



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
AUGUST 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.

Monthly Consumer Refunds

August 2000 - August 2001

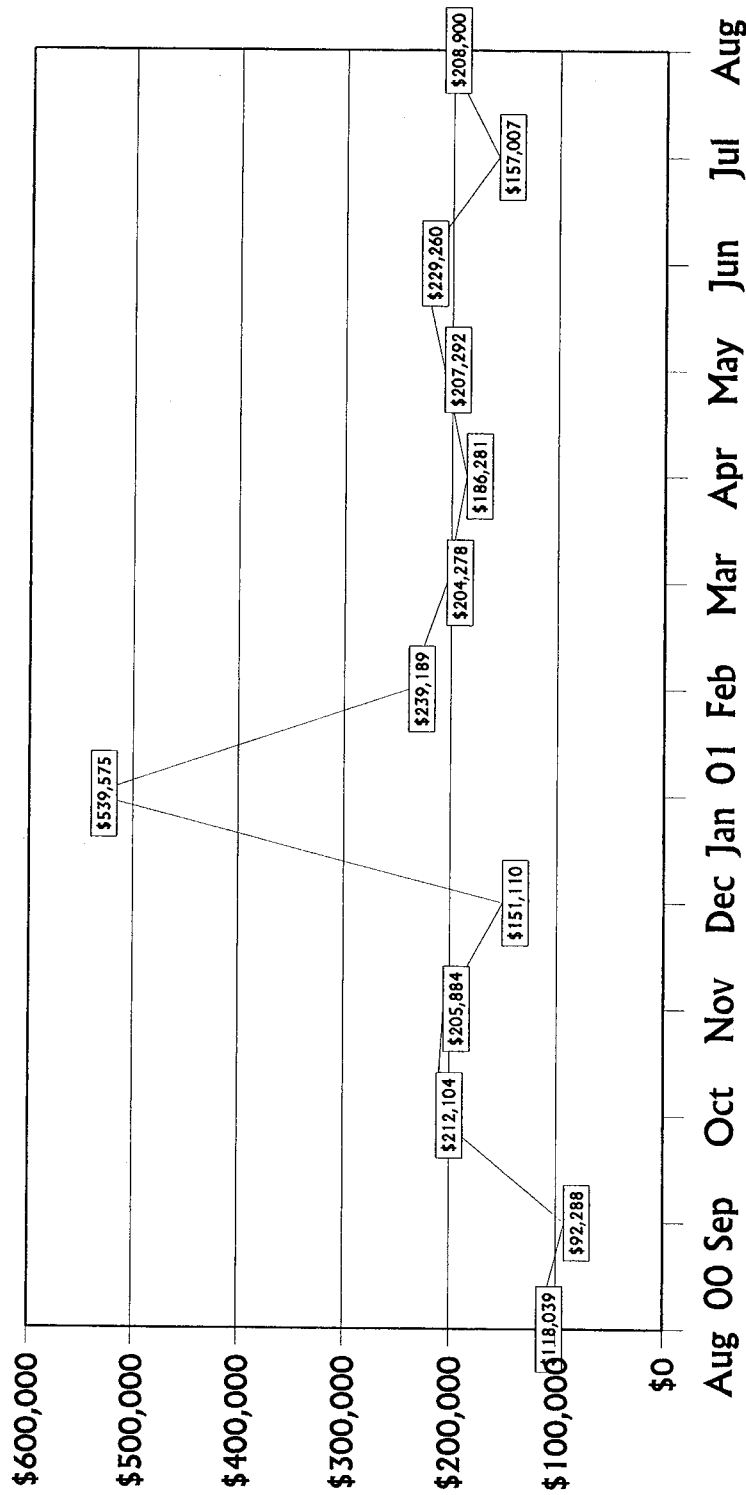


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Consumer Activity - August 2001

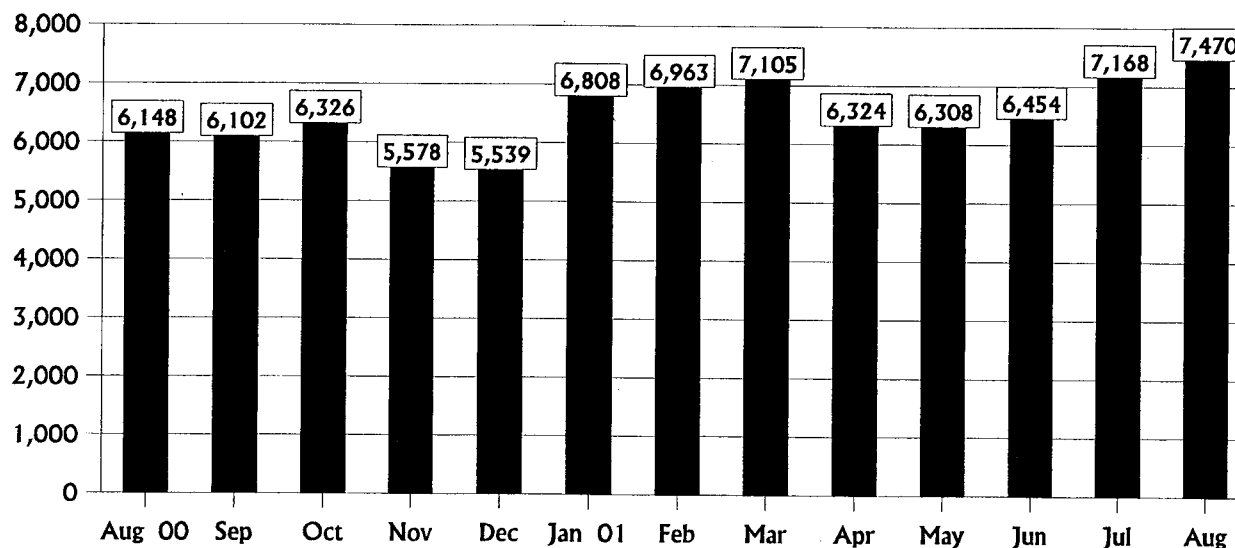
Complaints Received		2,943
Electric	111	
Gas	20	
Alternative Local Exchange Telephone	282	
Local Exchange Telephone	405	
Long Distance Telephone	760	
Pay Telephone	6	
Water & Wastewater	41	
Non-regulated/Other Consumer Assistance	1,041	
Cases Received / Closed Under 72 Hr Rule	277	
Electric	75	
Gas	0	
Telecommunications	200	
Water / Wastewater	2	
Information Requests Received		3,103
Total Cases Received		6,046

How Cases Were Received	Complaints	Information Requests
Phone	2,101	2,966
Mail	401	35
Internet	341	84
Fax	100	18
Totals	2,943	3,103

Non-jurisdictional Calls Not Filed As Cases	1,424
Total Consumer Contacts Handled	7,470
Transfer Connect (Calls Transferred to Utilities)	1,006
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	64

Consumer Savings	
Electric	\$ 4,364.51
Gas	1,261.21
Alternative Local Exchange Telephone	29,779.33
Local Exchange Telephone	35,338.90
Long Distance Telephone	136,339.96
Pay Telephone	1,500.00
Water & Wastewater	55.49
Non-regulated/Other Consumer Assistance	260.95
Total	\$ 208,900.35

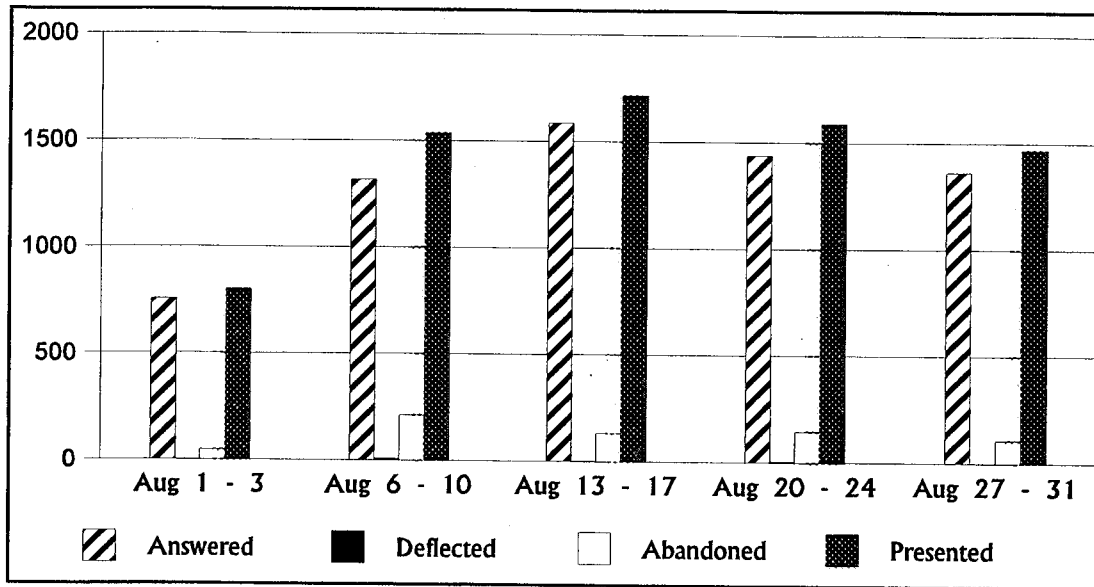
Public Service Commission Total Consumer Contacts August 2000 - August 2001



	Complaints Received	% of Total Complaints
Electric	111	4%
Gas	20	1%
Alt. Local Exchange Telephone	282	10%
Local Exchange Telephone	405	14%
Long Distance Telephone	760	26%
Pay Telephone	6	< 1%
Water & Wastewater	41	1%
Non-regulated Consumer Assistance	1,041	35%
Cases Received / Closed by 72 Hr Rule	277	9%
Total	2,943	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 August 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
August 1 - 3	755	94.1%	0	0.0%	47	5.9%	802
August 6 - 10	1,317	85.6%	8	0.5%	213	13.8%	1,538
August 13 - 17	1,585	92.3%	1	0.1%	131	7.6%	1,717
August 20 - 24	1,438	90.6%	5	0.3%	145	9.1%	1,588
August 27 - 31	1,363	92.7%	1	0.1%	107	7.3%	1,471
Totals	6,458	90.8%	15	0.2%	643	9.0%	7,116

Calls Answered During the Month

6,458

Minus CAF Calls Resulting in Cases

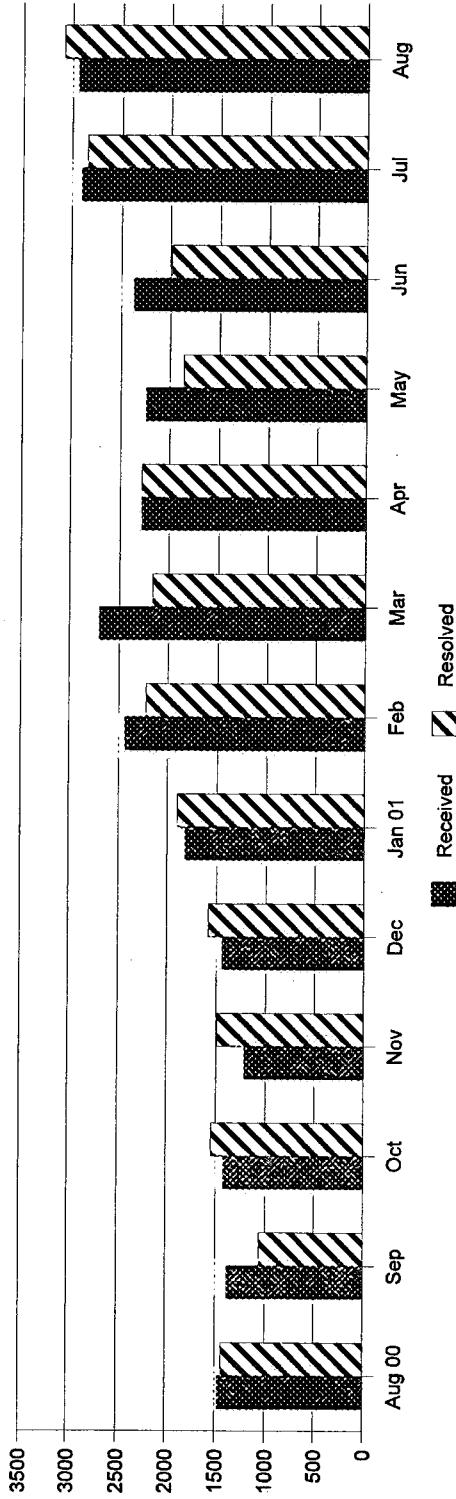
(5,034)

Total Non-Jurisdictional Calls Not Filed As Cases

1,424

Monthly Status of Total Complaints Received / Resolved*

August 2000 - August 2001

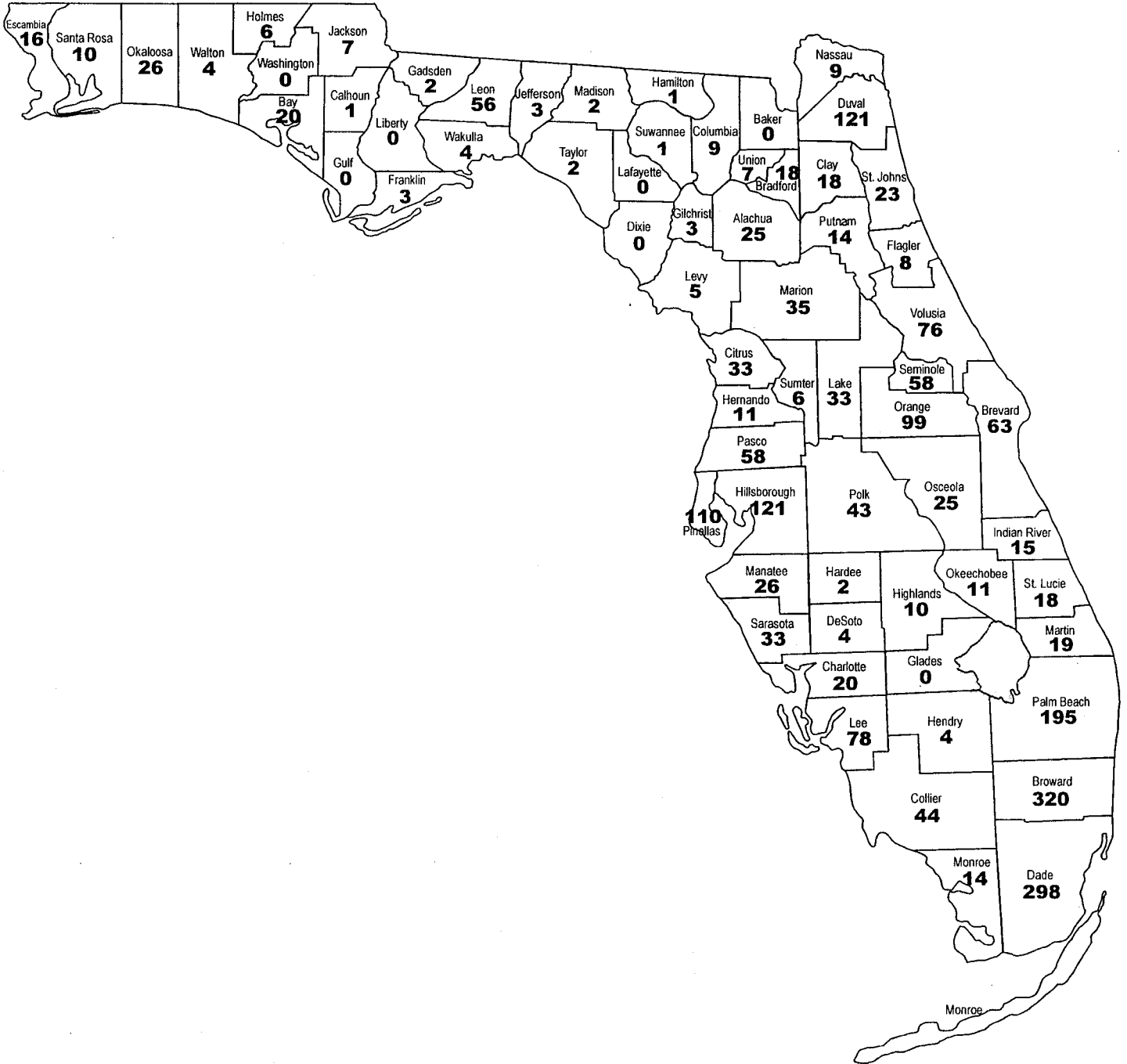


	Aug 00	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug
Received	1,473	1,385	1,421	1,214	1,442	1,821	2,348	2,701	2,281	2,240	2,373	2,902	2,943
Resolved	1,440	1,058	1,547	1,488	1,581	1,897	2,221	2,163	2,280	1,862	1,986	2,845	3,082

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

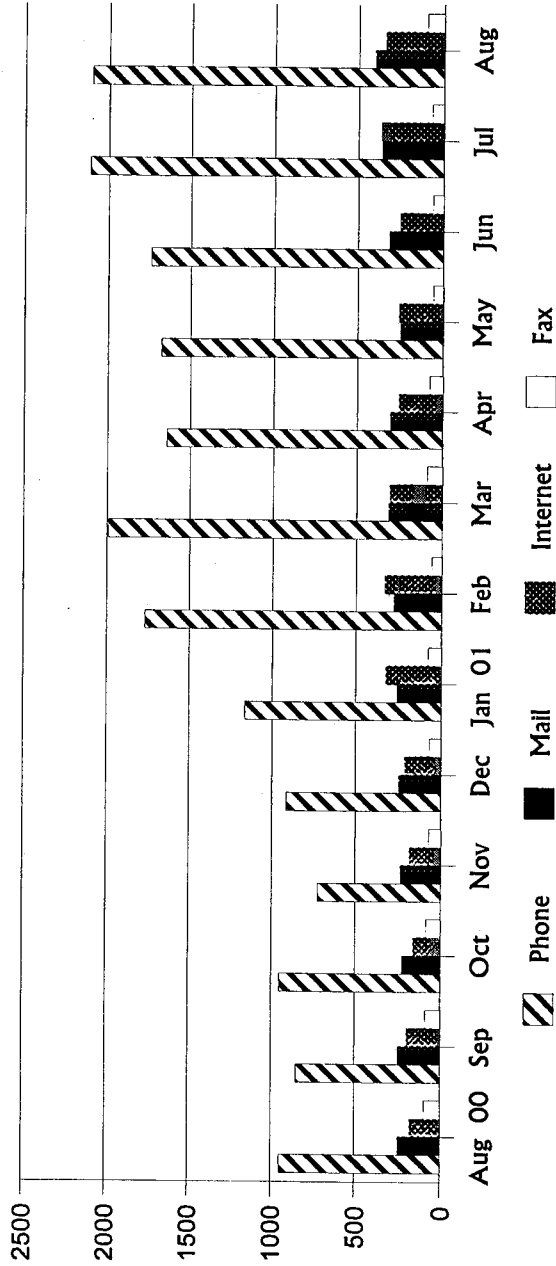
Complaints Received by County

AUGUST 2001



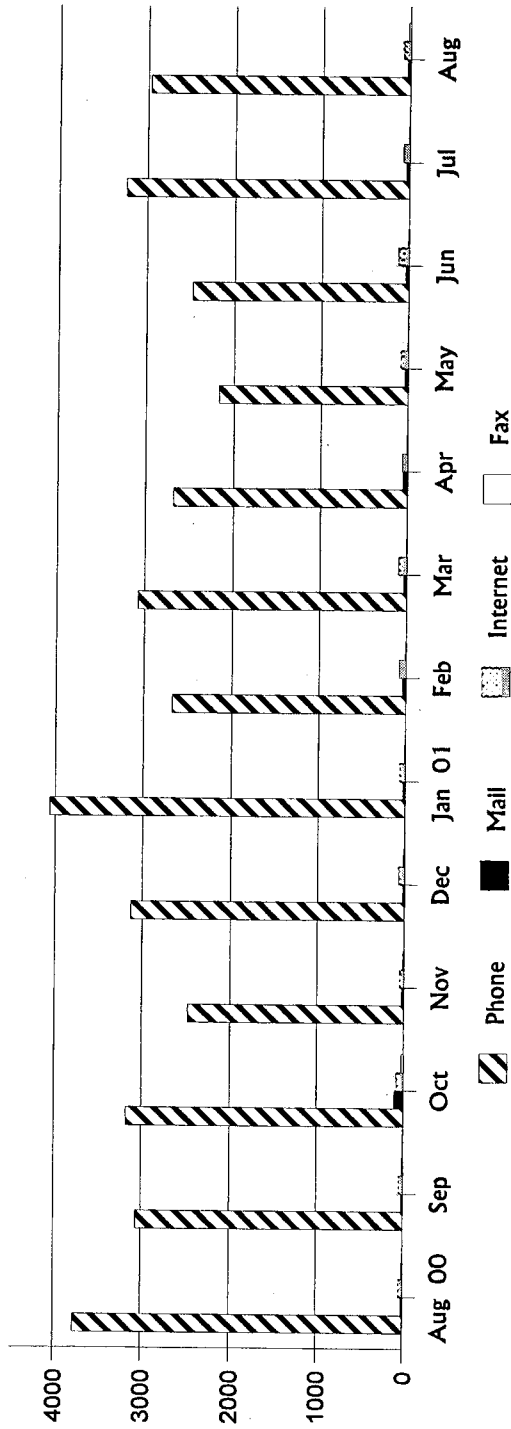
Note: County name not available for 637 cases.

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



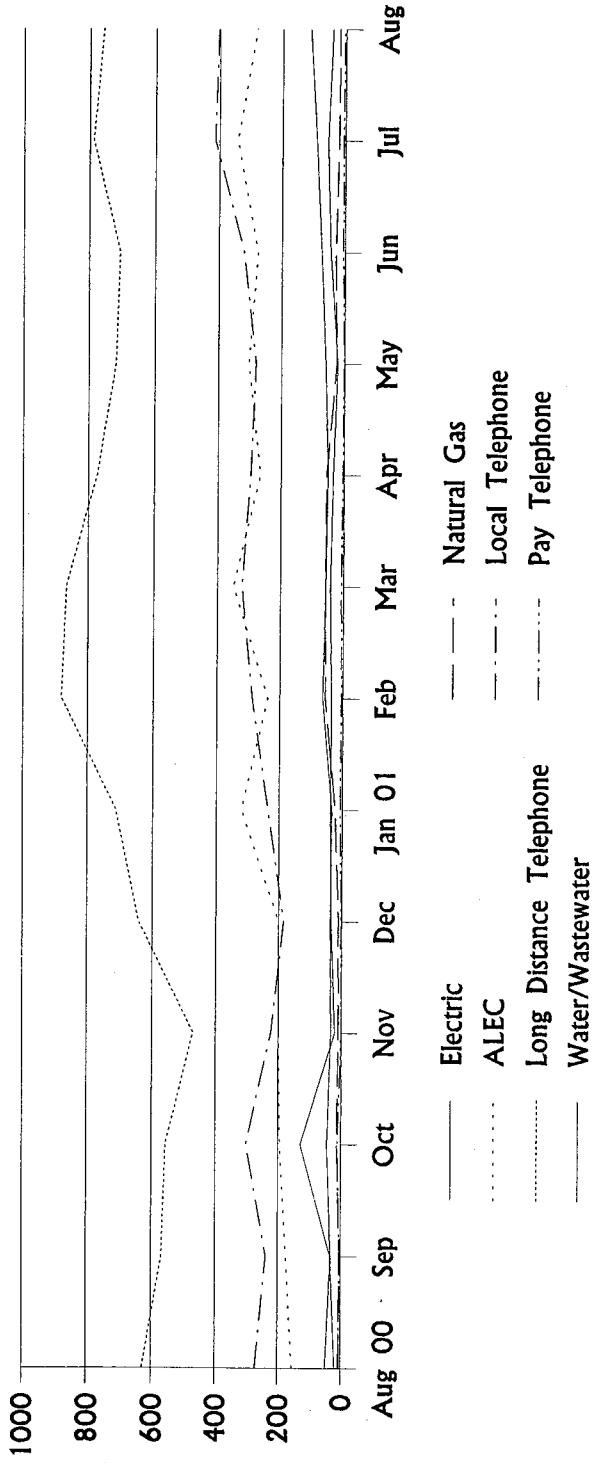
	Aug 00	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	950	850	951	724	913	1,163	1,769	1,992	1,642	1,676	1,742	2,111	2,101
Mail	248	248	225	235	246	259	279	313	306	249	317	359	401
Internet	179	198	159	184	213	322	333	305	256	257	253	365	341
Fax	96	89	86	71	70	77	57	91	77	58	61	67	100
Total	1,473	1,385	1,421	1,214	1,442	1,821	2,438	2,701	2,281	2,240	2,373	2,902	2,943

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



	Aug 00	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug
Phone	3,768	3,058	3,173	2,476	3,128	4,065	2,675	3,070	2,677	2,167	2,478	3,233	2,966
Mail	14	17	103	23	20	26	37	33	54	38	38	35	35
Internet	47	45	82	46	67	64	78	98	61	87	123	73	84
Fax	9	11	23	11	12	12	9	7	9	8	10	13	18
Total	3,838	3,131	3,381	2,556	3,227	4,167	2,799	3,208	2,801	2,300	2,649	3,354	3,103

Complaints by Industry August 2000 - August 2001



Industry	Aug 00	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug
Electric	48	32	44	33	36	33	63	56	50	59	73	90	111
Natural Gas	9	5	15	11	12	24	57	58	56	26	30	21	20
ALEC	156	176	196	201	202	322	239	351	266	306	277	344	282
Local Telephone	273	239	304	225	186	237	289	324	297	282	322	415	405
Long Dist. Phone	630	570	558	473	644	715	882	867	775	720	709	790	760
Payphone	7	6	13	2	4	8	6	8	5	3	7	7	6
Water/Wastewater	19	33	32	21	34	37	36	41	34	21	45	55	41

Electric Companies Complaint Activity - August 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	5	11	16	96	12	0	12	81
FLORIDA POWER & LIGHT COMPANY	25	48	73	337	35	0	35	217
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	5
GULF POWER COMPANY	2	3	5	36	10	0	10	34
TAMPA ELECTRIC COMPANY	5	12	17	57	11	0	11	40
TOTAL	37	74	111	531	68	0	68	377

*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 Infractions Index*	August Apparent Infractions Index*
		Y-T-D Infractions	Y-T-D Index*			
FLORIDA POWER CORPORATION	1,377,761	1	4.47	0.0007	4.47	0.00
FLORIDA POWER & LIGHT COMPANY	3,829,297	0	0.00	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,517	0	0.00	0.0000	0.00	0.00
GULF POWER COMPANY	367,090	0	0.00	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	553,527	0	0.00	0.0000	0.00	0.00
TOTAL	6,153,192	1	0.0002			

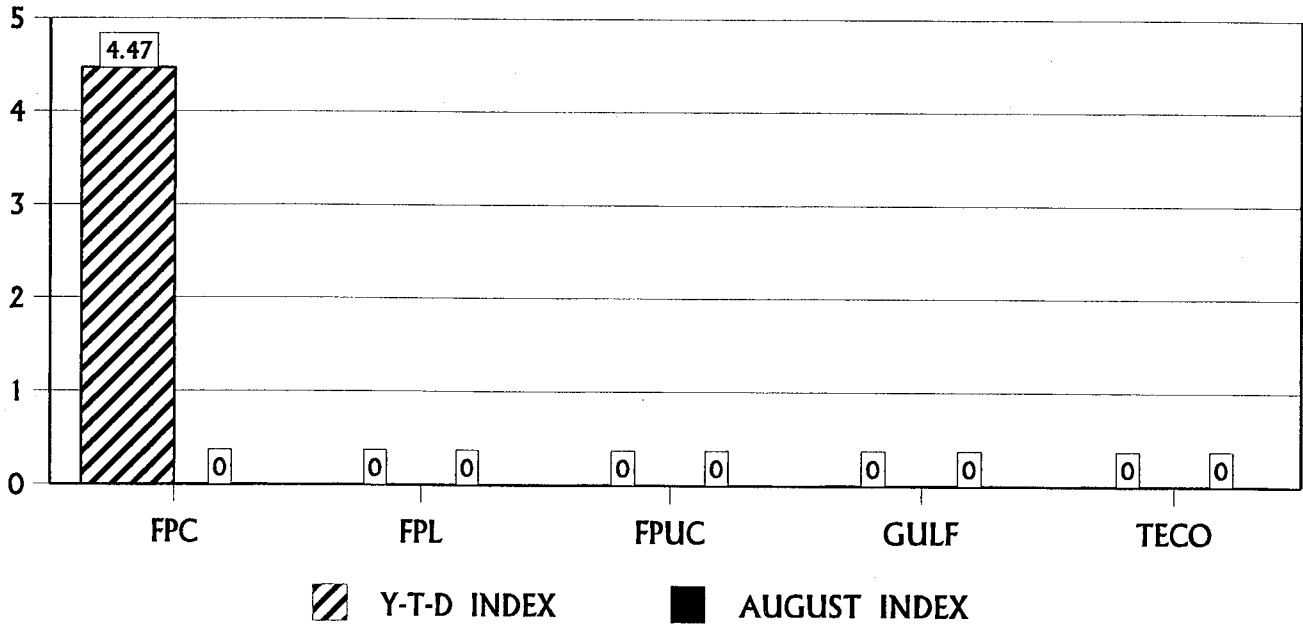
*Please see Index of Definitions.

**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

August 2001

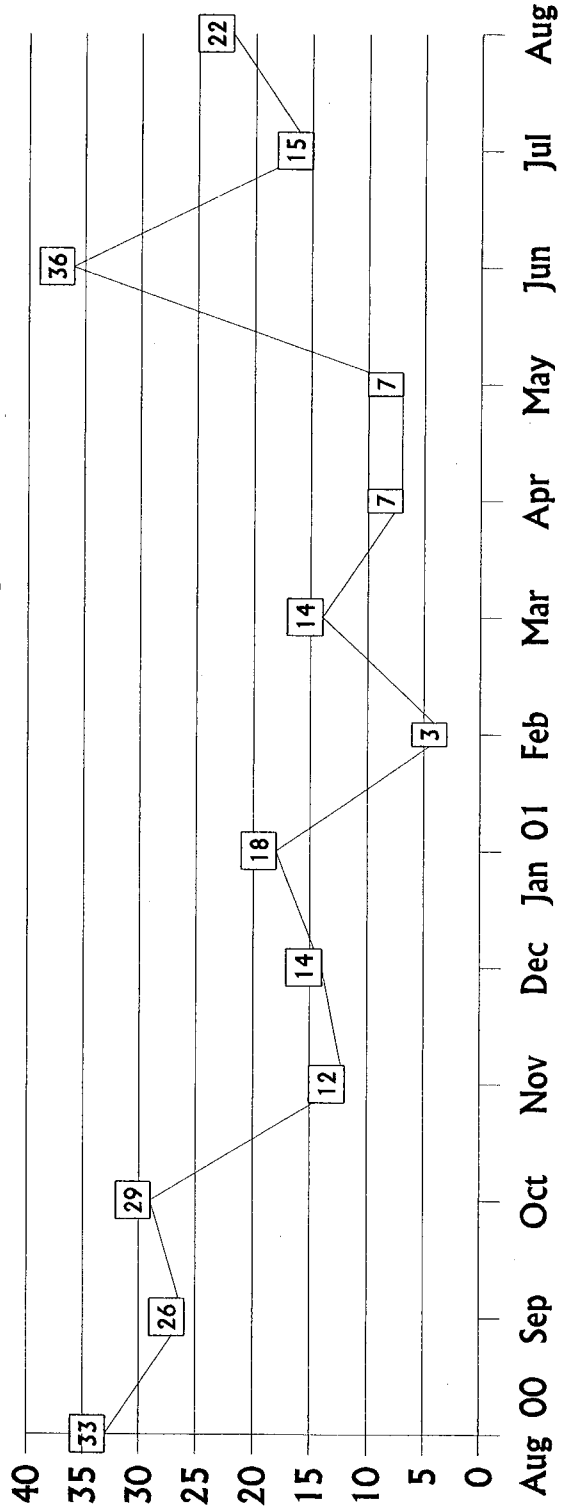


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

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

Total Momentary Electricity Outages Filed

August 2000 - August 2001



Natural Gas Companies Complaint Activity August 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	4	2	6	10
CITY GAS COMPANY OF FLORIDA	1	7	8	152	12	9	21	107
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	19	1	0	1	13
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	1	1	2
PEOPLES GAS SYSTEM (TECO)	3	6	9	102	14	0	14	74
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	0	0	5	0	0	0	4
TOTAL	6	14	20	291	31	12	43	212

*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*	August Apparent Infractions Index*
CHESAPEAKE UTILITIES	10,103	4	0.430	3.61	6.918
CITY GAS COMPANY	100,847	37	0.384	3.22	3.01
FLORIDA PUBLIC UTILITIES COMPANY	40,381	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	661	1	1.585	13.30	50.98
PEOPLES GAS SYSTEM (TECO)	264,349	3	0.013	0.11	0.00
ST. JOE NATURAL GAS	3,349	1	0.323	2.71	0.00
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	46	0.119		

*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 - August 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS	1	0	1	2	2	4
ACI	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	1	0	1	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	2	2
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	2	3	3	0	3
ALLIANCE NETWORK, INC. D/B/A C2K, INC.	0	0	0	0	1	1
ALLIANCE TEL-COM, INC.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	4	0	4	0	0	0
ALTERNATIVE PHONE, INC.	0	0	0	1	0	1
AMERICA'S TELE-NETWORK CORP.	0	0	0	1	0	1
AMERICAN FIBER NETWORK, INC.	0	0	0	1	0	1
ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS	0	0	0	1	0	1
AT&T	2	0	2	2	1	3
AT&T DIGITAL PHONE	58	32	90	49	7	56

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-infractions	Apparent Infractions	
BIZ-TEL CORPORATION	1	0	1	0	0	0
BROADBAND DIGITAL TECHNOLOGIES, INC.	0	0	0	0	1	1
BTI	1	3	4	2	0	2
BUDGET PHONE, INC.	0	0	0	1	0	1
BURNO, INC. D/B/A CITYWIDE-TEL	0	0	0	1	0	1
CAT COMMUNICATIONS INTERNATIONAL, INC.	3	1	4	2	1	3
CHOCTAW COMMUNICATIONS, INC.	1	1	2	2	0	2
DPI-TELECONNECT, L.L.C.	1	0	1	1	0	1
DSLNET COMMUNICATIONS, LLC	0	0	0	1	0	1
EASY PHONE, INC. D/B/A EASY TEL, INC.	0	0	0	1	0	1
EPICUS , INC.	2	2	4	3	1	4
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	0	3	3
EXCELINK COMMUNICATIONS, INC.	0	1	1	0	0	0
E.SPIRE COMMUNICATIONS, INC.	0	3	3	2	0	2
FLORIDA COMM SOUTH	2	0	2	4	0	4
FLORIDA DIGITAL NETWORK, INC.	17	4	21	14	3	17
FLORIDA TELEPHONE SERVICES, LLC	3	0	3	0	0	0
GLOBAL CROSSING TELEMAGEMENT, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
HALE AND FATHER, INC.	6	11	17	18	8	26
HTR & L ENTERPRISES, INC. D/B/A HART COMMUNICATIONS	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	0	1	1	6	13	19
IDS TELCOM LLC	7	7	14	10	4	14
INTERMEDIA COMMUNICATIONS, INC.	1	0	1	2	1	3
ITC-DELTA COM	3	0	3	0	0	0
KMC TELECOM INC.	0	0	0	1	0	1
KNOLGY OF FLORIDA, INC.	1	0	1	1	0	1
MCI TELECOMMUNICATIONS CORPORATION D/B/A MCI TELECOMM.	0	0	0	2	0	2
MCI WORLD COM COMMUNICATIONS, INC.	3	1	4	1	2	3
MPOWER COMMUNICATIONS CORP.	2	1	3	3	0	3
NETWORK TELEPHONE CORPORATION	0	1	1	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	3	3	1	0	1
NOW COMMUNICATIONS, INC.	0	1	1	0	0	0
NUVOX COMMUNICATIONS, INC.	1	0	1	1	0	1
ORLANDO TELEPHONE COMPANY	0	1	1	0	0	0
PAETEC COMMUNICATIONS, INC.	1	1	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
QWEST COMMUNICATIONS CORPORATION	1	0	1	3	0	3
RECONEX (STERLING INTERNATIONAL FUNDING, INC. D/B/A)	0	0	0	0	1	1
SBC TELECOM, INC.	0	1	1	1	0	1
SOURCE ONE COMMUNICATIONS, INC.	1	0	1	0	0	0
SOUTHEAST TELEPHONE COMPANY	0	1	1	0	0	0
SOUTHERN STATES TELEPHONE, INC.	0	0	0	0	2	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	28	14	42	33	13	46
TALK AMERICA INC.	9	10	19	42	30	72
TCG SOUTH FLORIDA	0	0	0	1	1	2
TEL COM PLUS	1	0	1	0	0	0
TELEBEEPER, INC. D/B/A OSCATEL COMMUNICATIONS	0	0	0	0	4	4
TELIGENT SERVICES, INC.	2	2	4	2	0	2
TELSCAPE COMMUNICATIONS	1	2	3	1	9	10
TIME WARNER TELECOM OF FLORIDA, L.P.	0	1	1	1	0	1
USA TELEPHONE INC.	0	1	1	0	0	0
VARTEC TELECOM, INC.	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	0	1	1	4	0	4
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	1	1	2	0	0	0
Totals	170	112	282	232	111	343

Local Telephone Companies Complaint Activity August 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.	7	3	10	42	6	1	7	30
BELLSOUTH	155	88	243	1,581	214	21	235	1,390
FRONTIER	1	0	1	4	0	1	1	5
GTC, INC. D/B/A GT COM	2	1	3	17	4	0	4	21
VERIZON FLORIDA, INC.	26	15	41	336	35	3	38	283
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)	0	0	0	2	0	0	0	1
SPRINT-FLORIDA	74	33	107	582	65	3	68	469
TOTAL	265	140	405	2,569	324	29	353	2,205

Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions		Y-T-D Apparent Infractions Index*	August Apparent Infractions Index*
		Y-T-D	Per 1,000 Access lines***		
ALLTEL	92,182	3	0.0325	2.64	4.73
BELLSOUTH	6,651,643	89	0.0134	1.09	1.38
FRONTIER	4,809	1	0.2079	16.87	90.75
GT COM (Floral, Gulf & St. Joseph)	51,304	2	0.0390	3.16	0.00
VERIZON FLORIDA, INC.	2,464,043	19	0.0077	0.63	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	4.84	0.00
SPRINT-FLORIDA	2,248,311	41	0.0122	0.99	0.39
TOTAL	11,556,609	156	0.0123		

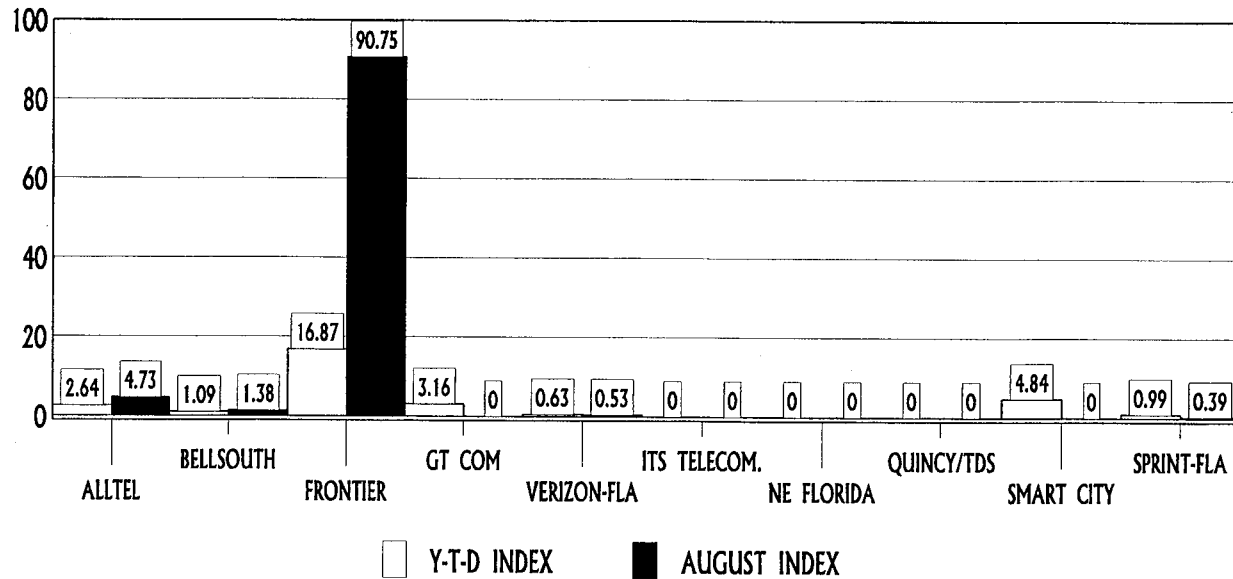
* Please see Index of Definitions.

**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

August 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 (Floralá, 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 - August 2001**

Company	August	Year-To-Date
Bellsouth Telecommunications, Inc.	2	4
Florida Digital Network, Inc.	3	5
Hale and Father, Inc.	0	5
IDS Long Distance, Inc.	8	15
IDS Telecom LLC	3	3
Sprint-Florida, Inc.	1	2
Supra Telecommunications & Information Systems, Inc.	6	11
Talk America Inc.	25	32
All Other Local Companies	4	11
Totals	52	88

Cramming Statistics*

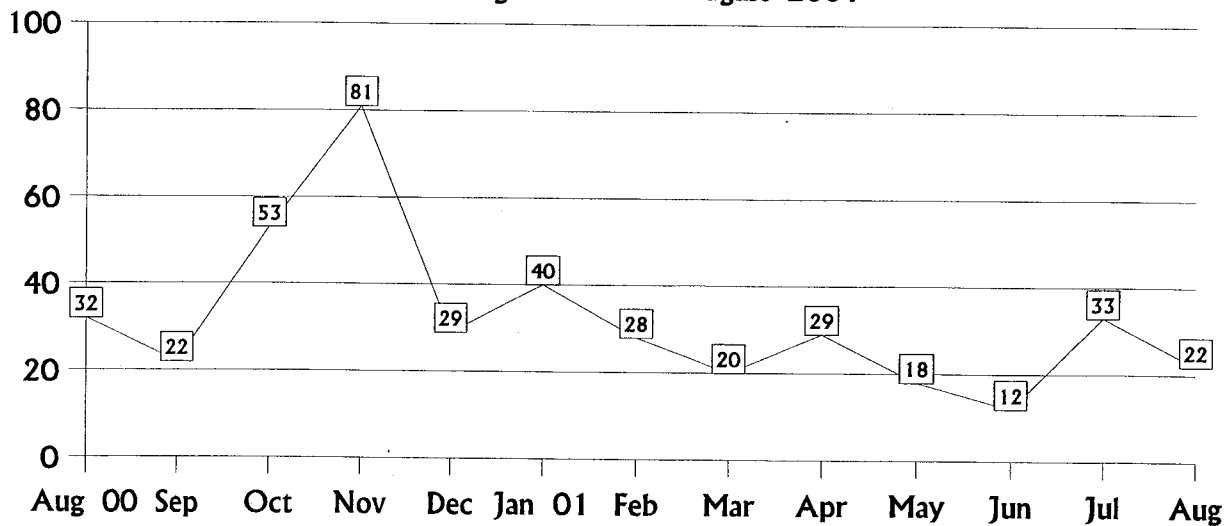
August 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
23	22	\$ 2,207.02

*Please see Index of Definitions

Cases Resolved as Cramming

August 2000 - August 2001



Long Distance Companies
Complaint Activity - August 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1010 123 AMERICATEL	0	1	1	0	0	0
ACC LONG DISTANCE	3	1	4	0	0	0
ACCESS ONE, INC.	0	1	1	0	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	1	1	2
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	0	0	0	1	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	2	2
ALLIANCE NETWORK, INC. D/B/A CZK, INC.	0	0	0	0	1	1
ALLTEL COMMUNICATIONS, INC.	1	0	1	2	2	4
AMERICA'S TELE-NETWORK CORP.	0	0	0	0	5	5
AMERICAN NORTEL COMMUNICATIONS, INC.	0	0	0	0	1	1
AMERIVISION COMMUNICATIONS, INC.	0	0	0	0	1	1
AMTEL	0	1	1	0	0	0
ASTRAL COMMUNICATIONS	1	0	1	1	1	2
ATN COMMUNICATIONS INCORPORATED	0	0	0	0	1	1
ATS	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	89	168	257	185	33	218
AT&T DIGITAL PHONE	0	1	1	0	0	0
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST.	0	0	0	1	0	1
BIG PLANET, INC. D/B/A BIG PLANET OF UTAH, INC.	0	0	0	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	0	0	0	2	1	3

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Infractions	
BROADWING TELECOMMUNICATIONS INC.	2	1	3	0	6	6
BTI	3	1	4	1	0	1
BUDGET CALL LONG DISTANCE, INC.	2	0	2	2	0	2
BUSINESS DISCOUNT PLAN, INC.	0	0	0	1	0	1
BUSINESS SAVINGS PLAN INC.	1	1	2	1	0	1
CABLE & WIRELESS USA, INC.	1	1	2	1	1	2
CASH BACK REBATES LD.COM, INC.	0	0	0	0	1	1
CENTEL NET (CENTEL NETWORK COMMUNICATIONS, INC. D/B/A)	0	0	0	0	1	1
CLEAR WORLD COMMUNICATIONS CORPORATION	2	0	2	0	0	0
COMMUNICATION NETWORK SERVICES, L.L.C.	0	0	0	0	1	1
CORRECTIONAL BILLING SERVICES	1	1	2	0	2	2
CUSTOM TELECONNECT, INC.	0	0	0	1	0	1
DIRECT ONE OF CALIFORNIA, INC.	3	5	8	10	1	11
ENHANCED COMMUNICATIONS NETWORK, INC.	0	1	1	1	0	1
EPICUS	2	0	2	0	0	0
EQUALITY, INC.	1	0	1	0	0	0
ESSENTIAL.COM, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	6	7	13	9	2	11
FEDERAL TRANSTEL, INC.	1	14	15	6	1	7
FLORIDA DIGITAL NETWORK, INC.	0	0	0	3	0	3
FOXTEL, INC.	0	2	2	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Apparent Infractions	
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	1	1	1	2	3
GALAXY LONG DISTANCE, INC.	0	0	0	0	1	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	1	1	2	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	2	0	2	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	5	1	6	6	2	8
GLOBAL TEL*LINK CORPORATION	0	1	1	1	1	2
GROUP LONG DISTANCE, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	1	2	3	4	0	4
HBS BILLING SERVICES COMPANY	0	1	1	0	0	0
HORIZONE COMMUNICATIONS	0	2	2	1	0	1
I-LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
I VANTAGE NETWORK SOLUTIONS	0	3	3	0	2	2
IDEALDIAL CORPORATION	0	1	1	1	0	1
IDS LONG DISTANCE, INC.	2	1	3	0	3	3
IDS TELCOM LLC	6	3	9	3	3	6
IDT AMERICA CORP.	3	2	5	6	3	9
IE COM	0	1	1	0	0	0
ILD	2	12	14	6	0	6
ILD, INC.	0	1	1	0	0	0
INTEGRETEL, INC.	1	9	10	2	0	2
INTERCONTINENTAL COMMUNICATIONS GROUP, INC.	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	0	1	1	4	0	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ITC DELTACOM COMMUNICATIONS, INC. D/B/A ITC DELTACOM	0	0	0	2	0	2
KMC TELECOM INC.	0	0	0	0	1	1
KMC TELECOM II, INC.	0	1	1	0	1	1
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	0	1	1
LDC TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	1	0	1
MATRIX TELECOM, INC.	0	0	0	1	0	1
MAXXIS COMMUNICATIONS, INC.	0	0	0	1	0	1
MCG, LLC	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	2	2	4	14	0	14
MCI WORLDCOM NETWORK SERVICES, INC.	47	56	103	109	19	128
MPOWER COMMUNICATIONS CORP.	1	0	1	0	1	1
MULTIMEDIA TELEPHONE SERVICE, INC.	0	0	0	1	0	1
NATEL, L.L.C.	0	0	0	0	1	1
NATIONAL ACCOUNTS, INC.	0	1	1	1	0	1
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	0	0	2	0	2
OIS, INC.	7	1	8	5	13	18
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1	0	1
OPERATOR ASSISTANCE NETWORK	0	3	3	1	0	1
OPEX COMMUNICATIONS, INC.	3	0	3	0	5	5
ORION TELECOMMUNICATIONS CORP OF NEW YORK	1	0	1	0	0	0
PHOENIX NETWORK, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Total	Apparent		Apparent	
					Non-Infractions	Infractions	Non-Infractions	Infractions
Total	Total	Total	Total	Total	Total	Total	Total	
POWERNET GLOBAL COMMUNICATIONS	2	1	3	3	1	3	4	4
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	0	1	0	1	1
PROMISE-NET INTERNATIONAL, LTD., INC.	1	0	1	1	0	0	0	0
PT-1 COMMUNICATIONS	1	0	1	1	1	1	2	2
PT-1 LONG DISTANCE, INC.	1	0	1	1	0	0	0	0
QUEST TELECOMMUNICATIONS, INC.	0	0	0	0	0	2	2	2
QWEST COMMUNICATIONS CORPORATION	19	20	39	39	34	5	39	39
RIM CARD SERVICES, INC.	0	0	0	0	0	4	4	4
SOPHISTICATED COMMUNICATIONS, INC. D/B/A LOCIN COMM.	0	0	0	0	0	2	2	2
SOUTHERN STATES TELEPHONE, INC.	1	0	1	1	0	1	1	1
SPRINT	32	49	81	81	64	22	86	86
STARTEC GLOBAL LICENSING COMPANY	0	0	0	0	0	1	1	1
STC	1	0	1	1	0	0	0	0
STORMTEL, INC.	0	0	0	0	1	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1	2	0	2	2
TALK AMERICA INC.	21	18	39	39	31	27	58	58
TCG SOUTH FLORIDA	0	2	2	2	0	0	0	0
TELECOM NETWORK, INC.	0	0	0	0	1	0	1	1
TELECOM*USA OR TELECONNECT	0	2	2	2	3	0	3	3
TELEGLOBE USA INC.	0	1	1	1	0	0	0	0
TELEUNO, INC.	3	3	6	6	0	1	1	1
TELENET SERVICES, INC.	1	0	1	1	0	0	0	0

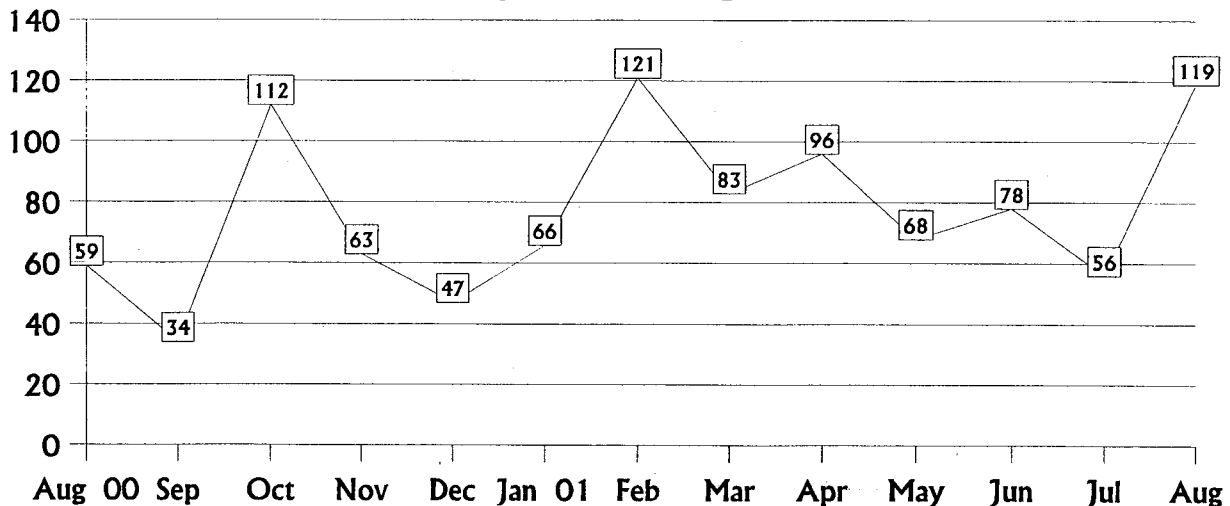
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELQUEST COMMUNICATIONS, INC. D/B/A ADVANTAGE PLUS TELECOM	0	0	0	0	3	3
TELSAPE USA, INC.	3	3	6	2	12	14
THE FARM BUREAU CONNECTION	1	0	1	0	0	0
THE FREE NETWORK, L.L.C.	0	2	2	3	0	3
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	1	0	1
TOUCH 1 COMMUNICATIONS, INC.	1	2	3	1	0	1
TOUCH 1 LONG DISTANCE, INC.	0	0	0	1	0	1
TRISTAR COMMUNICATIONS	0	1	1	0	0	0
TTI NATIONAL, INC.	0	1	1	1	0	1
TWISTER COMMUNICATIONS NETWORK, INC.	0	0	0	0	1	1
U S P & C CORPORATION	0	1	1	1	0	1
UKI COMMUNICATIONS, INC.	5	1	6	3	18	21
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	1	0	1
USLD COMMUNICATIONS, INC.	0	1	1	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	1	1	2	4	2	6
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	7	9	8	0	8
VERIZON SELECT SERVICES INC.	4	5	9	12	0	12
VIATEL SERVICES, INC.	0	0	0	1	1	2
WEBNET COMMUNICATIONS, INC.	5	4	9	2	36	38
WILLIAMS COMMUNICATIONS, LLC	0	0	0	1	0	1
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
WORLD TELECOMMUNICATIONS SERVICES, INC.	0	0	0	0	1	1
XO FLORIDA, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	1	1	2	2	0	2
ZERO PLUS DIALING, INC.	1	3	4	5	0	5
Total	316	444	760	597	270	867

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

Company	August	Year-To-Date
Access One Communications	0	18
America's Tele-Network Corp.	2	18
AT&T / ACC	15	77
IDS Long Distance, Inc.	0	16
MCI Worldcom	13	43
OLS, Inc.	13	91
Sprint	17	68
Talk America Inc.	22	81
Telscape USA, Inc.	0	16
The Phone Company	0	52
UKI Communications, Inc.	7	17
WebNet Communications	6	28
Other Long Distance Companies	24	162
Totals	119	687

Cases Resolved as Slamming

August 2000 - August 2001



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ATN, INC.	0	0	0	0	1	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	1	1	0	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	1	2	0	0	0
ETS PAYPHONES, INC.	1	0	1	0	0	0
JLW TECHNICAL COMMUNICATIONS, INC.	0	0	0	1	0	1
LINK TEL COMMUNICATIONS, INC.	0	0	0	0	1	1
MCI TELECOMMUNICATIONS CORPORATION D/B/A MCI TELECOMMUNICA	0	0	0	0	1	1
PAY TELEPHONE OF FLORIDA, INC.	0	1	1	0	0	0
SPRINT PAYPHONE SERVICES, INC.	1	0	1	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	2	3
TELELEASING ENTERPRISES, INC.	0	0	0	0	1	1
TOTAL	3	3	6	3	6	9

Water and Wastewater Companies Complaint Activity - August 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	5	1	6	9	0	9
AQUASOURCE UTILITY, INC.	1	0	1	0	0	0
BONITA SPRINGS UTILITIES	2	0	2	3	0	3
BONITA SPRINGS WATER SYSTEM, INC.	3	0	3	4	0	4
BROADVIEW PARK WATER COMPANY	1	1	2	1	1	2
BURKIM ENTERPRISES, INC.	0	0	0	4	1	5
FIMC HIDEAWAY, INC.	0	0	0	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	2	4	6	3	0	3
FOREST HILLS UTILITIES, INC.	1	0	1	0	0	0
HARDER HALL - HOWARD, INC.	0	0	0	0	1	1
HUDSON UTILITIES, INC.	0	0	0	0	1	1
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
KEEN SALES, RENTALS AND UTILITIES, INC.	0	2	2	3	1	4
LEINADALE WATER COMPANY	0	0	0	0	1	1
LINDRICK SERVICE CORPORATION	0	1	1	1	0	1
LITTLE SUMTER UTILITY COMPANY	1	0	1	0	0	0
MILES GRANT WATER & SEWER CO. (UTILITIES INC. OF FLORIDA)	0	1	1	0	0	0
NORMANDY BOULEVARD UTILITIES, INC.	0	0	0	0	1	1
NORTH FORT MYERS UTILITY, INC.	0	1	1	0	0	0
OCALA OAKS UTILITIES, INC.	1	0	1	0	1	1
ORANGEWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
PASCO UTILITIES, INC.	0	1	1	0	0	0
ROYAL UTILITY COMPANY	0	1	1	0	0	0
SANLANDO UTILITIES CORPORATION	1	0	1	0	1	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
TERRA MAR VILLAGE UTILITIES, INC.	0	1	1	0	0	0
UNITED WATER FLORIDA INC.	4	1	5	3	0	3
UTILITIES, INC. OF FLORIDA	2	0	2	0	0	0
TOTALS	25	16	41	34	9	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** = $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$