



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
MAY 2002

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now two categories of consumer contact: Complaints and Information Requests. A Complaint is a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is an inquiry that does not involve investigation or analysis by the PSC staff.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. The amended rule establishes customer complaint procedures that are designed to accomplish this intent. It includes an expedited telephone 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 **2,274** 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 aparent rule infraction. There were also **3,256** information requests handled by the PSC.

A total of nineteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of May 31, 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 **1,039** calls transferred during May 2002.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$442,944** for the month.

Monthly Consumer Refunds

May 2001 - May 2002

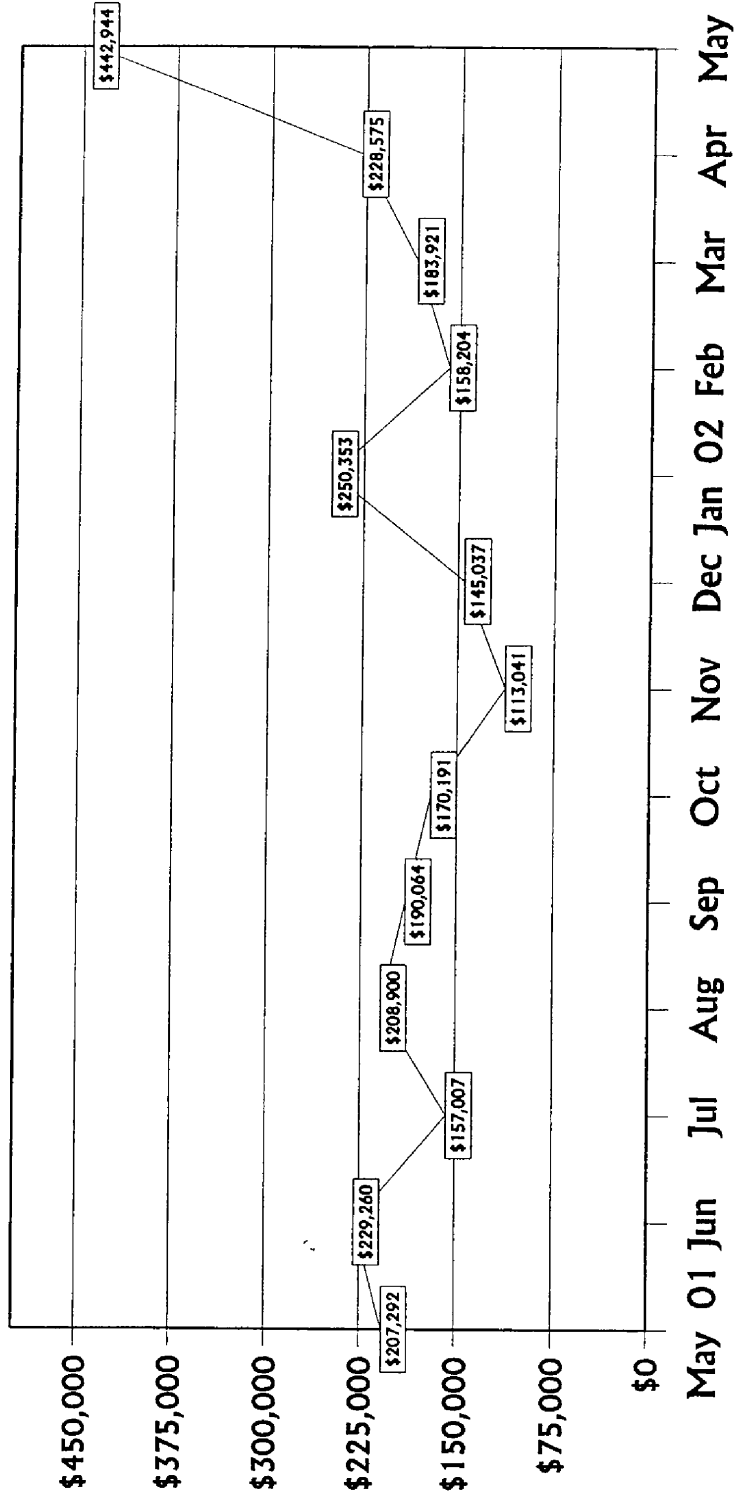


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Consumer Activity - May 2002

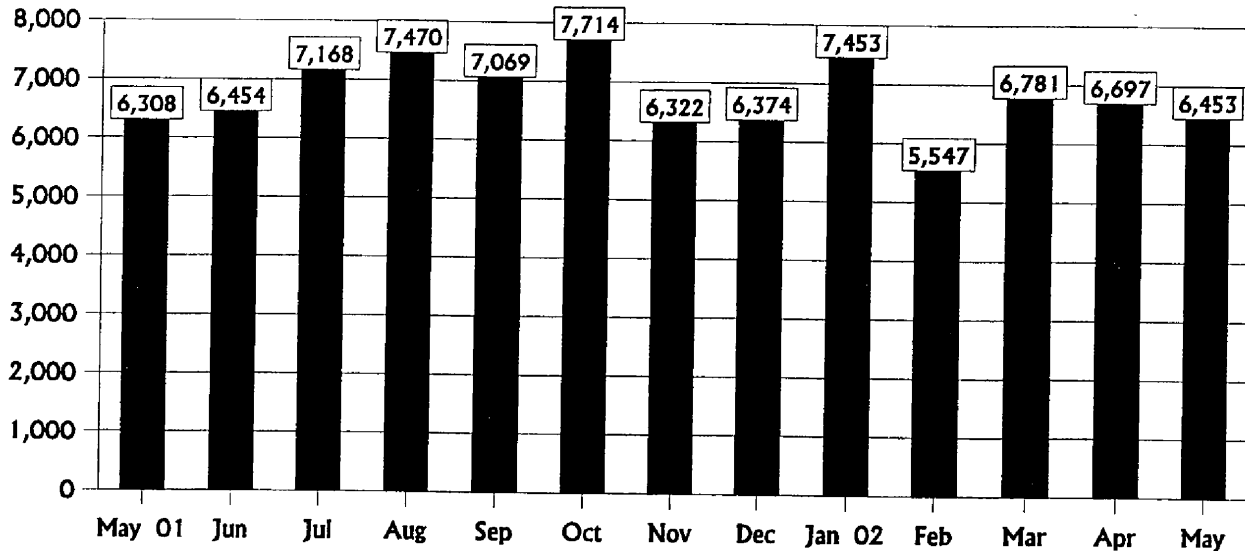
Complaints Received		2,274
Electric	50	
Gas	13	
Alternative Local Exchange Telephone	223	
Local Exchange Telephone	185	
Long Distance Telephone	515	
Pay Telephone	8	
Water & Wastewater	33	
Non-regulated/Other Consumer Assistance	1,132	
Cases Received / Closed Under 72 Hr Rule	115	
Electric	34	
Gas	0	
Telecommunications	81	
Water / Wastewater	0	
Information Requests Received		3,256
Total Cases Received		5,530

How Cases Were Received	Complaints	Information Requests
Phone	1,424	3,150
Mail	399	13
Internet	253	84
Fax	198	9
Totals	2,274	3,256

Non-Regulated Calls Not Filed As Cases		923
Total Consumer Contacts Handled		6,453
Transfer Connect (Calls Transferred to Utilities)		1,039
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)		39

Consumer Savings		
Electric	\$	9,602.69
Gas		781.71
Alternative Local Exchange Telephone		96,215.71
Local Exchange Telephone		58,033.19
Long Distance Telephone		278,151.06
Pay Telephone		29.80
Water & Wastewater		21.75
Non-regulated/Other Consumer Assistance		108.02
Total		\$ 442,943.93

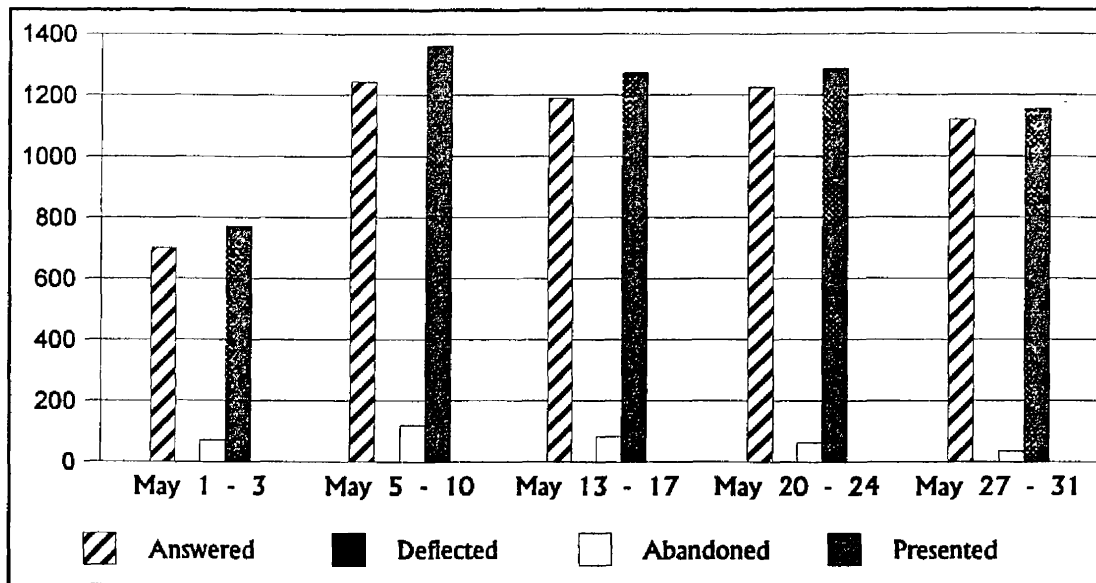
Public Service Commission Total Consumer Contacts May 2001 - May 2002



	Complaints Received	% of Total Complaints
Electric	50	2%
Gas	13	1%
Alt. Local Exchange Telephone	223	10%
Local Exchange Telephone	185	8%
Long Distance Telephone	515	23%
Pay Telephone	8	< 1%
Water & Wastewater	33	1%
Non-regulated Consumer Assistance	1,132	50%
Cases Received / Closed by 72 Hr Rule	115	5%
Total	2,274	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 May 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
May 1 - 3	700	91%	0	0%	71	9%	771
May 6 - 10	1,243	91%	0	0%	119	9%	1,362
May 13 - 17	1,190	93%	0	0%	83	7%	1,273
May 20 - 24	1,225	95%	0	0%	62	5%	1,287
May 27 - 31	1,120	97%	0	0%	35	3%	1,155
Totals	5,478	94%	0	0%	370	6%	5,848

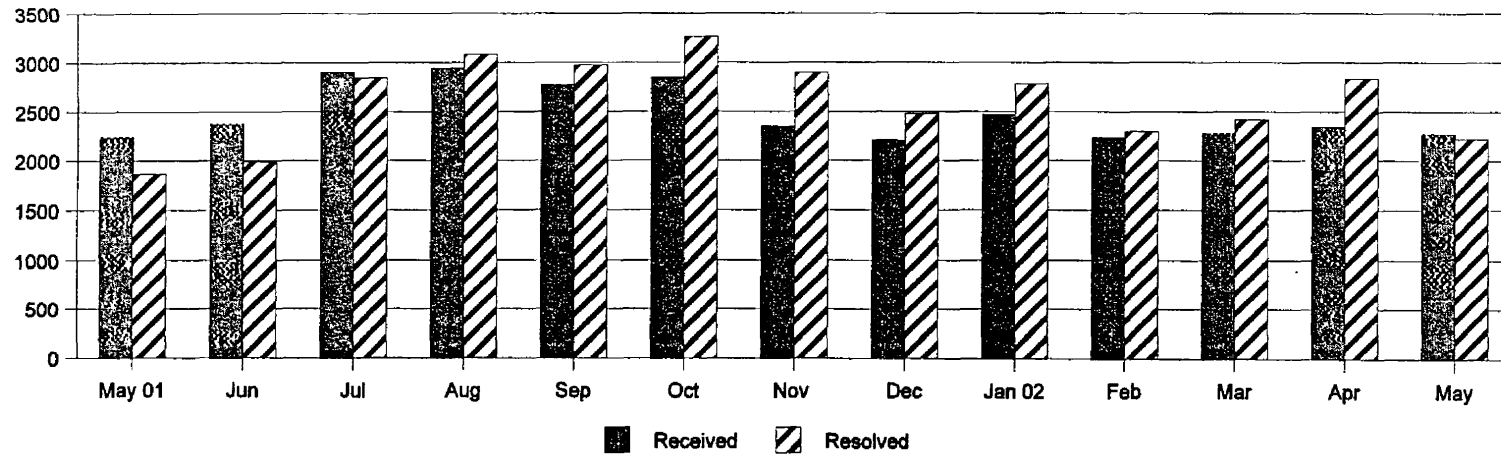
Note: % Totals have been rounded.

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

5,478
 (4,555)
 923

Monthly Status of Total Complaints Received / Resolved*

May 2001 - May 2002

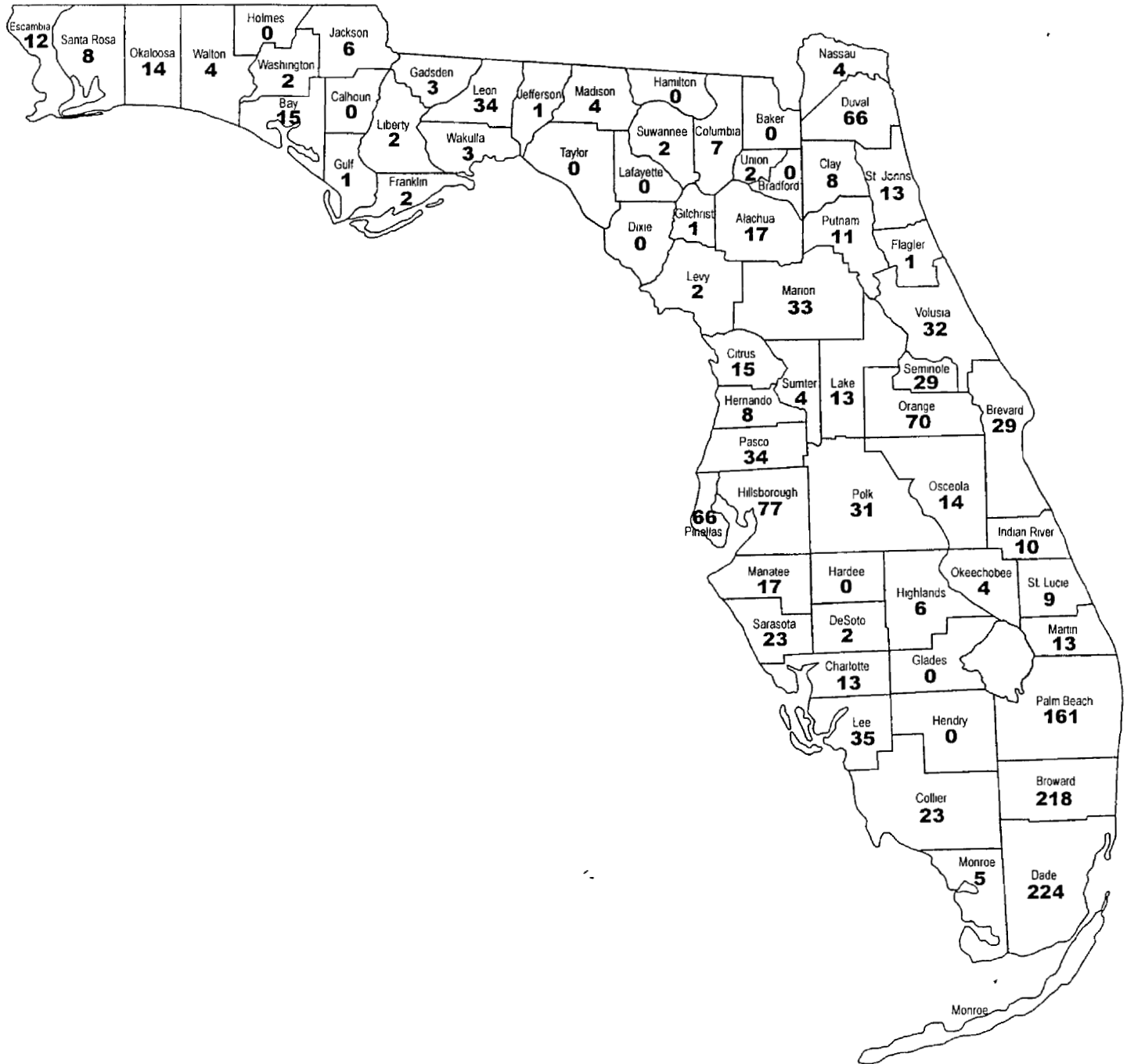


	May 01	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May
Received	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,279	2,346	2,274
Resolved	1,862	1,986	2,845	3,082	2,973	3,257	2,894	2,479	2,784	2,297	2,417	2,837	2,221

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

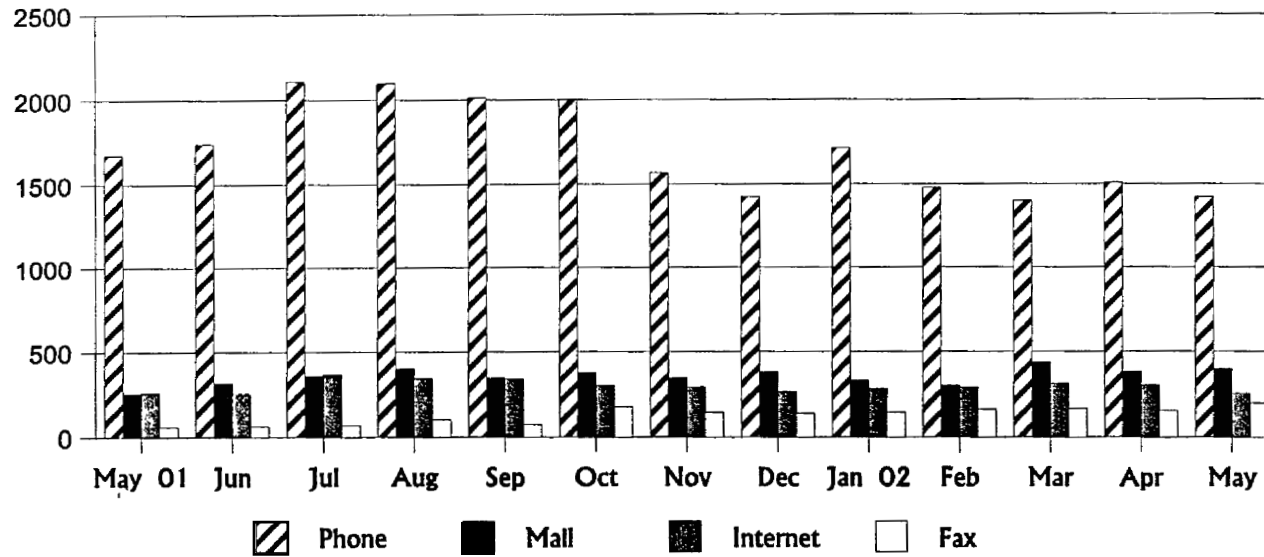
Complaints Received by County

MAY 2002



Note: County name not available for 811 cases

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

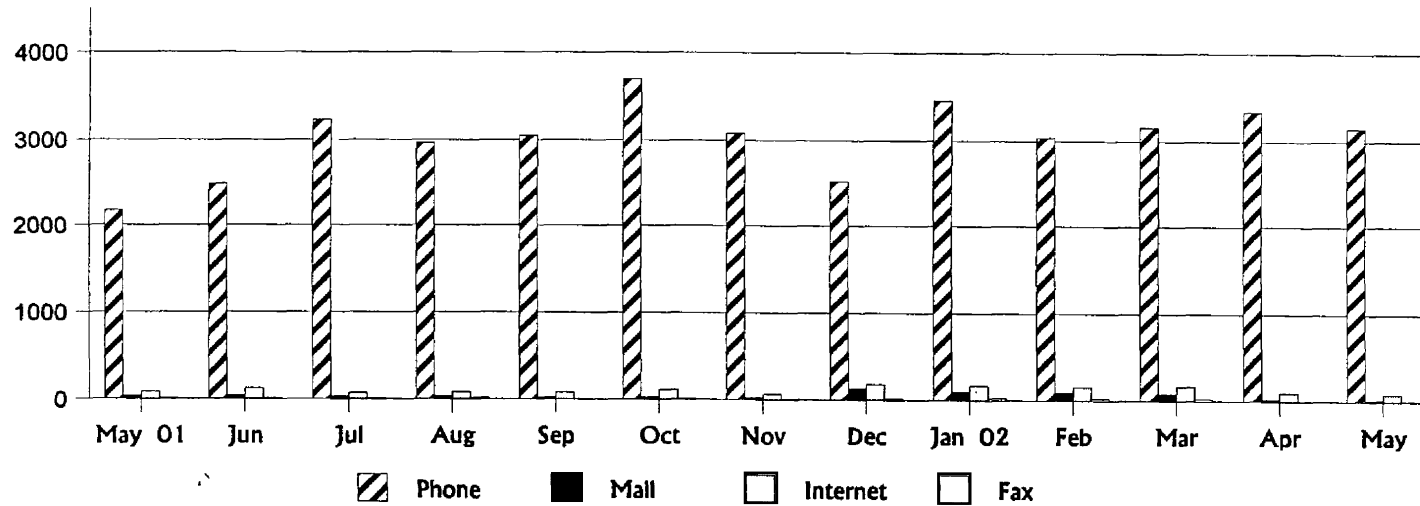


	May 01	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May
Phone	1,676	1,742	2,111	2,101	2,013	2,002	1,570	1,425	1,715	1,479	1,402	1,507	1,424
Mail	249	317	359	401	346	374	344	380	329	302	437	382	399
Internet	257	253	365	341	340	299	291	263	281	290	313	304	253
Fax	58	61	67	100	71	174	142	136	143	162	165	153	198
Total	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204	2,468	2,233	2,317	2,346	2,274

How Information Requests Were Received

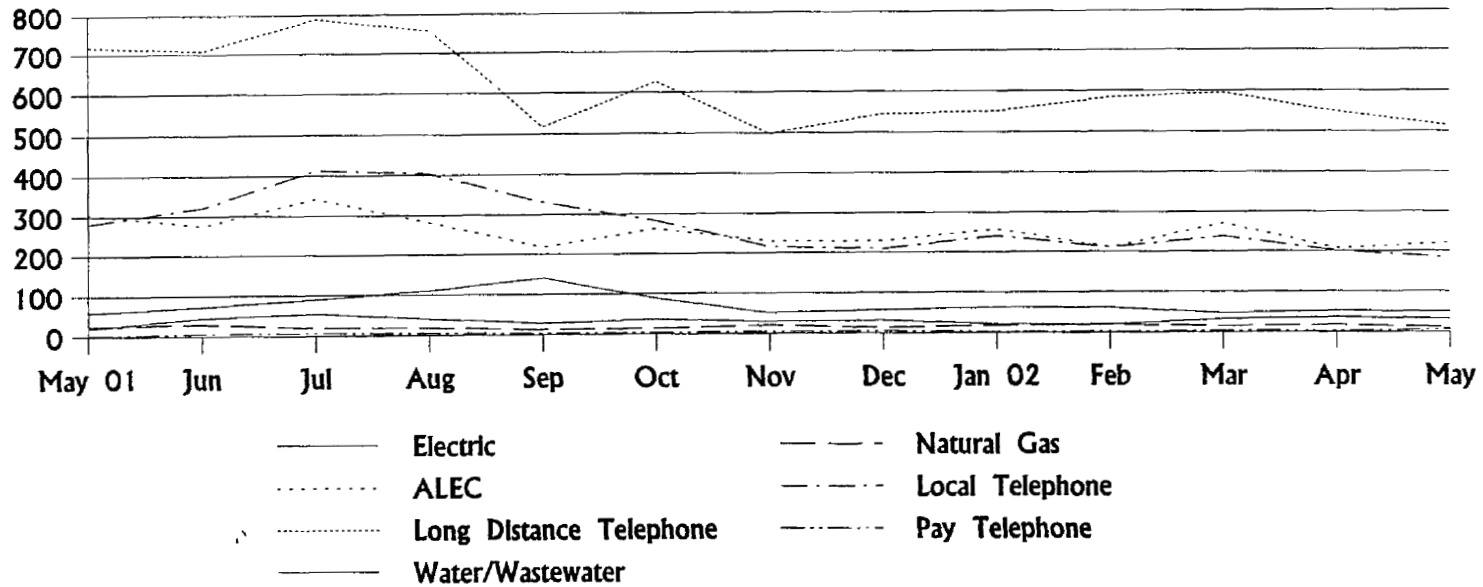
Phone, Mail, Internet and Fax

May 2001 - May 2002



	May 01	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May
Phone	2,167	2,478	3,233	2,966	3,047	3,697	3,081	2,514	3,465	3,040	3,158	3,341	3,150
Mail	38	38	35	35	25	27	25	130	98	92	84	20	13
Internet	87	123	73	84	82	111	63	180	169	158	168	97	84
Fax	8	10	13	18	5	7	8	15	24	24	22	3	9
Total	2,300	2,649	3,354	3,103	3,159	3,842	3,177	2,839	3,756	3,314	3,432	3,461	3,256

Complaints by Industry May 2001 - May 2002



Industry	May 01	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 02	Feb	Mar	Apr	May
Electric	59	73	90	111	140	89	52	58	64	62	47	53	50
Natural Gas	26	30	21	20	14	16	22	15	20	21	17	19	13
ALEC	306	277	344	282	219	264	231	230	258	212	272	208	223
Local Telephone	282	322	415	405	332	284	216	211	241	212	239	203	185
Long Dist. Phone	720	709	790	760	518	627	499	546	552	585	596	550	515
Payphone	3	7	7	6	5	5	6	6	3	3	5	4	8
Water/Wastewater	21	45	55	41	29	37	30	32	22	21	33	37	33

Electric Companies Complaint Activity - May 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	13	4	17	93	24	0	24	141
FLORIDA POWER & LIGHT COMPANY	13	14	27	146	43	1	44	239
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	5	1	0	1	5
GULF POWER COMPANY	0	0	0	11	4	0	4	11
TAMPA ELECTRIC COMPANY	3	2	5	25	6	0	6	46
TOTAL	30	20	50	280	78	1	79	442

**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*	May 2002 Apparent Infractions Index*
FLORIDA POWER CORPORATION	1,383,648	1	0.0007	0.92	0.00
FLORIDA POWER & LIGHT COMPANY	3,969,611	1	0.0003	0.32	1.60
FLORIDA PUBLIC UTILITIES COMPANY	25,992	1	0.0386	48.95	0.00
GULF POWER COMPANY	376,520	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	583,951	2	0.0034	4.34	0.00
TOTAL	6,339,722	5	0.0008		

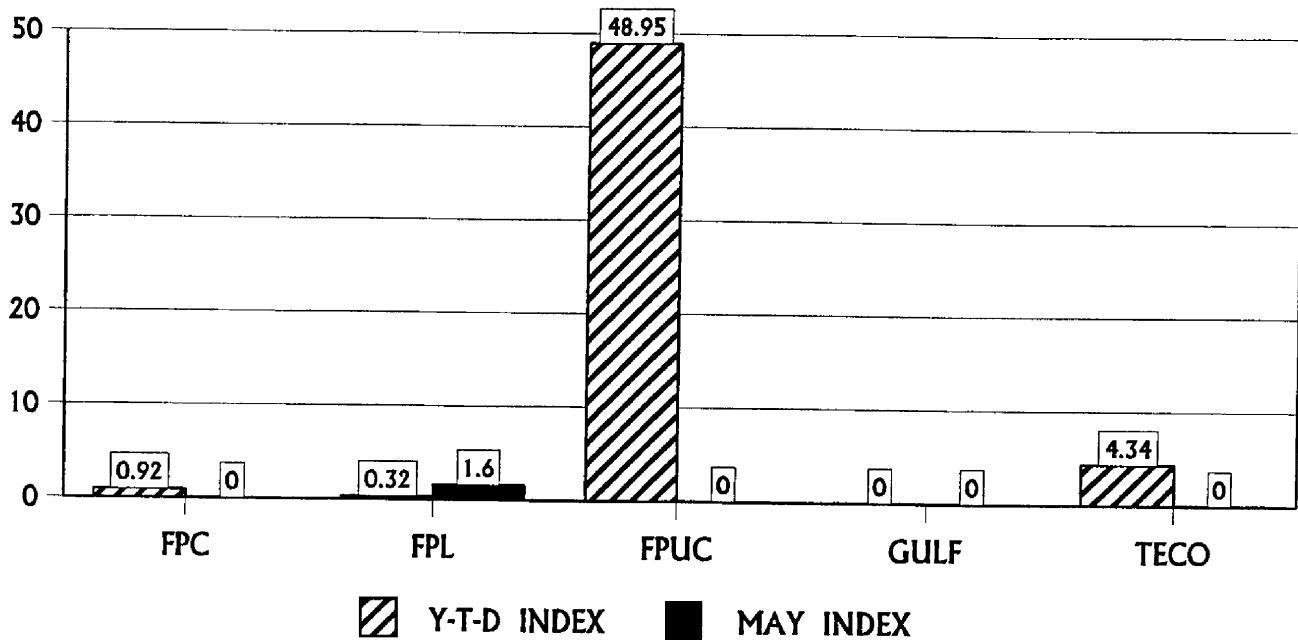
*Please see Index of Definitions.

**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

May 2002

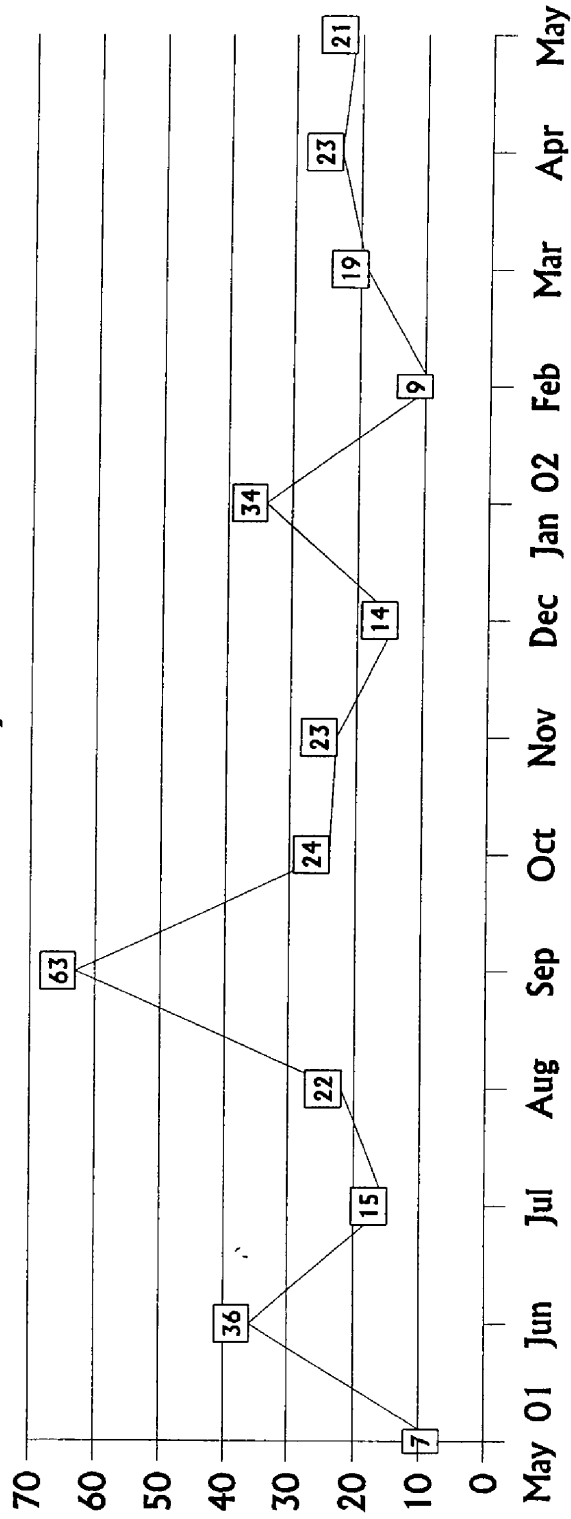


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,383,648	3,969,611	25,992	376,520	583,951

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

Total Momentary Electricity Outages Filed

May 2001 - May 2002



Natural Gas Companies Complaint Activity May 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	0	0	4	2	0	2	4
CITY GAS COMPANY OF FLORIDA	1	4	5	44	10	1	11	65
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	18	5	0	5	18
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	1	0	1	4
TAMPA ELECTRIC COMPANY (TECO) D/B/A PEOPLES GAS SYSTEM	3	2	5	22	8	1	9	27
TOTAL	5	8	13	90	26	2	28	118

**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*	May 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	7	0.067	3.86	1.93
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	1	0.004	0.25	0.86
INDUSTRY TOTAL	436,228	8	0.020		

*Please see Index of Definitions.

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

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

**Alternative Local Telephone Companies
Complaint Activity - May 2002**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	1	0	1
ACCESS ONE COMMUNICATIONS, INC.	0	1	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	3	1	4	4	2	6
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
AMERICAN FIBER NETWORK, INC.	0	1	1	0	0	0
ANEW BROADBAND, INC.	1	0	1	1	0	1
ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS	0	0	0	1	0	1
AT&T DIGITAL PHONE	29	23	52	70	21	91
BIZ-TEL CORPORATION	0	0	0	0	2	2
BROADWING LOCAL SERVICES INC.	0	1	1	0	0	0
BTI	0	2	2	2	1	3
BUDGET PHONE, INC.	1	0	1	1	0	1
CABLE & WIRELESS USA, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
CAMPUS COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
CAT COMMUNICATIONS	2	1	3	5	0	5
CHOCTAW COMMUNICATIONS, INC.	0	1	1	0	0	0
CITYWIDE-TEL	1	0	1	0	0	0
C.B. TELECOMM, INC.	0	0	0	0	1	1
DEDICATED FIBER SYSTEMS, INC.	0	0	0	1	0	1
DELTA PHONES, INC.	0	0	0	1	0	1
DIALTONE TELECOM, LLC	1	0	1	1	0	1
DIRECT TELEPHONE COMPANY, INC.	0	0	0	0	1	1
DPI-TELECONNECT, L.L.C.	1	0	1	0	0	0
EASY TELEPHONE SERVICES COMPANY	1	0	1	0	1	1
EPICUS , INC.	0	1	1	5	0	5
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	1	1
EXCELINK COMMUNICATIONS, INC.	2	1	3	1	2	3
FLORIDA COMM SOUTH	2	0	2	1	0	1
FLORIDA DIGITAL NETWORK, INC.	11	4	15	16	5	21
FLORIDA TELEPHONE SERVICES, LLC	3	0	3	9	2	11
HALE AND FATHER, INC.	5	3	8	27	7	34
I VANTAGE NETWORK SOLUTIONS	1	1	2	0	0	0
IDS TELCOM LLC	5	5	10	5	4	9

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ILD	1	4	5	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	1	3	4
ITC^DELTACOM	2	0	2	3	0	3
KMC TELECOM III LLC	0	1	1	1	1	2
KNOLOGY OF FLORIDA, INC.	0	0	0	1	0	1
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	1	0	1
MCI WORLDCOM NETWORK SERVICES, INC.	1	4	5	0	1	1
MIRACLE COMMUNICATIONS	1	0	1	0	0	0
MPOWER COMMUNICATIONS CORP.	3	5	8	5	1	6
NEWPHONE	1	0	1	1	0	1
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	1	2
NUVOX COMMUNICATIONS, INC.	1	0	1	0	0	0
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
PARCOM COMMUNICATIONS, INC.	0	0	0	0	1	1
POINTECOM, INCORPORATED D/B/A TELScape COMMUNICATIONS	0	0	0	0	1	1
QUICK CONNECTS	2	1	3	0	0	0
QWEST COMMUNICATIONS CORPORATION	1	3	4	3	0	3
SANTEL COMMUNICATIONS	1	1	2	1	0	1
SATCOM COMMUNICATION	1	0	1	0	0	0

7

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SBC TELECOM, INC.	0	0	0	1	0	1
SMART CITY SOLUTIONS, LLC	1	0	1	0	0	0
SOUTHERN RECONNECT, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	29	23	52	36	5	41
TALK AMERICA INC.	4	0	4	10	3	13
TELECONEX	1	0	1	0	0	0
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1	0	1
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	2	0	2
US LEC OF FLORIDA INC.	0	0	0	2	0	2
USA TELEPHONE INC.	0	0	0	1	0	1
VARTEC TELECOM, INC.	1	3	4	4	1	5
VERIZON ADVANCED DATA INC.	0	0	0	0	1	1
WINSTAR WIRELESS, INC.	0	0	0	1	1	2
XO FLORIDA, INC.	1	0	1	2	0	2
Z-TEL COMMUNICATIONS, INC.	1	1	2	1	0	1
TOTALS	129	94	223	237	70	307

Local Telephone Companies Complaint Activity May 2002

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	5	2	7	27	7	0	7	33
BELLSOUTH	81	47	128	677	169	2	171	907
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	0	0	0	6	0	0	0	7
VERIZON FLORIDA, INC.	9	4	13	109	21	1	22	139
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	0	0	0	0	0
NE FLORIDA	0	0	0	1	0	0	0	2
QUINCY/TDS	1	0	1	2	0	0	0	1
SMART CITY TELECOM (Formerly Vista United)	0	0	0	1	1	0	1	1
SPRINT-FLORIDA	22	14	36	263	67	6	73	331
TOTAL	118	67	185	1,086	265	9	274	1,421

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*	May 2002 Apparent Infractions Index*
ALLTEL	94,736	3	0.0317	5.76	0.00
BELLSOUTH	6,451,600	33	0.0051	0.93	0.39
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	8	0.0033	0.60	0.52
ITS TELECOMMUNICATIONS SYSTEMS	3,891	0	0.0000	0.00	0.00
NE FLORIDA	10,500	0	0.0000	0.00	0.00
QUINCY/TDS	14,212	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	18	0.0081	1.48	3.40
TOTAL	11,277,711	62	0.0055		

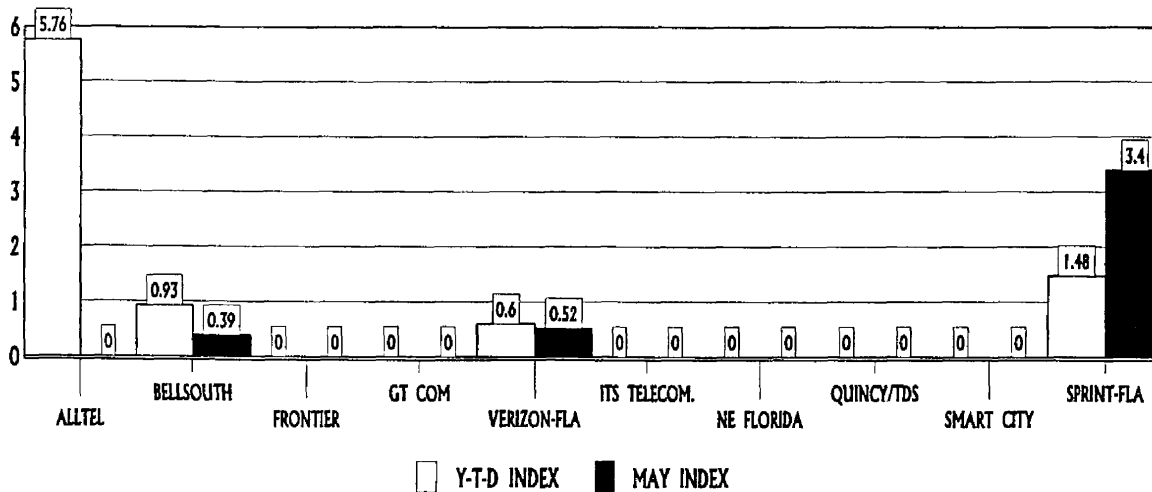
* Please see Index of Definitions.

**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

May 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 - May 2002**

Company	May	Year-To-Date
AT&T Digital Phone	2	2
Bellsouth Telecommunications, Inc.	2	3
Florida Digital Network, Inc.	2	6
Hale & Father, Inc.	3	11
IDS Long Distance, Inc.	0	4
IDS Telcom LLC	2	3
Sprint-Florida, Inc.	3	5
Supra Telecommunications & Information Systems, Inc.	3	12
Talk America Inc.	2	6
All Other Local Companies	3	11
Totals	22	63

Cramming Statistics*

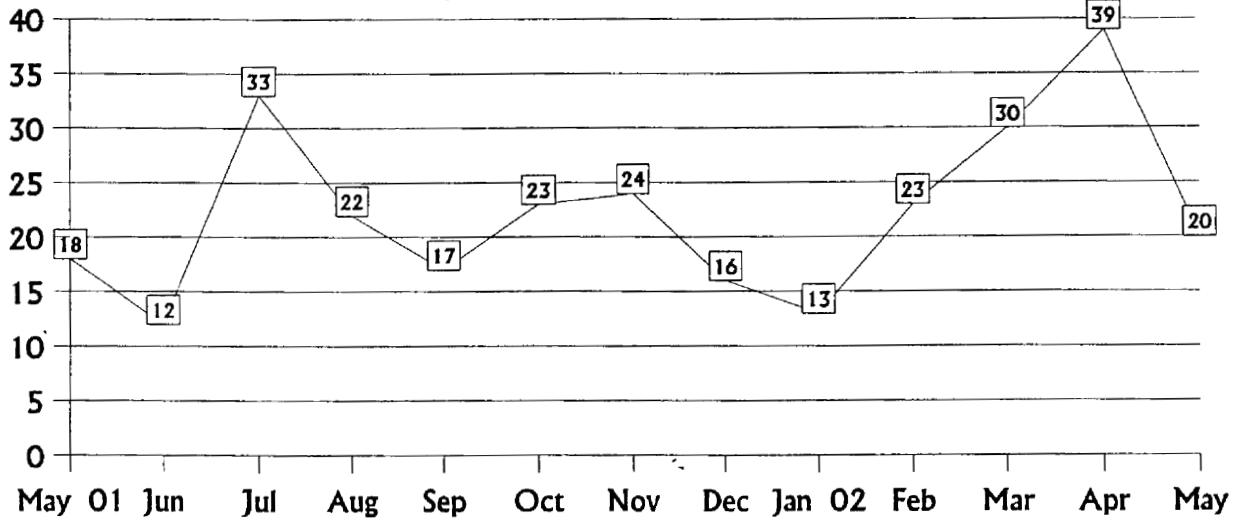
May 2002

New Cases Received	Prior & New Cases Resolved as Cramming	\$ Savings to Consumers
40	20	\$ 1,412.20

**Please see Index of Definitions*

Cases Resolved as Cramming

May 2001 - May 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	2	2	2	1	3
ACCESS ONE, INC.	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ADMA TELECOM, INC.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	0	3	3	4	0	4
AMERICA'S DIGITAL SATELITE TELEPHONE, INC.	13	2	15	2	9	11
ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS	0	0	0	1	0	1
AT&T	67	75	142	229	36	265
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST.	0	0	0	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	1	0	1	1	0	1
BROADWING TELECOMMUNICATIONS INC.	1	0	1	2	0	2
BUEHNER-FRY, INC.	0	1	1	1	0	1
BUSINESS SAVINGS PLAN INC.	1	0	1	1	0	1
CAPITAL SERVICES OF SOUTH FLORIDA, INC.	0	1	1	0	0	0
CIERRACOM SYSTEMS	1	2	3	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	5	0	5	1	0	1
COMTECH 21, LLC	0	0	0	0	1	1
CORRECTIONAL BILLING SERVICES	1	1	2	2	0	2
DANCRIS TELECOM, L.L.C.	1	0	1	0	0	0
DAVELTEL, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
EASY TEL, INC.	1	0	1	0	0	0
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED COMMUNICATIONS GROUP, L.L.C.	0	0	0	1	1	2
ENHANCED SERVICES BILLING, INC.	0	1	1	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	1	1	2
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	7	1	8
EZTEL NETWORK SERVICE, LLC	0	1	1	1	1	2
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	1	1	0	0	0
FEDERAL TRANSTEL, INC.	0	2	2	0	0	0
FLORIDA DIGITAL NETWORK, INC.	1	1	2	3	0	3
FONETEL (AMERICAN TELCOM INC. D/B/A)	0	0	0	0	1	1
FOXTEL, INC.	0	1	1	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	6	0	6
GLOBAL LINK COMMUNICATIONS, INC.	1	0	1	0	0	0
GLOBAL TEL*LINK CORPORATION	0	0	0	2	0	2
GTC TELECOM, INC.	0	0	0	2	0	2
HBS BILLING SERVICES COMPANY	1	1	2	0	0	0
HORIZONONE COMMUNICATIONS	0	2	2	1	0	1
I VANTAGE NETWORK SOLUTIONS	0	3	3	3	2	5
IDS TELCOM LLC	1	0	1	4	0	4
IDT AMERICA CORP.	10	1	11	9	2	11

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ILD	8	11	19	32	1	33
ILD, INC.	0	0	0	0	1	1
INTEGRETEL, INC.	2	12	14	8	1	9
INTELLIGENT SWITCHING AND SOFTWARE, LLC	0	1	1	0	0	0
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMM.	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	1	1	2
ITC*DELTACOM	0	1	1	2	0	2
KMC TELECOM III LLC	0	1	1	0	0	0
LEAST COST ROUTING, INC.	1	1	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	0
L.O.M.	3	0	3	1	0	1
MCG, LLC	1	1	2	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	2	0	2
MCI WORLDCOM NETWORK SERVICES, INC.	36	51	87	131	14	145
MERCURY LONG DISTANCE, INC.	0	0	0	1	0	1
NATIONAL ACCOUNTS, INC.	1	0	1	1	0	1
NETWORK PLUS, INC. D/B/A HALE AND FATHER, INC.	0	0	0	2	0	2
NEWSOUTH COMMUNICATIONS CORP.	1	1	2	0	2	2
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NET.	0	0	0	2	0	2
OLS, INC.	1	3	4	1	2	3
ONE CALL COMMUNICATIONS, INC.	0	2	2	2	1	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ONE CALL COMMUNICATIONS, INC., OPTICOM, 1-800-MAX-SAVE	0	1	1	0	0	0
OPEX COMMUNICATIONS, INC.	0	0	0	0	1	1
OPTICAL TELEPHONE CORPORATION	29	3	32	6	29	35
ORION TELECOMMUNICATIONS OF NEW YORK	1	0	1	0	1	1
PEOPLE LINK BY TCI	0	1	1	0	0	0
PHONETEL TECHNOLOGIES, INC.	1	0	1	0	0	0
POWERNET GLOBAL COMMUNICATIONS	0	1	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	0	1	1	5	0	5
PROMISE-NET INTERNATIONAL, LTD., INC.	0	0	0	1	0	1
PT-1 COMMUNICATIONS	0	1	1	0	1	1
PT-1 LONG DISTANCE, INC.	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	11	10	21	29	2	31
RADIANT TELECOM, INC.	0	1	1	0	0	0
RSL COM U.S.A., INC.	1	0	1	1	1	2
SPRINT	27	18	45	66	11	77
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	0	0	0
TALK AMERICA INC.	3	2	5	20	4	24
TALK VISUAL CORPORATION	0	0	0	1	0	1
TELCO PARTNERS, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	1	1	2	10	0	10

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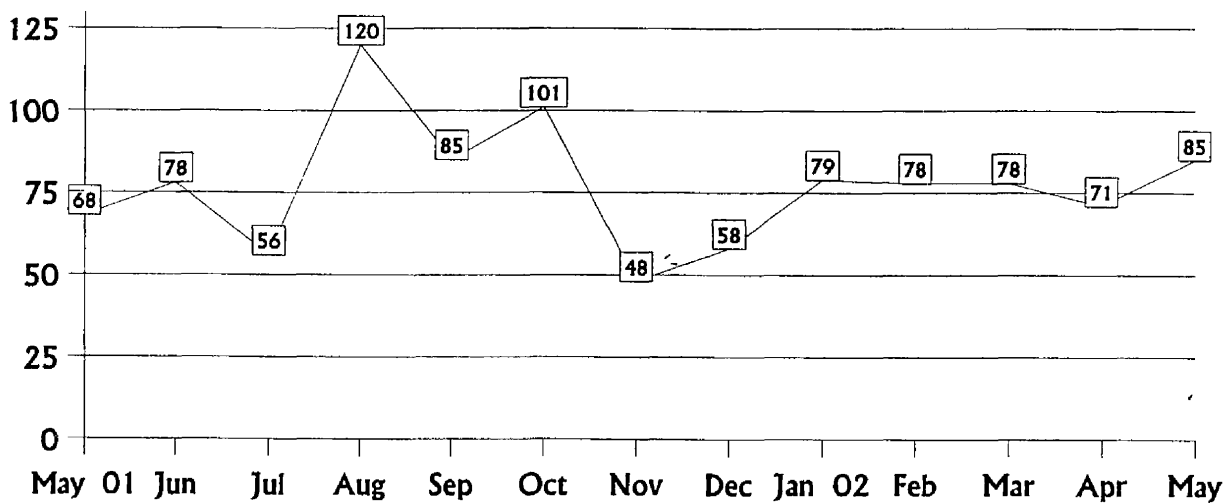
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELEFYNE INCORPORATED	0	0	0	1	1	2
TELEGLOBE USA INC.	0	1	1	0	0	0
TELEUNO, INC.	5	1	6	2	3	5
TELIGENT SERVICES, INC.	0	0	0	0	1	1
TELSCAPE USA, INC.	0	0	0	1	0	1
THE FREE NETWORK, L.L.C.	0	0	0	1	0	1
TOTAL CALL INTERNATIONAL, INC.	0	0	0	0	1	1
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	2	2	4	2	20	22
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
URSUS TELECOM CORP.	0	1	1	0	0	0
US COMMUNICATIONS (DARREN B. SWAIN, INC. D/B/A)	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	1	2	1	0	1
VALUE-ADDED COMMUNICATIONS CORPORATION	0	2	2	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	3	6	9	10	2	12
VERIZON SELECT SERVICES INC.	3	1	4	3	0	3
WEBNET COMMUNICATIONS, INC.	2	2	4	0	2	2
WORKING ASSETS FUNDING SERVICE, INC. D/B/A WORKING ASSETS	0	0	0	1	0	1
WORLD-LINK, INC.	0	2	2	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	5	1	6	1	3	4
XO LONG DISTANCE SERVICES, INC.	0	0	0	1	0	1
ZERO PLUS DIALING, INC.	2	4	6	6	0	6
Total	263	252	515	655	165	820

Unauthorized Distance Service Change “Long Distance Slamming” Apparent Rule Infractions - May 2002

Company	May	Year-To-Date
AT&T / ACC	7	38
MCI Worldcom	7	25
OLS, Inc.	2	8
Optical Telephone Corporation	27	106
Sprint	4	37
Talk America Inc.	2	21
Teleuno, Inc.	3	18
UKI Communications, Inc.	15	52
WebNet Communications	1	17
Other Long Distance Companies	17	69
Totals	85	391

Cases Resolved as Slamming

May 2001 - May 2002



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
AT&T	1	0	1	0	0	0
EVERCOM SYSTEMS, INC.	0	0	0	1	0	1
GORAN DRAGOSLAVIC D/B/A FIRST AMERICAN TELECOMMUNICATIONS	0	0	0	2	0	2
INLINE TELECOM, INC.	0	1	1	0	0	0
JESUS SOLE D/B/A ADVANCE TELEPHONE USA COMPANY	0	0	0	0	1	1
LYNN E. MAXWELL, JR.	1	0	1	0	0	0
NATIONAL TELEPHONE COMPANY, L.L.C.	0	1	1	0	0	0
NATIONWIDE COMMUNICATIONS OF MICHIGAN, INC.	1	0	1	0	0	0
OTC AND OMEGA TELECOM	0	1	1	0	0	0
PALM-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	0	0	0
SPRINT PAYPHONE SERVICES, INC.	0	0	0	2	0	2
THE FONE CONNECTION OF TAMPA BAY, INC.	0	0	0	1	0	1
VERIZON FLORIDA INC.	0	0	0	1	0	1
WHITNEY-PHILLIPS-T.R.F., INC.	0	0	0	1	0	1
TOTAL	4	4	8	8	1	9

Water and Wastewater Companies Complaint Activity - May 2002

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALAFAYA UTILITIES, INC.	1	1	2	0	0	0
ALOHA UTILITIES, INC.	1	3	4	7	0	7
BOCILLA UTILITIES, INC.	1	0	1	0	0	0
BONITA SPRINGS UTILITIES	1	0	1	0	0	0
BROADVIEW PARK WATER COMPANY	1	3	4	12	2	14
CONSOLIDATED WATER WORKS, INC.	2	0	2	0	0	0
CRYSTAL RIVER UTILITIES, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	1	0	1	1	0	1
FLORIDA WATER SERVICES CORPORATION	6	2	8	6	1	7
HUDSON UTILITIES, INC.	0	1	1	0	0	0
LABRADOR SERVICES, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	1	1	2	1	0	1
MARION UTILITIES, INC.	1	0	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	2	0	2
RIVER RANCH	0	1	1	0	0	0
ROYAL UTILITY COMPANY	0	1	1	1	0	1
SANDY CREEK UTILITIES, INC.	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	1	1	1	0	1
TERRA MAR VILLAGE UTILITIES, INC.	1	0	1	0	0	0
UNITED WATER FLORIDA INC.	1	0	1	0	0	0
TOTALS	19	14	33	34	3	37

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

