



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
OCTOBER 2001

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 **2,849** 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 **3,842** information requests handled by the PSC.

A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of October 31, 2001. 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 **1,268** calls transferred during October 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$170,191** for the month and **\$2,322,303** for the calendar year.

Monthly Consumer Refunds

October 2000 - October 2001

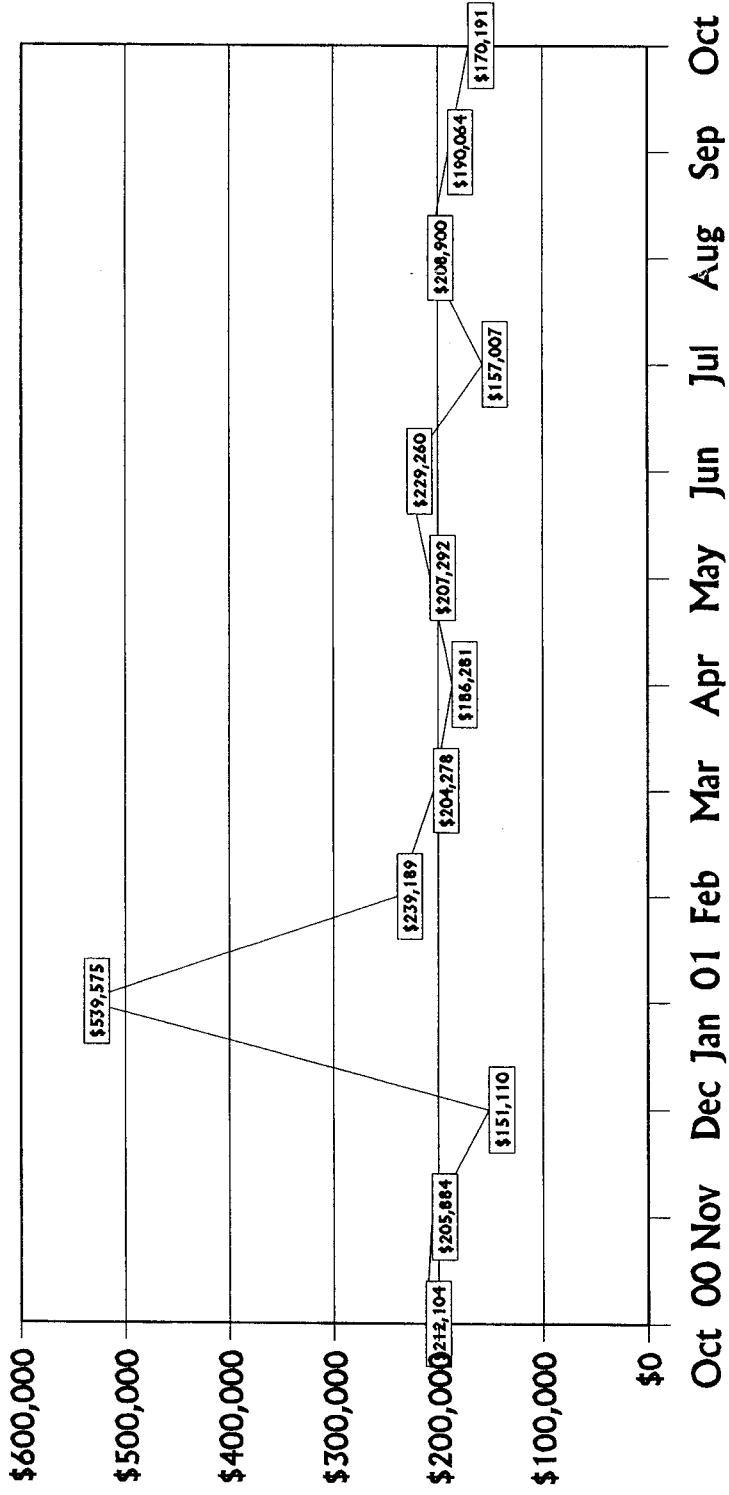


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Consumer Activity - October 2001

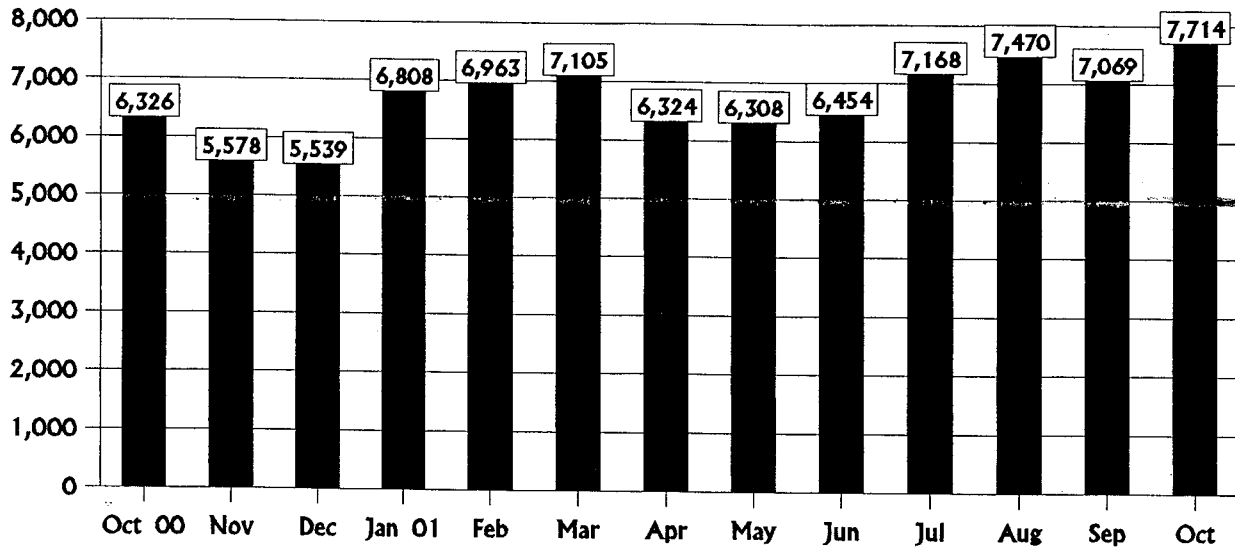
Complaints Received	2,849
Electric	89
Gas	16
Alternative Local Exchange Telephone	264
Local Exchange Telephone	284
Long Distance Telephone	627
Pay Telephone	5
Water & Wastewater	37
Non-regulated/Other Consumer Assistance	1,328
Cases Received / Closed Under 72 Hr Rule	199
Electric	84
Gas	0
Telecommunications	114
Water / Wastewater	1
Information Requests Received	3,842
Total Cases Received	6,691

How Cases Were Received	Complaints	Information Requests
Phone	2,002	3,697
Mail	374	27
Internet	299	111
Fax	174	7
Totals	2,849	3,842

Non-Jurisdictional Calls Not Filed As Cases	1,023
Total Consumer Contacts Handled	7,714
Transfer Connect (Calls Transferred to Utilities)	1,268
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	48

Consumer Savings	
Electric	\$ 11,793.55
Gas	947.10
Alternative Local Exchange Telephone	21,514.10
Local Exchange Telephone	35,731.22
Long Distance Telephone	88,775.64
Pay Telephone	4.20
Water & Wastewater	53.37
Non-regulated/Other Consumer Assistance	11,371.87
Total	\$ 170,191.05

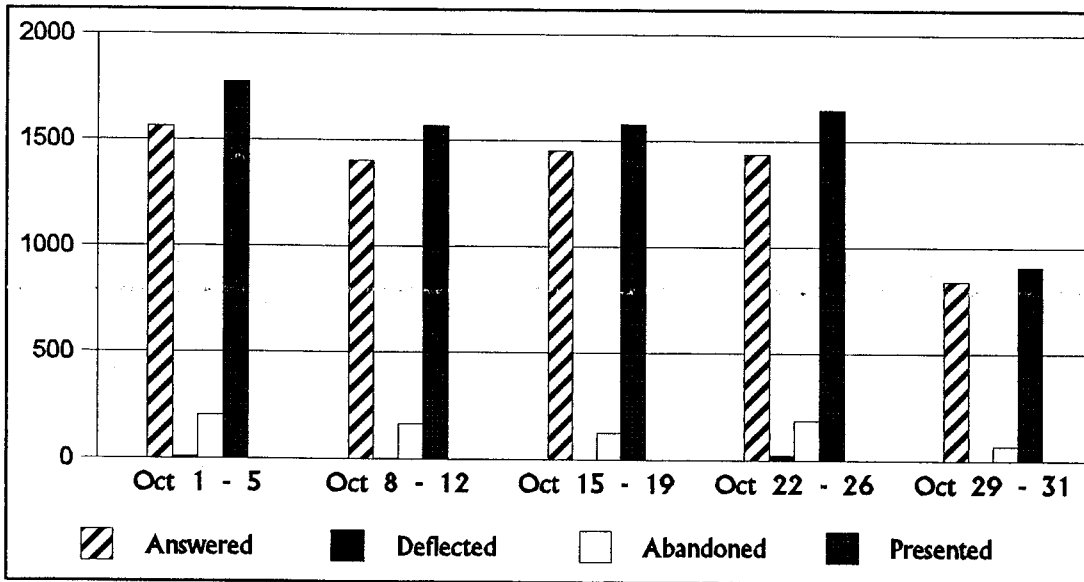
Public Service Commission Total Consumer Contacts October 2000 - October 2001



	Complaints Received	% of Total Complaints
Electric	89	5%
Gas	16	1%
Alt. Local Exchange Telephone	264	8%
Local Exchange Telephone	284	12%
Long Distance Telephone	627	19%
Pay Telephone	5	< 1%
Water & Wastewater	37	1%
Non-regulated Consumer Assistance	1,328	47%
Cases Received / Closed by 72 Hr Rule	199	7%
Total	2,849	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 October 2001



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.

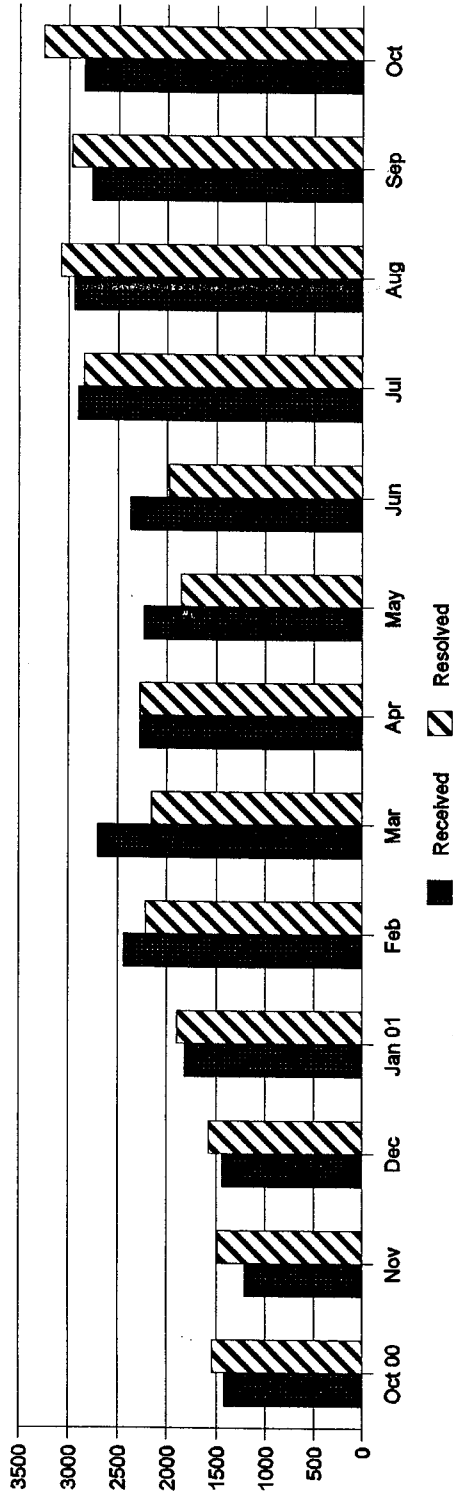
Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Oct 1 - 5	1,564	88.2%	7	0.4%	203	11.4%	1,774
Oct 8 - 12	1,403	89.4%	1	0.1%	165	10.5%	1,569
Oct 15 - 19	1,453	92.0%	0	0.0%	126	8.0%	1,579
Oct 22 - 26	1,438	87.3%	23	1.4%	186	11.3%	1,647
Oct 29 - 31	842	92.6%	0	0.0%	67	7.4%	909
Totals	6,700	89.6%	31	0.4%	747	10.0%	7,478

Calls Answered During the Month	6,700
Minus CAF Calls Resulting in Cases	(5,677)
Total Non-Jurisdictional Calls Not Filed As Cases	1,023

Monthly Status of Total Complaints Received / Resolved*

October 2000 - October 2001

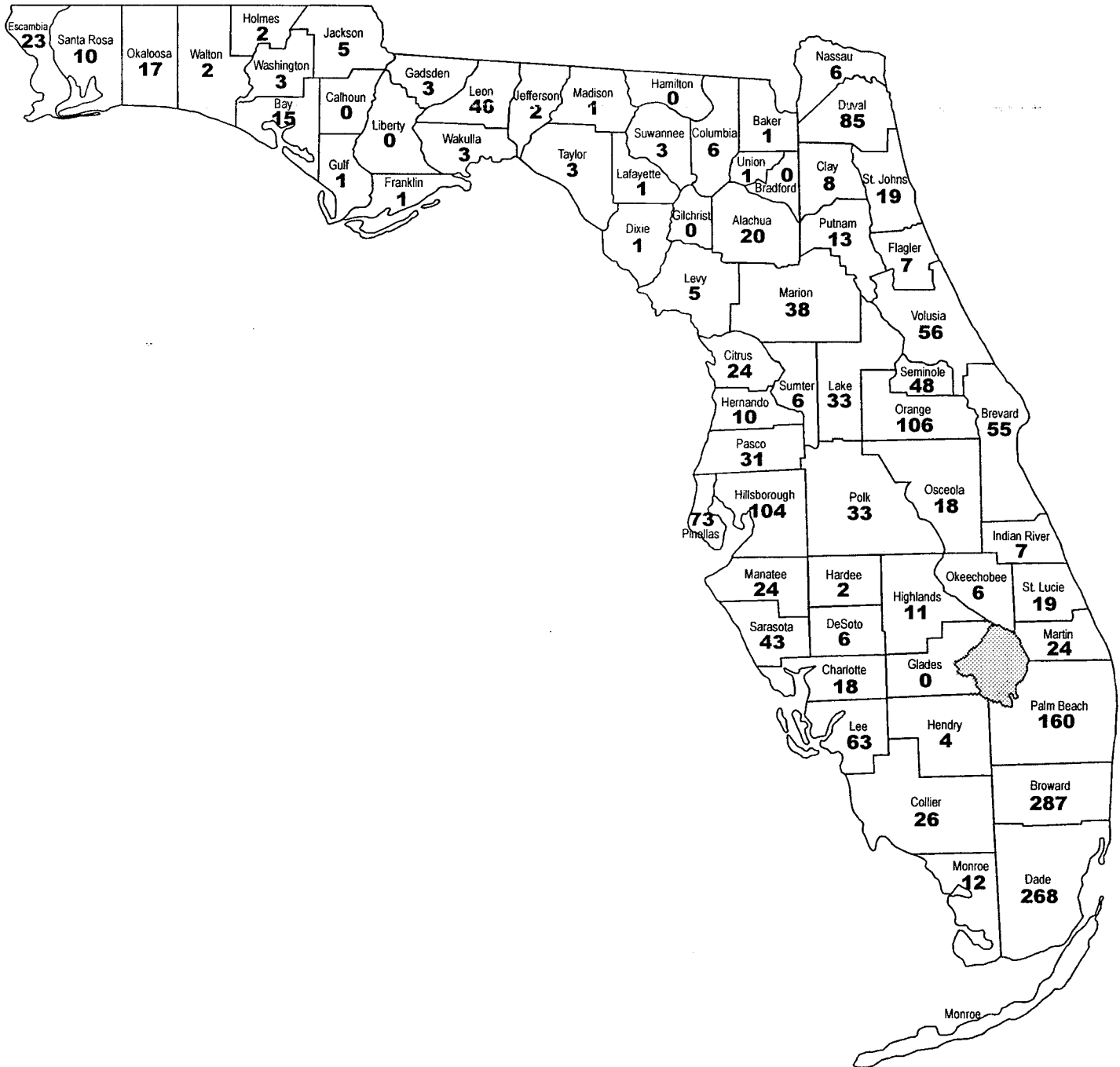


	Oct 00	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Received	1,421	1,214	1,442	1,821	2,348	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849
Resolved	1,547	1,488	1,581	1,897	2,221	2,163	2,280	1,862	1,986	2,845	3,082	2,973	3,257

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

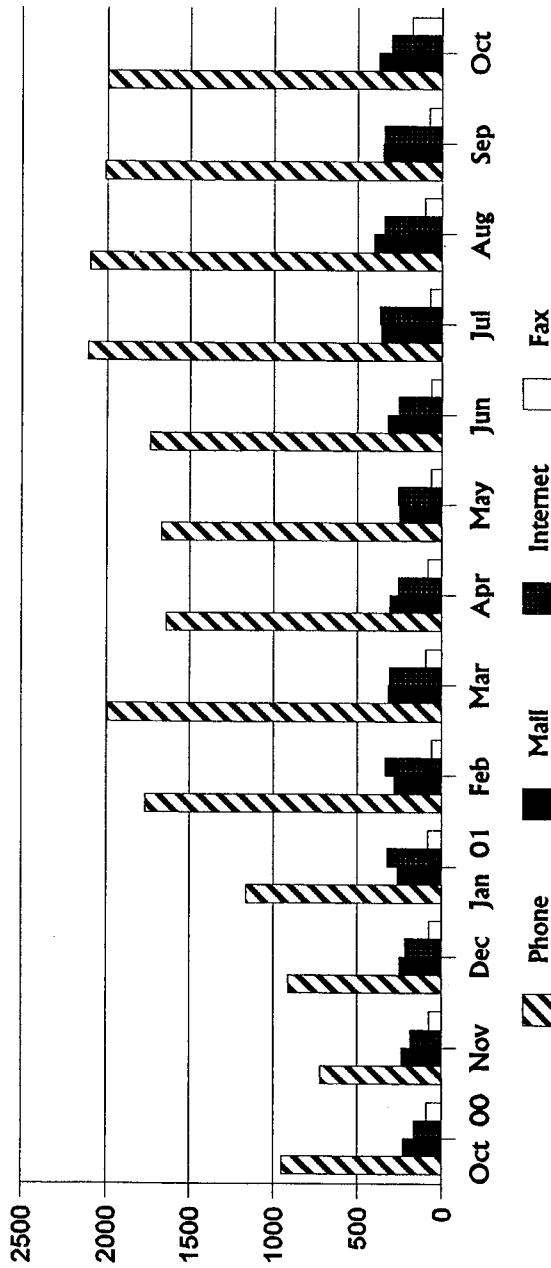
Complaints Received by County

OCTOBER 2001



Note: County name not available for 921 cases.

How Complaints Were Received Phone, Mail, Internet and Fax October 2000 - October 2001

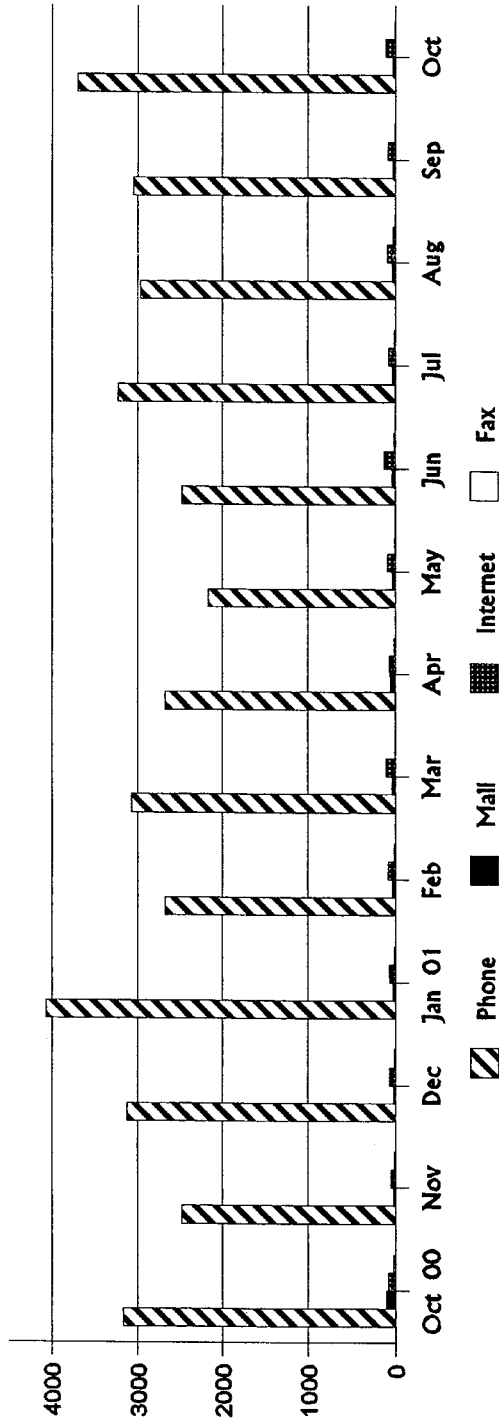


	Oct 00	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	951	724	913	1,163	1,769	1,992	1,642	1,676	1,742	2,111	2,101	2,013	2,002
Mail	225	235	246	259	279	313	306	249	317	359	401	346	374
Internet	159	184	213	322	333	305	256	257	253	365	341	340	299
Fax	86	71	70	77	57	91	77	58	61	67	100	71	174
Total	1,421	1,214	1,442	1,821	2,438	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849

How Information Requests Were Received

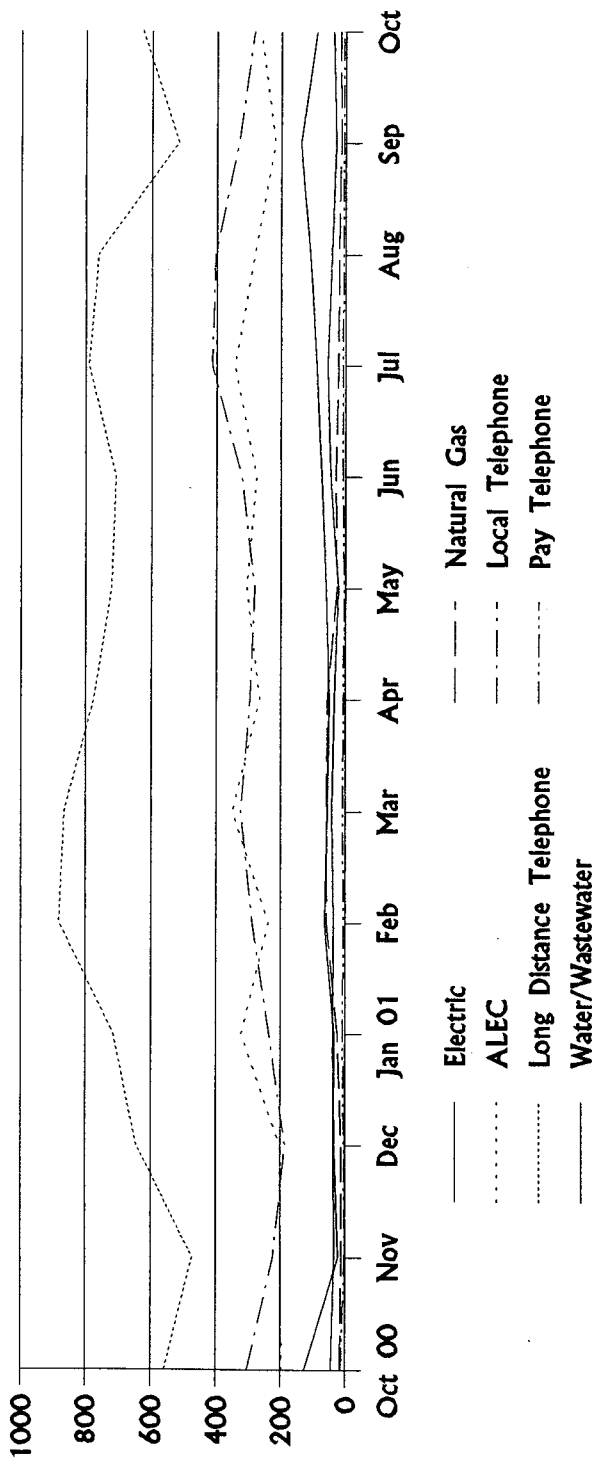
Phone, Mail, Internet and Fax

October 2000 - October 2001



	Oct 00	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	3,173	2,476	3,128	4,065	2,675	3,070	2,677	2,167	2,478	3,233	2,966	3,047	3,697
Mail	103	23	20	26	37	33	54	38	38	35	35	25	27
Internet	82	46	67	64	78	98	61	87	123	73	84	82	111
Fax	23	11	12	12	9	7	9	8	10	13	18	5	7
Total	3,381	2,556	3,227	4,167	2,799	3,208	2,801	2,300	2,649	3,354	3,103	3,159	3,842

Complaints by Industry October 2000 - October 2001



Industry	Oct 00	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Electric	44	33	36	33	63	56	50	59	73	90	111	140	89
Natural Gas	15	11	12	24	57	58	56	26	30	21	20	14	16
ALEC	196	201	202	322	239	351	266	306	277	344	282	219	264
Local Telephone	304	225	186	237	289	324	297	282	322	415	405	332	284
Long Dist. Phone	558	473	644	715	882	867	775	720	709	790	760	518	627
Payphone	13	2	4	8	6	8	5	3	7	7	6	5	5
Water/Wastewater	32	21	34	37	36	41	34	21	45	55	41	29	37

Electric Companies Complaint Activity - October 2001

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	12	8	20	164	21	0	21	108
FLORIDA POWER & LIGHT COMPANY	24	31	55	466	66	1	67	315
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	6	0	0	0	5
GULF POWER COMPANY	0	0	0	40	5	0	5	40
TAMPA ELECTRIC COMPANY	9	4	13	83	9	1	10	58
TOTAL	45	44	89	759	101	2	103	526

*Please see Index of Definitions.

Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions		Y-T-D		October Apparent Infractions Index*
		Y-T-D	Per 1,000 Customers***	Apparent Infractions Index*	Apparent Infractions Index*	
FLORIDA POWER CORPORATION	1,377,761	1	0.0007	1.49		0.00
FLORIDA POWER & LIGHT COMPANY	3,829,297	1	0.0003	0.54		0.80
FLORIDA PUBLIC UTILITIES COMPANY	25,517	0	0.0000	0.00		0.00
GULF POWER COMPANY	367,090	0	0.0000	0.00		0.00
TAMPA ELECTRIC COMPANY	553,527	1	0.0018	3.71		5.56
TOTAL	6,153,192	3	0.0005			

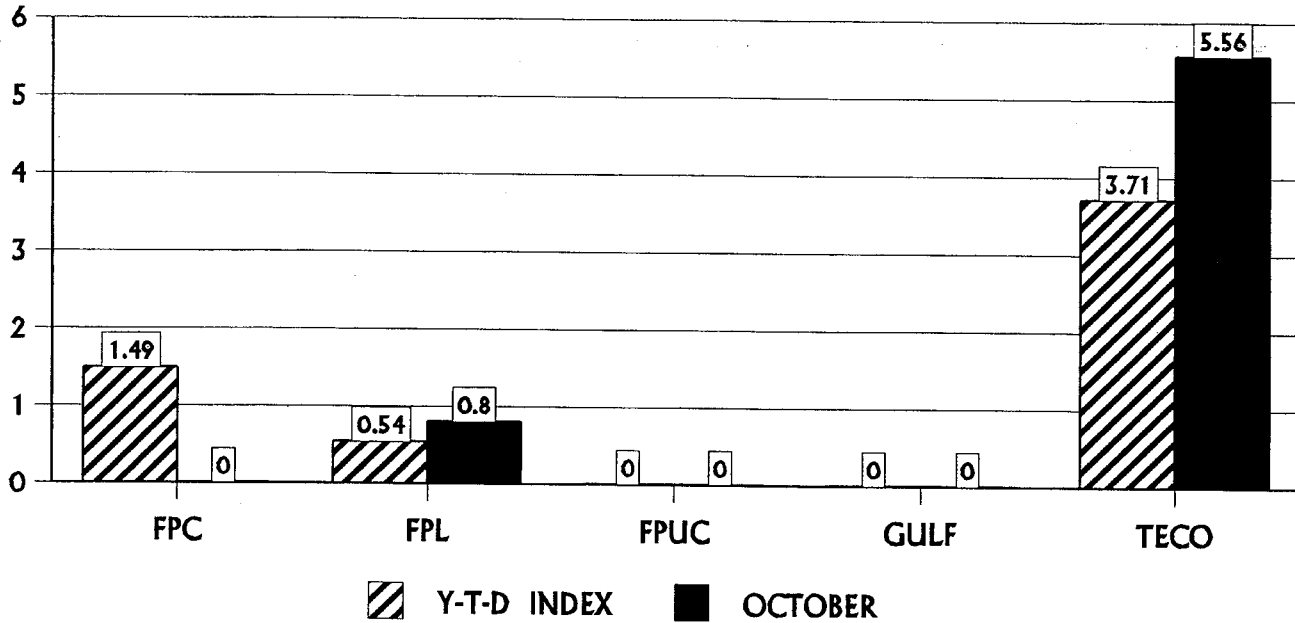
*Please see Index of Definitions.

**Source - Information supplied by the companies as of December 31, 2000.

*** 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

October 2001

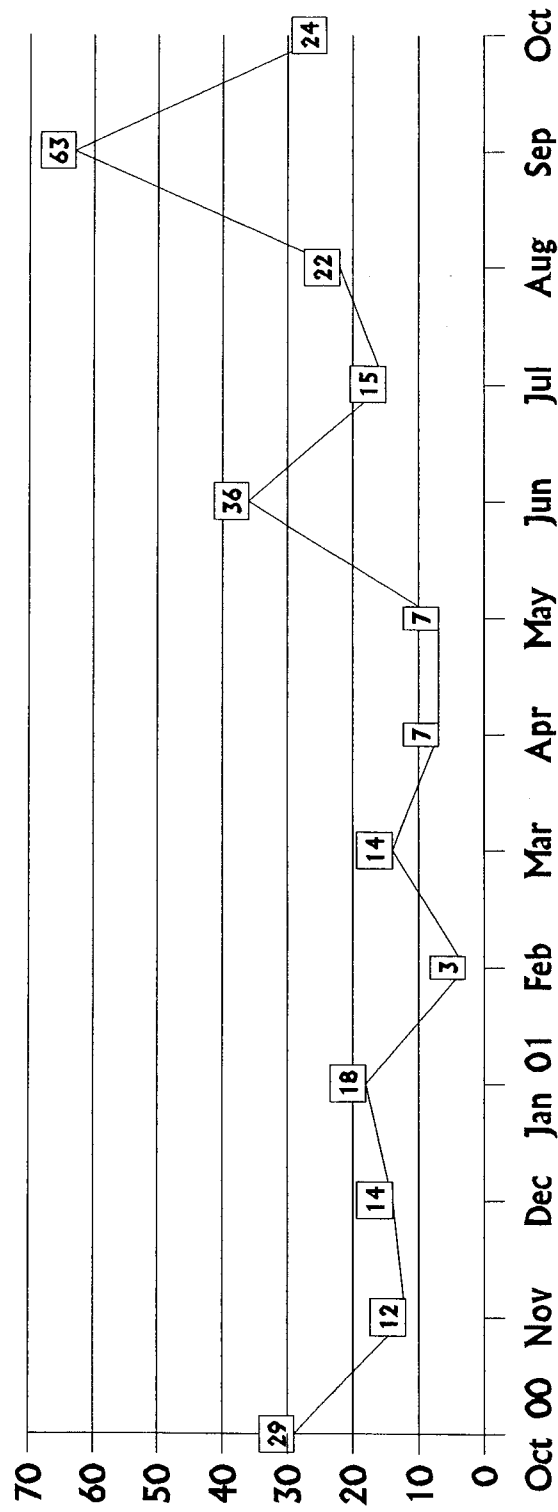


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

**Source - Information supplied by the companies, as of December 31, 2000.*

Total Momentary Electricity Outages Filed

October 2000 - October 2001



Natural Gas Companies Complaint Activity October 2001

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	0	0	0	11	0	0	0	10
CITY GAS COMPANY OF FLORIDA	2	5	7	166	10	5	15	151
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	20	3	0	3	17
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	0	0	2
PEOPLES GAS SYSTEM (TECO)	3	3	8	115	7	1	8	93
ST. JOE NATURAL GAS COMPANY	0	0	0	2	0	0	0	2
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	1	1	6	0	0	0	4
TOTAL	5	11	16	321	20	6	26	279

*Please see Index of Definitions.

Natural Gas Companies Number of Customers / Apparent Infraction Indices

Utility Name	Number of Customers**	Apparent Infractions		Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	October Apparent Infractions Index*
		Y-T-D	Y-T-D			
CHESAPEAKE UTILITIES	10,103	4	4	0.430	2.91	0.000
CITY GAS COMPANY	100,847	46	46	0.478	3.23	3.34
FLORIDA PUBLIC UTILITIES COMPANY	40,381	0	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	661	1	1	1.585	10.73	0.00
PEOPLES GAS SYSTEM (TECO)	264,349	5	5	0.021	0.14	0.27
ST. JOE NATURAL GAS	3,349	1	1	0.323	2.18	0.00
SEBRING	820	0	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,325	0	0	0.000	0.00	0.00
INDUSTRY TOTAL	424,535	57	57	0.148		

*Please see Index of Definitions.

**Source - PSC Division of Competitive Services as of December 31, 2000.

***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 - October 2001**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
2ND CENTURY COMMUNICATIONS, INC.	0	0	0	0	1	1
ACCESS ONE COMMUNICATIONS, INC.	2	0	2	3	1	4
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMM.	0	0	0	2	0	2
ACTEL INTEGRATED COMMUNICATIONS, INC.	0	0	0	0	1	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	0	0	0	2	2
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	2	2	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	4	0	4	3	1	4
ALLTEL COMMUNICATIONS, INC.	0	0	0	2	1	3
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
AMERICA'S TELE-NETWORK CORP.	0	0	0	0	1	1
AMERICAN COMMUNICATION SERVICES OF JACKSONVILLE, INC.	0	0	0	2	0	2
AMERICAN DIAL TONE	1	0	1	0	0	0
APPLIANCE & TV RENTALS, INC. D/B/A FONES-4-U	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Infractions	
ATLANTIC.NET BROADBAND, INC.	0	0	0	1	0	1
AT&T	32	27	59	66	13	79
BTI	1	0	1	2	1	3
BUDGET PHONE, INC.	0	0	0	2	0	2
CARILINK INTERNATIONAL INC.	0	0	0	0	4	4
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	2	0	2
CHOCTAW COMMUNICATIONS, INC.	1	2	3	3	0	3
CITYWIDE-TEL	0	1	1	0	0	0
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS	0	0	0	1	0	1
DPI-TELECONNECT, L.L.C.	1	1	2	2	0	2
EPICUS, INC.	3	2	5	1	0	1
ERNEST COMMUNICATIONS, INC.	1	0	1	0	0	0
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	2	2
EXCEL TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
EXCELINK COMMUNICATIONS, INC.	2	0	2	3	1	4
FLORIDA COMM SOUTH	2	3	5	1	1	2
FLORIDA DIGITAL NETWORK, INC.	10	4	14	7	0	13

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
FLORIDA TELEPHONE COMPANY	1	0	1	0	1	1
FLORIDA TELEPHONE SERVICES, LLC	3	1	4	3	0	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
GLOBAL CROSSING TELEMANAGEMENT, INC.	1	0	1	0	0	0
GULF COAST COMMUNICATIONS, INC.	0	0	0	0	1	1
HALE AND FATHER, INC.	20	10	30	21	3	24
IVANTAGE NETWORK SOLUTIONS	1	2	3	0	0	0
IDS LONG DISTANCE, INC.	0	0	0	3	3	6
IDS TELCOM LLC	7	8	15	8	2	11
ILD	0	4	4	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	1	3	4	1	1	2
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	0	0	0
INTETECH, L.C.	0	1	1	0	0	0
ITC DELTACOM	1	0	1	0	4	4
KMC TELECOM III, INC.	1	0	1	0	0	0
KMC TELECOM V, INC.	1	0	1	0	0	0
KNOWLOGY OF FLORIDA, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	1	0	1
LYXOM, INC.	0	0	0	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	1	3	4	1	5
METRO FIBERLINK, INC.	1	0	1	0	0	0
MIRACLE COMMUNICATIONS	1	0	1	0	0	0
MPOWER COMMUNICATIONS CORP.	1	2	3	1	5	6
M.T.G.	2	0	2	0	0	0
NETWORK TELEPHONE CORPORATION	0	0	0	1	0	1
NEWPHONE	1	1	2	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	3	0	3
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1	2	3
NUVOX COMMUNICATIONS, INC.	2	0	2	0	0	0
ORLANDO TELEPHONE COMPANY	1	0	1	0	0	0
PINNACLE TELCOM, INC.	1	0	1	0	0	0
POINTECOM, INCORPORATED D/B/A TELSCAPE COMMUNICATIONS	0	0	0	0	1	1
QUICK CONNECTS	1	1	2	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
SBC TELECOM, INC.	1	0	1	0	0	0
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	1	1	0	0	0
SUNTEL METRO, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	23	13	36	36	9	45
TALK AMERICA INC.	40	15	25	16	13	29
TCG SOUTH FLORIDA	0	0	0	1	0	1
TEL COM PLUS	0	1	1	0	0	0
TEL WEST COMMUNICATIONS, LLC	1	0	1	0	0	0
TELEBEEPER, INC. D/B/A OSCATEL COMMUNICATIONS	0	0	0	0	1	1
TELECOMMUNICATIONS SERVICE CENTER, INC.	0	1	1	0	1	1
TELIGENT SERVICES, INC.	0	0	0	2	4	6
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	0	0	0
UNIVERSALCOM, INC.	0	1	1	0	0	0
US LEC OF FLORIDA INC.	2	0	2	0	0	0
USA TELECOM, INC.	0	0	0	0	3	3
USA TELEPHONE INC.	2	0	2	0	0	0
VERIZON SELECT SERVICES INC.	0	0	0	1	0	1
XO FLORIDA, INC.	0	1	1	2	0	2
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	0	0
Totals	153	111	264	213	95	308

Local Telephone Companies Complaint Activity October 2001

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-Infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	8	2	10	64	13	0	13	51
BELLSOUTH	127	58	185	1,987	250	16	266	1,882
FRONTIER	0	1	1	5	1	0	1	6
GTC, INC. D/B/A GT COM	2	0	2	20	0	0	0	25
VERIZON FLORIDA, INC.	8	8	16	384	45	3	48	375
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	3	1	0	1	3
NE FLORIDA	0	0	0	1	0	0	0	1
QUINCY/TDS	0	0	0	1	0	0	0	3
SMART CITY TELECOM (Formerly Vista United)	0	0	0	3	0	0	0	2
SPRINT-FLORIDA	37	33	70	717	93	10	103	639
TOTAL	182	102	284	3,185	403	29	432	2,987

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*	October Apparent Infractions Index*
ALLTEL	92,182	3	0.0325	1.99	0.00
BELLSOUTH	6,651,643	118	0.0177	1.08	1.05
FRONTIER	4,809	1	0.2079	12.71	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	2	0.0390	2.38	0.00
VERIZON FLORIDA, INC.	2,464,043	26	0.0106	0.65	0.53
ITS TELECOMMUNICATIONS SYSTEMS	3,878	0	0.0000	0.00	0.00
NE FLORIDA	9,856	0	0.0000	0.00	0.00
QUINCY/TDS	13,830	0	0.0000	0.00	0.00
SMART CITY TELECOM (Formerly Vista United)	16,753	1	0.0597	3.65	0.00
SPRINT-FLORIDA	2,248,311	56	0.0167	1.02	1.30
TOTAL	11,556,609	207	0.0164		

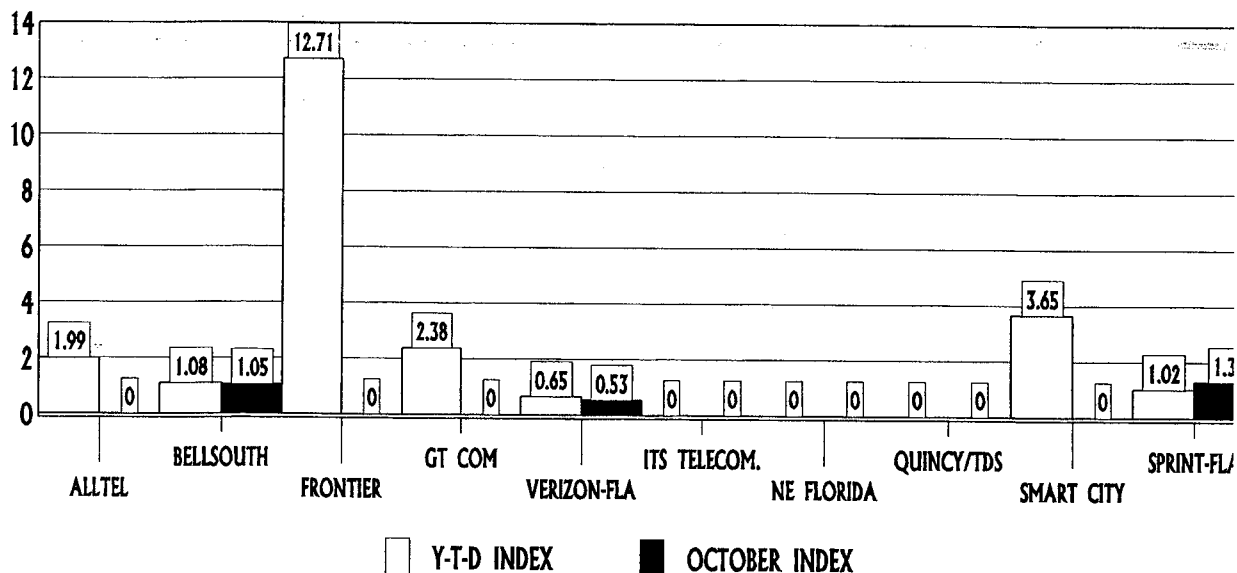
* Please see Index of Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2000.

***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

October 2001



2000 ACCESS LINES*			
ALLTEL	92,182	ITS TELECOM.	3,878
BELLSOUTH	6,651,643	NE FLORIDA	9,856
FRONTIER	4,809	QUINCY/TDS	13,830
GT COM (Floral, Gulf & St. Joseph)	51,279	SPRINT/FLORIDA	2,248,311
VERIZON (Formerly GTE)	2,464,043	VISTA-UNITED	16,753

*Source - PSC Comparative Rate Statistics Report for the Year 2000.

**Unauthorized Telephone Service Change
 "Local Slamming"
 Apparent Rule Infractions - October 2001**

Company	October	Year-To-Date
Bellsouth Telecommunications, Inc.	0	4
Florida Digital Network, Inc.	5	12
Hale and Father, Inc.	0	8
IDS Long Distance, Inc.	0	15
IDS Telcom LLC	0	4
Sprint-Florida, Inc.	0	2
Supra Telecommunications & Information Systems, Inc.	3	14
Talk America Inc.	7	60
All Other Local Companies	3	17
Totals	18	136

Cramming Statistics*

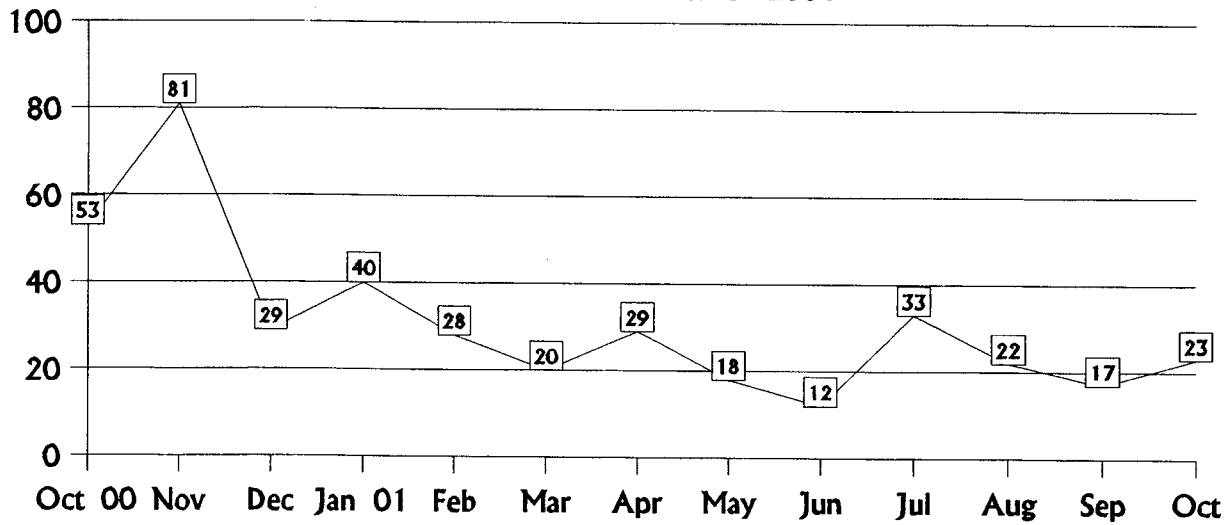
October 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
21	23	\$ 1,924.81

**Please see Index of Definitions*

Cases Resolved as Cramming

October 2000 - October 2001



Long Distance Companies
Complaint Activity - October 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	0	0	0	1	0	1
1010 123 AMERICATEL	0	1	1	0	0	0
ACC BUSINESS	77	124	201	238	35	273
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	0	1
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0	0
ACCESS ONE COMMUNICATIONS, INC.	1	1	2	0	0	0
ACCESS ONE, INC.	0	0	0	1	0	1
ACN COMMUNICATION SERVICES, INC.	0	0	0	1	1	2
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A ESPIRE COMM.	0	0	0	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	2	1	3	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	0	0
ALTERNATEL	0	1	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	0	1	1	1	0	1
AMERICAN TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	0	0	0	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	1	1	4	0	4
BUDGET CALL LONG DISTANCE, INC.	1	0	1	2	0	2
BUSINESS SAVINGS PLAN INC.	1	0	1	1	2	3
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	3	0	3
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
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	2	3
COAST INTERNATIONAL, INC.	0	0	0	1	0	1
COMTECH 21, LLC	2	0	2	0	0	0
CTS TELCOM, INC.	0	1	1	0	0	0
CUSTOM TELECONNECT, INC.	0	0	0	1	0	1
CYBERTEL, COMMUNICATIONS CORP.	0	0	0	0	1	1
DIRECT ONE OF CALIFORNIA, INC.	4	1	5	4	1	5
EMERITUS COMMUNICATIONS, INC.	1	1	2	0	0	0
EPICUS	0	1	1	1	2	3
EQUAINET CORPORATION	0	0	0	1	0	1
ESSENTIAL.COM, INC.	0	1	1	0	0	0
EUREKA TELECOM, LLC	0	0	0	1	0	1
EVERCOM SYSTEMS, INC. D/B/A CORRECTIONAL BILLING SERVICES	0	0	0	3	0	3
EXCEL TELECOMMUNICATIONS, INC.	1	0	1	6	3	9
EZTEL NETWORK SERVICE, LLC	1	0	1	0	0	0
FEDERAL TRANSTEL, INC.	0	12	12	12	0	12
FLORIDA DIGITAL NETWORK, INC.	0	2	2	1	1	2
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	1	2	1	0	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	1	1
GLOBAL CREST COMMUNICATIONS, INC.	1	0	1	2	0	2
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	2	0	2	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	5	1	6	3	3	6

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-infractions	Apparent Infractions	
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GLORIA TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
GTE TELECOMMUNICATION SERVICES INCORPORATED	0	0	0	0	1	1
HALE AND FATHER, INC.	4	0	4	3	2	5
HBS BILLING SERVICES COMPANY	0	1	1	0	0	0
HORIZONE COMMUNICATIONS	0	1	1	3	0	3
I VANTAGE NETWORK SOLUTIONS	1	0	1	3	0	3
IDEALDIAL CORPORATION	0	0	0	0	1	1
IDS LONG DISTANCE, INC.	0	0	0	3	1	4
IDS TELCOM LLC	3	2	5	2	8	10
IDT AMERICA CORP.	4	1	5	6	3	9
ILD	2	9	11	7	12	19
ILD, INC.	0	1	1	0	1	1
INTEGRETEL, INC.	0	6	6	11	0	11
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	2	0	2	2	0	2
INTERNATIONAL EXCHANGE COMMUNICATIONS, INC.	0	0	0	0	1	1
ITC-DELTA COM	1	0	1	0	0	0
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	3	0	3
LEAST COST ROUTING, INC.	1	0	1	0	0	0
LEVEL 3 COMMUNICATIONS, LLC	0	1	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Non-Infractions	Apparent Infractions	Total
LIGHTYEAR TELECOMMUNICATIONS LCC	1	0	1	0	0	0
LONG DISTANCE CHARGES	1	1	2	0	0	0
LYXOM, INC.	0	0	0	2	0	2
MATRIX TELECOM, INC.	1	0	1	0	0	0
MAXTEL USA, INC.	0	0	0	0	1	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	0	2	3	0	3
MCI WORLDCOM NETWORK SERVICES, INC.	34	60	94	98	11	109
MERCURY LONG DISTANCE, INC.	0	0	0	0	1	1
MERCURY MARKETING COMPANY, LTD.	0	2	2	0	1	1
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
NATIONAL ACCOUNTS, INC.	0	1	1	0	0	0
NATIONAL PHONE CORPORATION	0	0	0	1	0	1
NETWORK COMMUNICATIONS INTERNATIONAL CORP.	0	1	1	0	0	0
NETWORK ONE	1	1	2	0	0	0
NEXTEL LONG DISTANCE	1	0	1	0	0	0
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	0	1	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	1	0	1	0	0	0
O&S, INC.	2	1	3	4	20	24
OPERATOR ASSISTANCE NETWORK	1	2	3	4	1	5
OPEX COMMUNICATIONS, INC.	0	0	0	0	2	2
OPTICAL TELEPHONE CORPORATION	2	0	2	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
PRIMUS TELECOMMUNICATIONS, INC.	3	0	3	1	0	1
PT-1 LONG DISTANCE, INC.	0	0	0	0	1	1
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	23	14	37	39	13	52
RADIANT TELECOM, INC.	1	0	1	0	0	0
RIM CARD SERVICES, INC.	0	0	0	0	1	1
RSL COM U.S.A., INC.	1	0	1	2	0	2
SATURN TELECOMMUNICATION SERVICES, INC.	2	0	2	0	1	1
SBC TELECOM, INC.	0	0	0	1	0	1
SHARED NETWORK USERS GROUP, INC.	0	0	0	1	0	1
SOUTHERN STATES TELEPHONE, INC.	0	0	0	0	1	1
SPRINT	34	23	57	66	14	80
STC	1	0	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	0	0	0
TALK AMERICA INC.	16	14	30	22	19	41
TCG SOUTH FLORIDA	0	1	1	0	2	2
TELECOM NETWORK, INC.	1	0	1	1	0	1
TELECOM*USA OR TELECONNECT	0	1	1	0	0	0
TELELINO, INC.	1	1	2	2	4	6
TELENET SERVICES, INC.	0	1	1	0	2	2

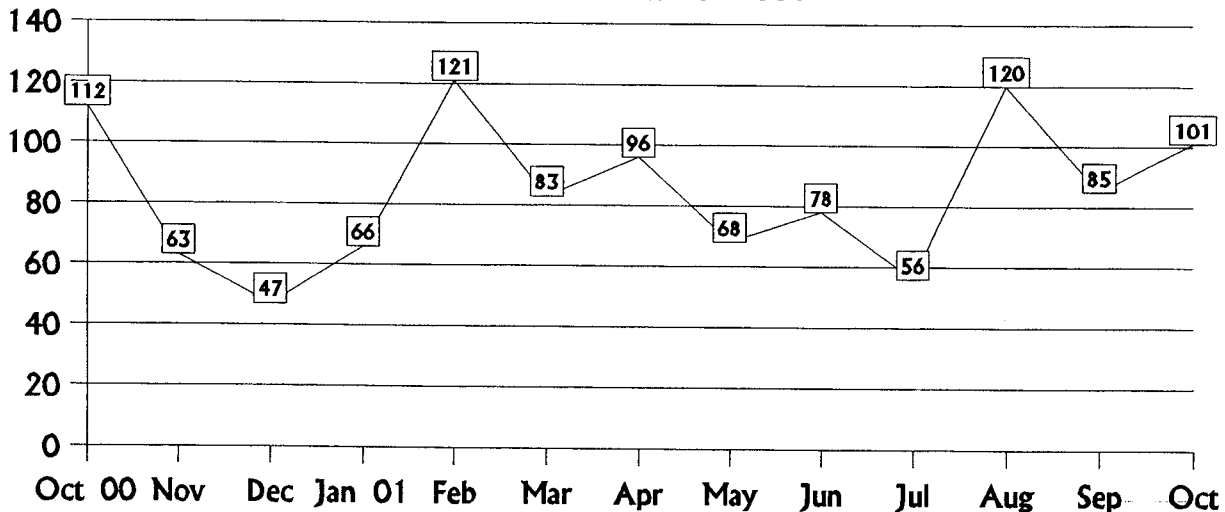
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
TELSCAPE USA, INC.	1	1	2	2	5	7
THE FREE NETWORK, L.L.C.	1	0	1	0	0	0
TOUCH 1 COMMUNICATIONS, INC.	1	0	1	1	0	1
TTI NATIONAL, INC.	0	0	0	3	0	3
U S P & C CORPORATION	0	4	4	1	0	1
UKI COMMUNICATIONS, INC.	27	6	33	0	2	2
ULTIMATE COMMUNICATIONS, INC.	1	0	1	0	0	0
UNITEL COMMUNICATIONS GROUP, INC.	1	0	1	0	0	0
USLD COMMUNICATIONS, INC.	0	1	1	0	1	1
USP COMM., INC.	0	0	0	0	1	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	0	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	5	2	7	9	2	11
VERIZON ADVANCED DATA INC.	0	0	0	0	1	1
VERIZON SELECT SERVICES INC.	3	6	9	12	2	14
VOX POPULI TELECOMMUNICATIONS, INC.	1	0	1	4	0	4
WEBNET COMMUNICATIONS, INC.	8	1	9	1	5	6
WILLIAMS COMMUNICATIONS, LLC	0	0	0	1	0	1
XO FLORIDA, INC.	0	0	0	1	0	1
YESTEL, INC.	0	0	0	2	0	2
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	2	0	2	1	0	1
ZERO PLUS DIALING, INC.	0	2	2	1	0	1
Total	305	322	627	629	200	829

Unauthorized Distance Service Change "Long Distance Slamming" Apparent Rule Infractions - October 2001

Company	October	Year-To-Date
Access One Communications	0	18
America's Tele-Network Corp.	0	21
AT&T / ACC	9	93
IDS	2	28
MCI Worldcom	10	68
OLS, Inc.	19	115
Sprint	11	93
Talk America Inc.	13	110
Telscape USA, Inc.	0	16
The Phone Company	0	52
UKI Communications, Inc.	1	20
WebNet Communications	3	31
Other Long Distance Companies	33	209
Totals	101	874

Cases Resolved as Slamming

October 2000 - October 2001



**Pay Telephone Companies
Complaint Activity - October 2001**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALPHA TEL-COM, INC.	1	0	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	0	1	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	2	0	2
ETS PAYPHONES OF FLORIDA, INC.	0	0	0	1	0	1
FIRST AMERICAN PAY PHONE COMPANY	0	0	0	1	0	1
FLORIDA COMMERCIAL PAYFON, INC.	1	0	1	0	0	0
PHOENIX PAYPHONES, LLC	1	0	1	0	0	0
PHONE PLUS, INC.	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	1	0	1	0	0	0
TELELEASING ENTERPRISES, INC.	1	0	1	0	0	0
TOTAL	5	0	5	5	1	6

Water and Wastewater Companies Complaint Activity - October 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOMA UTILITIES, INC.	1	1	2	3	0	3
BROADVIEW PARK WATER COMPANY	0	7	7	0	0	0
CROOKED LAKE PARK SEWERAGE COMPANY	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	2	0	2
FLORIDA WATER SERVICES CORPORATION	3	8	11	4	1	5
INDIANTOWN COMPANY, INC.	0	0	0	1	0	1
K W RESORT UTILITIES CORP.	0	1	1	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	2	0	2
LAKE UTILITY SERVICES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	2	1	3	0	0	0
MAD MATTER UTILITY, INC.	0	1	1	0	0	0
ORANGEWOOD LAKES SERVICES, INC.	0	1	1	0	0	0
PARK WATER COMPANY INC.	0	1	1	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	2	0	2	0	0	0
POINCIANA UTILITIES INC.	0	0	0	0	1	1
ROYAL UTILITY COMPANY	0	1	1	0	0	0
STEEPLECHASE UTILITY COMPANY, INC.	0	0	0	1	0	1
SUN COMMUNITIES FINANCE, LLC D/B/A WATER OAK UTILITY	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	1	0	1
UNITED WATER FLORIDA INC.	2	0	2	0	0	0
UTILITIES, INC. OF EAGLE RIDGE	0	1	1	1	0	1
UTILITIES, INC. OF FLORIDA	0	0	0	4	0	4
WATER MANAGEMENT SERVICES, INC.	0	0	0	1	0	1
TOTALS	12	25	37	22	2	24

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