



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
JUNE 2001

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

Prior to July 1, 1999, the Florida Public Service Commission classified consumer contacts as Inquiries, Letters and Reference Cases. An Inquiry was a consumer contact concerning a problem with a regulated utility and the PSC staff had reason to believe that there may have been an apparent rule infraction. Letters included correspondence received and processed by the PSC which concerned nonjurisdictional matters or consumers' requests for information. Reference Cases included logged cases in which there did not appear to be an apparent rule infraction.

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now three categories in lieu of the previous classification system. Consumer contacts are now Complaints, Information Requests or Docketed Correspondence. 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. Docketed Correspondence is consumer input regarding a docketed item which does not require investigation or analysis by PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

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.

Monthly Consumer Refunds

June 2000 - June 2001

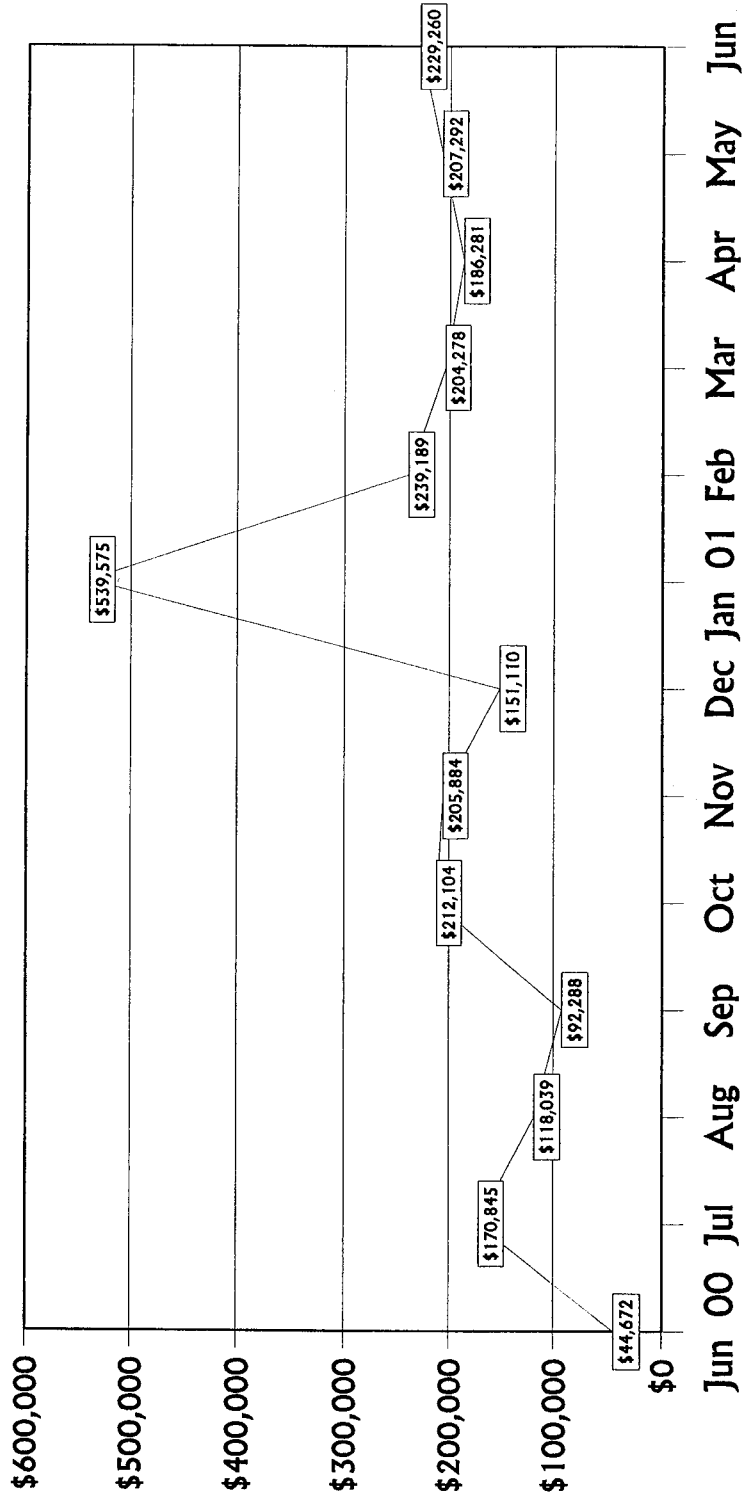


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Consumer Activity - June 2001

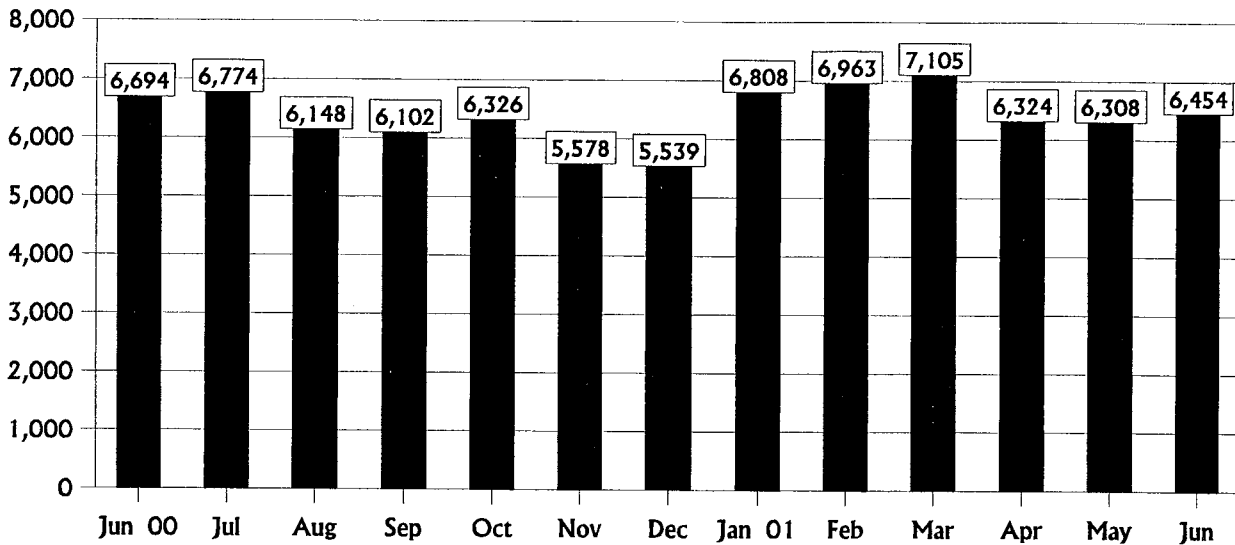
Complaints Received		2,373
Electric	73	
Gas	30	
Alternative Local Exchange Telephone	277	
Local Exchange Telephone	322	
Long Distance Telephone	709	
Pay Telephone	7	
Water & Wastewater	45	
Non-regulated Consumer Assistance	750	
Cases Received / Closed Under 72 Hr Rule	160	
Electric	72	
Gas	0	
Telecommunications	86	
Water / Wastewater	2	
Information Requests Received		2,649
Total Cases Received		5,022

How Cases Were Received	Complaints	Information Requests
Phone	1,742	2,478
Mail	317	38
Internet	253	123
Fax	61	10
Totals	2,373	2,649

Non-jurisdictional Calls Not Filed As Cases	1,432
Total Consumer Contacts Handled	6,454
Transfer Connect (Calls Transferred to Utilities)	625

Consumer Savings	
Electric	\$ 4395.08
Gas	600.94
Alternative Local Exchange Telephone	24,241.27
Local Exchange Telephone	23,860.18
Long Distance Telephone	175,943.46
Pay Telephone	0.00
Water & Wastewater	141.55
Non-regulated Consumer Assistance	77.50
Total	\$ 229,259.98

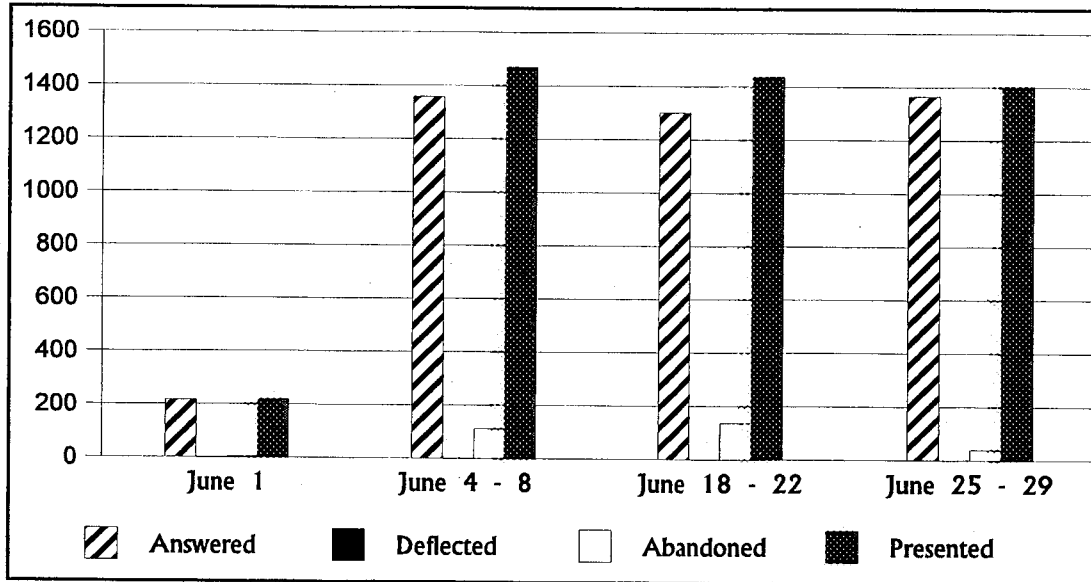
Public Service Commission Total Consumer Contacts June 2000 - June 2001



	Complaints Received	% of Total Complaints
Electric	73	3%
Gas	30	1%
Alt. Local Exchange Telephone	277	12%
Local Exchange Telephone	322	13%
Long Distance Telephone	709	30%
Pay Telephone	7	< 1%
Water & Wastewater	45	2%
Non-regulated Consumer Assistant	750	32%
Cases Received / Closed by 72 Hr Rule	160	7%
Total	2,373	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 June 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
June 1	216	98.6%	0	0.0%	3	1.4%	219
June 4 - 8	1,358	92.4%	0	0.0%	111	7.6%	1,469
June 11 - 15	1,385	93.4%	0	0.0%	98	6.6%	1,483
June 18 - 22	1,301	90.5%	0	0.0%	136	9.5%	1,437
June 25 - 29	1,365	97.3%	0	0.0%	38	2.7%	1,403
Totals	5,625	93.6%	0	0.0%	386	6.4%	6,011

Calls Answered During the Month

5,625

Minus CAF Calls Resulting in Cases

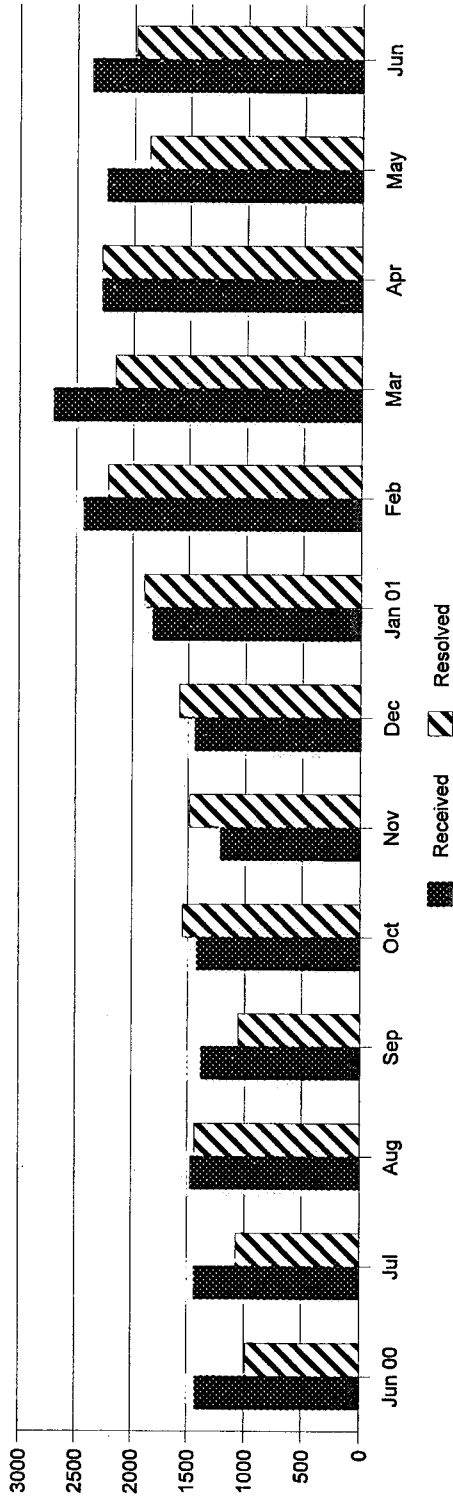
(4,193)

Total Non-Jurisdictional Calls Not Filed As Cases

1,432

Monthly Status of Total Complaints Received / Resolved*

June 2000 - June 2001

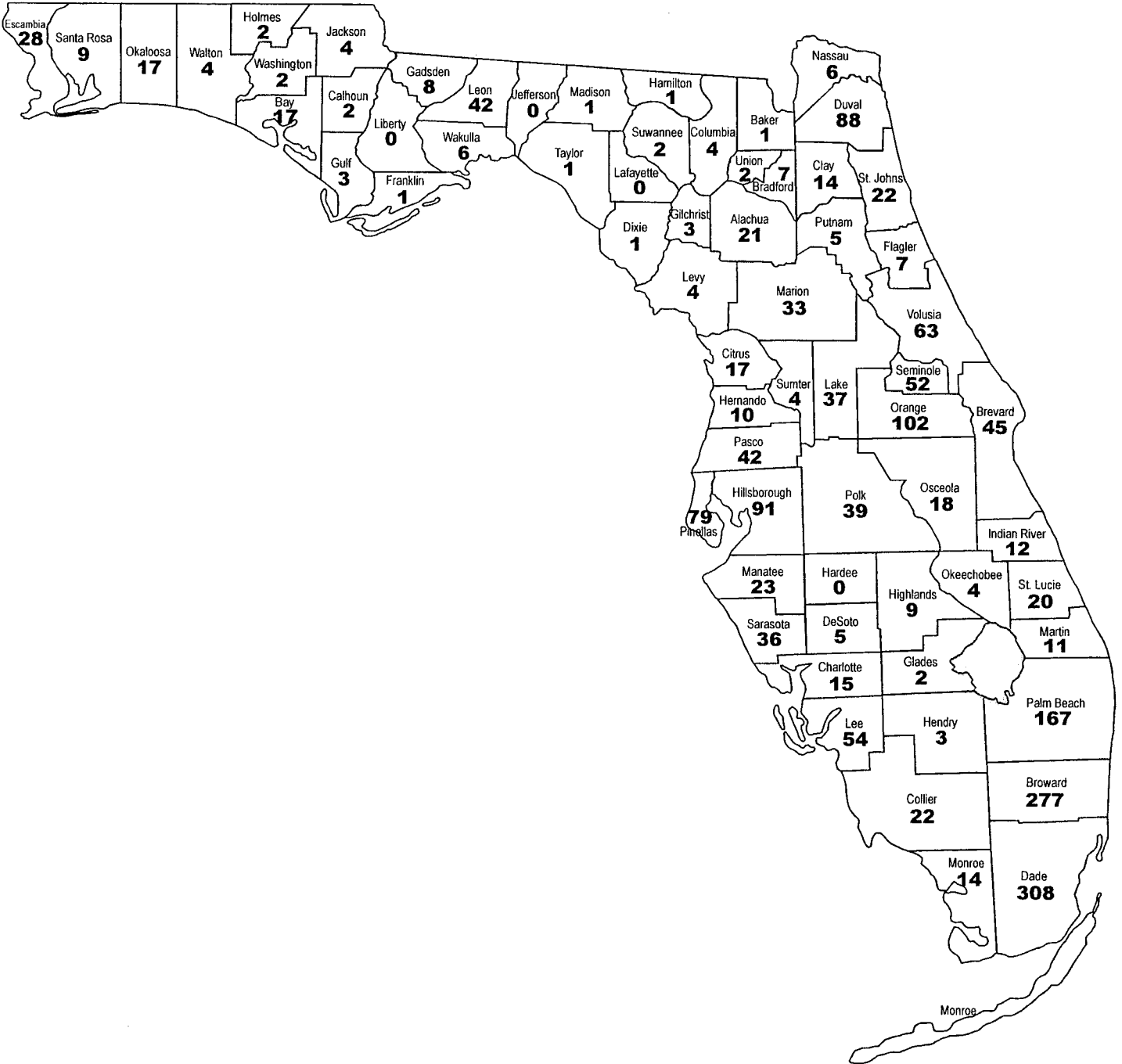


	Jun 00	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun
Received	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,348	2,701	2,281	2,240	2,373
Resolved	988	1,075	1,440	1,058	1,547	1,488	1,581	1,897	2,221	2,163	2,280	1,862	1,986

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

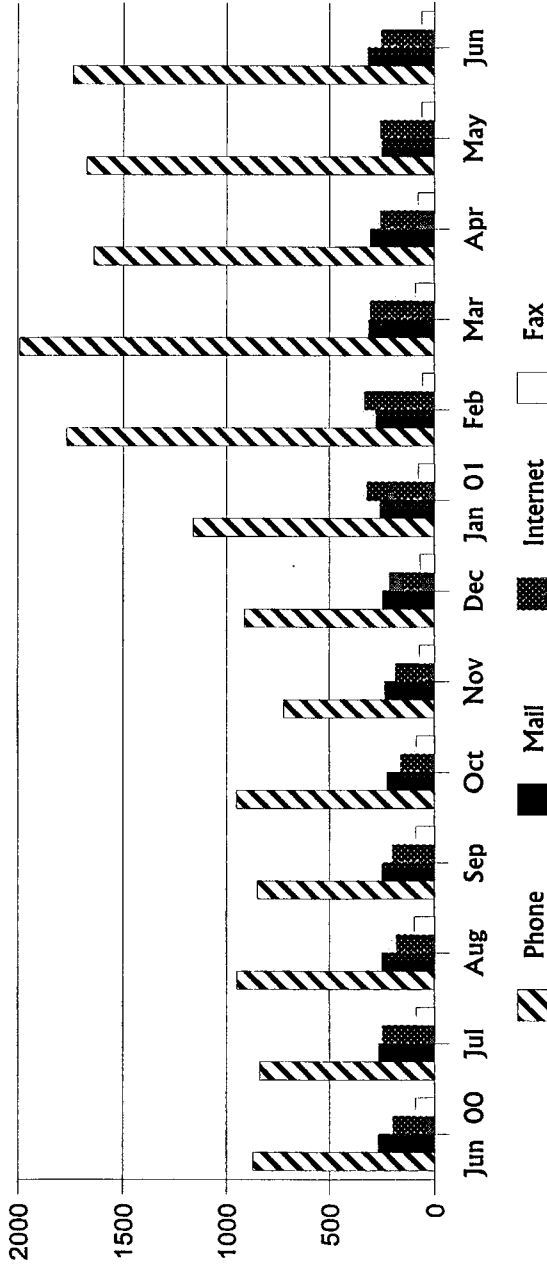
Complaints Received by County

JUNE 2001



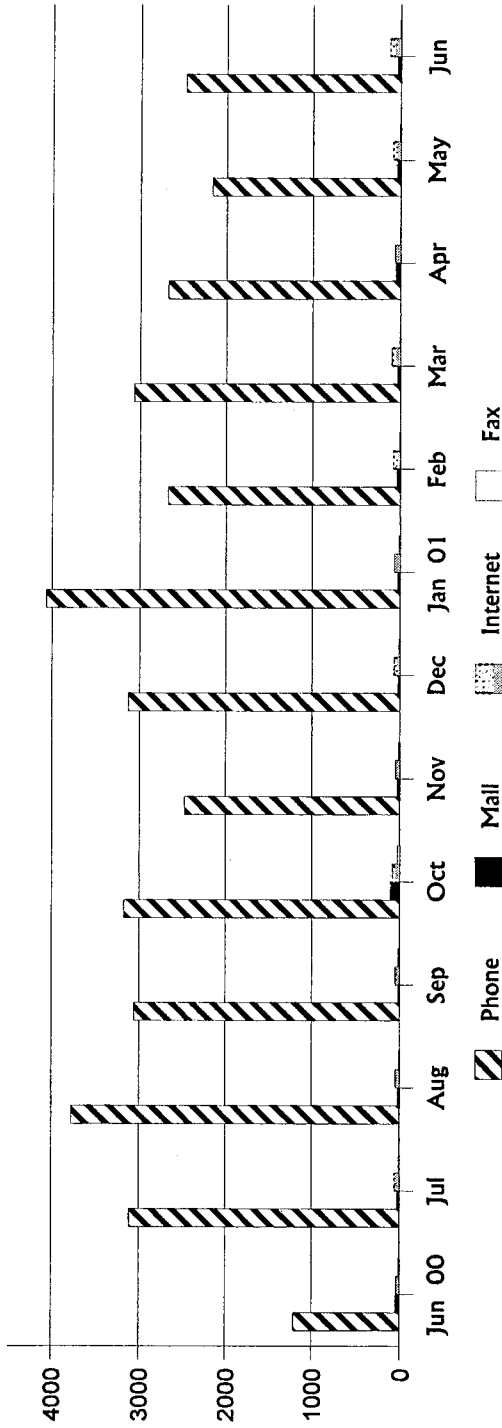
Note: County name not available for 424 cases.

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



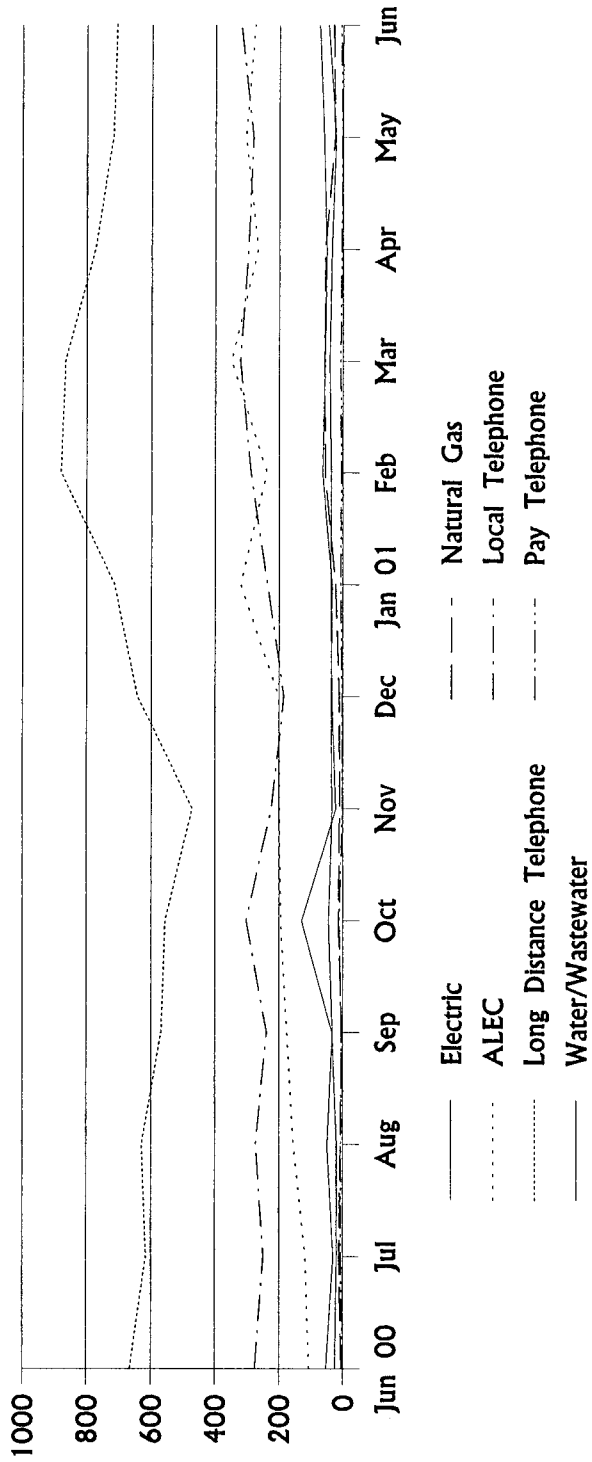
	Jun 00	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun
Phone	872	839	950	850	951	724	913	1,163	1,769	1,992	1,642	1,676	1,742
Mail	267	266	248	248	225	235	246	259	279	313	306	249	317
Internet	197	247	179	198	159	184	213	322	333	305	256	257	253
Fax	92	87	96	89	86	71	70	77	57	91	77	58	61
Total	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,438	2,701	2,281	2,240	2,373

How Information Requests Were Received Phone, Mail, Internet and Fax June 2000 - June 2001



	Jun 00	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun
Phone	1,209	3,110	3,768	3,058	3,173	2,476	3,128	4,065	2,675	3,070	2,677	2,167	2,478
Mail	42	24	14	17	103	23	20	26	37	33	54	38	38
Internet	35	56	47	45	82	46	67	64	78	98	61	87	123
Fax	7	10	9	11	23	11	12	12	9	7	9	8	10
Total	1,293	3,200	3,838	3,131	3,381	2,556	3,227	4,167	2,799	3,208	2,801	2,300	2,649

Complaints by Industry June 2000 - June 2001



Industry	Jun 00	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun
Electric	52	30	48	32	44	33	36	33	63	56	50	59	73
Natural Gas	7	13	9	5	15	11	12	24	57	58	56	26	30
ALEC	107	118	156	176	196	201	202	322	239	351	266	306	277
Local Telephone	276	249	273	239	304	225	186	237	289	324	297	282	322
Long Dist. Phone	666	617	630	570	558	473	644	715	882	867	775	720	709
Payphone	2	8	7	6	13	2	4	8	6	8	5	3	7
Water/Wastewater	24	19	19	33	32	21	34	37	36	41	34	21	45

**Electric Companies
Complaint Activity - June 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	10	6	16	63	8	0	8	56
FLORIDA POWER & LIGHT COMPANY	20	25	45	205	16	0	16	142
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	3
GULF POWER COMPANY	3	2	5	25	2	0	2	22
TAMPA ELECTRIC COMPANY	3	4	7	34	4	0	4	26
TOTAL	36	37	73	332	30	0	30	249

*Please see Index of Definitions.

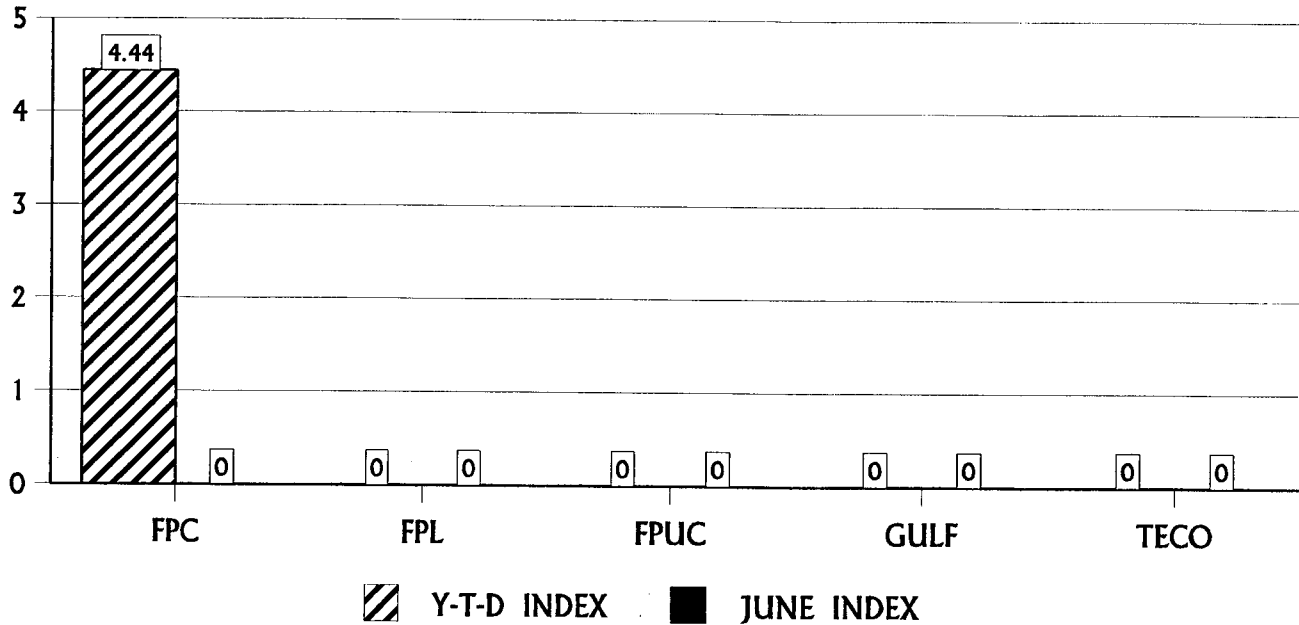
Electric Companies
Apparent Infractions Year-To-Date

Utility Name	Total Customer Base **	Apparent Infractions		Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	June Apparent Infractions Index*
		Y-T-D	Y-T-D			
FLORIDA POWER CORPORATION	1,234,285	1	4.44	0.0008	4.44	0.00
FLORIDA POWER & LIGHT COMPANY	3,413,953	0	0.00	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	21,855	0	0.00	0.0000	0.00	0.00
GULF POWER COMPANY	321,731	0	0.00	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	491,925	0	0.00	0.0000	0.00	0.00
TOTAL	5,483,749	1	0.0002			

*Please see Index of Definitions.
 **Source - PSC Comparative Rate Statistics Report for the Year 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

June 2001

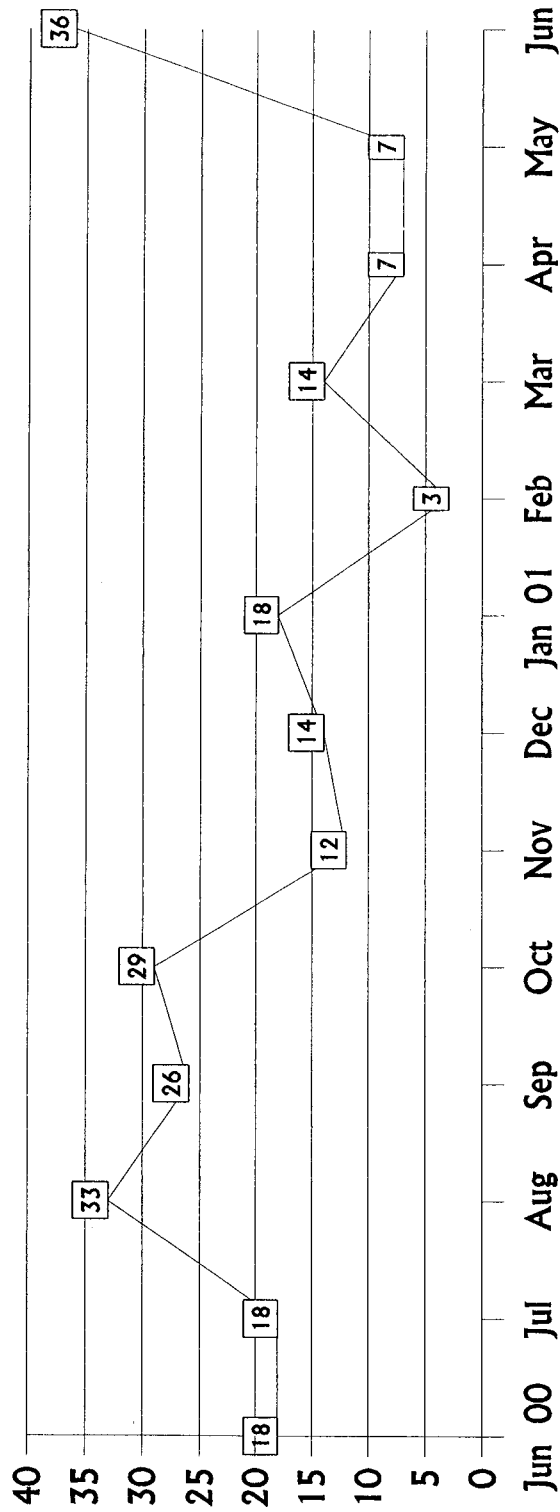


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,234,285	3,413,953	21,582	321,731	491,925

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

Total Momentary Electricity Outages Filed

June 2000 - June 2001



**Gas Companies
Complaint Activity June 2001**

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	0	1	1	10	1	0	1	2
CITY GAS COMPANY	2	13	15	136	13	13	26	68
FLORIDA PUBLIC UTILITIES COMPANY	1	1	2	13	1	0	1	12
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	0	0	1
PEOPLES GAS SYSTEM (TECO)	6	5	11	83	8	0	8	57
ST. JOE NATURAL GAS	0	0	0	2	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	1	1	5	1	0	1	4
TOTAL	9	21	30	250	24	13	37	145

*Please see Index of Definitions.

Gas Companies
Apparent Infractions Year-To-Date

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	June Apparent Infractions Index*
CHESAPEAKE UTILITIES	9,337	0	0.000	0.00	0.000
CITY GAS COMPANY	96,335	21	0.218	3.50	4.00
FLORIDA PUBLIC UTILITIES COMPANY	36,217	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	631	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	235,895	3	0.013	0.20	0.00
ST. JOE NATURAL GAS	3,140	0	0.000	0.00	0.00
SEBRING	580	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
INDUSTRY TOTAL	386,145	24	0.062		

*Please see Index of Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 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 - June 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
2ND CENTURY COMMUNICATIONS, INC.	1	0	1	0	0	0
ACCESS ONE COMMUNICATIONS	2	1	3	2	1	3
ACTEL INTEGRATED COMMUNICATIONS, INC.	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	0	0	1	0	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	5	1	6	1	0	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	1	0	1
ALTERNATIVE PHONE, INC.	1	0	1	1	0	1
ATLANTIC TELECOMMUNICATION SYSTEMS, INC.	0	1	1	0	0	0
ATS	0	1	1	0	0	0
AT&T DIGITAL PHONE	32	26	58	43	9	52
BTI	2	3	5	3	0	3
BUDGET PHONE, INC.	0	1	1	1	1	2
CHOCTAW COMMUNICATIONS, INC.	3	1	4	0	1	1
ELEC COMMUNICATIONS	1	1	2	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
EPICUS , INC.	0	1	1	2	0	2
EXCELINK COMMUNICATIONS, INC.	3	0	3	0	0	0
E.SPIRE COMMUNICATIONS, INC.	1	0	1	0	1	1
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	1	0	1
FLORIDA COMM SOUTH	2	0	2	5	0	5
FLORIDA DIGITAL NETWORK, INC.	5	8	13	6	0	6
FLORIDA TELEPHONE SERVICES, LLC	0	2	2	1	0	1
FONES-4-U	1	0	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	4	8	12	11	6	17
HART COMMUNICATIONS	1	0	1	0	0	0
IDS LONG DISTANCE, INC.	1	1	2	5	2	7
IDS TELCOM LLC	12	4	16	1	0	1
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	1	3	4	2	0	2
ITC-DELTACOM	1	0	1	0	0	0
KNOLOGY OF FLORIDA, INC.	1	0	1	0	0	0
LYXOM, INC.	1	0	1	0	0	0
MCI TELECOMMUNICATIONS CORPORATION D/B/A MCI TELECOM.	0	0	0	2	1	3
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
MPOWER COMMUNICATIONS CORP.	3	0	3	1	2	3
NEWSOUTH COMMUNICATIONS CORP.	0	1	1	0	0	0
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	0	0	0
PREFERRED CARRIER SERVICES, INC. D/B/A TELEFONOS PARA TODO	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	2	0	2
SECOND CHANCE PHONE	1	0	1	2	0	2
SOURCE ONE COMMUNICATIONS, INC.	0	0	0	1	0	1
SOUTHERN STATES TELEPHONE, INC.	0	0	0	0	2	2
STAPLES COMMUNICATIONS-NETWORKS	0	1	1	0	0	0
SUNTEL METRO, INC.	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	31	25	56	15	3	18
TALK AMERICA INC.	30	18	48	13	12	25
TCG SOUTH FLORIDA	1	0	1	0	0	0
TELECOMMUNICATIONS SERVICE CENTER, INC.	1	0	1	0	0	0
TELLIGENT SERVICES, INC.	1	0	1	0	0	0
TELSCAPE COMMUNICATIONS	2	3	5	0	0	0
US LEC OF FLORIDA INC.	1	0	1	0	0	0
VERIZON SELECT SERVICES INC.	0	1	1	2	0	2
WINSTAR WIRELESS, INC.	1	1	2	0	0	0
XO FLORIDA, INC.	4	0	4	2	0	2
Totals	161	116	277	131	42	173

Local Telephone Companies Complaint Activity June 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.	1	0	1	28	4	0	4	19
BELLSOUTH	130	72	202	1,085	129	3	132	1,003
FRONTIER	0	0	0	3	0	0	0	4
GTC, INC. D/B/A GT COM	2	3	5	13	3	0	3	13
VERIZON (Formerly GTE Florida)	21	17	38	245	25	1	26	206
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	3	0	0	0	2
NE FLORIDA	0	0	0	1	0	0	0	1
QUINCY/TDS	0	0	0	1	0	0	0	3
SPRINT-FLORIDA	52	24	76	371	40	1	41	355
SMART CITY TELECOM (Formerly Vista United)	0	0	0	2	0	1	1	1
TOTAL	206	116	322	1,752	201	6	207	1,607

Local Telephone Companies Year-to-date Apparent Infractions

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	June Apparent Infractions Index*
ALLTEL	92,182	0	0.0000	0.00	0.00
BELLSOUTH	6,651,643	46	0.0069	0.82	0.87
FRONTIER	4,809	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	1	0.0195	2.30	0.00
VERIZON (Formerly GTE Florida)	2,464,043	14	0.0057	0.67	0.78
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
SPRINT-FLORIDA	2,248,311	36	0.0160	1.89	0.86
SMART CITY TELECOM (Formerly Vista United)	16,753	1	0.0597	7.04	114.97
TOTAL	11,556,609	98	0.0085		

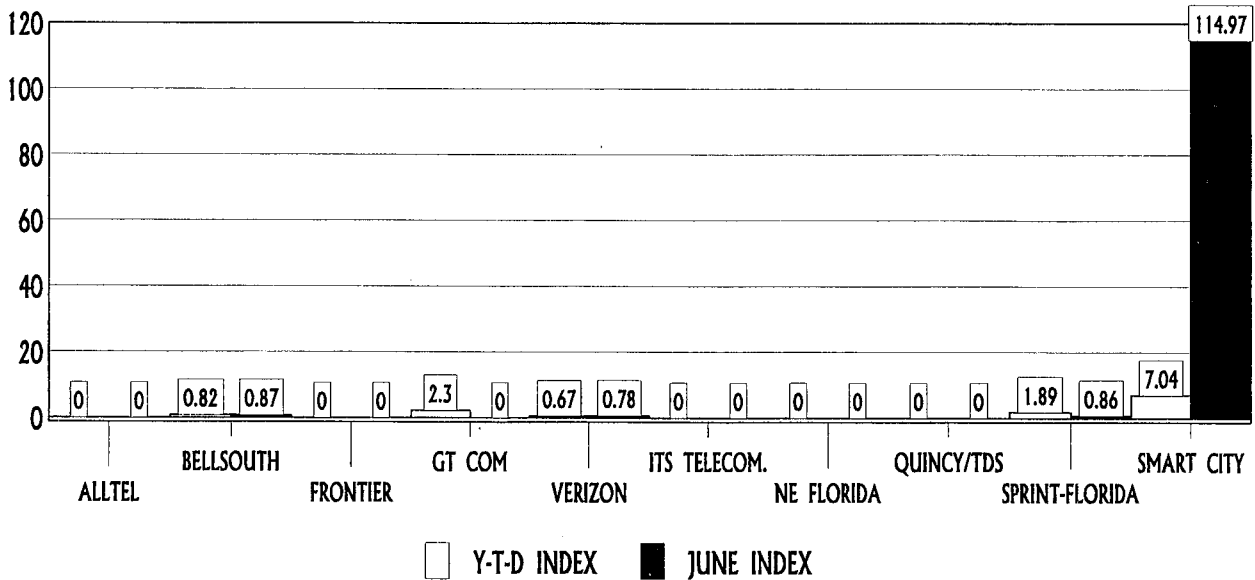
* Please see Index of Definitions.

**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

June 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 - June 2001**

Company	June	Year-To-Date
Bellsouth Telecommunications, Inc.	0	1
Supra Telecommunications & Information Systems, Inc.	1	1
Sprint-Florida, Inc.	0	1
Talk America Inc.	1	1
All Other Local Companies	0	0
Totals	2	4

Cramming Statistics*

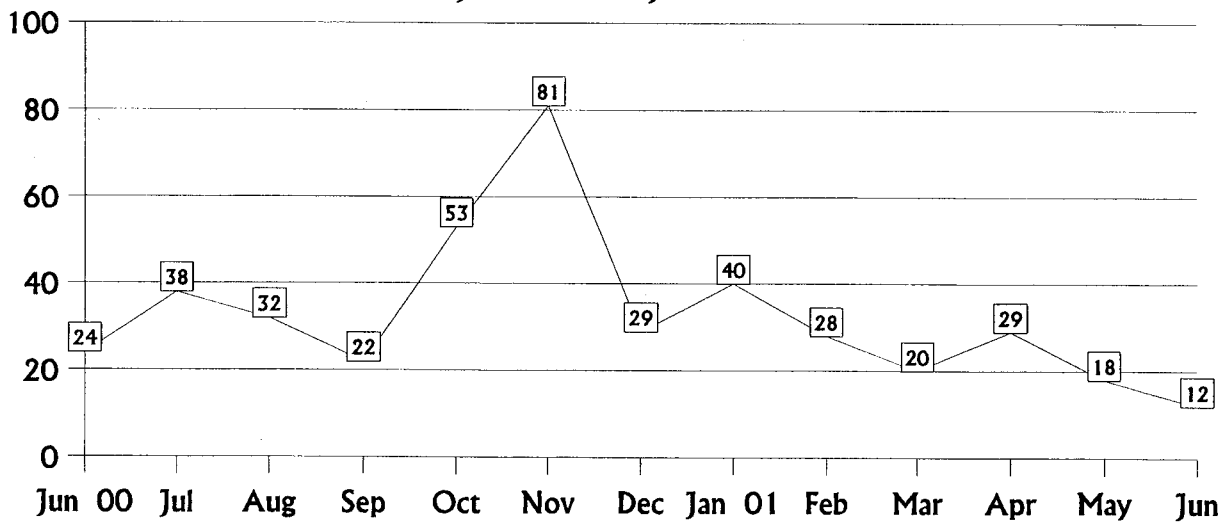
June 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
24	12	\$ 949.55

*Please see Index of Definitions

Cases Resolved as Cramming

June 2000 - June 2001



Long Distance Companies
Complaint Activity - June 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ACC LONG DISTANCE	3	0	3	1	0	1
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	1	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	3	1	4	0	1	1
AMERICAN TELECOMMUNICATIONS SYSTEMS, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	70	139	209	160	31	191
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	1	0	1
BELLSOUTH LONG DISTANCE, INC.	1	0	1	0	0	0
BIZ TEL CORPORATION	0	0	0	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	2	2	1	0	1
BUDGET CALL LONG DISTANCE, INC.	1	0	1	0	0	0
BUSINESS DISCOUNT PLAN, INC.	1	0	1	0	0	0
BUSINESS SAVINGS PLAN INC.	2	0	2	0	0	0
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	1	2
CABLE & WIRELESS USA, INC.	2	1	3	1	0	1
CAPSULE COMMUNICATIONS, INC.	0	0	0	0	1	1
COMM SOUTH COMPANIES, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
CONNECT TELECOM, INC.	1	0	1	0	0	0
CORPORATE SERVICES TELCOM, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CTS TELCOM, INC.	0	0	0	1	0	1
CUSTOM TELECONNECT, INC.	1	0	1	0	0	0
DIRECT ONE OF CALIFORNIA, INC.	1	6	7	1	0	1
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
EQUALNET CORPORATION	1	0	1	0	0	0
ERBIA NETWORK, INC.	1	0	1	0	1	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	0	1
EVERCOM SYSTEMS, INC. D/B/A CORRECTIONAL BILLING SERVICES	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	3	5	8	5	3	8
EZTEL NETWORK SERVICE, LLC	1	0	1	1	0	1
FEDERAL TRANSTEL, INC.	0	2	2	0	0	0
FLORIDA DIGITAL NETWORK, INC.	3	0	3	0	0	0
FOXTEL, INC.	0	1	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	1	2	2	0	2
GADJRAJ AND SONS, IMPORT & EXPORT, INC. D/B/A ARCTICS	0	0	0	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	4	0	4	3	0	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	9	1	10	5	3	8
GLOBAL ONE COMMUNICATIONS INC.	0	0	0	1	0	1
GTC TELECOM, INC.	0	0	0	0	1	1
HALE AND FATHER, INC.	0	2	2	6	1	7
HELLO CARD INC.	1	0	1	0	0	0
HORIZONE COMMUNICATIONS	0	1	1	4	0	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
I VANTAGE NETWORK SOLUTIONS	1	1	2	3	0	3
IDS LONG DISTANCE, INC.	0	0	0	0	1	1
IDS TELCOM LLC	3	5	8	1	1	2
IDT AMERICA CORP.	3	3	6	4	2	6
ILD	2	4	6	4	0	4
ILD, INC.	0	0	0	0	1	1
INTEGRETEL, INC.	0	4	4	4	0	4
INTERMEDIA COMMUNICATIONS, INC.	0	3	3	1	0	1
JTC-DELTACOM	1	1	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	0
LIXOM, INC	1	0	1	0	0	0
MATRIX TELECOM, INC.	0	0	0	0	1	1
MAXCESS, INC.	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	5	4	9	5	0	5
MCI WORLDCOM NETWORK SERVICES, INC.	47	71	118	69	9	78
MERCURY MARKETING COMPANY, LTD.	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	1	0	1	0	0	0
NATEL, L.L.C.	0	0	0	1	0	1
NATIONAL ACCOUNTS, INC.	1	0	1	0	1	1
NATIONS BELL, INC. D/B/A NATIONS TEL AND MTS/COMMUNICALL	0	0	0	1	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	0	0	1	0	1

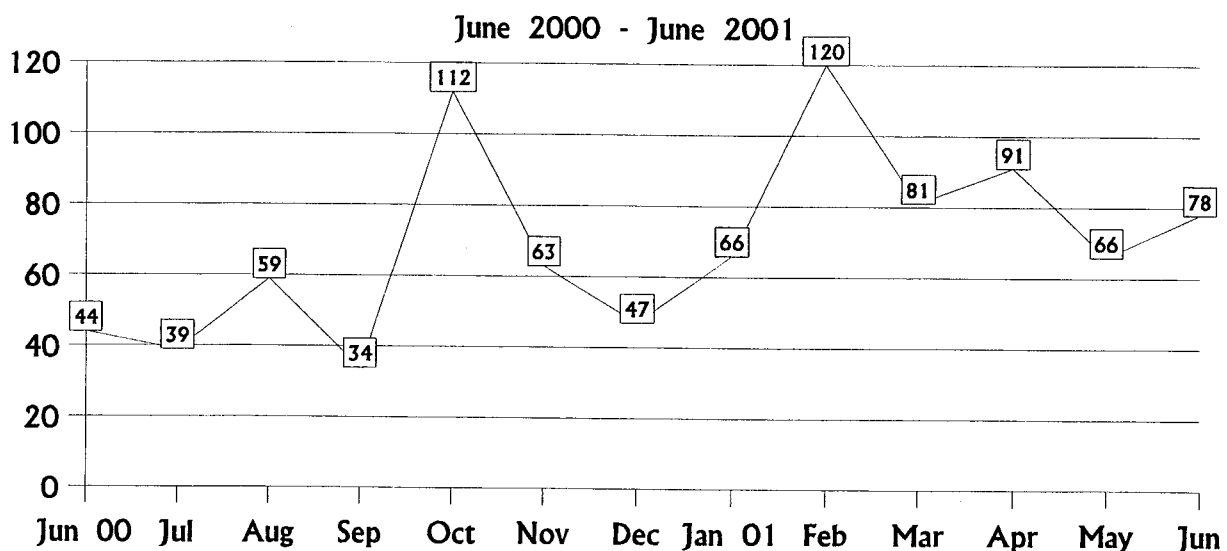
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
NETWORK ENHANCED TECHNOLOGIES, INC.	0	0	0	1	0	1
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	0	1	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	0	0	0	2	2
OLS, INC.	10	4	14	53	24	77
OPERATOR ASSISTANCE NETWORK	1	3	4	2	0	2
OPEX COMMUNICATIONS, INC.	2	1	3	0	1	1
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	0	0	0
PAETEC COMMUNICATIONS, INC.	0	0	0	1	0	1
POWERNET GLOBAL COMMUNICATIONS	2	0	2	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	0	0	0	0	2	2
PT-1 LONG DISTANCE, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	22	17	39	19	4	23
SPRINT	40	36	76	54	11	65
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	1	3	0	1	1
TALK AMERICA INC.	33	20	53	19	12	31
TELCO BILLING, INC.	0	0	0	1	0	1
TELECOM NETWORK SYSTEM INTERNATIONAL, INC. D/B/A TNS	0	0	0	1	0	1
TELECOM PLUS, LTD.	0	1	1	0	0	0
TELEUNO, INC.	2	0	2	0	0	0
TELEQUEST COMMUNICATIONS, INC. D/B/A ADVANTAGE PLUS TELECOM	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
TELSCAPE USA, INC.	1	6	7	3	1	4
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR LONG DISTANCE	0	0	0	1	0	1
TELSTAR USA, INC.	1	0	1	0	0	0
THE FREE NETWORK, I.L.C.	1	0	1	0	0	0
TOUCH 1 COMMUNICATIONS, INC.	1	0	1	1	0	1
TRISTAR COMMUNICATIONS	1	0	1	0	0	0
TTI NATIONAL, INC.	0	0	0	1	2	3
U S P & C CORPORATION	0	3	3	4	0	4
UKI COMMUNICATIONS, INC.	5	1	6	0	1	1
UNITED COMMUNICATIONS HUB, INC.	1	0	1	0	0	0
USLD COMMUNICATIONS, INC.	0	1	1	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	3	0	3	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	3	3	6	6	0	6
VERIZON SELECT SERVICES INC.	3	5	8	2	2	4
VIATEL SERVICES, INC.	1	0	1	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	2	0	2	1	1	2
WEBNET COMMUNICATIONS, INC.	5	1	6	1	5	6
WESTINGHOUSE COMMUNICATIONS	1	0	1	0	2	2
WILLIAMS COMMUNICATIONS, LLC	2	0	2	0	0	0
ZERO PLUS DIALING	6	5	11	5	0	5
ZERO PLUS DIALING, INC.	0	6	6	5	0	5
Total	331	378	709	476	132	608

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

Company	June	Year-To-Date
Access One Communications	1	17
America's Tele-Network Corp.	1	15
AT&T / ACC	6	59
IDS Long Distance, Inc.	2	16
MCI Worldcom	3	26
OLS, Inc.	20	65
Qwest Communications	4	26
Sprint	10	43
Talk America Inc.	8	51
Telscape USA, Inc.	0	14
The Phone Company	7	51
WebNet Communications	5	21
Other Long Distance Companies	11	102
Totals	78	506

Cases Resolved as Slamming



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
FIRST AMERICAN PAY PHONE COMPANY	1	0	1	0	0	0
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
LINK TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
NEWSTAR COMMUNICATIONS	0	1	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	0	1	1	0	0	0
TELEASING ENTERPRISES, INC.	1	0	1	0	0	0
TOTAL	4	3	7	2	0	2

**Water and Wastewater Companies
Complaint Activity - June 2001**

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions
ALOHA UTILITIES, INC.	7	0	7	2	0
AQUASOURCE UTILITY, INC.	1	0	1	0	0
BONITA SPRINGS WATER SYSTEM, INC.	1	0	1	0	0
BURKIM ENTERPRISES, INC.	1	0	1	0	0
CONNECTICUT GENERAL DEVELOPMENT CORPORATION D/B/A CGD	0	0	0	1	0
DIXIE GROVES ESTATES, INC.	1	0	1	0	0
FERNCREST UTILITIES, INC.	0	1	1	1	0
FLORIDA WATER SERVICES CORPORATION	2	5	7	3	0
HARDER HALL - HOWARD, INC.	0	1	1	0	0
INDIANTOWN COMPANY, INC.	0	1	1	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1	0
LAKE UTILITY COMPANY	1	0	1	0	0
LIGHTHOUSE UTILITIES COMPANY, INC.	0	1	1	1	0
LINDRICK SERVICE CORPORATION	0	0	0	1	0
LITTLE SUMMIT UTILITY COMPANY	0	1	1	1	0
MAD HATTER UTILITY, INC.	4	1	5	0	0
MARION UTILITIES, INC.	1	0	1	1	0
PARK WATER COMPANY INC.	0	1	1	0	0
PASCO UTILITIES, INC.	0	1	1	0	0
PINE ISLAND COVE HOMEOWNERS ASSOCIATION, INC.	0	1	1	1	0
SANDY CREEK UTILITIES, INC.	0	1	1	0	0
SANLANDO UTILITIES CORPORATION	0	0	0	1	0
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	1	0
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	1	0
UNITED WATER FLORIDA INC.	4	2	6	2	1
UTILITIES, INC. OF FLORIDA	1	0	1	1	0
WATER OAK UTILITY	2	0	2	0	0
TOTALS	27	18	45	19	1

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