



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
DECEMBER 2001

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now two categories of consumer contact: Complaints and Information Requests. A Complaint is a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is an inquiry that does not involve investigation or analysis by the PSC staff.

Effective June 22, 2000, the Commission adopted amendments to Rule 25-22.032, in an effort to expedite the processing of customer complaints. It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. The amended rule establishes customer complaint procedures that are designed to accomplish this intent. It includes an expedited telephone warm transfer and three day (72 Hour) resolution process for complaints that can be resolved quickly by the customer and the company without extensive Commission participation.

Also, the PSC has initiated an E-transfer Pilot Program. The pilot program is similar to the toll-free phone line warm transfer program. However, the new pilot program deals strictly with cases received via the PSC's website. While on the website, consumers are given the option to e-mail a complaint to the PSC or directly to a participating company via the internet. The Division of Consumer Affairs receives a copy of each e-mail received by the companies participating in this pilot. Upon receipt of the consumer's concerns, the company is required to contact the consumer within 24 hours. The participating companies are also required to send monthly reports to the PSC, listing the number of cases received and a brief summary of the issues. The pilot program was initiated on May 15, 2001. There are 12 companies participating in the e-transfer pilot program. The Division of Consumer Affairs is in the process of gathering information and monitoring the program; however, initial figures prove the program to be quite promising. Full implementation of the e-transfer program is anticipated by the end of June 2002.

Summary

There were 2,204 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 2,839 information requests handled by the PSC.

A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of December 31, 2001. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were 1,034 calls transferred during December 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$145,037 for the month and \$2,580,981 for the calendar year.

Monthly Consumer Refunds

December 2000 - December 2001

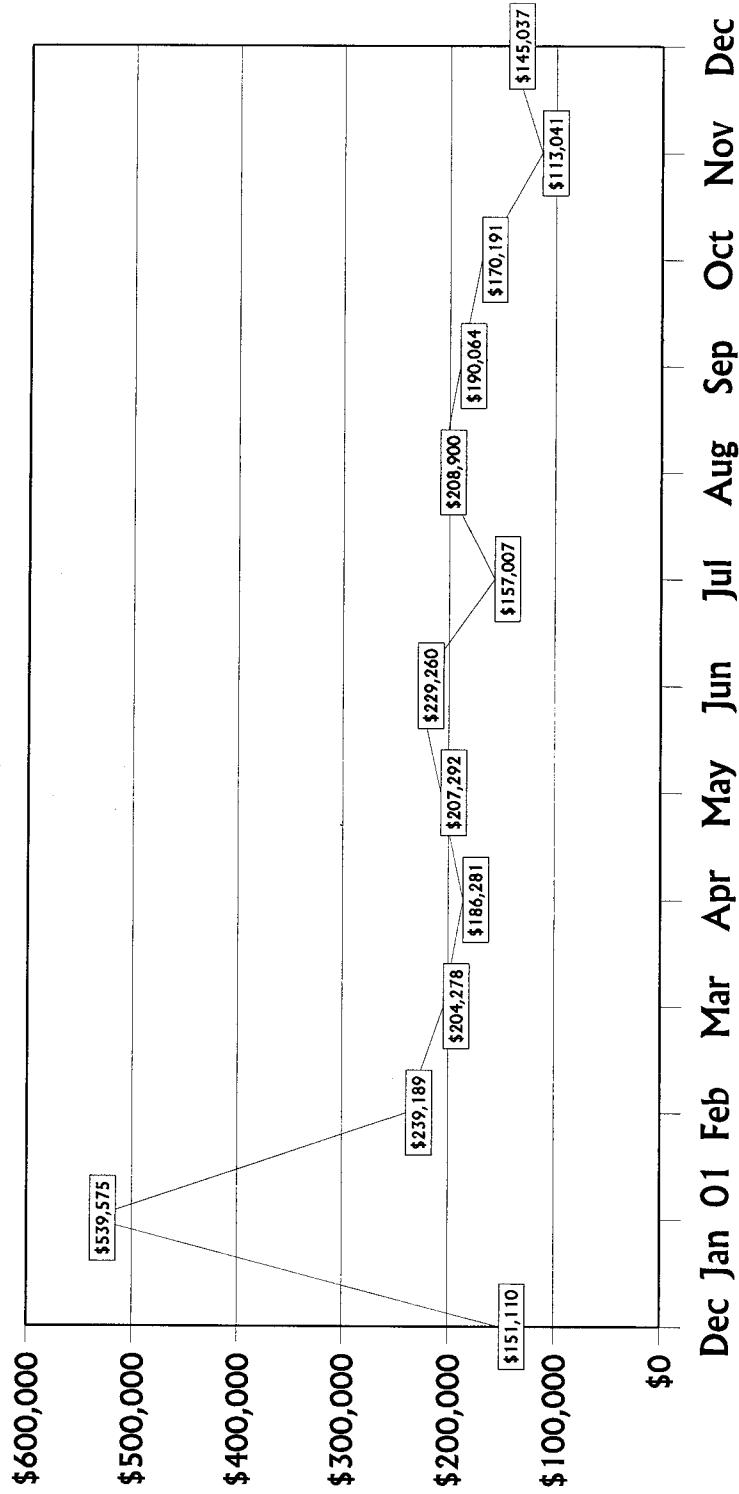


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Consumer Activity - December 2001

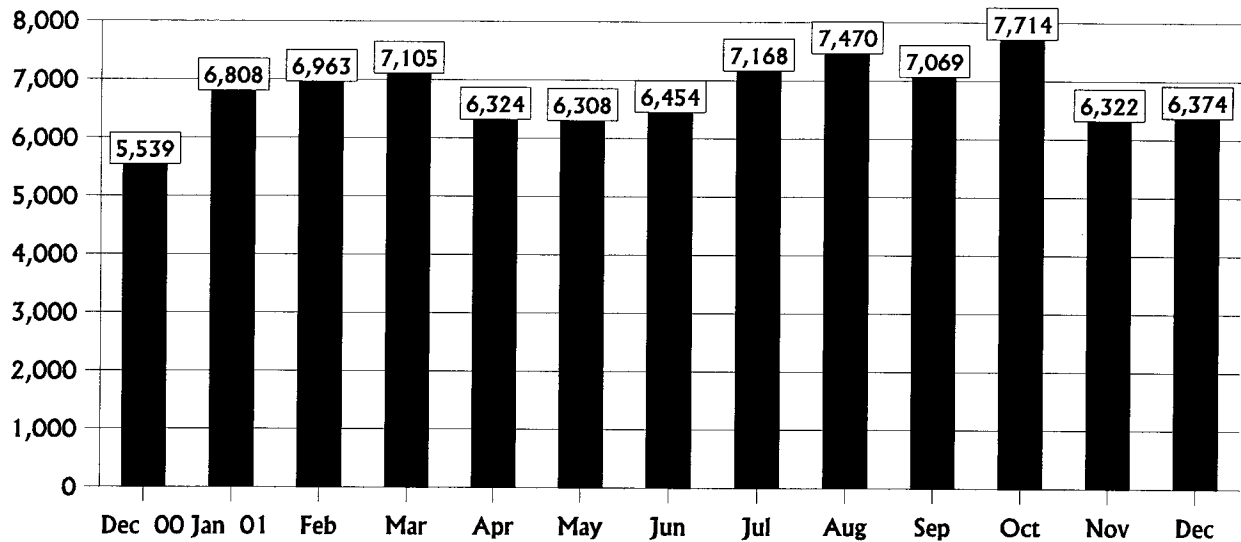
Complaints Received		2,204
Electric	58	
Gas	15	
Alternative Local Exchange Telephone	230	
Local Exchange Telephone	211	
Long Distance Telephone	546	
Pay Telephone	6	
Water & Wastewater	32	
Non-regulated/Other Consumer Assistance	948	
Cases Received / Closed Under 72 Hr Rule	158	
Electric	44	
Gas	0	
Telecommunications	113	
Water / Wastewater	1	
Information Requests Received		2,839
Total Cases Received		5,043

How Cases Were Received	Complaints	Information Requests
Phone	1,425	2,514
Mail	380	130
Internet	263	180
Fax	136	15
Totals	2,204	2,839

Non-Jurisdictional Calls Not Filed As Cases	1,331
Total Consumer Contacts Handled	6,374
Transfer Connect (Calls Transferred to Utilities)	1,034
E-Transfers (E-mails Routed Directly from PSC Website to Utilities)	57

Consumer Savings	
Electric	\$ 4,375.02
Gas	276.99
Alternative Local Exchange Telephone	21,212.55
Local Exchange Telephone	41,109.27
Long Distance Telephone	77,820.57
Pay Telephone	21.35
Water & Wastewater	141.15
Non-regulated/Other Consumer Assistance	80.32
Total	\$ 145,037.22

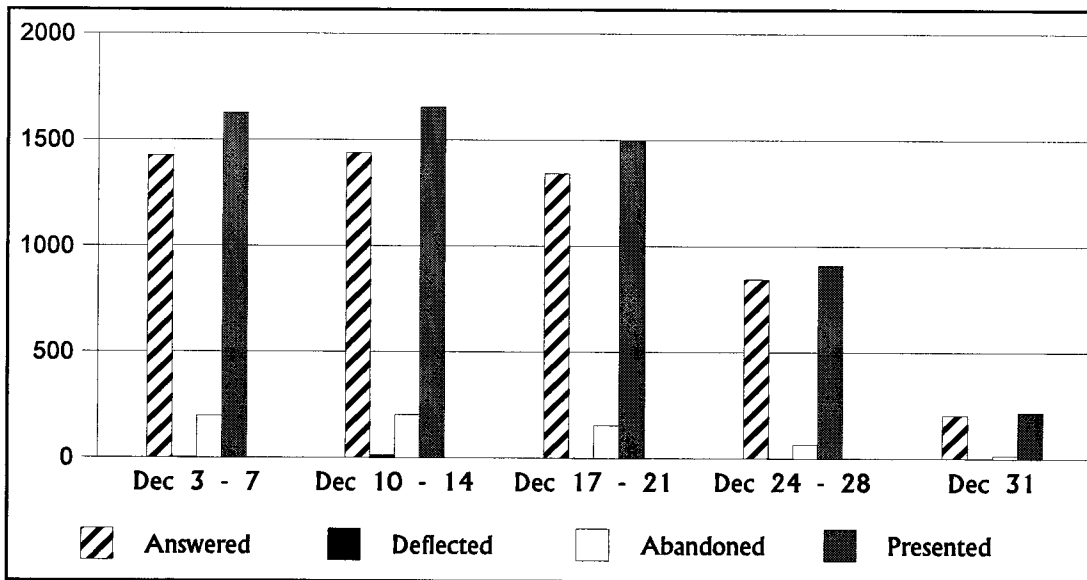
Public Service Commission Total Consumer Contacts December 2000 - December 2001



	Complaints Received	% of Total Complaints
Electric	58	3%
Gas	15	1%
Alt. Local Exchange Telephone	230	10%
Local Exchange Telephone	211	10%
Long Distance Telephone	546	25%
Pay Telephone	6	< 1%
Water & Wastewater	32	1%
Non-regulated Consumer Assistance	948	43%
Cases Received / Closed by 72 Hr Rule	158	7%
Total	2,204	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 December 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.

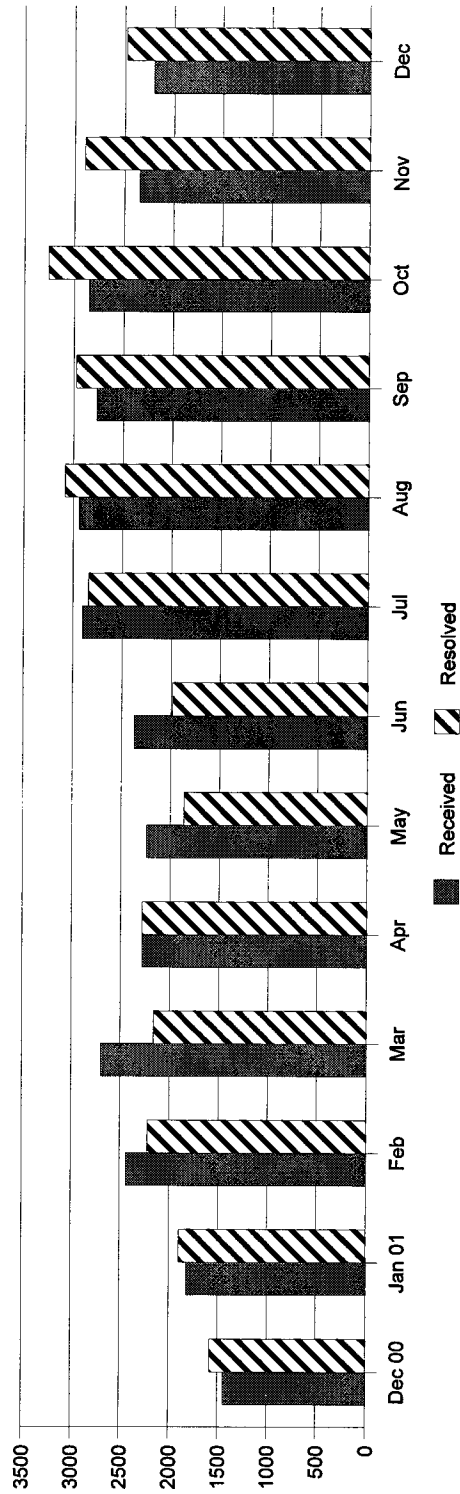
Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Dec 3 - 7	1,426	87.7%	3	0.2%	197	12.1%	1,626
Dec 10 - 14	1,440	87.0%	13	0.8%	203	12.3%	1,656
Dec 17 - 21	1,343	89.7%	0	0.0%	154	10.3%	1,497
Dec 24 - 28	845	92.9%	0	0.0%	65	7.1%	910
Dec 31	204	93.6%	0	0.0%	14	6.4%	218
Totals	5,258	89.0%	16	0.3%	633	10.7%	5,907

Calls Answered During the Month	5,258
Minus CAF Calls Resulting in Cases	(3,939)
Total Non-Jurisdictional Calls Not Filed As Cases	1,331

Monthly Status of Total Complaints Received / Resolved*

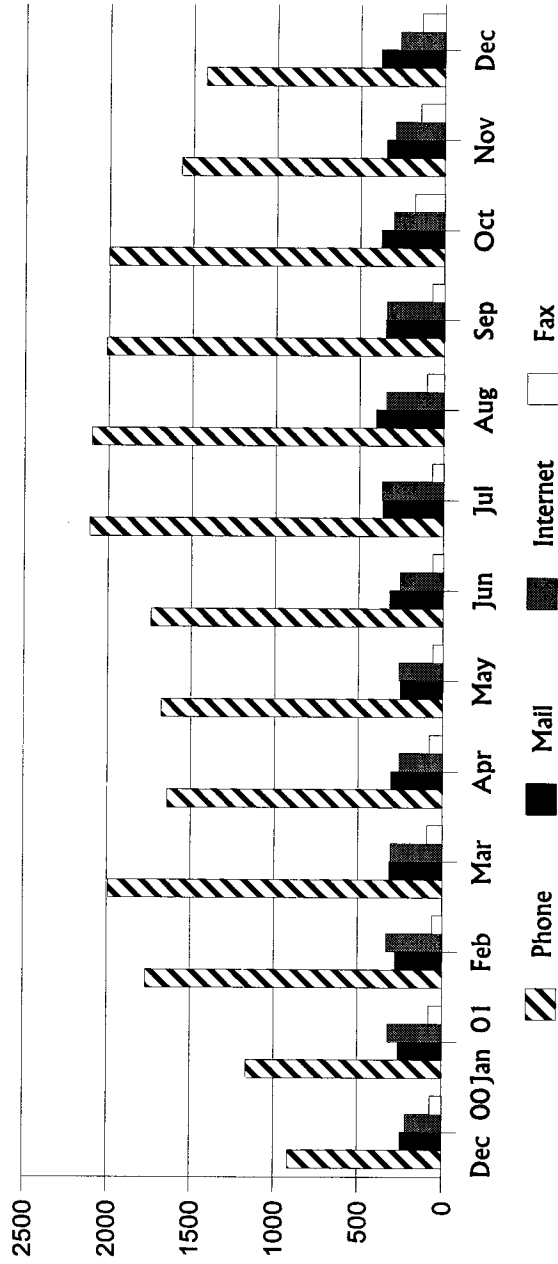
December 2000 - December 2001



	Dec 00	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Received	1,442	1,821	2,348	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204
Resolved	1,581	1,897	2,221	2,163	2,280	1,862	1,986	2,845	3,082	2,973	3,257	2,894	2,479

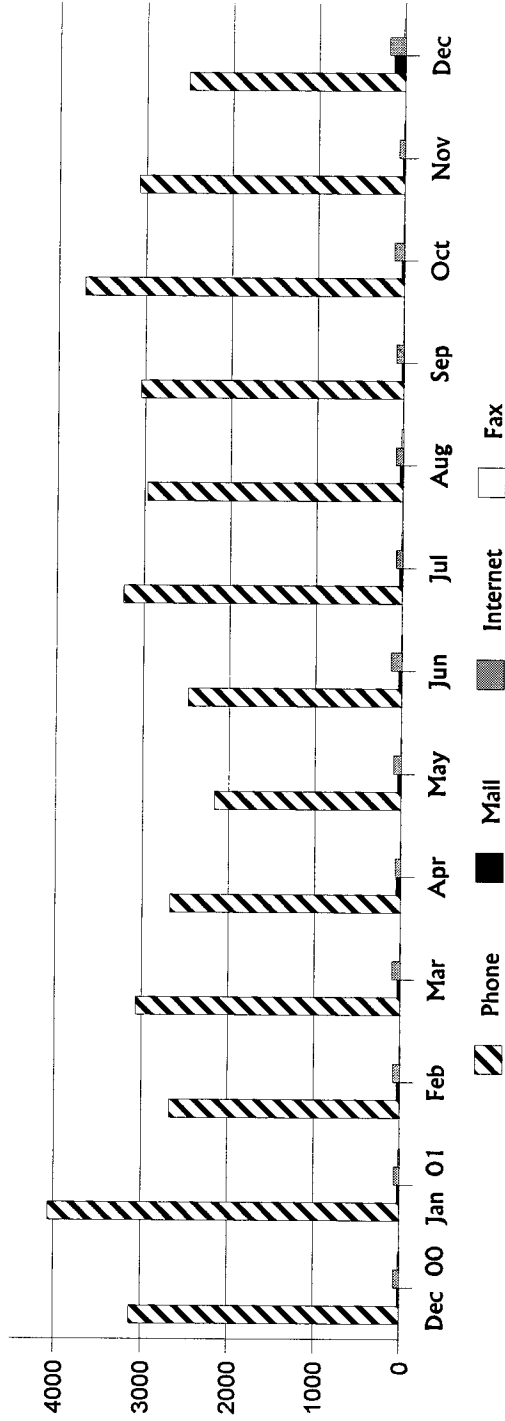
*Cases resolved consists of cases closed from the present and previous months, which were carried forward.

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



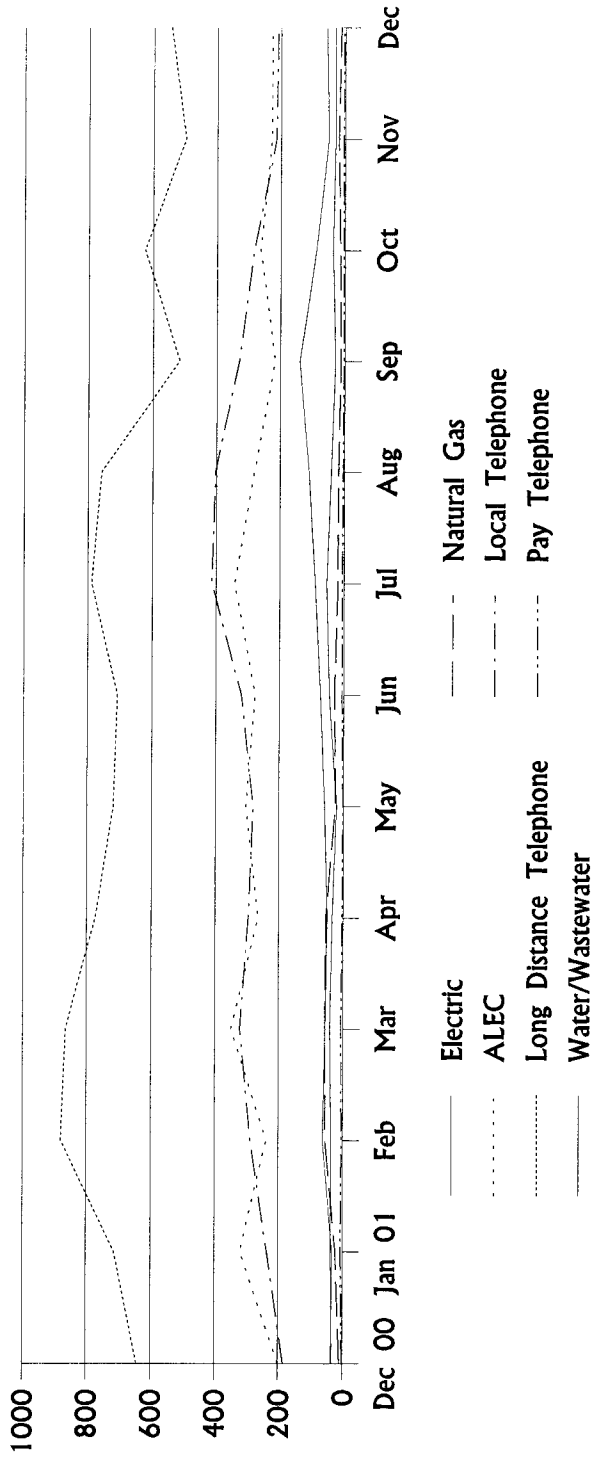
	Dec 00	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	913	1,163	1,769	1,992	1,642	1,676	1,742	2,111	2,101	2,013	2,002	1,570	1,425
Mail	246	259	279	313	306	249	317	359	401	346	374	344	380
Internet	213	322	333	305	256	257	253	365	341	340	299	291	263
Fax	70	77	57	91	77	58	61	67	100	71	174	142	136
Total	1,442	1,821	2,438	2,701	2,281	2,240	2,373	2,902	2,943	2,770	2,849	2,347	2,204

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



	Dec 00	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	3,128	4,065	2,675	3,070	2,677	2,167	2,478	3,233	2,966	3,047	3,697	3,081	2,514
Mail	20	26	37	33	54	38	38	35	35	25	27	25	130
Internet	67	64	78	98	61	87	123	73	84	82	111	63	180
Fax	12	12	9	7	9	8	10	13	18	5	7	8	15
Total	3,227	4,167	2,799	3,208	2,801	2,300	2,649	3,354	3,103	3,159	3,842	3,177	2,839

Complaints by Industry December 2000 - December 2001



Industry	Dec 00	Jan 01	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Electric	36	33	63	56	50	59	73	90	111	140	89	52	58
Natural Gas	12	24	57	58	56	26	30	21	20	14	16	22	15
ALEC	202	322	239	351	266	306	277	344	282	219	264	231	230
Local Telephone	186	237	289	324	297	282	322	415	405	332	284	216	211
Long Dist. Phone	644	715	882	867	775	720	709	790	760	518	627	499	546
Payphone	4	8	6	8	5	3	7	7	6	5	5	6	6
Water/Wastewater	34	37	36	41	34	21	45	55	41	29	37	30	32

Electric Companies Complaint Activity - December 2001

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	10	5	15	196	17	1	18	156
FLORIDA POWER & LIGHT COMPANY	13	22	35	528	60	0	60	454
FLORIDA PUBLIC UTILITIES COMPANY	2	1	3	9	0	0	0	6
GULF POWER COMPANY	0	0	0	40	0	0	0	45
TAMPA ELECTRIC COMPANY	4	1	5	94	5	0	5	77
TOTAL	29	29	58	867	82	1	83	738

*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		December Apparent Infractions Index*
		Y-T-D	Y-T-D		Apparent Infractions Index*	Apparent Infractions Index*	
FLORIDA POWER CORPORATION	1,377,761	4	1.98	0.0029	1.98	4.47	4.47
FLORIDA POWER & LIGHT COMPANY	3,829,297	3	0.54	0.0008	0.54	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	25,517	0	0.00	0.0000	0.00	0.00	0.00
GULF POWER COMPANY	367,090	0	0.00	0.0000	0.00	0.00	0.00
TAMPA ELECTRIC COMPANY	553,527	2	2.47	0.0036	2.47	0.00	0.00
TOTAL	6,153,192	9		0.0015			

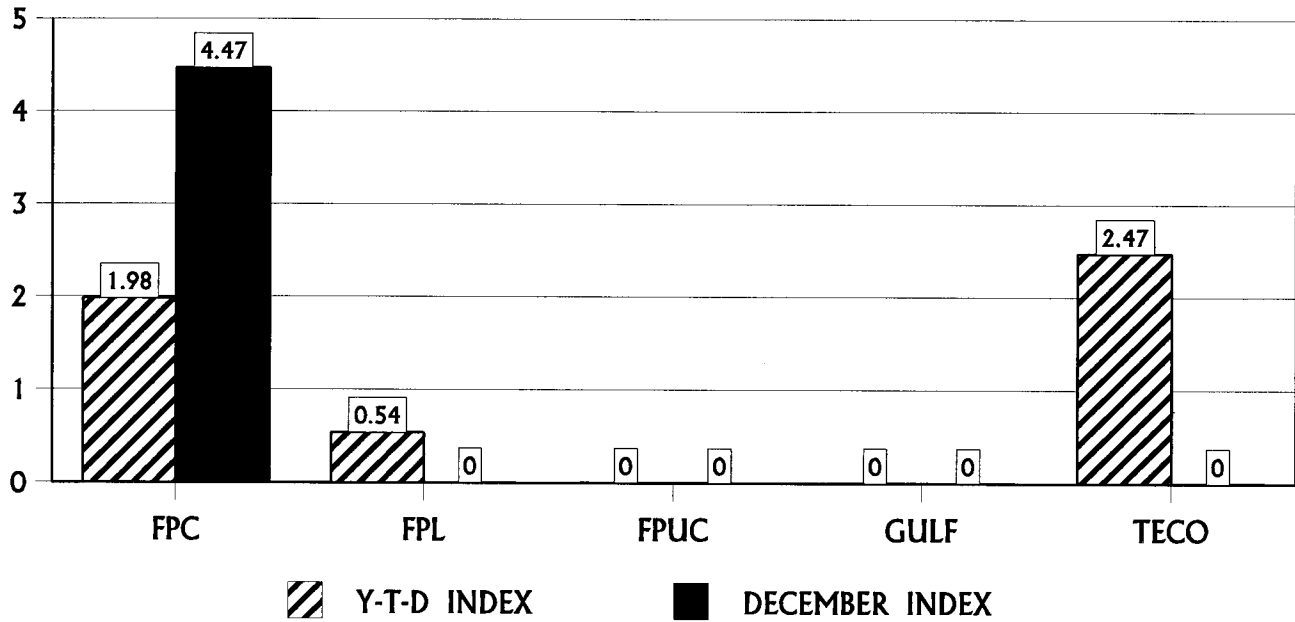
*Please see Index of Definitions.

**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

December 2001

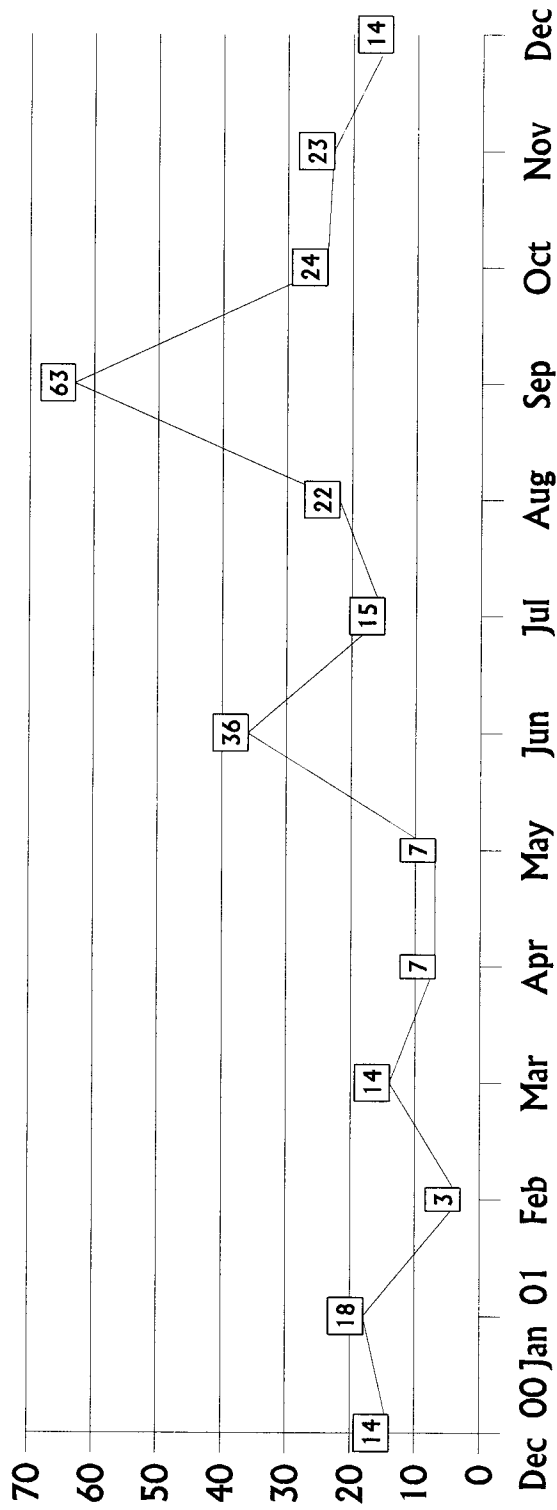


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,377,761	3,829,297	25,517	367,090	553,527

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

Total Momentary Electricity Outages Filed

December 2000 - December 2001



Natural Gas Companies Complaint Activity December 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 (CENTRAL FLORIDA GAS)	0	1	1	13	0	0	0	13
CITY GAS COMPANY OF FLORIDA	3	8	11	190	12	1	13	179
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	24	4	0	4	22
INDIANTOWN	0	0	0	0	0	0	0	0
PEOPLES GAS SYSTEM (TAMPA ELECTRIC COMPANY)	0	1	1	121	11	0	11	116
ST. JOE NATURAL GAS COMPANY	0	0	0	2	0	0	0	2
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	1	1	8	0	0	0	5
TOTAL	3	12	15	358	27	1	28	337

*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*	December Apparent Infractions Index*
CHESAPEAKE UTILITIES, FLORIDA DIVISION OF (CENTRAL FLORIDA GAS)	9,954	6	0.645	3.83	0.000
CITY GAS COMPANY OF FLORIDA	100,847	50	0.519	3.08	4.01
FLORIDA PUBLIC UTILITIES COMPANY	40,381	0	0.000	0.00	0.00
INDIANTOWN	661	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TAMPA ELECTRIC COMPANY)	264,349	8	0.034	0.20	0.00
ST. JOE NATURAL GAS COMPANY	3,349	1	0.323	1.92	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	424,366	65	0.168		

*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 - December 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	2	0	2	3	0	3
ACCESS ONE COMMUNICATIONS, INC.	0	1	1	0	0	0
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMM.	0	0	0	1	0	1
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	0	0	1	0	1
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	1	1	4	1	5
ALLTEL COMMUNICATIONS, INC.	0	0	0	1	1	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	1	0	1
AT&T DIGITAL PHONE	50	22	72	88	10	98
BIZ-TEL CORPORATION	1	0	1	0	0	0
BTI	2	2	4	2	0	2
CABLE & WIRELESS USA, INC.	0	1	1	0	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	2	0	2	3	0	3
CHOCTAW COMMUNICATIONS, INC.	1	1	2	2	1	3
DIRECT-TEL USA, LLC	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
DPI-TELECONNECT, L.L.C.	1	0	1	0	0	0
EASY TELEPHONE SERVICES COMPANY	1	0	1	0	0	0
ELEC COMMUNICATIONS	2	0	2	2	0	2
EPICUS , INC.	14	2	16	0	0	0
EXCELINK COMMUNICATIONS, INC.	2	0	2	3	0	3
FLORIDA COMM SOUTH	2	0	2	5	0	5
FLORIDA DIGITAL NETWORK, INC.	9	3	12	9	2	11
FLORIDA TELEPHONE SERVICES, LLC	4	4	8	5	1	6
GANOCO, INC. D/B/A AMERICAN DIAL TONE	0	0	0	1	0	1
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	15	14	29	24	6	30
I-LINK COMMUNICATIONS, INC.	0	1	1	0	0	0
I VANTAGE NETWORK SOLUTIONS	1	1	2	0	1	1
IDS LONG DISTANCE, INC.	0	0	0	0	1	1
IDS TELCOM LLC	8	2	10	2	8	10
ILD	0	2	2	2	0	2
INTERMEDIA COMMUNICATIONS, INC.	2	0	2	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
JACKSONVILLE TELEPORT, L.C.	1	0	1	0	0	0
KMC TELECOM II, INC.	0	0	0	1	0	1
KNOLOGY OF FLORIDA, INC.	0	0	0	1	0	1
MCI TELECOMMUNICATIONS CORPORATION D/B/A MCI TELECOMM.	0	0	0	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	0	0	0
MERCURY LONG DISTANCE, INC.	0	2	2	0	0	0
MOVIE, TELEVISION, & GRAPHICS CORP. D/B/A M.T.G.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	4	0	4	2	2	4
NEWSOUTH COMMUNICATIONS CORP.	0	0	0	2	0	2
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
PAETEC COMMUNICATIONS, INC.	0	0	0	2	0	2
PARCOM COMMUNICATIONS, INC.	0	0	0	0	1	1
PHONES FOR ALL	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	0	0	0	1	1
SECOND CHANCE PHONE	2	0	2	1	0	1
SOUTHERN TELECOM	0	1	1	0	0	0
SPRINT COMMUNICATIONS COMPANY LIMITED PARTNERSHIP	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	6	15	21	32	4	36
TALK AMERICA INC.	6	8	14	21	5	26
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	1	0	1
TELECONEX	1	0	1	1	1	2
TELECOM SERVICES, INC.	0	0	0	1	0	1
TTI NATIONAL, INC.	1	0	1	0	0	0
UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	0	0	3	0	3
USA TELECOM, INC.	0	0	0	2	0	2
VARTEC TELECOM, INC. D/B/A VARTEC TELECOM, INC. AND CLEAR	0	0	0	2	0	2
VERIZON ADVANCED DATA INC.	1	0	1	0	0	0
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
XO FLORIDA, INC.	1	2	3	2	0	2
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
Totals	144	86	230	244	47	291

Local Telephone Companies Complaint Activity December 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.	4	2	6	72	8	0	8	65
BELLSOUTH	97	46	143	2,280	176	7	183	2,271
FRONTIER	1	0	1	6	0	0	0	6
GTC, INC. D/B/A GT COM	0	0	0	21	1	0	1	29
VERIZON FLORIDA, INC.	13	5	18	422	26	1	27	440
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	3	0	0	0	3
NE FLORIDA	1	0	1	2	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	3
SPRINT-FLORIDA	24	18	42	774	55	4	59	800
TOTAL	140	71	211	3,584	266	12	278	3,621

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*	December Apparent Infractions Index*
ALLTEL	92,182	3	0.0325	1.52	0.00
BELLSOUTH	6,651,643	144	0.0216	1.01	1.01
FRONTIER	4,809	1	0.2079	9.73	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	2	0.0390	1.82	0.00
VERIZON FLORIDA, INC.	2,464,043	31	0.0126	0.59	0.39
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	2.79	0.00
SPRINT-FLORIDA	2,248,311	65	0.0289	1.35	1.71
TOTAL	11,556,609	247	0.0214		

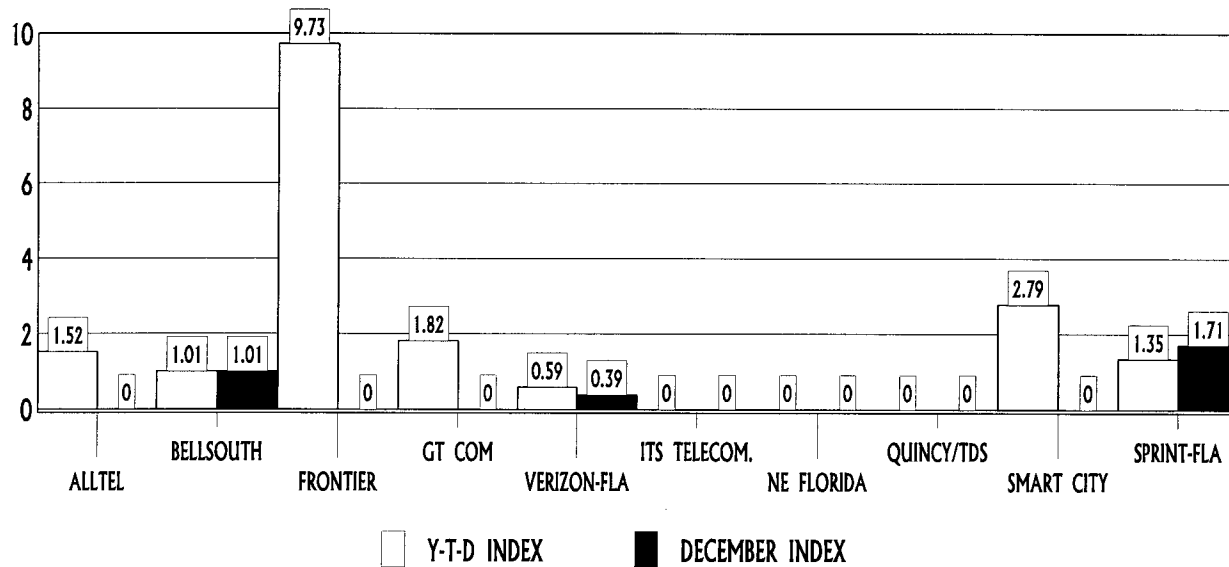
* Please see Index of Definitions.

**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

December 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 - December 2001

Company	December	Year-To-Date
Bellsouth Telecommunications, Inc.	0	5
Florida Digital Network, Inc.	1	13
Hale and Father, Inc.	4	12
IDS Long Distance, Inc.	0	16
IDS Telcom LLC	4	9
Sprint-Florida, Inc.	1	6
Supra Telecommunications & Information Systems, Inc.	1	19
Talk America Inc.	4	70
All Other Local Companies	2	24
Totals	17	174

Cramming Statistics*

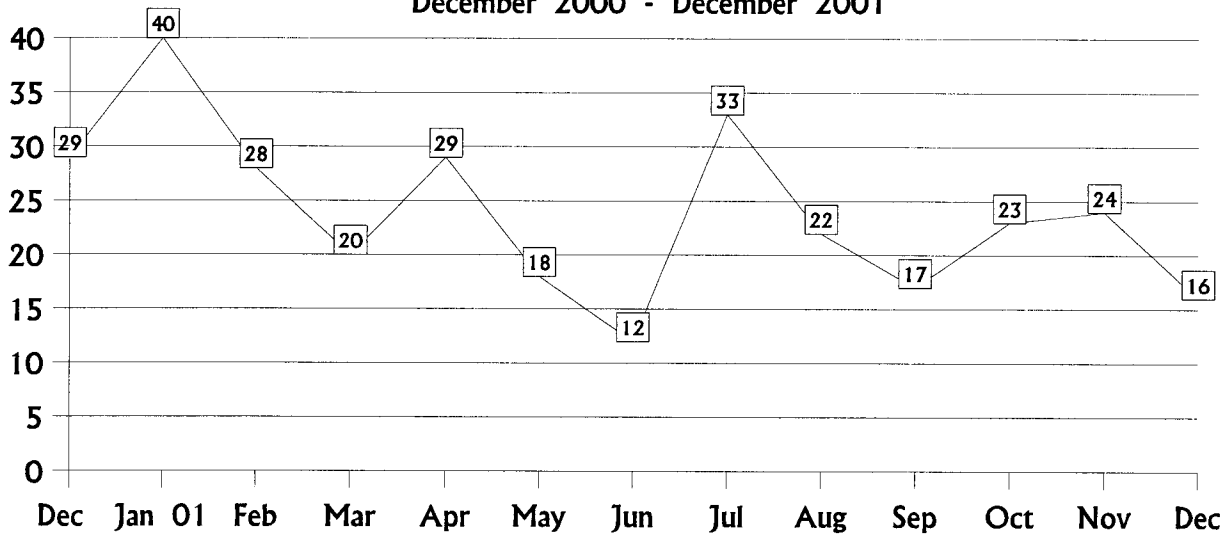
December 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
31	16	\$ 747.67

*Please see Index of Definitions

Cases Resolved as Cramming

December 2000 - December 2001



**Long Distance Companies
Complaint Activity - December 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 BUSINESS	77	84	161	196	10	206
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	2	0	2
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	0	0
ADMA TELECOM, INC.	0	0	0	1	0	1
ALLIANCE GROUP SERVICES, INC. D/B/A U.S. REPUBLIC COMM.	0	0	0	2	0	2
ALLTEL COMMUNICATIONS, INC.	2	1	3	1	0	1
ALTERNATEL	0	1	1	0	0	0
AMERICA'S TELE-NETWORK CORP.	0	0	0	1	1	2
AMERICAN FARM BUREAU, INC. D/B/A THE FARM BUREAU CONNECTION	0	0	0	1	0	1
AMERICAN NORTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
AMERIVISION COMMUNICATIONS, INC.	0	1	1	0	0	0
ATS	1	0	1	0	0	0
ATX TELECOMMUNICATIONS SERVICES	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
AT&T DIGITAL PHONE	1	1	2	2	0	2
BROADWING COMMUNICATIONS SERVICES INC.	1	0	1	0	0	0
BROADWING TELECOMMUNICATIONS INC.	0	1	1	2	0	2
BTI	5	0	5	0	0	0
BUDGET CALL LONG DISTANCE, INC.	1	0	1	0	0	0
CABLE & WIRELESS USA, INC.	1	2	3	0	0	0
CAPSULE COMMUNICATIONS, INC.	1	0	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	0	0	0
COMTECH 21, LLC	0	0	0	2	0	2
CONNECT TELECOM, INC.	0	0	0	1	0	1
CORPORATE SERVICES TELCOM, INC.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	1	1	0	0	0
CTS TELCOM, INC.	0	2	2	0	0	0
DANGRIS TELECOM, L.L.C.	0	1	1	0	0	0
DIRECT ONE, LLC	1	3	4	3	0	3
ELEC COMMUNICATIONS	0	1	1	0	0	0
ENHANCED COMMUNICATIONS GROUP, L.L.C.	0	0	0	1	0	1
ENHANCED SERVICES BILLING, INC.	0	0	0	1	0	1
EPICUS, INC. D/B/A EPICUS	0	0	0	1	0	1
ERBIA NETWORK, INC.	0	1	1	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent		Total
				Non-Infractions	Infractions	
ESSENTIAL.COM, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	1	4	5	8	1	9
FEDERAL TRANSTEL, INC.	0	6	6	4	0	4
FLORIDA DIGITAL NETWORK, INC.	0	0	0	1	0	1
FOXTEL, INC.	1	1	2	1	0	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	0	0	1	0	1
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	0	1	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	5	0	5
GLOBAL TELELINK SERVICES, INC.	0	0	0	1	0	1
GLOBAL TEL*LINK CORPORATION	0	1	1	1	0	1
HALE AND FATHER, INC.	4	3	7	3	1	4
HBS BILLING SERVICES COMPANY	0	1	1	0	0	0
HORIZONONE COMMUNICATIONS	0	2	2	2	0	2
I VANTAGE NETWORK SOLUTIONS	1	0	1	1	0	1
IDS TELCOM LLC	2	3	5	3	2	5
IDT AMERICA CORP.	3	1	4	7	0	7
IDT CORPORATION	1	0	1	0	0	0
ILD	11	20	31	13	0	13
INTEGRETEL, INC.	0	4	4	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
INTERACTIVE SERVICES NETWORK, INC. D/B/A ISN COMMUNICATION	0	0	0	2	0	2
INTERMEDIA COMMUNICATIONS, INC.	1	2	3	3	0	3
ITC*DELTACOM COMMUNICATIONS, INC. D/B/A ITC*DELTACOM	0	0	0	2	0	2
KMC TELECOM III, INC.	1	0	1	0	0	0
LDC TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
LEAST COST ROUTING, INC.	1	1	2	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	1	1	0	0	0
MAXCESS, INC.	0	0	0	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	0	0	0	4	0	4
MCI WORLDCOM NETWORK SERVICES, INC.	28	50	78	89	2	91
MERCURY LONG DISTANCE, INC.	0	2	2	0	0	0
NETWORK ONE	1	0	1	1	0	1
NORSTAR COMMUNICATIONS, INC. D/B/A BUSINESS SAVINGS PLAN	0	0	0	0	1	1
O.I.S., INC.	1	2	3	2	1	3
OPERATOR ASSISTANCE NETWORK	0	3	3	1	0	1
OPEX COMMUNICATIONS, INC.	3	1	4	0	0	0
OPTICAL TELEPHONE CORPORATION	17	1	18	2	4	6
ORION TELECOMMUNICATIONS CORP OF NEW YORK	0	1	1	1	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	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
PT-1 COMMUNICATIONS	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	14	10	24	25	4	29
RSL COM PRIMECALL, INC.	0	1	1	0	0	0
RSL COM U.S.A., INC.	0	0	0	2	0	2
SATURN TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
SPRINT	32	23	55	51	12	63
SUPERTEL	0	1	1	1	0	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	0	1	1
SWITCHED SERVICES COMMUNICATIONS, L.L.C.	0	1	1	0	0	0
T-NETIX, INC.	1	0	1	0	0	0
TALK AMERICA INC.	9	11	20	26	9	35
TCG SOUTH FLORIDA	0	1	1	1	0	1
TELCO PARTNERS, INC.	0	1	1	0	0	0
TELCOM.NET, INC.	1	0	1	0	0	0
TELECOM PLUS, LTD.	0	0	0	1	0	1
TELEC, INC.	0	1	1	0	0	0
TELEFONE INCORPORATED	1	0	1	1	0	1
TELEGLOBE USA INC.	0	1	1	0	0	0
TELEUNO, INC.	3	0	3	0	1	1
TELIGENT SERVICES, INC.	0	1	1	0	0	0

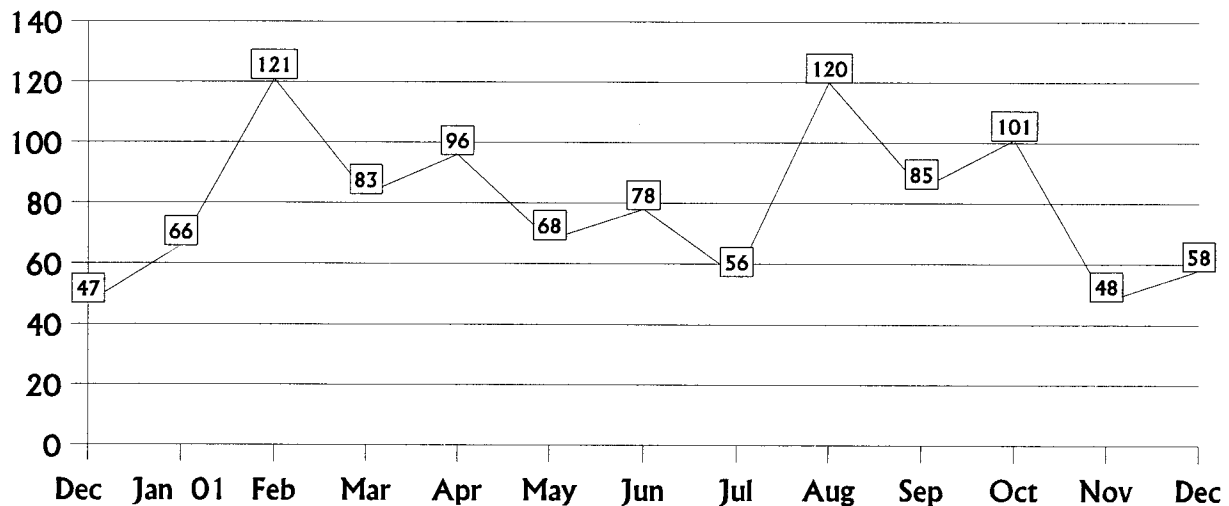
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
THE FREE NETWORK, L.L.C.	1	0	1	0	0	0
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	1	0	1
TNS	1	0	1	0	0	0
TTI NATIONAL, INC.	0	1	1	2	0	2
U S P & C CORPORATION	0	0	0	2	0	2
UKI COMMUNICATIONS, INC.	19	1	20	1	31	32
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	1	1	0	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	3	4	7	1	8
VERIZON LONG DISTANCE	0	1	1	0	0	0
VERIZON SELECT SERVICES INC.	1	3	4	8	0	8
WEBNET COMMUNICATIONS, INC.	4	3	7	0	4	4
WORKING ASSETS LONG DISTANCE	1	1	2	0	0	0
WORLD ACCESS COMMUNICATIONS CORP.	1	0	1	0	0	0
WORLD COMMUNICATIONS SATELLITE SYSTEMS, INC.	1	0	1	0	0	0
XO LONG DISTANCE SERVICES, INC.	0	2	2	1	0	1
ZERO PLUS DIALING	0	1	1	1	0	1
Total	265	281	546	519	87	606

Unauthorized Distance Service Change “Long Distance Slamming” Apparent Rule Infractions - December 2001

Company	December	Year-To-Date
Access One Communications	0	18
America’s Tele-Network Corp.	0	21
AT&T / ACC	2	103
IDS	2	30
MCI Worldcom	1	74
OLS, Inc.	1	117
Sprint	7	111
Talk America Inc.	2	122
Telscape USA, Inc.	0	16
The Phone Company	0	52
UKI Communications, Inc.	28	49
WebNet Communications	4	37
Other Long Distance Companies	11	230
Totals	58	980

Cases Resolved as Slamming

December 2000 - December 2001



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	1	2	0	0	0
ETS PAYPHONES, INC.	0	0	0	2	0	2
FIRST AMERICAN TELECOMMUNICATIONS CORPORATION	1	0	1	0	0	0
LYST ENTERPRISES, INC.	0	0	0	1	0	1
PALM-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
PHONETEL TECHNOLOGIES, INC.	1	0	1	0	0	0
SPRINT PAYPHONE SERVICES, INC.	0	0	0	1	0	1
SUN TEL NORTH AMERICA, INC.	0	0	0	1	0	1
TELELEASING ENTERPRISES, INC.	1	0	1	0	0	0
VERIZON FLORIDA INC.	1	0	1	1	0	1
TOTAL	5	1	6	7	0	7

Water and Wastewater Companies Complaint Activity - December 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	2	2	4	1	0	1
AQUASOURCE UTILITY, INC.	0	0	0	1	0	1
BAYSIDE UTILITY SERVICES, INC.	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	1	6	7	1	0	1
BURKIM ENTERPRISES, INC.	1	0	1	0	0	0
CONSOLIDATED WATER WORKS, INC.	1	1	2	1	0	1
DIXIE GROVES ESTATES, INC.	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	1	0	1
FIMC HIDEAWAY, INC.	0	0	0	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY (FERNANDINA BEACH SYSTEM)	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	2	4	6	6	0	6
FOREST HILLS UTILITIES, INC.	0	1	1	1	0	1
KEITH & CLARA STARKEY D/B/A HEATHER HILLS ESTATES	0	0	0	1	0	1
LAKE UTILITY COMPANY	0	0	0	2	0	2
LAKE UTILITY SERVICES, INC.	0	0	0	2	0	2
LANIGER ENTERPRISES OF AMERICA, INC.	1	0	1	1	0	1
LINDRICK SERVICE CORPORATION	2	0	2	0	0	0
NORTH FORT MYERS UTILITY, INC.	1	0	1	1	0	1
OCALA OAKS UTILITIES, INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
SANDY CREEK UTILITIES, INC.	0	2	2	1	0	1
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	0	0	0	6	0	6
UTILITIES, INC. OF FLORIDA	0	2	2	3	0	3
W.B.B. UTILITIES, INC.	1	0	1	0	0	0
TOTALS	13	19	32	45	0	45

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