



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
MARCH 2001

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 2,701 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 3,208 information requests handled by the PSC.

A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option, as of March 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 662 calls transferred during March 2001.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$204,278 for the month and \$983,042 for the calendar year.

Monthly Consumer Refunds

March 2000 - March 2001

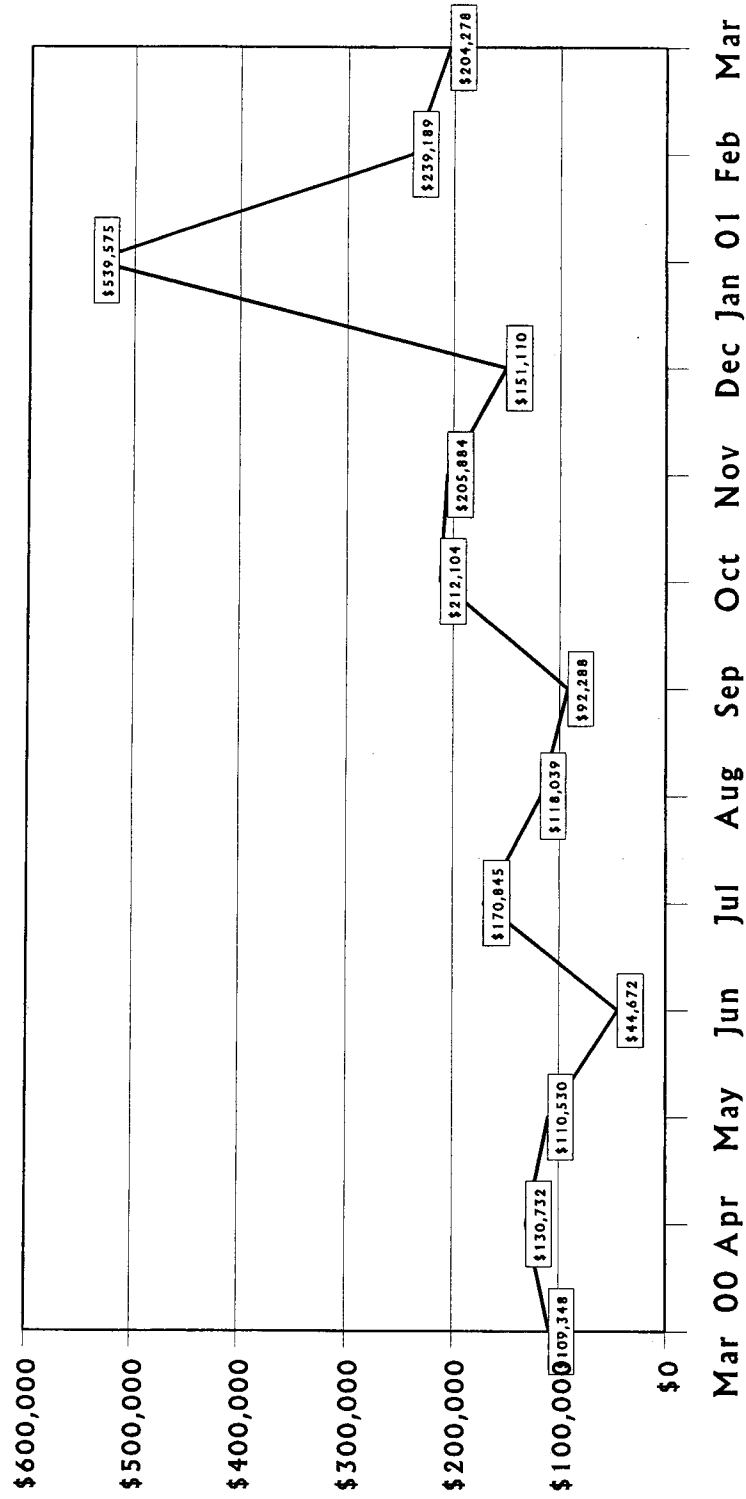


Table of Contents

Consumer Activity Overview	1
Total Consumer Contacts	2
Total Calls Received - Call Center Statistics	3
Monthly Status of Total Complaints Received / Resolved	4
Complaints by County	5
How Complaints Were Received	6
How Information Requests Were Received	7
Complaints by Industry	8
Electric Companies - Complaint Activity	9
Momentary Electric Outage Information	12
Gas Companies - Complaint Activity	13
Alternative Local Exchange Telephone Companies - Complaint Activity	15
Local Exchange Telephone Companies - Complaint Activity	18
Unauthorized Local Telephone Service Change - Slamming	21
Unauthorized Additional Local Telephone Service Charges - Cramming	22
Long Distance Telephone Companies - Complaint Activity	23
Unauthorized Long Distance Service Change - Slamming	28
Pay Telephone Companies - Complaint Activity	29
Water and Wastewater Companies - Complaint Activity	30
Index of Definitions	31

Consumer Activity - March 2001

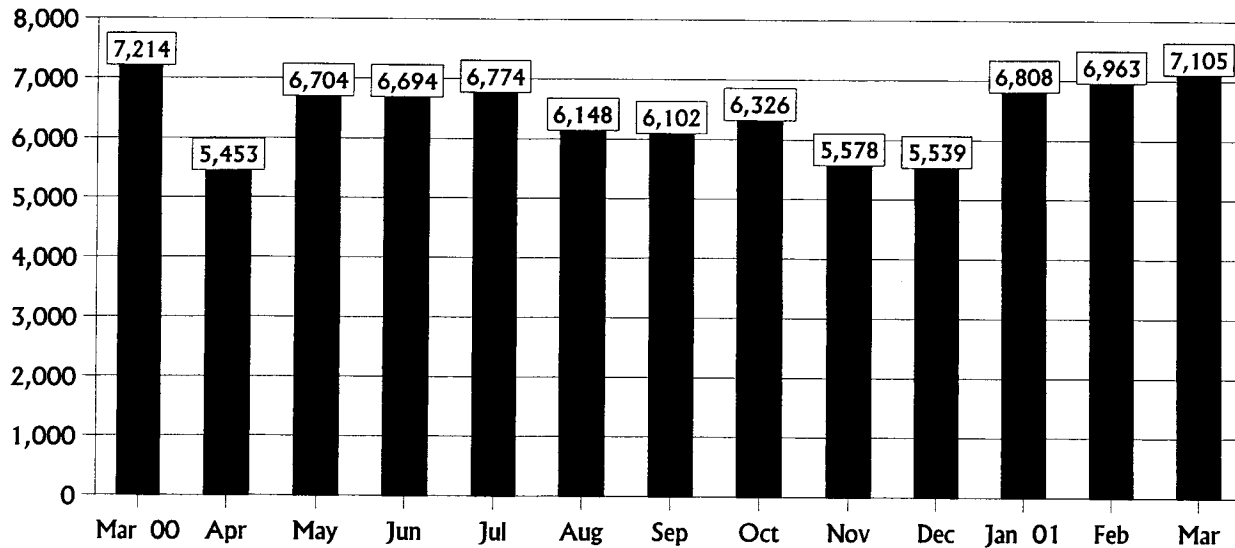
Complaints Received	2,701
Electric	56
Gas	58
Alternative Local Exchange Telephone	351
Local Exchange Telephone	324
Long Distance Telephone	867
Pay Telephone	8
Water & Wastewater	41
Non-regulated Consumer Assistance	686
Cases Received / Closed Under 72 Hr Rule	310
Electric	40
Gas	0
Telecommunications	269
Water / Wastewater	1
Information Requests Received	3,208
Total Cases Received	5,909

How Cases Were Received	Complaints	Information Requests
Phone	1,992	3,070
Mail	313	33
Internet	305	98
Fax	91	7
Totals	2,701	3,208

Non-Jurisdictional Calls Not Filed As Cases	1,196
Total Consumer Contacts Handled	7,105
Transfer Connect (Calls Transferred to Utilities)	662

Consumer Savings	
Electric	\$ 1,472.60
Gas	271.62
Alternative Local Exchange Telephone	22,289.12
Local Exchange Telephone	39,227.54
Long Distance Telephone	140,561.01
Pay Telephone	119.00
Water & Wastewater	276.80
Non-regulated Consumer Assistance	60.00
Total	\$ 204,277.69

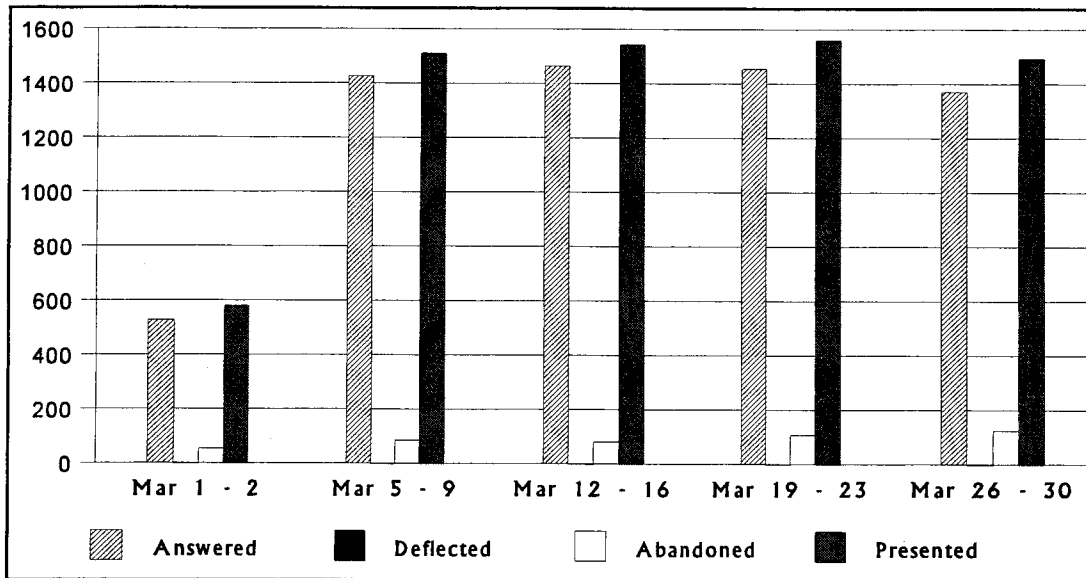
Public Service Commission Total Consumer Contacts March 2000 - March 2001



	Complaints Received	% of Total Complaints
Electric	56	3%
Gas	58	2%
Alt. Local Exchange Telephone	351	10%
Local Exchange Telephone	324	12%
Long Distance Telephone	867	36%
Pay Telephone	8	< 1%
Water & Wastewater	41	1%
Non-regulated Consumer Assistant	686	26%
Cases Received / Closed by 72 Hr Rule	310	10%
Total	2701	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 March 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.

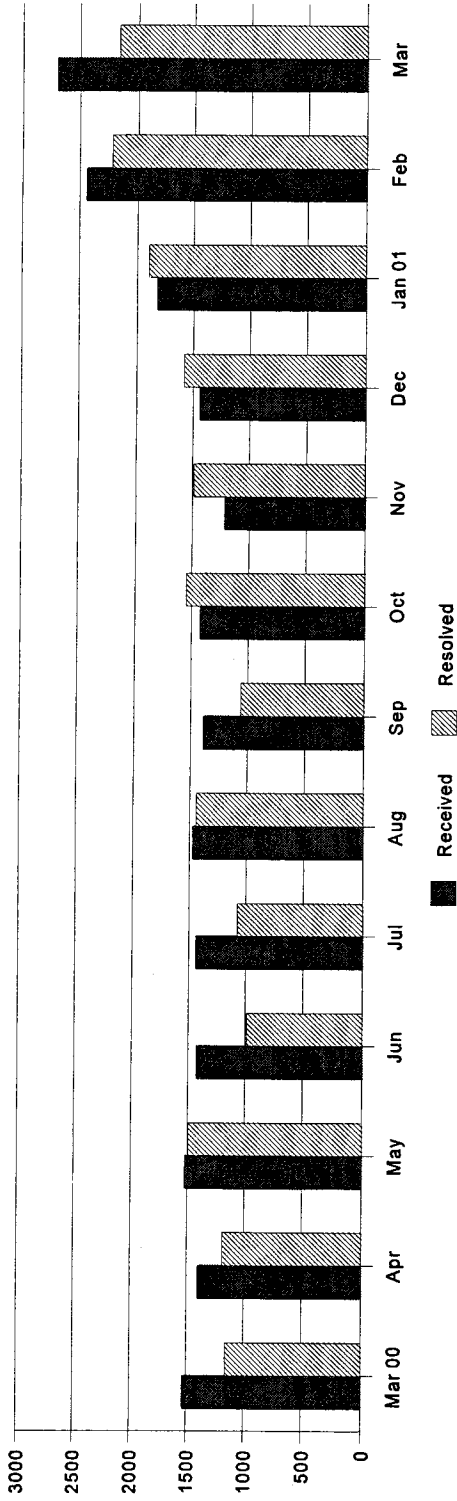
Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
March 1 - 2	527	90.9%	0	0.0%	53	9.1%	580
March 5 - 9	1,427	94.4%	0	0.0%	84	5.6%	1,511
March 12 - 16	1,464	94.8%	0	0.0%	80	5.2%	1,544
March 19 - 23	1,454	93.1%	0	0.0%	107	6.9%	1,561
March 26 - 30	1,371	91.8%	0	0.0%	123	8.2%	1,494
Totals	6,243	93.3%	0	0.0%	447	6.7%	6,690

Calls Answered During the Month	6,243
Minus CAF Calls Resulting in Cases	(5,047)
Total Non-Jurisdictional Calls Not Filed As Cases	1,196

Monthly Status of Total Complaints Received / Resolved*

March 2000 - March 2001

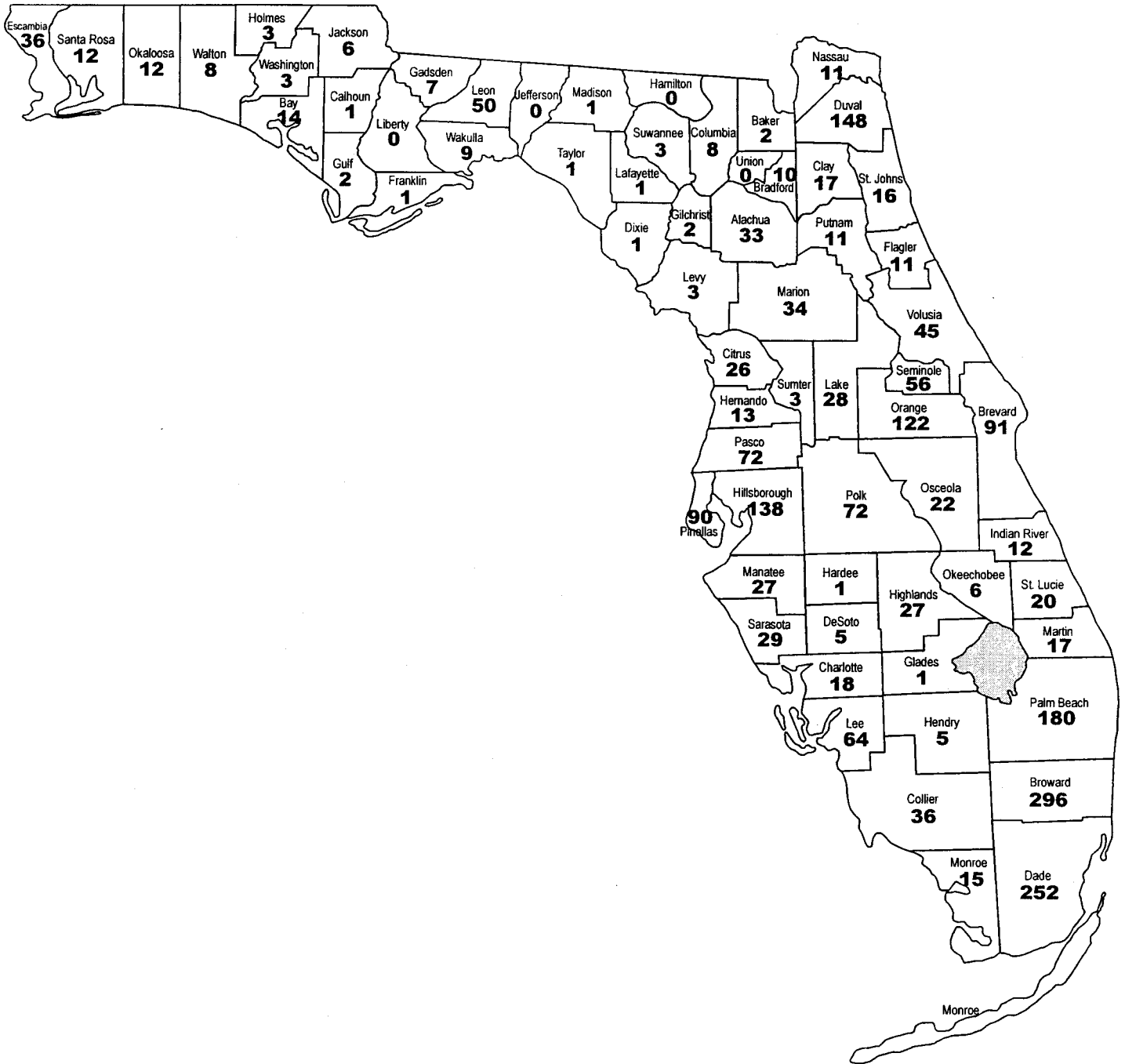


	Mar 00	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar
Received	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,348	2,701
Resolved	1,159	1,189	1,496	988	1,075	1,440	1,058	1,547	1,488	1,581	1,897	2,221	2,163

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

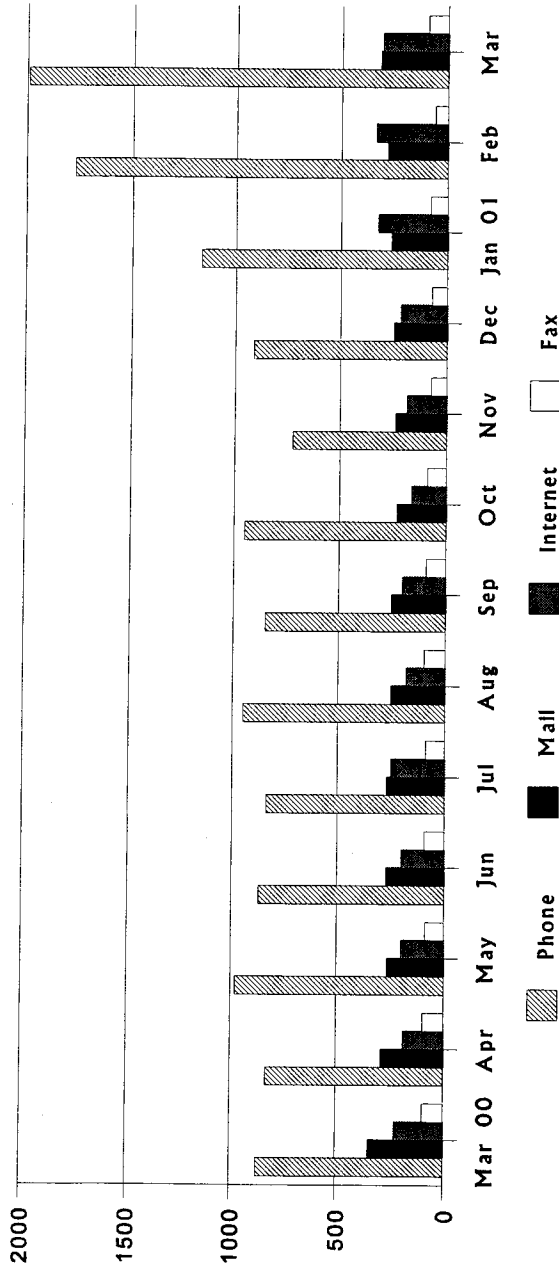
Complaints Received by County

MARCH 2001



Note: County name not available for 435 cases.

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

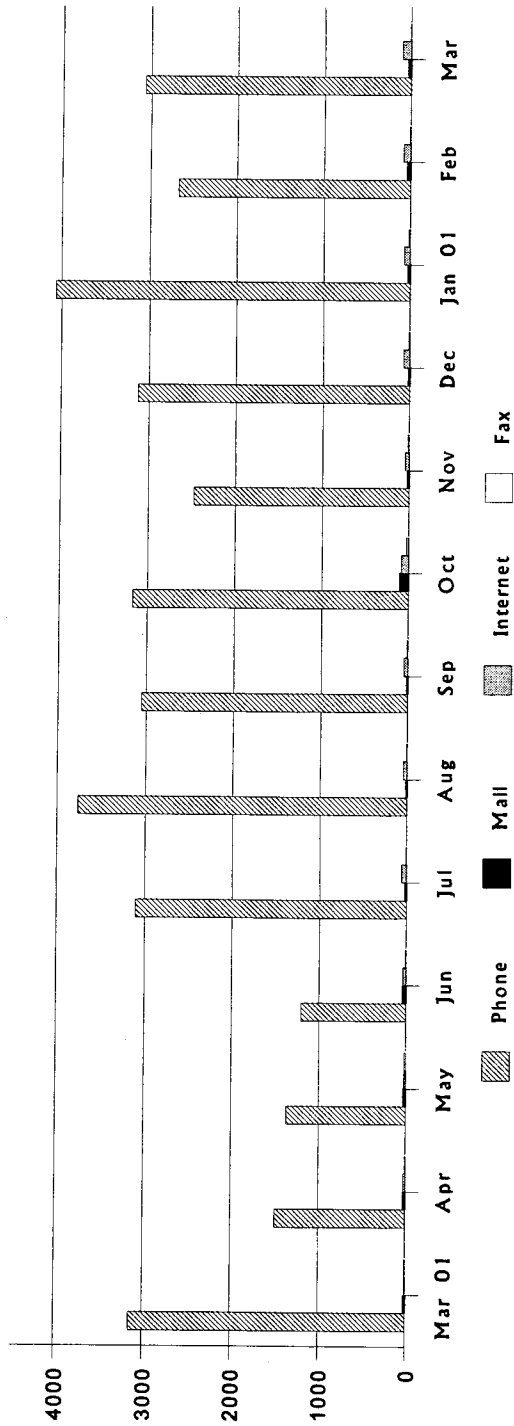


	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar
Phone	876	834	979	872	839	950	850	951	724	913	1,163	1,769	1,992
Mail	343	287	261	267	266	248	248	225	235	246	259	279	313
Internet	222	185	196	197	247	179	198	159	184	213	322	333	305
Fax	96	96	86	92	87	96	89	86	71	70	77	57	91
Total	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,438	2,701

How Information Requests Were Received

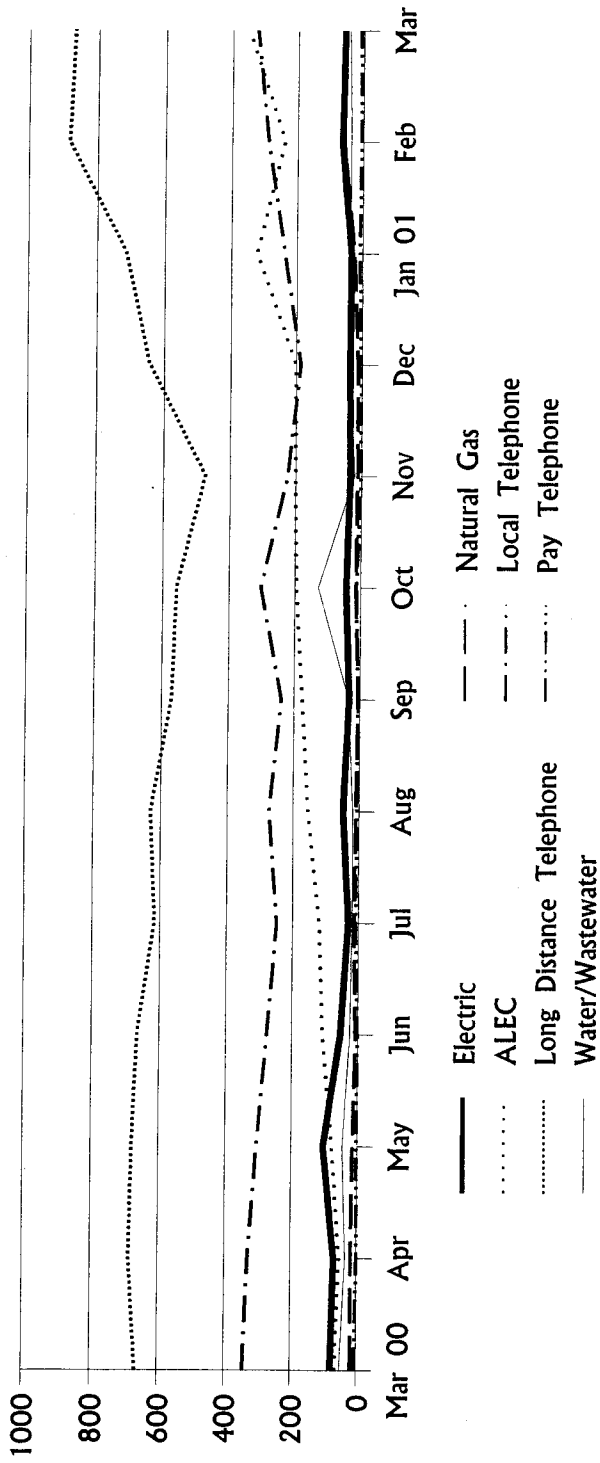
Phone, Mail, Internet and Fax

March 2000 - March 2001



	Mar 00	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar
Phone	3,156	1,499	1,378	1,209	3,110	3,768	3,058	3,173	2,476	3,128	4,065	2,675	3,070
Mail	18	27	30	42	24	14	17	103	23	20	26	37	33
Internet	9	23	19	35	56	47	45	82	46	67	64	78	98
Fax	7	6	16	7	10	9	11	23	11	12	12	9	7
Total	3,190	1,555	1,443	1,293	3,200	3,838	3,131	3,381	2,556	3,227	4,167	2,799	3,208

Complaints by Industry March 2000 - March 2001



Industry	Mar 00	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Total
Electric	77	69	102	52	30	48	32	44	33	36	33	63	56	675
Natural Gas	18	18	14	7	13	9	5	15	11	12	24	57	58	261
ALEC	66	52	76	107	118	156	176	196	201	202	322	239	351	2,262
Local Telephone	343	330	306	276	249	273	239	304	225	186	237	289	324	3,581
Long Dist. Phone	666	687	680	666	617	630	570	558	473	644	715	882	867	8,655
Payphone	6	1	3	2	8	7	6	13	2	4	8	6	8	74
Water/Wastewater	50	34	45	24	19	19	33	32	21	34	37	36	41	425

**Electric Companies
Complaint Activity - March 2001**

Utility Name	Complaints Logged				Complaints Resolved		
	Service*	Billing*	Total	Y-T-D	Apparent Non-infractions*	Apparent Infractions*	Total
FLORIDA POWER CORPORATION	4	10	14	32	13	1	14
FLORIDA POWER & LIGHT COMPANY	10	18	28	90	14	0	14
FLORIDA PUBLIC UTILITIES COMPANY	1	2	3	4	1	0	1
GULF POWER COMPANY	3	1	4	13	3	0	3
TAMPA ELECTRIC COMPANY	2	5	7	14	5	0	5
TOTAL	20	36	56	153	36	1	37

*Please see Index of Definitions.

Electric Companies
Apparent Infractions Year-To-Date

Utility Name	Total Customer Base **	Apparent Infractions		Y-T-D		March	
		Y-T-D	Per 1,000 Customers***	Apparent Infractions	Index*	Apparent Infractions	Index*
FLORIDA POWER CORPORATION	1,349,000	1	0.0007		4.43		4.43
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
TOTAL	5,977,000	1	0.0002				

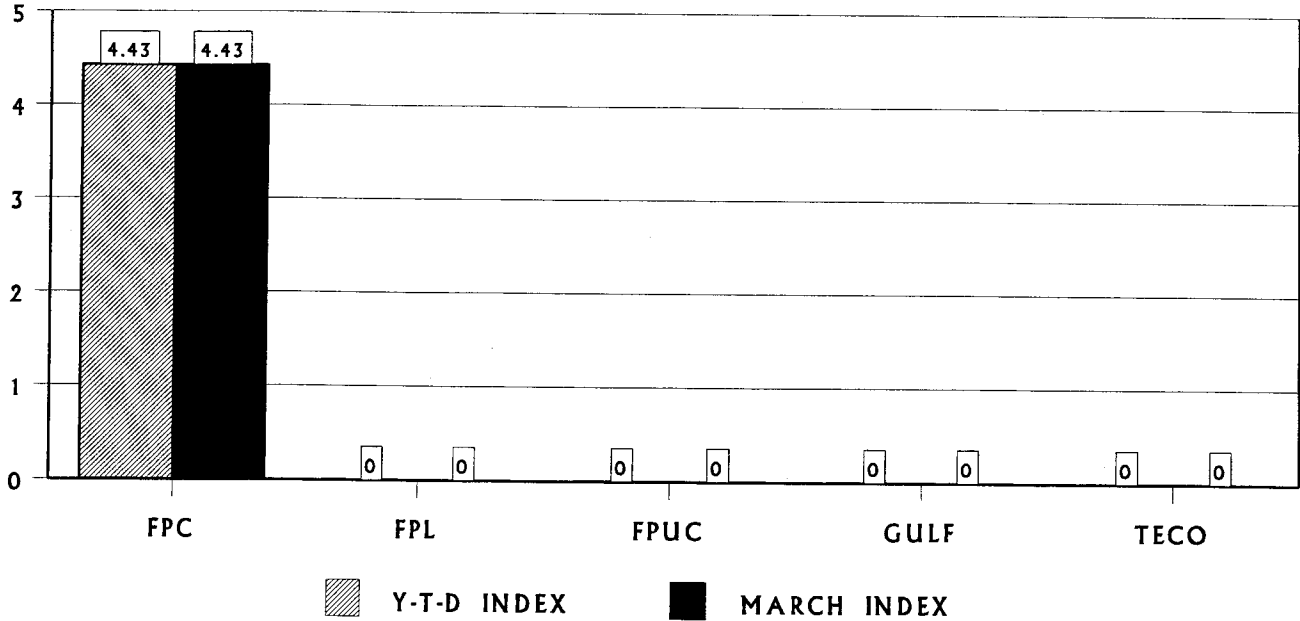
*Please see Index of Definitions.

**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

March 2001

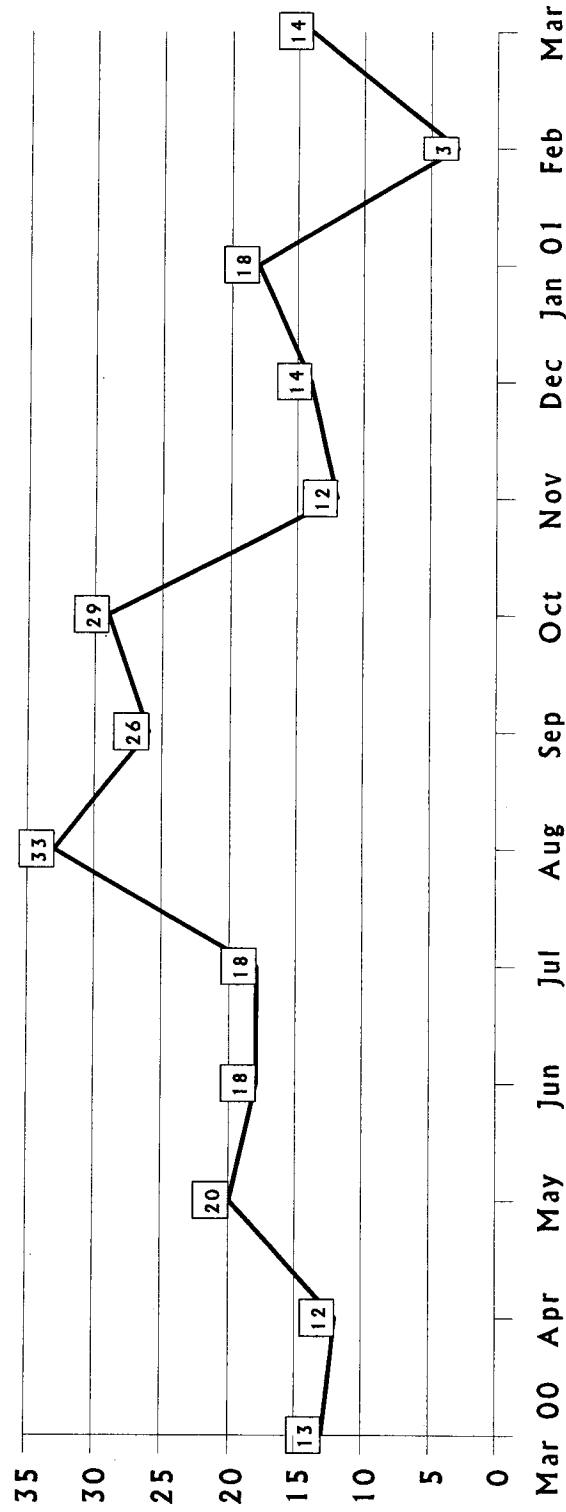


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,349,000	3,712,700	24,200	354,000	537,100

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

Total Momentary Electricity Outages Filed

March 2000 - March 2001



**Gas Companies
Complaint Activity March 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	1	1	4	0	0	0	1
CITY GAS COMPANY	0	42	42	70	6	3	9	23
FLORIDA PUBLIC UTILITIES COMPANY	0	1	1	7	4	0	4	8
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	0	0	0	0	1
PEOPLES GAS SYSTEM (TECO)	1	12	13	53	11	2	13	34
ST. JOE NATURAL GAS	0	1	1	1	1	0	1	1
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	1	1	4	1	0	1	3
TOTAL	1	58	59	139	23	5	28	71

*Please see Index of Definitions.

Gas Companies Apparent Infractions Year-To-Date

Utility Name	Number of Customers**	Apparent Infractions		Apparent Infractions Per 1,000 Customers ***	Y-T-D Apparent Infractions Index*	March Apparent Infractions Index*
		Y-T-D	Y-T-D			
CHESAPEAKE UTILITIES	9,654	0	0.000	0.000	0.00	0.000
CITY GAS COMPANY	99,574	3	0.030	0.030	2.43	2.43
FLORIDA PUBLIC UTILITIES COMPANY	37,416	0	0.000	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	657	0	0.000	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	246,998	2	0.008	0.008	0.65	0.65
ST. JOE NATURAL GAS	3,419	0	0.000	0.000	0.00	0.00
SEBRING	700	0	0.000	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,270	0	0.000	0.000	0.00	0.00
INDUSTRY TOTAL	402,688	5	0.012	0.012		

*Please see Index of Definitions.

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

***Note - Apparent Infractions per 1,000 customers is defined as follows: Each company total is based on the company's total apparent infractions divided by its customer base. The industry total is based on total year-to-date apparent infractions for the industry divided by the total industry customer base.

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

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions
1-800-RECONEX, INC.	0	1	1	1	0
ACCESS ONE COMMUNICATIONS	4	4	8	2	6
ACSI LOCAL SWITCHED SERVICES, INC. D/B/A E.SPIRE COMMUNICA	0	0	0	1	0
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	1	1	0	0
ALLTEL COMMUNICATIONS, INC.	0	1	1	2	1
ALTERNATIVE PHONE, INC.	0	0	0	1	0
AMERICA'S TELE-NETWORK CORP.	1	0	1	0	0
AMERICAN FIBER NETWORK, INC.	1	1	2	0	0
AT&T	3	2	5	4	0
AT&T DIGITAL PHONE	58	56	114	27	10
BROADBAND DIGITAL TECHNOLOGIES, INC.	1	0	1	0	0
BTI	2	1	3	0	0
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	0
CITYWIDE-TEL	1	0	1	1	0
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS	0	0	0	3	1
DPI-TELECONNECT, L.L.C.	0	0	0	1	0
EPICUS	1	2	3	2	0
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	0
EXCELINK COMMUNICATIONS, INC.	1	0	1	1	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	1	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
FLATEL, INC. D/B/A FLORIDA TELEPHONE COMPANY	0	0	0	1	0	1
FLORIDA COMM SOUTH	7	3	10	4	0	4
FLORIDA DIGITAL NETWORK, INC.	18	3	21	4	4	8
FLORIDA TELEPHONE SERVICES, LLC	2	3	5	2	0	2
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	2	0	2
GLOBAL CROSSING LOCAL SERVICES, INC.	1	0	1	1	0	1
GLOBAL CROSSING TELEMANAGEMENT, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	12	4	16	4	3	7
HYPERION TELECOMMUNICATIONS OF FLORIDA, INC.	2	0	2	0	0	0
IDS LONG DISTANCE, INC.	20	3	23	2	0	2
INTERMEDIA COMMUNICATIONS, INC.	1	2	3	3	0	3
ITS TELECOMMUNICATIONS SYSTEMS, INC.	0	1	1	0	0	0
KMC TELECOM II, INC.	0	0	0	1	0	1
KMC TELECOM INC.	1	1	2	0	0	0
KMC TELECOM V, INC.	0	0	0	2	0	2
KNOLGY OF FLORIDA, INC.	1	0	1	0	0	0
MCI WORLDCOM	2	0	2	1	1	2
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	0	0	0
MPOWER COMMUNICATIONS CORP.	1	2	3	1	1	2
NETWORK TELEPHONE CORPORATION	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
NEWSOUTH COMMUNICATIONS CORP.	1	0	1	1	0	1
ORLANDO TELEPHONE COMPANY	1	0	1	0	0	0
POINTECOM, INCORPORATED	2	2	4	2	1	3
QUINTELCO, INC.	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	0	0	0
SMOKE SIGNAL COMMUNICATIONS	0	1	1	5	1	6
SOUTHEAST TELEPHONE COMPANY	2	0	2	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	11	5	16	10	2	12
TCG SOUTH FLORIDA	1	1	2	0	0	0
TDS TELECOM/QUINCY TELEPHONE	0	1	1	0	0	0
TEL COM PLUS	1	0	1	0	0	0
TELECOM CONNECTION CORP.	1	0	1	0	0	0
THE PHONE COMPANY	47	28	75	13	9	22
TOTALTEL USA COMMUNICATIONS, INC.	0	0	0	1	0	1
UNIVERSALCOM, INC.	1	0	1	1	0	1
US LEC OF FLORIDA INC.	0	1	1	0	0	0
USA TELECOM, INC.	2	0	2	0	0	0
USA TELEPHONE INC.	0	0	0	1	0	1
VERIZON SELECT SERVICES INC.	1	2	3	12	3	15
Z-TEL COMMUNICATIONS, INC.	1	0	1	0	0	0
Totals	219	132	351	123	43	166

Local Telephone Companies Complaint Activity March 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.	2	1	3	7	2	0	2	6
BELLSOUTH	148	67	215	527	151	14	165	531
FRONTIER	0	0	0	0	0	0	0	0
GTC, INC. D/B/A GT COM	1	1	2	5	1	0	1	3
VERIZON (Formerly GTE Florida)	28	13	41	133	44	2	46	99
ITS TELECOMMUNICATIONS SYSTEMS	1	0	1	2	0	0	0	1
NE FLORIDA	0	1	1	1	0	0	0	0
QUINCY/TDS	1	0	1	1	0	0	0	1
SPRINT-FLORIDA	38	21	59	174	44	5	49	201
SMART CITY TELECOM (Formerly Vista United)	0	1	1	1	0	0	0	0
TOTAL	219	105	324	851	242	21	263	842

Local Telephone Companies Year-to-date Apparent Infractions

Utility Name	Number of Access lines**	Apparent Infractions		Apparent Infractions Per 1,000 Access lines***	Y-T-D Apparent Infractions Index*	March Apparent Infractions Index*
		Y-T-D	Y-T-D			
ALLTEL	89,546	0	0.0000	0.0000	0.00	0.00
BELLSOUTH	6,632,408	31	0.0047	0.0047	0.96	1.15
FRONTIER	4,537	0	0.0000	0.0000	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	0	0.0000	0.0000	0.00	0.00
VERIZON (Formerly GTE Florida)	2,444,656	5	0.0020	0.0020	0.42	0.45
ITS TELECOMMUNICATIONS SYSTEMS	3,705	0	0.0000	0.0000	0.00	0.00
NE FLORIDA	9,280	0	0.0000	0.0000	0.00	0.00
QUINCY/TDS	13,623	0	0.0000	0.0000	0.00	0.00
SPRINT-FLORIDA	2,213,033	20	0.0090	0.0090	1.85	1.23
SMART CITY TELECOM (Formerly Vista United)	18,706	0	0.0000	0.0000	0.00	0.00
TOTAL	11,478,514	56	0.0049	0.0049		

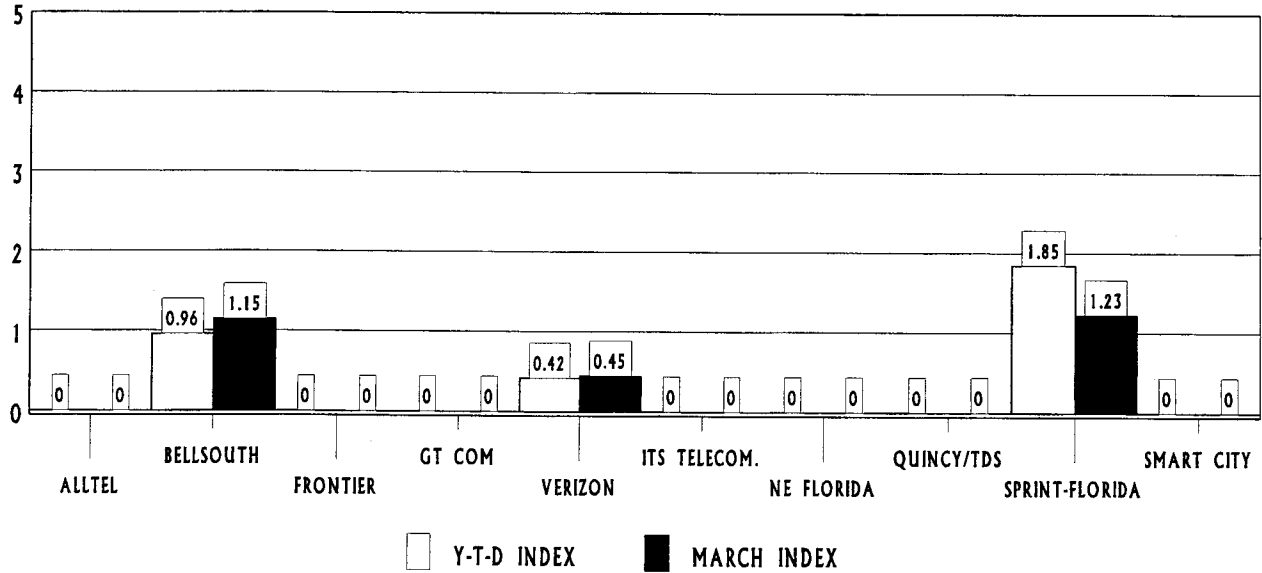
* Please see Index of Definitions.

** 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

March 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 - March 2001**

Company	March	Year-To-Date
Bellsouth Telecommunications, Inc.	0	1
Sprint-Florida, Inc.	0	1
Local Companies	0	0
Totals	0	2

Cramming Statistics*

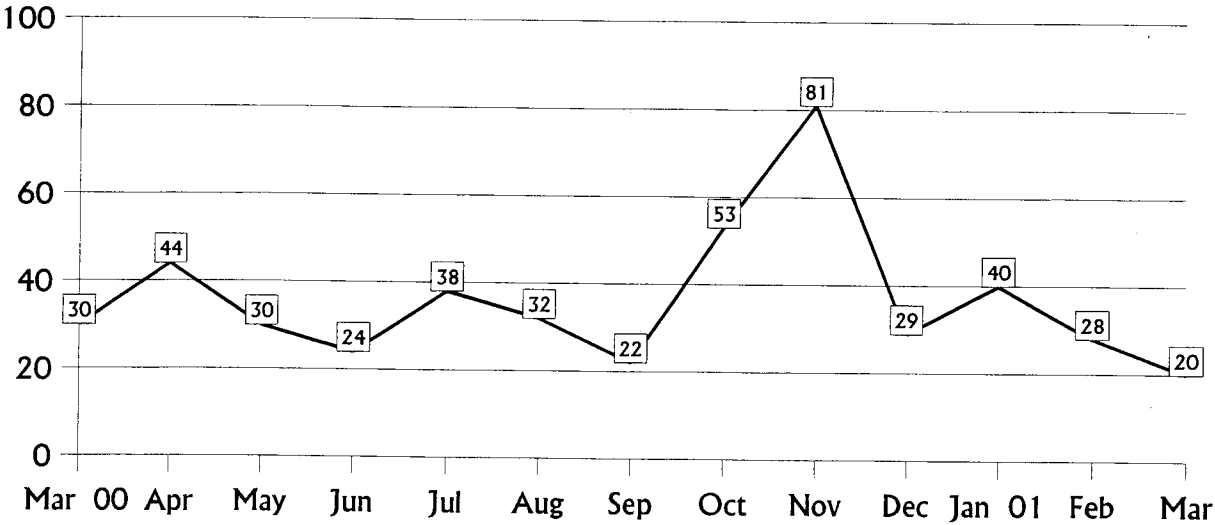
March 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
26	20	\$2,219.36

*Please see Index of Definitions

Cases Resolved as Cramming

March 2000 - March 2001



Long Distance Companies
Complaint Activity - March 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	0	1	4	0	4
ACN COMMUNICATION SERVICES, INC.	1	0	1	1	1	2
ALTEL COMMUNICATIONS, INC.	2	0	2	0	1	1
AMERICA'S TELE-NETWORK CORP.	5	2	7	3	0	3
AMERICAN NORTEL COMMUNICATIONS, INC.	0	0	0	0	1	1
AMERICAN PHONE SERVICES CORP.	0	0	0	1	1	2
ASTRAL COMMUNICATIONS	1	0	1	1	0	1
ATS	0	1	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	67	133	200	141	23	164
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	1	0	1
BIG PLANET OF UTAH, INC.	1	1	2	0	0	0
BROADWING COMMUNICATIONS SERVICES INC.	1	3	4	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	2	2	2	0	2
BTI	2	1	3	1	0	1
BUDGET CALL LONG DISTANCE, INC.	0	0	0	1	0	1
BUSINESS DISCOUNT PLAN, INC.	0	1	1	0	0	0
CLEAR WORLD COMMUNICATIONS CORPORATION	1	0	1	1	0	1
COAST INTERNATIONAL, INC.	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	0	1	1	0	0	0
CTS TELCOM, INC.	0	0	0	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	
DIRECT ONE OF CALIFORNIA, INC.	2	1	3	0	0	0
ECONOPHONE, INC.	0	1	1	0	0	0
EMERITUS COMMUNICATIONS, INC.	0	0	0	1	0	1
ENHANCED COMMUNICATIONS GROUP, L.L.C.	1	0	1	0	0	0
ENHANCED SERVICES BILLING, INC.	0	2	2	1	0	1
EPICUS	1	0	1	0	0	0
EQUALNET CORPORATION	0	0	0	0	1	1
ERBIA NETWORK, INC.	0	1	1	0	0	0
ESSENTIAL.COM, INC.	0	1	1	0	0	0
EVOICE TELECOM, INC.	0	1	1	0	0	0
EXCEL TELECOMMUNICATIONS, INC.	3	3	6	4	2	6
FEDERAL TRANSTEL, INC.	1	4	5	5	0	5
FIRST COMMUNICATIONS, LLC	0	0	0	1	0	1
FLORIDA DIGITAL NETWORK, INC.	1	1	2	1	0	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	6	1	7	8	0	8
GADJRAJ AND SONS, IMPORT & EXPORT, INC. D/B/A ARCTICS	0	0	0	1	0	1
GCI GLOBALCOM, INC.	1	0	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	2	0	2	2	0	2
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	14	1	15	8	0	8
GT COM LONG DISTANCE	1	1	2	0	0	0
HALE AND FATHER, INC.	1	2	3	4	0	4
HBS BILLING SERVICES COMPANY	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
HORIZONE COMMUNICATIONS	0	6	6	3	0	3
I-LINK COMMUNICATIONS, INC.	0	1	1	0	0	0
I VANTAGE NETWORK SOLUTIONS	0	1	1	2	0	2
IDEALDIAL CORPORATION	2	0	2	0	0	0
IDS LONG DISTANCE, INC.	2	1	3	1	2	3
IDT AMERICA CORP.	5	5	10	10	1	11
IDT CORPORATION	0	0	0	1	0	1
ILD	2	7	9	5	0	5
ILD, INC.	0	1	1	0	0	0
INTEGRETEL, INC.	0	9	9	10	0	10
INTERMEDIA COMMUNICATIONS, INC.	0	3	3	3	0	3
INTERNATIONAL EXCHANGE COMMUNICATIONS, INC. D/B/A IE COM	0	0	0	1	0	1
ISN COMMUNICATIONS	1	0	1	0	0	0
KMC TELECOM INC.	0	0	0	1	0	1
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	3	0	3
LIGHTYEAR COMMUNICATIONS, INC.	0	1	1	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	13	23	36	22	3	25
MCI WORLDCOM NETWORK SERVICES, INC.	43	49	92	73	1	74
MERCURY MARKETING COMPANY, LTD.	1	0	1	0	0	0
MONEY TRAVEL SERVICES OF FLORIDA, INC.	0	1	1	0	0	0
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
MTS-HOSPITALITY, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
NATIONAL ACCOUNTS, INC.	2	0	2	1	0	1
NETWORK BILLING SYSTEMS, L.L.C.	0	1	1	0	0	0
NETWORK ENHANCED TECHNOLOGIES, INC.	1	0	1	0	0	0
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	1	1	0	0	0
OLS, INC.	57	11	68	17	23	40
OPERATOR ASSISTANCE NETWORK	0	1	1	3	0	3
POWERNET GLOBAL COMMUNICATIONS	3	0	3	2	0	2
PRIMUS TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
PT-1 COMMUNICATIONS	0	3	3	0	0	0
PT-1 LONG DISTANCE, INC.	0	1	1	0	0	0
PTT TELEKOM, INC.	1	0	1	0	0	0
QUEST TELECOMMUNICATIONS, INC.	0	1	1	0	0	0
QUINTELCO, INC.	0	0	0	3	1	4
QWEST COMMUNICATIONS CORPORATION	28	7	35	45	10	55
SPRINT	48	53	101	45	6	51
STARLINK COMMUNICATIONS, LLC	0	0	0	1	0	1
STARTEC GLOBAL LICENSING COMPANY	0	1	1	0	0	0
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	1	0	1
TELCO BILLING, INC.	0	0	0	3	0	3
TELCOM.NET, INC.	0	0	0	1	0	1
TELECOM*USA OR TELECONNECT	0	2	2	2	0	2
TELENET SERVICES, INC.	1	0	1	0	0	0

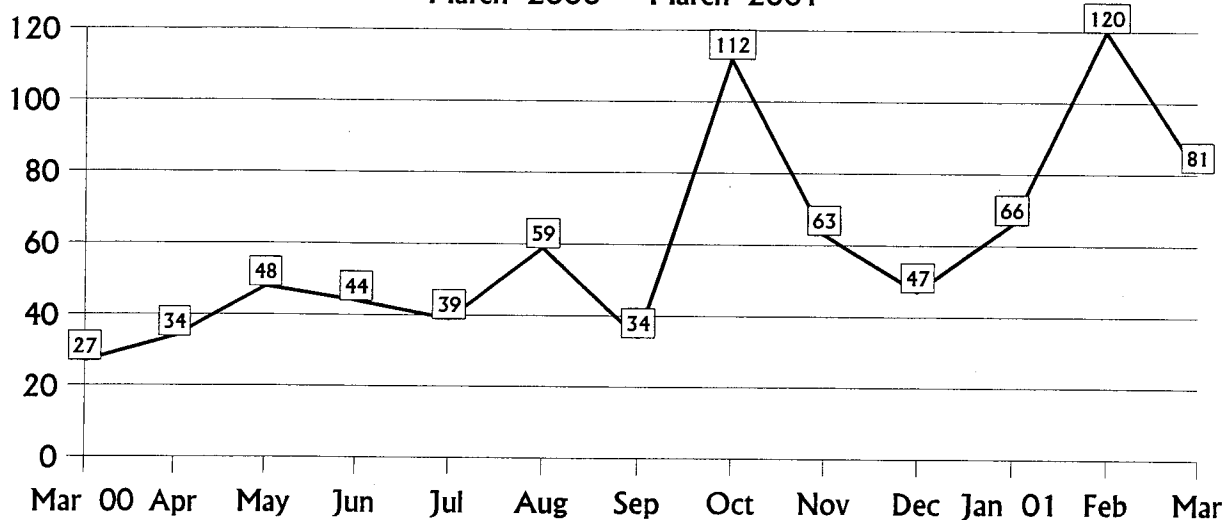
TELQUEST COMMUNICATIONS, INC. D/B/A ADVANTAGE PLUS TELECOM	0	0	0	0	1	1	0	0	1
TELSCAPE USA, INC.	11	6	17		1	6	7		1
TELSTAR INTERNATIONAL, INC. D/B/A TELSTAR USA, INC.	0	0	0		1	0	0		7
TELTRUST COMMUNICATIONS SERVICES, INC.	0	0	0		1	0	0		1
THE FREE NETWORK, L.L.C.	5	0	5		0	2	2		1
THE PHONE COMPANY	41	26	67		33	17	50		2
TTI NATIONAL, INC.	0	4	4		1	0	0		1
U S P & C CORPORATION	1	3	4		5	0	5		1
UKI COMMUNICATIONS, INC.	14	1	15		2	1	3		5
UNI-TEL COMMUNICATIONS GROUP, INC.	0	1	1		0	0	0		3
US LEC OF FLORIDA INC.	0	0	0		1	0	0		0
USLD COMMUNICATIONS, INC.	0	1	1		1	0	1		1
U.S. REPUBLIC COMMUNICATIONS, INC.	3	2	5		2	0	2		1
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	8	9		11	1	12		2
VERIZON SELECT SERVICES INC.	6	9	15		17	6	23		1
VIATEL SERVICES, INC.	1	0	1		0	0	0		0
VOX POPULI TELECOMMUNICATIONS, INC.	4	0	4		3	1	4		0
WEBNET COMMUNICATIONS, INC.	19	6	25		1	4	5		4
WESTINGHOUSE COMMUNICATIONS	1	0	1		0	0	0		5
WORLDLINK LONG DISTANCE CORP.	0	0	0		0	1	0		0
ZERO PLUS DIALING	1	3	4		0	1	1		1
ZERO PLUS DIALING, INC.	0	4	4		6	0	6		6
	0	4	4		2	0	2		2
Total	438	429	867		548	116	664		664

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

Company	March	Year-To-Date
Access One Communications	3	11
America's Tele-Network Corp.	0	12
AT&T / ACC	6	36
MCI Worldcom	5	17
OLS, Inc.	12	29
Qwest	10	18
Sprint	6	13
Telscape USA, Inc.	6	9
The Phone Company	5	25
WebNet Communications	5	11
Other Long Distance Companies	23	86
Totals	81	267

Cases Resolved as Slamming

March 2000 - March 2001



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ATN, INC.	0	1	1	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	2	2	2	0	2
ETS PAYPHONES OF FLORIDA, INC.	1	0	1	0	0	0
JLW TECHNICAL COMMUNICATIONS, INC.	1	0	1	0	0	0
PHOENIX TELECOM, LLC D/B/A PHOENIX PAYPHONES, LLC	0	0	0	1	0	1
SPRINT-FLORIDA, INCORPORATED	0	0	0	1	0	1
TCG PUBLIC COMMUNICATIONS, INC.	0	2	2	0	0	0
THE TRAIN-TEL COMPANY	0	1	1	0	0	0
TOTAL	2	6	8	5	0	5

Water and Wastewater Companies Complaint Activity - March 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	3	9	12	3	1	4
AQUASOURCE UTILITY, INC.	0	3	3	2	0	2
ARREDONDO UTILITY COMPANY, INC.	1	0	1	0	0	0
BIEBER ENTERPRISES, INC. D/B/A BREEZE HILL UTILITIES	0	0	0	1	0	1
BROADVIEW PARK WATER COMPANY	0	1	1	0	0	0
CGD UTILITIES	1	0	1	0	0	0
CONSOLIDATED WATER WORKS, INC.	2	0	2	0	0	0
FERNCREST UTILITIES, INC.	0	0	0	1	0	1
FLORIDA PUBLIC UTILITIES COMPANY (FERNANDINA BEACH SYSTEM)	0	0	0	1	0	1
FLORIDA WATER SERVICES CORPORATION	0	1	1	3	0	3
FOREST HILLS UTILITIES, INC.	0	2	2	1	0	1
HUNTER CREEK UTILITIES, LLC	0	0	0	1	0	1
JASMINE LAKES UTILITIES CORPORATION	0	1	1	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	5	0	5	0	1	1
LANIGER ENTERPRISES OF AMERICA, INC.	1	0	1	0	0	0
LINADALE WATER COMPANY	0	1	1	0	0	0
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
ORANGEWOOD LAKES SERVICES, INC.	0	1	1	0	0	0
PARK WATER COMPANY INC.	0	0	0	1	0	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	1	2	1	0	1
SANLANDO UTILITIES CORPORATION	0	1	1	0	0	0
SEBRING RIDGE UTILITIES, INC.	1	0	1	0	0	0
UNITED WATER FLORIDA INC.	1	1	2	0	1	1
UTILITIES, INC. OF FLORIDA	0	3	3	0	0	0
TOTALS	16	25	41	16	3	19

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