



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
DECEMBER 1999

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.

Summary

The PSC Call Center analysts answered 5,530 phone calls and the PSC Consumer Activity Tracking System (CATS) reflects 537 pieces of written correspondence received during the month of December 1999. The External Contact Tracking System (ECTS), which tracks miscellaneous correspondence, reflects an additional 10 consumer contacts for a total of 6,077 contacts.

There were 1,208 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 believes that a violation of Florida Administrative Code rules, company tariff filings or company policy has occurred, the complaint is resolved as an apparent rule infraction. There were also 3,663 Information Requests handled by the PSC. No Docketed Correspondence was recorded in CATS during December 1999.

A total of fourteen utility companies are participating in the Transfer Connect or "Warm Transfer" option. Under this option, a call to the PSC is directly transferred to the caller's utility, provided the consumer has not yet expressed their concerns to that utility. A total of 791 calls were transferred during December 1999. Calls of special concern to customers were regarding PSC Rules and Tariffs, General Information and PICC's/Access Fees.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$76,244 for the month and \$2,134,528 for the calendar year.

Monthly Consumer Refunds

December 1998 - December 1999

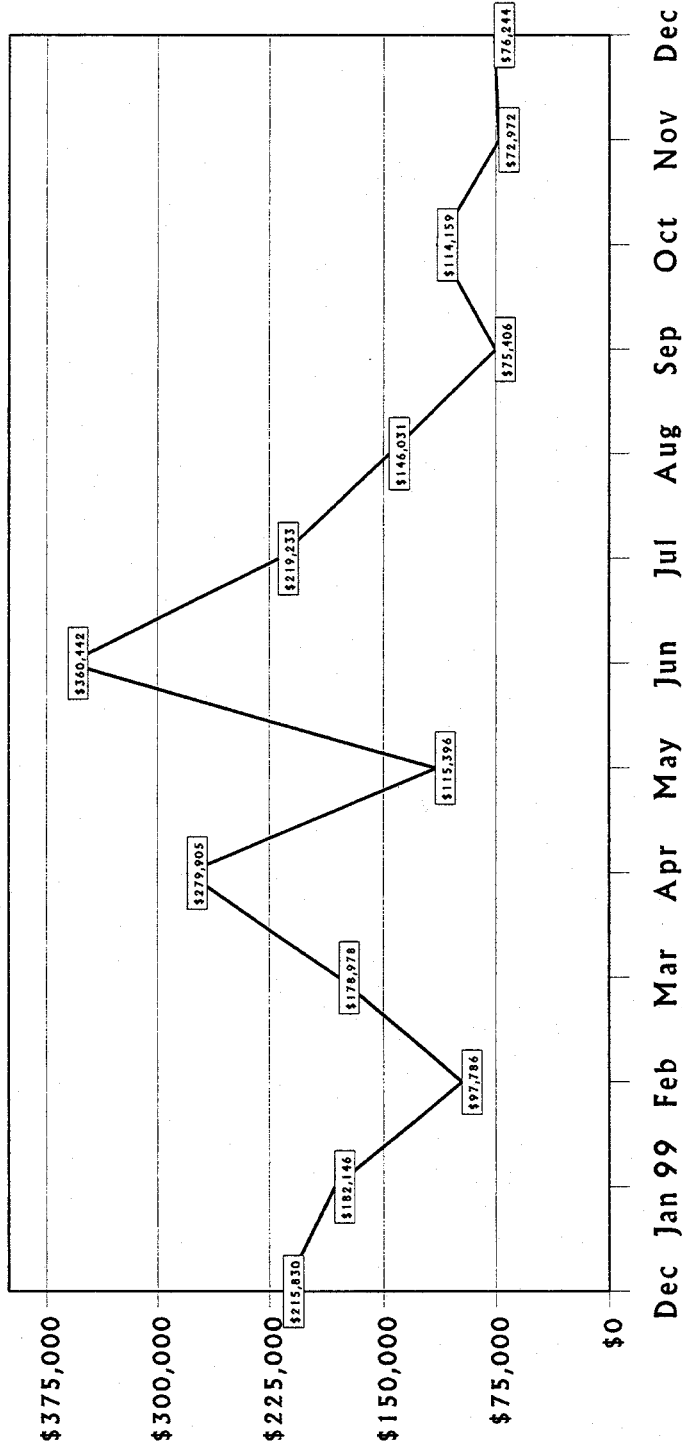


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Consumer Activity - December 1999

Complaints Received		1,208
Electric	76	
Gas	7	
Alternative Local Exchange Telephone	63	
Local Exchange Telephone	346	
Long Distance Telephone	550	
Pay Telephone	6	
Water & Wastewater	19	
Nonregulated Issues	141	
Information Requests Received		3,663
Docketed Correspondence Received		0
Total Cases Received		4,871

How Cases Were Received			
	Complaints	Information Requests	Docketed Correspondence
Phone	779	3,555	0
Mail	205	45	0
Internet	141	56	0
Fax	83	7	0
Totals	1,208	3,663	0

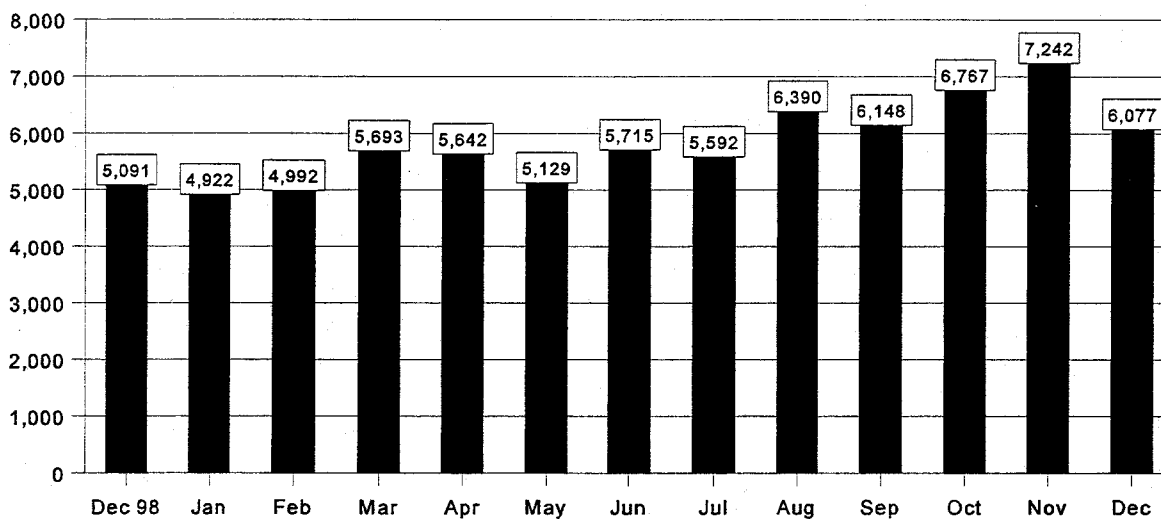
External Contact Tracking System		10
Non-Jurisdictional Calls Not Filed As Cases		1,196
Total Consumer Contacts Handled		6,077
Transfer Connect (Calls Transferred to Utilities)		791

Consumer Savings		
Electric	\$	1,365.51
Gas		0.00
Alternative Local Exchange Telephone		5,009.73
Local Exchange Telephone		16,153.48
Long Distance Telephone		53,448.37
Pay Telephone		0.00
Water & Wastewater		0.0
Non-Regulated Issues		266.97
Total		\$ 76,244.06

Public Service Commission

Total Consumer Contacts

December 1998 - December 1999



Complaints Received	% of Total Complaints
Electric	6
Gas	<1
Alternative Local Exchange Telephone	5
Local Exchange Telephone	29
Long Distance Telephone	46
Pay Telephone	<1
Water & Wastewater	2
Nonregulated Issues	12
Total	100%

Information provided by Automatic Call Distribution System - Management Information System (ACD-MIS), Consumer Activity Tracking System (CATS), External Contact Tracking System (ECTS). Includes contacts from phone calls, letters, faxes and the Internet.

Consumer Contact Information

Ways Consumers Know to Contact the Public Service Commission

December 1998 - December 1999

Resources	Dec	Jan 99	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Telephone Directory	354	521	648	692	491	517	600	145	53	190	203	253	113	4,780
Customer's Bill	272	231	192	213	215	197	185	410	478	952	844	1,014	904	6,107
Media Contacts	22	42	24	39	14	21	11	21	67	54	45	327	63	750
Utility Referral	117	196	147	216	180	121	124	114	161	187	264	215	226	2,268
Other Agency/Public Official Referral	148	33	31	30	39	40	28	79	102	115	106	126	123	1,000
Web Site	57	62	59	66	41	33	36	92	89	176	163	123	128	1,125
Other	427	246	228	342	188	177	229	3,097	4,513	2,939	3,274	3,554	3,314	22,528
Totals	1,397	1,331	1,329	1,598	1,168	1,106	1,213	3,958	5,463	4,613	4,899	5,612	4,871	38,558

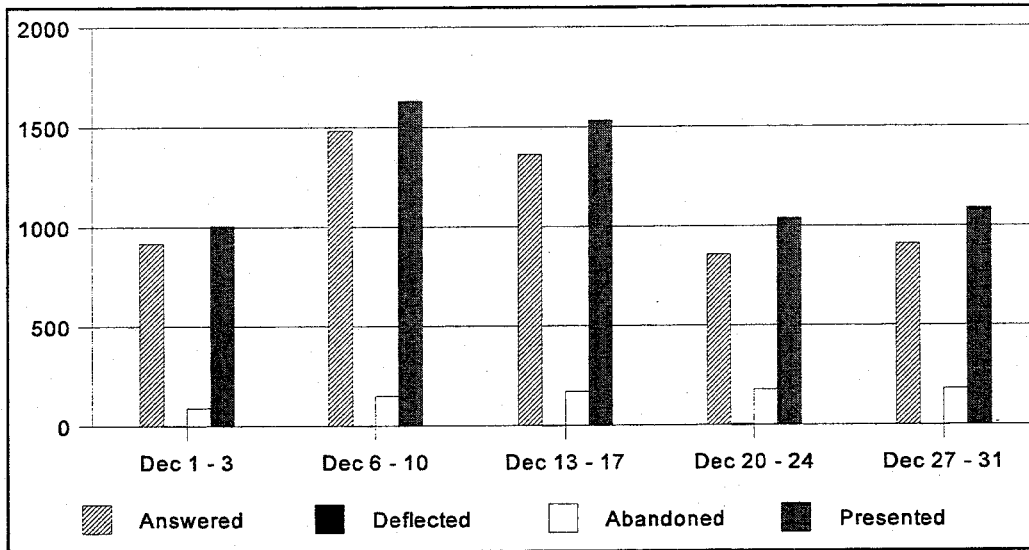
Totals are derived from logged Complaints, Information Requests, and Docketed Correspondence.

Media Contacts consist of TV & Radio Public Service Announcements and Newspaper Articles.

Calls of Special Concern to Consumer's:

PSC Rules & Tariffs	136
General Information	108
PICC's/Access Fees	91
Cellular Phones	84
Interstate/International	79
Prepaid Calling Cards	77
The PSC	76
Cable TV	54
Lifeline Assistance	34

Total Calls Received Call Center Statistics December 1999



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.

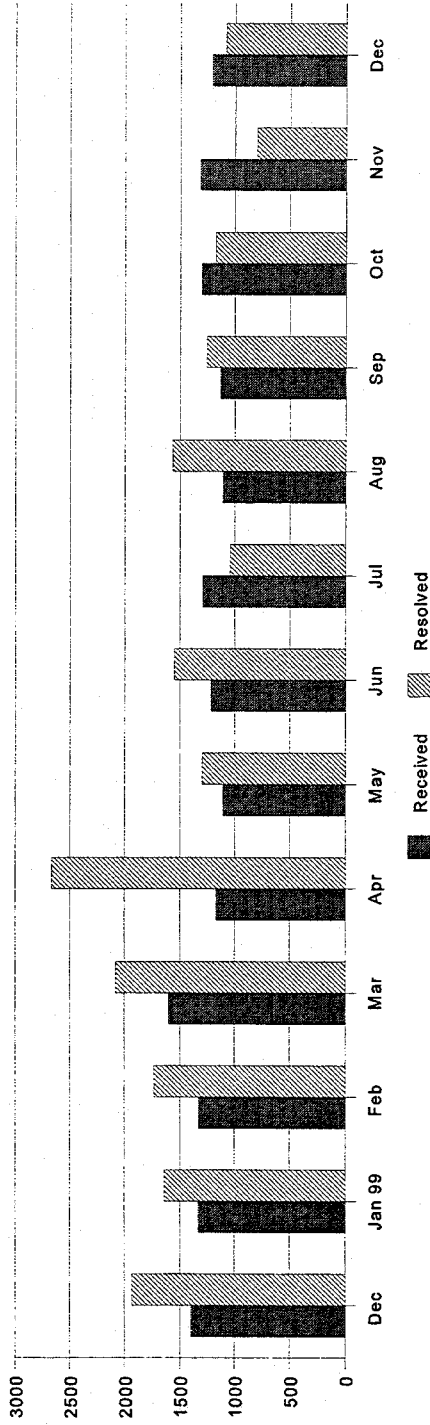
Total Calls Presented - Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
December 1 - 3	918	91%	0	0%	89	9%	1,007
December 6 - 10	1,481	91%	0	0%	149	9%	1,630
December 13 - 17	1,362	89%	0	0%	170	11%	1,532
December 20 - 24	859	83%	3	< 1%	178	17%	1,040
December 27 - 31	910	83%	0	0%	180	17%	1,090
Totals	5,530	88%	3	< 1%	766	12%	6,299

Calls Answered In December	5,530
Minus Calls Resulting in Cases	(4,334)
Total Non-Jurisdictional Calls Not Filed As Cases	1,196

Monthly Status of Total Complaints Received / Resolved*

December 1998 - December 1999



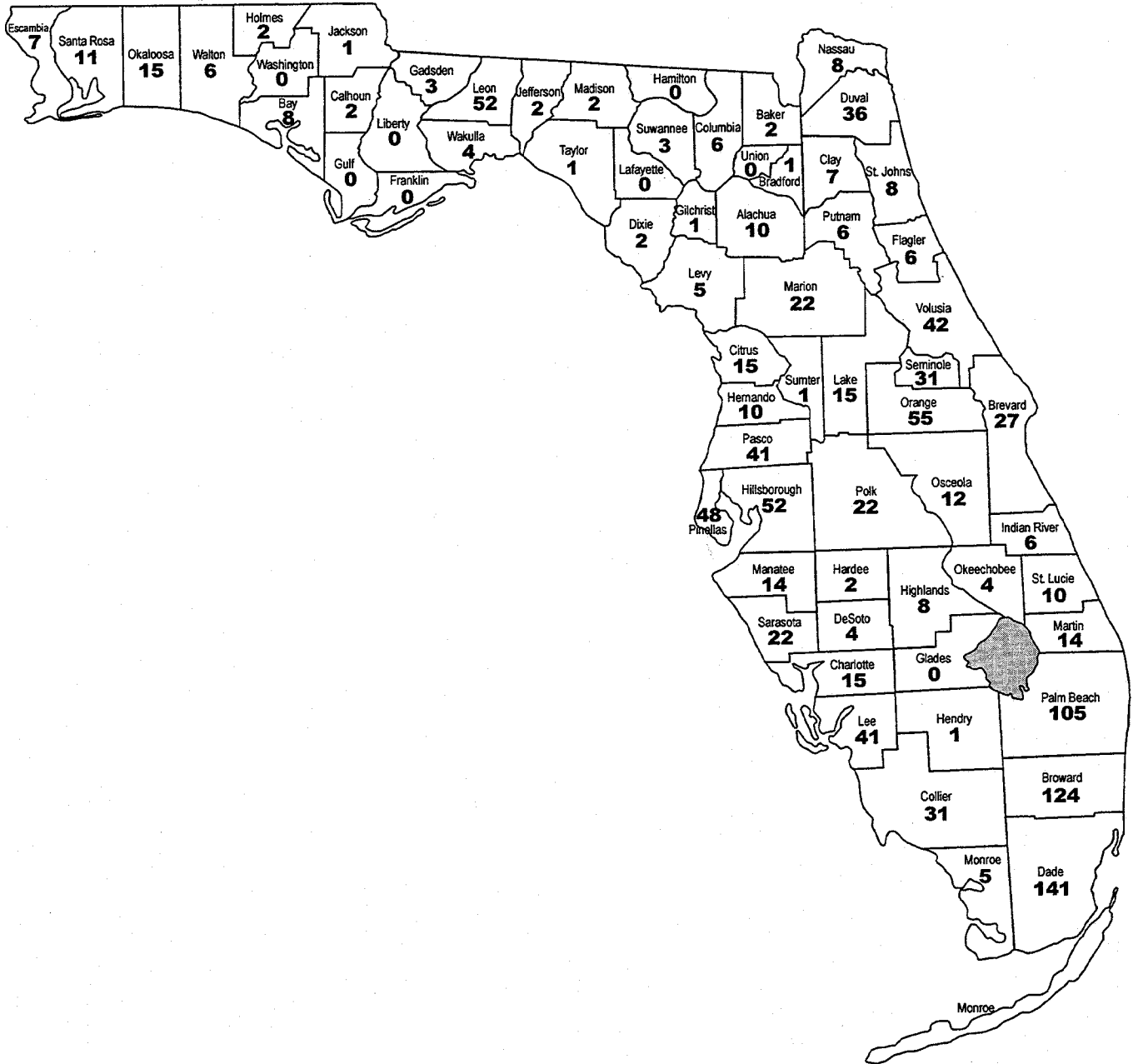
	Dec	Jan 99	Feb	Mar	Apr	May	Jun	Jul**	Aug	Sep	Oct	Nov	Dec 99
Received	1,397	1,330	1,328	1,598	1,167	1,106	1,215	1,290	1,107	1,129	1,302	1,315	1,208
Resolved	1,934	1,640	1,739	2,077	2,665	1,296	1,549	1,042	1,566	1,255	1,176	800	844

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

**July 1, 1999, the Commission reclassified cases. Prior to July 1, 1999 cases consisted of Inquiries, Letters and References.

Complaints Received by County

DECEMBER 1999

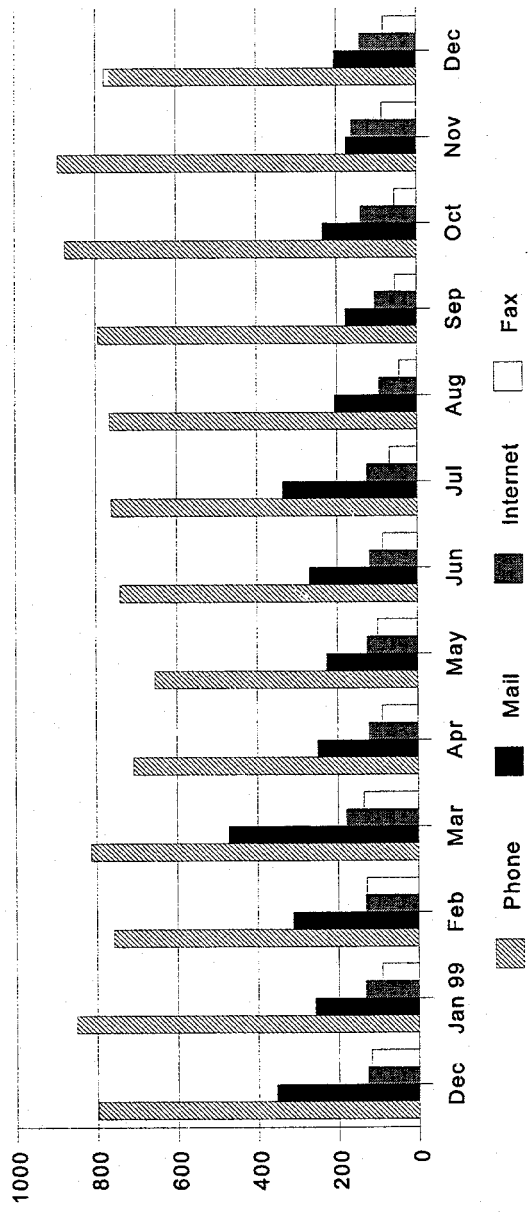


Note: County name not available for 52 cases.

How Complaints Were Received

Phone, Mail, Internet and Fax

December 1998 - December 1999

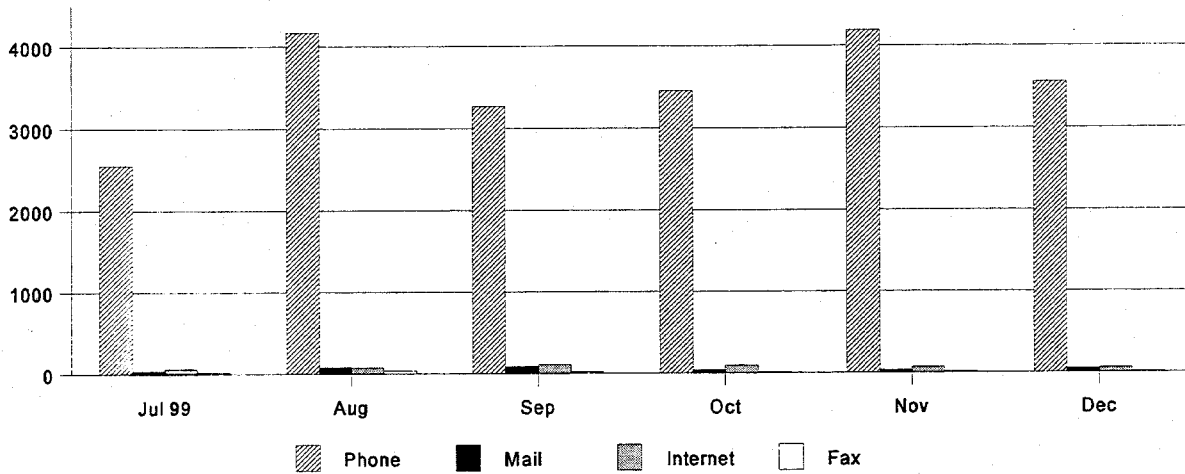


	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phone	798	850	758	813	708	655	741	762	766	793	874	891	779
Mail	354	257	312	472	249	226	269	335	204	178	234	176	205
Internet	127	132	130	178	121	126	119	125	93	104	139	162	141
Fax	118	91	128	135	89	99	86	68	44	54	55	86	83
Total	1,397	1,330	1,328	1,598	1,167	1,106	1,215	1,290	1,107	1,129	1,302	1,315	1,208

How Information Requests Were Received

Phone, Mail, Internet and Fax

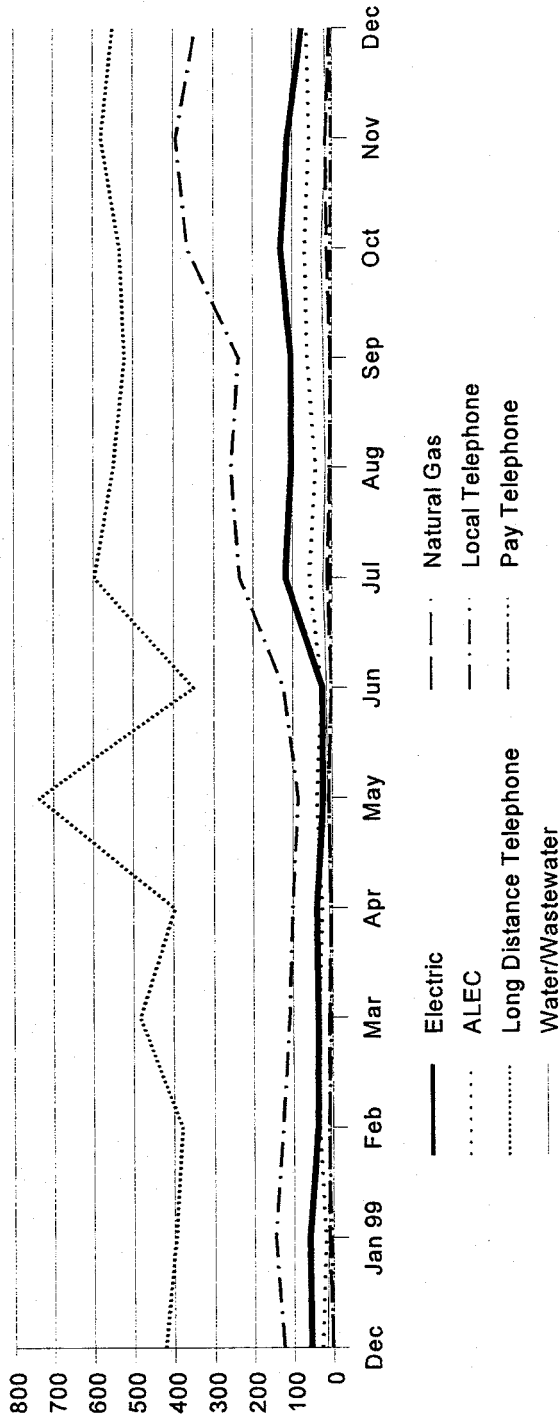
July 1999 - December 1999



	Jul 99	Aug	Sept	Oct	Nov	Dec
Phone	2,550	4,167	3,269	3,457	4,189	3,555
Mail	36	79	85	37	29	45
Internet	63	76	109	93	68	56
Fax	19	34	21	9	11	7
Total	2,668	4,356	3,484	3,596	4,297	3,663

*As of July 1, 1999, the Commission reclassified consumer contacts. There is no prior data for comparison purposes.

Complaints by Industry December 1998 - December 1999



Industry	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Total
Electric	56	59	37	36	39	23	24	117	103	103	129	112	76	914
Natural Gas	2	10	8	8	4	9	2	12	5	4	13	16	7	100
ALEC	27	19	33	33	26	39	26	57	41	62	68	57	63	551
Local Telephone	125	147	127	109	101	86	124	235	256	237	366	393	346	2,652
Long Dist. Phone	423	396	380	484	397	373	351	597	549	520	533	579	550	6,132
Payphone	3	5	10	3	4	9	3	4	6	3	4	1	6	61
Water/Wastewater	16	12	7	7	8	12	14	23	17	21	26	16	19	198

*Consumer contacts were reclassified as of July 1, 1999.

Electric Companies Complaint Activity - December 1999

	Complaints Logged			Complaints Resolved			
	Service*	Billing*	Total	Apparent		Total	
				Y-T-D	Noninfractions*		Apparent Infractions*
FLORIDA POWER CORP	4	11	15	178	12	0	12
FPL	28	27	55	610	79	0	79
FPUC	0	0	0	4	1	0	1
GULF POWER	1	0	1	16	0	0	0
TAMPA ELECTRIC	2	3	5	45	3	0	3
TOTAL	35	41	76	853	95	0	95

*Please see Index of Definitions.

Electric Companies
Apparent Infractions Year-To-Date

	Total Customer Base **	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	December Apparent Infractions Index*
FLORIDA POWER CORP.	1,349,000	4	0.0030	1.77	0
FPL	3,712,700	6	0.0016	0.97	0
FPUC	24,200	0	0.0000	0.00	0
GULF POWER	354,000	0	0.0000	0.00	0
TAMPA ELECTRIC	537,100	0	0.0000	0.00	0
TOTAL	5,977,000	10	0.0017		

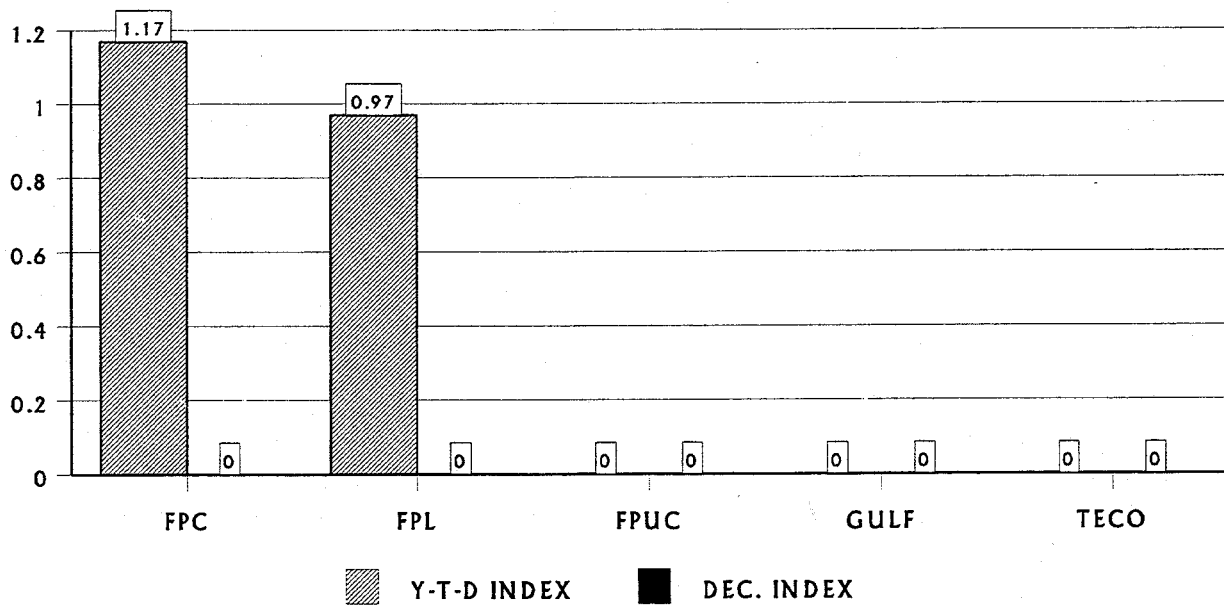
*Please see Index of Definitions.

**Source - Florida Public Service Commission 1998 Annual Report.

*** 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 1999



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 1998 Annual Report.*

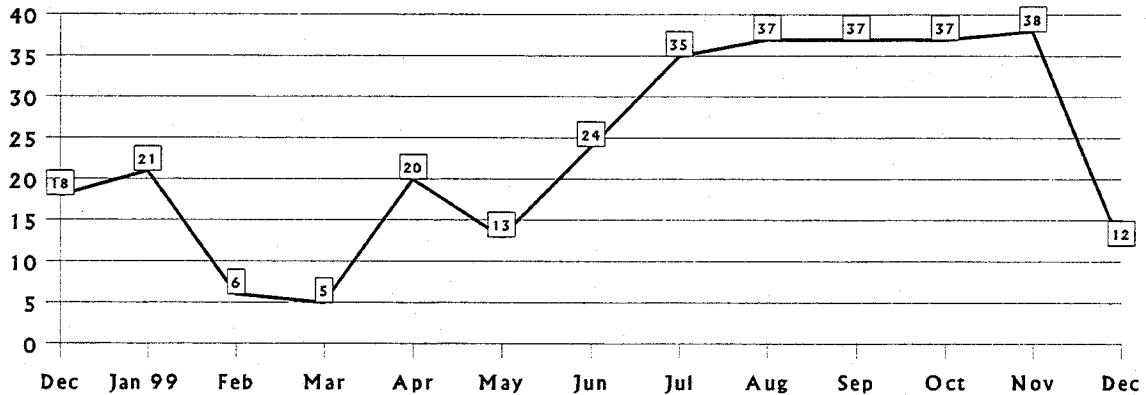
Momentary Electricity Outage Information

December 1999

Company	New Cases Filed
Florida Power Corporation	1
Florida Power & Light	11
Florida Public Utilities Corporation	0
Gulf Power Company	0
Tampa Electric Company	0
Total	12

Total Momentary Outages Filed

December 1998 - December 1999



Gas Companies

Complaint Activity - December 1999

	Complaints Logged			Complaints		Complaints Resolved		Total
	Service*	Billing*	Total	Y-T-D	Apparent Noninfractions*	Apparent Infractions*	Total	
CHESAPEAKE	0	0	0	0	0	0	0	0
CITY GAS	0	3	3	42	0	0	0	0
FPUC	0	2	2	9**	0	0	0	0
INDIANTOWN	0	0	0	0	0	0	0	0
PEOPLES	1	1	2	53	0	0	0	0
ST. JOE	0	0	0	1	2	0	0	2
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA	0	0	0	1	0	0	0	0
TOTAL	1	6	7	106	2	0	0	2

*Please see Index of Definitions.

**Note: Change made to FPUC November 1999 YTD Complaints Received, decreased by 1 complaint.

Gas Companies

Apparent Infractions Year-To-Date

	Numbers of Customers**	Apparent Infractions		Apparent Infractions Per 1,000 Customers ***	Y-T-D		December
		Y-T-D	Y-T-D		Apparent Infractions	Index*	
CHESAPEAKE	9,654	0	0.00	0.000	0.00	0.000	0.000
CITY GAS	99,574	5	0.050	0.050	2.53	0.00	0.00
FPUIC	37,416	1	0.027	0.027	1.35	0.00	0.00
INDIANTOWN	657	0	0.000	0.000	0.00	0.00	0.00
PEOPLES	246,998	2	0.008	0.008	0.41	0.00	0.00
ST. JOE	3,419	0	0.000	0.000	0.00	0.00	0.00
SEBRING	700	0	0.000	0.000	0.00	0.00	0.00
SOUTH FLORIDA	4,270	0	0.000	0.000	0.00	0.00	0.00
INDUSTRY TOTAL	402,688	8	0.020	0.020	1.00		

*Please see Index of Definitions.

**Source - Florida Public Service Commission Bureau of Natural Gas Regulation, January 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 the total year-to-date apparent infractions for the industry divided by the total industry customer base.

Alternative Local Telephone Companies
Complaint Activity - December 1999

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS	1	2	3	1	0	1
ALTEL COMMUNICATIONS, INC.	1	0	1	0	0	0
ALTERNATIVE TELECOMMUNICATIONS SERVICES, INC.	1	0	1	0	0	0
AT&T	4	1	5	3	1	4
EASY TEL, INC.	2	1	3	0	0	0
EXCELINK COMMUNICATIONS, INC.	0	0	0	1	0	1
E.SPIRE COMMUNICATIONS, INC.	0	1	1	0	0	0
FIRST TOUCH, INC.	0	0	0	0	1	1
FLORIDA DIGITAL NETWORK, INC.	1	0	1	1	0	1
GTE COMMUNICATIONS CORPORATION	11	10	21	4	2	6
GULF COAST COMMUNICATIONS, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	1	0	1	1	0	1
HART COMMUNICATIONS	1	0	1	0	0	0
IDS LONG DISTANCE, INC.	0	2	2	0	0	0

	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Total	Apparent		Apparent	
					Noninfractions	Infractions	Noninfractions	Infractions
INTER-TEL NETSOLUTIONS, INC.	1	0	1	0	0	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	2	1	1	3	3
KMC TELECOM INC.	0	0	0	1	0	0	1	1
KMC TELECOM II, INC.	1	1	2	0	0	0	0	0
MCI WORLDCOM	6	2	8	2	2	0	2	2
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	2	0	2	2	0	0	2	2
MGC COMMUNICATIONS, INC.	0	0	0	0	0	1	1	1
NATIONAL PHONE CORPORATION	1	0	1	0	1	1	1	1
PRE-CELL SOLUTIONS/FAMILY PHONE SERVICE, INC.	0	1	1	0	0	0	0	0
RECONEX	1	0	1	1	1	0	1	1
SMOKE SIGNAL COMMUNICATIONS	1	0	1	4	0	0	4	4
SUPRA TELECOMM. AND INFORMATION SYSTEMS, INC.	0	0	0	0	0	1	1	1
TCG SOUTH FLORIDA	0	0	0	1	0	0	1	1
TEL-SAVE, INC. D/B/A THE PHONE COMPANY	0	0	0	1	0	0	1	1

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
TEL COM PLUS	1	0	1	0	0	0
TELECONEX (TELECONEX, INC. D/B/A)	0	0	0	1	0	1
TWC CABLE PARTNERS	0	0	0	1	0	1
UNIVERSAL TELECOM, INC.	1	0	1	1	0	1
USA TELECOM	2	0	2	0	0	0
VARTEC TELECOM, INC. AND CLEAR CHOICE COMM.	0	1	1	1	0	1
WINSTAR WIRELESS, INC.	0	0	0	1	0	1
TOTALS	41	22	63	30	8	38

Local Telephone Companies Complaint Activity December 1999

Service	Complaints Logged			Complaints Resolved		
	Billing	Total	Complaints Y-T-D	Apparent Noninfractions	Apparent Infractions	Total
ALLTEL FLORIDA, INC.	3	1	4	25	1	1
BELLSOUTH	153	46	199	1,356	168	169
FRONTIER	0	0	0	5	0	0
GT COM	1	0	1	19	4	4
GTE FLORIDA	32	14	46	396	30	31
INDIANTOWN	0	0	0	1	0	0
NE FLORIDA	0	0	0	2	0	0
QUINCY/TDS	0	0	0	1	0	0
SPRINT-FLORIDA	82	14	96	721	89	96
VISTA - UNITED	0	0	0	1	0	0
TOTAL	271	75	346	2,527	292	301

Local Telephone Companies Year-to-date Apparent Infractions

	Numbers of Access lines**	Apparent Infractions		Apparent Infractions Per 1,000 Access lines***	Y-T-D		December Apparent Infractions Index*
		Y-T-D	Y-T-D		Apparent Infractions Index*	Apparent Infractions Index*	
ALLTEL	82,719	2	0.0242	1.71	0.00	0.00	
BELLSOUTH	6,481,986	80	0.0123	0.87	0.19	0.19	
FRONTIER	4,266	0	0.0000	0.00	0.00	0.00	
GT COM (Floral, Gulf & St. Joseph)	46,415	1	0.0215	1.52	0.00	0.00	
GTE	2,368,938	39	0.0165	1.16	0.52	0.52	
INDIANTOWN	3,537	0	0.0000	0.00	0.00	0.00	
NE FLORIDA	8,592	0	0.0000	0.00	0.00	0.00	
QUINCY/TDS	13,270	0	0.0000	0.00	0.00	0.00	
SPRINT-FLORIDA	2,048,042	35	0.0171	1.21	4.21	4.21	
VISTA-UNITED	15,236	0	0.0000	0.00	0.00	0.00	
TOTAL	11,073,001	157	0.0142				

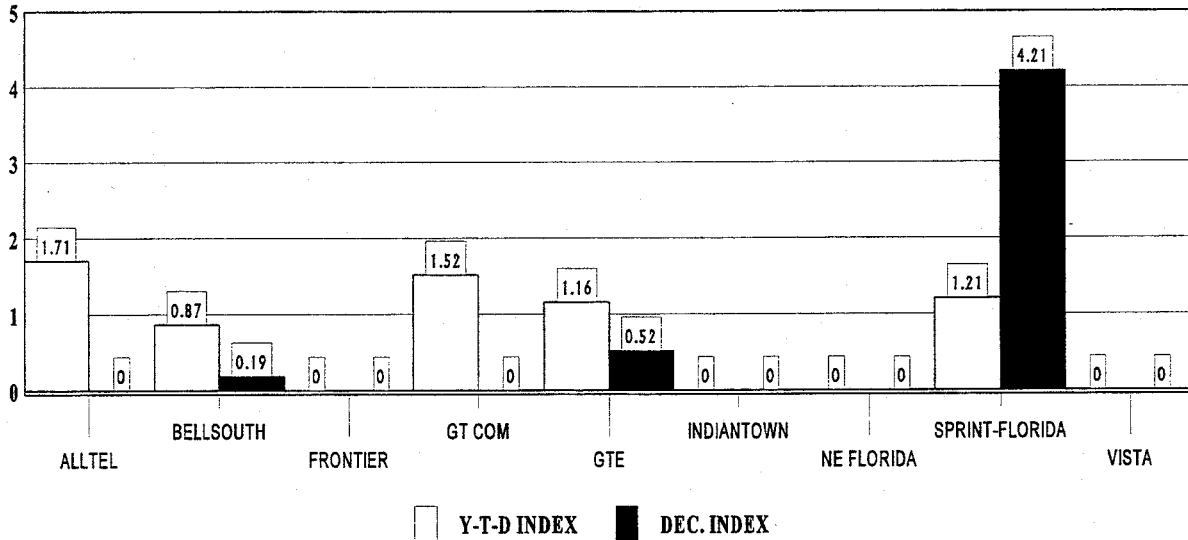
* Please see Index of Definitions.

** Source Florida Public Service Commission Division of Communications, February 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 1999



1999 ACCESS LINES*			
ALLTEL	82,719	INDIANTOWN	3,537
BELLSOUTH	6,481,986	NE FLORIDA	8,592
FRONTIER	4,266	QUINCY/TDS	13,270
GT COM (Floral, Gulf & St. Joseph)	46,415	SPRINT/FLORIDA	2,048,042
GTE	2,368,398	VISTA-UNITED	15,236

*Source - Florida Public Service Commission Division of Communications, February 1999.

Unauthorized Local Telephone Service Change

“Local Slamming”

Apparent Rule Infractions - December 1999

Company	November	Year-To-Date
E. Spire Communications, Inc.	0	1
Intermedia Communications, Inc.	0	1
Mediaone Fiber Technologies, Inc.	0	1
Mediaone Florida Telecom., Inc.	0	1
Qwest Communications Corp.	0	1
The Other Phone Company, Inc.	0	3
Totals	0	8

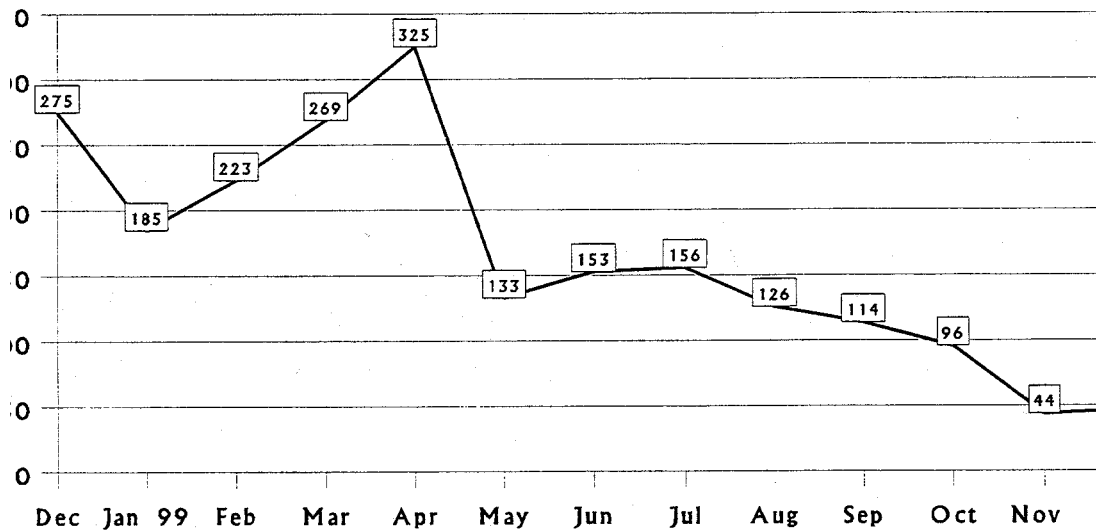
Cramming Statistics*

December 1999

New Cases Received	Prior & New Cases Closed	\$ Savings to Consumers
31	47	\$3,842.39

please see Index of Definitions

Cases Resolved as Cramming



**Long Distance Companies
Complaint Activity - December 1999**

	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	
ACC BUSINESS	41	127	168	97	12	109
ACCESS ONE COMM. (THE OTHER PHONE CO.)	0	0	0	3	1	4
ADVANCED TELECOMMUNICATION NETWORK	0	0	0	1	0	1
ADVANTAGE PLUS TELECOMMUNICATIONS INC.	1	0	1	1	0	1
ALLIANCE GROUP SERVICES, INC.	2	0	2	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	2	2	0	0	0
AMERICA'S TELE-NETWORK CORP.	8	4	12	5	5	10
AMERICA ONE COMMUNICATIONS, INC.	0	1	1	1	0	1
AMERICAN NORTEL COMMUNICATIONS, INC.	1	1	2	2	0	2
AMERICAN PHONE SERVICES CORP.	1	2	3	1	1	2
AMERICAN TELESOURCE INTERNATIONAL, INC.	0	1	1	0	0	0
AMERIVISION COMMUNICATIONS, INC.	0	1	1	0	0	0
ATN COMMUNICATIONS INCORPORATED	5	0	5	0	0	0
ATX TELECOMMUNICATIONS SERVICES	1	0	1	0	0	0
BIZ TEL CORPORATION	1	2	3	4	0	4

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions*	Total
BTI	0	1	1	1	0	1
CABLE & WIRELESS USA, INC.	0	0	0	1	0	1
CALL-4-LESS	2	1	3	0	0	0
COAST INTERNATIONAL, INC.	1	0	1	0	0	0
COASTAL TELEPHONE COMPANY	0	2	2	0	0	0
COMINEX, L.L.C.	2	0	2	0	0	0
CORRECTIONAL BILLING SERVICES	0	1	1	0	0	0
CTS TELCOM, INC.	1	0	1	1	0	1
DIAL & SAVE	0	1	1	0	0	0
ECLIPSE TELECOMMUNICATIONS, INC.	0	0	0	4	0	4
EXCEL TELECOMMUNICATIONS, INC.	5	7	12	10	0	10
FEDERAL TRANSTEL, INC.	1	4	5	2	1	3
FRONTIER COMMUNICATIONS INTERNATIONAL	2	0	2	2	1	3
GLOBAL TEL *LINK CORPORATION	3	2	5	1	0	1
GROUP LONG DISTANCE, INC.	0	0	0	1	0	1
GTE COMMUNICATIONS CORPORATION	4	14	18	10	0	10
HALE AND FATHER, INC.	1	0	1	2	0	2
HOLD BILLING SERVICES, LTD.	0	0	0	1	0	1
I-LINK COMMUNICATIONS, INC.	0	1	1	0	1	1
IDS LONG DISTANCE, INC.	2	1	3	1	0	1

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
IDT AMERICA CORP.	0	2	2	0	0	0
ILD	4	3	7	0	0	0
INTEGRETEL, INC.	1	7	8	5	0	5
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	0	0	0
INTERNATIONAL PLUS (NOS COMM, INC.)	0	0	0	2	0	2
LDSS WORLDCOM (WORLDCOM, INC. D/B/A)	0	0	0	1	0	1
LONG DISTANCE INTERNATIONAL, INC.	0	1	1	5	0	5
LONG DISTANCE SAVINGS	0	1	1	0	0	0
LONG DISTANCE WHOLESALE CLUB	0	1	1	1	1	2
MATRIX TELECOM, INC.	0	2	2	2	0	2
MCI WORLDCOM COMMUNICATIONS, INC.	58	67	125	76	2	78
MINIMUM RATE PRICING, INC.	1	0	1	3	0	3
NATIONAL PHONE CORPORATION	1	0	1	0	0	0
NETWORK INTERNATIONAL OF THE SOUTH, LC	0	1	1	0	0	0
NETWORK SERVICES LONG DISTANCE	0	1	1	0	0	0
NETWORK UTILIZATION SERVICES	1	0	1	0	0	0
NEW MILLENNIUM CONQUEST SERVICE CO.	0	0	0	1	0	1
NEXLINK FLORIDA, INC.	1	0	1	0	0	0
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	0	0	2	0	2
NYNEX LONG DIST. CO. D/B/A BELL ATLANTIC	0	0	0	1	0	1

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
OLS, INC.	12	4	16	3	2	5
ONESTAR LONG DISTANCE, INC.	1	0	1	0	0	0
OPERATOR ASSISTANCE NETWORK	1	1	2	0	0	0
OPEX COMMUNICATIONS, INC.	2	1	3	4	1	5
OPTICOM, A DIVISION OF ONE CALL	0	2	2	1	0	1
PREMIERE COMMUNICATIONS, INC.	0	1	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
PT-1 COMMUNICATIONS	2	0	2	0	0	0
QUANTUMLINK COMMUNICATIONS	1	1	2	6	0	6
QUINTELCO, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	9	9	18	14	6	20
RADIANT TELECOM, INC.	1	0	1	0	0	0
SOUTHERN STATES TELEPHONE, INC.	1	0	1	0	0	0
SPRINT	22	21	43	26	2	28
STERLING TIME COMPANY	0	1	1	0	0	0
SUPRA TELECOMM. AND INFO. SYSTEMS, INC.	1	0	1	0	0	0
TELCO BILLING, INC.	2	2	4	2	0	2
TELCO DEVELOPMENT GROUP, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	0	4	4	1	0	1
TELEC, INC.	1	0	1	0	0	0

	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Noninfractions	Apparent Infractions	Total
THE PHONE COMPANY	3	5	8	4	0	4
TRANS NATIONAL COMMUNICATIONS INT'L, INC.	0	0	0	1	0	1
TTI NATIONAL, INC.	1	1	2	0	0	0
U S P & C CORPORATION	0	1	1	6	0	6
UCN, INC.	0	1	1	0	0	0
UNIDIAL COMMUNICATIONS, INC.	0	2	2	0	0	0
U.S. TELECOMM., INC. D/B/A TEL COM PLUS	0	0	0	1	0	1
UJSTEL, INC.	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	3	0	3	3	0	3
VARTEC TELECOM AND CLEAR CHOICE COMM.	2	1	3	3	0	3
WESTSTAR COMMUNICATIONS, INC.	1	0	1	0	0	0
²⁸ WINSTAR WIRELESS, INC.	0	0	0	1	0	1
WORLDCOM NETWORK SERVICES, INC.	2	0	2	3	0	3
Z-TEL COMMUNICATIONS, INC.	0	1	1	0	0	0
ZERO PLUS DIALING	3	3	6	3	0	3
TOTAL	224	326	550	336	36	372

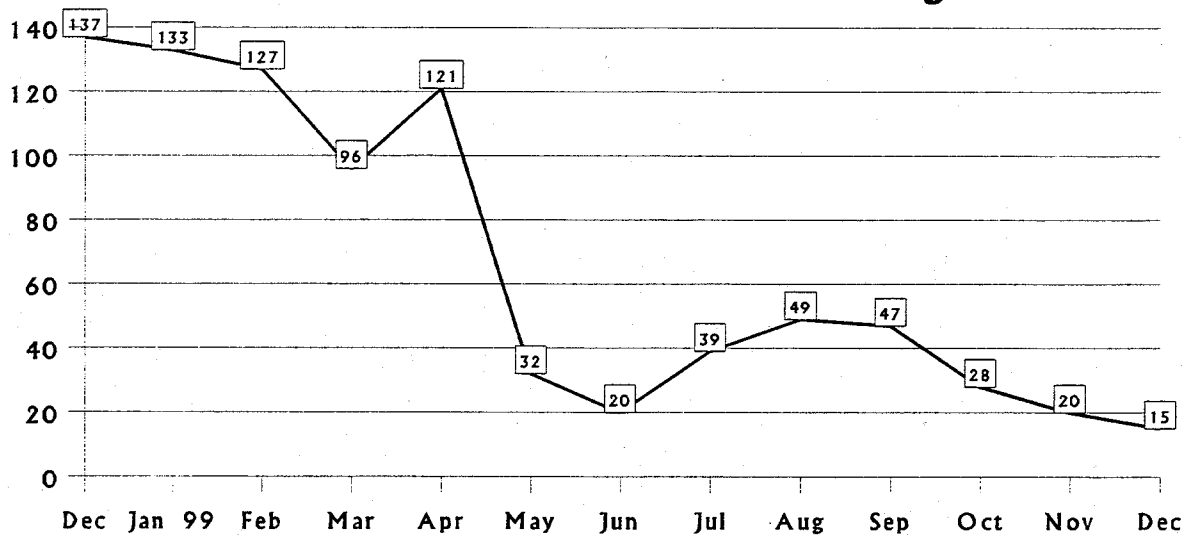
Unauthorized Long Distance Service Change

“Long Distance Slamming”

Apparent Rule Infractions - December 1999

Company	December	Year-To-Date
Amer-I-Net	0	35
American Nortel Communications	0	114
AT&T	0	24
Excel Telecommunications, Inc.	0	62
GTE Communications Corp.	0	125
Long Distance Charges	0	37
MCI Worldcom	1	48
Qwest Communications (LCI)	4	41
65 Other Companies	10	243
Totals	15	729

Cases Resolved as Slamming



Florida Telecommunications Relay Service*

Summary For December 1999

	Actual	Objective	Achieved Yes/No
Total Calls	191		
Busy and Failures	23		
Percent Completion	88.0%	97.0%	No
Calls Answered	168		
Calls Answered Within 20 Seconds	150		
Percent of Calls Answered Within 20 Seconds	89.3%	90.0%	No
Garbled Calls	0		
Calls Not Courteous	0		
Average Feedback (Seconds)**	12.1	10	No

** The Florida Telecommunications Relay Service provides telecommunications service to persons who are hearing or speech impaired, allowing communication in a manner that is functionally equivalent to those without a hearing or speech impairment.*

*** Please see Index of Definitions.*

Note: Test Results indicate the objectives for the completion rate, percentage of calls answered within 20 seconds and the average feedback in seconds were not met for December.

External Contact Tracking System* Statistics

December 1999

PSC DIVISION	Total Cases Reassigned to other Divisions	Total Cases Assigned to CAF	Cases not Reassigned	Total Cases
A. The Commission Suite			0	32
Division Assigned		10		
- Consumer Affairs				
- Communications	2			
- Electric & Gas	2			
- Water/Wastewater	0			
- Legal Services	6			
TOTAL	10	10	0	20
Cases Reassigned & Handled by CAF **				10
TOTAL NUMBER OF CASES LOGGED TO ECTS ***				10

**Please See Index of Definitions.*

***Cases Reassigned & Handled by CAF are entered into the PSC's CATS system, so they are accounted for in total contacts.*

****The total number of cases logged to ECTS shows those cases that were not entered into the PSC's CATS system.*

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 Noninfraction - 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.

Average Feedback (Seconds) - The MCI contract states, " The system shall provide feedback to callers on a call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered." The calculation is the total seconds taken to provide the first feedback (dialing) divided by the total number of calls handled.

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.

External Contact - Written communications (letter, facsimile, or E-mail message) received from consumers; utility representatives; federal, state, or local government officials; representatives of professional organizations; or the news media, which require a written response.

External Contact Tracking System (ECTS) - A database system into which all *External Contacts* are entered by one designated person within each PSC division.

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