

# Monthly Report on Consumer Complaint Activity



## March 2002

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**COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES**  
**March 2002**

| Utility                | Feb-02 |     | Mar-02 |     | Annual Complaint Volume |               |       | Y-T-D Complaint Volume |              |       | 12 Month<br>Compl. Rate*<br>Mar-02 |
|------------------------|--------|-----|--------|-----|-------------------------|---------------|-------|------------------------|--------------|-------|------------------------------------|
|                        | Rate*  | No. | Rate*  | No. | 12 mos ending           | 12 mos ending | %     | Year-to-date           | Year-to-date | %     |                                    |
|                        |        |     |        |     | Mar-01                  | Mar-02        |       | Change                 | 2001         |       |                                    |
| Central Hudson         | 2.8    | 8   | 1.4    | 4   | 70                      | 63            | -10.0 | 14                     | 16           | 14.3  | 1.9                                |
| Con Edison             | 3.9    | 141 | 3.9    | 143 | 1967                    | 1601          | -18.6 | 589                    | 414          | -29.7 | 3.6                                |
| KeySpan of L.I.        | 2.4    | 12  | 1.2    | 6   | 89                      | 105           | 18.0  | 37                     | 29           | -21.6 | 1.7                                |
| NYSEG                  | 1.2    | 11  | 1.1    | 10  | 115                     | 114           | -0.9  | 28                     | 34           | 21.4  | 1.0                                |
| Niagara Mohawk         | 2.2    | 37  | 2.5    | 43  | 745                     | 535           | -28.2 | 146                    | 117          | -19.9 | 2.6                                |
| Orange & Rockland      | 4.8    | 10  | 6.7    | 14  | 148                     | 135           | -8.8  | 42                     | 31           | -26.2 | 5.4                                |
| RG & E                 | 2.3    | 9   | 2.8    | 11  | 188                     | 131           | -30.3 | 36                     | 32           | -11.1 | 2.8                                |
| KeySpan of NY          | 2.1    | 24  | 3.0    | 35  | 346                     | 391           | 13.0  | 123                    | 81           | -34.1 | 2.8                                |
| National Fuel Gas      | 3.7    | 19  | 4.9    | 25  | 225                     | 287           | 27.6  | 55                     | 58           | 5.5   | 4.6                                |
| Other Energy Utilities | N/A    | 2   | N/A    | 44  | 54                      | 95            | 75.9  | 22                     | 53           | 140.9 | N/A                                |
| ESCO's**               | N/A    | 271 | N/A    | 3   | 980                     | 1881          | 91.9  | 343                    | 936          | 172.9 | N/A                                |
| Verizon                | 3.4    | 215 | 2.7    | 292 | 5879                    | 3790          | -35.5 | 1266                   | 780          | -38.4 | 3.9                                |
| Citizens Telcom        | 0.6    | 6   | 1.9    | 2   | 89                      | 72            | -19.1 | 26                     | 10           | -61.5 | 1.9                                |
| Frontier of NY         | 1.2    | 0   | 0.0    | 4   | 13                      | 19            | 46.2  | 6                      | 1            | -83.3 | 1.9                                |
| Alltel                 | 4.7    | 2   | 2.3    | 0   | 22                      | 15            | -31.8 | 6                      | 6            | 0.0   | 1.5                                |
| Frontier Tel of Roch.  | 2.9    | 3   | 0.6    | 25  | 205                     | 130           | -36.6 | 25                     | 43           | 72.0  | 2.1                                |
| Other LEC's            | N/A    | 440 | N/A    | 531 | 7314                    | 6554          | -10.4 | 1931                   | 1507         | -22.0 | N/A                                |
| DSL Providers          | N/A    | 11  | N/A    | 18  | 371                     | 350           | -5.7  | 159                    | 45           | -71.7 | N/A                                |
| Pre-paid Calling Cards | N/A    | 0   | N/A    | 1   | 10                      | 7             | -30.0 | 10                     | 2            | -80.0 | N/A                                |
| LD Resellers           | N/A    | 79  | N/A    | 86  | 1256                    | 963           | -23.3 | 357                    | 263          | -26.3 | N/A                                |
| COCOT Vendors          | N/A    | 7   | N/A    | 5   | 19                      | 82            | 331.6 | 6                      | 18           | 200.0 | N/A                                |
| Adelphia               | N/A    | 18  | N/A    | 17  | 185                     | 159           | -14.1 | 56                     | 51           | -8.9  | N/A                                |
| Cablevision Systems    | N/A    | 35  | N/A    | 38  | 529                     | 524           | -0.9  | 142                    | 121          | -14.8 | N/A                                |
| Time-Warner            | N/A    | 52  | N/A    | 60  | 670                     | 721           | 7.6   | 177                    | 170          | -4.0  | N/A                                |
| Other Cable Cos.       | N/A    | 15  | N/A    | 9   | 131                     | 132           | 0.8   | 29                     | 39           | 34.5  | N/A                                |
| Long Island Water      | 13.6   | 10  | 13.6   | 11  | 35                      | 140           | 300.0 | 9                      | 32           | 255.6 | 15.8                               |
| UW - New Rochelle      | 6.6    | 2   | 6.6    | 0   | 15                      | 16            | 6.7   | 3                      | 3            | 0.0   | 4.4                                |
| New York Water         | 2.3    | 1   | 2.3    | 0   | 9                       | 7             | -22.2 | 2                      | 3            | 50.0  | 1.3                                |
| New York American      | 0.0    | 0   | 0.0    | 0   | 0                       | 1             | 0.0   | 0                      | 0            | 0.0   | 0.8                                |
| UW - New York          | 4.5    | 3   | 4.5    | 3   | 49                      | 26            | -46.9 | 14                     | 9            | -35.7 | 3.2                                |
| Other Water Utilities  | N/A    | 4   | N/A    | 2   | 30                      | 34            | 13.3  | 10                     | 10           | 0.0   | N/A                                |

All complaint rates are based on 2001 customer populations.

Customer populations are not available for cable companies.

\* - Complaints per 100,000 customer accounts

\*\* - ESCO numbers represent customer contacts, not complaints.

**CREDIT COMPLAINTS vs. TOTAL COMPLAINTS**  
**New York Energy Utilities**  
**March 2002**

| Utility           | March 2002<br>Complaint Volume |        |          | Last 12 Months<br>Complaint Volume |        |          | 12 mos.<br>Total<br>C/Rate | 12 mos.<br>Credit<br>C/Rate |
|-------------------|--------------------------------|--------|----------|------------------------------------|--------|----------|----------------------------|-----------------------------|
|                   | Total                          | Credit | % Credit | Total                              | Credit | % Credit |                            |                             |
| Central Hudson    | 4                              | 1      | 25%      | 63                                 | 14     | 22%      | 1.9                        | 0.4                         |
| Con Edison        | 143                            | 33     | 23%      | 1601                               | 324    | 20%      | 3.6                        | 0.8                         |
| KeySpan - LI      | 6                              | 1      | 17%      | 105                                | 11     | 10%      | 1.7                        | 0.2                         |
| NYSEG             | 10                             | 4      | 40%      | 114                                | 29     | 25%      | 1.0                        | 0.3                         |
| Niagara Mohawk    | 43                             | 17     | 40%      | 535                                | 183    | 34%      | 2.6                        | 0.9                         |
| Orange & Rockland | 14                             | 7      | 50%      | 135                                | 52     | 39%      | 5.4                        | 1.8                         |
| RG & E            | 11                             | 5      | 45%      | 131                                | 90     | 69%      | 2.8                        | 2.0                         |
| KeySpan - NY      | 35                             | 2      | 6%       | 391                                | 94     | 24%      | 2.8                        | 0.7                         |
| National Fuel Gas | 25                             | 12     | 48%      | 287                                | 126    | 44%      | 4.6                        | 2.0                         |

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings**

### **March 2002**

#### **Informal Hearings**

As of March 1, 2002 there were 104 cases in the informal hearing unit including 24 cases in pre-hearing. The month ended with 19 case in pre-hearing and 89 in the informal hearing unit for a total of 108. During March four complaints were resolved with pre-hearing mediation and 18 informal hearings were scheduled. Eleven informal hearing cases were closed during the month including a complaint that was withdrawn and a complaint that was resolved with a settlement agreement. In addition one request for reconsideration was completed.

We note there is an increase in requests for informal hearings concerning line or main extension. Two of the complaints resolved during March had right-of-way as a secondary issue and another involved the utility's failure to obtain an easement before extending its lines.

#### **Shared Meter Designee Cases**

Under Section 52 of PSL (Shared Meter Law) only the Commission or its Designee can decide certain complaints. The majority of these cases concern the penalty assessed to owners for failure to find and correct instances of shared metering. At the end of March there were 250 shared meter complaints pending. Thirty-four (34) new complaints were received in March, and 35 complaints were closed. Brief descriptions of some of the closed cases are outlined below.

Out of the 35 cases closed, the designee reduced the penalty in 26 of the cases reviewed. Twenty-four (24) of those penalties were reduced to the minimum of 25%. The charges were cancelled in two cases because the owner proved that the cost to correct the condition was extraordinary.

#### **Appeals and Rehearings**

At its March 27, 2002 session, the Commission approved OCS's recommended determinations of three appeals and two rehearing petitions. Two determinations deny appeals by Con Edison customers and uphold, respectively, the utility's procedure with regard to inactive gas service and bills challenged by a multiple dwelling gas heating customer as high. A third determination denies a customer's appeal and upholds an informal decision that a religious organization receiving service at a primary voltage was ineligible for residential time-of-use service under Niagara Mohawk's current tariff, but states that the Commission will institute a proceeding to reconsider electric utility tariffs with respect to eligibility of primary service customers for residential rates under PSL §76. Both rehearing requests, one by Con Edison with respect to one aspect of an appeal determination generally favorable to the utility and one by a building owner with

respect to the Commission designee's determination in a shared meter complaint, were denied.

Five appeals were accepted during the month of March. NYSEG appeals an informal decision directing it to make a refund to a residential customer related to 1999 change in its tariff. A nonresidential customer appeals an informal decision denying refund of outside wire maintenance charges paid to Verizon. Two residential customers appeal informal decisions finding they were not overbilled for electric service. A residential customer appeals the denial of an informal hearing concerning National Fuel's intention to abandon the aged gas service line serving his property. In addition, two petitions for rehearing of shared meter designee determinations, both involving Con Edison, were accepted.

No. of Complaints Received Against Regulated Companies  
Between 3/1/2002 and 3/31/2002

| <u>Service</u>                | <u>Utility</u>                                            | <u>Complaints</u> |
|-------------------------------|-----------------------------------------------------------|-------------------|
| <b>Cable</b>                  | Adelphia - Adirondack                                     | 2                 |
|                               | Adelphia - Buffalo                                        | 6                 |
|                               | Adelphia Cable - Auburn                                   | 1                 |
|                               | Adelphia Cable - Utica                                    | 8                 |
|                               | Cablevision of Brookhaven                                 | 1                 |
|                               | Cablevision of Dutchess County                            | 1                 |
|                               | Cablevision of Hauppauge (V-CABLE)                        | 2                 |
|                               | Cablevision of Long Island                                | 10                |
|                               | Cablevision of New York City                              | 12                |
|                               | Cablevision of Southern Westchester                       | 8                 |
|                               | Cablevision of Westchester                                | 2                 |
|                               | Cablevision of Yorktown                                   | 1                 |
|                               | Cablevision-Rockland                                      | 1                 |
|                               | Charter Communications                                    | 2                 |
|                               | MediaOne - Westchester                                    | 1                 |
|                               | RCN of Southeast New York, Inc.                           | 6                 |
|                               | Time Warner - Albany                                      | 1                 |
|                               | Time Warner - Amsterdam                                   | 1                 |
|                               | Time Warner - Binghamton                                  | 1                 |
|                               | Time Warner - Brooklyn                                    | 3                 |
|                               | Time Warner - Kingston                                    | 2                 |
|                               | Time Warner - Manhattan                                   | 15                |
|                               | Time Warner - Mt. Vernon                                  | 2                 |
|                               | Time Warner - Newburgh                                    | 2                 |
|                               | Time Warner - Orange County                               | 3                 |
|                               | Time Warner - Paragon Manhattan                           | 1                 |
|                               | Time Warner - Queens                                      | 11                |
|                               | Time Warner - Rensselaer                                  | 1                 |
|                               | Time Warner - Rochester                                   | 4                 |
|                               | Time Warner - Rome                                        | 1                 |
|                               | Time Warner - Saratoga                                    | 1                 |
|                               | Time Warner - Saugerties                                  | 3                 |
| Time Warner - Staten Island   | 1                                                         |                   |
| Time Warner - Sullivan County | 1                                                         |                   |
| Time Warner - Syracuse        | 4                                                         |                   |
| Time Warner - Troy            | 1                                                         |                   |
| Time Warner Cable - Hornell   | 1                                                         |                   |
| Total Cable                   | <hr style="width: 100%; border: 0.5px solid black;"/> 124 |                   |
| <b>DSL</b>                    | Broadview Networks                                        | 1                 |
|                               | Choice One Communications of New York In                  | 1                 |
|                               | Megapath Networks                                         | 1                 |
|                               | Sprint Communications Company L.P.                        | 1                 |
|                               | Verizon Advanced Data, Inc.                               | 14                |
| Total DSL                     | <hr style="width: 100%; border: 0.5px solid black;"/> 18  |                   |

|                 |                                     |           |
|-----------------|-------------------------------------|-----------|
| <b>Electric</b> | Central Hudson Electric & Gas       | 3         |
|                 | Con Edison                          | 136       |
|                 | Freeport Electric                   | 1         |
|                 | Jamestown Board of Public Utilities | 1         |
|                 | New York State Electric & Gas       | 10        |
|                 | Niagara Mohawk Power Corp           | 40        |
|                 | Orange & Rockland                   | 12        |
|                 | Rochester Gas + Electric            | 8         |
| Total Electric  |                                     | <hr/> 236 |

|            |                                |          |
|------------|--------------------------------|----------|
| <b>Gas</b> | Central Hudson Electric & Gas  | 1        |
|            | Con Edison                     | 7        |
|            | Corning Natural Gas            | 3        |
|            | KeySpan of Long Island         | 6        |
|            | KeySpan of New York            | 35       |
|            | National Fuel Gas Distribution | 25       |
|            | Niagara Mohawk Power Corp      | 3        |
|            | NUI Waverly Gas                | 1        |
|            | Orange & Rockland              | 2        |
|            | Rochester Gas + Electric       | 3        |
| Total Gas  |                                | <hr/> 98 |

|               |                  |         |
|---------------|------------------|---------|
| Prepaid       | Verizon Wireless | 1       |
| Total Prepaid |                  | <hr/> 1 |

|                  |                                          |     |
|------------------|------------------------------------------|-----|
| <b>Telephone</b> | ADVAMTEL, LLC dba Plan B Communications  | 3   |
|                  | Affinity Network, Inc.                   | 1   |
|                  | Allegiance Telecom of New York, Inc.     | 10  |
|                  | American Phone Services, Corp.           | 2   |
|                  | AT&T Communications of New York, Inc.    | 252 |
|                  | BridgeCom International, Ltd.            | 2   |
|                  | Broadview Networks                       | 33  |
|                  | Budtel Assoc                             | 1   |
|                  | Business Options, Inc.                   | 1   |
|                  | Cablevision Lightpath, Inc.              | 6   |
|                  | Capsule Communications, Inc.             | 3   |
|                  | Choice One Communications of New York In | 6   |
|                  | Ciera Network Systems, Inc.              | 1   |
|                  | Citizens Telecom                         | 6   |
|                  | Citizens Telecommunications Co. of NY    | 2   |
|                  | Coastal Communications                   | 1   |
|                  | Communicate Technological Systems, L.L.C | 4   |
|                  | Communications Billing, Inc.             | 1   |
|                  | Conversent Communications of New York, L | 1   |
|                  | Covista of New York, Inc.                | 1   |
|                  | CTC Communications Corp.                 | 1   |

|                                           |     |
|-------------------------------------------|-----|
| CTSI, Inc.                                | 1   |
| Direct American Marketers, Inc. d/b/a D   | 2   |
| Essex Communications, Inc.                | 2   |
| Essex Communications, Inc. d/b/a/ Elec C  | 3   |
| Excel Telecommunications Inc.             | 1   |
| Fairpoint Communications                  | 1   |
| Frontier Comm of NY/fka Highland Tel      | 4   |
| Frontier Communications of Rochester, Inc | 5   |
| Frontier Local Services, Inc.             | 2   |
| Frontier Telephone of Rochester, Inc.     | 25  |
| Global Crossing Telecommunications, Inc.  | 2   |
| Huntington Atrium Communications, LLC.    | 1   |
| Integrated Teletechnologies, Inc.         | 1   |
| Intellicall Operator Services Inc.        | 5   |
| Intermedia Communications, Inc.           | 1   |
| International Discount Telecommunication  | 2   |
| LCI International Telecom Corp.           | 6   |
| LD Services, Inc.                         | 2   |
| Least Cost Routing, Inc.                  | 4   |
| MCIWorldCom                               | 153 |
| Metromedia Long Distance, Inc.            | 5   |
| Metropolitan Telecommunications dba MetT  | 28  |
| National Accounts, Inc.                   | 1   |
| Network Plus, Inc.                        | 15  |
| NextGen Telephone, Inc.                   | 9   |
| Northeast Pay Phone, Inc.                 | 1   |
| Ontera Broadband                          | 2   |
| Opex Communications, Inc.                 | 2   |
| Optical Telephone Corporation             | 5   |
| Opticom Corporation                       | 1   |
| PaeTec Communications, Inc.               | 1   |
| QWest Communications Corporation          | 4   |
| RCN Telecom Services of New York, Inc.    | 2   |
| Resdntl Comms. Netwrk of NY dba RCN       | 11  |
| Sprint Communications Company L.P.        | 40  |
| Taconic Telephone                         | 1   |
| TC Systems, Inc. (PAY PHONES ONLY)        | 1   |
| Tel-Save, Inc. (Talk.com)                 | 31  |
| Telecom Group USA, Inc. d/b/a Telecom On  | 1   |
| Telecom USA                               | 3   |
| Telecommunications Service Center, Inc.   | 1   |
| Telecon Communications Corp               | 1   |
| Teleport Communications                   | 4   |
| UKI Communications, Inc.                  | 7   |
| United Systems Access Telecom, Inc.       | 1   |
| USN Communications Long Distance, Inc.    | 1   |
| Value Tel, Inc.                           | 1   |
| VarTec Telecom, Inc.                      | 2   |
| Verizon Communications (LD)               | 6   |
| Verizon Communications (LEC)              | 292 |
| Verizon Corp. (payphones)                 | 2   |



|                                  |                                          |             |
|----------------------------------|------------------------------------------|-------------|
|                                  | Warwick Valley Telephone                 | 1           |
|                                  | Webnet Communications, Inc.              | 1           |
|                                  | Winstar Gateway Network, Inc.            | 1           |
|                                  | Working Assets Funding Service, Inc.     | 1           |
|                                  | WorldCom Network Services, Inc. d/b/a Wi | 1           |
|                                  | WorldCom Technologies, Inc.              | 1           |
|                                  | XO New York, Inc.                        | 1           |
|                                  | ZTel Communications, Inc.                | 50          |
| Total Telephone                  |                                          | <u>1100</u> |
| <b>Water</b>                     |                                          |             |
|                                  | Forest Park Water Company                | 1           |
|                                  | Long Island Water Corp.                  | 11          |
|                                  | United Water-New York                    | 3           |
|                                  | Windham Ridge Water Corp.                | 1           |
| Total Water                      |                                          | <u>16</u>   |
| <b>Total Complaints Received</b> |                                          | <b>1593</b> |

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

|      | FULL NAME                               | 1999 | 2000 | 2001 | 2002 | Mar-02 | Feb-02 | Jan-02 | Dec-01 | Nov-01 | Oct-01 | Sep-01 | Aug-01 | Jul-01 | Jun-01 | May-01 | Apr-01 | Mar-01 |
|------|-----------------------------------------|------|------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6902 | 1 Com Inc.                              |      | 3    | 4    |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5049 | ACC Buffalo Telecom Corp                |      | 1    | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 5305 | ACC Long Distance Corporation           | 1    |      | 3    |      |        |        |        |        |        |        |        |        | 1      |        |        | 1      |        |
| 6184 | ACC National Long Distance Corp         |      |      | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        | 1      |
| 5757 | ACC National Telecom Corp.              |      |      | 1    |      |        |        |        |        | 1      |        |        |        |        |        |        |        |        |
| 5069 | ACC Rochester Telecom Corp.             |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6250 | Access Point Inc                        |      |      | 1    |      |        |        |        |        |        |        |        | 1      |        |        |        |        |        |
| 6159 | Accutel Communications Inc.             | 4    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6849 | ACN Communication Services Inc          |      |      | 4    |      |        |        |        |        | 1      |        |        |        |        |        |        |        | 1      |
| 6135 | ADVAMTEL LLC d/b/a Plan B Comm          | 1    | 27   | 14   | 2    | 2      |        |        | 1      |        | 1      |        | 1      |        | 3      |        |        |        |
| 5357 | Advanced Telecommunications Ne          |      |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6984 | Adelphia Business Solutions             |      |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 5324 | Affinity Corporation                    |      |      | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        | 1      |
| 5688 | Affinity Network Inc.                   | 1    |      | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        | 1      |
| 6283 | Allegiance Telecom of NY Inc.           | 3    | 10   | 36   | 7    | 3      | 1      | 3      |        | 4      | 2      |        |        | 3      | 2      | 5      | 6      | 4      |
| 6516 | Alliance Group Services Inc             |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5010 | AllTel of New York                      |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5343 | Am.Tech. Inc.dba Network Utili          | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5779 | American Business Alliance In           | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5908 | American Long Distance Service Inc.     | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6323 | American Nortel Communications Inc.     | 60   | 13   | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6778 | American Phone Services Corp.           |      | 4    | 4    | 2    | 2      |        |        |        |        |        |        |        |        | 1      |        | 1      | 1      |
| 5A22 | American Telecommunications System      |      |      | 1    |      |        |        |        |        |        |        |        |        |        |        |        | 1      |        |
| 6299 | Americatel Corporation                  |      |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5361 | America's Tele-Network Corp.            | 19   | 15   |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5984 | Americom Inc.                           |      | 1    | 2    |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5322 | Amer-I-Net Services Corporation         |      |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 5689 | Ameri-Tel Communications Inc.           | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6513 | AmeriVision Communications Inc.         | 3    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5805 | AT&T Communications of New Yor          | 70   | 348  | 452  | 137  | 46     | 33     | 58     | 36     | 28     | 33     | 35     | 32     | 35     | 25     | 48     | 37     | 51     |
| 5369 | Atlas Communications Ltd.               | 1    |      |      | 1    |        | 1      |        | 1      |        |        |        |        |        |        |        |        |        |
| 6459 | Big Planet Inc.                         |      |      | 1    |      |        |        |        |        |        |        |        | 1      |        |        |        |        |        |
| 6140 | BridgeCom International LTD             |      |      | 5    |      |        |        |        |        | 1      |        | 1      |        | 1      |        |        |        | 1      |
| 5771 | Brittan Communications International C  | 23   | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6886 | Broadview Networks                      | 63   | 72   | 58   | 25   | 10     | 4      | 11     | 5      | 13     | 4      | 2      | 3      | 5      | 3      | 3      | 2      | 5      |
| 6869 | Broadwing Telecommunications Inc        |      |      | 2    |      |        |        |        |        |        | 1      |        |        | 1      |        |        |        |        |
| 6838 | Broadwing Communcations                 |      |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 6111 | Business Discount Plan Inc.             | 6    | 1    | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        | 1      |
| 5776 | Business Options Inc.                   | 1    | 3    | 1    | 1    | 1      |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 5021 | Business Telecom dbs BTI Telecom        | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6426 | Buyers United International Inc         |      |      |      | 1    |        |        | 1      |        |        |        |        |        |        |        |        |        |        |
| 5340 | Cable & Wireless Commun. Co.            | 1    |      | 6    |      |        |        |        | 2      |        |        | 1      |        |        | 1      |        |        | 1      |
| 5949 | Cablevision Lightpath Inc.              |      | 2    |      | 1    |        |        | 1      |        |        |        |        |        |        |        |        |        |        |
| 6986 | Capsule Communications Inc              |      |      | 2    | 3    | 3      |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 6399 | CBS Corporation dba Westinghouse        | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6646 | Choice One Communitcations of NY        |      |      |      | 2    |        |        | 2      |        |        |        |        |        |        |        |        |        |        |
| 5A17 | Citizens Telecom                        |      |      | 2    |      |        |        |        | 1      |        |        |        |        |        |        |        |        | 1      |
| 5693 | Coast International Inc.                |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6271 | Coleman Enterprises Inc. d/b/a Local Lo | 13   |      | 2    |      |        |        |        | 1      |        |        |        | 1      |        |        |        |        |        |
| 6143 | Commonwealth Telecom                    | 1    | 3    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5C65 | Communicate Technological Systems       |      |      |      | 11   | 3      | 6      | 2      | 8      | 4      |        |        |        |        |        |        |        |        |
| 6593 | Communication Express                   | 2    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6372 | Communications Billing Inc.             | 2    |      | 1    | 1    | 1      |        |        | 1      |        |        |        |        |        |        |        |        |        |
| 5986 | Community Network Services Inc          |      |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |

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|------|-------------------------------------------|------|------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6810 | Conversent Communications of NY           |      |      | 2    |      |        |        |        |        |        |        | 1      | 1      |        |        |        |        |        |
| 6245 | Core-Comm New York Inc.                   | 2    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5B87 | Covista of New York Inc                   |      |      | 5    | 2    | 1      |        | 1      |        | 3      | 2      |        |        |        |        |        |        |        |
| 6260 | CTC Communications Corp.                  |      | 1    | 1    |      |        |        |        |        |        |        |        |        |        |        | 1      |        |        |
| 5559 | CTN Telephone Network, Inc.               |      |      | 1    |      |        |        |        |        |        |        |        |        | 1      |        |        |        |        |
| 6536 | CTSI, Inc                                 |      |      |      | 1    | 1      |        |        |        |        |        |        |        |        |        |        |        |        |
| 6651 | Direct America Marketers                  |      |      | 1    | 2    | 2      |        |        | 1      |        |        |        |        |        |        |        |        |        |
| 6672 | Econo-o-Call Inc.                         |      | 6    | 6    |      |        |        |        |        |        |        | 2      | 1      | 1      | 1      |        | 1      |        |
| 5215 | Econophone Inc.                           | 2    | 2    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6112 | ELDS, Inc                                 |      |      |      | 2    |        | 2      |        |        |        |        |        |        |        |        |        |        |        |
| 5137 | Empire One Telecommunications             |      |      | 2    | 1    |        |        | 1      |        |        |        |        |        | 1      |        |        |        | 1      |
| 5982 | Equal Net Communications Inc.             |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5198 | EqualNet Corporation                      | 1    | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6659 | erbia Network Inc.                        |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6748 | Essential.com Inc.                        |      | 14   | 3    |      |        |        |        |        |        |        |        | 1      |        | 1      |        |        |        |
| 6912 | Essex Communications DBA Elec             |      | 10   | 20   | 3    | 1      | 1      | 1      | 2      | 3      | 2      |        | 1      | 1      | 1      | 2      | 3      | 2      |
| 6369 | Essex Communications Inc                  |      |      | 1    | 1    | 1      |        |        |        |        |        |        |        |        |        |        | 1      |        |
| 5382 | Excel Telecommunications Inc.             | 10   | 6    | 12   | 6    |        | 2      | 4      | 1      |        | 1      |        | 2      | 1      |        |        | 2      | 1      |
| 5912 | Executone Information Systems Inc.        |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6435 | Fairpoint Communications                  |      | 1    | 3    |      |        |        |        | 1      |        |        |        |        |        |        |        |        |        |
| 5275 | Federal TransTel Inc.                     | 1    |      | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5315 | Frontier Comm. Of the West Inc            |      |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 5401 | Frontier Communs. Services (fk            | 6    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5192 | Frontier L.D. America                     | 1    |      |      | 1    |        | 1      |        |        |        |        |        |        |        |        |        |        |        |
| 5823 | Frontier Local Services, Inc.             |      |      | 1    |      |        |        |        |        |        |        |        |        |        |        | 1      |        |        |
| 5A41 | Frontier Telephone of Rochester Inc.      | 1    |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 5573 | Genesis Communications International      |      |      | 2    | 1    |        | 1      |        |        |        |        |        | 2      |        |        |        |        |        |
| 6826 | Global Crossing Telecommunications        |      |      | 5    | 3    | 1      | 1      | 1      |        |        |        |        | 2      |        |        |        | 2      |        |
| 5919 | Group Long Distance Inc.                  | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5194 | GTE Card Services Incorporated            | 31   | 2    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5097 | GTE Corporation                           | 4    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5143 | GTE Telecommunications Services Inc.      | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5676 | Home Owners Long Distance Inc             | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6373 | IDT Corporate                             |      |      | 2    |      |        |        |        |        |        |        |        | 1      |        |        | 1      |        |        |
| 5345 | Inet Interactive Network System Inc.      |      |      | 1    |      |        |        |        |        |        | 1      |        |        |        |        |        |        |        |
| 6156 | Inmark Inc. dba Preferred Billing         | 10   | 4    | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6095 | Integrated Teleservices Inc.              |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5624 | Intellicall Operator Services Inc.        | 1    |      | 6    | 9    | 3      | 3      | 3      | 3      | 2      |        |        |        |        | 1      |        |        |        |
| 5114 | International Discount Telecommunications |      |      | 4    | 2    | 1      | 1      |        |        |        | 2      | 2      |        |        |        |        |        |        |
| 5409 | International Exchnage Networks Ltd       |      | 2    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6125 | International Telecommunications Corp.    | 4    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5408 | IntelliCom Solutions Inc                  |      |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5241 | Island Marketing d/b/a Interglobe         |      |      | 1    |      |        |        |        |        | 1      |        |        |        |        |        |        |        |        |
| 5256 | IXC Communications                        | 1    | 2    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6913 | Jirehcom Inc                              |      |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5292 | Key Communication Management Inc.         | 12   | 4    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5980 | L.D. Services Inc.                        | 3    |      |      | 2    | 2      |        |        |        |        |        |        |        |        |        |        |        |        |
| 6268 | LCI International Inc.                    | 2    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5078 | LCI International Telecom Corp            | 8    | 4    | 10   | 11   | 3      | 5      | 3      | 1      | 1      | 3      |        | 2      |        |        |        | 1      | 1      |
| 5268 | LDC Telecommunications Inc.               | 2    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5909 | LDM Systems Inc.                          | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5339 | LEAST COST ROUTING                        |      |      | 4    | 5    | 2      | 2      | 1      | 2      |        | 2      |        |        |        |        |        |        |        |
| 5854 | Least Cost Routing Inc. dba Long Dist     | 4    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5036 | Lightyear Communications Inc              | 1    | 1    | 4    |      |        |        |        |        |        | 1      |        |        |        |        |        | 2      | 1      |

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|------|----------------------------------------|------|------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 5904 | Long Distance Direct, Inc              |      |      |      | 1    |        | 1      |        |        |        |        |        |        |        |        |        |        |        |
| 5A09 | Long Distance of Michigan              |      |      | 2    |      |        |        |        |        |        | 1      |        |        |        | 1      |        |        |        |
| 5749 | Long Distance Services of N.Y.         | 1    |      | 1    |      |        |        |        |        |        |        | 1      |        |        |        |        |        |        |
| 5227 | Long Distance Wholesale Club           | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6460 | Marathon Communications Corp.          | 1    |      |      |      |        |        |        | 1      |        |        |        |        |        |        |        |        |        |
| 5699 | Matrix Telecommunications              | 2    |      | 3    | 2    |        |        | 2      |        |        | 1      |        |        |        |        |        | 1      | 1      |
| 5820 | MCI WorldCom                           | 199  | 276  | 257  | 106  | 32     | 39     | 35     | 6      | 16     | 8      | 18     | 20     | 13     | 30     | 33     | 18     | 32     |
| 5736 | MCImetro Access Transmission Svcs      |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6208 | Mercury Marketing Co Ltd               |      |      | 1    | 1    |        | 1      |        |        |        |        |        |        |        | 1      |        |        |        |
| 6423 | Metro Telecomm. dba METTel             | 48   | 22   | 59   | 6    | 3      | 1      | 2      | 2      | 6      | 6      | 7      | 4      | 3      | 5      | 7      | 5      | 4      |
| 5435 | Metromedia Long Distance Inc.          |      |      | 2    | 6    | 5      |        | 1      |        | 1      |        | 1      |        |        |        |        |        |        |
| 5416 | Minimum Rate Pricing                   | 15   | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5777 | National Accounts Inc.                 |      |      | 3    | 1    |        | 1      |        | 1      | 1      |        |        | 1      |        |        |        |        |        |
| 6110 | National Telephone & Communications    | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6441 | Nations Tel Inc.                       | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5244 | NeTel Inc.                             | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6054 | NET-TEL Corp.                          |      | 1    | 1    | 1    |        | 1      |        |        |        |        | 1      |        |        |        |        |        |        |
| 5385 | Network Enhanced Technologies Inc.     |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5826 | Network Plus Inc.                      | 2    | 38   | 32   | 9    | 1      | 2      | 6      |        | 4      | 3      | 2      | 1      | 3      | 4      | 4      | 1      | 4      |
| 5419 | New Century Telecom Inc.               | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6907 | NextGen Telephone                      |      |      | 5    | 32   | 7      | 9      | 16     | 2      | 3      |        |        |        |        |        |        |        |        |
| 6928 | Norstar Communications                 |      |      | 4    |      |        |        |        |        | 3      |        | 1      |        |        |        |        |        |        |
| 6367 | North American Telecommunications Corp | 1    | 1    | 2    |      |        |        |        |        |        |        |        |        |        |        |        |        | 1      |
| 5832 | North American Telephone Network LLC   |      | 1    | 1    |      |        |        |        |        |        |        |        |        | 1      |        |        |        |        |
| 5458 | NOS Communications Inc.                | 3    |      | 4    |      |        |        |        | 1      |        | 1      |        |        |        |        | 1      |        | 1      |
| 6177 | OLS Inc.                               | 1    |      | 3    |      |        |        |        | 2      |        |        | 1      |        |        |        |        |        |        |
| 5A98 | One Step Billing Inc.                  | 2    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5819 | OneStar Long Distance Inc.             |      |      | 1    |      |        |        |        |        |        |        |        |        | 1      |        |        |        |        |
| 5834 | Ontera Broadband                       |      |      | 2    |      |        |        |        |        |        | 2      |        |        |        |        |        |        |        |
| 6769 | Opex Communications, Inc.              |      |      |      | 2    | 1      | 1      |        |        |        |        |        |        |        |        |        |        |        |
| 5C61 | Optical Telephone Corp                 |      |      | 11   | 21   | 5      | 7      | 9      | 7      | 3      | 1      |        |        |        |        |        |        |        |
| 5763 | Phone Calls Inc.                       | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5193 | Phone One Inc.                         |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5263 | PNG Telecommunications Inc             |      |      | 4    |      |        |        |        |        |        |        | 2      |        | 1      | 1      |        |        |        |
| 5159 | PowerNet Communications                |      |      | 1    |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5476 | Primetel Communications                |      |      |      | 1    |        | 1      |        |        |        |        |        |        |        |        |        |        |        |
| 5245 | Primus Telecommunications Inc.         | 4    |      | 2    |      |        |        |        |        |        | 1      |        |        | 1      |        |        |        |        |
| 6794 | Promise Vision Technology              |      |      | 1    |      |        |        |        |        | 1      |        |        |        |        |        |        |        |        |
| 6151 | Protel Advantage d/ba/ Long Distance   | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5463 | Protel Inc.                            | 14   | 4    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6324 | PT-1 Communications Inc.               |      | 2    | 2    |      |        |        |        |        |        |        | 1      | 1      |        |        |        |        |        |
| 5797 | QAI Inc d/b/a Long Distance B          | 4    | 2    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5468 | Qwest Communications Corporati         | 21   | 13   | 28   | 10   | 3      | 4      | 3      | 1      | 6      | 1      | 2      | 1      | 1      | 1      | 2      | 5      | 2      |
| 6316 | RCN Long Distance Company              |      | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5A13 | RCN Telecom Services of NY Inc.        | 5    | 2    | 1    | 1    | 1      |        |        |        |        |        |        | 1      |        |        |        |        |        |
| 5558 | Residential Communications Network of  | 2    | 2    | 5    | 1    | 1      |        |        |        | 1      |        |        |        |        |        | 2      |        | 1      |
| 5843 | Robtel Inc.                            |      |      |      | 1    |        |        | 1      |        |        |        |        |        |        |        |        |        |        |
| 6278 | RSL Com U.S.A. Inc.                    | 1    | 1    |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 6232 | SaveMart Com, Inc                      |      |      |      | 1    |        | 1      |        |        |        |        |        |        |        |        |        |        |        |
| 6933 | ServicSense.com Inc.                   |      | 1    | 2    |      |        |        |        |        | 1      |        |        |        |        |        |        |        | 1      |
| 5748 | Sprint Communications Company          | 59   | 35   | 169  | 76   | 24     | 22     | 30     | 23     | 18     | 20     | 19     | 22     | 8      | 13     | 11     | 6      | 12     |
| 5478 | Starlink Communications L.L.C.         | 1    |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 5479 | Startec Inc.                           | 1    |      | 1    |      |        |        |        |        |        |        |        |        |        |        | 1      |        |        |
| 5185 | Taconic Telephone                      |      |      |      |      |        |        |        |        |        |        |        |        |        |        |        |        |        |

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|------|----------------------------------------|------------|-------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 6375 | Telco Holdings dba Dial & Save         | 1          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6100 | Telco Partners Inc.                    |            | 1           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5164 | Telcom Group USA Inc. d/b/a TelCom     | 2          | 1           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5762 | Telecom USA                            |            |             |             | 1          |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| 5167 | Telecommunications Service Center Inc. |            |             | 1           |            |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| 6288 | Telemex/Sprint Communications          | 1          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6118 | Telepath Communications Inc.           |            | 2           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6207 | Telephone Company of Central Florida   |            |             | 2           |            |            |            |            |            |            |            |            | 1          |            |            | 1          |            |            |
| 5845 | Teleport Communications                | 3          | 5           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6469 | Telergy Network Services Inc.          |            |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6345 | Teligent Inc                           |            |             |             | 1          |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| 5C24 | Telis Communicaitons Group Inc         |            |             | 1           |            |            |            |            |            |            | 1          |            |            |            |            |            |            |            |
| 6088 | Tel-Save Inc dba The Phone Company     | 17         | 148         | 430         | 44         | 10         | 17         | 17         | 14         | 27         | 13         | 35         | 26         | 39         | 46         | 55         | 44         | 66         |
| 6654 | The Free Netwrok LLC                   |            |             | 2           |            |            |            |            |            |            | 1          | 1          |            |            |            |            |            |            |
| 5939 | The Furst Group Inc.                   |            | 1           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5499 | TI Nat Telecom dba TI World Te         | 1          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5515 | Total - Tel USA Inc.                   |            |             | 1           |            |            |            |            |            |            |            | 1          |            |            |            |            |            |            |
| 5271 | Touch 1 Communications Inc.            | 2          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6093 | Touch 1 Long Distance Inc.             | 1          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5A72 | Tri-Tel Communications Inc.            |            | 3           | 4           |            |            |            |            |            |            | 1          |            |            |            |            | 1          |            |            |
| 6331 | TruCom Corporation                     |            | 1           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6049 | TTI National Inc.                      |            | 1           |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6111 | TTI Telecommunications                 |            |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5A99 | U.S. Republic Communications Inc.      | 2          |             | 1           |            |            |            |            |            |            |            |            |            |            |            |            | 1          |            |
| 6817 | UKI Communications Inc.                |            | 1           | 28          | 17         | 6          | 8          | 3          | 4          | 10         | 2          | 2          |            |            | 1          | 1          | 2          | 1          |
| 5C87 | United Systems Access Telecom Inc      |            |             | 2           | 1          |            |            | 1          |            |            | 1          | 1          |            |            |            |            |            |            |
| 6493 | Uni-Tel Communications Group Inc.      | 1          | 2           | 1           |            |            |            |            |            |            |            |            |            |            | 1          |            |            |            |
| 6137 | USA Tele Corp.                         | 3          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6269 | USLD Communications Ind                |            |             |             | 1          |            |            | 1          |            |            |            |            |            |            |            |            |            |            |
| 6048 | USN Communications Long Distance       | 72         | 1           | 3           | 1          |            |            | 1          |            | 2          |            | 1          |            |            |            |            |            |            |
| 5101 | VarTec Telecom Inc.                    |            |             | 2           | 3          |            |            | 3          | 1          |            |            |            |            |            |            |            |            |            |
| 6300 | VarTec Telecom Inc. d/b/a Clear Choice |            |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5120 | Verizon                                | 10         | 8           | 32          | 8          | 4          | 2          | 2          | 5          | 5          | 1          | 2          | 2          | 1          | 2          | 2          | 4          | 2          |
| 6830 | Verizon Advanced Data                  |            |             | 1           |            |            |            |            |            |            |            |            |            |            |            |            |            | 1          |
| 6781 | Verizon Communications                 |            | 3           | 8           | 4          | 1          | 3          |            |            |            | 1          | 2          |            | 1          | 2          | 1          | 1          |            |
| 6073 | Vista Group International Inc.         | 8          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 6788 | Webnet Communications                  |            |             | 9           | 2          | 1          |            | 1          | 1          | 1          | 3          | 2          |            | 1          |            |            |            |            |
| 5867 | Witel Inc.                             | 1          |             | 1           | 2          |            | 1          | 1          |            |            | 1          |            |            |            |            |            |            |            |
| 5303 | Winstar Gateway Network Inc.           | 1          |             |             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |
| 5770 | Working Assets Funding Service         | 1          |             | 1           |            |            |            |            |            |            |            |            | 1          |            |            |            |            |            |
| 5319 | World Com Inc dba LDDS World           |            | 1           | 2           | 2          | 1          |            | 1          |            | 1          |            |            |            | 1          |            |            |            |            |
| 5203 | WorldCom Network Service dba Wil       |            |             | 4           |            |            |            |            |            |            |            |            |            |            | 1          | 1          | 1          |            |
| 6929 | XO New York Inc                        |            |             |             | 1          | 1          |            |            |            |            |            |            |            |            |            |            |            |            |
| 6447 | Ztel Communications Inc.               | 53         | 160         | 108         | 10         | 6          | 3          | 1          | 1          | 5          | 1          |            | 2          | 8          | 11         | 13         | 19         | 16         |
|      | Complaints Assigned by CPCN            | 966        | 1317        | 1981        | 623        | 202        | 189        | 232        | 139        | 177        | 135        | 147        | 135        | 134        | 159        | 197        | 169        | 220        |
|      | Unassigned Complaints                  | 2          | 5           | 6           | 2          | 1          |            | 1          |            | 1          |            |            |            | 1          |            | 2          |            |            |
|      | <b>Total</b>                           | <b>968</b> | <b>1322</b> | <b>1987</b> | <b>625</b> | <b>203</b> | <b>189</b> | <b>233</b> | <b>139</b> | <b>178</b> | <b>135</b> | <b>147</b> | <b>135</b> | <b>135</b> | <b>159</b> | <b>199</b> | <b>169</b> | <b>220</b> |

\* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

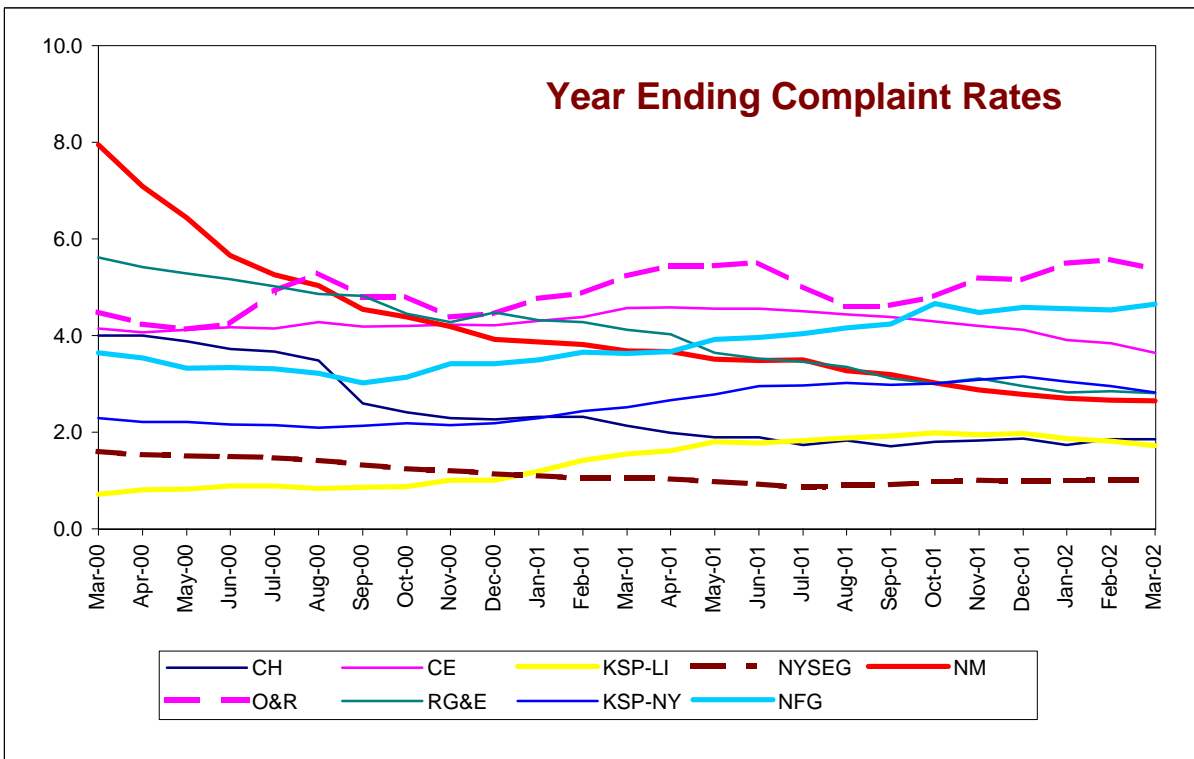
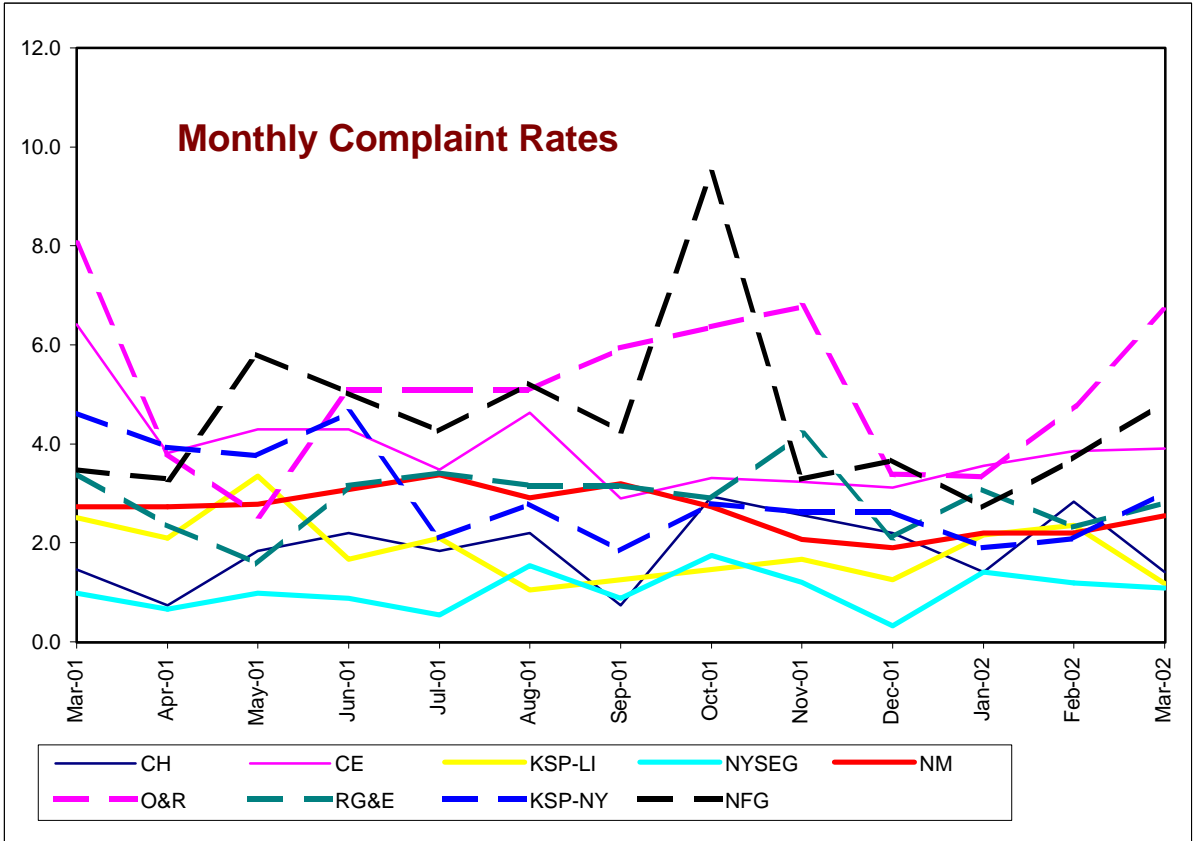
**Number of Customer Contacts related to Energy Service Companies  
(ESCO's)**

| CODE | FULL NAME                               | 2000       | 2001        | 2002       | Mar-02     | Feb-02     | Jan-02     | Dec-01     | Nov-01     | Oct-01     | Sep-01    | Aug-01    | Jul-01    | Jun-01    | May-01     | Apr-01    | Mar-01     |
|------|-----------------------------------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| D108 | 1st Rochdale Coop Group                 |            | 2           | 0          |            |            |            | 2          |            |            |           |           |           |           |            |           |            |
| D105 | ACN Energy, Inc.                        | 18         | 3           | 1          | 1          |            |            |            | 1          |            |           |           | 1         |           |            |           |            |
| D078 | Advantage Energy Inc.                   | 2          | 0           | 2          |            | 1          | 1          |            |            |            |           |           |           |           |            |           |            |
| D084 | AES Energy                              | 2          | 1           | 0          |            |            |            |            |            |            |           |           | 1         |           |            |           |            |
| D001 | Agway Energy Services Inc.              | 13         | 17          | 7          | 3          | 2          | 2          | 1          | 1          | 1          |           |           | 2         | 1         | 1          |           | 1          |
| D036 | All Energy Marketing Co.                |            | 2           | 1          |            |            | 1          |            |            |            | 1         |           |           |           |            |           |            |
| D002 | Amerada Hess                            |            | 7           | 0          |            |            |            |            |            |            | 2         |           |           |           | 2          |           | 1          |
| D113 | Brown Fuel, Inc                         |            | 1           | 0          |            |            |            | 1          |            |            |           |           |           |           |            |           |            |
| D005 | Castle Power Corporatoin                |            | 1           | 1          |            | 1          |            |            |            |            |           |           | 1         |           |            |           |            |
| D086 | Con Edison Solutions                    | 81         | 4           | 15         | 10         | 3          | 2          |            |            |            |           |           |           |           | 2          | 1         |            |
| D089 | Duke Solutions, Inc.                    |            | 0           | 0          |            |            |            |            |            |            |           |           |           |           |            |           |            |
| D046 | Econnergy                               | 198        | 158         | 40         | 21         | 7          | 12         | 9          | 15         | 20         | 21        | 9         | 11        | 12        | 15         | 2         | 7          |
| D047 | Empire Natural Gas Corp                 |            | 2           | 0          |            |            |            |            |            |            |           | 2         |           |           |            |           |            |
| D087 | Energetix, Inc.                         | 16         | 148         | 5          | 2          | 2          | 1          | 2          | 2          | 5          | 5         | 2         | 4         | 6         | 12         | 33        | 69         |
| D054 | Enron Energy Services                   |            | 5           | 6          | 5          |            | 1          |            |            | 3          | 1         |           |           |           |            |           |            |
| D023 | Federal Electric & Gas Co.              | 40         | 89          | 0          |            |            |            | 1          | 7          | 6          | 3         |           | 5         | 10        | 14         | 7         | 6          |
| D104 | Great Eastern Energy                    | 14         | 3           | 1          |            | 1          |            |            | 1          |            |           |           |           |           |            |           |            |
| D013 | Interstate Energy Resources Inc.        | 11         | 11          | 0          |            |            |            |            |            |            |           |           |           |           |            |           | 2          |
| D015 | Keyspan Energy Services, Inc.           | 84         | 97          | 27         | 5          | 14         | 8          | 6          | 8          | 4          | 9         | 4         | 7         | 10        | 13         | 6         | 5          |
| D060 | Main-Care Energy                        |            | 1           | 0          |            |            |            |            |            | 1          |           |           |           |           |            |           |            |
| D107 | Metro Energy Group                      |            | 1           | 0          |            |            |            |            | 1          |            |           |           |           |           |            |           |            |
| D098 | Metromedia Energy                       | 13         | 6           | 0          |            |            |            |            | 1          | 1          |           |           |           |           |            |           | 4          |
| D018 | Mirabito Fuel Group Inc.                |            | 1           | 2          | 2          |            |            |            |            |            |           |           |           |           |            |           |            |
| D020 | Mitchell-Supreme Energy                 |            | 6           | 0          |            |            |            |            |            |            |           |           |           | 2         |            |           | 1          |
| D082 | National Fuel Resources, Inc.           |            | 10          | 46         | 21         | 15         | 10         |            |            |            | 1         | 1         | 2         |           | 1          |           | 1          |
| D023 | New York Gas Co, Inc                    |            |             | 4          |            | 1          | 3          |            |            |            |           |           |           |           |            |           |            |
| D024 | North American Energy                   | 8          | 19          | 9          | 4          | 3          | 2          |            | 4          | 1          | 2         |           | 1         | 3         | 1          |           | 3          |
| D026 | North Atlantic Utilities Inc.           |            | 1           | 0          |            |            |            |            |            |            |           |           |           |           |            |           |            |
| D103 | NYSEG Solutions                         | 15         | 10          | 0          |            |            |            | 1          |            | 2          |           | 2         | 1         |           | 3          |           |            |
| D106 | Orion Energy Services                   | 33         | 69          | 0          |            |            |            |            |            | 2          | 7         | 4         | 4         | 4         | 10         | 12        | 12         |
| D067 | PG&E Energy Trading                     |            | 1           | 0          |            |            |            |            |            |            |           |           |           |           |            |           |            |
| D114 | PRO-ENERGY RESOURCES                    |            |             | 1          |            |            | 1          |            |            |            |           |           |           |           |            |           |            |
| D093 | Robison Energy of Westchester           | 4          | 0           | 1          |            |            | 1          |            |            |            |           |           |           |           |            |           |            |
| D068 | Select Energy of New York (aka Plub St) |            | 1           | 1          |            |            | 1          | 1          |            |            |           |           |           |           |            |           |            |
| D112 | Smart Energy Services                   |            | 439         | 743        | 220        | 217        | 306        | 165        | 121        | 47         | 10        | 18        | 11        | 13        | 27         | 13        | 8          |
| D102 | Telecon Energy Services Corp.           | 1          | 0           | 0          |            |            |            |            |            |            |           |           |           |           |            |           |            |
| D032 | Total Energy Inc.                       | 158        | 158         | 18         | 9          | 3          | 6          | 7          | 7          | 10         | 9         | 8         | 11        | 13        | 14         | 6         | 22         |
| D052 | TXU Energy                              |            |             | 2          | 2          |            |            |            |            |            |           |           |           |           |            |           |            |
| D888 | Unassigned Customer Contacts            | 15         | 26          | 3          |            | 1          | 2          |            |            |            | 8         |           |           | 16        | 1          |           |            |
|      | <b>Total</b>                            | <b>726</b> | <b>1300</b> | <b>936</b> | <b>305</b> | <b>271</b> | <b>360</b> | <b>196</b> | <b>169</b> | <b>103</b> | <b>79</b> | <b>50</b> | <b>62</b> | <b>90</b> | <b>116</b> | <b>80</b> | <b>142</b> |

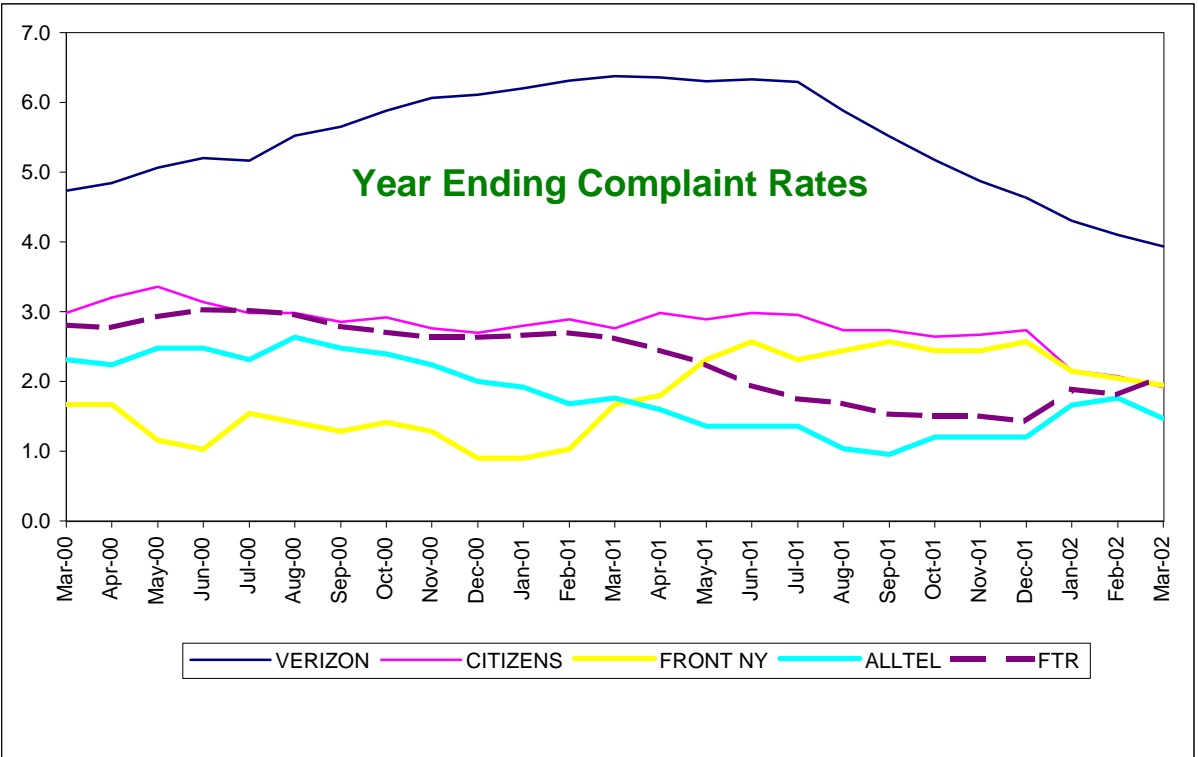
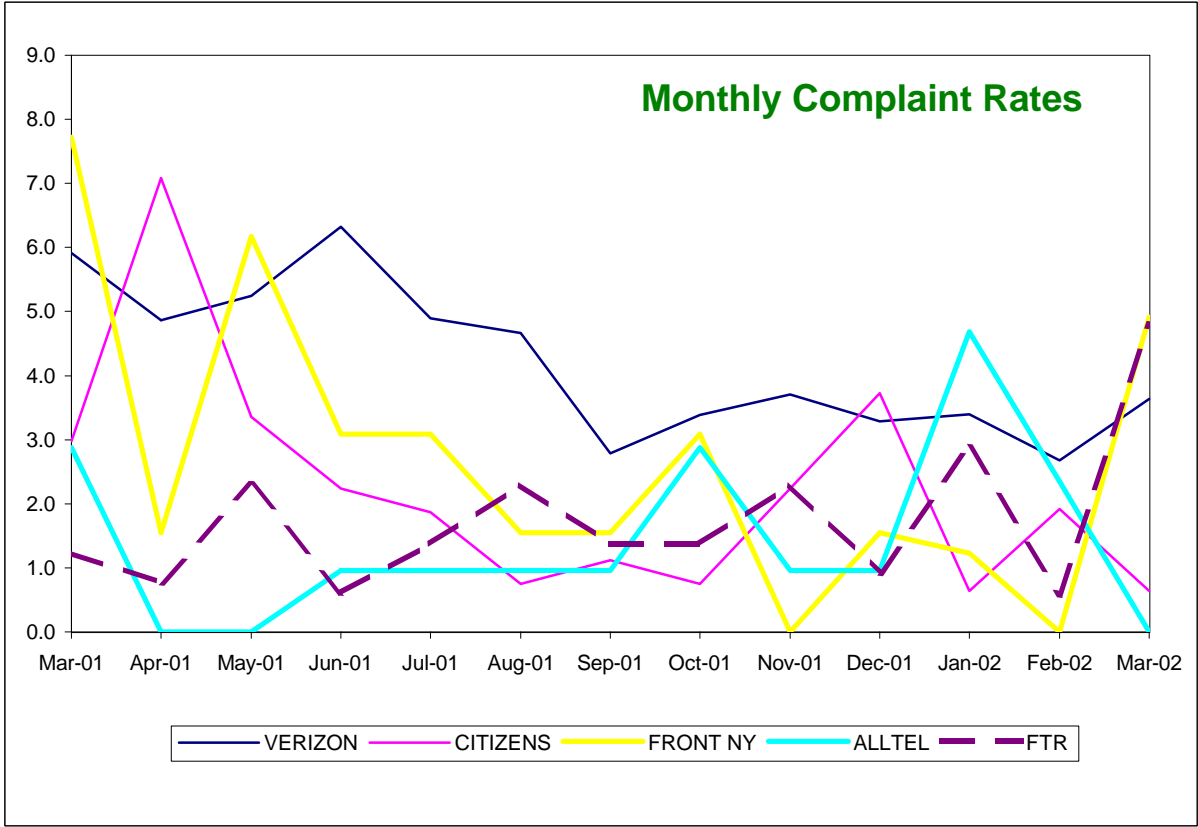
This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions and mediates complaints against ESCO's.

Customers are referred to their contract for resolution guidelines.

# MAJOR ENERGY UTILITIES



# MAJOR TELEPHONE UTILITIES





# MAJOR WATER UTILITIES

