



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
MAY 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.

Monthly Consumer Refunds

May 2000 - May 2001

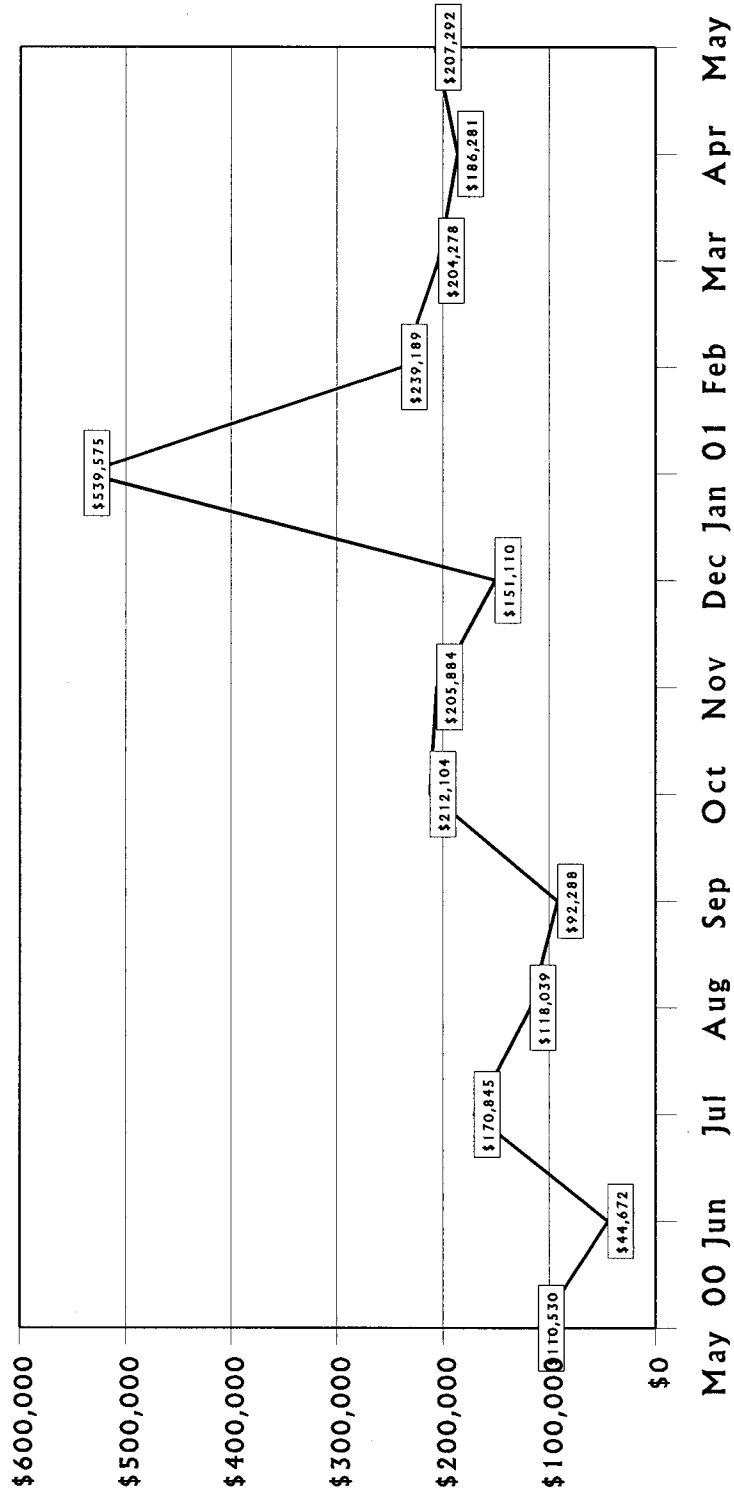


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Consumer Activity - May 2001

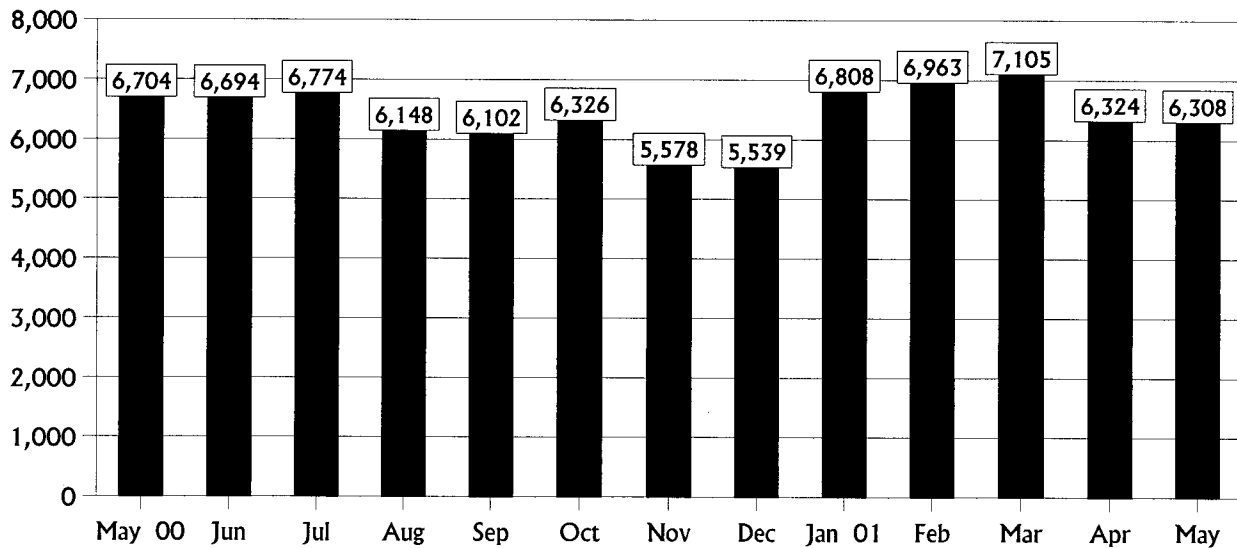
Complaints Received		2,240
Electric	59	
Gas	26	
Alternative Local Exchange Telephone	306	
Local Exchange Telephone	282	
Long Distance Telephone	720	
Pay Telephone	3	
Water & Wastewater	21	
Non-regulated Consumer Assistance	658	
Cases Received / Closed Under 72 Hr Rule	165	
Electric	43	
Gas	0	
Telecommunications	118	
Water / Wastewater	4	
Information Requests Received		2,300
Total Cases Received		4,540

How Cases Were Received	Complaints	Information Requests
Phone	1,676	2,167
Mail	249	38
Internet	257	87
Fax	58	8
Totals	2,240	2,300

Non-Jurisdictional Calls Not Filed As Cases	1,768
Total Consumer Contacts Handled	6,308
Transfer Connect (Calls Transferred to Utilities)	625

Consumer Savings	
Electric	\$ 432.01
Gas	2,500.96
Alternative Local Exchange Telephone	46,121.11
Local Exchange Telephone	36,235.01
Long Distance Telephone	120,957.18
Pay Telephone	7.00
Water & Wastewater	893.04
Non-regulated Consumer Assistance	145.90
Total	\$ 207,292.21

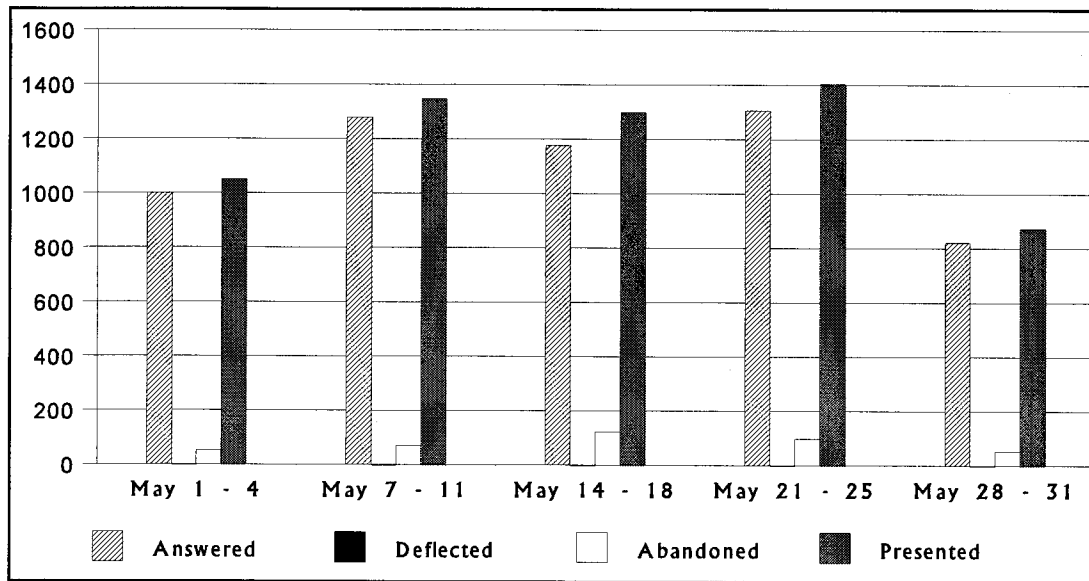
Public Service Commission Total Consumer Contacts May 2000 - May 2001



	Complaints Received	% of Total Complaints
Electric	59	3%
Gas	26	1%
Alt. Local Exchange Telephone	306	14%
Local Exchange Telephone	282	13%
Long Distance Telephone	720	32%
Pay Telephone	3	< 1%
Water & Wastewater	21	1%
Non-regulated Consumer Assistant	658	29%
Cases Received / Closed by 72 Hr Rule	165	7%
Total	2,240	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 May 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.

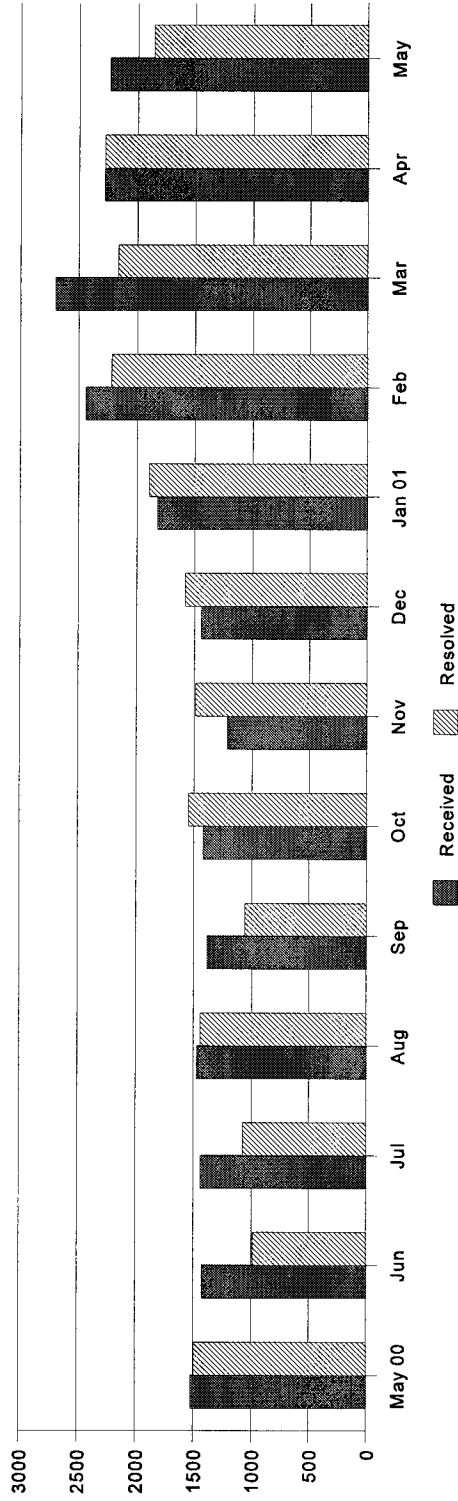
Total Calls Presented: Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
May 1 - 4	999	95.1%	0	0.0%	52	4.9%	1,051
May 7 - 11	1,280	94.9%	0	0.0%	69	5.1%	1,349
May 14 - 18	1,177	90.6%	0	0.0%	122	9.4%	1,299
May 21 - 25	1,307	93.1%	0	0.0%	97	6.9%	1,404
May 28 - 31	822	94.1%	0	0.0%	52	6.0%	874
Totals	5,585	93.4%	0	0.0%	392	6.6%	5,977

Calls Answered During the Month	5,585
Minus CAF Calls Resulting in Cases	(3,817)
Total Non-Jurisdictional Calls Not Filed As Cases	1,768

Monthly Status of Total Complaints Received / Resolved*

May 2000 - May 2001

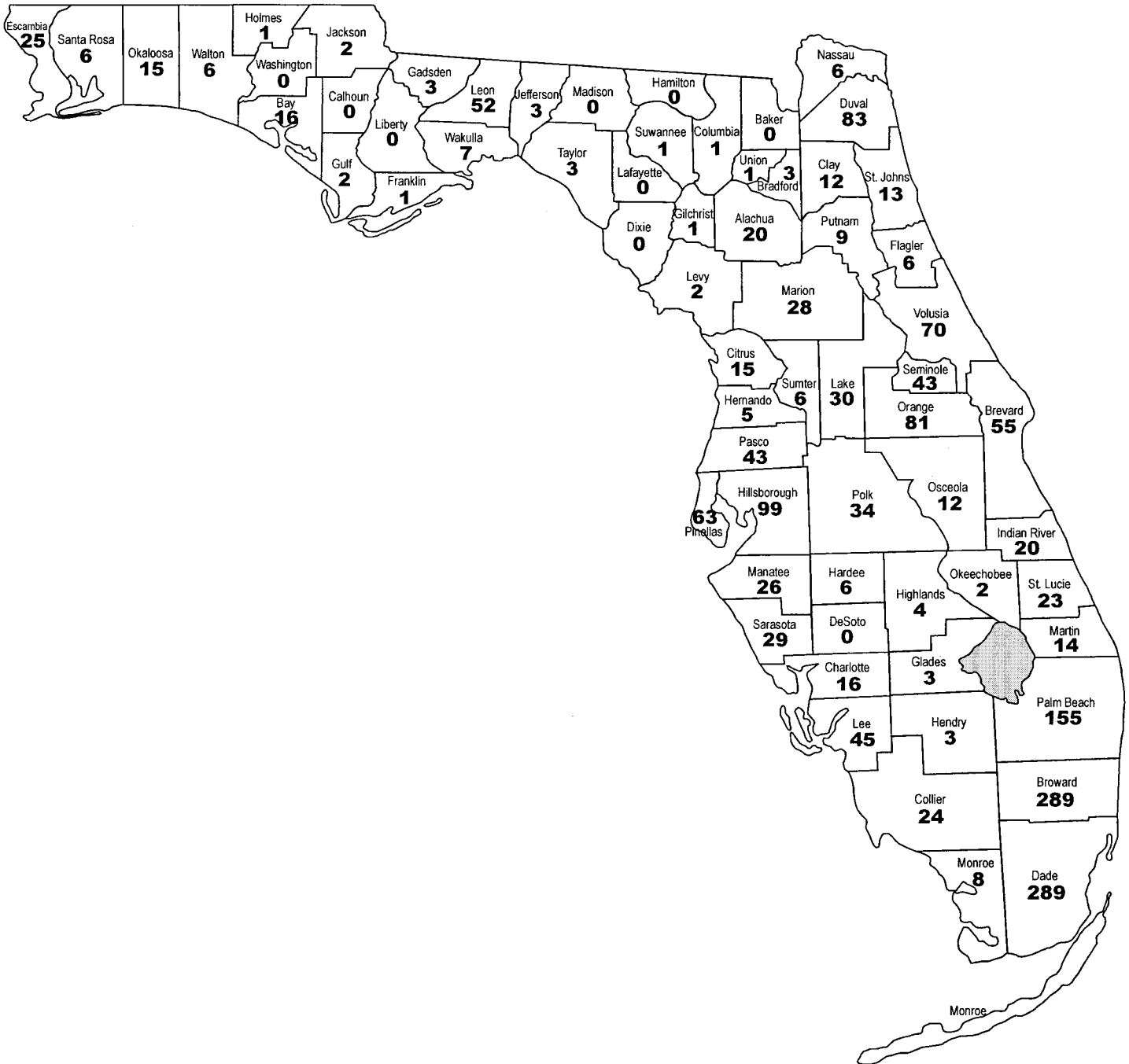


	May 00	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May
Received	1,522	1,428	1,439	1,473	1,385	1,421	1,214	1,442	1,821	2,348	2,701	2,281	2,240
Resolved	1,496	988	1,075	1,440	1,058	1,547	1,488	1,581	1,897	2,221	2,163	2,280	1,862

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

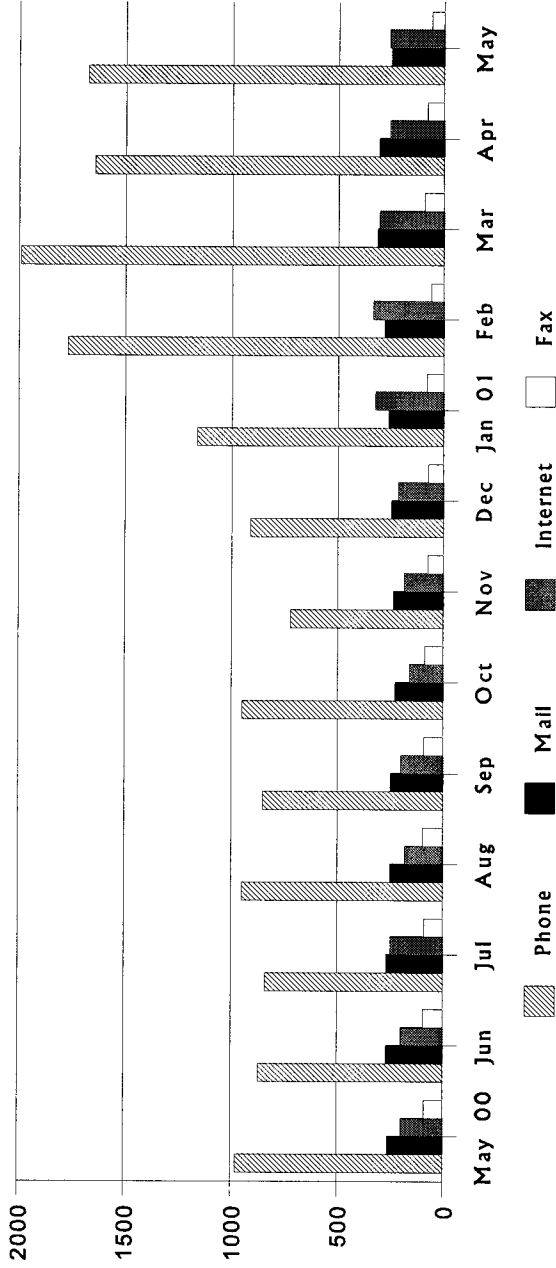
Complaints Received by County

MAY 2001



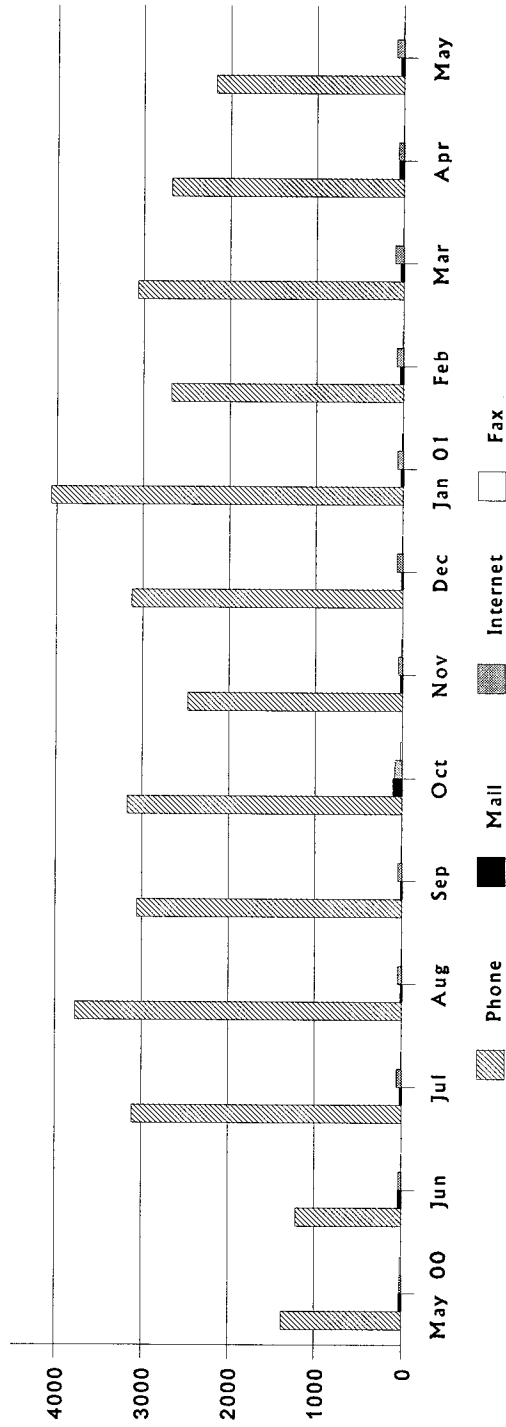
Note: County name not available for 400 cases.

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



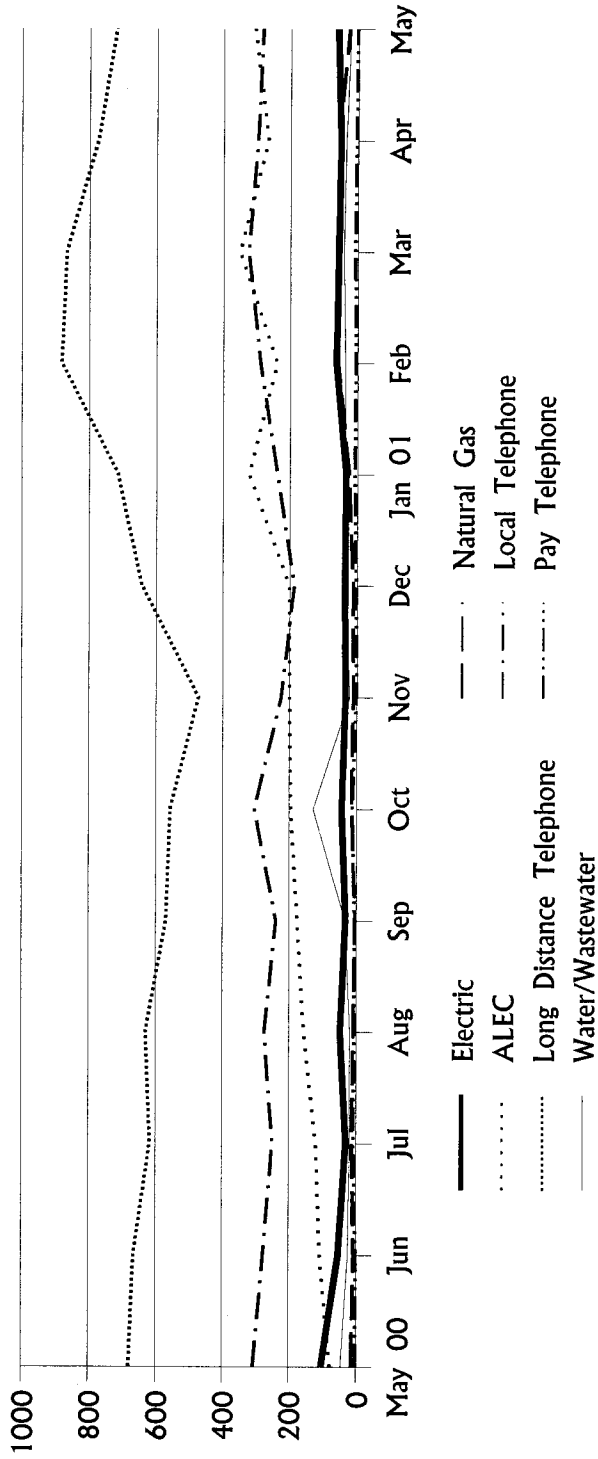
	May 00	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May
Phone	872	839	950	850	951	724	913	1,163	1,769	1,992	1,642	1,676	2,281
Mail	267	266	248	248	225	235	246	259	279	313	306	306	249
Internet	197	247	179	198	159	184	213	322	333	305	256	256	257
Fax	92	87	96	89	86	71	70	77	57	91	77	77	58
Total	1,522	1,428	1,439	1,473	1,385	1,214	1,442	1,821	2,438	2,701	2,281	2,281	2,240

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



	May 00	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May
Phone	1,378	1,209	3,110	3,768	3,058	3,173	2,476	3,128	4,065	2,675	3,070	2,677	2,167
Mail	30	42	24	14	17	103	23	20	26	37	33	54	38
Internet	19	35	56	47	45	82	46	67	64	78	98	61	87
Fax	16	7	10	9	11	23	11	12	12	9	7	9	8
Total	1,443	1,293	3,200	3,838	3,131	3,381	2,556	3,227	4,167	2,799	3,208	2,801	2,300

Complaints by Industry May 2000 - May 2001



Industry	May 00	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 01	Feb	Mar	Apr	May
Electric	102	52	30	48	32	44	33	36	33	63	56	50	59
Natural Gas	14	7	13	9	5	15	11	12	24	57	58	56	26
ALEC	76	107	118	156	176	196	201	202	322	239	351	266	306
Local Telephone	306	276	249	273	239	304	225	186	237	289	324	297	282
Long Dist. Phone	680	666	617	630	570	558	473	644	715	882	867	775	720
Payphone	3	2	8	7	6	13	2	4	8	6	8	5	3
Water/Wastewater	45	24	19	19	33	32	21	34	37	36	41	34	21

Electric Companies Complaint Activity - May 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	6	10	47	6	0	6	48
FLORIDA POWER & LIGHT COMPANY	17	23	40	160	21	0	21	126
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	5	2	0	0	3
GULF POWER COMPANY	2	1	3	20	3	0	3	20
TAMPA ELECTRIC COMPANY	1	5	6	27	4	0	4	22
TOTAL	24	35	59	259	36	0	34	219

*Please see Index of Definitions.

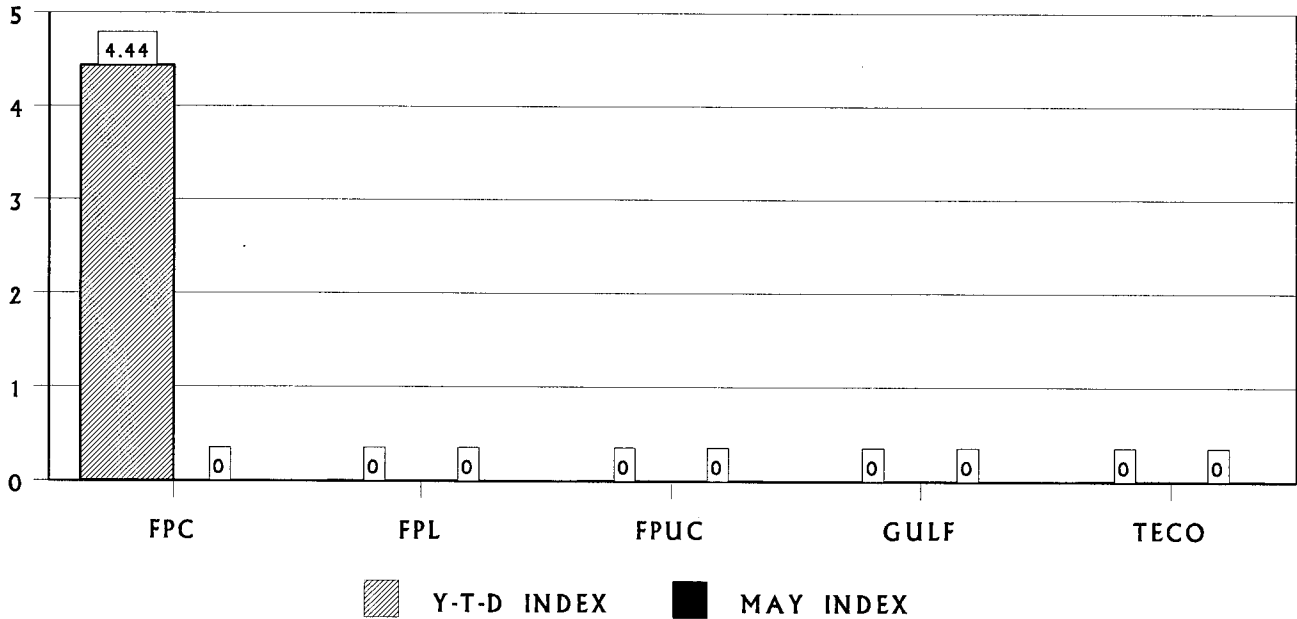
**Electric Companies
Apparent Infractions Year-To-Date**

Utility Name	Total Customer Base **	Apparent Infractions		Apparent Infractions Per 1,000 Customers***	Y-T-D Apparent Infractions Index*	May Apparent Infractions Index*
		Y-T-D	Y-T-D			
FLORIDA POWER CORPORATION	1,234,285	1	0.0008	0.0008	4.44	0.00
FLORIDA POWER & LIGHT COMPANY	3,413,953	0	0.0000	0.0000	0.00	0.00
FLORIDA PUBLIC UTILITIES COMPANY	21,855	0	0.0000	0.0000	0.00	0.00
GULF POWER COMPANY	321,731	0	0.0000	0.0000	0.00	0.00
TAMPA ELECTRIC COMPANY	491,925	0	0.0000	0.0000	0.00	0.00
TOTAL	5,485,749	1	0.0002			

*Please see Index of Definitions.
 **Source - PSC Comparative Rate Statistics Report for the Year 2000.
 *** 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

May 2001

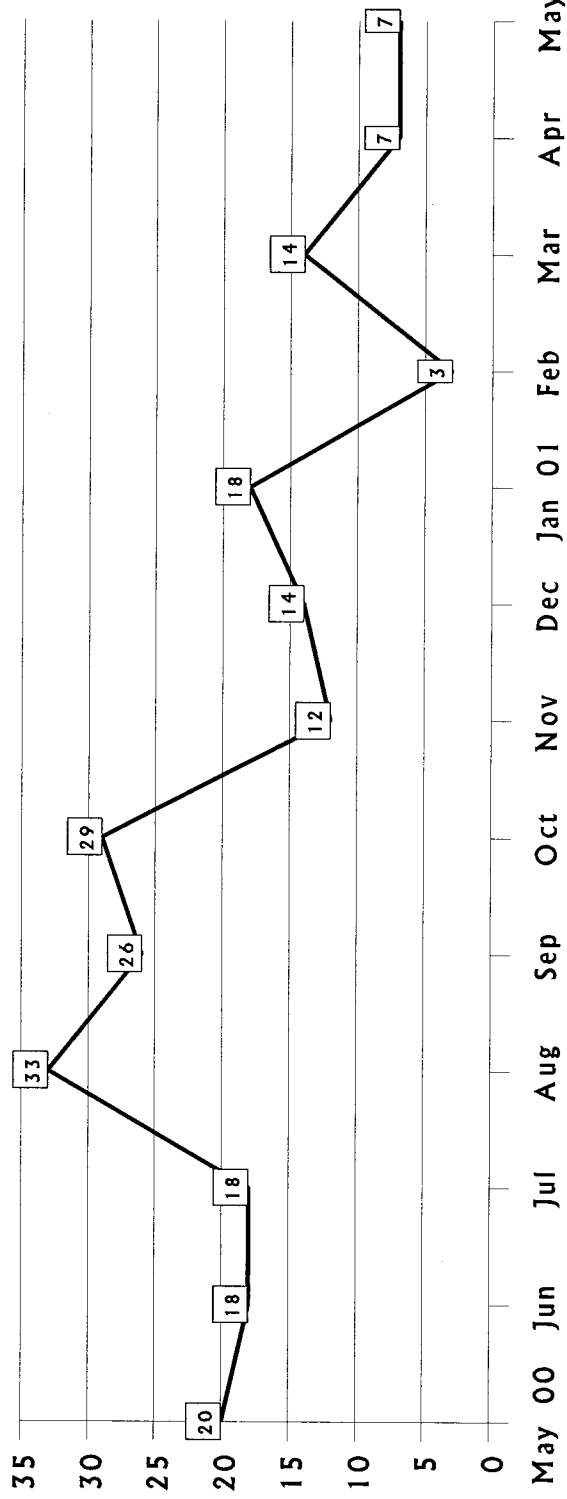


TOTAL CUSTOMER BASE*				
FLORIDA POWER CORP.	FLORIDA POWER AND LIGHT COMPANY	FLORIDA PUBLIC UTILITIES COMPANY	GULF POWER COMPANY	TAMPA ELECTRIC COMPANY
1,234,285	3,413,953	21,582	321,731	491,925

**Source - PSC Comparative Rate Statistics Report for the Year 2000.*

Total Momentary Electricity Outages Filed

May 2000 - May 2001



**Gas Companies
Complaint Activity May 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	2	2	9	0	0	0	1
CITY GAS COMPANY	2	15	17	121	11	0	11	42
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	11	2	0	2	11
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	1	0	0	0	1
PEOPLES GAS SYSTEM (TEGO)	0	6	6	73	7	1	8	46
ST. JOE NATURAL GAS	0	1	1	2	0	0	0	1
SEBRING	0	0	0	0	0	0	0	0
SOUTH FLORIDA NATURAL GAS	0	0	0	4	0	0	0	3
TOTAL	2	24	26	221	20	1	21	105

**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*	May Apparent Infractions Index*
CHESAPEAKE UTILITIES	9,337	0	0.000	0.00	0.000
CITY GAS COMPANY	96,335	8	0.083	2.91	0.00
FLORIDA PUBLIC UTILITIES COMPANY	36,217	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	631	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	235,895	3	0.013	0.45	1.64
ST. JOE NATURAL GAS	3,140	0	0.000	0.00	0.00
SEBRING	580	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,010	0	0.000	0.00	0.00
INDUSTRY TOTAL	386,145	11	0.029		

*Please see Index of Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2000.

***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 - May 2001

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	
1-800-RECONEX, INC.	2	1	3	1	0	1
ACCESS ONE COMMUNICATIONS	0	1	1	3	5	8
ALLEGIANCE TELECOM OF FLORIDA, INC.	0	2	2	0	0	0
ALTEL COMMUNICATIONS, INC.	0	1	1	0	0	0
ALTERNATIVE PHONE, INC.	1	0	1	0	0	0
AMERICAN FIBER NETWORK, INC.	0	0	0	0	1	1
ARROW COMMUNICATIONS, INC. D/B/A ACI	0	0	0	1	0	1
AT&T	6	0	6	4	0	4
AT&T DIGITAL PHONE	43	20	63	34	5	39
BTI	1	0	1	1	0	1
BUDGET PHONE, INC.	0	3	3	2	0	2
CAT COMMUNICATIONS INTERNATIONAL, INC.	1	0	1	0	0	0
CHOCTAW COMMUNICATIONS, INC. D/B/A SMOKE SIGNAL COMMUNICAT	0	0	0	1	0	1
DIECA COMMUNICATIONS, INC. D/B/A COVAD COMMUNICATIONS COMP	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
DPI-TELECONNECT, L.L.C.	2	0	2	3	0	3
EPICUS , INC.	1	0	1	4	1	5
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	1	2
EXCELINK COMMUNICATIONS, INC.	1	0	1	1	0	1
EZ TALK COMMUNICATIONS, L.L.C.	0	0	0	1	0	1
E.SPIRE COMMUNICATIONS, INC.	2	0	2	0	0	0
FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.	0	0	0	0	1	1
FLORIDA COMM SOUTH	6	1	7	1	0	1
FLORIDA DIGITAL NETWORK, INC.	11	3	14	5	1	6
FLORIDA TELEPHONE SERVICES, LLC	0	1	1	1	0	1
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	1	0	1
HALE AND FATHER, INC.	5	11	16	8	1	9
IDS LONG DISTANCE, INC.	6	1	7	6	4	10
IDS TELCOM LLC	8	1	9	0	0	0
IMAGE ACCESS COMMUNICATIONS, INC. D/B/A NEWPHONE	0	0	0	1	0	1
INTERMEDIA COMMUNICATIONS, INC.	6	2	8	0	0	0
ITC'DELTACOM	1	1	2	1	0	1
KMC TELECOM INC.	0	0	0	2	0	2
MCI WORLDCOM	1	0	1	1	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
MPOWER COMMUNICATIONS CORP.	4	2	6	4	0	4
ONYX DISTRIBUTING COMPANY, INC. D/B/A FLORIDA COMM SOUTH	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	1	0	1
QWEST COMMUNICATIONS SERVICES	0	1	1	0	0	0
SBC TELECOM, INC.	0	0	0	2	0	2
SOURCE ONE COMMUNICATIONS, INC.	1	0	1	0	0	0
SOUTHEAST TELEPHONE COMPANY	1	0	1	1	1	2
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	41	16	57	11	5	16
TALK AMERICA	0	1	1	1	0	1
TEL COM PLUS	1	0	1	0	0	0
TELEBEPPER, INC. D/B/A OSCATEL COMMUNICATIONS	0	0	0	0	1	1
TELIGENT SERVICES, INC.	1	2	3	0	0	0
TELSCAPE COMMUNICATIONS	3	3	6	0	0	0
THE PHONE COMPANY	39	22	61	20	10	30
TIME WARNER TELECOM OF FLORIDA, L.P.	1	0	1	0	0	0
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
USA TELECOM, INC.	1	1	2	1	0	1
VERIZON SELECT SERVICES INC.	2	2	4	1	0	1
WORLD ACCESS COMMUNICATIONS CORP.	1	0	1	0	0	0
XO FLORIDA, INC.	2	2	4	2	0	2
Totals	205	101	306	131	37	168

Local Telephone Companies Complaint Activity May 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.	6	3	9	27	7	0	7	15
BELLSOUTH	112	72	184	882	169	7	176	871
FRONTIER	1	0	1	3	2	0	2	4
GTC, INC. D/B/A GT COM	2	0	2	8	0	0	0	10
VERIZON (Formerly GTE Florida)	21	11	32	207	45	3	48	180
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	3	0	0	0	2
NE FLORIDA	0	0	0	1	1	0	1	1
QUINCY/TDS	0	0	0	1	0	0	0	3
SPRINT-FLORIDA	36	18	54	295	48	3	51	314
SMART CITY TELECOM (Formerly Vista United)	0	0	0	2	0	0	0	0
TOTAL	178	104	282	1,429	272	13	285	1,400

Local Telephone Companies Year-to-date Apparent Infractions

Utility Name	Number of Access lines**	Apparent Infractions		Apparent Per 1,000 Access lines***	Y-T-D Index*	May Apparent Infractions Index*
		Y-T-D	Per 1,000			
ALLTEL	92,182	0	0.0000	0.00	0.00	0.00
BELLSOUTH	6,651,643	43	0.0065	0.81	0.94	0.94
FRONTIER	4,809	0	0.0000	0.00	0.00	0.00
GT COM (Floral, Gulf & St. Joseph)	51,304	1	0.0195	2.45	0.00	0.00
VERIZON (Formerly GTE Florida)	2,464,043	13	0.0053	0.66	1.08	1.08
ITS TELECOMMUNICATIONS SYSTEMS	3,878	0	0.0000	0.00	0.00	0.00
NE FLORIDA	9,856	0	0.0000	0.00	0.00	0.00
QUINCY/TDS	13,830	0	0.0000	0.00	0.00	0.00
SPRINT-FLORIDA	2,248,311	35	0.0156	1.96	1.19	1.19
SMART CITY TELECOM (Formerly Vista United)	16,753	0	0.0000	0.00	0.00	0.00
TOTAL	11,556,609	92	0.0080			

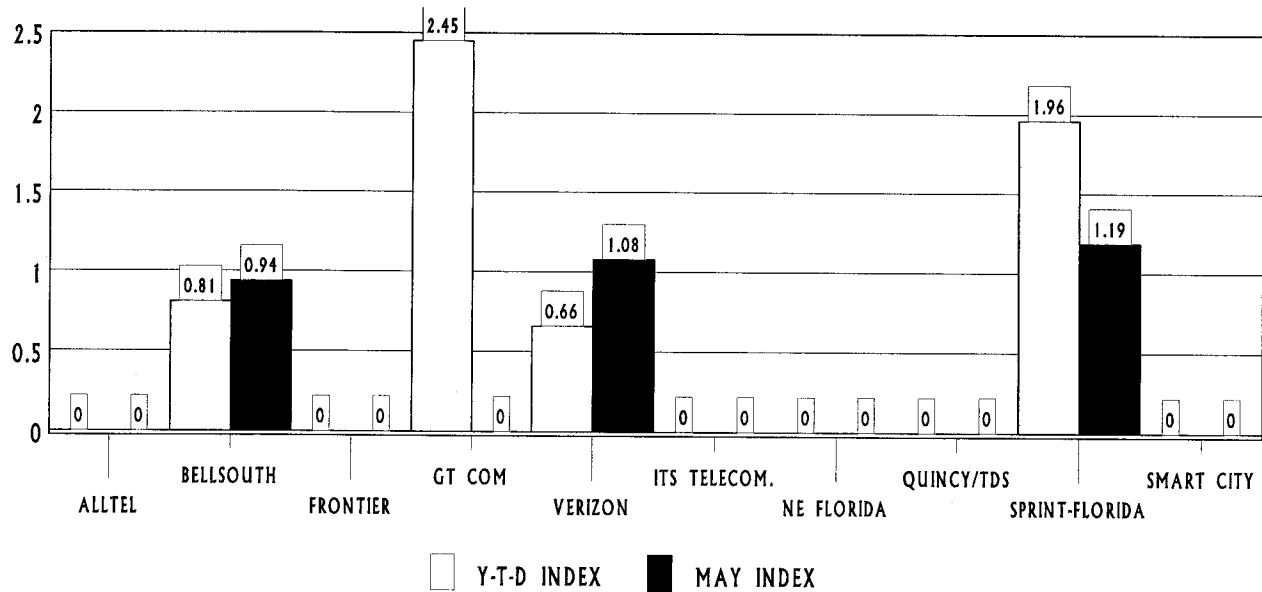
* Please see Index of Definitions.

**Source - PSC Comparative Rate Statistics Report for the Year 2000.

***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

May 2001



2000 ACCESS LINES*			
ALLTEL	92,182	ITS TELECOM.	3,878
BELLSOUTH	6,651,643	NE FLORIDA	9,856
FRONTIER	4,809	QUINCY/TDS	13,830
GT COM (Floral, Gulf & St. Joseph)	51,279	SPRINT/FLORIDA	2,248,311
VERIZON (Formerly GTE)	2,464,043	VISTA-UNITED	16,753

**Source - PSC Comparative Rate Statistics Report for the Year 2000.*

**Unauthorized Telephone Service Change
"Local Slamming"
Apparent Rule Infractions - May 2001**

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

Cramming Statistics*

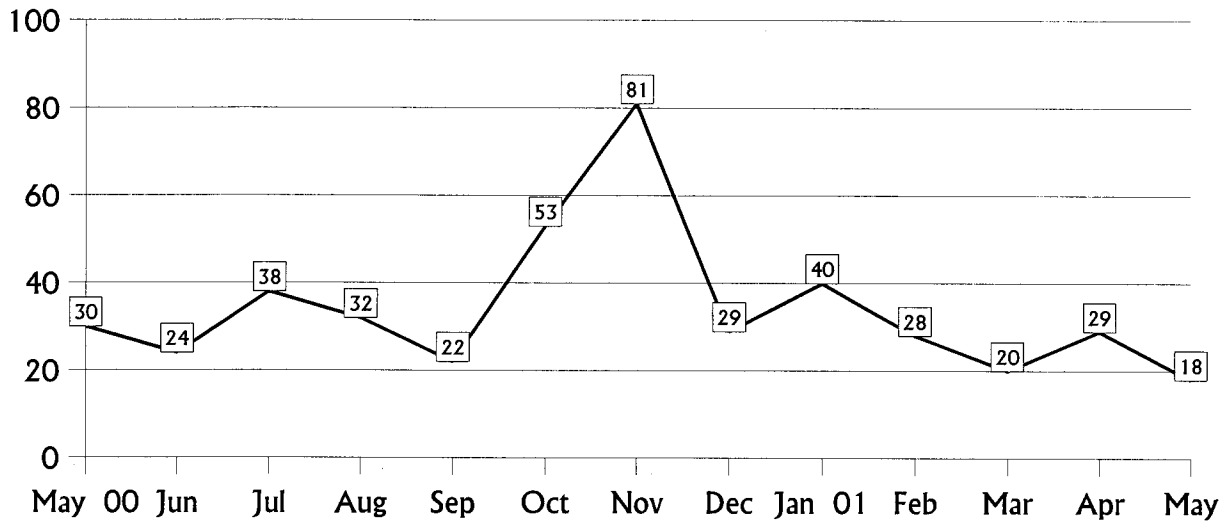
May 2001

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
12	18	\$ 803.86

*Please see Index of Definitions

Cases Resolved as Cramming

May 2000 - May 2001



Long Distance Companies
Complaint Activity - May 2001

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
1010 123 AMERICATEL	1	0	1	0	0
360NETWORKS (USA) INC.	1	0	1	0	0
ACC LONG DISTANCE	0	1	1	0	1
ACCESS ONE COMMUNICATIONS	0	1	1	0	0
ACN COMMUNICATION SERVICES, INC.	0	0	0	0	1
ACTEL INTEGRATED COMMUNICATIONS, INC.	1	0	1	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	1	0
AFFINITY LONG DISTANCE, INC.	1	0	1	0	0
ALLTEL COMMUNICATIONS, INC.	0	1	1	1	0
AMERICA'S TELE-NETWORK CORP.	3	1	4	0	0
AMERICAN PHONE SERVICES CORP.	1	0	1	0	1
ATLANTIC TELECOMMUNICATION SYSTEMS, INC. D/B/A ATS	0	0	0	1	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	93	118	211	157	22
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DIST	0	0	0	1	0
BIG PLANET, INC. D/B/A BIG PLANET OF UTAH, INC.	0	0	0	0	1
BROADWING COMMUNICATIONS SERVICES INC.	0	1	1	0	0
BROADWING TELECOMMUNICATIONS INC.	0	4	4	0	0
BTI	1	0	1	0	0
BUDGET CALL LONG DISTANCE, INC.	1	1	2	0	0
BUSINESS SAVINGS PLAN INC.	1	0	1	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
C2K, INC.	1	0	1	0	0	0
CABLE & WIRELESS USA, INC.	1	0	1	1	0	1
CALL-4-LESS	1	0	1	0	0	0
CORRECTIONAL BILLING SERVICES	1	1	2	0	0	0
CTS TELCOM, INC.	0	1	1	0	0	0
DIRECT ONE OF CALIFORNIA, INC.	1	2	3	1	0	1
EASTERN TEL LONG DISTANCE SERVICE, INC.	1	0	1	0	0	0
ECONOPHONE, INC.	2	0	2	0	0	0
ELEC COMMUNICATIONS	1	1	2	0	0	0
ENHANCED COMMUNICATIONS GROUP, L.L.C.	1	0	1	0	0	0
EPICUS, INC. D/B/A EPICUS	0	0	0	1	1	2
EQUALNET CORPORATION	0	0	0	1	0	1
ERBIA NETWORK, INC.	0	0	0	0	1	1
EXCEL TELECOMMUNICATIONS, INC.	2	11	13	4	1	5
EZTEL NETWORK SERVICE, LLC	1	0	1	0	0	0
FEDERAL TRANSTEL, INC.	0	2	2	3	0	3
FLORIDA COMM SOUTH	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	3	0	3	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	2	0	2	2	0	2
GCI GLOBALCOM, INC.	1	0	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	0	1	1	3	0	3
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	10	0	10	2	0	2

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
GLOBAL ONE COMMUNICATIONS INC.	1	0	1	0	0	0
GLOBAL TELELINK SERVICES, INC.	0	1	1	0	0	0
GLOBAL TEL*LINK CORPORATION	0	1	1	0	0	0
GROUP LONG DISTANCE, INC.	1	0	1	0	0	0
HALE AND FATHER, INC.	0	2	2	1	0	1
HBS BILLING SERVICES COMPANY	0	1	1	0	0	0
HORIZONE COMMUNICATIONS	1	2	3	3	1	4
I-LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
I VANTAGE NETWORK SOLUTIONS	1	2	3	1	1	2
IDS LONG DISTANCE, INC.	1	1	2	2	5	7
IDS TELCOM LLC	3	5	8	1	0	1
IDT AMERICA CORP.	3	4	7	8	1	9
ILD	4	9	13	5	0	5
INTEGRETEL, INC.	1	5	6	6	0	6
INTERMEDIA COMMUNICATIONS, INC.	3	3	6	2	0	2
KMC TELECOM INC.	1	0	1	0	0	0
KMC TELECOM V, INC.	1	0	1	0	0	0
LDC TELECOMMUNICATIONS, INC.	0	1	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	1	0	1
MATRIX TELECOM, INC.	0	1	1	0	0	0
MCI WORLDCOM COMMUNICATIONS, INC.	8	8	16	11	1	12
MCI WORLDCOM NETWORK SERVICES, INC.	44	56	100	55	2	57

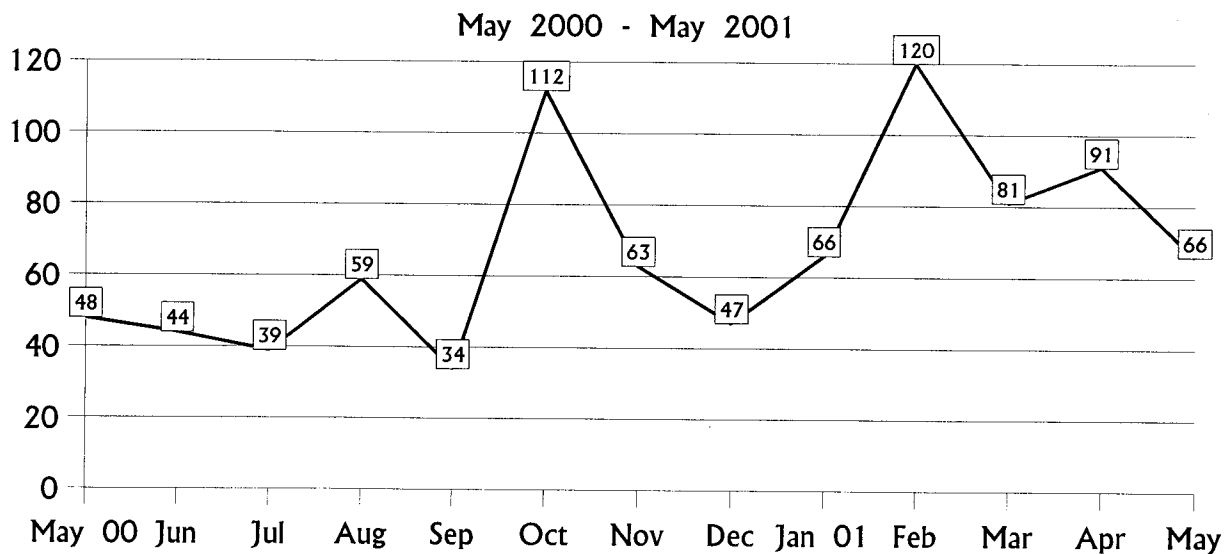
Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions
MERCURY MARKETING COMPANY, LTD.	0	0	0	1	0
MINIMUM RATE PRICING, INC.	1	0	1	0	0
NATEL, L.L.C.	1	0	1	0	0
NATIONAL ACCOUNTS, INC.	1	0	1	0	1
NORTHWESTERN DIGITAL COMPANY	0	1	1	0	0
OLS, INC.	12	2	14	19	15
OPERATOR ASSISTANCE NETWORK	0	4	4	0	0
OPEX COMMUNICATIONS, INC.	2	0	2	0	0
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.	0	1	1	0	0
POINTECOM, INCORPORATED D/B/A TELSCAPE COMMUNICATIONS	0	0	0	1	0
POWERNET GLOBAL COMMUNICATIONS	1	0	1	1	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0
PT-1 COMMUNICATIONS	1	0	1	1	2
PUBLIC COMMUNICATIONS SERVICES, INC.	0	1	1	0	0
QWEST COMMUNICATIONS CORPORATION	16	12	28	21	4
QWEST COMMUNICATIONS SERVICES	1	0	1	0	0
SOUTHERN STATES TELEPHONE, INC.	0	1	1	0	0
SPRINT	37	34	71	48	12
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	2	1	3	0	0
T-NETIX, INC.	1	0	1	0	0
TCG SOUTH FLORIDA	0	2	2	0	0
TELECOM*USA OR TELECONNECT	1	1	2	1	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
TELEUNO, INC.	3	0	3	0	0	0
TELENET SERVICES, INC.	0	1	1	0	0	0
TELEQUEST COMMUNICATIONS, CORP.	1	0	1	0	0	0
TELSCAPE USA, INC.	3	2	5	5	2	7
THE FREE NETWORK, L.L.C.	1	0	1	1	1	2
THE PHONE COMPANY	28	21	49	19	4	23
TOUCH AMERICA, INC.	1	0	1	0	0	0
TTI NATIONAL, INC.	1	0	1	1	0	1
U S P & C CORPORATION	0	1	1	2	0	2
UKI COMMUNICATIONS, INC.	6	3	9	2	1	3
UNI-TEL COMMUNICATIONS GROUP, INC.	0	0	0	2	0	2
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	1	0	1	1	1	2
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	1	7	8	4	1	5
VERIZON SELECT SERVICES INC.	5	8	13	4	0	4
VIATEL SERVICES, INC.	11	1	12	0	0	0
VOX POPULI TELECOMMUNICATIONS, INC.	2	0	2	0	0	0
WEBNET COMMUNICATIONS, INC.	4	3	7	1	1	2
WORKING ASSETS FUNDING SERVICE, INC. D/B/A WORKING ASSETS	0	0	0	1	0	1
YESTEL, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	3	2	5	4	0	4
ZERO PLUS DIALING, INC.	1	2	3	5	0	5
Total	359	361	720	423	85	508

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

Company	May	Year-To-Date
Access One Communications	3	16
America’s Tele-Network Corp.	0	14
AT&T / ACC	10	53
MCI Worldcom	1	23
OLS, Inc.	9	44
Qwest	2	22
Sprint	11	33
Telscape USA, Inc.	2	14
The Phone Company	7	44
WebNet Communications	0	16
Other Long Distance Companies	21	148
Totals	66	427

Cases Resolved as Slamming



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
2001 TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	1	1	1	0	1
MDS PAYPHONE	0	0	0	1	0	1
PUBLIC PAYPHONE U.S.A., INC.	0	0	0	1	0	1
SPRINT PAYPHONE SERVICES, INC.	1	0	1	0	0	0
TCG PUBLIC COMMUNICATIONS, INC.	0	1	1	0	0	0
TOTAL	1	2	3	4	0	4

Water and Wastewater Companies Complaint Activity - May 2001

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	1	0	1	6	0	6
BAYSHORE UTILITIES, INC.	0	1	1	0	0	0
FERNCREST UTILITIES, INC.	0	1	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	0	3	3	3	0	3
FOREST HILLS UTILITIES, INC.	0	0	0	2	0	2
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1	0	1
LAKE UTILITY COMPANY	0	1	1	0	0	0
LINDRICK SERVICE CORPORATION	1	1	2	0	0	0
MAD HATTER UTILITY, INC.	1	0	1	0	0	0
NORTH FORT MYERS UTILITY, INC.	0	1	1	4	0	4
OCALA OAKS UTILITIES, INC.	1	0	1	0	0	0
ORANGWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
ORCHID SPRINGS DEVELOPMENT CORPORATION	0	1	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	1	0	1	0	0	0
SANLANDO UTILITIES CORPORATION	1	0	1	0	0	0
STEEPLECHASE UTILITY COMPANY, INC.	0	1	1	0	0	0
UNITED WATER FLORIDA INC.	0	2	2	2	1	3
UTILITIES, INC. OF FLORIDA	3	0	3	1	0	1
TOTALS	9	12	21	20	1	21

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