



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
SEPTEMBER 2001

# FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

Inquiries may be directed to the mailing address, telephone number, fax number, or Internet address listed below.

E. Leon Jacobs, Jr., Chairman	413-6046
J. Terry Deason, Commissioner	413-6038
Lila A. Jaber, Commissioner	413-6044
Braulio L. Baez, Commissioner	413-6042
Michael A. Palecki, Commissioner	413-6040
Executive Director	413-6055
Deputy Executive Director, Administrative	413-6071
Deputy Executive Director, Technical	413-6068
Division of Competitive Services	413-6600
Division of Consumer Affairs	413-6100
Division of Economic Regulation	413-6900
Division of Policy Analysis & Intergovernmental Liaison	413-6800
Division of Commission Clerk & Administrative Services	413-6770
Division of Regulatory Oversight	413-6480
Division of Safety and Electric Reliability	413-6700

Florida Public Service Commission  
2540 Shumard Oak Boulevard - Tallahassee, Florida 32399-0850

Toll Free Telephone Number: 1-800-342-3552 (National)

Toll Free Facsimile Number: 1-800-511-0809 (Florida)

Internet Home Page Address: <http://www.floridapsc.com>

Internet E-mail Address: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

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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.

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## Summary

There were 2,770 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 3,159 information requests handled by the PSC.

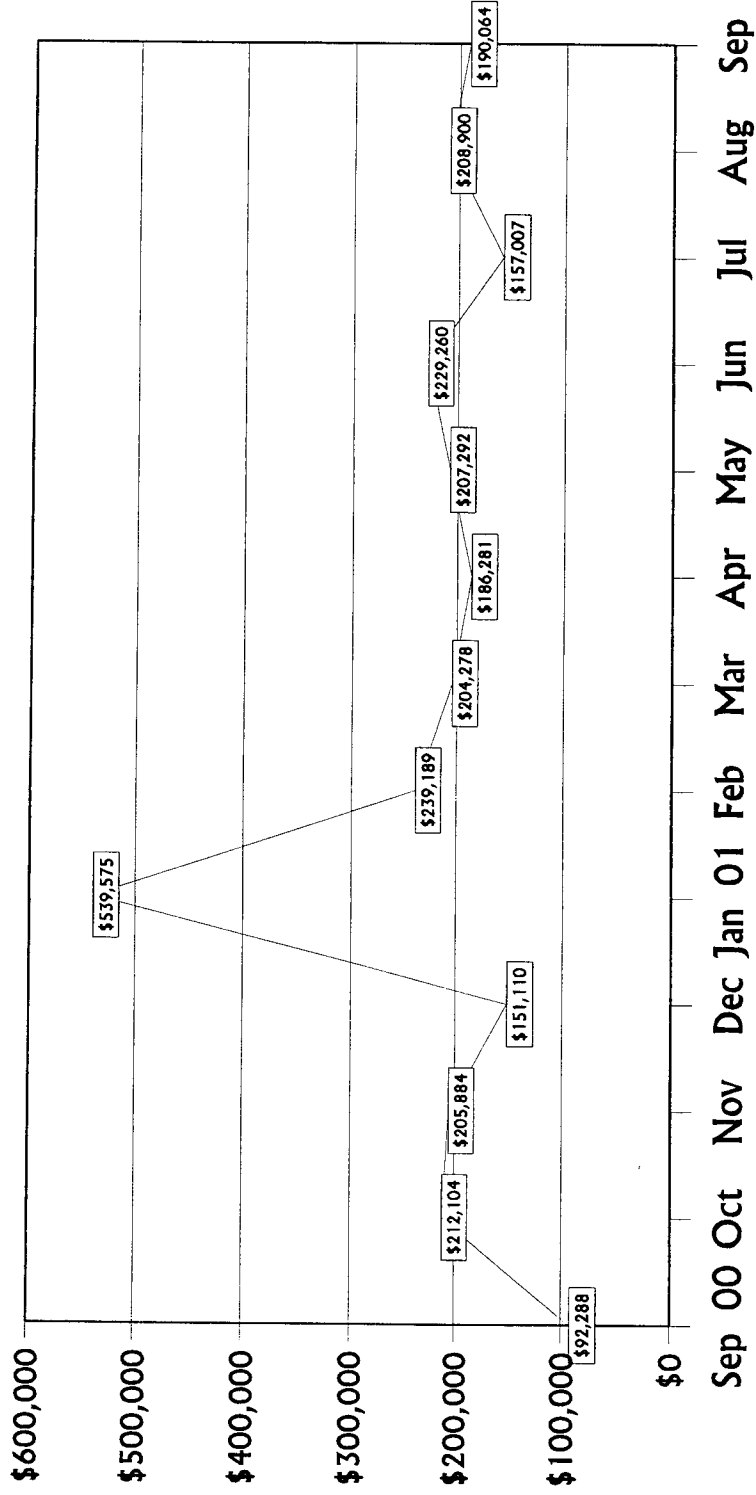
A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of September 30, 2001. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 1,277 calls transferred during September 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$190,064 for the month and \$2,153,725 for the calendar year.

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# Monthly Consumer Refunds

September 2000 - September 2001



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## Table of Contents

Consumer Activity Overview	1
Total Consumer Contacts	2
Total Calls Received - Call Center Statistics	3
Monthly Status of Total Complaints Received / Resolved	4
Complaints by County	5
How Complaints Were Received	6
How Information Requests Were Received	7
Complaints by Industry	8
<b>Electric Companies - Complaint Activity</b>	<b>9</b>
Momentary Electric Outage Information	12
<b>Gas Companies - Complaint Activity</b>	<b>13</b>
<b>Alternative Local Exchange Telephone Companies - Complaint Activity</b>	<b>15</b>
<b>Local Exchange Telephone Companies - Complaint Activity</b>	<b>19</b>
Unauthorized Telephone Service Change - Local Slamming	22
Unauthorized Additional Local Telephone Service Charges - Cramming	23
<b>Long Distance Telephone Companies - Complaint Activity</b>	<b>24</b>
Unauthorized Telephone Service Change - Long Distance Slamming	28
<b>Pay Telephone Companies - Complaint Activity</b>	<b>29</b>
<b>Water and Wastewater Companies - Complaint Activity</b>	<b>30</b>
Index of Definitions	31

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# Consumer Activity - September 2001

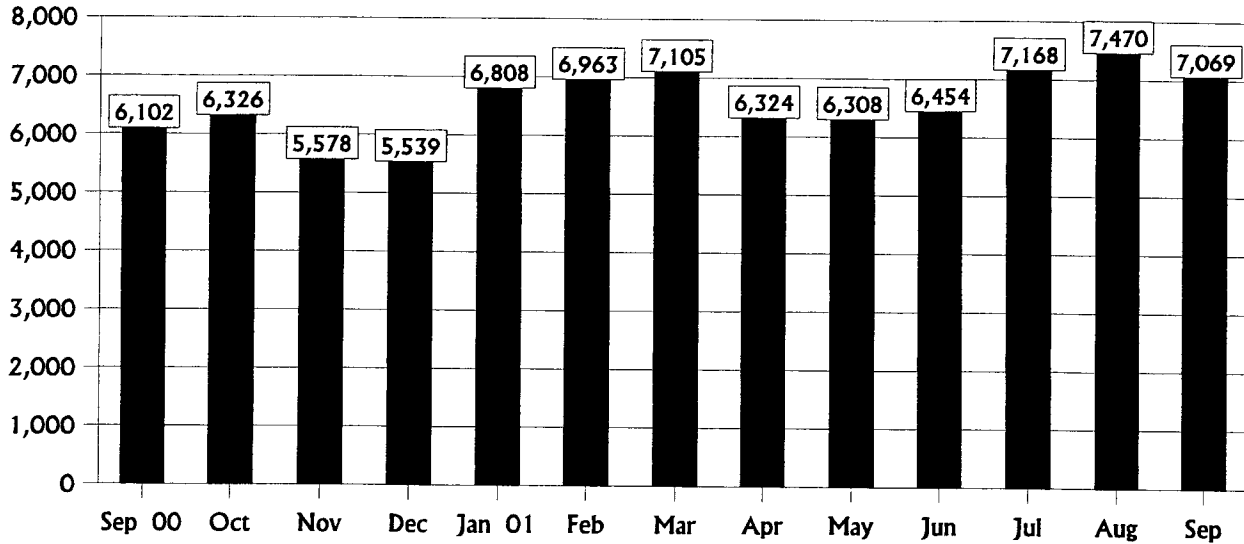
<b>Complaints Received</b>	<b>2,770</b>
Electric	140
Gas	14
Alternative Local Exchange Telephone	219
Local Exchange Telephone	332
Long Distance Telephone	518
Pay Telephone	5
Water & Wastewater	29
Non-regulated/Other Consumer Assistance	1,312
Cases Received / Closed Under 72 Hr Rule	201
Electric	105
Gas	0
Telecommunications	94
Water / Wastewater	2
<b>Information Requests Received</b>	<b>3,159</b>
<b>Total Cases Received</b>	<b>5,929</b>

How Cases Were Received	Complaints	Information Requests
Phone	2,013	3,047
Mail	346	25
Internet	340	82
Fax	71	5
<b>Totals</b>	<b>2,770</b>	<b>3,159</b>

<b>Non-Jurisdictional Calls Not Filed As Cases</b>	<b>1,140</b>
<b>Total Consumer Contacts Handled</b>	<b>7,069</b>
Transfer Connect (Calls Transferred to Utilities)	1,277
<b>E-Transfers (E-mails Routed Directly from PSC Website to Utilities)</b>	<b>75</b>

<b>Consumer Savings</b>	
Electric	\$ 863.03
Gas	610.26
Alternative Local Exchange Telephone	63,246.50
Local Exchange Telephone	23,799.08
Long Distance Telephone	101,276.56
Pay Telephone	60.10
Water & Wastewater	32.00
Non-regulated/Other Consumer Assistance	176.45
<b>Total</b>	<b>\$ 190,063.98</b>

## Public Service Commission Total Consumer Contacts September 2000 - September 2001

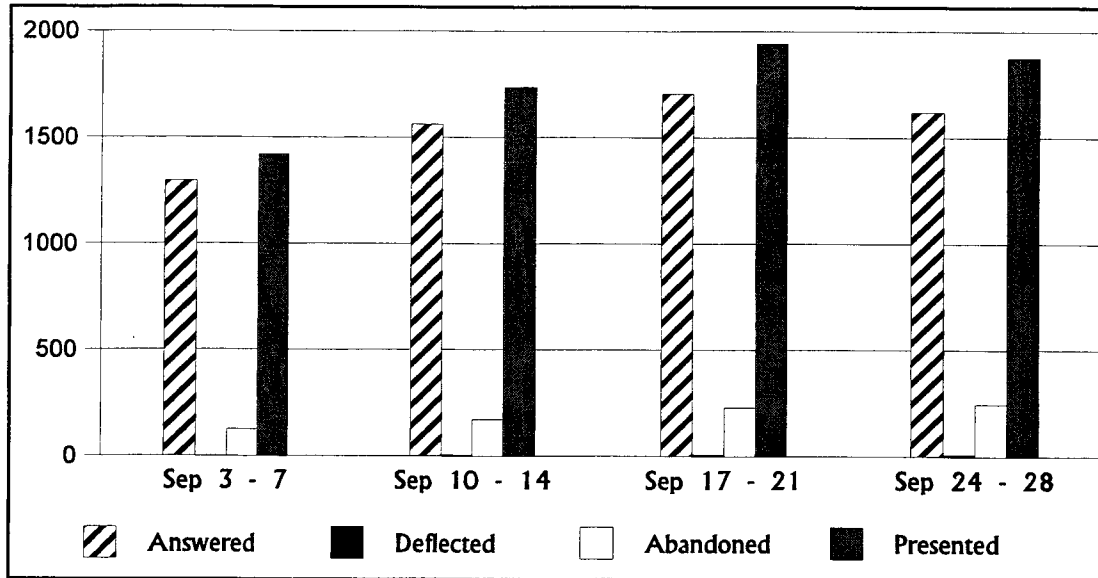


	Complaints Received	% of Total Complaints
Electric	140	5%
Gas	14	1%
Alt. Local Exchange Telephone	219	8%
Local Exchange Telephone	332	12%
Long Distance Telephone	518	19%
Pay Telephone	5	<1%
Water & Wastewater	29	1%
Non-regulated Consumer Assistance	1,312	47%
Cases Received / Closed by 72 Hr Rule	201	7%
<b>Total</b>	<b>2,770</b>	<b>100%</b>

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 September 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
Sep 3 - 7	1,296	91.2%	0	0.0%	125	8.8%	1,421
Sep 10 - 14	1,561	89.9%	5	0.3%	171	9.8%	1,737
Sep 17 - 21	1,706	87.8%	8	0.4%	229	11.8%	1,943
Sep 24 - 28	1,621	86.4%	10	0.5%	245	13.1%	1,876
Totals	6,184	88.6%	23	0.3%	770	11.0%	6,977

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

6,184  
 (5,044)  
 1,140

# Monthly Status of Total Complaints Received / Resolved\*

September 2000 - September 2001

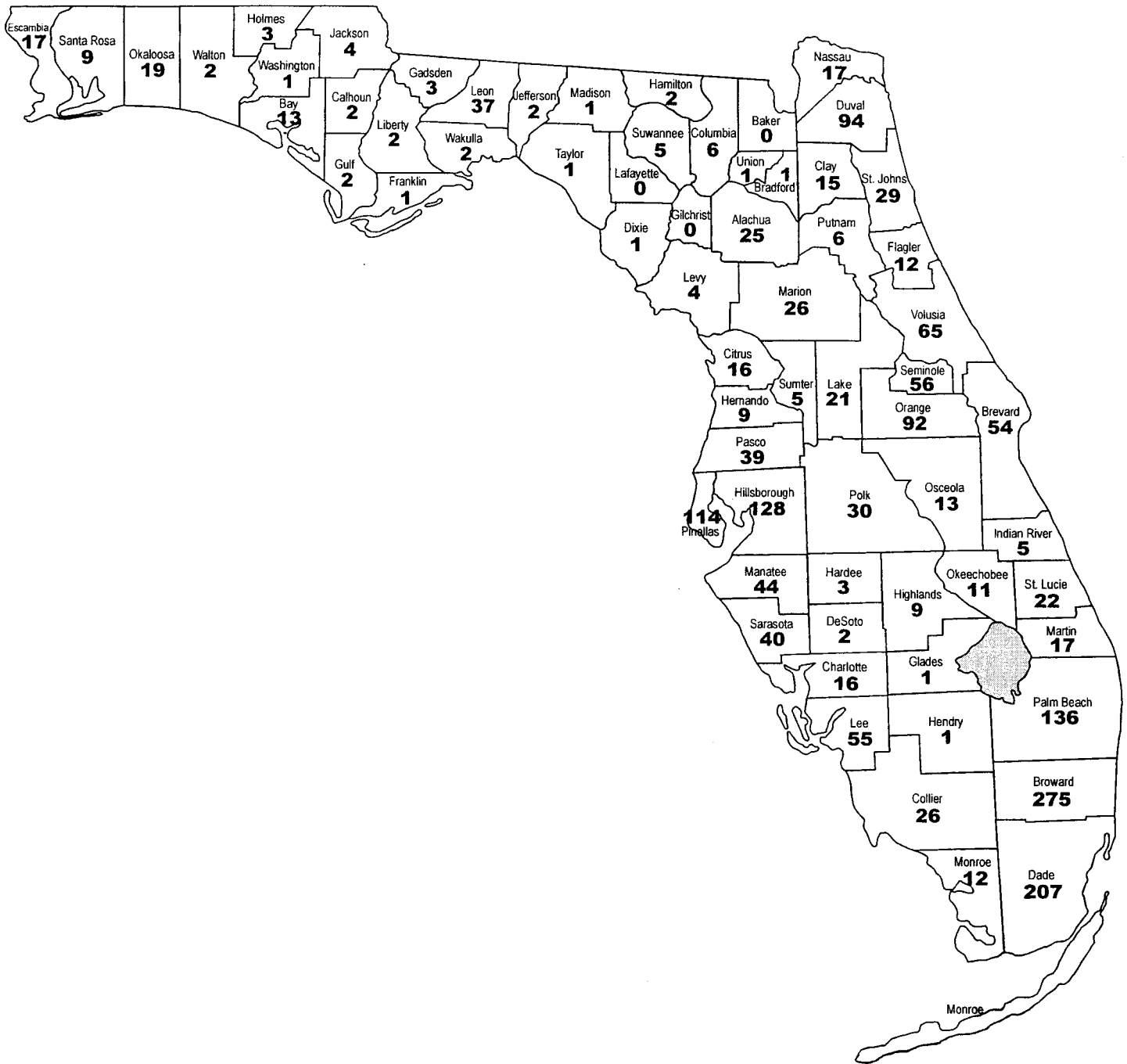


	Sep 00	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Received	1,385	1,421	1,214	1,442	1,821	2,348	2,701	2,281	2,240	2,373	2,902	2,943	2,770
Resolved	1,058	1,547	1,488	1,581	1,897	2,221	2,163	2,280	1,862	1,986	2,845	3,082	2,973

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

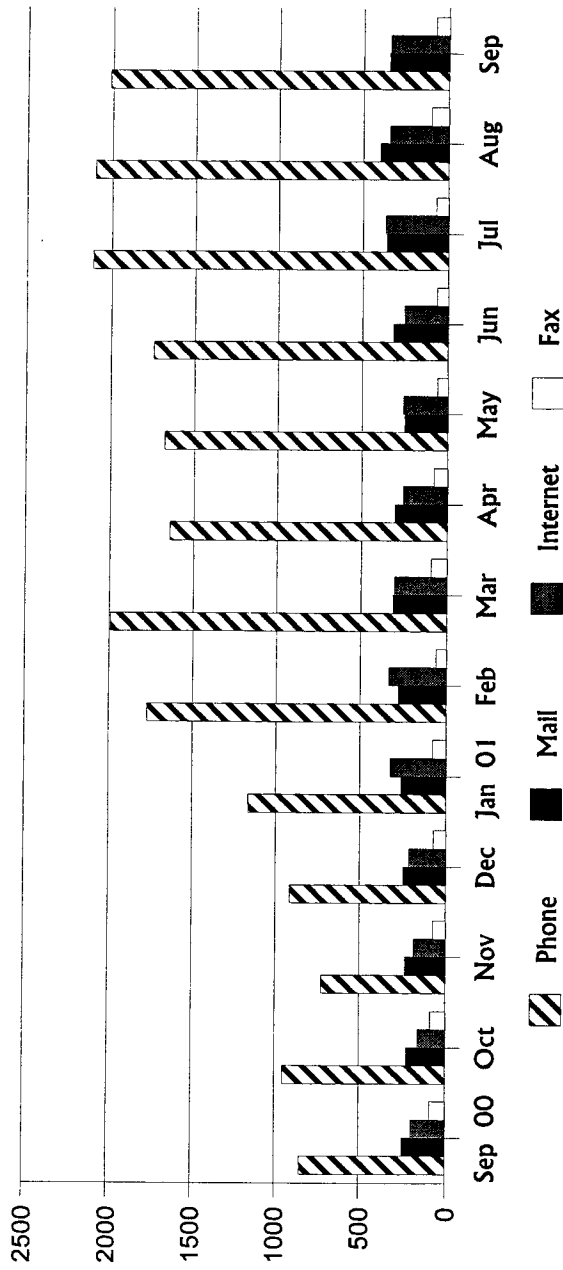
# Complaints Received by County

SEPTEMBER 2001



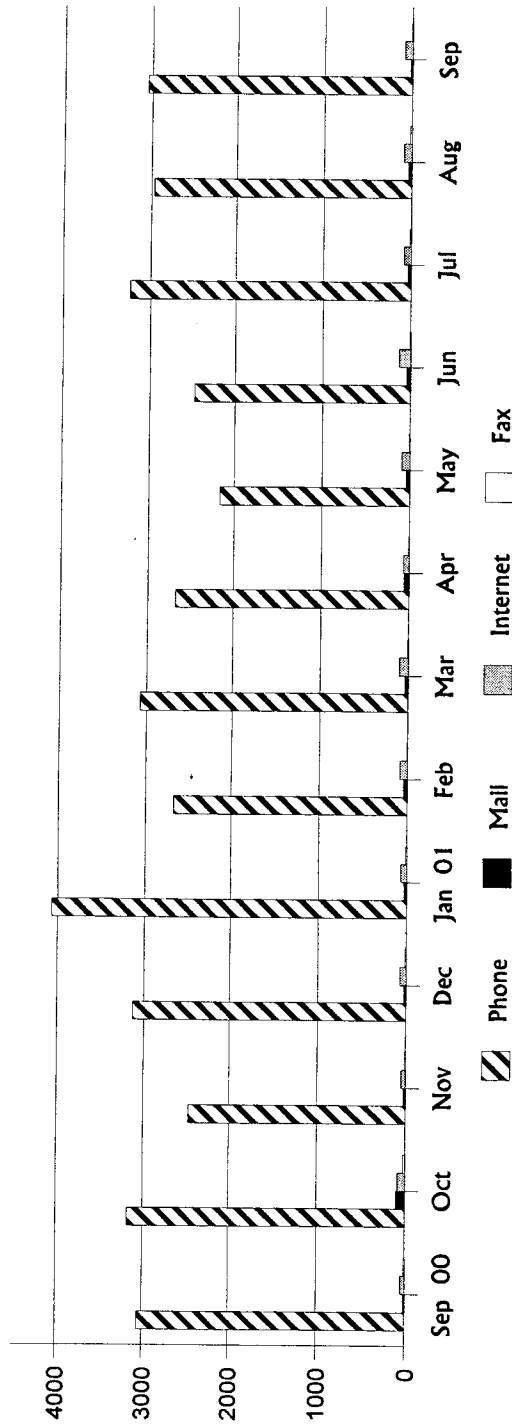
Note: County name not available for 889 cases.

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



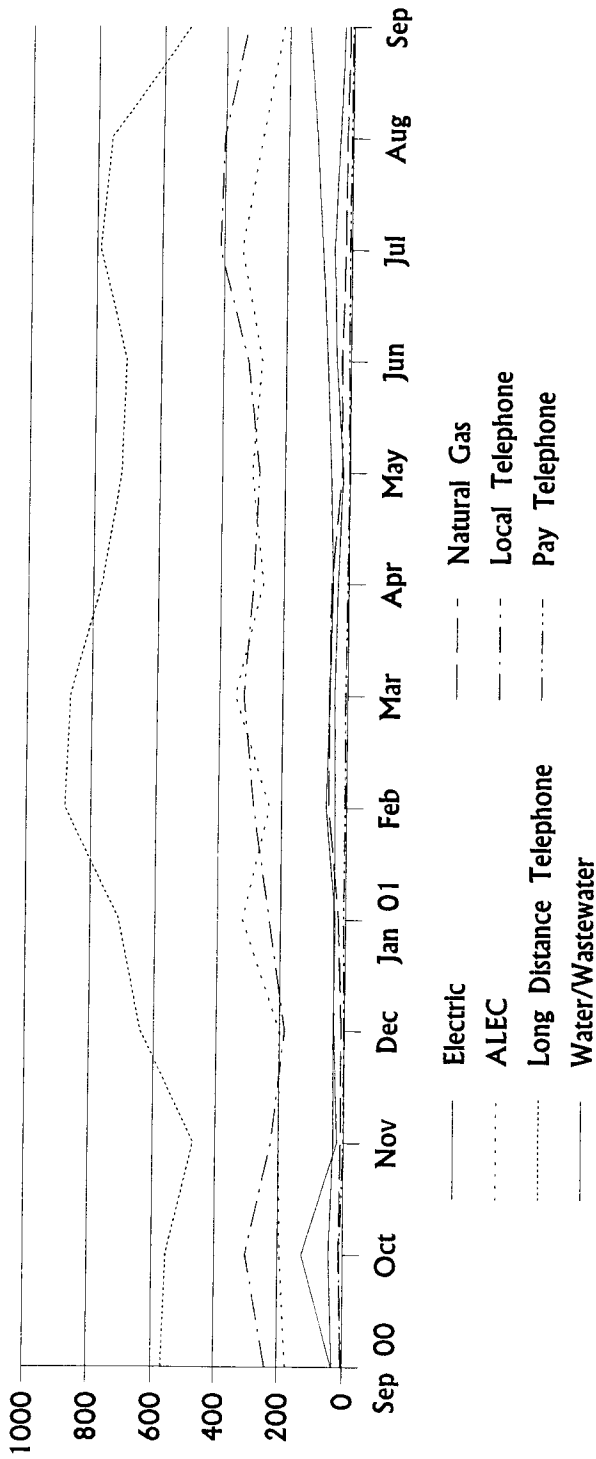
	Sep 00	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	850	951	724	913	1,163	1,769	1,992	1,642	1,676	1,742	2,111	2,101	2,013
Mail	248	225	235	246	259	279	313	306	249	317	359	401	346
Internet	198	159	184	213	322	333	305	256	257	253	365	341	340
Fax	89	86	71	70	77	57	91	77	58	61	67	100	71
<b>Total</b>	<b>1,385</b>	<b>1,421</b>	<b>1,214</b>	<b>1,442</b>	<b>1,821</b>	<b>2,438</b>	<b>2,701</b>	<b>2,281</b>	<b>2,240</b>	<b>2,373</b>	<b>2,902</b>	<b>2,943</b>	<b>2,770</b>

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



	Sep 00	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Phone	3,058	3,173	2,476	3,128	4,065	2,675	3,070	2,677	2,167	2,478	3,233	2,966	3,047
Mail	17	103	23	20	26	37	33	54	38	38	35	35	25
Internet	45	82	46	67	64	78	98	61	87	123	73	84	82
Fax	11	23	11	12	12	9	7	9	8	10	13	18	5
Total	3,131	3,381	2,556	3,227	4,167	2,799	3,208	2,801	2,300	2,649	3,354	3,103	3,159

# Complaints by Industry September 2000 - September 2001



Industry	Sep 00	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Electric	32	44	33	36	33	63	56	50	59	73	90	111	140
Natural Gas	5	15	11	12	24	57	58	56	26	30	21	20	14
ALEC	176	196	201	202	322	239	351	266	306	277	344	282	219
Local Telephone	239	304	225	186	237	289	324	297	282	322	415	405	332
Long Dist. Phone	570	558	473	644	715	882	867	775	720	709	790	760	518
Payphone	6	13	2	4	8	6	8	5	3	7	7	6	5
Water/Wastewater	33	32	21	34	37	36	41	34	21	45	55	41	29

## Electric Companies Complaint Activity - September 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	38	10	48	145	5	0	5	86
FLORIDA POWER & LIGHT COMPANY	31	44	75	411	31	0	31	248
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	0	0	0	5
GULF POWER COMPANY	2	2	4	40	1	0	1	35
TAMPA ELECTRIC COMPANY	6	7	13	70	5	0	5	45
<b>TOTAL</b>	<b>77</b>	<b>63</b>	<b>140</b>	<b>671</b>	<b>42</b>	<b>0</b>	<b>42</b>	<b>419</b>

\*Please see Index of Definitions.

## Electric Companies Number of Customers / Apparent Infraction Indices

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

\*Please see Index of Definitions.

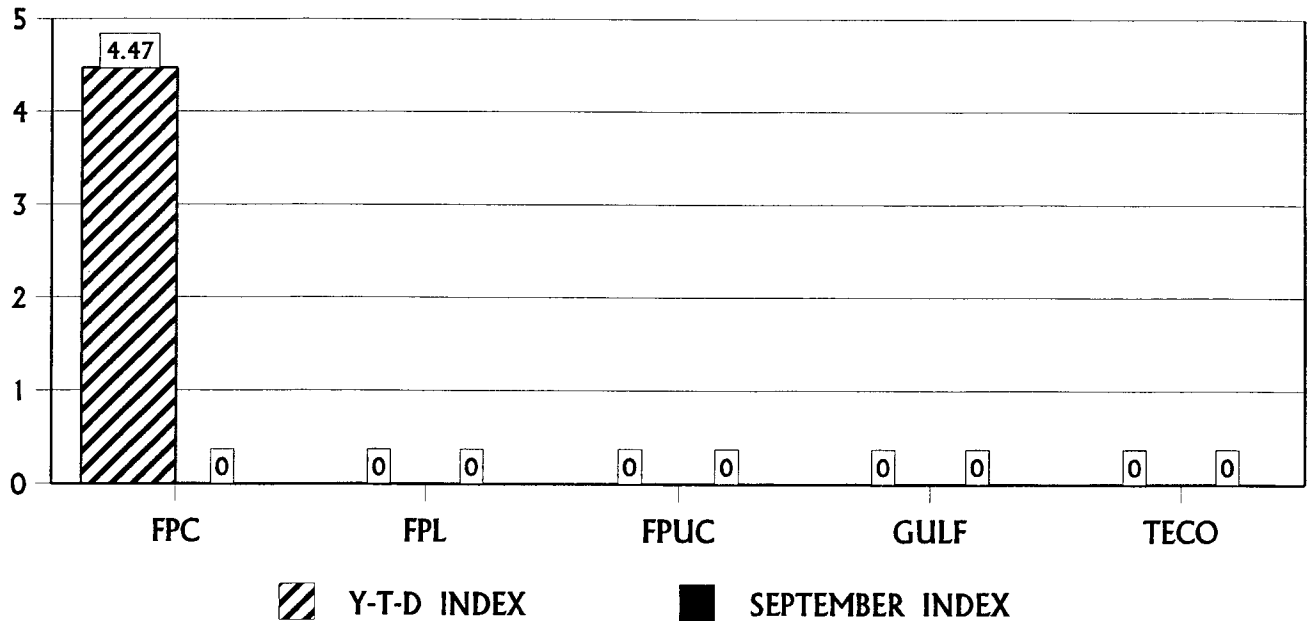
\*\*Source - Information supplied by the companies as of December 31, 2000.

\*\*\* 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

September 2001

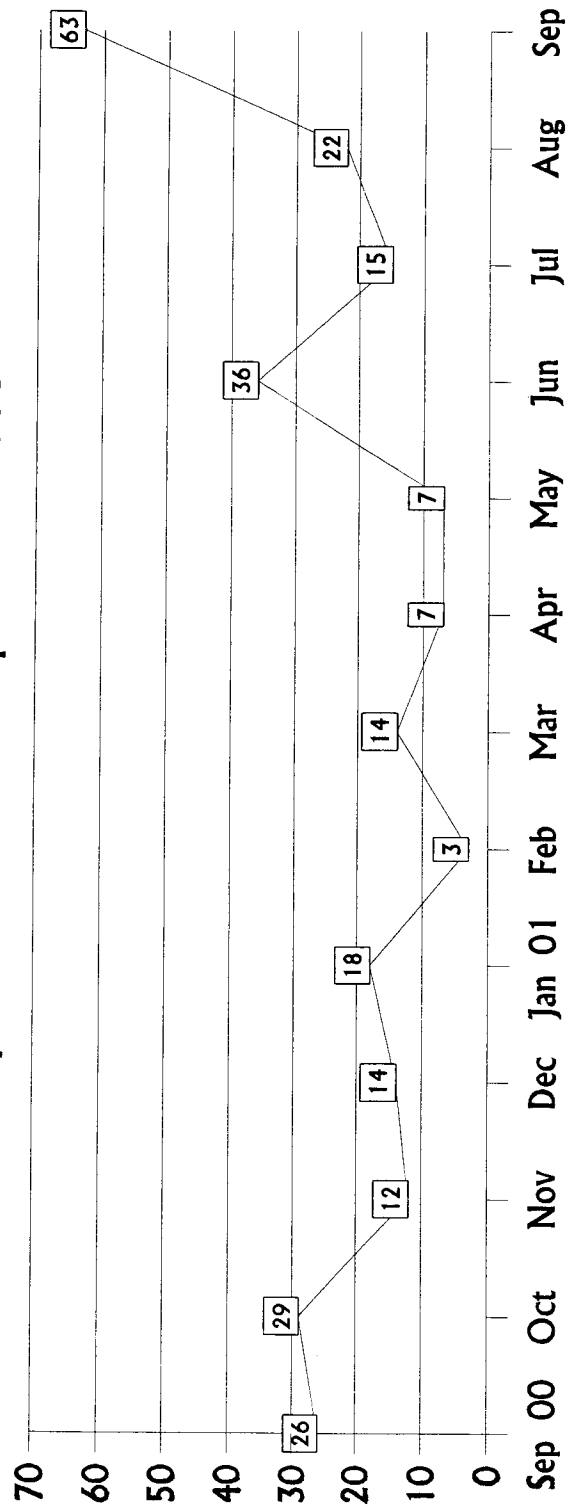


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

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

# Total Momentary Electricity Outages Filed

September 2000 - September 2001



## Natural Gas Companies Complaint Activity September 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	1	1	11	0	0	0	10
CITY GAS COMPANY OF FLORIDA	0	7	7	159	25	4	29	136
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	20	1	0	1	14
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	0	0	2
PEOPLES GAS SYSTEM (TECO)	2	3	5	107	10	1	11	85
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
<b>TOTAL</b>	<b>3</b>	<b>11</b>	<b>14</b>	<b>305</b>	<b>36</b>	<b>5</b>	<b>41</b>	<b>253</b>

\*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*	September Apparent Infractions Index*
CHESAPEAKE UTILITIES	10,103	4	0.430	3.26	0.000
CITY GAS COMPANY	100,847	41	0.426	3.22	3.21
FLORIDA PUBLIC UTILITIES COMPANY	40,381	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	661	1	1.585	11.99	0.00
PEOPLES GAS SYSTEM (TECO)	264,349	4	0.017	0.13	0.33
ST. JOE NATURAL GAS	3,349	1	0.323	2.44	0.00
SEBRING	520	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,325	0	0.000	0.00	0.00
<b>INDUSTRY TOTAL</b>	<b>424,535</b>	<b>51</b>	<b>0.132</b>		

\*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 - September 2001**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS, INC.	1	1	2	1	1	2
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMM.	0	0	0	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	1	1	2	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	2	1	3	1	3	4
ALLTEL COMMUNICATIONS, INC.	1	0	1	1	1	2
ALTERNATIVE PHONE, INC.	1	0	1	0	0	0
ALTERNATIVE TELECOMMUNICATION SERVICES, INC. D/B/A SECOND	0	0	0	1	0	1
AMERICA'S TELE-NETWORK CORP.	0	0	0	1	1	2
AMTEL NETWORK, INC.	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC. D/B/A AT&T	36	43	79	42	8	50
BIZ-TEL CORPORATION	0	0	0	1	0	1
BROADWING LOCAL SERVICES INC.	0	0	0	0	1	1
BTI	4	0	4	3	0	3
BUDGET PHONE, INC.	1	0	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
CHOCTAW COMMUNICATIONS, INC.	1	0	1	2	0	2
CITYWIDE-TEL	1	0	1	0	0	0
CLARICOM NETWORKS, INC. D/B/A STAPLES COMMUNICATIONS-NET.	0	0	0	1	0	1
DIRECT-TEL USA, LLC	1	0	1	0	0	0
DPI-TELECONNECT, L.L.C.	0	0	0	1	0	1
EPICUS , INC.	1	1	2	1	0	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	0	1
EXCELINK COMMUNICATIONS, INC.	3	1	4	1	1	2
EZ TALK COMMUNICATIONS, L.L.C.	1	0	1	0	0	0
FLORIDA COMM SOUTH	2	0	2	1	0	1
FLORIDA CONSOLIDATED MULTI-MEDIA SERVICES, INC.	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	1	1	2	13	3	16
FLORIDA TELEPHONE COMPANY	2	0	2	0	0	0
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	3	0	3
GLOBAL CROSSING TELEMAGEMENT, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	12	9	21	9	10	19
HTR & L ENTERPRISES, INC. D/B/A HART COMMUNICATIONS	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Infractions	
IDS	10	2	12	12	3	15
ILD	0	1	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	3	2	5	3	0	3
ISN COMMUNICATIONS	1	0	1	0	0	0
ITC-DELTACOM	0	1	1	0	0	0
KMC TELECOM II, INC.	0	0	0	1	0	1
KMC TELECOM INC.	0	0	0	3	0	3
KNOLGY OF FLORIDA, INC.	0	1	1	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	1	0	1
MEDIAONE FLORIDA TELECOMM., INC. D/B/A AT&T BROADBAND	0	0	0	0	1	1
MPOWER COMMUNICATIONS CORP.	3	3	6	5	2	7
NETWORK TELEPHONE CORPORATION	1	1	2	0	0	0
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	1	0	1
NUVOX COMMUNICATIONS, INC.	0	0	0	1	1	2
ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
OSCATEL COMMUNICATIONS	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
PAETEC COMMUNICATIONS, INC.	0	0	0	0	1	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	1	0	1
SBC TELECOM, INC.	0	0	0	2	0	2
SOURCE ONE COMMUNICATIONS, INC.	0	0	0	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	16	8	24	38	10	48
T-NETIX, INC.	0	1	1	0	0	0
TALK AMERICA INC.	9	10	19	35	26	61
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	1	1	1	0	1
TELECONEX	1	0	1	0	0	0
TELIGENT SERVICES, INC.	0	1	1	0	0	0
TELSCAPE COMMUNICATIONS	1	4	5	1	0	1
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
VERIZON SELECT SERVICES INC.	0	1	1	4	0	4
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	0	1	1	2	0	2
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
Totals	122	97	219	206	73	279



## Local Telephone Companies Complaint Activity August 2001

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent		Total	Y-T-D
					Non-infractions	Apparent Infractions		
ALLTEL FLORIDA, INC.	10	2	12	54	8	0	8	38
BELLSOUTH	157	64	221	1,802	212	13	225	1,615
FRONTIER	0	0	0	4	0	0	0	5
GTC, INC. D/B/A GT COM	0	1	1	18	4	0	4	25
VERIZON FLORIDA, INC.	23	11	34	370	40	4	44	327
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	3	0	0	0	2
SPRINT-FLORIDA	44	20	64	647	62	5	67	536
<b>TOTAL</b>	<b>234</b>	<b>98</b>	<b>332</b>	<b>2,903</b>	<b>326</b>	<b>22</b>	<b>348</b>	<b>2,554</b>

## Local Telephone Companies Number of Access lines / Apparent Infraction Indices

Utility Name	Number of Access lines**	Apparent Infractions		Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	September Apparent Infractions Index*
		Y-T-D	Y-T-D			
ALLTEL	92,182	3	0.0325	2.31	0.00	
BELLSOUTH	6,651,643	102	0.0153	1.09	1.12	
FRONTIER	4,809	1	0.2079	14.79	0.00	
GT COM (Floral, Gulf & St. Joseph)	51,304	2	0.0390	2.77	0.00	
VERIZON FLORIDA, INC.	2,464,043	23	0.0093	0.66	0.93	
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	4.24	0.00	
SPRINT-FLORIDA	2,248,311	46	0.0137	0.98	0.86	
<b>TOTAL</b>	<b>11,556,609</b>	<b>178</b>	<b>0.0141</b>			

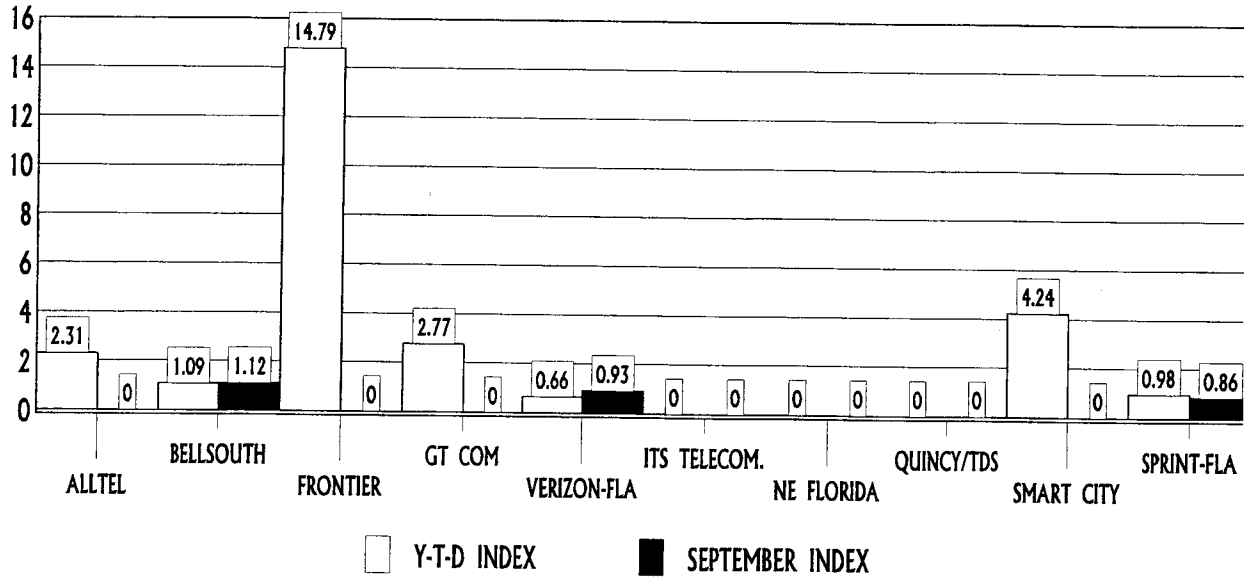
\* Please see Index of Definitions.

\*\*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

September 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 - September 2001**

Company	September	Year-To-Date
Bellsouth Telecommunications, Inc.	0	4
Florida Digital Network, Inc.	2	7
Hale and Father, Inc.	3	8
IDS Long Distance, Inc.	0	15
IDS Telcom LLC	1	4
Sprint-Florida, Inc.	0	2
Supra Telecommunications & Information Systems, Inc.	0	11
Talk America Inc.	22	53
All Other Local Companies	2	14
<b>Totals</b>	<b>30</b>	<b>118</b>

# Cramming Statistics\*

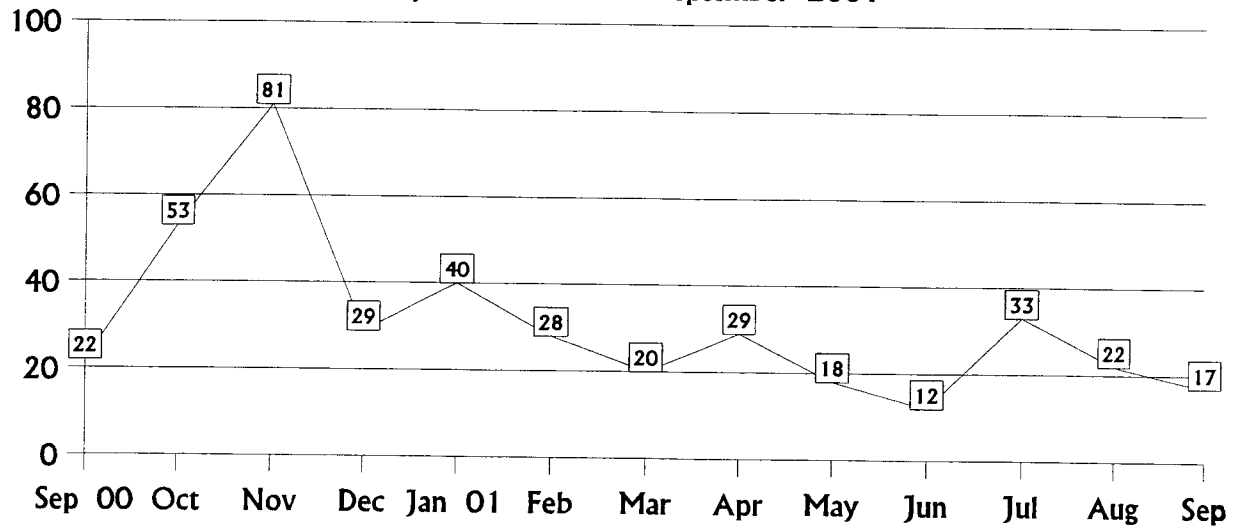
## September 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
15	17	\$ 2,901.16

\*Please see Index of Definitions

### Cases Resolved as Cramming

September 2000 - September 2001



Long Distance Companies  
Complaint Activity - September 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 NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	2	0	2
ACN COMMUNICATION SERVICES, INC.	0	0	0	0	1	1
AFFINITY CORPORATION D/B/A AFFINITY LONG DISTANCE, INC.	0	0	0	1	0	1
ALLTEL COMMUNICATIONS, INC.	1	1	2	3	0	3
AMERICA'S TELE-NETWORK CORP.	0	0	0	0	3	3
AMERICAN TELECOMMUNICATIONS & TECHNOLOGY, INC. D/B/A AMTEL	0	0	0	1	0	1
AMERICOM COMMUNICATIONS, LLC	0	0	0	1	0	1
AMERIVISION COMMUNICATIONS, INC.	0	1	1	0	0	0
A.T&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	65	103	168	178	29	207
BELLSOUTH LONG DISTANCE, INC.	0	1	1	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	2	0	2	0	0	0
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	1	2
BTI	1	1	2	0	0	0
BUDGET CALL LONG DISTANCE, INC.	1	0	1	2	0	2
CASH BACK REBATES LD.COM, INC.	1	0	1	0	0	0
CIERRACOM SYSTEMS	0	1	1	0	0	0
CORRECTIONAL BILLING SERVICES	1	1	2	2	1	3
DIRECT ONE, INC. D/B/A DIRECT ONE OF CALIFORNIA, INC.	0	0	0	5	1	6
EASTERN TELEPHONE SYSTEMS, INC. D/B/A EASTERN TEL LONG DISTANCE	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
EQUALNET CORPORATION	1	0	1	0	0	0
ERBIA NETWORK, INC.	0	0	0	1	0	1
ESSENTIAL.COM, INC.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	0	5	5	7	1	8
EZTEL NETWORK SERVICE, LLC	0	0	0	1	1	2
FEDERAL TRANSTEL, INC.	1	7	8	6	0	6
FLORIDA DIGITAL NETWORK, INC.	0	0	0	2	0	2
FOXTEL, INC.	0	0	0	0	1	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	2	0	2	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	2	2	4
GLOBAL TELELINK SERVICES, INC.	0	1	1	0	0	0
HALE AND FATHER, INC.	3	3	6	1	0	1
HBS BILLING SERVICES COMPANY	0	2	2	1	0	1
HORIZONONE COMMUNICATIONS	2	0	2	2	0	2
I VANTAGE NETWORK SOLUTIONS	0	1	1	0	0	0
IDEALDIAL CORPORATION	0	1	1	1	0	1
IDS	2	1	3	5	5	10
IDT AMERICA CORP.	1	3	4	8	0	8
ILD	1	18	19	7	1	8
INTEGRETEL, INC.	0	4	4	4	0	4
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	2	0	2
ISN COMMUNICATIONS	1	0	1	0	0	0
ITC DELTACOM	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
LYXOM, INC	0	0	0	0	1	1
L.O.M.	1	0	1	0	0	0
MCI WORLDCOM	32	52	84	123	20	143
MERCURY MARKETING COMPANY, LTD.	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	1	0	1	1	0	1
NORSTAR COMMUNICATIONS, INC. D/B/A BUSINESS SAVINGS PLAN I	0	0	0	0	1	1
OAN SERVICES OF FLORIDA, INC. D/B/A OPERATOR ASSISTANCE NE	0	0	0	4	0	4
OLS, INC.	3	1	4	5	6	11
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM, A DIVISION OF	0	0	0	1	0	1
OPEX COMMUNICATIONS, INC.	2	1	3	1	0	1
OPTICAL TELEPHONE CORPORATION	1	0	1	0	0	0
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1	0	1
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	1	0	1
QWEST COMMUNICATIONS CORPORATION	11	12	23	24	5	29
RJM CARD SERVICES, INC.	0	0	0	2	0	2
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	0	1	1
SBC LONG DISTANCE	1	0	1	0	0	0
SOUTHERNNET, INC., D/B/A TELECOM*USA OR TELECONNECT	0	0	0	3	0	3
SPRINT	34	32	66	63	16	79
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	2	0	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	2	1	3
TALK AMERICA INC.	12	18	30	36	22	58
TELCO BILLING, INC.	0	0	0	1	0	1



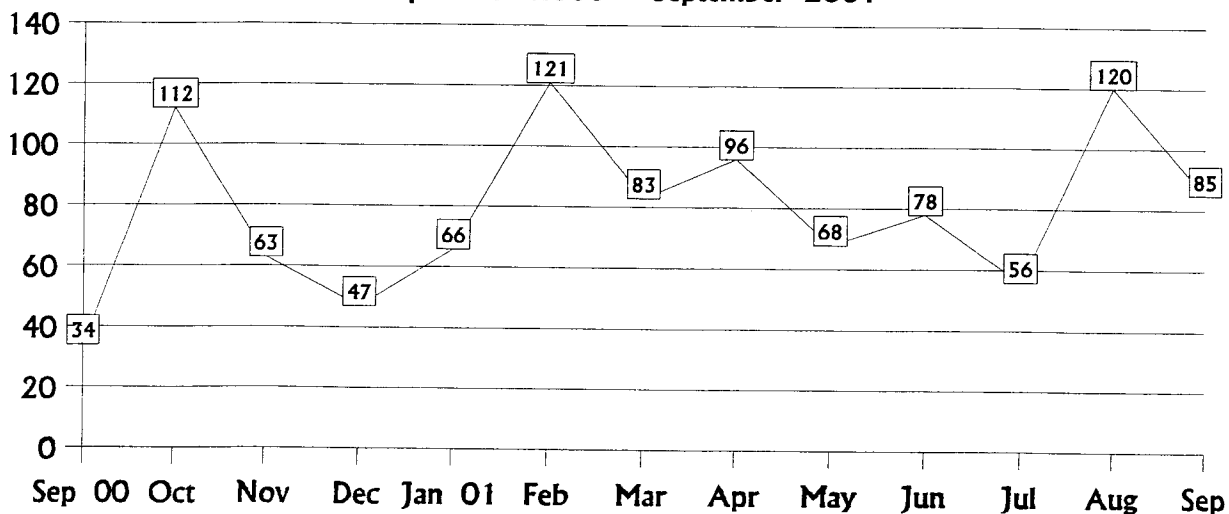
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
TELEUNO, INC.	2	0	2	3	2	5
TELSCAPE COMMUNICATIONS	0	1	1	0	1	1
TELSCAPE USA, INC.	1	2	3	1	0	1
THE FREE NETWORK, L.L.C.	0	0	0	2	0	2
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMMUNICATIONS	0	0	0	1	0	1
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	2	0	2
TOUCH AMERICA, INC.	0	0	0	1	0	1
TRISTAR COMMUNICATIONS	0	0	0	1	0	1
TTI NATIONAL, INC.	0	1	1	0	1	1
U S P & C CORPORATION	0	0	0	1	0	1
UKI COMMUNICATIONS, INC.	16	4	20	0	2	2
USLD COMMUNICATIONS, INC.	1	1	2	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	2	0	2	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	4	4	3	2	5
VERIZON SELECT SERVICES INC.	1	2	3	10	1	11
VIATEL SERVICES, INC.	0	0	0	1	1	2
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	2	0	2
WEBNET COMMUNICATIONS, INC.	8	3	11	0	0	0
WORLDTEL INTERACTIVE INCORPORATED	0	1	1	0	0	0
XO FLORIDA, INC.	0	0	0	1	0	1
XO LONG DISTANCE SERVICES, INC.	2	0	2	0	0	0
YESTEL, INC.	1	0	1	0	1	1
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING, INC.	0	1	1	2	0	2
<b>Total</b>	<b>223</b>	<b>295</b>	<b>518</b>	<b>551</b>	<b>132</b>	<b>683</b>

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

Company	September	Year-To-Date
Access One Communications	0	18
America's Tele-Network Corp.	3	21
AT&T / ACC	7	84
IDS	2	26
MCI Worldcom	16	59
OLS, Inc.	5	96
Sprint	15	83
Talk America Inc.	16	97
Telscape USA, Inc.	0	16
The Phone Company	0	52
UKI Communications, Inc.	2	19
WebNet Communications	0	28
Other Long Distance Companies	19	174
<b>Totals</b>	<b>85</b>	<b>773</b>

## Cases Resolved as Slamming

September 2000 - September 2001



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	0	1	2	0	2
COMMUNICATION SERVICES OF SARASOTA, INC.	1	0	1	1	0	1
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	0	0	0
PHONE PLUS, INC.	1	0	1	0	0	0
SOUTH MIAMI WASH BOWL, INC.	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	1	0	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>

## Water and Wastewater Companies Complaint Activity - September 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	2	3	5	5	0	5
AQUASOURCE UTILITY, INC.	0	0	0	2	0	2
BAYSHORE UTILITIES, INC.	0	0	0	1	0	1
BAYSIDE UTILITY SERVICES, INC.	1	0	1	0	0	0
BROADVIEW PARK WATER COMPANY	1	0	1	0	0	0
BURKIM ENTERPRISES, INC.	0	0	0	1	0	1
DIXIE GROVES ESTATES, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	0	1	1	0	0	0
FLORALINO PROPERTIES, INC.	1	0	1	1	0	1
FLORIDA WATER SERVICES CORPORATION	1	1	2	4	0	4
HIGHLANDS UTILITIES CORPORATION	1	0	1	0	0	0
HUDSON UTILITIES, INC.	0	0	0	1	0	1
K W RESORT UTILITIES CORP.	0	1	1	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	1	0	1	0	0	0
LIGHTHOUSE UTILITIES COMPANY, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	0	0	2	0	2
MARION UTILITIES, INC.	1	0	1	0	0	0
MILES GRANT WATER & SEWER CO. (UTILITIES INC. OF FLORIDA)	0	1	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	1	0	1	0	0	0
ORANGEWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	0	0	1	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1	0	1
SHANGRI-LA BY THE LAKE UTILITIES, INC.	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	1	2	0	0	0
UNITED WATER FLORIDA INC.	4	1	5	2	0	2
USEPPA ISLAND UTILITY, INC.	0	1	1	0	0	0
UTILITIES, INC. OF EAGLE RIDGE	0	1	1	0	0	0
UTILITIES, INC. OF FLORIDA	2	1	3	4	0	4
<b>TOTALS</b>	<b>17</b>	<b>12</b>	<b>29</b>	<b>29</b>	<b>0</b>	<b>29</b>

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