

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 030846-TL Date Docketed: 08/21/2003 Title: Implementation of Section 364.164, Florida Statutes.

Company: Incumbent Local Exchange Telephone Companie

Official Filing Date: \_\_\_\_\_  
 Last Day to Suspend: \_\_\_\_\_  
 Referred to: \_\_\_\_\_  
 ("C)" indicates OPR)

Expiration: \_\_\_\_\_

AUS	CAF	CCA	CMP	ECR	EXT	(GCL)	MMS	PIF
			X			X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module B11

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
 IT IS TENTATIVE AND SUBJECT TO REVISION.  
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff \_\_\_\_\_  
 Staff Counsel \_\_\_\_\_  
 OCRs \_\_\_\_\_

Current CASR revision level

Due Dates  
 Previous Current

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Recommended assignments for hearing and/or deciding this case:

Full Commission \_\_\_\_\_ Commission Panel \_\_\_\_\_  
 Hearing Examiner \_\_\_\_\_ Staff \_\_\_\_\_

Date filed with CCA: \_\_\_\_\_

Initials: OPR \_\_\_\_\_  
 Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	

- Prehearing Officer

Commissioners						ADM
JB	DS	BZ	BD	DV		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: \_\_\_\_\_  
 Date: \_\_\_\_\_

DOCUMENT NO.  
 14581-03

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 030846-TL Date Docketed: 08/21/2003 Title: Implementation of Section 364.164, Florida Statutes.

Company: Incumbent Local Exchange Telephone Company

Official Filing Date: \_\_\_\_\_

Expiration: \_\_\_\_\_

Last Day to Suspend: \_\_\_\_\_

Referred to: \_\_\_\_\_

("C") indicates OPR

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A19

## Staff Assignments

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
IT IS TENTATIVE AND SUBJECT TO REVISION.  
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

OPR Staff

B Keating, F Banks  
P Christensen

Staff Counsel

B Keating, F Banks  
P Christensen

OCRs (CMP)

S Simmons

Recommended assignments for hearing  
and/or deciding this case:Full Commission ☒ Commission Panel \_\_\_\_\_  
Hearing Examiner \_\_\_\_\_ Staff \_\_\_\_\_

Date filed with CCA: 09/02/2003

Initials: OPR \_\_\_\_\_

Staff Counsel \_\_\_\_\_

AUS	CAF	CCA	CMP	ECR	EXT	(GCL)	MMS	PIF
			X			X		

0 Current CASR revision level

## Due Dates

Previous Current

1. *Staff Recommendation	NONE	08/26/2003
2. *Agenda	NONE	09/02/2003
3. Standard Order	NONE	09/22/2003
4. Close Docket or Revise CASR	NONE	10/22/2003
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Section 3 - Chairman Completes

Assignments are as follows:

## - Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	
X							

Where panels are assigned the senior Commissioner is Panel Chairman:  
the identical panel decides the case.Where one Commissioner, a Hearing Examiner or a Staff Member is  
assigned the full Commission decides the case.

## - Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			X		

Approved: 

Date: 09/02/2003

Ruth Nettles

030846-TP

**From:** carolyn [ccooper31@cfl.rr.com]  
**Sent:** Saturday, August 30, 2003 11:03 AM  
**To:** CAF Internet Mail  
**Subject:** Rising Local Phone Service Rates

I heard on the news that local phone rates are going up, if local companies can decrease long distance rates. Well !!!!!!!!, most people don't use long distance from their local companies, but by their cell phones, it would be very easy for the local companies to decrease those rates.

My concern is, as we as consumer attempt to control our budgets, you allow big business to take advantage of us again. Florida is getting to be a very expensive place to live. The adage "The rich get richer and poor gets poorer" is true. When is enough enough for the rich. Someone has to look out for the regular "Joe".

As you compare the earnings of Owners, Administration and upper management of these companies to the average working person, considering what minimum wage is, how can you justify any increases.

Thank You  
 Carolyn Cooper

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 OTH \_\_\_\_\_

9/2/2003

Ruth Nettles

030846-TP

From: contact@psc.state.fl.us  
Sent: Saturday, August 30, 2003 1:27 AM  
To: CAF Internet Mail  
Subject: General Comment/Question

August 30, 2003

Contact Information:

Name: Van Eason  
Company:  
Primary Phone: 904-629-3105  
Secondary Phone:  
E-mail: van.r.eason@prodigy.net

Comments:

I do not support the proposed telephone rate increases. Local phone service rates should not support long distance services.

Local phone service is a necessity and every effort should be made to keep rates low, so all consumers can afford local phone service and the security and help it can provide.

This action is not in the interest of consumers.

No response is necessary

For PSC Webmaster Use Only:

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<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

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Ruth Nettles

030846-7P

From: contact@psc.state.fl.us  
Sent: Saturday, August 30, 2003 2:03 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

August 30, 2003

Contact Information:

Name: Judy Rathmann  
Company:  
Primary Phone: 352 694 2975  
Secondary Phone:  
E-mail: jrath7@msn.com

Comments:

Please do not allow local phone companies to raise our local service rates (Sprint, Verizon, etc.). We all know that the bill that the governor signed in May was because of the telecommunication corporation's outrageous political contributions. He didn't sign the bill the last time! This is so detrimental to those low income people or those on fixed incomes. When will someone speak up for them and say "no" to big money and politics? I hope it is this time. The amount of their increase is outrageous and phones are no longer a luxury, but a necessity for the poor and middle income families. We are not falling for the lame excuse by the governor that increases will promote competition. Those on low or fixed incomes do not make a lot of long distance calls and just want low local service rates so that they are able to have a phone in their home. Please give this your consideration.

Yes, I wish to be contacted

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Ruth Nettles

030846-TP

From: contact@psc.state.fl.us  
Sent: Sunday, August 31, 2003 12:44 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

August 31, 2003

Contact Information:

Name: Kathryn Belcher  
Company:  
Primary Phone: 8136434085  
Secondary Phone:  
E-mail: RuaalKathy6@aol.com

Comments:

I am requesting the Comissioners not approve Verizon and South Central Bell's request for a raise increase. I am not interested in a reduced rate for L.D. calling. In fact I donot have a long distance carrier. I purchase a calling card at Sam's Club with a rate of 3.6 cents per minute. If this rate is approved I will purchase Cell Phones and dicontinue our local service.

Sincerely  
Kathryn Belcher & George Belcher

Yes, I wish to be contacted

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<http://www.psc.state.fl.us/contact/contactform.cfm>  
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Ruth Nettles

030846-TP

From: contact@psc.state.fl.us  
Sent: Sunday, August 31, 2003 10:49 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

August 31, 2003

Contact Information:

Name: Denise Ellis  
Company:  
Primary Phone: 352-335-7281  
Secondary Phone:  
E-mail: d.ellis21@gte.net

Comments:

I would like to voice my opinion on the subject of the 3 major telephone companies wanting to raise monthly fees. I don't understand why they think this is necessary. I know I would not be able to afford any higher fees and I work a full-time professional level job. I don't know how the working poor would be able to afford this increase if someone who make a decent living would not be able to afford this. I am doing my best to pay my bills and save for a house. If this increase is allowed I would be forced to cut off my home phone service. I don't make long distance calls on my home phone. I do have a cell phone for emergency and long distance calls. Please do not approve the increase that is requested by the telephone companies.

Thank you for your time and consideration in this matter.

Denise Ellis

Yes, I wish to be contacted

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SEC \_\_\_\_\_  
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Ruth Nettles

030846-TP

From: Tony Witlin [tony.fla@verizon.net]  
 Sent: Sunday, August 31, 2003 10:56 AM  
 To: CAF Internet Mail  
 Subject: NO Rate Increase

**August 31, 2003**

**Good Day,**

**Well my opinion is clear and if the world were a different place maybe it would be different.**

**Each Florida company is doing it's best to prevent any local competition. You know that. A fair return on equity is quite fine but excessive oppressing of the consumer is not. You know the plush profits the companies now receive.**

**This proposed increase provides no benefit to low income individuals, does not expand consumer choices or service and gives the companies and unconscionable profit.**

**I urge local hearings and a broad consideration of the companies entire conduct and needs.**

**Anthony Witlin**

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Ruth Nettles

030846-TP

From: contact@psc.state.fl.us  
Sent: Monday, September 01, 2003 4:40 PM  
To: CAF Internet Mail  
Subject: Other

September 01, 2003

Contact Information:

Name: Loretta Bulebosh  
Company: Bosh & Company  
Primary Phone: 727-550-0967  
Secondary Phone: 727-417-6422  
E-mail: lbulebos@tampabay.rr.com

Comments:

I understand that because our Governor and some elected officials let the phone companies, doing business in our state, buy their votes (try to prove otherwise) that you have 90 days to decide whether or not to allow these same companies to raise our telephone rates.

With all that is happening in the world today, more than ever, I believe the American people, or in this case, my fellow Floridians, need to know that there still are people in decision-making positions who will do what is right for the regular working man or woman. Too often, we have been used as pawns so big businesses can get their way, raise their rates, lay off workers, send jobs overseas and then pay themselves and their CEO's multi-million dollar salaries. We need to believe that there still are those that are better than this and will vote for the betterment of the people rather than the betterment of some corporation's bank account as they continue to offer less services for more money.

Please do the patriotic thing; have public hearings around the state so the people (Remember them? Government of the people, by the people and for the people?) can air their views on this rate hike and then vote 'no' for the telephone rate hike. We're all counting on you so please don't let us down.

No response is necessary

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<http://www.psc.state.fl.us/contact/contactform.cfm>  
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Kay Flynn

030846-TP

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**From:** Kay Flynn  
**Sent:** Tuesday, September 02, 2003 4:09 PM  
**To:** Sally Simmons; Beth Keating  
**Subject:** FW: rate increase

-----Original Message-----

**From:** Joan Sieverts [mailto:JSieverts@msn.com]  
**Sent:** Saturday, August 30, 2003 2:27 PM  
**To:** CAF Internet Mail  
**Subject:** rate increase

I do not agree with a rate increase of any amount. if the cost of using my telephone goes any higher I will discontinue the service.

9/2/2003

Ruth Nettles

030846-TP

From: contact@psc.state.fl.us  
Sent: Saturday, August 30, 2003 8:25 AM  
To: CAF Internet Mail  
Subject: General Comment/Question

August 30, 2003

Contact Information:

Name: Susan Wright  
Company: Verizon  
Primary Phone:  
Secondary Phone:  
E-mail: srmoseley@earthlink.net

Comments:

It is my understanding at least 3 phone companies in the state of Florida are requesting rate increases. My husband and I are totally against any increases at this time. Prices just keep going up and up and the ones controlled by government tend to be just rubber stamped for increases the majority of the time.. It is time to stop. Wages are not being increased--we can not afford the continual increases.

Yes, I wish to be contacted

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<http://www.psc.state.fl.us/contact/contactform.cfm>  
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SEC: \_\_\_\_\_  
OTH: \_\_\_\_\_

Ruth Nettles

030846-TP

From: contact@psc.state.fl.us  
Sent: Saturday, August 30, 2003 10:15 AM  
To: CAF Internet Mail  
Subject: Other

August 30, 2003

Contact Information:

Name: Scott Wintrip  
Company:  
Primary Phone:  
Secondary Phone:  
E-mail: scottw@jsiweb.com

Comments:  
This message is for the Commissioners.

RE: Proposed rate hikes requested by Verizon, BellSouth, and Sprint.

I respectfully remind the Commission of the first two words in your name: "public" and "service."

As a member of the public you serve, I strongly request that you refuse the rate hike request put forth by these companies.

We, the public, will be watching. Your decision will tell us loud and clear who you truly serve...the people of Florida or the interests of these telephone giants.

Sincerely  
Scott Wintrip  
St. Petersburg, Florida

Yes, I wish to be contacted

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Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)  
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[www.psc.state.fl.us](http://www.psc.state.fl.us)

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ORIGINAL

30846-TL

ORIGINAL

August 28, 2003

SEP 2 - 2003

Florida Public Service Commission  
Tallahassee, Florida

Dear Sirs:

It is ridiculous that you allowed the phone rates  
to go up.

Governor Bush had no business signing this bill.

My phone bill will increase by \$2.25 per month.  
That is unexceptable.

Forget about lower long distance calls. I make no  
long distance calls, so where do I benefit?

And as far as more competition, that is for the  
birds. There has been competition all along since  
AT&T was split up. We had the best phone company  
going when we had AT&T.

Now the varity of companies are just competing  
with each other and up go the rates which some of  
us can not afford.

When the rates go up so do ALL the variety of TAXES.

If these individual phone companies can not make it  
then they should get out of the business.

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SEC \_\_\_\_\_  
OTH \_\_\_\_\_

Thank you for your courtesy and attention to this matter.

Sincerely,

*Pauline S. Becker*  
Pauline S. Becker

4700 Bay Shore Road  
Sarasota, Florida 34234

cc: Govnor Bush

ORIGINAL

030846-TP

8-29-03

ORIGINAL

Public Service Commission :

Please do not allow Verizon, Sprint  
and Bell South to raise their rates! This  
would really hurt retirees and all of the  
poor residents here in Florida! Their  
rates would increase up to 46%! This  
would be very unfair!

Ralph Beck

10156 45th Way  
Pinellas Park, FL 33782-3709

Sincerely,

Ralph Beck

10156-45th Way.

Pinellas Park, Fl.

33782-3709

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SEP 2 - 2003

CONSUMER AFFAIRS

030846-TP

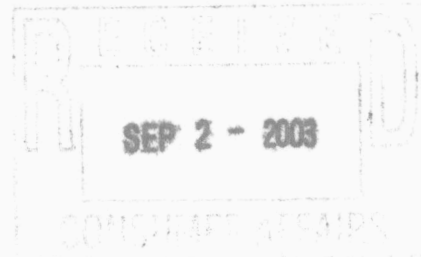
ORIGINAL

September 2, 2303

ORIGINAL

Dear Sir: I have a great amount of respect for the accountability that your commission demands from Utility companies. My name is Joseph E. Schoener and I understand the necessity of increased costs of utilities. However, I would appreciate it if the Commission would weigh the necessity of the pending increases that the telephone companies are trying to enact. I am not fond of the political aspects that seem to be in favor of these increases. As a resident of Pasco County, I beseech the Commission to evaluate the necessity of the increase that is trying to be imposed on telephone customers and look at it in the eyes of a citizen of our Pasco County. Thanking you for taking the time to read this letter, I Remain Respectfully, Joseph E. Schoener

8552 Newton Drive  
Port Richey, FL. 34668  
(727) 862- 9330



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D30846-TP

ORIGINAL

George F. McClure  
1730 Shiloh Lane  
Winter Park, FL 32789  
Ph. 407-647-5092  
Fax 407-644-4076  
[g.mcclure@iecc.org](mailto:g.mcclure@iecc.org)

SEP 2 - 2003

2 September 2003

Florida Public Service Commission  
Division of Commission Clerk and Administrative Services  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
Fax 1-800-511-0809

COMMISSION  
CLERK

03 SEP - 3 PM 3:34

RECEIVED-FPSC

Re: Residential telephone service rate increase request by the Big Three

Dear Commission:

I understand that today you begin consideration of a residential telephone service rate increase for BellSouth, Sprint, and Verizon, averaging \$5.00 per month that will increase subscriber cost an average of \$120 over the two year period for which the increase is requested.

My telco is Sprint, the one asking for the largest increase – nearly \$165 over two years.

The issue warrants holding public hearings, and not rushing through a 90-day approval. I urge you to hold public hearings around the state. Here are some reasons:

- 1- The bill signed in May, under which these increases are requested, was intended to foster competition for residential and small business telephone service (multilane business service was exempt from the changes). These three telcos were so eager for that legislation that they deployed over 70 lobbyists to push for it.
- 2- Long-distance rates were to come down, compensating for the rise in basic service rates, but there is already competition in long-distance services and many subscribers have a long-distance provider different from their local telco. So the net effect for the telco subscriber with other long-distance access is an increase in local service cost with no offsetting savings.
- 3- At the same time that Sprint is looking to increase my residential phone service rate it is playing catch-up with AT&T and MCI in offering combined local, long-distance, and wireless phone service in selected markets (not in Winter Park), a calling plan it calls "Complete Sense." It occurs to me that Sprint may be looking to recover some of the startup costs for that competitive venture under the guise of raising my phone rate to encourage other telcos to compete with it for my business!

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Simmons

B. Keating

ORIGINAL

- 4- Competition should bring costs down – not increase them. It has done that in long-distance (I pay 2.9 cents per minute); why should the local service subscriber be penalized with an offsetting rate increase? Some consumer advocates are already recommending ditching the wireline phone altogether, and using only wireless for all service.
- 5- The issue of cross-subsidization deserves closer scrutiny. Elimination of cross-subsidization was cited as the principal reason for the breakup of AT&T – business and long-distance rates were allegedly covering some of the costs of residential service. Now, residential and small business rates will be subsidizing large business (multiline) rates and expansion of the telcos into other services.
- 6- Telcos are not meeting needs for new service. Seven weeks ago, I inquired with Sprint about a conference calling feature for my home phone. I was told (after being transferred from one person to another for 45 minutes) that this service is available for small and large businesses but is not available for residential customers. I obtained it from a third-party provider, so now our extended family can hold virtual reunions through conference calls. After that experience I wrote Sprint CEO Gary Forsee to point out how the company was not meeting my needs (there were other examples, too).

I urge you to schedule public hearings on this important issue of discriminatory rate increases, which will work hardship on customers who do not qualify for the low-income lifeline service rate, but who nonetheless are living on fixed incomes.

Thank you for your vigilance on behalf of the rate-payers of Florida.

Yours truly,



George F. McClure

ORIGINAL

030846-TP

ORIGINAL

August 29, 2003

25410 Crestwater Dr  
Jusburg, FL 25410

FAY TO 1/800/511-0809

Public Service Commission  
2540 Shumark Oak Blvd  
Tallahassee, FL 32399From: Marilyn Depew  
(F) 352/315-4213

SEP 2 - 2003

PLEASE take great care as you consider the increase in telephone rates. It will be a disservice to me - recent widow, my husband's life insurance was cancelled. My income is substantially reduced, but the mortgage, car loan, insurance, taxes keep coming in.

An increase will be of no benefit to me. The telephone is my life line now that I'm alone.

Vote your conscience but please keep people with fixed, limited incomes in mind.

Respectfully,  
Marilyn Depew

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GCL B. Keating  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC \_\_\_\_\_  
OTH \_\_\_\_\_

ORIGINAL

030846-TP

August 29, 2003

Clerks to Public Service Commission  
2540 Shumard Oaks Boulevard  
Tallahassee, Florida 32399

SEP 2 - 2003

**Robert Burke**

1921 Chowkeebin Nene  
Tallahassee, Florida 32301  
Telephone: 850-878-5211  
E-mail: rburkedxl@earthlink.net

Reference Docet #030868

I would like to register opposition to the local phone rate increase requested by Sprint, Bellsouth and Verizon. My local service provider is Sprint and I do not believe their claim the rate hike will increase competition and lead to more investment in telecommunications infrastructure. Below are several points I would like to make:

1) There is no competition with Sprint in Tallahassee because they own the phone lines. All small mom and pop local phone service companies spin off Sprint and have more to do with problem customers who are behind on payments for Sprint phone service. I would like real competition and choice in my area, particularly for DSL access.

2) Sprint, Bellsouth and Verizon most likely are losing money on long distance service from competitive phone cards now available in retail stores and see more profit in local service with increase costs to captive consumers.

3) Sprint is a smoke and mirrors company that charges a basic rate but hits the consumer with dubious taxes and surcharges.

a) *Interstate access surcharges* for connecting to local wires, poles, etc.?

Doesn't the basic rate already cover this?

b) *Federal universal service fund* reimbursement for providing service to rural and urban areas, schools, internet access? Well intentioned but what am I paying high DSL connection rates for?

c) *Number portability surcharge*? Due to end in February, 2004, thank you! Does the FCC have to ask for public money to pay for this basic quality of service consideration?

If the customer thinks these taxes and surcharges are confusing wait until Sprint begins bundled calling plans in 36 other states to include local, long distance, wireless phone service (Democrat 8.28.03).

4) One Democrat report is that Sprint will raise local service rate \$3.23 for the 1st year and \$3.63 the following years for residential service followed by another report of \$6.86 a month for the same (Democrat 8.29.03). What's the real cost?

Low cost phone service in a competitive market is basic. One has the impression these companies are not-for-profit service companies when in fact they are living in a greed and bubble economy of 4 years ago.

AUS  
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SEC  
OTH

*Simmons*

I oppose the rate increase for Sprint, Bellsouth and Verizon local service.

Sincerely,

*B. Keating*

Robert R. Burke

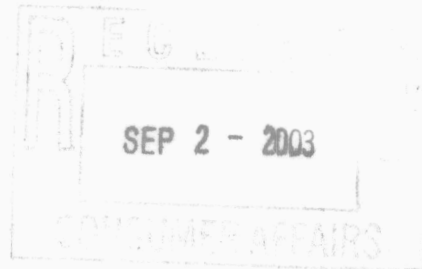
ORIGINAL

030846-TL

ORIGINAL

3012 Grandview Av.  
Clearwater, FL 33759  
8/29/03

Fla State PSC  
Tallahassee, FL



To the Members of the PSC:

This is to urge you to deny the Florida telephone companies their desired 46% increase in their basic service charges.

This proposed increase is not only unreasonable, but ridiculous, & nowhere is it claimed the increase is based on the cost to the companies of providing phone service to the consumer. The companies provide a "P.R smokescreen" of how good it will be for "competition", ultimately save the consumer money, etc., but, as noted, nothing about the actual cost to the companies of providing service to the consumer. Simple economics would show that any increase in the cost of a product, or service, from any company, to the consumer, should be based directly on the company's cost of production, or providing the service. Any rate-hike - much less 46% - is going to cost us, the consumer, more money, period!!

Further, I fail to see how such an increase could in any way be considered fair to the public, especially when not based on cost to the company. I would expect your commission to require the companies to show clearly that any rate increase arises from their cost - & I find it hard to believe they can show a 46% increase in cost!

I would hope that any increase would be reasonable (46% is not reasonable!), & would be fair both to the companies' hoped-for profit margin, & the consumers' pocket-books. And, speaking of profits: what profits do these companies show for the 1<sup>st</sup> 2 quarters of 2003? To make a reasonable profit, do they really need any rate-hike?!

I will be interested to follow your proceedings when this matter comes before your commission, hoping to see the commission's concern for the public interest, as well as corporate interests!

Very truly yours,

The Rev. John B. Kelley

John & Gwynn Kelley  
3012 Grandview Av.  
Clearwater FL 33759

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
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GCL B. Keating  
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SEC \_\_\_\_\_  
OTH \_\_\_\_\_



**To:** Ruth McHargue  
**Cc:** Beth Keating; Sally Simmons  
**Subject:** FW: LEC Rate Increase Protests



## General

Thanks, Ruth. I've printed these e-mails for the  
o Beth, and Sally.

Subject: FW: LEC Rate Increase Protests

Subject: LEC Rate Increase Protests

CCA note: 2 E-mails Forwarded in same group.

Ruth Nettles

---

From: contact@psc.state.fl.us  
Sent: Tuesday, September 02, 2003 2:31 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 02, 2003

Contact Information:

Name: Stephen Lord  
Company:  
Primary Phone: 863-385-2843  
Secondary Phone:  
E-mail: sflord@earthlink.net

030846-TP

Comments:

Dear Sirs, Please do not allow these local phone companies(sprint, verizon, Bell South) to lure you to allow them to increase the local telephone charges. The reason that they are using to try to get you to allow this is absolutely false and just another scam. I ask you again, please do not allow this. The taxpayers are being overcharged already by these same companies.

Thank You,

Stephen Lord  
Sebring, Fl.

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; .NET CLR 1.1.4322)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

Ruth Nettles

---

From: contact@psc.state.fl.us  
Sent: Tuesday, September 02, 2003 2:05 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 02, 2003

Contact Information:

Name: JAMES SLINGO  
Company: Verizon  
Primary Phone: 7274615444  
Secondary Phone:  
E-mail: jslingo@tampabay.rr.com

030846-TP

Comments:

I have read Howard Troxler's column in the St Pete Times of 9/1/2003 and am very disturbed about how you propose to MIS handle the rate increase requests of the local telcos pursuant to the recently passed legislation. This is an unregulated rip off of the Florida consumer whom you folks should be looking out for rather than rolling over for the local telcos. DO THE RIGHT THING and protect the consumers from GOUGING by the telcos which I believe is your statutory mandate.

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

Ruth Nettles

---

From: Ruth McHargue  
Sent: Wednesday, September 03, 2003 5:06 PM  
To: Ruth Nettles  
Subject: FW: LEC rate protests

**RECEIVED**  
SEP 4 2003 10:19 AM



General  
Comment/Question

docket correspondence received via e-mail.

-----Original Message-----

From: Diana Falise  
Sent: Wednesday, September 03, 2003 5:01 PM  
To: Ruth McHargue  
Subject: LEC rate protests

ORIGINAL

ORIGINAL

COMMISSION  
CLERK

03 SEP - 5 PM 12: 28

TO The Chairman of Public  
Service Commission

Dear Chairman:

On 28-29 August of this year, there have been several articles in the Miami Herald and Sun Sentinel regarding the proposed rate increase by the (3) major local telephone carriers in the State of Florida. I as a consumer am a customer of Bell South. Over the past several years, their basic rates have been slowly going upwards. As a consumer who does not have many bills on their phone service, I strongly do not feel that any of the (3) major local phone companies have a right to continue to raise their rates. In the articles in the above stated papers, all of the (3) major phone companies claim that the money they will lose will hurt them. I disagree on that. All of them are making huge profits.

AUS J. Garcia  
CAF  
CMP Simmons  
COM  
CTR  
ECR  
GCL B. Keating  
OPC  
MMS  
SEC  
OTH

## ORIGINAL

off of their customers, and that they do  
have the competition to justify the increases.  
I strongly say that they are wrong. The  
Articles also state that the increases, will  
be offset by people using more interstate  
long distance calling, and that the long  
distance companies will pass the savings  
onto their customers. I say that they are very  
wrong. In fact I strongly feel that  
the long distance companies will charge  
more, so they can make a bigger profit  
also.

If a consumer does not make alot of in  
state calls, they will lose their two. I  
Very strongly urge your Committee to  
Deny the AT&T long distance companies any rate  
increase at all, because the only  
winner to this issue is going to be the  
phone companies themselves. Not the consumer.  
I would greatly appreciate a reply to  
this letter.

Thank You For Your Time  
Your Truly

Ron Evans  
4955 N.W. 199 ST  
Lot 200  
MIAMI FLORIDA  
33055

P.S. If this petition does go thru,  
people are going to have to choose on  
what services they want, or they may  
just entirely discontinue their service.

ORIGINAL

EVANS  
4955 N.W. 199 ST.  
LOT 200  
MIAMI FLORIDA  
33055

where we will experience an unshakable joy and unshakable peace that will last for all eternity.

Instead of a thing to fear or dread, death becomes our passageway to a glorious new world. The Bible tells us, "No eye has seen, nor ear heard, nor the heart of man imagined, what God has prepared for those who love him" (1 Corinthians 2:9).

If you haven't received Jesus Christ as your Savior, don't put it off another day! Take time right now to invite Him into your life. Confess your sins. Receive His forgiveness and the gift of eternal life.

You might pray something like this:

*Dear Jesus, I know that I am a sinner in need of a Savior. I turn now from my sins and receive You into my life. Thank You for sacrificing Your life to save me, then rising to life again that I may spend eternity in heaven with You. Help me to live my life in a way that pleases You, for whatever time You give me here on earth. Amen.*



NEW TESTAMENT BAPTIST CHURCH  
6601 NW 167 Street 13900 Griffin Road  
Miami, FL 33055 Lauderdale, FL 33330 (954)  
(305) 558-4930 434-2933

Sooner or later it happens to all of us. The time comes for us to draw our last breath and pass from this life into the next. Over the years history has recorded some fascinating "famous last words" . . .

- "I've never felt better." *Douglas Fairbanks, Sr., actor*
- "I am about to—or I am going to—die; either expression is correct." *Dominique Bouhours, French grammarian*
- "Don't let it end like this. Tell them I said something." *Pancho Villa, Mexican revolutionary*
- "All my possessions for a moment of time!" *Elizabeth I, Queen of England*
- "Everybody has got to die, but I have always believed an exception would be made in my case. Now what?" *William Saroyan, Pulitzer Prize-winning author/playwright*
- "Oh, my poor soul, what is to become of you? Where do you go?" *Cardinal Mazarin*
- "Up until this time, I thought that there was no God, neither Hell. Now I know and feel that there are both, and that I am delivered to perdition by the righteous judgment of the Almighty." *Sir Thomas Scott, Chancellor of England*
- "I die hard, but I am not afraid to go." *George Washington, President of the United States*
- "I am still in the land of the dying; I shall be in the land of the living soon." *John Newton, slave-trader-turned-pastor and hymn-writer*

# FAMOUS LAST WORDS

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These words were expressed by men and women standing on the very threshold of eternity. Some were prepared. They had made their peace with God. But others were completely caught off guard. They were not ready to go. Their last moments were filled with uncertainty—even fear and dread.

The Bible says, "it is appointed for man to die once, and after that comes judgment" (Hebrews 9:27). Every one of us has sinned—we've all fallen short of God's righteous and holy standards. That sin leads ultimately to death and hell—eternal separation from God. In His goodness and mercy, God made a way for us to be reconciled to Himself. John 3:16 tells us, "God so loved the world, that he gave his only Son, that whoever believes in him should not perish but have eternal life."

Jesus took our place. He died on the cross to pay the penalty for our sin. In John 11:25-26, He promised, "I am the resurrection and the life. Whoever believes in me, though he die, yet shall he live, and everyone who lives and believes in me shall never die."

As He hung on the cross, Jesus exclaimed, "Father, into your hands I commit my spirit" (Luke 23:46). He made it possible for us to do the same. When the time comes, our last words can be words of hope and faith and trust. We can look forward to our future home in heaven,

*Joy S. Chasner*



ORIGINAL

ORIGINAL

9950 62nd Terrace N., #312  
St. Petersburg, FL 33708  
August 30, 2003

Public Service Commission  
2540 Shumard Oak  
Tallahassee, FL 32399

SEP - 4 2003

Gentlemen:

I am writing to you with the hope that you will not approve the rate increase requested by Verizon and Sprint. My husband and I - both seniors - rarely use our telephone but it is a necessity at this stage of life. For 13 years we did not have a telephone because we felt it wasn't worth the expense. But realize we now must have one - could hardly run to the neighbors at midnight to call 911, etc.

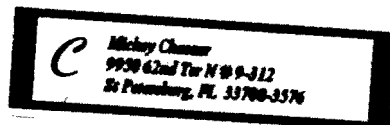
On the rare occasion when we do make a long distance call, we use 10-10-220, as there is a monthly minimum charge for a long distance company.

Please consider all of us middle class citizens, who are living on a rather tight budget, and making ends meet by living a simple life style.. It might be you some day.

Thank you.

Very truly yours,

*Joy S. Chaszar*  
(Mrs.) Joy S. Chaszar



COMMISSION  
CLERK

03 SEP - 5 PM 12:28

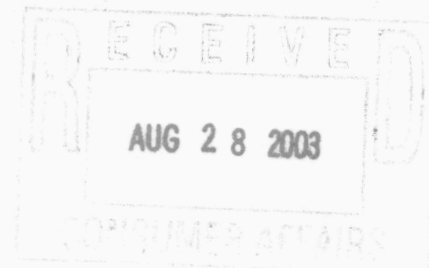
RECEIVED PSC

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP *Simmons* *J. Garcia*  
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GCL *B. Keating*  
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MMS \_\_\_\_\_  
SEC \_\_\_\_\_  
OTH \_\_\_\_\_

ORIGINAL

**FAX COVER**

030846-TP

**GIRARD H. STORY****835 BENTLEY GREEN CIRCLE, WINTER SPRINGS, FL 32708****TEL - (407) 366-8639 - FAX: SAME LINE - CALL FIRST****DATE:** Aug. 28, 2003**PAGES:** 1**E Mail - Gstory98@bellsouth.net****TO:** Florida Public Service Commission**RE:** Telephone charges

I have read in the press that Florida telephone charges will be increased later this year. No reason was given.

I understand the matter is before your commission and you will make the final determination. I am very disturbed that Governor Bush vetoed the legislation last year and signed it this year. An inquiry to his office did not bring forth an explanation. It appears the matter is simple politics.

I am writing to request that you give me a full explanation.

Thanks,  
Girard H. Story

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP Simmons N. Garcia  
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GCL B. Keating  
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OTH \_\_\_\_\_

COMMISSION  
CLERK

03 SEP -5 PM 12:28

RECEIVED-FPSC

DOCUMENT NO.

030846-TP

Ruth Nettles

---

From: Ruth McHargue  
Sent: Friday, September 05, 2003 2:42 PM  
To: Ruth Nettles  
Subject: FW: LEC rate increase



General  
Comment/Question



Other

docketed correspondence

-----Original Message-----

From: Diana Falise  
Sent: Friday, September 05, 2003 8:57 AM  
To: Ruth McHargue  
Subject: LEC rate increase

**Ruth Nettles**

---

**To:** Nekey Garcia  
**Cc:** Beth Keating; Ruth McHargue  
**Subject:** FW: against local rate hikes!  
**Importance:** High

Thanks, Ruth. I'll print this for the docket file. Since no docket is mentioned, I'm placing this e-mail in Docket 030846.

---Original Message-----

**From:** Rick West [mailto:ramair8@hotmail.com]  
**Sent:** Wednesday, September 03, 2003 5:03 PM  
**To:** CAF Internet Mail  
**Subject:** against local rate hikes!

Dear Sirs,  
You need to have hearings to keep these greedy phone companies in check.  
We retired consumers on fixed incomes can't afford these rate hikes.  
Nobody else is getting these raises and our long distance bill hasn't come down.  
Take action to stop them for the public's interest.

9/5/2003

ORIGINAL

RECEIVED-FPSC

9-3-03

03 SEP -5 PM 3:12

030846-JC

ORIGINAL

COMMISSION  
CLERK

PUBLIC SERVICE COMMISSION OF FL.

SEP - 5 2003

CONSUMER AFFAIRS

TO WHOM IT MAY CONCERN

PLEASE DO NOT ALLOW THE PHONE CO'S  
TO INCREASE THEIR RATE WHICH THEY  
ARE ASKING FOR.

IT WILL NOT CAUSE CONSUMERS TO RECEIVE  
LOWER RATES ON LONG DISTANCE CALLS IT  
WILL ONLY INCREASE AS PAST HISTORY DICTATES.  
I'M 80 YRS OLD AND HAVE SEEN ALL THE GIMMICKS  
USED BY COMPANYS & POLITICIANS. TO REFRESH  
YOUR MINDS. THE BREAK-UP OF AT&T WAS  
TO ADD COMPETITION & LOWER RATES FOR  
CONSUMERS (IT DIDNT) ALL RATES INCREASED  
SOME MADE A SLIGHT DECREASE BUT YOU WERE  
CHARGED AN ADDITIONAL MONTHLY CHARGE WHICH  
ACTUALLY PUT THE RATE THE SAME OR WITHIN PENNIES.

ANYTIME POLITICIANS SAY IT WILL LOWER RATES  
IT DOES THE REVERSE AS LISTED BELOW.

1- CABLE CO.

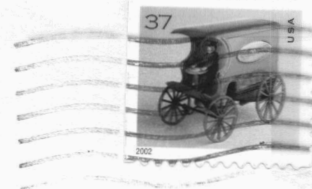
2- AIR LINES

3- TRAINS

} ALMOST BANKRUPT.

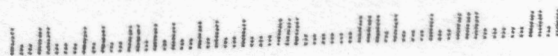
AND MANY OTHERS

AUS \_\_\_\_\_  
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COM \_\_\_\_\_  
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ECR \_\_\_\_\_  
GCL B. Keating  
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THE PUBLIC SERVICE COMMISSION OF FL.  
2540 SHUMARD OAK BLVD.  
TALLAHASSEE, FL. 32399-8153

32399+7019



ORIGINAL

9/2/03

Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee FL, 32399-0850

ORIGINAL

RECEIVED-FPSC

SEP - 5 2003 SEP - 5 PM 3:16

030846-72

COMMISSION  
CLERK

Commissioners;

I want to enter my Protest against VERZION and other Telephones Compaines raising rates..They are now very much to high..

I believe if Verzion needs money, they should quit giving the TV Station, and the News Papers all these Millions of dollars they sped on ADVERTISEMENT....

Just turn your TV on to any station any time, day or night, and I guarantee you will see a Verizon comercial..Check the news paper any day and you will see Verizon AVERTISEMENT...

This is what they want more money for to give to the TV Stations and the News Papers, AND HAND OUT BIG BONUS'S...

Seven years ago when Verzion took over from G.T.E. my local bill was \$7.59 A month.Today it is \$20.83 for LOCAL SERVICE only..I don't have long distance service because I can not afford it, and if you people keep giving them the right to take more money from us, I will have to give up local service..

I'm just wondering if you people that get big fat pay checks realize that there are millions of us that are on very a small Social Security income and we now struggle from month to month,. You people should try living on \$9000.00 a year...Then you would be more receptive to our needs...

I wish that we had people in your office that have the GUTS to say NO to these money hungry VULTURES..

I know you can't control what they spend on advertisement, BUT you sure don't have to take money out of our pockets, and give it to them to pay for it...

Enclosed a few articales I clipped from the newspaper..I hope the Commission will take notice.....

I just hope and pray that some day we will get someone in the PSC that will be concerned for our needs, and less for the BIG BUSINESS VULTURES..

I am sure there are thousands here in Florida that this letter will also speak for...

AUS  
CAF  
CMP  
COM  
CTR  
ECR  
GCL  
GPC  
MMS  
SEC  
OTH

Robert Hinde

*Robert Hinde*

Robert Hinde  
11011 Zimmerman Rd.  
Port Richey, FL 34668

# Shift in phone rates would not profit Verizon

Re: *Phone companies call for hefty rate increases*, Aug. 28.

This article takes a complex subject, simplifies it beyond recognition and, in the process, misleads consumers. Currently, the residential telephone customer does not enjoy the benefits of competition the way cellular and business customers do. That's because local residential rates are subsidized. The Verizon restructuring proposal will fix this legacy of the monopoly era — all without Verizon getting an extra penny.

Relying heavily on terms like "rate hikes," the story conjures up images of old times when rate cases did indeed generate more revenue for Verizon. That is not what would happen here. The \$77-million subsidy now paid by in-state long distance users would be moved to the local portion of the bill. At the same time, there would be a \$77-million reduction in carrier access charges, which must be passed on to consumers.

The truth is, customers are paying that \$77-million every year through higher long distance prices, hiding the actual costs associated with local telephone service and hampering the development of a market-based telecommunications economy.

By removing this subsidy from the system, the price charged for residential service will move closer to the cost of that service. For competitive companies looking at the residential market, the profit margin will be greater, making residential customers a more attractive option while making capital investment in Florida more appealing.

In the process, the most vulnerable customers will be protected. But the article also fails to mention that eligibility for the Lifeline program will be expanded to include as many as 1-million additional customers. This is a significant enhancement for some of Florida's most needy citizens, those at 125 percent of the federal poverty level and who are eligible for one or more of six federally approved assistance programs.

Given the chance, the Tele-competition and Infrastructure Enhancement Act will bring many benefits to our region's citizens. A more balanced representation in the *St. Petersburg Times* of Verizon's proposal would have revealed that.

## Rate increase requests came swiftly

Re: *Phone companies call for hefty rate increases*.

It was no great surprise to read that Verizon and Sprint would like to raise basic residential phone rates by huge percentages. The only surprising thing was the speed in which those phone companies filed rate increase requests with the Florida Public Service Commission. The phone service providers' ability to ask for rate increases would not have been possible if not for a bad anticonsumer bill becoming law earlier this year. The legislation had hardly cooled off after making its rounds through the legislative and executive offices before the rate increase applications were filed. As a state senator, I and a few of my colleagues voted against the bill but it unfortunately passed anyway. The dire warnings we and consumer groups issued about the bill have, sadly, come true.

I voted against this bill precisely because I expected the phone companies to raise rates, which they are now attempting to do. Contrary to what they promised during legislative committee meetings, the phone service providers intend to do this over the next two years, not the three the Legislature was led to believe. Additionally, instead of expanding the Lifeline program for low-income individuals as promised,

the phone companies merely are "freezing" rates for them. It seems that the huge amount of money spent on lobbyists by the phone companies to get this bill passed will be returned many-fold in potential revenues if these increases are approved.

The only saving grace in this sad affair is that the Public Service Commission must approve the rate applications. I urge the commission to hold public hearings in the local communities that will be impacted by these rate increases, not in Tallahassee where the expense of traveling may be too great for most individuals. Phone company executives have the deep pockets to pay for such travel, but not the average phone customer. I encourage all customers of these two companies who oppose paying an additional 40 percent or more per month for local phone service to call the Public Service Commission to lodge their objections and to ask for locally held public hearings. The commission can be reached toll-free at 1-800-342-3552.

## Keep basic phone service reasonable

Re: *Phone companies call for hefty rate increases*.

You said that for Verizon, "monthly residential base rates . . . vary from \$10.12 . . . to \$12.10 for most residents" in the Tampa Bay area. This is misleading. My residence line cost is \$11.10 plus \$6.50 federal subscriber line charge and taxes of \$2.85, for a total monthly bill of \$20.45 without any long distance or extra services. An increase of even \$4 would make our monthly phone cost \$25, which I think is way too high. Utilities, including basic phone service, are necessities, and I believe they should be regulated by the government.

I hope the Public Service Commission has some members who care about the consumers enough to stand up against the phone companies. I am not interested in having long-distance calls less expensive. I use prepaid phone cards from Sam's Club for three cents a minute for the few long distance calls I make. I do not use Caller ID or any extra service. I just want a basic phone service at a reasonable price. If this Public Service Commission doesn't work any better than the state Insurance Commission (which granted State Farm a 42-percent increase on our homeowners coverage), I expect the phone companies will get what they want.

## Voters, take action

So the phone companies want to raise phone rates. Gee, I'll bet Jeb Bush is surprised. I wonder what else our elected officials can do to sell out the people who elected them. I'm sure they think their constituents are stupid enough to re-elect them.

I believe Florida has the most arrogant legislators of any state in America. They just ignore the people and support big business. Hopefully, next election will turn the tide. It's up to us, the voting public, to put a stop to it. Let's do it.



Ruth Nettles

---

From: Ruth McHargue  
Sent: Monday, September 08, 2003 5:03 PM  
To: Ruth Nettles  
Subject: FW: LEC rate increase

030846-TP



Other



Telephone  
rates in Florida

docket correspondence

-----Original Message-----

From: Diana Falise  
Sent: Monday, September 08, 2003 5:01 PM  
To: Ruth McHargue  
Subject: LEC rate increase

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Ruth McHargue  
Subject: RE: Telephone rates in Florida

Thanks, Ruth. I'll print this for Docket 030846.

-----Original Message-----

From: Rik Shafer [mailto:shafer9@infionline.net]  
Sent: Monday, September 08, 2003 1:48 PM  
To: CAF Internet Mail  
Subject: Telephone rates in Florida

Dear PSC,

I am writing to urge you NOT to allow Florida telephone companies to raise their rates. We have seen no increase in service or prices to warrant such an increase.  
Thanks.  
--

-----  
Rik Shafer  
Creative Director  
-----

Creative At Large, Inc.  
-----

<http://www.creativeatlarge.com>  
ph: 954.726.5710 • cel: 954.290.1845  
-----

Because nobody ever bored anyone into buying anything.  
-----

Ruth Nettles

---

From: Ruth McHargue  
Sent: Monday, September 08, 2003 5:03 PM  
To: Ruth Nettles  
Subject: FW: LEC rate increase

030846-TP1



Other



Telephone  
rates in Florida

docket correspondence

-----Original Message-----

From: Diana Falise  
Sent: Monday, September 08, 2003 5:01 PM  
To: Ruth McHargue  
Subject: LEC rate increase

---

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Ruth McHargue  
Subject: FW: Other

Thanks, Ruth. I'm printing this e-mail for docket file, and will place this e-mail for Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Monday, September 08, 2003 10:18 AM  
To: CAF Internet Mail  
Subject: Other

September 08, 2003

Contact Information:

Name: Richard Knight-Flagler  
Company: none  
Primary Phone: 727-999-9999  
Secondary Phone: 727-999-9999  
E-mail: richard.flagler@verizon.net

Comments:

I would like to comment on the recent legislation allowing phone companies to increase local phone service rates to unfair levels over the next two years.

The increase in not only unjustified, it is price gouging. Please do not let this bad piece of legislation stand. Please think about the hard working people in the state. It is obvious our Governor only cares about the special interest groups and big business. Do not follow his example.

The good people of the great state of Florida see through the pomp and circumstance and fluff that the phone companies are using. Shifting fees lost by lowering in-state long distance rates to all of our monthly phone bills is a joke. It is actually going to generate more revenues for the phone companies. Not all of us utilize in-state long distance service. Yet, all of us are going to be responsible for higher monthly bills.

Please act on your conscience. Do not let this legislation stand.

Sincerely,

Mr. Richard Knight-Flagler  
Resident, Florida

No response is necessary

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.0.3705)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

Ruth Nettles

---

From: Ruth McHargue  
Sent: Friday, September 05, 2003 2:42 PM  
To: Ruth Nettles  
Subject: FW: LEC rate increase

030846



General



Other

Comment/Question

docketed correspondence

-----Original Message-----

From: Diana Falise

Sent: Friday, September 05, 2003 8:57 AM

To: Ruth McHargue

Subject: LEC rate increase

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Ruth McHargue  
Subject: FW: Other

Thanks, Ruth. I'm placing this in 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Friday, August 29, 2003 11:54 AM  
To: CAF Internet Mail  
Subject: Other

August 29, 2003

Contact Information:

Name: ILona Ryals  
Company: n/a  
Primary Phone: 850-265-3914  
Secondary Phone:  
E-mail: catmom47@comcast.net

Comments:

My husband and I wish to register opposition to the upcoming rate hike requested by the large telecommunications companies that could hike our basic phone service up to 60%. I am medically disabled and cannot work, and my husband is likely going to have to retire soon - we'll be on extremely limited funds. We make VERY FEW long distance calls, and don't wish to be penalized by having to pay greater basic rates. Please do whatever is necessary to insure Floridians who mostly use only basic service and are living on limited funds, are protected. A copy of this will be forwarded to Gov. Bush and our representatives. Thank you.

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

Ruth Nettles

030846-TP

From: Ruth McHargue  
Sent: Friday, September 05, 2003 2:42 PM  
To: Ruth Nettles  
Subject: FW: LEC rate increase



General



Other

Comment/Question

docketed correspondence

-----Original Message-----

From: Diana Falise  
Sent: Friday, September 05, 2003 8:57 AM  
To: Ruth McHargue  
Subject: LEC rate increase

**Ruth Nettles**

---

**To:** Nekey Garcia  
**Cc:** Beth Keating; Ruth McHargue  
**Subject:** FW: Telephone Rate Increases

**Importance:** High

Thanks, Ruth. Since this e-mail references all three company's I'm placing this e-mail in 030846.

-----Original Message-----

From: Bob Scuderi [mailto:bobelli@go.com]  
Sent: Wednesday, September 03, 2003 5:15 PM  
To: CAF Internet Mail  
Subject: Telephone Rate Increases

To the disgust and despair of Sprint, Verizon and BellSouth customers, our Governor and our legislators have sold us down the river by giving in to big business again. What are we average, and especially retired, folks to do? Telephones aren't a luxury for senior citizens, families and shut-ins any more, they're a necessity. The Public Service Commission is our only hope to curb these greedy monsters, who have bought and paid for our state leaders.

Can you promise us that, if you grant the phone companies their requested increases that, definitely, they will remove the Interstate Access Surcharge? Sprint currently charges \$6.50 per month for this access charge, which has risen from \$3.50 to \$6.50 in 4 years. The taxes and surcharges on my current telephone bill now exceed the monthly service charge by \$.40. Our Social Security benefit increased in 2003 by \$9.00 per month. Do you see something wrong here???

This may be just another exercise in futility, but we must do something, anything, to try to have these requested increases denied. PLEASE HELP US! Thank you for your time and consideration.

Eleanor Scuderi

---

Check-out GO.com

GO get your free GO E-Mail account with expanded storage of 6 MB!  
<http://mail.go.com>



Ruth Nettles

---

From: Ruth McHargue  
Sent: Friday, September 05, 2003 4:07 PM  
To: Ruth Nettles  
Subject: FW:

030846-TP



Other

More docket correspondence on the LEC phone rate increase docket.

-----Original Message-----

From: Diana Falise  
Sent: Friday, September 05, 2003 4:05 PM  
To: Ruth McHargue  
Subject:

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Ruth McHargue  
Subject: FW: Other

Thank you, Ruth. I will print this for the Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Friday, September 05, 2003 2:34 PM  
To: CAF Internet Mail  
Subject: Other

September 05, 2003

Contact Information:

Name: Brian & Cynthia Hart  
Company:  
Primary Phone: 352-683-0970  
Secondary Phone:  
E-mail: Plutocrats@juno.com

Comments:

We are offended by the phone companies desire to increase rates from 38-46% over the next 2 years. The costs will increase from \$4-\$7/month ! This is outrageous. We consumers will receive nothing back from the phone co.s, except higher bills. We don't understand how any politician or commission member can think that this will improve matters in Fl. A powerful lobby had made officials believe that increasing consumer costs (for no other reason except to boost phone co.s profits!) is going to be good for Fl. Please stop this from occuring. Try to have some of our faith in gov't restored, instead of the feeling that our elected officials are on some company payroll.

Sincerely,

Brian & Cynthia Hart

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.0.3705)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

ORIGINAL

030846-TP

3054 S. Peninsula Dr.  
Daytona Beach, Fl. 32118  
September 2, 2003

SEP - 8 2003

LoydA L. Lopez  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850

ORIGINAL

Dear Sir or Madam:

Please don't be an accomplice with the telephone companies in approving the huge increases in rates they are wanting.

If you increase the local usage rates, many people like myself will have to cancel their long distance service which I sparingly use now. Why don't you increase the long distance rates - after all, that is a luxury - but, please not our local phone rate.

Our telephone service is so vital in the life of a Senior Citizen - it is our only life line to children, to friends and to 911. Otherwise, many of us would have no contact at all outside of our home.

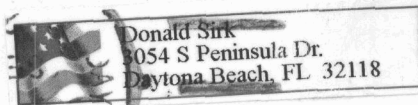
I'm enclosing a copy of my last month's phone bill - as you can see, our Residential Line is only \$9.49...however, with all of the taxes and add-ons, my bill is \$25.15.

Please note, also, that my one call to Homestead, Fl. is a 22¢ call which ends up for AT&T to be \$2.95.

With an increase of \$4, \$5 or \$6, per month (this is not a year, they are asking for but EACH MONTH), (and the taxes would naturally go up,) my bill will probably be \$35.00 or more which is too much per month for people on Social Security only.

This would be such a devastating hardship on so many people-- please refuse the rate increase!

Sincerely,  
*Mayorie J. Sirk*  
Mrs. Don Sirk  
386-788-2376



RECEIVED  
SEP 08 2003

FPSC COMMISSION CLERK

PS. - I have enclosed copies for each Commissioner  
please distribute them for me.  
*M. Sirk*

AUS  
CAF  
CMP  
COM  
CTR  
ECR  
GCL  
OPC  
MMS  
SEC  
OTH

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

Your bill includes  
BellSouth charges for:



Local

ORIGINAL

**Monthly Statement**  
as of July 29, 2003

**Account Summary**

	Amount
Previous Bill .....	\$18.27
Payments (Posted as of July 29) .....	-18.27
<b>Balance .....</b>	<b>\$0.00</b>

**Questions? Call:**

**BellSouth**

Automated Service System: 1 800 826-6290

PIN: 0032

Customer Service: 1 888-757-6500

Outside Calling Area: 1 800 753-2909

Repair: 611

Online: [www.bellsouth.com/blsc](http://www.bellsouth.com/blsc)

**Other Companies**

AT&T 1 800 222-0300

**Current Charges Summary:**

**BellSouth**

Local (Page 3) ..... \$22.20

**Total BellSouth Charges ..... \$22.20**

**Other Companies**

AT&T (Page 5) ..... \$2.95

**Total Other Companies' Charges ..... \$2.95**

**Total Current Charges (Due August 20) ..... \$25.15**

**Total Amount Due ..... \$25.15**

You have the power of choice with the  
BellSouth® Complete Choice® plan.  
You get a home phone line, unlimited  
local calling, and your choice of  
easy-to-use features for one monthly  
rate, with no activation fee. Call to  
order today.

**News You Can Use - Page 6**

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

ORIGINAL

**Your Current  
Charges total is  
\$25.15**

Late Charge Reminder: A \$1.95  
Late Payment Charge and a .0%  
Interest charge may apply to an  
unpaid balance as of Aug 29.

Regulated charges are the minimum you must pay in order to maintain  
your local telephone service. If you do not pay this amount:  
•your local service may be disconnected, and  
•you may need to pay a charge or deposit to have your service reconnected.  
The amount of Regulated Charges may be obtained by calling 1 888-757-6500.

If you do not pay the rest of your bill, which includes unregulated charges -- all of which are  
identified by \*\* on your bill:

- your local phone service will not be disconnected, and
- you are still responsible for paying these charges.

You have the power of choice with the BellSouth® Complete Choice® plan. You get:

- Home phone line
- Unlimited local calling
- Choice of easy-to-use features
- No activation fee
- One monthly rate
- Savings on select BellSouth services

Since you choose, you can't lose. Simply pick the Complete Choice features that fit  
your lifestyle. Here are some examples of feature combinations.

On-the-go	Call Forwarding, Caller ID, 3-Way Calling, Speed Dial
Prioritize calls	Caller ID, Call Waiting, Call Forwarding, BellSouth® RingMaster® service
Security conscious	Caller ID, Call Return, Call Tracing, Call Block
Family	Caller ID, Call Waiting, 3-Way Calling, BellSouth® RingMaster® service

**To make additional payments,**  
make your check payable in U.S. funds  
to BellSouth. Write your account number  
on your check and mail it to:  
BellSouth  
P.O. Box 1262  
Charlotte, NC 28201-1262

Call to order Complete Choice today. Now that's a smart idea!

Or, pay online @  
[www.bellsouth.com/pay](http://www.bellsouth.com/pay)

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

ORIGINAL   
Local

### Service Provider Summary

Listed below are Local Toll and Long Distance Providers for  
your line(s).

Line Number 386 788-2376	Local Toll Company BELLSOUTH TELE.	Long Distance Company AT&T LONG DISTANCE SERV.
-----------------------------	---------------------------------------	---

### Service Provider Contact Number

BELLSOUTH TELE. AT&T LONG DISTANCE SERV.	SEE FIRST PAGE 1 800 222-0300
---	----------------------------------

### BellSouth Local and Local Toll Charges

Customer Service: 1 888-757-6500

Online: [www.bellsouth.com/blsc](http://www.bellsouth.com/blsc)

### Monthly Local Service July 29 through August 28

Basic Services	Quantity	Amount
1. Federal Universal Service Charge <i>This is a per line charge to recover the amount telecommunications providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.</i>	1	\$ .65
2. FCC Local Number Portability Line Charge - Line <i>A charge to recover the cost of the technology that makes it possible to change your local telecommunications provider and keep the same telephone number.</i>	1	.35
3. Residential Line	1	9.49
4. Emergency 911 Charge. This charge is billed on behalf of Volusia County <i>Your local government asked you to pay a small charge each month to help provide for emergency service in your community.</i>	1	.41 **
5. FCC Charge for Network Access <i>A charge to recover costs associated with connecting to a telecommunications service provider's interstate network.</i>	1	6.50
6. Telecommunications Access System Act Surcharge <i>A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers.</i>	1	.12 **
<b>Total Basic Services</b>		<b>\$17.52</b>
<b>Monthly Local Service July 29 through August 28</b>		<b>\$17.52</b>

### Local Usage

#### Local Usage Summary

#### Local Message Usage to the Expanded Area

	Calls	Rate	Charges
	3	.25	.75
7. Local Usage Summary			.75
<b>Total Local Usage</b>			<b>\$ .75</b>

**\*\* Unregulated Charge. Nonpayment of these items will not result in disconnection of your local service. However, collection of unpaid charges may be pursued by the Service Provider.**

(continued) ►

DONALD H SIRK  
Account Number  
386 788-2376 032 05C7

ORIGINAL   
Local

**BellSouth Local and  
Local Toll Charges  
(continued)**  
Customer Service: 1 888-757-6500  
Online: [www.bellsouth.com/blsc](http://www.bellsouth.com/blsc)

<b>Other Charges and Credits</b>		Amount
Work Completed On Jun 30, 2003		
8. Charge for Increase in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/01/03 - 07/28/03) (\$0.07/mo) .....		\$ .07
9. Charge for Increase in Rates for Network Access and Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/01/03 - 07/28/03) (\$0.50/mo) .....		.47
Directory Assistance (DA) Usage		
10. 1 Call(s) to National DA at \$1.25 Each .....		1.25
<b>Total Other Charges and Credits</b> .....		<b>\$1.79</b>
<b>Taxes</b>		Amount
<b>Taxes on Regulated Services</b>		
11. Federal Tax .....		\$ .59
12. State Communications Tax .....		.47
13. Local Communications Tax .....		1.08
<b>Total Taxes on Regulated Services</b> .....		<b>\$2.14</b>
<b>Total Taxes</b> .....		<b>\$2.14</b>
<b>Total Local and Local Toll Charges</b> .....		<b>\$22.20</b>

021823

as of July 29, 2003

Previous Bill .....	\$18.27
Payments (Posted as of July 29) .....	-18.27
<b>Balance</b> .....	<b>\$ .00</b>

Questions? Call:  
BellSouth

Current Charges Summary:  
BellSouth



DONALD H SIRK  
Account Number  
386 788-2376 032 0567

**Detailed  
Statement of  
Charges**

For AT&T Billing  
Questions, Call  
1 800 222-0300  
24 Hours a Day -  
7 Days a Week

AT&T Invoice Charges For Period Ending JUL 22, 2003  
For 386-788-2376

ORIGINAL

**AT&T Messages**

Beginning on or after July 1, 2003, your bill will include a 99 cent per month Regulatory Assessment Fee. This fee will help AT&T recover the following costs: interstate access charges; recover regulatory compliance and proceedings costs and property taxes. This fee applies for each month in which you have any AT&T charges on your bill. This fee is not a tax or charge required by the government. For more information, please call 1-800-854-9940 or visit us at [www.att.com.reg](http://www.att.com.reg).

**Itemized Calls**

**Amount**

**Direct Dialed Calls**

Date	Place Called	Number Called	Rate*	Time	Min.	Amount
1. 07/13	HOMESTEAD	FL 305 245-4707	N	5:07PM	1	.22
Total Direct Dialed Calls .....						.22
Total Itemized Calls .....						.22

**Other Charges and Credits**

**Amount**

2. Universal Connectivity Charge .....	.09
3. For an explanation of this charge, please call 1 800 532-2021 or visit <a href="http://www.consumer.att.com/connectivity_charge">www.consumer.att.com/connectivity_charge</a> Bill Statement Fee .....	1.50
4. For an explanation of this charge, please call 1 888 ATT-BILL. Regulatory assessment fee .....	.99
5. For an explanation of this fee, please call 1 800 854-9940 or visit <a href="http://www.consumer.att.com/reg">http://www.consumer.att.com/reg</a> Total Other Charges and Credits .....	2.58

**Taxes**

**Amount**

6. Federal Tax @ 3% .....	.04
7. FL State Comm Services Tax .....	.04
8. FL Local Comm Services Tax .....	.07
Total Taxes .....	.15

Total AT&T Current Charges ..... 2.95

**\* Taxes and Rate Codes - Page 8**

This portion of your bill is provided as a service to AT&T.



DONALD H SIRK  
Account Number  
386 788-2376 032 0567

ORIGINAL

## News You Can Use From BellSouth

### Special Offers

BellSouth Answers(SM) offers it all - plus cash back. Call now to become a new BellSouth® Complete Choice® plan customer and you'll get \$25 cash back. Plus, purchase any new qualifying service and get \$25 cash back for each service, including BellSouth® Long Distance plans, Cingular(SM) Wireless from BellSouth, and BellSouth® FastAccess® DSL or BellSouth® Internet Service. That's up to \$100 cash back! And, getting all these services on one convenient bill means you can save up to \$240 a year. Call 1 800 896-8303 or visit [bellsouth.com/answersplan](http://bellsouth.com/answersplan) for cash back! Hurry! Offer good from 6/30/03 - 8/31/03. Conditions apply. See enclosed bill insert or call for details.

INTRODUCING A NEW CONCEPT IN INTERNET SERVICES - SATISFACTION. BellSouth is the only company that can give you all the services you need to stay connected - all on one bill. And with BellSouth Answers(SM), the more services you combine, the more you'll save. Lots of companies offer Internet access, but BellSouth® Internet Service is nationally recognized for its connection speed, reliability and customer support at very affordable prices. In fact, our dedication to providing fast and reliable connections includes a 30-day money-back guarantee. Just visit [www.bellsouth.net](http://www.bellsouth.net) or call 1 888 254-6140 to begin surfing in minutes. Service not available in all areas.

### Disclosures

The charge that BellSouth applies for each visit made to your premises to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by you is changing. The new rate, shown below, is scheduled to become effective on August 1, 2003.

	Old Rate	New Rate
Trouble Location Charge, per service call	\$ 60.00	\$ 80.00

### Federal Universal Service Charge Increase

The Federal Communications Commission (FCC) recently announced an increase in the factor that determines how much BellSouth contributes to the federal universal service funds. These funds are designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. You will see a corresponding increase in the Federal Universal Service monthly charge that reflects this increased payment by BellSouth. The increase will be effective July 1, 2003 and will be reflected on July or August 2003 bills. This charge will not be applied to Lifeline accounts.

### Federal Subscriber Line Charge Increase

The Federal Communications Commission (FCC) has authorized BellSouth to increase federal Subscriber Line Charges for Residential Primary and Single Line Business customers. This increase will be effective July 1, 2003 and will be reflected on July or August 2003 bills. Customers who have signed up for Lifeline, a low income assistance program available to qualified residential subscribers, will receive an increase in the Lifeline credit to offset the increase in the federal Subscriber Line Charge.

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Ruth McHargue  
Subject: FW: General Comment/Question

Thanks, Ruth. Not sure if I forwarded this already to Nekey or Beth. I have printed this for docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Wednesday, September 03, 2003 3:00 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 03, 2003

Contact Information:

Name: william francis  
Company:  
Primary Phone: 352-255-5789  
Secondary Phone: 352-242-0005  
E-mail: wfrancis1@cfl.rr.com

Comments:  
Commissioners:

I noted the recent article (8-28-03) in the Orlando Sentinel regarding local phone rates.

I have read the documents and do not believe raising my local rates and reducing INTRA-STATE access and rates will benefit me financially or generate more competition.

Please do not permit any increases in local rates. In addition consider looking into the numerous taxes and additional fees placed upon consumers. Fully 35% of my total bill is a tax or fee that will continue to increase with any increase of basic rates.

Thank you.

Regards,

William Francis

No response is necessary

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; compaq)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

ORIGINAL

030846-JL

ORIGINAL

TO  
✓ DIVN. of CONSUMER AFFAIRS  
BEVERLEE DeMELLO  
DIRECTOR

3054 S. Peninsula Dr.  
Daytona Beach, FL 32118  
September 2, 2003

LoydA L. Lopez  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

SEP - 8 2003

Dear Sir or Madam:

Please don't be an accomplice with the telephone companies in approving the huge increases in rates they are wanting.

If you increase the local usage rates, many people like myself will have to cancel their long distance service which I sparingly use now. Why don't you increase the long distance rates - after all, that is a luxury - but, please not our local phone rate.

Our telephone service is so vital in the life of a Senior Citizen - it is our only life line to children, to friends and to 911. Otherwise, many of us would have no contact at all outside of our home.

I'm enclosing a copy of my last month's phone bill - as you can see, our Residential Line is only \$9.49...however, with all of the taxes and add-ons, my bill is \$25.15.

Please note, also, that my one call to Homestead, FL is a 22¢ call which ends up for AT&T to be \$2.95.

With an increase of \$4, \$5 or \$6, per month (this is not a year, they are asking for but EACH MONTH), (and the taxes would naturally go up,) my bill will probably be \$35.00 or more which is too much per month for people on Social Security only.


This would be such a devastating hardship on so many people-- please refuse the rate increase!

Sincerely,  
*Mayorie J. Sirk*  
Mrs. Don Sirk  
386-788-2376

RECEIVED  
SEP 09 2003

FPSC-COMMISSION CLERK

PS - I have enclosed copies for each Commissioner - please distribute them for me.  
*m. Sirk*

 Donald Sirk  
3054 S Peninsula Dr.  
Daytona Beach, FL 32118

AUS  
CAF  
CMP  
COM  
CTR  
ECR  
GCL  
OPC  
MMS  
SEC  
OTH

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

**Monthly Statement**  
as of July 29, 2003

**Questions? Call:**

BellSouth  
Automated Service System: 1 800 826-6290  
PIN: 0032  
Customer Service: 1 888-757-6500  
Outside Calling Area: 1 800 753-2909

Repair: 611  
Online: [www.bellsouth.com/blsc](http://www.bellsouth.com/blsc)

Other Companies  
AT&T 1 800 222-0300

Your bill includes  
BellSouth charges for:



Local

ORIGINAL

**Account Summary**

	Amount
Previous Bill .....	\$18.27
Payments (Posted as of July 29) .....	-18.27
<b>Balance .....</b>	<b>\$0.00</b>

**Current Charges Summary:**

BellSouth	
Local (Page 3) .....	\$22.20
<b>Total BellSouth Charges .....</b>	<b>\$22.20</b>

Other Companies	
AT&T (Page 5) .....	\$2.95
<b>Total Other Companies' Charges .....</b>	<b>\$2.95</b>

<b>Total Current Charges (Due August 20) .....</b>	<b>\$25.15</b>
--	----------------

<b>Total Amount Due .....</b>	<b>\$25.15</b>
-------------------------------	----------------

You have the power of choice with the  
BellSouth® Complete Choice® plan.  
You get a home phone line, unlimited  
local calling, and your choice of  
easy-to-use features for one monthly  
rate, with no activation fee. Call to  
order today.

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

ORIGINAL

**Your Current  
Charges total is  
\$25.15**

Late Charge Reminder: A \$1.95  
Late Payment Charge and a .0%  
Interest charge may apply to an  
unpaid balance as of Aug 29.

Regulated charges are the minimum you must pay in order to maintain your local telephone service. If you do not pay this amount:

- your local service may be disconnected, and
- you may need to pay a charge or deposit to have your service reconnected.

The amount of Regulated Charges may be obtained by calling 1 888-757-6500.

If you do not pay the rest of your bill, which includes unregulated charges -- all of which are identified by \*\* on your bill:

- your local phone service will not be disconnected, and
- you are still responsible for paying these charges.

You have the power of choice with the BellSouth® Complete Choice® plan. You get:

- Home phone line
- Unlimited local calling
- Choice of easy-to-use features
- No activation fee
- One monthly rate
- Savings on select BellSouth services

Since you choose, you can't lose. Simply pick the Complete Choice features that fit your lifestyle. Here are some examples of feature combinations.

On-the-go	Call Forwarding, Caller ID, 3-Way Calling, Speed Dial
Prioritize calls	Caller ID, Call Waiting, Call Forwarding, BellSouth® RingMaster® service
Security conscious	Caller ID, Call Return, Call Tracing, Call Block
Family	Caller ID, Call Waiting, 3-Way Calling, BellSouth® RingMaster® service

**To make additional payments,**  
make your check payable in U.S. funds  
to BellSouth. Write your account number  
on your check and mail it to:  
BellSouth  
P.O. Box 1262  
Charlotte, NC 28201-1262

Call to order Complete Choice today. Now that's a smart idea!

Or, pay online @  
[www.bellsouth.com/pay](http://www.bellsouth.com/pay)

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

ORIGINAL



### Service Provider Summary

Listed below are Local Toll and Long Distance Providers for  
your line(s).

Line Number	Local Toll Company	Long Distance Company
386 788-2376	BELLSOUTH TELE.	AT&T LONG DISTANCE SERV.

### Service Provider Contact Number

BELLSOUTH TELE.	SEE FIRST PAGE
AT&T LONG DISTANCE SERV.	1 800 222-0300

### BellSouth Local and Local Toll Charges

Customer Service: 1 888-757-6500

Online: [www.bellsouth.com/blsc](http://www.bellsouth.com/blsc)

### Monthly Local Service July 29 through August 28

#### Basic Services

	Quantity	Amount
1. Federal Universal Service Charge . . . . .	1	\$ .65
<i>This is a per line charge to recover the amount telecommunications providers must contribute to the Federal Universal Service Fund, which helps keep local phone rates affordable for all Americans.</i>		
2. FCC Local Number Portability Line Charge - Line . . . . .	1	.35
<i>A charge to recover the cost of the technology that makes it possible to change your local telecommunications provider and keep the same telephone number.</i>		
3. Residential Line . . . . .	1	9.49
4. Emergency 911 Charge. This charge is billed on behalf of Volusia County . . . . .	1	.41 **
<i>Your local government asked you to pay a small charge each month to help provide for emergency service in your community.</i>		
5. FCC Charge for Network Access . . . . .	1	6.50
<i>A charge to recover costs associated with connecting to a telecommunications service provider's interstate network.</i>		
6. Telecommunications Access System Act Surcharge . . . . .	1	.12 **
<i>A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers.</i>		

Total Basic Services . . . . .	\$17.52
--------------------------------	---------

Monthly Local Service July 29 through August 28 . . . . .	\$17.52
---	---------

### Local Usage

#### Local Usage Summary

#### Local Message Usage to the Expanded Area

	Calls	Rate	Charges
	3	.25	.75
7. Local Usage Summary . . . . .			.75
Total Local Usage . . . . .			\$ .75

\*\* Unregulated Charge. Nonpayment of these items will not result in disconnection of your local service. However, collection of unpaid charges may be pursued by the Service Provider.

(continued) ►

DONALD H SIRK  
Account Number  
386 788-2376 032 0507

ORIGINAL   
Local

**BellSouth Local and  
Local Toll Charges  
(continued)**

Customer Service: 1 888-757-6500

Online: [www.bellsouth.com/blsc](http://www.bellsouth.com/blsc)

**Other Charges and Credits**

Work Completed On Jun 30, 2003

	Amount
8. Charge for Increase in Rates for Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/01/03 - 07/28/03) (\$0.07/mo) .....	\$ .07
9. Charge for Increase in Rates for Network Access and Federal Universal Service Charge, Due to Changes in the Rules of the FCC (07/01/03 - 07/28/03) (\$0.50/mo) .....	.47
Directory Assistance (DA) Usage	
10. 1 Call(s) to National DA at \$1.25 Each .....	1.25
<b>Total Other Charges and Credits</b> .....	<b>\$1.79</b>

**Taxes**

**Taxes on Regulated Services**

	Amount
11. Federal Tax .....	\$ .59
12. State Communications Tax .....	.47
13. Local Communications Tax .....	1.08
<b>Total Taxes on Regulated Services</b> .....	<b>\$2.14</b>
<b>Total Taxes</b> .....	<b>\$2.14</b>
<b>Total Local and Local Toll Charges</b> .....	<b>\$22.20</b>

021823

as of July 29, 2003

Previous Bill .....	\$18.27
Payments (Posted as of July 29) .....	-18.27
<b>Balance</b> .....	<b>\$ .00</b>

Questions? Call:  
BellSouth

Current Charges Summary:  
BellSouth



ORIGINAL

DONALD H SIRK  
Account Number  
386 788-2376 032 0567

**Detailed  
Statement of  
Charges**

For AT&T Billing  
Questions, Call  
1 800 222-0300  
24 Hours a Day -  
7 Days a Week

AT&T Invoice Charges For Period Ending JUL 22, 2003  
For 386-788-2376

**AT&T Messages**

Beginning on or after July 1, 2003, your bill will include a 99 cent per month Regulatory Assessment Fee. This fee will help AT&T recover the following costs: interstate access charges; recover regulatory compliance and proceedings costs and property taxes. This fee applies for each month in which you have any AT&T charges on your bill. This fee is not a tax or charge required by the government. For more information, please call 1-800-854-9940 or visit us at [www.att.com.reg](http://www.att.com.reg).

**Itemized Calls**

**Direct Dialed Calls**

Date	Place Called	Number Called	Rate*	Time	Min.	Amount
07/13	HOMESTEAD	FL 305 245-4707	N	5:07PM	1	.22
Total Direct Dialed Calls .....						.22
Total Itemized Calls .....						.22

**Other Charges and Credits**

2. Universal Connectivity Charge .....	.09
3. For an explanation of this charge, please call 1 800 532-2021 or visit <a href="http://www.consumer.att.com/connectivity_charge">www.consumer.att.com/connectivity_charge</a> Bill Statement Fee .....	1.50
4. For an explanation of this charge, please call 1 888 ATT-BILL. Regulatory assessment fee .....	.99
5. For an explanation of this fee, please call 1 800 854-9940 or visit <a href="http://www.consumer.att.com/reg">http://www.consumer.att.com/reg</a>	
Total Other Charges and Credits .....	2.58

**Taxes**

6. Federal Tax @ 3% .....	.04
7. FL State Comm Services Tax .....	.04
8. FL Local Comm Services Tax .....	.07
Total Taxes .....	.15

Total AT&T Current Charges ..... 2.95

**\* Taxes and Rate Codes - Page 8**

This portion of your bill is provided as a service to AT&T.



DONALD H SIRK  
Account Number  
386 788-2376 032 0567

ORIGINAL

## News You Can Use From BellSouth

### Special Offers

BellSouth Answers(SM) offers it all - plus cash back. Call now to become a new BellSouth® Complete Choice® plan customer and you'll get \$25 cash back. Plus, purchase any new qualifying service and get \$25 cash back for each service, including BellSouth® Long Distance plans, Cingular(SM) Wireless from BellSouth, and BellSouth® FastAccess® DSL or BellSouth® Internet Service. That's up to \$100 cash back! And, getting all these services on one convenient bill means you can save up to \$240 a year. Call 1 800 896-8303 or visit [bellsouth.com/answersplan](http://bellsouth.com/answersplan) for cash back! Hurry! Offer good from 6/30/03 - 8/31/03. Conditions apply. See enclosed bill insert or call for details.

INTRODUCING A NEW CONCEPT IN INTERNET SERVICES - SATISFACTION. BellSouth is the only company that can give you all the services you need to stay connected - all on one bill. And with BellSouth Answers(SM), the more services you combine, the more you'll save. Lots of companies offer Internet access, but BellSouth® Internet Service is nationally recognized for its connection speed, reliability and customer support at very affordable prices. In fact, our dedication to providing fast and reliable connections includes a 30-day money-back guarantee. Just visit [www.bellsouth.net](http://www.bellsouth.net) or call 1 888 254-6140 to begin surfing in minutes. Service not available in all areas.

### Disclosures

The charge that BellSouth applies for each visit made to your premises to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by you is changing. The new rate, shown below, is scheduled to become effective on August 1, 2003.

	Old Rate	New Rate
Trouble Location Charge, per service call	\$ 60.00	\$ 80.00

### Federal Universal Service Charge Increase

The Federal Communications Commission (FCC) recently announced an increase in the factor that determines how much BellSouth contributes to the federal universal service funds. These funds are designed to help keep telephone rates affordable and to expand telephone services to schools and rural areas. You will see a corresponding increase in the Federal Universal Service monthly charge that recovers this increased payment by BellSouth. The increase will be effective July 1, 2003 and will be reflected on July or August 2003 bills. This charge will not be applied to Lifeline accounts.

### Federal Subscriber Line Charge Increase

The Federal Communications Commission (FCC) has authorized BellSouth to increase federal Subscriber Line Charges for Residential Primary and Single Line Business customers. This increase will be effective July 1, 2003 and will be reflected on July or August 2003 bills. Customers who have signed up for Lifeline, a low income assistance program available to qualified residential subscribers, will receive an increase in the Lifeline credit to offset the increase in the federal Subscriber Line Charge.

## Ruth Nettles

---

**To:** Nekey Garcia  
**Cc:** Beth Keating; Leroy Rasberry  
**Subject:** FW: Proposed Local Phone Rate Increase

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

---Original Message-----

**From:** GraycliffC@aol.com [mailto:GraycliffC@aol.com]  
**Sent:** Wednesday, September 10, 2003 6:58 PM  
**To:** CAF Internet Mail  
**Subject:** Proposed Local Phone Rate Increase

Greetings:

I seriously doubt that increases in local phone rates will increase competition and ultimately reduce local phone rates. Certainly there are no data that support the conclusion that customers can expect lower rates in the future. One might ask if the local service providers will be in financial jeopardy if rates are not increased. If not, I ask that you reject the proposal to increase local rates.

Clifford J. Martinka  
Tallahassee, Florida

9/11/2003

**Ruth Nettles**

---

**To:** Nekey Garcia  
**Cc:** Leroy Rasberry; Beth Keating  
**Subject:** FW: phone rates

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

---Original Message-----

**From:** robert layton [mailto:rplayton@globespeed.net]  
**Sent:** Thursday, September 11, 2003 6:54 AM  
**To:** CAF Internet Mail  
**Subject:** phone rates

**please do not be pressured into raising basic phone reates even though bush and the phone companies have quietly agreed on the deal. the psc commision is a joke and everyone is aware that it will do exactly what bush wants it to. this is not something that will be swept under the rug. if it happens every phone customer in florida will be reminded how they were sold down the river 12 times a year, every time they get their monthly phone bill.**

**r.p. layton**

**Ruth Nettles**

---

**To:** Nekey Garcia  
**Cc:** Leroy Rasberry; Beth Keating  
**Subject:** FW: Telephone Rate Increases

Thanks, Leroy. I'm printing this e-mail for generic Docket 030846.

---Original Message----

**From:** Jeremy Johnston [mailto:johnston@genesisgroup.com]  
**Sent:** Thursday, September 11, 2003 8:09 AM  
**To:** contact@psc.state.fl.us  
**Subject:** Telephone Rate Increases

Dear Public Service Commission Members,

I have been reading about the proposed rate hikes by several telephone companies. I am opposed to any telephone rate increases. It is my sincere hope that the commission members please consider the impact any rate increases may have. We already pay a substantial amount every month for our telephone services. If rates are increased, we will be forced to choose between either our cellular telephone service or our household telephone service. We will no longer pay for both because of the huge expense. Please reconsider any telephone rate increases because they will not benefit the citizens of Florida.

Sincerely,  
 Jeremy D. Johnston

=====

Jeremy D. Johnston, PE  
 Professional Engineer

Genesis Group  
 9250 Cypress Green Drive  
 Suite 200  
 Jacksonville, FL 32256  
 (904) 730-9360  
 Email: jeremyj@ggise.com

=====

The information contained in this email transmission is privileged and confidential. If you are not the intended recipient, nor the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination or copying of this transmission (including any attachments) is strictly prohibited. If you have received this e-mail in error, please notify the sender by e-mail promptly.

9/11/2003

Ruth Nettles

---

From: Leroy Rasberry  
Sent: Thursday, September 11, 2003 2:48 PM  
To: Ruth Nettles  
Cc: Kay Flynn; Diana Falise  
Subject: FW: LEC rate increase

030846



Telephone Telephone rate General E-Form Other General General  
npanies rise in r hike omment/Questi omplaints - 888 omment/Questi omment/Questic  
Fyi

-----Original Message-----

From: Diana Falise  
Sent: Thursday, September 11, 2003 12:06 PM  
To: Leroy Rasberry  
Subject: LEC rate increase

To CCA

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Leroy Rasberry  
Subject: FW: General Comment/Question

Thanks, Leroy. I'm placing this e-mail in Docket 030846-TP.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Thursday, September 11, 2003 11:55 AM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 11, 2003

Contact Information:

Name: Gary Hurd  
Company:  
Primary Phone: 863-285-9093  
Secondary Phone: 863-944-8930  
E-mail: garylhurd@wmconnect.com

Comments:

This letter is in regards to the possible raising of telephone rates in Florida. The last ten years is the first time I have really seen "increased competition" cause the basic rates go up in so many different things. It does not make sense to me that the companies want to raise the rates on what is basic for everybody, so that a limited number of people can get a break on the long distance. Calling cards are not that expensive! We are not getting the value for what we are paying now!

I make just a little over \$13,000 a year and there are quite a few of us on fixed incomes. Speaking for myself, I resent having to scratch for every little increase all the utilities and state and local tax, just because they don't know what to do with their budget and this proposed increase is hardly small! Try living on a fixed income sometime while having to pay medical bills and prescriptions out of pocket. See how much extra you have. Think about it before you allow this. I will be watching and basing my next actions on what you all do next. So will a lot of others.

Yes, I wish to be contacted

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; CS 2000 6.0; Wal-Mart Connect 6.0; Windows 98; Hotbar 4.2.4.0)  
<http://floridapsc.com/contact/contactform.cfm>  
floridapsc.com

Ruth Nettles

---

From: Leroy Rasberry  
Sent: Thursday, September 11, 2003 2:48 PM  
To: Ruth Nettles  
Cc: Kay Flynn; Diana Falise  
Subject: FW: LEC rate increase

030846



Telephone Telephone rate General E-Form Other General General  
Companies rise in rate hike Comment/Question Complaints - 888 Comment/Question Comment/Question  
Fyi

-----Original Message-----

From: Diana Falise  
Sent: Thursday, September 11, 2003 12:06 PM  
To: Leroy Rasberry  
Subject: LEC rate increase

To CCA

## Ruth Nettles

---

**To:** Nekey Garcia  
**Cc:** Beth Keating; Leroy Rasberry  
**Subject:** FW: Telephone rate hike

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

---Original Message-----

**From:** Judy Stahle [mailto:[ajstahle@earthlink.net](mailto:ajstahle@earthlink.net)]  
**Sent:** Thursday, September 11, 2003 10:58 AM  
**To:** jeb.bush@myflorida.com; CAF Internet Mail  
**Subject:** Telephone rate hike

It is with great dismay that you, all of you, are supporting a rate hike for the telephone companies. The size of the hike is astonishing. What are people on fixed incomes, such as ourselves to do? Shall we give up our phone? Shall we give up some food? Or drugs? Move out of the state of Florida because we can't afford living here anymore?

Governor, you say that this increase in rates will foster competition. No one has been pounding on my door offering better service at a lower price. Isn't THAT competition?

ASC, it's strange to me that all these companies file for an increase at the same time. Isn't that collusion, not competition? Please do us a public service and stand up for us against the big corporations. Don't be afraid of the governor, we will certainly support you.

Allan and Judy Stahle  
[ajstahle@earthlink.net](mailto:ajstahle@earthlink.net)



Ruth Nettles

---

From: Leroy Rasberry  
Sent: Thursday, September 11, 2003 2:48 PM  
To: Ruth Nettles  
Cc: Kay Flynn; Diana Falise  
Subject: FW: LEC rate increase

030846



Telephone Telephone rate General E-Form Other General General  
panies rise in r hike omment/Question complaints - 8886mmment/Questionmmment/Questic  
Fyi

-----Original Message-----

From: Diana Falise  
Sent: Thursday, September 11, 2003 12:06 PM  
To: Leroy Rasberry  
Subject: LEC rate increase

To CCA

Ruth Nettles

---

From: Leroy Rasberry  
Sent: Thursday, September 11, 2003 2:48 PM  
To: Ruth Nettles  
Cc: Kay Flynn; Diana Falise  
Subject: FW: LEC rate increase

030846



Telephone  
Companies rise in r



Telephone rate  
hike



General  
omment/Question



E-Form Other  
omplaints - 8886



General  
omment/Question



General  
omment/Question

Fyi

-----Original Message-----

From: Diana Falise  
Sent: Thursday, September 11, 2003 12:06 PM  
To: Leroy Rasberry  
Subject: LEC rate increase

To CCA

---

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Leroy Rasberry  
Subject: FW: General Comment/Question

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Thursday, September 11, 2003 11:20 AM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 11, 2003

Contact Information:

Name: Carole Marler  
Company: retired school teacher  
Primary Phone:  
Secondary Phone:  
E-mail: Mazieeee@aol.com

Comments:

Dear Commissioners,

Please do not allow the telephone companies to raise our local phone charges. As a retiree, it would put an extra burden on meeting my monthly bills. I would rather pay more for long distant calls. It seems like all basic services are going up this year, a county public service tax, electricity and the list goes on and on.

My retirement income is not increasing to pay for these new charges.

Vote no!

Sincerely,

Carole L. Marler

No response is necessary

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; AOL 7.0; Windows NT 5.1; .NET CLR 1.0.3705)

<http://www.psc.state.fl.us/contact/contactform.cfm>

[www.psc.state.fl.us](http://www.psc.state.fl.us)

---

Ruth Nettles

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From: Ruth Nettles  
Sent: Thursday, September 11, 2003 3:28 PM  
To: Nekey Garcia  
Cc: Beth Keating; Leroy Rasberry  
Subject: FW: General Comment/Question

Thanks, Leroy. I'm placing this e-mail for Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Thursday, September 11, 2003 11:45 AM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 11, 2003

Contact Information:

Name: Tamara St. Mary  
Company:  
Primary Phone: 9413711288  
Secondary Phone:  
E-mail: fsusaints@comcast.net

Comments:

I just learned that the PSC is considering up to a 90% increase for local telephone service. I find it incredible that this would be a consideration! Phone rates are now up there with Power companies, water and gas, which involve more technology, services, and man power than phone service. All are entites governed by your body. It is also my understanding that because of the strong influence of the phone companies that your commission may approve this for job security! I plan on also writing Gov. Bush and writing an editorial in our newspaper.

Tammy St. Mary

No response is necessary

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.0.3705)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

---

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Leroy Rasberry  
Subject: FW: Other

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Wednesday, September 10, 2003 9:55 PM  
To: CAF Internet Mail  
Subject: Other

September 10, 2003

Contact Information:

Name: Andrew Verrett  
Company:  
Primary Phone: 727 548 5536  
Secondary Phone:  
E-mail: donnaandy@juno.com

Comments:

I heard about a proposal to increase local phone fees by as much as 90% over the next 2 years with the hope of lowering my long distance charges. If this is true, I would like to say that is preposterous - if not moronic. I only pay 3.49 cents per minute now for long distance by using an AT&T calling card. If I opt to use my long distance carrier, it is only 5 cents per minute with no monthly fee. I frequently receive calls from long distance carriers offering me 10 cents a minute (in spite of the fact I pay less than that). So, if this proposed rate hike is passed, what do the phone companies project my long distance rate to become? 5 cents a minute? 3.5 cents a minute? I'm paying that now without my local phone access costing 90% more.

So, I am curious, how is this proposed rate increase going to help me the consumer in dollars and cents? What are the projections for a consumer who spends \$23 a month for local service and averages 2 hours a month of long distance calls?

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 5.0; Windows 98; DigExt)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Leroy Rasberry  
Subject: FW: General Comment/Question

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Wednesday, September 10, 2003 5:45 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 10, 2003

Contact Information:

Name: Pat Schade  
Company:  
Primary Phone: 727 862 8872  
Secondary Phone:  
E-mail: rschade@tampabay.rr.com

Comments:  
Are you people delusional ?

How is giving the phone companies a huge windfall going to improve service ?

Another license to steal for the utilities..

Bah, Humbug.

Patricia

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 5.16; Mac\_PowerPC)  
<http://www.psc.state.fl.us/contact/submit.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

Ruth Nettles

---

To: Nekey Garcia  
Cc: Beth Keating; Leroy Rasberry  
Subject: FW: General Comment/Question

Thanks, Leroy. I'm printing this for Docket 030846.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Wednesday, September 10, 2003 7:00 PM  
To: CAF Internet Mail  
Subject: General Comment/Question

September 10, 2003

Contact Information:

Name: Stan Dillard  
Company: n/a  
Primary Phone:  
Secondary Phone:  
E-mail: dillardstan@comcast.net

Comments:

I wish to encourage the commissioners individually, to disallow the proposed telephone rate increases to be considered in the near future.

The ramifications of "caving in" to the powerful phone company influence can and would be far-reaching!

Yes, I wish to be contacted

For PSC Webmaster Use Only:  
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; YComp 5.0.0.0)  
<http://www.psc.state.fl.us/contact/contactform.cfm>  
[www.psc.state.fl.us](http://www.psc.state.fl.us)

**Ruth Nettles**

---

**To:** Nekey Garcia  
**Cc:** Beth Keating; Leroy Rasberry  
**Subject:** FW: Telephone rate increase

Thanks, Leroy. I'm printing this e-mail for Docket 030846.

---Original Message-----

**From:** Thomas E. Plaisted [mailto:plaistedthomas@hotmail.com]  
**Sent:** Wednesday, September 10, 2003 7:06 PM  
**To:** Public Service Commission  
**Subject:** Telephone rate increase

I am a 57 year old man, and I have been laid off since 01/10/03. I for one do not think the phone company(s) needs a rate increase. I hope that you will abide by the people of Florida, and not the Governor of this state, and put a stop to the rate hike for the phone companies.

Thank You

Thomas E. Plaisted  
3106 Edwards Road  
Southport, Florida 32409  
350-271-9084

9/11/2003





**Public Service Commission**  
**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** September 11, 2003

**TO:** Blanca S. Bayó, Director, Division of the Commission Clerk and Administrative Services

**FROM:** Jane Faurot, Chief, Office of Hearing Reporter Services, Division of the Commission Clerk and Administrative Services

**RE:** DOCKET NO. 030846-TL, AGENDA HELD 09-02-03

---

RE: IMPLEMENTATION OF SECTION 364,164, FLORIDA STATUTES.

DOCUMENT NO.: 08557-03, 09/10/03

The transcript for the above proceedings has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, CMP

Acknowledged BY:

A handwritten signature in cursive script, appearing to read "Pamela C. Jeff", followed by a horizontal line.

JF/rlm

**Marguerite Lockard**

1056 - PCO

**From:** Andrea Cowart  
**Sent:** Monday, September 22, 2003 3:36 PM  
**To:** CCA - Orders / Notices  
**Cc:** Felicia Banks  
**Subject:** Order

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Order on Implementation of Section 364.164, Florida Statutes

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