



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
FEBRUARY 2001

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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 **2,438** 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 **2,799** information requests handled by the PSC.

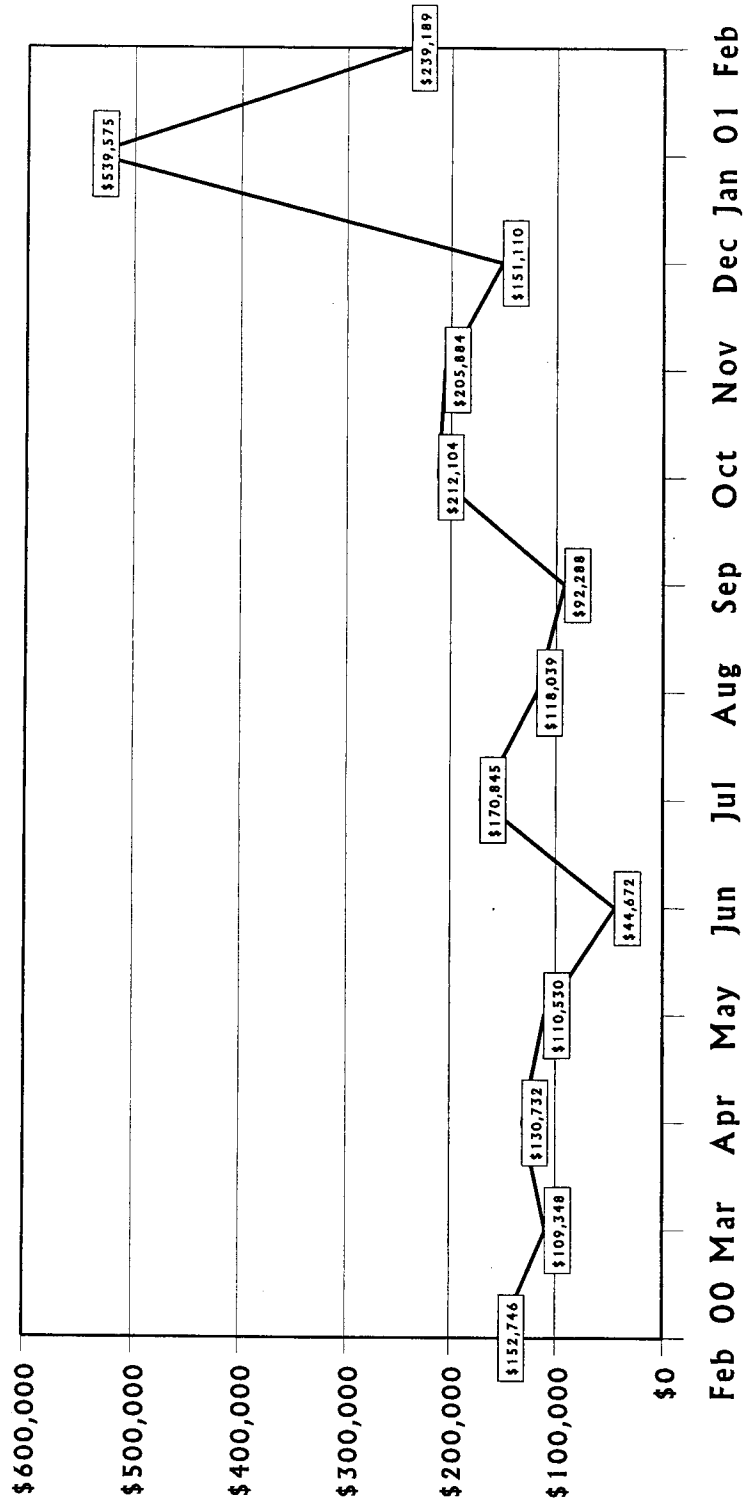
A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of February 28, 2001. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **643** calls transferred during February 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$239,189** for the month and **\$778,468** for the calendar year.

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# Monthly Consumer Refunds

February 2000 - February 2001



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# Consumer Activity - February 2001

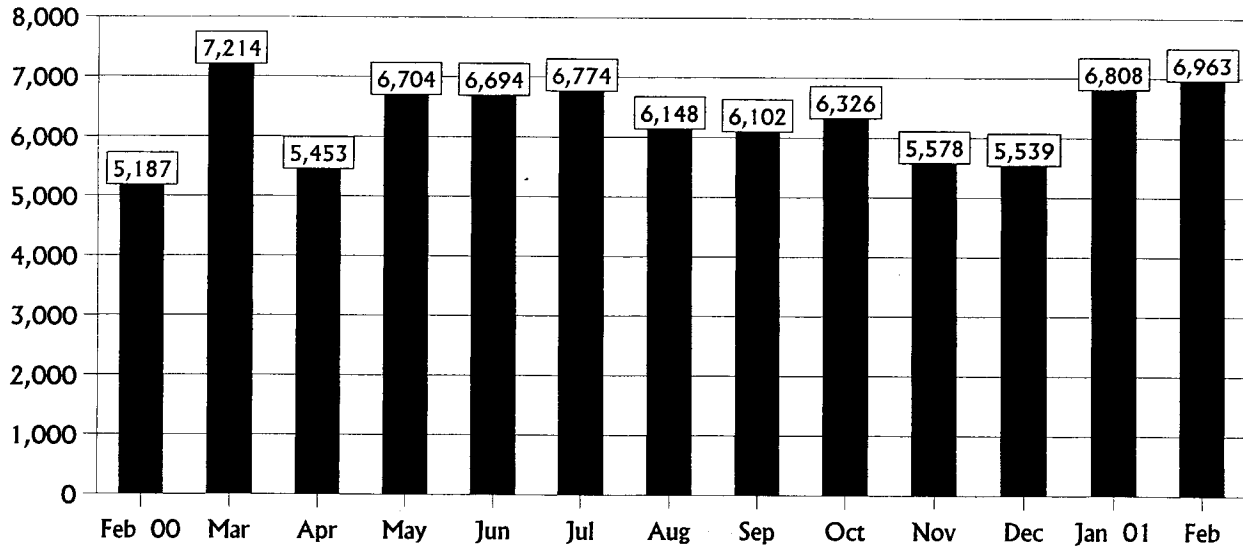
|  |     |              |
|--|-----|--------------|
| <b>Complaints Received</b>               |     | <b>2,438</b> |
| Electric                                 | 63  |              |
| Gas                                      | 57  |              |
| Alternative Local Exchange Telephone     | 239 |              |
| Local Exchange Telephone                 | 289 |              |
| Long Distance Telephone                  | 882 |              |
| Pay Telephone                            | 6   |              |
| Water & Wastewater                       | 36  |              |
| Non-regulated Consumer Assistance        | 625 |              |
| Cases Received / Closed Under 72 Hr Rule | 241 |              |
| Electric                                 | 55  |              |
| Gas                                      | 0   |              |
| Telecommunications                       | 182 |              |
| Water / Wastewater                       | 4   |              |
| <b>Information Requests Received</b>     |     | <b>2,799</b> |
| <b>Total Cases Received</b>              |     | <b>5,237</b> |

| How Cases Were Received | Complaints   | Information Requests |
|-------------------------|--------------|----------------------|
| Phone                   | 1,769        | 2,675                |
| Mail                    | 279          | 37                   |
| Internet                | 333          | 78                   |
| Fax                     | 57           | 9                    |
| <b>Totals</b>           | <b>2,438</b> | <b>2,799</b>         |

|   |              |
|---|--------------|
| Non-Jurisdictional Calls Not Filed As Cases       | 1,726        |
| <b>Total Consumer Contacts Handled</b>            | <b>6,963</b> |
| Transfer Connect (Calls Transferred to Utilities) | 643          |

|                                      |                      |
|--------------------------------------|----------------------|
| <b>Consumer Savings</b>              |                      |
| Electric                             | \$ 14,973.73         |
| Gas                                  | 211.62               |
| Alternative Local Exchange Telephone | 50,081.93            |
| Local Exchange Telephone             | 66,583.75            |
| Long Distance Telephone              | 105,679.44           |
| Pay Telephone                        | 243.50               |
| Water & Wastewater                   | 594.51               |
| Non-regulated Consumer Assistance    | 820.70               |
| <b>Total</b>                         | <b>\$ 239,189.18</b> |

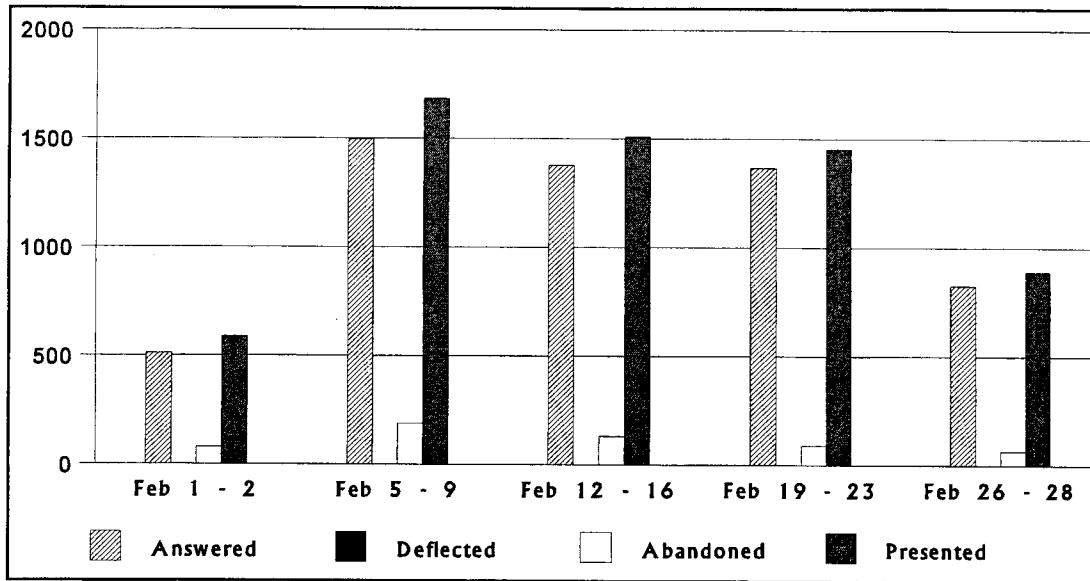
## Public Service Commission Total Consumer Contacts February 2000 - February 2001



|                                       | Complaints Received | % of Total Complaints |
|---------------------------------------|---------------------|-----------------------|
| Electric                              | 63                  | 3%                    |
| Gas                                   | 57                  | 2%                    |
| Alt. Local Exchange Telephone         | 239                 | 10%                   |
| Local Exchange Telephone              | 289                 | 12%                   |
| Long Distance Telephone               | 882                 | 36%                   |
| Pay Telephone                         | 6                   | < 1%                  |
| Water & Wastewater                    | 36                  | 1%                    |
| Non-regulated Consumer Assistant      | 625                 | 26%                   |
| Cases Received / Closed by 72 Hr Rule | 241                 | 10%                   |
| Total                                 | 2,438               | 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 February 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.

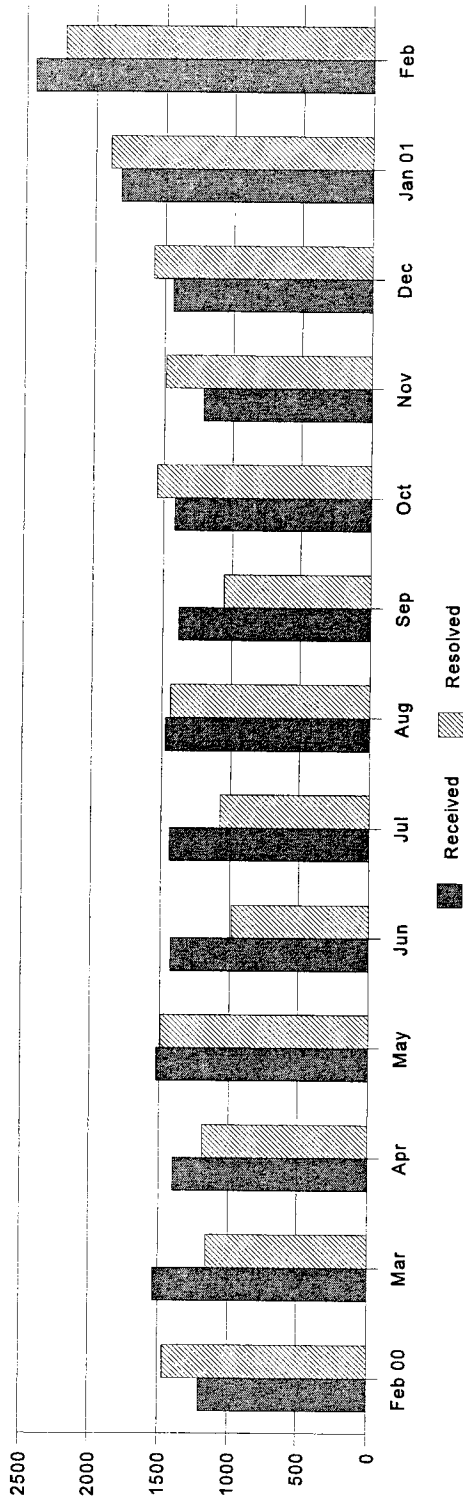
| Period           | Answered     | % Total Calls | Deflected | % Total Calls | Abandoned  | % Total Calls | Total Calls  |
|------------------|--------------|---------------|-----------|---------------|------------|---------------|--------------|
| February 1 - 2   | 511          | 86.8%         | 0         | 0.0%          | 78         | 13.2%         | 589          |
| February 5 - 9   | 1,496        | 88.8%         | 1         | 0.1%          | 187        | 11.1%         | 1,684        |
| February 12 - 16 | 1,378        | 91.3%         | 0         | 0.0%          | 131        | 8.7%          | 1,509        |
| February 19 - 23 | 1,366        | 93.9%         | 0         | 0.0%          | 89         | 6.1%          | 1,455        |
| February 26 - 28 | 826          | 92.7%         | 0         | 0.0%          | 65         | 7.3%          | 891          |
| <b>Totals</b>    | <b>5,577</b> | <b>91.0%</b>  | <b>1</b>  | <b>0.0%</b>   | <b>550</b> | <b>9.0%</b>   | <b>6,128</b> |

|   |         |
|---|---------|
| Calls Answered During the Month                   | 6,128   |
| Minus CAF Calls Resulting in Cases                | (4,402) |
| Total Non-Jurisdictional Calls Not Filed As Cases | 1,726   |



# Monthly Status of Total Complaints Received / Resolved\*

February 2000 - February 2001

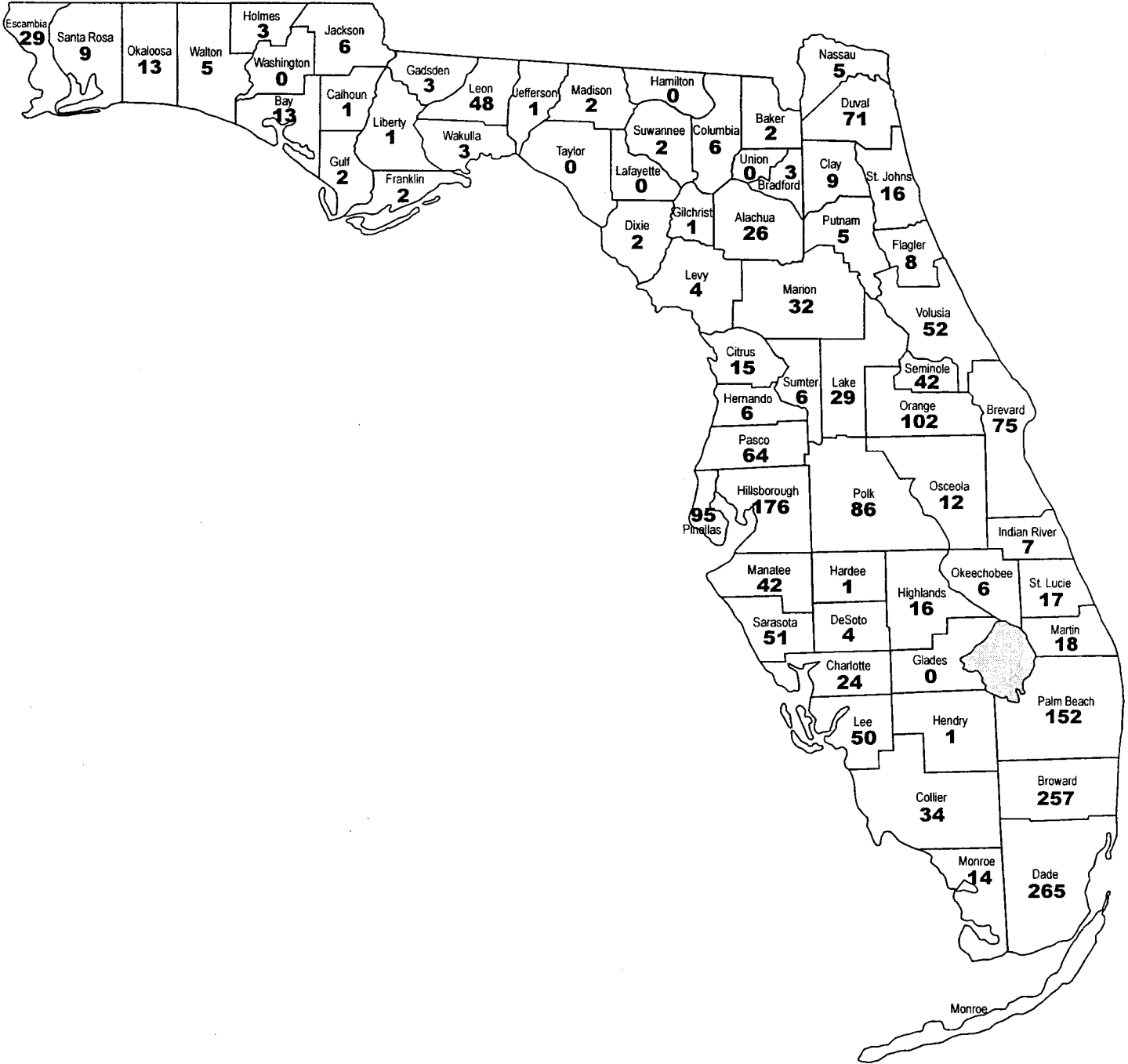


|          | Feb 00 | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   | Jan 01 | Feb   |
|----------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|
| Received | 1,207  | 1,537 | 1,402 | 1,522 | 1,428 | 1,439 | 1,473 | 1,385 | 1,421 | 1,214 | 1,442 | 1,821  | 2,348 |
| Resolved | 1,466  | 1,159 | 1,189 | 1,496 | 988   | 1,075 | 1,440 | 1,058 | 1,547 | 1,488 | 1,581 | 1,897  | 2,221 |

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

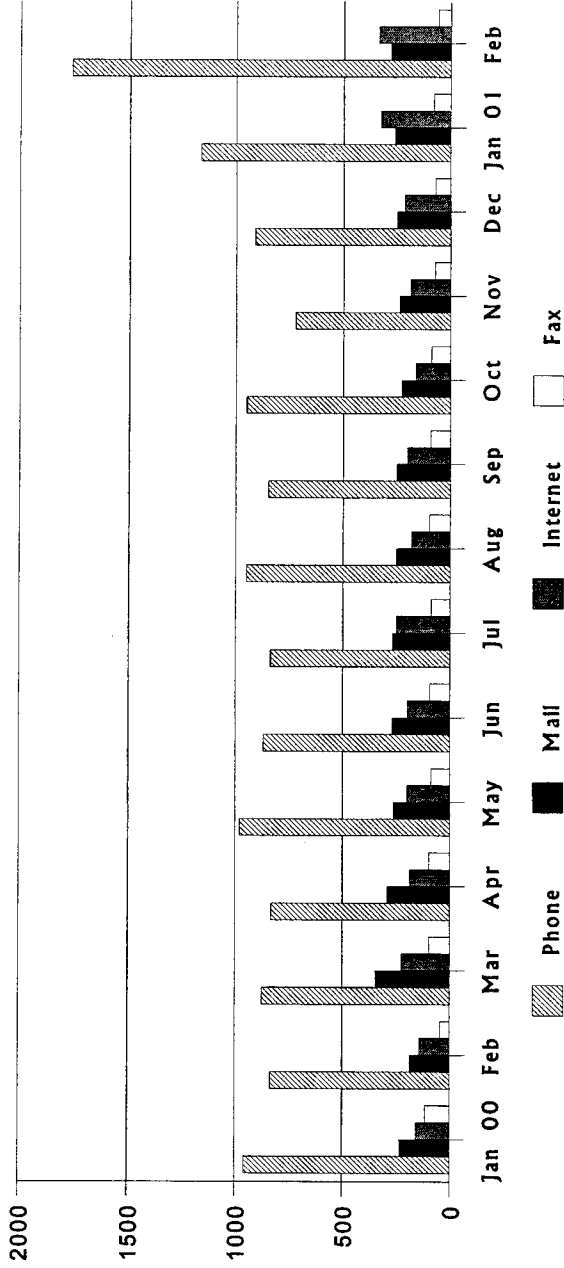
# Complaints Received by County

FEBRUARY 2001



Note: County name not available for 383 cases.

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



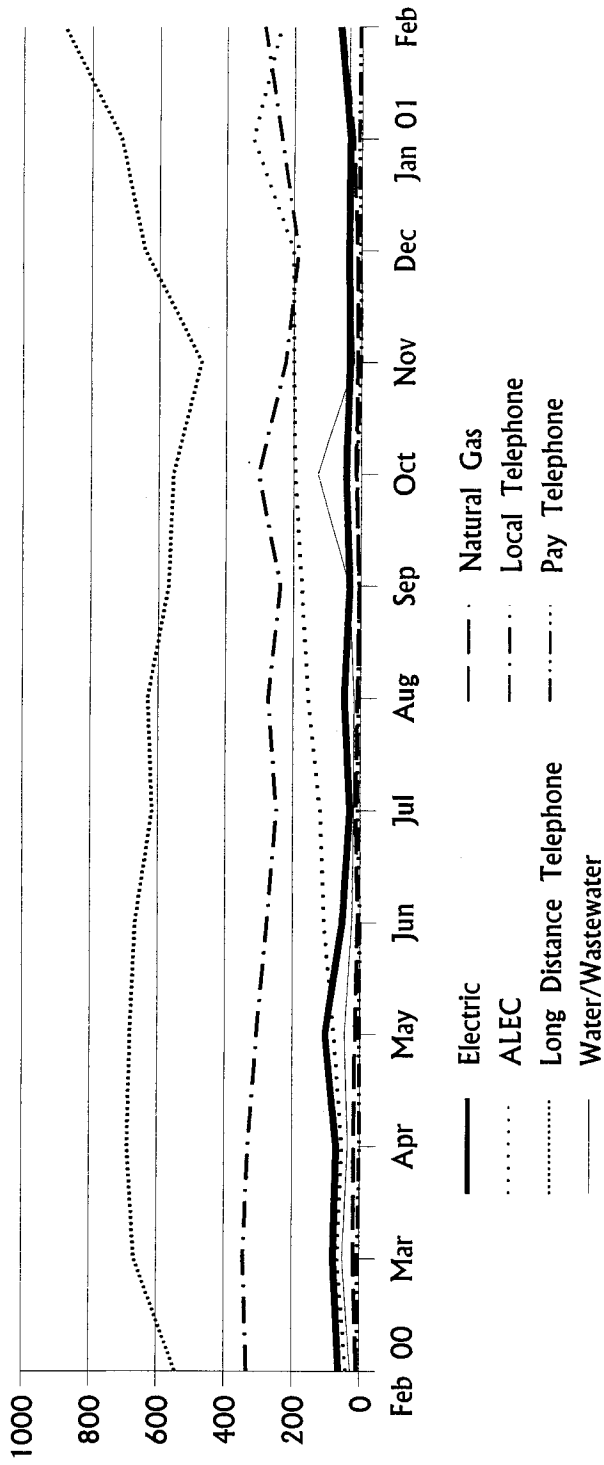
|              | Feb 00       | Mar          | Apr          | May          | Jun          | Jul          | Aug          | Sep          | Oct          | Nov          | Dec          | Jan 01       | Feb          |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Phone        | 837          | 876          | 834          | 979          | 872          | 839          | 950          | 850          | 951          | 724          | 913          | 1,163        | 1,769        |
| Mail         | 185          | 343          | 287          | 261          | 267          | 266          | 248          | 248          | 225          | 235          | 246          | 259          | 279          |
| Internet     | 141          | 222          | 185          | 196          | 197          | 247          | 179          | 198          | 159          | 184          | 213          | 322          | 333          |
| Fax          | 44           | 96           | 96           | 86           | 92           | 87           | 96           | 89           | 86           | 71           | 70           | 77           | 57           |
| <b>Total</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> | <b>1,821</b> | <b>2,438</b> |

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



|          | Feb 00 | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   | Jan 01 | Feb   |
|----------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|
| Phone    | 2,719  | 3,156 | 1,499 | 1,378 | 1,209 | 3,110 | 3,768 | 3,058 | 3,173 | 2,476 | 3,128 | 4,065  | 2,675 |
| Mail     | 14     | 18    | 27    | 30    | 42    | 24    | 14    | 17    | 103   | 23    | 20    | 26     | 37    |
| Internet | 22     | 9     | 23    | 19    | 35    | 56    | 47    | 45    | 82    | 46    | 67    | 64     | 78    |
| Fax      | 1      | 7     | 6     | 16    | 7     | 10    | 9     | 11    | 23    | 11    | 12    | 12     | 9     |
| Total    | 2,756  | 3,190 | 1,555 | 1,443 | 1,293 | 3,200 | 3,838 | 3,131 | 3,381 | 2,556 | 3,227 | 4,167  | 2,799 |

# Complaints by Industry February 2000 - February 2001



| Industry         | Feb 00 | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan 01 | Feb | Total |
|------------------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|-----|-------|
| Electric         | 61     | 77  | 69  | 102 | 52  | 30  | 48  | 32  | 44  | 33  | 36  | 33     | 63  | 680   |
| Natural Gas      | 10     | 18  | 18  | 14  | 7   | 13  | 9   | 5   | 15  | 11  | 12  | 24     | 57  | 213   |
| ALEC             | 40     | 66  | 52  | 76  | 107 | 118 | 156 | 176 | 196 | 201 | 202 | 322    | 239 | 1,951 |
| Local Telephone  | 333    | 343 | 330 | 306 | 276 | 249 | 273 | 239 | 304 | 225 | 186 | 237    | 289 | 3,590 |
| Long Dist. Phone | 545    | 666 | 687 | 680 | 666 | 617 | 630 | 570 | 558 | 473 | 644 | 715    | 882 | 8,333 |
| Payphone         | 8      | 6   | 1   | 3   | 2   | 8   | 7   | 6   | 13  | 2   | 4   | 8      | 6   | 74    |
| Water/Wastewater | 27     | 50  | 34  | 45  | 24  | 19  | 19  | 33  | 32  | 21  | 34  | 37     | 36  | 411   |

## Electric Companies Complaint Activity - February 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        | 4                 | 8         | 12        | 18        | 9                         | 0                     | 9         | 20         |
| FLORIDA POWER & LIGHT COMPANY    | 7                 | 32        | 39        | 62        | 23                        | 0                     | 23        | 63         |
| FLORIDA PUBLIC UTILITIES COMPANY | 0                 | 1         | 1         | 1         | 0                         | 0                     | 0         | 0          |
| GULF POWER COMPANY               | 2                 | 4         | 6         | 9         | 5                         | 0                     | 5         | 9          |
| TAMPA ELECTRIC COMPANY           | 2                 | 3         | 5         | 7         | 1                         | 0                     | 1         | 11         |
| <b>TOTAL</b>                     | <b>15</b>         | <b>48</b> | <b>63</b> | <b>97</b> | <b>38</b>                 | <b>0</b>              | <b>38</b> | <b>103</b> |

\*Please see Index of Definitions.

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

| Utility Name                     | Total Customer Base ** | Apparent Infractions |                           | Y-T-D<br>Apparent Infractions<br>Index* | February<br>Apparent Infractions<br>Index* |
|----------------------------------|------------------------|----------------------|---------------------------|---|--|
|                                  |                        | Y-T-D                | Per 1,000<br>Customers*** |   |  |
| FLORIDA POWER CORPORATION        | 1,349,000              | 0                    | 0.0000                    | 0.00                                    | 0.00                                       |
| FLORIDA POWER & LIGHT COMPANY    | 3,712,700              | 0                    | 0.0000                    | 0.00                                    | 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>0</b>             | <b>0.0000</b>             | <b>0.00</b>                             |  |

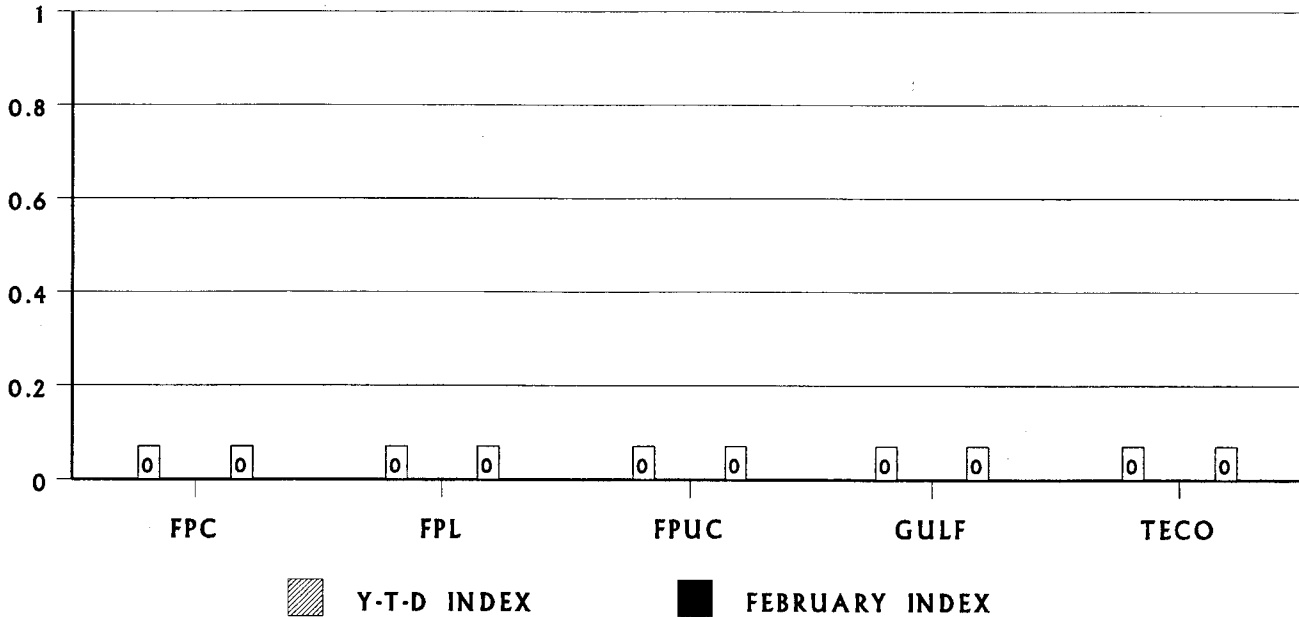
\*Please see Index of Definitions.

\*\*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

February 2001



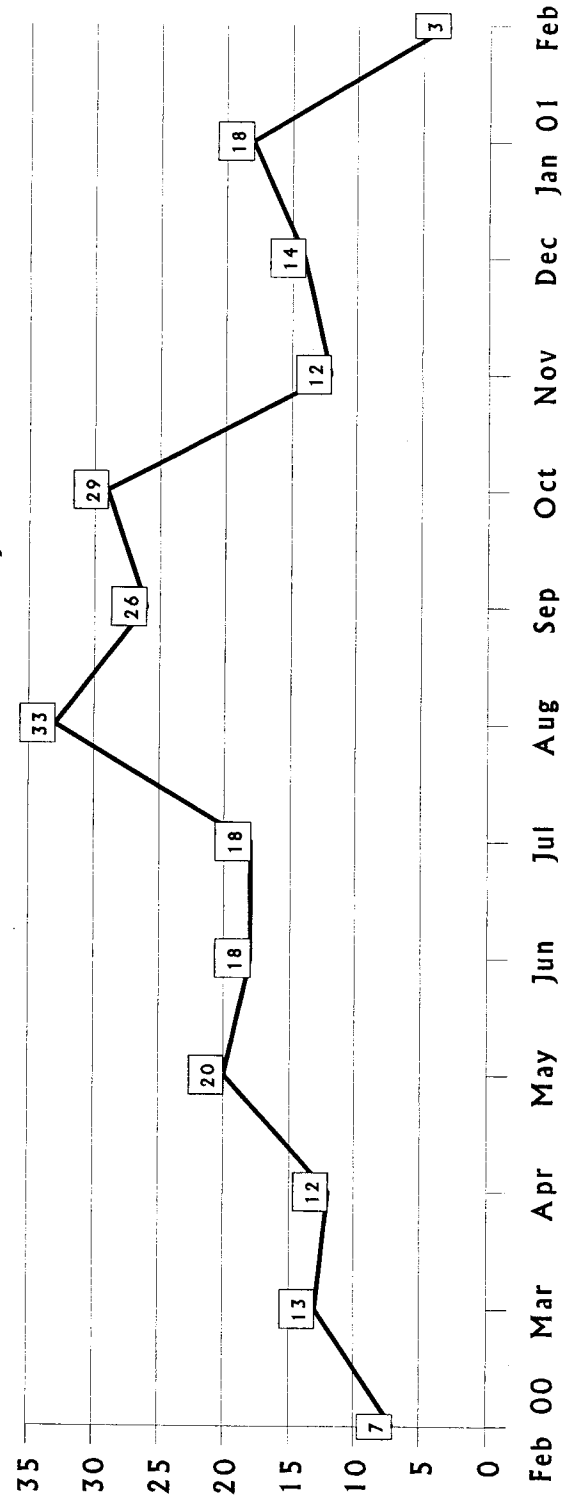
| TOTAL CUSTOMER BASE*               |  |   |                               |                                       |
|------------------------------------|--|---|-------------------------------|---------------------------------------|
| <b>FLORIDA<br/>POWER<br/>CORP.</b> | <b>FLORIDA<br/>POWER<br/>AND LIGHT<br/>COMPANY</b> | <b>FLORIDA<br/>PUBLIC<br/>UTILITIES<br/>COMPANY</b> | <b>GULF POWER<br/>COMPANY</b> | <b>TAMPA<br/>ELECTRIC<br/>COMPANY</b> |
| 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

February 2000 - February 2001



**Gas Companies  
Complaint Activity February 2001**

| Utility Name                             | Complaints Logged |           |           |           | Y-T-D | Complaints Resolved      |                      | Y-T-D     |
|--|-------------------|-----------|-----------|-----------|-------|--------------------------|----------------------|-----------|
|  | Service           | Billing   | Total     | Y-T-D     |       | Apparent Non-infractions | Apparent Infractions |           |
| CHESAPEAKE UTILITIES                     | 0                 | 1         | 1         |           |       | 1                        | 0                    | 1         |
| CITY GAS COMPANY                         | 3                 | 16        | 19        | 28        |       | 5                        | 3                    | 14        |
| FLORIDA PUBLIC UTILITIES COMPANY         | 2                 | 3         | 5         | 6         |       | 2                        | 0                    | 4         |
| INDIANTOWN (CENTRAL FLORIDA GAS COMPANY) | 0                 | 0         | 0         | 0         |       | 0                        | 0                    | 1         |
| PEOPLES GAS SYSTEM (TECO)                | 7                 | 22        | 29        | 40        |       | 17                       | 0                    | 17        |
| ST. JOE NATURAL GAS                      | 0                 | 1         | 1         | 1         |       | 1                        | 0                    | 1         |
| SEBRING                                  | 0                 | 0         | 0         | 0         |       | 0                        | 0                    | 0         |
| SOUTH FLORIDA NATURAL GAS                | 0                 | 2         | 2         | 3         |       | 1                        | 0                    | 2         |
| <b>TOTAL</b>                             | <b>12</b>         | <b>45</b> | <b>57</b> | <b>78</b> |       | <b>24</b>                | <b>3</b>             | <b>27</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* | February Apparent Infractions Index* |
|--|-----------------------|----------------------------|--|-----------------------------------|--------------------------------------|
| CHESAPEAKE UTILITIES                     | 9,654                 | 0                          | 0.000  | 0.00                              | 0.000                                |
| CITY GAS COMPANY                         | 99,574                | 5                          | 0.050  | 4.04                              | 4.04                                 |
| 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               | 0                          | 0.000  | 0.00                              | 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>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 it's customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

**Alternative Local Telephone Companies  
Complaint Activity - February 2001**

| Utility Name  | Complaints Logged |         |       | Complaints Resolved      |                      |    |
|---|-------------------|---------|-------|--------------------------|----------------------|----|
|   | Service           | Billing | Total | Apparent Non-infractions | Apparent Infractions |    |
| 1-800-RECONEX, INC.                                   | 0                 | 0       | 0     | 1                        | 0                    | 1  |
| ACCESS ONE COMMUNICATIONS                             | 8                 | 2       | 10    | 11                       | 4                    | 15 |
| ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC           | 0                 | 1       | 1     | 0                        | 0                    | 0  |
| ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.     | 0                 | 1       | 1     | 0                        | 0                    | 0  |
| ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.          | 1                 | 0       | 1     | 0                        | 0                    | 0  |
| ALLEGIANCE TELECOM OF FLORIDA, INC.                   | 2                 | 0       | 2     | 0                        | 0                    | 0  |
| ALLTEL COMMUNICATIONS, INC.                           | 3                 | 0       | 3     | 3                        | 0                    | 3  |
| ALTERNATIVE PHONE, INC.                               | 0                 | 1       | 1     | 1                        | 0                    | 1  |
| AMERICAN COMMUNICATION SERVICES OF JACKSONVILLE, INC. | 0                 | 0       | 0     | 1                        | 0                    | 1  |
| AMTEL NETWORK, INC.                                   | 0                 | 1       | 1     | 1                        | 0                    | 1  |
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.      | 0                 | 0       | 0     | 15                       | 3                    | 18 |
| AT&T DIGITAL PHONE                                    | 37                | 24      | 61    | 98                       | 3                    | 41 |
| BTI   | 2                 | 0       | 2     | 0                        | 0                    | 0  |
| BUDGET PHONE, INC.                                    | 1                 | 0       | 1     | 0                        | 0                    | 0  |
| CAT COMMUNICATIONS INTERNATIONAL, INC.                | 1                 | 0       | 1     | 0                        | 0                    | 0  |
| DIGITAL MEDIA PARTNERS                                | 0                 | 0       | 0     | 1                        | 0                    | 1  |
| DPI-TELECONNECT, L.L.C.                               | 1                 | 0       | 1     | 1                        | 0                    | 1  |
| DSLNET COMMUNICATIONS, LLC                            | 0                 | 1       | 1     | 0                        | 0                    | 0  |
| ELEC COMMUNICATIONS                                   | 1                 | 0       | 1     | 0                        | 1                    | 1  |
| EPICUS  | 2                 | 1       | 3     | 7                        | 2                    | 9  |
| EXCELINK COMMUNICATIONS, INC.                         | 1                 | 0       | 1     | 3                        | 1                    | 4  |

| Utility Name                                      | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|---|-------------------|---------|-------|--------------------------|----------------------|-------|
|   | Service           | Billing | Total | Apparent Non-infractions | Apparent Infractions | Total |
| EZ TALK COMMUNICATIONS, L.L.C.                    | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| E.SPIRE COMMUNICATIONS, INC.                      | 1                 | 0       | 1     | 1                        | 1                    | 2     |
| FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.          | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| FIRST TOUCH, INC.                                 | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| FLORIDA COMM SOUTH                                | 4                 | 1       | 5     | 1                        | 0                    | 1     |
| FLORIDA DIGITAL NETWORK, INC.                     | 8                 | 2       | 10    | 9                        | 0                    | 9     |
| FLORIDA TELEPHONE SERVICES, LLC                   | 0                 | 1       | 1     | 2                        | 0                    | 2     |
| FRONTIER COMMUNICATIONS OF AMERICA, INC.          | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| GLOBAL CROSSING LOCAL SERVICES, INC.              | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| GTC, INC. D/B/A GT COM                            | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| HALE AND FATHER, INC.                             | 11                | 7       | 18    | 6                        | 7                    | 13    |
| HART COMMUNICATIONS                               | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| IDS LONG DISTANCE, INC.                           | 11                | 1       | 12    | 4                        | 5                    | 9     |
| INTERMEDIA COMMUNICATIONS, INC.                   | 2                 | 2       | 4     | 4                        | 2                    | 6     |
| INTETECH, L.C.                                    | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| ITC*DELTACOM                                      | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| KMC TELECOM II, INC.                              | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| KMC TELECOM INC.                                  | 3                 | 0       | 3     | 1                        | 0                    | 1     |
| KMC TELECOM V, INC.                               | 0                 | 2       | 2     | 0                        | 0                    | 0     |
| LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMM. | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| LIGHTYEAR COMMUNICATIONS, INC.                    | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| MCI WORLDCOM                                      | 1                 | 1       | 2     | 0                        | 1                    | 1     |
| MCI WORLDCOM COMMUNICATIONS, INC.                 | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| MPOWER COMMUNICATIONS CORP.                       | 3                 | 0       | 3     | 3                        | 0                    | 3     |
| NATIONAL PHONE CORPORATION                        | 0                 | 0       | 0     | 3                        | 0                    | 3     |

| Utility Name  | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|---|-------------------|---------|-------|--------------------------|----------------------|-------|
|   | Service           | Billing | Total | Apparent Non-infractions | Apparent Infractions | Total |
| NETWORK TELEPHONE CORPORATION                             | 1                 | 0       | 1     | 1                        | 1                    | 2     |
| NEWPHONE  | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| NEWSOUTH COMMUNICATIONS CORP.                             | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| NORTH AMERICAN TELECOMMUNICATIONS CORPORATION             | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| NUI TELECOM, INC.   | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH  | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| OSCATEL COMMUNICATIONS                                    | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| PINNACLE TELCOM, INC.                                     | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| POINTECOM, INCORPORATED                                   | 4                 | 2       | 6     | 2                        | 0                    | 2     |
| QWEST COMMUNICATIONS CORPORATION                          | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| SBC NATIONAL, INC. D/B/A SBC TELECOM, INC.                | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| SECOND CHANCE PHONE                                       | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| SMOKE SIGNAL COMMUNICATIONS                               | 3                 | 0       | 3     | 3                        | 1                    | 4     |
| SOUTHERN STATES TELEPHONE, INC.                           | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.    | 12                | 6       | 18    | 10                       | 4                    | 14    |
| TCG SOUTH FLORIDA   | 1                 | 0       | 1     | 3                        | 0                    | 3     |
| TELNET.COM, INC.  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| THE PHONE COMPANY   | 20                | 8       | 28    | 21                       | 18                   | 39    |
| UNITED STATES TELECOMMUNICATIONS, INC. D/B/A TEL COM PLUS | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| US LEC OF FLORIDA INC.                                    | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| USA TELECOM, INC.   | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| USA TELEPHONE INC.  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| VERIZON SELECT SERVICES INC.                              | 3                 | 4       | 7     | 11                       | 1                    | 12    |
| WINSTAR WIRELESS, INC.                                    | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| XO FLORIDA, INC.  | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| Totals  | 168               | 71      | 239   | 190                      | 58                   | 248   |

## Local Telephone Companies Complaint Activity February 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.           | 0                 | 2         | 2          | 4          | 4                        | 0                    | 4          | 4          |
| BELLSOUTH                      | 121               | 51        | 172        | 313        | 138                      | 12                   | 150        | 366        |
| FRONTIER                       | 0                 | 0         | 0          | 0          | 0                        | 0                    | 0          | 0          |
| GTC, INC. D/B/A GT COM         | 1                 | 1         | 2          | 3          | 2                        | 0                    | 2          | 2          |
| VERIZON (Formerly GTE Florida) | 42                | 17        | 59         | 92         | 24                       | 3                    | 27         | 53         |
| ITS TELECOMMUNICATIONS SYSTEMS | 0                 | 0         | 0          | 1          | 1                        | 0                    | 1          | 1          |
| NE FLORIDA                     | 0                 | 0         | 0          | 0          | 0                        | 0                    | 0          | 0          |
| QUINCY/TDS                     | 0                 | 0         | 0          | 0          | 0                        | 0                    | 0          | 1          |
| SPRINT-FLORIDA                 | 40                | 14        | 54         | 115        | 63                       | 7                    | 70         | 152        |
| VISTA - UNITED                 | 0                 | 0         | 0          | 1          | 0                        | 0                    | 0          | 0          |
| <b>TOTAL</b>                   | <b>204</b>        | <b>85</b> | <b>289</b> | <b>529</b> | <b>232</b>               | <b>22</b>            | <b>254</b> | <b>579</b> |

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

| Utility Name                       | Number of<br>Access lines** | Apparent<br>Infractions<br>Y-T-D | Apparent Infractions<br>Per 1,000<br>Access lines*** | Y-T-D<br>Apparent Infractions<br>Index* | February<br>Apparent Infractions<br>Index* |
|------------------------------------|-----------------------------|----------------------------------|--|---|--|
| ALLTEL                             | 89,546                      | 0                                | 0.0000   | 0.00                                    | 0.00                                       |
| BELLSOUTH                          | 6,632,408                   | 17                               | 0.0026   | 0.84                                    | 0.94                                       |
| FRONTIER                           | 4,537                       | 0                                | 0.0000   | 0.00                                    | 0.00                                       |
| GT COM (Floral, Gulf & St. Joseph) | 49,020                      | 0                                | 0.0000   | 0.00                                    | 0.00                                       |
| VERIZON (Formerly GTE Florida)     | 2,444,656                   | 3                                | 0.0012   | 0.40                                    | 0.64                                       |
| 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                   | 15                               | 0.0068   | 2.22                                    | 1.65                                       |
| VISTA-UNITED                       | 18,706                      | 0                                | 0.0000   | 0.00                                    | 0.00                                       |
| <b>TOTAL</b>                       | <b>11,478,514</b>           | <b>35</b>                        | <b>0.0030</b>  |   |  |

\* Please see Index of Definitions.

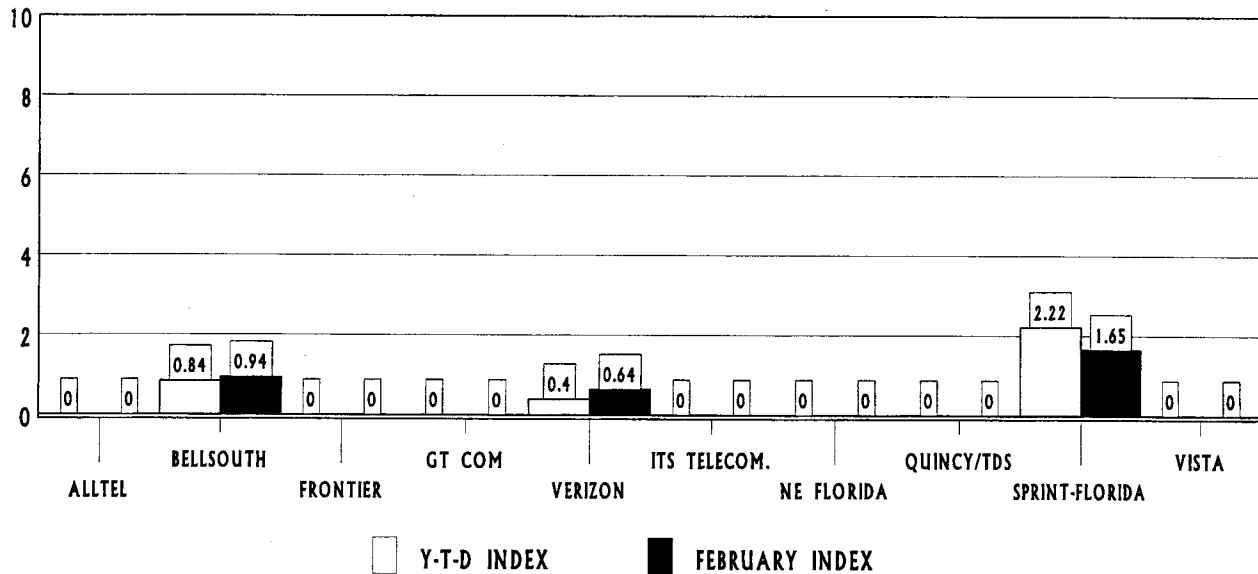
\*\* Source Florida Public Service Commission Division of Communications, as of December 31, 1999.

\*\*\*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

February 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 - February 2001**

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

# Cramming Statistics\*

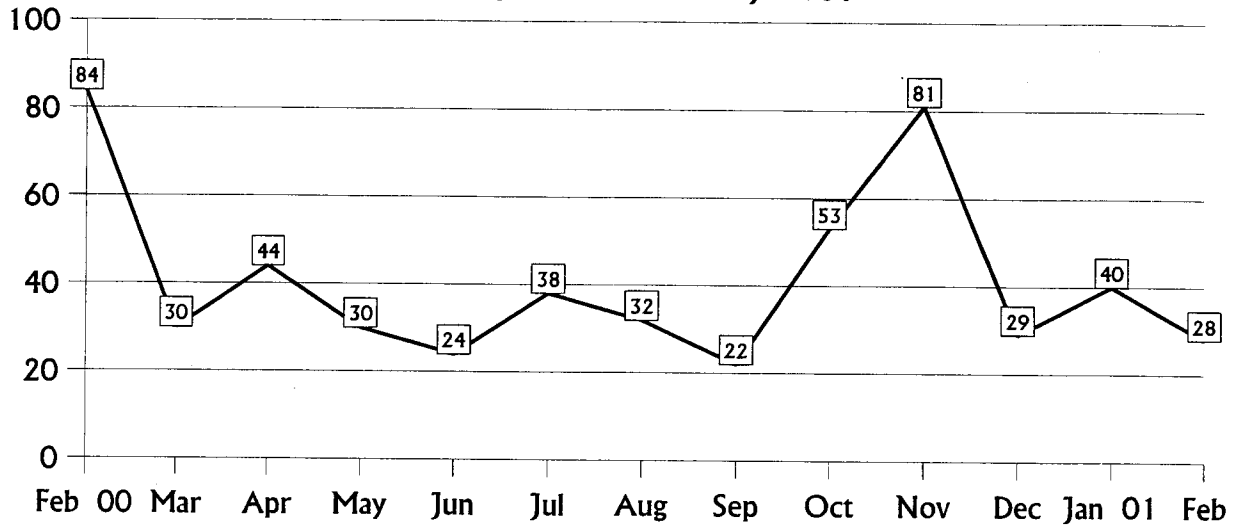
## February 2001

| New Cases Received | Prior & New Cases Resolved | \$ Savings to Consumers |
|--------------------|----------------------------|-------------------------|
| 20                 | 28                         | \$1,271.33              |

*\*Please see Index of Definitions*

### Cases Resolved as Cramming

February 2000 - February 2001



**Long Distance Companies  
Complaint Activity - February 2001**

| Utility Name   | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|--|-------------------|---------|-------|--------------------------|----------------------|-------|
|  | Service           | Billing | Total | Apparent Non-Infractions | Apparent Infractions | Total |
| ACC LONG DISTANCE                                      | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| ACCESS ONE COMMUNICATIONS                              | 1                 | 2       | 3     | 3                        | 0                    | 3     |
| ACN COMMUNICATION SERVICES, INC.                       | 1                 | 0       | 1     | 0                        | 1                    | 1     |
| ADVANCED TELECOMMUNICATION NETWORK, INC.               | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ALLTEL COMMUNICATIONS, INC.                            | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| AMERICA'S TELE-NETWORK CORP.                           | 3                 | 7       | 10    | 2                        | 12                   | 14    |
| AMERICAN FIBER NETWORK, INC.                           | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| AMERICAN NORTEL COMMUNICATIONS, INC.                   | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| AMERICAN PHONE SERVICES CORP.                          | 0                 | 0       | 0     | 1                        | 2                    | 3     |
| AMERICOM COMMUNICATIONS, LLC                           | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| ATLANTIC TELEPHONE COMPANY, INC.                       | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.       | 69                | 182     | 251   | 142                      | 52                   | 194   |
| BENEFITS PLUS  | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| BLACKSTONE COMMUNICATIONS COMPANY                      | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| BROADWING COMMUNICATIONS SERVICES INC.                 | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| BROADWING TELECOMMUNICATIONS INC.                      | 0                 | 2       | 2     | 0                        | 0                    | 0     |
| BUSINESS SAVINGS PLAN INC.                             | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| C2K, INC.  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| CABLE & WIRELESS USA, INC.                             | 0                 | 0       | 0     | 2                        | 1                    | 3     |
| CAMPUSLINK COMMUNICATIONS SYSTEMS, INC. D/B/A PARKLINK | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| CLEAR WORLD COMMUNICATIONS CORPORATION                 | 1                 | 0       | 1     | 0                        | 0                    | 0     |

| Utility Name   | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|--|-------------------|---------|-------|--------------------------|----------------------|-------|
|  | Service           | Billing | Total | Apparent Non-Infractions | Apparent Infractions | Total |
| COI  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| COMINEX, L.L.C.                                      | 0                 | 0       | 0     | 9                        | 0                    | 9     |
| COMTEL COMPUTER CORP.                                | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| CONQUEST OPERATOR SERVICES CORP.                     | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| CORRECTIONAL BILLING SERVICES                        | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| DIRECT ONE OF CALIFORNIA, INC.                       | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| EMPIRE TELECOM, INC.                                 | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| EPIC COMMUNICATIONS, INC.                            | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| ERBIA NETWORK, INC.                                  | 1                 | 0       | 1     | 0                        | 1                    | 1     |
| ESSENTIAL.COM, INC.                                  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| EXCEL TELECOMMUNICATIONS, INC.                       | 0                 | 6       | 6     | 8                        | 1                    | 9     |
| EZTEL NETWORK SERVICE, LLC                           | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| FEDERAL TRANSTEL, INC.                               | 1                 | 3       | 4     | 2                        | 0                    | 2     |
| FIRST COMMUNICATIONS, LLC                            | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| FLORIDA DIGITAL NETWORK, INC.                        | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| FRONTIER COMMUNICATIONS OF AMERICA, INC.             | 9                 | 3       | 12    | 15                       | 0                    | 15    |
| FRONTIER COMMUNICATIONS OF THE WEST                  | 0                 | 0       | 0     | 3                        | 0                    | 3     |
| GALAXY LONG DISTANCE, INC.                           | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.        | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| GLOBAL CROSSING TELECOMMUNICATIONS, INC.             | 4                 | 0       | 4     | 3                        | 0                    | 3     |
| GTC TELECOM, INC.                                    | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| GTE SPRINT COMMUNICATIONS CORPORATION                | 2                 | 0       | 2     | 2                        | 0                    | 2     |
| HALE AND FATHER, INC.                                | 2                 | 3       | 5     | 1                        | 3                    | 4     |

| Utility Name   | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|--|-------------------|---------|-------|--------------------------|----------------------|-------|
|  | Service           | Billing | Total | Apparent Non-infractions | Apparent Infractions | Total |
| HBS BILLING SERVICES COMPANY                               | 1                 | 2       | 3     | 3                        | 0                    | 3     |
| HELLO CARD INC.  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| HORIZONE COMMUNICATIONS                                    | 0                 | 1       | 1     | 3                        | 0                    | 3     |
| I-LINK COMMUNICATIONS, INC.                                | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| I VANTAGE NETWORK SOLUTIONS                                | 1                 | 1       | 2     | 1                        | 0                    | 1     |
| IDS LONG DISTANCE, INC.                                    | 3                 | 4       | 7     | 3                        | 3                    | 6     |
| IDT AMERICA CORP.  | 4                 | 5       | 9     | 3                        | 1                    | 4     |
| IE COM   | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| ILD  | 3                 | 5       | 8     | 6                        | 1                    | 7     |
| ILD, INC.  | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| INMARK, INC. D/B/A PREFERRED BILLING                       | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| INTEGRETEL, INC.   | 5                 | 8       | 13    | 15                       | 0                    | 15    |
| INTERCONTINENTAL COMMUNICATIONS GROUP, INC.                | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| INTERMEDIA COMMUNICATIONS, INC.                            | 0                 | 4       | 4     | 4                        | 0                    | 4     |
| ISN COMMUNICATIONS   | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| KAIZEN   | 1                 | 1       | 2     | 0                        | 0                    | 0     |
| KMC TELECOM INC.   | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS | 0                 | 0       | 0     | 0                        | 2                    | 2     |
| LDC TELECOMMUNICATIONS, INC.                               | 0                 | 0       | 0     | 0                        | 1                    | 1     |
| LIGHTYEAR COMMUNICATIONS, INC.                             | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| LIGHTYEAR TELECOMMUNICATIONS LCC                           | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| LONG DISTANCE INTERNATIONAL, INC.                          | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| MCI WORLDCOM COMMUNICATIONS, INC.                          | 12                | 18      | 30    | 27                       | 4                    | 31    |
| MCI WORLDCOM NETWORK SERVICES, INC.                        | 45                | 47      | 92    | 60                       | 6                    | 66    |

| Utility Name                                | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|---|-------------------|---------|-------|--------------------------|----------------------|-------|
|   | Service           | Billing | Total | Apparent Non-infractions | Apparent Infractions | Total |
| MPOWER COMMUNICATIONS CORP.                 | 2                 | 0       | 2     | 0                        | 0                    | 0     |
| MULTIMEDIA TELEPHONE SERVICE, INC.          | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| NATIONAL ACCOUNTS, INC.                     | 2                 | 0       | 2     | 1                        | 0                    | 1     |
| NCN COMMUNICATIONS, INC.                    | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| NETEL, INC. D/B/A TEL3                      | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| NEW AMERICAN PHONE COMPANY, INC.            | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| NEW MEDIA TELECOMMUNICATIONS, INC.          | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| NORTH AMERICAN TELEPHONE-TPA, INC.          | 0                 | 0       | 0     | 3                        | 0                    | 3     |
| NORTH AMERICAN TELEPHONE NETWORK, LLC.      | 0                 | 2       | 2     | 0                        | 0                    | 0     |
| NXLD COMPANY D/B/A NEXTEL LONG DISTANCE     | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| OLS, INC.                                   | 91                | 17      | 108   | 14                       | 9                    | 23    |
| ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| OPERATOR ASSISTANCE NETWORK                 | 0                 | 1       | 1     | 1                        | 0                    | 1     |
| OPEX COMMUNICATIONS, INC.                   | 1                 | 1       | 2     | 3                        | 0                    | 3     |
| ORION TELECOMMUNICATIONS CORP               | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| PAETEC COMMUNICATIONS, INC.                 | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| PANTEL COMMUNICATIONS, INC.                 | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| PAYLESS COMMUNICATIONS, INC.                | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| PHOENIX NETWORK, INC.                       | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| POINTECOM, INCORPORATED                     | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| POWERNET GLOBAL COMMUNICATIONS              | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| PRIMUS TELECOMMUNICATIONS, INC.             | 0                 | 1       | 1     | 2                        | 0                    | 2     |
| PROMISE-NET INTERNATIONAL, LTD., INC.       | 1                 | 1       | 2     | 1                        | 0                    | 1     |
| PT-1 COMMUNICATIONS                         | 4                 | 1       | 5     | 2                        | 0                    | 2     |

| Utility Name   | Complaints Logged |         |       | Complaints Resolved      |                      |       |
|--|-------------------|---------|-------|--------------------------|----------------------|-------|
|  | Service           | Billing | Total | Apparent Non-infractions | Apparent Infractions | Total |
| QUEST TELECOMMUNICATIONS, INC.                         | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| QUINTELCO, INC.  | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| QWEST COMMUNICATIONS CORPORATION                       | 19                | 10      | 29    | 38                       | 16                   | 54    |
| RJM CARD SERVICES, INC.                                | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| SMARTALK TELESERVICES, INC. D/B/A PRONTO!              | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| SPRINT   | 33                | 32      | 65    | 33                       | 5                    | 38    |
| STORMTEL, INC.   | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| TELCO BILLING, INC.                                    | 0                 | 0       | 0     | 2                        | 0                    | 2     |
| TELCO DEVELOPMENT GROUP, INC.                          | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| TELCOM.NET, INC.                                       | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| TELECOM NETWORK, INC.                                  | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| TELECOM*USA OR TELECONNECT                             | 0                 | 1       | 1     | 5                        | 0                    | 5     |
| TELEGROUP, INC. D/B/A TELEGROUP OF IOWA, INC.          | 0                 | 0       | 0     | 1                        | 0                    | 1     |
| TELSCAPE USA, INC.                                     | 11                | 1       | 12    | 4                        | 3                    | 7     |
| TELSTAR USA, INC.                                      | 1                 | 0       | 1     | 1                        | 0                    | 1     |
| THE FREE NETWORK, L.L.C.                               | 1                 | 0       | 1     | 0                        | 1                    | 1     |
| THE PHONE COMPANY                                      | 29                | 25      | 54    | 44                       | 13                   | 57    |
| TOTALACCESS.COM, INC.                                  | 1                 | 0       | 1     | 0                        | 0                    | 0     |
| TOUCH 1 LONG DISTANCE, INC.                            | 0                 | 1       | 1     | 0                        | 0                    | 0     |
| TTI NATIONAL, INC.                                     | 1                 | 0       | 1     | 4                        | 0                    | 4     |
| U S P & C CORPORATION                                  | 0                 | 2       | 2     | 0                        | 1                    | 1     |
| UKI COMMUNICATIONS, INC.                               | 9                 | 0       | 9     | 1                        | 3                    | 4     |
| UNI-TEL COMMUNICATIONS GROUP, INC.                     | 2                 | 0       | 2     | 0                        | 0                    | 0     |



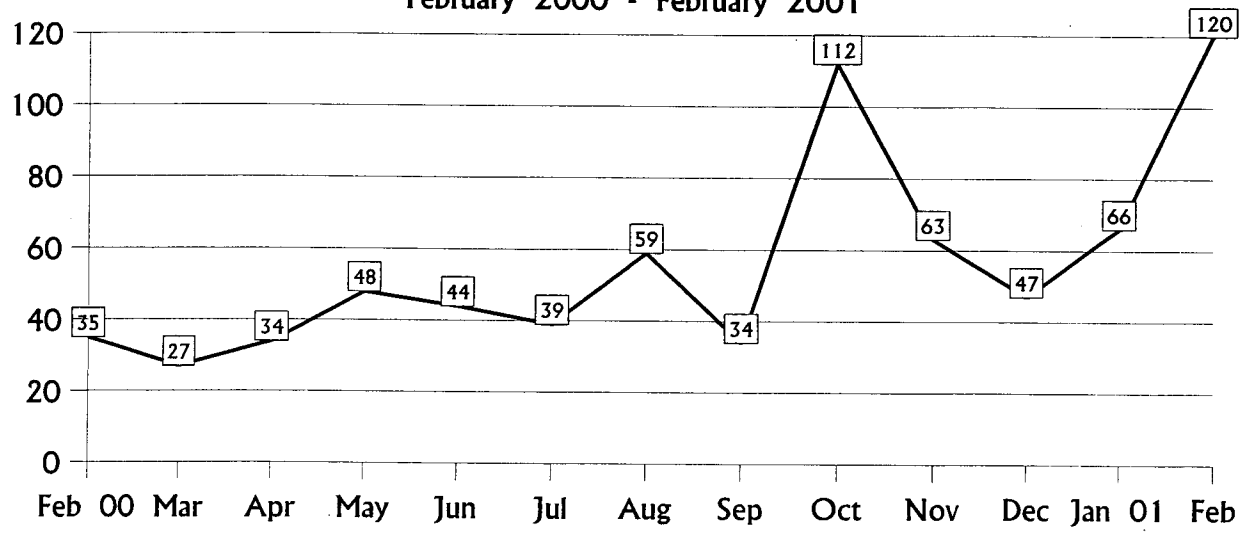
| Utility Name                                   | Complaints Logged |            |            | Complaints Resolved      |                      |            |
|--|-------------------|------------|------------|--------------------------|----------------------|------------|
|  | Service           | Billing    | Total      | Apparent Non-Infractions | Apparent Infractions | Total      |
| URSUS TELECOM CORP.                            | 0                 | 1          | 1          | 0                        | 0                    | 0          |
| US LEC OF FLORIDA INC.                         | 1                 | 0          | 1          | 0                        | 0                    | 0          |
| USLD COMMUNICATIONS, INC.                      | 0                 | 0          | 0          | 1                        | 0                    | 1          |
| U.S. DIGITEL, INC.                             | 0                 | 0          | 0          | 3                        | 0                    | 3          |
| U.S. REPUBLIC COMMUNICATIONS, INC.             | 3                 | 0          | 3          | 1                        | 1                    | 2          |
| VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS | 4                 | 6          | 10         | 5                        | 0                    | 5          |
| VERIZON LONG DISTANCE                          | 2                 | 1          | 3          | 2                        | 0                    | 2          |
| VERIZON SELECT SERVICES INC.                   | 4                 | 10         | 14         | 15                       | 2                    | 17         |
| VIATEL SERVICES, INC.                          | 1                 | 0          | 1          | 1                        | 0                    | 1          |
| VOX POPULI TELECOMMUNICATIONS, INC.            | 1                 | 0          | 1          | 0                        | 1                    | 1          |
| WEBNET COMMUNICATIONS, INC.                    | 17                | 6          | 23         | 2                        | 2                    | 4          |
| WESTINGHOUSE COMMUNICATIONS                    | 1                 | 0          | 1          | 0                        | 0                    | 0          |
| WILLIAMS COMMUNICATIONS, INC. D/B/A VYVX, INC. | 0                 | 0          | 0          | 0                        | 1                    | 1          |
| WORKING ASSETS LONG DISTANCE                   | 1                 | 0          | 1          | 0                        | 0                    | 0          |
| WORLD LONG DISTANCE, INC.                      | 0                 | 0          | 0          | 3                        | 0                    | 3          |
| WORLD TELECOMMUNICATIONS SERVICES, INC.        | 1                 | 0          | 1          | 1                        | 0                    | 1          |
| WORLDCOM NETWORK SERVICES, INC.                | 0                 | 1          | 1          | 1                        | 0                    | 1          |
| WORLDBLINK LONG DISTANCE CORP.                 | 1                 | 0          | 1          | 0                        | 0                    | 0          |
| ZERO PLUS DIALING                              | 2                 | 3          | 5          | 6                        | 0                    | 6          |
| ZERO PLUS DIALING, INC.                        | 0                 | 4          | 4          | 6                        | 0                    | 6          |
| <b>Total</b>                                   | <b>443</b>        | <b>439</b> | <b>882</b> | <b>563</b>               | <b>151</b>           | <b>714</b> |

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

| Company                       | February   | Year-To-Date |
|-------------------------------|------------|--------------|
| Access One Communications     | 4          | 8            |
| America's Tele-Network Corp.  | 10         | 12           |
| AT&T / ACC                    | 20         | 30           |
| IDS Long Distance, Inc.       | 2          | 9            |
| MCI Worldcom                  | 7          | 12           |
| OLS, Inc.                     | 8          | 17           |
| Qwest                         | 7          | 8            |
| Sprint                        | 4          | 7            |
| The Phone Company             | 16         | 20           |
| WebNet Communications         | 4          | 6            |
| Other Long Distance Companies | 38         | 57           |
| <b>Totals</b>                 | <b>120</b> | <b>186</b>   |

## Cases Resolved as Slamming

February 2000 - February 2001



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

| Utility Name  | Complaints Logged |          |          | Complaints Resolved         |                         |           |
|---|-------------------|----------|----------|-----------------------------|-------------------------|-----------|
|   | Service           | Billing  | Total    | Apparent<br>Non-Infractions | Apparent<br>Infractions | Total     |
| BELLSOUTH PUBLIC COMMUNICATIONS, INC.                       | 3                 | 1        | 4        | 8                           | 0                       | 8         |
| CARL P MCCORMICK AND SUSAN S MCCORMICK D/B/A SUNCOAST VEND. | 0                 | 0        | 0        | 1                           | 0                       | 1         |
| L.M. ELECTRIC CONTRACTORS, INC.                             | 0                 | 1        | 1        | 0                           | 0                       | 0         |
| PHOENIX PAYPHONES, LLC                                      | 1                 | 0        | 1        | 1                           | 0                       | 1         |
| SOUTHERNNET, INC. D/B/A TELECOM*USA, INC.                   | 0                 | 0        | 0        | 1                           | 0                       | 1         |
|   |                   |          |          |                             |                         |           |
|   |                   |          |          |                             |                         |           |
|   |                   |          |          |                             |                         |           |
|   |                   |          |          |                             |                         |           |
|   |                   |          |          |                             |                         |           |
|   |                   |          |          |                             |                         |           |
| <b>TOTAL</b>  | <b>4</b>          | <b>2</b> | <b>6</b> | <b>11</b>                   | <b>0</b>                | <b>11</b> |

## Water and Wastewater Companies Complaint Activity - February 2001

| Utility Name                                   | Complaints Logged |           |           | Complaints Resolved      |                      |           |
|--|-------------------|-----------|-----------|--------------------------|----------------------|-----------|
|  | Service           | Billing   | Total     | Apparent Non-Infractions | Apparent Infractions | Total     |
| ABCA, INC.                                     | 0                 | 0         | 0         | 3                        | 0                    | 3         |
| ALOHA UTILITIES, INC.                          | 3                 | 7         | 10        | 16                       | 0                    | 16        |
| BROADVIEW PARK WATER COMPANY                   | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| BURKIM ENTERPRISES, INC.                       | 1                 | 0         | 1         | 0                        | 0                    | 0         |
| CONNECTICUT GENERAL DEVELOPMENT CORPORATION    | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| CONTINENTAL UTILITY, INC.                      | 0                 | 1         | 1         | 0                        | 0                    | 0         |
| FERNCREST UTILITIES, INC.                      | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| FIMC HIDEAWAY, INC.                            | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| FLORALINO PROPERTIES, INC.                     | 1                 | 0         | 1         | 1                        | 0                    | 1         |
| FLORIDA WATER SERVICES CORPORATION             | 2                 | 4         | 6         | 2                        | 0                    | 2         |
| JASMINE LAKES UTILITIES CORPORATION            | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| KEEN SALES, RENTALS AND UTILITIES, INC.        | 2                 | 1         | 3         | 0                        | 1                    | 1         |
| LIGHTHOUSE UTILITIES COMPANY, INC.             | 0                 | 1         | 1         | 0                        | 0                    | 0         |
| LINDRICK SERVICE CORPORATION                   | 0                 | 1         | 1         | 0                        | 0                    | 0         |
| NORTH FORT MYERS UTILITY, INC.                 | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| OCALA OAKS UTILITIES, INC.                     | 1                 | 0         | 1         | 0                        | 0                    | 0         |
| ORANGEWOOD LAKES SERVICES, INC.                | 0                 | 1         | 1         | 0                        | 0                    | 0         |
| ORCHID SPRINGS DEVELOPMENT CORPORATION         | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| PARK WATER COMPANY INC.                        | 2                 | 1         | 3         | 2                        | 0                    | 2         |
| PASCO UTILITIES, INC.                          | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC. | 1                 | 0         | 1         | 1                        | 0                    | 1         |
| SANLANDO UTILITIES CORPORATION                 | 0                 | 1         | 1         | 1                        | 0                    | 1         |
| SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.    | 0                 | 0         | 0         | 1                        | 0                    | 1         |
| UNITED WATER FLORIDA INC.                      | 2                 | 0         | 2         | 2                        | 0                    | 2         |
| UTILITIES, INC. OF FLORIDA                     | 0                 | 2         | 2         | 1                        | 0                    | 1         |
| WATER MANAGEMENT SERVICES, INC.                | 0                 | 1         | 1         | 1                        | 0                    | 1         |
| <b>TOTALS</b>                                  | <b>15</b>         | <b>21</b> | <b>36</b> | <b>39</b>                | <b>1</b>             | <b>40</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 =  $\frac{\text{total customer base for each utility}}{\text{total customer base for industry}}$