



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
DECEMBER 2000

# 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 **1,442** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent noninfraction" 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 **3,227** information requests handled by the PSC.

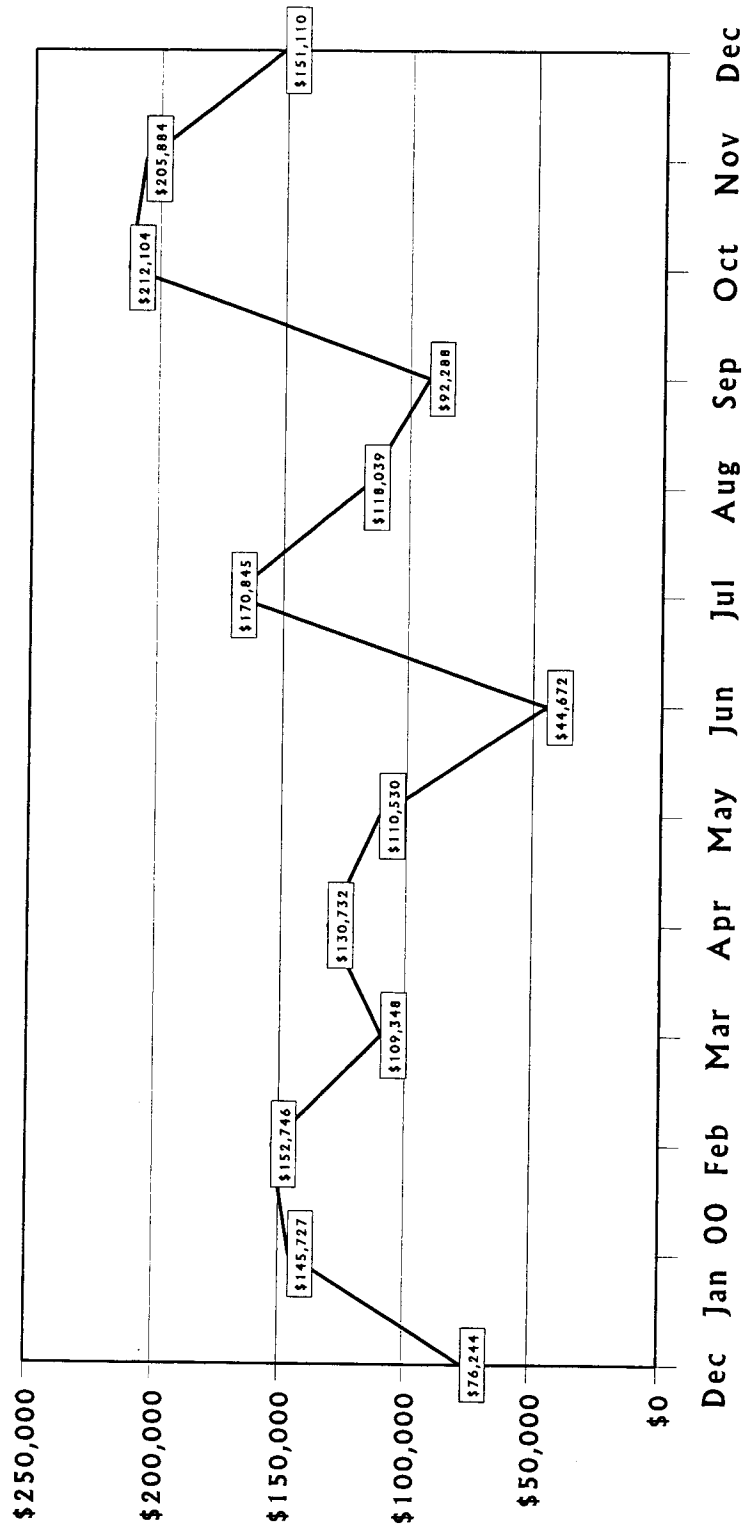
A total of sixteen utility companies were participating in the Transfer Connect or "Warm Transfer" option. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **730** calls transferred during December 2000.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$151,110** for the month and **\$1,644,643** for the calendar year.

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# Monthly Consumer Refunds

December 1999 - December 2000



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# Consumer Activity - December 2000

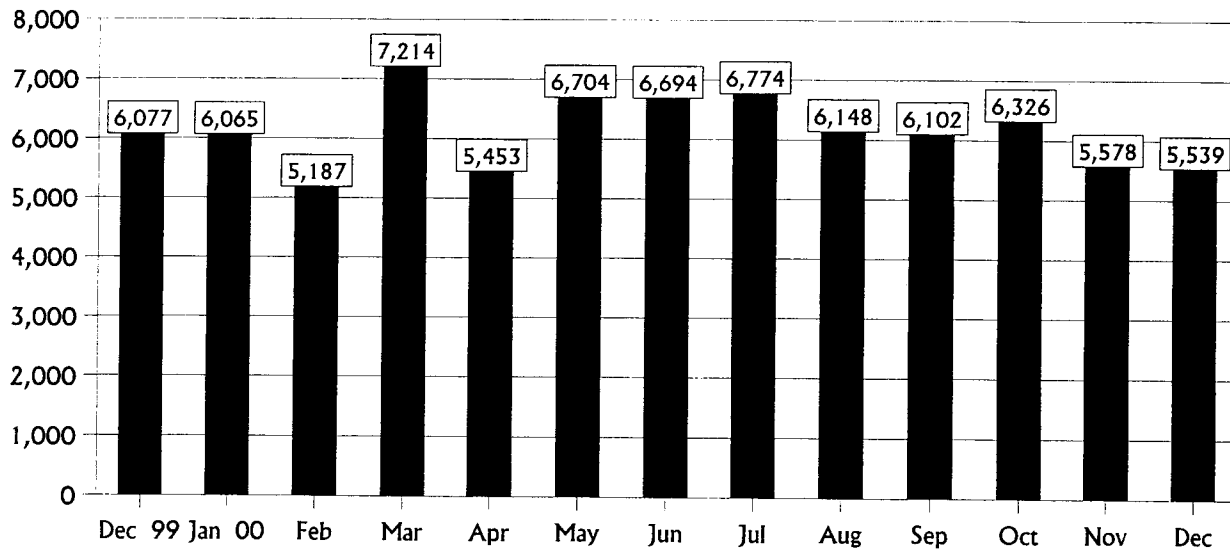
Complaints Received		<b>1,442</b>
Electric	36	
Gas	12	
Alternative Local Exchange Telephone	202	
Local Exchange Telephone	186	
Long Distance Telephone	644	
Pay Telephone	4	
Water & Wastewater	34	
Non-regulated Consumer Assistance	185	
Cases Received / Closed Under 72 Hr Rule	139	
Electric	40	
Gas	0	
Telecommunications	98	
Water / Wastewater	1	
Information Requests Received		<b>3,227</b>
<b>Total Cases Received</b>		<b>4,669</b>

How Cases Were Received	Complaints	Information Requests
Phone	913	3,128
Mail	246	20
Internet	213	67
Fax	70	12
<b>Totals</b>	<b>1,442</b>	<b>3,227</b>

Non-Jurisdictional Calls Not Filed As Cases	870
Total Consumer Contacts Handled	<b>5,539</b>
Transfer Connect (Calls Transferred to Utilities)	730

<b>Consumer Savings</b>	
Electric	\$ 2,693.08
Gas	362.81
Alternative Local Exchange Telephone	25,343.38
Local Exchange Telephone	30,553.80
Long Distance Telephone	91,624.67
Pay Telephone	.50
Water & Wastewater	472.76
Non-regulated Consumer Assistance	59.35
<b>Total</b>	<b>\$ 151,110.35</b>

# Public Service Commission Total Consumer Contacts December 1999 - December 2000

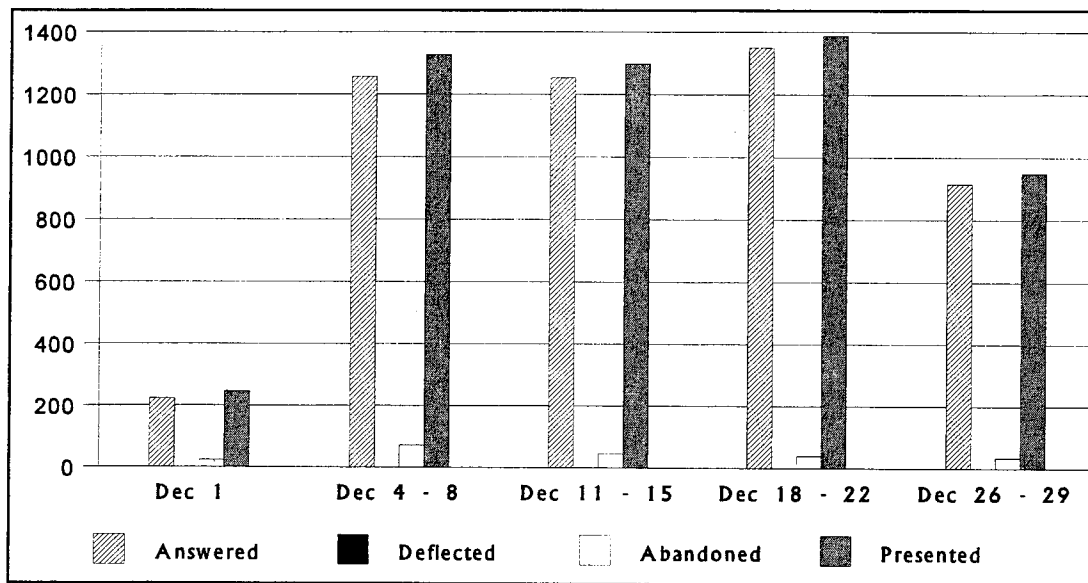


	Complaints Received	% of Total Complaints
Electric	36	2%
Gas	12	1%
Alt. Local Exchange Telephone	202	14%
Local Exchange Telephone	186	13%
Long Distance Telephone	644	45%
Pay Telephone	4	<1%
Water & Wastewater	34	2%
Non-regulated Consumer Assistant	185	13%
Cases Received / Closed by 72 Hr Rule	139	10%
Total	1,442	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 2000



**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.

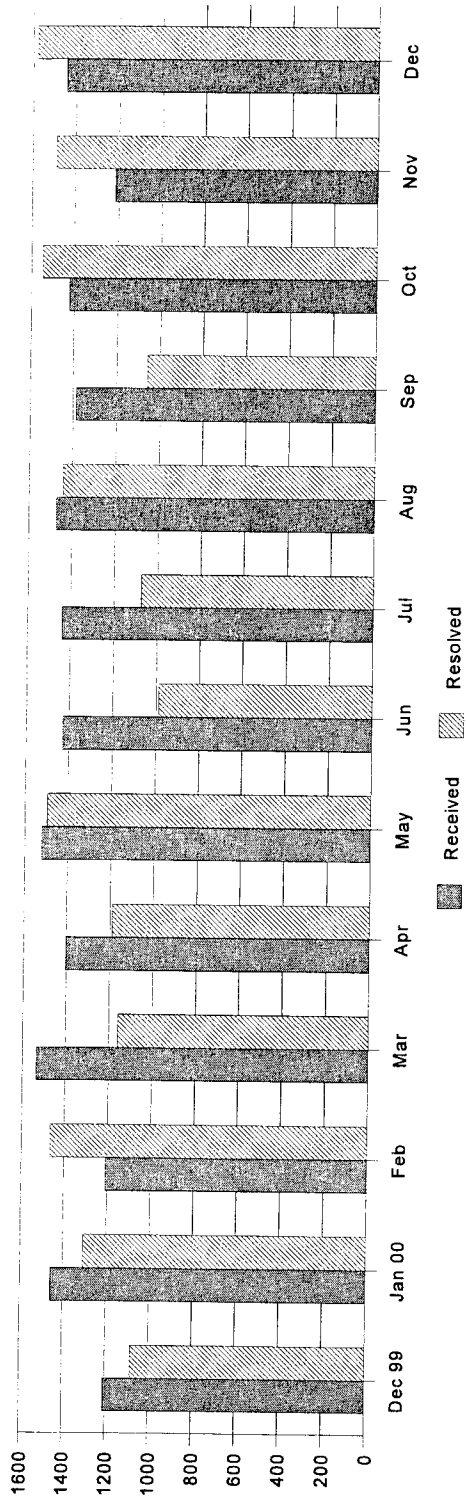
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
Decemeber 1	223	28.4%	0	0.0%	23	2.9%	784
Decemeber 4 - 8	1,256	115.9%	0	0.0%	71	6.6%	1,084
Decemeber 11 - 15	1,253	89.3%	0	0.0%	45	3.2%	1,403
Decemeber 18 - 22	1,350	174.2%	0	0.0%	38	4.9%	775
Decemeber 26 - 29	915	74.7%	0	0.0%	34	2.8%	1,225
<b>Totals</b>	<b>4,997</b>	<b>95.9%</b>	<b>0</b>	<b>0.0%</b>	<b>211</b>	<b>4.1%</b>	<b>5,208</b>

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

4,997  
 (4,027)  
 870

# Monthly Status of Total Complaints Received / Resolved\*

December 1999 - December 2000

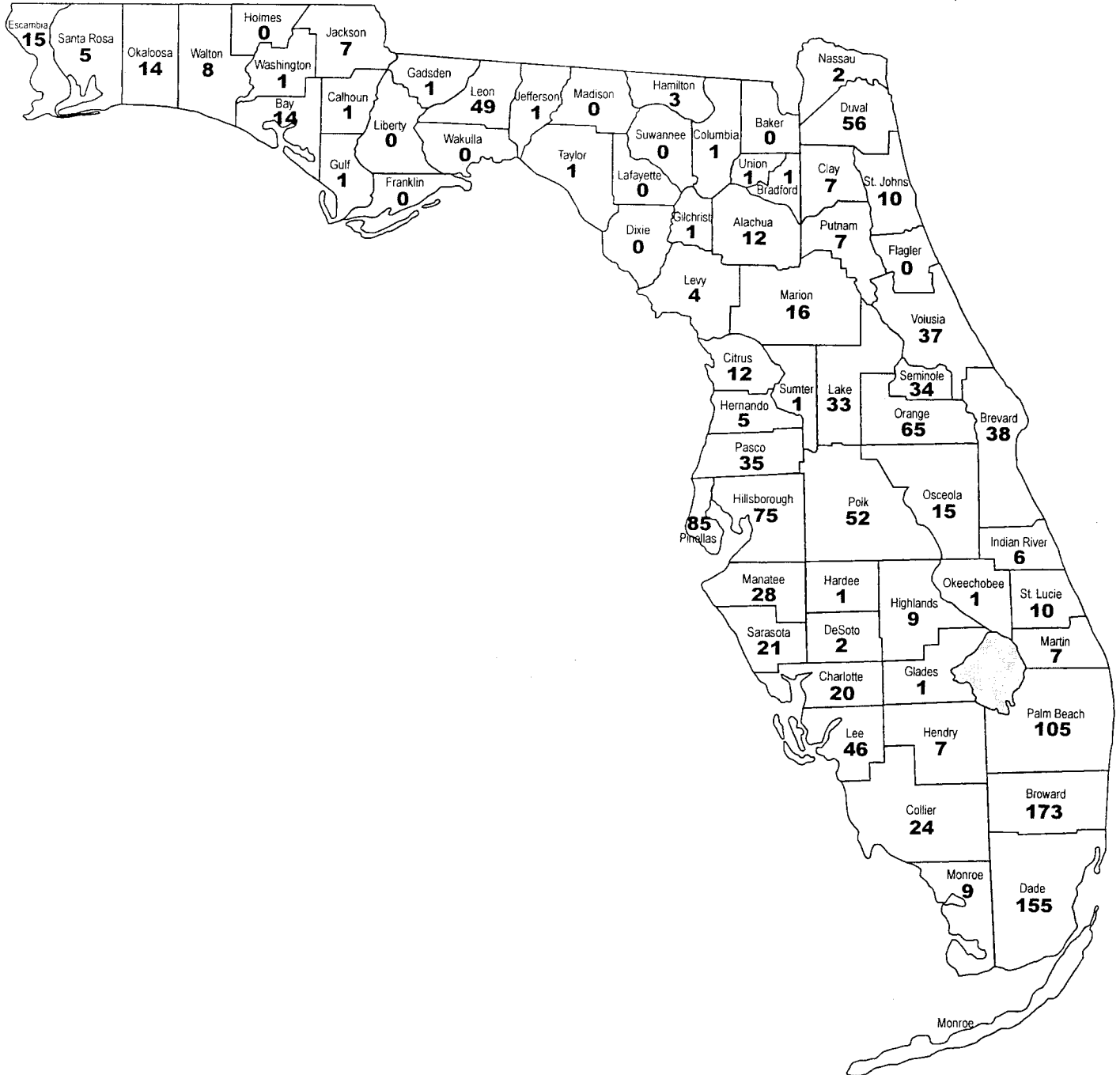


	Dec 99	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Received	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442
Resolved	844	1,305	1,466	1,159	1,189	1,496	988	1,075	1,440	1,058	1,547	1,488	1,581

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

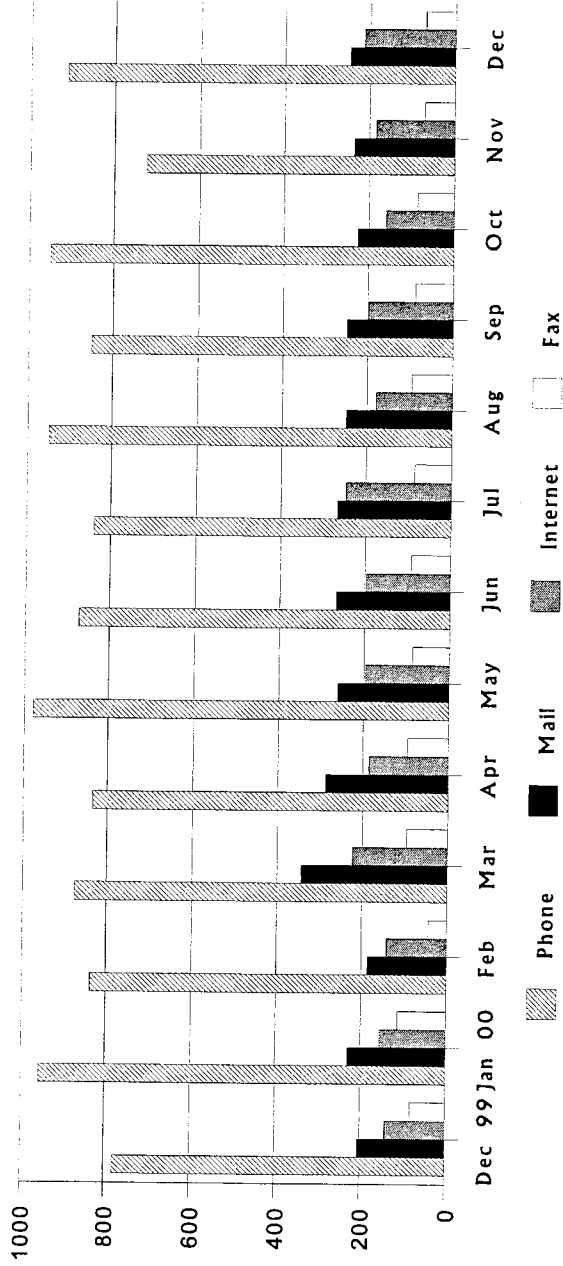
# Complaints Received by County

DECEMBER 2000



Note: County name not available for 91 cases.

# How Complaints Were Received Phone, Mail, Internet and Fax December 1999 - December 2000



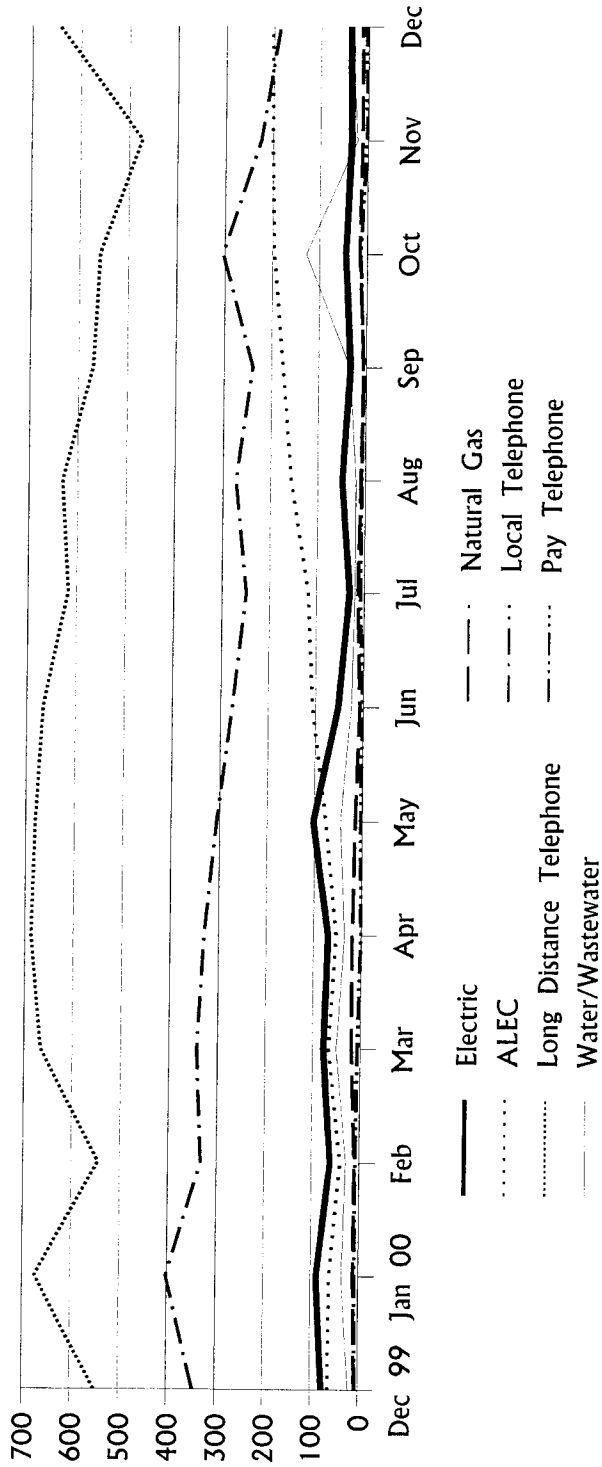
	Dec 99	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	779	958	837	876	834	979	872	839	950	850	951	724	913
Mail	205	230	185	343	287	261	267	266	248	248	225	235	246
Internet	141	155	141	222	185	196	197	247	179	198	159	184	213
Fax	83	114	44	96	96	86	92	87	96	89	86	71	70
<b>Total</b>	<b>1,208</b>	<b>1,457</b>	<b>1,207</b>	<b>1,537</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>

# How Information Requests Were Received Phone, Mail, Internet and Fax December 1999 - December 2000



	Dec 99	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	3,555	3,399	2,719	3,156	1,499	1,378	1,209	3,110	3,768	3,058	3,173	2,476	3,128
Mail	45	27	14	18	27	30	42	24	14	17	103	23	20
Internet	56	39	22	9	23	19	35	56	47	45	82	46	67
Fax	7	6	1	7	6	16	7	10	9	11	23	11	12
<b>Total</b>	<b>3,663</b>	<b>3,471</b>	<b>2,756</b>	<b>3,190</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>

# Complaints by Industry December 1999 - December 2000



Industry	Dec 99	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Electric	76	88	61	77	69	102	52	30	48	32	44	33	36	748
Natural Gas	7	11	10	18	18	14	7	13	9	5	15	11	12	150
ALEC	63	61	40	66	52	76	107	118	156	176	196	201	202	1,514
Local Telephone	346	402	333	343	330	306	276	249	273	239	304	225	186	3,812
Long Dist. Phone	550	674	545	666	687	680	666	617	630	570	558	473	644	7,960
Payphone	6	8	8	6	1	3	2	8	7	6	13	2	4	74
Water/Wastewater	19	35	27	50	34	45	24	19	19	33	32	21	34	392

**Electric Companies  
Complaint Activity - December 2000**

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	6	2	8	148	12	0	12	150
FLORIDA POWER & LIGHT COMPANY	9	10	19	433	22	0	22	514
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4	0	0	0	4
GULF POWER COMPANY	3	2	5	24	3	0	3	20
TAMPA ELECTRIC COMPANY	2	2	4	63	2	0	2	60
<b>TOTAL</b>	<b>20</b>	<b>16</b>	<b>36</b>	<b>672</b>	<b>39</b>	<b>0</b>	<b>39</b>	<b>748</b>

\*Please see Index of Definitions.

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

Utility Name	Total Customer Base **	Apparent Infractions		Y-T-D		December	
		Y-T-D	Per 1,000 Customers***	Apparent Infractions	Index*	Apparent Infractions	Index*
FLORIDA POWER CORPORATION	1,349,000	2	0.0015		1.48		0.00
FLORIDA POWER & LIGHT COMPANY	3,712,700	4	0.0011		1.07		0.00
FLORIDA PUBLIC UTILITIES COMPANY	24,200	0	0.0000		0.00		0.00
GULF POWER COMPANY	354,000	0	0.0000		0.00		0.00
TAMPA ELECTRIC COMPANY	537,100	0	0.0000		0.00		0.00
<b>TOTAL</b>	<b>5,977,000</b>	<b>6</b>	<b>0.0010</b>				

\*Please see Index of Definitions

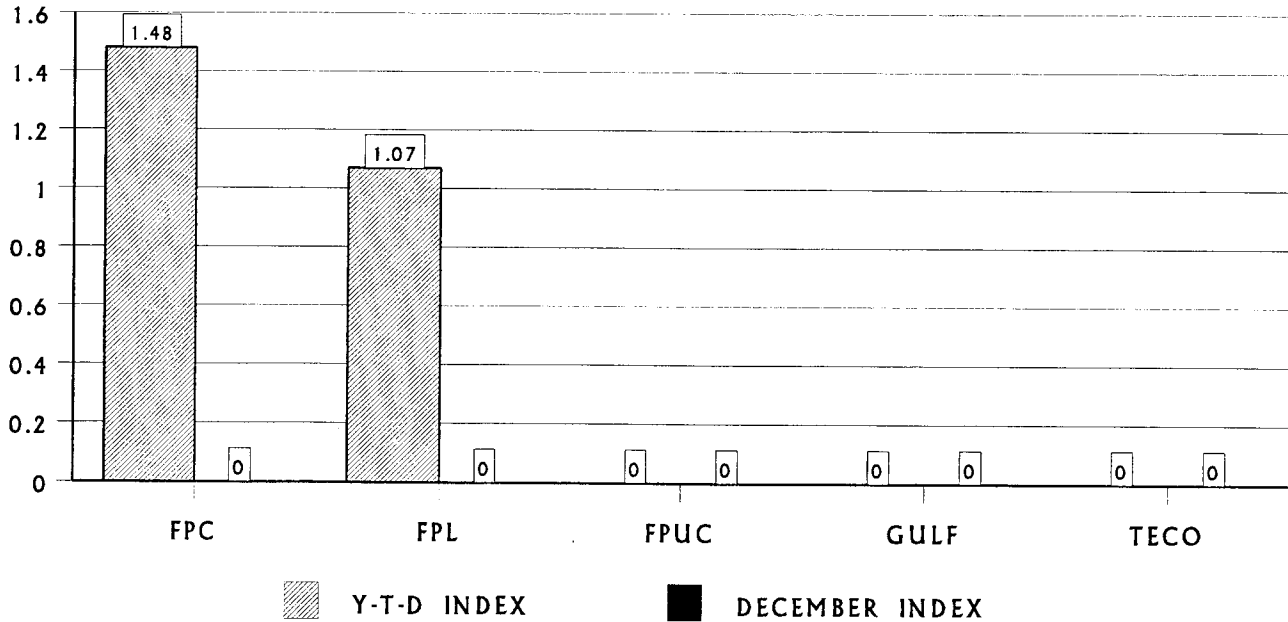
\*\*Source - Division of Electric and Gas as of December 31, 1999.

\*\*\* 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

December 2000



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

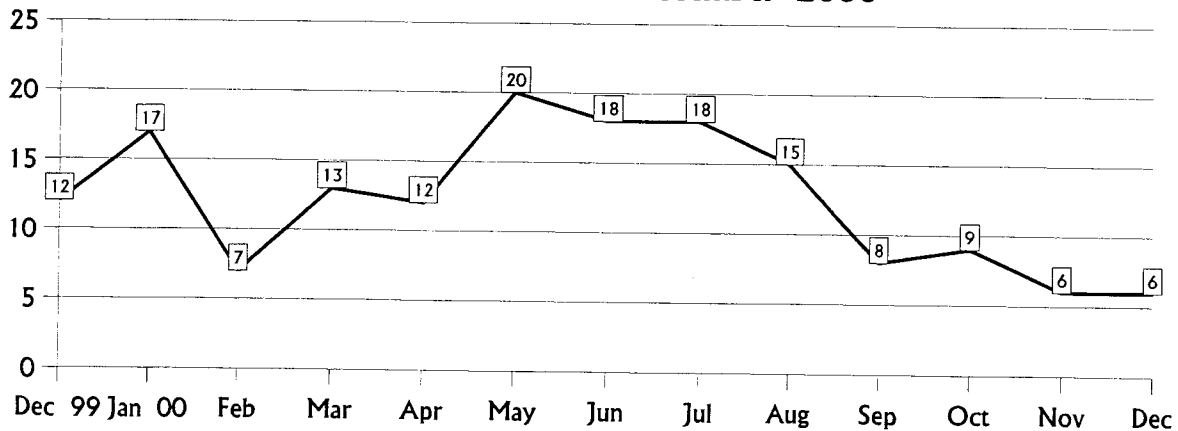
*\*Source - Florida Public Service Commission - Division of Electric & Gas , as of December 31, 1999*

## Momentary Electricity Outage Information December 2000

Company	New Cases Filed
Florida Power Corporation	2
Florida Power & Light	3
Florida Public Utilities Corporation	0
Gulf Power Company	1
Tampa Electric Company	0
<b>Total</b>	<b>6</b>

## Total Momentary Outages Filed

December 1999 - December 2000



**Gas Companies  
Complaint Activity December 2000**

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	0	0	0	2	2	0	2	2
CITY GAS COMPANY	0	6	6	66	4	0	4	59
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	9	0	0	0	9
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	1	1	2	0	0	0	2
PEOPLES GAS SYSTEM (TECO)	3	1	4	63	5	0	5	67
ST. JOE NATURAL GAS	0	0	0	0	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>142</b>	<b>11</b>	<b>0</b>	<b>11</b>	<b>139</b>

\*Please see Index of Definitions.

## Gas Companies Apparent Infractions Year-To-Date

Utility Name	Number of Customers**	Apparent Infractions		Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	December Apparent Infractions Index*
		Y-T-D	Y-T-D			
CHESAPEAKE UTILITIES	9,654	0	0	0.000	0.00	0.000
CITY GAS COMPANY	99,574	4	4	0.040	3.24	0.00
FLORIDA PUBLIC UTILITIES COMPANY	37,416	0	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	657	0	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	246,998	1	1	0.004	0.33	0.00
ST. JOE NATURAL GAS	3,419	0	0	0.000	0.00	0.00
SEBRING	700	0	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,270	0	0	0.000	0.00	0.00
<b>INDUSTRY TOTAL</b>	<b>402,688</b>	<b>5</b>	<b>5</b>	<b>0.012</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 - December 2000

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
ACCESS INTEGRATED NETWORKS, INC.	1	0	1	0	0
ACCESS ONE COMMUNICATIONS	11	1	12	22	6
ALLTEL COMMUNICATIONS, INC.	2	0	2	5	0
ALTERNATIVE PHONE, INC.	0	0	0	1	0
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	2	0
AMERICAN DIAL TONE	1	0	1	1	0
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	0
ATLANTIC.NET BROADBAND, INC.	0	1	1	1	0
AT&T	25	4	29	8	0
BROADWING LOCAL SERVICES INC.	0	0	0	1	0
BTI	1	1	2	1	0
BURNO INC. D/B/A INTEGRA PAGING	0	0	0	1	0
C2K, INC.	2	0	2	0	0
COVAD COMMUNICATIONS COMPANY	1	0	1	0	0
CRG INTERNATIONAL, INC. D/B/A NETWORK ONE	0	0	0	1	0
EAST FLORIDA COMMUNICATIONS, INC.	1	2	3	1	0
EASY TEL, INC.	1	0	1	0	0
ELEC COMMUNICATIONS	2	1	3	0	0
EPIC COMMUNICATIONS	1	1	2	3	1
EXCELINK COMMUNICATIONS, INC.	2	1	3	2	0
EXPRESS PHONE SERVICE, INC.	1	0	1	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
E-SPiRE COMMUNICATIONS, INC.	1	2	3	0	0	0
FLORIDA COMM SOUTH	2	0	2	6	0	6
FLORIDA DIGITAL NETWORK, INC.	2	3	5	17	1	18
FLORIDA TELEPHONE SERVICES, LLC	0	0	0	4	0	4
FONES-4-U	1	0	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	2	0	2	3	0	3
GTC, INC. D/B/A GT.COM	0	0	0	1	0	1
HALE AND FATHER, INC.	2	4	6	8	1	9
IDS LONG DISTANCE, INC.	14	1	15	5	5	10
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	2	4	6	4	0	4
INTETECH, L.C.	0	0	0	1	0	1
ITC*DELTA.COM COMMUNICATIONS, INC. D/B/A ITC*DELTA.COM	0	0	0	1	0	1
KMC TELECOM INC.	4	0	4	0	0	0
MCI TELECOMMUNICATIONS CORPORATION	0	0	0	1	0	1
MCI WORLD.COM COMMUNICATIONS, INC.	1	1	2	0	0	0
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	0	0	0	1	0	1
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	10	2	12	14	0	14
MIRACLE COMMUNICATIONS	1	0	1	0	0	0
MPOWER COMMUNICATIONS CORP.	4	1	5	5	0	5

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
NEXLINK FLORIDA, INC.	2	1	3	3	0	3
ORLANDO TELEPHONE COMPANY	1	0	1	0	0	0
PHONES FOR ALL	1	0	1	2	0	2
POINTECOM, INCORPORATED	0	1	1	0	0	0
POWERNET GLOBAL COMMUNICATIONS	1	0	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	0	0	0	1	0	1
SBC TELECOM, INC.	1	0	1	1	0	1
SMOKE SIGNAL COMMUNICATIONS	1	0	1	8	0	8
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	8	4	12	11	1	12
TEL COM PLUS	0	2	2	4	0	4
TELECOM CONNECTION CORP.	0	0	0	1	0	1
TELIGENT SERVICES, INC.	2	0	2	1	0	1
TELNET.COM, INC.	0	0	0	1	0	1
THE PHONE COMPANY	28	5	33	29	7	36
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USA TELECOM, INC.	0	0	0	2	0	2
VERIZON SELECT SERVICES INC.	11	4	15	14	1	15
WINSTAR WIRELESS, INC.	0	1	1	0	0	0
Totals	154	48	202	203	23	226

## Local Telephone Companies Complaint Activity December 2000

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	0	1	86	4	0	4	89
BELLSOUTH	91	23	114	1,800	150	12	162	1,712
FRONTIER	0	0	0	6	1	0	1	5
GTC, INC. D/B/A GT COM	2	0	2	21	0	0	0	14
VERIZON (Formerly GTE Florida)	23	3	26	465	22	0	22	452
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	2	0	0	0	2
QUINCY/TDS	1	0	1	6	0	0	0	4
SPRINT-FLORIDA	37	5	42	1,082	72	3	75	1,091
VISTA - UNITED	0	0	0	1	0	0	0	1
<b>TOTAL</b>	<b>155</b>	<b>31</b>	<b>186</b>	<b>3,470</b>	<b>249</b>	<b>15</b>	<b>264</b>	<b>3,371</b>



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

Utility Name	Number of Access lines**	Apparent Infractions		Y-T-D Apparent Infractions Index*	December Apparent Infractions Index*
		Y-T-D	Per 1,000 Access lines***		
ALLTEL	89,546	5	0.0558	3.60	0.00
BELLSOUTH	6,632,408	73	0.0110	0.71	1.38
FRONTIER	4,537	2	0.4408	28.43	0.00
GT COM (Floralta, Gulf & St. Joseph)	49,020	0	0.0000	0.00	0.00
VERIZON (Formerly GTE Florida)	2,444,656	18	0.0074	0.47	0.00
ITS TELECOMMUNICATIONS SYSTEMS	3,705	1	0.2699	17.41	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	79	0.0357	2.30	1.04
VISTA-UNITED	18,706	0	0.0000	0.00	0.00
<b>TOTAL</b>	<b>11,478,514</b>	<b>178</b>	<b>0.0155</b>		

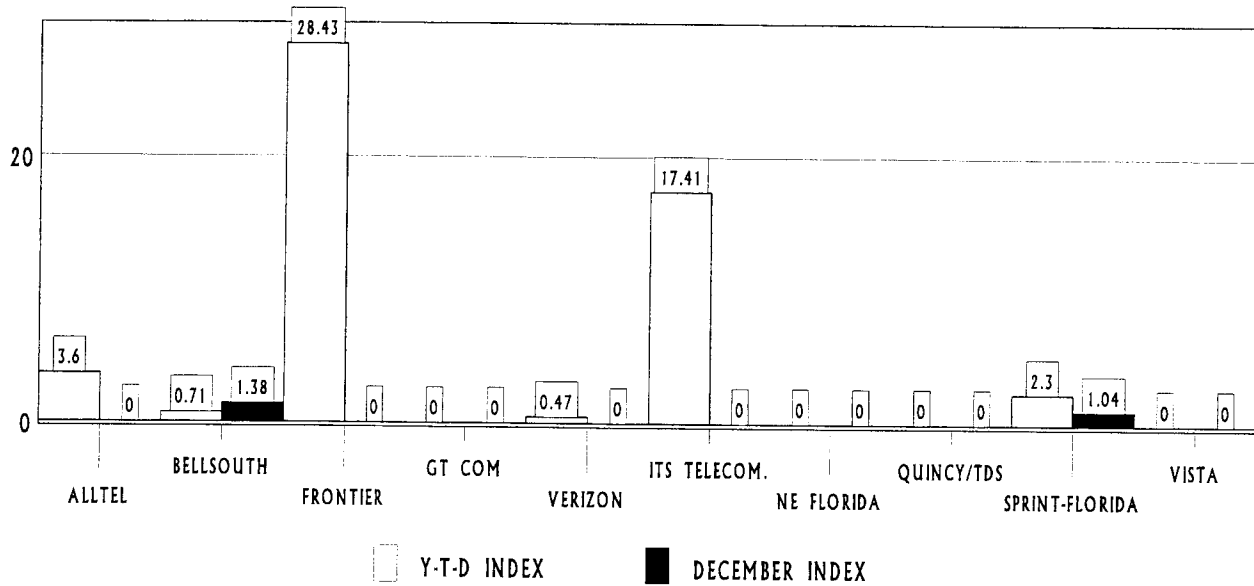
\* Please see Index of Definitions.

\*\* 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

December 2000



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 - December 2000**

<b>Company</b>	<b>December</b>	<b>Year-To-Date</b>
Sprint	1	3
Other Local Companies	0	0
<b>Totals</b>	<b>1</b>	<b>3</b>

# Cramming Statistics\*

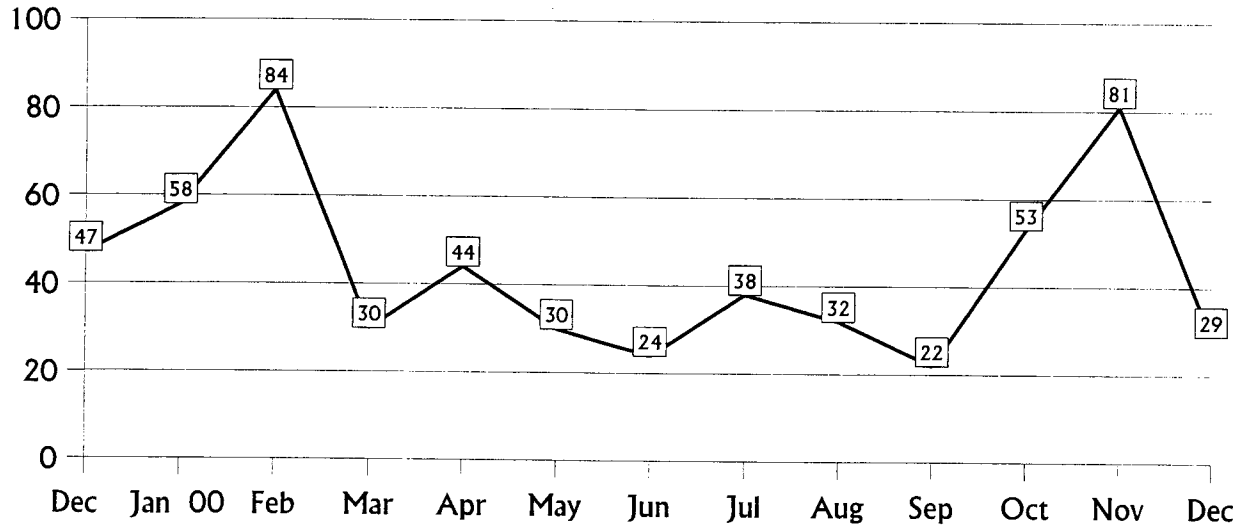
## December 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
28	29	\$2,656.93

*\*Please see Index of Definitions*

### Cases Resolved as Cramming

December 1999 - December 2000



Long Distance Companies  
Complaint Activity - December 2000

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	
ACC. LONG DISTANCE	0	1	1	0	0	0
ACCESS ONE COMMUNICATIONS	0	1	1	3	0	3
ACCESS ONE, INC.	1	1	2	1	0	1
ACN COMMUNICATION SERVICES, INC.	2	0	2	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	1	2	3	0	0	0
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK	0	0	0	2	0	2
ALLTEL COMMUNICATIONS, INC.	1	0	1	1	0	1
AMERICA'S TELE-NETWORK CORP.	19	4	23	0	2	2
AMERICAN NORTEL COMMUNICATIONS, INC.	0	0	0	2	0	2
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0	1
AMERICAN TELECOM	1	0	1	0	0	0
ASIAN AMERICAN ASSOCIATION	1	0	1	0	0	0
ASTRAL COMMUNICATIONS	1	0	1	0	0	0
ATCALL, INC.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	62	138	200	215	26	241
BELLSOUTH LONG DISTANCE, INC.	2	0	2	2	0	2
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	1	0	1
BLACKSTONE COMMUNICATIONS COMPANY	0	0	0	1	0	1
BN1 TELECOMMUNICATIONS, INC.	0	0	0	0	1	1
BROADWING COMMUNICATIONS SERVICES INC.	2	0	2	6	0	6

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
BROADWING TELECOMMUNICATIONS INC.	2	0	2	2	1	3
BFT	1	0	1	1	0	1
BUSINESS SAVINGS PLAN INC.	4	0	4	1	3	4
CABLE & WIRELESS USA, INC.	2	0	2	1	0	1
CLEAR WORLD COMMUNICATIONS CORPORATION	0	0	0	2	0	2
COAST INTERNATIONAL, INC.	0	0	0	1	0	1
COLORADO RIVER COMMUNICATIONS CORP.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	0	2	2	1	0	1
EPIC COMMUNICATIONS	1	0	1	0	0	0
EQUALNET CORPORATION	0	1	1	0	0	0
ERBIA NETWORK, INC.	1	0	1	0	0	0
ESSENTIAL.COM, INC.	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	4	3	7	14	2	16
FEDERAL TRANSTEL, INC.	0	5	5	6	0	6
FLORIDA DIGITAL NETWORK, INC.	1	0	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	14	1	15	10	0	10
FRONTIER COMMUNICATIONS OF THE WEST	5	0	5	10	1	11
GALAXY LONG DISTANCE, INC.	2	0	2	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	0	0	1	0	1
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	1	2	6	0	6
GLOBAL TEL*LINK CORPORATION	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
GTC TELECOM, INC.	0	1	1	0	0	0
GTE TELECOMMUNICATION SERVICES INCORPORATED	0	0	0	1	0	1
HALE AND FATHER, INC.	2	1	3	3	2	5
HBS BILLING SERVICES COMPANY	0	1	1	2	0	2
I VANTAGE NETWORK SOLUTIONS	1	0	1	1	0	1
IDS LONG DISTANCE, INC.	4	1	5	5	2	7
IDT AMERICA CORP.	0	3	3	0	0	0
ILD	0	8	8	12	1	13
INTEGRETEL, INC.	4	8	12	13	0	13
INTERMEDIA COMMUNICATIONS, INC.	4	1	5	3	0	3
INTERNATIONAL EXCHANGE COMMUNICATIONS, INC. D/B/A IE COM	0	0	0	0	1	1
ITC-DELTACOM	1	0	1	0	0	0
LDC TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	1	0	1
LOCUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
LYXOM, INC	1	0	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	40	50	90	116	7	123
MERCURY MARKETING COMPANY, LTD.	0	0	0	1	0	1
MONEY TRAVEL SERVICES OF FLORIDA, INC.	0	0	0	0	1	1
MPOWER COMMUNICATIONS CORP.	1	1	2	0	0	0
NET-TEL CORPORATION	0	1	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions Total
NEXTEL LONG DISTANCE	0	1	1	0	0
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	0	0	1	0
OLS, INC.	37	7	44	4	1
ONESTAR LONG DISTANCE, INC.	0	1	1	0	0
OPERATOR ASSISTANCE NETWORK	1	0	1	1	0
OPEX COMMUNICATIONS, INC.	1	0	1	1	0
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	3	0	3	1	0
PAETEC COMMUNICATIONS, INC.	1	1	2	2	0
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1	0
PRONTO!	1	0	1	0	0
PT-1 COMMUNICATIONS	0	1	1	1	0
QUEST TELECOMMUNICATIONS, INC.	1	0	1	1	0
QWEST COMMUNICATIONS CORPORATION	15	10	25	35	0
QWEST COMMUNICATIONS SERVICES	2	0	2	0	0
RIM CARD SERVICES, INC.	3	0	3	0	0
SMALL BUSINESS AMERICA	1	0	1	0	0
SPRINT	15	14	29	35	4
STARLINK COMMUNICATIONS, LLC	0	0	0	1	0
STARTEC GLOBAL LICENSING COMPANY	1	0	1	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	0	0	0	1	0



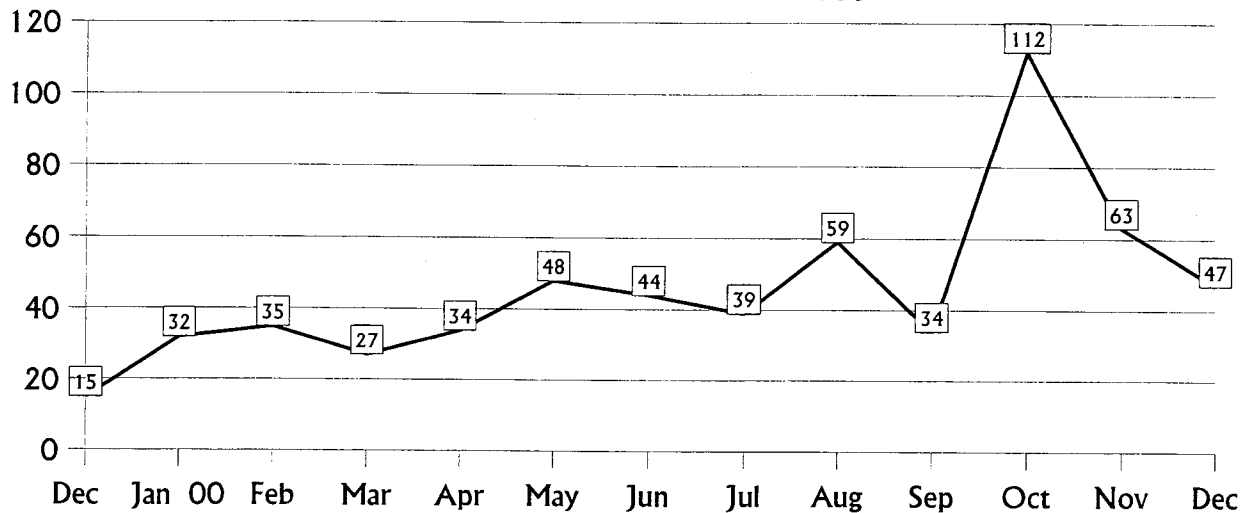
Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
S.C.I.	1	0	1	0	0
TELCO BILLING, INC.	0	0	0	1	0
TELECOM*USA OR TELECONNECT	0	1	1	1	0
TELEFONE INCORPORATED	1	0	1	0	0
TELEGLOBE BUSINESS SOLUTIONS INC.	1	2	3	0	0
TELESCOPE USA, INC.	1	1	2	1	0
THE PHONE COMPANY	28	13	41	27	8
TTI NATIONAL, INC.	0	1	1	3	0
U S P & C CORPORATION	0	0	0	1	0
UKI COMMUNICATIONS, INC.	2	0	2	0	0
UNI-TEL COMMUNICATIONS GROUP, INC.	1	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	3	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	4	6	6	1
VERIZON SELECT SERVICES INC.	6	8	14	12	0
VIA TEL SERVICES, INC.	0	1	1	0	0
VYVX, INC.	1	0	1	0	0
WEBNET COMMUNICATIONS, INC.	13	1	14	5	6
WORLD LONG DISTANCE, INC.	1	0	1	0	0
ZERO PLUS DIALING	1	2	3	9	0
ZERO PLUS DIALING, INC.	1	4	5	2	0
<b>Total</b>	<b>334</b>	<b>310</b>	<b>644</b>	<b>608</b>	<b>72</b>
			<b>680</b>		

## Unauthorized Long Distance Service Change “Long Distance Slamming” Apparent Rule Infractions - December 2000

Company	December	Year-To-Date
America’s Tele-Network Corp.	1	173
AT&T / ACC	4	49
MCI Worldcom	0	35
OLS, Inc.	1	22
Opex Communications	0	9
Qwest Communications (LCI)	0	22
Sprint	3	32
WebNet Communications	6	53
Other Long Distance Companies	32	179
<b>Totals</b>	<b>47</b>	<b>574</b>

## Cases Resolved as Slamming

December 1999 - December 2000



**Pay Telephone Companies  
Complaint Activity - December 2000**

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
PAY-TEL HOSPITALITY TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
PAYPHONE CONNECTION INC.	0	0	0	1	0	1
PHOENIX PAYPHONES, LLC	1	0	1	0	0	0
TELELEASING ENTERPRISES, INC.	0	0	0	1	0	1
TRINITY HOLDINGS LTD., INC.	1	0	1	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>3</b>

**Water and Wastewater Companies  
Complaint Activity - December 2000**

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	
ALOHA UTILITIES, INC.	9	7	16	7	0	7
AQUASOURCE UTILITY, INC.	1	0	1	0	0	0
BONITA SPRINGS UTILITIES	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	0	1	1	3	0	3
COUNTYWIDE UTILITY COMPANY	0	0	0	1	0	1
DIXIE GROVES ESTATES, INC.	0	1	1	1	0	1
FERNCREST UTILITIES, INC.	0	3	3	0	0	0
FLORALINO PROPERTIES, INC.	0	0	0	1	0	1
FLORIDA CITIES WATER COMPANY - LEE COUNTY DIVISION	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	1	2	3	6	1	7
FOREST HILLS UTILITIES, INC.	1	0	1	0	0	0
HUDSON UTILITIES, INC.	0	1	1	0	0	0
LAKE UTILITY COMPANY	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	0	0	2	0	2
LITTLE SUMMER UTILITY COMPANY	0	1	1	0	0	0
MAD HATTER UTILITY, INC.	0	0	0	1	0	1
NORTH FORT MYERS UTILITY, INC.	2	1	3	4	0	4
SHANGRI-LA BY THE LAKE UTILITIES, INC.	0	0	0	1	0	1
TERRA MAR VILLAGE UTILITIES, INC.	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	0	2	2	1	0	1
UTILITIES, INC. OF FLORIDA	1	0	1	1	0	1
VIRGINIA CITY UTILITIES, INC.	0	0	0	1	0	1
WEDGEFIELD UTILITIES, INC.	0	0	0	1	0	1
<b>TOTALS</b>	<b>15</b>	<b>19</b>	<b>34</b>	<b>35</b>	<b>1</b>	<b>36</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 =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$