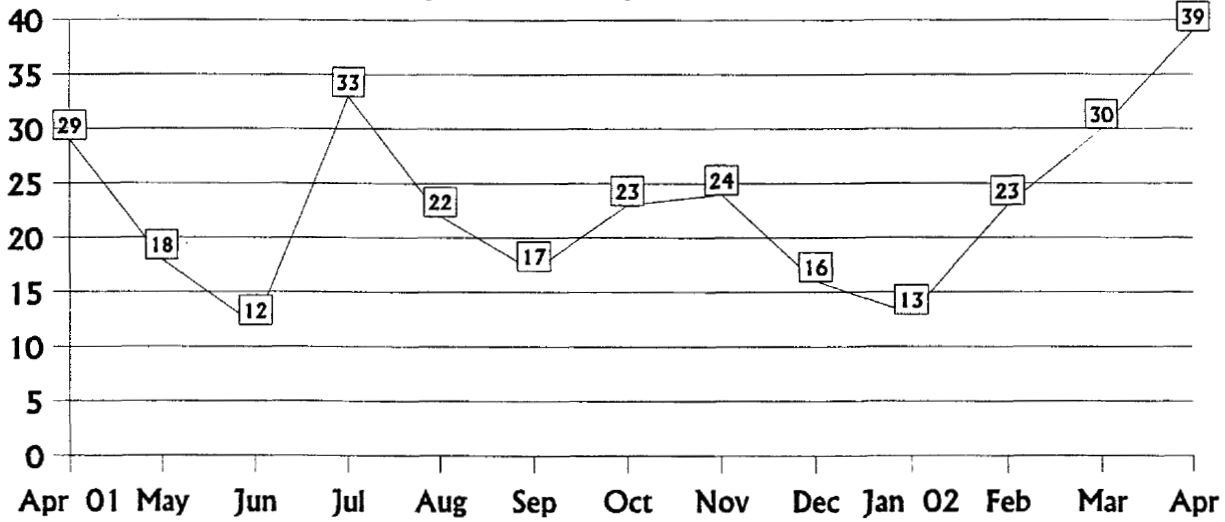
April 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
34	39	\$ 2,043.31

*Please see Index of Definitions

Cases Resolved as Cramming

April 2001 - April 2002



**Long Distance Companies
Complaint Activity - April 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	2	2	1	1	2
800 DISCOUNTS, INC.	0	0	0	0	1	1
ACCESS POINT, INC.	1	0	1	1	0	1
ACG TELECOM SERVICES INCORPORATED	1	0	1	0	0	0
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMM.	0	0	0	2	0	2
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	1	1	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	1	1
ALLTEL COMMUNICATIONS, INC.	2	0	2	1	1	2
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	9	4	13	0	3	3
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0	1
AMERICAN TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	1	0	1
AT&T	59	109	168	186	45	231
BILLING CONCEPTS OF FLORIDA, INC. D/B/A USBI, D/B/A ZPDI	0	0	0	2	0	2
BROADSTREAM CORPORATION	1	0	1	0	0	0
BROADWING COMMUNICATIONS SERVICES INC.	0	0	0	1	0	1
BTI	1	0	1	3	0	3
BUDGET CALL LONG DISTANCE, INC.	0	0	0	2	0	2
BUYERS UNITED INTERNATIONAL, INC.	0	0	0	1	0	1
CABLE & WIRELESS USA, INC.	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
CALLMANAGE, INC.	0	0	0	0	1	1
CALL/SHARE (ANNETTE K. CALDWELL, D/B/A)	0	0	0	0	1	1
CIERRACOM SYSTEMS	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	0	0	0
COMMUNICATIONS BILLING, INC.	0	1	1	0	0	0
CORRECTIONAL BILLING SERVICES	1	2	3	2	1	3
DIRECT ONE, LLC	1	0	1	3	1	4
ELEC COMMUNICATIONS	0	1	1	0	1	1
ENHANCED SERVICES BILLING, INC.	0	2	2	0	1	1
ERBIA NETWORK, INC.	0	0	0	1	0	1
ESSENTIAL.COM, INC.	0	1	1	3	0	3
EXCEL TELECOMMUNICATIONS, INC.	4	5	9	4	4	8
FEDERAL TRANSTEL, INC.	0	0	0	2	0	2
FLORIDA DIGITAL NETWORK, INC.	2	0	2	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	2	0	2	0	1	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	2	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
GLOBAL TELELINK SERVICES, INC.	0	1	1	0	0	0
GLOBAL TEL*LINK CORPORATION	0	2	2	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
GTC TELECOM, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	1	0	1	3	0	3
HBS BILLING SERVICES COMPANY	1	2	3	0	1	1
HORIZONONE COMMUNICATIONS	0	2	2	3	1	4
I VANTAGE NETWORK SOLUTIONS	1	1	2	2	0	2
IDEALDIAL CORPORATION	0	0	0	1	0	1
IDS TELCOM LLC	0	1	1	4	2	6
IDT AMERICA CORP.	4	1	5	8	0	8
IDT CORPORATION	0	0	0	1	0	1
ILD	6	11	17	37	5	42
ILD, INC.	0	0	0	0	2	2
INTEGRETEL, INC.	0	8	8	28	0	28
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	1	1	2
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	3	0	3
KMC TELECOM III LLC	1	0	1	0	0	0
KMC TELECOM INC.	0	0	0	0	1	1
KMC TELECOM V, INC.	0	1	1	0	0	0
LATIN AMERICAN ENTERPRISES, INC.	0	1	1	0	0	0
LEAST COST ROUTING, INC.	1	0	1	1	1	2
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
LONG DISTANCE CHARGES	1	0	1	1	0	1
MAIN STREET TELEPHONE COMPANY	0	0	0	1	0	1
MCG, LLC	1	2	3	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	3	3	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	31	58	89	122	7	129
MERCURY LONG DISTANCE, INC.	0	1	1	1	0	1
MERCURY MARKETING COMPANY, LTD.	0	0	0	0	1	1
NEWSOUTH COMMUNICATIONS CORP.	2	0	2	0	0	0
NORSTAR COMMUNICATIONS, INC. D/B/A BUSINESS SAVINGS PLAN I	0	0	0	0	1	1
OLS, INC.	2	0	2	0	0	0
ONE CALL COMMUNICATIONS, INC.	1	0	1	3	0	3
OPERATOR ASSISTANCE NETWORK	2	4	6	3	0	3
OPEX COMMUNICATIONS, INC.	1	0	1	1	3	4
OPTICAL TELEPHONE CORPORATION	31	2	33	5	33	38
PAETEC COMMUNICATIONS, INC.	0	1	1	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	1	2
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	1	0	1
PT-1 COMMUNICATIONS	0	1	1	0	1	1
PT-1 LONG DISTANCE, INC.	0	0	0	1	1	2
QUEST TELECOMMUNICATIONS, INC.	0	0	0	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
QWEST COMMUNICATIONS CORPORATION	16	9	25	50	1	51
RADIANT TELECOM, INC.	0	0	0	1	0	1
REDUCED RATE LONG DISTANCE LLC	0	0	0	0	3	3
SATURN TELECOMMUNICATION SERVICES, INC.	0	1	1	0	0	0
SPRINT	21	32	53	71	12	83
T-NETIX, INC.	0	0	0	0	1	1
TALK AMERICA INC.	4	11	15	16	6	22
TCG SOUTH FLORIDA	0	0	0	1	0	1
TELCO BILLING, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	0	2	2	2	0	2
TELEC, INC.	0	0	0	0	1	1
TELEUNO, INC.	2	0	2	2	6	8
TELIS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
TELLISS, LLC	1	0	1	0	0	0
TELSCAPE USA, INC.	0	0	0	0	1	1
TELSTAR INTERNATIONAL, INC.	1	0	1	1	0	1
THE FREE NETWORK, L.L.C.	2	0	2	2	1	3
TNS	1	0	1	0	0	0
TOUCH 1 COMMUNICATIONS, INC.	0	1	1	1	0	1
TTI NATIONAL, INC.	1	0	1	1	0	1

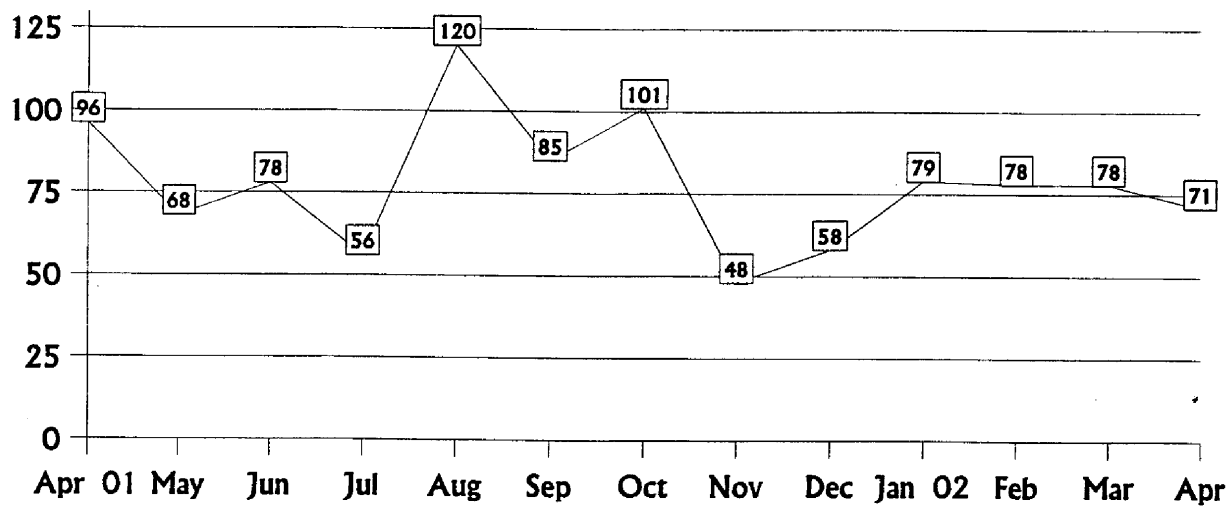
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
U S P & C CORPORATION	0	1	1	0	0	0
UKI COMMUNICATIONS, INC.	13	1	14	7	14	21
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	5	5	10	2	12
VERIZON SELECT SERVICES INC.	2	2	4	3	1	4
VOIP COMMUNICATIONS, INC.	0	0	0	1	0	1
WEBNET COMMUNICATIONS, INC.	2	0	2	2	0	2
WEST END COMMUNICATIONS INC.	0	0	0	0	1	1
WINSTAR WIRELESS, INC.	0	0	0	0	1	1
WORKING ASSETS FUNDING SERVICE, INC. D/B/A WORKING ASSETS	0	0	0	0	1	1
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	3	2	5	1	2	3
WORLDCOM NETWORK SERVICES, INC.	1	0	1	0	0	0
WORLDTEQ CORPORATION	1	0	1	0	0	0
WORLDXCHANGE CORP.	0	0	0	1	0	1
XO LONG DISTANCE SERVICES, INC.	0	0	0	2	0	2
YESTEL, INC.	0	0	0	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING, INC.	0	3	3	6	0	6
ZONE TELECOM, INC.	1	0	1	1	0	1
Total	248	302	550	646	182	828

Unauthorized Distance Service Change "Long Distance Slamming" Apparent Rule Infractions - April 2002

Company	April	Year-To-Date
AT&T / ACC	5	31
MCI Worldcom	2	18
OLS, Inc.	0	6
Optical Telephone Corporation	28	79
Sprint	5	33
Talk America Inc.	2	19
UKI Communications, Inc.	6	37
Teleuno, Inc.	5	15
WebNet Communications	0	16
Other Long Distance Companies	18	52
Totals	71	306

Cases Resolved as Slamming

March 2001 - March 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CINCINNATI BELL PUBLIC COMMUNICATIONS INC.	0	0	0	1	0	1
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	0	0	0	1	0	1
PAYTEL USA, INC.	1	0	1	0	0	0
SOUTHEAST PAYPHONES, INC.	1	0	1	0	0	0
T-NETIX, INC.	0	0	0	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
TELALEASING ENTERPRISES, INC.	0	0	0	0	2	2
THE FONE CONNECTION OF TAMPA BAY, INC.	0	1	1	0	0	0
THE TRAIN-TEL COMPANY	0	0	0	1	0	1
VERIZON FLORIDA INC.	0	1	1	0	0	0
TOTAL	2	2	4	5	2	7

Water and Wastewater Companies Complaint Activity - April 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	2	4	6	2	0	2
ARREDONDO UTILITY COMPANY, INC.	0	1	1	0	0	0
BROADVIEW PARK WATER COMPANY	9	3	12	6	2	8
BURKIM ENTERPRISES, INC.	0	0	0	0	1	1
CONSOLIDATED WATER WORKS, INC.	0	1	1	1	0	1
CRYSTAL RIVER UTILITIES, INC.	0	1	1	0	0	0
DIXIE GROVES ESTATES, INC.	0	0	0	1	0	1
FLORALINO PROPERTIES, INC.	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	4	3	7	3	1	4
FOREST HILLS UTILITIES, INC.	0	0	0	0	2	2
HOLIDAY UTILITY COMPANY, INC.	0	1	1	0	0	0
LANIGER ENTERPRISES OF AMERICA, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	1	0	1	1	0	1
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
MAD HATTER UTILITY, INC.	0	0	0	1	0	1
MILES GRANT WATER AND SEWER COMPANY	0	0	0	1	0	1
ORANGEWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
PASCO UTILITIES, INC.	3	0	3	3	0	3
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2	0	2
ROYAL UTILITY COMPANY	0	1	1	0	0	0
SANDY CREEK UTILITIES, INC.	0	0	0	1	0	1
SOUTHLAKE UTILITIES, INC.	0	1	1	1	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	2	0	2
WINDSTREAM UTILITIES COMPANY	1	0	1	0	0	0
TOTALS	20	17	37	28	6	34

INDEX OF DEFINITIONS

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

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

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

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

Complaint - A substantial unresolved objection regarding a regulated utility, as it relate to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis.

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

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

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

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

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

Docket Correspondence - Consumer input regarding a docketed item which does not require investigation or analysis by the PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

Information Request - An inquiry that does not involve investigation or analysis by the PSC staff.

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

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

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

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

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

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

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