



FLORIDA
PUBLIC
SERVICE
COMMISSION

**CONSUMER ACTIVITY REPORT
JANUARY 2001**

FLORIDA PUBLIC SERVICE COMMISSION INFORMATION DIRECTORY

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Preface

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

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

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

Summary

There were **1,821** complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent noninfraction" or "apparent rule infraction." If the PSC staff believed that a violation of Florida Administrative Code rules, company tariff filings or company policy occurred, the complaint is resolved as an apparent rule infraction. There were also **4,167** information requests handled by the PSC.

A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of January 31, 2001. Under this option, a call to the PSC was directly transferred to the caller's utility, provided the consumer had not yet expressed their concerns to that utility. There were **985** calls transferred during January 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled **\$539,575** for the month.

Monthly Consumer Refunds

January 2000 - January 2001

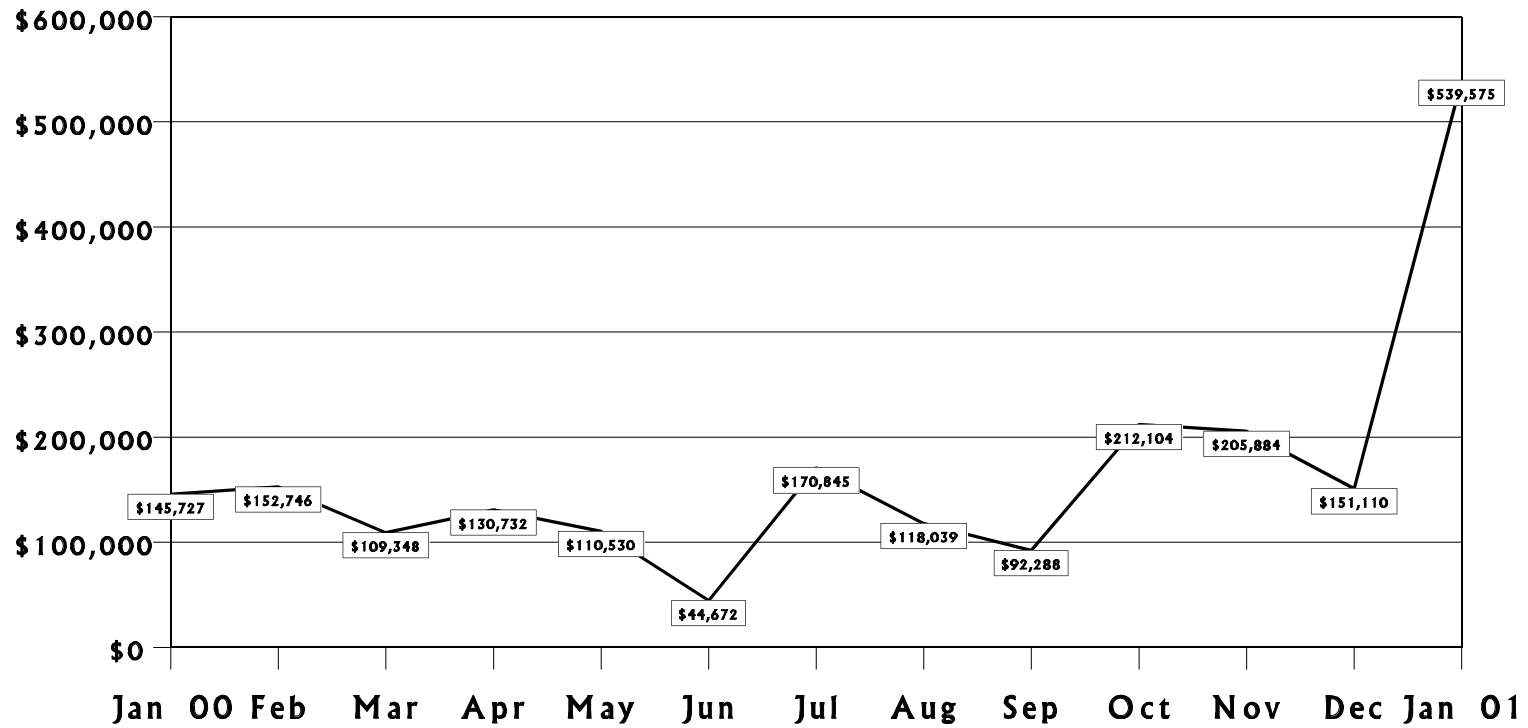


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Consumer Activity - January 2001

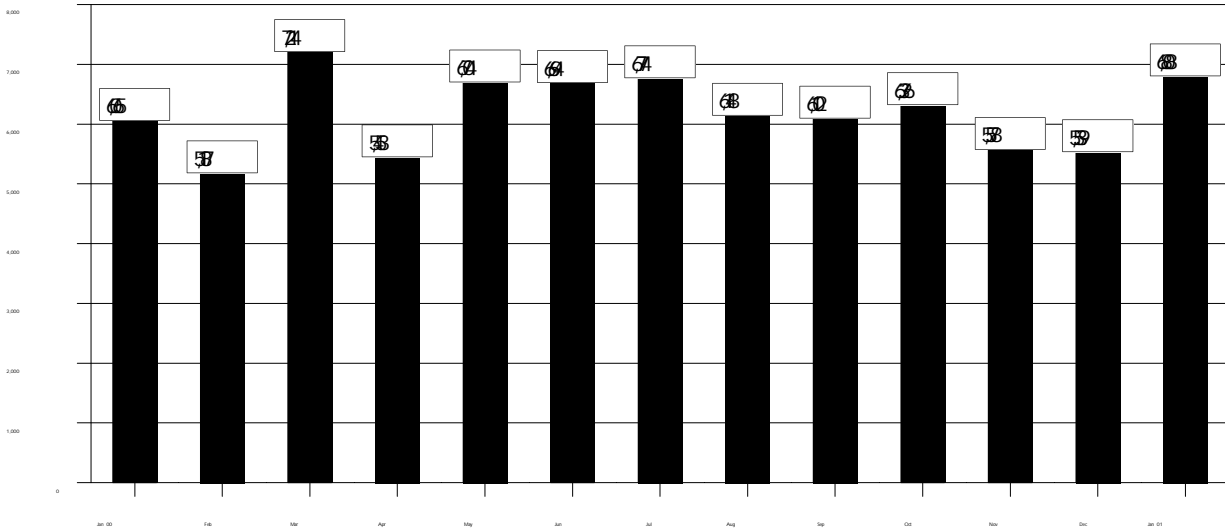
Complaints Received		1,821
Electric		33
Gas		24
Alternative Local Exchange Telephone		322
Local Exchange Telephone		237
Long Distance Telephone		715
Pay Telephone		8
Water & Wastewater		37
Non-regulated Consumer Assistance		215
Cases Received / Closed Under 72 Hr Rule		230
Electric	52	
Gas	0	
Telecommunications	174	
Water / Wastewater	4	
Information Requests Received		4,167
Total Cases Received		5,988

How Cases Were Received	Complaints	Information Requests
Phone	1,163	4,065
Mail	259	26
Internet	322	64
Fax	77	12
Totals	1,821	4,167

Non-Jurisdictional Calls Not Filed As Cases	820
Total Consumer Contacts Handled	6,808
Transfer Connect (Calls Transferred to Utilities)	985

Consumer Savings	
Electric	\$ 4,389.58
Gas	29.50
Alternative Local Exchange Telephone	28,056.86
Local Exchange Telephone	22,641.45
Long Distance Telephone	466,196.93
Pay Telephone	224.35
Water & Wastewater	11,145.11
Non-regulated Consumer Assistance	6,891.02
Total	\$ 539,574.80

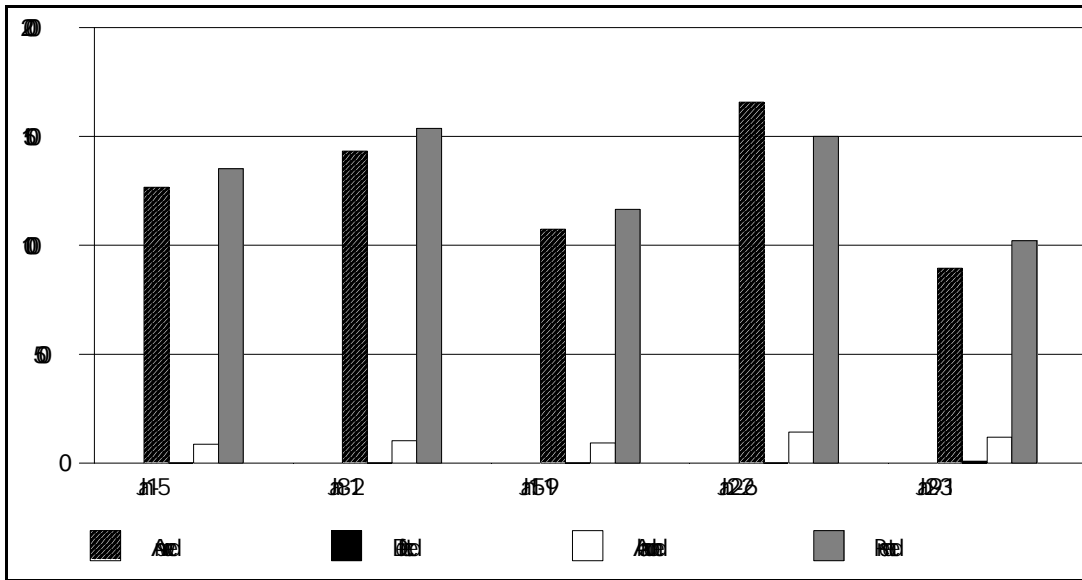
Public Service Commission Total Consumer Contacts January 2000 - January 2001



	Complaints Received	% of Total Complaints
Electric	33	2%
Gas	24	1%
Alt. Local Exchange Telephone	322	18%
Local Exchange Telephone	237	13%
Long Distance Telephone	715	39%
Pay Telephone	8	< 1%
Water & Wastewater	37	2%
Non-regulated Consumer Assistant	215	12%
Cases Received / Closed by 72 Hr Rule	230	13%
Total	1,821	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 January 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.

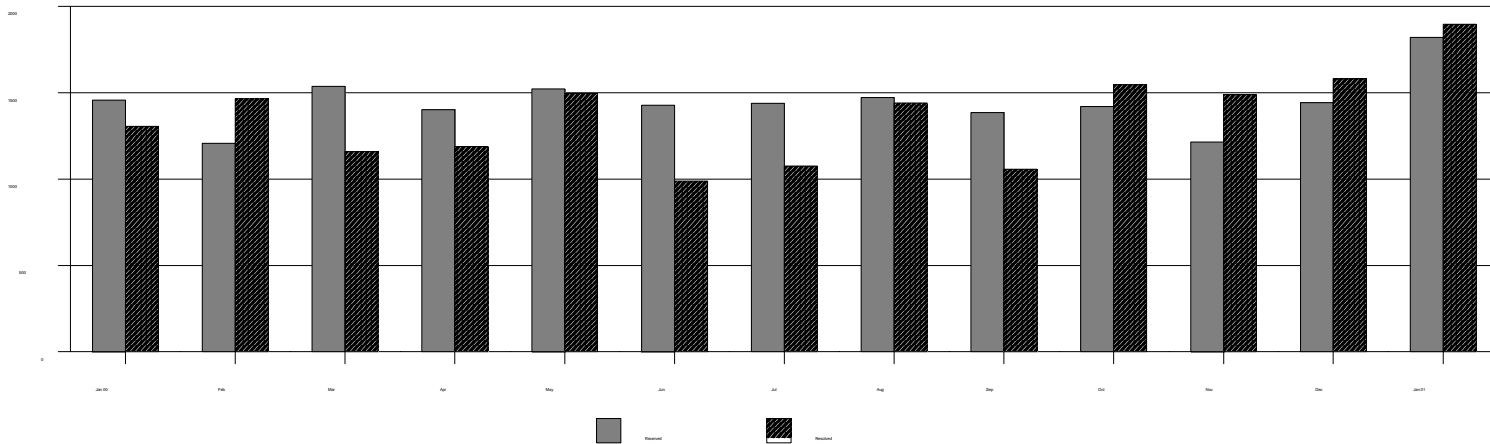
Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
January 1 - 5	1,267	93.6%	0	0.0%	86	6.4%	1,353
January 8 - 12	1,434	93.3%	0	0.0%	103	6.7%	1,537
January 15 - 19	1,074	92.1%	0	0.0%	92	7.9%	1,166
January 22 - 26	1,358	90.5%	0	0.0%	143	9.5%	1,501
January 29 - 31	895	87.7%	8	0.8%	118	11.6%	1,021
Totals	6,028	91.6%	8	0.1%	542	8.2%	6,578

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

6,028
 (5,208)
 820

Monthly Status of Total Complaints Received / Resolved*

January 2000 - January 2001

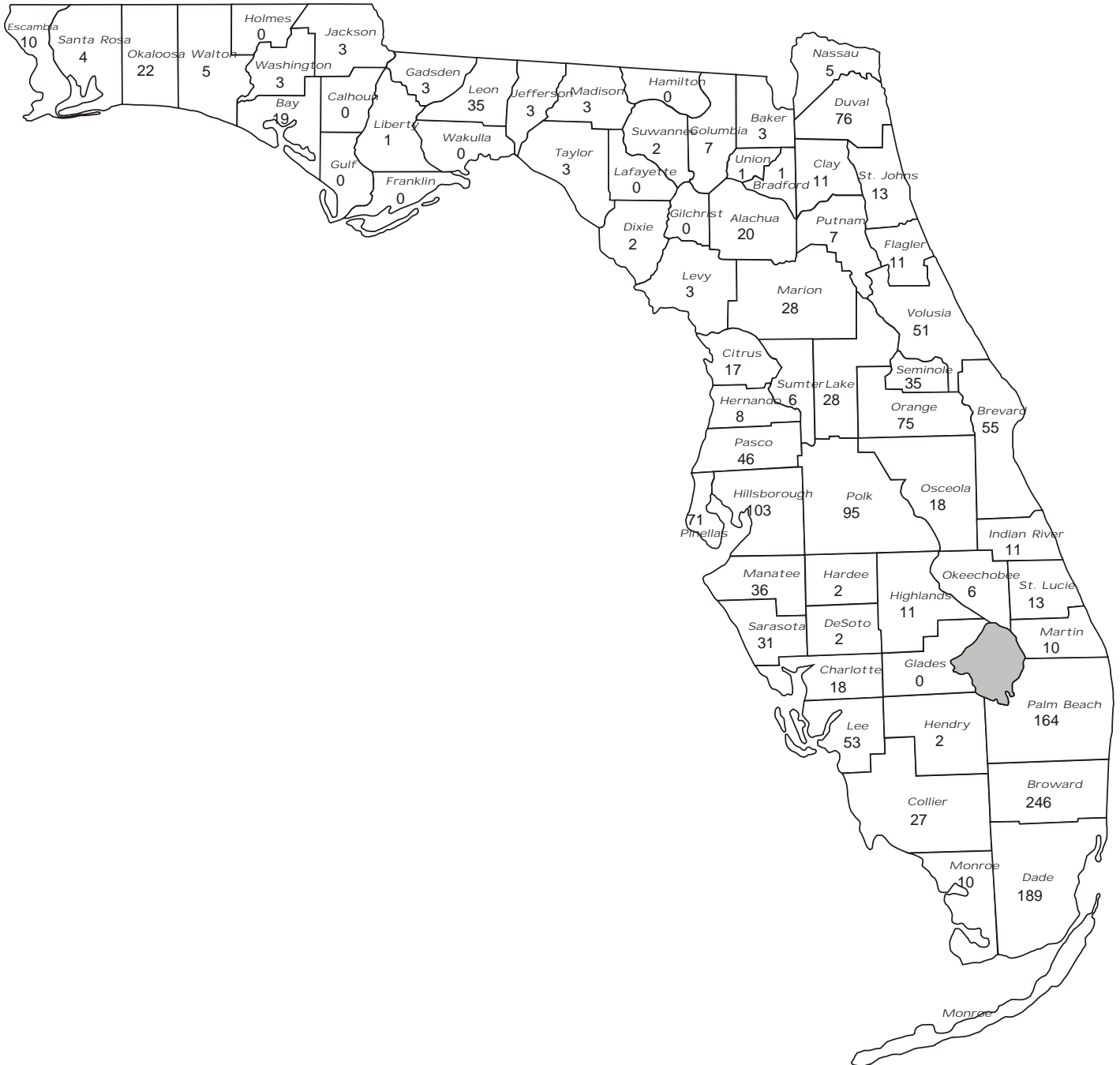


	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01
Received	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821
Resolved	1,305	1,466	1,159	1,189	1,496	988	1,075	1,440	1,058	1,547	1,488	1,581	1,897

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

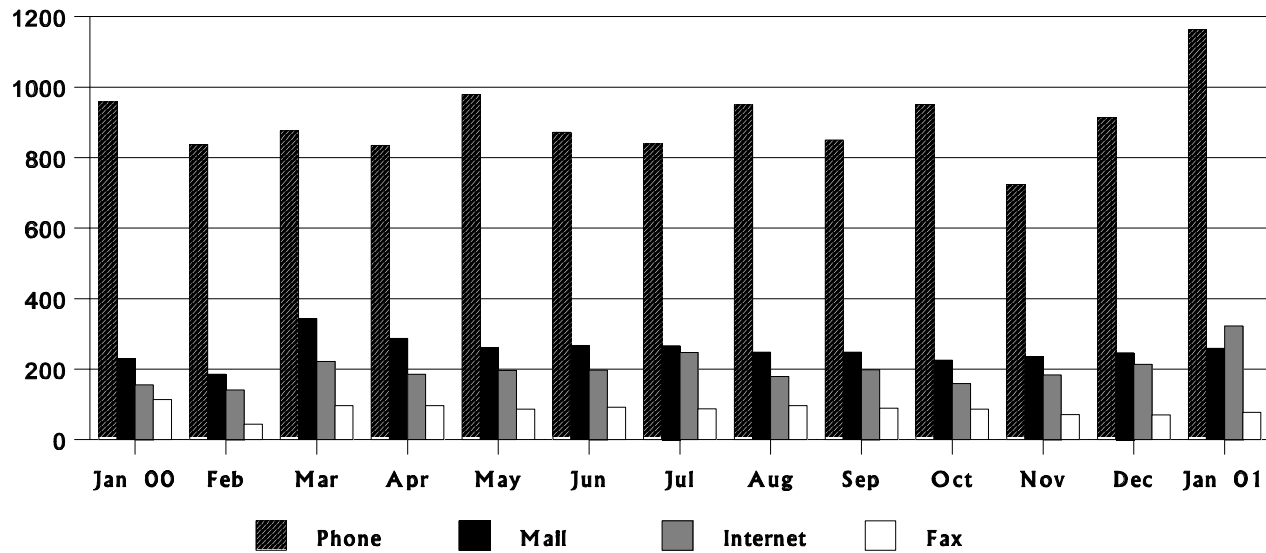
Complaints Received by County

JANUARY 2001



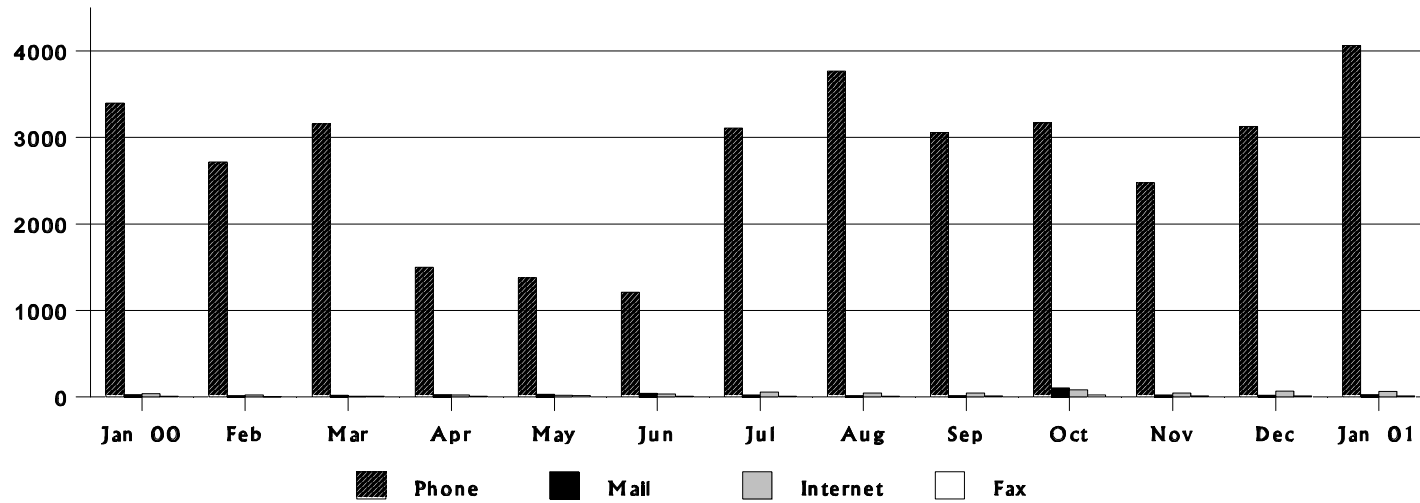
Note: County name not available for 81 cases.

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



	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01
Phone	958	837	876	834	979	872	839	950	850	951	724	913	1,163
Mail	230	185	343	287	261	267	266	248	248	225	235	246	259
Internet	155	141	222	185	196	197	247	179	198	159	184	213	322
Fax	114	44	96	96	86	92	87	96	89	86	71	70	77
Total	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821

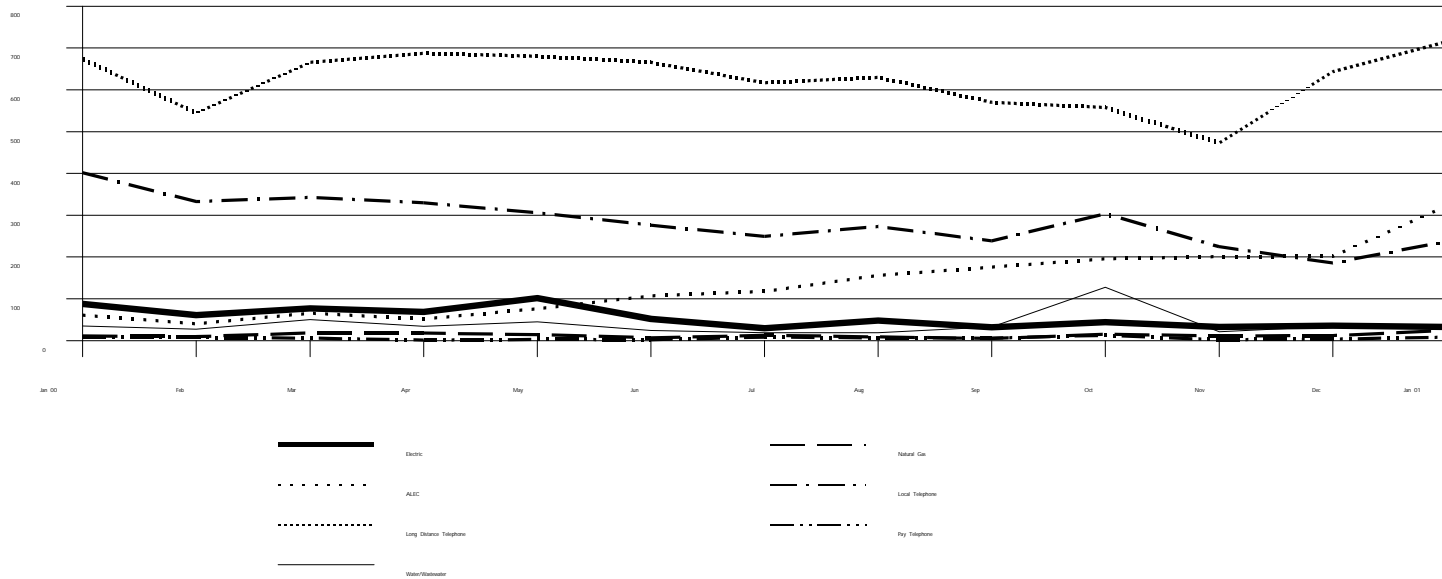
How Information Requests Were Received Phone, Mail, Internet and Fax January 2000 - January 2001



	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01
Phone	3,399	2,719	3,156	1,499	1,378	1,209	3,110	3,768	3,058	3,173	2,476	3,128	4,065
Mail	27	14	18	27	30	42	24	14	17	103	23	20	26
Internet	39	22	9	23	19	35	56	47	45	82	46	67	64
Fax	6	1	7	6	16	7	10	9	11	23	11	12	12
Total	3,471	2,756	3,190	1,555	1,443	1,293	3,200	3,838	3,131	3,381	2,556	3,227	4,167

Complaints by Industry

January 2000 - January 2001



Industry	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Total
Electric	88	61	77	69	102	52	30	48	32	44	33	36	33	705
Natural Gas	11	10	18	18	14	7	13	9	5	15	11	12	24	167
ALEC	61	40	66	52	76	107	118	156	176	196	201	202	322	1,773
Local Telephone	402	333	343	330	306	276	249	273	239	304	225	186	237	3,703
Long Dist. Phone	674	545	666	687	680	666	617	630	570	558	473	644	715	8,125
Payphone	8	8	6	1	3	2	8	7	6	13	2	4	8	76
Water/Wastewater	35	27	50	34	45	24	19	19	33	32	21	34	37	410

**Electric Companies
Complaint Activity - January 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	3	3	6	6	11	0	11	11
FLORIDA POWER & LIGHT COMPANY	7	15	22	22	40	0	40	40
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	0	0	0	0	0
GULF POWER COMPANY	0	3	3	3	4	0	4	4
TAMPA ELECTRIC COMPANY	2	0	2	2	10	0	10	10
TOTAL	12	21	33	33	65	0	65	65

**Please see Index of Definitions.*

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

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

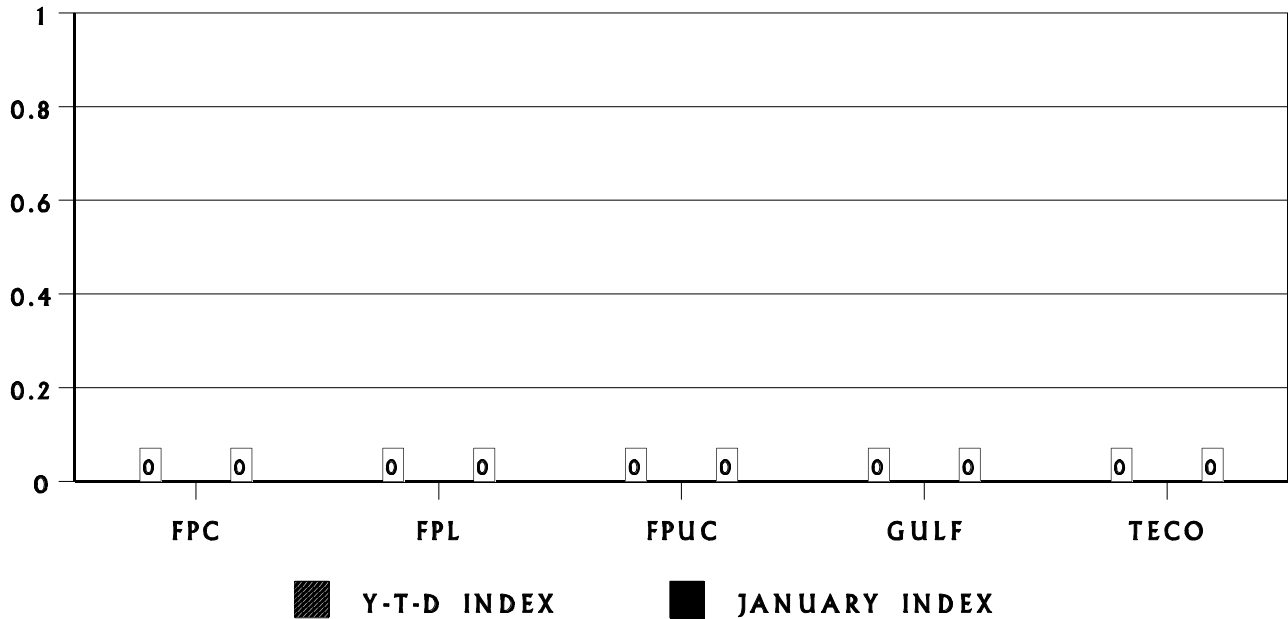
**Please see Index of Definitions.*

***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

January 2001

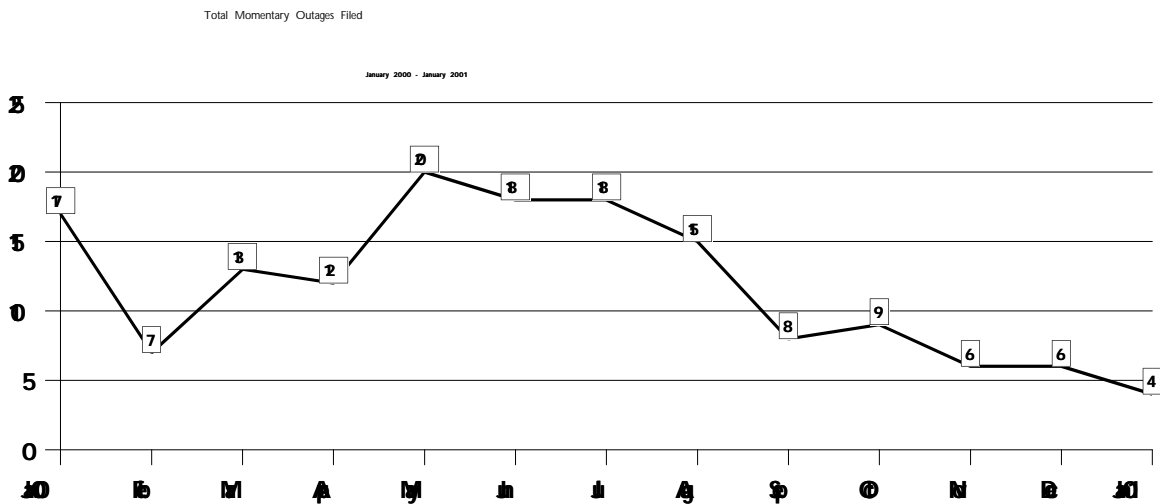


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,349,000	3,712,700	24,200	354,000	537,100

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

Momentary Electricity Outage Information January 2001

Company	New Cases Filed
Florida Power Corporation	0
Florida Power & Light	3
Florida Public Utilities Corporation	0
Gulf Power Company	0
Tampa Electric Company	1
Total	4



**Gas Companies
Complaint Activity January 2001**

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	0	2	2	2	0	0	0	0
CITY GAS COMPANY	2	7	9	9	7	2	9	9
FLORIDA PUBLIC UTILITIES COMPANY	1	0	1	1	2	0	2	2
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	0	1	0	1	1
PEOPLES GAS SYSTEM (TECO)	4	7	11	11	4	0	4	4
ST. JOE NATURAL GAS	0	0	0	0	0	0	0	0
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	1	0	1	1	1	0	1	1
TOTAL	8	16	24	24	15	2	17	17

**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*	January Apparent Infractions Index*
CHESAPEAKE UTILITIES	9,654	0	0.000	0.00	0.000
CITY GAS COMPANY	99,574	2	0.020	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
INDUSTRY TOTAL	402,688	2	0.005		

*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 - January 2001**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ACCESS ONE COMMUNICATIONS	10	3	13	16	4	20
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	1	1	0	0	0
ADELPHIA BUSINESS SOLUTIONS OF JACKSONVILLE, INC.	1	0	1	0	0	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	0	0
ALLIANCE TEL-COM, INC.	1	0	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	0	0	0	2	0	2
AMERICAN DIAL TONE	1	0	1	1	0	1
ATS	0	1	1	1	0	1
AT&T	18	6	24	25	1	26
AT&T BROADBAND FLORIDA TELECOMMUNICATIONS	25	12	37	19	0	19
BELLSOUTH BSE, INC.	1	0	1	2	0	2
BROADWING LOCAL SERVICES INC.	1	0	1	1	0	1
BTI	2	0	2	4	0	4
BURNO INC. D/B/A INTEGRA PAGING	0	0	0	1	0	1
EAST FLORIDA COMMUNICATIONS, INC.	0	1	1	1	0	1
EASY PHONE, INC. D/B/A EASY TEL, INC.	0	0	0	1	0	1
ELEC COMMUNICATIONS	1	0	1	2	0	2
EPIC COMMUNICATIONS	7	2	9	3	0	3
EXCELINK COMMUNICATIONS, INC.	1	0	1	4	0	4
EXPRESS PHONE SERVICE, INC.	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
EZ TALK COMMUNICATIONS, L.L.C.	2	0	2	2	0	2
E.SPIRE COMMUNICATIONS, INC.	0	1	1	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	1	1	1	0	1
FLORIDA'S MAX-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
FLORIDA COMM SOUTH	2	0	2	1	0	1
FLORIDA DIGITAL NETWORK, INC.	9	2	11	8	1	9
FLORIDA TELEPHONE SERVICES, LLC	1	1	2	3	0	3
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1	0	1
GT COM	1	0	1	1	0	1
GULF COAST COMMUNICATIONS, INC.	0	1	1	0	0	0
HALE AND FATHER, INC.	12	6	18	7	4	11
I VANTAGE NETWORK SOLUTIONS	1	0	1	1	0	1
IDS LONG DISTANCE, INC.	14	2	16	16	7	23
INTERMEDIA COMMUNICATIONS, INC.	3	1	4	3	2	5
ITC^DELTACOM	2	0	2	0	0	0
KMC TELECOM INC.	2	1	3	4	0	4
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	0
MCI WORLDCOM	6	2	8	2	0	2
MPOWER COMMUNICATIONS CORP.	5	0	5	7	0	7
NETWORK TELEPHONE CORPORATION	2	0	2	0	0	0
ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	2	3
ORLANDO TELEPHONE COMPANY	0	0	0	1	0	1
OSCATEL COMMUNICATIONS	4	0	4	0	0	0
PINNACLE TELCOM, INC.	33	1	34	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL COMM.	0	0	0	1	0	1
POINTECOM, INCORPORATED	1	1	2	0	0	0
QWEST COMMUNICATIONS CORPORATION	4	0	4	1	0	1
SBC TELECOM, INC.	1	0	1	1	1	2
SMOKE SIGNAL COMMUNICATIONS	4	0	4	11	0	11
SOUTHEAST TELEPHONE COMPANY	1	2	3	0	0	0
SOUTHEASTERN SERVICES, INC.	0	1	1	0	0	0
SOUTHERN STATES TELEPHONE, INC.	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	7	17	8	0	8
TCG AMERICA, INC.	1	0	1	0	0	0
TCG SOUTH FLORIDA	0	2	2	0	0	0
TEL COM PLUS	1	0	1	3	0	3
TELIGENT SERVICES, INC.	0	0	0	4	0	4
TELNET.COM, INC.	1	0	1	0	0	0
THE PHONE COMPANY	36	11	47	35	4	39
US LEC OF FLORIDA INC.	0	0	0	1	0	1
USA TELECOM, INC.	1	0	1	0	0	0
U.S. TELCO, INC.	5	0	5	0	0	0
VARTEC TELECOM, INC.	0	0	0	1	0	1
VERIZON SELECT SERVICES INC.	9	4	13	21	6	27
XO FLORIDA, INC.	1	0	1	4	0	4
Totals	248	74	322	235	32	267

Local Telephone Companies Complaint Activity January 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	2	0	0	0	0
BELLSOUTH	105	36	141	141	211	5	216	216
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	0	1	1	0	0	0	0
VERIZON (Formerly GTE Florida)	27	5	32	32	26	0	26	26
ITS TELECOMMUNICATIONS SYSTEMS	0	1	1	1	0	0	0	0
NE FLORIDA	0	0	0	0	0	0	0	0
QUINCY/TDS	0	0	0	0	1	0	1	1
SPRINT-FLORIDA	48	11	59	59	74	8	82	82
VISTA - UNITED	1	0	1	1	0	0	0	0
TOTAL	182	55	237	237	312	13	325	325

Local Telephone Companies Year-to-date Apparent Infractions

Utility Name	Number of Access lines**	Apparent Infractions Y-T-D	Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	January Apparent Infractions Index*
ALLTEL	89,546	0	0.0000	0.00	0.00
BELLSOUTH	6,632,408	5	0.0008	0.67	0.67
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	0	0.0000	0.00	0.00
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	8	0.0036	3.19	3.19
VISTA-UNITED	18,706	0	0.0000	0.00	0.00
TOTAL	11,478,514	13	0.0011		

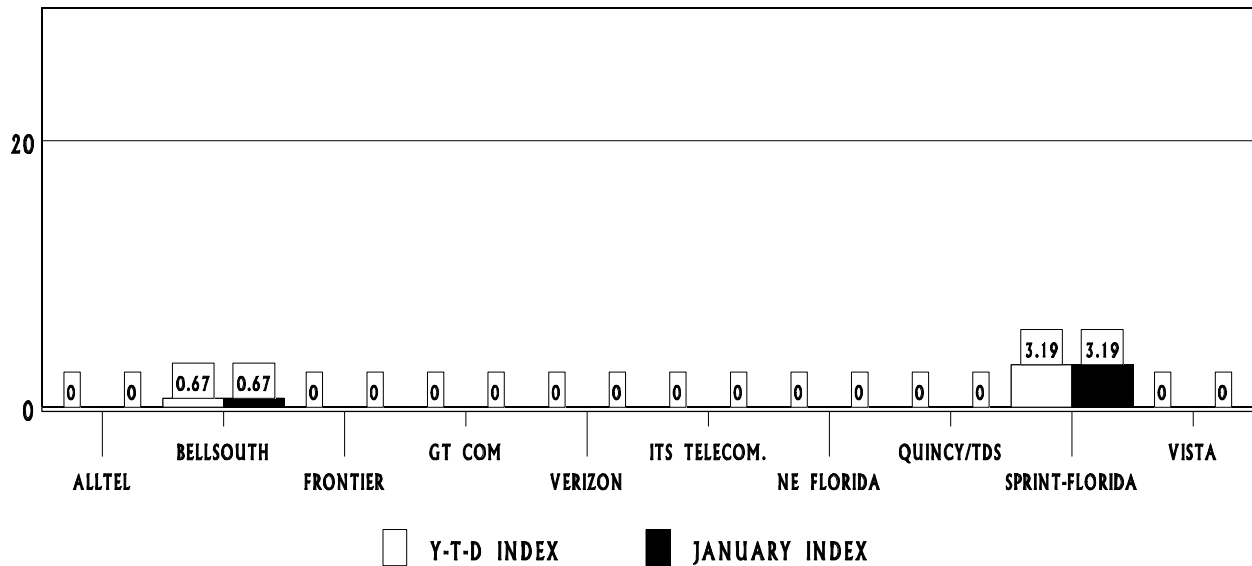
* Please see Index of Definitions.

** 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

January 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 (Floralá, 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 - January 2001

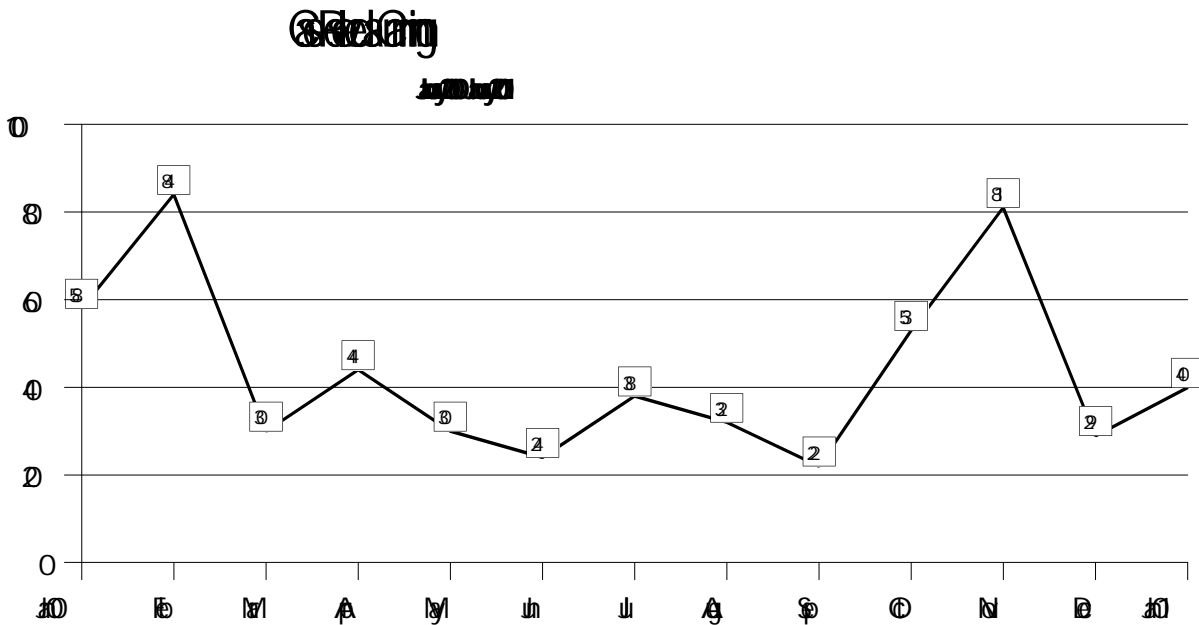
Company	January	Year-To-Date
Local Companies	0	0
Totals	0	0

Cramming Statistics*

January 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
27	40	\$18,679.61

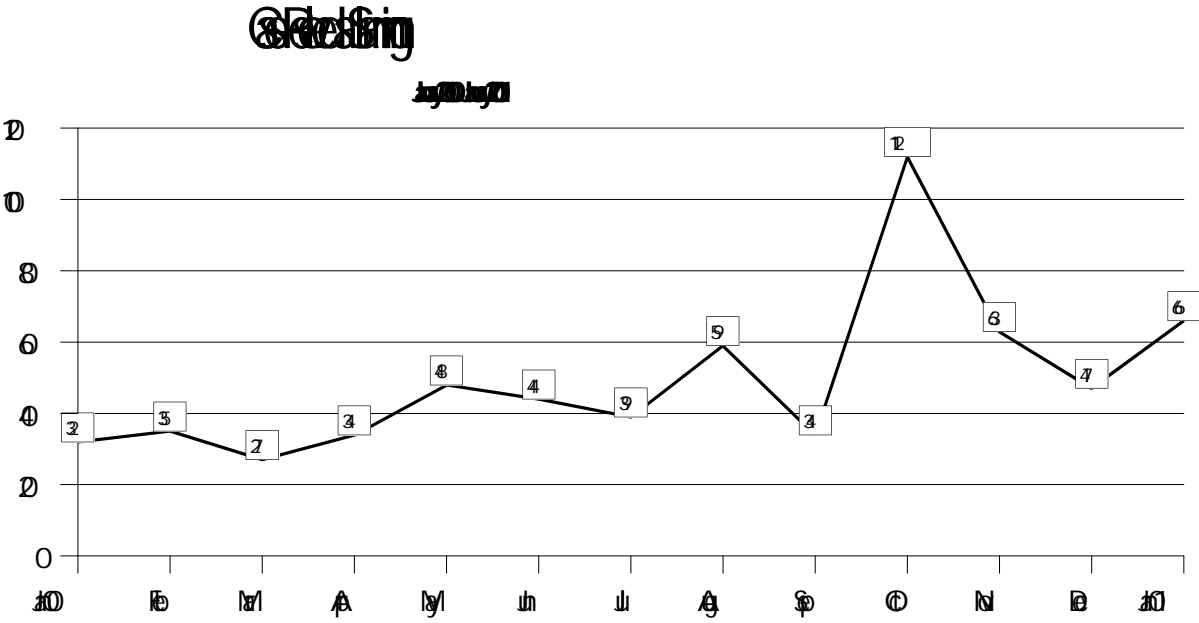
**Please see Index of Definitions*



Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELEGLOBE BUSINESS SOLUTIONS INC.	1	0	1	2	0	2
TELIGENT SERVICES, INC.	0	0	0	1	0	1
TELQUEST COMMUNICATIONS, CORP.	1	0	1	1	0	1
TELSCAPE USA, INC.	7	1	8	2	1	3
TELSTAR USA, INC.	1	0	1	0	0	0
THE FREE NETWORK, L.L.C.	1	0	1	0	0	0
THE PHONE COMPANY	32	27	59	41	9	50
TTI NATIONAL, INC.	2	0	2	0	0	0
UKI COMMUNICATIONS, INC.	6	0	6	1	0	1
UNI-TEL COMMUNICATIONS GROUP, INC.	0	1	1	1	1	2
USLD COMMUNICATIONS, INC.	1	0	1	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	2	1	3	1	0	1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	5	4	9	7	1	8
VERIZON ADVANCED DATA INC.	1	0	1	0	0	0
VERIZON LONG DISTANCE	1	1	2	0	0	0
VERIZON SELECT SERVICES INC.	3	11	14	16	2	18
VIATEL SERVICES, INC.	0	0	0	1	0	1
VOX POPULI TELECOMMUNICATIONS, INC.	2	0	2	1	0	1
WEBNET COMMUNICATIONS, INC.	21	5	26	4	4	8
ZERO PLUS DIALING	4	4	8	8	0	8
ZERO PLUS DIALING, INC.	0	2	2	5	0	5
Total	357	358	715	661	78	739

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

Company	January	Year-To-Date
Access One Communications	4	4
America's Tele-Network Corp.	2	2
AT&T / ACC	10	10
IDS Long Distance, Inc.	7	7
MCI Worldcom	5	5
OLS, Inc.	9	9
Sprint	3	3
The Phone Company	4	4
WebNet Communications	4	4
Other Long Distance Companies	18	18
Totals	66	66



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	0	0	0	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	5	1	6	2	0	2
COM-TECH RESOURCES, INC. D/B/A COM-TECH SYSTEMS	0	0	0	1	0	1
PAYPHONES, INC.	0	0	0	1	0	1
PHOENIX TELECOM, LLC D/B/A PHOENIX PAYPHONES, LLC	0	0	0	1	0	1
PHONE PLUS, INC.	0	0	0	1	0	1
PUBLIC PAYPHONE U.S.A., INC.	0	1	1	0	0	0
SUNCOAST VENDING SERVICES	1	0	1	0	0	0
TRINITY HOLDINGS LTD., INC.	0	0	0	1	0	1
TOTAL	6	2	8	8	0	8

Water and Wastewater Companies Complaint Activity - January 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	11	6	17	9	1	10
BARTELT ENTERPRISES, INC.	0	0	0	1	0	1
BREEZE HILL UTILITIES	0	1	1	0	0	0
BROADVIEW PARK WATER COMPANY	1	0	1	0	1	1
COLONIES WATER COMPANY	1	0	1	0	0	0
DIXIE GROVES ESTATES, INC.	0	0	0	1	0	1
FERNCREST UTILITIES, INC.	0	0	0	4	0	4
FIMC HIDEAWAY, INC.	0	1	1	0	0	0
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	1	0	1
FLORIDA WATER SERVICES CORPORATION	0	0	0	2	0	2
FOREST HILLS UTILITIES, INC.	0	0	0	1	0	1
GULF AIRE PROPERTIES D/B/A GULF AIRE WASTEWATER TREATMENT	0	0	0	6	0	6
HUDSON UTILITIES, INC.	0	1	1	1	0	1
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
MAD HATTER UTILITY, INC.	1	0	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	1	2	3	5	0	5
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	1	1	0	0	0
PALM CAY UTILITIES, INC.	0	0	0	1	0	1
PASCO UTILITIES, INC.	1	0	1	0	0	0
SANLANDO UTILITIES CORPORATION	0	0	0	1	0	1
SUNSHINE UTILITIES OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
TYMBER CREEK UTILITIES	1	0	1	2	0	2
UNITED WATER FLORIDA INC.	4	1	5	2	0	2
UTILITIES, INC. OF FLORIDA	0	1	1	1	1	2
TOTALS	22	15	37	40	3	43

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