



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
APRIL 2001

# FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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## Preface

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

On July 1, 1999, the PSC enhanced its Consumer Activity Tracking System (CATS), which specifically tracks consumer contacts. There are now three categories in lieu of the previous classification system. Consumer contacts are now Complaints, Information Requests or Docketed Correspondence. A Complaint is a substantial unresolved objection regarding a regulated utility, as it relates to charges, facility operations, or the quality of the services rendered, the disposal of which requires an investigation and/or analysis by PSC staff. An Information Request is an inquiry that does not involve investigation or analysis by the PSC staff. Docketed Correspondence is consumer input regarding a docketed item which does not require investigation or analysis by PSC staff, however, these submissions are added to the correspondence section of the docket file and made available for review by all interested parties.

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

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## Summary

There were **2,281** 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 **2,801** information requests handled by the PSC.

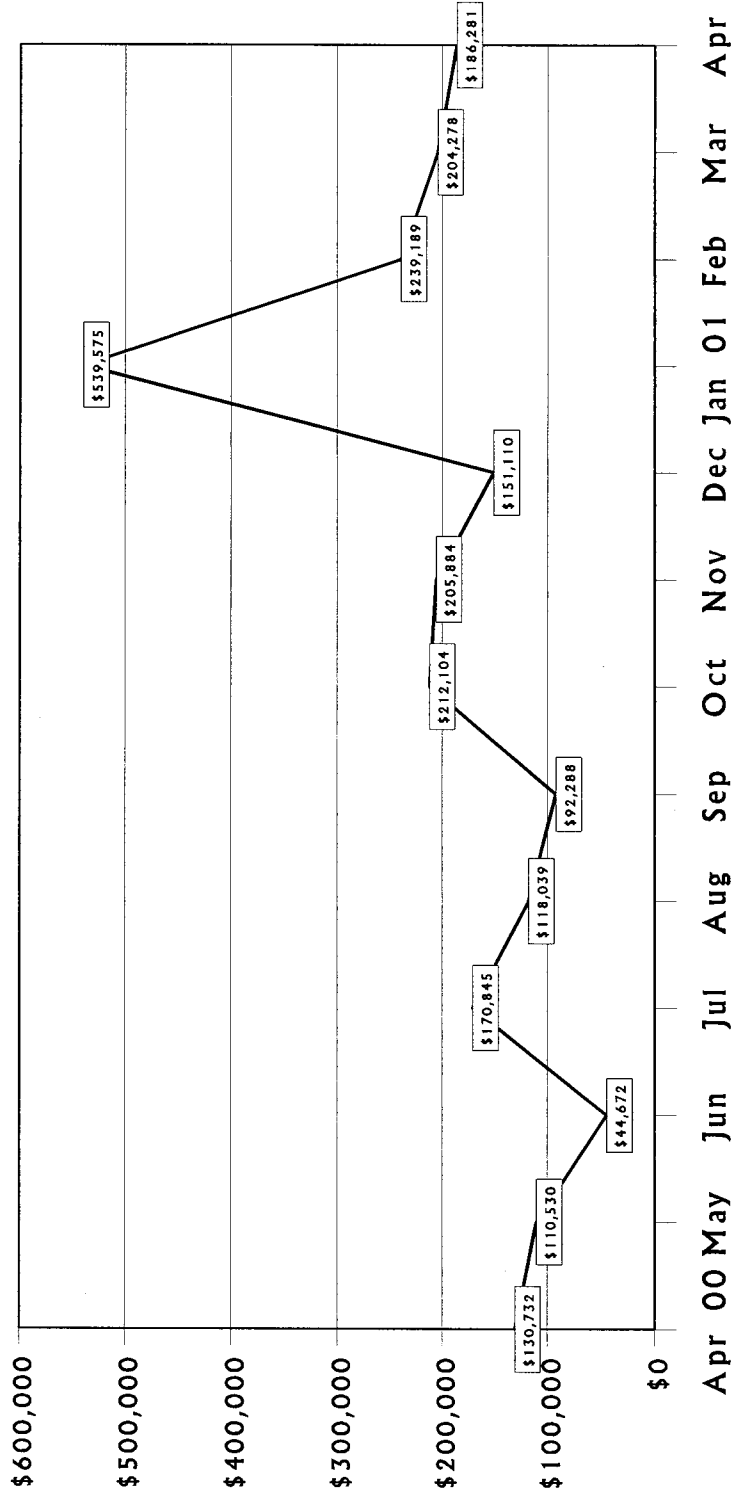
A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of April 30, 2001. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **592** calls transferred during April 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$186,281** for the month and **\$1,168,334** for the calendar year.

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# Monthly Consumer Refunds

April 2000 - April 2001



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# Consumer Activity - April 2001

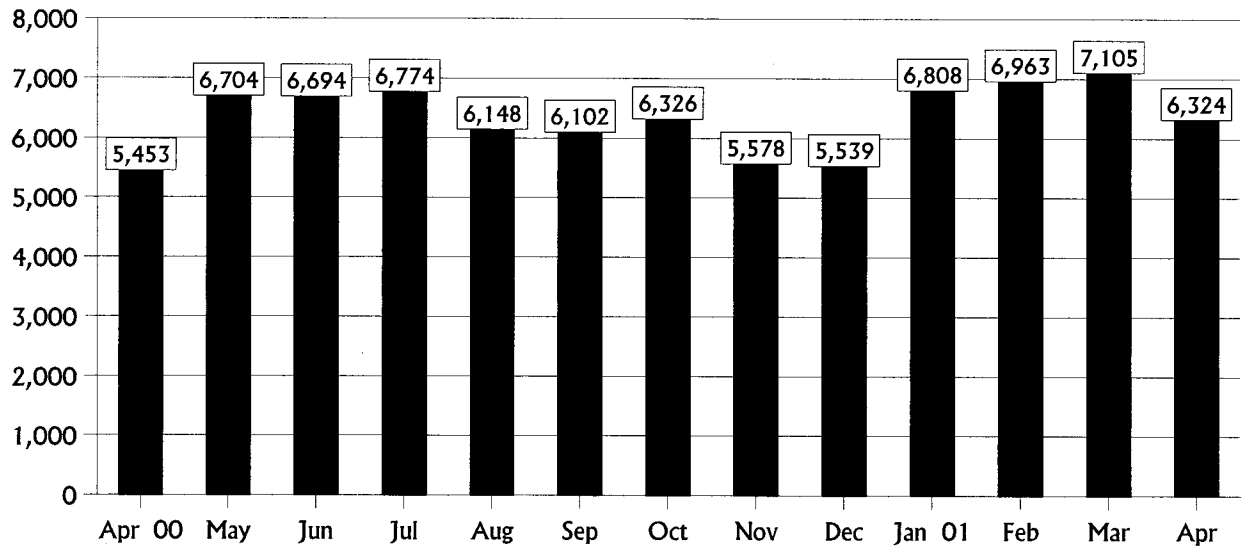
Complaints Received		<b>2,281</b>
Electric	50	
Gas	56	
Alternative Local Exchange Telephone	266	
Local Exchange Telephone	297	
Long Distance Telephone	775	
Pay Telephone	5	
Water & Wastewater	34	
Non-regulated Consumer Assistance	609	
Cases Received / Closed Under 72 Hr Rule	189	
Electric	46	
Gas	0	
Telecommunications	143	
Water / Wastewater	0	
Information Requests Received		<b>2,801</b>
Total Cases Received		<b>5,082</b>

How Cases Were Received	Complaints	Information Requests
Phone	1,642	2,677
Mail	306	54
Internet	256	61
Fax	77	9
<b>Totals</b>	<b>2,281</b>	<b>2,801</b>

Non-Jurisdictional Calls Not Filed As Cases	1,242
Total Consumer Contacts Handled	<b>6,324</b>
Transfer Connect (Calls Transferred to Utilities)	592

<b>Consumer Savings</b>	
Electric	\$ 332.65
Gas	302.57
Alternative Local Exchange Telephone	23,305.89
Local Exchange Telephone	29,113.03
Long Distance Telephone	131,264.79
Pay Telephone	.50
Water & Wastewater	0.00
Non-regulated Consumer Assistance	1,961.27
Total	<b>\$ 186,280.70</b>

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

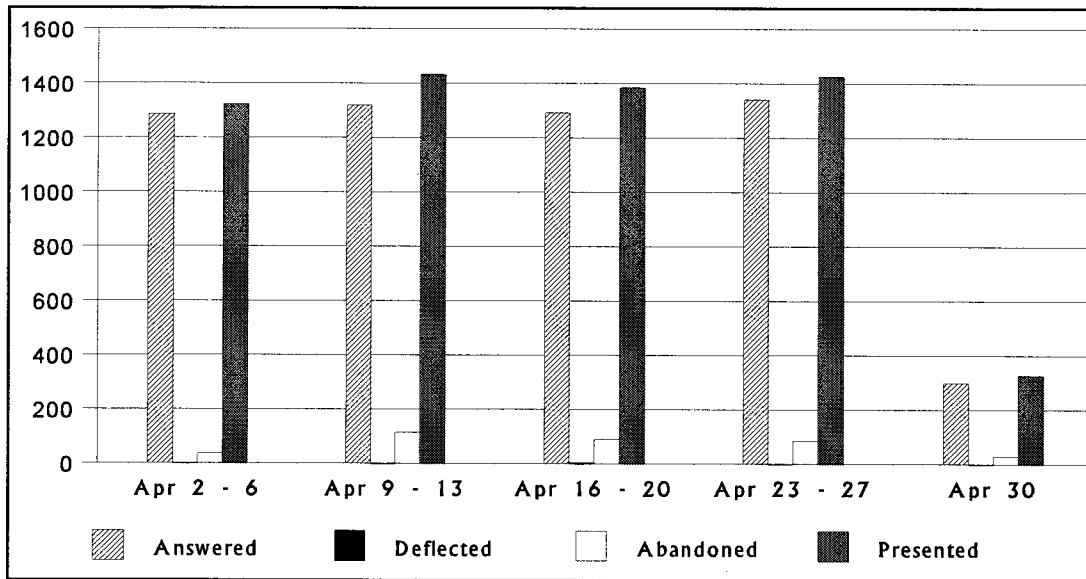


	Complaints Received	% of Total Complaints
Electric	50	2%
Gas	56	2%
Alt. Local Exchange Telephone	266	12%
Local Exchange Telephone	297	13%
Long Distance Telephone	775	34%
Pay Telephone	5	< 1%
Water & Wastewater	34	1%
Non-regulated Consumer Assistant	609	27%
Cases Received / Closed by 72 Hr Rule	189	8%
<b>Total</b>	<b>2,281</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 April 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.

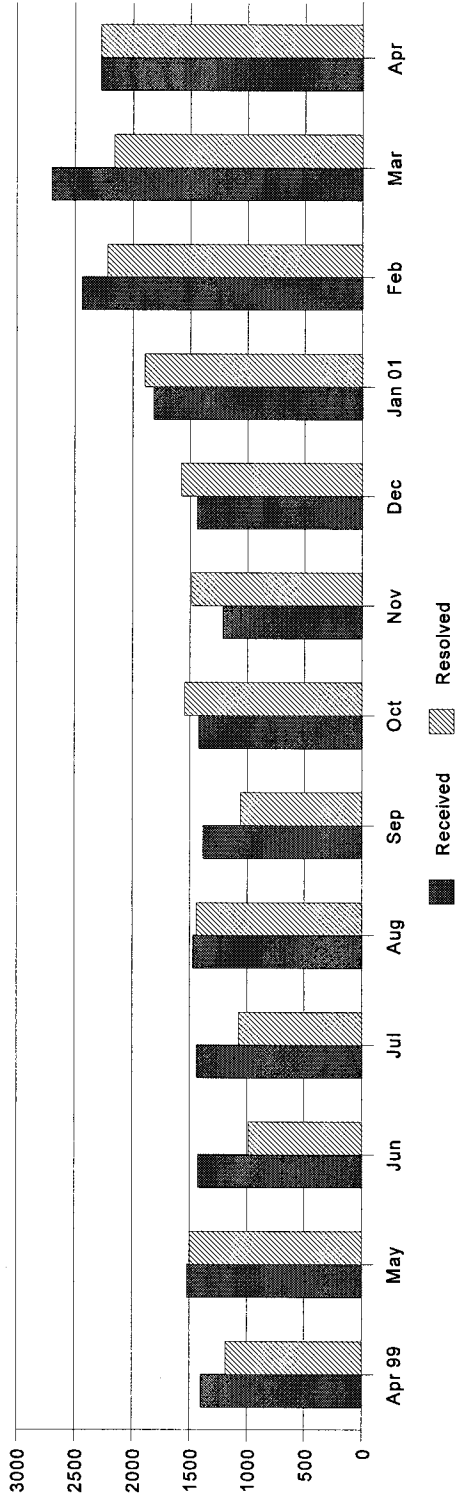
**Total Calls Presented:** Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
April 2 - 6	1,287	97.3%	0	0.0%	36	2.7%	1,323
April 9 - 13	1,319	92.0%	0	0.0%	114	8.0%	1,433
April 16 - 20	1,293	93.4%	3	0.2%	89	6.4%	1,385
April 23 - 27	1,342	94.2%	0	0.0%	83	5.8%	1,425
April 30	299	91.4%	0	0.0%	28	8.6%	327
<b>Totals</b>	<b>5,540</b>	<b>94.0%</b>	<b>3</b>	<b>0.1%</b>	<b>350</b>	<b>5.9%</b>	<b>5,893</b>

Calls Answered During the Month	5,540
Minus CAF Calls Resulting in Cases	(4,298)
Total Non-Jurisdictional Calls Not Filed As Cases	1,242

# Monthly Status of Total Complaints Received / Resolved\*

April 2000 - April 2001

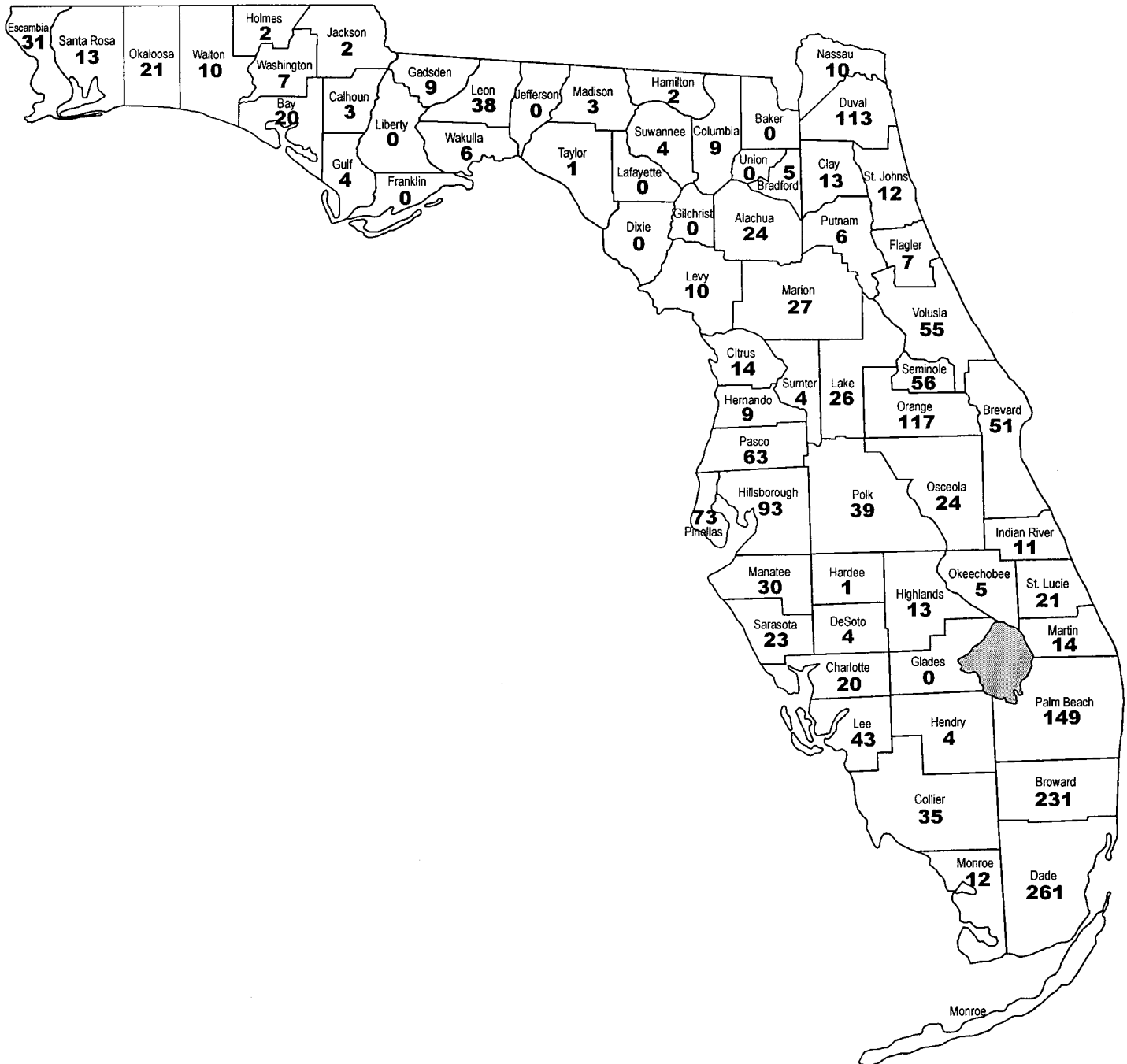


	Apr 00	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr
Received	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,348	2,701	2,281
Resolved	1,189	1,496	988	1,075	1,440	1,058	1,547	1,488	1,581	1,897	2,221	2,163	2,280

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

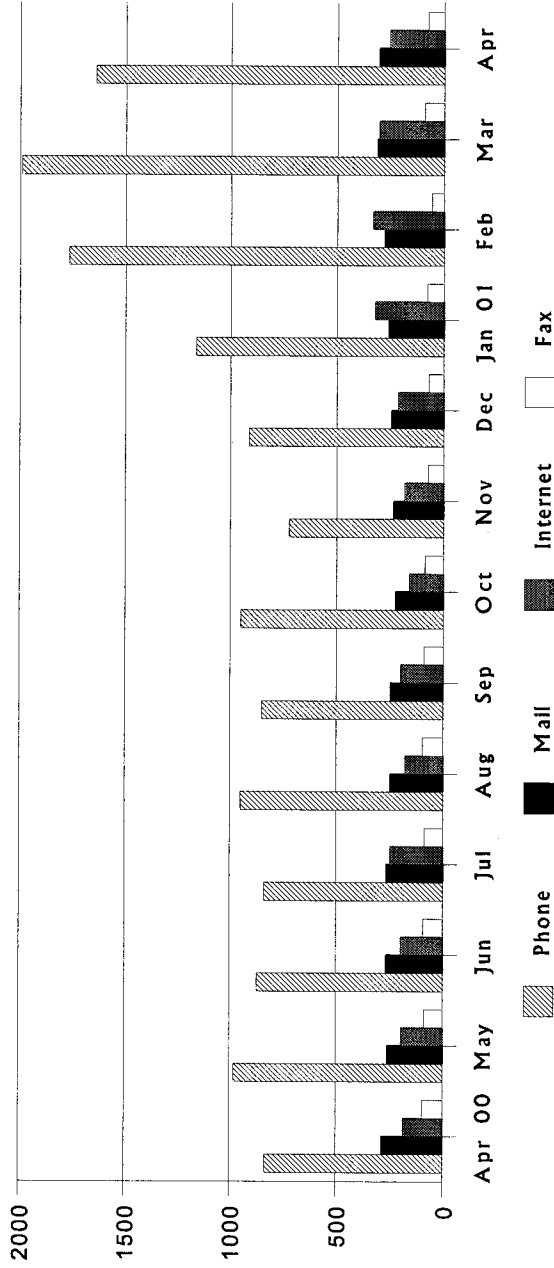
# Complaints Received by County

APRIL 2001



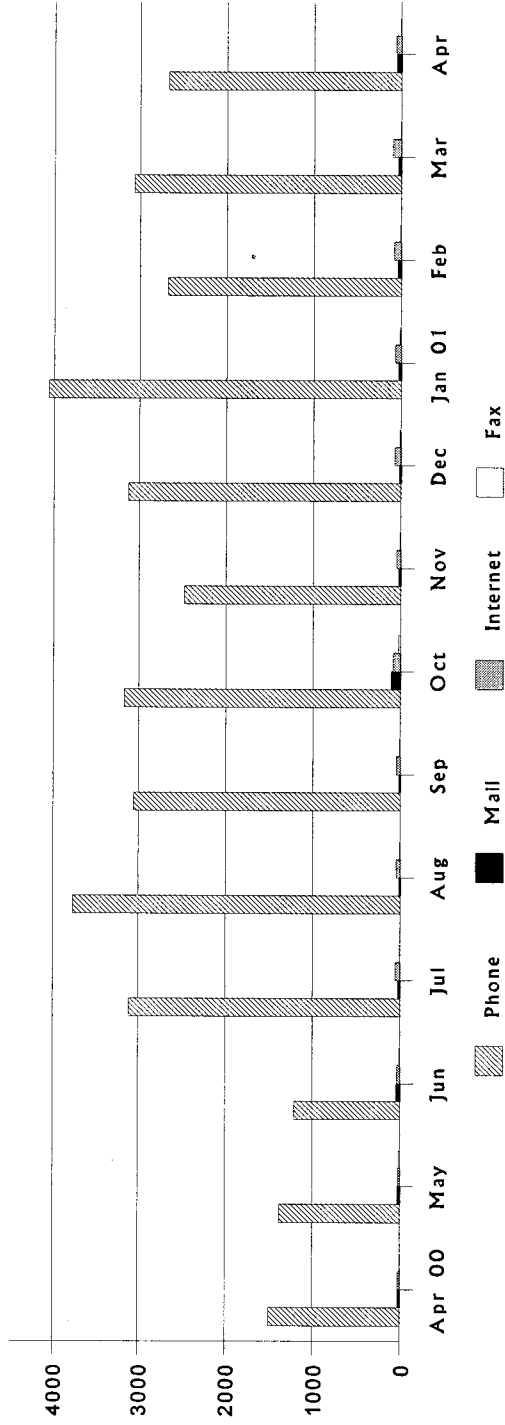
Note: County name not available for 364 cases.

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



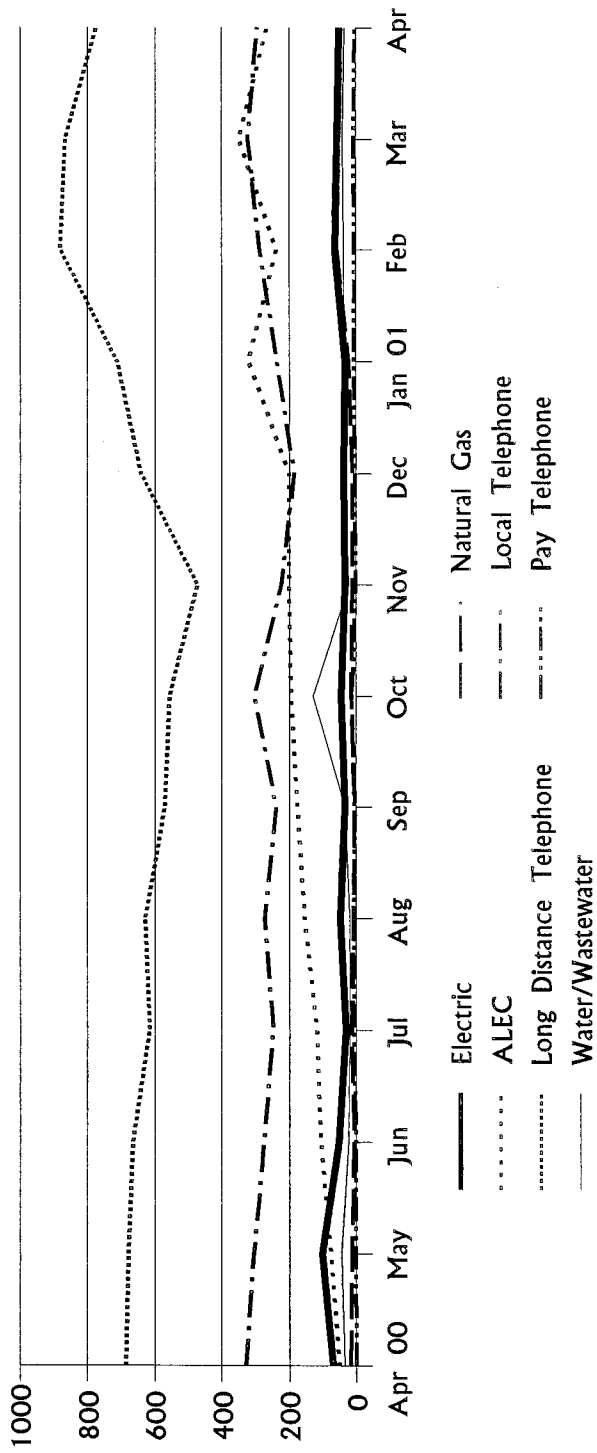
	Apr 00	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr
Phone	834	979	872	839	950	850	951	724	913	1,163	1,769	1,992	1,642
Mail	287	261	267	266	248	248	225	235	246	259	279	313	306
Internet	185	196	197	247	179	198	159	184	213	322	333	305	256
Fax	96	86	92	87	96	89	86	71	70	77	57	91	77
<b>Total</b>	<b>1,402</b>	<b>1,522</b>	<b>1,428</b>	<b>1,439</b>	<b>1,473</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>

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



	Apr 00	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr
Phone	1,499	1,378	1,209	3,110	3,768	3,058	3,173	2,476	3,128	4,065	2,675	3,070	2,677
Mail	27	30	42	24	14	17	103	23	20	26	37	33	54
Internet	23	19	35	56	47	45	82	46	67	64	78	98	61
Fax	6	16	7	10	9	11	23	11	12	12	9	7	9
<b>Total</b>	<b>1,555</b>	<b>1,443</b>	<b>1,293</b>	<b>3,200</b>	<b>3,838</b>	<b>3,131</b>	<b>3,381</b>	<b>2,556</b>	<b>3,227</b>	<b>4,167</b>	<b>2,799</b>	<b>3,208</b>	<b>2,801</b>

# Complaints by Industry April 2000 - April 2001



Industry	Apr 00	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr
Electric	69	102	52	30	48	32	44	33	36	33	63	56	50
Natural Gas	18	14	7	13	9	5	15	11	12	24	57	58	56
ALEC	52	76	107	118	156	176	196	201	202	322	239	351	266
Local Telephone	330	306	276	249	273	239	304	225	186	237	289	324	297
Long Dist. Phone	687	680	666	617	630	570	558	473	644	715	882	867	775
Payphone	1	3	2	8	7	6	13	2	4	8	6	8	5
Water/Wastewater	34	45	24	19	19	33	32	21	34	37	36	41	34

**Electric Companies  
Complaint Activity - April 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	1	5	6	38	8	0	8	42
FLORIDA POWER & LIGHT COMPANY	9	23	32	121	29	0	29	106
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	5	0	0	0	1
GULF POWER COMPANY	0	4	4	17	2	0	2	14
TAMPA ELECTRIC COMPANY	2	5	7	21	2	0	2	18
<b>TOTAL</b>	<b>12</b>	<b>38</b>	<b>50</b>	<b>202</b>	<b>41</b>	<b>0</b>	<b>41</b>	<b>181</b>

\*Please see Index of Definitions.

**Electric Companies  
Apparent Infractions Year-To-Date**

Utility Name	Total Customer Base **	Apparent Infractions		Y-T-D Apparent Infractions Index*	Y-T-D Apparent Infractions Index*	April Apparent Infractions Index*
		Y-T-D	Per 1,000 Customers***			
FLORIDA POWER CORPORATION	1,349,000	1	0.0007	4.43	0.00	0.00
FLORIDA POWER & LIGHT COMPANY	3,712,700	0	0.0000	0.00	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	24,200	0	0.0000	0.00	0.00	0.00
GULF POWER COMPANY	354,000	0	0.0000	0.00	0.00	0.00
TAMPA ELECTRIC COMPANY	537,100	0	0.0000	0.00	0.00	0.00
<b>TOTAL</b>	<b>5,977,000</b>	<b>1</b>	<b>0.0002</b>	<b>0.00</b>		

\*Please see Index of Definitions.

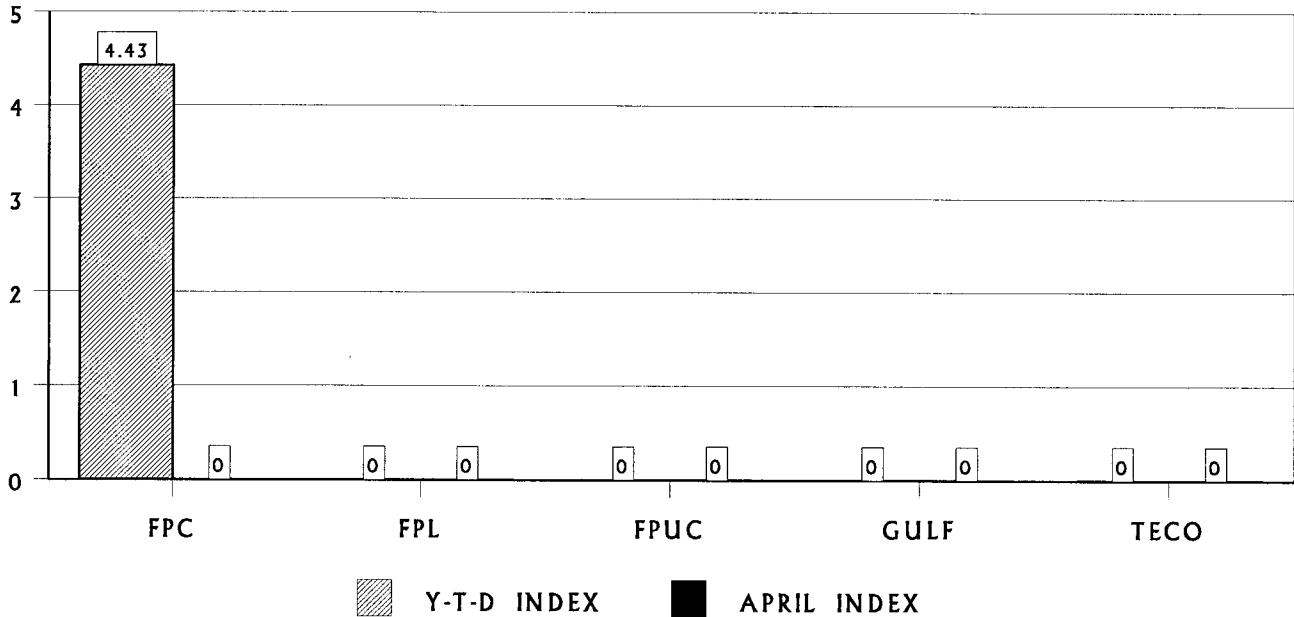
\*\*Source - Division of Electric and Gas, as of December 31, 1999.

\*\*\* 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

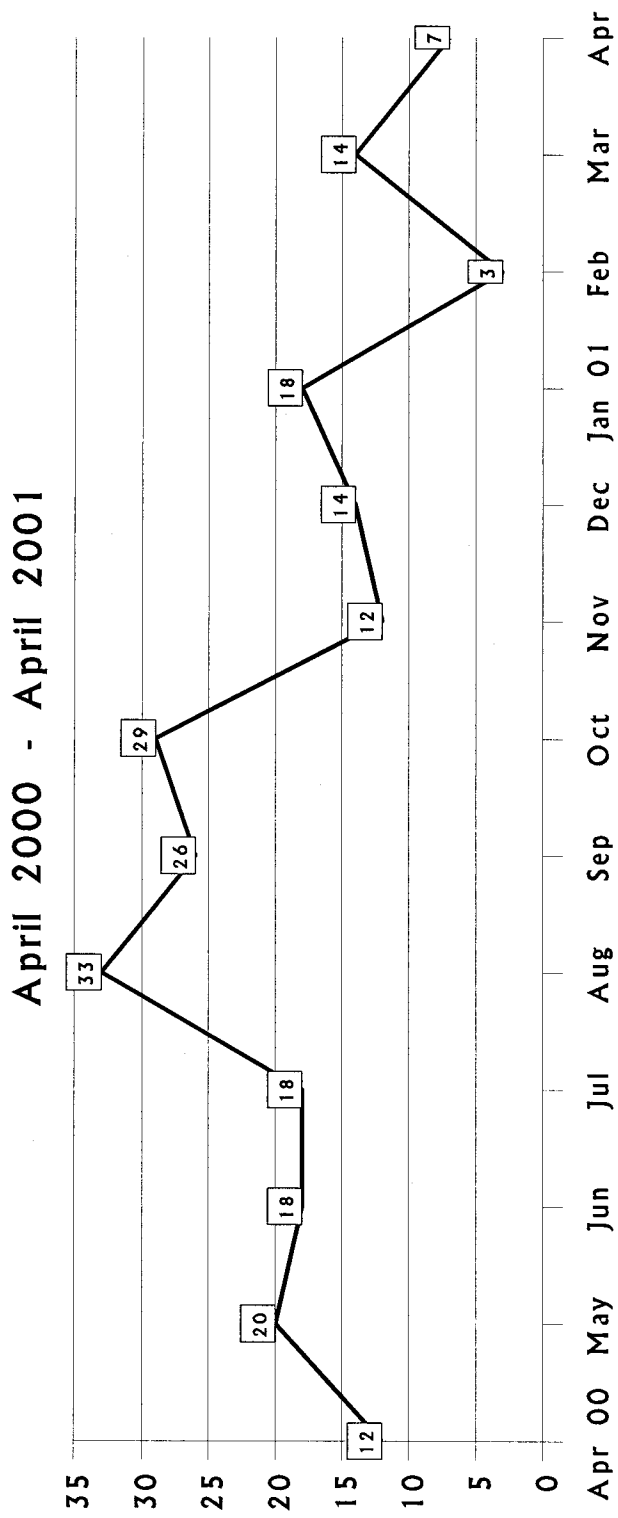
April 2001



TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,349,000	3,712,700	24,200	354,000	537,100

*\*Source - Florida Public Service Commission - Division of Electric & Gas , as of December 31, 1999*

# Total Momentary Electricity Outages Filed



**Gas Companies  
Complaint Activity April 2001**

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	1	2	3	7	0	0	0	1
CITY GAS COMPANY	3	31	34	104	8	0	8	31
FLORIDA PUBLIC UTILITIES COMPANY	2	2	4	11	1	0	1	9
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	1	1	1	0	0	0	1
PEOPLES GAS SYSTEM (TECO)	3	11	14	67	7	0	7	41
ST. JOE NATURAL GAS	0	0	0	1	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	4	0	0	0	3
<b>TOTAL</b>	<b>9</b>	<b>47</b>	<b>56</b>	<b>195</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>87</b>

*\*Please see Index of Definitions.*

## Gas Companies Apparent Infractions Year-To-Date

Utility Name	Number of Customers**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	April Apparent Infractions Index*
CHESAPEAKE UTILITIES	9,654	0	0.000	0.00	0.000
CITY GAS COMPANY	99,574	8	0.080	3.24	0.00
FLORIDA PUBLIC UTILITIES COMPANY	37,416	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	657	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	246,998	2	0.008	0.33	0.00
ST. JOE NATURAL GAS	3,419	0	0.000	0.00	0.00
SEBRING	700	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,270	0	0.000	0.00	0.00
<b>INDUSTRY TOTAL</b>	<b>402,688</b>	<b>10</b>	<b>0.025</b>		

\*Please see Index of Definitions.

\*\*Source - Florida Public Service Commission Bureau of Natural Gas Regulation, December 1999.

\*\*\*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 - April 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
1-800-RECONEX, INC.	0	0	0	0	1	1
2ND CENTURY COMMUNICATIONS, INC.	1	0	1	0	0	0
ACCESS ONE COMMUNICATIONS	4	3	7	8	28	36
ACI	1	0	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	1	1	0	3	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	0	1	1
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	1	1
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0	1
AMERICAN FIBER NETWORK, INC.	2	0	2	0	0	0
AMERITECH COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	0	1	1
ANNOX, INC.	0	0	0	0	1	1
APPLIANCE & TV RENTALS, INC. D/B/A FONES-4U	0	0	0	0	2	2
AT&T	5	2	7	10	1	11
AT&T DIGITAL PHONE	38	19	57	59	5	64
BROADWING LOCAL SERVICES INC.	0	1	1	0	0	0
BTI	0	2	2	1	0	1
BUDGET PHONE, INC.	2	0	2	1	0	1
C2K, INC.	1	0	1	0	2	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	0	1	1	0	0	0
CHOCTAW COMMUNICATIONS, INC.	2	1	3	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
CITYWIDE-TEL	1	0	1	0	0	0
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS	0	0	0	1	0	1
DPI-TELECONNECT, L.L.C.	1	1	2	0	0	0
DSLNET COMMUNICATIONS, LLC	0	1	1	1	0	1
EAST FLORIDA COMMUNICATIONS, INC.	0	0	0	1	0	1
EPICUS , INC.	1	0	1	1	0	1
ESSENTIAL.COM, INC.	0	0	0	0	1	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	3	4
EXCELINK COMMUNICATIONS, INC.	0	0	0	1	0	1
EZ TALK COMMUNICATIONS, L.L.C.	1	0	1	0	0	0
E.SPIRE COMMUNICATIONS, INC.	0	1	1	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	2	0	2	0	0	0
FLORIDA COMM SOUTH	1	1	2	7	0	7
FLORIDA DIGITAL NETWORK, INC.	10	6	16	14	1	15
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	3	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	2	0	2	1	2	3
GLOBAL CROSSING LOCAL SERVICES, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	8	6	14	2	1	3
I VANTAGE NETWORK SOLUTIONS	1	0	1	0	0	0
IDS LONG DISTANCE, INC.	23	3	26	3	2	5

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
IDS TELCOM LLC	1	0	1	0	0	0
INTERCONTINENTAL COMMUNICATIONS GROUP, INC.	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	2	0	2	1	2	3
ITC'DELTACOM	0	1	1	1	3	4
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	0	0	1	0	1
KMC TELECOM II, INC.	0	0	0	1	0	1
KMC TELECOM INC.	0	1	1	2	0	2
LDDS WORLDCOM	1	0	1	0	0	0
MCI TELECOMMUNICATIONS CORPORATION	0	0	0	1	1	2
MCI WORLDCOM COMMUNICATIONS, INC.	0	1	1	0	0	0
MIRACLE COMMUNICATIONS	0	0	0	0	1	1
MPOWER COMMUNICATIONS CORP.	2	2	4	5	0	5
NETWORK TELEPHONE CORPORATION	1	0	1	0	1	1
NEWPHONE	1	0	1	0	0	0
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	1	0	1
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
PINNACLE TELCOM, INC.	0	0	0	0	1	1
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0	0	0
QUINCY TELEPHONE COMPANY D/B/A TDS TELECOM/QUINCY TELEPHONE	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	1	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
RECONEX	1	0	1	0	0	0
SBC TELECOM, INC.	3	1	4	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	6	16	5	3	8
TALK TOO COMMUNICATIONS	0	0	0	0	1	1
TCG SOUTH FLORIDA	4	0	4	3	0	3
TEL COM PLUS	2	0	2	2	0	2
TELECOM CONNECTION CORP.	0	0	0	1	0	1
TELECONEX, INC. D/B/A TELECONEX	0	0	0	1	0	1
TELSCAPE COMMUNICATIONS	3	1	4	3	2	5
THE PHONE COMPANY	38	16	54	33	18	51
UNIVERSAL TELECOM, INC.	0	1	1	0	0	0
US LEC OF FLORIDA INC.	0	0	0	2	0	2
USA TELECOM, INC.	0	1	1	2	1	3
VERIZON SELECT SERVICES INC.	2	3	5	3	0	3
WORLDLINK LONG DISTANCE CORP.	0	0	0	0	2	2
XO FLORIDA, INC.	1	0	1	1	0	1
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	0	0
Totals	182	84	266	189	95	284



## Local Telephone Companies Complaint Activity April 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.	9	2	11	18	2	0	2	8
BELLSOUTH	127	46	173	699	158	6	164	695
FRONTIER	2	0	2	2	2	0	2	2
GTC, INC. D/B/A GT COM	1	0	1	6	6	1	7	10
VERIZON (Formerly GTE Florida)	21	20	41	176	28	5	33	132
ITS TELECOMMUNICATIONS SYSTEMS	0	1	1	3	1	0	1	2
NE FLORIDA	0	0	0	1	0	0	0	0
QUINCY/TDS	0	0	0	1	2	0	2	3
SPRINT-FLORIDA	45	23	68	242	52	12	64	263
SMART CITY TELECOM (Formerly Vista United)	0	0	0	2	0	0	0	0
<b>TOTAL</b>	<b>205</b>	<b>92</b>	<b>297</b>	<b>1,150</b>	<b>251</b>	<b>24</b>	<b>275</b>	<b>1,115</b>

## Local Telephone Companies Year-to-date Apparent Infractions

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	April Apparent Infractions Index*
ALLTEL	89,546	0	0.0000	0.00	0.00
BELLSOUTH	6,632,408	36	0.0054	0.79	0.43
FRONTIER	4,537	0	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	1	0.0204	2.96	9.76
VERIZON (Formerly GTE Florida)	2,444,656	10	0.0041	0.59	0.98
ITS TELECOMMUNICATIONS SYSTEMS	3,705	0	0.0000	0.00	0.00
NE FLORIDA	9,280	0	0.0000	0.00	0.00
QUINCY/TDS	13,623	0	0.0000	0.00	0.00
SPRINT-FLORIDA	2,213,033	32	0.0145	2.10	2.59
SMART CITY TELECOM (Formerly Vista United)	18,706	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>11,478,514</b>	<b>79</b>	<b>0.0069</b>		

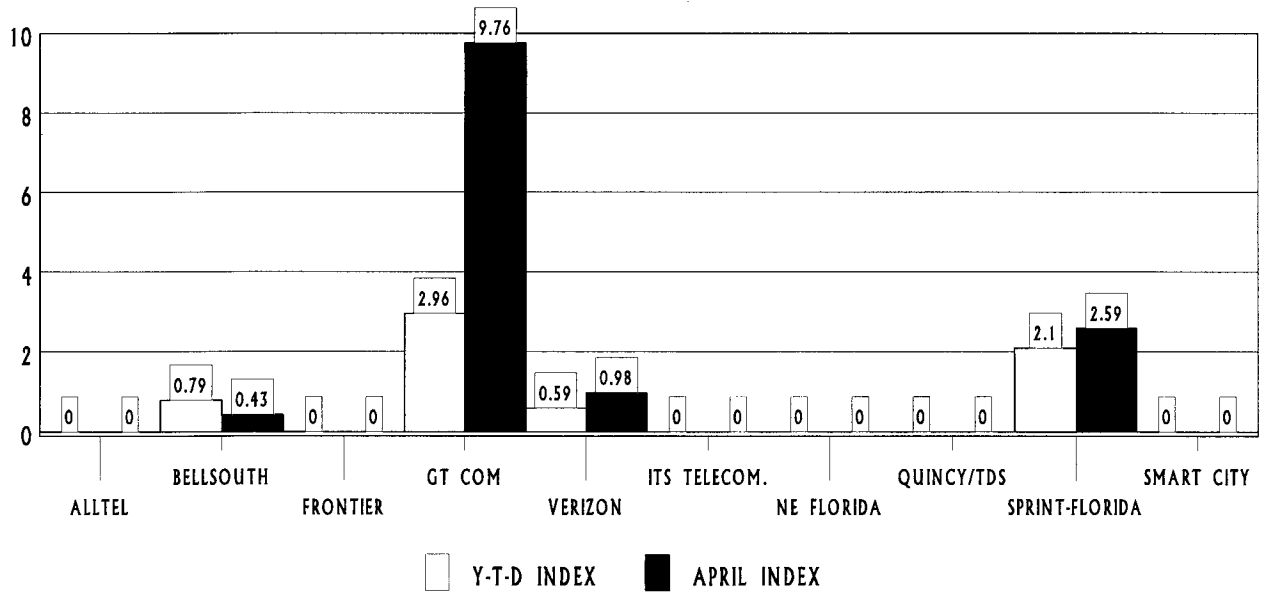
\* Please see Index of Definitions.

\*\* Source Florida Public Service Commission Division of Communications, as of December 31, 1999.

\*\*\*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

April 2001



2000 ACCESS LINES*			
ALLTEL	89,546	ITS TELECOM.	3,705
BELLSOUTH	6,632,408	NE FLORIDA	9,280
FRONTIER	4,537	QUINCY/TDS	13,623
GT COM (Floral, Gulf & St. Joseph)	49,020	SPRINT/FLORIDA	2,213,033
VERIZON (Formerly GTE)	2,444,656	VISTA-UNITED	18,706

\*Source - Florida Public Service Commission - Division of Communications, as of December 31, 1999.

**Unauthorized Local Telephone Service Change  
"Local Slamming"**

**Apparent Rule Infractions - April 2001**

<b>Company</b>	<b>April</b>	<b>Year-To-Date</b>
Bellsouth Telecommunications, Inc.	0	1
Sprint-Florida, Inc.	0	1
Local Companies	0	0
<b>Totals</b>	<b>0</b>	<b>2</b>

# Cramming Statistics\*

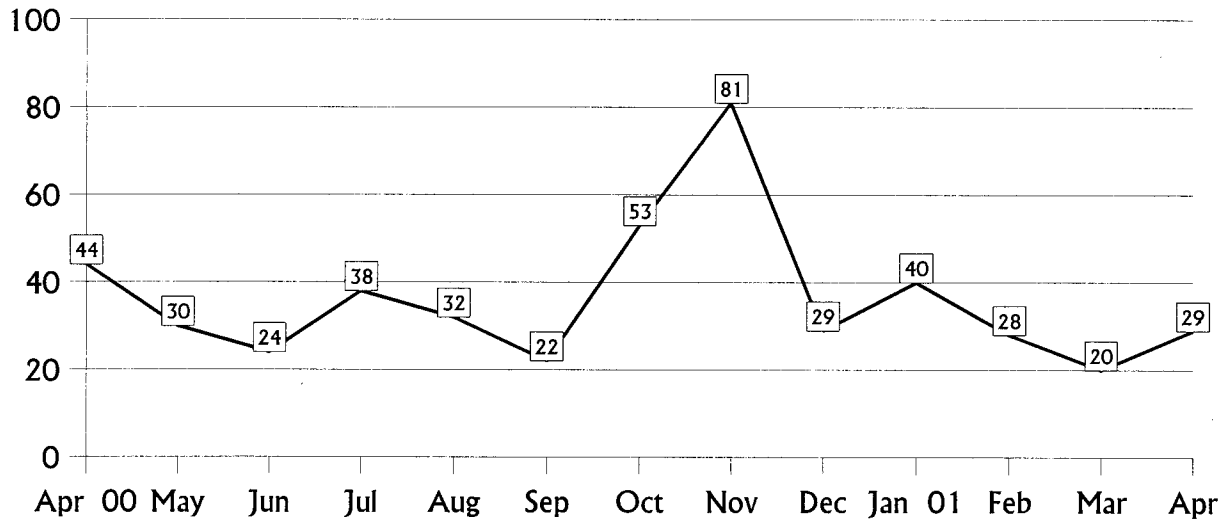
## April 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
19	29	\$1,529.15

\*Please see Index of Definitions

### Cases Resolved as Cramming

April 2000 - April 2001



Long Distance Companies  
Complaint Activity - April 2001

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions Total
ACC NATIONAL LONG DISTANCE CORP. D/B/A ACC LONG DISTANCE	0	0	0	0	2
ACN COMMUNICATION SERVICES, INC.	2	0	2	2	3
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	1	0	1	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	0	1	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	0
ALLIANCE NETWORK, INC. D/B/A C2K, INC.	0	0	0	0	1
ALLTEL COMMUNICATIONS, INC.	2	1	3	1	1
AMERICA'S TELE-NETWORK CORP.	2	2	4	1	142
AMERICAN NORTEL COMMUNICATIONS, INC.	1	0	1	0	5
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0
AMERICAN TELECOMMUNICATIONS ENTERPRISE, INC.	0	0	0	0	2
AMERICATEL CORPORATION D/B/A 10 123 AMERICATEL D/B/A 1010	0	0	0	0	1
AMERICOM COMMUNICATIONS, LLC	0	1	1	0	0
AMERIVISION COMMUNICATIONS, INC.	0	0	0	0	1
ASC TELECOM, INC. D/B/A ALTERNATEL	0	0	0	1	0
ATLAS COMMUNICATIONS, LTD.	0	0	0	0	1
ATN COMMUNICATIONS INCORPORATED	0	1	1	3	2
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	78	135	213	144	38
BIZ-TEL (DIVERSIFIED TEL-COM, INC., D/B/A)	0	0	0	1	0
BIZ TEL CORPORATION	1	0	1	0	0
BROADWING COMMUNICATIONS SERVICES INC.	1	0	1	1	1
BROADWING TELECOMMUNICATIONS INC.	2	1	3	1	0

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
BTI	1	0	1	1	1
BUDGET CALL LONG DISTANCE, INC.	1	1	2	0	0
BUSINESS SAVINGS PLAN INC.	0	1	1	0	1
CABLE & WIRELESS USA, INC.	0	1	1	0	0
CALL-4-LESS	1	0	1	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	0	1
COASTAL TELEPHONE COMPANY	0	1	1	0	0
COMMEX (COMMUNICATION EXPRESS, INC. D/B/A)	0	0	0	0	1
CORPORATE SERVICES TELCOM, INC.	0	0	0	1	0
CORRECTIONAL BILLING SERVICES	2	1	3	0	2
DIRECT ONE OF CALIFORNIA, INC.	2	1	3	1	0
ECONOPHONE, INC.	0	0	0	1	0
ELEC COMMUNICATIONS	1	0	1	0	0
EMERITUS COMMUNICATIONS, INC.	0	1	1	1	0
ENHANCED SERVICES BILLING, INC.	0	1	1	2	0
EPICUS	0	1	1	1	0
ERBIA NETWORK, INC.	0	1	1	0	1
ESSENTIAL.COM, INC.	0	1	1	0	0
ESS.COM, L.L.C.	0	1	1	0	0
EXCEL TELECOMMUNICATIONS, INC.	1	4	5	7	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
EZTEL NETWORK SERVICE, LLC	1	0	1	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	1	1	0	0	0
FEDERAL TRANSTEL, INC.	1	3	4	6	0	6
FLORIDA DIGITAL NETWORK, INC.	2	1	3	0	0	0
FON DIGITAL NETWORK INC.	0	0	0	0	1	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	5	0	5	4	0	4
GALAXY LONG DISTANCE, INC.	0	0	0	0	2	2
GENESIS COMMUNICATIONS INTERNATIONAL, INC.	0	2	2	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	2	0	2	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	2	2	4
GLOBAL TEL*LINK CORPORATION	0	0	0	2	0	2
GLOBALCOM, INC. D/B/A GCI GLOBALCOM, INC.	0	0	0	0	1	1
GLORIA TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
GTC TELECOM, INC.	0	1	1	0	0	0
HALE AND FATHER, INC.	4	2	6	0	1	1
HBS BILLING SERVICES COMPANY	0	0	0	3	0	3
HOME OWNERS LONG DISTANCE INCORPORATED	0	0	0	1	1	2
HORIZONONE COMMUNICATIONS	0	1	1	2	0	2
I VANTAGE NETWORK SOLUTIONS	1	2	3	2	0	2
IDS LONG DISTANCE, INC.	0	1	1	0	1	1



Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
IDS TELCOM LLC	9	4	13	0	0	0
IDT AMERICA CORP.	2	3	5	4	7	11
ILD	0	9	9	7	0	7
INTEGRETEL, INC.	1	6	7	13	0	13
INTELCOM CORPORATION, D/B/A INTELICOM	0	0	0	0	1	1
INTERGLOBAL TELEPHONE COMPANY D/B/A ITC	0	0	0	0	1	1
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	1	1	2
INTERROUTE-RETAIL, INC.	0	0	0	0	1	1
ISN COMMUNICATIONS	1	0	1	0	0	0
ITC*DELTACOM	1	0	1	0	1	1
ITS BILLING, INC. D/B/A ITS D/B/A FOX FIBER OPTICS	0	0	0	0	1	1
LEGACY LONG DISTANCE INTERNATIONAL, INC.	0	0	0	0	1	1
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
LOCUS TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
LYXOM, INC	1	0	1	0	0	0
MATRIX TELECOM, INC.	0	0	0	1	0	1
MCG, LLC	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	8	3	11	17	2	19
MCI WORLDCOM NETWORK SERVICES, INC.	56	61	117	71	10	81
MERCURY MARKETING COMPANY, LTD.	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions
MONEY TRAVEL SERVICES OF FLORIDA, INC.	0	0	0	1	0
MPOWER COMMUNICATIONS CORP.	0	0	0	2	0
MTS-HOSPITALITY, INC.	0	0	0	1	0
NATEL, L.L.C.	1	0	1	0	0
NATIONAL ACCOUNTS, INC.	2	0	2	1	1
NATIONAL TELECOM, INC.	0	0	0	0	1
NET-TEL CORPORATION	0	0	0	0	1
NEXTEL LONG DISTANCE	0	1	1	0	0
NORTH AMERICAN TELECOMMUNICATIONS CORPORATION	0	0	0	0	1
OCI	1	0	1	0	0
OLS, INC.	19	7	26	3	11
ONESTAR LONG DISTANCE, INC.	0	0	0	1	0
OPERATOR ASSISTANCE NETWORK	1	0	1	1	0
OPEX COMMUNICATIONS, INC.	2	0	2	0	2
ORLANDO TELEPHONE COMPANY	1	0	1	1	0
PAETEC COMMUNICATIONS, INC.	0	0	0	0	1
PILGRIM TELEPHONE, INC.	0	0	0	0	1
PIONEER TELECOM, INC.	1	0	1	1	0
PT-1 COMMUNICATIONS	2	0	2	2	0
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	0	0

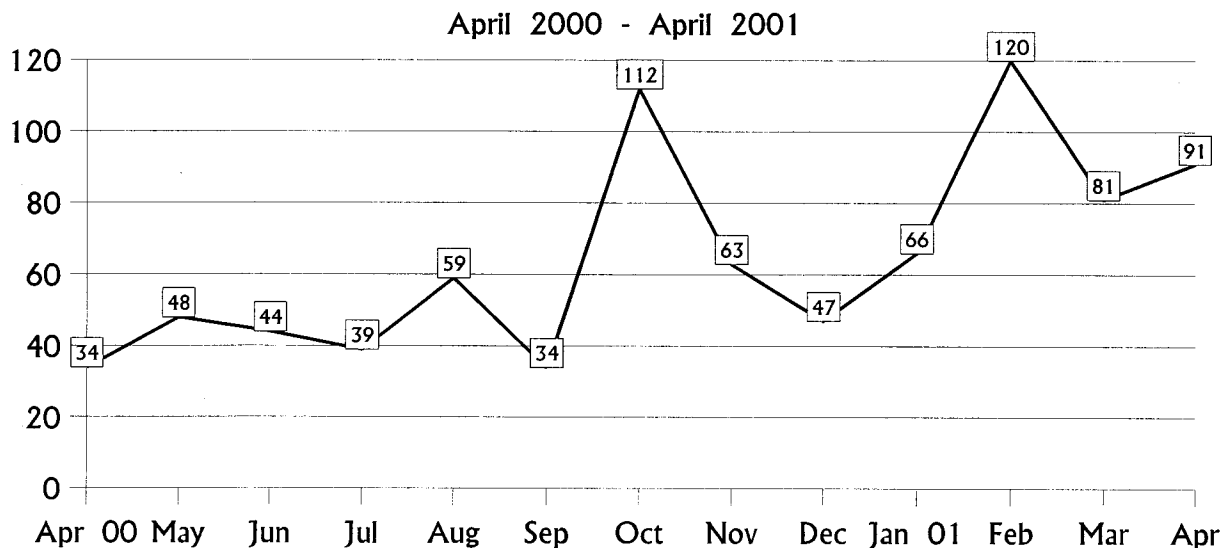
Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
QUEST TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
QUEST COMMUNICATIONS CORPORATION	22	12	34	21	4	25
QUEST COMMUNICATIONS SERVICES	1	0	1	0	3	3
RIM CARD SERVICES, INC.	1	0	1	0	0	0
SINGLE BILLING SERVICES, INC. D/B/A ASIAN AMERICAN ASSOC.	0	0	0	1	0	1
SPRINT	32	32	64	42	13	55
STARLINK COMMUNICATIONS, LLC	1	0	1	1	0	1
STARTEC GLOBAL LICENSING COMPANY	0	0	0	0	1	1
STERLING TIME COMPANY D/B/A STC	0	0	0	0	1	1
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	0	1	1
TELCO BILLING, INC.	1	0	1	1	0	1
TELECOM*USA OR TELECONNECT	0	2	2	0	0	0
TELELINO, INC.	2	0	2	0	0	0
TELESCAPE USA, INC.	7	8	15	6	3	9
TELSTAR LONG DISTANCE, INC.	1	0	1	0	0	0
THE FREE NETWORK, L.L.C.	1	0	1	1	2	3
THE OTHER PHONE COMPANY, INC. D/B/A ACCESS ONE COMM.	0	0	0	2	5	7
THE PHONE COMPANY	37	28	65	28	16	44
TRESCOM USA, INC.	0	0	0	0	1	1
TRIM COMMUNICATIONS, INC. D/B/A TMC COMMUNICATIONS	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	
TTI NATIONAL, INC.	1	2	3	1	1	2
TWISTER COMMUNICATIONS NETWORK, INC.	0	0	0	0	1	1
U S P & C CORPORATION	0	2	2	2	0	2
UKI COMMUNICATIONS, INC.	14	2	16	2	6	8
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	1	0	1
UNITED COMMUNICATIONS HUB, INC.	1	0	1	0	0	0
USLD COMMUNICATIONS, INC.	0	0	0	0	1	1
U.S. REPUBLIC COMMUNICATIONS, INC.	5	0	5	2	0	2
U.S. REPUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	9	10	7	0	7
VERIZON LONG DISTANCE	1	0	1	0	0	0
VERIZON SELECT SERVICES INC.	9	8	17	11	4	15
VIA TEL SERVICES, INC.	1	0	1	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
WEBNET COMMUNICATIONS, INC.	14	5	19	2	6	8
WESTINGHOUSE COMMUNICATIONS	0	1	1	0	0	0
WINSTAR WIRELESS, INC.	1	0	1	0	1	1
WORLD PASS COMMUNICATION CORP.	1	0	1	0	0	0
ZERO PLUS DIALING	2	4	6	6	0	6
ZERO PLUS DIALING, INC.	1	4	5	5	0	5
<b>Total</b>	<b>388</b>	<b>387</b>	<b>775</b>	<b>467</b>	<b>331</b>	<b>798</b>

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

Company	April	Year-To-Date
Access One Communications	2	13
America's Tele-Network Corp.	2	14
AT&T / ACC	7	43
MCI Worldcom	5	22
OLS, Inc.	6	35
Qwest	2	20
Sprint	6	21
Telscape USA, Inc.	3	12
The Phone Company	12	37
WebNet Communications	5	16
Other Long Distance Companies	41	127
<b>Totals</b>	<b>91</b>	<b>360</b>

## Cases Resolved as Slamming



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ATN, INC.	1	0	1	0	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	1	1	2	1	0	1
FLORIDA PAY PHONE SERVICES, INC.	1	0	1	0	0	0
L.M. ELECTRIC CONTRACTORS, INC.	0	0	0	1	0	1
MDS PAYPHONE	1	0	1	0	0	0
MERCURY TELECOM, INC.	0	0	0	3	0	3
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>5</b>

## Water and Wastewater Companies Complaint Activity - April 2001

Utility Name	Complaints Logged			Total	Complaints Resolved		Total
	Service	Billing	Total		Apparent Non-Infractions	Apparent Infractions	
ALOHA UTILITIES, INC.	3	4	7	17	0	17	
AQUASOURCE UTILITY, INC.	0	0	0	2	2	4	
BRADEN RIVER UTILITIES, INC.	0	1	1	0	0	0	
BROADVIEW PARK WATER COMPANY	0	3	3	0	0	0	
CONSOLIDATED WATER WORKS, INC.	0	0	0	2	0	2	
FERNCREST UTILITIES, INC.	0	1	1	0	0	0	
FIMC HIDEAWAY, INC.	0	1	1	0	0	0	
FLORIDA CITIES WATER COMPANY (BAREFOOT BAY DIVISION)	1	0	1	1	0	1	
FLORIDA WATER SERVICES CORPORATION	4	1	5	3	0	3	
FOREST HILLS UTILITIES, INC.	0	1	1	0	0	0	
HEATHER HILLS ESTATES	0	1	1	0	0	0	
HUDSON UTILITIES, INC.	0	1	1	0	3	3	
INDIANTOWN COMPANY, INC.	0	1	1	1	0	1	
INGLEWOOD WATER SYSTEM	0	0	0	0	1	1	
KEEN SALES, RENTALS AND UTILITIES, INC.	2	0	2	2	0	2	
LINDRICK SERVICE CORPORATION	0	1	1	0	0	0	
LITTLE SUMMER UTILITY COMPANY	0	1	1	0	0	0	
MHC-DEANZA FINANCING LIMITED PARTNERSHIP, D/B/A BUCCANEER	0	0	0	1	0	1	
MHC-DEANZA FINANCING LIMITED PARTNERSHIP, D/B/A COLONIES	0	0	0	1	0	1	
NORMANDY BOULEVARD UTILITIES, INC.	0	1	1	0	0	0	
ORANGEWOOD LAKES SERVICES, INC.	0	1	1	1	0	1	
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	2	0	2	
SANLANDO UTILITIES CORPORATION	0	0	0	1	0	1	
SEBRING RIDGE UTILITIES, INC.	0	0	0	1	0	1	
UNITED WATER FLORIDA INC.	3	2	5	2	0	2	
UTILITIES, INC. OF FLORIDA	0	0	0	1	1	2	
VIRGINIA CITY UTILITIES, INC.	0	0	0	0	1	1	
<b>TOTALS</b>	<b>13</b>	<b>21</b>	<b>34</b>	<b>36</b>	<b>8</b>	<b>46</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** =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$