



FLORIDA PUBLIC SERVICE COMMISSION

CONSUMER ACTIVITY REPORT
OCTOBER 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 without extensive Commission participation. 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 1,421 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 3,381 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 903 calls transferred during October 2000.

Refunds, savings and credits to consumers resulting from Commission action on behalf of consumers totaled \$212,104 for the month and \$1,287,649 for the calendar year.

Monthly Consumer Refunds

October 1999 - October 2000

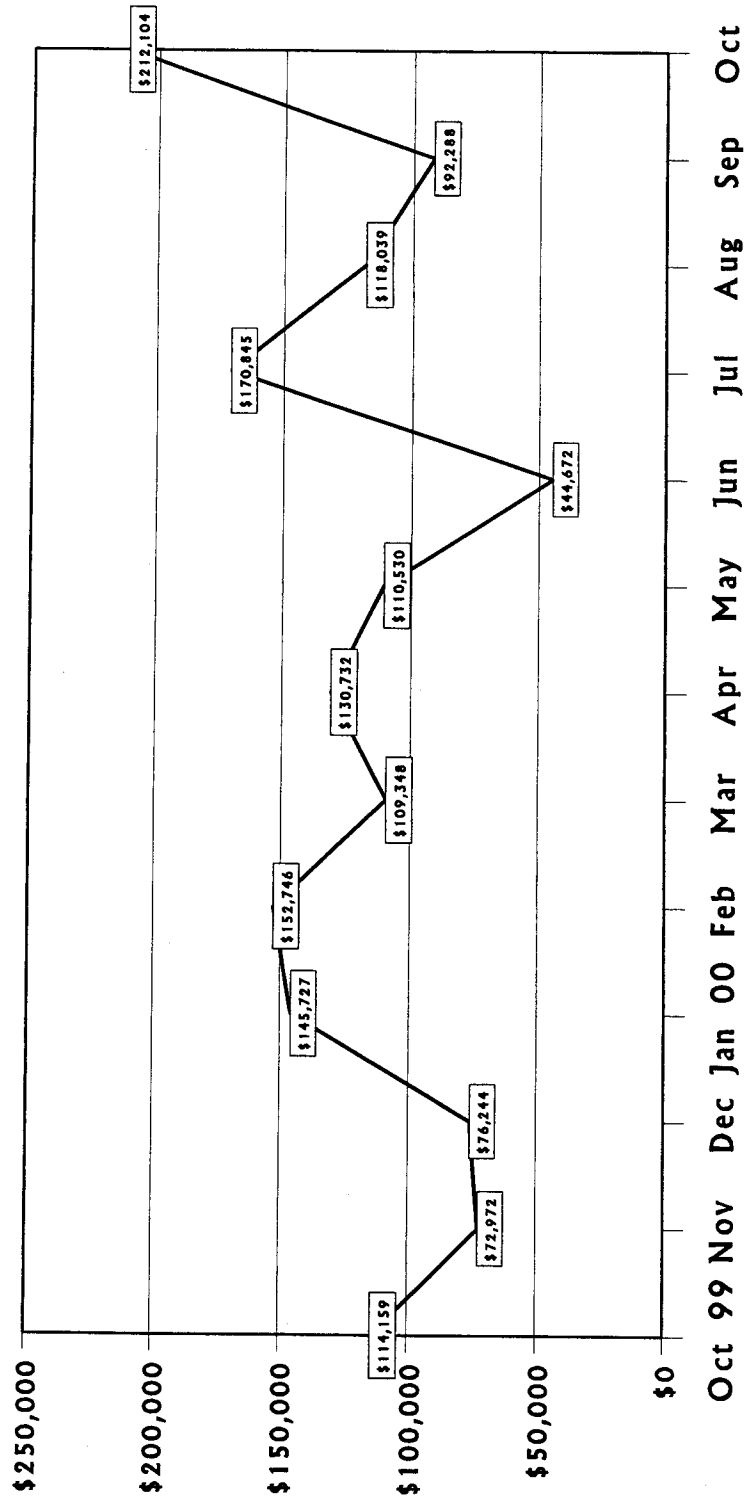


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Consumer Activity - October 2000

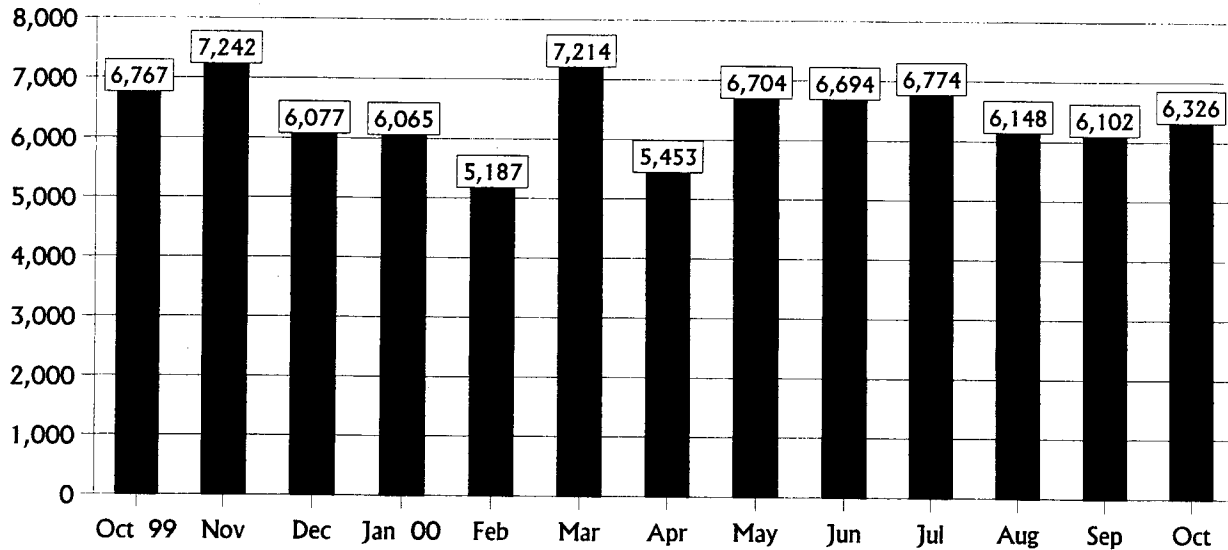
Complaints Received		1,421
Electric	44	
Gas	15	
Alternative Local Exchange Telephone	196	
Local Exchange Telephone	304	
Long Distance Telephone	558	
Pay Telephone	13	
Water & Wastewater	32	
Non-regulated Consumer Assistance	128	
Cases Received / Closed Under 72 Hr Rule	131	
Electric	52	
Gas	0	
Telecommunications	78	
Water / Wastewater	1	
Information Requests Received		3,381
Total Cases Received		4,802

How Cases Were Received	Complaints	Information Requests
Phone	951	3,173
Mail	225	103
Internet	159	82
Fax	86	23
Totals	1,421	3,381

Non-Jurisdictional Calls Not Filed As Cases	1,524
Total Consumer Contacts Handled	6,326
Transfer Connect (Calls Transferred to Utilities)	903

Consumer Savings	
Electric	\$ 2,570.49
Gas	3,288.89
Alternative Local Exchange Telephone	12,393.71
Local Exchange Telephone	34,413.10
Long Distance Telephone	158,619.66
Pay Telephone	3.30
Water & Wastewater	374.80
Non-regulated Consumer Assistance	439.74
Total	\$ 212,103.69

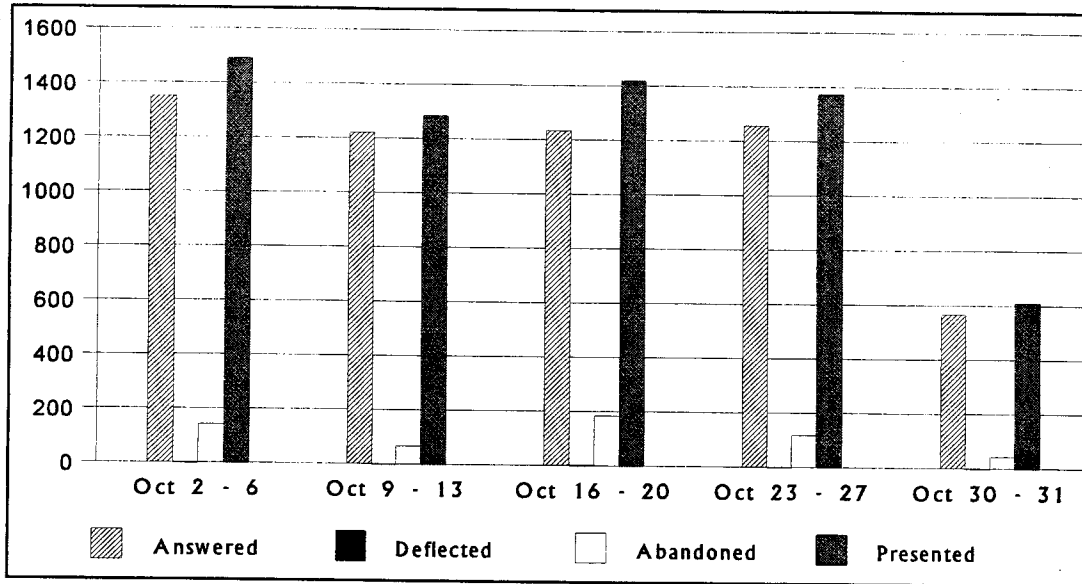
Public Service Commission Total Consumer Contacts October 1999 - October 2000



	Complaints Received	% of Total Complaints
Electric	44	3%
Gas	15	1%
Alt. Local Exchange Telephone	196	14%
Local Exchange Telephone	304	21%
Long Distance Telephone	558	40%
Pay Telephone	13	1%
Water & Wastewater	32	2%
Non-regulated Consumer Assistant	128	9%
Cases Received / Closed by 72 Hr Rule	131	9%
Total	1,421	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 October 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
October 2 - 6	1,350	90.5%	0	0.0%	141	9.5%	1,491
October 9 - 13	1,221	94.9%	0	0.0%	65	5.1%	1,286
October 16 - 20	1,234	86.9%	3	0.2%	183	12.9%	1,420
October 23 - 27	1,257	91.4%	0	0.0%	118	8.6%	1,375
October 30 - 31	567	93.1%	0	0.0%	42	6.9%	609
Totals	5,629	91.1%	3	0.0%	549	8.9%	6,181

Calls Answered During the Month

5,629

Minus CAF Calls Resulting in Cases

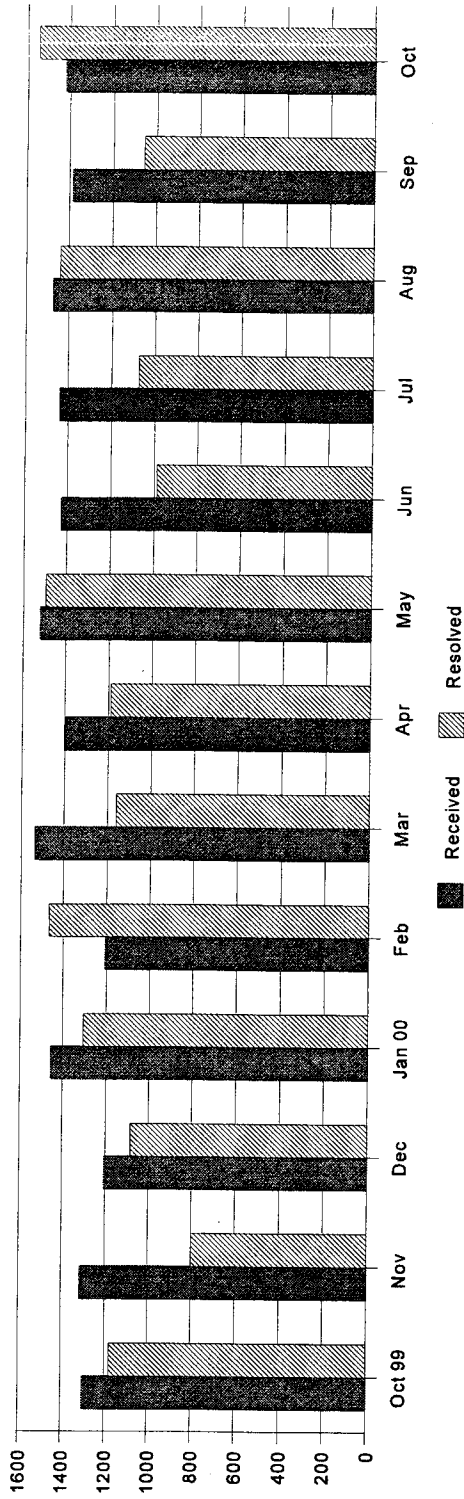
(4,105)

Total Non-Jurisdictional Calls Not Filed As Cases

1,524

Monthly Status of Total Complaints Received / Resolved*

October 1999 - October 2000

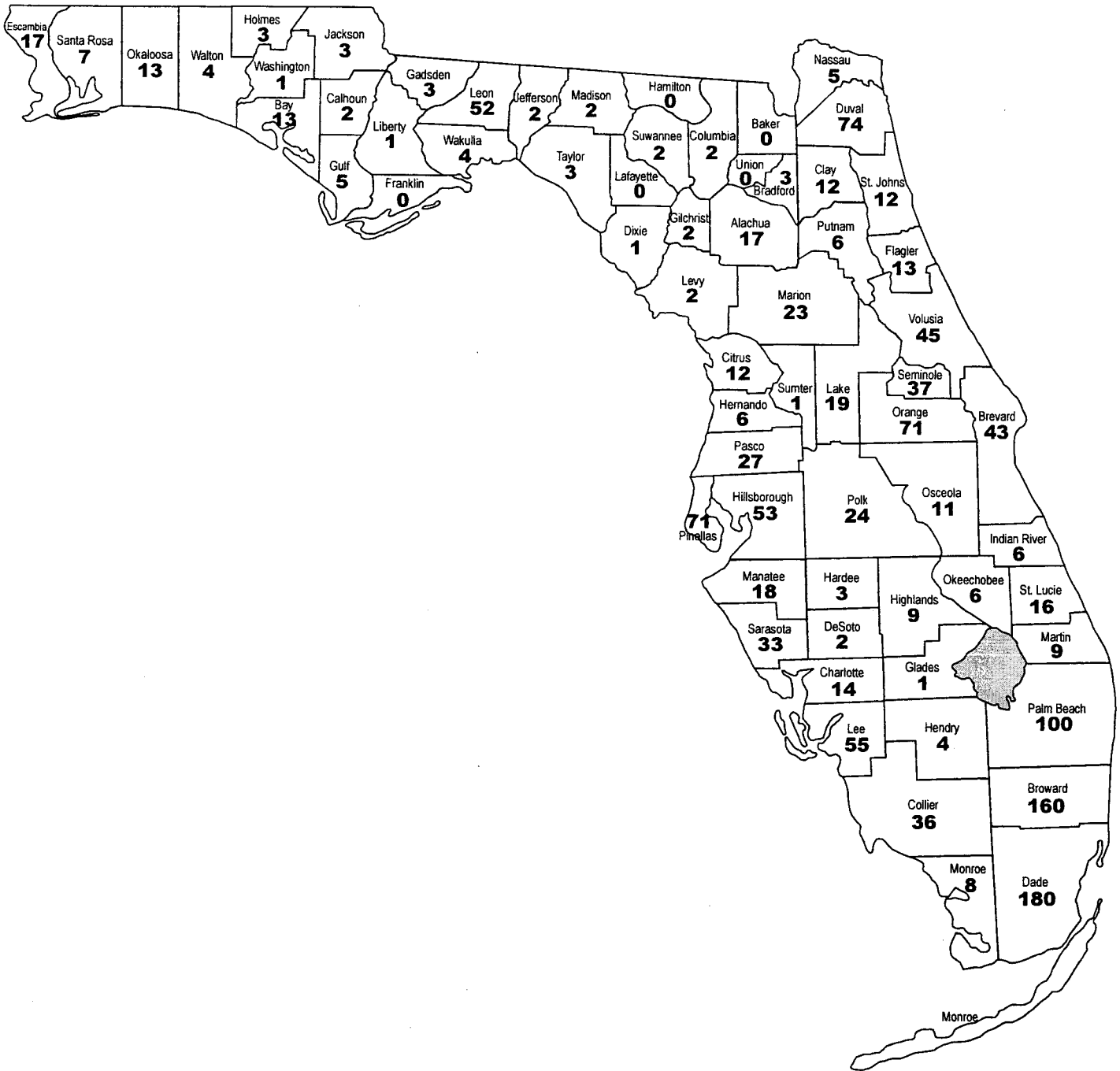


	Oct 99	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Received	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421
Resolved	1,176	800	844	1,305	1,466	1,159	1,189	1,496	988	1,075	1,440	1,058	1,547

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

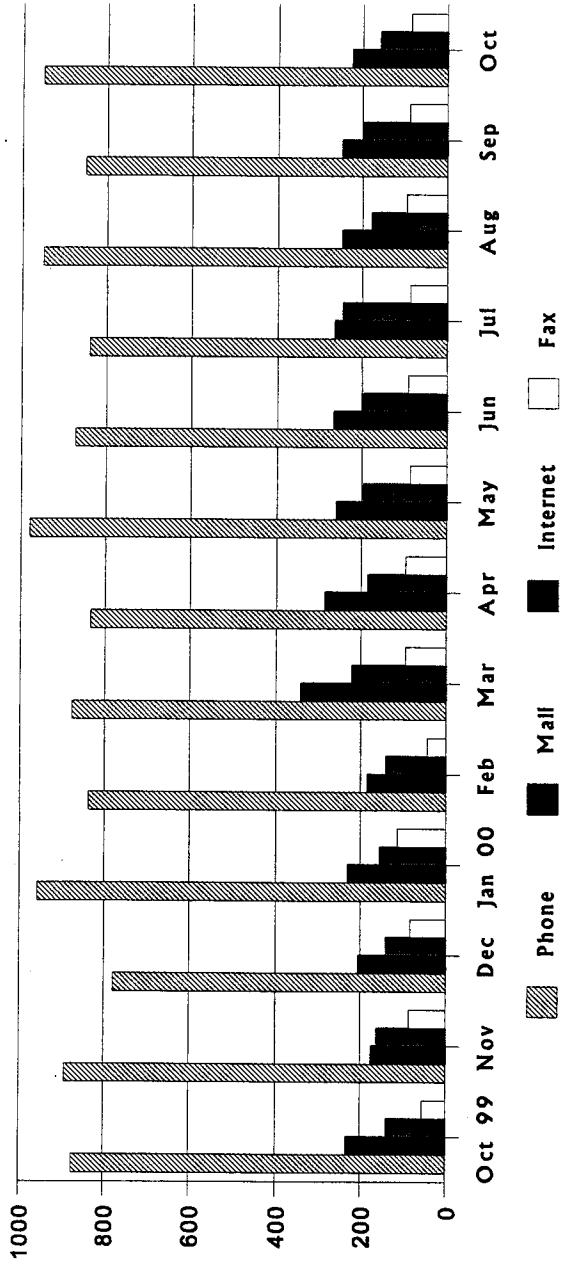
Complaints Received by County

OCTOBER 2000



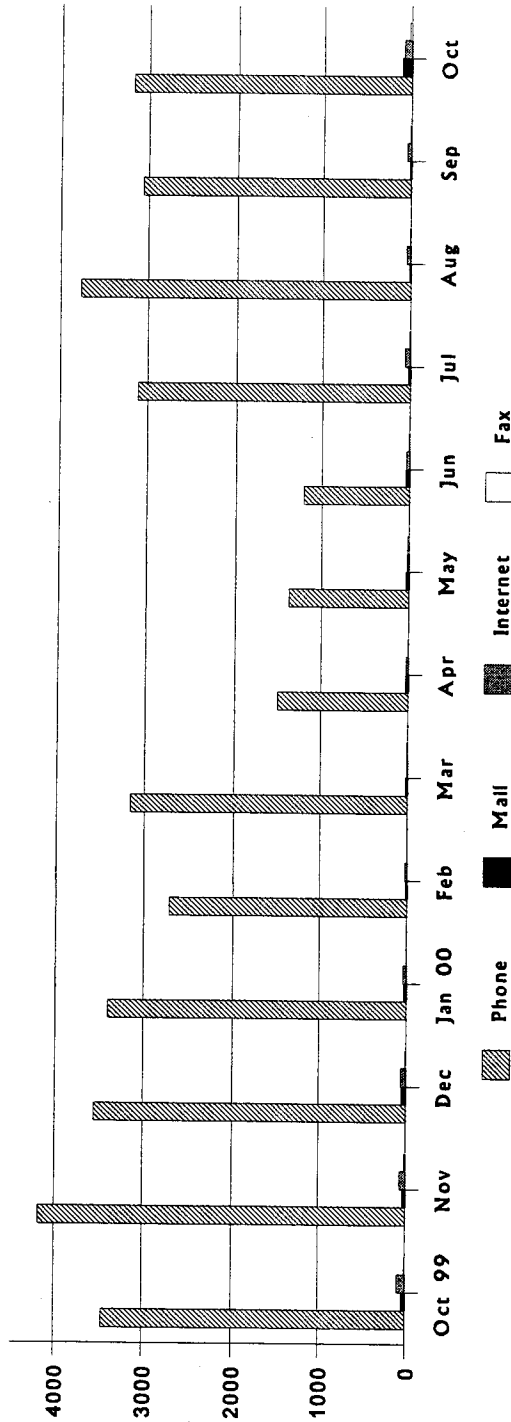
Note: County name not available for 32 cases.

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



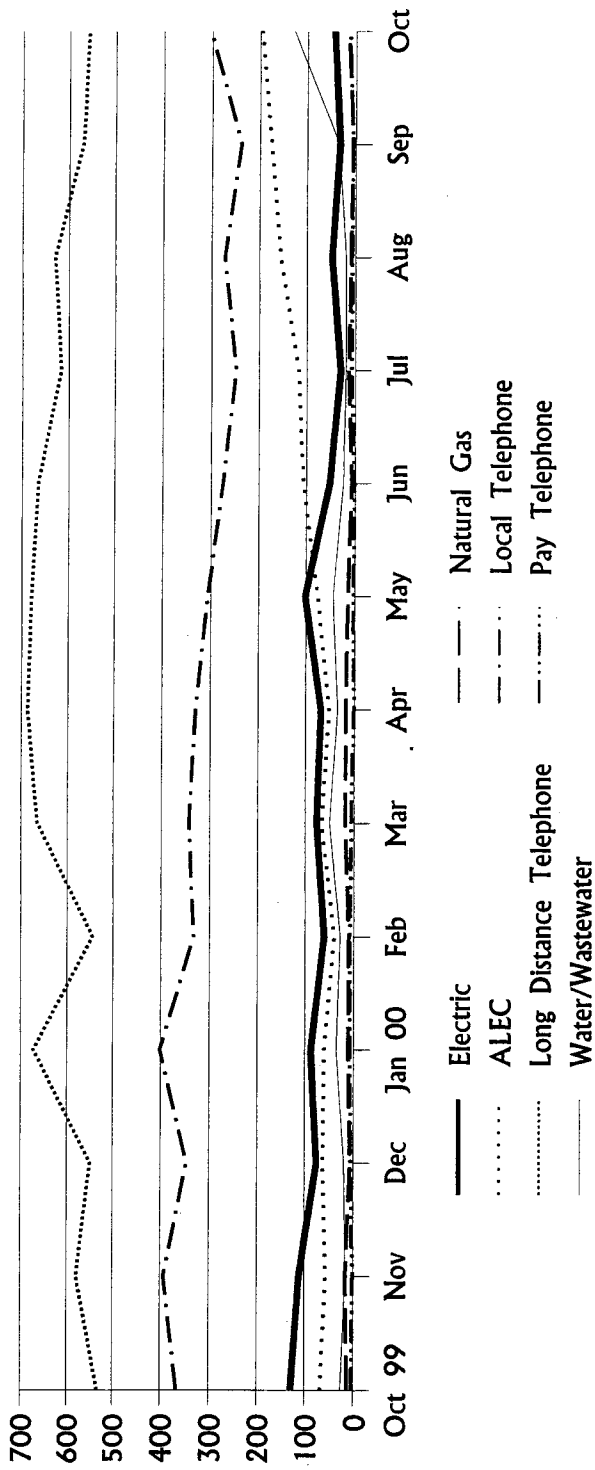
	Oct 99	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Phone	874	891	779	958	837	876	834	979	872	839	950	850	951
Mail	234	176	205	230	185	343	287	261	267	266	248	248	225
Internet	139	162	141	155	141	222	185	196	197	247	179	198	159
Fax	55	86	83	114	44	96	96	86	92	87	96	89	86
Total	1,302	1,315	1,208	1,457	1,207	1,537	1,402	1,522	1,428	1,439	1,473	1,385	1,421

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



	Oct 99	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Sept 99
Phone	3,457	4,189	3,555	3,399	2,719	3,156	1,499	1,378	1,209	3,110	3,768	3,058	3,173
Mail	37	29	45	27	14	18	27	30	42	24	14	17	103
Internet	93	68	56	39	22	9	23	19	35	56	47	45	82
Fax	9	11	7	6	1	7	6	16	7	10	9	11	23
Total	3,596	4,297	3,663	3,471	2,756	3,190	1,555	1,443	1,293	3,200	3,838	3,131	3,381

Complaints by Industry October 1999 - October 2000



Industry	Oct 99	Nov	Dec	Jan 00	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Electric	129	112	76	88	61	77	69	102	52	30	48	32	44	920
Natural Gas	13	16	7	11	10	18	18	14	7	13	9	5	15	156
ALEC	68	57	63	61	40	66	52	76	107	118	156	176	196	1,236
Local Telephone	366	393	346	402	333	343	330	306	276	249	273	239	304	4,160
Long Dist. Phone	533	579	550	674	545	666	687	680	666	617	630	570	558	7,955
Payphone	4	1	6	8	8	6	1	3	2	8	7	6	13	73
Water/Wastewater	26	16	19	35	27	50	34	45	24	19	19	33	32	379

**Electric Companies
Complaint Activity - October 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	4	3	7	132	17	0	17	132
FLORIDA POWER & LIGHT COMPANY	20	13	33	392	55	2	57	462
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	4	2	0	2	3
GULF POWER COMPANY	1	2	3	18	2	0	2	15
TAMPA ELECTRIC COMPANY	0	1	1	56	5	0	5	57
TOTAL	25	19	44	602	81	2	83	669

*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*	October Apparent Infractions Index*
		Y-T-D	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	1.61
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	6	0.0010		

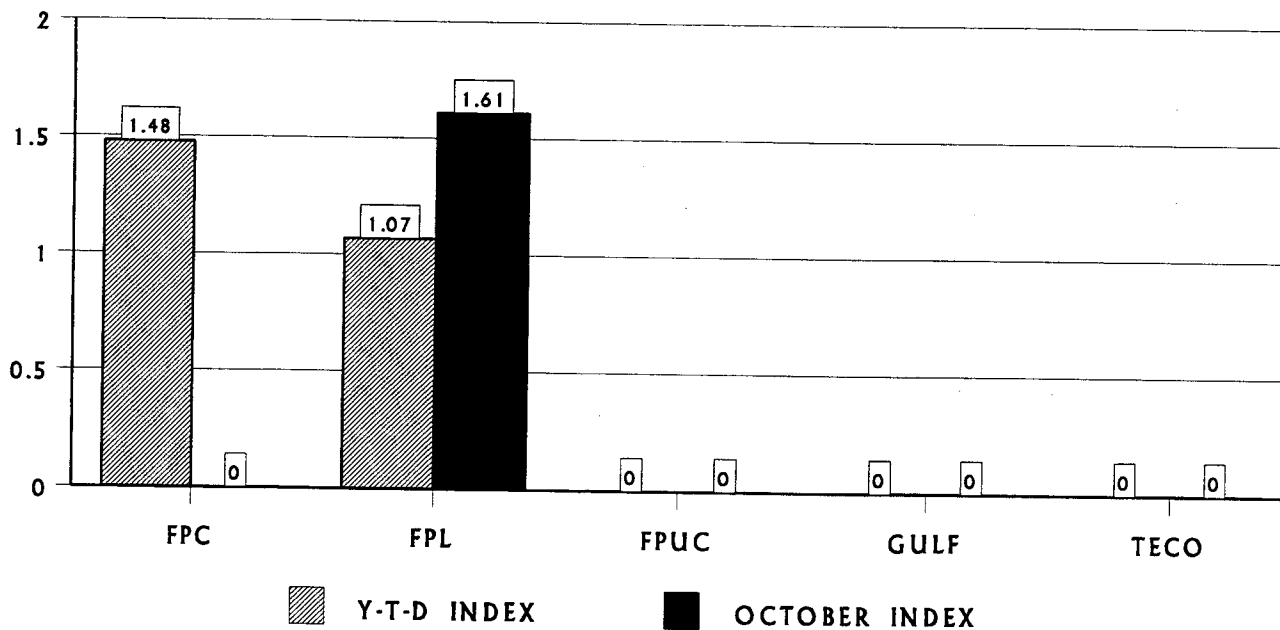
*Please see Index of Definitions.

**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

October 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

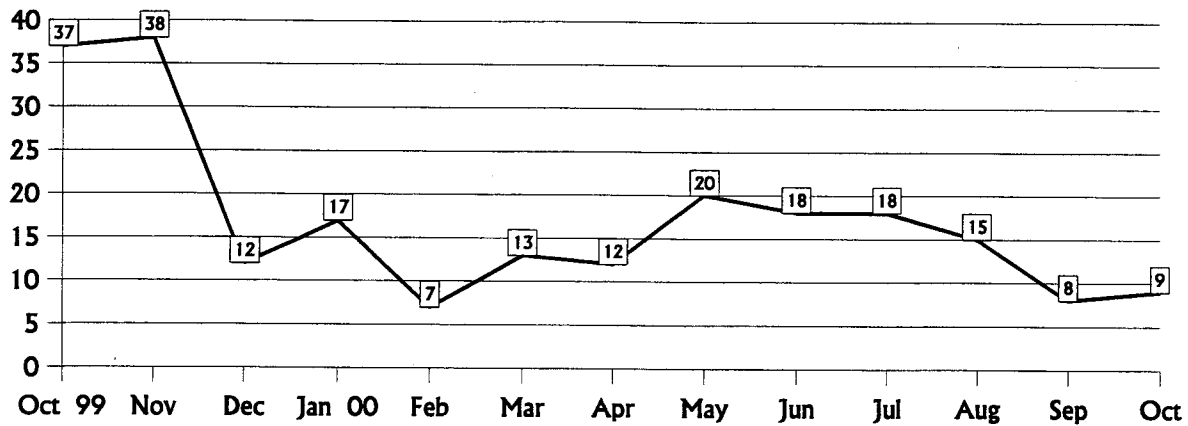
**Source - Florida Public Service Commission - Division of Electric & Gas , as of December 31, 1999*

Momentary Electricity Outage Information October 2000

Company	New Cases Filed
Florida Power Corporation	3
Florida Power & Light	6
Florida Public Utilities Corporation	0
Gulf Power Company	0
Tampa Electric Company	0
Total	9

Total Momentary Outages Filed

October 1999 - October 2000



**Gas Companies
Complaint Activity October 2000**

Utility Name	Complaints Logged			Y-T-D	Complaints Resolved			
	Service	Billing	Total		Apparent Non-infractions	Apparent Infractions	Total	Y-T-D
CHESAPEAKE UTILITIES	0	0	0	1	0	0	0	0
CITY GAS COMPANY	2	8	10	55	5	0	5	45
FLORIDA PUBLIC UTILITIES COMPANY	0	0	0	8	3	0	3	9
INDIANTOWN (CENTRAL FLORIDA GAS COMPANY)	0	0	0	2	0	0	0	2
PEOPLES GAS SYSTEM (TECO)	3	2	5	55	7	1	8	55
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
TOTAL	5	10	15	121	15	1	16	111

*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*	October Apparent Infractions Index*
CHESAPEAKE UTILITIES	9,654	0	0.000	0.00	0.000
CITY GAS COMPANY	99,574	4	0.040	3.24	0.00
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	1	0.004	0.33	1.63
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	5	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 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 - October 2000**

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractons	Apparent Infractons	Total
ACCESS INTEGRATED NETWORKS, INC.	0	0	0	1	0	1
ACCESS ONE COMMUNICATIONS	15	0	15	4	4	8
ADELPHIA BUSINESS SOLUTIONS INVESTMENT, LLC	2	0	2	3	0	3
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	1	1	0	0	0
ALLTEL COMMUNICATIONS, INC.	2	0	2	3	0	3
AMERICA'S TELE-NETWORK CORP.	1	0	1	0	0	0
AMERICAN DIAL TONE	1	0	1	1	0	1
AT&T	8	4	12	6	3	9
BELLSOUTH BSE, INC.	0	0	0	1	0	1
BUSINESS TELECOM, INC. D/B/A BTI	0	0	0	2	0	2
DPI-TELECONNECT, L.L.C.	1	0	1	1	0	1
EASY TEL, INC.	1	0	1	0	0	0
ESSEX COMMUNICATIONS, INC.	4	0	4	0	3	3
EXCELINK COMMUNICATIONS, INC.	3	1	4	2	0	2
FLORIDA COMM SOUTH	1	0	1	0	0	0
FLORIDA DIGITAL NETWORK, INC.	12	2	14	6	1	7
FLORIDA TELEPHONE SERVICES, LLC	3	0	3	1	0	1

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
FRONTIER COMMUNICATIONS OF AMERICA, INC.	2	0	2	0	0	0
HALE AND FATHER, INC.	6	5	11	0	1	1
IDS LONG DISTANCE, INC.	11	1	12	6	0	6
INTERMEDIA COMMUNICATIONS, INC.	1	3	4	1	0	1
INTECH, L.C.	1	0	1	1	0	1
ITC*DELTACOM	1	0	1	0	0	0
KMC TELECOM INC.	0	0	0	1	0	1
KNOLOGY OF FLORIDA, INC.	1	0	1	1	0	1
MCIMETRO ACCESS TRANSMISSION SERVICES LLC	1	0	1	0	0	0
MEDIAONE FLORIDA TELECOMMUNICATIONS, INC.	10	5	15	5	0	5
MPOWER COMMUNICATIONS CORP.	5	1	6	7	1	8
NETWORK TELEPHONE CORPORATION	1	0	1	0	0	0
NEXTLINK FLORIDA, INC.	1	0	1	1	0	1
PHONES FOR ALL	1	0	1	1	0	1
PINNACLE TELCOM, INC.	1	0	1	0	0	0
SECOND CHANCE PHONE	2	0	2	1	0	1
SMOKE SIGNAL COMMUNICATIONS	8	1	9	4	0	4

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractors	Apparent Infractors	Total
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.	10	5	15	4	2	6
TALK TOO COMMUNICATIONS	1	0	1	0	0	0
TELECOM CONNECTION CORP.	1	0	1	0	0	0
TELECONEX, INC. D/B/A TELECONEX	0	0	0	1	0	1
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	2	0	2	1	0	1
TELIGENT SERVICES, INC.	0	0	0	1	0	1
THE PHONE COMPANY	20	13	33	12	6	18
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	0	1	1
UNIVERSAL TELECOM, INC.	1	0	1	0	0	0
USA TELECOM, INC.	0	0	0	1	0	1
VERIZON SELECT SERVICES INC.	5	7	12	13	1	14
WORLDLINK LONG DISTANCE CORP.	0	0	0	0	1	1
Totals	147	49	196	93	24	117

Local Telephone Companies Complaint Activity October 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.	3	2	5	83	5	0	5	77
BELLSOUTH	129	43	172	1,352	168	10	178	1,402
FRONTIER	1	0	1	5	0	0	0	2
GTC, INC. D/B/A GT COM	3	0	3	18	1	0	1	12
VERIZON (Formerly GTE Florida)	27	2	29	413	45	2	47	393
ITS TELECOMMUNICATIONS SYSTEMS	0	1	1	1	0	1	1	1
NE FLORIDA	0	0	0	2	0	0	0	1
QUINCY/TDS	0	0	0	5	0	0	0	4
SPRINT-FLORIDA	81	12	93	988	102	16	118	920
VISTA - UNITED	0	0	0	1	0	0	0	0
TOTAL	244	60	304	2,868	321	29	350	2,812

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*	October Apparent Infractions Index*
ALLTEL	89,546	4	0.0447	3.91	0.00
BELLSOUTH	6,632,408	49	0.0074	0.65	0.60
FRONTIER	4,537	1	0.2204	19.31	0.00
GT COM (Floral, Gulf & St. Joseph)	49,020	0	0.0000	0.00	0.00
VERIZON (Formerly GTE Florida)	2,444,656	15	0.0061	0.54	0.32
ITS TELECOMMUNICATIONS SYSTEMS	3,705	1	0.2699	23.65	106.83
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	61	0.0276	2.42	2.86
VISTA-UNITED	18,706	0	0.0000	0.00	0.00
TOTAL	11,478,514	131	0.0114		

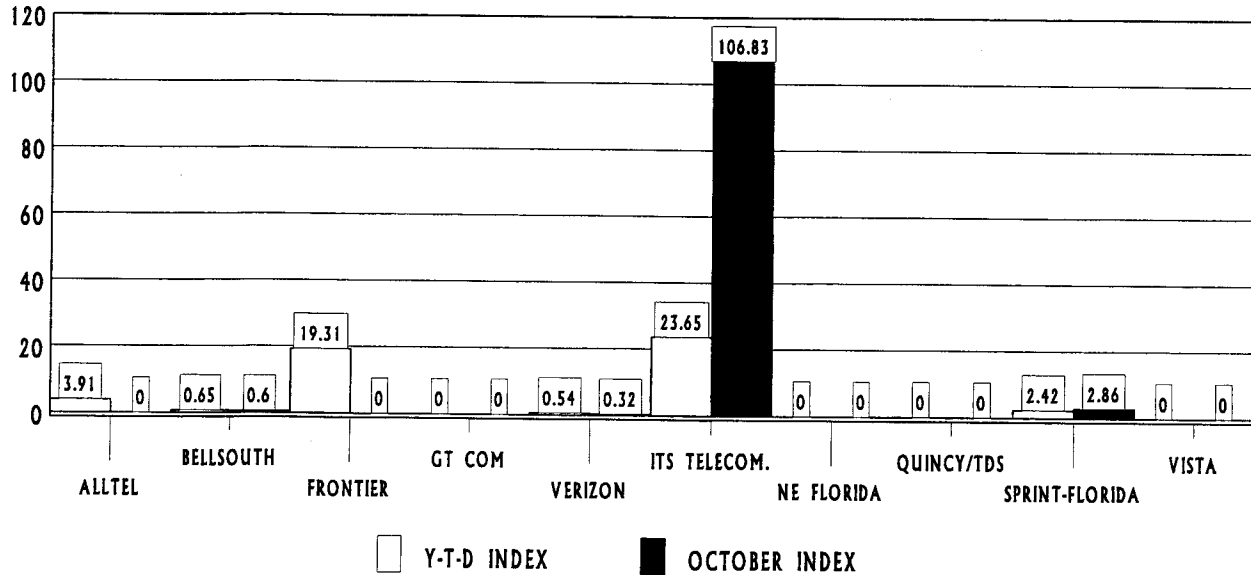
* Please see Index of Definitions.

** 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

October 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 - October 2000

Company	October	Year-To-Date
Sprint	0	1
Other Local Companies	0	0
Totals	0	1

Cramming Statistics*

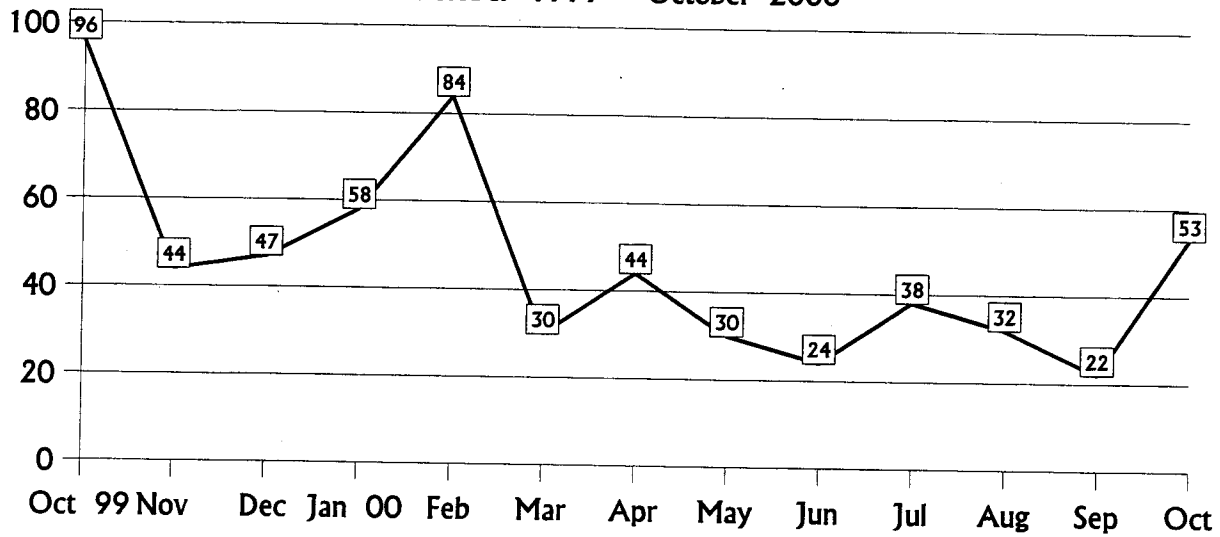
October 2000

New Cases Received	Prior & New Cases Resolved	\$ Savings to Consumers
24	53	\$4,700.39

*Please see Index of Definitions

Cases Resolved as Cramming

October 1999 - October 2000



Long Distance Companies
Complaint Activity - October 2000

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ACCESS ONE COMMUNICATIONS	1	0	1	1	1	2
ACN COMMUNICATION SERVICES, INC.	1	0	1	0	0	0
ADELPHIA TELECOMMUNICATIONS OF FLORIDA, INC.	0	0	0	1	0	1
ADVANTAGE PLUS TELECOMMUNICATIONS INC.	1	0	1	0	0	0
AFFINITY NETWORK, INC. D/B/A QUANTUMLINK COMMUNICATIONS	0	0	0	6	0	6
ALLIED COMMUNICATIONS GROUP, INC. D/B/A ACG, INC.	0	0	0	1	0	1
AMERICA'S TELE-NETWORK CORP.	22	19	41	16	49	65
AMERICAN NORTEL COMMUNICATIONS, INC.	0	2	2	0	0	0
AMERICAN PHONE SERVICES CORP.	1	0	1	2	0	2
ATCALL, INC.	0	0	0	1	0	1
ATX TELECOMMUNICATIONS SERVICES	1	0	1	0	0	0
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	44	144	188	164	30	194
BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON L.D.	0	0	0	1	0	1
BROADWING COMMUNICATIONS SERVICES INC.	1	1	2	1	0	1
BROADWING TELECOMMUNICATIONS INC.	0	0	0	1	0	1
BTI	0	1	1	0	0	0
BUSINESS SAVINGS PLAN INC.	1	0	1	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
CLEARTEL COMMUNICATIONS, INC.	0	0	0	1	0	1
COLORADO RIVER COMMUNICATIONS CORP.	1	0	1	0	0	0
COMTEL COMPUTER CORP.	0	0	0	1	0	1
CORRECTIONAL BILLING SERVICES	1	3	4	3	1	4
DIRECT ONE, INC. D/B/A DIRECT ONE OF CALIFORNIA, INC.	0	0	0	1	0	1
EMPIRE TELECOM, INC.	1	0	1	0	0	0
EQUALNET CORPORATION	0	1	1	1	0	1
ERBIA NETWORK, INC.	0	0	0	1	0	1
ESSENTIAL.COM, INC.	0	0	0	2	0	2
EXCEL TELECOMMUNICATIONS, INC.	5	6	11	14	8	22
FEDERAL TRANSTEL, INC.	0	3	3	5	0	5
FLORIDA DIGITAL NETWORK, INC.	1	0	1	2	1	3
FOX FIBER OPTICS	0	1	1	0	0	0
FRONTIER COMMUNICATIONS OF AMERICA, INC.	0	1	1	0	0	0
FRONTIER COMMUNICATIONS OF THE WEST	1	0	1	0	0	0
GALAXY LONG DISTANCE, INC.	1	0	1	0	0	0
GLOBAL CROSSING NORTH AMERICAN NETWORKS, INC.	1	0	1	0	0	0
GLOBAL CROSSING TELECOMMUNICATIONS, INC.	3	0	3	0	0	0
GLOBAL TEL*LINK CORPORATION	0	0	0	2	0	2
GTC TELECOM, INC.	0	0	0	1	0	1
HALE AND FATHER, INC.	2	1	3	0	0	0
HBS BILLING SERVICES COMPANY	0	1	1	4	0	4
HOME OWNERS LONG DISTANCE INCORPORATED	1	0	1	0	0	0
I-LINK COMMUNICATIONS, INC.	0	0	0	1	0	1
IDS LONG DISTANCE, INC.	3	4	7	5	3	8

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
IDT AMERICA CORP.	0	4	4	0	0	0
ILD, INC.	2	12	14	10	0	10
INMARK, INC. D/B/A PREFERRED BILLING	0	0	0	1	0	1
INTEGRETTEL, INC.	0	9	9	24	0	24
INTELCOM	1	0	1	0	0	0
INTERMEDIA COMMUNICATIONS, INC.	0	0	0	5	0	5
LCR, INC. (MA BELL ASSOCIATES, INC. D/B/A)	0	0	0	1	0	1
LDC TELECOMMUNICATIONS, INC.	0	0	0	1	0	1
LEAST COST ROUTING, INC.	1	0	1	1	0	1
LIGHTYEAR COMMUNICATIONS, INC.	1	0	1	0	0	1
MCI WORLDCOM COMMUNICATIONS, INC.	1	1	2	4	3	7
MCI WORLDCOM NETWORK SERVICES, INC.	28	48	76	75	8	83
MERCURY MARKETING COMPANY, LTD.	0	0	0	1	0	1
MPOWER COMMUNICATIONS CORP.	0	0	0	1	0	1
NORTHWEST NEVADA TELCO, INC.	0	1	1	1	0	1
OLS, INC.	3	1	4	3	1	4
ONE CALL COMMUNICATIONS, INC. D/B/A OPTICOM	0	0	0	1	0	1
OPEX COMMUNICATIONS, INC.	0	1	1	0	1	1
PILGRIM TELEPHONE, INC.	1	0	1	0	0	0
PRIMUS TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
PT-1 COMMUNICATIONS	1	0	1	1	1	2
QUINTELCO, INC.	0	1	1	0	0	0
QWEST COMMUNICATIONS CORPORATION	12	11	23	25	2	27
RADIANT TELECOM, INC.	0	0	0	0	1	1
RJM CARD SERVICES, INC.	2	0	2	0	0	0

Utility Name	Complaints Logged			Complaints Resolved		Total
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	
RRV ENTERPRISES, INC. D/B/A CONSUMER ACCESS	0	0	0	1	0	1
SOUTHEAST TELEPHONE COMPANY	0	1	1	0	0	0
SPRINT	16	23	39	42	2	44
S.C.I.	1	0	1	0	0	0
TELCO BILLING, INC.	0	1	1	3	2	5
TELCO DEVELOPMENT GROUP, INC.	0	0	0	0	1	1
TELECOM*USA OR TELECONNECT	0	1	1	3	0	3
TELEGLOBE BUSINESS SOLUTIONS INC.	0	0	0	1	0	1
TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.	1	0	1	0	0	0
THE INTERNET BUSINESS ASSOCIATION	0	2	2	0	0	0
THE PHONE COMPANY	17	21	38	21	24	45
TOUCH 1 COMMUNICATIONS, INC.	0	0	0	0	1	1
TTI NATIONAL, INC.	1	1	2	2	2	4
U S P & C CORPORATION	0	1	1	4	0	4
USLD COMMUNICATIONS, INC.	0	1	1	0	0	0
U.S. DIALTONE L.L.C.	1	0	1	0	0	0
U.S. REPUBLIC COMMUNICATIONS, INC.	0	1	1	2	0	2
VARTEC TELECOM AND CLEAR CHOICE COMMUNICATIONS	2	1	3	8	1	9
VERIZON SELECT SERVICES INC.	5	7	12	7	4	11
WEBNET COMMUNICATIONS, INC.	17	7	24	1	24	25
WESTINGHOUSE COMMUNICATIONS	0	1	1	0	1	1
Z-TEL COMMUNICATIONS, INC.	0	0	0	1	0	1
ZERO PLUS DIALING	0	2	2	7	0	7
ZERO PLUS DIALING, INC.	1	0	1	4	0	4
Total	210	348	558	501	172	673

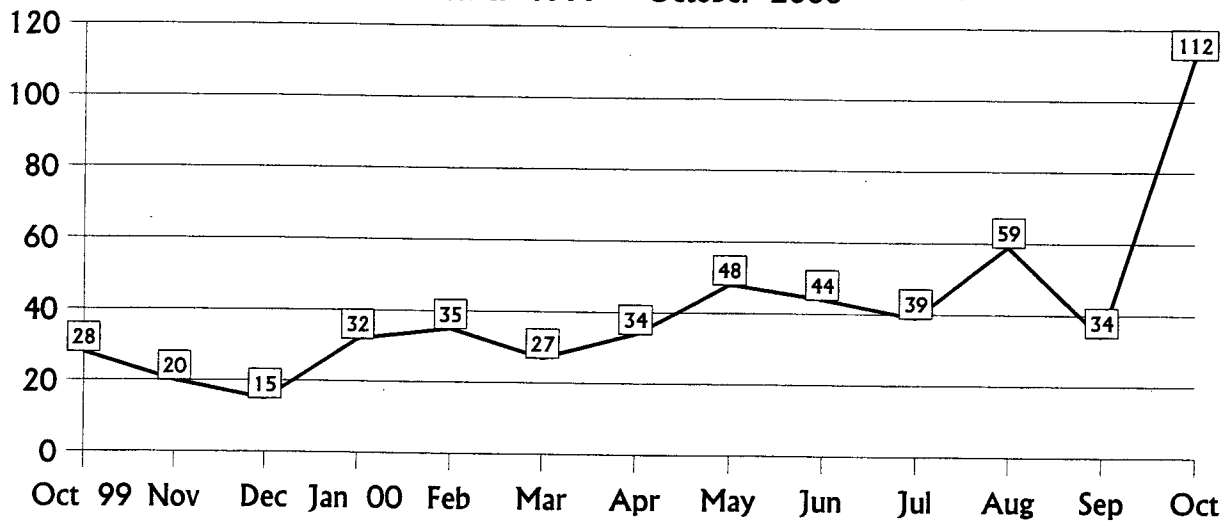
Unauthorized Long Distance Service Change "Long Distance Slamming"

Apparent Rule Infractions - October 2000

Company	October	Year-To-Date
America's Tele-Network Corp.	45	169
AT&T / ACC	5	37
MCI Worldcom	6	30
OLS, Inc.	1	17
Opex Communications	0	9
Qwest Communications (LCI)	1	21
Sprint	2	29
WebNet Communications	24	41
Other Long Distance Companies	28	111
Totals	112	464

Cases Resolved as Slamming

October 1999 - October 2000



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

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-infractions	Apparent Infractions	Total
2001 TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
ALPHA TEL-COM, INC.	0	0	0	1	0	1
AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC.	1	0	1	0	1	1
BELLSOUTH PUBLIC COMMUNICATIONS, INC.	0	0	0	2	0	2
COM-TECH SYSTEMS	1	0	1	0	0	0
MERCURY TELECOM, INC.	0	3	3	0	0	0
PAY-TEL HOSPITALITY TELECOMMUNICATIONS, INC.	1	0	1	0	0	0
PAYPHONE CONNECTION INC.	1	0	1	1	0	1
PHOENIX TELECOM, LLC D/B/A PHOENIX PAYPHONES, LLC	0	0	0	1	0	1
PHONE PLUS, INC.	1	0	1	0	0	0
SOUTHWEST PAY TELEPHONE CORPORATION	0	0	0	1	0	1
SPRINT-FLORIDA, INCORPORATED	1	0	1	0	0	0
TELELEASING ENTERPRISES, INC.	1	1	2	0	0	0
U.S. COASTELCOM, INC.	0	0	0	1	0	1
VERIZON FLORIDA INC.	1	0	1	0	0	0
TOTAL	9	4	13	7	1	8

Water and Wastewater Companies Complaint Activity - October 2000

Utility Name	Complaints Logged			Complaints Resolved		
	Service	Billing	Total	Apparent Non-Infractions	Apparent Infractions	Total
ALOHA UTILITIES, INC.	2	6	8	1	0	1
AQUASOURCE UTILITY, INC.	1	0	1	0	0	0
BARTELT ENTERPRISES, INC.	1	0	1	0	0	0
BAYSIDE UTILITY SERVICES, INC.	0	1	1	0	0	0
BONITA SPRINGS UTILITIES	0	0	0	1	0	1
C. S. WATER COMPANY, INC.	1	0	1	0	0	0
FERNCREST UTILITIES, INC.	1	0	1	0	0	0
FLORIDA WATER SERVICES CORPORATION	1	2	3	4	0	4
GULF AIRE WASTEWATER TREATMENT PLANT	0	1	1	0	0	0
HUDSON UTILITIES, INC.	0	1	1	1	0	1
INDIANTOWN COMPANY, INC.	1	0	1	1	0	1
JASMINE LAKES UTILITIES CORPORATION	0	0	0	1	0	1
LINDRICK SERVICE CORPORATION	0	1	1	1	0	1
NORTH FORT MYERS UTILITY, INC.	6	0	6	1	0	1
PARK MANOR WATERWORKS, INC.	0	0	0	1	0	1
PARKLAND UTILITIES, INC.	0	1	1	0	1	1
PEOPLES WATER SERVICE COMPANY OF FLORIDA, INC.	0	1	1	1	0	1
ROYAL UTILITY COMPANY	0	0	0	1	0	1
SHANGRI-LA BY THE LAKE UTILITIES, INC.	1	0	1	0	0	0
TERRA MAR VILLAGE UTILITIES, INC.	0	0	0	1	0	1
UNITED WATER FLORIDA INC.	1	2	3	6	0	6
UTILITIES, INC. OF FLORIDA	0	0	0	2	0	2
TOTALS	16	16	32	23	1	24

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