



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
JULY 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.

Summary

There were 2,902 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 3,354 information requests handled by the PSC.

A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of July 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 899 calls transferred during July 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$157,007 for the month and \$1,754,805 for the calendar year.

Monthly Consumer Refunds

July 2000 - July 2001

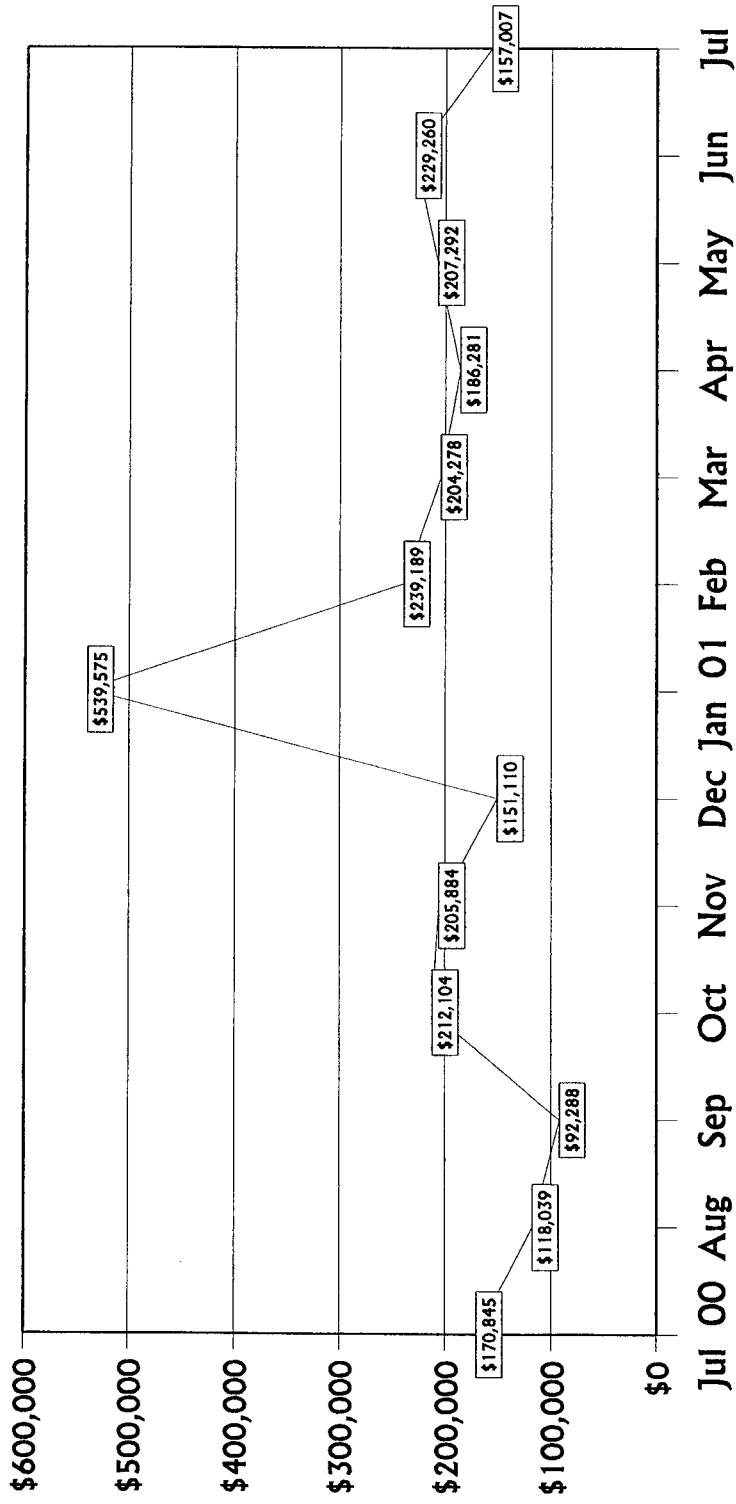


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Consumer Activity - July 2001

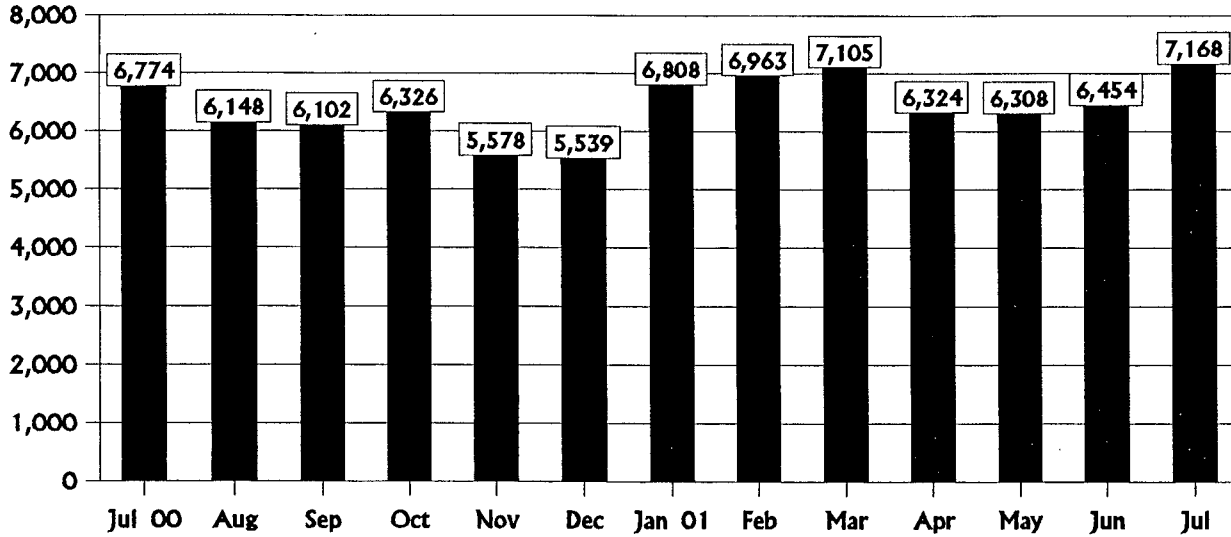
Complaints Received		2,902
Electric	90	
Gas	21	
Alternative Local Exchange Telephone	344	
Local Exchange Telephone	415	
Long Distance Telephone	790	
Pay Telephone	7	
Water & Wastewater	55	
Non-regulated Consumer Assistance	967	
Cases Received / Closed Under 72 Hr Rule	213	
Electric	75	
Gas	0	
Telecommunications	137	
Water / Wastewater	1	
Information Requests Received		3,354
Total Cases Received		6,256

How Cases Were Received	Complaints	Information Requests
Phone	2,111	3,233
Mail	359	35
Internet	365	73
Fax	67	13
Totals	2,902	3,354

Non-Jurisdictional Calls Not Filed As Cases	912
Total Consumer Contacts Handled	7,168
Transfer Connect (Calls Transferred to Utilities)	899

Consumer Savings	
Electric	\$ 3,685.09
Gas	515.78
Alternative Local Exchange Telephone	23,806.93
Local Exchange Telephone	42,307.06
Long Distance Telephone	86,364.41
Pay Telephone	4.20
Water & Wastewater	201.53
Non-regulated Consumer Assistance	121.80
Total	\$ 157,006.80

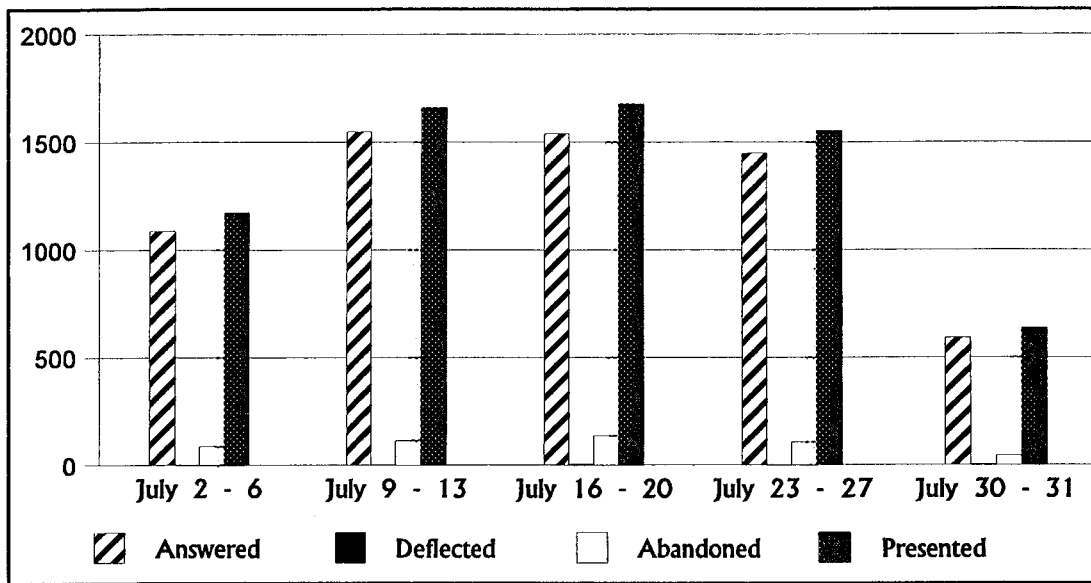
Public Service Commission Total Consumer Contacts June 2000 - June 2001



	Complaints Received	% of Total Complaints
Electric	90	3%
Gas	21	1%
Alt. Local Exchange Telephone	344	12%
Local Exchange Telephone	415	14%
Long Distance Telephone	790	27%
Pay Telephone	7	1%
Water & Wastewater	55	2%
Non-regulated Consumer Assistance	967	33%
Cases Received / Closed by 72 Hr Rule	213	7%
Total	2,902	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 July 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.

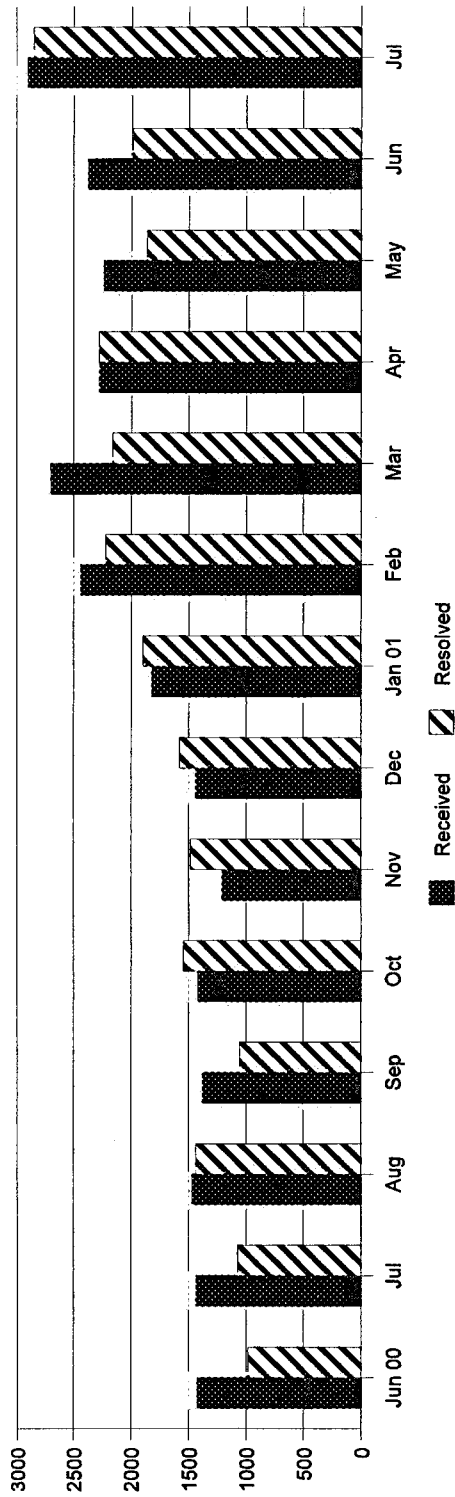
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
July 2 - 6	1,088	92.7%	0	0.0%	86	7.3%	1,174
July 9 - 13	1,548	93.2%	0	0.0%	113	6.8%	1,661
July 16 - 20	1,539	91.7%	3	0.2%	136	8.1%	1,678
July 23 - 27	1,448	93.2%	0	0.0%	106	6.8%	1,554
July 30 - 31	591	92.8%	2	0.3%	44	6.9%	637
Totals	6,214	92.7%	5	0.1%	485	7.2%	6,704

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

6,214
 (5,302)
 912

Monthly Status of Total Complaints Received / Resolved*

July 2000 - July 2001

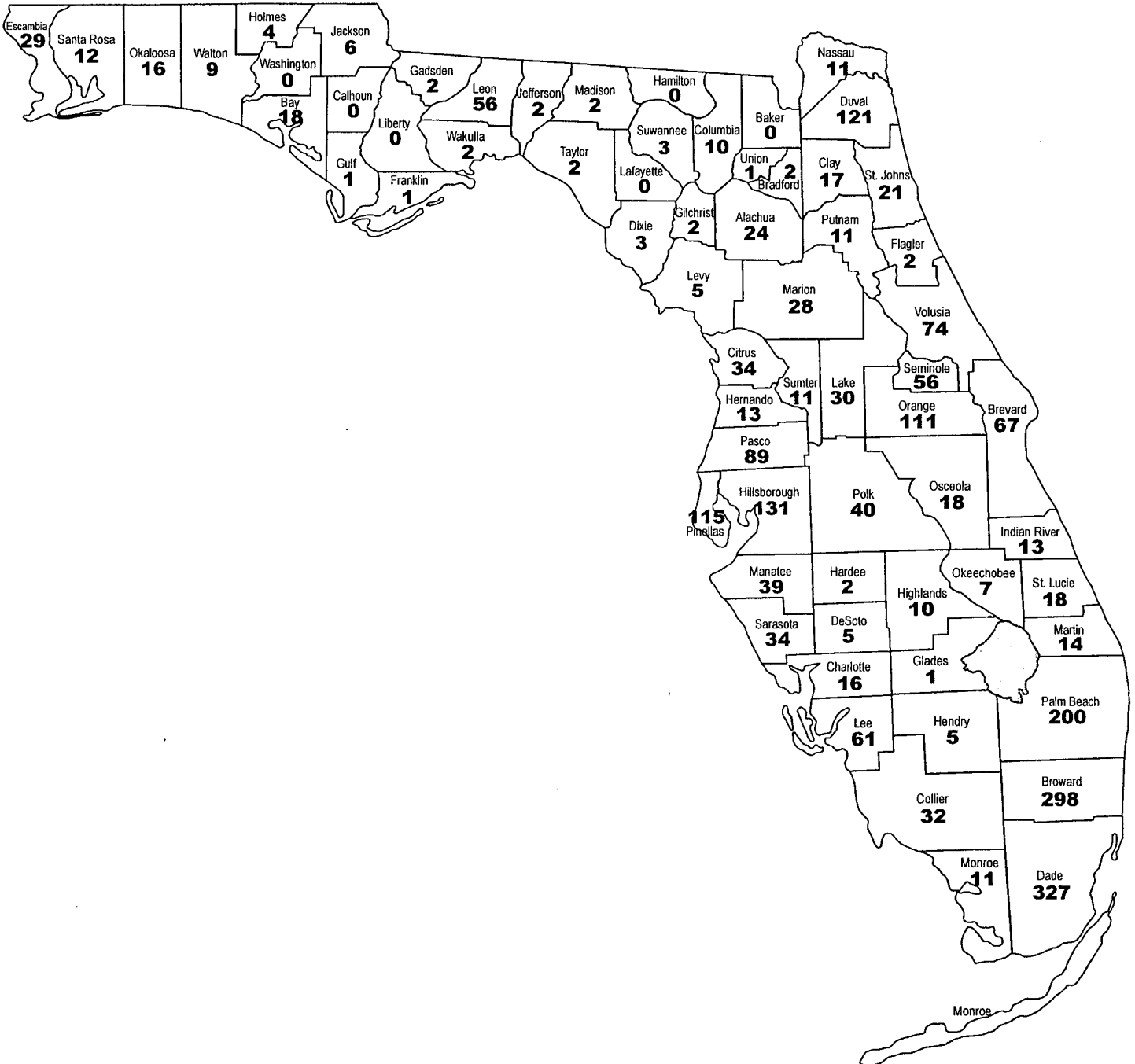


	Jul 00	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul
Received	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,348	2,701	2,281	2,240	2,373	2,902
Resolved	1,075	1,440	1,058	1,547	1,488	1,581	1,897	2,221	2,163	2,280	1,862	1,986	2,845

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

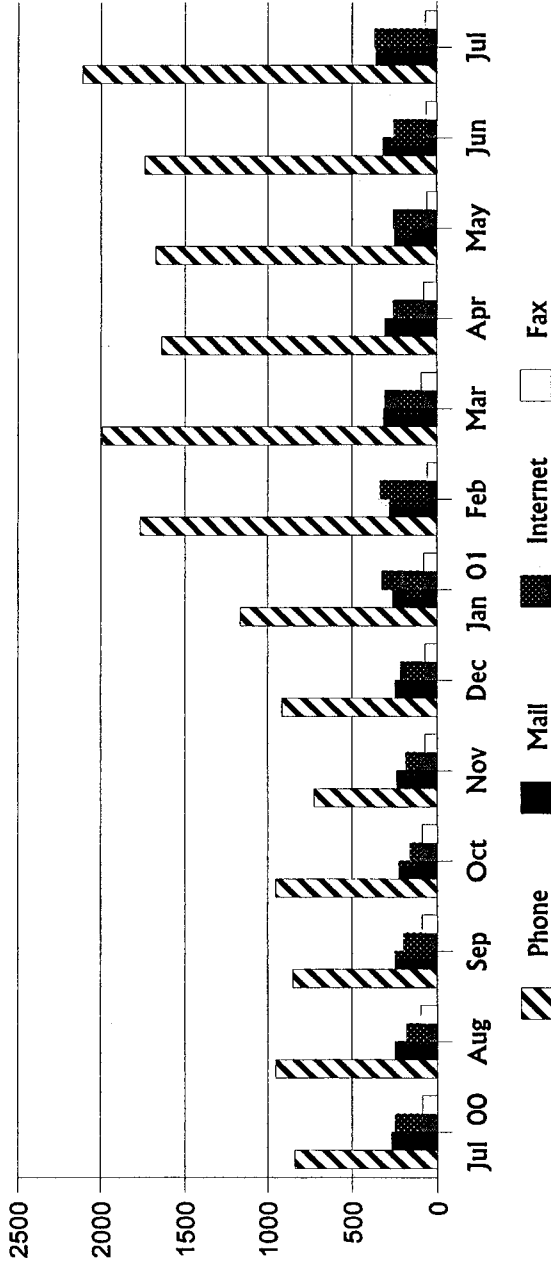
Complaints Received by County

JULY 2001



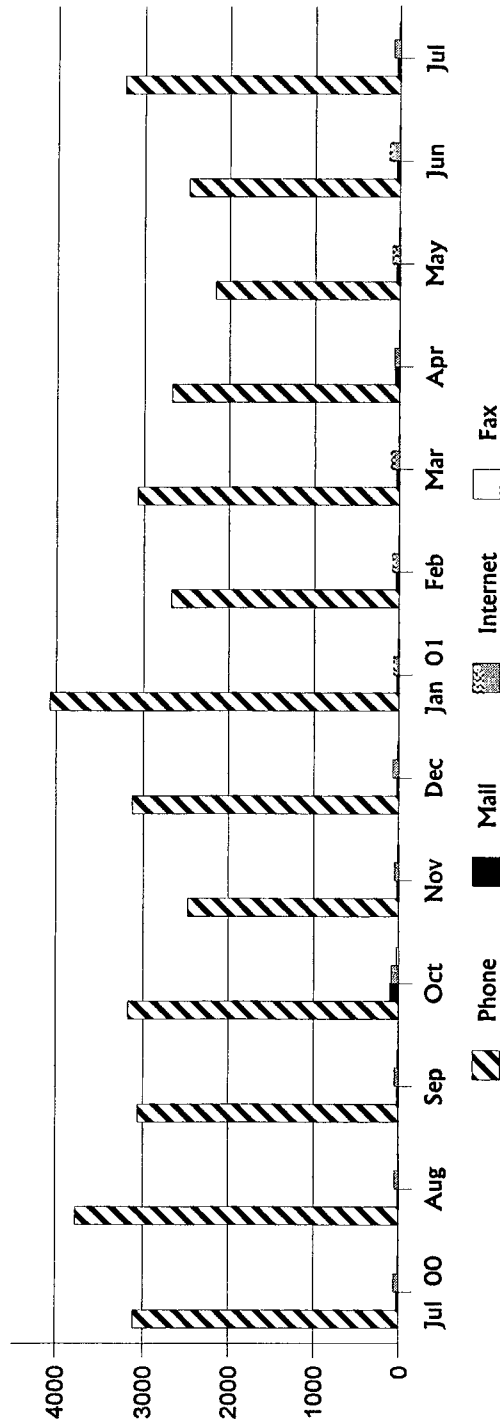
Note: County name not available for 597 cases.

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



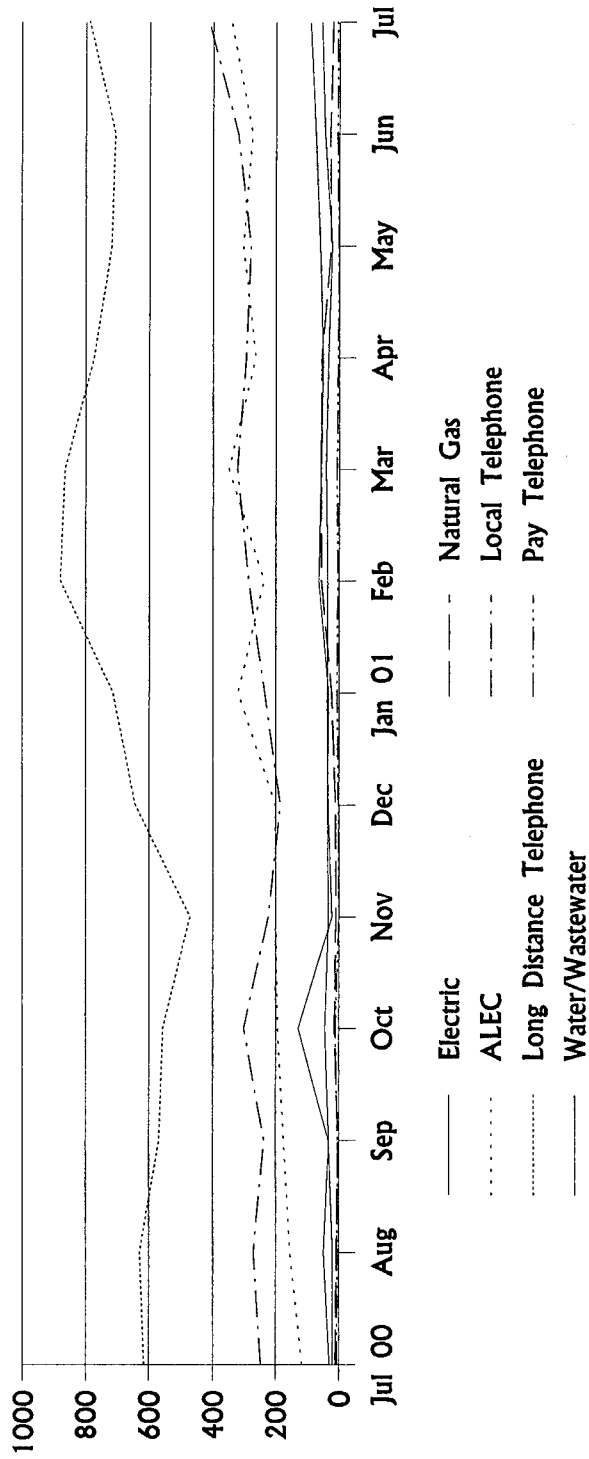
	Jul 00	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul
Phone	839	950	850	951	724	913	1,163	1,769	1,992	1,642	1,676	1,742	2,111
Mail	266	248	248	225	235	246	259	279	313	306	249	317	359
Internet	247	179	198	159	184	213	322	333	305	256	257	253	365
Fax	87	96	89	86	71	70	77	57	91	77	58	61	67
Total	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,438	2,701	2,281	2,240	2,373	2,902

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



	Jul 00	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul
Phone	3,110	3,768	3,058	3,173	2,476	3,128	4,065	2,675	3,070	2,677	2,167	2,478	3,233
Mail	24	14	17	103	23	20	26	37	33	54	38	38	35
Internet	56	47	45	82	46	67	64	78	98	61	87	123	73
Fax	10	9	11	23	11	12	12	9	7	9	8	10	13
Total	3,200	3,838	3,131	3,381	2,556	3,227	4,167	2,799	3,208	2,801	2,300	2,649	3,354

Complaints by Industry July 2000 - July 2001



Industry	Jul 00	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul
Electric	30	48	32	44	33	36	33	63	56	50	59	73	90
Natural Gas	13	9	5	15	11	12	24	57	58	56	26	30	21
ALEC	118	156	176	196	201	202	322	239	351	266	306	277	344
Local Telephone	249	273	239	304	225	186	237	289	324	297	282	322	415
Long Dist. Phone	617	630	570	558	473	644	715	882	867	775	720	709	790
Payphone	8	7	6	13	2	4	8	6	8	5	3	7	7
Water/Wastewater	19	19	33	32	21	34	37	36	41	34	21	45	55

Electric Companies Complaint Activity - July 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	8	9	17	80	13	0	13	69
FLORIDA POWER & LIGHT COMPANY	22	38	60	265	40	0	40	182
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	2	0	2	5
GULF POWER COMPANY	4	2	6	31	2	0	2	24
TAMPA ELECTRIC COMPANY	1	6	7	41	3	0	3	29
TOTAL	35	55	90	422	60	0	60	309

*Please see Index of Definitions.

Electric Companies Number of Customers / Apparent Infraction Indices

Utility Name	Total Customer Base **	Apparent Infractions		Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infraction Index*	July Apparent Infraction Index*
		Y-T-D	Y-T-D			
FLORIDA POWER CORPORATION	1,377,761	1	0	0.0007	4.47	0.00
FLORIDA POWER & LIGHT COMPANY	3,829,297	0	0	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,517	0	0	0.0000	0.00	0.00
GULF POWER COMPANY	367,090	0	0	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	553,527	0	0	0.0000	0.00	0.00
TOTAL	6,153,192	1	0	0.0002		

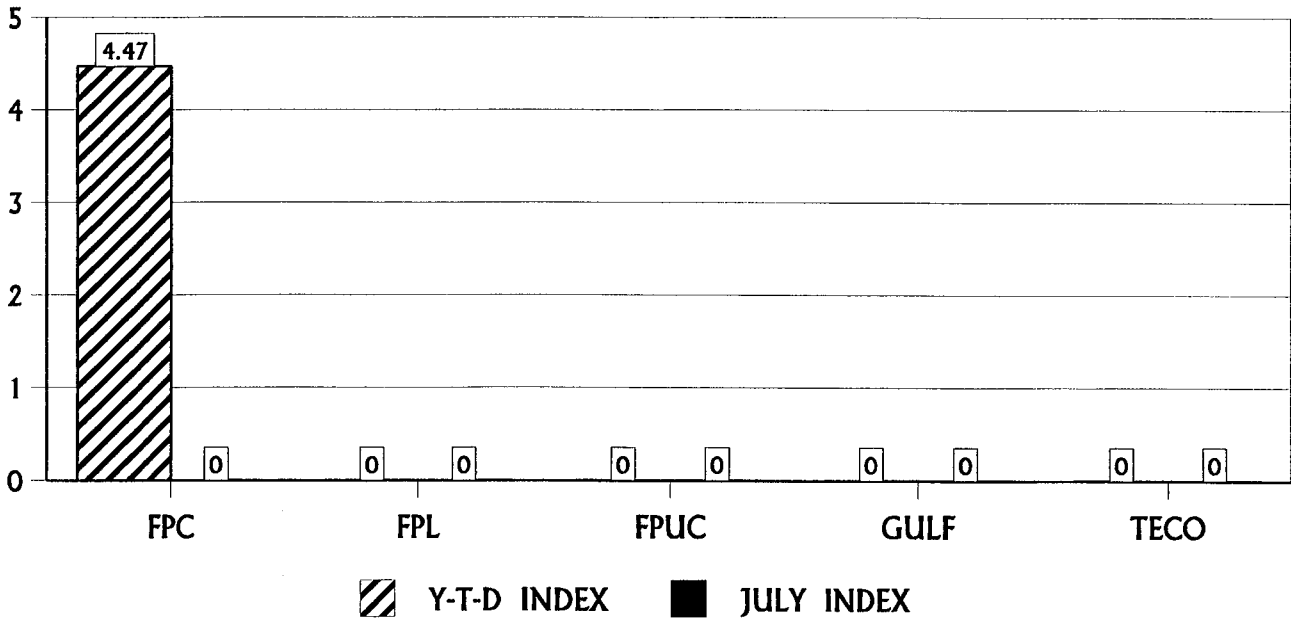
*Please see Index of Definitions.

**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

July 2001

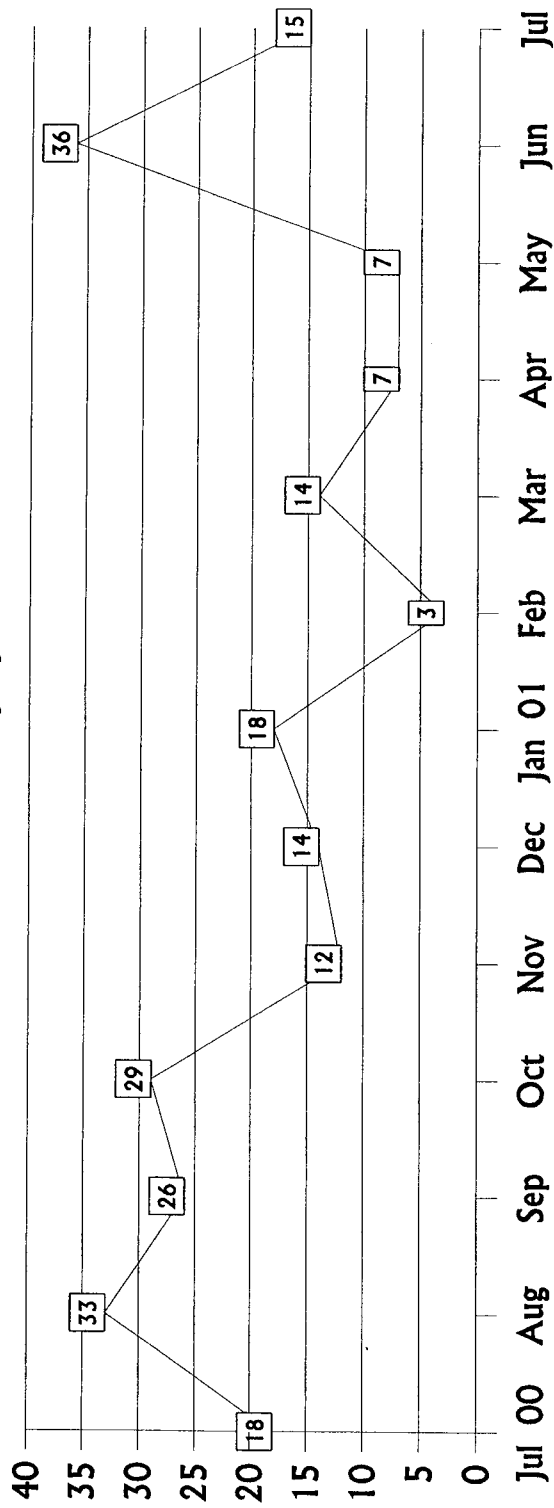


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

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

Total Momentary Electricity Outages Filed

July 2000 - July 2001



Natural Gas Companies Complaint Activity July 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	10	0	2	2	4
CITY GAS COMPANY OF FLORIDA	0	8	8	144	11	7	18	86
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	16	0	0	0	12
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	0	0	1
PEOPLES GAS SYSTEM (TECO)	3	7	10	93	3	0	3	60
ST. JOE NATURAL GAS COMPANY	0	0	0	2	0	1	1	2
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	5	0	0	0	4
TOTAL	4	17	21	271	14	10	24	169

*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*	July Apparent Infractions Index*
CHESAPEAKE UTILITIES	10,103	2	0.215	2.44	8.301
CITY GAS COMPANY	100,847	28	0.291	3.30	2.81
FLORIDA PUBLIC UTILITIES COMPANY	40,381	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	661	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	264,349	3	0.013	0.14	0.00
ST. JOE NATURAL GAS	3,349	1	0.323	3.66	12.45
SEBRING	520	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,325	0	0.000	0.00	0.00
INDUSTRY TOTAL	424,535	34	0.088		

*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 it's customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

Alternative Local Telephone Companies
Complaint Activity - July 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	1	1	2	3	0	3
2ND CENTURY COMMUNICATIONS, INC.	0	0	0	0	1	1
ACCESS ONE COMMUNICATIONS	1	1	2	6	0	6
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	0	0	1	2	3
ADELPHIA BUSINESS SOLUTIONS OF FLORIDA, INC.	0	0	0	0	2	2
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	1	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	3	0	3	2	1	3
ALLTEL COMMUNICATIONS, INC.	0	0	0	2	0	2
AMERICAN FIBER NETWORK, INC.	0	0	0	0	1	1
ATLANTIC TELECOMMUNICATION SYSTEMS, INC.	0	0	0	1	0	1
ATLANTIC.NET BROADBAND, INC.	1	0	1	0	0	0
AT&T	78	36	114	57	23	80
BIZ-TEL CORPORATION	1	0	1	0	0	0
BROADWING LOCAL SERVICES INC.	1	0	1	2	0	2
BTI	3	0	3	6	0	6

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BUDGET PHONE, INC.	1	0	1	0	0	0
CARILINK INTERNATIONAL INC.	4	0	4	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	2	3	1	0	1
CHOCTAW COMMUNICATIONS, INC.	4	0	4	1	0	1
COVAD COMMUNICATIONS COMPANY	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	0	0	0	1	0	1
ELEC COMMUNICATIONS	3	1	4	1	2	3
EPICUS , INC.	3	0	3	2	1	3
EXCEL TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
EXCELINK COMMUNICATIONS, INC.	2	0	2	4	0	4
E.SPIRE COMMUNICATIONS, INC.	3	1	4	4	2	6
FLORIDA COMM SOUTH	2	0	2	2	5	7
FLORIDA DIGITAL NETWORK, INC.	10	3	13	7	6	13
FLORIDA TELEPHONE SERVICES, LLC	3	2	5	3	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	1	1
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELEMANAGEMENT, INC.	1	0	1	0	1	1
GULF COAST COMMUNICATIONS, INC.	1	0	1	0	1	1
HALE AND FATHER, INC.	8	11	19	12	6	18
IDS LONG DISTANCE, INC.	0	0	0	11	13	24
IDS TELCOM LLC	13	2	15	0	3	3
INTELLICALL OPERATOR SERVICES, INC. D/B/A IILD	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
INTERMEDIA COMMUNICATIONS, INC.	2	1	3	6	3	9
INTERNATIONAL TELCOM, LTD.	1	0	1	0	0	0
INTETECH, L.C.	0	0	0	0	1	1
ITC'DELTACOM COMMUNICATIONS, INC. D/B/A ITC'DELTACOM	0	0	0	0	4	4
KMC TELECOM II, INC.	2	0	2	0	0	0
KMC TELECOM INC.	0	0	0	0	1	1
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	0	1	1
LDDS WORLDCOM (WORLDCOM, INC. D/B/A)	0	0	0	0	1	1
MAX-TEL COMMUNICATIONS, INC. D/B/A FLORIDA'S MAX-TEL	0	0	0	0	1	1
MCI WORLDCOM	3	0	3	6	1	7
MPOWER COMMUNICATIONS CORP.	6	1	7	5	1	6
NETWORK TELEPHONE CORPORATION	2	0	2	1	2	3
NEWSOUTH COMMUNICATIONS CORP.	1	2	3	1	0	1
NOS COMMUNICATIONS, INC. D/B/A INTERNATIONAL PLUS	0	0	0	1	0	1
NUVOX COMMUNICATIONS, INC.	1	1	2	0	0	0
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1	0	1
ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	0	0	0
OSCATEL COMMUNICATIONS	1	0	1	0	0	0
PAETEC COMMUNICATIONS, INC.	1	0	1	0	0	0
PINNACLE TELCOM, INC.	0	0	0	0	36	36
QWEST COMMUNICATIONS CORPORATION	2	1	3	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SBC TELECOM, INC.	1	0	1	0	0	0
SECOND CHANCE PHONE	1	1	2	0	0	0
SOUTHEAST TELEPHONE COMPANY	3	0	3	1	0	1
SOUTHEASTERN SERVICES, INC.	0	0	0	1	0	1
SOUTHEASTERN TELECOMMUNICATIONS SERVICE INC.	1	0	1	0	0	0
SOUTHERN STATES TELEPHONE, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	23	16	39	30	10	40
TALK AMERICA INC.	26	13	39	19	8	27
TALLAHASSEE TELEPHONE EXCHANGE, INC.	1	0	1	0	0	0
TCG SOUTH FLORIDA	0	0	0	3	3	6
TEL COM PLUS	0	1	1	2	0	2
TELIGENT SERVICES, INC.	3	0	3	1	1	2
TELSCAPE COMMUNICATIONS	1	2	3	1	7	8
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	1	1	0	0	0
USA TELECOM, INC.	2	1	3	0	0	0
U.S. TELCO, INC.	0	0	0	0	5	5
VARTEC TELECOM, INC.	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	0	1	1	7	2	9
WINSTAR WIRELESS, INC.	0	1	1	0	0	0
XO FLORIDA, INC.	2	0	2	3	0	3
Z-TEL COMMUNICATIONS, INC.	0	0	0	0	1	1
Totals	238	106	344	223	161	384

Local Telephone Companies Complaint Activity July 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.	3	1	4	32	2	2	4	23
BELLSOUTH	186	70	256	1,341	131	22	153	1,155
FRONTIER	0	0	0	3	0	0	0	4
GTC, INC. D/B/A GT COM	1	0	1	14	3	1	4	17
VERIZON	28	22	50	295	37	2	39	245
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
SMART CITY TELECOM (Formerly Vista United)	1	0	1	2	1	0	1	1
SPRINT-FLORIDA	67	36	103	473	45	2	47	402
TOTAL	286	129	415	2,165	219	29	248	1,853

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*	July Apparent Infractions Index*
ALLTEL	92,182	2	0.0217	2.16	9.47
BELLSOUTH	6,651,643	68	0.0102	1.02	1.44
FRONTIER	4,809	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	2	0.0390	3.89	8.51
VERIZON	2,464,043	16	0.0065	0.65	0.35
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	5.95	0.00
SPRINT-FLORIDA	2,248,311	38	0.0113	1.13	0.26
TOTAL	11,556,609	127	0.0100		

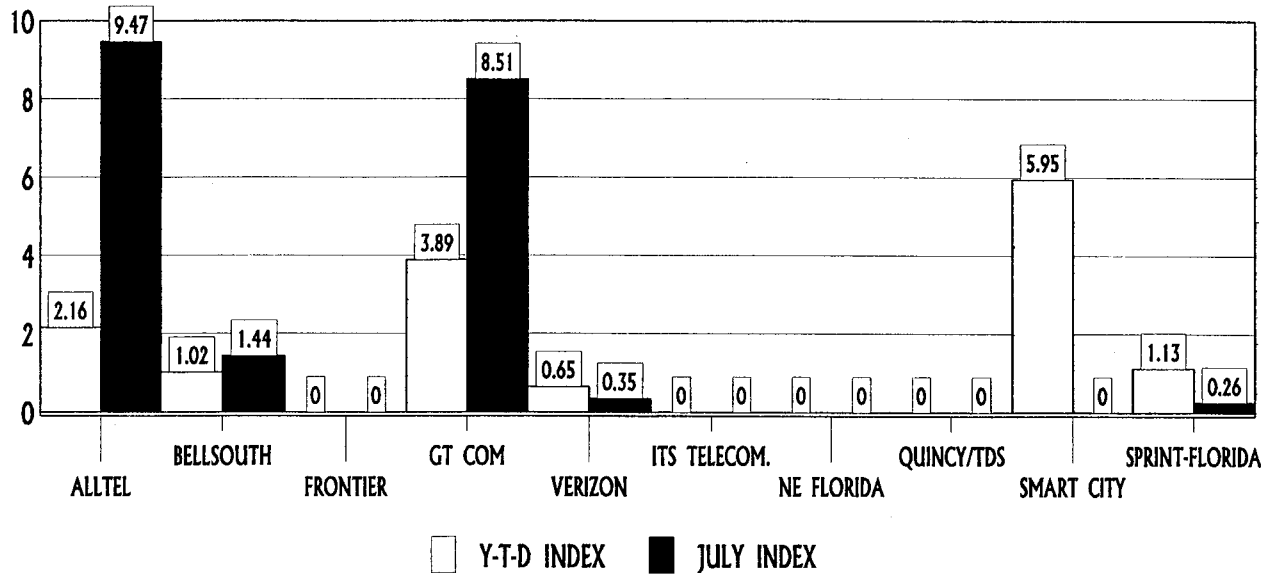
* Please see Index of Definitions.

**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

July 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 - July 2001**

Company	July	Year-To-Date
Bellsouth Telecommunications, Inc.	1	2
Florida Digital Network, Inc.	2	2
Hale and Father, Inc.	5	5
IDS Long Distance, Inc.	7	7
Sprint-Florida, Inc.	0	1
Supra Telecommunications & Information Systems, Inc.	4	5
Talk America Inc.	6	7
All Other Local Companies	6	6
Totals	31	35

Cramming Statistics*

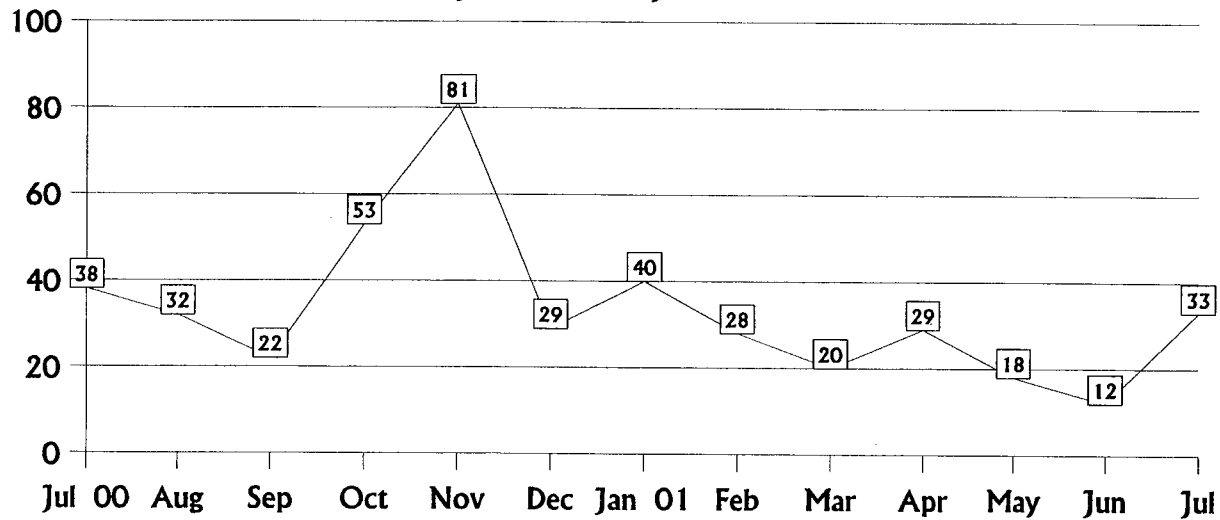
July 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
38	33	\$ 1,907.57

*Please see Index of Definitions

Cases Resolved as Cramming

June 2000 - June 2001



Long Distance Companies
Complaint Activity - July 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	0	1	1	0	0	0
360NETWORKS (USA) INC.	0	0	0	0	1	1
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	1	3	4
ACCESS ONE, INC.	0	1	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	2	0	2	0	1	1
ACTEL INTEGRATED COMMUNICATIONS, INC.	0	0	0	0	1	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	3	1	4
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	0	0	0	1	1
ALLIANCE GROUP SERVICES, INC. D/B/A U.S. REPUBLIC COMM.	0	0	0	3	0	3
ALLIANCE NETWORK, INC. D/B/A C2K, INC.	0	0	0	0	1	1
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ALLTELCO, INC.	1	0	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	1	0	1	6	23	29
AMERICAN NORTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0	1
AMERICATEL CORPORATION D/B/A 10 123 AMERICATEL	0	0	0	0	2	2
AMERIVISION COMMUNICATIONS, INC.	1	0	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	98	154	252	173	38	211
BROADWING COMMUNICATIONS SERVICES INC.	0	1	1	0	2	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BROADWING TELECOMMUNICATIONS INC.	1	0	1	2	0	2
BUDGET CALL LONG DISTANCE, INC.	1	0	1	0	1	1
BUSINESS SAVINGS PLAN INC.	1	0	1	1	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	1	1	2
CABLE & WIRELESS USA, INC.	0	0	0	0	1	1
CASH BACK REBATES LD.COM, INC.	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	0	0	0
COMMUNICATION NETWORK SOLUTIONS, L.L.C.	0	1	1	0	0	0
COMMUNICATION OPTIONS SOUTHERN REGION, INC.	0	0	0	0	1	1
COMTEL COMPLITER CORP.	0	0	0	0	1	1
CONSUMER ACCESS	0	1	1	0	0	0
CORRECTIONAL BILLING SERVICES	0	1	1	3	0	3
CUSTOM TELECONNECT, INC.	1	0	1	0	0	0
CYBERTEL, COMMUNICATIONS CORP.	0	1	1	0	0	0
DIRECT ONE OF CALIFORNIA, INC.	2	5	7	7	0	7
ECONOPHONE, INC.	0	0	0	0	2	2
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	1	2
ENHANCED COMMUNICATIONS GROUP, L.L.C.	0	1	1	0	2	2
ENHANCED SERVICES BILLING, INC.	0	1	1	1	0	1
EPICUS	2	1	3	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ERBIA NETWORK, INC.	0	0	0	3	0	3
ESSENTIAL.COM, INC.	1	1	2	0	1	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	1	1
ESS.COM, L.L.C.	0	0	0	0	1	1
EUREKA TELECOM, LLC	1	0	1	0	0	0
EVOICE TELECOM, INC.	0	0	0	0	1	1
EXCEL TELECOMMUNICATIONS, INC.	3	4	7	8	0	8
EZTEL NETWORK SERVICE, LLC	2	0	2	0	0	0
E.SPIRE COMMUNICATIONS, INC.	0	1	1	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	1	0	1
FEDERAL TRANSTEL, INC.	1	8	9	6	0	6
FIRST COMMUNICATIONS, LLC	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	1	0	1	1	2	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	2	2	4
GALAXY LONG DISTANCE, INC.	0	0	0	0	1	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
GLOBAL CREST COMMUNICATIONS, INC.	1	1	2	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	10	0	10	10	0	10
GLOBAL TELELINK SERVICES, INC.	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GLOBALCOM, INC. D/B/A GCI GLOBALCOM, INC.	0	0	0	0	2	2
GLORIA TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
GT COM LONG DISTANCE	0	1	1	0	0	0
GTE TELECOMMUNICATION SERVICES INCORPORATED	1	0	1	0	0	0
HALE AND FATHER, INC.	0	1	1	4	2	6
HBS BILLING SERVICES COMPANY	0	0	0	1	0	1
HORIZONE COMMUNICATIONS	3	1	4	2	1	3
I VANTAGE NETWORK SOLUTIONS	2	1	3	2	0	2
IDS LONG DISTANCE, INC.	0	0	0	2	3	5
IDS TELCOM LLC	5	2	7	1	9	10
IDT AMERICA CORP.	6	5	11	11	3	14
ILD	0	9	9	10	7	17
INTEGRETEL, INC.	2	6	8	6	0	6
INTERCONTINENTAL COMMUNICATIONS GROUP, INC.	0	0	0	1	1	2
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	6	1	7
KMC TELECOM II, INC.	0	1	1	0	0	0
KMC TELECOM INC.	1	0	1	0	0	0
KMC TELECOM V, INC.	0	0	0	0	1	1
LDC CONSULTANTS	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Infractions	
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	1	2
LIGHTYEAR TELECOMMUNICATIONS LLC	0	0	0	0	1	1
LYXOM, INC	0	1	1	1	0	1
MATRIX TELECOM, INC.	1	0	1	1	0	1
MAXTEL USA, INC.	0	1	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	54	77	131	69	4	73
MERCURY LONG DISTANCE, INC.	0	1	1	0	0	0
MINIMUM RATE PRICING, INC.	0	0	0	0	1	1
MPOWER COMMUNICATIONS CORP.	0	1	1	1	0	1
NATIONAL ACCOUNTS, INC.	0	0	0	1	1	2
NATIONS TEL AND MTS/COMMUNICAL	1	0	1	0	0	0
NETWORK SERVICES LONG DISTANCE (THE PHONCO, INC. D/B/A)	0	0	0	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	1	1	0	0	0
NORTHWESTERN DIGITAL COMPANY	0	0	0	0	1	1
NXLD COMPANY D/B/A NEXTEL LONG DISTANCE	0	0	0	1	0	1
OLS, INC.	12	4	16	11	53	64
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	1	1	0	0	0
OPERATOR COMMUNICATIONS, INC. D/B/A ONCOR COMMUNICATIONS	0	0	0	0	1	1
OPEX COMMUNICATIONS, INC.	2	0	2	4	5	9

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	1	0	1	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	1	2
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
PROMISE-NET INTERNATIONAL, LTD., INC.	0	0	0	1	0	1
PT-1 COMMUNICATIONS	0	0	0	1	7	8
PT-1 LONG DISTANCE, INC.	0	1	1	0	2	2
PIT TELEKOM, INC.	0	0	0	0	1	1
PUBLIC PAYPHONE U.S.A., INC. D/B/A PUBLIC COMMUNICATIONS	0	0	0	0	1	1
QUINTELCO, INC.	0	1	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	38	23	61	25	3	28
QWEST COMMUNICATIONS SERVICES	2	0	2	0	2	2
RIM CARD SERVICES, INC.	0	0	0	0	3	3
RSL COM PRIMECALL, INC.	0	1	1	0	0	0
SATURN TELECOMMUNICATION SERVICES, INC.	2	0	2	0	0	0
SBC TELECOM, INC.	1	0	1	0	0	0
SHARED NETWORK USERS GROUP, INC.	0	1	1	0	0	0
SOUTHERN STATES TELEPHONE, INC.	1	0	1	0	1	1
SOUTHERNNET SYSTEMS, INC.	0	0	0	1	0	1
SPRAWLNET.COM INC.	0	0	0	1	0	1
SPRINT	35	31	66	32	10	42

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
STARNET INTERNATIONAL, INC.	1	0	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	2	0	2
T-NETIX, INC.	0	0	0	0	1	1
TALK AMERICA INC.	20	15	35	31	15	46
TCG SOUTH FLORIDA	0	1	1	0	1	1
TELCO BILLING, INC.	0	0	0	5	0	5
TELCO DEVELOPMENT GROUP, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	1	0	1	2	0	2
TELEFONE INCORPORATED	1	0	1	1	0	1
TELEUNO, INC.	2	1	3	0	0	0
TELIGENT SERVICES, INC.	0	1	1	1	0	1
TELMATCH TELECOMMUNICATIONS, INC. D/B/A BENEFITS PLUS	0	0	0	0	1	1
TELQUEST COMMUNICATIONS, CORP.	0	0	0	1	0	1
TELSCAPE COMMUNICATIONS	0	1	1	0	0	0
TELSCAPE USA, INC.	2	4	6	5	14	19
THE FREE NETWORK, L.L.C.	2	1	3	1	1	2
TOTALACCESS.COM, INC.	0	0	0	0	1	1
TOUCH 1 COMMUNICATIONS, INC.	1	1	2	0	0	0
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1	0	1
TTI NATIONAL, INC.	2	1	3	1	0	1

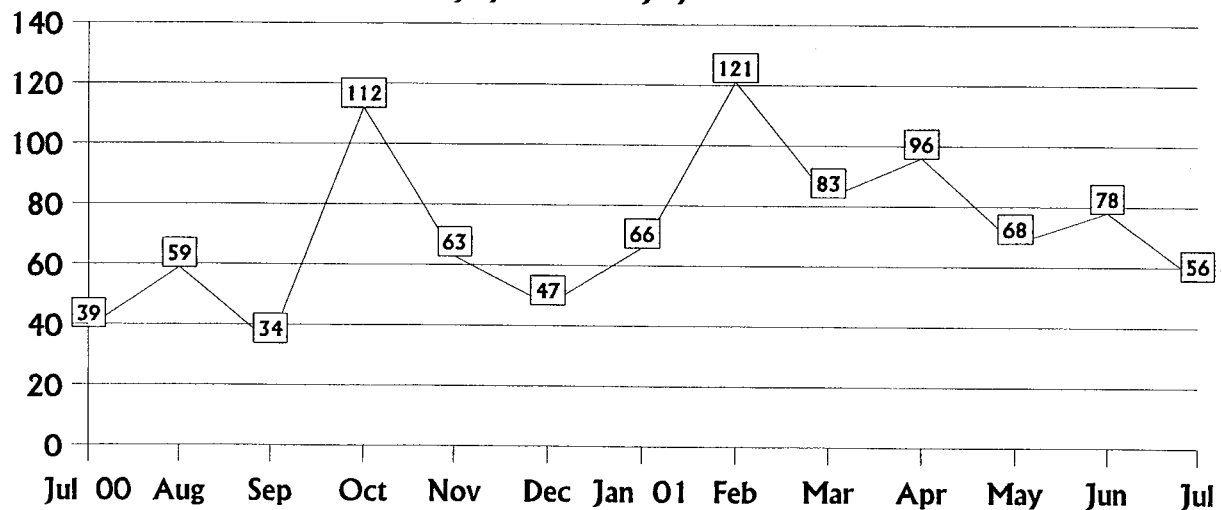
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
U S P & C CORPORATION	0	1	1	0	0	0
LUKI COMMUNICATIONS, INC.	2	0	2	1	21	22
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	0	1	1
UNITED COMMUNICATIONS HUB, INC.	0	0	0	1	0	1
URSUS TELECOM CORP.	0	0	0	0	1	1
USC TELECOM, INC.	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	0	0	1	1	2
USP COMM., INC.	1	0	1	0	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	3	5	8	7	1	8
VERIZON SELECT SERVICES INC.	4	4	8	8	2	10
VIATEL SERVICES, INC.	0	0	0	0	12	12
VOX POPULI TELECOMMUNICATIONS, INC.	3	1	4	0	0	0
WEBNET COMMUNICATIONS, INC.	10	2	12	6	72	78
WESTINGHOUSE COMMUNICATIONS	1	0	1	0	0	0
WILIAMS COMMUNICATIONS, LLC	1	0	1	0	0	0
XO FLORIDA, INC.	1	0	1	0	0	0
YESTEL, INC.	2	0	2	0	0	0
Z-TEL COMMUNICATIONS, INC.	0	2	2	0	0	0
ZERO PLUS DIALING	0	5	5	15	0	15
ZERO PLUS DIALING, INC.	2	16	18	15	0	15
Total	370	420	790	546	372	918

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

Company	July	Year-To-Date
Access One Communications	0	18
America's Tele-Network Corp.	1	16
AT&T / ACC	3	62
IDS Long Distance, Inc.	0	16
MCI Worldcom	4	30
OLS, Inc.	11	78
Sprint	8	51
Talk America Inc.	7	59
Telscape USA, Inc.	2	16
The Phone Company	0	52
WebNet Communications	1	22
Other Long Distance Companies	19	148
Totals	56	568

Cases Resolved as Slamming

July 2000 - July 2001



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ANGEL CRUZ D/B/A NEWSTAR COMMUNICATIONS	0	0	0	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	1	2	1	0	1
COMMERCIAL PAY PHONES, INC.	1	0	1	0	0	0
FIRST AMERICAN PAY PHONE COMPANY	1	0	1	1	0	1
FLORIDA PAY PHONE SERVICES, INC.	0	0	0	1	0	1
MCI WORLDCOM	1	0	1	0	0	0
PALM-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
SOUTH MIAMI WASH BOWL, INC.	1	0	1	0	0	0
TOTAL	6	1	7	4	0	4

Water and Wastewater Companies Complaint Activity - July 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALPHA UTILITIES, INC.	18	5	23	11	0	11
AQUASOURCE UTILITY, INC.	0	1	1	1	0	1
ARREDONDO UTILITY COMPANY, INC.	0	0	0	0	1	1
BONITA SPRINGS UTILITIES	0	1	1	0	0	0
BRADEN RIVER UTILITIES, INC.	0	0	0	0	1	1
BROADVIEW PARK WATER COMPANY	0	1	1	0	0	0
BURKIM ENTERPRISES, INC.	1	3	4	0	0	0
CONSOLIDATED WATER WORKS, INC.	0	0	0	2	0	2
CONTINENTAL UTILITY, INC.	0	0	0	0	1	1
DIXIE GROVES ESTATES, INC.	0	2	2	0	0	0
FLORIDA WATER SERVICES CORPORATION	3	3	6	7	0	7
FOREST HILLS UTILITIES, INC.	0	1	1	0	0	0
GULF AIRE WASTEWATER TREATMENT PLANT	1	0	1	0	0	0
LAKE UTILITY SERVICES, INC.	1	0	1	0	0	0
LINDRICK SERVICE CORPORATION	0	1	1	2	0	2
LITTLE SUMTER UTILITY COMPANY	0	0	0	1	0	1
MAD HATTER UTILITY, INC.	0	0	0	0	2	2
OCALA OAKS UTILITIES, INC.	0	1	1	1	0	1
ORANGEWOOD LAKES SERVICES, INC.	1	0	1	0	0	0
PARK WATER COMPANY INC.	1	0	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	2	0	2
POINCIANA UTILITIES INC.	0	1	1	1	0	1
ROYAL UTILITY COMPANY	0	1	1	0	0	0
SANDY CREEK UTILITIES, INC.	0	1	1	0	0	0
SHANGRI-LA BY THE LAKE UTILITIES, INC.	0	0	0	1	0	1
TAMIAMI VILLAGE WATER COMPANY, INC.	0	1	1	1	0	1
UNITED WATER FLORIDA INC.	2	0	2	6	1	7
UTILITIES, INC. OF FLORIDA	1	1	2	1	0	1
ZELLWOOD STATION CO-OP, INC.	0	1	1	0	0	0
TOTALS	30	25	55	37	6	43

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