



# FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT  
NOVEMBER 2000

# 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.

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## Summary

There were 1,214 complaints logged against the utility companies. Complaints to the PSC are resolved after review, with either a classification of "apparent noninfraction" or "apparent rule infraction." If the PSC staff believes that a violation of Florida Administrative Code rules, company tariff filings or company policy has occurred, the complaint is resolved as an apparent rule infraction. There were also 2,556 information requests handled by the PSC.

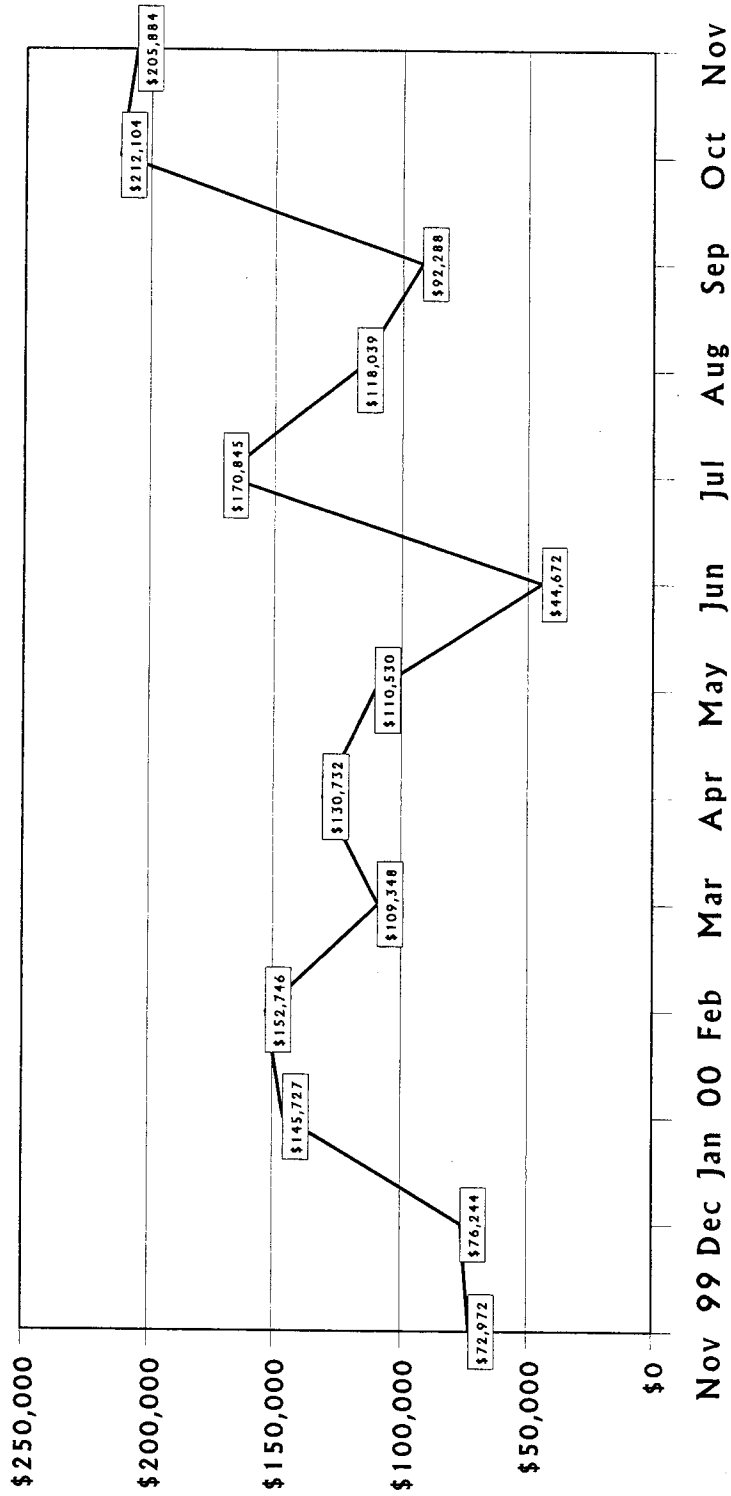
A total of sixteen utility companies are participating in the Transfer Connect or "Warm Transfer" option. Under this option, a call to the PSC is directly transferred to the caller's utility, provided the consumer has not yet expressed their concerns to that utility. There were 747 calls transferred during November 2000.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$205,884 for the month and \$1,493,533 for the calendar year.

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# Monthly Consumer Refunds

November 1999 - November 2000



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# Consumer Activity - November 2000

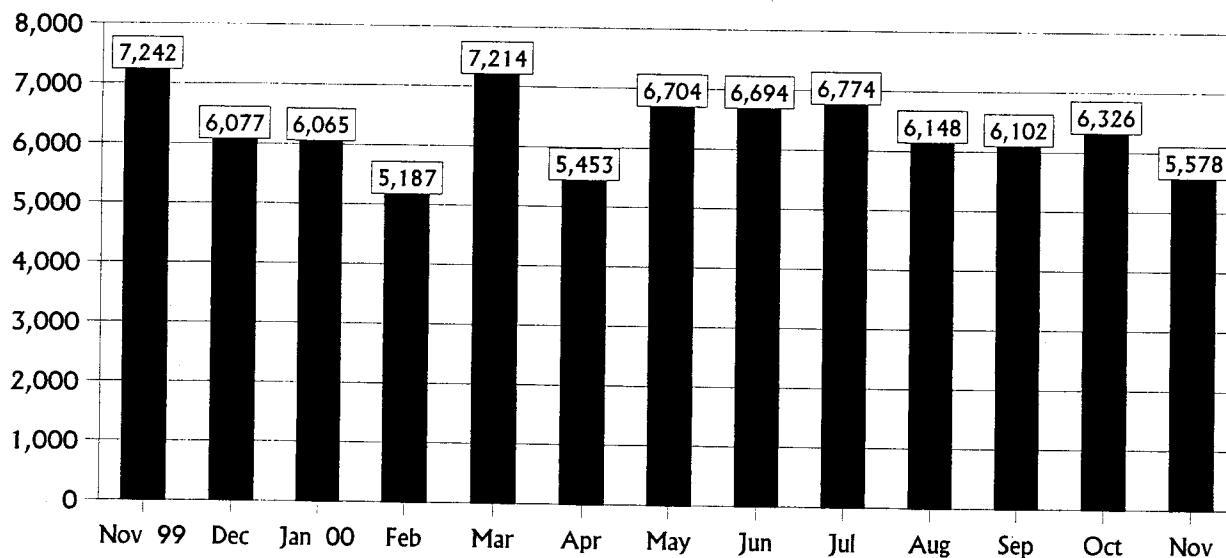
Complaints Received		<b>1,214</b>
Electric	33	
Gas	11	
Alternative Local Exchange Telephone	201	
Local Exchange Telephone	225	
Long Distance Telephone	473	
Pay Telephone	2	
Water & Wastewater	21	
Non-regulated Consumer Assistance	165	
Cases Received / Closed Under 72 Hr Rule	83	
Electric	33	
Gas	0	
Telecommunications	49	
Water / Wastewater	1	
Information Requests Received		<b>2,556</b>
<b>Total Cases Received</b>		<b>3,770</b>

How Cases Were Received	Complaints	Information Requests
Phone	724	2,476
Mail	235	23
Internet	184	46
Fax	71	11
<b>Totals</b>	<b>1,214</b>	<b>2,556</b>

Non-jurisdictional Calls Not Filed As Cases		<b>1,808</b>
<b>Total Consumer Contacts Handled</b>		<b>5,578</b>
Transfer Connect (Calls Transferred to Utilities)		<b>747</b>

<b>Consumer Savings</b>	
Electric	\$ 3,974.28
Gas	504.57
Alternative Local Exchange Telephone	16,682.14
Local Exchange Telephone	25,828.18
Long Distance Telephone	158,332.33
Pay Telephone	.70
Water & Wastewater	205.79
Non-regulated Consumer Assistance	356.22
<b>Total</b>	<b>\$ 205,884.21</b>

## Public Service Commission Total Consumer Contacts November 1999 - November 2000

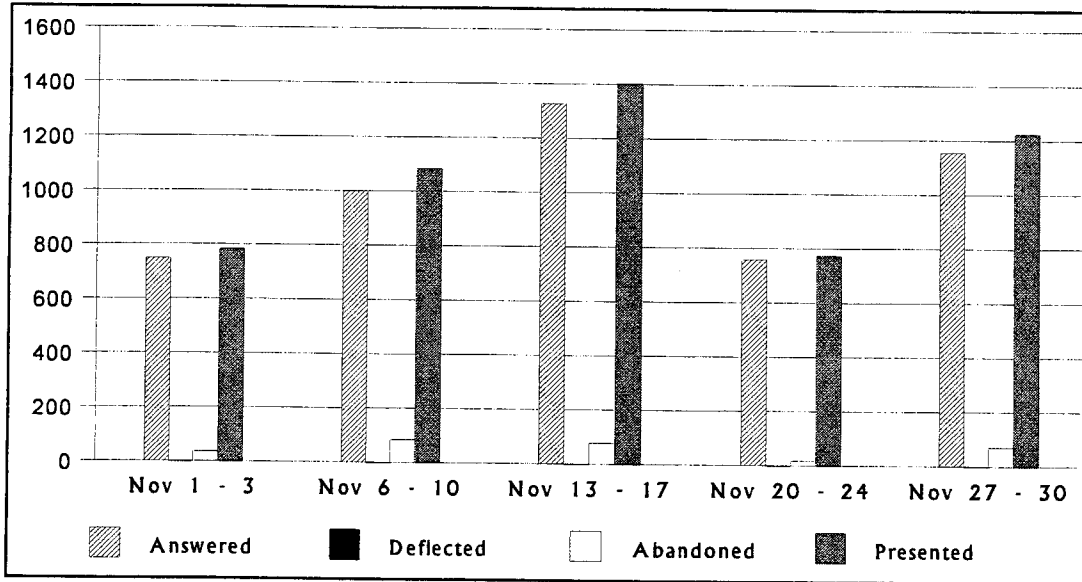


	Complaints Received	% of Total Complaints
Electric	33	3%
Gas	11	<1%
Alt. Local Exchange Telephone	201	16%
Local Exchange Telephone	225	18%
Long Distance Telephone	473	40%
Pay Telephone	2	<0%
Water & Wastewater	21	2%
Non-regulated Consumer Assistant	165	14%
Cases Received / Closed by 72 Hr Rule	83	7%
<b>Total</b>	<b>1,214</b>	<b>100%</b>

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 November 2000



**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.

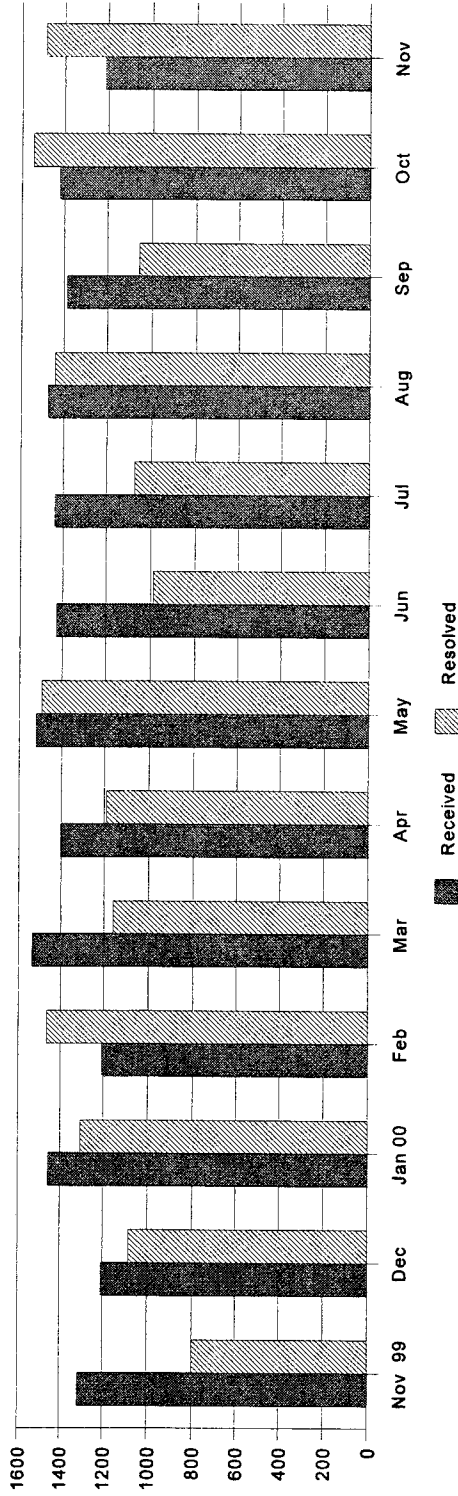
**Total Calls Presented:** Total number of calls answered by a Consumer Affairs' Regulatory Specialist plus the number of calls abandoned and deflected from the ACD Group.

Period	Answered	% Total Calls	Deflected	% Total Calls	Abandoned	% Total Calls	Total Calls
November 1 - 3	749	95.5%	0	0.0%	35	4.5%	784
November 6 - 10	1,001	92.3%	0	0.0%	83	7.7%	1,084
November 13 - 17	1,327	94.6%	0	0.0%	76	5.4%	1,403
November 20 - 24	759	97.9%	0	0.0%	16	2.1%	775
November 27 - 30	1,156	94.4%	0	0.0%	69	5.6%	1,225
<b>Totals</b>	<b>4,992</b>	<b>94.7%</b>	<b>0</b>	<b>0.0%</b>	<b>279</b>	<b>5.3%</b>	<b>5,271</b>

Calls Answered During the Month	4,992
Minus CAF Calls Resulting in Cases	(3,184)
<b>Total Non-Jurisdictional Calls Not Filed As Cases</b>	<b>1,808</b>

# Monthly Status of Total Complaints Received / Resolved\*

November 1999 - November 2000

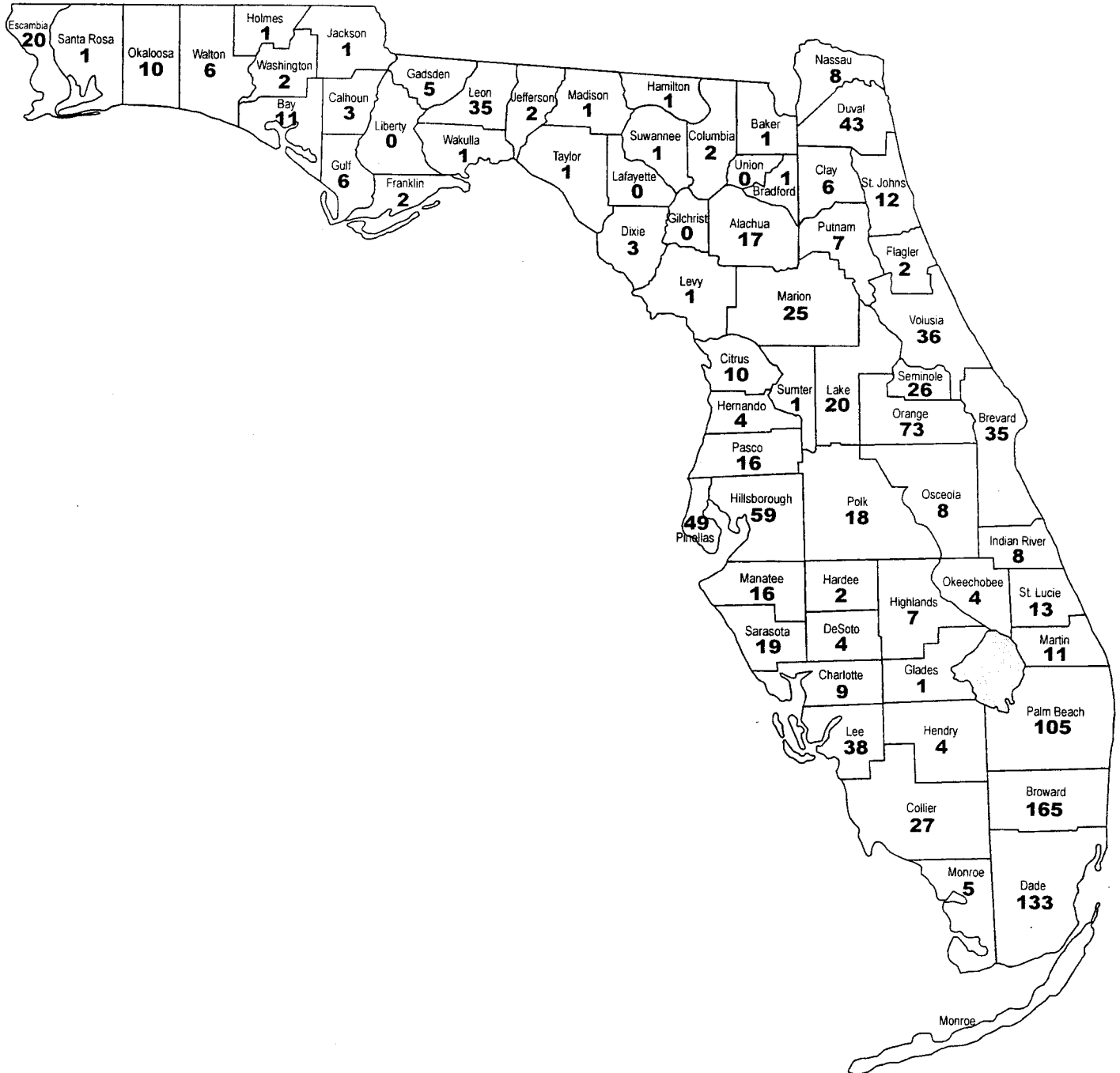


	Nov 99	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Received	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421	1,214
Resolved	800	844	1,305	1,466	1,159	1,189	1,496	988	1,075	1,440	1,058	1,547	1,488

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

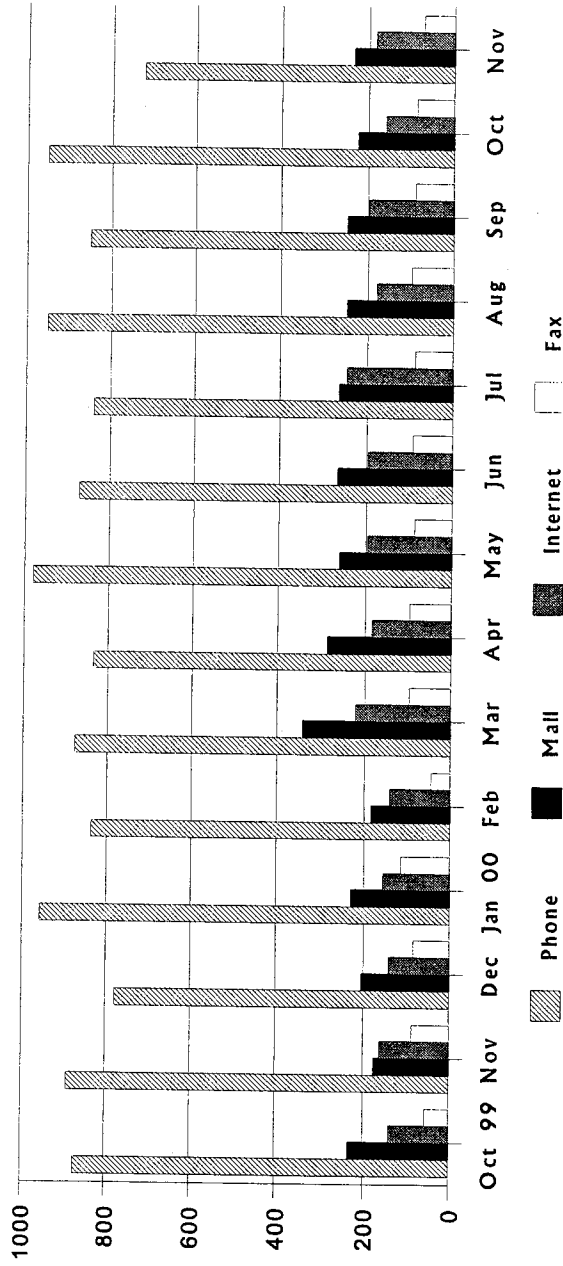
# Complaints Received by County

NOVEMBER 2000



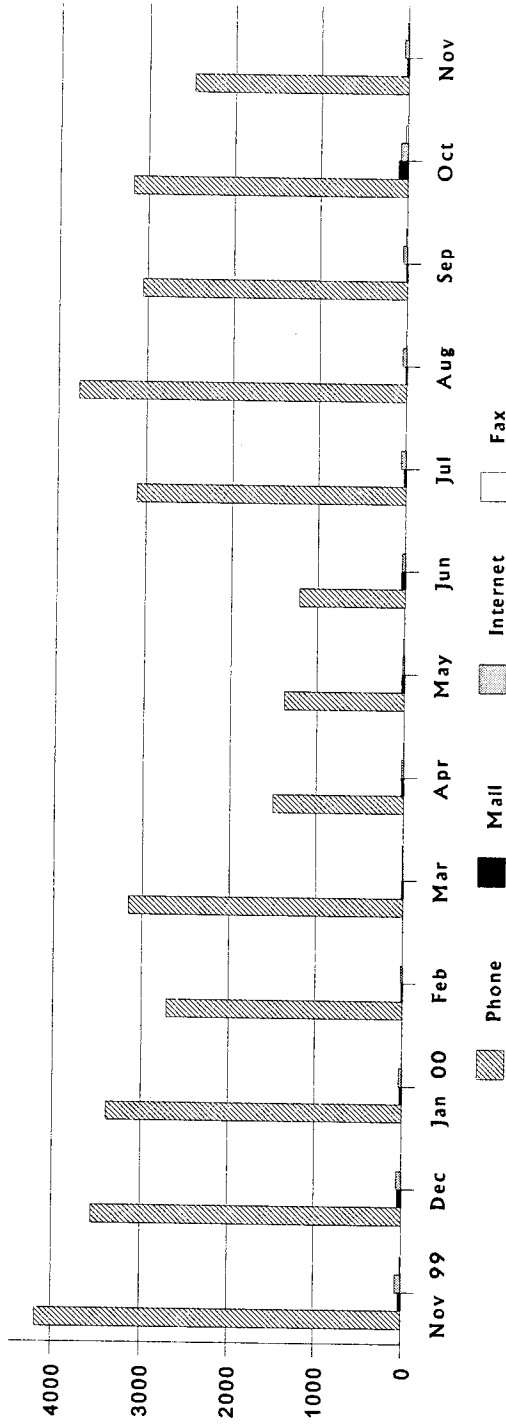
Note: County name not available for 50 cases.

# How Complaints Were Received Phone, Mail, Internet and Fax November 1999 - November 2000



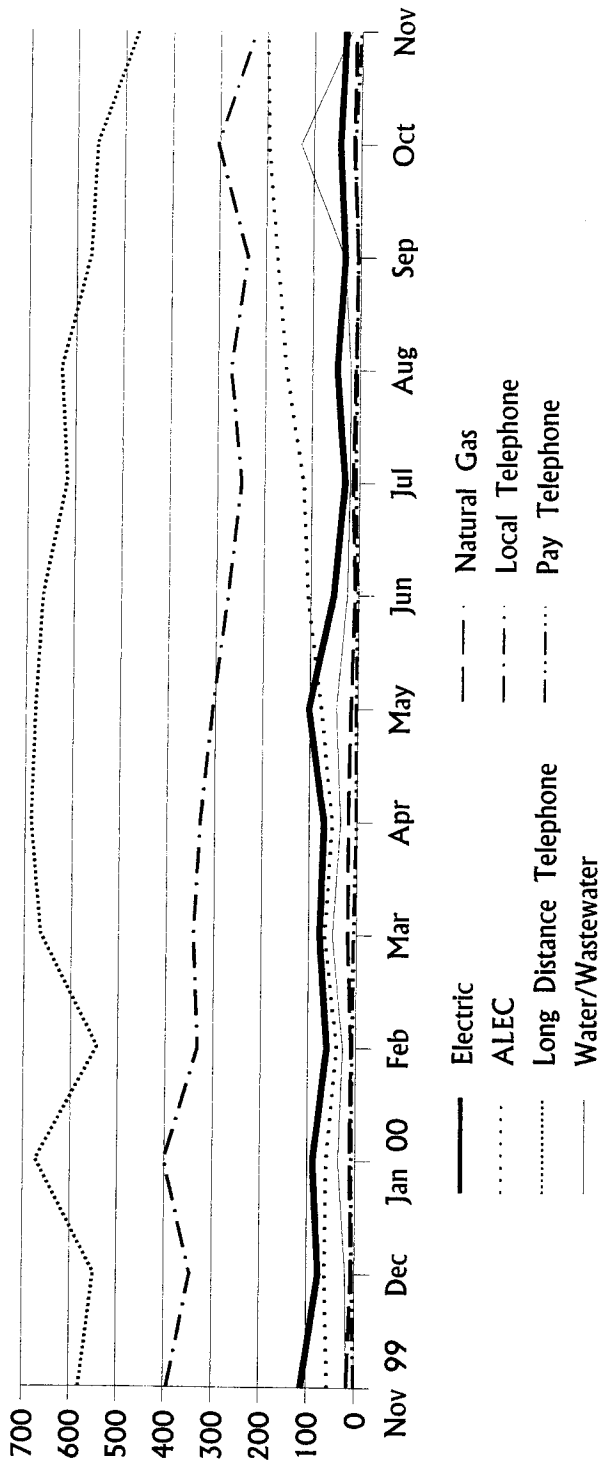
	Nov 99	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Phone	891	779	958	837	876	834	979	872	839	950	850	951	724
Mail	176	205	230	185	343	287	261	267	266	248	248	225	235
Internet	162	141	155	141	222	185	196	197	247	179	198	159	184
Fax	86	83	114	44	96	96	86	92	87	96	89	86	71
<b>Total</b>	<b>1,315</b>	<b>1,208</b>	<b>1,457</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>

# How Information Requests Were Received Phone, Mail, Internet and Fax November 1999 - November 2000



	Nov 99	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Phone	4,189	3,555	3,399	2,719	3,156	1,499	1,378	1,209	3,110	3,768	3,058	3,173	2,476
Mail	29	45	27	14	18	27	30	42	24	14	17	103	23
Internet	68	56	39	22	9	23	19	35	56	47	45	82	46
Fax	11	7	6	1	7	6	16	7	10	9	11	23	11
<b>Total</b>	<b>4,297</b>	<b>3,663</b>	<b>3,471</b>	<b>2,756</b>	<b>3,190</b>	<b>1,555</b>	<b>1,443</b>	<b>1,293</b>	<b>3,200</b>	<b>3,838</b>	<b>3,131</b>	<b>3,381</b>	<b>2,556</b>

# Complaints by Industry November 1999 - November 2000



Industry	Nov 99	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
Electric	112	76	88	61	69	77	102	52	30	48	32	44	33	824
Natural Gas	16	7	11	10	18	18	14	7	13	9	5	15	11	154
ALEC	57	63	61	40	52	66	76	107	118	156	176	196	201	1,369
Local Telephone	393	346	402	333	330	343	306	276	249	273	239	304	225	4,019
Long Dist. Phone	579	550	674	545	687	666	680	666	617	630	570	558	473	7,895
Payphone	1	6	8	8	1	6	3	2	8	7	6	13	2	71
Water/Wastewater	16	19	35	27	34	50	45	24	19	19	33	32	21	374

**Electric Companies  
Complaint Activity - November 2000**

Utility Name	Complaints Logged				Complaints Resolved			
	Service*	Billing*	Total	Y-T-D	Apparent Non-Infractions*	Apparent Infractions*	Total	Y-T-D
FLORIDA POWER CORPORATION	6	2	8	140	8	0	8	140
FLORIDA POWER & LIGHT COMPANY	11	11	22	415	37	0	37	499
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4	1	0	1	4
GULF POWER COMPANY	0	1	1	19	2	0	2	17
TAMPA ELECTRIC COMPANY	2	0	2	59	2	0	2	59
<b>TOTAL</b>	<b>19</b>	<b>14</b>	<b>33</b>	<b>637</b>	<b>50</b>	<b>0</b>	<b>50</b>	<b>719</b>

\*Please see Index of Definitions.

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

Utility Name	Total Customer Base **	Apparent Infractions		Y-T-D Apparent Infractions Index*	November Apparent Infractions Index*
		Y-T-D Infractions	Per 1,000 Customers***		
FLORIDA POWER CORPORATION	1,349,000	2	0.0015	1.48	0.00
FLORIDA POWER & LIGHT COMPANY	3,712,700	4	0.0011	1.07	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>6</b>	<b>0.0010</b>		

\*Please see Index of Definitions.

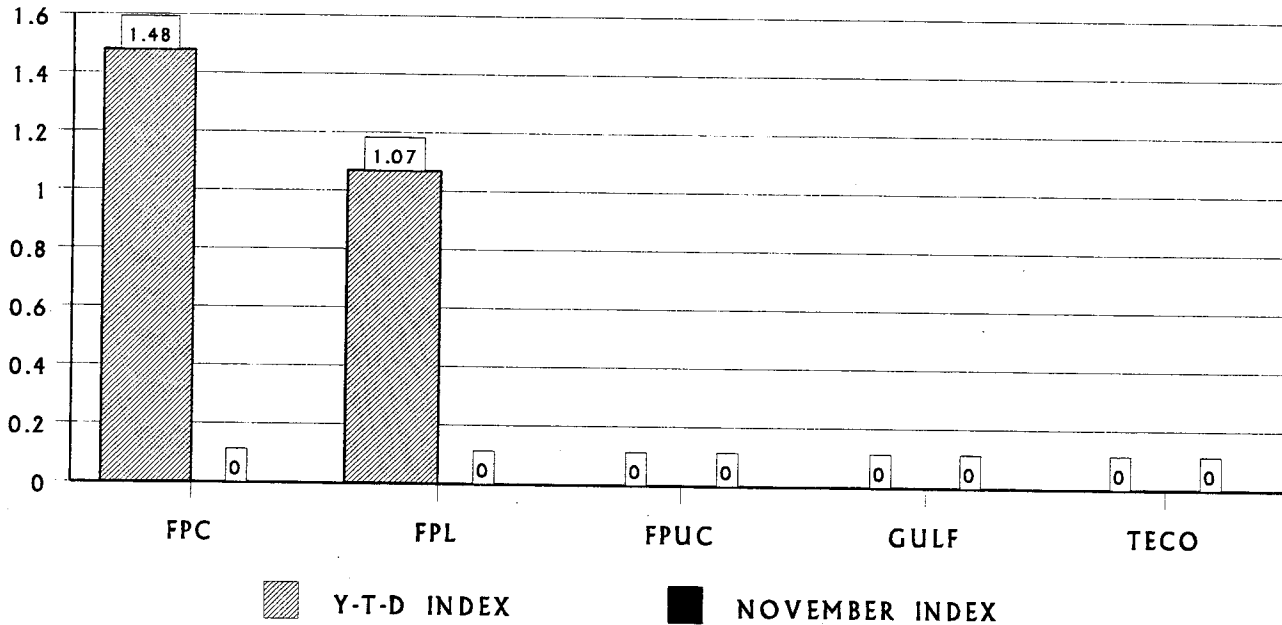
\*\*Source - Division of Electric and Gas, as of December 31, 1999.

\*\*\* 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

November 2000



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

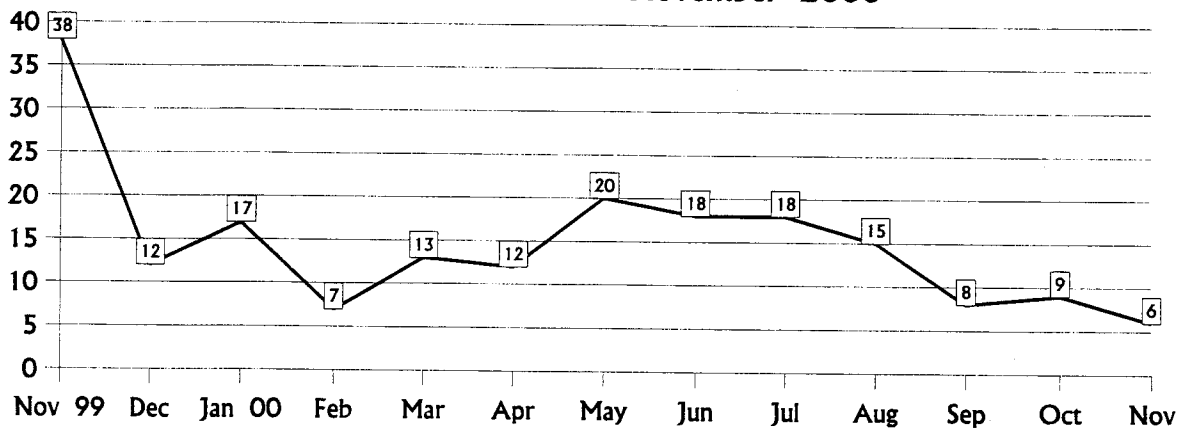
*\*Source - Florida Public Service Commission - Division of Electric & Gas , as of December 31, 1999*

## Momentary Electricity Outage Information November 2000

Company	New Cases Filed
Florida Power Corporation	1
Florida Power & Light	2
Florida Public Utilities Corporation	0
Gulf Power Company	1
Tampa Electric Company	2
<b>Total</b>	<b>6</b>

## Total Momentary Outages Filed

November 1999 - November 2000



**Gas Companies  
Complaint Activity November 2000**

Utility Name	Complaints Logged				Y-T-D	Apparent		Complaints Resolved	
	Service	Billing	Total	Y-T-D		Non-Infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	1	0	1	1	0	0	0	0	
CITY GAS COMPANY	2	3	5	60	10	0	10	55	
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	8	0	0	0	9	
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	2	0	0	0	2	
PEOPLES GAS SYSTEM (TECO)	3	2	5	59	7	0	7	62	
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	0	0	0	0	0	0	0	0	
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>11</b>	<b>130</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>128</b>	

\*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*	November Apparent Infractions Index*
		Y-T-D	Y-T-D			
CHESAPEAKE UTILITIES	9,654	0	0	0.000	0.00	0.000
CITY GAS COMPANY	99,574	4	0	0.040	3.24	0.00
FLORIDA PUBLIC UTILITIES COMPANY	37,416	0	0	0.000	0.00	0.00
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	657	0	0	0.000	0.00	0.00
PEOPLES GAS SYSTEM (TECO)	246,998	1	0	0.004	0.33	0.00
ST. JOE NATURAL GAS	3,419	0	0	0.000	0.00	0.00
SEBRING	700	0	0	0.000	0.00	0.00
SOUTH FLORIDA NATURAL GAS	4,270	0	0	0.000	0.00	0.00
<b>INDUSTRY TOTAL</b>	<b>402,688</b>	<b>5</b>	<b>0</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 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 - November 2000**

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions Total
ACCESS ONE COMMUNICATIONS	24	1	25	7	4 11
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	0	1	1	0	0 0
ALLEGIANCE TELECOM OF FLORIDA, INC.	1	0	1	0	0 0
ALTEL COMMUNICATIONS, INC.	1	1	2	2	0 2
ALTERNATIVE PHONE, INC.	1	0	1	0	0 0
ALTERNATIVE TELECOMMUNICATION SERVICES, INC.	0	0	0	1	0 1
AMERICA'S TELE-NETWORK CORP.	2	0	2	0	0 0
AMERICAN COMMUNICATION SERVICES OF JACKSONVILLE, INC.	0	0	0	1	0 1
AMTEL NETWORK, INC.	1	0	1	1	0 1
AT&T	9	2	11	7	0 7
BROADWING LOCAL SERVICES INC.	2	0	2	0	0 0
BTI	1	0	1	1	1 2
COVAD COMMUNICATIONS COMPANY	2	0	2	0	0 0
DPI-TELECONNECT, L.L.C.	2	0	2	1	0 1
ELEC COMMUNICATIONS	2	0	2	4	1 5
ESSENTIAL.COM, INC.	0	1	1	0	0 0
EXCELINK COMMUNICATIONS, INC.	1	0	1	4	0 4
E.SPIRE COMMUNICATIONS, INC.	0	1	1	0	0 0
FLORIDA COMM SOUTH	4	0	4	0	0 0
FLORIDA DIGITAL NETWORK, INC.	5	2	7	12	1 13
FLORIDA TELEPHONE SERVICES, LLC	1	0	1	1	0 1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
FRONTIER COMMUNICATIONS OF AMERICA, INC.	1	0	1	0	0	0
GLOBALCOM INC. D/B/A GCI GLOBALCOM INC.	0	0	0	1	0	1
GT COM	0	1	1	0	0	0
HALE AND FATHER, INC.	8	4	12	5	2	7
IDS LONG DISTANCE, INC.	8	2	10	3	4	7
INTEGRA PAGING	1	0	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	1	1	2	1	0	1
ITC^DELTA COM	2	0	2	0	0	0
KMC TELECOM INC.	2	0	2	2	0	2
KMC TELECOM II, INC.	0	1	1	1	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	1	0	1
LOCAL LINE AMERICA, INC.	0	0	0	1	0	1
MCI WORLD COM COMMUNICATIONS, INC.	0	1	1	0	1	1
MEDIA ONE FLORIDA TELECOMMUNICATIONS, INC.	12	3	15	13	0	13
MPOWER COMMUNICATIONS CORP.	4	1	5	2	0	2
NEWPHONE	1	0	1	0	0	0
NEXLINK FLORIDA, INC.	1	2	3	3	0	3
NUI TELECOM, INC.	1	0	1	0	0	0
PNG TELECOMMUNICATIONS, INC. D/B/A POWERNET GLOBAL	0	0	0	1	0	1
PREFERRED CARRIER SERVICES, INC. D/B/A TELEFONOS PARA TODO	0	0	0	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
QUINCY TELEPHONE COMPANY D/B/A TDS TELECOM/QUINCY TELE.	0	0	0	1	0	1
QWEST COMMUNICATIONS CORPORATION	1	0	1	0	0	0
SBC TELECOM, INC.	2	0	2	0	0	0
SMOKE SIGNAL COMMUNICATIONS	3	0	3	12	0	12
SOUTHERN TELEMANAGEMENT GROUP, INC.	0	0	0	0	1	1
SUN-TEL USA, INC.	0	0	0	0	1	1
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	7	3	10	11	1	12
TALLAHASSEE TELEPHONE EXCHANGE, INC.	0	0	0	1	0	1
TCG SOUTH FLORIDA	1	0	1	1	0	1
TEL COM PLUS	1	1	2	1	0	1
TELEBEEPER, INC.	1	0	1	1	0	1
TELECONEX	1	0	1	0	0	0
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	7	1	8	1	0	1
TELIGENT SERVICES, INC.	1	2	3	1	0	1
THE PHONE COMPANY	12	11	23	21	2	23
TIME WARNER TELECOM OF FLORIDA, L.P.	0	0	0	1	0	1
UNIVERSAL TELECOM, INC.	0	0	0	1	0	1
US LEC OF FLORIDA INC.	1	0	1	0	0	0
USA TELEPHONE INC.	0	0	0	1	0	1
VERIZON SELECT SERVICES INC.	8	10	18	8	2	10
<b>Totals</b>	<b>148</b>	<b>53</b>	<b>201</b>	<b>139</b>	<b>21</b>	<b>160</b>

## Local Telephone Companies Complaint Activity November 2000

Utility Name	Complaints Logged				Complaints Resolved			
	Service	Billing	Total	Y-T-D	Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
ALLTEL FLORIDA, INC.	1	1	2	85	7	1	8	85
BELLSOUTH	112	32	144	1,686	137	12	149	1,551
FRONTIER	1	0	1	6	1	1	2	4
GTC, INC. D/B/A GT COM	1	0	1	19	2	0	2	14
VERIZON (Formerly GTE Florida)	17	7	24	439	34	3	37	430
ITS TELECOMMUNICATIONS SYSTEMS	0	0	0	1	0	0	0	1
NE FLORIDA	0	0	0	2	1	0	1	2
QUINCY/TDS	0	0	0	5	0	0	0	4
SPRINT-FLORIDA	42	11	53	1,041	81	15	96	1,016
VISTA - UNITED	0	0	0	1	1	0	1	1
<b>TOTAL</b>	<b>174</b>	<b>51</b>	<b>225</b>	<b>3,285</b>	<b>264</b>	<b>32</b>	<b>296</b>	<b>3,108</b>



## 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*	November Apparent Infractions Index*
		Y-T-D	Y-T-D			
ALLTEL	89,546	5	0.0558	3.93	4.01	
BELLSOUTH	6,632,408	61	0.0092	0.65	0.65	
FRONTIER	4,537	2	0.4408	31.04	79.06	
GT COM (Floralta, Gulf & St. Joseph)	49,020	0	0.0000	0.00	0.00	
VERIZON (Formerly GTE Florida)	2,444,656	18	0.0074	0.52	0.44	
ITS TELECOMMUNICATIONS SYSTEMS	3,705	1	0.2699	19.01	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	76	0.0343	2.42	2.43	
VISTA-UNITED	18,706	0	0.0000	0.00	0.00	
<b>TOTAL</b>	<b>11,478,514</b>	<b>163</b>	<b>0.0142</b>			

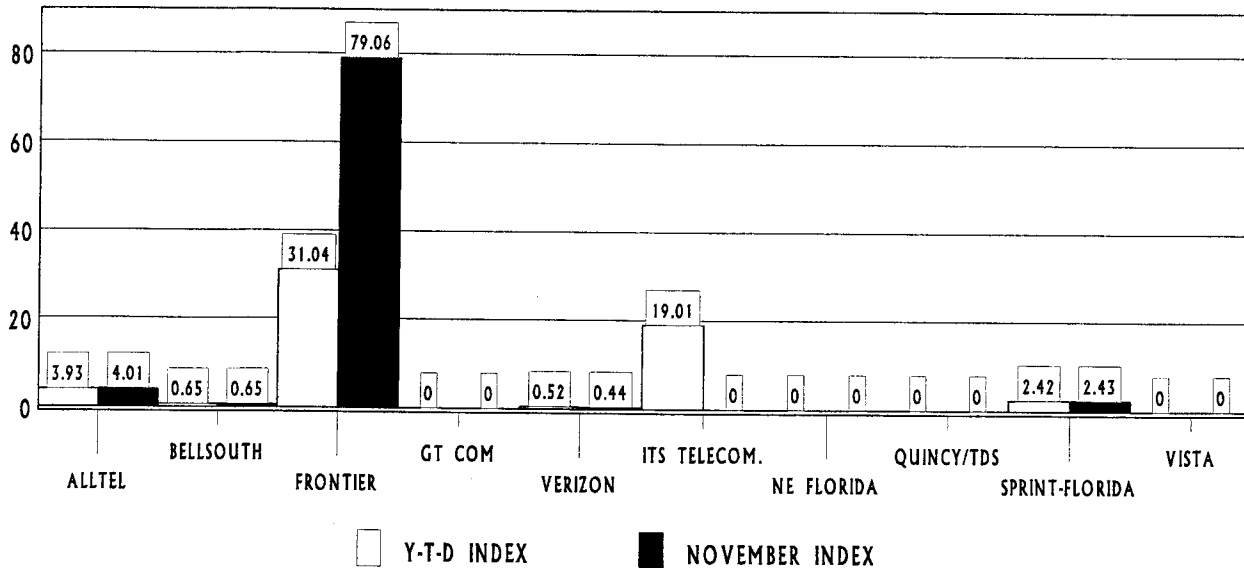
\* Please see Index of Definitions.

\*\* 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

November 2000



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 - November 2000**

<b>Company</b>	<b>November</b>	<b>Year-To-Date</b>
Sprint	1	2
Other Local Companies	0	0
<b>Totals</b>	<b>1</b>	<b>2</b>

# Cramming Statistics\*

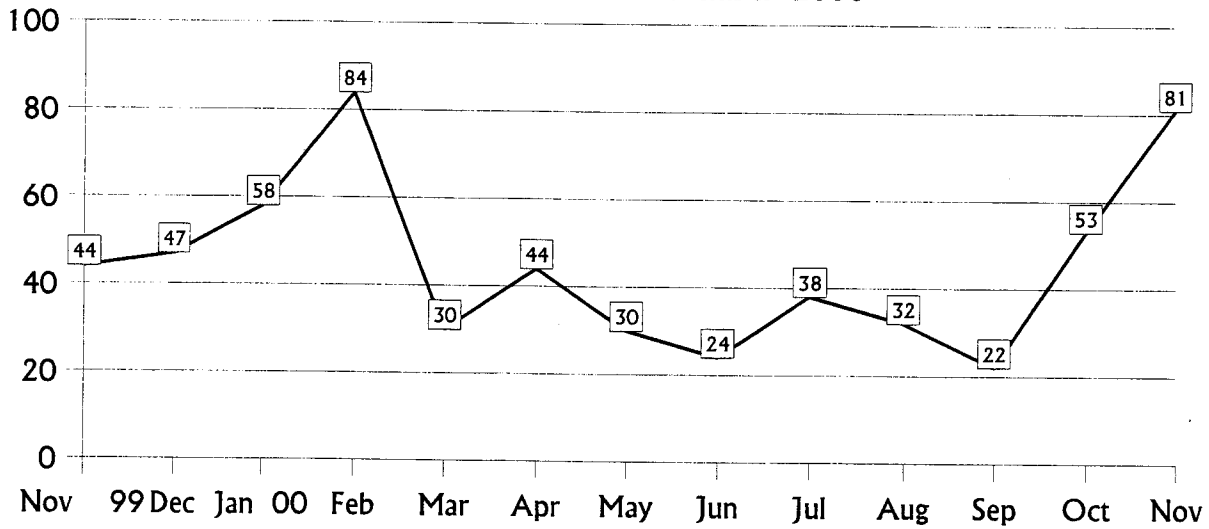
## November 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
22	81	\$3,471.07

\*Please see Index of Definitions

### Cases Resolved as Cramming

November 1999 - November 2000



Long Distance Companies  
Complaint Activity - November 2000

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
ACCESS ONE COMMUNICATIONS	1	0	1	5	0
ALLTEL COMMUNICATIONS, INC.	1	1	2	2	0
AMERICA'S TELE-NETWORK CORP.	8	7	15	2	3
AMERICA ONE COMMUNICATIONS, INC.	1	0	1	0	0
AMERICAN NORTEL COMMUNICATIONS, INC.	2	1	3	2	0
AMERICAN PHONE SERVICES CORP.	0	0	0	1	0
AMERICOM COMMUNICATIONS, LLC	1	0	1	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	41	119	160	179	67
BELLSOUTH LONG DISTANCE, INC.	0	1	1	0	0
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	1	1	0	0
BN1 TELECOMMUNICATIONS, INC.	1	0	1	0	0
BROADWING COMMUNICATIONS SERVICES INC.	2	1	3	0	0
BROADWING TELECOMMUNICATIONS INC.	2	0	2	2	0
BTI	1	1	2	0	1
BUSINESS SAVINGS PLAN INC.	2	0	2	0	0
C2K, INC.	1	0	1	0	0
CABLE & WIRELESS USA, INC.	1	1	2	1	1
CONVERGENT COMMUNICATIONS SERVICES, INC.	0	0	0	1	0
CORRECTIONAL BILLING SERVICES	1	0	1	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CTS TELCOM, INC.	0	0	0	1	0	1
ESSEX COMMUNICATIONS, INC. D/B/A ELEC COMMUNICATIONS	0	0	0	1	0	1
EXCEL TELECOMMUNICATIONS, INC.	2	9	11	13	8	21
FEDERAL TRANSTEL, INC.	0	4	4	6	0	6
FRONTIER COMMUNICATIONS OF AMERICA, INC.	3	0	3	0	0	0
FRONTIER COMMUNICATIONS OF THE WEST	3	1	4	1	0	1
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	1	0	1	2	0	2
GLOBAL ONE COMMUNICATIONS INC.	1	0	1	0	0	0
GTE TELECOMMUNICATION SERVICES INCORPORATED	0	1	1	0	0	0
HALE AND FATHER, INC.	2	0	2	0	1	1
HBS BILLING SERVICES COMPANY	1	0	1	2	0	2
HOME OWNERS LONG DISTANCE INCORPORATED	0	1	1	0	0	0
HORIZONIE COMMUNICATIONS	0	1	1	0	1	1
IDS LONG DISTANCE, INC.	1	3	4	4	1	5
IDT AMERICA CORP.	1	0	1	0	0	0
ILD	2	4	6	9	0	9
ILD, INC.	0	0	0	1	0	1
INTEGRETEL, INC.	1	8	9	8	0	8
INTERMEDIA COMMUNICATIONS, INC.	0	2	2	1	1	2
ITC DELTACOM	1	0	1	0	0	0
KAIZEN	1	0	1	0	0	0
LCI INTERNATIONAL TELECOM CORP. D/B/A QWEST COMMUNICATIONS	0	0	0	1	0	1
LDC TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
LIGHTYEAR COMMUNICATIONS, INC.	0	0	0	0	1	1

Utility Name	Complaints Logged			Complaints Resolved	
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions
MCI WORLDCOM COMMUNICATIONS, INC.	6	8	14	13	0
MCI WORLDCOM NETWORK SERVICES, INC.	21	38	59	84	11
MERCURY MARKETING COMPANY, LTD.	0	0	0	1	0
MONEY TRAVEL SERVICES OF FLORIDA, INC.	0	0	0	0	2
MPOWER COMMUNICATIONS CORP.	1	0	1	0	0
NCN COMMUNICATIONS, INC.	1	0	1	0	0
NORTH AMERICAN TELEPHONE NETWORK, LLC.	0	0	0	0	1
NORTHWEST NEVADA TELCO, INC.	0	0	0	1	0
OLS, INC.	3	1	4	6	4
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM	0	0	0	1	0
ONESTAR LONG DISTANCE, INC.	1	0	1	0	0
OPERATOR ASSISTANCE NETWORK	0	2	2	3	0
OPEX COMMUNICATIONS, INC.	0	0	0	2	0
PAETEC COMMUNICATIONS, INC.	1	1	2	1	0
PT-1 COMMUNICATIONS	0	0	0	2	0
QUEST TELECOMMUNICATIONS, INC.	0	1	1	1	0
QWEST COMMUNICATIONS CORPORATION	11	10	21	12	1
RJM CARD SERVICES, INC.	1	0	1	0	0
RSL COM PRIMECALL, INC.	0	0	0	1	0
SINGLE BILLING SERVICES, INC. D/B/A ASIAN AMERICAN ASSOC.	0	0	0	1	0
SOUTHERNNET SYSTEMS, INC.	0	1	1	0	0
SPRAWLNET.COM INC.	0	0	0	1	0
SPRINT	9	21	30	37	1
STARTEC GLOBAL LICENSING COMPANY	0	0	0	1	0
ST. JOE COMMUNICATIONS, INC. D/B/A GT COM LONG DISTANCE	0	0	0	1	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	1	0	1	0	0	0
SWITCHED SERVICES COMMUNICATIONS, L.L.C.	0	0	0	1	0	1
TELCO BILLING, INC.	0	1	1	1	0	1
TELEGLOBE BUSINESS SOLUTIONS INC.	1	0	1	1	0	1
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	2	0	2
TELENET SERVICES, INC.	0	1	1	0	0	0
TELEQUEST COMMUNICATIONS, INC. D/B/A ADVANTAGE PLUS	0	0	0	1	0	1
THE INTERNET BUSINESS ASSOCIATION	0	2	2	3	0	3
THE PHONE COMPANY	16	16	32	33	11	44
TRANS NATIONAL COMMUNICATIONS INTERNATIONAL, INC.	0	0	0	1	0	1
U S P & C CORPORATION	0	2	2	0	0	0
UKI COMMUNICATIONS, INC.	2	0	2	0	0	0
UNI-TEL COMMUNICATIONS GROUP, INC.	1	1	2	1	0	1
UNIVERSAL ACCESS, INC. D/B/A UAI OF FLORIDA, INC.	0	0	0	1	0	1
UNIVERSAL TELCOM, INC.	0	0	0	1	0	1
USLD COMMUNICATIONS, INC.	0	0	0	1	0	1
U.S. DIALTONE L.L.C.	0	0	0	1	0	1
U.S. REPUBLIC COMMUNICATIONS, INC.	0	1	1	0	0	0
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	0	3	3	3	1	4
VERIZON SELECT SERVICES INC.	2	6	8	15	4	19
WEBNET COMMUNICATIONS, INC.	7	3	10	0	6	6
WESTINGHOUSE COMMUNICATIONS	0	1	1	1	1	2
WORLD LONG DISTANCE, INC.	1	0	1	0	0	0
ZERO PLUS DIALING	2	7	9	1	0	1
ZERO PLUS DIALING, INC.	0	2	2	2	0	2
Total	177	296	473	484	128	612

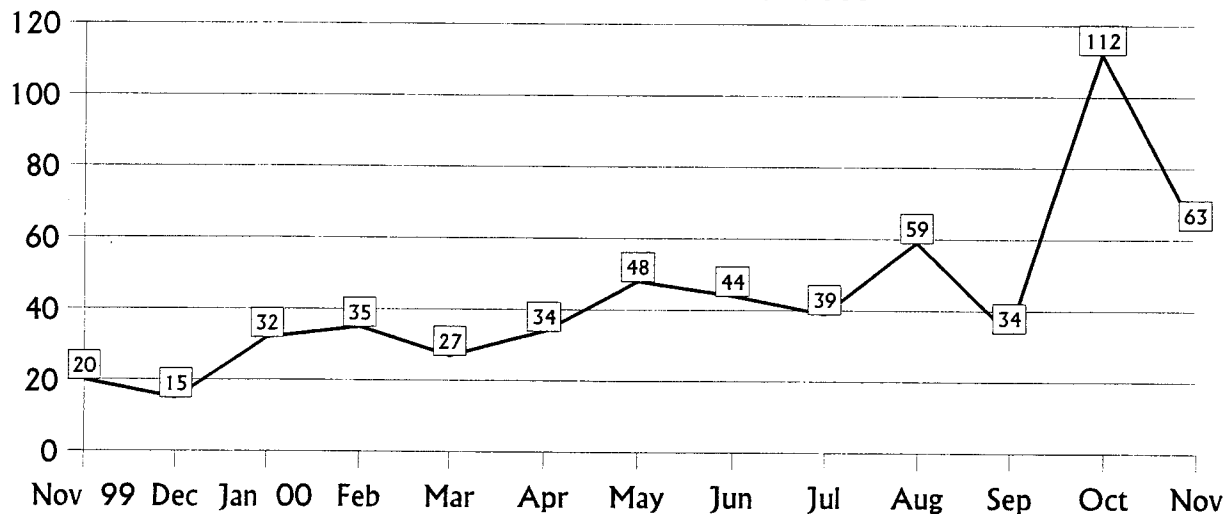


## Unauthorized Long Distance Service Change "Long Distance Slamming" Apparent Rule Infractions - November 2000

Company	November	Year-To-Date
America's Tele-Network Corp.	3	172
AT&T / ACC	8	46
MCI Worldcom	5	35
OLS, Inc.	4	21
Opex Communications	0	9
Qwest Communications (LCI)	1	22
Sprint	0	29
WebNet Communications	6	47
Other Long Distance Companies	36	146
<b>Totals</b>	<b>63</b>	<b>527</b>

## Cases Resolved as Slamming

November 1999 - November 2000



**Pay Telephone Companies  
Complaint Activity - November 2000**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
DONATELLA COMMUNICATIONS LLC	0	0	0	1	0	1
SPRINT-FLORIDA, INCORPORATED	1	0	1	0	0	0
SPRINT PAYPHONE SERVICES, INC.	1	0	1	1	0	1
TELELEASING ENTERPRISES, INC.	0	0	0	1	0	1
VERIZON FLORIDA INC.	0	0	0	1	0	1
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>4</b>

## Water and Wastewater Companies Complaint Activity - November 2000

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	1	0	1	6	0	6
BARTELT ENTERPRISES, INC.	0	0	0	1	0	1
BAYSIDE UTILITY SERVICES, INC.	0	0	0	1	0	1
BONITA SPRINGS UTILITIES	1	0	1	0	0	0
CONSOLIDATED WATER WORKS, INC.	0	0	0	1	0	1
COUNTYWIDE UTILITY COMPANY	1	0	1	0	0	0
CRYSTAL RIVER UTILITIES, INC.	0	1	1	0	0	0
C. S. WATER COMPANY, INC.	0	0	0	1	0	1
DIXIE GROVES ESTATES, INC.	0	1	1	0	0	0
FLORIDA PUBLIC UTILITIES COMPANY	0	2	2	1	0	1
FLORIDA WATER SERVICES CORPORATION	1	0	1	2	0	2
GULF AIRE WASTEWATER TREATMENT PLANT	1	2	3	0	0	0
HUDSON UTILITIES, INC.	0	1	1	0	0	0
KEEN SALES, RENTALS AND UTILITIES, INC.	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	0	0	1	0	1
MARION UTILITIES, INC.	0	0	0	1	0	1
NORTH FORT MYERS UTILITY, INC.	0	1	1	3	0	3
OCALA OAKS UTILITIES, INC.	0	0	0	1	0	1
ORANGEWOOD LAKES SERVICES, INC.	0	0	0	1	0	1
PALM CAY UTILITIES, INC.	0	1	1	0	0	0
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	0	0	1	0	1
POINCIANA UTILITIES INC.	0	0	0	1	0	1
SANLANDO UTILITIES CORPORATION	0	0	0	1	0	1
SHANGRI-LA BY THE LAKE UTILITIES, INC.	0	1	1	0	0	0
TERRA MAR VILLAGE UTILITIES, INC.	1	0	1	0	0	0
TYMBER CREEK UTILITIES	0	1	1	1	0	1
UNITED WATER FLORIDA INC.	1	1	2	3	0	3
UTILITIES, INC. OF FLORIDA	1	0	1	0	0	0
WEDGEFIELD UTILITIES, INC.	0	1	1	0	0	0
TOTALS	8	13	21	28	0	28

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