Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hear Services Completes

Docket No. 030868-TL Date Docketed: 08/27/2003 Title: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.

Company: Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____
Last Day to Suspend: _____
Referred to:
("()" indicates OPR)

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

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

Program Module A11

Staff Assignments

OPR Staff

Staff Counsel

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission ___ Commission Panel ___
Hearing Examiner ___ Staff ___

Date filed with CCA: _____

Initials: OPR _____
Staff Counsel _____

Time Schedule

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

0 Current CASR revision level

		Due Dates Previous	Current
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Section 3 - Chairman Completes Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	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.

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	

Approved: _____
Date: _____

DOCUMENT NO. 12767-05

PSC/CCA015-C (Rev. 01/03) * COMPLETED EVENTS

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 030868-TL Date Docketed: 08/27/2003 Title: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.

Company: Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____
Last Day to Suspend: _____
Referred to:
("()" indicates OPR)

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

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

Program Module A4(b)

Staff Assignments

OPR Staff	S Simmons, C Bulecza-Banks B Casey, S Cater, N Garcia L King, B Salak, R Wright
Staff Counsel	B Keating, L Fordham
OCRs (AUS)	D Vandiver
(EXT)	G Shafer, R VonFossen
(MMS)	R Bass, N Bethea B Dickens, S Ollila J Williams

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel ___
Hearing Examiner ___ Staff ___

Date filed with CCA: 09/05/2003

Initials: OPR _____
Staff Counsel _____

Time Schedule

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

0 **Current CASR revision level**

		Due Dates Previous	Current
1.	*Direct Testimony/Petition Filed	NONE	08/27/2003
2.	*Staff Recom - OPC's Motion to hold public hear	NONE	09/09/2003
3.	*FAW Notice Filed for Hearings	NONE	09/09/2003
4.	Agenda - OPC's Motion to hold public hearing	NONE	09/16/2003
5.	Testimony - Staff & Intervenor	NONE	10/02/2003
6.	Standard Order - OPC's Motion to hold public h	NONE	10/06/2003
7.	Testimony - Rebuttal	NONE	10/17/2003
8.	Prehearing Statements	NONE	10/20/2003
9.	Prehearing	NONE	10/23/2003
10.	Hearing (11/4,5,6/03)	NONE	11/04/2003
11.	Final Order	NONE	11/25/2003
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Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	JB	DS	BZ	BD	DV		
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: 09/10/2003

C

PSC/CCA015-C (Rev. 01/03)

* COMPLETED EVENTS

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 030868-TL Date Docketed: 08/27/2003 Title: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.

Company: Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____

Last Day to Suspend: _____

Referred to:

("()" indicates OPR)

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

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

Program Module A4(b)

Staff Assignments

OPR Staff	S Simmons, C Bulecza-Banks B Casey, S Cater, N Garcia A Marsh, B Salak, R Wright
Staff Counsel	B Keating, L Fordham
OCRs (AUS)	D Vandiver
(EXT)	G Shafer, R VonFossen
(MMS)	R Bass, N Bethea J Williams

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel ___
Hearing Examiner ___ Staff ___

Date filed with CCA: 09/22/2003

Initials: OPR _____
Staff Counsel _____

Time Schedule

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

1 **Current CASR revision level**

		Due Dates Previous	Current
1.	Agenda - OPC's Motion to dismiss petition	SAME	09/30/2003
2.	Customer Hearing - Jacksonville - 6:30 p.m.	SAME	10/01/2003
3.	Customer Hearing - Orlando - 6:30 p.m.	SAME	10/02/2003
4.	Testimony - Staff & Intervenor	SAME	10/02/2003
5.	Customer Hearing - Tampa - 1:00 p.m.	SAME	10/03/2003
6.	Standard Order - OPC's Motion to hold public h	SAME	10/06/2003
7.	Customer Hearing - Ft. Lauderdale - 6:30 p.m.	SAME	10/08/2003
8.	Customer Hearing - Ocala - 1:00 p.m.	SAME	10/10/2003
9.	Customer Hearing - Pensacola - 6:00 p.m. (CT)	SAME	10/13/2003
10.	Transcript Due - Jacksonville Service Hearing	SAME	10/15/2003
11.	Transcript Due - Orlando Service Hearing	SAME	10/15/2003
12.	Transcript Due - Tampa Service Hearing	SAME	10/15/2003
13.	Customer Hearing - Ft. Myers - 6:30 p.m.	SAME	10/16/2003
14.	Customer Hearing - Sarasota - 10:00 a.m.	SAME	10/17/2003
15.	Testimony - Rebuttal	SAME	10/17/2003
16.	Standard Order - OPC's Motion to Dismiss	SAME	10/20/2003
17.	Prehearing Statements	SAME	10/20/2003
18.	Transcript Due - Ft. Lauderdale Service Hearin	SAME	10/22/2003
19.	Transcript Due - Ocala Service Hearing	SAME	10/22/2003
20.	Prehearing	SAME	10/23/2003
21.	Transcript Due - Pensacola Service Hearing	SAME	10/24/2003
22.	Transcript Due - Ft. Myers Service Hearing	SAME	10/28/2003
23.	Transcript Due - Sarasota Service Hearing	SAME	10/28/2003
24.	Customer Hearing - Miami - 6:30 p.m.	SAME	10/30/2003
25.	Transcript Due - Miami Service Hearing	SAME	11/03/2003
26.	Hearing (11/4-6/03) (Immediately after Serv Hr	SAME	11/04/2003
27.	Service Hearing - Tallahassee 9:30 a.m.	NONE	11/04/2003
28.	Transcript due - Tallahassee Service Hearing	NONE	11/05/2003
29.	Technical Hearing Transcript (daily)	SAME	11/10/2003
30.	Special Agenda	SAME	11/20/2003
31.	Transcript Due - Special Agenda	SAME	11/21/2003
32.	Final Order	SAME	11/25/2003
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Section 3 - Chairman Completes

Assignments are as follows: CSRA

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	JB	DS	BZ	BD	DV		
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			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.

Approved: _____
Date: 09/22/2003

PSC/CCA015-C (Rev. 01/03) * COMPLETED EVENTS

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hea[redacted] Services Completes

Docket No. 030868-TL Date Docketed: 08/27/2003 Title: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.

Company: Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____
Last Day to Suspend: _____
Referred to:
("()" indicates OPR)

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

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

Program Module A4(b)

Staff Assignments

OPR Staff: S Simmons, C Bulecza-Banks, B Casey, S Cater, N Garcia, A Marsh, B Salak, R Wright

Staff Counsel: B Keating, L Fordham

OCRs (AUS): D Vandiver
(EXT): G Shafer, R VonFossen
(MMS): R Bass, N Bethea, J Williams

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel ___
Hearing Examiner ___ Staff ___

Date filed with CCA: 10/08/2003

Initials: OPR _____
Staff Counsel _____

Time Schedule

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

2 **Current CASR revision level**

		Due Dates Previous	Current
1.	Transcript Due - Jacksonville Service Hearing	SAME	10/15/2003
2.	Service Hearing - Ft. Myers - 6:30 p.m.	SAME	10/16/2003
3.	Transcript Due - Orlando Service Hearing	10/15/2003	10/16/2003
4.	Service Hearing - Sarasota - 10:00 a.m.	SAME	10/17/2003
5.	Transcript Due - Tampa Service Hearing	10/15/2003	10/17/2003
6.	Standard Order - OPC's Motion to Dismiss	SAME	10/20/2003
7.	Transcript Due - Ft. Lauderdale Service Hearin	SAME	10/22/2003
8.	Service Hearing - St. Petersburg - 6:00 p.m.	SAME	10/23/2003
9.	Transcript Due - Ocala Service Hearing	10/22/2003	10/24/2003
10.	Service Hearing - Daytona Beach - 6:00 p.m.	SAME	10/27/2003
11.	Transcript Due - Pensacola Service Hearing	10/24/2003	10/27/2003
12.	Service Hearing - West Palm Beach - 1:30 p.m.	SAME	10/29/2003
13.	Service Hearing - Miami - 6:30 p.m.	SAME	10/30/2003
14.	Transcript Due - Ft. Myers Service Hearing	10/28/2003	10/30/2003
15.	Testimony - Staff & Intervenor	10/02/2003	10/31/2003
16.	Transcript Due - Sarasota Service Hearing	10/28/2003	11/01/2003
17.	Service Hearing - Ft. Walton Beach - 6:00 p.m.	SAME	11/04/2003
18.	Transcript of Service Hearing Due - St. Peters	NONE	11/06/2003
19.	Transcript of Service Hearing Due - Daytona Be	NONE	11/10/2003
20.	Transcript of Service Hrg Due - West Palm Beac	NONE	11/12/2003
21.	Transcript Due - Miami Service Hearing	11/03/2003	11/14/2003
22.	Transcript of Service Hrg Due - Ft. Walton Bea	NONE	11/18/2003
23.	Testimony - Rebuttal	10/17/2003	11/19/2003
24.	Prehearing Statements	10/20/2003	11/21/2003
25.	Prehearing	10/23/2003	11/24/2003
26.	Hearing (12/10-12/03) (Immediately after Serv	11/04/2003	12/10/2003
27.	Service Hearing - Tallahassee 9:30 a.m.	11/04/2003	12/10/2003
28.	Technical Hearing (Transcript daily)	11/10/2003	12/10/2003
29.	Transcript Due - Tallahassee Service Hearing	NONE	12/11/2003
30.	Agenda (If Needed)	11/20/2003	12/16/2003
31.	Final Order	SAME	12/29/2003
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Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			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.

Approved: LJ/smrt

Date: 10/08/2003

C

PSC/CCA015-C (Rev. 01/03) * COMPLETED EVENTS

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hea[redacted] Services Completes

Docket No. 030868-TL Date Docketed: 08/27/2003 Title: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.

Company: Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____
Last Day to Suspend: _____
Referred to:

("()" indicates OPR)	AUS	CAF	CCA	CMP	ECR	FLL	(GCL)	MMS	PIF
	X			X		X	X	X	

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

Program Module A4(b)

Staff Assignments

OPR Staff	R Melson, L Fordham B Keating
Staff Counsel	R Melson, L Fordham B Keating
OCRs (CMP)	M Barrett, C Bulecza-Banks B Casey, S Cater, N Garcia A Marsh, N Pruitt, B Salak S Simmons, R Wright
(AUS)	D Vandiver
(FLL)	G Shafer
(MMS)	R Bass, N Bethea J Williams

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel ___
Hearing Examiner ___ Staff ___

Date filed with CCA: 04/07/2004

Initials: OPR _____
Staff Counsel _____

Time Schedule

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

Current CASR revision level 3

		Due Dates Previous	Due Dates Current
1.	Staff Recommendation on Motion for Reconsidera	NONE	04/26/2004
2.	Special Agenda	NONE	05/03/2004
3.	Standard Order on Motion for Reconsideration	NONE	05/04/2004
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Section 3 - Chairman Completes Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
			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.

Approved: 1313/RMS

Date: 04/07/2004

C

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

August 29, 2003

John P. Fons, Esquire
Ausley & McMullen Law Firm
Post Office Box 391
Tallahassee, Florida 32302

Re: Docket No. 030868-TL

Dear Mr. Fons:

This will acknowledge receipt of a petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes, which was filed in this office on August 27, 2003, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission



Florida Cable Telecommunications Association

Steve Wilkerson, President

VIA FACSIMILE

August 29, 2003

RECEIVED-FPSC
03 AUG 29 PM 5:05
COMMISSION
CLERK

Ms. Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: FPSC Docket No. 030969

Dear Ms. Bayo:

I am writing to request that the Florida Cable Telecommunications Association, Inc. ("FCTA") be placed on the mailing list of persons interested in monitoring the above-referenced docket. Please send all mailings to the following:

Michael A. Gross
Vice President, Regulatory Affairs & Regulatory Counsel
Florida Cable Telecommunications Association, Inc.
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
850/681-1990 Tel.
850/681-9676 Fax
E-Mail Address: mgross@fcta.com.

Thank you for your assistance in this matter. Please contact me with any questions.

Sincerely,

Michael A. Gross
Vice President, Regulatory Affairs
& Regulatory Counsel

9/03/03

MAG:mj

Hong Wang

From: Beth Keating
Sent: Thursday, September 04, 2003 5:37 PM
To: Hong Wang
Subject: RE: 030867, 030868, 030869

O.k.

-----Original Message-----
From: Hong Wang
Sent: Thursday, September 04, 2003 5:09 PM
To: Beth Keating
Cc: Kay Flynn; Felicia Banks; Patty Christensen
Subject: FW: [redacted] 030868, 030869

I've added Gray, Harris & Robinson to the mailing lists for those dockets. However, I was only able to have 2 e-mail addresses listed due to the length of the field in CMS and the third name is showing as "G. Meros."

-----Original Message-----
From: Kay Flynn
Sent: Thursday, September 04, 2003 4:45 PM
To: Beth Keating; Hong Wang
Cc: Felicia Banks; Patty Christensen
Subject: RE: 030867, 030868, 030869

Yes. Hong will add the names.

-----Original Message-----
From: Beth Keating
Sent: Thursday, September 04, 2003 4:21 PM
To: Kay Flynn
Cc: Felicia Banks; Patty Christensen
Subject: 030867, 030868, 030869

Hi. Could you please have someone add the following to the interested persons list for these three dockets?

Karen Jusevitch: kjusevitch@grayharris.com
Carlos Muniz: cmuniz@grayharris.com
George Meros: gmeros@grayharris.com

Gray, Harris & Robinson
P.O. Box 11189
Tallahassee, FL 32302-3189
577-9090
Fax 577-3311

Done 9/04/03

State of Florida

ORIGINAL

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 9, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachment
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

RECEIVED-FPSC
03 SEP -9 PM 4:07
COMMISSION
CLERK

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC 1
OTH

THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

SENATOR JIM SEBESTA
Majority Whip
16th District

St. Petersburg • Tampa • Pinellas Park
Clearwater • Oldsmar • Safety Harbor

RECEIVED
SEP 04 2003
Florida Public Service Commission
CHAIRMAN JABER

COMMITTEES:
Transportation, *Chair*
Children and Families
Education
Home Defense, Public Security, and Ports
Regulated Industries
Appropriations – Subcommittee on Transportation and Economic Development

SELECT COMMITTEE:
Automobile Insurance/PIP Reform and Constitutional Amendment Implementation

September 2, 2003

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

Dear Madame Chair:

You may recall my calling you a couple of months ago to discuss the new "telephone bill" legislation passed this year.

In our conversation you confirmed that this bill was different from last year's as it required a PSC hearing and determination. As you have now received the rate increase request, I wanted to remind you that the bill passed based on the assumption that there would be a complete and objective hearing. Whether the rate increase is approved or disapproved, the hearing must be fair and impartial.

I am sure you and your fellow commissioners are prepared to do just that.

Good luck!

Sincerely,

JS/cne
cc: PSC Members

REPLY TO:
❒ 9887 4th St. N, Suite 319, St. Petersburg, Florida 33702 (727) 563-0377; Hillsborough County (813) 221-6044
❒ 322 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5075

Senate's Website: *http://www.flsenate.gov*

JAMES E. "JIM" KING, JR.
President

ALEX DIAZ de la PORTILLA
President Pro Tempore

Florida House of Representatives
Carole Green
Representative, District 75
Suite 200
15248 South Tamiami Trail
Fort Myers, FL 33908-4207

FT. MYERS FL 339
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200-

ALWAYS
U
ZIP CODE
USA

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

32399+0850

KNOLOGY

September 5, 2003 **Via FACSIMILE**

Bureau of Records
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

Please let this letter serve as Knology of Florida, Inc's request to be listed as an "Interested Party" in the following Dockets:

Docket No. 030867
~~Docket No. 030868~~
Docket No. 030869

Below is the contact information for the Company:

John D. Feehan
Knology, Inc.
1241 O.G. Skinner Drive
West Point, GA 31833

Phone: 636-625-5731
Fax: 636-625-5766
Email: john.feehan@glai.com

9/05/03

Knology of Florida, Inc. reserves its right to file a petition for intervention in these dockets.

Should you have any questions, please do not hesitate to call me at (636) 625-5731.

Sincerely,

John D. Feehan



GLA INTEGRATED NETWORK SOLUTIONS, LLC

5555 Winghaven Blvd
O'Fallon, MO 63366
Phone: 636-625-5700
Fax: 636-625-5766

03 SEP -5 PM 4:42
COMMISSION CLERK

Date: **September 5, 2003** # of pages: **2** (including cover)

To: **Bureau of Records - FL PSC** From: **John D. Feehan**

Director - Corporate Development

Fax: **850-413-7118** **(636) 625-5731**

Additional Comments:

Please see attached.

If you do not receive all pages, please call (636) 625-5731

The information contained in this facsimile is privileged and confidential and intended for the use of the individual or entity named above. If the reader of this message is not the intended recipient or the agent or employee responsible for delivery of the message to the intended recipient, you are hereby notified that dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the message to us at the above address via the United States Postal Service.

ORIGINAL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 SEP 11 AM 11:31
COMMISSION
CLERK

DATE: September 10, 2003
TO: Blanco Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC 1
OTH 1 to each docket

THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

COMMITTEES:
Military and Veterans' Affairs, Base Protection, and Spaceports, *Chair*
Appropriations - Subcommittee on Criminal Justice
Criminal Justice
Ethics and Elections
Governmental Oversight and Productivity
Health, Aging, and Long-Term Care

SENATOR MIKE FASANO
11th District

RECEIVED
SEP 05 2003
Florida Public Service Commission
CHAIRMAN JABER

August 28, 2003

The Honorable Lila Jaber, Chair
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Chair Jaber:

It was no great surprise to read in the news media this week that Verizon, Sprint, and Bellsouth 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. As a state senator I and a few of my colleagues voted against the bill that opened the door for these applications to be filed but it unfortunately passed any way. The dire warnings we and consumer groups issued about the bill have, sadly and all too quickly, 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 Life Line 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 ultimately approved.

The only saving grace in this sad affair is that Commission must approve the rate applications. Because rates have the potential to increase 40% or more for basic service I am asking that the Commission hold public hearings in the local communities which 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.

Further, I am asking that no limitations be placed on the public's ability to review documentation submitted by phone companies to justify their so-called "need" for rate increases. All the facts that pertain to this case should be open and available to the Office of Public Counsel and any

REPLY TO:
8217 Massachusetts Avenue, New Port Richey, Florida 34653-3111 (727) 848-5885
310 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5062

Senate's Website: *www.flsenate.gov*

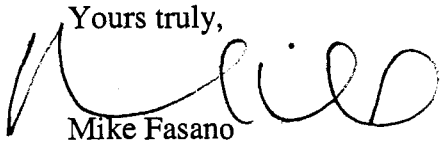
JAMES E. "JIM" KING, JR.
President

ALEX DIAZ DE LA PORTILLA
President Pro Tempore

other interested consumer advocates. As the body charged with reviewing these applications the Commission has the responsibility of allowing all affected parties access to pertinent materials.

Thank you in advance for your consideration of this request.

Yours truly,



Mike Fasano
State Senator, District 11

MF/gg

Cc: Honored Members of the Florida Public Service Commission

THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

SENATOR ANNA P. COWIN
20th District

COMMITTEES:
Ethics and Elections, Chair
Appropriations - Subcommittee on Education
Communication and Public Utilities
Education
Governmental Oversight and Productivity
Natural Resources
Rules and Calendar

SELECT COMMITTEE:
Constitutional Amendment Implementation

September 5, 2003

RECEIVED
SEP 08 2003
Florida Public Service Commission
CHAIRMAN JABER

Lila A. Jaber, Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Chairman Jaber:

During the 2003 Regular Session, **I voted against** Senate Bill 654, the Tele-Competition Innovation and Infrastructure Act (Chapter No. 2003-32).

As a Senator who represents portions of five rural counties in Central Florida, I strongly argued that this legislation was unnecessary and unfair for Florida's rural counties, our aging citizens, and even our young families with limited incomes. The telephone companies promised that SB 654 creates competition. Furthermore, telephone companies offered a reduction in long distance charges as leverage for approval of this legislation. In reality, regardless of SB 654's passage, the telephone companies must reduce their long distance rates to compete with the growing cell phone market. Furthermore, this legislation actually allows the local exchange telecommunications carriers (ILEC) to maintain their monopoly on rural markets.

Accordingly, I am writing to request the Florida Public Service Commission (PSC) consider citizen input at public meetings and complete testimony from the Office of the Public Counsel in the matter of implementation of Section 364.164, Florida Statutes. The PSC should consider such testimony through public hearings around the state, and then weigh that testimony with evidence gathered through sufficient discovery, so that the Commission receives enough information to fully address the factors identified in Subsection 364.164 (1).

The Legislature clearly established guidelines which the Commission must consider when reviewing the ILEC's petitions. Per Subsection 364.164 (1), "the commission shall consider whether granting the petition will:

REPLY TO:
716 West Magnolia Street, Leesburg, Florida 34748. (352) 315-9335
1155 CR 4139, Bldg. 4, Suite 130, DeLand, Florida 32724, (386) 228-1112
416 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100, (850) 487-5014

Senate's Website: *www.flsenate.gov*

JAMES E. "JIM" KING, JR.
President

ALEX DIAZ DE LA PORTILLA
President Pro Tempore

(a) Remove current support for basic local telecommunications services that prevents the creation of a more attractive competitive local exchange market for the benefit of residential consumers.

(b) Induce enhanced market entry.

(c) Require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years.

(d) Be revenue neutral as defined in subsection (7) within the revenue category defined in subsection (2).

Unsubstantiated assumptions made during the discovery process are costly and unaffordable to our constituents. If the telephone companies prove that raising local phone rates is in the best interest of Floridians, then the companies should be required to provide sufficient information, and do so in a public forum. Legislators are publicly held accountable for their votes, whether they opposed or supported this measure. The Public Service Commission should do no less. When we consider the significant impact of your decisions on limited income Floridians, especially those who do not utilize long distance services, the telephone companies must be held to the same standard of public accountability.

Thank you for your consideration of this request.

Sincerely,

Anna P. Cowin
Senator, District 20

APC/jak

Cc: Commissioner J. Terry Deason
Commissioner Braulio L. Baez
Commissioner Rudolph "Rudy" Bradley
Commissioner Charles M. "Chuck" Davidson
Charlie Beck, Interim Public Counsel

030868

Kay Flynn

From: Denise Karnes
Sent: Friday, September 12, 2003 9:37 AM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington; Vic Cordiano
Subject: Items of Interest at Upcoming Agenda Conference, 9/16/03



091203prl.wpd

The attached pre-release was sent to the Florida daily newspapers this morning, 9/12/03.

State of Florida

Public Service Commission

NEWS RELEASE

September 12, 2003 Contact: ◆ 850-413-6482

ITEMS OF INTEREST AT UPCOMING AGENDA CONFERENCE

TALLAHASSEE - The following items are among those scheduled for consideration by the Commission at the September 16, 2003, Agenda Conference.

ITEM 5 - DOCKET NO. 030867-TL - PETITION BY VERIZON FLORIDA INC. TO REFORM INTRASTATE NETWORK ACCESS AND BASIC LOCAL TELECOMMUNICATIONS RATES IN ACCORDANCE WITH SECTION 364.164, FLORIDA STATUTES.
DOCKET NO. 030868-TL - PETITION BY SPRINT-FLORIDA, INCORPORATED TO REDUCE INTRASTATE SWITCHED NETWORK ACCESS RATES TO INTERSTATE PARITY IN REVENUE-NEUTRAL MANNER PURSUANT TO SECTION 364.164(1), FLORIDA STATUTES.
DOCKET NO. 030869-TL - PETITION FOR IMPLEMENTATION OF SECTION 364.164, FLORIDA STATUTES, BY REBALANCING RATES IN A REVENUE-NEUTRAL MANNER THROUGH DECREASES IN INTRASTATE SWITCHED ACCESS CHARGES WITH OFFSETTING RATE ADJUSTMENTS FOR BASIC SERVICES, BY BELLSOUTH TELECOMMUNICATIONS, INC.
The Commission will consider a staff recommendation to hold and to expedite scheduling of Public Hearings associated with the Tele-Competition Innovation and Infrastructure Enhancement Act.

ITEM 9 - DOCKET NO. 001503-TP - COST RECOVERY AND ALLOCATION ISSUES FOR NUMBER POOLING TRIALS IN FLORIDA. The Commission will consider a staff recommendation on whether to allow BellSouth to recover costs associated with number pooling trials in Florida.

ITEM 24 - DOCKET NO. 030438-EI - PETITION FOR A RATE INCREASE BY FLORIDA PUBLIC UTILITIES COMPANY. The Commission will consider a staff recommendation concerning a permanent rate increase filed by Florida Public Utilities Company. Florida Public Utilities serves approximately 27,000 customers in Northeast and Northwest Florida.

ITEM 25 - DOCKET NO. 021249-TP - COMPLAINT OF SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC., AGAINST BELLSOUTH TELECOMMUNICATIONS INC., FOR NON-COMPLIANCE WITH A COMMISSION ORDER. The Commission will consider a staff recommendation regarding BellSouth's request to dismiss a complaint filed by Supra concerning FastAccess Internet Service.

# # #

Website - http://www.floridapsc.com
Kevin Bloom, Director, Office of Public Information
Additional Press Contacts: Thelma Crump; Tarik Noriega
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

September 11, 20

ORIGINAL

030867-TP
030868-TP
030869-TP

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

2003 SEP 15 A 10:22

DIVISION OF COMPETITIVE SERVICES

Dear Sirs:

I respectfully BEG that the Commission deny the rate increase for basic monthly phone service that is being requested by Bell-South Corp., Sprint Corp., and Verizon Communications, Inc. This increase will really hurt us old - 76 and 79 - people, retired and trying to live on an income that keeps shrinking every month.

These companies rationalize that raising basic rates will bring DOWN the cost of long-distance calls. But what about people like us, who make only 3 or 4 long-distance calls a YEAR? Lower long-distance rates don't do a thing for us, whereas a big jump in our basic rates becomes a disaster!

Another thing that is extremely unfair to us is the $6.50 rate Sprint charges us EVERY MONTH for "Interstate Access Surcharge" - EVEN THOUGH NOT ONE SINGLE LONG-DISTANCE CALL WAS MADE THAT MONTH. And if we DO make a 10-minute long-distance call through our "10 - 10 - 811" provider (Var-Tec), that one call costs not 30¢ plus 5¢ per minute, but $7.30 plus tax, instead of 75¢ (30¢ for the 1st minute plus 9 minutes at 5¢ each). That's a pretty expensive one phone call!

Why could it not be required that the Access Surcharge be levied on ONLY the month in which the subscriber ACTUALLY USED the long-distance lines? To make us pay this fee even when we haven't used their lines is not fair at all. Will you please look into this aspect too?

I am enclosing our last month's bill from Sprint. We have tried to keep our cost low by using their cheapest rate - "SMALL TALK", without Touchtone. In this, we are limited to 30 phone calls per month - 10¢ for each call thereafter. We rarely use all 30; as you can see, we used only 7 calls last month. Sprint's $3.13 a month increase would be almost a 33% increase for us ultimately in EVERY MONTH, plus the increase in Federal, State, and Local taxes that will be affected.

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 2
OPC
MMS
SEC
OTH

Please, PLEASE help all of Florida's poor people and old people by REJECTING the phone companies' request for this increase. Don't let them feed their greed on our backs.

Thank you for "listening."

Most sincerely,

Helen S. Long

Daniel M. & Helen S. Long
216 Lake Gene Dr.
Longwood, FL 32779

HELEN S. LONG
(Mrs. Daniel M. Long)
216 Lake Gene Dr.
Longwood, FL 32779-4816
407-862-2133

FPSC COMMISSION CLERK
SEP 15 PM 3:23

Sprint®

Daniel M Long
216 Lake Gene Dr
Longwood, FL
32779-4816

Customer service **1-800-339-1811** | Internet address **sprint.com/local** | Customer number **407-862-2133-003**

Sprint Local Services

Detail of charges: August 25 – September 24

Local services for 407-862-2133

Non-listed directory listing	1.50
Small Talk without Touchtone	8.50
Total local services for 407-862-2133	$10.00

Local measured service

Day: 7 calls	11 minutes	.70
Credit: call allowance		-.70
Total local measured service		$.00

Taxes and surcharges

Interstate access surcharge *For an explanation of the interstate access surcharge please call 1-800-938-1172 or visit sprint.com/taxes*	6.50
Telecommunications relay surcharge *For an explanation of the telecommunications relay surcharge please call 1-800-938-1172.*	.12
Federal universal service fund *For an explanation of the federal universal service fund please call 1-800-938-1172, or visit sprint.com/taxes.*	.62
Number portability surcharge *For an explanation of the number portability surcharge please call 1-800-938-1172, or visit sprint.com/taxes.*	.53
Emergency 911 surcharge	.50
Federal tax	.53
Local Comm. Services Tax	1.02
State Comm. Services Tax	.41
Total taxes and surcharges	$10.23

Get a great deal on **Sprint FastConnect® DSL.** Call 1-866-421-7911 today and find out about our great offer on Sprint FastConnect DSL.

Need a new phone? Stop by the Sprint Store at 1359 E. Vine Street. Whether you're looking for an expandable cordless system for your home or a PCS phone, we are sure to have a phone to fit your lifestyle.

Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

Summary for 407-862-2133

Current carrier selections

Local toll: Sprint
no change

Long distance: VarTec Telecom, Inc.
no change

TOTAL BILL:

10.00 SERVICE
+ 10.23 TAXES + SURCHARGE
$ 20.23

§ - see page 2 for explanation

Sprint®

Monthly statement: August 25, 2003

Customer service	Internet address	Customer number
1-800-339-1811	**sprint.com/local**	**407-862-2133-003**

Fast Facts

Date Due:	**Sep 13, 2003**
Total Due:	**$20.23**

Get more choice and more value when you sign up for **Sprint Personal Solutions℠**. See Customer News for details.

Customer summary

Previous charges	21.82
Payment August 9 – Thank you!	-21.82
Balance	.00
Current month charges	20.23
Total amount due	**$20.23**

Current month charges

Sprint local services: page 3	20.23
Total current month charges	**$20.23**

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 15, 2003

RECEIVED-FPSC
03 OCT -7 AM 10: 33
COMMISSION
CLERK

Ms. Ridge Holdridge
Office of the City Clerk
City of Orlando
400 S. Orange Avenue
Orlando, FL 32801

Re: Docket No. 030868-TL - Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes. (Rate Rebalancing).

Dear Ridge:

This will confirm the Florida Public Service Commission's reservation of the Orlando City Council Chambers for the purpose of holding a customer service hearing on October 2, 2003, in the above-referenced matter. The hearing will begin at 6:30 p.m., but Commission staff will need access to the room by 5:30. The hearing should end by 10:00 p.m., and we expect approximately 100 - 150 people to attend. Please ensure that a six-foot table is placed outside the Council Chambers for registration purposes.

As previously discussed, there is no charge for use of the room, however cost for security is $22.26 per hour. Payment will follow once the hearing is held and an invoice received. A copy of the our insurance certificate is enclosed, and the purchase order for security services will be forwarded shortly. To ensure timely payment, please submit your invoice to the Fiscal Services Section, 2540 Shumard Oak Blvd., Tallahassee, FL 32399.

As always, I appreciate the opportunity to use this facility for our hearing. Please call me at (850) 413-6728 if you have any questions regarding this matter.

Sincerely,

Sandy Moses

Sandy Moses
Senior Management Analyst I

Enclosure

030868-TL

Kay Flynn

From: Denise Karnes
Sent: Tuesday, September 16, 2003 12:10 PM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Jane Faurot; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington
Subject: PSC Announces Public Hearings to Gather Information Regarding Phone Industry Serving Florida

091603rlsdates.wpd

The attached news release was sent to the daily newspapers this morning, 9/16/03.

State of Florida

Public Service Commission

NEWS RELEASE

September 16, 2003 **Contact: ◆ 850-413-6482**

PSC ANNOUNCES PUBLIC HEARINGS TO GATHER INFORMATION REGARDING PHONE INDUSTRY SERVING FLORIDA

TALLAHASSEE — At its regularly scheduled Agenda Conference, the Florida Public Service Commission today voted unanimously to hold and expedite the scheduling of Public Hearings associated with the Tele-Competition Innovation and Infrastructure Enhancement Act (the Act).

The hearings are scheduled for the following cities and are set forth below:

10/1/03 - Duval County School Board
1st Floor Board Room
1701 Prudential Drive
Jacksonville, Florida
6:30 p.m.

10/2/03 - Orlando City Hall
City Council Chambers
400 S. Orange Avenue
Orlando, Florida
6:30 p.m.

10/3/03 - Robert J. Arnel Conference Center
26th Floor
Hillsborough County Center
601 E. Kennedy Blvd.
Tampa, Florida
1:00 p.m.

10/8/03 - Broward County Governmental Center
Commission Chambers - Rm. 422
115 S. Andrews Avenue
Ft. Lauderdale, Florida
6:30 p.m.

10/9/03 - Charlotte County
Commission Chambers
18500 Murdock Circle
Port Charlotte, Florida
6:30 p.m.

10/13/03 - Hagler Auditorium (Room 252)
Pensacola Jr. College
1000 College Blvd.
Pensacola, Florida
6:00 p.m. (Central Time)

11/4/03 - Florida Public Service Commission, Betty Easley Conference (Room 148), 2540 Shumard Oak Boulevard, Tallahassee, Florida at 9:30 a.m.

The hearings have been scheduled by the Commission in response to a recent request by the Office of Public Counsel to conduct public hearings throughout Florida based upon petitions filed by three telecommunications companies serving Florida – Verizon, Sprint and BellSouth – proposing to rebalance their local telephone rates and switched access rates as a result of the new Act, which was just enacted in May 2003.

Also, in today's vote, the Commission required Verizon, Sprint and BellSouth to place quarter page advertisements in the newspaper of general circulation in the following cities – Miami, Ft. Lauderdale, West Palm Beach, Jacksonville, Panama City, Pensacola, Orlando, Tallahassee, Ocala, Ft. Myers, Tampa, St. Petersburg, Punta Gorda and Sarasota – at least one week prior to the actual date of the hearings to inform customers of the hearing in their area.

The Commission encourages any member of the public who may be interested in this important issue to attend the hearings.

###

Website - http://www.floridapsc.com
Kevin Bloom, Director, Office of Public Information
Additional Press Contacts: Thelma Crump; Tarik Noriega
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

Kay Flynn

030868

From: Kay Flynn
Sent: Wednesday, September 17, 2003 7:30 AM
To: Beth Keating; Jackie Schindler
Subject: RE:

Thanks, Beth.

We'll make the change in the parties mailing lists for 867, 868, and 869. We don't have a separate overnight mailing list, but we'll switch out Dr. Cooper's name for Ms. Bodiford's on each docket's general mailing list.

Kay

-----Original Message-----
From: Beth Keating
Sent: Tuesday, September 16, 2003 5:26 PM
To: Kay Flynn; Jackie Schindler
Subject: FW:

Kay, FYI
Jackie, could you modify the Order on Intervention as reflected below? Thanks.

-----Original Message-----
From: Mike Twomey [mailto:miketwomey@talstar.com]
Sent: Tuesday, September 16, 2003 4:43 PM
To: Beth Keating
Cc: Mike Twomey; Mark Cooper; Lyn Bodiford
Subject: Re:

Beth,

Yes, please.

Mike

Beth Keating wrote:

>Mike, are you wanting the change referenced below to be reflected in the
>Commission database and also in the Order on Intervention?
>
>-----Original Message-----
>From: Mike Twomey [mailto:miketwomey@talstar.com]
>Sent: Monday, September 15, 2003 3:48 PM
>To: JOHN FONS; Nancy White; Richard Chapkis; Beth Keating; BECK.CHARLES;
>MANN.RICK
>Cc: Mark Cooper; Lyn Bodiford; Mike Twomey
>Subject: Requested change in overnight address and confidentiality agreement
>
>
>Ladies and Gentlemen,
>
>I'd request that each of you substitute Dr. Mark Cooper, AARP's intended
>witness in this case, on your overnight service list for Lyn Bodiford. Dr.
>Cooper's
>street address and telephone number for this purpose are below.
>
>Additionally, I have spoken with Nancy White and John Fons and left a voice
>mail
>for Richard Chapkis asking that I be provided with an email copy of your
>respective

Done 9/17/03

>confidentiality agreements [redacted] be forward to Dr. Cooper (you [redacted] wish
>to copy him on the email) so that he can execute and then be supplied the
>unredacted copies of your testimony, exhibits and discovery. John Fons as
>already
>provided the agreement for Sprint and I would greatly appreciate the others
>at your
>earliest convenience, especially in light of the tight time constraints of
>these cases.
>
>Thank you very much,
>
>Mike Twomey
>850-421-9530
>
>Mark Cooper
>504 Highgate Terrace
>Silver Spring, MD 20904
>
>markcooper@aol.com
>tel 301-384-2204
>fax 301-236-0519
>
>
>
>

ORIGINAL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 SEP 19 AM 10:36
COMMISSION
CLERK

DATE: September 18, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

AUS ___
CAF ___
CMP ___
COM ___
CTR ___
ECR ___
GCL ___
OPC ___
MMS ___
SEC ___
OTH 1 to each docket

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

September 18, 2003

The Honorable Natacha Seijas
Miami-Dade County Commission
Stephen P. Clark Center
111 NW First Street
Miami, FL 33128-1963

Dear Commissioner Seijas:

I am in receipt of your fax enclosing your statement issued yesterday asking the Public Service Commission (PSC) to conduct a public hearing in Miami-Dade County on the recent filings made by BellSouth, Verizon and Sprint seeking rate adjustments pursuant to the Tele-Competition Innovation and Infrastructure Act (the Act). Please be advised that the staff recommendation voted on by the PSC Commissioners at the September 16th agenda conference only included sites where dates of hearings had already been identified, notice had been given and locations found. There will be a public hearing in Miami to be held on October 30, 2003. Formal notice will be given shortly.

I appreciate your feedback on this issue. Please be assured that the PSC will conduct a thorough hearing on these petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

cc: PSC Commissioners
Miami-Dade County Commissioners

NATACHA SEIJAS
COMMISSIONER
District 13

FAX

TO: The Honorable Lila A. Jaber, Chairman
Public Service Commission

FAX: 1-850-413-6019

FROM: Commissioner Natacha Seijas
Miami-Dade County

Telephone: 305-375-4831 Fax: 305-375-2011

DATE: September 17, 2003

PAGES: 2

The attached statement contains some of the concerns that I have and that were shared with the rest of the Miami-Dade County community at a press conference held today.

I look forward to seeing the Public Service Commission in Miami-Dade County to hear first hand the residents' concerns regarding the telephone rate hikes.

Let me know if I can be of help.

September 17th, 2003
Statement Issued by County Commissioner Natacha Seijas

The Public Service Commission is responsible for regulating utilities in this State.

The (5) five-member Commission is appointed by the Governor.

One Goal of the Commission is to "ensure that the regulatory process results in fair and reasonable rates..."

Depending on which phone company they use, Miami-Dade County residents could see their telephone bills increase by as much as $6.86 per month.

All the companies have requested to eventually phase out the $13.50-a-month subsidy for low-income residents. Depending on the company, it could be in two years or four years.

The Office of Public Counsel has requested that the Public Service Commission conduct public hearings around the State before acting on the rate increase petitions filed by Bellsouth, Verizon and Sprint.

Considering the dramatic increases that are being requested, I want to thank the Office of Public Counsel for recognizing the need for public input before the PSC takes action on these petitions.

On September 16th the PSC issued a notice of the State Hearings: They are visiting Duval County, Charlotte County, Broward County, Hillsborough County, Orange County and Escambia County.

Last time I checked, Miami-Dade County with a population of over 2.3 million people, is home to roughly 14% of the population of Florida. I believe the Public Service Commission is denying the opportunity for public input to a major portion of the state by not having a meeting in Miami-Dade.

As for one meeting in Broward County to cover the South Florida region, it should be noted that it is almost impossible due to traffic congestion to get from anywhere in Miami-Dade to downtown Fort Lauderdale by 6:30 pm.

I am asking the Chairperson Lila Jaber of the PSC to immediately add another meeting in Miami-Dade to allow for our public to give input into this major decision.

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

September 18, 2003

The Honorable Juan Carlos Zapata
Florida House of Representatives
13550 SW 88th Street
Suite 150
Miami, FL 33186

Dear Representative Zapata:

Thank you for your letter regarding the recent filings made by BellSouth, Verizon and Sprint seeking rate adjustments pursuant to the Tele-Competition Innovation and Infrastructure Act (the Act). With regard to your first concern that the PSC hold a service hearing in Miami-Dade County, the staff recommendation only included sites where dates were already identified, notice had already been given and locations found. There will be a public hearing in Miami to be held on October 30, 2003. Formal notice will be given shortly.

In your letter you also suggest that the PSC not consider the filings until a permanent Public Counsel is appointed. Pursuant to Section 364.164(1) of the Act, the PSC is required to issue its final order granting or denying the petitions within 90 days of the filings. Therefore, we must schedule our decision in this case to conform with this statutory deadline. However, even though Mr. Shreve has retired as Public Counsel, let me assure you that Charlie Beck, the Interim Public Counsel appointed by the Joint Legislative Auditing Committee, has been actively involved in these proceedings. In addition, AARP is represented in these cases by Michael Twomey, and we have been advised by Attorney General Charlie Crist that his office will be monitoring our proceedings. I am confident that our citizens will be ably represented by these counsel.

I appreciate your feedback on these important proceedings. Please be assured that the PSC will conduct a thorough hearing on these three petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

cc: Governor Jeb Bush
PSC Commissioners
The Honorable Johnnie Byrd
The Honorable Alex Diaz de la Portilla
The Honorable Manuel Prieguez
Miami-Dade Legislative Delegation
The Honorable Jeff Atwater
The Honorable Ray Sansom
The Honorable Rene Garcia
Charlie Beck, Interim Public Counsel
Miami-Dade County Board of Commissioners

District Office:
13550 SW 88th Street, Suite 150
Miami, FL 33186
(305) 273-3288
(305) 273-3290 (fax)

Tallahassee Office:
303 House Office Building
402 South Monroe Street
Tallahassee, FL 32399
(850) 488-9550

Legislative Committees:

Education Appropriations
Joint Legislative Auditing Committee
Public Safety & Crime Prevention
Corrections
Business Regulation
Trades, Professions & Regulated Business

Florida House of Representatives

Representative Juan C. Zapata

District 119

September 17, 2003

RECEIVED
SEP 17 2003
Florida Public Service Commission
CHAIRMAN JABER

Ms. Lila A. Jaber
Chairman, Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Chairwoman Jaber,

On November 25, 2003, the Public Service Commission (PSC) will be considering a telecommunication rate increase. I have two major concerns that pertain to this proposal, which I strongly believe need to be addressed.

On staff's recommendation, the PSC recently decided to reduce the number of public hearings from fourteen (14) to seven (7) statewide. In doing so, the public hearing in Miami-Dade County was eliminated. As the largest county in Florida, Miami-Dade County should be an obvious location for a public hearing. There are tens of thousands of individuals who will be directly affected and should have the opportunity to voice their concerns locally. I respectfully request that you and the commissioners reinstate the Miami-Dade public hearing.

In addition, I am concerned that the citizens will not have established counsel representing their views. In June, our previous Public Counsel, Mr. Jack Shreve retired. Pursuant to section 350.061, F.S., the Legislative Auditing Committee is responsible for the appointment of Florida's Public Counsel. Since the Public Counsel is charged with representing the citizens' rights on this proposed rate increase, I would feel more comfortable if the proposal were considered after we have appointed a permanent Public Counsel.

I hope that you will give these two requests great consideration. Thank you for your assistance in advance. I look forward to working with you in the future.

Best regards,

Juan C. Zapata
State Representative
House District 119

Email: zapata.juan@myfloridahouse.com

District Office:
13550 SW 88th Street, Suite 150
Miami, FL 33186
(305) 273-3288
(305) 273-3290 (fax)

Tallahassee Office:
303 House Office Building
402 South Monroe Street
Tallahassee, FL 32399
(850) 488-9550

Legislative Committees:

Education Appropriations
Joint Legislative Auditing Committee
Public Safety & Crime Prevention
Corrections
Business Regulation
Trades, Professions & Regulated Business

Florida House of Representatives

Representative Juan C. Zapata

District 119

Cc: Governor Jeb Bush
Public Service Commissioners
House Speaker Johnnie Byrd
Senator Alex Diaz de la Portilla
Representative Manuel Prieguez
Miami Dade Delegation
Senator Jeff Atwater
Representative Ray Sansom

Email: zapata.juan@myfloridahouse.com

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 23, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

RECEIVED-FPSC
03 SEP 24 AM 9:40
COMMISSION
CLERK

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC 1
OTH 1 to each docket

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

September 23, 2003

The Honorable Marcelo Llorente
Florida House of Representatives
13701 SW 88th Street
Suite 201
Miami, FL 33186

Dear Representative Llorente:

I am in receipt of your letter dated September 17, 2003 expressing your view that the PSC should hold a public hearing in Miami on the recent filings by the three largest local exchange companies pursuant to the Tele-Competition Innovation and Infrastructure Act (the Act). Please be advised that Miami has not been excluded as a venue for public hearings on these filings. The staff recommendation voted on by the PSC on September 16th only included sites where dates of hearings had already been identified, notice had been given and locations found. We do plan to conduct a hearing in Miami on October 30, 2003 at the Crowne Plaza Hotel - Miami International Airport. Formal notice will be given shortly.

I appreciate your feedback on this issue and apologize for any confusion in the scheduling of these hearings. Please be assured that the PSC will conduct a thorough hearing on these petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

cc: PSC Commissioners
Miami-Dade Legislative Delegation

COMMITTEES:
FINANCE & TAX
INSURANCE
PUBLIC SAFETY & CRIME PREVENTION

SUBCOMMITTEES:
CORRECTIONS
TRANSPORTATION & ECONOMIC DEVELOPMENT
APPROPRIATIONS

VICE-CHAIR:
INSURANCE REGULATION

Florida House of Representatives

Representative Marcelo Llorente

116TH District

REPLY TO:
☑ 13701 S.W. 88TH STREET
SUITE 201
MIAMI, FL 33186
(305) 273-3200
FAX (305) 273-3202

☐214 HOUSE OFFICE BUILDING
402 SOUTH MONROE STREET
TALLAHASSEE, FL 32399
(850) 488-5047
FAX (850) 410-0129

RECEIVED
SEP 22 2003
Florida Public Service Commission
CHAIRMAN JABER

September 17, 2003

Honorable Lila Jaber
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Dear Chairwoman Jaber:

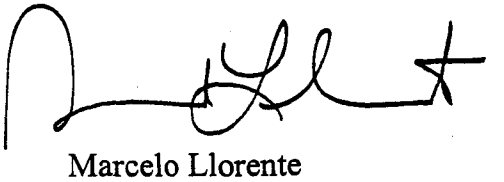
I am writing to express my concern regarding the Public Service Commission's recent decision to exclude Miami-Dade County as a site for the upcoming public hearings concerning the statewide telephone rate hike proposal. As a representative of a large sector of constituents, I feel compelled to inform you that the decision to omit Miami-Dade County as a venue for the hearings is perplexing and troublesome given the potential lack of input afforded to Miami-Dade County citizens.

I respectfully submit that holding a public hearing within the largest and most populous county in the state is only logical and, furthermore, necessary to offer Miami-Dade residents the opportunity to attend and voice their concerns over the proposed rate increase. The exclusion of Miami-Dade County will result in a serious inconvenience to numerous residents of this county wishing to participate in the public dialogue.

As officials with statewide mandates and duties, it is our obligation to ensure that all Floridians are presented equal access to the democratic process and that their voices are duly represented. Thus, the omission of Miami-Dade County as a site for a public hearing violates this fundamental principle of democratic representation and essentially prevents a disproportionately large sector of our state's population from providing feedback.

Thank you in advance for your consideration in this matter. It is my hope we can find a resolution to this predicament in order to afford Miami-Dade citizens an equal opportunity to engage in the public discourse revolving this controversial issue.

Respectfully Submitted,



Marcelo Llorente
State Representative
District 116

CC: Members of the Public Service Commission
Miami-Dade Legislative Delegation

P. O. Box 3324
TALLAHASSEE, FLA 32315
SEPT. 19, 2003

RECEIVED
SEP 22 2003
Florida Public Service Commission
CHAIRMAN JABER

CHAIRMAN LILA A. JABER
FLORIDA PUBLIC SERVICE COMM.
2540 SHUMARD OAK BLVD
TALLAHASSEE, FLA 32399-8153

DEAR CHAIRMAN JABER:
I AM VERY CONCERNED ABOUT THE POSSIBILITY OF A LOCAL CALL SPRINT RATE INCREASE. MY LONG DISTANCE CARRIER IS AT&T. AS I LIVE IN TALLAHASSEE, I UNDERSTAND THAT MY ONLY CHOICE FOR LOCAL CALL CARRIER IS SPRINT.

WITH THIS LIMITATION, SPRINT REALLY HAS NO COMPETITION AND SINCE THE LOCAL CALL SECTION IS THE ONE TO BE INCREASED IF APPROVED, I WOULD LIKE TO KNOW IF I HAVE ANY OTHER CARRIER CHOICES. BEING A RETIREE ON A SET INCOME AND NO COMPUTER, I DO NOT FEEL SPRINT NEEDS THIS INCREASE AT THIS TIME.

I HOPE THE COMMISSION'S LOCAL CALL RATE DECISION WILL BE A BIG "NO" TO AN INCREASE OR THAT WE WILL BE ALLOWED OTHER LOCAL CARRIER CHOICES.

SINCERELY,

Elizabeth S. McConn
(ELIZABETH S. MCCONN)

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 23, 2003
TO: Blanca Bayo, Director, Commission Clerk and Administrative Services
FROM: Kay Posey, Commissioner Davidson's Office KP
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Thank you.

Attachment

RECEIVED-FPSC
03 SEP 24 AM 9:42
COMMISSION
CLERK

AUS ____
CAF ____
CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
MMS ____
SEC 1
OTH 1 to each docket

Kay Posey

From: Charles Davidson
Sent: Tuesday, September 23, 2003 10:05 AM
To: 'fjohnson25@cs.com'
Cc: Katrina Tew; Nekey Garcia; Kay Posey
Subject: response from Commissioner Davidson regarding your 9/18 E-mail

Dear Fabienne Johnson:

The following information is being provided in response to your September 18, 2003 correspondence by e-mail regarding Sprint's petition to amend its local rates.

As allowed by Section 364.164, Florida Statutes, which is titled Competitive Market Enhancement, Sprint filed a petition with the Florida Public Service Commission (FPSC) seeking to reduce its rates that long distance companies pay for local connections (intrastate switched network access rate). The FPSC is required to issue its final order granting or denying the petition within 90 days of the filing of a petition. In reaching its decision, the FPSC must consider specific criteria that are outlined in the Florida Statutes. One of the criteria requires that any approved Sprint access rate reductions be offset by increases in its local telephone rates. The Commission, the Office of Public Counsel, as well as all other interested parties will be evaluating Sprint's petition as it relates to all the criteria outlined in Florida Statutes. Under the current schedule, a final order on this matter should be issued on or about November 25, 2003.

Your comments are appreciated and will be placed in the docket file (Docket No. 030868-TL) as correspondence which will be available for review by all interested parties. If you have any questions, please contact Nekey Garcia at 850-410-8033 or by e-mail at wgarcia@psc.state.fl.us.

Sincerely,

Charles M. Davidson
Commissioner

cc: Docket File 030868-TL

Katrina Tew

From: Fjohnson25@cs.com
Sent: Thursday, September 18, 2003 1:20 PM
To: Davidson@psc.state.fl.us
Subject: Sprint & at.all phone rate increase request

Commissioner Davidson, I respectfully urge you to deny this outrageous phone rate increase from Sprint & others. I am retired on a barely adequate income and if this basic rate services increase passes, it would affect me drasti cally. I cannot even afford long distance phone services from any company. Please, Sir, can we count on you to oppose this potentially drastic change in our basic phone services? Thank you. Fabienne Johnson

ORIGINAL

MICHAEL B. TWOMEY
ATTORNEY AT LAW
POST OFFICE BOX 5256
TALLAHASSEE, FLORIDA 32314-5256
Tel. (850) 421-9530 Fax. (850) 421-8543
e-mail: miketwomey@talstar.com

RECEIVED-FPSC
03 SEP 23 PM 4:50
COMMISSION
CLERK

September 23, 2003

Lila A. Jaber, Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 23299-0850

Re: Public Hearings and Motions to Dismiss in Dockets 030867, 030868 and 030869

Dear Chairman Jaber:

AARP requests that the Commission hold more public service hearings than now scheduled in connection with the delay that hopefully will result from the granting of Public Counsel's Motions to Dismiss the petitions in the above-cited dockets.

AARP appreciates the seven public hearings announced last Tuesday and the additional three scheduled the end of last week. While those ten are welcome, they are still not adequate to give substantially more telephone customers the opportunity of protesting the huge rate increases sought, as well as testifying to the lack of demonstrable benefits to flow to them by the Commission granting these increases. AARP still supports Public Counsel's requested total of 14 hearings and believes recent events should provide you with more time to schedule the remaining hearings.

AARP today filed a motion joining Public Counsel's motions to dismiss all three petitions because they fail to comply with the most fundamental requirement of the law, namely that parity be reached "over a period of not less than 2 years or more than 4 years." AARP fully agrees with Public Counsel that initial rate increases starting January 1, 2004, followed by the second and last increase just 12 months later on January 1, 2005 are less than 2 years and, thus, violate the law. AARP also fully agrees with your staff's September 18, 2003 recommendation that you should grant Public Counsel's motions to dismiss with leave to amend. AARP believes your staff has hit the legal nail on the head when they say at page 14 of the recommendation:

> The companies engage in a tortured reading of the statute to arrive at the conclusion that the language "over a period of not less than 2 years" really means "over a period of two annual adjustments."

AARP is hopeful you will follow your staff recommendation and grant Public Counsel's motions to dismiss with leave to amend and restart the 90-day statutory clock.

While legally the correct action to take, granting the motions to dismiss and resetting the clock will also allow more time for a myriad of critical activities, not the least of which is the

holding of the additional public hearings. The number and timing of the single hearing in the Tampa Bay area illustrates the larger problem.

The Tampa Bay area, as represented by the Tampa - St. Petersburg - Clearwater Metropolitan Statistical Area has in excess of 2.5 million residents. It draws people from the four-county area of Hernando, Hillsborough, Pasco and Pinellas Counties and is the 21st largest population center in the nation. For this area the Commission has scheduled a single hearing in Tampa on October 3 and at 1:00 p.m. While this area might look compact on a map, the distances from Clearwater and St. Petersburg to Tampa are substantial and commute times are very lengthy, especially at rush hour.

AARP would urge the Commission to reschedule the Tampa hearing until a reasonable time after the close of business (at 6 or 6:30 p.m. like at the other hearing locations) and to schedule an additional hearing in the St. Petersburg area, again at 6 or 6:30 in the evening.

Lastly, AARP would note that the Commission's own website includes a "press release" that gives the public hearing locations, dates and times, but that fails to inform consumers of the level of rate increases sought, which amounts are known to the penny. This release fails to inform consumers of the detriments they face and AARP would urge the Commission to modify its press releases and subsequent notices to include the level of monthly rate increases being sought. Commission staff, at the urging of AARP, recently required that the companies include the level of increases being sought in their quarter-page newspaper ads. The text of the newspaper ads, which AARP recommends be used in Commission notices and future press releases, including those now residing on your home page, is on the attached page.

AARP looks forward to addressing the Commission next Tuesday and will appreciate the scheduling of additional public hearings.

Sincerely,

Michael B. Twomey
Attorney for AARP

cc: Commissioners
Tampa Bay Area Legislators
Parties of record

NOTICE OF PUBLIC HEARING

The Florida Public Service Commission will conduct a public hearing to receive customer testimony regarding the petitions filed by Verizon, Sprint, and BellSouth pursuant to section 364.164, Florida Statutes, referred to as the Tele-Competition Innovation and Infrastructure Enhancement Act. All customers of these companies are invited to attend the hearing at the following time and location:

Date:
Time:
Location:

Each company proposes a revenue-neutral plan consisting of increases to connection charges, basic local residence and single-line business service monthly rates, with an equal amount of reductions in the rates charged long distance providers for access to the companies' networks. Consistent with State law, the reduction to long-distance providers will result in a reduction of in-state, long-distance charges to residence and business customers, including the elimination of up to $ 1.99 per month for "in-state connection charges" on most customers' bills by July 1, 2006. The companies propose to implement these changes in two installments on January 1, 2004 and January 1, 2005.

By law, the Public Service Commission is to consider, along with other factors, whether granting the petition will (1) remove current support for basic local service to create a more attractive competitive local exchange market for the benefit of the companies' residential customers in Florida; (2) induce enhanced market entry; (3) be revenue neutral; and (4) result in reductions of intrastate switched network access rates to parity over a period of not less than 2 years or more than 4 years. The Commission is currently scheduled to render its final Order on these petitions by November 25, 2003.

Among the specific proposals in the petitions are the following increases to basic local residential rates and single-line business rates:

COMPANY NAME	TOTAL PROPOSED 2-YEAR RESIDENTIAL BASIC LOCAL SERVICE INCREASE	TOTAL PROPOSED 2-YEAR SINGLE-LINE BUSINESS INCREASE
VERIZON	$4.61 per month	range from $1.65 to $7.53 per month
SPRINT	$6.86 per month (est.)	range from $4.04 to $10.55 per month
BELLSOUTH	$3.50 or $3.86 per month, depending upon approval of calculation	range from $.52 to $4.45 per month

BellSouth proposes to protect Lifeline participants from increases for four years, Sprint for three years, and Verizon for two years.

Kay Posey

From: Charles Davidson
Sent: Tuesday, September 23, 2003 10:05 AM
To: 'fjohnson25@cs.com'
Cc: Katrina Tew; Nekey Garcia; Kay Posey
Subject: response from Commissioner Davidson regarding your 9/18 E-mail

Dear Fabienne Johnson:

The following information is being provided in response to your September 18, 2003 correspondence by e-mail regarding Sprint's petition to amend its local rates.

As allowed by Section 364.164, Florida Statutes, which is titled Competitive Market Enhancement, Sprint filed a petition with the Florida Public Service Commission (FPSC) seeking to reduce its rates that long distance companies pay for local connections (intrastate switched network access rate). The FPSC is required to issue its final order granting or denying the petition within 90 days of the filing of a petition. In reaching its decision, the FPSC must consider specific criteria that are outlined in the Florida Statutes. One of the criteria requires that any approved Sprint access rate reductions be offset by increases in its local telephone rates. The Commission, the Office of Public Counsel, as well as all other interested parties will be evaluating Sprint's petition as it relates to all the criteria outlined in Florida Statutes. Under the current schedule, a final order on this matter should be issued on or about November 25, 2003.

Your comments are appreciated and will be placed in the docket file (Docket No. 030868-TL) as correspondence which will be available for review by all interested parties. If you have any questions, please contact Nekey Garcia at 850-410-8033 or by e-mail at wgarcia@psc.state.fl.us.

Sincerely,

Charles M. Davidson
Commissioner

cc: Docket File 030868-TL

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Felicia Banks

Subject: FW: Proposed telephone rate increases

I'm placing this e-mail in Dockets 030868 and 030869.

-----Original Message-----
From: B KNOTT [mailto:brudee@msn.com]
Sent: Thursday, September 18, 2003 7:36 AM
To: CAF Internet Mail
Subject: Proposed telephone rate increases

We would like to register our complaints against the egregious basic telephone rate increases sought by Bell South and Sprint. With the help of the Florida legislature, it seems like these Public Utilities view passage of their increases as a fait accompli.

The only way in which the Public Utilities Commission can be seen as a fair and impartial mediator in these matters will be to hold public hearings in local communities throughout the State of Florida. The real voice of the Florida public needs to be heard and that will not be accomplished by inviting us to attend hearings in Tallahassee. We urge you to implement a program of public hearings to address this issue.

Brian & Doris Knott
82 Tropical Falls Drive
Ormond Beach, FL 32174
386-676-1329
brudee

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Ruth McHargue
Subject: FW: E-Form Other Complaints - 9076

Good afternoon. I'm printing this e-mail for Dockets 030867 and 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 24, 2003 9:26 AM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9076

TRACKING NUMBER - 0009076 September 24, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Joe Hazelwood
Address: 34110 A Nice Pl
City: Dade City
Zip: 33523
Service Phone: 352-518-5238

CUSTOMER INFORMATION

Name: Joe Hazelwood
Address: 34110 A Nice Pl
City: Dade City
State: FL
Zip: 33523
Primary Phone: 352-518-5238
E-mail: Joe.Hazelwood@atk.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TI793 Sprint
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I firmly oppose the rate increase being requested by Sprint and Verizon especially after the passing of the TeleCompetition Innovation and Infrastructure Enhancement Act (Senate Bill 654)which was supposedly going to decrease rates and increase competition. All this was, was self serving legislation for the telecom companies. As usual our state legislature showed us their true colors. If this rate increase goes through I will change my phone service to a wireless provider that is not connected with either Sprint or Verizon and do away with the land line comminng into my home.

9/24/2003

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Ruth McHargue

Subject: FW: Proposed Verizon 40% rate hike for residential customers

Thanks, Ruth.

I'm printing this e-mail for Dockets 030867 and 030868.

---Original Message-----
From: ck.mullen [mailto:ck.mullen@verizon.net]
Sent: Wednesday, September 17, 2003 11:56 AM
To: CAF Internet Mail
Subject: Proposed Verizon 40% rate hike for residential customers

This e-mail is being sent to the PSC, in the state of Florida, to oppose the 40% residential rate hike that Verizon and Sprint is seeking.

It's bad enough that we live in a state with nothing but minimum wage jobs in the service sector.....this is just another insult to the Florida resident that is trying to make ends meet with what little income they are capable of making.....are the people that make decisions allowing the corporate world to rape you on the costs associated with using their services getting kick-backs from these entities?

That's something that the PSC and our legislative body in Tallahassee should think about.....especially when the poor working people of this state go to the voting booths the next time around.....

Would like to sign off with sincerely, but I think Pissed Off Florida Voter is more in order here.....

Helen Mullen

Ruth Nettles

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

I'm printing this e-mial for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 30, 2003 11:03 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 30, 2003

Contact Information:

Name: John Daughtry
Company:
Primary Phone:
Secondary Phone:
E-mail: bbspop@atlantic.net

Comments:
To whom it may concern
The upcoming rate increase in phone rates will be devistating to many Floridians who must live on social security or walefare most of these people incluning mysself need a phone for emerency services some like myself are or can be life or death . by adding a rate increase it will force many floridians to make a choice of having a phone or eating , or maybe cutting back on a required med. as it stands now the phone comanies are the highest paid rates there are per use
they charge for everything that you may use from directiry assistance to alowing you to use a long distance company including there own, the giants have ran the smaller companies out of business and now monopolise the feild
i have watched sprint cut services and add charges at a unheard of rates to our bills while cutting the amount of hired hands on to upkeep the system now days if a phone goes down it may be 24 to 30 hours before its repaired and they still charge you for the time it was down
even if it was there line or switch that was broken this was unheard of in the 80s and early 90s . My father was in serous health conditions and the phone went out after 5 pm on a saturday and we called repair service to report it so the repair could be secduled for monday of the next week we explained to the repair operator the situation we was in and requested it be put in for early monday morning behold in less than a hour we had a repairman at the location and it was repaired in less than 3 hours of going down this was in the 80s. To compair in January of this year my wife brought me home from the hospital after suffering a heart attack only to find the phone dead she reported it and explained i was still in need of a phone [i am a stoke , cancer and heart dietbeties person] she was told this phone repair could be as long as 36 hours it took 24 hours thank god i didnt need medical help. these kind of services dont need to be rewarded with higher rates at the expense of customers whom ever passed the law so they could repalce he lost long distance charges on the local service should be removed from office now as it stands the phone companies will reap the rewards there will be more monies made from the rate increase on local services than the amount of the cut from long distance and to be honest most of them brough it on them selves
the big companies are into the celluar phone business but also are smart enough to make them a seperate division ans they lured us by offwering free long distance and other perks now the parent companies will receive the monies back 3 to 4 fold by this hike .

Also i notice that all of your meeting are held in big cities were most people cant

get to and i think anything this big should be held in every county for a true picture of the residents
opionions .

Just a old mans thoughts and i pray that the comission denies this rate increase and futer ones that are frelious in nature , I have no quams with a rate increase if truely needed but I feel this is going to be used to give bonus's at the high level for a 4 quater profit and i for one am tired of paying big bonuses to people who dont work my thoughts are a c e o has nothing to do but dream up ways to either make him/her more money and how to gwet more work from less workers so they can get the next bonus .
think abnut this increase and denie it !
thanks for reading , John

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; FunWebProducts)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 23, 2003

COMMISSION CLERK
03 OCT 22 AM 10:08

Ms. Karleen Koch
Crowne Plaza Hotel - Miami International Airport
950 NW LeJeune Road
Miami, FL 33126

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for rate rebalancing by Verizon Florida, Inc., Sprint-Florida Incorporated, and BellSouth Telecommunications, Inc.

Dear Ms. Koch:

This will confirm the Florida Public Service Commission's reservation of meeting space at the Crowne Plaza Hotel-MIA for the purpose of holding a customer service hearing on October 30, 2003 in the above-referenced matter. The hearing is scheduled to begin at 6:30 p.m., and we expect 100 - 150 people to be present. Please arrange the room in accordance with the enclosed diagram by no later than 5:30 p.m. The diagram demonstrates the number of microphones and the location for each as well as the location where our court reporter's cassette recorder must be plugged into the audio system. Also enclosed are copies of our tax exemption and insurance certificates.

As previously discussed, the charge for use of two sections of the ballroom is $500.00 and rental of audio equipment is $241.90, for a total of $741.90. Payment will follow once the hearing is held and an invoice received. The purchase order will be forwarded shortly. To ensure timely payment, please submit your invoice to the Fiscal Services Section, 2540 Shumard Oak Blvd., Tallahassee, FL 32399.

I appreciate the opportunity to use this facility for our hearing. Please call me at (850) 413-6728 if you have questions regarding this matter.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

Enclosures (3)

CROWNE PLAZA®
HOTELS · RESORTS

Miami International Airport

FACSIMILE TRANSMITTAL

DATE:	9/24/03
TOTAL # OF PAGES	3
TO:	**Ms. Sandy Moses**
COMPANY:	**Florida Public Service Commission**
FAX NUMBER:	**850-413-6729**
PHONE NUMBER:	850-413-6728
FROM:	**Karleen P. Koch** **Crowne Meeting Director** **(305) 929-0101 (Direct)** **(305) 447-1189 (Fax)** Karleen.koch@ichotelsgroup.com

Hi Sandy
I am faxing you your contract for your Public Hearing on Local Telephone Rates Meeting for October 30, 2003. Please review, make necessary changes, sign all pages and fax back by 10/1/03 to 305-447-1189. I will also need a copy of your tax-exempt certificate. Also, do you know approximately when I can expect the purchase order? I am looking forward to working with you in the preliminary planning process. Have a wonderful day!

Best regards,

Karleen P. Koch
Crowne Meeting Director
Crowne Plaza Miami International Airport
"The Place To Meet"

Catering X Sales

BANQUET EVENT ORDER

Miami-International Airport
950 NW Le Jeune Rd.
Miami, FL 33126
Phone (305) 446-9000
Fax (305) 447-1189

Event Date: Thursday, 10/30/2003

BEO #: 6388

CONTRACT INFORMATION			
Company:	Florida Public Service Commission		
Meeting Name:	Florida Public Service Commission - Public Hearing on Local Telephone Rates		
Contact:	Ms. Sandy Moses	**Phone:**	850-413-6728
On Site:	**Ms. Sandy Moses**	**Fax:**	850-413-6729
Address:	2540 Shumard Oak Blvd Tallahassee, FL 32399		
Expected Attendance: 150	**GTD:**		

SET UP REQUIREMENT

****GROUP IS TAX EXEMPT****
TAX EXEMPT NUMBER: _____

MEETING ROOM
Royal II and Royal III

SCHEDULE OF EVENTS
5:30 PM - 6:30 PM Client Set-Up/Audio Testing
6:30 PM - 10:30 PM Meeting

ROOM SET UP
(1) 6ft Skirted Banquet Table with (2) Chairs and a Wastebasket - for Registration - ***IN FOYER***

(1) U-Shape in the Front of the Room Facing the Theatre Style
Chairs - Set for 10 people
Pads & Pens - on U-Shape
Ice Water & Glasses - on U-Shape
Mints/Candy - on U-Shape

Theatre Style Seating in Rear of Room - for 150
(1) Break Table - In Rear of Room - for Water Station

AUDIO VISUAL
(1) Podium/Microphone - Complimentary
(6) Table Top Microphones @ $177.00 (Inclusive of 18% Service Charge - Outside A/V) ($29.50 each, inclusive)
(1) 8 Channel Mixer @ $64.90 (Inclusive of 18% Service Charge - Outside A/V)
NOTE: GROUP IS TAX EXEMPT

SPECIAL INSTRUCTIONS

Post As:
Florida Public Service Commission - Public Hearing on Local Telephone Rates

ROOM RENTAL
(1) Meeting Room Rental @ $500.00
NOTE: GROUP IS TAX EXEMPT

BILLING
- Final guarantees 72 hours prior to the event.
- **Payment = Purchase Order**
- **NOTE: GROUP IS TAX EXEMPT**
- All food and beverage prices are subject to 20% service charge and 9% sale tax.
- Audiovisual prices are subject to 18% service charge and 7% sale tax.
- Room Rental is subject to 7% sale tax.

FOOD AND BEVERAGE SELECTION

****GROUP IS TAX EXEMPT****
TAX EXEMPT NUMBER: _____

Initial: BSB
Blanca S. Bayo'

CONTRACT TERMS

1. A final guarantee of the attendance of any function must be received three (3) working days in advance. Guarantees for a Monday or Tuesday function must be received by the preceding Thursday. If no guarantee is received, the hotel will prepare and charge for the number of persons estimated from the event order.

2. All banquet checks must be signed by the person in charge or a designated representative at the completion of each function. Any discrepancies in counts or charges should be identified and resolved at that time.

3. All functions are subject to service charges and applicable state and local taxes.

4. A deposit is required for all functions unless prior credit/payment arrangements have been established with the hotel.

5. Should the event be cancelled or moved outside 30 days prior to the event the Organization agrees to pay the hotel, as liquidated damages, an amount of 50% of total estimated revenue as outlined in the event agreement. If the event cancels or is moved within 30 days of the event, the amount of liquidated damages will be figured based on 80% of total revenue.

6. If a change from the original set-up is requested on the day of the event, a $100 labor charge will be added to the banquet check.

7. A final menu selection should be submitted two weeks prior to the event to ensure the availability of the desired items. A Bartender Fee of $55.00 will be charged for the first hour and $25.00 for each additional hour for any hosted or cash bar.

8. No outside food or beverage will be permitted to be brought into any banquet/meeting rooms by guests without the prior, written approval of the general manager

9. Function guests will be admitted to the meeting room and expected to depart at the times stated on the contract.

10. The hotel may request that the customer obtain and pay for bonded security personnel when valuable merchandise or exhibits are displayed, or held overnight in the hotel.

11. The customer is responsible for the arrangements and all expenses of shipping materials, merchandise, exhibits or any other items to and from the hotel. The hotel must be notified in advance of shipping arrangements to ensure proper acceptance of these items upon arrival at the hotel.

12. The hotel is not responsible for damage to or loss of any items left in the hotel prior to or following any functions. The hotel makes no warranties or representations to the customer other than what is printed hereon.

13. The hotel reserves the right to move functions to other meeting/banquet rooms other than those appearing on the event order, without prior notification.

14. The customer is responsible and will reimburse the Hotel for any damage, loss or liability incurred by the hotel by any of the customers' guests or any person or organizations contracted by the customer to provide any service before, during or after the function. Any items to be put on any meeting room or lobby walls or any directional signs must be approved by the hotel.

15. All prices are subject to change (with notification when possible).

16. The hotel shall not be liable for non-performance if this contract when such non-performance is attributed to labor troubles, disputes or strikes, accident, government (Federal, State or Municipal) regulations of, or restriction upon travel or transportation, non-availability of food, beverage, or supplies, riots national emergencies, acts of God and other causes whether enumerated within or not, which are beyond the reasonable control of the hotel, preventing or interfering with the Hotel's performance. In such event, the hotel shall not be liable to the customer for any damage whether actual or consequential, which may result from such non-performance.

17. Notwithstanding any other provision of this agreement, owner and/or manager of this hotel shall be relieved from all requirements hereof and this agreement shall terminate if owner shall transfer, sell or otherwise convey its interest in this Crowne Plaza Hotel, provided owner has given at least 30 days notice of the transfer and its interest in the hotel and termination of this agreement. In the event of any such termination, Owner shall return all advance payments or deposits whereupon the parties shall have no further obligations to each other, provided that if the hotel shall be continued in operation as a hotel after such a transfer by owner then owner may assign all of it's rights and obligations under the new agreement to the new owner who shall be solely responsible for performance thereunder, and owner shall be relieved of all obligations and responsibilities under this agreement upon transfer of all advance payments and deposits received by owner tot he new owner.

Blanca S. Bayo'

Hotel Contact: Karleen Koch, Crowne Meeting Director

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 23, 2003

RECEIVED-FPSC
03 OCT 20 PM 1:35
COMMISSION
CLERK

Ms. Diana Delvecchio
Sarasota County Administration Center
1660 Ringling Boulevard
Sarasota, FL 34236

Re: Dockets Nos. 030867-TL, [redacted] and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc. (Rate Rebalancing).

Dear Ms. Delvecchio

This will confirm the Florida Public Service Commission's reservation of the Sarasota County Commission Chambers for the purpose of holding a customer service hearing on October 17, 2003, in the above-referenced matter. The hearing will begin at 10:00 a.m., but Commission staff will need access to the room by 9:00 a.m. The hearing should end by 2:00 p.m., and we expect approximately 100 - 150 people to attend. Please ensure that a six-foot table is placed outside the Commission Chambers for registration purposes.

As previously discussed, there is no charge for use of the room. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing. Please call me at (850) 413-6728 if you have any questions regarding this matter.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

Enclosure

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 24, 2003

Ms. Peggy Kidd
Marion County Governmental Complex
601 SE 25th Avenue
Ocala, FL 34471

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc. (Rate Rebalancing).

Dear Ms. Kidd:

This will confirm the Florida Public Service Commission's reservation of the Marion County Commission Auditorium for the purpose of holding a customer service hearing on October 10, 2003, in the above-referenced matter. The hearing will begin at 1:00 p.m., but Commission staff will need access to the room by 12:00 noon. The hearing should end by 5:00 p.m., and we expect approximately 100 - 150 people to attend. Please ensure that a six-foot table is placed outside the auditorium for registration purposes.

As previously discussed, there is no charge for use of the room. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing. Please call me at (850) 413-6728 if you have any questions regarding this matter.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

Enclosure

C O V E R

S H E E T

FAX

To: Peggy Kidd, Facilities Management
Fax #: 352-620-3825
Subject: Reservation of Marion County Commission Auditorium
Date: September 18, 2003
Pages: 2 pages (including this cover sheet)

COMMENTS:

Attached is the signed facilities use form for our reservation of the auditorium on 10/10/03. Thank you for your help!

FROM THE DESK OF:
Sandy Moses
Senior Management Analyst I
Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
Telephone: 850-413-6728
Fax: 850-413-6729

FACILITIES RENTAL AGREEMENT
MARION COUNTY BOARD OF COUNTY COMMISSIONERS

TAX EXEMPT NO.: _____

ORGANIZATION: Florida Public Service Commission DATE: 9/18/03

CONTACT PERSON: Sandy Moses (Representative of Organization) TELEPHONE NUMBER: 850-413-6728

ADDRESS: 2540 Shumard Oak Blvd., Tallahassee, FL 32399 (Street) (City/State) (Zip)

THE USE OF YOUR FACILITY IS HEREBY REQUESTED AND THE FOLLOWING INFORMATION IS SUBMITTED:

IT IS UNDERSTOOD AND AGREED that the above named organization assumes all personal liability and responsibility for any damage incurred to the County facility and/or furnishings resulting from our use. We further agree to pay the charges listed below, and the check(s) are submitted herewith:

DATE(S) 10/10/03 TIME: FROM: 12:00 Noon TO: 5:00 p.m.

FACILITIES MAY BE RESERVED FOR MAXIMUM OF THREE (3) CONSECUTIVE MONTHS PER APPLICATION

NO. PARTICIPANTS: 150 FACILITY REQUESTED: Auditorium

PURPOSE: To hold Public Hearing in BellSouth's Rate Rebalancing Petition

The undersigned further agrees to indemnify and hold harmless the Board of County Commissioners, Marion County, Florida, its officers, agents and employees from any and all claims, damages, costs or expenses arising out of, or incidental to, the above proposed use of Marion County facilities. There shall be no alcoholic beverages on the premises of any County-owned building or facility.

When the reserved facility will involve a group of 250 or more occupants, it is further specifically understood and agreed that the undersigned will, no less than three (3) days prior to the proposed use of the facilities, provide a Certificate of Insurance issued by an insurance company doing business in the State of Florida, evidencing Special Events coverage for the above proposed use of the premises, including General Liability and Products Liability coverages in minimum limits of $100,000 - $300,000. Such certificate shall name the Board of County Commissioners, Marion County, Florida as an additional named insured and possession and use of the facilities will not be permitted until such certificate has been filed. If the facility rented is in the administrative complex after hours or on the weekend, or the meeting extends past working hours, I take responsibility to ensure that the front ADA doors are opened before the meeting and locked afterwards. SDM (Initial here)

Signed: Blanca S. Bayó Title: Director, Commission Clerk & Administrative Services Division

Name of Signer: Blanca S. Bayó (PLEASE PRINT)

RENTAL FEES - (For every four (4) hours or increment thereof):
(Payable to Marion County Board of County Commissioners)

	AUDITORIUM - $50.00	GREEN CLOVER HALL - $25.00	CONFERENCE ROOMS - $15.00
NO. OF HOURS:	5		
COST:	$ NA	$	$ -

THE FOLLOWING DOCUMENTATION IS SUBMITTED:

1. **Completed and signed agreement.**
2. **Copy of tax-exempt certificate if lessee is tax-exempt organization.**
3. **Check(s) made payable to MARION COUNTY BOARD OF COUNTY COMMISSIONERS.**

THE MARION COUNTY COMMISSION RESERVES THE RIGHT TO CANCEL USE OF ANY COUNTY FACILITY AT ANY TIME SHOULD A FACILITY BE NEEDED BY THE COMMISSION OR ANY OTHER COUNTY BOARD, COMMITTEE OR COMMISSION.

For office use only:

APPROVED_____ NOT APPROVED_____ DATE_____ SIGNED_____

POSTED BY:_____ DATE:_____

PLEASE SIGN AND RETURN TO FACILITIES MANAGEMENT

RENTAL OF FACILITIES POLICY

SPACE/FACILITY RENTAL

Reservations made by clubs, organizations or individuals for rental of space or a facility shall be made by filling out the appropriate form at the Marion County Facilities Management Department office at 2602 S.E. 8th Street, Ocala.

Reservation requests for use of space during regular hours made after the annual calendar are subject to the availability of the desired space, date and time.

County employees are not required to file lease space applications for county activities, but should fax or e-mail a memo to the Facilities office. For activities that are not county-related, they will be required to file lease space applications.

Members of the volunteer fire departments are not required to file lease space applications for the fire building at which they reside.

All requests will be taken on a first come, first served basis.

The fee for rental of County facilities for private organizations which are not county-related and are not non-profit will be as follows:

a.	BCC Auditorium private organization 8:00 A.M. to 5:00 P.M. weekdays only	$50.00/up to four hours
b.	Green Clover Hall private organization	$25.00/up to four hours
c.	Conference rooms private organization 8:00 A.M. to 5:00 P.M. weekdays only	$15.00/up to four hours

All meetings are subject to being relocated or cancelled by the Board of County Commissioners should the need for use of the facility or space become necessary for governmental purposes.

In accordance with Marion County Risk Management procedure (see attached), any permitted user of a government facility will be required to provide proof of insurance at any event with more than 250 people.

It is specifically understood and agreed that the undersigned will, no less than three (3) days prior to the proposed use of the facilities, provide a Certificate of Insurance to Facilities Management in accordance with Marion County Risk Management Procedure #B2, 'Standard Insurance Requirements - Use of County Facilities'.

Non-profit groups must provide their tax I.D. numbers.

Insurance requirements will not be waived if the meeting involves some special risk; i.e., dancing, food, etc.

There will be no alcoholic beverages permitted on the premises of any County-owned building or facility.

Groups will be permitted to use a County facility for a maximum of three (3) consecutive months per application during any calendar year.

Completed forms should be returned to:

Facilities Management Department
2602 S.E. 8th Street
Ocala, Florida 34471-2600

Phone (352) 620-3388 (Suncom 667-3388)
Fax (352) 620-3825

Adopted 6/18/91; revised 5/11/99

MARION COUNTY RISK MANAGEMENT PROCEDURE #B2

STANDARD INSURANCE REQUIREMENTS - USE OF COUNTY FACILITIES
REVISED 1/1/99

APPROVED - COUNTY ADMINISTRATOR [signature] DATE 1-7-99

1. PURPOSE

1.1. To protect the County against liabilities which can occur through activities of others permitted in or on government facilities. The County can expect to be included in almost any suit for damages occurring in or on its property - whether or not it has been negligent. The County is self-insured (for the first $100,000) and must pay claims and legal expenses with tax payer money. This procedure is directed toward minimizing this exposure.

2. POLICY

2.1. It is recognized that most uses of government facilities are indeed the business of government, with some risk attached. The risk of someone slipping and falling while in the County Courthouse, or being injured while walking through a park are risks which government must accept, and it would be ludicrous to require citizens to provide insurance on those occasions. Therefore the policy is to require that insurance be provided ONLY where there is an unusual or inordinate risk presented by the specific requested use of our facilities.

3. INSURANCE REQUIRED

3.1. As outlined above, the permitted user of a government facility will be required to provide proof of insurance as specified under Section 4. "Insurance Specifications" for any of the following type of events or any other event which is deemed to constitute a hazard of similar exposure

3.1.1. Any event with more than 250 people - congregated unless the facility is specifically designed for the expected number of people and type of event being held. May be based on past attendance, event holder estimate, or County estimate

3.1.2 Any event involving explosives, e.g. fireworks, etc
3.1.3 Any event involving vehicles e.g. tractor pulls, etc
3.1.4 Any event involving street closure
3.1.5 Any event involving animals
3.1.6 Carnivals/Circuses/Fairs
3.1.7 Block Parties

4. INSURANCE SPECIFICATIONS

4.1. When insurance is required, it must be a general liability policy, written by an insurer authorized to do business in Florida, naming the County as an "Additional Insured" and including coverage for premises, operations, products and completed operations, contractual liability and broad form property damage, and personal injury, with per occurrence combined single limits of at least $200,000. A Certificate of Insurance attesting to this must be provided to and maintained in the responsible department.

5. CO-SPONSORED/SPONSORED EVENTS

5.1. Events co-sponsored by the County and/or where fees are waived, shall not be relieved of these insurance requirements.
5.2. The County's self-insurance and excess liability insurance will apply to department-approved events conducted by the department's own personnel.

6. AUTHORITY

6.1. The County shall designate the employee(s) who have the authority to grant use of the facility(s) under their control, and who are responsible for implementing this policy. Where there is a question on this policy or its specific application, the County Administrator shall have the final decision.

7. RISK MANAGEMENT

7.1. While not a part of the routine process under this procedure, Risk Management may be consulted regarding the need for insurance, or to review the Certificate provided by the user. Similarly, consultation may be obtained regarding appropriate precautions to be taken.

8. RELIEF OF LIABILITY

8.1. These requirements shall not relieve or limit the liability of the special event holder in any way, nor does the County in any way warrant that the insurance described herein is adequate to serve the special events organization's needs.
8.2. Insurance provided under these requirements shall be considered primary, and any insurance or self insurance carried by the County as excess.

9. LEASES

Insurance requirements contained in leases supersede those in this procedure.

Marion County
Board of County Commissioners
Facilities Management
2602 S.E. 8th Street, Ocala, Florida 34471-2600
(352) 620-3388--Suncom 667-3388--Fax (352) 620-3825

FACSIMILE TRANSMISSION INFORMATION COVER SHEET

Date: 9-18-03

Time: 11:30 AM

SEND TO: Sandy Mosen

COMPANY: Florida Public Service Commission

FAX NUMBER: (850) 413-6729 (Tallahassee)

PROJECT: Auditorium - Oct. 10th

TOTAL NUMBER OF PAGES (Including Cover Sheet): 7

FROM: PEGGY KIDD

IF YOU DO NOT RECEIVE TOTAL NUMBER OF PAGES LISTED:

PLEASE CALL SENDER: PEGGY KIDD

PHONE NUMBER: (352) 620-3388

MESSAGE: YOU CAN FAX COMPLETED FORM BACK TO ME AT NUMBER ABOVE.

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 24, 2003

Ms. Lou Hervey
Marion County Sheriff's Office
Special Detail Division
P. O. Box 1987
Ocala, FL 34475

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc.

Dear Ms. Hervey:

This will confirm my request for a uniformed officer to provide security at a Commission hearing to be held in the above-referenced matter on Friday, October 10, 2003. The hearing will be held at the Marion County Commission Auditorium, 601 SE 25th Avenue, beginning at 1:00 p.m. Please ensure that the officer arrives by 12:30 p.m.

I understand the charge for this service is $25.00 per hour with a 3-hour minimum. At the conclusion of the hearing, please forward your invoice to the Florida Public Service Commission, Fiscal Services Section, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399, or fax directly to me at (850) 413-6729.

If you need additional information regarding this request, please call me at (850) 413-6728.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

SHERIFF
Marion County

Fax

To:	Att: Sandy Florida Public Commissoner	**From:**	Lucille Hervey Special Details Coordinator
Fax:	850-413-6729	**Phone:**	352-369-6844
Pages:	2	**Fax:**	352-368-3550
Re:	Special Details	**Date:**	9-24-03

• Comments:

Thank You

Lu

P.O. Box 1987, Ocala, FL 34478
Phone (352) 732-8181
Civil (352) 620-3606 Emergency Management (352) 622-3205 Jail (352) 351-8077

Special Order Requisition

NO:33046

FLORIDA PUBLIC SERVICE COMMISSION

DIVISION / OFFICE: CCA-BHS GSS CP

ORGANIZATION CODE: ~~CM-03-001~~ 04-07-001 CP

See Instructions on Reverse Side

APPROPRIATION CATEGORY

OPS: 030000		OCO 060000	
Temporary	☐	Books, Hardbound (1)	
Contractual	☒	More than $250	☐
EXPENSE: 040000		Data Processing Equip.(2)	☐
Furniture & Office Equip.		Furniture & Office Equip.	
Less than $1,000	☐	More than $1,000	☐
Library Material (1)	☐	**DPS 210014 (2)**	
Office Supplies/Other	☐	Data Center Services	☐
DP Related Expenses (2)	☐	Other	☐

(1) Requires review by Librarian (2) Requires review by Chief of Information Processing

FOR CCA ADMINISTRATIVE USE ONLY

NOTE:

OBJECT CODE	QUANTITY	ITEM DESCRIPTION	ESTIMATED COST	UNIT PRICE	AMOUNT	PO NUMBER	DATE
132203		Security for customer service hearing to be held in Ocala in Dockets Nos. 030367, 030368, and 030369-TL on October 10, 2003. $25.00 per hour; 3-hour minimum Marion County Sheriff's Office P. O. Box 1987 Ocala, FL 34475 Contact: Louise Hervey 352-369-6044 FEID No.: 596000739001	$ 75.00	$	$		

FOR REQUESTING DIVISION / OFFICE USE ONLY

Requested By: _____

Date: _____

Approved By: _____

Title: CCA Director

Date: _____

OTHER REVIEWERS

ADM - Bureau Chief	Date
BIP - Bureau Chief	Date
GSS - Section Supv.	Date
HR Staff or Supv.	Date

FOR CCA ADMINISTRATIVE USE ONLY

Approved By: _____ Date: _____
PSC Purchasing Agent

Reviewed By: _____ Date: _____
Supervisor, Fiscal Services Section

PSC Librarian	Date

PSC/CCA 7-A (Rev. 07/02)

White Copy - *Purchasing Office* Canary Copy - *Requesting Division / Office* Pink Copy - *Purchasing's Pending Copy* Blue Copy - *Reviewer's Copy* Green Copy - *Requesting Division / Office's Pending Copy*

COVER SHEET

FAX

To: Lou Hervey, Marion County Sheriff's Office
Fax #: 352-368-3550
Subject: Special Detail - 10/10/03
Date: September 24, 2003
Pages: pages (including this cover sheet)

COMMENTS:

Attached is signed special detail request form.

Thanks for your help Lou.

Sandy

FROM THE DESK OF:
Sandy Moses
Senior Management Analyst I
Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
Telephone: 850-413-6728
Fax: 850-413-6729

SPECIAL DETAIL REQUEST FORM

Tracking Number _____

LOCATION OF SPECIAL DETAIL Marion County Commission Auditorium
601 SE 25th Avenue, Ocala

EVENT TYPE Public Hearing

DEPUTY'S RESPONSIBILITY Security / Crowd control

ALCOHOL YES (NO)

DATES NEEDED	HOURS NEEDED	NO. OF DEPUTIES
10/10/03	12:30 - possibly 4:30 pm	ONE

OTHER COMMENTS _____

REQUESTED BY Sandy Mazer DATE 9/24/03

PHONE NUMBERS 850-413-6728 FAX 850-413-6729

BILLING ADDRESS 2540 Shumard Oak Blvd, Tallahassee FL 32399

APPROVED BY _____ DATE _____
(MCSO ID #)

MCSO Form #PAT-113

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 24, 2003

RECEIVED-FPSC
03 OCT 20 PM 1:35
COMMISSION
CLERK

Ms. Denise Mangus
School Board of Lee County
Dr. James A. Adams Public Education Center
2055 Central Avenue
Ft. Myers, FL 33901

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc. (Rate Rebalancing).

Dear Ms. Ms. Mangus:

This will confirm the Florida Public Service Commission's reservation of the Lee County School Board Meeting Room for the purpose of holding a customer service hearing on October 16, 2003, in the above-referenced matter. The hearing will begin at 6:30 p.m., but Commission staff will need access to the room by 5:00 p.m. The hearing should end by 10:00 p.m., and we expect approximately 100 - 150 people to attend. Please ensure that a six-foot table is placed outside the Commission Chambers for registration purposes.

As previously discussed, there is no charge for use of the room. I understand, however, should the hearing go beyond 10:00 p.m., there will be a charge for custodial staff. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing. Please call me at (850) 413-6728 if you have any questions regarding this matter.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

Enclosure

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 25, 2003

RECEIVED-FPSC
03 OCT 20 PM 1:35
COMMISSION
CLERK

Ms. Debbie Durieux
Insurange and Benefits Management
School District of Lee County
2055 Central Avenue
Ft. Myers, FL 33901

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc. (Rate Rebalancing).

Dear Ms. Durieux:

Enclosed are the signed facility rental and assumption of liability agreements, as well as a copy of the Commission's certificate of insurance for our use of the Lee County School Board Meeting Room for the purpose of holding a customer service hearing on October 16, 2003, in the above-referenced matter.

As previously discussed, the usual charge for use of the room has been waived. I understand, however, should the hearing go beyond 10:00 p.m., there will be a $22.00 per hour charge for custodial staff.

I appreciate your assistance in this matter, and if you have any questions, please call me at (850) 413-6728.

Sincerely,

Sandy Moses
Senior Management Analyst I

Enclosures

The School District of Lee County

FACILITY RENTAL AGREEMENT

RENTER: Florida Public Service Commission (Organization) CONTACT PERSON: Sandy Moses

ADDRESS: 2540 Shumard Oak Boulevard Tallahassee, FL 32399 PHONE #: (850) 413-6728

SCHOOL: Dr. James A. Adams Public Education Center FACILITY: Board Room (See reverse for schedule)

DESCRIPTION OF ACTIVITY: Public Hearing

DATE(S): 10/16/03 (Beginning/Ending) TIMES: 6:30 - 10:00 PM (Beginning/Ending)

TOTAL HOURS: 3.5 hrs. FEE PER HOUR: Waived RENTAL CHARGE: Waived (3-hour minimum)

CUSTODIAL CHARGE: 0* SPECIAL EVENTS INSURANCE: N/A TOTAL CHARGE: 0*

*If custodian has to stay past 10:00 PM, then charge will $22 per hr past 10:00 PM.

Liability insurance is available through the District's Special Events Policy at $45 per event/day.

Make check payable to: SCHOOL DISTRICT OF LEE COUNTY, FLORIDA

The undersigned renter must: (1) sign an Indemnification and Hold Harmless Agreement or Assumption of Liability Agreement (Governmental entities subject to 768.28, Florida Statutes) and (2) attach a certificate of insurance, clearly identifying the School District of Lee County as the additional insured, with minimum limits of liability insurance of $100,000 for any one person and $200,000 for any one occurrence.

The undersigned renter is financially responsible for missing items and/or damage to equipment and facilities resulting from the above rental.

Signature of Renter — September 25, 2003 (Date)

Signature of Principal — Date

Signature of Superintendent/Designee — Date

FOR OFFICE USE ONLY

PAYMENT RECEIVED IN COUNTY OFFICE: _____ (Date) $ _____ (Amount)

BY: _____ Receipt No. _____

SUBMIT ALL COPIES OF THIS AGREEMENT TO: DEPARTMENT OF INSURANCE & BENEFIT MGMT.

Final Copy Distribution: ORIGINAL - Renter CANARY - Finance PINK - School

MIS 350 (5/01)

School District of Lee County

FACILITY RENTAL FEES

Rental	Fee
AUDITORIUM (500 capacity or less)	$50/hour
AUDITORIUM (Capacity over 500)	$75/hour
CAFETORIUM	$45/hour (without kitchen) $65/hour (with kitchen)
CLASSROOMS	$10/hour (regular classroom) $25/hour (special purpose classroom)
GYMNASIUM	$50/hour
STADIUM	
With floodlights	$150/hour
Without floodlights	$115/hour
ATHLETIC FIELDS	
With floodlights	$50/hour
Without floodlights	$20/hour
CUSTODIAL FEES	$22/hour

ALL RENTALS REQUIRE A THREE (3) HOUR MINIMUM CHARGE, WITH ADDITIONAL HOURS CHARGED AT THE SPECIFIED HOURLY RATE.

The School District of Lee County

ASSUMPTION OF LIABILITY AGREEMENT

The undersigned, in consideration for renting and/or using certain space owned by THE SCHOOL DISTRICT OF LEE COUNTY, FLORIDA, which rental and/or use of space shall be on October 16, 2003, at the following location Board Room, Dr. James A. Adams Public Education Center does hereby agree to assume liability for the negligent acts of its officers, employees, and agents during rental and/or use of said property, and will defend all claims, causes of action, damages, suits, or other actions which any person may pursue based on the negligent acts of its officers, employees, or agents alleged to have occurred during the said rental and/or use of the SCHOOL DISTRICT'S property. The undersigned assumes no liability beyond that allowed by §768.28, Florida Statutes.

Name of Agency: Florida Public Service Commission
(Please Print)

By: Blanca S. Bayo
(Please Print)

Title: Commission Clerk & Administrative Services Director
(Please Print)

Signature: Blanca S. Bayó

Date: September 25, 2003

MEMO FROM . . .

DEBBIE DURIEUX
Insurance & Benefits

Phone: (941) 337-8317 Fax: (941) 335-1506
email: DebbieD3@lee.k12.fl.us

September 22, 2003

TO: Sandy Moses
Div. of Commission Clerk & Adm. Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

SUBJECT: Rental of Board Room in the Dr. James A. Adams Public Education Center
2055 Central Avenue, Fort Myers, FL 33901

Per our telephone conversation of today, I am enclosing two forms you will need to complete & sign (see yellow highlights). Return both forms, along with your Certificate of Insurance, to me at the following address:

Debbie Durieux
Insurance & Benefits Management
School District of Lee County
2055 Central Avenue
Fort Myers, FL 33901

If you have any questions, please contact me at (239) 337-8687.

Thanks!

RECEIVED-FPSC
03 SEP 24 AM 9:34
COMMISSION
CLERK

03 SEP 24 AM 8:42
DISTRIBUTION CENTER

ORIGINAL

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 25, 2003

FILED
03 OCT 22 AM 10:08
COMMISSION
CLERK

Ms. Jessy Castillo
Accurate Interpreting Services, Inc.
1904 West Colonial Drive
Orlando, FL 32804

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc. (Rate Rebalancing).

Dear Ms. Castillo:

This will confirm my request for a Spanish/English consecutive translator at a Commission hearing to be held in the above-referenced matter on Thursday, October 30, 2003. The hearing will be held at the Crown Plaza Hotel, 950 NW LeJeune Road, Miami, beginning at 6:30 p.m. Please provide the name and cell phone number of the translator and ensure that arrival is by 6:00 p.m. To help familiarize the translator with the subject matter, I am enclosing a copy of the Commission's order on issues for hearing.

I understand the charge for this service is $75.00 per hour with a 2-hour minimum. At the conclusion of the hearing, please forward your invoice to the Florida Public Service Commission, Fiscal Services Section, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399, or fax directly to me at (850) 413-6729. Enclosed is a copy of the Commission's tax exemption certificate, and the purchase order will be forwarded shortly.

I appreciate your assistance in this matter, and if you have any questions, please call me at (850) 413-6728.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

Enclosures

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 25, 2003

FILED
03 OCT 22 AM 10:08
COMMISSION
CLERK

Ms. Ingrid Farrow
Accurate Interpreting Services, Inc.
1904 West Colonial Drive
Orlando, FL 32804

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc. (Rate Rebalancing).

Dear Ms. Farrow:

This will confirm cancellation of my request for a Spanish/English translator at a Commission hearing to be held in the above-referenced matter on Thursday, October 2, 2003 at the Orlando City Council Chambers. It has been determined that translator services will not be required for this particular hearing. However, we do still require a translator for the October 30, 2003 hearing at the Crown Plaza Hotel in Miami.

I apologize for any inconvenience this may have caused for the firm, and I certainly appreciate your understanding and assistance. If you have any questions, please call me at (850) 413-6728.

Sincerely,

Sandy Moses
Senior Management Analyst I

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

September 25, 2003

RECEIVED-FPSC
03 OCT 20 PM 1:35
COMMISSION
CLERK

Ms. Kendra Goebel
Sarasota County Sheriff's Office
Special Operations Bureau
P. O. Box 4115
Sarasota, FL 34230-4115

Re: Dockets Nos. 030867-TL, 030868-TL, and 030869-TL - Petitions for implementation of Section 364.164, Florida Statutes, by rebalancing rates by Verizon, Sprint-Florida and BellSouth Telecommunications, Inc.

Dear Ms. Goebel:

This will confirm my request for a uniformed officer to provide security at a Commission hearing to be held in the above-referenced matter on Friday, October 17, 2003. The hearing will be held at the Sarasota County Administration Center, Commission Chambers, 1660 Ringling Boulevard, beginning at 10:00 a.m. Please ensure that the officer arrives by 9:30 a.m.

I understand the charge for this service is $30.00 per hour with a 3-hour minimum, that prepayment is required by October 7, 2003, and if the hearing lasts longer than three hours, you will reinvoice the Commission for the additional time.

If you need additional information regarding this request, please call me at (850) 413-6728.

Sincerely,

SM

Sandy Moses
Senior Management Analyst I

Sarasota County Sheriff's Office

PERMIT#_____

P.O. Box 4115
Sarasota, FL 34230-4115
Phone: 941-480-3340 Fax: 941-480-3341

Special Detail Services - Application for Permit

To Be Completed by Applicant

Permittee: Fla. Public Service Commission (Individual/Organization) Telephone: 850-413-6728

Street Address: 2540 Shumard Oak Blvd. City: Tallahassee Zip: 32399

Billing Address: Same as above City: _____ Zip: _____

Authorized Agent: _____ Billing Contact Name: Sandy Moses

Work Phone: 850-413-6728 Home: _____ Fax: 850-413-6729 Cell: _____

To Be Completed by Applicant- Event Information

Description of Event: Customer service Hearing

Location: Sarasota Co. Adm. Center, 1660 Ringling Blvd., Sarasota

Nature of Duties: Security / Crowd Control

Anticipated Problems: None

Report To: Sandy Moses Telephone: 850-413-6728

DATE(s)	ARRIVAL TIME	END TIME	# OF DEPUTIES	# OF HOURS	VEHICLE REQUIRED?
10-16-03	9:30 AM / PM	12:30 AM / PM	1	3	YES / NO
17	AM / PM	AM / PM			YES / NO
	AM / PM	AM / PM			YES / NO
	AM / PM	AM / PM			YES / NO
	AM / PM	AM / PM			YES / NO

Total Employee Hours 3 @ $ 30 /hour = $ 90.00

Total Vehicle Hours _____ @ $ 10 /hour = _____

IF YOU REQUIRE MORE DATES THAN LINES PROVIDED, PLEASE ATTACH SCHEDULE ON COMPANY LETTERHEAD.

Total $ 90.00

Check #_____ Total Prepaid $ 90.00

I, X Blanca S. Bayo' , as authorized representative of X Fla. Public Service Commission (FPSC)
Hereby acknowledge that I have read and understand the "Conditions of Permit", which I have signed and dated. I further agree to abide by, and be subject to, these conditions in all respects, if a permit is issued as a result of this application. In addition, X FPSC through its authorized representative, hereby agrees to hold harmless and indemnify the County of Sarasota, the Sheriff's Office and their respective representatives and employees from any and all claims or liability which arises, or might arise, from the participation of the Sheriff's Office or its employees in services rendered pursuant to any permit issued as a result of this application, including claims caused or suffered by third parties. I further agree that, as the employer of a Deputy Sheriff for security services, X FPSC shall be responsible for the acts or omissions of the Deputy Sheriff while he/she is performing services for that employer while off duty from the Sheriff's Office, including workers' compensation benefits. However, for workers' compensation purposes, a Deputy Sheriff so employed while off duty, and who sustains an injury while enforcing criminal, traffic, or penal laws of the State of Florida shall be regarded as working on duty for the Sheriff's Office.

X Blanca S Bayo' 9/25/03

Authorized Signature Date

The above application for permit is hereby granted and the above application together with the attached "Conditions of Permit" are hereby adopted, by reference, and are made a part of and constitute the terms of this permit.

_____ _____

Sheriff's Office Authorized Signature Date

Conditions of Permit

FEE SCHEDULE

The charges for Special Detail (3-hour minimum) Services shall be in accordance with the following fee schedule:

Deputy Fee $30.00 per hour (3 hour minimum)
Vehicle fee $10.00 per hour (3 hour minimum)

The above fee schedule is subject to change. Following such a change, the Sheriff's Office shall give notice to the permit holder within 14 days.

Make checks payable to: The Sarasota County Sheriff's Office

Note: A sergeant ($35.00/hour) will be required when five but less than nine employees are hired, additional sergeants will be required for each squad of five thereafter. A lieutenant ($38.00/hour) will be required where two or more sergeants are needed. There is a 3-hour minimum charge per assignment.

Permit Cancellation

The Sarasota County Sheriff's Office reserves the right to cancel a permit at any time with or without cause. The permit holder may cancel or postpone an assignment by contacting the Sheriff's Office at least 24 hours in advance, during normal business hours (Monday-Friday, 8:00am to 4:00pm). No cancellation will be accepted on weekends, holidays, or after 4:00pm daily. If the permit holder fails to make proper and timely notice, the permit holder shall compensate the Sheriff's Office at a rate of 3 hours pay for each scheduled individual.

Status of Deputies Performing Permit Services

Special detail assignments may be terminated at any time in the interest of the Sheriff's Office and the general public. The permit holder is restricted to the general assignment of duties only. The permit holder will not dictate specific law enforcement functions to the employee.

Staffing Provisions

The bureau commander or his designee shall review all permit assignment applications prior to approval. In review, staffing needs will be evaluated and, if deficient, the supervisor in charge shall use discretionary judgment to authorize minimum staffing to ensure proper security and safety of employees and the community.

General Information

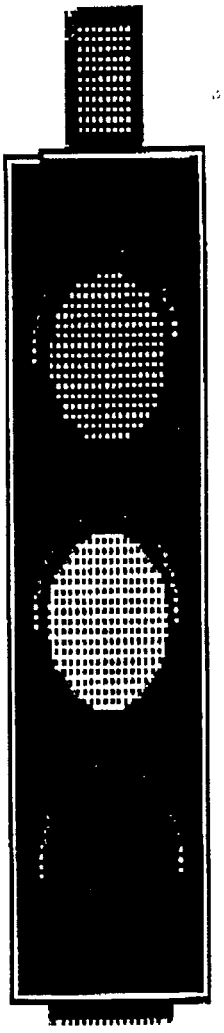
Applications from public, private, or commercial organizations for assignment shall be made at least 7 days, (excluding weekends and holidays), prior to the beginning of the detail for investigation and processing. Permits involving the patrol of parking lots or grounds of certain establishments or events wherein food and alcoholic beverages are sold or consumed shall be subject to review. Deputies are subject to call in at any time for emergencies, special assignments or overtime duty.

DETAILS MUST BE PRE-PAID 7 WORKING DAYS PRIOR TO SERVICE

I have read and understand the conditions of permit.

Signature of Authorized Representative: X [redacted] Date: 9/25/03

William F. Balkwill, Sheriff
Sarasota County Sheriff's Office
P.O. Box 4115
Sarasota, FL 34230-4115
Telephone: (941) 861-5800



SPECIAL OPERATIONS

TO: **Sandy Moses**
Florida Public Service Commission

REF: **Special Detail**

FROM: **Kendra Goebel, Special Detail Coordinator**

DATE: **9/25/03**

Per our conversation, you are requesting 1 deputy for security at Sarasota County Commission Chambers, 1660 Ringling Blvd from 9:30am-12:30pm on Friday 10/17/03. Cost for 3 hours @ $30/hour = **$90.00.** Payment and completed contract are due by 10/07/03.

If you have any further questions, please contact me at (941)480-3340, fax 480-3341, or email kgoebel@scgov.net
Thanks, Kendra

Confidentiality Note:
The documents accompanying this fax transmission contain information from the Sarasota County Sheriff's Office, which is confidential and/or legally privileged. The information is intended only for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking any action in reliance on the contents of this faxed information is strictly prohibited, and the document should be returned to this agency immediately. In this regard, if you have received this fax in error, please notify us by telephone immediately so that we can arrange for return of the original documents to us at no cost to you or your department.

State of Florida

ORIGINAL

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 25, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH 1 to each docket

MICHAEL B. TWOMEY
ATTORNEY AT LAW
POST OFFICE BOX 5256
TALLAHASSEE, FLORIDA 32314-5256
Tel. (850) 421-9530 Fax. (850) 421-8543
e-mail: miketwomey@talstar.com

September 23, 2003

Lila A. Jaber, Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 23299-0850

RECEIVED
SEP 23 2003
Florida Public Service Commission
CHAIRMAN JABER

Re: Public Hearings and Motions to Dismiss in Dockets 030867, 030868 and 030869

Dear Chairman Jaber:

AARP requests that the Commission hold more public service hearings than now scheduled in connection with the delay that hopefully will result from the granting of Public Counsel's Motions to Dismiss the petitions in the above-cited dockets.

AARP appreciates the seven public hearings announced last Tuesday and the additional three scheduled the end of last week. While those ten are welcome, they are still not adequate to give substantially more telephone customers the opportunity of protesting the huge rate increases sought, as well as testifying to the lack of demonstrable benefits to flow to them by the Commission granting these increases. AARP still supports Public Counsel's requested total of 14 hearings and believes recent events should provide you with more time to schedule the remaining hearings.

AARP today filed a motion joining Public Counsel's motions to dismiss all three petitions because they fail to comply with the most fundamental requirement of the law, namely that parity be reached "over a period of not less than 2 years or more than 4 years." AARP fully agrees with Public Counsel that initial rate increases starting January 1, 2004, followed by the second and last increase just 12 months later on January 1, 2005 are less than 2 years and, thus, violate the law. AARP also fully agrees with your staff's September 18, 2003 recommendation that you should grant Public Counsel's motions to dismiss with leave to amend. AARP believes your staff has hit the legal nail on the head when they say at page 14 of the recommendation:

> The companies engage in a tortured reading of the statute to arrive at the conclusion that the language "over a period of not less than 2 years" really means "over a period of two annual adjustments."

AARP is hopeful you will follow your staff recommendation and grant Public Counsel's motions to dismiss with leave to amend and restart the 90-day statutory clock.

While legally the correct action to take, granting the motions to dismiss and resetting the clock will also allow more time for a myriad of critical activities, not the least of which is the

holding of the additional public hearings. The number and timing of the single hearing in the Tampa Bay area illustrates the larger problem.

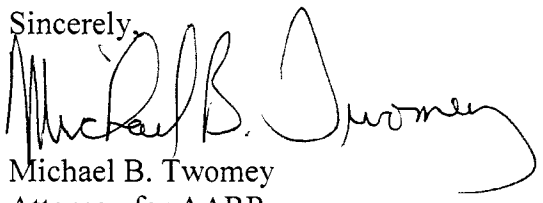
The Tampa Bay area, as represented by the Tampa - St. Petersburg - Clearwater Metropolitan Statistical Area has in excess of 2.5 million residents. It draws people from the four-county area of Hernando, Hillsborough, Pasco and Pinellas Counties and is the 21st largest population center in the nation. For this area the Commission has scheduled a single hearing in Tampa on October 3 and at 1:00 p.m. While this area might look compact on a map, the distances from Clearwater and St. Petersburg to Tampa are substantial and commute times are very lengthy, especially at rush hour.

AARP would urge the Commission to reschedule the Tampa hearing until a reasonable time after the close of business (at 6 or 6:30 p.m. like at the other hearing locations) and to schedule an additional hearing in the St. Petersburg area, again at 6 or 6:30 in the evening.

Lastly, AARP would note that the Commission's own website includes a "press release" that gives the public hearing locations, dates and times, but that fails to inform consumers of the level of rate increases sought, which amounts are known to the penny. This release fails to inform consumers of the detriments they face and AARP would urge the Commission to modify its press releases and subsequent notices to include the level of monthly rate increases being sought. Commission staff, at the urging of AARP, recently required that the companies include the level of increases being sought in their quarter-page newspaper ads. The text of the newspaper ads, which AARP recommends be used in Commission notices and future press releases, including those now residing on your home page, is on the attached page.

AARP looks forward to addressing the Commission next Tuesday and will appreciate the scheduling of additional public hearings.

Sincerely,



Michael B. Twomey
Attorney for AARP

cc: Commissioners
Tampa Bay Area Legislators
Parties of record

NOTICE OF PUBLIC HEARING

The Florida Public Service Commission will conduct a public hearing to receive customer testimony regarding the petitions filed by Verizon, Sprint, and BellSouth pursuant to section 364.164, Florida Statutes, referred to as the Tele-Competition Innovation and Infrastructure Enhancement Act. All customers of these companies are invited to attend the hearing at the following time and location:

Date:
Time:
Location:

Each company proposes a revenue-neutral plan consisting of increases to connection charges, basic local residence and single-line business service monthly rates, with an equal amount of reductions in the rates charged long distance providers for access to the companies' networks. Consistent with State law, the reduction to long-distance providers will result in a reduction of in-state, long-distance charges to residence and business customers, including the elimination of up to $ 1.99 per month for "in-state connection charges" on most customers' bills by July 1, 2006. The companies propose to implement these changes in two installments on January 1, 2004 and January 1, 2005.

By law, the Public Service Commission is to consider, along with other factors, whether granting the petition will (1) remove current support for basic local service to create a more attractive competitive local exchange market for the benefit of the companies' residential customers in Florida; (2) induce enhanced market entry; (3) be revenue neutral; and (4) result in reductions of intrastate switched network access rates to parity over a period of not less than 2 years or more than 4 years. The Commission is currently scheduled to render its final Order on these petitions by November 25, 2003.

Among the specific proposals in the petitions are the following increases to basic local residential rates and single-line business rates:

COMPANY NAME	TOTAL PROPOSED 2-YEAR RESIDENTIAL BASIC LOCAL SERVICE INCREASE	TOTAL PROPOSED 2-YEAR SINGLE-LINE BUSINESS INCREASE
VERIZON	$4.61 per month	range from $1.65 to $7.53 per month
SPRINT	$6.86 per month (est.)	range from $4.04 to $10.55 per month
BELLSOUTH	$3.50 or $3.86 per month, depending upon approval of calculation	range from $.52 to $4.45 per month

BellSouth proposes to protect Lifeline participants from increases for four years, Sprint for three years, and Verizon for two years.

ORIGINAL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 25, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

AUS ____
CAF ____
CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
MMS ____
SEC ____
OTH 1 to each docket

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

September 24, 2003

The Honorable Manuel Prieguez
Florida House of Representatives
304 SW 12th Avenue
Miami, FL 33130

Dear Representative Prieguez:

I am in receipt of your letter dated September 19, 2003 expressing your view that the PSC should hold a public hearing in Miami on the recent filings by the three largest local exchange companies pursuant to the Tele-Competition Innovation and Infrastructure Act (the Act). Please be advised that Miami has not been excluded as a venue for public hearings on these filings. The staff recommendation voted on by the PSC on September 16th only included sites where dates of hearings had already been identified, notice had been given and locations found. We do plan to conduct a hearing in Miami on October 30, 2003 at the Crowne Plaza Hotel - Miami International Airport. Formal notice will be given shortly.

I appreciate your feedback on this issue and apologize for any confusion in the scheduling of these hearings. Please be assured that the PSC will conduct a thorough hearing on these petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

cc: PSC Commissioners
Miami-Dade Legislative Delegation

RECEIVED
SEP 24 2003
Florida Public Service Commission
CHAIRMAN JABER

Florida House of Representatives

Representative Prieguez

District 113

Reply to:

- 304 SW 12h Avenue
  Miami, FL 33130
  (305) 643-7336
- 402 South Monroe Street
  300 House Office Building
  Tallahassee, Florida 32399-1300
  (850) 488-4202

Committees:

Business Regulation (Chair)
Health Care
Health Services
Commerce and Local Affairs Appropriations
Appropriations

September 19, 2003

Honorable Lila Jaber
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Dear Chairwoman Jaber:

Through this letter, I would like to express my dismay for having excluded Miami-Dade County as a site for the upcoming public hearings that the PSC has arranged, regarding the statewide telephone rate hike proposal.

Because Miami-Dade County is the most populated in the State of Florida and my district encompasses sectors from this county, especially, the City of Miami, which is recognized as the 5th poorest city in the U.S, these resident's opinions are crucial to this issue. For that reason, I will strongly encourage your office to hold one of these meetings in the Miami-Dade area, as it was originally scheduled.

As it is mentioned in the press release, the PSC requires for the telecommunication companies to place ads in the local newspapers one week prior to the date of the hearing. Although, there will be no inconvenience for those residents that live on the north side of the state, for residents in the southern areas, mainly the ones that I represent, will not have the resources to cover for the required expenses to travel to the sites of these meetings.

Chairwoman, I feel confident that you will grant the Miami-Dade residents with the opportunity to express their opinions on this complex issue.

I would like to thank you for taking the time into this matter and I look forward for your response.

Cordially,

Manuel Prieguez
State Representative, District 113

State of Florida

ORIGINAL

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 25, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH 1 for each docket

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

September 24, 2003

The Honorable Juan C. Zapata
Florida House of Representatives
13550 SW 88th Street
Suite 150
Miami, FL 33186

Dear Representative Zapata:

Thank you for your letter dated September 23, 2003 regarding the Miami-Dade public hearing on the recent filings made by BellSouth, Verizon and Sprint pursuant to the Tele-Competition Innovation and Infrastructure Act. For your convenience I have enclosed a chart that indicates the date, time and location of each public hearing that has been scheduled thus far along with a notation of which commissioners will be attending. As you can see by looking at the chart, for administrative efficiency and for scheduling purposes, we have divided up the ten hearings among the five commissioners so that at least two commissioners will be present at each hearing.

If you have any further questions, please feel free to contact me.

Sincerely,

Lila A. Jaber
Chairman

cc: PSC Commissioners
cc/enc: Governor Jeb Bush
Miami-Dade Legislative Delegation

Telecommunications Access Charges Service Hearings

Wednesday 10/1/03 6:30 p.m. DS, BD, DV Duval County School Board 1st Floor Board Room 1701 Prudential Drive **Jacksonville**	**Thursday 10/2/03 6:30 p.m. JB, DS, BD** Orlando City Council Chambers - 2nd Floor City Hall 400 S. Orange Avenue **Orlando**	**Friday 10/3/03 1:00 p.m. JB, DS, BD** Robert J. Arenal Conference Center - 26th Floor Hillsborough County Center 601 E. Kennedy Blvd. **Tampa**
Wednesday 10/8/03 6:30 p.m. BZ,DV Broward County Governmental Center Commission Chambers - Room 422 115 S. Andrews Avenue **Ft. Lauderdale**	**Friday 10/10/03 1:00 p.m JB,DV** Marion County Commission Auditorium County Governmental Complex 601 S.E. 25th Avenue **Ocala**	**Monday 10/13/03 6:00 p.m. (CT) JB, BZ** Hagler Auditorium (Room 252) Pensacola Jr. College 1000 College Blvd. **Pensacola**
Thursday 10/16/03 6:30 p.m. DS,DV School Board of Lee County Dr. James A. Adams Public Education Center 2055 Central Avenue **Ft. Myers**	**Friday 10/17/03 10:00 a.m. DS, DV** Sarasota County Administration Center Commission Chambers, 1st Floor 1660 Ringling Blvd. **Sarasota**	**Thursday 10/30/03 6:30 p.m. BZ, BD** Crowne Plaza Hotel - Miami International Airport 950 NW LeJeune Road **Miami**
Tuesday 11/4/03 9:30 a.m. ALL Betty Easley Conference Center Room 148 4075 Esplanade Way **Tallahassee**		

Nicki Garcia

From: BLAKE.DANIELLE [BLAKE.DANIELLE@myfloridahouse.com]

Sent: Wednesday, September 24, 2003 11:22 AM

To: BLAKE.DANIELLE; ljaber@psc.state.fl.us

Cc: jeb@jeb.org; bbaez@psc.state.fl.us; Davidson@psc.state.fl.us; tdeason@psc.state.fl.us; rbradley@psc.state.fl.us; ZAPATA.JUAN; ACOSTA.CHASTITY; ALEMAN.FRANCISCA.S40; AMOR.GLORIANNE; AUG_ANDRE.KAREN.S33; ARZA.RALPH; BARREIRO.GUSTAVO; BENNETT.NAOMI; BLAKE.DANIELLE; BLUESTONE.MARISA.S35; BOVO.VIVIANA; BRUTUS.PHILLIP; BUIE.VERONICA; BULLARD.EDWARD; BULLARD.LARCENIA.S39; CANINO.MAYTE.S34; CANTENS.GASTON; CARD.JIMMY; CASTILLO.ANABEL.S36; CHAMBERLAIN.SHEILA.S39; CONCEPCION.DAVID; DARBONNE.REGINALD; DENIS.VERONICA; DOMINGUEZ.ALEJANDRO; FABIETTI.CHIARA.S40; FAUST.BRENDA; FISHMAN.JULIE.S39; GARCIA.ALINA; GARCIA.ANA; GARCIA.RENE; GARCIA.RUDY.S40; GARCIA.VICKY.S38; GELBER.DAN; GLICKMAN.JOAN.S33; GONZALEZ.GWYNNE.S35; GUERRA.OSVALDO; GUILLEN.JULIO.S36; HOLLOWAY.TEE; JOHNSON.TRINECA; KNOPP.JUDITH.S34; LANE.ANGELA; LARA.ROLANDO; LEDESMA.NORMA.S38; LEON.SUHEID; LIGHTFOOT.PATRICIA.S33; LLORENTE.MARCELO; LOPES.JULIA.S34; LORENZO.MICHELLE; MARGOLIS.GWEN.S35; MARGRON.CAROL; MARTIN.SUSIE.S40; MCCLOUD.RALPH.S39; MESA.BETSY; MINDINGALL.DOROTHY; MIRO.CLAUDIA; MORTON.RUBY; NORMAN.JOHN; NUNEZ.JEANETTE.S36; GRISSETT.MIRIAM; PINEIRO.MICHAEL; PLANAS.JC; PORTILLA.ALEX.S36; PREBAL.MARITZA; PRIEGUEZ.MANUEL; RANDALL.JOYCE; RIVERA.DAVID; ROBAINA.JULIO; ROBERSON.YOLLY; RUBIO.MARCO; SANCHEZ.ROBERTO; SCHULTZ.DEBBIE.S34; SCHWARTZ.DEBRA; SIMON.KAREN.S35; SORENSEN.KEN; SPARKS.PATTY; SUAREZ.CAROLINA; SULLIVAN.TIANDRA; TODD.LAURA; VALLADARES.BELEN; VILLALOBOS.ALEX.S38; VILLARREAL.MARIBEL; WILSON.FREDERICA.S33

Subject: RE: Telecommunication Rate Increase Public Hearings

Attached is the thank you letter to Chairwoman Lila Jaber of the Public Service Commission. The PSC public hearing for Miami-Dade County is schedule for:

Thursday, October 30, 2003
Crowne Plaza Hotel
Miami International Airport
950 NW LeJeune Road
Miami, Florida
6:30 pm

Danielle Blake Bellido
Legislative Assistant
Florida Representative Juan C. Zapata
13550 SW 88th Street, Suite 150
Miami, Florida 33186
(305) 273-3288
SC 491-3288
Fax: (305) 273-3290

District Office:
13550 SW 88th Street, Suite 150
Miami, FL 33186
(305) 273-3288
(305) 273-3290 (fax)

Tallahassee Office:
303 House Office Building
402 South Monroe Street
Tallahassee, FL 32399
(850) 488-9550

Legislative Committees:

Education Appropriations
Joint Legislative Auditing Committee
Public Safety & Crime Prevention
Corrections
Business Regulation
Trades, Professions & Regulated Business

Florida House of Representatives

Representative Juan C. Zapata

District 119

September 23, 2003

Ms. Lila A. Jaber
Chairman, Public Service Comission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Chairwoman Jaber,

Thank you for taking my request into consideration and providing more public hearings for Floridians and more specifically, the residents of Miami-Dade County.

I have been informed that the public hearing for Miami-Dade County will take place on October 30, 2003, at the Crowne Plaza Hotel, located at 950 NW LeJeune Road in Miami, Florida. Please notify my office of which commissioners will be attending.

If you have any questions, please feel free to contact me or my staff. On behalf of our community, I am grateful that the Public Service Commission has an established process which offers an opportunity for the people to voice their opinions.

Best regards,

Juan C. Zapata
State Representative
House District 119

Cc: Governor Jeb Bush
Public Service Commissioners
Miami-Dade Legislative Delegation

Email: zapata.juan@myfloridahouse.com

CCA Official Document . . . **9/26/2003** **10:17 AM**

Kay Flynn 030868

From: Denise Karnes
Sent: Friday, September 26, 2003 10:16 AM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Jane Faurot; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington
Subject: Items of Interest at Upcoming Agenda Conference, 9/30/03

A news release was faxed to the daily newspapers this morning, 9/26/03, and may be viewed by clicking the link below:

http://www.psc.state.fl.us/

WARNING:
Changes in appearance and in display of formulas, tables, and text may have occurred during translation of this document into an electronic medium. This HTML document may not be an accurate version of the official document and should not be relied on.

For an official paper copy, contact the Florida Public Service Commission at contact@psc.state.fl.us or call (850) 413-6770. There may be a charge for the copy.

State of Florida

Public Service Commission

NEWS RELEASE

September 26, 2003 Contact: 850-413-6482

Items of Interest at Upcoming Agenda Conference, 9/30/03

TALLAHASSEE -- The following items are among those scheduled for consideration by the Commission at the September 30, 2003, Agenda Conference.

ITEM 5 - DOCKET NO. 030867-TL - PETITION BY VERIZON FLORIDA INC. TO REFORM INTRASTATE NETWORK ACCESS AND BASIC LOCAL TELECOMMUNICATIONS RATES IN ACCORDANCE WITH SECTION 364.164, FLORIDA STATUTES.
DOCKET NO. 030868-TL - PETITION BY SPRINT-FLORIDA, INCORPORATED TO REDUCE INTRASTATE SWITCHED NETWORK ACCESS RATES TO INTERSTATE PARITY IN REVENUE-NEUTRAL MANNER PURSUANT TO SECTION 364.164(1), FLORIDA STATUTES.
DOCKET NO. 030869-TL - PETITION FOR IMPLEMENTATION OF SECTION 364.164, FLORIDA STATUTES, BY REBALANCING RATES IN A REVENUE-NEUTRAL MANNER THROUGH DECREASES IN INTRASTATE SWITCHED ACCESS CHARGES WITH OFFSETTING RATE ADJUSTMENTS FOR BASIC SERVICES, BY BELLSOUTH TELECOMMUNICATIONS, INC. The Commission will consider a staff recommendation addressing the Office of Public Counsel's Motions to Dismiss the Petitions associated with the Tele-Competition Innovation and Infrastructure Enhancement Act.

ITEM 8 - DOCKET NO. 010503-WU - APPLICATION FOR INCREASE IN WATER RATES FOR SEVEN SPRINGS SYSTEM IN PASCO COUNTY BY ALOHA UTILITIES, INC. The Commission will evaluate a staff recommendation addressing Aloha's Motion for Extension of Time to Comply with the PSC's Final Order in Aloha's last water rate case.

ITEM 15 - DOCKET NO. 030884-EU - OBJECTIONS TO FLORIDA POWER & LIGHT COMPANY'S 2003 REQUEST FOR PROPOSALS FILED AUGUST 25, 2003, BY FLORIDA PARTNERSHIP FOR AFFORDABLE COMPETITIVE ENERGY (PACE) AND SOME INDIVIDUAL MEMBER COMPANIES. The Commission will review a staff recommendation regarding Florida Power & Light Company's (FPL) Motion to Exclude PACE from the Bid Rule Objection Process, and will consider whether PACE's Objections to FPL's Request for Proposals indicate a violation of any portion of Rule 25-22.082, Florida Administrative Code.

ITEM 20 - DOCKET NO. 021249-TP - COMPLAINT OF SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. AGAINST BELLSOUTH TELECOMMUNICATIONS, INC. FOR NON-COMPLIANCE WITH COMMISSION ORDER PSC-02-0878-FOF-TP. The Commission will address a staff recommendation regarding BellSouth, Inc.'s request to dismiss the FastAccess complaint filed by Supra.

###

ORIGINAL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 OCT -2 PM 2:52
COMMISSION
CLERK

DATE: September 30, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

September 30, 2003

The Honorable Rene Garcia
Florida House of Representatives
111 NW First Street
Suite 655
Miami, FL 33128

Dear Representative Garcia:

I am in receipt of your letter dated September 26, 2003 regarding the public hearing scheduled in Miami on the recent filings by the three largest local exchange companies pursuant to the Tele-Competition Innovation and Infrastructure Act (the Act). Let me clarify that the PSC had not excluded Miami as a site for one of the public hearings on these important petitions. The staff recommendation voted on by the PSC on September 16 only included seven sites where dates of hearings had already been identified, notice had been given and locations found. You are correct that the Miami public hearing has been scheduled for October 30. For your convenience, I have enclosed a chart that indicates the date, time and location of each public hearing that has been scheduled thus far.

As far as attendance at these public hearings, unfortunately, because of the current calendar, all five commissioners are unable to attend each public hearing. For administrative efficiency and to accommodate as many hearings as possible, we have divided up the hearings among the five commissioners so that at least two commissioners will be present at each hearing. On the enclosed chart, I have indicated which commissioners will be present at each hearing. Let me also add that there will be a written transcript of each hearing available for all of the commissioners to read. We believe this process will allow us to maximize the input from consumers around the state.

I appreciate your feedback on this issue. Please be assured that the PSC will conduct a thorough hearing on these petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

Enclosure

cc: Miami-Dade County Legislative Delegation

Telecommunications Access Charges Service Hearings

Wednesday 10/1/03 6:30 p.m. DS, BD, DV Duval County School Board 1st Floor Board Room 1701 Prudential Drive **Jacksonville**	**Thursday 10/2/03 6:30 p.m. JB, DS, BD** Orlando City Council Chambers - 2nd Floor City Hall 400 S. Orange Avenue **Orlando**	**Friday 10/3/03 1:00 p.m. JB, DS, BD** Robert J. Arenal Conference Center - 26th Floor Hillsborough County Center 601 E. Kennedy Blvd. **Tampa**
Wednesday 10/8/03 6:30 p.m. BZ,DV Broward County Governmental Center Commission Chambers - Room 422 115 S. Andrews Avenue **Ft. Lauderdale**	**Friday 10/10/03 1:00 p.m JB,DV** Marion County Commission Auditorium County Governmental Complex 601 S.E. 25th Avenue **Ocala**	**Monday 10/13/03 6:00 p.m. (CT) JB, BZ** Hagler Auditorium (Room 252) Pensacola Jr. College 1000 College Blvd. **Pensacola**
Thursday 10/16/03 6:30 p.m. DS,DV School Board of Lee County Dr. James A. Adams Public Education Center 2055 Central Avenue **Ft. Myers**	**Friday 10/17/03 10:00 a.m. DS, DV** Sarasota County Administration Center Commission Chambers, 1st Floor 1660 Ringling Blvd. **Sarasota**	**Thursday 10/30/03 6:30 p.m. BZ, BD** Crowne Plaza Hotel - Miami International Airport 950 NW LeJeune Road **Miami**
Tuesday 11/4/03 9:30 a.m. ALL Betty Easley Conference Center Room 148 4075 Esplanade Way **Tallahassee**		

MIAMI-DADE COUNTY LEGISLATIVE DELEGATION

"Working Together for Miami-Dade"

Rep. Rene Garcia
Chair

Sen. Frederica Wilson
Vice-Chair

STATE SENATORS
Debbie Wasserman Schultz
Alex Diaz de la Portilla
Frederica Wilson
Alex Villalobos
Gwen Margolis
Rodolfo "Rudy" Garcia
Larcenia Bullard

STATE REPRESENTATIVES
Rafael Arza
Wilbert T. Holloway
Yolly Roberson
Dan Gelber
Gustavo A. Barreiro
Phillip Brutus
Juan C. Zapata
Dorothy Bendross-Mindingall
Rene Garcia
Marco Rubio
Manuel Prieguez
Gaston Cantens
J. C. Planas
David Rivera
Julio Robaina
Edward Bullard
Marcelo Llorente
Ken Sorensen

Debra D. Owens
Executive Director

Mirtha Flores
Executive Assistant

September 26, 2003

RECEIVED
SEP 29 2003
Florida Public Service Commission
CHAIRMAN JABER

Ms. Lila A. Jaber
Chairperson
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Dear Chairperson Jaber:

On behalf of the 25 members of the Miami-Dade County Legislative Delegation, we thank you for reinstating the public hearing in Miami to your Public Service Commission schedule. It is our understanding that plans are to limit the Miami hearing to one (1) PSC member which will hear public comment on proposals by BellSouth, Sprint and Verizon to reduce intra-state switched access charges and increase monthly local service charges scheduled on October 30, 2003.

As the state's largest delegation, we feel strongly that our constituents have the opportunity to voice their support or opposition to these proposals. The fact that our county, the largest in the State, was eliminated after staff recommended reducing the public hearing schedule from fourteen to seven was utterly amazing in light our population. Our constituents represent a significant percentage of those affected by the proposed changes being considered by the PSC and deserve an opportunity not only to be heard but also have the majority of the Commission members present at the hearing.

We urge your consideration in this very sensitive matter and would be pleased to meet with you to further discuss.

Sincerely,

Representative Rene Garcia
Chairman
Miami-Dade County Legislative Delegation

cc: Members of the Miami-Dade County Legislative Delegation

Stephen P. Clark Government Center • 111 N.W. 1st Street, Suite 655 • Miami, FL 33128
Phone: (305) 375-4088 • Fax: (305) 375-4151 • Suncom: 445-4088/445-4151

State of Florida

ORIGINAL

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 OCT -2 PM 3:47
COMMISSION
CLERK

DATE: October 2, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, [redacted]L, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

October 2, 2003

The Honorable Tom Anderson
Florida House of Representatives
2435 U.S. 19
Suite 160
Holiday, FL 34691

Dear Representative Anderson:

Thank you for your letter dated October 1, 2003 requesting that the Commission hold an evening public hearing in the Tampa Bay area on the petitions filed by BellSouth, Verizon and Sprint pursuant to the Tele-Competition Innovation and Infrastructure Act (the Act). As you know, we have scheduled a hearing in Tampa for 1:00 p.m. this Friday, October 3. The Commission normally conducts Friday public hearings in the morning or afternoon for the convenience of consumers. However, I hope you will be pleased to know that we are scheduling a hearing in St. Petersburg on the evening of October 23. Formal notice will be given shortly.

Please be assured that the PSC will conduct a thorough hearing on these three petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

cc: PSC Commissioners
Lyn Bodiford, AARP

2435 U.S. 19, Suite160
Holiday, FL 34691
(727) 943-4760

1102 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
(850) 488-8528

Florida House of Representatives

Representative Tom Anderson
District 45

RECEIVED
OCT 02 2003
Florida Public Service Commission
CHAIRMAN JABER

October 1, 2003

Lila A. Jaber, Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Jaber:

I am writing about the public hearings being held by the Public Service Commission regarding the local telephone service rate increases.

There is a real need in the Tampa Bay area for a second public hearing to be scheduled for 6 or 6:30 p.m., to allow the working customers to attend. The downtown Tampa meeting which is scheduled for 1 p.m. on Friday, October 3rd, is inconvenient for many of my constituents.

Please reconsider the locations and times of the future public hearings. The 2.5 million telephone users in the Tampa Bay area deserve the opportunity to be heard at a conveniently scheduled time.

Thank you for your consideration.

Sincerely,

Tom Anderson

Tom Anderson
Representative
District 45

TA/tc

Cc: Lyn Bodiford, AARP

Tues - 6pm ?
Thurs 23 @ 6pm
Fri 24th

From the slightly disheveled desk of:
Robert L. Bomar Jr. MD(Ret.)
623 Pelican Drive
Fort Walton Beach, Fl. 32548-6004
(850) 664-0595

9/30/03

RECEIVED
OCT 02 2003
Florida Public Service Commission
CHAIRMAN JABER

To: Chmn. Lila A. Jaber- Fl. Public Service Commission

Re: Propose rate increase in basic phone service- Opposition

Dear Chmn. Jaber,

I hope you and the other PSC Commissioner will see fit to reject the proposed rate increase for basic telephone service which appears exorbitant and disadvantageous to local phone users. The increase is supposed to make up for revenue loss for provision of service lines for long distance companies. The companies who request and need the service should bear the cost of purchasing the service, not the local phone service users. It is hoped that competition will eventually reduce costs, however this seems to rarely occur.

Please share this request with your fellow Commissioners and see if you cannot find reasons to bring the interests of the local phone users to the fore.

Respectfully,

Robert L. Bomar Jr.

cc. – Mike Twomey - Fl. Utility Watch
Rep. Ray Sansom - Fl. Legislature

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW:

I will print for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Ron Melton [mailto:info@BelizeTravel.com]
Sent: Tuesday, September 30, 2003 10:11 PM
To: CAF Internet Mail
Subject:

I oppose the requested rate increase. Ron Melton

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

FILED-RECEIVED-FPSC
03 OCT -6 PM 4:53
COMMISSION
CLERK

DATE: October 6, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

LILA A. JABER
CHAIRMAN

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

October 3, 2003

Dr. Robert L. Bomar, Jr.
623 Pelican Drive
Fort Walton Beach, FL 32548-6004

Dear Dr. Bomar:

Thank you for your letter regarding the petitions filed by BellSouth, Verizon and Sprint to amend their local rates pursuant to the Tele-Competition Innovation and Infrastructure Act. According to the petitions, the companies are seeking to reduce the rates that long distance companies pay for local connections and increase rates for local service. In reaching our decision on these petitions, the FPSC must consider specific criteria as outlined in the new law. Let me assure you that the Commission, the Office of Public Counsel on behalf of Florida's citizens, as well as all other interested parties will be evaluating these petitions very carefully to see whether they meet the criteria outlined in the statute.

Your comments are appreciated and will be placed in the docket files as correspondence which will be available for review by all interested parties. I can tell you that the Commission in every case considers citizen input to the fullest extent possible. Please be assured that the Commission will conduct a thorough hearing on these three petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

ORIGINAL

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

03 OCT -6 PM 4:5
COMMISSION
CLERK
FLORIDA PSC

DATE: October 6, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Please place the attached correspondence in the above-referenced docket files.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

LILA A. JABER
CHAIRMAN

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

October 3, 2003

Josy F. Wiener
1622 SW 17th Terrace
Boynton Beach, FL 33426

Dear Josy Wiener:

Thank you for your letter regarding the petitions filed by BellSouth, Verizon and Sprint to amend their local rates pursuant to the Tele-Competition Innovation and Infrastructure Act. According to the petitions, the companies are seeking to reduce the rates that long distance companies pay for local connections and increase rates for local service. According to the new law, in reaching our decision on these petitions, the FPSC must consider specific criteria as outlined in the Florida Statutes. Let me assure you that the Commission, the Office of Public Counsel on behalf of Florida's citizens, as well as all other interested parties will be evaluating these petitions very carefully to see whether they meet the criteria outlined in the statute.

Your comments are appreciated and will be placed in the docket files as correspondence which will be available for review by all interested parties. I can tell you that the Commission in every case considers citizen input to the fullest extent possible. Please be assured that the Commission will conduct a thorough hearing on these three petitions and will carefully analyze whether the requests will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

[illegible]
1622 S.W. 17th Ter.
Boynton Beach,Fl. 33426

RECEIVED
OCT 02 2003
Florida Public Service Commission
CHAIRMAN JABER

Sept. 30th,2003

Gentlemen:

This is in regards to the request of the telephone companies raising (or wanting to raise)their rates.

I am a 75 plus senior citizen with an income of only social security and modest savings from which I have to pay my taxes and insurances and deductibles.Am sure,that there are thousands of people in my position.

I have enjoyed my phone service for many years,while living in Dade County and now in Palm Beach County.Here now it is more of a life line with friends in Dade and outside the state of Fl. As to my cell phone,I felt the nee to get one,as I was stranded on I-95 3 years ago at night with no one stopping to try to help and no FHP in sight.Fortunately I was able to start my car and get home unscathed.I only use the cell phone,when I go more than 20-20 miles away from home and therefore do not even use the 100 minutes(free),that I contracted for.My monthly combined telephone bills should be $52.- without taxes. I understand the need for 911 charge and am for it.However my monthly bill is never under $70 plus Dollarsdue to the various taxes and dreamed up charges the phone companies can think of.The requested increase in telephone charges adding of 10% or more to my and others bill,also means,that the taxes will also rise.

I guess,I will have to assess my priorities and give u s something, Unfortunately I signed another 2 year contract on my cell phone.

Ever since AT&T was broken up,the telephone service has increased it' rates and getting greedier.So how about breaking up the Baby Bells and let the cell phone fight it out.

Not enough with all that,we may have to face the same thing with FP&L Just remember what happened in California.It can and will happen here.I sure hope,I won't live to see it.

PLEASE do vote the rate increase down and keep politics out of these issues,it only brings our country down.

Respectfully

Jay L. Wiener

ORIGINAL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: October 6, 2003
TO: Blanca Bayo, Director
Commission Clerk and Administrative Services
FROM: Lila A. Jaber, Chairman
RE: [redacted]

RECEIVED-FPSC
03 OCT -6 PM 4:53
COMMISSION
CLERK

Please place the attached correspondence in the above-referenced docket file.

Attachments
cc: Commissioner Deason
Commissioner Baez
Commissioner Bradley
Commissioner Davidson
Beth Keating

LILA A. JABER
CHAIRMAN

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6044

Public Service Commission

October 3, 2003

Ms. Elizabeth S. McConn
Post Office Box 3324
Tallahassee, FL 32315

Dear Ms. McConn:

Thank you for your letter regarding the petition filed by Sprint to amend its local rates pursuant to the Tele-Competition Innovation and Infrastructure Act. According to the petition, the company is seeking to reduce the rates that long distance companies pay for local connections and increase rates for local service. In reaching our decision on this petition, the FPSC must consider specific criteria as outlined in the new law. Let me assure you that the Commission, the Office of Public Counsel on behalf of Florida's citizens, as well as all other interested parties will be evaluating the petition very carefully to see whether it meets the criteria outlined in the statute.

Your comments are appreciated and will be placed in the docket file as correspondence which will be available for review by all interested parties. I can tell you that the Commission in every case considers citizen input to the fullest extent possible. Please be assured that the Commission will conduct a thorough hearing on this petition and will carefully analyze whether the request will achieve the goals of the Act.

Sincerely,

Lila A. Jaber
Chairman

2435 U.S. 19, Suite160
Holiday, FL 34691
(727) 943-4760

1102 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
(850) 488-8528

Florida House of Representatives

Representative Tom Anderson
District 45

RECEIVED
OCT 02 2003
Florida Public Service Commission
CHAIRMAN JABER

October 1, 2003

Lila A. Jaber, Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Commissioner Jaber:

I am writing about the public hearings being held by the Public Service Commission regarding the local telephone service rate increases.

There is a real need in the Tampa Bay area for a second public hearing to be scheduled for 6 or 6:30 p.m., to allow the working customers to attend. The downtown Tampa meeting which is scheduled for 1 p.m. on Friday, October 3rd, is inconvenient for many of my constituents.

Please reconsider the locations and times of the future public hearings. The 2.5 million telephone users in the Tampa Bay area deserve the opportunity to be heard at a conveniently scheduled time.

Thank you for your consideration.

Sincerely,

Tom Anderson

Tom Anderson
Representative
District 45

TA/tc

Cc: Lyn Bodiford, AARP

~~Tue - 6pm?~~
Thurs 23 @ 6pm
~~Fri 24th~~

State of Florida

ORIGINAL

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 OCT 22 AM 10:08
COMMISSION CLERK

DATE: October 6, 2003
TO: Chairman Lila A. Jaber
Commissioner J. Terry Deason
Commissioner Braulio L. Baez
Commissioner Rudolph "Rudy" Bradley
Commissioner Charles M. Davidson
FROM: Sandy Moses, Division of the Commission Clerk and Administrative Services SM
RE: Customer Service Hearings in Dockets Nos. 030867-TL, 030868-TL, and 030869-TL

The locations listed below have been reserved for the purpose of holding customer service hearings on the dates and at the times indicated. Maps and directions are attached for your convenience.

Thursday 10/23/03 6:00 p.m. BZ, BD City Council Chambers City Hall, 2nd Floor 175 5th Street North St. Petersburg Contact: Ms. Danielle Coffman 727-893-7484	**Monday 10/27/03 6:00 p.m. JB, DV** City Commission Chambers City Hall 301 S. Ridgewood Avenue Daytona Beach Contact: Ms. Ronette Williams 386-671-80207
Wednesday 10/29/03 1:30 p.m. BZ, BD City Commission Chambers City Hall 200 2nd Street West Palm Beach Contact: Ms. Florence Warren 561-659-8020	**Tuesday 11/4/03 6:00 p.m. (CT) JB, DS** Okaloosa County Water & Sewer Administration 3rd Floor Board Room 1804 Lewis Turner Boulevard Ft. Walton Beach Contact: Ms. Patsy Robbins 850-651-7172

For details regarding the hearings, please refer to the Commission's official notice. If you have questions regarding the hearing locations, contact me at 413-6728.

cc: Office of the General Counsel (B. Keating, Banks, Christensen)
Division of Competitive Markets and Enforcement (Salak, Banks, Simmons)
Bureau of Consumer Information (Hicks, DeMello)
Office of Public Information (Bloom)
Office of Hearing Reporter Services (Faurot)
Division of Commission Clerk & Administrative Services (Bayo, Flynn, Purvis)

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

GENERAL COUNSEL
HAROLD A. MCLEAN
(850) 413-6248

Public Service Commission

RECEIVED-FPSC
03 OCT 22 AM 10:08
COMMISSION
CLERK

October 6, 2003

Ms. Danielle Coffman
City of St. Petersburg
Post Office Box 2842
St. Petersburg, FL 33731

Re: Florida Public Service Commission customer service hearing on access charge petitions by BellSouth Telecommunications, Inc., Verizon Florida Inc., and Sprint-Florida, Incorporated

Dear Ms. Coffman:

This will confirm the Florida Public Service Commission's reservation of the St. Petersburg City Council Chambers for the purpose of holding a customer hearing on Thursday, October 23, 2003, in the above-referenced matter. The hearing will begin at 6:00 p.m. and should end by 9:00 p.m. Commission staff will need access to the room by 5:00 p.m.

As previously discussed, there is no charge for use of the room. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing, and thank you for the assistance you have provided. Please call me at (850) 413-6728, or my assistant, Lee Fulcher, at (850) 413-6640, if you have any questions regarding this matter.

Sincerely,

Sandy Moses

Sandy Moses
Senior Management Analyst I

lkf
Enclosure

Sandy Moses

From: Lee Fulcher
Sent: Thursday, October 02, 2003 4:43 PM
To: Sandy Moses; Lee Fulcher
Subject: FW: Overtime estimate

-----Original Message-----
From: Danielle Coffman [mailto:Danielle.Coffman@stpete.org]
Sent: Thursday, October 02, 2003 4:23 PM
To: LFulcher@psc.state.fl.us
Subject: Fwd: Overtime estimate

Lee,
This is the estimate that the Chief of Security, Ron Whitaker gave me. The estimate of four hours is for the time that chambers will be in use, and then the time for the two security officers to secure the premises, and shout the building down. I would also like to inform you that the amount of 263.20 is due before the Public Hearing takes place. You may make the check out to The City Of St. St. Petersburg; Just address the envelope to me(Danielle Coffman). Our mailing address is City Clerks Office P.O. Box 2842 St. Petersburg Fl. 33731-2842.
Thank you again for your patience!
Danielle

Danielle Coffman, Ofc. Systems Spec.
City Clerks Office
City of St. Petersburg
PO BOX 2842
St. Petersburg, FL 33731
Phone: 893-7484
Fax: 892-5102
danielle.coffman@stpete.org

need only one.

COST per hour -
min. # of hours? - no.
Check to city OR
~~directly to officer~~
SSN

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



GENERAL COUNSEL
HAROLD A. MCLEAN
(850) 413-6248

Public Service Commission

October 6, 2003

FPSC-COMMISSION CLERK
03 OCT 22 AM 10:08

Patsy Robbins, Executive Assistant
Okaloosa County Water & Sewer Administration
1804 Lewis Turner Boulevard
Fort Walton Beach, FL 32547

Re: Florida Public Service Commission customer service hearing on access charge petitions by BellSouth Telecommunications, Inc., Verizon Florida Inc., and Sprint-Florida, Incorporated

Dear Ms. Robbins:

This will confirm the Florida Public Service Commission's reservation of the 3rd Floor Board Room of the Okaloosa County Water & Sewer Administration for the purpose of holding a customer hearing on Tuesday, November 4, 2003, in the above-referenced matter. The hearing will begin at 6:00 p.m. (CT) and should end by 8:00 p.m. Commission staff will need access to the room by 5:00 p.m.

As previously discussed, there is no charge for use of the room. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing, and thank you for your assistance. Please call me at (850) 413-6728, or my assistant, Lee Fulcher, at (850) 413-6640, if you have any questions regarding this matter.

Sincerely,

Sandy Moses

Sandy Moses
Senior Management Analyst I

lkf
Enclosure

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

GENERAL COUNSEL
HAROLD A. MCLEAN
(850) 413-6248

Public Service Commission

October 6, 2003

03 OCT 22 AM 10:08
COMMISSION CLERK

Florence Warren
City of West Palm Beach
200 2nd Street
West Palm Beach, FL 33401

Re: Florida Public Service Commission customer service hearing on access charge petitions by BellSouth Telecommunications, Inc., Verizon Florida Inc., and Sprint-Florida, Incorporated

Dear Ms. Warren:

This will confirm the Florida Public Service Commission's reservation of the West Palm Beach City Commission Chambers for the purpose of holding a customer hearing on Wednesday, October 29, 2003, in the above-referenced matter. The hearing will begin at 1:30 p.m. and should end by 3:30 p.m. Commission staff will need access to the room by 12:30 p.m.

As previously discussed, there is no charge for use of the room. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing, and thank you for your assistance. Please call me at (850) 413-6728, or my assistant, Lee Fulcher, at (850) 413-6640, if you have any questions regarding this matter.

Sincerely,

Sandy Moses

Sandy Moses
Senior Management Analyst I

lkf
Enclosure

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

October 15, 2003

FPSC-COMMISSION CLERK
03 OCT 22 AM 10:08

Sgt. Ken Christmas
Okaloosa County Sheriff's Office
1250 N. Eglin Parkway
Shalimar, FL 32579

Re: Petitions by Verizon Florida Inc., Sprint-Florida, Incorporated, and BellSouth Telecommunications, Inc. regarding access charges

Dear Sgt. Christmas:

This will confirm the Commission's request for a uniformed officer to provide security at a Commission hearing to be held in the above-referenced matter on Tuesday, November 4, 2003. The hearing will be held at the Okaloosa County Water & Sewer Administration Building, 3rd Floor Board Room, 1804 Lewis Turner Blvd., Ft. Walton Beach, beginning at 6:00 p.m. Please ensure that the officer arrives by 5:30 p.m.

I understand the charge for this service is $20.00 per hour with a 2-hour minimum. The purchase order and advance payment will be forwarded shortly.

Thank you for your assistance in this matter, and if you need additional information please call me at (850) 413-6728, or my assistant, Lee Fulcher, at (850) 413-6640.

Sincerely,

Sandy Moses
Senior Management Analyst I

Lee Fulcher

To: kchristmas@sheriff-okaloosa.org
Cc: Sandy Moses; Kay Flynn
Subject: FPSC Dockets 030867-TL, 030868-TL, and 030869-TL - Customer Service Hearing

Sgt. Christmas:

The Florida Public Service Commission is holding a customer service hearing in the dockets noted above.

This e-mail will confirm details discussed with you regarding the FPSC's request to the Okaloosa County Sheriff's Department to provide security for the hearing.

The hearing is scheduled to be held on Tuesday, November 4, 2003, from 6:00 p.m. to 8:00 p.m. (CT), at the Okaloosa County Water & Sewer Administration Building located at 1804 Lewis Turner Boulevard in Fort Walton Beach. Mrs. Sandy Moses will arrive at the hearing location before 5:00 p.m.

As we discussed, the hourly rate is $20.00 per hour with the minimum charge of 2 hours, or $40.00. The payment will go directly to the officer assigned and can be paid after the hearing has been held. Before we process payment, along with the officer's name, we will need the officer's social security number.

If you have any questions or require more information, please call me at (850) 413-6640, or Sandy Moses at (850)413-6728, or contact me by return e-mail.

Thank you for your kind assistance.

ORIGINAL

Petitions by

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.

to reduce intrastate network access fees in a revenue-neutral manner

RECEIVED-FPSC

Docket Nos. 030867-TL, 030868-TL, and 030869-TL

03 OCT 15 AM 9:56

COMMISSION CLERK

Name MRS Joan Schneider

Address 2901 SW 41ST #2008

OCALA FL. 34474

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail or leave with a Commission staff member at the hearing.

CONSUMER COMMENTS
~~As a Sprint customer, I am very disturbed about the pending~~ rate increase requested by Sprint. I fail to see how I , or
any other Sprint customer, will benefit from this. The only
one who will benefit is, of course, Sprint. I do not make
long distance calls, so lowering the long distance rates(as
Sprint intends to do) will be of no benefit to me
whatsoever. Most of the people that I know use prepaid phone
cards for their long distance calls, so how will they
benefit from the rate increase?
I guess the most important question is:
HAS THE FLORIDA PUBLIC SERVICE COMMISSION EVER DENIED A
REQUEST FOR A RATE INCREASE FROM ANY COMMUNICATION OR
UTILITY COMPANY????? I seriously doubt it!!!!!

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 2
OPC
MMS
SEC
OTH

Fold and tape -- see back for address

ORIGINAL

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.
To reduce intrastate network access fees in a revenue-neutral manner
Docket Nos. 030867-TL, 030868-TL, and 030869-TL

RECEIVED-FPSC
03 OCT 14 AM 9:24
COMMISSION
CLERK

Name _____

Address *Nancy S. Weber*
~~*24 Carnation Court*~~
Homosassa, FL 34446

_____

If you want to let the Public Service Commission know how you feel about this case,
Please fill out this comment form and return it by mail

CONSUMER COMMENTS

The raise on the telephone rates tells me one thing. My husband and I will have to go on DSL for our computers and use our cell phone for both local and long distance calls. At present we use the cell phone for long distance calls.
WE WILL CANCEL OUR LANDLINE.

The telephone companies' reasons for the raise are as convoluted as the postal service when they raise the price of stamps. The service for either will not improve. There will be no savings to the customer as most people nowadays use their cell phones for long distance. As for competition, in Citrus County there is one phone company, Sprint. Where does competition come in, they own the lines and are the designated company. So, how can lowering the rates bring competition? Where we live the lines are the worlds worst. I don't see them coming to improve them. If they did that, they would have another exorbitant increase. In state rates have, always, been prohibitive. We can call Europe for less than you can make an instate call. Lowering long distance rates wouldn't help us as we use the cell phone for long distance. Most of our friends and family do the same. When we are at home or on the road, our cell phone takes precedent for long distance and acts as a phone line with our laptop on the road.

Should this pass, we will join others in our county who have DSL and use their cell phones for calls. Therefore, the telephone companies will have to have another huge increase to make up for the lost customers. I find it hard to believe that the PSC expects people on low or fixed incomes who have to spend a king's ransom on prescription drugs will, now, also be overburdened with the lifeline that the telephone is by greedy telephone companies. The phone companies like the post office will soon see that they are both passé, and this last effort to gouge the public will be the last effort. They, only, want to get as much as they can as fast as they can. As the Public Service Commission, it is your job, to protect the public, let's see you do that.

_____

_____

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OPC ____
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OTH ____

ORIGINAL

10-10-03

Petitions by

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.

to reduce intrastate network access fees in a revenue-neutral manner

Docket Nos. 030867-TL, 030868-TL, and 030869-TL

Name MYRON HANSEN

Address 79 TEAK ROAD

OCALA, FL 34472-8758

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail or leave with a Commission staff member at the hearing.

CONSUMER COMMENTS

Sprint (our current company) has collected $192.00 from us this year or an average of $19.20 per month. We do NOT use a Long Distance or Instate Carrier but rather a Calling Card which provides a FEE of $ 3 ½ cents per minute on IN or OUT of State calls. Splitting Sprint's requested Rate Increase in half ($ 3.43 per month) for each year will raise our monthly bill to a minimum of $ 22.63 for 2004 and to a monthly minimum of $ 26.06 for 2005. In the above there is no calculation of the various Taxes and Other charges added as well by Sprint. In addition, we must pay that New Monthly fee of $ 26.06 for six (6) more months (to July 2006) before we receive an "elimination of up to $ 1.99 per month for in-state connections….".

What a BARGIN for SPRINT etc.!!

We will we have a couple of choices or options very soon: 1. Pay the Fees because you allowed it 2. Wait patiently until you change your minds and allow it in a year or two. 3. Give up our telephone and save at LEAST $26 + dollars per month.

There may only be one choice or option #3

Please do not allow these money-making schemes from the telephone companies

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OTH

03 OCT 13 PM 12:55
COMMISSION CLERK

Fold and tape -- see back for address

ORIGINAL

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.

To reduce intrastate network access fees in a revenue-neutral manner

Docket Nos. 030867-TL, 030868-TL, and 030869-TL

RECEIVED-FPSC

03 OCT 15 AM 9:37

COMMISSION
CLERK

Name JOHN D. MAYLES

Address 103 DOUGLAS ST.

HOMOSASSA FL 34446-3807

If you want to let the Public Service Commission know how you feel about this case.
Please fill out this comment form and return it by mail

CONSUMER COMMENTS

I understand that the PSC has encouraged telephone subscribers to fill out a comment form in the event that they were unable to attend the rate case hearings held in Ocala last week.

If the projected rate increases are applied I do not for one minute believe that our phone company (Sprint) in Citrus County will ever *lower* our rates, any more than I believe that the increases will bring about genuine competition. Sprint, Verizon and Bellsouth are being simply disingenuous in claiming that this outrageous increase will bring about a savings in instate rates. Our Legislators may assuage their consciences by "buying" this specious argument, but they must know that few of their constituents any longer make instate telephone calls on anything other than cell phones or their AT@T prepaid phone cards available at a cost as low as 3 cents a minute.

No, Commissioners, this entire issue is regrettably just one more in the long chain of anti-consumer legislation written by well paid lobbyists for the utility companies which employ them, and passed without much real thought by Legislators who so disgracefully depend on their patronage and financial contributions.

As a participant at many PSC hearings in the 90's dealing with the rates cases involving SSU (now Florida Water Services) I have little hope that the Commission is really interested in hearing input from retirees like me, but I am prepared to risk wasting a stamp in expressing my opinion.

John D Mayles

AUS
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CMP 1
COM
CTR
ECR
GCL 2
OPC
MMS
SEC
OTH

ORIGINAL

Petitions by

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.

to reduce intrastate network access fees in a revenue-neutral manner

Docket Nos. 030867-TL, 030868-TL, and 030869-TL

RECEIVED-FPSC
03 OCT 16 AM 11:39
COMMISSION
CLERK

Name Lewis H. Humke

Address 1231 Santos Place

The Villages, Fl. 32159

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail or leave with a Commission staff member at the hearing.

1. Sprint has a monoply here in the Villages.
2. With a monoply would a company want competition?

   I do not think so.

Confusion reigns in trying to interpret my phone bill. The details of the rate proposals are almost as confusing as my phone bill!

In my opinion the proposal is an attempt to raise rates on those services that we cannot avoid (as we do by using a Sams Club card for long distance calls) and increase Sprints profits. I also believe that the only way these rate changes are being considered is due to the spending of significant amounts of lobby money and contributions to election campaigns!

Anyone who votes to approve this farce will definitely not be considered for my vote in the next election!

AUS
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10-10-03

My name is Clarke Dahlgren. OCT 16 2003 ORIGINAL

I am speaking out, against this unconscionable increase, for a large market segment that can not be here to speak for themselves. I am talking about the elderly population that live in independent living facilities, assisted living facilities, and nursing homes where for security and safety reasons, telephone service is a necessity.

Take for example, my father-in-law, who lives by himself in an independent living facility. He makes about 2 local calls a month, and makes no long distance calls. He, and many like him will pay for what Sprint is trying to accomplish in the marketplace.

In the rate filing before this commission you are being asked to approve a huge rate increase for DIAL TONE, even though:

Local service (DIAL TONE) is a part of a declining cost structure,

Cost of capital (debt) is at its lowest level in decades,

Local telephone companies are saying it will then provide entry for competition (I hope not like what has happened to prices in the competitive TV cable business)

The Governor previously vetoed a similar proposal last year, and

Where the filing includes a lot of esoteric rhetoric that suggests this plan as the only solution to their problem is to raise rates for some customers by as much as 89%.

There is little doubt that you and your staff have before you, mounds of paper, that supports this proposal. Cost studies are included based on various methodologies designed and selected by Sprint. That means that they have allocated costs, according to their guidelines, which all redounds to the disadvantage of the local, DIAL TONE, customer. The customer that has no alternative in this monopolistic market.

For example:

Many of the auxiliary services are sold at great profit to the telephone company. But, with these services, no increases are proposed, because customers would and could , stop using these services because of price.

Not true with local DIAL TONE service. Consequently Sprint has choosen to sock it to the customer, who has no alternative, who will then grumble, but not stumble and stop buying DIAL TONE.

Let me mention some possibilities that I hope your staffs have considered:

When you see a telephone truck driving down the street you know there are costs

associated with this activity. Certainly a necessary expense but how much should be allocated to DIAL TONE, how much to auxiliary service, how much for state long distance, etc. (WHO MAKES THE RULES FOR THIS ALLOCATION)

Where are the advertising costs for that pretty lady in the ad that is rappelling down the side of the building after talking to two construction workers about auxiliary services. Can we be assured that 100% of these costs are not included in the data supplied for this DIAL TONE increase.

Much of the promotional efforts of Sprint are focused on making us FEEL GOOD about this company. I can assure this commission that there are tens of thousands of DIAL TONE customers throughout Florida that don't FEEL GOOD about this unconscionable increase.



Clarke Dahlgren
16980 Timberlakes Dr
Fort Myers, FL 33908

ORIGINAL

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: General Comment/Question

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, October 21, 2003 8:23 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 21, 2003

Contact Information:

Name:
Company:
Primary Phone:
Secondary Phone:
E-mail: Anonymous

Comments:
Copied and pasted from Sprint.com - Oct 2003
Cash flows improved significantly in the first quarter of 2003 compared to last year, allowing Sprint to reduce debt by $1.56 billion during the quarter and to increase cash by more than $1 billion. Sprint ended the quarter with a cash balance of $2.10 billion.

Copied and pasted from BellSouth.com - Oct 2003
Consolidated revenues were $5.6 billion compared to $5.8 billion in the second quarter of 2002. Consolidated operating expenses were $4.2 billion compared to $4.6 billion in the same quarter of 2002. Net income was $951
million compared to $263 million in the same quarter a year ago.
BellSouth turned in a solid first half, delivering strong earnings, increasing cash flow and reducing debt $2 billion.

Copied and pasted from Verizon.com - Oct 2003
Verizon's free cash flow was $3.6 billion for the first six months of 2003, compared with $2.0 billion in the same period last year. Cash from operations was $11.0 billion through the first six months of 2003, compared with $10.1 billion through the first six months of 2002.

I see no reason for these profitable companies to take any more money from every phone owner. A 90% increase from the current rate, will only increase money paid to a few high ranking company officials and some stockholders. Please do not support the rich few, but the needy many who will suffer each and every month from this outrageous greed.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; AT&T CSM7.0)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

ORIGINAL

Petitions by

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.

to reduce intrastate network access fees in a revenue-neutral manner

RECEIVED-FPSC
03 OCT 24 AM 10:12
COMMISSION CLERK

Docket Nos. 030867-TL, 030868-TL, and 030869-TL

Name GLENDA THOMPSON

Address 1500 SE 189 AVE

SILVER SPRINGS FL 34488

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail or leave with a Commission staff member at the hearing.

CONSUMER COMMENTS

No Rate Increase

I strongly oppose the increase that the phone companys are asking for on, Monthly Basic Residential Local Services.
I DO NOT make many in state calls & if they go up on Basic Calls. How do you save????????
This is just another tactic for the local telephone companies to benifit financially, While taking away without regard to the customers on fixed income, medical needs & new familys that are struggling to pay for phone services in which they rely on for job opportunities.
Please tell me why Sprint (which I & my family have) are asking for more than Bellsouth & Verizon. It is ridiculous that they need more than the other companies when they don't even have call waiting or caller ID in the forest where I live. Yet they will keep it a secret & charge you for that service and you have to find out about it by the grapevine. This is deceitful on their part, so will they be up front with our legislature. I THINK NOT.

PLEASE VOTE NO ON THE RATE INCREASE.

Thank you for listening to me

Your tax payer and voter of Marion County

Sincerely,

Glenda L. Thompson

Glenda Thompson
1500 SE 189 Ave.
Silver Springs, Fl. 34488

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 2
OPC
WMS
SEC
OTH

CCA Official Filing
10/20/2003*

WM. A. MEINZER

ORIGINAL

1624 Tampico Place
Lady Lake, FL 32159-9187

Home Phone 352-750-4066

D30867-TL
D30868-TL
D30869-TL

FPSC-COMMISSION CLERK
OCT 22 AM 9:22

October 20, 2003

Florida Public Service Commission
2540 Shumard Oak Boulevard,
Betty Easley Conference Center, Room 184,
Tallahassee, FL 32399-0850

Dear Commissioners:

My wife and I attended the Ocala hearing on phone company petitions for changes in the fee structure for local basic phone service. While I did speak for several minutes before the Commission, I did not leave a summary of my opposition with the secretary because I had only rough notes with me. My points of contention are:

1) It appears to us that the major Florida phone companies are in effect telling the PSC, the legislative and executive branches of State Government that they will grant the concession of intrastate long distance service to small companies provided the PSC grants the increase in basic residential and single line business rates to cover their perceived losses of revenue from that business. That raises several issues:

a) The Act is discriminatory in that it singles out residential and single line business users to bear the loss burden of the major phone companies.

b) The Act also raises the question as to why monopolistic entities should dictate to a captive State Government which portion of their business franchise they will divest themselves of so that competitors may enter the business field and compete? That issue is contrary to the public trust wherein the people of Florida gave their State trustees (legislators and governor) the powers necessary to protect the general public from monopolistic abuses.

c) Also, it raises the issue of whether soft money was passed under the table for introducing the Act?

2) If the original intent of the Act was to spread the increase in local phone rates over a period of 3 to 4 years, and the legislators and the governor assured consumers on signing the bill that "they would have to see the benefits, and local competition would have to result before the PSC could increase rates.", as reiterated by AARP's representative, then the phone companies rush to submit petitions to the PSC is contrary to the statements made at the signing of the bill.

3) If the PSC approves Sprint's petition as presented, our current basic residential rate of $9.94 per month would increase to $16.80 per month by 2006, (assuming Sprint's average increase is $6.86). This is a percentage increase of 69% over 3 years. That is 60% higher than the Government's anticipated inflationary rate of 3% per year, or a total of 9% for the time frame. Assuming the basic line guard rate increases by an anticipated inflationary rate of 3% per year, and the current long distance interstate access fees and taxes of $9.24 increase by 5% per year (this appears consistent with past experience), then our basic local telephone service will jump from approximately $24.13 per month to approximately $33.00 per month in 2006. This figure does not reflect the inclusion of intrastate access charges and any other taxes and fees imposed on the new monopolistic phone tier mandated by local, State, or the Federal Government which the PSC will implement for these entities. We think this is an unconscionable approach to increasing fees.

4) The data sheet indicated Sprint's petition would generate an estimated $142 million dollars per year. Standard & Poor Financial Service estimates Sprint's net operating profit margin before depreciation and taxes will range between 25% and 30%. Value Line Financial Service estimates Sprint's net operating profit margin for 2003 at

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 2
OPC
MMS
SEC
OTH

26.9% before depreciation and taxes. Thus, when a net profit margin of 25% of $142 million is capitalized at 10%, the basic phone rate increase adds approximately $355 million dollars of value to their corporate financial statement for the monopoly they enjoy in Florida. If the capital market perceives the investment risk as being greater, say a capitalization rate of 12%, the added value is $295 million. Conservatively, this rate benefit is worth at least $300 million. That figure does not include any profit Sprint might generate by selling and/or leasing portions of their franchise to upstart competitors. We should probably commend them for their fore-sight in helping draft such favorable enabling legislation. On the other hand, my personal envy makes me wonder what kind of creative legislation an individual might get approved at the State level that would enhance one's net worth proportionately.

5) Since Sprint's long distance rates have impacted our budget, we dropped them as our long distance carrier. We consider the major phone company petitions discriminatory in singling out residential customers and small businesses with one line to bear the burden of their losses. **We cannot envision their petition as benefiting our situation, so we are asking that you as a Commission deny it.**

Sincerely,

WM. A. & ADIENNE L. MEINZER

cc: Charles J. Beck, Office of Public Counsel



312 Altamonte Bay Club Circle
#102
Altamonte Springs, FL 32701
Tel: (407) 797-6357
Fax: (407) 772-0556

October 15, 2003

Dear Sir or Madam:

This letter is help deny Sprint in their rate increase request. In order for Sprint to request for more money, they should be able to fix their own equipment. On several occasions, Sprint has been called to several of my customers to fix a wiring problem. They have not been able to fix the problem. The customers have been billed. They have to have another company to fix the problem.

Several times I have been issued a credit and then the credit has been taken away by the Disaster Recovery Team.

In the mornings a person can drive by the local Burger King and McDonalds. There are several Sprint trucks in the parking lots. The trucks are there from 8:00am to 9:00am every morning. In the complex where I live there is a Sprint truck parked in the parking lot at 8:00 am in the morning until 8:30 am. Then the truck is back here at 11:00 to check mail. On several occasions a Sprint Company car has been in the parking lot. Checking the oil and water on another car. Not a Sprint car but, a privately own car. During the day Sprint trucks are parked in front of bars. Since, the other companies are only asking for $1.00 increase, why should Sprint be allowed three times the normal amount.

If you have any questions, I can be reached at 407-797-6357 or e-mail at sisconsulting1@earthlink.net.

Sincerely yours,

Steve Sorkin
Vice-President
SIS Consulting, Inc.

ORIGINAL

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.
To reduce intrastate network access fees in a revenue-neutral manner
Docket Nos. 030867-TL, 030868-TL, and 030869-TL

RECEIVED-FPSC
03 OCT 14 AM 9:24
COMMISSION
CLERK

Name Paul D. Weber
Address SUGARMILL WOODS
24 Carnation Court
Homosassa, FL 34446-7617

If you want to let the Public Service Commission know how you feel about this case,
Please fill out this comment form and return it by mail

CONSUMER COMMENTS

My parents paid $2.95 for their phone line until 1948 and had better service than we have now. Our computers run on the telephone lines at a speed of 14,400 or less with 56 K modems. I don't see the phone companies trying to improve that problem and we, probably, couldn't afford the cost of the upgrade. It is getting to the point that we have to pick between communication systems that are cost and use efficient for present day needs. With a $57 a month phone bill from Sprint, which is primarily local with an additional package of goodies included there should really be no need for an increase considering the quality of service received. Our phone has a constant hum, which is very annoying and does not seem repairable nor is Sprint interested in fixing it.

The raising of all telephone rates tells me one thing. We will be forced to use other alternatives and they do exist for our needs. We find that our cell phones will more than likely fill in for local and long distance calls without the use of Sprint. As for the computers, looks like DSL will be a necessity. With so much competition from the aforementioned communication channels, you would think the rates would go down not up to keep the landline going. Seeing that the only carrier we can use in Citrus County is Sprint, where is the competitive factor? So, this raise is an extremely misleading item. Let's see that a proper decision from you can benefit the consumer that is your job isn't it.

AUS
CAF
CMP
COM 1
CTR
ECR
GCL 2
OPC
MMS
SEC
OTH

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

GENERAL COUNSEL
HAROLD A. MCLEAN
(850) 413-6248

Public Service Commission

October 10, 2003

03 OCT 22 AM 10:
COMMISSION
CLERK

West Palm Beach Police Department
ATTN: Sgt. Key
600 Banyan Street
West Palm Beach, FL 33401

Re: Security for Florida Public Service Commission customer service hearing on access charge petitions by BellSouth Telecommunications, Inc., Verizon Florida, Inc., and Sprint-Florida, Incorporated.

Dear Sgt. Key:

This letter will confirm details discussed with you regarding the FPSC's request to the West Palm Beach Police Department to provide security for a customer service hearing to be held in the West Palm Beach City Commission Chambers on Wednesday, October 29, 2003. A copy of this letter will be sent by facsimile and the original by U. S. Mail.

The hearing will begin at 1:30 p.m. and should end by 3:30 p.m. Sandy Moses, of the FPSC's Hearing Services Section, will arrive at the hearing site by 12:30 p.m.

Reiterating the terms for security provided by the West Palm Beach Police Department, the charge is $30.00 per hour for a minimum of three hours, for a total of $90.00. We will need the name and social security number of the officer assigned. We will also need the federal identification number of the West Palm Beach Police Department.

Thank you for your assistance to the Florida Public Service Commission in this matter.

Sincerely,

Kay Flynn

Kay Flynn, Chief
Bureau of Records and Hearing Services

lkf
cc: Sandy Moses, Senior Management Analyst I
Lee Fulcher, Deputy Commission Clerk I

FAX TRANSMISSION

CITY OF WEST PALM BEACH POLICE DEPARTMENT
Sergeant Gregory A. Key

SPECIAL EVENTS OFFICE
600 BANYAN BOULEVARD
WEST PALM BEACH , FLA. 33402
561-653-3541
FAX: 561-653-3624

To: KAY FLYNN

Date: OCTOBER 14TH, 2003

Fax # : 850-413-6641 /850-413-7118

THE FOLLOWING OFFICER WILL WORK THE DETAIL . THE CHECK IS TO BE WRITTEN DIRECTLY TO THE OFFICER ASSIGNED TO THE DETAIL. *PLEASE SEND THE CHECK TO THE ABOVE LISTED ADDRESS TO BE MARKED ATTENTION SGT. KEY OR PRESENT THE CHECK TO THE OFFICER ON THE DATE OF THE DETAIL. THE PAYROLL FORM WILL SERVE AS AN INVOICE FOR YOUR COMPANY OR BUSINESS.*

THANK YOU

Sgt. G. A. Key

SGT. G. A. KEY

REDACTED

WEST PALM BEACH POLICE
EXTRA DUTY DETAIL
PAYROLL FORM

DETAIL: PUBLIC SERVICE COMMISSION **LOCATION:** 200 2RD STREET

SUPERVISOR: SGT. KEY (59-6000448)FED tax # **DATE:** OCTOBER 29, 2003

NAME	ID#	SIGNATURE	START TIME	END TIME	TOTAL HOURS	RATE OF PAY/HR	AMOUNT OWED
MARK ALEXANDER	632		1330	1630	$3.00	$30.00	$90.00

SUPERVISOR: Sgt. [signature] ID: 937 DATE: 10/14/03

WEST PALM BEACH POLICE

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

October 15, 2003

RECEIVED-FPSC
03 OCT 22 AM 10:08
COMMISSION
CLERK

Officer Sherry Siracusa
Daytona Beach Police Department
990 Orange Avenue
Daytona Beach, FL 32114

Re: Petitions by Verizon Florida Inc., Sprint-Florida, Incorporated, and BellSouth Telecommunications, Inc. regarding access charges

Dear Officer Siracusa:

This will confirm the Commission's request for a uniformed officer to provide security at a Commission hearing to be held in the above-referenced matter on Monday, October 27, 2003. The hearing will be held at the Daytona Beach City Commission Chambers, 301 S. Ridgewood Avenue, beginning at 6:00 p.m. Please ensure that the officer arrives by 5:30 p.m.

I understand the charge for this service is $30.00 per hour with a 3-hour minimum. The purchase order and advance payment will be forwarded shortly.

Thank you for your assistance in this matter, and if you need additional information please call me at (850) 413-6728, or my assistant, Lee Fulcher, at (850) 413-6640.

Sincerely,

Sandy Moses
Senior Management Analyst I

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

October 15, 2003

OCT 22 AM 10:08
COMMISSION
CLERK

Ms. Ronette Williams
City Hall
301 S. Ridgewood Avenue
Daytona Beach, FL 32114

Re: Petitions by Verizon Florida Inc., Sprint-Florida, Incorporated, and BellSouth Telecommunications, Inc. regarding access charges

Dear Ms. Williams:

This will confirm the Florida Public Service Commission's reservation of the Daytona Beach City Commission Chambers for the purpose of holding a customer service hearing on Monday, October 27, 2003, in the above-referenced matter. The hearing will begin at 6:00 p.m. and should end by 8:00 p.m., however, Commission staff will need access to the room by 4:45 p.m.

As previously discussed, there is no charge for use of the room. A copy of our insurance certificate is enclosed.

I appreciate the opportunity to use this facility for our hearing. Please call me at (850) 413-6728 if you have any questions regarding this matter.

Sincerely,

Sandy Moses
Senior Management Analyst I

Enclosure

COMMISSION CHAMBERS USE FORM

Organization or Agency requesting use:
Name: The Florida Public Service Commission

Address: 2540 Shumard Oak Boulevard, Tallahassee, FL, 32399

Phone: (850) 413-6728, or (850) 413-6640

Representative: _____

Name: Ms. Sandra K. Moses

Title: Senior Management Analyst, Hearing Services Section

Address: 2540 Shumard Oak Boulevard

Phone: (850) 413-6728

Meeting Representative attending meeting to be trained on use of equipment in Chambers:

Name: Ms. Sandra Moses

Address: See Above

Phone: " "

PLEASE PROVIDE THE FOLLOWING INFORMATION ABOUT THE SCHEDULED MEETING:

Purpose of meeting: A customer service hearing to give forum to public regarding access charge petitions by BellSouth Telecommunications, Inc., Verizon Florida, Inc., and Sprint Florida, Incorporated.

Has the meeting been advertised or will it be: Yes X **No** ____

How advertised (if yes) _____

Number of Organization/Agency representatives officiating at meeting: _____

Number of attendees from the public expected to attend: Possibly 100 or more

Training needed for: Lighting ___ **PA System** X **Recording Equipment** X **Etc. Name** _____

Technical expertise of Video Assistant needed: Yes ____ **No** ____

Security /crowd control needed: Yes X **No** ___

We agree to abide by the guidelines as provided to us and to make provisions for training, security, crowd control coverage and other meeting needs, as required. We are aware of the fact that failure to abide by any of the requirements for use of the Commission Chambers may result in our not being able to use the City Hall facilities (Commission Chambers) for future meetings.

_____ _____
(Please print name) **(Signature)**

_____ _____
(Title) **(Date)**

PUBLIC SERVICE COMMISSION

PO NUMBER MUST APPEAR ON ALL CORRESPONDENCE, SHIPMENTS, AND INVOICES. SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

Purchase Order #
S 6100 015320

Vendor (Not Transferable)
ORLANDO, CITY OF BUREAU OF STREET AND DRAINGE 400 S ORANGE AVE ORLANDO FL 32801

Ship To:
PUBLIC SERVICE COMMISSION 190 GUNTER BLDG 2540 SHUMARD OAK BLVD TALLAHASSEE FL 32399-0850
Invoice To:
PUBLIC SERVICE COMMISSION FISCAL SERVICES, RM 125 GUNTER 2540 SHUMARD OAK BLVD TALLAHASSEE FL 32399-0850

Issue Date	Terms	FOB	Freight
SEPTEMBER 29, 2003		DESTINATION	FRT INCLUDED IN PRICE

Vendor No.	CMBE	Bid/Quote/Cont #	Contact / Telephone
F596000396001	E		

P.O. Line	Commodity Code / Description	Quantity And unit	Unit Price	Extended Total
1	991 380 000 0000 SECURITY FOR CUSTOMER SERVICE HEARING TO BE HELD OCTOBER 2, 2003 IN ORLANDO FOR DOCKET NO. 030868-TL. DIVISION: CCA/GSS	1 EACH	$89.040 0.000% DISC TAKEN	$89.04

ATTN: RIDGE HOLDRIDGE
TEL: (407) 246-2893
FAX: (407) 246-3613

STATE SALES TAX EXEMPT

DELIVER ON OR BEFORE: 10/02/2003
PURCHASE CODE: Q DISCRETIONARY PURCHASE

TOTAL $89.04

ORG. CODE	EO	VR	OBJECT	ENCUMBRANCE	AMOUNT	P/A NAME
61 10 04 07 001	05	01	132203	$0.00	$89.04	MARIAN B ELLIS 850-413-6291

RECEIVING

Sandy Masee
RECEIVED BY

10/2/03
DATE RECEIVED

BY: _____
AS AGENT FOR ABOVE NAMED GOVERNMENT ENTITY

STATE RISK MANAGEMENT

TRUST FUND

CERTIFICATE OF COVERAGE

Policy Number: GL-03-2700 GENERAL LIABILITY

Name Insured: PUBLIC SERVICE COMMISSION

General Liability Coverage provided pursuant to Chapter 284, Part II, Section 768.28, Florida Statutes, and any rules promulgated thereunder.

Coverage Limits:

General Liability: $100,000.00 each person

$200,000.00 each occurrence

Inception Date: 7/1/03

Expiration Date: 7/1/04

03 JUN 20 AM 10:33
COMMISSION CLERK
ADMINISTRATIVE SERVICES

Tom Gallagher
Chief Financial Officer

DI4-863
(REV. 3/01)

DISTRIBUTION CENTER
2003 JUN 20 AM 8:44

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 6:26 PM
To: CAF Internet Mail
Subject: Other

October 03, 2003

Contact Information:

Name: Barbara Hildreth
Company:
Primary Phone: 321-254-30534
Secondary Phone:
E-mail: Bahild@hotmail.com

Comments:
this phone-rate increase proposal is ridiculous--it will only hurt those of us who make no long-distance calls or use calling cards. For crying out loud--they own all these cell phone companies--is there never an end to the profits they want?
My phone bill is $19.19 a month now, and I seldom use it; just want it there for 911 calls!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; AT&T CSM 6; FunWebProducts)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Other

I'm printing this e-mial for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 12:05 PM
To: CAF Internet Mail
Subject: Other

October 03, 2003

Contact Information:

Name: bill muir
Company:
Primary Phone:
Secondary Phone:
E-mail: embillma@earthlink.net

Comments:
Please deny the requested local telephone rate increases. It is unconscionable to impact Florida senior citizens and others who make few if any long distance calls.

It is not possible to offset the proposed increase with long distance rate decreases except by comparing the future with the current high LD rates of the applicants.
Example: my wife and I have been paying 2.9 cents per minute for over three years by using a reseller. It has made LD affordable for us.

The proposed increases will affect our costs in a direct, immediate and adverse manner.

Implementing the applicants' request for only commercial accounts may be justifible using the rationale the telephone companies have proffered; however, applying the increases to non-commercial lines will have an adverse effect.

Refuse the increases!

Thank you

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; T312461)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 11:52 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: Vicki Ruddy
Company:
Primary Phone: 7278238078
Secondary Phone:
E-mail: noodlebratt@earthlink.net

Comments:
I am unable to attend a local hearing regarding telephone rate increases. I want to voice my objection to any increases in our telephone rates.
I see NO benefit to paying higher rates.
I DO NOT use long distance thru the telephone company.
I find it hard to believe that the telephone companies are losing money on local service. I don't see them spending increased amounts of money on the local service that was put into place and paid for in the past. I'm guessing that they are facing more competition and want US the consumers to suffer financially for it. If my local service account is a burden, then I could switch to cell phone use exclusively.
I believe I understand that the PSC is NOT required to raise these rates. Please do not make us pay more money for nothing.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)

www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, **030868,** and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 11:27 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: Charles Adams
Company: Retired
Primary Phone: 321 267-5186
Secondary Phone:
E-mail: 1016

Comments:
If this Telephone rate increase is allowed to prevail, it is is my belief we can effect at least 100,000 cancellations of service in the first 2 weeks. With companies "losses" of revenue, how many layoffs of personnel occurred?
It appears this is nothing but a case of bad management, bordering on malfeasance, which you have been asked to endorse.
Why cannot we have just local service, without Long Distance, without being effected by a rate increase??
Charles J. Adams
Sharon L. Adams

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing for Docket 030867, **030868,** and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 11:50 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: Jim Tyner
Company:
Primary Phone:
Secondary Phone:
E-mail: Jimtyneratkpca@msn.com

Comments:
The proposed local phone rate increase is out right theft. I get no added benefit for my local service and if I choose not to have long distance service or my phone number not listed or not printed in the phone book, I am charged added costs. Why not raise long distance rates and decrease local rates?

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue
Subject: FW: Other

I'm printing this e-mail for Dockets 030867, [redacted], and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 10:35 AM
To: CAF Internet Mail
Subject: Other

October 03, 2003

Contact Information:

Name: carolyn ellis
Company: retired
Primary Phone: 321-452-1400
Secondary Phone: n/a
E-mail: care@cfl.rr.com

Comments:
Please vote NO on the proposal to increase local telephone rates so that long distance rates can be reduced. This is very discrimatory and definitely is designed to assist businesses while penalizing the little person--especially those senior citizens (and others) living on a fixed salary.

I urge you to look carefully at this so that it is fair to all parties.

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/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing for Dockets 030867, [redacted], and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 10:20 AM
To: CAF Internet Mail
Subject: Other

October 03, 2003

Contact Information:

Name: Debra Stanley
Company:
Primary Phone: 321-268-3197
Secondary Phone:
E-mail: twopelicans@msn.com

Comments:
I am against raising the local phone rates. I am retired and don't make any long distance calls. Thank you.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90; MSN 8.0; MSN 8.5; MSNbMSNI; MSNmen-us; MSNcIA)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 0[redacted] and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 10:10 AM
To: contact@psc.state.fl.us
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: Sharon Wildman
Company:
Primary Phone: 3217258360
Secondary Phone:
E-mail: swildman@bellsouth.net

Comments:
I am OPPOSED to the PROPOSED RATE INCREASE for LOCAL TELEPHONE SERVICE. A one-time increase would be one thing, but it's expected to continue going up 20% a year. People need local service, while long distance is a luxury. As the rates go up, more and more people will cancel their local service altogether and just use their cell phones. We have other options for less expensive long distance calling plans, but there are no other options for local service.

Please do not approve the rate hike.

Thank you,
Sharon Wildman

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; AT&T CSM6.0)

www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue; Tarik Noriega**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868 and 030869.

Tarik, since your name was mentioned I just thought you'd like to know.

Ruth Nettles
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 10:16 AM
To: contact@psc.state.fl.us
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: William Breyer
Company: None. Residential customer.
Primary Phone: 321-777-8599
Secondary Phone: 321-494-3266
E-mail: wbreyer@cfl.rr.com

Comments:
Reference: Proposed residential basic phone rate increases.

I urge your serious consideration of my comments which are in strident opposition to the potential rate increases now before the PSC.

Currently.....I pay $20.19 for phone service EVEN IF I DO NOT USE MY PHONE!!! Please seriously consider the previous sentence.

I rarely, if ever, use long distance where the major telephone companies say we consumers will reap these hypothetical savings. ANY SAVINGS IN LONG DISTANCE RATES WILL NEVER, EVER OFFSET THE GREATEST INCREASE IN BASIC PHONE SERVICE TO THE CONSUMER IN FLORIDA'S HISTORY. We, the millions of residential consumers, would end up paying greatly more for simple, basisc service without getting anything in return.

According to your PSC spokesman Tarik Noriega, it is hard to tell if consumers will get a break from the changes. If it is that hard (or impossible) to tell where the average consumer will benefit, then, conversely, it is extremely easy to tell who will directly benefit from the massive PSC-approved largess.....THE MAJOR PHONE COMPANIES!! You have the dubious honor of granting unwarranted hundred's of millions of dollars to the Telecom companies the money of which coming ffrom people like myself, the poor and the fixed-income elderly.

The residential-competition argument fronted by the phone companies is flawed and unrealistic.

Why should the consumer care?? If the consumer is getting phone access for $10 a month right now, why should they care if next year they have two (2) phone companies willing to charge $14 for the same service??

I urge the PSC to disapprove the proposed massive and egregious basic phone increases to Florida consumers for increases that can be said to be equitiable for those same consumers. As the rate issue stands now in front of the PSC, equity is not recognized as being an integral part of your agenda.

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: PR52 - Raising Local Phone rates

'm printing for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Carolyn Cormey [mailto:Carolyn@cormey.net]
Sent: Friday, October 03, 2003 4:19 PM
To: CAF Internet Mail
Subject: PR52 - Raising Local Phone rates

Our current local phone rates are high enough. A telephone to be able to call for the police or an emergency is a necessity. I do not believe that access charge reductions from one long distance company to another - is any trade off for raising our ocal service phone rates. We all have the capacity to buy phone cards or go to a pay phone to make long distance calls. Raising local service phone rates will make it so that less people can afford to have a phone.

I am asking you to protect us from this rate hike which may provide more profits for Verizon and their shareholders but wil certainly not benefit us to pay more for basic service.

Please deny their request to raise our rates

Carolyn Cormey
carolyn@cormey.net
727.462.5467
380 Mandalay Ave., S-701
Clearwater, FL 33767

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: PR52 - Phone rates**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Rene Ginabreda [mailto:Rene@tradewindsonline.com]
Sent: Friday, October 03, 2003 3:06 PM
To: CAF Internet Mail
Subject: PR52 - Phone rates

I am e-mailing to complain about the new increase in phone rates. I do not feel it is necessary to raise basic phone rates, which are high enough at the present time. If you want to raise rates, raise long distance, which I consider NOT a necessary entity. Just early last year my basic phone rate, in Clearwater, FL, went from $16/month to $33/month! That was double and that's enough! Thank you for your consideration in this matter!

Rene' Ginabreda
Dunedin, FL 34698
1-800-925-0067 Ext. 110
Fax 727-738-8438
e-mail: rene@tradewindsonline.com

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: PR52 (Phone increase)
Importance: High

'm printing for Docket 030867, **030868**, and 030869.
---Original Message-----
From: TERI KOPELMAN [mailto:teri@tradewindsonline.com]
Sent: Friday, October 03, 2003 3:12 PM
To: CAF Internet Mail
Subject: RE: PR52 (Phone increase)
Importance: High

Please don't allow this increase to take place. I am speaking for all the parents out there that have children at home while they work. Is it not enough that the cost of living is already so high we cannot afford to be home with our children? Now they want to make it difficult to be in touch with them too? I say no!

Teri Kopelman
3862 Lancaster Court #101
Palm Harbor, Florida 34685
A single mother who wants to be heard!

Ruth Nettles

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

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 3:14 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: William Honeycutt
Company: NA
Primary Phone:
Secondary Phone:
E-mail: whoneycutt@cfl.rr.com

Comments:
I would like for you to know that as a private citizen of Titusville, FL, I am against any rate increase that the telephone companies are asking for.
Senior citizens get a 2% cost of living in their social security check and the government and utilities ask for tax and rate increases far in excess of this.
I understand the increase for local telephone service will result in lower long distance rates.
They could cut their long distance rates in half and still would be too expensive.
Presently, I pay 4 cents per minute for long distance calls with a 10 minute minimum and no monthly fee. It is not a 10-10 number, I just pick up the telephone and dial.
As you can see, the other companies reducing their long distance rates will not benefit me at all.
William Honeycutt

No response is necessary

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

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: your reply to my e-mail

'm printing for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Nekey Garcia
Sent: Friday, October 03, 2003 12:21 PM
To: Ruth Nettles
Subject: FW: your reply to my e-mail

Please add to docket files.
---Original Message-----
From: Earl Concors [mailto:EConcors@worldnet.att.net]
Sent: Tuesday, September 30, 2003 2:05 PM
To: wgarcia@psc.state.fl.us
Subject: your reply to my e-mail

t should be clear that the ILEC rates should NOT be reduced as there is sufficient alternative long distant providers eg. prepaid cards and cell phones as well as internet based free long distant carriers to accomodate the long distance market.

By denying the ILEC rate reduction there will be no need to increase phone rates.

Are you aware that in addition to the proposed rate increase all phone subscribers will incur added expense increases in fees, taxes and charges?
Am I correct in this assumption?

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 03, 2003 10:02 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 03, 2003

Contact Information:

Name: Ron Rico
Company: NA
Primary Phone: 321-727-1036
Secondary Phone: na
E-mail: fishrico@aol.com

Comments:
To allow the request of telephone companies to raise their local rates by such a huge percentage is unconscionable! Many seniors may have to give up their phone as they are barely scrimping by. Insurance companies, the oil industry and the Health & Drug industries have already socked it to Americans during the past couple of years. Seems like every industry that can, has, gouged us far, far beyond any cost of living factors. Now comes the telephone company that says we are going to drop our long distance rates but you have to allow us to gouge the public by dramatically increasing local service. The two reasons for this are apparently the Internet allowing easy communication in lieu of long distance phone service, and to make up for the lost revenue in long distance service. I ask you to deny the phone companies outrageous rate hike, and scale it back to a cost of living based one. Why isn't the phone companies rate hike factors similar to the power companies in Florida? Protect your senior Floridians!!!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; Q312461; .NET CLR 1.0.3705)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Rate hikes

will print this e-mail for Dockets 030867, **030868**, and 030869.
---Original Message-----
From: robert layton [mailto:rplayton@globespeed.net]
Sent: Saturday, October 04, 2003 1:14 PM
To: CAF Internet Mail
Subject: Rate hikes

Please, please, please stop these unconscionable rate hikes.
We, the "small people", cannot afford them. Maybe you are among the wealthy who don't mind but most of the rest of us live on limited incomes and are stretched as far as we can go.
Once you are on Social Security there are no raises coming along to help ease the pain of the increases. Every year we are going further and further into the "hole".
Trying to say that these increase will HELP the "little people" is a bunch of hogwash.
This is their song and dance routine and, unfortunately, their tune is often listened to by those in power. I guess it comes down to who knows who and what they can do for each other. Sad to say, it seems as though no one listens to we who bear the burden the most.
Please don't do this to us.

Joanne and Bob Layton ----- Inverness, Fl.

'This message was scanned for viruses using Globespeed's "SharkBite" virus scanning system. For more information on iltered email, go to www.globespeed.net or call 1-866-965-2001"

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing for Dockets 030867, **030868**, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, October 04, 2003 2:18 PM
To: CAF Internet Mail
Subject: Other

October 04, 2003

Contact Information:

Name: Marjorie Chapin
Company: not applicable
Primary Phone: 305-294-3168
Secondary Phone: none
E-mail: marjsam2@cs.com

Comments:
Please reject the rate-hike requests from Bellsouth, Sprint and Verizon. Local rates should be kept as low as possible for health, safety and quality of life issues. Checking on Seniors who live alone, handicapped, and availability to our children out in the community are necessities. Communications with schools, and other government agencies for assistance and information is vital. Those who call long distance infrequently and cell phone users would see no savings at all. Basic phone service should be as affordable as possible. The bad law passed should be repealed or replaced. Please keep us aware of such proposals and represent us, as your name-PUBLIC SERVICE COMMISSION- implies. Thank you, Marjorie Chapin

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:0.9.4.2) Gecko/20021112 CS 2000 7.0/7.0
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing for Dockets 030867, **030868,** and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, October 04, 2003 4:02 PM
To: CAF Internet Mail
Subject: Other

October 04, 2003

Contact Information:

Name: Carol Turtle
Company:
Primary Phone:
Secondary Phone:
E-mail: carturtl@juno.com

Comments:
I was unable to attend the PSC hearing in Tampa on October 3, and I would like to express my opinion on the proposed telephone rate hikes:

I will enjoy NO financial benefit from the proposed increase in rates (and decrease of in-state long distance rates) Because I cannot afford the current long-distance rates and additional fees charged by my phone company, I use a much cheaper calling card.

I make very few in-state long distance calls.

I do not believe that the rate increase will encourage local competition. We have been promised more "local competition" for years - and this has never been realized.

Thank you for taking these comments into consideration when you make your decision.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue**
Subject: **FW: HELP!**

I'm printing for Dockets 030867, 060868 and 030869.

-----Original Message-----
From: Terry T. Sherman [mailto:terrytsherman@juno.com]
Sent: Sunday, October 05, 2003 10:50 PM
To: CAF Internet Mail
Subject: HELP!

Dear Sirs,

Please keep our phone rates down. There is such an avalanche of increased fees on everything but raising our phone bills is horrific.
Our phones are our wings.
It seems , now, even without a raise, our bills are too high.

We depend on YOU to keep us in touch with our families.

Ms. Terry T. Sherman
954- 438- 9866

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: E-Transfer 9289

'm printing for Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, October 06, 2003 12:08 PM
To: fl.fpsc@mail.sprint.com
Cc: CAF Internet Mail
Subject: E-Transfer 9289

TRACKING NUMBER - 0009289 October 06, 2003

SERVICE ADDRESS

Account Number: 407-830-0390
Business Account Name:
Name: Daniel Mannheim
Address: 247 Shady Hollow
City: Casselberry
Zip: 32707
Service Phone: 407-830-0390

CUSTOMER INFORMATION

Name: Daniel Mannheim
Address: 247 Shady Hollow
City: Casselberry
State: FL
Zip: 32707
Primary Phone: 407-830-0390
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am complaining about the proposed rate increase requested by Sprint ~25% ! We presently pay $11.48 for basic service +$10.45 Taxes & Surcharges,or $21.93 total/month. Outrageous !! If they increase our Basic Fee,then they should adsorb some of the fees,such as 911 surcharge & Portability Surcharge. Daniel Mannheim 407-830-0390

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Win98; en-US; rv:0.9.4.2) Gecko/20021112 CS 2000 7.0/7.0

10/7/2003

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: RE: E-Transfer 9289

Good morning, Nekey. I have lots of e-mails for you. This one will be printed for Docket **030868.**

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, October 06, 2003 12:08 PM
To: fl.fpsc@mail.sprint.com
Cc: CAF Internet Mail
Subject: E-Transfer 9289

TRACKING NUMBER - 0009289 October 06, 2003

SERVICE ADDRESS

Account Number: 407-830-0390
Business Account Name:
Name: Daniel Mannheim
Address: 247 Shady Hollow
City: Casselberry
Zip: 32707
Service Phone: 407-830-0390

CUSTOMER INFORMATION

Name: Daniel Mannheim
Address: 247 Shady Hollow
City: Casselberry
State: FL
Zip: 32707
Primary Phone: 407-830-0390
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am complaining about the proposed rate increase requested by Sprint ~25% ! We presently pay $11.48 for basic service +$10.45 Taxes & Surcharges,or $21.93 total/month. Outrageous !! If they increase our Basic Fee,then they should adsorb some of the fees,such as 911 surcharge & Portability Surcharge. Daniel Mannheim 407-830-0390

For PSC Webmaster Use Only:

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Please Don't raise the rates of Phone bills....**

I'm printing this e-mail for Dockets 030867, **030868,** and 030869.
-----Original Message-----
From: Armstrong, Deana M. (GEI, MORT) [mailto:Deana.Armstrong@ge.com]
Sent: Monday, October 06, 2003 3:42 PM
To: CAF Internet Mail
Subject: Please Don't raise the rates of Phone bills....

I am writing to you because I am begging and pleading for your to make sure our phone rates are not raised again....
They keep raising the rates...
MORE money it has been costing us, with LESS benefits to show for it....
If it keeps happening, don't they phone companies understand that we'll have to drop them all together and just go with cellular phones only.

Please don't let the bill pass to raiser our rates anymore..

Thanks
Deana Armstrong

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Reference PR52**

I'm printing for Dockets 030867, **030868,** and 030869.
-----Original Message-----
From: Walda [mailto:walda@tampabay.rr.com]
Sent: Monday, October 06, 2003 4:10 PM
To: CAF Internet Mail
Subject: Reference PR52

Please deny requests by telephone companies to raise the rates for local service. These rates are already too high for senior citizens on a limited income!

Walda

When Satan is knocking at your door, simply say,
"Jesus, could You please get that for me?"

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: phone rates

will print this comment for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Alison Pryski [mailto:alipryski@hotmail.com]
Sent: Tuesday, October 07, 2003 8:13 AM
To: CAF Internet Mail
Subject: phone rates

Please do not raise the phone rates. I am against raising the phone rates.

Alison Pryski

High-speed Internet access as low as $29.95/month*. Click here.
*Depending on the local service providers in your area.

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

√

I'm printing for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, October 07, 2003 9:13 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 07, 2003

Contact Information:

Name: John Chambers
Company: None
Primary Phone: 727/942-6037
Secondary Phone: None
E-mail: djch1617@aol.com

Comments:
I urge you to reject the propopals for telephone rate increases as requested by Bell South, Verizon, and Sprint.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 6.0; Windows 98)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue

Subject: FW: Phone Rates

✓

'm printing this e-mail for Dockets 030867, 030868, and 030869.

---Original Message-----

From: Sheri Wilson [mailto:Sheri@tampabay.rr.com]

Sent: Tuesday, October 07, 2003 4:27 PM

To: CAF Internet Mail

Subject: Phone Rates

Our phone prices are already too high. At home I don't even get long distance because too many taxes and other fees are added to it. I have a long distance card. You are going to make telephone calls too high so that no one can afford this necessity. In our society now especially with elderly living on fixed income, they certainly couldn't afford it and plus they need to have a phone to call in case of a medical emergency. Please I urge you not to let Verizon or any other phone company raise the basic phone rates.

Sheri W.
Zephyhills, Florida

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, October 07, 2003 6:28 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 07, 2003

Contact Information:

Name: Lori Palesh
Company:
Primary Phone:
Secondary Phone:
E-mail: lpalesh@att.net

Comments:
Phone-rate plan:

I am against the plan to raise basic monthly phone rates and lower long distance phone call rates. I do not make many long distance calls and should not have to subsidize those that do. Also, I volunteer weekly at a local food pantry and know many of our clients can barely afford their monthly phone rates as they are now. What will happen to them if the rates are raised? People deserve basic monthly phone service - not lower long-distance costs!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; AT&T CSM7.0; .NET CLR 1.0.3705)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I will place in Dockets 030867, 030868, and 030869.
-----Original Message-----
From: Kerstin Mondorf [mailto:mondozell@xtalwind.net]
Sent: Tuesday, October 07, 2003 10:27 PM
To: Charles Davidson
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Kerstin Mondorf
6084 W Fairhope Ct
Crystal River, FL 34429

October 7, 2003

Davidson:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Kerstin Mondoef

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **RE: Public comment for Docket Numbers 030867, 030868 and 030869**

I will print for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: Lindsey Goff [mailto:lcjg715@yahoo.com]
Sent: Wednesday, October 08, 2003 1:47 AM
To: Charles Davidson
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Lindsey Goff
659 Lake Kathryn CIrcle
Casselberry, FL 32707

October 8, 2003

Davidson:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Due to illness and unemployment, I can barely make ends meet now. I hardly use long distance, so allowing Sprint to raise my monthly service to lower long distance rates won't help me, it will hurt me. Y'all need to visit your constituents who don't have access to the luxuries you have.

Very Sincerely,

Lindsey Goff

From: Anne Marsh
Sent: Wednesday, October 08, 2003 7:33 AM
To: Sally Simmons
Subject: RE: General Comment/Question

Yes, I drafted it, but have not circulated it yet. Who needs to see it?

I note it says due October 22, so I am wondering if there is a reason you are asking.
-----Original Message-----
From: Sally Simmons
Sent: Tuesday, October 07, 2003 7:51 AM
To: Anne Marsh
Subject: FW: General Comment/Question

Anne, have you been able to complete this one? Thanks.

-----Original Message-----
From: Sally Simmons
Sent: Wednesday, October 01, 2003 12:21 PM
To: Anne Marsh
Cc: Beth Salak; Della Fordham; David Dowds
Subject: FW: General Comment/Question

Anne, please draft a response. I'm thinking that our letter could address his questions from the standpoint of the theory of the legislation, without getting into the merits. Nekey has standard letters on the I:drive in a folder entitled "rebalancing" -- these may be of some help.

Thanks.

-----Original Message-----
From: Beth Salak
Sent: Tuesday, September 30, 2003 4:37 PM
To: Sally Simmons
Cc: Della Fordham
Subject: FW: General Comment/Question

Sally, please have some one craft a letter for this.
-----Original Message-----
From: Della Fordham
Sent: Tuesday, September 30, 2003 1:23 PM
To: Beth Salak
Subject: FW: General Comment/Question

Should we forward onto Sally to respond or for her to assign someone to respond?

-----Original Message-----
From: Leroy Rasberry
Sent: Tuesday, September 30, 2003 1:21 PM
To: Beth Salak
Cc: Ruth McHargue; Della Fordham
Subject: RE: General Comment/Question

Can CMP answer this customers questions?

RECEIVED-FPSC
03 OCT -8 PM 3:01
COMMISSION
CLERK

-----Original Message-----
From: Rhonda Hicks
Sent: Tuesday, September 30, 2003 10:49 AM
To: Leroy Rasberry
Subject: RE: General Comment/Question

You're right. There is much, much more to this letter. He expects a response that entails more than BCO can provide.

-----Original Message-----
From: Leroy Rasberry
Sent: Tuesday, September 30, 2003 10:12 AM
To: Rhonda Hicks
Cc: Ruth McHargue; Leroy Rasberry
Subject: RE: General Comment/Question

Rhonda,

What do you think, I'm leaning towards CMP...

-----Original Message-----
From: Ruth McHargue
Sent: Monday, September 29, 2003 9:29 AM
To: Leroy Rasberry
Cc: Diana Falise
Subject: FW: General Comment/Question

Leroy, what do you suggest. The customer has more questions than just protesting the rates.

-----Original Message-----
From: Diana Falise
Sent: Monday, September 29, 2003 8:45 AM
To: Ruth McHargue
Subject: FW: General Comment/Question

To BCO or CMP?

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, September 27, 2003 10:25 AM
To: contact@psc.state.fl.us
Subject: General Comment/Question

September 27, 2003

Contact Information:

Name: Al Buono
Company:
Primary Phone: 954-587-8586
Secondary Phone:
E-mail: sonobono@msn.com

Comments:
With regard to the upcoming PSC hearing and decisions regarding the rate increases requested by Bellsouth, Verizon and Sprint.
I have read your FAQ's on the matter and understand that these rate increases are not mandatory with regard to the legislation which was just passed.

I have two questions:
First,
why was the legislation necessary in the first place? that is, what was there about Florida law which was precluding the entry of other telephone (ld and local) into the markets?
Second,
why do these present telecommunications companies feel that they are justified in seeking any rate increase notwithstanding one so punitive to the people of this state?
I frankly do not understand the oxymoronic thinking which seems to suggest that increasing the profits of these already very profitable corporations will somehow attract other similar businesses and will, ergo, reduce the ultiamte costs to Florida's consumers.
Might this not be a loosely disguised form of state corporate welfare?
Thanks for your response.
Al Buono

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; MSN 8.0; MSNbMSNI; MSNmen-us; MSNcIA)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Della Fordham

From: Sally Simmons
Sent: Wednesday, October 08, 2003 9:02 AM
To: Della Fordham
Subject: RE: Dkt. Numbers

The docket numbers are 030867-TL, 030868-TL, and 030869-TL. The CATS number is 560230T. Thanks.

-----Original Message-----
From: Della Fordham
Sent: Wednesday, October 08, 2003 8:51 AM
To: Sally Simmons
Subject: Dkt. Numbers

Just to make sure I have correct, what are the docket numbers?

Della Fordham

From: Della Fordham
Sent: Wednesday, October 08, 2003 9:17 AM
To: Leroy Rasberry
Cc: Beth Salak; Bob Trapp; Sally Simmons; Paul Lowery
Subject: CATS# 560230T

This was input by mistake and needs to be deleted completely from the CATS program. It is associated with the rebalancing dockets. Will appreciate your authorizing deletion from CATS. Please let me know if you need anything else to accomplish.

Thanks, Della.

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue

Subject: FW: Telephone rate increase proposal

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Don and Joni Weidner [mailto:djandjoni@earthlink.net]
Sent: Wednesday, October 08, 2003 4:17 PM
To: CAF Internet Mail
Subject: Telephone rate increase proposal

am sure you have heard this before....but...we are completely against these proposals. Seniors like us get miniscule ncreases in Social Security, we make few long distance calls, and those we do make are on the cheap 10-10 numbers.

The purveyed reason of "competition" if the greedy phone companies can increase their basic local service fees, and be ible to "reduce" long distance rates, is nothing short of complete fraud on the American Retiree. The reduction of long listance rates only helps the business man (read this: "contribution source")

Can you actually buy into this competition idea? What has this country seen in the past 20-30 years with "deregulation" of various business services? Lets look at banks, S & L's,airlines,cable, etc., This all was instituted with the plaintive bleating of "competition" What a crock!!

We do hope that you will not buy into this greedy idea. This is just another soak the retiree and enrich the rich.

Don and Joni Weidner
21-631-5206

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I will print for Dockets 030867, 030868 and 030869.
-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 8:38 AM
To: Contact@PSC.state.fl.us
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: paul e. jordan [mailto:pandbandj@netzero.net]
Sent: Thursday, October 09, 2003 7:51 AM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

paul e. jordan
13256 citrus way
brooksville, FL 34601

October 9, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

Dockets 030867, 030868, and 030869.
-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 8:42 AM
To: Contact@PSC.state.fl.us
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: Walter Sindewald [mailto:wsindewa@tampabay.rr.com]
Sent: Wednesday, October 08, 2003 8:04 PM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Walter Sindewald
34656 Orchid Parkway
Ridge Manor, FLORIDA 33523

October 8, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Mr. & Mrs. Walter Sindewald

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I'm printing for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 8:47 AM
To: CAF Internet Mail
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: Charleen Rowlan [mailto:cvrowlan@tampabay.rr.com]
Sent: Wednesday, October 08, 2003 7:38 PM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Charleen Rowlan
344 Waterfall Drive
Spring Hill, FL 34608

October 8, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Charleen Rowlan

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I'm printing for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 8:58 AM
To: CAF Internet Mail
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: George Burgess [mailto:gsb918@hotmail.com]
Sent: Wednesday, October 08, 2003 6:39 PM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

George Burgess
11390 Deercroft Court
Spring Hill, FL 34609

October 8, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen; Angie Calhoun**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I will print for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 8:59 AM
To: CAF Internet Mail
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: James Mac Donald [mailto:mitmouse@gate.net]
Sent: Wednesday, October 08, 2003 7:18 PM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

James Mac Donald
8308 Falmouth Court
Spring Hill, FL 34608

October 8, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

James A. Mac Donald

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I'm printing for Dockets 030687, 030868, and 030869.
-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 8:59 AM
To: CAF Internet Mail
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: Stratis Simon [mailto:stratis13@earthlink.net]
Sent: Wednesday, October 08, 2003 7:16 PM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Stratis Simon
8256 Sugarbush Drive
Spring Hill, FL 34606

October 8, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

S. A. Simon

George S. Burgess

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

will print for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Margaret Sue Hackett [mailto:suzyhackett@nut-n-but.net]
Sent: Thursday, October 09, 2003 9:07 AM
To: HARRINGTON.LINDSAY
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Margaret Sue Hackett
3400 Taylor Rd., Lot 111
Punta Gorda, FL 33950

October 9, 2003

The Honorable Lindsay M. Harrington
202 S Monroe St
Tallahassee, FL 32399-1300

Representative Harrington:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

My Social Security Disability check has never gone up by anything near the percentage of increase being asked for here. I have no long distance service as it is too expensive. I use a prepaid phone card for the necessary times as I cannot afford all the access fees. Please give us a break. Please reject these rate increases!

Sincerely,

Margaret Sue Hackett disabled person

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

will print this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Albert Lemmis [mailto:alemmis@sunline.net]
Sent: Thursday, October 09, 2003 9:20 AM
To: HARRINGTON.LINDSAY
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Albert Lemmis
695 Coronado Drive
Punta Gorda, FL 33950

October 9, 2003

The Honorable Lindsay M. Harrington
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Harrington:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Albert J. Lemmis

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

will print for Dockets 030867, 030868, and 030869.

---Original Message-----

From: Linda Levermann [mailto:lslevermann@comcast.net]

Sent: Thursday, October 09, 2003 10:43 AM

To: HARRINGTON.LINDSAY

Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Linda Levermann
516 Caicos Drive
Punta Gorda, FL 33950

October 9, 2003

The Honorable Lindsay M. Harrington
102 S Monroe St
Tallahassee, FL 32399-1300

Representative Harrington:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Linda Levermann

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I'm printing for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: RUSSELL.DAVE [mailto:RUSSELL.DAVE@myfloridahouse.com]
Sent: Thursday, October 09, 2003 11:08 AM
To: CAF Internet Mail
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

Ellen, these are folks that can't make the public hearing but need to be added for the record. Thanks for your assistance with this.

Ann Marie Comeau
Legislative Assistant
Rep. David Russell, House District 44
850-488-6641, Tallahassee
352-688-5005, District

-----Original Message-----
From: DANIEL SEWESKY [mailto:CDSEW@WEBTV.NET]
Sent: Thursday, October 09, 2003 10:46 AM
To: RUSSELL.DAVE
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

DANIEL SEWESKY
7081 MYRTLEWOOD LANE
SPRING HILL, FLORIDA 34606

October 9, 2003

The Honorable David Russell Jr.
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Russell:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Daniel & Carol Sewesky

Ruth Nettles

To: Nekey Garcia
Cc: Patty Christensen; Felicia Banks; Beth Keating; Ruth McHargue
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

will print for Dockets 030867, 030868 and 030869.
---Original Message-----
From: Leonard Antonaccio [mailto:lenedant@webtv.net]
Sent: Thursday, October 09, 2003 11:54 AM
To: HARRINGTON.LINDSAY
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Leonard Antonaccio
5535 Spring Line Lane
Ft. Myers, FLORIDA 33905

October 9, 2003

The Honorable Lindsay M. Harrington
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Harrington:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Leonard Antonaccio

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun

Subject: FW: Phone company rate hikes

'm printing for Dockets 030867, 030868, and 030869.
---Original Message-----
From: George Bassett [mailto:gbasset1@tampabay.rr.com]
Sent: Thursday, October 09, 2003 2:13 PM
To: CAF Internet Mail
Subject: Phone company rate hikes

Please let this email serve as a voice of opposition to the proposed phone company rate hikes under consideration by the Public Service Commission. Please accept this email as a vote not to the proposed increases by a Florida resident. George Bassett basset1@tampabay.rr.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

I'm printing for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 10, 2003 5:46 PM
To: CAF Internet Mail
Subject: Other

October 10, 2003

Contact Information:

Name: marvin pittman
Company:
Primary Phone: 386-775-6045
Secondary Phone:
E-mail: mands.2@juno.com

Comments:
There they go! The phone companies said local rates would not go up due to their request to lower long distance rates, which was approved. Now they are requesting a rate increase to local rates before the ink is hardly dry on their previous request. Tell them NO to local rate increases! Tell them to remember what was said at the last hearing.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
http://floridapsc.com/contact/contact_form/contactform.cfm
floridapsc.com

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: General Comment/Question

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, October 11, 2003 11:34 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 11, 2003

Contact Information:

Name: Leigh A. Wax
Company: N/A
Primary Phone:
Secondary Phone:
E-mail: leigh_wax@hotmail.com

Comments:
PSC Reps:
I was in shocked disbelief when I heard on the news that "Town Meetings" were being held, relating to a proposed increase in local phone service rates of an outrageous 90%! "This", on top of a rash of added rip-off fees imposed by multi self-interest groups that have applied sufficient bribe money in the guise of "contributions", to lawmakers.

Below, is BellSouth's Financial Report for the first quarter of 2003:

ATLANTA, July 23, 2003 - BellSouth Corporation (NYSE: BLS) reported earnings per share (EPS) of 51 cents in the second quarter of 2003. This compared to 14 cents per share in the second quarter of 2002, which reflected special charges totaling 38 cents per share for foreign currency transaction losses, pension/severance costs, and losses on equity investments.

Consolidated revenues were $5.6 billion compared to $5.8 billion in the second quarter of 2002. Consolidated operating expenses were $4.2 billion compared to $4.6 billion in the same quarter of 2002. Net income was $951 million compared to $263 million in the same quarter a year ago.

This reflects an increase in income of $688 million over the same period in 2002, and an increase in shareholder dividends of 37 cents per share.

The gall to even propose an increase is absolutely ludicrous-----This report reflects, that, if anything, fees ought to be reduced! As you are well aware, local phone companies "hold" consumers captive--- They have no competition! The public relies on government to protect them from unscrupulous profiteering.

I live, on a monthly Social Security income of $700 a month--- My 91-year-old mother "survives" on $500 a month. The loss of phone service to us, and others like us, would equate to lives of total isolation, and inability to acquire emergency services if needed.

The vast majority of Americans are low-income, "working class" people; Yet, in what has become a farce of democracy, the minority of corporate special interests dictate the "rules", in a country that has become, in effect, a "Corporate Dictatorship", in which an ever increasing number of public officials, elected or otherwise, with less integrity and

ethics than common prostitutes, "roll over" for money and perks, and award them a license to steal!

My guess is that "the deal" has already been made, and these "Town Meetings" are nothing more than a sham, to dupe the public into the mistaken belief that they have "a say" in government! God bless/HELP America!!!

Leigh A. Wax

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; AT&T CSM6.0; Q312461)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Telephone rate increase.**

I will print for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: otto57@juno.com [mailto:otto57@juno.com]
Sent: Monday, October 13, 2003 8:28 PM
To: CAF Internet Mail
Subject: Telephone rate increase.

The proposed rate hike for telephone service is preposterous. And to think that you people are going along with their request, is a total disgrace, considering that you are on a board to look after the very BEST interests of the people whom you serve.
Think of the number of people that will extremely hard pressed, to cope with the proposed increase, and may have to give up a phone altogether !

Please, talk among yourselved and do the right thing and reverse this proposed increase, or decrease it by 85%.
Heinz J. Stevens
Largo Fl. 33773-2162

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: Phone rate increase

✓

will print for Dockets 030867, 030868, and 030869.

---Original Message-----

From: Steve [mailto:shekky45@tampabay.rr.com]

Sent: Tuesday, October 14, 2003 4:17 PM

To: CAF Internet Mail; paxsez1@tampabay.rr.com

Subject: Phone rate increase

Public Service Commissioners,

You should be ashamed to continue to use the word *Public* to describe your actions. You forfeited that distinction as phone rates were unjustifiably raised, true Public counsel will no longer be before you, and there hasn't been a decision to favor the public in a long time.

Shame on you!

Deb Schechner

SPB Florida

Ruth Nettles

To: **Ruth McHargue**
Cc: **Angie Calhoun; Leroy Rasberry; Bev DeMello**
Subject: **RE: Proposed Basic Phone rate Increase**

You got it. I will place in all three Dockets, 030867, 030868, and 030869.

-----Original Message-----
From: Ruth McHargue
Sent: Tuesday, October 14, 2003 10:27 AM
To: Ruth Nettles
Cc: Angie Calhoun; Leroy Rasberry; Bev DeMello
Subject: FW: Proposed Basic Phone rate Increase

Hi Ruth,
Please add to docket correspondence. Thanks

-----Original Message-----
From: Bev DeMello
Sent: Tuesday, October 14, 2003 10:25 AM
To: Ruth McHargue; Angie Calhoun
Cc: Leroy Rasberry
Subject: FW: Proposed Basic Phone rate Increase

This should be sent to CCA. Thanks.

-----Original Message-----
From: YORASCHEK.GERI [mailto:YORASCHEK.GERI@myfloridahouse.com]
Sent: Tuesday, October 14, 2003 10:21 AM
To: bdemello@psc.state.fl.us
Subject: FW: Proposed Basic Phone rate Increase

Ms.DeMello,
As per our telephone conversation today, I am forwarding to you Mr. Neville's e-mail stating his concerns,

Thank You for your help with this matter.

Sincerely,
Geri Yoraschek
Executive Secretary to
Representative Joseph R. Spratt
863.675.5267

-----Original Message-----
From: Thomas/bill/bet Neville [mailto:twnbetinlabelle@webtv.net]
Sent: Monday, September 29, 2003 4:53 PM
To: SPRATT.JOSEPH; YORASCHEK.GERI
Subject: Proposed Basic Phone rate Increase

Dear Representative Spratt,
I am writing you to propose that the proposed basic phone rate increase be levied on a percentage of long distance use basis. If you do not use long distance your basic rate remains the same. If you use long distance then your basic rate would increase in proportion to your long distance use on a use percentage basis. This, in essence would address the phone companies complaint that they are losing money due to having to cut rates to their competitors for LD lines useage. Basics should dictate

that basic charges should not have to offset LD charges, where a majority of basic phone users do not use LD. Let the LD users support the phone companies need to offset long distance lines losses. With the basic service now costing $12 a month, the proposed rate increase of $7 a month, plus the proportinate increase in applicable taxes is going to cost "Joe Six Pack" over $30 a month just to have a phone in house, whether it is used or not! Knowing your "affinity" for the "common man", is this how you want to be remembered as you wind down your long standing record of "public" service? Respectfully, Mr. & Mrs. T. W. Neville Hendry County Citizens & Taxpayers

T. W. Bill Neville

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: RE: Your e-mail to the Florida Public Service Commission

Okay. Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Nekey Garcia
Sent: Tuesday, October 14, 2003 10:53 AM
To: Ruth Nettles
Subject: FW: Your e-mail to the Florida Public Service Commission

Please add to docket files.
-----Original Message-----
From: Billburgin2@aol.com [mailto:Billburgin2@aol.com]
Sent: Friday, October 03, 2003 3:45 PM
To: WGARCIA@PSC.STATE.FL.US
Subject: Re: Your e-mail to the Florida Public Service Commission

Thank you for the reply. I appreciate that. However, you did not address the subject of my concern in your reply.
The concern is:
"""""""The FCC CHARGE FOR NETWORK ACCESS."""""""
THAT IS THE ... $6.50 WHICH GOES DIRECTLY TO THE TELEPHONE COMPANIES.
And, the public should know that information before you consider the increases. tHEY DO NOT KNOW IT NOW.
THE CHARGE IS CALLED FCC CHARGE BECAUSE IT IS A COVERUP TO FEED THE TELECOM INDUSTRIES.

Please tell the public about that.
Thank you
Bill Burgin 9132 Blackstone Street
Spring Hill FL 34608 352 683 8088

Ruth Nettles

To: **Nekey Garcia**
Subject: **RE: Your e-mail to the Florida Public Service Commission**

Okay. Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Nekey Garcia
Sent: Tuesday, October 14, 2003 11:00 AM
To: Ruth Nettles
Subject: FW: Your e-mail to the Florida Public Service Commission

Please add to docket files.

-----Original Message-----
From: Mark Creek [mailto:Mark.Creek@RaymondJames.com]
Sent: Friday, October 03, 2003 4:50 PM
To: Nekey Garcia
Subject: RE: Your e-mail to the Florida Public Service Commission

Dear Ms. Salak,

Thank you for your response and explanation. It would appear then that the problem lies with the statute. I am sure that this issue is more complicated than I make it to be but I have a problem with understanding why the legislature would require a reduction in long distance access fees, only to have them be negated by an increase at the local level. At the risk of sounding cynical and blunt; this is an example of many issues, where they have been made too complicated for most people to want to try to understand, and could be reason why people are so complacent.

Mark Creek

-----Original Message-----
From: Nekey Garcia [mailto:WGARCIA@PSC.STATE.FL.US]
Sent: Friday, October 03, 2003 3:47 PM
To: Mark Creek
Subject: Your e-mail to the Florida Public Service Commission

Dear Mr. Creek:

The following information is being provided in response to your September 29, 2003, correspondence regarding Verizon Florida, Inc's. (Verizon) petition to amend its local rates.

As allowed by Section 364.164, Florida Statutes, which is titled "Competitive Market Enhancement," Verizon filed a petition with the Florida
Public Service Commission (FPSC) seeking to reduce its rates that long distance companies pay for local connections (intrastate switched network
access rate). The FPSC is required to issue its final order granting or denying the petition within 90 days of the filing of a petition. In reaching its decision, the FPSC must consider specific criteria that are outlined in the Florida Statutes. One of the criteria requires that any approved Verizon access rate reductions be offset by increases in its local
telephone rates. The Commission, the Office of Public Counsel, as well

as
all other interested parties will be evaluating Verizon's petition as it
relates to all the criteria outlined in Florida Statutes. Under the current schedule, a final order on this matter should be issued on or about
December 30, 2003.

Your comments are appreciated and will be placed in the docket file
(Docket No. 030867-TL) as correspondence which will be available for review
by all interested parties. If you have any questions, please contact Nekey
Garcia at 850-410-8033 or by e-mail at wgarcia@psc.state.fl.us.

Sincerely,

Beth Salak,
Director
Division of
Competitive Markets
and Enforcement

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **RE: Telephone companies, requested rate increses**

Okay. I will print for all Dockets, 030867, 030868, and 030869.

-----Original Message-----
From: Nekey Garcia
Sent: Tuesday, October 14, 2003 1:41 PM
To: Ruth Nettles
Subject: FW: Telephone companies, requested rate increses

Please add to docket files.

-----Original Message-----
From: Beth Salak
Sent: Thursday, October 09, 2003 5:35 PM
To: Nekey Garcia
Cc: Sally Simmons
Subject: FW: Telephone companies, requested rate increses

-----Original Message-----
From: Katrina Tew On Behalf Of Charles Davidson
Sent: Tuesday, October 07, 2003 4:32 PM
To: Beth Salak
Cc: Charles Davidson; Kay Posey
Subject: FW: Telephone companies, requested rate increses

Beth,

I think JoAnn told me that you were coordinating responses to these. I can't tell whether other Commissioners received this one or not. Can you please get this to the appropriate person to draft a response?

Thanks,

Katrina

-----Original Message-----
From: grace moran [mailto:gracem@fdn.com]
Sent: Tuesday, October 07, 2003 3:49 PM
To: Davidson@psc.state.fl.us
Subject: Telephone companies, requested rate increses

Commissioner Charles M. Davidson
Public Service Commission

I wanted to attend the public hearing which the PSC held in Jacksonville, Wednesday, October 1, 2003, but could not do so.

My concern is with the rate increases requested by the three telephone companies. Senior citizens, such as myself, cannot afford such increases. However, a telephone is essential for us to be able to call if we need help.

One point which irritates me is the telephone companies say increasing the

basic rate will probably lower intrastate long distance costs. In my opinion, the people who use long distance should pay for it. I can't afford to use long distance. Also, my only living relative is my brother who is a Monk in a Pennsylvania Monastery. I can't call him but he calls me on Christmas morning and on my birthday. My only other contact with him is by Postal Service.

My telephone with Bell South consists of basic service only. I do not have the frills, such as Call Waiting, Caller ID, etc. I previously canceled long distance with AT&T. I currently have the Inside Wire Maintenance Plan ($4.75 + taxes) which I'm seriously thinking of canceling.

I'm 84 years of age, handicapped by a very painful artificial left hip and Osteoporosis. My only income is Social Security. My prescription expense is very high. For 12 months last year, my Rx costs were almost $3,100.00 plus the cost of over-the-counter medications such as calcium, vitamins, pain medication, etc.

There are thousands of people in Florida who are being squeezed as I am. Please don't make our burden worse by approving the full telephone increases.

Thank you.

Grace B. Moran
2160 Riverside Avenue
Jacksonville, FL 32204-4417

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: Phone Rate Hike Concern

will print for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Ribeye811@aol.com [mailto:Ribeye811@aol.com]
Sent: Tuesday, October 14, 2003 10:28 AM
To: CAF Internet Mail
Subject: Phone Rate Hike Concern

Public Service Committee
State of Florida

To whom it may concern:

As a registered voter in the state of Florida, I am compelled to voice my concern about the phone company rate hike. Although I am not against a utility making a profit, an increase of the proposed magnitude within a single fiscal year is devastating to the public. Apparently a voice for the people, Charlie Beck, has been excluded as a candidate for the office he has held interim.

Who is speaking for the people now? House Speaker Johnnie Byrd who voted for the rate hike? Perhaps a former aide to a sitting PSC Commissioner? Is there anyone among the alleged five final candidates voting affirmative for the people? If so, I would like to know who that party is so I may voice my support of them.

Thank you in advance for me directing me to the appropriate party.

Sincerely,

Paul A. Bowman
2601 1/2 A 54th St. S.
Gulfport, Fl 33707

Ruth Nettles 030868

To: Nekey Garcia

Subject: FW: Thanks for the prompt reply !!!

)kay.
Ruth Nettles]
-----Original Message-----
From: Nekey Garcia
Sent: Tuesday, October 14, 2003 3:06 PM
To: Ruth Nettles
Subject: FW: Thanks for the prompt reply !!!

Please add to docket files.
---Original Message-----
From: Regina Werth [mailto:rwerth1@yahoo.com]
Sent: Tuesday, October 07, 2003 12:29 PM
To: wgarcia@psc.state.fl.us
Subject: Thanks for the prompt reply !!!

Neckey,

appreciate your prompt reply and the placing of my E-Mail on the docket for review !!!

Regina Werth

Do you Yahoo!?
The New Yahoo! Shopping - with improved product search

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: PHONE RATE HIKE

✓

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Beezie1931@aol.com [mailto:Beezie1931@aol.com]
Sent: Wednesday, October 15, 2003 11:35 AM
To: contact@psc.state.fl.us.
Subject: Fwd: PHONE RATE HIKE

n a message dated 10/13/2003 9:08:51 PM Eastern Daylight Time, Beezie1931 writes:

, I am very much opposed to the proposed phone rate hikes which are being disguised as a boon to subscribers in that they will increase competition. Increases in the local rates and decreases in long distance rates do nothing except serve as a way to increase the revenues of the phone companies and penalize those who make no or few long distance calls. As with every other such tinkering with which I am familiar, the net result is an increase in the costs to the consumer.

I make very few long distance calls, and neither do many of the people to be affected. Because of our telephone patterns, there is absolutely no benefit--but a penalty--to such people. Again, the benefit goes only to the providers.

There are many people on low and/or fixed incomes who will be forced to give up their local service as the costs go higher and higher.

I would be interested in any specific examples you might cite of such maneuverings which have EVER resulted to a benefit for the consumer.

In summary, this proposal is a BAD IDEA!

Bea Cornelius
537 Cervina Drive S.
Venice FL 34285
941-485-2592

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Public Hearings re rates**

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: vmcurto@webtv.net [mailto:vmcurto@webtv.net]
Sent: Wednesday, October 15, 2003 11:20 AM
To: CAF Internet Mail
Subject: Public Hearings re rates

Dear people: As I am not able to attend any of the scheduled Public Hearings re BellSouth, Sprint and Verizon's request for rate hikes, please allow me to register my disapproval in this manner. These 3 companies have no other real reason for these rate hike requests other than to enhance their own capital positions and pass some sweetness on to their stockholders. Florida is full of senior citizens who are on fixed incomes, and now that cellphones are ubiquitous these carriers are complaining that they're losing revenue as a result. Maybe so, but the way to get that revenue back is to compete more effectively with incentives etc/ for comsumers, not just try to jack up their rates without any improvements on their parts. Besides, the amounts they want are so outlandish as to be virtually criminal, and I wish you to please block their attempts and tell them they cannot steal money from the pockets of the citizens in this state without suffering penalties. Thank you for listening, and please don't let this happen!! Very truly yours, Vince Curto, Gainesville, Alachua County

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

✓

I'm printing for Dockets 030867, 030868, and 0300869.
-----Original Message-----
From: SPRATT.JOSEPH [mailto:SPRATT.JOSEPH@myfloridahouse.com]
Sent: Thursday, October 16, 2003 11:06 AM
To: Stanley Stone
Cc: Contact@psc.state.fl.us
Subject: RE: Public comment for Docket Numbers 030867, 030868 and 030869

Mr. Stone,

Thank you for taking the time to voice your opposition to the petitions for a rate increase filed with the Public Service Commission (PSC) by Verizon, Sprint and BellSouth. I haven taken the liberty of forwarding your message to the PSC for their review.

The PSC has scheduled numerous customer hearings around the state to receive customer testimony and will conclude on December 10, 2003 with a meeting in Tallahassee. The Commission will issue their final order before December 29.

Again, thank you for contacting my office.

Sincerely,

Joseph R. Spratt
Representative, District 77

-----Original Message-----
From: Stanley Stone [mailto:stansrv@strato.net]
Sent: Wednesday, October 08, 2003 8:38 PM
To: SPRATT.JOSEPH
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Stanley Stone
12305 Rudder Ln.
Moore Haven, FL 33471

October 8, 2003

The Honorable Joseph R. Spratt
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Spratt:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and

Sprint. As a Florida resident, telephone service is important to me, and
I believe that raising basic rates by 30-90% in a period of just over two

years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates,

and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy. I am on a fixed disability income and just can not afford these increases. Please reject these rate increases!

Sincerely,

Stanley A Stone

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: E-Form Other Complaints - 9448

will print for Docket 030867, 030868, and 030869.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, October 16, 2003 9:43 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9448

TRACKING NUMBER - 0009448 October 16, 2003

SERVICE ADDRESS

Account Number: 850-892-2175-822
Business Account Name:
Name: Ira Bass
Address: 1214 Juniper Lake Road
City: DeFuniak Springs
Zip: 32433

CUSTOMER INFORMATION

Name: Ira Bass
Address: 1214 Juniper Lake Road
City: DeFuniak Springs
State: FL
Zip: 32433
Primary Phone: 850-892-2175
Secondary Phone: 850-892-2175
E-mail: chetbass@dfsi.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: Verizon, Sprint, and BellSouth
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I strongly object to the proposed local telephone rate increases by these three companies. I do not think local service should subsidize long distance service. People need local service for emergencies,long distance is not a necessity.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
http://www.psc.state.fl.us/consumers/complaint/review.cfm

10/20/2003

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Web Site Comment/Question**

✓

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: Karen Dockham
Sent: Thursday, October 16, 2003 5:43 PM
To: CAF Internet Mail
Subject: FW: Web Site Comment/Question

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, October 15, 2003 4:21 PM
To: webmaster@psc.state.fl.us
Subject: Web Site Comment/Question

October 15, 2003

Contact Information:

Name: Paul Binder
Company:
Primary Phone: 941-922-8633
Secondary Phone:
E-mail: Anonymous

Comments:
Docket: 030867-TL 030868-TL 030869-TL

As a pastor in a major Protestant church, and close to the people of the parish, I want to strongly object to the requested rate increase on local phone calls while reducing the little-used long distance phone calls. Not only will this increase our taxes on the phone charges, it will also open the door to competition (e.g., cell phones) to also increase their rates. Unless, and until, a full audit of phone company finances, without the "creative" bookkeeping so prevalent in this industry and others, there can be no justification for a rate increase. Not only that, but there are many people in the U.S. poverty level (or approaching it, downward) who are now going to have to make one more tough decision about between phone or food, a phone or medicines, a phone or repairing their house. Just count on this really hurting at least 20% of the population, and significantly affecting at least the 20% above them in income.

No response is necessary

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

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating**
Subject: **FW: SPrint Rate Increase**

I will print for Docket 030868.

-----Original Message-----
From: revteeter@juno.com [mailto:revteeter@juno.com]
Sent: Thursday, October 16, 2003 5:02 PM
To: CAF Internet Mail
Subject: SPrint Rate Increase

I oppose the Sirint rate increase.

The deletion of the 25 cente extended calling feature hurts the housebound and seniror's. whose only social contacty is with friends by phone.

The elimintation of the featrue CUTS UP the county into little "HIGH PROFIT" local long distance zones. Clearly a tactic to make money from those who can least aford it.

REV. harry teeter
18185 Dupont Drive
Fort Myers, Floirda 33912

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: SPRATT.JOSEPH [mailto:SPRATT.JOSEPH@myfloridahouse.com]
Sent: Thursday, October 16, 2003 11:06 AM
To: Everett Langley
Cc: Contact@psc.state.fl.us
Subject: RE: Public comment for Docket Numbers 030867, 030868 and 030869

Mr. Langley,

Thank you for taking the time to voice your opposition to the petitions for a rate increase filed with the Public Service Commission (PSC) by Verizon, Sprint and BellSouth. I haven taken the liberty of forwarding your message to the PSC for their review.

The PSC has scheduled numerous customer hearings around the state to receive customer testimony and will conclude on December 10, 2003 with a meeting in Tallahassee. The Commission will issue their final order before December 29.

Again, thank you for contacting my office.

Sincerely,

Joseph R. Spratt
Representative, District 77

-----Original Message-----
From: Everett Langley [mailto:papajane@webtv.net]
Sent: Friday, October 10, 2003 12:11 PM
To: SPRATT.JOSEPH
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Everett Langley
145 Willow Lane
LaBelle, FLORIDA 33935

October 10, 2003

The Honorable Joseph R. Spratt
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Spratt:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and

Sprint. As a Florida resident, telephone service is important to me, and
I believe that raising basic rates by 30-90% in a period of just over two

years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates,

and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

E. R. Langley

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 17, 2003 10:02 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 17, 2003

Contact Information:

Name: Myra Perry
Company: none
Primary Phone: 850-492-4832
Secondary Phone: none
E-mail: tpery@webtv.net

Comments:
I think that to allow the local phone companies to raise their rates is not a good idea. We have no choice in local service; there are many longdistance services available to the majority of consumers. I believe that we already pay too much for local service; adding more costs would be unnecessary.
Thank you;
Myra Perry

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 WebTV/2.6 (compatible; MSIE 4.0)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: no rate increases!**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Risablue@aol.com [mailto:Risablue@aol.com]
Sent: Friday, October 17, 2003 11:23 AM
To: CAF Internet Mail
Subject: no rate increases!

Dear Sirs,

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two
years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Marisa

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 17, 2003 8:59 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 17, 2003

Contact Information:

Name: Tiffani Cassidy
Company:
Primary Phone: 2395405998
Secondary Phone:
E-mail: twfaux@hotmail.com

Comments:
RE: Increase in FL phone rates

We can not afford any rate increase. Lowering long distance rates don't mean anything to us as we NEVER call L.D. Because of DSL, our basic rates are almost $90.00!!! Please do not allow this increase to take place. We can hardly make ends meet now with prices of everything going up and my husband hasn't had a pay raise in near two years because of economy. Though it is only a couple of dollars here, it adds up to all the other couple of dollars raised everywhere else. This increase is unneccessary; and if it happens, we will explore other options for phone service and drop having a lan line altogether. Please consider our plea for help here.

Sincerely,

Tiffani Cassidy

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)
http://floridapsc.com/contact/contact_form/contactform.cfm
floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW:**

I will print for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: bob wisner [mailto:bob_wisner@hotmail.com]
Sent: Friday, October 17, 2003 3:26 PM
To: CAF Internet Mail
Cc: fconsiestakey@aol.com; ntlupo@hotmail.com
Subject:

Dear Sir/Madam:

I am writing in order to vehemently protest the latest round of proposed telephone rate increases, unfortuantely, I was unable to attend today's meeting in Sarasota as the hearings were held during work hours.
Not only will this have a direct impact on local rates, three taxes will also increase, Excise tax, Local
Communications tax, and gross receipts tax, all which use the monthly rate in their calculation. The element which I find particularly objectionable is the regressive nature of the tax. For people living on a low and/or fixed incomes, the constant nickel and diming which results from various utility taxes (and other taxes, user fees, etc.) is staggering. Please reject this latest step towards impoverishment of low income people. Thank you.

Sincerely,

Bob Wisner
Sarasota Florida

_____
Never get a busy signal because you are always connected with high-speed Internet access. Click here to comparison-shop providers.
https://broadband.msn.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Protest of Proposed Rate Increases**

I will print for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: bob wisner [mailto:bob_wisner@hotmail.com]
Sent: Friday, October 17, 2003 3:27 PM
To: CAF Internet Mail
Cc: fconsiestakey@aol.com; ntlupo@hotmail.com
Subject: Protest of Proposed Rate Increases

Dear Sir/Madam:

I am writing in order to vehemently protest the latest round of proposed telephone rate increases, unfortunately, I was unable to attend today's meeting in Sarasota as the hearings were held during work hours.
Not only will this have a direct impact on local rates, three taxes will also increase, Excise tax, Local
Communications tax, and gross receipts tax, all which use the monthly rate in their calculation. The element which I find particularly objectionable is the regressive nature of the tax. For people living on a low and/or fixed incomes, the constant nickel and diming which results from various utility taxes (and other taxes, user fees, etc.) is staggering. Please reject this latest step towards impoverishment of low income people. Thank you.

Sincerely,

Bob Wisner
Sarasota Florida

_____
Concerned that messages may bounce because your Hotmail account has exceeded its 2MB storage limit? Get Hotmail Extra Storage!
http://join.msn.com/?PAGE=features/es

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, October 20, 2003 10:38 PM
To: CAF Internet Mail
Subject: Other

October 20, 2003

Contact Information:

Name: Phillip Ratliff
Company:
Primary Phone: 352-753-8773
Secondary Phone:
E-mail: pmratliff@pobox.com

Comments:
I am writing to voice my objection to PSC approval of any requested rate increases by the state telephone companies. This law is an additional tax on the residents of this state and particularly will further burden the vast retired population in Florida. The PSC would be wise in listening to the people of the state and not approve a single rate increase request from the telephone companies.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Win98; en-US; rv:1.4) Gecko/20030624 Netscape/7.1 (ax)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, October 20, 2003 5:18 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 20, 2003

Contact Information:

Name: George Harbin
Company: none
Primary Phone: 352-382-2753
Secondary Phone: none
E-mail: gharbin@tampabay.rr.com

Comments:
We opposed the legislation that permits the phone companies to apply for the outrageous increases, knowing that it would not increase competition and result in lower phone rates as published. The increases must be held to much lower limits OR within the next 3 years, everyone including us will be using our cell phones for local and long distance calling.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Roadrunner; Hotbar 4.3.5.0; .NET CLR 1.1.4322)

www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, October 20, 2003 3:59 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 20, 2003

Contact Information:

Name: Sandy McFarlin
Company:
Primary Phone: 7275428773
Secondary Phone: 7275428773
E-mail: sandymcfarlin@aol.com

Comments:
I just read in the St. Petersburg Times that this current Commission held a conference at a hotel this past weekend sponsored by the very companies that want to increase our telephone rates. My questions is simple; How can PSC be considered neutral when the PSC is accepting weekend getaways at hotels from these companies. Wow something smells,,,,,,,,,. booo to the PSC for accepting these "incentives" from telephone companies, we already know as consumers that the increases are coming. Sandy McFarlin, Voter

No response is necessary

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

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, October 20, 2003 9:18 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 20, 2003

Contact Information:

Name: Larry Sprague
Company:
Primary Phone: 3214945932
Secondary Phone:
E-mail: lrs15@earthlink.net

Comments:
Stop fee increases and irresponsible spending.

Please allow me to express my opinion, which I also think mirror the opinion of many who you will not hear from, concerning all the rrecent rate increase.

The days of rate increases need to be over for a while and come at a much slower pace if really needed. We are over taxed and over fees in every way.

Please let me provide an example.
- The various taxes / so called fees represent over 25% of my cell phone bill
- The various taxes / so called fees represent over 25% of my bill
- Utility companies have increased their rates sharply due to their increased costs.

Yet Americans can not run to their boss and get a pay raise because their costs have increased. Plus rates have increased much more than the 2 to 3 % most of us Americans get the past few years.

It is time for government to be held accountable and support the people who vote them into office.

Please be responsible with the resources you have under your control, just as I and every American must be responsible for the money and resources they have under their control.

Stop rate increases!

Sincerely
Larry Sprague
Concerned Citizen

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Avant Browser [avantbrowser.com]; .NET

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, October 21, 2003 11:22 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 21, 2003

Contact Information:

Name: J.A. Hess
Company: NA
Primary Phone: 239-995-8323
Secondary Phone:
E-mail: jahess1@lycos.com

Comments:
I was appalled when I read the Associated Press' article in the Fort Myers News-Press concerning the lavish four-day convention attended by utility regulators and industry managers listed among its sponsors three phone companies asking to approve rate increases. Utility members were wined and dined; golf, fishing and boat rides provided. Is this ethical when phone companies are seeking the largest local telephone rate increase in state history?
The taxpayer, investor, and consumer have been abused enough from greedy, unscrupulous corporations and unethical politicians.
ENOUGH! STOP THE BLEEDING!

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/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, October 21, 2003 8:23 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 21, 2003

Contact Information:

Name:
Company:
Primary Phone:
Secondary Phone:
E-mail: Anonymous

Comments:
Copied and pasted from Sprint.com - Oct 2003
Cash flows improved significantly in the first quarter of 2003 compared to last year, allowing Sprint to reduce debt by $1.56 billion during the quarter and to increase cash by more than $1 billion. Sprint ended the quarter with a cash balance of $2.10 billion.

Copied and pasted from BellSouth.com - Oct 2003
Consolidated revenues were $5.6 billion compared to $5.8 billion in the second quarter of 2002. Consolidated operating expenses were $4.2 billion compared to $4.6 billion in the same quarter of 2002. Net income was $951
million compared to $263 million in the same quarter a year ago.
BellSouth turned in a solid first half, delivering strong earnings, increasing cash flow and reducing debt $2 billion.

Copied and pasted from Verizon.com - Oct 2003
Verizon's free cash flow was $3.6 billion for the first six months of 2003, compared with $2.0 billion in the same period last year. Cash from operations was $11.0 billion through the first six months of 2003, compared with $10.1 billion through the first six months of 2002.

I see no reason for these profitable companies to take any more money from every phone owner. A 90% increase from the current rate, will only increase money paid to a few high ranking company officials and some stockholders. Please do not support the rich few, but the needy many who will suffer each and every month from this outrageous greed.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; AT&T CSM7.0)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: Rates for local, instate, telephone use and lines

will print this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Theolddeckers@aol.com [mailto:Theolddeckers@aol.com]
Sent: Wednesday, October 22, 2003 11:52 AM
To: CAF Internet Mail
Subject: Rates for local, instate, telephone use and lines

We are vehemently against unreasonable rate increases such as are now being considered.
Our income does not go up by huge yearly percentages and we see no reason that our phone bills must increase at unreasonable rates, resulting in huge profit margins for phone companies.
Thank You for Consideration.
Naomi Decker
312 San Marino Drive, TheVillages, Fl. 32159

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: RE: Your e-mail to the Florida Public Service Commission

Okay.

-----Original Message-----
From: Nekey Garcia
Sent: Thursday, October 23, 2003 6:12 PM
To: Ruth Nettles
Subject: FW: Your e-mail to the Florida Public Service Commission

Please add additional comments to docket files.

-----Original Message-----
From: pattom [mailto:pattom@aaahawk.com]
Sent: Friday, October 17, 2003 10:51 AM
To: Nekey Garcia
Subject: Re: Your e-mail to the Florida Public Service Commission

What does ILEC stand for and who really is gaining?
For sure, it is not the public.

----- Original Message -----
From: "Nekey Garcia" <WGARCIA@PSC.STATE.FL.US>
To: <pattom@aaahawk.com>
Sent: Tuesday, October 14, 2003 3:56 PM
Subject: Your e-mail to the Florida Public Service Commission

> The following information is being provided in response to your October
10,
> 2003, correspondence regarding the incumbent local exchange companies'
> (ILECs) petitions to amend their local rates.
>
> As allowed by Section 364.164, Florida Statutes, which is titled
> "Competitive Market Enhancement," the ILECs filed their petitions with the
> Florida Public Service Commission (FPSC) seeking to reduce the rates that
> long distance companies pay for local connections (intrastate switched
> network access rate). The FPSC is required to issue its final order
> granting or denying the petitions within 90 days of the filing of a
> petition. In reaching its decision, the FPSC must consider specific
> criteria that are outlined in the Florida Statutes. One of the criteria
> requires that any approved ILEC access rate reductions be offset by
> increases in their local telephone rates. The Commission, the Office of
> Public Counsel, as well as all other interested parties will be
evaluating
> the petitions as they relate to all the criteria outlined in Florida
> Statutes. Under the current schedule, a final order on this matter should
> be issued on or about December 30, 2003.
>
> Your comments are appreciated and will be placed in the docket
> files (Docket Nos. 030867-TL; 030868-TL; 030869-TL) as correspondence
which
> will be available for review by all interested parties. If you have any
> questions, please contact Nekey Garcia at 850-410-8033 or by e-mail at
> wgarcia@psc.state.fl.us.
>
>

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 24, 2003 4:09 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 24, 2003

Contact Information:

Name: Richard Polkowski
Company:
Primary Phone: 727-527-7755
Secondary Phone:
E-mail: rgpolk@aol.com

Comments:
I know there is pending legislation concerning phone rate increases. My local carrier is Verizon, my long distance carrier is Sprint. I just got my phone bill and the long distance charges are outrageous. I made one (1) long distance call from St. Petersburg to Jacksonville. Sprint's charge for a two (2) minute call was $.62. However, this was the only long distance call I made all month. My Sprint bill was $5.99. So, in reality, my one long distance call for two minutes was $5.99. If they can't make a profit with fees and charges like this, they need to get out of the business. Sprint doesn't need an increase.

Please consider this when ruling on their request for a rate increase.

Richard Polkowski

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.0; AOL 7.0; Windows 98; DigExt)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 24, 2003 10:41 AM
To: CAF Internet Mail
Subject: General Comment/Question

October 24, 2003

Contact Information:

Name: Ann Browne
Company:
Primary Phone:
Secondary Phone:
E-mail: krava2@yahoo.com

Comments:
I have not been able to attend the public hearings about the rate increases the phone companies are seeking. I would like to go on record that I am AGAINST this increase. I strongly feel that the basic rate should go down. Long distance rate could go up if necessary. Not everyone has to use long distance. Those that do can pay the higher rates. However, just about everyone uses the phone for emergency and local calls. This rate needs to be lowered. If a person on a fixed income cannot afford their phone, then they would not be able to call for help in an emergency.

Please consider my comment when making your decision.

Ann Browne
Palm Harbor, Florida

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.0.2) Gecko/20021120 Netscape/7.01
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

I will print this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 24, 2003 12:19 PM
To: CAF Internet Mail
Subject: Other

October 24, 2003

Contact Information:

Name: Russell Trefethen
Company:
Primary Phone:
Secondary Phone:
E-mail: rdtref@earthlink.net

Comments:
I was unable to attend any of the public meetings on the telephone rate increases. I wish to go on record as being opposed to the increases. I do not subscribe to a long distance service and do not liket to be charged more money for my local phones just to subsidize long distance access to the local lines. If you want long distance service, pay for it but don't ask others to help you pay for it. I AM OPPOSED!

Yes, I wish to be contacted

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

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: FW: E-Form Other Complaints - 9594

Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, October 26, 2003 6:05 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9594

TRACKING NUMBER - 0009594 October 26, 2003

SERVICE ADDRESS

Account Number: 239-435-1784-768
Business Account Name: Retired
Name: Garland Overman
Address: 733 Broad Court South
City: Naples
Zip: 34106-2154
Service Phone: 239-435-1784

CUSTOMER INFORMATION

Business Account Name: Retired
Name: Garland Overman
Address: 733 Broad Court South
City: Naples
State: FL
Zip: 34106-2154
Primary Phone: 239-435-1784
E-mail: tomoverman@hotmail.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?: 10-26-03 Dear Florida PSC members: My wife and I think the phone companies proposals regarding the requested rate hikes on local service are outrageous! Their explanation about raising local rates so that they can lower long distance and eventually local rates too is a bunch of unadulterated CRAP and everyone knows it! We use our local phone service a lot but RARELY use long distance. So lowering long distance rates will not affect us at all. I venture to say many Floridians are in the same boat: they use a lot more local than long distance service. To face the prospect of our rates doubling in the next few years is intolerable for retirees like us who are on fixed incomes. Do the phone companies care about that? Of course not! I hope YOU DO! Please don't let this travesty happen Sincerely, Mr. & Mrs. G. T. Overman PO Box 2154 Naples, FL 34106-2154 239-435-1784 tomoverman@hotmail.com

PROBLEM INFORMATION

Problem Type: Other Complaints

11/5/2003

Complaint Detail: 10-26-03 Dear Florida PSC members: My wife and I think the phone companies proposals regarding he requested rate hikes on local service are outrageous! Their explanation about raising local rates so that they can lowe ong distance and eventually local rates too is a bunch of unadulterated CRAP and everyone knows it! We use our local hone service a lot but RARELY use long distance. So lowering long distance rates will not affect us at all. I venture to ay many Floridians are in the same boat: they use a lot more local than long distance service. To face the prospect of ou ates doubling in the next few years is intolerable for retirees like us who are on fixed incomes. Do the phone companies are about that? Of course not! I hope YOU DO! Please don't let this travesty happen. Sincerely, Mr. & Mrs. G. T. Overman PO Box 2154 Naples, FL 34106-2154 239-435-1784 tomoverman@hotmail.com

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)

www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, October 30, 2003 3:57 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 30, 2003

Contact Information:

Name: Fredric Behringer
Company: n/a
Primary Phone: 239-369-8790
Secondary Phone: n/a
E-mail: FB-BB@webtv.net

Comments:
If Sprint,Verizon, Bell South and others can afford to wine and dine you people they don't need a rate increase. I am appalled you would even consider being entertained for a gala weekend let alone doing it. Who do you represent????? It sickens me to know you did this. For God's sake our bills are already a mile long with all the add ons. Get real.(look at their earnings and that is with all the Anderson type accounting,) I, speaking for thousands, expect your group to protect we consumers.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 WebTV/2.6 (compatible; MSIE 4.0)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, October 31, 2003 11:55 AM
To: CAF Internet Mail
Subject: Other

October 31, 2003

Contact Information:

Name: Charlotte Greenbarg
Company: The Broward Coalition, Inc.
Primary Phone: 954-927-9902
Secondary Phone: Same
E-mail: Ggrandperson@aol.com

Comments:
The Broward Coalition, Inc., comprised of members representing over 60 condo, homeowners associations and community organizations(over 80,000 people) plus individuals, strongly opposes granting the phone companies the rate hikes on private individuals that they seek.

At the public hearings you are holding on the Telecommunications Act recently passed by the Legislature, the opposition's comments reflect the concerns of the citizens. We have learned that the rate hikes would increase private phone bills while providing decreases for businesses.

We do not accept the argument that eventually the costs for individuals would decrease. The public interest is not served by granting such excessive increases.

Charlotte Greenbarg
President
The Broward Coalition, Inc.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows 98)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: (no subject)

will print this comment for Dockets 030867, 030868, and 030869.

---Original Message-----

From: Karottop1@aol.com [mailto:Karottop1@aol.com]

Sent: Friday, October 31, 2003 3:46 PM

To: CAF Internet Mail

Subject: (no subject)

think it is a disgrace to raise our telephone charges
lease check into it

hank you

abs freed

abs

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: FW: E-Form Other Complaints - 9736

will place this for Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, November 03, 2003 8:07 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9736

TRACKING NUMBER - 0009736 November 03, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: David Olson
Address: 19529 Devonwood Circle
City: Fort Myers
Zip: 33912
Service Phone: 239-466-9877

CUSTOMER INFORMATION

Name: David Olson
Address: 19529 Devonwood Circle
City: Fort Myers
State: FL
Zip: 33912
Primary Phone: 239-595-1434
Secondary Phone: 239-466-9877
E-mail: olsonsoasis@pngusa.net
Contact By: Evening/Alternate Phone Number

COMPLAINT INFORMATION

Utility Name: sprint
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am totally against rate hikes for local phone service. I purchase ATT phone cards for 3 cents a minute. How am I going to benifit from long distance changes. I buy the prepaid cards to save money. The rates for local are high enough and the taxes the go along with local service are robery. Maybe we should all throw our phones overboard, as in the Boston Tea Party!

For PSC Webmaster Use Only:

11/5/2003

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, November 04, 2003 4:22 PM
To: CAF Internet Mail
Subject: Other

November 04, 2003

Contact Information:

Name: louis silbert
Company:
Primary Phone: 9549257391
Secondary Phone:
E-mail: lewsil@bellsouth.net

Comments:
I am a Disabled social security recipient living on a VERY fixed income. My local phone (ONLY) and this discount internet account w/ BellSouth is my only way of maintaining human contact as I am a home bound shut-in who is a VERY sick man with many ailments.
PLEASE do NOT raise local phone rates so others may save on long distance calls.
The sick, disabled, retired and the poor MUST have a way to maintain human contact.....
PLEASE do NOT hurt the poor to assist the financially capable, comfortable let alone the wealthy at the expense of the poor and disabled.
PLEASE be compassionate and DO NOT ALLOW THE PROPOSED rate increases to occur.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.0; Windows 98; DigExt)
http://www.floridapsc.com/contact/contact_form/submit.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen**
Subject: **FW: Public comment for Docket Numbers 030867, 030868 and 030869**

I will place in Dockets 030867, 030868, and 0300869.

-----Original Message-----
From: SPRATT.JOSEPH [mailto:SPRATT.JOSEPH@myfloridahouse.com]
Sent: Monday, October 27, 2003 1:43 PM
To: thomas/betty neville
Cc: CAF Internet Mail
Subject: RE: Public comment for Docket Numbers 030867, 030868 and 030869

Mr. and Mrs. Neville,

Thank you for taking the time to voice your opposition to the petitions for a rate increase filed with the Public Service Commission (PSC) by Verizon, Sprint and BellSouth. I haven taken the liberty of forwarding your message to the PSC for their review.

The PSC has scheduled numerous customer hearings around the state to receive customer testimony and will conclude on December 10, 2003 with a meeting in Tallahassee. The Commission will issue their final order before December 29.

Again, thank you for contacting my office.

Sincerely,

Joseph R. Spratt
Representative, District 77

-----Original Message-----
From: thomas/betty neville [mailto:twnbetinlabelle@webtv.net]
Sent: Monday, October 20, 2003 8:59 PM
To: SPRATT.JOSEPH
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

thomas/betty neville
845 quail run
labelle, FL 33935

October 20, 2003

The Honorable Joseph R. Spratt
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Spratt:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and

Sprint. As a Florida resident, telephone service is important to me, and
I believe that raising basic rates by 30-90% in a period of just over

two
years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates,

and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

mr/mrs t w neville

Ruth Nettles

From: Ruth Taylor [hambone2001@earthlink.net]
Sent: Wednesday, November 05, 2003 3:38 PM
To: CAF Internet Mail
Subject: Phone bill increase.

030868-TL

Sorry I missed the meeting in Fort Walton Beach on Tuesday Nov. 4, but do want to put in my feelings about a rate increase wanted by Sprint and other Fl. phone companies. I now get my long distance (not on cell phone but on home phone) for 40 cents for first 1 to 10 minutes and 4 cents a minute after that. There are some even less expensive long distance carriers according to ads I have seen. I live in Walton County and my daughters live one county to the west--Okaloosa. It costs me 25 cents to call them, but for 40 cents I can call my friend in Oregon. And the Public Service Commission wonders why people are fed up with Sprint and other Florida phone companies????? R. Taylor

cc: CMP/ Garcia
Gill/
B. Keating
docket file.

Ruth Nettles

From: contact@psc.state.fl.us
Sent: Thursday, November 06, 2003 6:30 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9810

TRACKING NUMBER - 0009810 November 06, 2003

SERVICE ADDRESS

030868 -
CC: Cmp/ Garcia
OCL B. Keating
Closed -

Account Number:
Business Account Name:
Name: Milan Stevko
Address: 512 Sevilla Place
City: Lady Lake
Zip: 32159
Service Phone: 352-753-9501

CUSTOMER INFORMATION

Name: Milan Stevko
Address: 512 Sevilla Place
City: Lady Lake
State: FL
Zip: 32159
Primary Phone: 352-753-9501
Secondary Phone: 352-753-9501
E-mail: mikestevko@aol.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: The phone companies are abusing the legislative system and I oppose the proposed rate increases that local phone companies are asking for.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; YComp 5.0.0.0; .NET CLR 1.0.3705)
http://www.floridapsc.com/consumers/complaint/review.cfm
www.floridapsc.com

ORIGINAL

030868-TL

I would suggest you REVIEW SPRINTS RECORD PRIOR TO GRANTING ANY INCREASES IS: THE OVER 5 million dollars owed to the U.S. Govt. for Sprint!

M. VAN DUSER

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RECEIVED
OCT - 2 2003
MARION COUNTY
PUBLIC AFFAIRS OFFICE

030867-TL
030868-TL
030869-TL

ORIGINAL

Ellen Plendl

From: Bev DeMello
Sent: Sunday, November 09, 2003 8:17 AM
To: Ellen Plendl
Subject: FW: Proposed Basic Phone rate Increase

-----Original Message-----
From: YORASCHEK.GERI [mailto:YORASCHEK.GERI@myfloridahouse.com]
Sent: Tuesday, October 14, 2003 10:21 AM
To: bdemello@psc.state.fl.us
Subject: FW: Proposed Basic Phone rate Increase

Ms.DeMello,
As per our telephone conversation today, I am forwarding to you Mr. Neville's e-mail stating his concerns,

Thank You for your help with this matter.

Sincerely,
Geri Yoraschek
Executive Secretary to
Representative Joseph R. Spratt
863.675.5267

-----Original Message-----
From: Thomas/bill/bet Neville [mailto:twnbetinlabelle@webtv.net]
Sent: Monday, September 29, 2003 4:53 PM
To: SPRATT.JOSEPH; YORASCHEK.GERI
Subject: Proposed Basic Phone rate Increase

Dear Representative Spratt,
I am writing you to propose that the proposed basic phone rate increase be levied on a percentage of long distance use basis. If you do not use long distance your basic rate remains the same. If you use long distance then your basic rate would increase in proportion to your long distance use on a use percentage basis. This, in essence would address the phone companies complaint that they are losing money due to having to cut rates to their competitors for LD lines useage. Basics should dictate that basic charges should not have to offset LD charges, where a majority of basic phone users do not use LD. Let the LD users support the phone companies need to offset long distance lines losses. With the basic service now costing $12 a month, the proposed rate increase of $7 a month, plus the proportinate increase in applicable taxes is going to cost "Joe Six Pack" over $30 a month just to have a phone in house, whether it is used or not! Knowing your "affinity" for the "common man", is this how you want to be remembered as you wind down your long standing record of "public" service? Respectfully, Mr. & Mrs. T. W. Neville Hendry County Citizens & Taxpayers

T. W. Bill Neville

FPSC-COMMISSION CLERK
2003 NOV 12 AM 11:16

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ORIGINAL

030867-TL
030868-TL
030869-TL

ORIGINAL

NOV 10 2003

03 NOV 12 AM 11:16
COMMISSION CLERK

To Florida SENATOR
I AM AGAINST THE INCREASE
For our TELEPHONE COMPANY. I DO
BELEIVE IT'S A FLEECING.

THANK YOU
EILEEN RULE

THE VILLAGES, FLORIDA

FAX-1-800-511-0809
WWW.floridapsc.com

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11/01/2003 11:29 352-750-1551 EILEEN RICHARD RULE PAGE 01

ORIGINAL

October 25, 2003

Governor Jeb Bush
The Capitol
400 So. Monroe Street
Tallahassee, FL 32399-1900

RECEIVED-FPSC
03 OCT 29 PM 2:23
COMMISSION
CLERK

ORIGINAL

CLA-
Clerk
Docket 030868-TL

Re: Telephone costs.

Dear Governor Bush,

I ask that you give me your attention for just two minutes. I am one of your many senior citizen constituents and want to again bring up the problem of telephone costs.

Enclosed is a copy of my latest phone bill. Please note that I have just basic service with no extras. Also note that I did not place any calls requiring an extra charge. Does it seem reasonable to you that the cost should be $19.53? It sure doesn't to me!

A telephone is a necessity, especially for senior citizens living alone. How can you justify going along with any plan which raises rates even more? (As far as the claim that with the changes there will be more competition and thus lower rates, you know as well as I do that this has not proven true in the past.)

I do not understand why our government would consent to lowering the costs for businesses that use and profit from the use of their phones in today's dollars while at the same time raising the costs on folks who have a phone as a necessity and for a safety measure and do not in any way earn money from its use.

If you have another minute please read the enclosed article from our local newspaper. It is very short and certainly does not inspire our confidence. Is there anything you can do for us?

Respectfully,

(Mrs.) Harriet Showah

Harriet Showah
6521 SW 84th Street
Ocala, FL 34476

Enc. 2

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#472541 Showah, Harriet
Recd: 10/29/2003 DEO: SSK
To: CAS-N/A-JJL -- PLEASE HANDLE
Due: 11/12/2003

FPSC-BUREAU OF CITIZEN SERVICES
03 OCT 29 AM 8:20

Sprint®

Monthly statement: October 16, 2003 1 of 4

Customer service **1-800-339-1811** | Internet address **sprint.com/local** | Customer number **352-873-1508-428**

ORIGINAL

Summary of Current Charges

	Total
Monthly Service Charges	9.94
Taxes and Surcharges	9.59
Total Current Charges	**$19.53**

Previous charges	19.56
Payment September 29 – Thank you!	-19.56
Balance	.00
Total Due:	**$19.53**

Sprint®

Monthly statement: October 16, 2003 3 of 4

Customer service **1-800-339-1811** | Internet address **sprint.com/local** | Customer number **352-873-1508-428**

Sprint Local Services

Detail of Charges: October 16 – November 15

Monthly Service Charges

This section provides a summary of your monthly recurring charges, including calling plans, local toll charges and calling features.

Local phone service	9.94
Total Monthly Service Charges	**$9.94**

Taxes and Surcharges

This section includes federal, state and local taxes and surcharges. For an explanation of the charges across this section call 1-800-938-1172 or visit sprint.com/taxes

Interstate access surcharge	6.50
Federal universal service fund	.60
Number portability surcharge	.52
Telecommunications relay surcharge	.12
Emergency 911 surcharge	.50
Federal tax	.53
Local Comm. Services Tax	.40
State Comm. Services Tax	.42
Total Taxes and Surcharges	**$9.59**

Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selection.

Find out how you can get **Sprint FastConnect® DSL** for $39.99 a month, guaranteed for one year! Call 1-800-SPRINT DSL (1-800-777-4683)

Safe and Sound Solutions - Combine privacy and security features from Sprint with the benefits of the Road & Home℠ program (roadside assistance, lockout service, special discounts, and more!)

CCA Official Filing
11/20/2003*

030867-TL
030868-TL
030869-TL

ORIGINAL

November 8, 2003

Supervisor
Public Service Commission
Office of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399

NOV 14 2003

To whom it may concern,

Since our last election it is common knowledge that the ***big telephone companies*** bought Governor Bush the governors job.

Now it appears they have also bought the public service commission too.
We need to send Governor Bush the same way of old Ca. Governor Davis cause he is just as sorry and it seems he can also be bought too.

Every single person on the Public Service Commission who attended the big Miami party paid for by the ***very same big telephone companies*** needs to be dumped.

Not one of them can be trusted to look out for anyone or anything except themselves and the very same telephone companies they are suppose to protect the public from.

If someone were to do some in-depth checking I wonder how many cash pay offs, how many cars, and how many trips have been bought for members of the Public service commission by the very same phone companies they regulate.

Everyone knows you do not bite the hand that feeds you.

Someone needs to send them down the road.

I for one will not be screwed by my phone company [crooked as a cork screw Sprint]
As soon as the thieves at the Public Service commission give the ***big crooked telephone companies*** permission to jack our rates up the first time I intend to cancel my phone and only use my cell phone and my cell service is not through one of those crooks either.

Sincerely,

Ronald R. Johnson

cc: Crooked as a snake Governor Jeb Bush

Ronald R. Johnson
2408 Driftwood Drive
Fern park, Fl. 32730

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03 NOV 14 PM 4:45
COMMISSION
CLERK

RECEIVED-FPSC

030867-TL
030868-TL
[redacted]

ORIGINAL

Jack and Elaine Lovell

33323 Tewksbury Drive
Leesburg, Florida 34788
Tel. (352) 728-2504
E-mail: EFLovell@aol.com

RECEIVED-FPSC
03 NOV -5 AM 10:39
COMMISSION
CLERK

November 3, 2003

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

RE: Sprint Telephone Increase

Dear Commissioners:

JUST SAY NO TO ANY RATE INCREASE!!!!!!!!

Presently, our telephone bills are about $70 a month if we never take the phone off the cradle. It seems every month or so a new fee is devised/invented/dreamed up to tack on customer bills. The only additional service we have is caller ID.

The mandated portability charge is especially offensive and an excellent example of unfair customer ripoff. Our next move could well be to a nursing home or to the cemetery, in either case, especially the latter, we won't be needing a phone. This "service" should be optional and paid for by those who find it desirable.

We now use a calling card to make all long distance calls. Numerous calls started appearing on our bill for small amounts, for calls we never made to places we've never heard of. If a long distance call (other than a fax) appears on our bill for any place other than Wildwood, (and which are all noted on our calendar at the time we make it), no one from this house made it. And we note our calls on our calendar.

Cordially yours,

Elaine F. Lovell

Elaine F. Lovell

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ORIGINAL

Petitions by
Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications, Inc.
to reduce intrastate network access fees in a revenue-neutral manner

Docket Nos. 030867-TL, 030868-TL, and 030869-TL

Lt. Col. Frank I. Szemere, USAF (Ret)
711 Sunset Blvd. E
Ft. Walton Beach, FL 32547-3661

RECEIVED - FPSC
03 NOV 24 AM 9:50
COMMISSION
CLERK

Commissioners,
I attended the meeting in Ft Walton Beach. And listened to the impassioned inputs regarding cumulative costs, lack of any competition among providers (there really is none), lack of responsive service & other valid complaints. As for me, I agree with all those inputs.
It appears to me that Sprint has taken a very hard stance by citing their desired rate increases so blatently. Almost likened to "take it....or leave it". While this might be a case for admiring their openness, it speaks louder for their callous view of their customers ability to pay.
I know that the cost of doing business does increase. And if we're to continue to have telephone services, the increased cost of doing business must be addressed.
I suggest that the Service increase, that is sure to be granted,.....be tied to the Cost Of Living given to most workers in Sprint's service area. This approach would be more palatable to me & possibly to the citizenry.

FJSzemere

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Fold and tape – see back for address

Ruth Nettles

From: SYBS@webtv.net
Sent: Thursday, November 13, 2003 11:17 AM
To: CAF Internet Mail
Subject: phone rates

I am outraged that you are considering raising the telephone rates.
Aren't the telephone companies makig enough profits off us already?
Think of the people for a change & not big corporations.

cc: cmpl barcia
cc. All 3DLts. 030867, 030868, and 030869.
cc. All 3atys.

030867-TL
030868-TL
030869-TL

ORIGINAL

ORIGINAL

F A X

Date: Nov.13,2003

Number of copies: 1

FROM: Geraldine R. Miller
8800 SE 168th Sedgwick Pl.
Lady Lake, FL 32162-2868

FAX NO. 352-753-2404

NOV 13 2003

TO: Florida Public Service Commission
2540 Shumard Oak Blvd.
Betty Easley Conference Center
Room 184
Tallahassee, FL 32399-0850

Fax No. 800-511-0809

I WISH TO VOICE MY OPPOSITION TO THE RATE INCREASES PROPOSED BY THE PHONE COMPANIES.

Geraldine R. Miller
Geraldine R. Miller

03 NOV 13 PM 2:24
COMMISSION
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FPSC-COMMISSION CLERK

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030867-TL
030868-TL
030869-TL

ORIGINAL

John F. Lenihan
649 S Northlake Blvd
Altamonte Springs FL 32701-6156
jfleni1234@oco.net
FAX (707) 516-7390

ORIGINAL

03 NOV 13 PM 2:24
COMMISSION CLERK
RECEIVED-FPSC

NOV 12

Florida Public Service Commission
2540 Shumard Oak Blvd .
Tallahassee, FL 32399-0850
FAX 1-800-511-0809

Dear Commissioners:
I see that the latest "Notice of Public Hearing" has the telephone monopolies requesting large rate increases, with Sprint asking for twice as much as the others.

My experience with Sprint was not good. It took years to get reliable dial tone, and many months to get them to replace backup batteries so that short power failures did not interrupt telephone service. They have a history of poor service, high prices, and poor maintenance in this area, and now want an unjustified increase.

Wireless and cellphone services are growing by leaps and bounds with falling rates. Recent rule changes are likely to increase this growth dramatically. What happens when the three percent of telephone customers now on wireless becomes thirty percent in a few years? Will the monopolies just demand more money to compensate for fewer customers?

Actually, wireless systems, while working fairly well, are not an optimal telephone solution, except for portability. Their attraction lies in the possibility of escape from the turgid telephone monopolies. They have doomed their business because they did not build a fiber-optic network to all customers. While a bit expensive, such a build-out would have given them most cable TV business, a tremendous source of revenue, as well as good revenue from phone and data services. Their reactionary aversion to new technology is well known and they have cut their own throats because of it, half-hearted efforts with the inferior DSL system to the contrary.

Rate increases will not save them from themselves, and will not benefit the citizens of Florida. Denying the rate increases might make them pull themselves up by their own bootstraps, investing in their business instead of milking it.

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Sincerely,

John Lenihan

118 Audubon Drive
Leesburg, Fl. 34748
352 326 2747
October 31, 2003

Florida Public Service Commission

NOV 17 2003

Dear Sir:

Please disallow the increase local telephone monthly bill by $6.86. I am referring to Sprint.

I think that it is a ~~the same~~ rip-off.

I also think that the Taxes and ~~Surcha~~ Surcharges are a rip-off.

Enclose is a copy of my Sprint monthly statement.

You notice the monthly service charges is equal the ~~the~~ Taxes and Surcharges.

Thank you.

030868-TL

Sincerely,

Charles S. Buividas

030868-TL

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ORIGINAL

RECEIVED - FSC

NOV 17 2003 NOV 19 PM 2:35

COMMISSION
CLERK

Sprint

Monthly statement: October 13, 2003 3 of 5

Customer service	Internet address	Customer number
1-800-339-1811	**sprint.com/local**	**352-326-2747-233**

Sprint Local Services

Find out how you can get **Sprint FastConnect® DSL** for $39.99 a month, guaranteed for one year! Call 1-800-SPRINT DSL (1-800-777-4683)

Detail of Charges: October 13 – November 12

Monthly Service Charges

This section provides a summary of your monthly recurring charges including calling plans, local toll charges and calling features

Local phone service	9.94
Direct dial charges	.25
Total Monthly Service Charges	**$10.19**

Direct dial itemized calls

	Date	Time	Place called	Number called	Period	Minutes	Amount
1	Oct 5	11:46 A	BUSHNELL, FL	352-793-3094	Day	1 0	.25
Total direct dial itemized calls							.25

Taxes and Surcharges

This section includes federal, state, and local taxes and surcharges. For an explanation of the charges appearing in this section call 1-800-938-1172 or visit sprint.com/taxes

Interstate access surcharge	6.50
Federal universal service fund	.60
Number portability surcharge	.52
Telecommunications relay surcharge	.12
Emergency 911 surcharge	.50
Federal tax	.54
Local Comm. Services Tax	.46
State Comm. Services Tax	.42
Total Taxes and Surcharges	**$9.66**

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Mr. Charles S. Buividas
118 Audubon Dr
Leesburg FL 34748-8847

030968-TL

ORIGINAL

Nov. 8, 2003
2605 Casso Court
The Villages, Fl. 32162

RECEIVED - FPSC
03 NOV 19 PM 2:35
COMMISSION CLERK

Florida Public Service Commission
2540 Shumand Oak Boulevard
Betty Easley Conference Center
Room 184
Tallahassee, Fl. 32399-0850

NOV 17 2003

Re: Increase in Phone Bills – Sprint

Gentlemen:

I am writing to object to the increase in phone bills in the state of Florida.

We are presently paying $20 to Sprint for local service only and in excess of $80 for our two cell phones. We require two because of being seniors with health problems. We use our cell phones for all long distance so reduction within the state for long distance service does not help us at all. Of the $80 we pay for our two cell phones over $15 is tax and charges put on by the state and federal government.

I would like to see the Tele-Competition Innovation Act repealed.

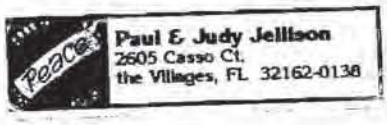
Thank you for your attention.

Sincerely,

Judy Jellison

Judy Jellison

Jj:j



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ORIGINAL

P.O. Box 1566
Eustis FL 32727-156
November 21, 2003

Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee FL 32399

ORIGINAL

RECEIVED-FPSC
03 DEC -1 PM 2:08
COMMISSION CLERK

NOV 24

Dear Sir/Ma:

I heard on the radio yesterday that the telephone companies (my local service is Sprint) are applying to raise the local service by more than $6.00 per month.

Currently my basic service (and that is all I have with one phone) is $9.94/mo. Total taxes and surcharges are an additional $9.21 which almost doubles the basic. The interstate access surcharge is $6.00 and I do not believe them when they say they will reduce this.

I am retired, living alone, with no pension and living on Social Security as my only income. I reduce my long distance charges by using 10-10 access numbers and prepaid phone cards.

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Sincerely yours,
Bert R. Yarbrough

352-357-3516
e-mail at Library PC
yarbroughbert@hotmail.com

Bert R. Yarbrough

Ruth Nettles

From: contact@psc.state.fl.us
Sent: Tuesday, November 25, 2003 4:01 PM
To: CAF Internet Mail
Subject: General Comment/Question

030868-
cc: atty Keating.
cc: Gcl/Bradley
cc: docket file.

November 25, 2003

Contact Information:

Name: Henry Harper
Company: Sprint
Primary Phone: 8508945557
Secondary Phone:
E-mail: e.harper@att.net

Comments:
I wish to register my opposition to the requested rate increase by Sprint, Verison, and others. First I am similiar to so many other retirees here in Fl. in that I moved here to retire. Consequently, I make no Intrastate calls. Since I make no intrastate calls I will never be able to save money on toll calls even if the phone companies do reduce intrastate toll rates which is doubtful. But in addition to this ridiculous request for a local increase the companies are asking for a rate increase to increase competition. I understand economic theory to suggest that competition causes rates to fall. How dumb are we? I am a veteran of 33 years with the telephone company with responsibilities for regulatory matters. And I have been called on to sell our company position many times, however I have never seen such a hairbrained idea in my 33 years.Thanks for listening, I hope you will deny this request. Competition is killing us with increases in federal subscriber line charges, nu!
mber portability, high cost funds, etc., did we make a mistake in 1984?

Thanks,
Henry Harper, Tallahassee, Fl.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98; AT&T CSM6.0)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

030868-TL

ORIGINAL

RECEIVED
DEC - 1 2003
FPSC-COMMISSION CLERK

THESE WERE
WRITTEN BY FOLKS
AT A MEETING
OF SEWERS IN
THE DAYTONA
BEACH AREA
W.A. TERRENT
386-788-7880

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030848-TL

ORIGINAL

Kenneth J. & Judy Carol Reeves
932 St. Andrews Boulevard, Lady Lake, Florida 32159-2272
352-750-3677

RECEIVED-FPSC
03 DEC -4 AM 10:01
COMMISSION
CLERK

December 2, 2003

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Ms. or Sir:

We are writing to register our complaint about Spring Telephone company's irresponsible request for unreasonable and unjustifiable increases in local telephone rates for telephone service monthly bills in Florida. We have no choice but to have Sprint as our telephone service since they have the monopoly on the telephone service and there is not much we can do but submit our request to look into this increase and keep it from happening.

The pharmaceutical companies are already taking most of the money that the older folks have and now the utility companies are trying to gouge them for the rest.

Thank you and I hope that you will help us all.

Sincerely,

Judy Reeves

Judy Reeves

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Ruth Nettles

From: Clifton E. & Betty J. Lawton [clibetty@kua.net]
Sent: Monday, December 08, 2003 12:45 PM
To: CAF Internet Mail
Subject: increasing local phone bills



Gentlemen: My husband and I are senior citizens, been retired ten years and are on very limited fixed income. We make about 10 long distant calls a year and use a prepaid phone card for these calls.

If you raise the rates on the local phone usage, it will create a financial burden on us. I am sure there are many of us who would not benefit by having toll call charges reduced. We believe these phone companies are making millions already and it would not be fair to make us suffer to appease them.

We don't have a cell phone, can't afford it. Now Sprint is charging us with a number portability surcharge of .52 cents along with a telecommunications relay surcharge. Are these legitimate charges? The only reason we have Sprint as our long distance carrier is because they claim if we had no carrier named we would have a problem using our phone and actually cost us even more expense. I don't understand what they are talking about, but we feel we are being taken advance of.

Hoping to hear from you soon. Please, for all the seniors that have limited income, please don't let Sprint raise our rates.

Thank you. Betty J. Lawton
407-891-1573

Clibetty@kua.net

030868 ✓

cc. cmpl barcia
cc: B. keating.

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Outlook® is a registered trademark of Microsoft Corporation



030868-TL

ORIGINAL

Paul T. & Marjorie B. Milner
394 E. Osprey
Monticello, FL 32344
850-997-6171

RECEIVED-FPSC
03 DEC -9 AM 9:27
COMMISSION
CLERK

December 5, 2003

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

RE: Proposed Phone Rate Hike for 850-997-6171-531

Dear Public Service Commission:

We would like to go on record with the FPSC (and by copy of this letter, with Sprint) as opposing the Sprint-proposed basic residential telephone service rate increases in our area. Said opposition is based on the fact that there will be no benefit inuring to us from the proposed rate increase.

My husband and I are both 62 years old and on Social Security. Any increase in our income will be limited by C.O.L. index. That can't begin to keep up with the 60-90% increase Sprint is proposing. Actually, if we were working and receiving salaries, we couldn't expect an increase that would keep pace with that kind of rate hike. Why should Sprint be looking to those who are least able to afford it to guarantee that Sprint loses no money in its normal course of doing business?

We use neither Sprint's intra-state nor their inter-state long distance service. I see absolutely no benefit to us from this proposed exorbitant rate hike. We are already paying $10.89 (+ the local service hike to $11.19 in October) + applicable taxes for the basic service. Raising that rate to around $17.75+, plus applicable taxes would be immoral!

Sincerely,

Marjorie B. Milner

Paul T. Milner

Marjorie B. and Paul T. Milner

Cc: Sprint

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030868-TL

RECEIVED-FPSC

03 DEC 11 PM 1:39

COMMISSION CLERK

ORIGINAL

George F. McClure
1730 Shiloh Lane
Winter Park, FL 32789
Ph. 407-647-5092
Fax 407-644-4076
g.mcclure@iccc.org

11 December 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

DEC 11 2003

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

Dear Commission:

I wrote you a letter in September in protest over the rate increase for local residential (but not business multiline) phone service, to be offset by unspecified savings in intrastate long distance rates. I asked for public hearings.

Public hearings were held. Meanwhile, Sprint sent me a notice that their long distance rates were going up from ten cents per minute to 12 cents – a 20% increase. Was this preemptory – so they could later reduce it after the rate increase? I suspect it was permanent – Sprint has cut 20,000 jobs across their system, and is looking to rate increases to improve the bottom line.

The reason I had chosen the Sprint Solutions telephone plan (which includes 100 minutes of long distance service per month) was that it covered all my in-state long distance calls. Now, I will see an increase in the cost of this service, if the residential rate increase is approved, with no offsetting savings. My interstate long distance would go up, too, but there was no promise of savings there under the law enacted in May or the rate plans filed by the three telcos.

My long distance service, from a third party provider, costs 2.9 cents per minute anywhere in the U.S.

The news today is that the telcos finally submitted the details for how the increase in local service cost will be offset by savings in intrastate long distance, but those details are sealed "for competitive reasons"!

Now that the FCC has mandated number portability to include wireless and landline service, I can foresee that more people will shift from monopoly wireline to competitive wireless service, after the wireline rates double over five years.

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

Yours truly,

George F. McClure

AUS
CAF
CMP I
COM
CTR
ECR
GCL I
OPC
MMS
SEC
OTH

M E M O R A N D U M

December 8, 2003

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (CHRISTENSEN) MC

RE: DOCKET NO. 030867-TL - PETITION BY VERIZON FLORIDA INC. TO REFORM INTRASTATE NETWORK ACCESS AND BASIC LOCAL TELECOMMUNICATIONS RATES IN ACCORDANCE WITH SECTION 364.164, FLORIDA STATUTES.

DOCKET NO. 030868-TL - PETITION BY SPRINT-FLORIDA, INCORPORATED TO REDUCE INTRASTATE SWITCHED NETWORK ACCESS RATES TO INTERSTATE PARITY IN REVENUE-NEUTRAL MANNER PURSUANT TO SECTION 364.164(1), FLORIDA STATUTES.

DOCKET NO. 030869-TL - PETITION FOR IMPLEMENTATION OF SECTION 364.164, FLORIDA STATUTES, BY REBALANCING RATES IN A REVENUE-NEUTRAL MANNER THROUGH DECREASES IN INTRASTATE SWITCHED ACCESS CHARGES WITH OFFSETTING RATE ADJUSTMENTS FOR BASIC SERVICES, BY BELLSOUTH TELECOMMUNICATIONS, INC.

DOCKET NO. 030961-TI - FLOW-THROUGH OF LEC SWITCHED ACCESS REDUCTIONS BY IXCS, PURSUANT TO SECTION 364.163(2), FLORIDA STATUTES.

Attached is an ORDER GRANTING SPRINT'S REQUESTS FOR CONFIDENTIAL CLASSIFICATION (DOCUMENT NOS. 11688-03 AND 11796-03), with attachments, to be issued in the above-referenced docket. (Number of pages in order - 9)

DATE ORDER SENT ELECTRONICALLY TO CCA 12-12-03.

PAC/anc
Attachment
I: sprint confidentiality order 11688-11796-03.wpd

D30868-TL ORIGINAL

GOLDEN GATE ESTATES AREA CIVIC ASSOCIATION, INC.

Douglas L. Rankin, President
2335 Tamiami Trial North
Suite 308
Naples, FL. 34103
(239) 262-0061

ORIGINAL

November 10, 2003

RECEIVED FPSC
NOV 14 2003
COMMISSION CLERK
03 DEC 15 PM 4:12

VIA CERTIFIED SIGNED RECEIPT
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399

RE: Sprint and Golden Gate Estates

Dear Sir/Madame:

The undersigned is the President of and writes this letter as the President of the Golden Gate Estates Area Civic Association, Inc.. Golden Gate Estate Area Civic Association, Inc. is the Civic Association that represents a large number of property owners in Golden Gate Estates, one of the largest subdivisions in the World, located in Collier County, Florida, and is normally associated with the town of Naples, Florida. This Association has existed since the 1970's and is the only Civic Association representing residents in the Estates area.

Recently numerous Golden Gate Estates residence have had numerous problems with Sprint's service in Golden Gate Estates. Previously their service was acceptable, their response reasonable and the like. However, now Sprint no longer has any office presence anywhere in Collier County and to the best of my knowledge, even in our neighboring County, Lee County. Thus, all dealings with Sprint must be over the phone and these phone calls, either repair or customer service, are routed to places such as Kansas or Altamont Springs, Florida or other similar places far from our area. In the past, when Sprint had individuals here locally that were accessible to the public, those individuals would normally work diligently to fix problems. However, they appear to have altered their system, now a large number of complaints do not seem to make it from the persons we are now forced to talked to in Kansas, or if we are lucky Altamont Springs or thereabouts.

AUS ___
CAF ___
CMP 1
COM ___
CTR ___
ECR ___
GCL 1
OPC ___
MMS ___
SEC ___
OTH ___

Recently there have been several issues regarding Golden Gate Estates that have caused us to become very disenchanted. There are several area of Golden Gate Estates where temporary lines have been in existence for a lengthy period of time, resulting in poor or unreliable service. Also, we have had 2 recent outages in Golden Gate Estates, both of which effected many customers in the hundred or I am told even thousands. Then the individuals we were forced to

speak to in Kansas and other far places, either did not have any idea what was actually happening or were purposely lieing to many residents in the area. On each of these occasion they initially told us, and maintained for some time into these outages, that they were only effecting the individual callers home and not any other homes or very few other homes, as pointed out above this was not the case. Both of these outages were blamed on cable cuts, neither one of these instances was the case. One of these outages, they then blamed on a lightning strike. When it was brought to their attention that while it may have been raining in Kansas, there was not a cloud in the sky in Naples during the instance in question, they then again changed their response.

As for the first outage many of the customers were restored within about 24 hours, but many other customers waited days to have their phone service restored and it appears that what would happen is that the trouble tickets on these other effected individuals would be automatically deemed fixed after 24 hours and they would have to call back in to reinstate their trouble tickets, even though they had never had phone service during the time in question. One of these individuals was this writers 75 year old mother who lives alone on a sizable piece of property. By the way, virtually all persons in Golden Gate Estates live on sizable pieces of property and rely on the telephone as their link to the outside world, the closest stores are miles from most houses and there is no Sheriff Substation in any part of Golden Gate Estates, which covers hundreds of square miles.

The second outage, there was a ringing generator that was destroyed, so if you picked up your phone, you could call out, but no one could call you or they could call you, but you would have no idea they were calling because your phone would not ring. This outage occurred for hundreds or thousands of people over a substantial period of time going on at least 3 or 4 days, possibly more, where this existed. None of these individuals, to the best of my knowledge, even though many of them, including this writer, have requested it, have received a credit on their phone bill as required by Florida law.

From our observance of the places where we understood they would have to go to make these repairs, such as Golden Gate Estates is covered by what is commonly referred to as several switches in a ditch, it would appear they did not consider this many residence out for this period of time to be a high priority and to the best of our knowledge did not work much on these outages in the evenings or outside of normal business hours. Our repeated calls to demand better service in this regard were met with no response.

Recently, we were finally able, by going into a repair center, to contact a local individual, all the previous local individuals had been reassigned or left the company out of this area. This local individual who turned out to be the engineering manager for this area had had no idea of our repeated complaints and was flabbergasted when he came to address our meeting and found it populated with a large portion of very angry individuals. In fact, he received the worst reception of any speaker at our organization in well over a year. One of the gentleman, who happens to be a member of our organization, is a former telephone systems engineer for a major company, who now runs a call center out of his home in Golden Gate Estates. He indicated that he found all the technicians he dealt with to be poorly trained at best and incompetent at the worst. Also, he indicated that he had been out of service more days than he had been in service

ORIGINAL

since opening his call center and being that this gentleman had a technical background, once he started asking technical questions about their alleged upgrades, their alleged promise of upgrades quickly fell apart.

Our area is fast growing, this is nothing new for our area, our area has been fast growing for many years, in fact the whole west coast of Florida has been fast growing for many years. Collier County has been one of the top growth Counties in the Nation and State of Florida for going on 20 years now and other cities up the Coast, such as Bradenton and Sarasota, have been in the top growth communities in Florida or Nationwide for over 30 years. This writer has been in Naples for over 20 years and previously myself and my family originally came from Bradenton, Florida, prior to that my families history there is stretching back into the 1920's. We have never seen the kind of service deterioration we have seen in Naples over the last 5 or 6 years. The first 15 years I was here in Naples, Sprint was very accommodating and very good in their service rendering, but the last 4 or 5 years their service appears to have deteriorated dramatically. This writer has lived in the same spot in Golden Gate Estates for 16 years and has noticed in the last 4 or 5 years a rapid deterioration in quality of service and repair in this area.

I would suggest that until Sprint starts being more responsive in terms of their infrastructure, improvement, upgrades, internal communication, quality of service personnel or assignment of personnel at all to this area and the like that they should be denied any rate increase. It appears they are being rewarded for decreasing levels of service, instead of increasing levels of service, while appearing to pull more and more resources away from this area.

I am also concerned of their failure to grant credits to individuals when their service is out for more than 24 hours, as is required by Florida law, even after request and also their apparent canceling of problem tickets just short of 24 hours and then reinstating them as new tickets so that, in some outages, they do not appear to be more than 1 day outages.

Their lack of candor or lack of ability to provide accurate information to their customers should be investigated and if it is a lack of candor, a method for punishing such matters needs to be enacted. If it is just poor communication then mandates in this area also need to be enacted to protect customers in such a remote area who must rely on such matters.

Very truly yours,

Douglas L. Rankin

DLR:ah
n:\law10\dlrggaca\public service 11.6.03

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

December 15, 2003

Mr. Douglas L. Rankin
Golden Gate Estates Area Civic Association
2335 Tamiami Trail North
Naples, FL 34103

Re: FPSC Inquiry #569188T

Dear Mr. Rankin:

The following information is being provided in response to your correspondence regarding Sprint-Florida, Incorporated's (Sprint) petition to amend its local rates.

As allowed by Section 364.164, Florida Statutes, which is titled "Competitive Market Enhancement," Sprint filed a petition with the Florida Public Service Commission (FPSC) seeking to reduce its rates that long distance companies pay for local connections (intrastate switched network access rate). The FPSC is required to issue its final order granting or denying the petition within 90 days of the filing of the petition. In reaching its decision, the FPSC must consider specific criteria that are outlined in the Florida Statues. One of the criteria requires that any approved Sprint access rate reductions be offset by increases in its local telephone rates. The Commission, the Office of Public Counsel, as well as all other interested parties will be evaluating Sprint's petition as it relates to all the criteria outlines in Florida Statues.

Your comments are appreciated and will be placed in the docket file (Docket No. 030868-TL) as correspondence which will be available for review by all interested parties. If you have any questions, please contact me toll free at 1-800-342-3552, or by fax toll free at 1-800-511-0809.

Sincerely,

Pamela J Barnes

Pamela J. Barnes
Regulatory Specialist II

c:Docket File 030868-TL

030848-TL

ORIGINAL

Jacqueline Amin
6107 E Loring Ln
Inverness, Fl. 34452

RECEIVED-FPSC
03 DEC 16 AM 9:08
COMMISSION
CLERK

Dec. 20, '03

Commissioners —

I strongly oppose a rate increase for SPRINT Telephone. Their service is absolutely the worst in the 50 plus years I have had phone service.

Their service people have been in my home and exterior transmission on my front lawn several times — just this year alone. No matter where my calls are placed (Caribbean, Florida, Washington, D.C, Long Island, N.Y. — there are problems —

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 1
OPC
MMS
SEC
OTH

2

people calling in on my calls, the phone rings after I hang (many in Inverness & Lecanto complain of this problem. I do not have a PARTY LINE. For no reason I lose phone service for at least a day. As a Senior Citizen my phone is a necessity - not a toy.

Competition in phone services has not made communicating easier - on the contrary.

I OPPOSE THE INCREASE.

Thank you -

Jacqueline Amin

352/726-0506

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating**
Subject: **FW: Other**

I will place in 030868 docket file.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, December 31, 2003 9:20 AM
To: CAF Internet Mail
Subject: Other

030868

December 31, 2003

Contact Information:

Name: John and Mary Reeves
Company: SPRINT
Primary Phone: 9416972454
Secondary Phone:
E-mail: new-boston-reeves@att.net

Comments:
NO to the telephone rate increases. This will not cause better service or competition only higher bills and better profits. It's laughable to think that raising rates will provide lower rates.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.01; Windows 95; AT&T CSM6.0)
http://floridapsc.com/contact/contact_form/contactform.cfm
floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: recent approved rate increase for phone rates**

I will place a cy of this e-mail in Dockets 030867, 030868, and 030869.

Thanks

-----Original Message-----
From: pwill5@juno.com [mailto:pwill5@juno.com]
Sent: Wednesday, December 31, 2003 7:40 PM
To: CAF Internet Mail
Subject: recent approved rate increase for phone rates

I keep trying to figure out if you people are just dumber than the dirt in my back yard or if you're all on the take from the phone companies. Perhaps someone else is doing more to screw the consumer, but I certainly can't think who it is. And I am willing to take any bet you name about how my phone bill is going to decrease with the "improved" competitiveness of the industry. You folks are really about as low as they come.

The best thing to hit the internet in years - Juno SpeedBand!
Surf the web up to FIVE TIMES FASTER!
Only $14.95/ month - visit www.juno.com to sign up today!

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will place in Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, January 04, 2004 12:19 AM
To: CAF Internet Mail
Subject: General Comment/Question

January 04, 2004

Contact Information:

Name: eileen angulo
Company: bell
Primary Phone: 3052250838
Secondary Phone: 3059842232
E-mail: eileen0813@aol

Comments:
I do not agree with the increase you are planning to enforce.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: FW: E-Form Other Complaints - 10682

I will print for Docket 030868.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, January 04, 2004 11:03 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 10682

030868

TRACKING NUMBER - 0010682 January 04, 2004

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: nancy hetzman
Address: 17509 SE 104th Circle
City: Summerfield
Zip: 34491
Service Phone: 352 307 3735

CUSTOMER INFORMATION

Name: nancy hetzman
Address: 17509 SE 104th Circle
City: Summerfield
State: FL
Zip: 34491
Primary Phone: 352 307 3735
E-mail: nancy@hetzman.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am upset about the recent news that my already high SPRINT local phone costs will be increasing. ....Not justified for reasons we are given ....to invite more competition in our state. Nancy Hetzman 352 307 3735

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; .NET CLR 1.1.4322)
http://www.psc.state.fl.us/consumers/complaint/review.cfm
www.psc.state.fl.us

1/13/2004

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: phone rate increases

I will place a cy of this e-mail in Dockets 030867, 030868, and 030869. thanks
-----Original Message-----
From: Ron & Deanie Gudac [mailto:mauchu@sunline.net]
Sent: Sunday, January 04, 2004 7:36 PM
To: CAF Internet Mail
Subject: phone rate increases

Dear Public Service Commission members (that's an oxymoron),

Please mark us down as just some more enraged citizens who will have to pay more to use local phone service so that "supposedly" long distance rates can be more "competitive" in Florida.

Give me a break, when has anything in Florida become more "competitive"? As a matter of fact, when have our phone or utility rates ever gone down. They do nothing but go UP!

What is so outrageous in this latest rate hike is the fact that Sprint (our local carrier) now charges us a "portability fee" when we have no intention of "porting" our home phone number to our cell phone.

Even worse, our daughter, who is disabled, has to pay the "portability" fee, even though she doesn't have a cell phone to "port" to!

She doesn't even have "long distance", but now she has to pay so that "long distance will be more competitive."

This whole operation is totally outrageous.

Was there ever a rate hike you guys haven't approved?

Public Service Commission, my eye.

You should be called the "Vested Interests Commission."

Thoroughly disgusted in south Florida,

Ronald and Bernadine Gudac
130 Breakers Ct.
Punta Gorda, Florida 33950

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: FW: E-Form Other Complaints - 10696

030868

I will print for Docket 030868.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, January 05, 2004 4:35 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 10696

TRACKING NUMBER - 0010696 January 05, 2004

SERVICE ADDRESS

Account Number: 941 764 7216 018
Business Account Name:
Name: ROBERT CRISS
Address: 26077 CORUPANO DR
City: PUNTA GORDA,
Zip: 33983
Service Phone: 941 764 7216

CUSTOMER INFORMATION

Name: ROBERT CRISS
Address: 26077 CORUPANO DR
City: PUNTA GORDA,
State: FL
Zip: 33983
Primary Phone: 941 764 7216
E-mail: crissfamily@ewol.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: WE ARE PROTESTING THE FLORIDA PSC APPROVING THE UPCOMONG RATE INCRESE FOR THE LOCAL TELEPHONE BILL. $6.00 TO $7.00 PER RESIDENTIAL CUSTOMER. CLAIMING THAT WE WILL GET CHEAPER LD RATES! IS A DISGRACE TO THE PEOPLE OF FLORIDA. WE MAKE ALMOST NO LD CALLS, HOW WILL IT EVER BENEFIT US? THE LONG DISTANCE RATES ARE OK THE WAY THEY ARE AT PRESENT! PLEASE DO NOT LET THE "RIP OFF" TAKE PLACE! VOTE NO, NO, NO, NO, NO, NO.

For PSC Webmaster Use Only:

1/13/2004

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating

Subject: FW: Rate increase by Sprint to area 352

030868

I will print for Docket 030868.
-----Original Message-----
From: Gene Bak [mailto:gsbak@thevillages.net]
Sent: Monday, January 05, 2004 3:23 PM
To: CAF Internet Mail
Subject: Rate increase by Sprint to area 352

We are residents of The Villages of Lady Lake, FL. It is our understanding that Sprint has asked for an increase or already installed an increase in our basic home service in the amount of a 70% increase. We are also charged a 25cent charge for calling out of The Villages only a few miles to Wildwood. We would like to hereby formally protest that increase and the 25 cent charge. We are assuming they are under your jurisdiction. A reply would be appreciated. Our area code is 352. Thanks for your service. Orgene and Sally Bak Phone 352 753 0248. Address is: 17575 SE 81st Parnassus Ct. The Villages, FL 32162

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Information Request**

I will print for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, January 08, 2004 12:33 PM
To: CAF Internet Mail
Subject: Information Request

January 08, 2004

Contact Information:

Name: Velma Eason
Company: Miami-Dade County Public Schools
Primary Phone: 3056349787x2265
Secondary Phone: 305 358-1067
E-mail: VEEIEA@aol.com

Comments:
Talk about increasing rates for the phone companies. Rather ask, What services are they providing to customers? The phone companies certainly do not deserve a raise. Most of the companies already charge exorbitant fees for each toll phone call made. No more fees please.

Also, what law allows phone companies to start charging fees as soon as a phone number is dialed by a customer rather than when the customer is connected to the party being dialed? It's quite unfair for the phone companies to do this. Even the pay phones do not take the money until someone answers the phone so why should land phone or cell phone companies be allowed to do this? They are taking their customers money, or better yet, stealing it.

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/contact_form/contactform.cfm
www.psc.state.fl.us

SOMEONE: PLEASE READ THESE HORROR STORIES ABOUT PUBLIC UTILITIES. WHO'S WATCHING? CPI/UTILITIES

030867
030868
030869

Charlie Crist:

I understand that you are attempting to stop the increase in phone rates. Alleluja! Someone has to help the consumers fight the big money boys. This "committee" are heads of Bush. They rob for big business contributers to campaigns. They are crooks like any bums on the street. And prison is where they ought to be since they are committing fraud on the people.

The phone companies have conspired to earn more unearned money by changing districts. Local calls are now tolls; tolls are now long ~~distance~~ distance. What a scam! And since they got away w/ that scam, they are working another - demanding higher unearned rates. Their services suck! It can take 45 minutes to make one call. First a message says, "Dial 1 + area code." I do it. Second message says, "Don't use..." The system is broken. It doesn't work. I have to get an operator to connect 80-90% of my calls. What? What? That is incompetence! Non-system!

Then my cell phone charges me for services not rendered. Late fees are included in the bill before it is due! How many people are paying w/out looking, really looking @ the bills? How many millions of customers are being scammed by this fraud? How much are they extorting from unsuspecting customers? Who's watching? The A.G.? I hope.

DEC 31 2003

Then there's the electric - Utility Commission. Another commission created by ___? 2 years straight I ordered our electric turned on. 2 years - nothing. The first year we had to go to a motel, eat out 2 meals = $100.- Did we get any refund or credit? NO! So the 2nd year we said, "We'll just shut off the main. Not one bulb moved, but we got a bill for $40.+. Why? For what??? They did nothing to earn it!!! When I called, they said, "You didn't call." I told her, "What good that does w/ nincum-poops running the company?" Again - NO electric. I asked why - 3 consecutive years in a row!!! She says we have an $8. balance. I asked what office is open to pay it before they'll turn it ON. A super-visor was NEVER at her desk, but sent a message she'd add it to the next bill. They'd have it on. It was. 3 years to get it on, BUT a $40+ bill for NOTHING!! Another utility scam, fraud, robbery, self-enriching policies.

How do these companies get away w/ this? How are they different from Enron, Global, Tyco, etc, on & on? They are public crooks. They are nothing more than pay-offs for being political pals & brown nosers. They are the village idiots who get BIG payoffs by sucking up to people in the "net work".

And I pay for it from my Social Security!

Beatrice Scalici

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

I will place a copy in Dockets 030867, 030868, and 030869.

Thanks

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, January 05, 2004 10:26 AM
To: CAF Internet Mail
Subject: Other

January 05, 2004

Contact Information:

Name: Maria Sanchez
Company: M-Dade
Primary Phone: 305-505-7354
Secondary Phone: 305-2474307
E-mail: trudysanchez@yahoo.com

Comments:
I am appalled at the proposed rate change which essentially double the current rates with no additional service.

Whomever votes for this increase most certainly will NOT have my vote!

Whatever telephone company secures this increase will NOT have my business!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: General Comment/Question

I will print for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, January 08, 2004 8:19 AM
To: CAF Internet Mail
Subject: General Comment/Question

January 08, 2004

Contact Information:

Name: douglas houghton
Company: jackson health system
Primary Phone: 305-992-8910
Secondary Phone: 305-535-1315
E-mail: dougarnp@aol.com

Comments:
Hi,
I am curious to know HOW exactly the "Public Service Commission" advocates for the consumer. From what I understand, the members are mere pawns of the utility companies and attend lavish conferences at the utilities expense. How does that fit in with protecting the consumer?
After the approval of the recent telephone rate hikes, I am cutting off my home phone and will use only cellular, which is more competitive.
I would really like a true response, and not a canned one, to answer the above thoughtfully raised questions. Thank you.
Sincerely,
Douglas Houghton
Miami Beach FL

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.0; Windows NT; DigExt)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, January 08, 2004 8:19 AM
To: CAF Internet Mail
Subject: General Comment/Question

January 08, 2004

Contact Information:

Name: douglas houghton
Company: jackson health system
Primary Phone: 305-992-8910
Secondary Phone: 305-535-1315
E-mail: dougarnp@aol.com

Comments:
Hi,
I am curious to know HOW exactly the "Public Service Commission" advocates for the consumer. From what I understand, the members are mere pawns of the utility companies and attend lavish conferences at the utilities expense. How does that fit in with protecting the consumer?
After the approval of the recent telephone rate hikes, I am cutting off my home phone and will use only cellular, which is more competitive.
I would really like a true response, and not a canned one, to answer the above thoughtfully raised questions. Thank you.
Sincerely,
Douglas Houghton
Miami Beach FL

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.0; Windows NT; DigExt)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I will print for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, January 09, 2004 10:18 AM
To: CAF Internet Mail
Subject: General Comment/Question

January 09, 2004

Contact Information:

Name: Marjorie Mitchell
Company: Consumer
Primary Phone: (954) 704-1628
Secondary Phone: (954)704-1628
E-mail: mitchnxw@aol.com

Comments:
As a consumer, I ask that you do not approve the phone company's request for an increase monthly rates.

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/contact_form/contactform.cfm
www.psc.state.fl.us

030868-TL

ORIGINAL

RECEIVED FPSC
04 JAN 12 AM 11:36
COMMISSION CLERK

RECEIVED
JAN 2 2004
DIVISION OF CONSUMER AFFAIRS

Jan. 2004

To Whom it may concern:

If Sprint increases the bill again our neighbors and us are changing companies. A-T-nd+ here we come.

Sincerely
Hugh + Rita Staffan

HUGH & RITA STAFFAN
7829 County Rd. 109E
Lady Lake, FL 32159

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

030868-TL

ORIGINAL

RECEIVED-FPSC
03 JAN 12 AM 11:46
COMMISSION
CLERK

RECEIVED
JAN 8
DIVISION OF CONSUMER AFFAIRS

17953 S.E 107th Ct
Summerfield, Fl. 34491
January 6, 2003

To Whom It May Concern,

I am writing in regard to the increase from Sprint on this increase. We are all aware of the increase in prices but this seems redicuals. We are aware when there is an increase it never goes down. They now charge 25¢ per call to call The Villages, plus a Monthly fee for hook up, (local service) And another thing a $1.00 for touch tone. We buy a touch tone and are taxed and sure it is faster service than dial. Also a normal person is aware when their party is not answering, Why does this voice come in an insult us with "Your party is not answering", we know that, And sometimes the person is unable to move fast. If this was any other service available believe me would have it. I do not carry long distance, I have a phone card.

This increase I believe is unwarranted.

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

Ms. Henrietta Morton
17953 SE 107th Court
Summerfield, FL 34491

Phone service extras total up to big bill for Florida consumers

RECEIVED-FPSC
04 JAN 12 AM 11:35
COMMISSION CLERK

State regulators approved a juicy rate hike for phone companies last week, promising that it will lure more competition to Florida and reduce costs for the average consumer.

The public's reaction has been a collective outcry, as the credibility of phone companies is only slightly higher than that of your average itinerant roofer.

Everybody knows that the last thing phone companies really want is more competition. But wait — would our legislators vote to jack up basic phone rates (and Gov. Jeb Bush sign the bill) simply because the telecommunications industry pours thousands of dollars into political campaigns?

Yeah, you're right. They'd do it in a heartbeat.

Facing a nasty backlash, the phone companies are pleading for understanding. They say it's becoming increasingly expensive to connect 16.7 million Floridians, which is why they now gouge us for previously free services such as directory assistance.

Because Florida is already blanketed with telephone poles and satellite towers, residents are baffled about where all the extra costs are coming from. I tried to figure it out myself by studying my BellSouth bill.

Here, believe it or not, are some of the add-on charges. Included are the phone company's actual explanations, most of which lay blame on the Federal Communications Commission:

■ Federal Universal Service Charge: "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."

In other words, I'm paying 68 cents per line every month as an act of patriotism to prevent phone bills all over the country from rising. The fact that my bill and everybody else's is still going up suggests that this plan might not be working so well.

■ FCC Local Portability Line Charge: "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."

RECEIVED
JAN 12 2004
OFFICE OF CONSUMER AFFAIRS

Everybody knows that the last thing phone companies want is more competition. Surely lawmakers wouldn't jack up basic phone rates simply because the industry pours thousands of dollars into political campaigns.

In other words, I'm paying 35 cents per line every month just in case I someday decide to switch phone companies and wish to keep the same number.

You'd think that keeping your same phone number would be easy and cost-free, but apparently it requires highly sophisticated telecommunications equipment (such as the headset on which to call me and confirm that I'm not changing my number).



Carl Hiaasen

■ FCC Charge for Network Access: "A charge to recover costs associated with connecting to a telecommunications service provider's interstate network."

I wasn't clear about this one, but a BellSouth representative patiently explained that I'm paying $6.50 a month to help the company maintain and service its phone lines.

I'd assumed that such an obvious expense as maintenance would have been factored long ago into the basic phone rate, but evidently BellSouth only recently figured out that their lines need to be cleaned, repaired or replaced.

■ Telecommunications Access System Act Surcharge: "A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers."

I don't mind paying 12 cents a month to help those with hearing and speech impairments, but I'd like to know more about this "relay center," which is actually operated by Sprint.

When you dial the number, it sounds a lot like an ordinary switchboard. One has to wonder why it couldn't be funded by the profits from all the special telephone gear that BellSouth sells and leases to customers with hearing and speech disabilities.

For instance, what if the company kicked in a buck or two from every $185 Amplified Telephone or $44 Handset Amplifier unit that it sold? Just a thought.

■ Listing Not in Directory or Directory Assistance: This is one of those mysterious charges for which BellSouth provides no explanation on its bills.

Still, every month I shell out $2.13 *not* to be listed in the phone book, which seems odd. The way I figure it, omitting my name actually saves money for the company.

The thinner the directory is, the lower the costs for ink, paper, binding and shipping — right?

Deleting a customer's name from a phone book could be accomplished with a single keystroke, but evidently BellSouth hasn't embraced that technology. Instead the task requires two bucks' worth of manpower every month, a recurring expense that goes on for infinity.

It's the sort of irrational fee that has made Floridians skeptical of the woe-is-us pleas from BellSouth, Sprint and Verizon. Cheered on by consumer groups, Attorney General Charlie Crist vows to fight the new rate hikes in court. In the meantime, you might wish to share your thoughts with the Public Service Commission, at (800) 342-3552.

Be sure to write that number down, because it'll cost you 44 cents to get it from directory assistance.

Hiaasen is a columnist for the Miami Herald.

Ruth Nettles

From: Ruth McHargue
Sent: Friday, January 23, 2004 11:58 AM
To: Ruth Nettles
Subject: FW: Other

-----Original Message-----
From: CAF Internet Mail
Sent: Friday, January 23, 2004 11:58 AM
To: Ruth McHargue
Subject: FW: Other

To CCA

030868

-----Original Message-----
From: Doug Littleton [mailto:dlittlet@yahoo.com]
Sent: Thursday, January 22, 2004 3:01 PM
To: contact@psc.state.fl.us
Subject: Fwd: Other

Can you give me a status in email or at a website on this issue?

Thanks.

dal

Note: forwarded message attached.

Do you Yahoo!?
Yahoo! SiteBuilder - Free web site building tool. **Try it!**

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks
Subject: FW: Web Site Comment/Question

I will print this e-mail for Dockets 030867 and 030868. Thanks.
-----Original Message-----
From: Webmaster
Sent: Tuesday, January 27, 2004 1:52 PM
To: CAF Internet Mail
Subject: FW: Web Site Comment/Question

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, January 27, 2004 11:44 AM
To: webmaster@psc.state.fl.us
Subject: Web Site Comment/Question

January 27, 2004

Contact Information:

Name: Joseph Toner
Company: Retired
Primary Phone: 352-382-0551
Secondary Phone: none
E-mail: jtoner1@tampabay.rr.com

Comments:
In today's St. Pete Times, a "gentleman" named Alan Ciamporcero of Verizon in Tampa voicedthe opinion that the "new telephone" rates promoted competition. Not here in Citrus County, we have nothing but Sprint and it "stinks." Just this morning I tried calling a neighbor and got the recording advising me "to use a 1 and the area code when calling this number" I tried again without it and my call was completed. Good service, I don't think so but. no alternative. Can the "new rates" improve service, please show me and I might change my mind. Thank you.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

030868-TL

Kay Flynn

From: contact@psc.state.fl.us
Sent: Thursday, August 28, 2003 7:48 PM
To: CAF Internet Mail
Subject: General Comment/Question

August 28, 2003

Contact Information:

Name: Keith Allen
Company:
Primary Phone: 352-793-2284
Secondary Phone: same
E-mail: keitha@amnetline.com

Comments:
I saw on the news where Sprint Telephone Company is asking for a rate increase. It is time to stop the rate increase. It has become where LOCAL telephone service is now subsidizing Long Distance. This subsidizing has go to stop and stop now. Let them increase the amount they charge for long distance and not local service. A telephone is no longer need if the taxes and rates keep going upp.

SO STOP THE RATE INCREASE AND MAKE SPRINT CHARGE MORE FOR LONG DISTANCE.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90; Q312461)

www.psc.state.fl.us

030868-TL

Kay Flynn

From: contact@psc.state.fl.us
Sent: Thursday, August 28, 2003 7:05 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 8679

TRACKING NUMBER - 0008679 August 28, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Rich Hensch
Address: 259 Robin Court
City: Altamonte Springs
Zip: 32701
Service Phone: 407-331-5655

CUSTOMER INFORMATION

Name: Rich Hensch
Address: 259 Robin Court
City: Altamonte Springs
State: FL
Zip: 32701
Primary Phone: 407-331-5655
Secondary Phone: 407-331-5655
Contact By: Evening/Alternate Phone Number

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?: I am very upset that local telephone companies are trying to get rate increase. At my location in Altamonte Springs, to my knowledge, I HAVE NO ALTERNATIVE to using SPRINT....SPRINT RATES ARE ALREADY WAY TOO HIGH!!! Please work to give all Floridians some choice in their local phone service. WE HATE AND DESPISE SPRINT! Sincerely, Rich Hensch Altamonte Springs resident for over 25 years and upset with local phone service for all 25 years!!
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: SPRINT LOCAL SERVICE HERE IS ALREADY TOO HIGH IN PRICE!!! WE HAVE NO CHOICES FOR LOCAL SERVICE EXCEPT SPRINT. PLEASE DO NOT ALLOW SPRINT ANY RATE INCREASE! ALSO, LOCAL TAXES ON THESE SERVICES ARE WAY TOO HIGH!

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461; .NET CLR 1.0.3705)
http://www.floridapsc.com/consumers/complaint/review.cfm
www.floridapsc.com

Ruth Nettles 030868-TL

From: contact@psc.state.fl.us
Sent: Saturday, August 30, 2003 12:40 AM
To: CAF Internet Mail
Subject: General Comment/Question

August 30, 2003

Contact Information:

Name: Shirley Deschene
Company: *************
Primary Phone: 352-751-0705
Secondary Phone:
E-mail: deschene@myexcel.com

Comments:
I'm concerned about Sprint raising rates. Your "FYI" states this legislation would help competition for local. Right now we have no choice. If Sprint raises rates, how could they expect to encourage competition in that area? We have choices for long distance. Many people use cell phones or calling plans or cards. I think the telephone company is losing money because of this and are trying to make up for it by charging more for local service.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; TUCOWS)
http://www.floridapsc.com/contact/submit.cfm
www.floridapsc.com

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

ORIGINAL

030806-TL

ORIGINAL

226 Ellsworth Drive
Kissimmee, Fl 34758
August 30,2003

SEP 2 - 2003

PUBLIC SERVICE COMMISSION

I am very concerned about the raise in Sprint residential service in the coming months. I'm aware, at times, prices have to be raised, but this time it seems to be exorbitant. I live mainly on Social Security and believe what Sprint is asking, is too high. Their services certainly haven't increased, for the monthly bill to increase $3.23!

I also feel all the additional taxes are "double talk". My taxes are higher than my actual phone bill, and of course, with a raise, these too, will increase.
Please consider all our retired in our state, when this bill comes up.

Sincerely,
Mary Collar
Mary Collar



AUS ____
CAF ____
CMP Ammons
COM ____
CTR ____
ECR ____
GCL B. Keating
OPC ____
MMS ____
SEC ____
OTH ____

030868-TL

Kay Flynn

From: Kay Flynn
Sent: Tuesday, September 02, 2003 4:13 PM
To: Beth Keating; Sally Simmons
Subject: 030868-TL (Sprint)

-----Original Message-----
From: Leroy Rasberry
Sent: Friday, August 29, 2003 5:04 PM
To: Kay Flynn
Cc: Angie Calhoun
Subject: FW: Other

Protest.

-----Original Message-----
From: Angie Calhoun
Sent: Friday, August 29, 2003 4:26 PM
To: Leroy Rasberry
Subject: FW: Other

To CCA - Clerk Docket 030868

-----Original Message-----
From: Diana Falise
Sent: Friday, August 29, 2003 3:54 PM
To: Leroy Rasberry
Cc: Angie Calhoun
Subject: FW: Other

Sprint/LEC rate increase protest

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, August 29, 2003 3:36 PM
To: contact@psc.state.fl.us
Subject: Other

August 29, 2003

Contact Information:

Name: Betty Barber
Company:
Primary Phone: 239-267-2898
Secondary Phone:
E-mail: wbarber22@earthlink.

Comments:
From the Newspress,Ft. Myers,Fl; Sprint seeks higher phone rates. How can the PSC believe,by raising our local rate we will save on our long distance. Sprint just went up on my long distance from 10 to 15 cents a minute just a few months ago. If I have to give up anything it would be my long distance,let my children call me!I can't be with out my local service! An increase will hurt those of us who make just enough money to be excluded from the Lifeline Assistance Program. If the PSC keeps allowing such large increases in

phone and cable service...auto and home insurance, I will be in the poor house and the state will have to subsidize me for something more then a phone bill!

Thank yu for your time.

Betty Barber

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98; Win 9x 4.90)
http://www.floridapsc.com/contact/submit.cfm
www.floridapsc.com

ORIGINAL

JOHN W. WAY

[redacted]
16182 Crown Arbor Way

Fort Myers, FL 33908

Phone (239) 466-9327 E-Mail: J_WAY@MSN.COM

ORIGINAL

August 29, 2003

SEP - 4 2003

Florida Public Utilities Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Proposed Sprint Corp. Telephone Rate Increase

Recent publicity (*The News-Press*, Aug 29, 2003) of a request by Sprint Corp. to increase rates for basic local telephone service prompts me to request that you disapprove all parts of the proposal.

The claim by Sprint that they will not obtain additional earnings is not logical, they would have no reason to propose a change otherwise. The *News-Press* report quotes a Spriint spokesman as saying that increasing local rates will permit Sprint to lower long-distance rates and attempt to expand their traditional territory. I take this to mean that increases in local subscribers' fees will increase Sprint's operating earnings, which then might be used for business expansion. I can see no reason for Sprint local subscribers to fund an expansion, this should be the responsibility of Sprint's stockholders. The current separation of service between local and long distance providers is a further argument against the increase, lower long distance charges to local customers would be problematic, depending on their choice of a provider..

I suggest that Sprint be mandated to concentrate on providing efficient, low cost local telephone service.

Sincerely,

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

RECEIVED-FPSC
03 SEP -5 PM 12:28
COMMISSION
CLERK

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: E-Form Other Complaints - 8821

Thanks, Ruth. I'm placing a copy of this e-mail in Dockets 030867 and 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 07, 2003 1:22 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 8821

TRACKING NUMBER - 0008821 September 07, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Edward White
Address: 3345 Van Nuys Lp
City: New Port Richey
Zip: 34655
Service Phone: 727-376-4126

CUSTOMER INFORMATION

Name: Edward White
Address: 3345 Van Nuys Lp
City: New Port Richey
State: FL
Zip: 34655
Primary Phone: 727-376-4126
Secondary Phone: same
E-mail: w.whiteedmarsha@verizon.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: Verizon and Sprint
Did customer previously contact the utility?:
Did customer previously contact the PSC?: I oppose the proposed 40 percent rate hike -- and you, the PSC, need to hold LOCAL public hearings -- not just in Tallahassee. Thank you. Edward R. White 3345 Van Nuys Lp New Port Richey 34655 727-376-4126 w.whiteedmarsha@verizon.net

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: None.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; VZ_IE5; Q312461)

9/9/2003

[redacted]

ORIGINAL

Caroline R. Stafford
Green Tee Apartments
1830 Maravilla Ave., Apt. 505
Fort Myers, FL 33901
Tel: (239) 274-0528

September 1, 2003

Ms. Carole Green
15248 S. Tamiami Trail, Suite 200
Fort Myers, FL 33908

Dear Ms. Green,

By way of introduction, I am a lifelong Republican, born in Maine, and retired from New York City to northern Florida. My husband and I moved from Citrus County to Fort Myers in 1996. He passed away two years ago so I am a 77-year-old widow living on a fixed income.

I know that Bruce Kyle is the representative from my district but I don't believe he would care about my concerns any more than he did with those of the County officials.

I am most disturbed about Sprint's proposed 60% increase in its basic telephone rate, and I'm sure you must be hearing from others who are as well.

The figure Sprint provided the Public Service Commission may be correct for the basic service but it IS misleading in that there are so many additional charges, many predicated on the basic rate. Your bill must show the same charges. Attached is a copy of mine showing the basic charge of $9.01 and taxes and surcharges totaling $9.97 for a grand total of $18.98. Should the PSC approve Sprint's request, I don't dare think of the result! It's frightening for I don't think any Public Service Commission has ever seen an increase it didn't like.

Since my husband passed away I have moved from a two bedroom apartment at Green Tee to a one bedroom to cut expenses. Sprint charged $30.70 for "Line installation charge" and $20.45 for "Service order charge" for a total of $51.15 to move across the parking lot.

If the company is so hard up, I don't undertand why it gave the president a TREMENDOUS BONUS (it possibly was more than his annual salary, I've forgotten) within the last few weeks for doing such an excellent job. It was always my belief that that was what one was paid a salary for!

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

Sincerely,

Caroline R. Stafford

Attachments

RECEIVED
SEP 09 2003
FPSC-COMMISSION CLERK

Sprint.

Monthly statement: August 19, 2003 1 of 4

Customer service	Internet address	Customer number
1-800-339-1811	sprint.com/local	239-274-0528-954

Fast Facts

Date Due:	**Sep 9, 2003**
Total Due:	**$18.98**

Bank draft – statement for your records

Get more choice and more value when you sign up for **Sprint Personal Solutions™**. See Customer News for details.

Customer summary

Previous charges	19.30
Payment July 29 – Thank you!	-19.30
Balance	.00
Current month charges	18.98
Total amount due	**$18.98**

Current month charges

Sprint local services: page 3	18.98
Total current month charges	**$18.98**

Please recycle

Sprint.

Customer service 1-800-339-1811 | Internet address sprint.com/local | Customer number 239-274-0528-954

Do not send payment.

Your account will be drafted August 29 or after: $18.98

We appreciate your business.

017164
A C STAFFORD
UNIT 505
1830 MARAVILLA AV
FORT MYERS FL 33901-7171

Sprint
PO Box 30723
Tampa FL 33630-3723

39 239274052895480 000000000018980 000018988 0328306

Sprint®

Monthly statement: August 19, 2003 3 of 4

Customer service	Internet address	Customer number
1-800-339-1811	sprint.com/local	239-274-0528-954

Sprint Local Services

Detail of charges: August 19 – September 18

Local services for 239-274-0528

Small Talk service	9.01
Total local services for 239-274-0528	$9.01

Local measured service

Day: 7 calls	13 minutes	.70
Credit call allowance		-.70
Total local measured service		$.00

Taxes and surcharges

Interstate access surcharge *For an explanation of the interstate access surcharge please call 1-800-938-1172 or visit sprint.com/taxes*	6.50
Telecommunications relay surcharge *For an explanation of the telecommunications relay surcharge please call 1-800-938-1172.*	.12
Federal universal service fund *For an explanation of the federal universal service fund please call 1-800-938-1172, or visit sprint.com/taxes.*	.62
Number portability surcharge *For an explanation of the number portability surcharge please call 1-800-938-1172, or visit sprint.com/taxes.*	.53
Emergency 911 surcharge	.42
Federal tax	.50
Local Comm. Services Tax	.88
State Comm. Services Tax	.40
Total taxes and surcharges	$9.97

Get a great deal on **Sprint FastConnect® DSL.** Call 1-866-421-7811 today and find out about our great offer on Sprint FastConnect DSL.

Need a new phone? Stop by the Sprint Store two blocks South of the MidPointe Bridge on Del Prado. Whether you're lookings for an expandable cordless system for your home or a PCS phone, we are sure to have a phone to fit your lifestyle.

Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

Summary for 239-274-0528

Current carrier selections

Local toll: AT&T
carrier freeze
no change

Long distance: AT&T
carrier freeze
no change

GET WATCH: DOW ▲ 40.42 close 9,374.21 ■ NASDAQ ▲ 18.05 close 1,800.18 ■ S&P 500 ▲ 6.05 close 1,002.84 ■ Listings pages 2D, 4-6D

Sprint seeks higher phone rates

Basic bill would rise; long-distance bill would fall

By DICK HOGAN
dhogan@news-press.com
and The Associated Press

Sprint Corp. would increase its basic phone bill from $10.65 to $17.51 in Southwest Florida but slash rates for long-distance calls under a proposal to the state Public Service Commission.

The proposed rate hike is allowed under a new state law that has rekindled criticism from consumer advocates. BellSouth Corp., Sprint Corp. and Verizon Communications Inc. say the increases are necessary because local service is now so heavily subsidized that they sell it below cost.

They say the law requires the proposals to lead to an equal reduction in long-distance prices, so they won't make any extra money from the change.

BellSouth, Sprint and Verizon submitted their proposals for review Wednesday to the Florida Public Service Commission, whose members have 90 days to approve the changes under the law enacted in May.

Orlando-based Jason Duff, spokesman for Sprint, said the company's current rates aren't enough to come close to covering the $30 a month it costs to maintain basic service.

That makes it impossible for Sprint, BellSouth and Verizon to compete outside their own areas and also prevents anyone else from coming into the state, he said. "This proposal brings the actual price of basic phone service more in line with the actual cost of providing it. It allows competitors to come in and set up shop. We want to compete as well, get out of our traditional Sprint territory and take on some of these companies head to head."

In exchange, Duff said, Sprint would reduce the price it charges other companies for long-distance calls within the state from about 10 cents down to 1.3 cents a minute. That would bring on a price war that would drastically reduce the cost of such phone calls.

For example, he said, "My folks live in Miami and if I call my mom, it's more expensive than calling my brother in California. By bringing the cost down to 1.3 cents per minute, all of a sudden those long-distance companies aren't paying 10 cents and it enables them to come down."

The change would also let phone companies providing home service compete with cell phones offering large amounts of long-distance minutes, Duff said.

Still, opponents said those who made few long-distance calls would end up paying more for basic service without getting anything in return.

Even the PSC said it is hard to tell if consumers will get an overall break from the changes. The commission will ensure the changes result in increased competition, or it can reject the proposals.

"Hopefully, the long-distance rates will be low enough to compensate for local rate increases," commission spokesman Tarik Noriega said. "It's difficult to come up with a catchall solution that gives benefits to everyone. There are going to be some individuals that see more benefits than others."

Basic residential rates now range from about $10 to $12 a month. BellSouth, the No. 1 local provider in the state with 48 percent of the market, said it would raise residential rates by up to $3.50 a month over two years. No. 2 Verizon would boost rates by $4.61 a month over the same period; No. 3 Sprint's increase would be $6.86 a month, also over two years.

Business rates would see similar increases.

Duff said the change would shift about $142 million in costs from basic to long distance statewide. That would be "a wash for us," he said: no net gain. The law requires those savings to be passed on to consumers.

The companies would also expand the Lifeline Assistance program, which allows poor Floridians up to $13 a month for basic phone service. About 142,000 households are on the program now; the companies say 1 million would be after the changes.

01/21/1995 06:15 9414336773 REP CAROLE GREEN PAGE 03

Ruth Nettles

From: Ruth McHargue
Sent: Monday, September 08, 2003 2:16 PM
To: Ruth Nettles
Subject: FW: LEC rate increase



Other E-Form Other
mplaints - 8821

docket correspondence
-----Original Message-----
From: Diana Falise
Sent: Monday, September 08, 2003 11:20 AM
To: Ruth McHargue
Subject: LEC rate increase

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: E-Form Other Complaints - 8879

030868

'm printing this e-mail for Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 10, 2003 6:12 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 8879

TRACKING NUMBER - 0008879 September 10, 2003

SERVICE ADDRESS

Account Number:
Business Account Name: N/A
Name: Chester Cowen
Address: 3289 East Oakton Street
City: Hernando
Zip: 34442
Service Phone: 352-344-3593

CUSTOMER INFORMATION

Business Account Name: N/A
Name: Chester Cowen
Address: 3289 East Oakton Street
City: Hernando
State: FL
Zip: 34442
Primary Phone: 352-344-3593
Secondary Phone: Same Number
E-mail: aeiou@inetw.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: The possiblility of an increase in telephone rates. We now are so over taxed on the telephone bills and t is sad to realize that the Governor has control over the Public Service Commissioners to the extent you will pass a bill hat is not just.

For PSC Webmaster Use Only:

9/16/2003

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue
Subject: FW: E-Form Other Complaints - 8881

030868

'm printing a copy of this e-mail for all Dockets, 030867, 030868, and 030869.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 10, 2003 6:39 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 8881

TRACKING NUMBER - 0008881 September 10, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Lawrence M. Curphey
Address: 10387 Fort Gardner Rd.
City: Lake Wales
Zip: 33898
Service Phone: 863-696-2627

CUSTOMER INFORMATION

Name: Lawrence M. Curphey
Address: 10387 Fort Gardner Rd.
City: Lake Wales
State: FL
Zip: 33898
Primary Phone: 863-696-2627
E-mail: mdcurphey33@wmconnect.com
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: TL710 Verizon Florida Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I wish to advise that my husband & I are against the possiblity of the large increase that this company plus others in this state are asking for. I would appreciate as a tax payer and long time resident of Florida that you consider this request

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; CS 2000 6.0; Wal-Mart Connect 6.0; Windows 98; Win 9x 4.90)
http://www.floridapsc.com/consumers/complaint/review.cfm

9/16/2003

Ruth Nettles

To: Nekey Garcia

Cc: Patty Christensen; Beth Keating; Felicia Banks

Subject: FW: local phone provider rate increase

'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Cpangulo@aol.com [mailto:Cpangulo@aol.com]
Sent: Wednesday, September 10, 2003 9:47 PM
To: CAF Internet Mail
Subject: local phone provider rate increase

TO: Staff, Public Service Commission
State of Florida

RE: Phone Rate Increase Request by Local Service Providers [Sprint, Verizon , etc]

The subject request for a local phone service rate increase filed by all local carriers is predicated, in great part, on the petitioner's assertion that an increase in one's ***local*** service rate will result in lowering one's ***long distance*** rates thus creating a "no ***net*** increase " to one's ***total*** phone cost.

This may have been true before deregulation in that years ago we had one ***local*** provider who also provided ***long distance***. We had no choice . Today , however, the majority do not use the ***local*** carrier for ***long distance*** , but rather they use another carrier, or prepaid cards, or 10-10 call arounds or e-mail {{the Western Union of the 21st century }}, or wireless, etc. for their ***long distance .*** Indeed verizon concedes that only 75 % of their local customers have verizon as their " chosen " long distance provider. They will also concede, after some prodding, that of that 75% a fair portion dont actually use verizon for long distance [even if verizon is so designated] , but rather they use calling cards issued by others {{ ATT }} or 10-10 call arounds or wireless or , once again , e-mail.

Please , when hearings are held on the proposed rate increases, have PSC staff request that the hearing examiners/commissioners ask the petitioners to explain more fully how the proposed increase will benefit the user who does ***not*** designate their local carrier [***or if designated but not used***] as their long distance provider.

A large % of those customers who fall into the "let local carrier do long distance" ***by default*** {{{ dont take the time or effort to decline local as LD carrier and designate a different alternative ...such as ATT }}}and make few , if any , long distance calls [and then use a prepaid card or a call around] are the the ones who can least afford a rate increase ***the elderly on fix income, the poverty level families , etc***]

Thank you in advance for your attention

Chuck Angulo

Ruth Nettles

To: Nicki Garcia

Cc: Beth Keating; Patty Christensen; Leroy Rasberry

Subject: FW: local phone provider rate increase

030868

Thanks, Leroy. I'm placing this e-mail in Dockets 030868 and 030867.
---Original Message-----
From: Cpangulo@aol.com [mailto:Cpangulo@aol.com]
Sent: Wednesday, September 10, 2003 9:47 PM
To: CAF Internet Mail
Subject: local phone provider rate increase

TO: Staff, Public Service Commission
State of Florida

RE: Phone Rate Increase Request by Local Service Providers [Sprint, Verizon , etc]

The subject request for a local phone service rate increase filed by all local carriers is predicated, in great part, on the petitioner's assertion that an increase in one's ***local*** service rate will result in lowering one's ***long distance*** rates thus creating a "no ***net*** increase " to one's ***total*** phone cost.

This may have been true before deregulation in that years ago we had one ***local*** provider who also provided ***long distance***. We had no choice . Today , however, the majority do not use the ***local*** carrier for ***long distance*** , but rather they use another carrier, or prepaid cards, or 10-10 call arounds or e-mail {{the Western Union of the 21st century }}, or wireless, etc. for their ***long distance .*** Indeed verizon concedes that only 75 % of their local customers have verizon as their " chosen " long distance provider. They will also concede, after some prodding, that of that 75% a fair portion dont actually use verizon for long distance [even if verizon is so designated] , but rather they use calling cards issued by others {{ ATT }} or 10-10 call arounds or wireless or , once again , e-mail.

Please , when hearings are held on the proposed rate increases, have PSC staff request that the hearing examiners/commissioners ask the petitioners to explain more fully how the proposed increase will benefit the user who does ***not*** designate their local carrier [***or if designated but not used***] as their long distance provider.

A large % of those customers who fall into the "let local carrier do long distance" ***by default*** {{{ dont take the time or effort to decline local as LD carrier and designate a different alternative ...such as ATT }}}and make few , if any , long distance calls [and then use a prepaid card or a call around] are the the ones who can least afford a rate increase ***the elderly on fix income, the poverty level families , etc***]

Thank you in advance for your attention

Chuck Angulo

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

030868








Telephone npanies rise in r | Telephone rate hike | General ɔmment/Questio | E-Form Other mplaints - 8886 | General mment/Questio | General mment/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; Felicia Banks; Patty Christensen; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

030868

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 11, 2003 5:53 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 11, 2003

Contact Information:

Name: Ralph Pohl
Company:
Primary Phone: 850-231-4078
Secondary Phone:
E-mail: xatseb@earthlink.net

Comments:
I am disturbed that you are even considering allowing an increase in our local telephone rate. The idea that this increase will help lower long distance rates is just plain stupid.
Local rates should be based on local calls. I am already paying an access fee I do not even use.
TELL JEB BUSH TO STAY OUT OF MY LOCAL TELEPHONE RATES AND YOU PEOPLE DO THE SAME. .....NO INCREASES ALLOWED.....

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.floridapsc.com/contact/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Vote NO on Phone Rate Hike**

030868

I'm printing comment for Docket 030867, 030868, and 030869.

-----Original Message-----
From: R Salcedo [mailto:rsalcl07@yahoo.com]
Sent: Thursday, September 11, 2003 6:56 PM
To: CAF Internet Mail
Subject: Vote NO on Phone Rate Hike

Please vote NO on the proposed Phone Rate Increase.
Thank you.

R. Salcedo
Tampa, FL

Do you Yahoo!?
Yahoo! SiteBuilder - Free, easy-to-use web site design software
http://sitebuilder.yahoo.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Patty Christensen; Beth Keating; Felicia Banks; Ruth McHargue**
Subject: **FW: Vote NO on Phone Rate Hike**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: Estela [mailto:ehsal100@yahoo.com]
Sent: Thursday, September 11, 2003 6:59 PM
To: CAF Internet Mail
Subject: Vote NO on Phone Rate Hike

030868

Please vote NO on the proposed Phone Rate Increase.
Thank you.

E. Salcedo
Tampa, FL

Do you Yahoo!?
Yahoo! SiteBuilder - Free, easy-to-use web site design software
http://sitebuilder.yahoo.com

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Leroy Rasberry
Subject: FW: E-Form Other Complaints - 8886

Thanks, Leroy. I'm printing this e-mial for Sprint's Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 11, 2003 9:41 AM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 8886

TRACKING NUMBER - 0008886 September 11, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: John Lanning
Address: 1407 22nd Street
City: Niceville
Zip: 32578
Service Phone: 850-678-8032

CUSTOMER INFORMATION

Name: John Lanning
Address: 1407 22nd Street
City: Niceville
State: FL
Zip: 32578
Primary Phone: 850-678-8032
E-mail: john_lanning@hotmail.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TI793 Sprint
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Do not let Sprint raise their rates. Everytime it rains at home, the service goes down. It is not inside the house either, it is in their lines and the box on the house.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; T312461; .NET CLR 1.0.3705)
http://www.floridapsc.com/consumers/complaint/review.cfm
www.floridapsc.com

9/11/2003

Sprint®

ORIGINAL

030868-TP

Customer service 1-800-339-1811 | Internet address sprint.com/local | Customer number 239-334-4820-079

Sprint Local Services

Detail of charges: August 4 – September 3

Local services for 239-334-4820

Local phone service	10.72
Total local services for 239-334-4820	$10.72

Taxes and surcharges SEP 12 2003

Interstate access surcharge *For an explanation of the interstate access surcharge please call 1-800-938-1172 or visit sprint.com/taxes*	6.50
Telecommunications relay surcharge *For an explanation of the telecommunications relay surcharge please call 1-800-938-1172.*	.12
Federal universal service fund *For an explanation of the federal universal service fund please call 1-800-938-1172, or visit sprint.com/taxes.*	.62
Number portability surcharge *For an explanation of the number portability surcharge please call 1-800-938-1172, or visit sprint.com/taxes.*	.53
Emergency 911 surcharge	.42
Federal tax	.55
Local Comm. Services Tax	.97
State Comm. Services Tax	.44
Total taxes and surcharges	$10.15

Get a great deal on **Sprint FastConnect® DSL.** Call 1-866-421-7911 today and find out about our great offer on Sprint FastConnect DSL.

You spoke, we're listening. Your suggestions have inspired us to make service improvements. You'll spend less time on hold when you call us, and we'll keep you more informed after a service visit.

Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

Summary for 239-334-4820

Current carrier selections

Local toll: Sprint
no change

Long distance: None
no change

10.15
X 12
$121.80 TAX

M. HARRIS
2934 CALDER BLVD
FT. MYERS, FL 33901

SIRS:

NO RATE INCREASE, PLEASE!

THESE TAXES & SURCHARGES ARE ALREADY OBSCENE

I'M TRYING TO LIVE ON $900. A MONTH SOCIAL SECURITY

M. Harris

AUS
CAF
CMP I
COM
CTR
ECR
GCL I
OPC
MMS
SEC
OTH

§ - see page 2 for explanation

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue**
Subject: **FW: Regarding phone company rate hike request**

030868

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: Nedik, Gary [mailto:Gary.Nedik@baycare.org]
Sent: Friday, September 12, 2003 11:13 AM
To: CAF Internet Mail
Subject: Regarding phone company rate hike request

Please oppose the request for phone company basic service rate increases. Although long distance rates may decrease as a result, here's an angle which should be considered. Myself as well as many of my acquaintances have cell phones and do our long distance calling via our cell phone plans. Therefore we decline long distance on our land phones and keep basic service only for computer line dial-up purposes. A decrease in long distance rates does not affect us but an increase in basic rates does. It would then make it feasible that we should cancel all land-line telephone service and elect to use cable modem for computer purposes.
The costs would be offset, we would have faster computer connection speeds, and the phone company would loose us completely as customers. Is that what they want?

Thank you.

Sincerely,
Gary M. Nedik

****
****

Confidential: This electronic message and all contents contain information from BayCare Health System which may be privileged, confidential or otherwise protected from disclosure. The information is intended to be for the addressee only. If you are not the addressee, any disclosure, copy, distribution or use of the contents of this message is prohibited. If you have received this electronic message in error, please notify the sender and destroy the original message and all copies.

****
****

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue
Subject: FW: Increase in Phone Rates

030868

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: RACIBORSKIP@aol.com [mailto:RACIBORSKIP@aol.com]
Sent: Friday, September 12, 2003 12:59 PM
To: CAF Internet Mail
Subject: Increase in Phone Rates

consider the fact that Governor Bush vetoed this obscene phone rate increase before the election and now accepts it to be pure ıypocrisy and makes me wonder if I'm in the right party or if, like the Democrats, it's just as corrupt and does whatever big :ontributors to elections want regardless of the effect on the people. Also, what good is your bureaucracy. You just do what big ıusiness wants.

Ed Raciborski
Tampa

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen
Subject: FW: Other

030868

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Loretta Aque [mailto:mitchieboo1219@yahoo.com]
Sent: Friday, September 12, 2003 3:35 PM
To: CAF Internet Mail
Subject: Fwd: Other

P.S. Sorry about this, however, I also forgot to tell you I receive Meals on Wheels and that trying to pay for my nedications and everything else is just too much. I'm sure there are plenty of other senior's/disabled people who are in he same boat, what's one to do without a telephone?????????????? Loretta Aque

Note: forwarded message attached.

Do you Yahoo!?
Yahoo! SiteBuilder - Free, easy-to-use web site design software

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: Local Phone Service

030868

printing this e-mail for Docket 030868.
---Original Message-----
From: Nancy [mailto:njanana@hotmail.com]
Sent: Friday, September 12, 2003 7:32 PM
To: CAF Internet Mail
Subject: Local Phone Service

would like to know how to loudly voice a protest on the proposed rate increases by our local phone carriers, specifically Sprint. It s obscene to think they would be allowed to raise rates at the percentage most recently discussed. To pretend that increasing my ocal rates will provide "choice" is absurd. Some of us are cutting corners anywhere we can to stay afloat in this economy and aising my phone bill 30% in unconscionable.

Nancy Nance
5220 NW 20th Place
Ocala FL 34482

Ruth Nettles

To: **Nekey Garcia**
Cc: **Patty Christensen; Beth Keating; Felicia Banks; Ruth McHargue**
Subject: **FW: Vote NO on Phone Rate Hike**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: Estela [mailto:ehsall00@yahoo.com]
Sent: Thursday, September 11, 2003 6:59 PM
To: CAF Internet Mail
Subject: Vote NO on Phone Rate Hike

030868

Please vote NO on the proposed Phone Rate Increase.
Thank you.

E. Salcedo
Tampa, FL

Do you Yahoo!?
Yahoo! SiteBuilder - Free, easy-to-use web site design software
http://sitebuilder.yahoo.com

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen; Ruth McHargue
Subject: FW: Other

I'm placing this e-mail for Dockets 030868, 030869, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, September 13, 2003 9:57 AM
To: CAF Internet Mail
Subject: Other

September 13, 2003

Contact Information:

Name: Alyce Cornell
Company:
Primary Phone: 850-932-4986
Secondary Phone:
E-mail: Ajcornell2@aol.com

Comments:
Sirs, Madam--I have become aware that the phone companies--Bell South, Verizon, Sprint want to change dates of rate increases! (within two years)--I am retired--have been since 1996--and I am down to the very bottom of trying to dealing with all the various rate increases. Must I now do without a telephone? What am I to do? Please stop this from happening--taxes, Mediacom increases, garbage,--etc--soon I will be reduced to the unfair way of living as many retirees now do. I planned--but did not realize these greedy corporations would be so unfair to the seniors. Please help--I don't know what else to do. Thank you.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; AOL 6.0; Windows 95; BellSouth.net)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

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

I'm printing this e-mail for Dockets 030867. 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, September 13, 2003 11:34 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 13, 2003

Contact Information:

Name: Daniel Engelken
Company:
Primary Phone: 7273929374
Secondary Phone:
E-mail: dengelken@aol.com

Comments:
I urge you to insist that the number of meetings on the proposed rhone rate increase be a minimum of thirteen. It is time the public is heard!!!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows 98)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

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

I'm printing this for Dockets 030867, ~~030868~~ and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 14, 2003 5:47 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 14, 2003

Contact Information:

Name: Georgette Sullivan
Company: retired
Primary Phone: 239-403-8591
Secondary Phone:
E-mail: GeorgetteS@msn.com

Comments:
Please do not let the phone companies increase their rates for residential users anymore. It is especially difficult for low income retirees and a phone is a necessity. Also, almost half of my bill is a long list of taxes and surcharges. It's ridiculous! Thank you.
Georgette Sullivan

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; MSN 8.0; MSN 8.5; MSNbMSNI; MSNmen-us; MSNcIA)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Phone Rates

I'm printing this for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: mstiltner2@msn.com [mailto:mstiltner2@msn.com]
Sent: Sunday, September 14, 2003 10:06 PM
To: CAF Internet Mail
Subject: Phone Rates

I live in Polk County, Florida. I do not want you to allow the phone companies to have the HUGE raises that they are seeking. Do not allow the raises to take place.

Thank you

Mary Stiltner

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue

Subject: FW: Verizon local telephone Increase

030868

'm placing this e-mail in Dockets 030867, 030868, and 030869.
---Original Message-----
From: Joe [mailto:jbalogh@tampabay.rr.com]
Sent: Monday, September 15, 2003 8:06 PM
To: CAF Internet Mail
Subject: Verizon local telephone Increase

As a retired Floridian, I wish to strongly let you know that the increase is not well tolerated in our household.
will not vote for Gov. Bush (this time around) or anyone else associated with passing this bill.
n my opinion, the long distance thing is ridiculous.
Thank You
balogh@tampabay.rr.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

Thanks, Ruth. I'm placing this e-mail in Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 17, 2003 12:29 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 17, 2003

Contact Information:

Name: Betsey Lowery
Company:
Primary Phone: 352-666-4153
Secondary Phone:
E-mail: betseyl@atlantic.net

Comments:
Re: Hike in basic phone services. Please consider that an increase in basic phone service will hurt the consumer. Our county is in dire need of new schools and improved roads. We are expected to vote ourselves an increase in the gas tax and an increase in the sales tax to pay for these services. Our money will only go so far. We cannot afford a substantial increase in phone rates and increased taxes. Please deny these big phone companies their greedy increases.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Q312461)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

Thanks, Ruth. ✓
I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 17, 2003 11:18 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 17, 2003

Contact Information:

Name: Gary West
Company:
Primary Phone: 727-576-9638
Secondary Phone:
E-mail: jgwest1@juno.com

Comments:
Re: Telephone company requested rate hike.
Please allow me to register my objection to a telephone rate hike for the following reasons:
1.) The telephone companies cannot and will not provide a verifiable plan to prove that a rate increase now will cause a rate decrease due to new competition in the future.
2.) The telephone companies cannot and will not assure the public of improved service as a result of this proposed rate hike.
3.) A rate hike of this gross dollar amount places an undue financial burden on the elderly, the poor and those on fixed income.
Thank you for your consideration in this matter. I trust the Public Service Commission will make the proper decision.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Ruth McHargue

Subject: FW: Proposed Verizon 40% rate hike for residential customers

Thanks, Ruth.

I'm printing this e-mail for Dockets 030867 and 030868.

---Original Message-----
From: ck.mullen [mailto:ck.mullen@verizon.net]
Sent: Wednesday, September 17, 2003 11:56 AM
To: CAF Internet Mail
Subject: Proposed Verizon 40% rate hike for residential customers

This e-mail is being sent to the PSC, in the state of Florida, to oppose the 40% residential rate hike that Verizon and Sprint is seeking.

It's bad enough that we live in a state with nothing but minimum wage jobs in the service sector.....this is just another insult to the Florida resident that is trying to make ends meet with what little income they are capable of making.....are the people that make decisions allowing the corporate world to rape you on the costs associated with using their services getting kick-backs from these entities?

That's something that the PSC and our legislative body in Tallahassee should think about.....especially when the poor working people of this state go to the voting booths the next time around.....

Would like to sign off with sincerely, but I think Pissed Off Florida Voter is more in order here.....

Helen Mullen

Ruth Nettles

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

Good morning Ruth. I will place this in Docket 030868.

030868

-----Original Message-----
From: Ruth McHargue
Sent: Wednesday, September 17, 2003 9:10 AM
To: Ruth Nettles
Subject: FW: General Comment/Question

Good morning,
Docket correspondence regarding Sprint's rate request.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 16, 2003 5:51 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 16, 2003

Contact Information:

Name: Hugh White
Company:
Primary Phone: 4078763928
Secondary Phone:
E-mail: Anonymous

Comments:
Commissioners:
My wife and I already believe that we are not getting our money's worth from Sprint. If they increase their rates we will drop phone service and use our cellular service as our only phone service.
The phone companies are about to shoot themselves in the foot.
Thank you,
Hugh White
Windermere, Florida 34786

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

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

✓

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 17, 2003 9:45 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 17, 2003

Contact Information:

Name: Colleen Barton
Company:
Primary Phone:
Secondary Phone:
E-mail: Anonymous

Comments:
I am writing to express my concern that local phone companies will increase service charges. I opposed legislation in the recent session to allow such increases. Most people are not concerned about their long distance calls as there are ways to control that -- Sam's discount cards and other discount programs. However, we cannot control the local service charges which, are very expensive. My husband and I own a small mom and pop business. For one phone line, one fax, and DSL, the bill is about $160 a month. This does not include long distance charges. People on fixed income cannot afford continual raising of fees.

No response is necessary

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

Ruth Nettles

From: **Ruth McHargue**
Sent: **Wednesday, September 17, 2003 2:22 PM**
To: **Ruth Nettles**
Subject: **FW: LEC rate increase**

030868

General ɔmment/Questic | Other | Other

Here is more docket correspondence. Thanks

-----Original Message-----
From: Diana Falise
Sent: Wednesday, September 17, 2003 12:13 PM
To: Ruth McHargue
Subject: LEC rate increase

Ruth,

Three new protests.
I filed information requests for Ms. Morrill 557483C and Ms. Myers 557479C as they expressed concerns regarding service quality as well as the rate adjustments. I've requested further information from the customers as the emails they sent did not contain enough information to file a complaint.
(see the protests below entitled 'Other').

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

(Comments bellow are from CAF/McHargure)
Ruth,

Three new protests.
I filed information requests for Ms. Morrill 557483C and Ms. Myers 557479C as they expressed concerns regarding service quality as well as the rate adjustments. I've requested further information from the customers as the emails they sent did not contain enough information to file a complaint.
(see the protests below entitled 'Other').

Ruth,

I'm printing this e-mail for all three Dockets, 030867, 030868, and 030869.

Thanks,

Ruth Nettles.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 17, 2003 10:40 AM
To: CAF Internet Mail
Subject: Other

September 17, 2003

Contact Information:

Name: MARJORIE MORRILL
Company: GOLDEN
Primary Phone: 850-526-4286
Secondary Phone: 850-526-2907
E-mail: gssi@wfeca.net

Comments:
I WILL BE UNABLE TO ATTEND ANY OF THE MEETINGS ABOUT THE INCREASE IN OUR PHONE BILLS, BUT I WOULD LIKE TO EXPRESS MY FEELINGS. I DO NOT FEEL WE GET GOOD ENOUGH SERVICE NOW, THE LINES IN OUR AREA OR POOR AND SO IS THE SERVICE. I FEEL THE SERVICE IS HIGH ENOUGH NOW AND WE SHOULD NOT HAVE TO PAY FOR OUTRAGIOUS SALARIES. WE OWN A SMALL BUSINESS AND IT IS HARD TO MEET OUR BILLS NOW. THANK YOU FOR TAKING MY VOTE ON THE MATTER, I VOTE NO TO HIGHER BILLS.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.01; Windows 98)
http://www.psc.state.fl.us/contact/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 17, 2003 3:36 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 17, 2003

Contact Information:

Name: Charles Stone
Company:
Primary Phone: 407-847-5960
Secondary Phone:
E-mail: canam@mpinet.net

Comments:
I am absolutely against the Phone companies request to raise local rates in exchange for a supposed decrease in long distance rates. I am on Social Security disability and the last thing I need is a rise in local phone rates which, since they are a monopoly, leave me no option. I have taken it upon myself to search out a low cost long distance service so I stand lose because of my own frugality. The idea that a rate increase would foster competition is ludicrous. The only real competition would come from the state getting out of the communications regulation business entirely and letting the free market work its magic.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Patty Christensen; Felicia Banks; Beth Keating
Subject: FW: Basic Residential Telephone Service

printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Emcook12@cs.com [mailto:Emcook12@cs.com]
Sent: Wednesday, September 17, 2003 10:03 PM
To: CAF Internet Mail
Subject: Basic Residential Telephone Service

To the PSC Commissioners;

Please do not grant the proposed telephone a rate increase.

The argument that it will reduce long distance rates is hogwash. My long distance rate is 3 cents per minute now so how much lower can it go?

The basic rate is what is killing us senior citizens. We don't have to make long distance calls if we can't afford it but we do have to make local calls. Basic phone service is not a luxury but a necessity. Thanks

Ruth Nettles

To: **Nekey Garcia**
Cc: **Patty Christensen; Beth Keating; Felicia Banks**
Subject: **FW: Phone rates**

I'm placing this e-mail in Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Rae Jesano [mailto:klutzylibrarian@hotmail.com]
Sent: Wednesday, September 17, 2003 6:18 PM
To: CAF Internet Mail
Cc: jeb.bush@myflorida.com
Subject: Phone rates

I will not be able to attend the meetings, because I work for a living and cannot take time off to travel to one of the locations where the meetings are being held.

I for one will cancel my landline phone service with Bell South if these rate hikes go into effect and rely solely on my cell phone and cable for my internet access. Many of my friends are planning to go this route if this rate hike takes effect. My friends who are not going to cancel our phones will switch all our services from Bell South, Sprint or Verizon. It deplorable that these phone companies want more money for fewer and declining quality of services. It seems that they are just interested in

This wil create a financial hardship for the large number of elderly people in this state who are on fixed incomes or whose retirement earnings have been slashed due to the current economic situation .

Remember your job is to SERVE THE PUBLIC NOT THE BIG BUSINESSES!!!!!!!! (Yes I realize I am yelling)
Rae Jesano

Fast, faster, fastest: Upgrade to Cable or DSL today!
https://broadband.msn.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: Telephone rate increases

'm placing this e-mail for Dockets 030867, 030868, and 030869.

---Original Message-----

From: Glory K. Ruby [mailto:gkruby@yahoo.com]

Sent: Wednesday, September 17, 2003 7:40 PM

To: CAF Internet Mail

Subject: Telephone rate increases

Dear Commissioners:

was dismayed that there will not be a hearing re' the above subject in Gainesville, so I would like to take this opportunity to expres: ny opinion.

Supposedly the rate increases will be offset by increased competition and lower long distance rates. Even if I believed this grossly circuitous reasoning it would be of no benefit to me. I use my cell phone for the few long distance calls I make, and so do all nembers of my family and most of my friends. In this age of increasing technological advances, cell phones and email have lecreased the need for long distance service, and this is the real reason for Bell South, Sprint and Verizon requesting these outrageous rate hikes.

urge you to do the responsible thing for the citizens of Florida whom you represent and deny this request.

Sincerely.
Glory K. Ruby
Gainesville, FL

Ruth Nettles

From: Ruth Nettles
Sent: Friday, September 19, 2003 2:41 PM
To: Nekey Garcia
Cc: Felicia Banks
Subject: FW: E-Form Other Complaints - 9013

'm placing this in Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 18, 2003 4:56 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9013

TRACKING NUMBER - 0009013 September 18, 2003

SERVICE ADDRESS

Account Number: 386-447-9080
Business Account Name:
Name: Joseph Williams
Address: 11 Briarvue Lane
City: Palm Coast
Zip: 32135
Service Phone: 386-447-9080

CUSTOMER INFORMATION

Name: Joseph Williams
Address: 11 Briarvue Lane
City: Palm Coast
State: FL
Zip: 32135
Primary Phone: 386-447-9080
E-mail: ibrk4bears@earthlink.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL720 BellSouth Telecommunications, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I am very opposed to any rate increase for local service based upon any alleged decrease in long distance charges. I currently pay $.03/min billed in 6 second increments, no restrictions, no other monthly charges. Can you assure me of a better rate than this? JP Williams POBox 354854 Palm Coast, FL 32135

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 9/18/03

TO: John Fons

FROM: J Flynn, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

08944-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 020868-TL **or (if filed in an undocketed matter) concerning** Sprint First Set PCD#5**, and filed on behalf of** Sprint / Fons**. The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Q312461)
http://www.psc.state.fl.us/consumers/complaint/review.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Local Phone Service**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: TPERY@webtv.net [mailto:TPERY@webtv.net]
Sent: Thursday, September 18, 2003 8:37 AM
To: CAF Internet Mail
Subject: Local Phone Service

Please think carefully before allowing phone companies to raise local rates.
Those of us with land lines have no choice as to who provides us with local service; we have multiple choices for long distance.
Thank you;
Myra Perry
(850-492-4832)

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks
Subject: FW: Proposed telephone rate increases

I'm placing this e-mail in Dockets 030868 and 030869.

-----Original Message-----
From: B KNOTT [mailto:brudee@msn.com]
Sent: Thursday, September 18, 2003 7:36 AM
To: CAF Internet Mail
Subject: Proposed telephone rate increases

We would like to register our complaints against the egregious basic telephone rate increases sought by Bell South and Sprint. With the help of the Florida legislature, it seems like these Public Utilities view passage of their increases as a fait accompli.

The only way in which the Public Utilities Commission can be seen as a fair and impartial mediator in these matters will be to hold public hearings in local communities throughout the State of Florida. The real voice of the Florida public needs to be heard and that will not be accomplished by inviting us to attend hearings in Tallahassee. We urge you to implement a program of public hearings to address this issue.

Brian & Doris Knott
82 Tropical Falls Drive
Ormond Beach, FL 32174
386-676-1329
brudee

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, September 19, 2003 1:19 PM
To: CAF Internet Mail
Subject: Other

September 19, 2003

Contact Information:

Name: Norman Weiss
Company:
Primary Phone: 5614887020
Secondary Phone:
E-mail: normanlee1@brcs.org

Comments:
Please turn down any increase on local or instate telehones. Since the breakup of the AT&T monopoly, my phone cost has risen from just over $7 per line to about $25 per line.

Instead of getting competition to reduce telephone cost, it has risen over 300%.

It is time to stop this riop-off of the local consumer.

Accordingly, I look to the PUC to deny the current request for incresed charges.

Do turn down the requet for increases!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Q312461; YComp 5.0.0.0)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 18, 2003 1:23 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 18, 2003

Contact Information:

Name: richard reina
Company:
Primary Phone: 813-988-0739
Secondary Phone:
E-mail: rreina@tampabay.rr.com

Comments:
The proposed increase of nearly 20% for local service would take half of my SS increase. Dont you think this is five or six times as much as it should be? Their employees are overpaid and their pensions are too extravagent. Ask for the sun and you may get the moon.
Richard Reina

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen**
Subject: **FW: telephone rate increase**

I'm placing this in Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Sylvia Blackett [mailto:sblackett32169@yahoo.com]
Sent: Thursday, September 18, 2003 10:46 PM
To: CAF Internet Mail
Subject: telephone rate increase

Dear Sirs:

I hereby express my objection to the rate increase
requested by the telephone companies.
I am depending on you to deny this request.

Sylvia Blackett

Do you Yahoo!?
Yahoo! SiteBuilder - Free, easy-to-use web site design software
http://sitebuilder.yahoo.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue

Subject: FW: my county and problem are very broad!

'm placing this e-mail in Dockets 030867, [redacted] and 030869.

---Original Message-----

From: mey653@aol.com [mailto:mey653@aol.com]

Sent: Monday, September 22, 2003 10:12 PM

To: CAF Internet Mail

Subject: my county and problem are very broad!

hear that there is a deal on the table to increase our local phone service- I disagree with the 'rising' cost- based on the idea that ıow more than ever computers, contracting of jobs, and sending jobs overseas have had significant effect of these large ıusinesses bottom lines- I feel that if they want to increase anything then they need to show us as consumers where they are ıutting it- I want to see more people employed for these companies from our area- for every 100 people using their services I want ıt least 1 customer service agent in our state paid and trained, I want a repair person, paid and trained- what they do to their ıusiness customers is their business- but they are making a huge profit with very little invested in our communities as it is and if hey intend to deduct more out of our pockets- I want to see it benefiting our actual state and communities! Please review any offers o increase these service costs and remember how long you had to hold just find out what one charge was on your bill and then tell ne- is it worth paying more for this service? Where is the service?

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Other

I'm printing this for Docket 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 22, 2003 10:26 AM
To: CAF Internet Mail
Subject: Other

September 22, 2003

Contact Information:

Name: Connie Owens
Company:
Primary Phone: 305-598-8139
Secondary Phone: 786-596-6534
E-mail: clniehus@aol.com

Comments:
I wish to protest about the telephone rate hike passed by the state. This is a blatant rip-off for customers who won't benefit from lower long distance. I don't use long distance service and feel that I shouldn't subsidize people who do. The vote on this increase was paid for by lobbyists of the phone company.

BellSouth is also violating rules about implementing the increase.

Please stop this outright money grab by the phone company.

Yes, I wish to be contacted

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

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 23, 2003 10:14 AM
To: CAF Internet Mail
Subject: Other

September 23, 2003

Contact Information:

Name: Barry Kenney
Company:
Primary Phone: 305 245 9182
Secondary Phone: 7863486059
E-mail: RBKFL@CS.COM

Comments:
RE:Local Phone rate increase.I do NOT USE LONG DISTANCE WHY SHOULD I HAVE TO PAY SUCH A LARGE INCREASE?How do we even know if "THEY" will pass on SAVINGS they didn't before Tell them NO! Speak up for us little people.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Win98; en-US; rv:0.9.4.2) Gecko/20021112 CS 2000 7.0/7.0
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

Good afternoon. I'm printing this for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 23, 2003 10:05 AM
To: CAF Internet Mail
Subject: Other

September 23, 2003

Contact Information:

Name: Margaret Cannon
Company:
Primary Phone: 941-346-7283
Secondary Phone: 941-346-9256
E-mail: bruceandmargaret@comcast.net

Comments:
I am writing to ask the phone rate increase be denied. Basic local service is critical to most citizens. This rate increase will make it increasing difficult for Florida residents to maintain basic phone service.

Thank you,
Margaret Jean Cannon
548B Beach Road
Sarasota, Florida 34242

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; H010818)
http://www.psc.state.fl.us/contact/submit.cfm
www.psc.state.fl.us

Ruth Nettles

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

I'm printing this e-mail for Sprint's Docket, 030868. ✓

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 23, 2003 1:33 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 23, 2003

Contact Information:

Name: scott mccraney
Company:
Primary Phone: 850-863-1561
Secondary Phone:
E-mail: scottmccraney@yahoo.com

Comments:
Hello PSC
By now, I am sure you are on your way in determining whether SPRINT should have an increase in their rates effective October 2003. Please take this into consideration, I only have basic service w/ them at the cost of 19.93. Of that bill, 10.15 is for the svc and the remainder is ALL TAXES. How much longer is the consumer going to get screwed by SPRINT. Why are they constantly having increases!?!?! If this is approved, I will be one of the first people to cancel my services for this over-priced service. Please dont allow any more increases, as the quality of services is not improved.
An Upset Consumer
Scott McCraney
PO Box 233
Ft Walton Beach, Fl32549

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; Hotbar 4.1.5.0)
http://www.psc.state.fl.us/contact/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Ruth McHargue
Subject: FW: E-Form Other Complaints - 9076

Good afternoon. I'm printing this e-mail for Dockets 030867 and 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 24, 2003 9:26 AM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9076

TRACKING NUMBER - 0009076 September 24, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Joe Hazelwood
Address: 34110 A Nice Pl
City: Dade City
Zip: 33523
Service Phone: 352-518-5238

CUSTOMER INFORMATION

Name: Joe Hazelwood
Address: 34110 A Nice Pl
City: Dade City
State: FL
Zip: 33523
Primary Phone: 352-518-5238
E-mail: Joe.Hazelwood@atk.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TI793 Sprint
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: I firmly oppose the rate increase being requested by Sprint and Verizon especially after the passing of he TeleCompetition Innovation and Infrastructure Enhancement Act (Senate Bill 654)which was supposedly going to lecrease rates and increase competition. All this was, was self serving legislation for the telecom companies. As usual our state legislature showed us their true colors. If this rate increase goes through I will change my phone service to a wireless provider that is not connected with either Sprint or Verizon and do away with the land line comminng into my nome.

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

Good morning. I'm printing this comment for all three Dockets, 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, September 24, 2003 1:38 PM
To: CAF Internet Mail
Subject: Other

September 24, 2003

Contact Information:

Name: barbara porter
Company: na
Primary Phone: 954.523.3474
Secondary Phone:
E-mail: jandbporter@earthlink.net

Comments:
Re: Rate hikes for basic phone service.

We are very strongly opposed to ANY rate hike.

Jared and Barbara Porter

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)
http://www.floridapsc.com/contact/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: TELECOMMUNICATIONS RATE HIKE

'm priting this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Nekey Garcia
Sent: Thursday, September 25, 2003 9:26 AM
To: Ruth Nettles
Subject: FW: TELECOMMUNICATIONS RATE HIKE

Please add to dockets
---Original Message-----
From: LUTHER W. LASSITER [mailto:sabre17@direcway.com]
Sent: Friday, September 19, 2003 4:06 PM
To: wgarcia@psc.state.fl.us
Subject: TELECOMMUNICATIONS RATE HIKE

MR, GARCIA....

THE FLPSC HAS NO EXCUSE TO COWER DOWN TO THE PHONE COMPANIES.
THERE EXIST NOT ONE SINGLE EXCUSE FOR THIS RATE HIKE OTHER THAN GREED
AND FLPSC MEMBERS BEING JOB SCARED. YOU ARE THE FLPSC SIR, THE PHONE COMPANIES BOW TO YOU FOR
RATE INCREASE APPROVAL NOT THE OTHER WAY AROUND. THIS INCREASE IS NOT JUSTIFIED AND YOU NOR THE
PHONE COMPANIES
CAN FIND ANY JUSTIFICATION. IT IS TIME TO STAND UPRIGHT AND SAY "MOTION DENIED". GET OFF YOUR KNEES.
THE PHONE COMPANIES CAN AND WILL SURVIVE
ON THEIR CURRENT PROFITS. KEEP RAISING THE RATES AND YOU WILL HAVE MASS PUBLIC SABATOGE ON
JUNCTIONS AND ANY PHONE RELATED EQUIPMENT.
THIS IS IN NO WAY OR MEANS A THREAT TO THE SECURITY OF PHONE COMPANY FIELD STATIONS OR
EQUIPMENT.....JUST A REMINDER OF WHAT A PISSED OFF
CONSUMER PUBLIC COULD DO IF THE "GREED" ISN'T STOPPED.

SGT. LUTHER LASSITER..VIETNAM VETERAN....'66-'70

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: P.S. TO TELECOM. RATE HIKE

✓

'ou got it....I'm placing this in Dockets 030867, 030868, and 030869.

---Original Message-----

From: Nekey Garcia
Sent: Thursday, September 25, 2003 9:26 AM
To: Ruth Nettles
Subject: FW: P.S. TO TELECOM. RATE HIKE

Please add to dockets

---Original Message-----

From: LUTHER W. LASSITER [mailto:sabre17@direcway.com]
Sent: Friday, September 19, 2003 4:13 PM
To: wgarcia@psc.state.fl.us
Subject: P.S. TO TELECOM. RATE HIKE

HAVE MADE 3 COPIES OF THE LETTER I JUST SENT TO YOUR OFFICE JUST TO INSURE THAT MY WORDS ARE NOT MISCONSTRUED BY ANY POLITICAL OFFICIAL OF THE PHONE COMPANIES OR ANY STATE GOVERNING BODY. I TRUST NO SGT. LUTHER LASSITER..RVN '66-'70
PLANT CITY

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Angie Calhoun**
Subject: **FW: General Comment/Question**

I will place this e-mail in Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, September 25, 2003 3:44 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 25, 2003

Contact Information:

Name: Wayne Manla
Company:
Primary Phone: 305-361-6581
Secondary Phone:
E-mail: wmanla@aol.com

Comments:
GENTLEMEN;
Please stop these unwarranted increases being sought by telecom industries. Between the utilities and the sugar industry its hard to beleive that there are any honest politicians left. You guys are there to protect the consumer. Behaving like our govenor does not instill confidence in your work. Thanks Wayne Manla

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows 98)
http://www.psc.state.fl.us/contact/submit.cfm
www.psc.state.fl.us

030078-TL

This is in response to the proposed rate increase by Sprint for their basic phone rate.

Sprint currently offers "Sprint FastConnect DSL" for $39.99 per month. They also provide a $50.00 rebate, a Free Modem and a choice of either a FREE DVD Player, a $50.00 Target GiftCard or a $50.00 Visa gift card.

If we use $100.00 as the cost of the Free Modem, the following would compute to:

Rebate:	$ 50.00
Free Modem:	$100.00
Free DVD or Gift Card:	$ 50.00
Total	$200.00

COMMISSION CLERK SEP 29 AM 9:49

If we divide the $200.00 by 12 months and subtract that $16.67 from the $39.99 per month we arrive at the real charge for their DSL service as $ 23.32 per month.

If Sprint can afford to receive $23.32 per month for their DSL service, a service that has to cost 5 to 10 times more to provide than their basic phone service, Sprint needs to reduce their Basic rate, not increase it. Or is Sprint forced to provide DSL at below cost because they have competition from cable, satellite and other Internet providers and seek to recoup the deficit by over charging for Basic Service where most of their subscribers do not realize that they have a choice of providers, if in fact they do.

I do not see how the Public Service Commission could possibly allow any increase of Sprint's basic phone rates, much less a 60% increase no mater if it is phased in over 1 year, 2 years or 10 years. The basic phone user should not have to subsidize Sprint's DSL or any other service they feel compelled to sell below cost.

AUS ___
CAF ___
CMP 1
COM ___
CTR ___
ECR ___
GCL 1
OPC ___
MMS ___
SEC ___
OTH ___

Thank you

Steven M Eastwood

(850) 243-3601

SEP 26 2003

Enclosures: Pensacola News Journal article and printout from Sprint's website.

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: RE: Your e-mail to the Florida Public Service Commission on September 10, 2003

Okay. I'll place this in Docket 030868.

-----Original Message-----
From: Nekey Garcia
Sent: Thursday, September 25, 2003 5:01 PM
To: Ruth Nettles
Subject: FW: Your e-mail to the Florida Public Service Commission on September 10, 2003

Here's another
-----Original Message-----
From: Cowen [mailto:aeiou@inetw.net]
Sent: Friday, September 19, 2003 12:22 PM
To: Nekey Garcia
Subject: Re: Your e-mail to the Florida Public Service Commission on September 10, 2003

My dear Nekey Garcia:

With all due respect to the Public Service Commissioner's it is very sad to realize we who fall into the senior category and unable to pay the fee for long distance service will be paying for it if the PSC approves this raise. Telephone companies are not that poor since they are able to tap into the computer services which was income they did not have in the past. I say this is a farce.

Respectfully,

Chester H. Cowen
aeiou@inetw.net

----- Original Message -----
From: "Nekey Garcia" <WGARCIA@PSC.STATE.FL.US>
To: <aeiou@inetw.net>
Sent: Friday, September 19, 2003 10:10 AM
Subject: Your e-mail to the Florida Public Service Commission on September 10, 2003

: Dear Mr. Chester Cowen:
:
: The following information is being provided in response to your
: September 10, 2003, correspondence regarding Sprint-Florida, Incorporated's
: (Sprint) petition to amend its local rates.
: As allowed by Section 364.164, Florida Statutes, which is titled
: "Competitive Market Enhancement," Sprint filed a petition with the Florida
: Public Service Commission (FPSC) seeking to reduce its rates that long
: distance companies pay for local connections (intrastate switched network
: access rate). The FPSC is required to issue its final order granting or
: denying the petition within 90 days of the filing of a petition. In
: reaching its decision, the FPSC must consider specific criteria that are
: outlined in the Florida Statutes. One of the criteria requires that any

: approved Sprint access rate reductions be offset by increases in its local
: telephone rates. The Commission, the Office of Public Counsel, as well as
: all other interested parties will be evaluating Sprint's petition as it
: relates to all the criteria outlined in Florida Statutes. Under the
: current schedule, a final order on this matter should be issued on or
about
: November 25, 2003.
:
: Your comments are appreciated and will be placed in the docket file
: (Docket No. 030868-TL) as correspondence which will be available for
review
: by all interested parties. If you have any questions, please contact
Nekey
: Garcia at 850-410-8033 or by e-mail at wgarcia@psc.state.fl.us.
:
:
:
: Sincerely,
:
:
:
: Beth Salak, Director
: Division of
: Competitive Markets
: and Enforcement
:

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks; Patty Christensen**
Subject: **RE: Your reply to the Florida Public Service Commission**

Okay, I will place this comment in Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Nekey Garcia
Sent: Thursday, September 25, 2003 4:07 PM
To: Ruth Nettles
Subject: FW: Your reply to the Florida Public Service Commission

Here's another

-----Original Message-----
From: LUTHER W. LASSITER [mailto:sabre17@direcway.com]
Sent: Thursday, September 25, 2003 1:33 PM
To: Nekey Garcia
Subject: Re: Your reply to the Florida Public Service Commission

THANKS FOR THE REPLY BETH. ONE VOICE DOES NOTHING TO GET PSC'S ATTENTION AS TO JUST HOW MUCH THE PUBLIC IS PISSED-OFF OUT HERE WITH RATE HIKES EVERYTIME THEY TURN AROUND. YOU KNOW JUST AS I AND THE REST OF FLORIDA KNOWS.....,RATE HIKES ON ANYTHING PSC REGULATED IS NOT JUSTIFIED AT THE PRESENT TIME. KEEP IT UP AND THE PUBLIC WILL START USING INTIMIDATION AND EXTREME VIOLENCE TO GET THEIR DAMN ATTENTION. NO RATE HIKES!!!.....PERIOD!!. PHONE DON'T NEED IT, ELECTRIC DON'T NEED IT, AND SURE AS HELL, GASOLINE DOESN'T NEED IT. NO HIKES!!.....STOP IT!!

SGT. LUTHER LASSITER...VIETNAM VETERAN...'66-'70
PLANT CITY
----- Original Message -----
From: "Nekey Garcia" <WGARCIA@PSC.STATE.FL.US>
To: "'LUTHER W. LASSITER'" <sabre17@direcway.com>
Sent: Thursday, September 25, 2003 9:24 AM
Subject: Your reply to the Florida Public Service Commission

> Dear Mr. Lassiter,
>
> Thank you for your additional comments. As noted in my prior
> response, the Florida Public Service Commission will consider all the
> criteria outlined in the statutes prior to rendering a decision on any
rate
> changes. If you would like to address the Commission in person, I would
> encourage you to attend one of the public meetings scheduled throughout
the
> state. A complete listing of all the public meetings can be found at
> www.floridapsc.com. As with your original correspondence, your additional
> correspondence will be placed in the docket files (030867-TL; 030868-TL;
> 030869-TL).
>
>
> Sincerely,
>
>
> Beth Salak, Director
> Division of
> Competitive Markets and Enforcement

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Angie Calhoun
Subject: FW: General Comment/Question

Good morning. I will print this e-mail for Docket 030868.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, September 26, 2003 2:14 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 26, 2003

Contact Information:

Name: James McClure
Company:
Primary Phone:
Secondary Phone:
E-mail: jimmcclure@aol.com

Comments:
Subject: Proposed Telephone Rate Increase
Retiring from the military, I returned from overseas to my current home in Florida in 2000 -- that's when I started local phone service with Sprint. In the last three years, my phone bill has increased markedly four times -- with no change in service. (My last bill also included a new charge for "Carrier Cost Recovery Charge" for $.99, which I was informed goes chiefly to pay for Sprint's property taxes.)
Allowing Sprint to increase their rates -- again -- with no increase/improvement in service is ridiculous. And it certainly does NOT serve the public interest.
Please assure me and all other Florida taxpayers that you will deny any and all such ill-conceived rate increases.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows NT 5.1; .NET CLR 1.0.3705)

www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 28, 2003 11:21 PM
To: CAF Internet Mail
Subject: Other

September 28, 2003

Contact Information:

Name: Michelle Donahue
Company: n/a
Primary Phone:
Secondary Phone:
E-mail: donahuemailbox@yahoo.com

Comments:
I want to voice my opinion on the telephone rate hikes expected to take place soon. Me and my entire extended family are against this, as are my close family friends. If this takes place, my husband and I are seriously considering doing away with our phone service and moving strictly to cellular services, and will be recommending that others do the same. We are also considering an email campaign urging folks in other parts of Florida to follow. We already do NOT have long distance installed because of the ridiculous charges and choose to use calling codes or calling cards for our long distance. If now the telecommunications industry is going to increase my BASIC bill by the same amount I was spending on long distance priveledges in the past, then we're gonna find another solution and passionately encourage others to do so. And quite frankly, we hope it really packs a financial punch to the local phone companies because they are obviously greedy. We're tired of our hard earned money flying out the window over things like this. In our opinion, it is smacks of underhanded, sneaky manipulation. Telecommunications already makes billions each year in profit. They don't need more of my pay check. If they want more money, they need to get rid of the flashy, wasteful advertising they send out everyweek as such things go into the trash 9 times out of ten. People know what they want, and we are grown up enough to call them when we want something. What we DON'T want is the local price hike, and there will be serious uproar over such a thing if they go forward with it. Consumers are tired of being toyed with.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Roadrunner; .NET CLR 1.1.4322)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Phone companies requested increase

√

m printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
rom: PWCarterWP@aol.com [mailto:PWCarterWP@aol.com]
ent: Sunday, September 28, 2003 11:45 PM
o: CAF Internet Mail
ubject: Phone companies requested increase

reetings:

elevision news is reporting that the telephone companies have requested a $6.00 per month increase, and hat the Public Service Commission is holding meetings throughout the state to allow the public to comment.

nfortunately, I am disabled and unable to attend one of these meetings. I do not believe this should cause ne to be unable to register my comments. Please let me know where my email or US postal mail comments hould be addressed.

hank you.

atricia Winn Carter
wcarterwp@aol.com
04 Pleasant Grove Drive
Winter Springs, FL 32708

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 28, 2003 6:26 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 28, 2003

Contact Information:

Name: Robert vanistendal
Company:
Primary Phone: (352) 683-9014
Secondary Phone: (352) 683-9014
E-mail: rvaniste@tampabay.rr.com

Comments:
What ever happened to the great sell, compitition will create lower phone bills.
We knew that was a lie while the lobbiest were filling the political pockets.
Well we are tired of this crap.
And millions are watching you like you have never been watched before.
This telephone increase request better not get the old rubber stamp this time.
The public is getting outraged.
They are doing quite well with the rates they charge now. they are just greedy and you should not vote to give them an increase.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; Hotbar 4.3.5.0)
http://floridapsc.com/contact/contact_form/contactform.cfm
floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mial for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 28, 2003 12:29 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 28, 2003

Contact Information:

Name: Clifford Steenhoff
Company:
Primary Phone:
Secondary Phone:
E-mail: j3mia03@yahoo.com

Comments:
I am opposed to the proposed local telephone rate increase. I have a telephone, which I doubt I have made 10 local outgoing calls in the last year. I would also estimate that 99 percent of my incoming calls are from tele-marketers.

There is absolutely no valid reason why my phone rate should increase to cover telephone company losses because they are cutting their long distance rates. Let those people making the calls pay for them.

Why should I subsidize Joe Blow who want to call Timbuktu?

Clifford Steenhoff
950 Banks St NW
Palm Bay, FL 32901

No response is necessary

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.4) Gecko/20030624 Netscape/7.1 (ax)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Web Site Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Karen Dockham
Sent: Monday, September 29, 2003 11:28 AM
To: CAF Internet Mail
Subject: FW: Web Site Comment/Question

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, September 28, 2003 6:20 PM
To: webmaster@psc.state.fl.us
Subject: Web Site Comment/Question

September 28, 2003

Contact Information:

Name: verlin hess
Company: none
Primary Phone:
Secondary Phone:
E-mail: verhes@aol.com

Comments:
I hope you refuse to grant the telecommunication industry a rate increase. This is nothing more than greed by the phone companies. Our Legislature and Govenor were bought by the phones companies. I hope you vote against the increase.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows NT 5.1; .NET CLR 1.1.4322)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue

Subject: FW: phone rate increases

m printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Keith Backhaus [mailto:kbackhaus@seniorfriendship.com]
Sent: Monday, September 29, 2003 11:07 AM
To: CAF Internet Mail
Subject: phone rate increases

Please do not fall for this change in law and rate increases. The seniors in Florida and the working people in our service economy can not take the kind of rate increases this will bring. Please do not allow this to happen.

Keith Backhaus
Elder Advocate

Confidentiality Note: This email is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential or otherwise protected from disclosure. Dissemination, distribution or copying of this email or the information herein by anyone other than the intended recipient, or an employee or agent responsible for delivering the message to the intended recipient, is prohibited. If you have received this email in error, please call me and destroy the original message and all copies.

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 10:45 AM
To: CAF Internet Mail
Subject: Other

September 29, 2003

Contact Information:

Name: Jeanne Diesen
Company:
Primary Phone: 386-428-9389
Secondary Phone:
E-mail: jkdiesen@ucnsb.net

Comments:
Members of the Public Service Commission:

I cannot attend one of your hearings but want to protest the local service rate hike request from the three big communications companies.

Please vote no on this request.

Thank you

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.4) Gecko/20030624 Netscape/7.1 (ax)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Docket 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 11:36 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: Manfred Parker
Company:
Primary Phone: 772-489-6316
Secondary Phone:
E-mail: magman2@msn.com

Comments:
My wife and I wish to express our concern for the up-coming request by Bell-South and others requesting such a rediculous increase in local phone rates. We pay enough now!! Also, have you ever looked at your phone bill? It takes a Philadelphia lawyer to figure it out! Eight different sections and sub-sections within those. What is needed is a simpler phone bill! And all the taxes and special fees on the bill. What a farce! Keep the poor and us fixed income people on your mines when you vote for this outrageous request!

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; MSNIA; Windows 98; Win 9x 4.90; Q312461)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this comment for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 11:39 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: Loyal Farrell
Company: retired
Primary Phone:
Secondary Phone:
E-mail: lfarrell@surfbest.net

Comments:
I strongly urge you to reject the outrageous phone rate increase approved by our legislature.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; MSN 2.5; Windows 98; Q312461)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: Proposed Phone Rate Increase

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'm printing this e-mail for Dockets 030867, 030868, and 030869.

---Original Message-----

From: Earl Concors [mailto:EConcors@worldnet.att.net]

Sent: Monday, September 29, 2003 7:10 AM

To: CAF Internet Mail

Cc: Troxler@sptimes.com; Roland E. Kissinger; Rob Bunch; Rich Prestera; Len Mewhinney; Jack Ohlhaber; UserDave4742@cs.com

Subject: Proposed Phone Rate Increase

It is essential that the commision ***reject*** the request for phone rate increases.

Most long distance rate competition is from phone cards and the use of cell phones there will be no offsetting benefit to the L/D consumer.

Also the rate increase will result in additional taxes and fees on the rate increase.

We are certain you are already aware of these considerations and so are we.

We will visit with you Friday in Tampa

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 9:44 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: RONDA BURNHAM
Company: PRIVATE
Primary Phone: 727-898-4075
Secondary Phone: 727-898-4075
E-mail: rondalea@juno.com

Comments:
I will not be able to travel to Tampa Friday for the hearing, but wish to register my disapproval of the telephone rate hike. I consider it another Republican, dishonest maneuver, and wish you to note my disapproval.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows NT 5.0; H010818)
http://www.floridapsc.com/contact/contact_form/submit.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mial for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 9:43 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: Ronald Yanko
Company: Retired
Primary Phone: 321-633-6370
Secondary Phone:
E-mail: ronyanko@earthlink.net

Comments:
Subject: Proposed local telephone rate increase

Raising local residential telephone rates to offset the cost of long distance access doesn't seem logical to a me as a Florida resident. It would seem more logical to have those using local phone service to pay for the cost of local service. Those using long distance service should pay for the cost of long distance service. The users of local telephone service should NOT be required to subsidize long distance service users. I'm sure that you are aware that not all citizens who use local phone service also use long distance service.

Please do not approve the requested increase to local telephone service rates.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; YComp 5.0.2.6)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this comment for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 9:01 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: james stobbe
Company:
Primary Phone: 352 382 1922
Secondary Phone:
E-mail: jstobbe@tampabay.rr.com

Comments:
say no to phone rate increse

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.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

√

I' printing this e-mail for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 8:59 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: Emil Tuch
Company: Aim Solid Surface Countertops
Primary Phone: 727-862-9901
Secondary Phone:
E-mail: Kitchenguy11@aol.com

Comments:
Recently the media reported that the telephone companies are going to request a rate hike that will result in a $6.00 increase per month for residential customers.
This tax is quite unecesary because during the Clinton administration, Vice President, Al Gore pushed a tax on the communications industry to allegedly wire all our nations schools for the internet. That tax still remains on our bill to this day.
I'm certian that money can be diverted to the telephone companies in the form of an increase, if indeed an increase is deserved.
The problem with increases and taxes is, they never go away.
Take the "Al Gore" internet tax that probably wired every school in the country ten times over by now and give it to the telecom companies IF they can prove they deserve an increase.
While your at it, please examine the other unnecessay taxes that appear on our telephone bills every month and stop this taxation frenzy.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows 98)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 9:31 AM
To: CAF Internet Mail
Subject: Other

September 29, 2003

Contact Information:

Name: Dan Mondo
Company:
Primary Phone: 941-792-9790
Secondary Phone: 941-792-9750
E-mail: dmondoies@aol.com

Comments:
To whom this may concern:

NO rate increases in Phone Rates!

As a FL phone consumer, I want to state that I feel ANY additional telphone rate increases are WRONG and completely UNNECESSARY. I understand that the providers have asked for the largest rate increase ever to offset the costs of allowing long distance carriers to utilize their telephone lines. These same companies have NOT significantly increased the quality or level of service that they provide to their consumers to support any increase, they have only increased additional service options that consumers already choose to pay more for. And the basic services that they provide are basically NOT any more improved today than they were ten yrs ago, the only difference is that the providers are not allowed to monopolize the transmission lines for long distance service in the name of fair business practices. As a consumer I am very tired of these companies asking for more and more from their consumers while providing NO basic service improvements and while seeing significant cost increases to their consumers. The role of the Public Service Commision (PSC) is to represent the citizens and deal fairly with the business that provide vital citizen services, in doing so the PSC needs to DENY any additional rate increases that would significantly impact the citizens of FL. As consumers and tax payers we are tired of all the tax and rate increases that we see day in day out!

Unfortunately, I will be on business travel and will be unable to attend either of the two local public comment meetings that the PCS is holding in my area. So I wanted to express my feelings to the PCS in some manner, and unfortunately this note was one of the only ways that I could possible send my comments to the PCS, so please forward this to the appropriate individuals and contact me if you feel it is necessary to verbally discuss.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; Q312461)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 8:51 AM
To: CAF Internet Mail
Subject: Other

September 29, 2003

Contact Information:

Name: Chris Runk
Company:
Primary Phone: 904 471 8272
Secondary Phone:
E-mail: runkprop@bellsouth.net

Comments:
Re: Rate increase
I could accept a small increase but not the largest increase in history. I don't feel that this large of increase is responsible or justified. Please give this point of view some consideration. Thank You.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
http://www.floridapsc.com/contact/contact_form/submit.cfm
www.floridapsc.com

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue

Subject: FW: PSC website

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: gpick.1 [mailto:gpick.1@juno.com]
Sent: Monday, September 29, 2003 8:47 AM
To: CAF Internet Mail
Subject: PSC website

Aside from a complaint against a specific company, there does not appear to be any other way to express my feelings to you other han this e-mail. The people of Florida should not have to take time off to travel to hearing to be able to express their concerns bout the Local Providers request to increase their rates..

Hopefully this avenue will work!! If the providers could assure the users that our level of service would mprove by the same percentage as their requested rate increase it might be O K, but it is highly unlikely that it will. I for one were t not for the fact that I need a telephone line for my computer, would disconnect my land line an depend strictly on my Cell phone. Further increases in local phone rates, may require me to do that anyway. Perhaps the PSC could suggest a computer only service at a reduced rate.

//R Gary Pickett

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Telephone rates

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Dick & Treva [mailto:dicktreva@mfi.net]
Sent: Monday, September 29, 2003 8:45 AM
To: CAF Internet Mail
Subject: Telephone rates

Please do not allow large phone rate increases. We **never** make a long distance call through our carrier. we seldom make long distance calls and when we do we use a Sams Club, AT&T Card that costs .0374 cents per minute.
We are retired and every year everything but our income goes up. Please give us a break.

Thanks
Dick & Treva Dillon
Ocala
352-237-2340

Ruth Nettles

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

I'm printing this e-mial for Docket 030868.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 7:43 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: William Fuller
Company:
Primary Phone: 352-291-2989
Secondary Phone: 352-291-2989
E-mail: truegrit@military.com

Comments:
I want to comment on the proposed higher prices for residential phone rates.

I can shop for lower long distant rates, but I can't shop for lower local basic phone rates. What I can do is cancel my local phone service with Sprint and shop for a cell phone service.

I've sent a letter to Sprint telling them that I will boycott them should they raise their local phone rates.

Everyone in Florida can do the same thing.

The phone companies want to raise their basic rates so they can compete with the long distant companies. There is no savings for the consumer.

DON'T ALLOW THE PHONE COMPANIES TO CON YOU. DO NOT ALLOW THEM TO RAISE THEIR RATES. THEY HAVE TO LEARN TO COMPETE ON THEIR OWN WITHOUT THE HELP OF THE PUBLIC SERVICE COMMISSION.

Bill Fuller
Ocala, Fl.
truegrit@military.com

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I will print this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 8:25 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: Alice Hankins
Company:
Primary Phone: 727-461-6034
Secondary Phone:
E-mail: everydayangel105@yahoo.com

Comments:
Please don't let phone companies raise our phone rates. It's a hardship for working people. This is not right.

Yes, I wish to be contacted

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

Ruth Nettles

From: Nekey Garcia
Sent: Tuesday, September 30, 2003 9:34 AM
To: Ruth Nettles
Subject: FW: Local telephone rate amendment

Please add these additional comments to **030868**. Thank you

-----Original Message-----
From: Robert Burke [mailto:rburkedxl@earthlink.net]
Sent: Monday, September 29, 2003 11:52 AM
To: Nekey Garcia
Subject: Local telephone rate amendment

Dear Mr. Nekey, thank you for your letter 9-25-2003 regarding incumbent local exchange companies petitions to lower long distance rates to increase local rates.

I suspect competition is much greater in the long distance market and profits are marginal as a result so that it is advantageous for companies like Sprint to have their "cake and eat it as well" if they reduce long distance access rates (at minimum loss) then stiff captive local markets (at great profit).

The key word is "captive". There is no competition locally for local telephone service. I'll know it competitive when I can buy local telephone call cards at the grocery store as are available for long distance!

I encourage FPSC to deny the ILEC's petition to amend their local rates.

Thank you for your attention.

Robert R. Burke

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10/1/03

TO: John P. Fons

FROM: I Henry, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

09489-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030868-TL **or (if filed in an undocketed matter) concerning** Amended Direct Testimony of John Felz Pg 9, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10·2·03

TO: John Fons

FROM: Thenry, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

09518-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030868-TL **or (if filed in an undocketed matter) concerning** Sprints responses Int. 21 & PODs 2,3,4, 15**, and filed on behalf of** Sprint / Fons**. The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: E-Form Other Complaints - 9169

'm printing this e-mail for Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 8:41 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9169

TRACKING NUMBER - 0009169 September 29, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Tim Theabo
Address: 2625 Meadow Oaks Loop
City: Clermont
Zip: 34711
Service Phone: 352-241-9343

CUSTOMER INFORMATION

Name: Tim Theabo
Address: 2625 Meadow Oaks Loop
City: Clermont
State: FL
Zip: 34711
Primary Phone: 352-241-9343
E-mail: timtheabo@yahoo.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?: This is a general complaint on the proposed huge increases in phone service. At a time when Florida families are struggling the possibility of up to 90% rate increases will force the choice to even keep service. The citizens of this State are held hostage by monopolistic companies looking to pad CEO pay at the expense to its consumers. It is the reponsibility of the Utility Commission to look out for the consumers and tell the phone companies NO. I for one will be more than happy to pull the plug if faced with the prospect of $100 a month phone service. I trust millions share my view so I ask you to consider us.
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Proposed rate increase.

Ruth Nettles

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

I'm printing this e-mail for Docket 030868.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 7:57 PM
To: contact@psc.state.fl.us
Subject: Other

September 29, 2003

Contact Information:

Name: Frances G. Boese
Company:
Primary Phone: 239/242-6297
Secondary Phone: 239/458-0696
E-mail: ostc3@aol.com

Comments:
Ladies & Gentlemen:

I am a resident of the Fort Myers area and, today, read an article in the News-Press regarding a rate increase request by BellSouth, Sprint and Verizon. The purpose of this e-mail is to let you know that I am both shocked and appalled that Sprint has the nerve to request anything - as far as I am concerned (and, evidently so are many other consumers) Sprint is already very well paid for doing nothing. While I do not wish to appear rude, check your local phone bill. Between the taxes, the Universal Services Fund, and all the other charges that can be thought of under the sun, we already pay too much for way too little.

I find it amazing that because these Local Exchange Providers are forced to take less money from Long Distance Providers. So much for passing savings on to the Consumer. Why is it that all the legalese that advocates Consumer's Rights seems to get twisted when utilities want more money?

I also question the statement I read in the paper wherein the utilities claim that these rate increases will also encourage more phone companies to come to Florida, which will eventually drive down prices. What they neglect to say is that if other phone companies relocate to this area, they generally have to run over the existing LEC's fiber until they are able to install their own. The existing LEC's receive compensation for this from their competitors, which means the competitors, at least in the beginning, have to charge a little bit more. What the consumer is also unaware of is that the "new company", running over the competitor's fiber, is at the competitor's mercy if systems go down.

The existing companies, while asking for a rate increase, also need to review their existing policies and procedures. Their monopolistic attitude has not changed and we, the consumer, are still at their mercy. They do not want new companies in the area - it means less for them. The sad part is that most consumers are so fed up with their services, or lack of, that they would be more than willing to change providers.

I strongly ask the PSC to look at this request under a microscope. Both I and my fellow consumers are really tired of having to pay for poor quality of service.

Thank you for your time.

Sincerely,

F.G. Boese

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.0; AOL 4.0; Windows 98; DigExt)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing comment for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 5:51 PM
To: contact@psc.state.fl.us
Subject: Other

September 29, 2003

Contact Information:

Name: Carlton Miller
Company:
Primary Phone: 772 589 3017
Secondary Phone:
E-mail: millerck@Irene.net

Comments:

DO NOT RAISE THE BASIC CHARGE FOR TELEPHONE SERVICE !!!!!

LET THE LONG DISTANCE USERS PAY THE COSTS SINCE THEY ARE THE ONES USING THE SERVICE !!!!!

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)

www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing this e-mial for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 6:16 PM
To: contact@psc.state.fl.us
Subject: Other

September 29, 2003

Contact Information:

Name: Ken Czernik
Company:
Primary Phone: 239-542-3177
Secondary Phone:
E-mail: linneec@earthlink.net

Comments:
I have just read about the "biggest basic phone rate increase in state history". What is this all about? What timing - when jobs are scarce and the state is already cutting back services to the elderly and the poor. Have the lobbyists won over the people? The possible long distance rate decreases and increased competion are laughable and meaningless to me. People concerne d over long distance calls can buy a phone card and get a much lowe rate. For those of us on fixed incomes, all we see are constant increases to our cost of living which are detrimental; to our standard of living. Are Public Service Commissioners elected?

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.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Other**

I'm printing for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 3:58 PM
To: CAF Internet Mail
Subject: Other

September 29, 2003

Contact Information:

Name: Carole Palka
Company:
Primary Phone:
Secondary Phone:
E-mail: carolepalka@hotmail.com

Comments:
I am writing to voice my concern about the proposed telephone rate hike. I know many people like me are working during the time the meeting is being held and will be unable to voice our concerns. At the present time I am working and even so the increase will hurt. I cannot imagine how it will affect those who are making minimun wage or are on a low fixed income. The rate hike is only the beginning. The "fees" will somehow increase as they always do when there is an increase in rates. My income has not increased at these rates so I cannot even expect to break even. Since you are representing the general public, I ask you to consider those who will be paying the bills.
Sincerely,
Carole Palka

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.22; Mac_PowerPC)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mail for Dockets 030867, **030868**, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, September 29, 2003 12:48 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 29, 2003

Contact Information:

Name: Judith Gross
Company: private citizen
Primary Phone: 850-383-0087
Secondary Phone:
E-mail: judyg@nettally.com

Comments:
I urge, implore, exhort members of the PSC not to allow phone rate increases. Citizens of this state have many affordable long-distance services available to them. Increasing local telephone rates is simply an industry buy-out at the expense of low-income residents.
PLEASE VOTE "NO" ON INCREASED LOCAL PHONE RATES

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/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: PHONE RATE INCREASE

'm printing this e-mial for Dockets 030867, **030868**, and 030869.
---Original Message-----
From: Flynnvart@aol.com [mailto:Flynnvart@aol.com]
Sent: Tuesday, September 30, 2003 11:07 AM
To: CAF Internet Mail
Subject: PHONE RATE INCREASE

AM A RETIRED PERSON ON FIXED INCOME...MY ELECTRIC BILL HAS GONE FROM $85. TO $150. MY HOME OWNERS NSURANCE HAS GONE FROM
5427. TO $760. MY MEDICAL INSURANCE HAS GONE FROM $115 A MONTH
TO $250 PER MONTH...PLEASE PUT A STOP TO THIS...
NO TELEPHONE RATE INCREASE PLEASE
RON FLYNN
126 KIWI DRIVE
BAREFOOT BAY, FL. 32976
772-664-0405

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: Telephone service**

I'm printing comment for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: jonnik@webtv.net [mailto:jonnik@webtv.net]
Sent: Tuesday, September 30, 2003 10:37 AM
To: CAF Internet Mail
Subject: Telephone service

Do not raise the rates for basic phone service.

No response necessary.

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mial for Dockets 030867, 030868, and 030869.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 30, 2003 1:43 PM
To: CAF Internet Mail
Subject: General Comment/Question

September 30, 2003

Contact Information:

Name: Robert McNary
Company: (Retired)
Primary Phone: (772) 778-1881
Secondary Phone: N/A
E-mail: rmcnary@aol.com

Comments:
I am writing to express opposition to the rate increase proposed for local telephone companies. I am a member of one group I have not seen mentioned as being effected by this increase, the senior citizens of Florida. Folks in this group have many family members scattered throughout the country requiring long distance phone service to keep in touch. Many individuals in this group try to save money by using long distance phone cards and thereby avoid long distance charges for hook-ups, taxes, etc. There will be no savings for these folks by the increase in local charges that are supposed to bring down long distance charges. Please re-think your decision to allow rate increases. Thank you.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; AOL 8.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue**
Subject: **FW: General Comment/Question**

I'm printing this e-mial for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, September 30, 2003 11:03 AM
To: CAF Internet Mail
Subject: General Comment/Question

September 30, 2003

Contact Information:

Name: John Daughtry
Company:
Primary Phone:
Secondary Phone:
E-mail: bbspop@atlantic.net

Comments:
To whom it may concern
The upcoming rate increase in phone rates will be devistating to many Floridians who must live on social security or walefare most of these people incluning mysself need a phone for emerency services some like myself are or can be life or death . by adding a rate increase it will force many floridians to make a choice of having a phone or eating , or maybe cutting back on a required med. as it stands now the phone comanies are the highest paid rates there are per use
they charge for everything that you may use from directiry assistance to alowing you to use a long distance company including there own, the giants have ran the smaller companies out of business and now monopolise the feild
i have watched sprint cut services and add charges at a unheard of rates to our bills while cutting the amount of hired hands on to upkeep the system now days if a phone goes down it may be 24 to 30 hours before its repaired and they still charge you for the time it was down
even if it was there line or switch that was broken this was unheard of in the 80s and early 90s . My father was in serous health conditions and the phone went out after 5 pm on a saturday and we called repair service to report it so the repair could be secduled for monday of the next week we explained to the repair operator the situation we was in and requested it be put in for early monday morning behold in less than a hour we had a repairman at the location and it was repaired in less than 3 hours of going down this was in the 80s. To compair in January of this year my wife brought me home from the hospital after suffering a heart attack only to find the phone dead she reported it and explained i was still in need of a phone [i am a stoke , cancer and heart dietbeties person] she was told this phone repair could be as long as 36 hours it took 24 hours thank god i didnt need medical help. these kind of services dont need to be rewarded with higher rates at the expense of customers whom ever passed the law so they could repalce he lost long distance charges on the local service should be removed from office now as it stands the phone companies will reap the rewards there will be more monies made from the rate increase on local services than the amount of the cut from long distance and to be honest most of them brough it on them selves
the big companies are into the celluar phone business but also are smart enough to make them a seperate division ans they lured us by offwering free long distance and other perks now the parent companies will receive the monies back 3 to 4 fold by this hike .

Also i notice that all of your meeting are held in big cities were most people cant

get to and i think anything this big should be held in every county for a true picture of the residents
opionions .

Just a old mans thoughts and i pray that the comission denies this rate increase and futer ones that are frelious in nature , I have no quams with a rate increase if truely needed but I feel this is going to be used to give bonus's at the high level for a 4 quater profit and i for one am tired of paying big bonuses to people who dont work my thoughts are a c e o has nothing to do but dream up ways to either make him/her more money and how to gwet more work from less workers so they can get the next bonus .
think abnut this increase and denie it !
thanks for reading , John

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; FunWebProducts)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: E-Form Other Complaints - 9210

'm printing for Docket **030868**.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, October 01, 2003 3:47 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9210

TRACKING NUMBER - 0009210 October 01, 2003

SERVICE ADDRESS

Account Number:
Business Account Name: Sprint Communications
Name: Regina Werth
Address: 36 Persimmon Street
City: Niceville, FL
Zip: 32578
Service Phone: 850-897-4241

CUSTOMER INFORMATION

Business Account Name: Sprint Communications
Name: Regina Werth
Address: 36 Persimmon Street
City: Niceville, FL
State: FL
Zip: 32578
Primary Phone: 850-897-4241
E-mail: rwerth1@yahoo.com
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: TX045 Sprint Communications Company Limited Partnership
Did customer previously contact the utility?: I am an elderly person who is disabled I am protesting the local rates being ncreased by $7.00 over two years. I do not have long distance service because I can not afford it on my disability ncome. This rate increase will require elderly and handicapped people who are on fixed incomes, with a rate that loubles their local service cost. For many of them this will mean not being able to afford a phone for health and safety eason. Cola's for disability income have been aproximately 2 - 3% and would not cover a local phone service increase of 50%. Sincerely, Regina Werth
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Disablity colas of 2 - 3% yearly can not support an local phone calling increase of 50% over two ears.

10/2/2003

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Patty Christensen; Felicia Banks**
Subject: **FW: Other**

I'm printing comment for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, October 01, 2003 11:24 AM
To: CAF Internet Mail
Subject: Other

October 01, 2003

Contact Information:

Name: ELIZABETH WALTMAN
Company: NONE
Primary Phone: 321-253 3458
Secondary Phone:
E-mail: GRAMMYONTHERUN@AOL.COM

Comments:
JUST TO LET YOU ALL KNOW, THAT I AM AGAINST THE RAISING OF THE TELEPHONE RATES. THIS IS FOR SURE NOT THE TIME. THINK ABOUT IT LONG AND HARD..AND HOPING YOU ALL HAVE DONE YOUR HOMEWORK.....

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1; Hotbar 4.3.2.0; .NET CLR 1.0.3705)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: Other

I'm printing this e-mail for Dockets 030867, 030868 and 030869.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, October 01, 2003 2:52 PM
To: CAF Internet Mail
Subject: Other

October 01, 2003

Contact Information:

Name: Michael Chesser
Company:
Primary Phone: 407-388-1800
Secondary Phone:
E-mail: mchesser@hotmail.com

Comments:
Re: Phone rate increase.

To allow the phone companies to increase local rates (for which there is no competition) by lowering long distance rates (for which there is competition) is a swindle! Two other points:
the rate of useage of long distance service by a local user is of questionable correlation and whether or not the local provider provides long distance services (thus a rate decrease offsetting the local increase) to the local user probably has less correlation due to competitive factors (they probably don't offer the lowest rate to existing customers in the first place). In short, I think it is a scam that a vote from the PSC will help perpetrate on the citizens of Florida. If they need a rate increase, then they should show that they can't cut expenses (like layers of management and exoribitant executive salaries) and thus truly need an increase. The PSA should not be a rubber stamp for their pleasure. Thank you for listening to me.

Regards. And good luck.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/contact/contact_form/submit.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: telecom rate increases

'm printing this e-mail for Dockets 030867, 030868, and 030869.

-----Original Message-----
From: Fred Young [mailto:flyboy34@highstream.net]
Sent: Wednesday, October 01, 2003 2:54 PM
To: CAF Internet Mail
Subject: telecom rate increases

TWIMConcern:

My wife and I would like to express our strong concern over rate and tariff increases to our telephone. It is to a point hat we have had to remove our long distance carrier and utilize calling credit cards to save money. Although we do have o dial 22 extra digits to make a call, we can do so @ 3.5 per minute for domestic calls and about .28 c per minute per :alls to Japan.

This is a tremendous saving to us retired persons on fix and limited incomes. The basic rate for a local phone has risen rom $5.25/ mo to over $25.00/ mo with all the tariff charges tacked on, within the past 10 years. It how has gotten to a)lace were, we retired persons will have to dispense with our home phone and have a pay phone installed close by to nake and receive calls. If this happens, then what will happen to us living way out in the country and having to make an :mergency call in the middle of the night because one of us is having an heart attack, etc.

I did not mind the raises in rates and tariffs when I was a working person, BUT we are now retired and only have ıbout 1/4 the income as when we worked. It's a terrible shock to find yourself in this situation. Check with YOUR)arents as to their situation AND remember that one day YOU will be there too and depending upon the younger ;eneration of psc people to keep things in control for you retirees.

Respectfully,

Frederick Young

Ruth Nettles

To: Nekey Garcia
Cc: Patty Christensen
Subject: RE: Phone Rate Increase

will print this e-mail for Dockets 030867, **030868**, and 030869.

-----Original Message-----
From: Nekey Garcia
Sent: Wednesday, October 01, 2003 3:33 PM
To: Ruth Nettles
Subject: FW: Phone Rate Increase

Please add to docket files
-----Original Message-----
From: Patty Christensen
Sent: Wednesday, October 01, 2003 3:29 PM
To: Nekey Garcia
Cc: Sally Simmons; Cheryl Bulecza-Banks
Subject: FW: Phone Rate Increase

Are you guys doing the acknowlegement letters? If so, can you address this letter and send confirmation back to JoAnne Chase that a response letter has been sent. Thanks.
-----Original Message-----
From: JoAnn Chase
Sent: Wednesday, October 01, 2003 3:24 PM
To: Beth Keating; Patty Christensen; Beth Salak
Subject: FW: Phone Rate Increase

please acknowledge for the chairman and see that this gets filed along with the other consumer comments we are receiving. I'm thinking they are going to the docket file, correct?

I'm sending this to all 3 of you hoping to catch someone that's not on the road.

thanks, JoAnn
-----Original Message-----
From: Nicki Garcia **On Behalf Of** Lila Jaber
Sent: Wednesday, October 01, 2003 8:31 AM
To: JoAnn Chase
Subject: FW: Phone Rate Increase

-----Original Message-----
From: Hrd3708@wmconnect.com [mailto:Hrd3708@wmconnect.com]
Sent: Tuesday, September 30, 2003 7:51 PM
To: ljaber@psc.state.fl.us
Subject: Phone Rate Increase

Would you please vote against any local phone rate increases? For me, I rarely make long distance calls. Therefore, I would only be subsidizing those that do. Most people now make their long distance calls via a cell phone since most of the cell phone plans include free long distance. My 83 year old mother is on a fixed income and makes no long distance calls. This rate increase would only hurt her. Please, please vote against this rate increase request.

Thank you.....Harold Diller (Apopka, FL)

Ruth Nettles

To: Nekey Garcia
Cc: Patty Christensen
Subject: RE: Local Rate Hike

will print this e-mial for Dockets 030867, **030868, and** 030869.

-----Original Message-----
From: Nekey Garcia
Sent: Wednesday, October 01, 2003 3:36 PM
To: Ruth Nettles
Subject: FW: Local Rate Hike

Please add to docket files
-----Original Message-----
From: Patty Christensen
Sent: Wednesday, October 01, 2003 3:30 PM
To: Nekey Garcia
Cc: Cheryl Bulecza-Banks; Sally Simmons
Subject: FW: Local Rate Hike

Same as the last one.. Thanks.
-----Original Message-----
From: JoAnn Chase
Sent: Wednesday, October 01, 2003 3:27 PM
To: Beth Keating; Beth Salak; Patty Christensen
Subject: FW: Local Rate Hike

I'm forwarding this to you so someone can acknowledge it and file it with the other letters/emails we are receiving on this subject. From a conversation with Katrina, I know that Commissioner Davidson also received this email. Not sure if the other commissioners did. Katrina would like for you to acknowledge it for Davidson also.

thanks, JoAnn
-----Original Message-----
From: Nicki Garcia **On Behalf Of** Lila Jaber
Sent: Tuesday, September 30, 2003 8:19 AM
To: JoAnn Chase
Subject: FW: Local Rate Hike

-----Original Message-----
From: Robert L. Klemp [mailto:robert.klemp@bossintl.com]
Sent: Monday, September 29, 2003 5:45 PM
To: ljaber@psc.state.fl.us
Subject: Local Rate Hike

I am a full time tax payer of Florida and very tired of the EXORBITANT PHONE COSTS we are forced to assume as a cost for living in Florida. The telephone in today's world has become a necessity for communications. You can not justify increasing the costs of this necessity based upon the justification that has been presented by our telephone companies.

They are currently attempting to force telephone users on the local level to support long distance telephone service. I am sure this is because of lost revenues because of reduction in access fees to Long Distance companies. This is a violation of our basic rights and in essence amounts to taxation without representation.

Why do I have to pay for a LONG DISTANCE Company's access rights if I do not use the services provided.

Force the Telephone companies to place the costs where they belong, on the bills of these long distance companies. I will pay my share, but THEY MUST BE FORCED TO PAY THEIRS.

Robert L. Klemp
2517 Privada Dr.
The Villages, FL 32162

030868-TL

ORIGINAL

Chester H. Cowen
3289 East Oakton Street
Hernando FL 34442-2756
352-344-3593
aeiou@inetw.net
01 October 2003

RECEIVED-FPSC
03 OCT -2 PM 1:37
COMMISSION
CLERK

Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Dear Commissioners:

My letter is in reference to the possibility of an increase in the telephone service charges.

Currently all seniors using Sprint are paying $9.18 per month. In addition to the monthly service charges are the Taxes and Surcharges, in the amount of $9.55.

This current bill and many before it has a "Interstate access charge" of $6.50. I do not have the long distance service and rarely make a local long distance charge, therefore, why do we Seniors have to pay for something that we are not receiving!!!

Next we have additional "Federal universal service fund" of which I have no idea of what is covers. A "Number portability surcharge" and pray tell as to what this fee covers pertaining to the Seniors. A "Telecommunications relay surcharge" would be similar to the Interstate access charge listed above. I understand the need to pay for the Emergency 911 surcharge to save lives of others as well as myself. The usual Federal, Local & State taxes we must accept.

Today the major companies are all computerized, therefore, I feel it is time for their programs to eliminate the nonsense charges listed above be removed from the bills of Seniors. If I should make an Out of State long distance call then it is fair for the company to bill me the surcharge. Currently this billing is very unfair to those of us who are on very fixed incomes.

AUS ___
CAF ___
CMP 1
COM ___
CTR ___
ECR ___
GCL 1
OPC ___
MMS ___
SEC ___
OTH ___

Respectfully,

Chester H. Cowen

Copy to Bill Nelson & Ginny Brown-Waite

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10 · 3 · 03

TO: Susan Masterton

FROM: Kay Flynn, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030868-TL **or (if filed in an undocketed matter) concerning** Business weighted Avg. Inc., **and filed on behalf of** Sprint / Masterton. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

Ruth Nettles

From: Ruth McHargue
Sent: Thursday, October 02, 2003 4:27 PM
To: Ruth Nettles
Cc: Nekey Garcia
Subject: FW: 560283T LEC rate adjustment

030868

Please add this correspondence to the docket file.

Nekey, I will forward you a copy of the acknowledgement letter for your files.

-----Original Message-----
From: Diana Falise
Sent: Wednesday, October 01, 2003 3:25 PM
To: Ruth McHargue
Subject: 560283T LEC rate adjustment

Ruth,
I filed case 560283T for the customer. In addition to reporting a billing problem with AT&T she wished to protest the LEC rate adjustment.

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks; Ruth McHargue
Subject: FW: E-Form Improper Billing - 9201

'm printing this e-mail for Dockets 030867, 030868, and 030869.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, October 01, 2003 10:21 AM
To: CAF Internet Mail
Subject: E-Form Improper Billing - 9201

TRACKING NUMBER - 0009201 October 01, 2003

SERVICE ADDRESS

Account Number: 030 283 0942 001
Business Account Name: ECOS Management Services, Inc.
Name: Lori Jennis
Address: 3324 W Barcelona Street
City: Tampa
Zip: 33629-7104
Service Phone: 813-831-4761

CUSTOMER INFORMATION

Business Account Name: ECOS Management Services, Inc.
Name: Lori Jennis
Address: 3324 W Barcelona Street
City: Tampa
State: FL
Zip: 33629-7104
Primary Phone: 813-831-8389
Secondary Phone: 813-839-4369
E-mail: LJennis@ECOS-Inc.com
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TJ615 AT&T Communications of the Southern States, LLC
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Improper Billing
Complaint Detail: Service Account Number 030 283 0942 001 In November 2001, I researched long distance service providers for two lines [813-831-8389 & 813-831-4761] due to advertised impending minimum usage charges at the ime. After several conversations with AT&T representatives, we consolidated the two phone lines into an "all in one" bill to avoid multiple monthly service charges and such is how I've been billed since then. Suddenly, my August 2003 Statement arrives with an unexpected $14.95 minimum usage charge. I called the customer service number provided on ny statement [877-325-0445] and was routed to several different representatives which took over 35 minutes. I finally

eached a "supervisor" Pat Cabell at 80[illegible]222-0400, who informed me that I was supposed to have been charged this monthly fee all along and I should be happy they don't back charge me. I have since changed my long distance carrier. I believe that AT&T improperly switched my long distance billing package to a more costly and disadvantageous one without my authorization. I have also requested in writing that AT&T remove the $14.95 monthly charge from my two remaining statements as I did not authorize such charges. I believe that the PSC should investigate such deceptive practices and prevent them from doing the same to other individuals and corporations. I also believe that measures should be taken to ensure that when billing changes are required that they do so in writing to alert the consumer to the change PRIOR to billing. Finally, I URGE YOU TO DENOUNCE THE RATE HIKE PROPOSED BY THE FLORIDA LEGISLATURE AS THIS PERSONAL EXAMPLE DEMONSTRATES THE AUDACITY OF THE PHONE COMPANIES TO IMPOSE RIDICULOUS INCREASES ON THE CONSUMER. I can be reached at 813-831-8389. Lori Jennis

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90)
http://www.psc.state.fl.us/consumers/complaint/review.cfm
www.psc.state.fl.us

ORIGINAL

030868-TL

Kate Smith

To: Tom Paslay
Subject: RE: E-Form Other Complaints - 9209

Thank you for your suggestion. We have forwarded your comments to the Commission Clerk and Administrative Services office for inclusion in Docket No. 030868-TL. You can follow the progress of this docket on our web site at www.floridapsc.com.

-----Original Message-----
From: Tom Paslay [mailto:tpaslay@tampabay.rr.com]
Sent: Thursday, October 02, 2003 12:58 PM
To: Kate Smith
Subject: Re: E-Form Other Complaints - 9209

RECEIVED-FPSC
03 OCT -2 PM 3:48
COMMISSION
CLERK

Kate,

WOW, I am impressed with the speed of your response.

I have a suggestion. As the PSC DOES have control of local rates, why not mandate that the amount of the FCC pass through access "fee" be deducted from the Basic rate for non PIC users such as I? Thus resulting in a net zero cost and/or gain for a net zero "service"

Isn't that what the Public "SERVICE" Commission is all about?

Tom
----- Original Message -----
From: Kate Smith
To: 'Tom Paslay'
Sent: Thursday, October 02, 2003 12:41 PM
Subject: RE: E-Form Other Complaints - 9209

I do understand your concern. BUT, as I explained, the state PSC has no authority over this fee. As with any other court case, once the time for appeal is over, it's over. This fee came about with the consent decree during divestiture. Nothing can be done with it now, unless the FCC decides to do it.

The Commission often has discussions with FCC representatives. Sometimes we win; sometimes we lose. This time we lost.

From: Tom Paslay [mailto:tpaslay@tampabay.rr.com]
Sent: Thursday, October 02, 2003 12:38 PM
To: Kate Smith
Subject: Re: E-Form Other Complaints - 9209

Kate,
Thanks for the prompt reply.....I am impressed!

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

My point on the Network Access Fee" is that the fee doesn't have to be $6.50 for those of us who do NOT have network access through Sprint to non-Sprint PIC's. The FCC "allows" a fee not to exceed $7.

Why can't the Florida PSC mandate that the fee only applies to users who access the PIC through Sprint. I am paying for access I don't use, or want.

Thanks for your time.
Tom
----- Original Message -----
From: Kate Smith
To: 'tpaslay@tampabay.rr.com'
Sent: Thursday, October 02, 2003 11:52 AM
Subject: RE: E-Form Other Complaints - 9209

Thank you for contacting the Florida Public Service Commission (PSC) about the taxes and fees on your Sprint Florida telephone bill. We appreciate receiving your comments about the company's request to increase its local rates. They will be made a part of our records and will be available for all interested parties to review.

In your e-mail you stated that Sprint Florida increased its revenue with the fees it charges. This in not entirely the case. The only fee that Sprint Florida keeps is the fee for network access. The local companies were given the go ahead to charge this fee with the breakup of AT&T in the early 1980s. I understand that you are familiar with that issue so I won't go too deeply into it. You may recall that the Federal Communications Commission (FCC) mandated that fee and monitors it annually. The FCC capped it at $7 for this year. You can get more information from the FCC on their web page at www.fcc.gov.

All the other fees (911, Excise Tax, Telecommunications Tax, etc.) are pass-through items. The local telephone companies collect the fees and pass them on to the proper taxing authority. For example the Federal taxes go to the IRS. The Telecom taxes go to the Florida Department of Revenue.

The PSC has no authority over any of the fees, surcharges or taxes. Consumers wanting additional information about any of the fee must contact the agency levying the tax. On our web site at www.floridapsc.com you will find a brochure entitled, "Navigating Your Phone Bill." It tells whom to contact about each fee and provides a brief description of each one.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Wednesday, October 01, 2003 3:28 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9209

TRACKING NUMBER - 0009209 October 01, 2003
SERVICE ADDRESS
Account Number:
Business Account Name:
Name: Tom Paslay

Address: 13 Woodlee Ct. S.
City: Homosassa
Zip: 34446
Service Phone: 352-382-7889

CUSTOMER INFORMATION
Name: Tom Paslay
Address: 13 Woodlee Ct. S.
City: Homosassa
State: FL
Zip: 34446
Primary Phone: 352-382-7889
E-mail:
Contact By: E-mail Address

COMPLAINT INFORMATION
Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION
Problem Type: Other Complaints
Complaint Detail: I subscribe to Sprint basic local telephone service at a cost of $9.15 per month, however I pay $9.50 for "Fees and taxes". $6.50 of the "fees" are for Network access. I have no inter LATA long distance with Sprint,however I do use Sprint for local LD. At a charge of $0.13 PER MINUTE. To call Brooksville from Homosassa (10 miles), I pay double the cost of a LD call to San Francisco! My complaint is the PSC is allowing "fees" to exceed the cost of my basic service. These "fees" are revenue to Sprint. In reality the basic service is really about $18 per month. Now the industry has convinced the Gov. and the PSC that evey higher charges will bring eventuall "lower" charges. This is a "Tooth Fairy" fallacy written by Sprint,etc, and you should know it. I was an advisor to Colorado Congressmen Tim Wirth when he Chaired the House Committee on Telecommunications Deregulation Act. Since passage of "deregulation" the Baby Bells have merged into Ma Bell under a different name and telephone rates for local, LD, Access, InterLata and IntraLata have made the total bill to the consumer four times higher than is was prior to "deregulation". Please deny any rate increases and roll back these so called "fees" that exceed the cost of basic service. If I do not use Sprint for LD access, I should not have to pay $6.50 for access charges.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Roadrunner)
http://www.psc.state.fl.us/consumers/complaint/review.cfm
www.psc.state.fl.us

Ruth Nettles

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

'm printing for Docket **030868**.
---Original Message-----
From: ron dohmann [mailto:superon@earthlink.net]
Sent: Friday, October 03, 2003 5:29 PM
To: CAF Internet Mail
Subject: Protest

Why is Spirit wanting the biggest increase. What are poor people going to do with the increases. Phone service has not changed enough for the biggest ncrease of the three. We are taxed to death and increases to death. Thanks.
Ron Dohmann
4009 Sebring Ave.
Sebring, FL 33875

-- ron dohmann
-- superon@earthlink.net
-- EarthLink: The #1 provider of the Real Internet.

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Ruth McHargue
Subject: FW: E-Form Other Complaints - 9275

'm printing for Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, October 04, 2003 11:21 AM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9275

TRACKING NUMBER - 0009275 October 04, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: George Paulding
Address: 173 W Doerr Path
City: Hernando
Zip: 34442
Service Phone: 352 746 4085

CUSTOMER INFORMATION

Name: George Paulding
Address: 173 W Doerr Path
City: Hernando
State: FL
Zip: 34442
Primary Phone: 352 746 4085
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Proposed Phone Companies Rate Plans: Why should Sprint, whose current monthly local basic rate is comparable to both Bell South and Verizon, request increases almost double those of the other two? They are not competitors as Sprint has no competition in Citrus County.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Q312461; YComp 5.0.0.0)

www.psc.state.fl.us

10/7/2003

Ruth Nettles

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

I'm printing for Docket 030868.

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Saturday, October 04, 2003 4:38 PM
To: CAF Internet Mail
Subject: General Comment/Question

October 04, 2003

Contact Information:

Name: Shirley Deschene
Company: Sprint
Primary Phone: 352-751-0705
Secondary Phone: none
E-mail: deschene@myexcel.com

Comments:
Please listen to the consumer not the phone companies. My local phone bill for basic service is $9.94 (plus Line Guard of $4.95). Taxes and surcharges already add $10.24! I have no choice for local service, but there is a choice for long distance. Many customers avoid charges by using phone cards and cell phones. I think this is why the phone companies want to charge more for local where we have no choice. I feel Governor Bush made a mistake in letting this bill pass.

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; TUCOWS)
http://www.floridapsc.com/contact/contact_form/contactform.cfm
www.floridapsc.com

030848-TL ORIGINAL

JAMES R. FLEMING SR. (RET.)

ADJUTANT & SECOND VICE COMMANDER POST 63
AMERICAN WITH DISABILITIES ADVOCATE
511 ORANGE AVENUE
OCOEE, FLORIDA 34761-2344

Telephone 407-656-3838
Fax 407-656-5683

RECEIVED-FPSC
03 OCT -6 AM 10:06
COMMISSION CLERK

OCTOBER 1, 2003

PUBLIC SERVICE COMMISSION
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Subject: Telephone Companies request for $6.00 a month more.

Dear Commissioners,

My local service telephone company is Sprint. I am against giving any telephone companies an increase until they provide better service and stop telling me falsehoods which is the nice way for saying they are lying. Over 200 hundred times in the past year, I have been told by a recording that I did not dialed the correct number. That is amazing, since I use a preprogrammed phone and 2 hours later the call goes through using the same bottom. What I want the phone companies to do is tell me the truth and stop lying to me. When they know they do not have adequate circuits to handle the calls, just tell me the truth.

As for the $6.00 increase in the monthly fee, I am against it. When the phone companies increase the number of circuits to an acceptable level, I would recommend a $3.00 a month increase, and only then, if they stop lying when they are out of circuits.

That is my complaints and opinion from the "CENTER OF GOOD LIVING".

Respectfully,

James R. Fleming SR
A Native of Florida

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

FACSIMILE TRANSMISSION + FAX # 1-800-511-0809 + ONE PAGE + PSC

1-800-311-0809

PSCF 1013.40PS.

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10/9/03

TO: John Fons

FROM: T Kenny, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

09829-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030869-TL **or (if filed in an undocketed matter) concerning** Sprint's response to request 5 of Cit. 1st POD, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10.16.03

TO: John Fons

FROM: Terry, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

10142-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030868-TL **or (if filed in an undocketed matter) concerning** Sprint's response to Staff's 2nd request for P.O.D, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Patty Christensen; Felicia Banks
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

will print for Dockets 030867, 030868, and 030869.
---Original Message-----
From: kathy fludd [mailto:fandk2@juno.com]
Sent: Wednesday, October 08, 2003 10:14 PM
To: HARRINGTON.LINDSAY
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Kathy fludd
1254 - 10TH. PLACE
Lehigh Acres, FLORIDA 33972

October 8, 2003

The Honorable Lindsay M. Harrington
402 S Monroe St
Tallahassee, FL 32399-1300

Representative Harrington:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Kathy Fludd

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating; Felicia Banks; Patty Christensen
Subject: FW: Public comment for Docket Numbers 030867, 030868 and 030869

will print for Dockets 030867, 030868, and 030869.
---Original Message-----
From: Robert E. Kelly [mailto:devonwest@aol.com]
Sent: Thursday, October 09, 2003 7:08 AM
To: HARRINGTON.LINDSAY
Subject: Public comment for Docket Numbers 030867, 030868 and 030869

Robert E. Kelly
1832 Tivoli Ave
Sarasota, FL 34235

October 9, 2003

The Honorable Lindsay M. Harrington
202 S Monroe St
Tallahassee, FL 32399-1300

Representative Harrington:

As a residential consumer in Florida, I am asking the Public Service Commission to deny the rate increases proposed by Verizon, BellSouth and Sprint. As a Florida resident, telephone service is important to me, and I believe that raising basic rates by 30-90% in a period of just over two years is unjustified and unacceptable. There is no evidence that this rate increase will bring me lower costs in in-state long distance rates, and there is no evidence that raising my rates will lead to competition that provides me any benefits beyond what I currently enjoy.

Please reject these rate increases!

Sincerely,

Robert E. Kelly

ORIGINAL

030868-TL

RECEIVED-FPSC

03 OCT 13 PM 3:50

COMMISSION
CLERK

Oct 6-03

Florida Public Service Comm.

I am sending you a copy of A letter I sent to Spirit.

I am not happy about upcoming Rate increase. WAL

Do what you can to stop it

OCT - 9 [redacted]

Thank You

Shirley Barnes

P.O. Box 668

Zellwood, FL. 32798

AUS
CAF
CMP I
COM
CTR
ECR
GCL I
OPC
MMS
SEC
OTH

ORIGINAL

October 7-03

Sprint

OCT - 9 2003

FPSC-COMMISSION CLERK
03 OCT 13 PM 3:50

I live alone
I work everyday
I get no help from anyone anywhere or anything
I have no extras on my phone, No thrills
I have no computer
I have no cable TV
I have no cell phone

I don't want or need higher monthly bills.
How about Sprint cutting back on expenses?
Start with less paper work sent each month with the bill
All advertising flyers are thrown in my trash.
That is a waste to you and me.

S. Barnes
P.O. Box 668
Zellwood, Florida 32798

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: FW: in addition to...

Okay, I will place in docket 030868.
---Original Message-----
From: Nekey Garcia
Sent: Tuesday, October 14, 2003 10:48 AM
To: Ruth Nettles
Subject: FW: in addition to...

Please add to dockets file.
---Original Message-----
From: Cowen [mailto:aeiou@inetw.net]
Sent: Saturday, October 11, 2003 5:06 AM
To: wgarcia@psc.state.fl.us
Subject: in addition to...

Dear Nekey Garcia:

I am reading in this mornings paper about a PSC meeting in Ocala. Someone does not know why the public did not make reference to wanting or not wanting telephone competition. An example as to why it is a farce is based upon my own experience with AT&T offering a minimal rate which was enticing. The fact of the matter is that when you make use of the service or not SPRINT charges you an additional fee. I cancelled the service. In other words there is no such thing as competition with your current company adding fees to cover the loss of a long distance customer to another company.

Would they be paying off our governor?

Respectfully,

Chester H. Cowen
aeiou@inetw.net

ORIGINAL

030868-TL

RECEIVED-FPSC
03 OCT 15 PM 3:30
COMMISSION
CLERK

10/1/03

Gentlemen: The rate increase asked for by Sprint are unfair. Also why don't we have competition. Sprint has a monopoly?

No Rate Hike for both services!

Sincerely, George F. Sweeney

George F. Sweeney
847 W. Sunbird Path
Hernando, FL 34442-5134

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 2
OPC
MMS
SEC
OTH

Matilda Sanders

1175-FOF

From: Janice Banka
Sent: Monday, October 20, 2003 2:07 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 10/20/2003 2:06:00 PM
Docket Number: 030868-TL
Filename / Path: 030868a.alc
Order Type: Signed / Hand Deliver

Order Authorizing Qualified Representative Status.

Number of pages in order - 2.

Thanks "J"

RECEIVED-FPSC
03 OCT 20 PM 3:30
COMMISSION
CLERK

4/1

DOCUMENT NO.
12767-05

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

030868

ACKNOWLEDGMENT

DATE: 10.21.03

TO: John Fons

FROM: T Henry, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

10288-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. _____ or (if filed in an undocketed matter) concerning Sprint's response to Staff Interrogatory #21 **, and filed on behalf of** Sprint / Fons **. The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

Ruth Nettles

To: Nekey Garcia
Cc: Beth Keating
Subject: FW: E-Form Other Complaints - 9477

will print for Docket 030868.
---Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, October 19, 2003 2:10 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 9477

TRACKING NUMBER - 0009477 October 19, 2003

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Alton Runkles
Address: 17586 SE 97th Ave.
City: Summerfield
Zip: 34491
Service Phone: 352-347-5370

CUSTOMER INFORMATION

Name: Alton Runkles
Address: 17586 SE 97th Ave.
City: Summerfield
State: FL
Zip: 34491
Primary Phone: 352-347-5370
Contact By: Day Time Phone Number

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: SHOULD NOT BE ANY PRICE INCREASE GRANTED TO SPRINT FOR LOCAL SERVICE IN MY AREA SPRINT IS THE MONOPOLY CO. THERE ARE NO OTHER COS. TO SWITCH TO. IN MY OPINION THEY ARE BEING OVER PAID AS IT IS NOW, AND THE TAXES ARE HORRID TOO. IF YOU COULD DO SOMETHING ABOUT BOTH OF THESE ISSUES THAT WOULD HELP THE LIMITED INCOME SENIORS OF FLA. MY AREA CODE IS 352. THANK YOU

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 8.0; Windows 98; Win 9x 4.90)

10/23/2003

ORIGINAL

Mr. Charles L. Meyers
23278 Hainlin Ave
Port Charlotte FL 33980-5722
(941) 764-8648

030868-TL

October 16, 2003

03 OCT 22 PM 2:26
COMMISSION
CLERK

STATE OF FLORIDA
PUBLIC SERVICE COMMISSION
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: SPRINT Rate Increase

Gentlemen:

Thank you very much for affording us, the public an opportunity to be heard regarding the rate increase as proposed by SPRINT.

As we are fully aware, our Legislature passed a bill allowing telephone companies to raise local rates in exchange for lowering the charges to long-distance carriers for using their lines, wherein long distance companies get cheaper rates and the consumer pays the bill. However, it is my understanding that the Legislators were promised that in exchange, long-distance rates will be lowered. In their wisdom, words to that effect were not legislated or enacted, either guaranteeing lower long-distance rates or how soon after local rates go up, that long-distance rates would be decreased. Quite a loophole in the law.

Since the inception of the relaxation of rules and regulations by the Federal Communications Commission, it is apparent that telephone companies have arbitrarily and capriciously increased rates without the proper procedures required, ie., public hearings and timely notification.

As an example, in my billing statement dated October 4, 2003, I/We am/are being advised that "effective in October, the rates and charges for some access line services and selected optional services are increasing. These include, but may not be limited to, selected features, directory listings, directory assistance, operator services, local toll, minimum payment fees, an d basic services. These changes will be reflected in bills beginning in October. Please review your bill to see how these charges affect you. If you have any questions, please call the customer service number at the top of this page." Additionally, we are being subjected to charges for long-distance or extended calling when we dial cellular service subscribers, effective October 31, 2003. I have not seen any proposal(s) to this effect.

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OTH

In view of the above, charges and rates have been increased even before any approval or sanction has been given by this Commission, the purpose of our gathering here this evening.

It would appear more feasible, logical and practical for SPRINT and other telephone companies to absorb the costs as a means of doing business, instead of

charging same to customers, most of whom are on fixed income. There has been no consideration given to the present economic crisis we are experiencing not only as a people, but a nation.

In conclusion, I must emphatically state that I am diametrically opposed to any new rate increase as requested by SPRINT and any other telephone companies which have submitted proposals for any rate increase, and recommend that this request be DENIED.

Sincerely,

Charles L. Meyers
SPRINT Customer

Safe and Sound Solutions - Combine privacy and security features from Sprint with the benefits of the Road & Home℠ program (roadside assistance, lockout service, special discounts, and more!)

Sprint Local Services

Detail of Charges: September 22 – October 21

FINAL

Monthly Service Charges

This section provides a summary of your monthly recurring charges, including calling plans, local toll charges and calling features.

Local phone service	10.37
Direct dial charges	.40
Total Monthly Service Charges	**$10.77**

Direct dial itemized calls

	Date	Time	Place called	Number called	Period	Minutes	Amount
1	Aug 25	10:42 A	SANROSABCH, FL	850-267-0329	Day	2.0	.20
2	Sep 10	3:54 P	CRESTVIEW, FL	850-682-2178	Day	16.0	.20
Total direct dial itemized calls							.40

Taxes and Surcharges

This section includes federal, state, and local taxes and surcharges. For an explanation of the charges appearing in this section call 1-800-938-1172 or visit sprint.com/taxes.

MAR 02

Deleted

Interstate access surcharge		6.50
Federal universal service fund	.12	.62
Telecomm Relay Chg	.48	.53
Number portability surcharge		
Hearing/Speech Surcharge		.12
Emergency 911 surcharge	.50	.50
Federal tax	.56	.56
Local Comm. Services Tax	.34	.34
State Comm. Services Tax	.40	.43
Total Taxes and Surcharges	7.82	(+1.78) **$9.60**

Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

Summary for 850-729-1776

Current carrier selections

Local toll: AT&T
no change

Long distance: AT&T
no change

AT&T

AT&T charges
Call 1-800-222-0300 for billing inquiries

Sprint provides billing on behalf of AT&T.
There is no connection between Sprint and AT&T.
Please review all charges appearing in this section. Any question regarding these charges should be referred to the number provided for billing inquiries.

Summary of current charges

Long distance Sep 14	2.10
Charges and credits Sep 14	4.46
Taxes Sep 14	.36
Total current charges	**$6.92**

AT&T Invoice Charges For Period Ending Sep 14, 2003

The Federal Trade Commission's Do Not Call registry is now available for consumer sign up. For more information and to register your home telephone number, you can visit FTC's website at http://www.donotcall.gov or call toll-free from your home telephone to 1-888-382-1222. The Do Not Call Registry goes into effect on October 1, 2003. Updates are made available to telemarketing companies every three months. For example, registrations after September 1, 2003 and prior to December 1, 2003, will be effective January 1, 2004. Thank you for choosing AT&T.

Long distance charges

	Date	Time	Place called	Number called	Period	Minutes	Amount
3	Sep 9	11:09 A	PANAMACITY, FL	850-527-4995	Direct-Day	7.0	2.10

Subtotal long distance charges **$2.10**

Total long distance charges **$2.10**

Charges and credits

Universal Connectivity Charge .09

For an explanation of this charge, please call 1 800 532-2021 or visit www.consumer.att.com/connectivity_charge

In-state connection fee 1.88

For an explanation of this charge, please call 1 800 333-5256 or visit www.consumer.att.com/instate-connectionfee

Bill Statement Fee 1.50

For an explanation of this charge, please call 1 888 ATT-BILL.

Regulatory assessment fee .99

This fee is not a tax or charge required by government. It helps AT&T recover expenses, including interstate access charges; property taxes; and costs of regulatory compliance and proceedings. For information, call 1 800 854-9940.

AT&T charges continued next page

AT&T

Total charges and credits	**$4.46**

Detail of taxes

Federal Tax @ 3%	.15
FL State Comm Services Tax	.12
FL Local Comm Services Tax	.09
Total tax	**$.36**

Customer News

Attention Residential and Business Customers

Effective in October, the rates and charges for some access line services and selected optional services are increasing. These include, but may not be limited to, Sprint Solutions℠, directory listings, directory assistance, operator services, local toll, minimum late payment fees, and basic services. These changes will be reflected in bills beginning in October. Please review your bill to see how these changes affect you. If you have any questions, please call the customer service number at the top of this page.

Contacting Sprint

For your convenience, information about your local phone service is available any time through Sprint's internet address – sprint.com/local. To speak with a customer care associate, call-in hours are:

Monday – Friday 8 a.m. – 6 p.m. (EST) Saturday 9 a.m. – 1 p.m. (EST)

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill. If you are calling from outside your local calling area please dial 1–800–326–2384 to reach us.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1–800–788–3600.

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill, toll-free: 1–800–432–4770. We will locate buried cables for you free of charge.

Sprint.com/local Updated

The My Account section at sprint.com/local has been updated to include up to 18 months of previous bill history for all customers. After logging in, it is possible to view your call detail, verify payments were received, pay your bill online and much more. Haven't registered before? No problem. Access your account instantly and begin using this free service from Sprint immediately after completing the online registration.

Sprint®

Monthly statement: September 22, 2003 1 of 6

Customer service	Internet address	Customer number
811	**sprint.com/local**	**850-729-1776-313**

ORIGINAL

Summary of Current Charges

	Local	Long Distance	Total
Monthly Service Charges	10.77	.00	10.77
Other Charges and Usage	.00	6.92	6.92
Taxes and Surcharges	9.60	.00	9.60
Total Current Charges	**20.37**	**6.92**	**$27.29**

Previous charges	20.15
Payment September 2 – Thank you!	-20.15
Balance	.00

Total Due: $27.29

Date Due: Oct 11, 2003

Bank draft - Statement for your records

WD 10/11/03

Please recycle

NYNYNYNN 6

Sprint®

Customer service	Internet address	Customer number
311	**sprint.com/local**	**850-729-1776-313**

Do not send payment.

Your account will be drafted October 2 or after: $27.29

We appreciate your business.

AUTOCR**R-002

005229
LESLIE MILLER
846 LAKE AMICK DR
NICEVILLE FL 32578-1738

Sprint
PO Box 30723
Tampa FL 33630-3723

27 850729177631 39 00000000002729 000027294 0331709

Important Information

State and federal regulatory news concerning your communication services.

§ – Truth-in-billing

According to state and federal rules, local phone service cannot be interrupted for non-payment of the charges indicated (marked as §). Valid charges that are not paid, however, may cause availability of these services to be restricted and may be subject to collection actions. Please review your bill and notify Sprint of any unauthorized charges or changes to your account. For more information about your bill, please call the number listed at the top of this page.

Important Information and/or Customer News continued page 6

030868-TL ORIGINAL

ORIGINAL

LESLIE LEONARD MILLER

846 Lake Amick Dr.
Niceville, FL 32578
Phone 850 729 1776

RECEIVED FPSC
03 OCT 27 PM 3:45
COMMISSION CLERK

23 October 03

OCT 27 2003

Public Service Commission:

You are seeking comments regarding our telephone rates. I can't attend hearings, but here are my written comments:

We are being ripped off by Sprint, our only local carrier. Items:

Number Portability Surcharge. This is for persons wishing to retain their same phone number if they move. This a ripoff because very few persons get it; and it should be a user's fee applicable to only those who want and receive this service. Why should all of us pay for something we likely will never receive?

Hearing/Speech Surcharge. (See enclosure from Sprint on this subject). Why is it assumed that persons needing this service are all indigents, therefore, the rest of us should pay for the extra services they receive? I have a hearing problem, and have purchased hearing aids. Should everyone kick in to pay for my aids?

Lifeline Assistance Plan. (See enclosure from Sprint). This includes persons in rural areas who have trouble getting phone services in their isolated locations. This plan is a welfare program that the rest of us are paying for without getting any credit for it. When the government doles out welfare, the rest of us are not billed directly for the cost of the services they provide. Why isn't this covered under welfare programs provided by the government, such as: food stamps, subsidized housing, Medicaid, surplus foods distrebution, WIC (women, infants, children), and all the rest? Why is it laid on the phone company, who then passes it on to us as a line item charge?

Federal universal service fund, to subsidize computer services to schools, and others who can't afford to pay for internet connections. Why is this handed to the phone company, who then passes it on to subscribers?

Interstate access surcharge. Have heard promises of a reduction, but it keeps going up ($5.00 in Mar 02; $6.50 in Oct 03).

The whole thing is irritating, and we feel that we are being nickel-and-dimed repeatedly. Maybe we are not supposed to complain because the items are small, but they keep rising, and no end is in sight.

I've enclosed our bill dated 22 Sep 03. Even AT&T is dinging us. I made one long distance call to a point 50 miles from here, got billed $2.10, and what's galling is that AT&T slaps on a bill of $1.50 just to prepare a statement. Their Regulatory assessment fee is a pure ripoff. They list several costs of doing business. They might as well have charged us for their executives' lunches. This $2.10 long distance call is a deviation for us because we purchase prepaid phone cards to avoid extravagant charges by AT&T.

Something needs to be done to curtail the ripoffs!

Leslie Miller

AUS
CAF
CMP 1
COM
CTR
ECR
GCL 1
OPC
MMS
SEC
OTH

...mall economists and other possible."

Consumers to get break on phone bill

6/11/00 HOG WAS IT ORIGINAL

WASHINGTON (AP) — All telephone customers are expected to see savings on their July long-distance bills under a dramatic overhaul devised by the industry and adopted by the Federal Communications Commission Wednesday.

The commission cut by $3.2 billion the "access fees" that local phone companies charge long-distance carriers to connect calls — costs that are typically assessed to consumers. Long-distance companies have pledged to pass on the savings, meaning their customers should see lower rates.

Consumers that make few or no long-distance calls would see the most immediate benefits — with their bills dropping $3 to $4 a month. Moderate and heavy users stand to gain from falling long-distance rates or price wars that the new plan may trigger, officials said.

Consumers that make few or no long-distance calls would see the most immediate benefits — with their bills dropping $3 to $4 a month. Moderate and heavy users stand to gain from falling long-distance rates or price wars that the new plan may trigger, officials said.

"It's going to affect everyone differently, but overall, everyone is going to benefit from this plan," said FCC Chairman William Kennard.

Consumers should begin seeing the changes in their July statements.

Regulators have sliced access charges by several billion dollars over the past few years to better reflect local phone companies' connection costs — but Wednesday's reduction is the most dramatic.

The FCC's action implements an industry proposal offered by long-distance carriers AT&T and Sprint and major local phone companies Bell Atlantic, BellSouth, GTE and SBC Communications.

Industry officials said the plan is a major step in moving the long-distance business toward the trend of flat-rate — rather than per-minute — pricing. That's something that wireless carriers and Internet providers that offer phone service over their data lines have already latched onto.

Still, Gene Kimmelman of Consumers Union said the public will only realize the benefits "if long-distance companies deliver on their promise to pass through the savings with rate reductions."

There is practically no way of measuring whether this is happening or not, he warned.

Kimmelman did note that the plan offers benefits for those who make few or no long-distance calls — long a source of concern for consumer advocates.

As part of Wednesday's action, AT&T pledged to eliminate a $3 monthly charge for residential customers on AT&T's most basic calling plan, since some consumers make calls totaling less than that amount.

Under AT&T's basic rate schedule, a consumer that makes 10 minutes of calls a month would save $2.52 a month and more than $30 a year. A person who makes no calls would save $4.71 and more than $56 a year, the commission said. More than 41 percent of long-distance users make 10 minutes or less in calls each month.

Never!

Sprint®

Monthly statement: June 22, 2002

Customer service	Internet address	Customer number
811	**sprint.com/local**	**850-729-1776-313**

Important Information

State and federal regulatory news concerning your communication services.

FINAL

Sprint is committed to keeping its customers informed. Based on industry changes, Sprint is changing some of its existing rates, terms and conditions.

Effective July 8, 2002, Sprint is increasing its Carrier Universal Service Charge ("CUSC") from 9.9% to 11.3%. Sprint uses the CUSC to fund its required contributions to the Universal Service Fund ("USF"). Federal law requires Sprint to make these contributions to support telecommunication services to rural customers, schools and other entities that the Federal Communications Commission ("FCC") designates. The FCC determines the amount that Sprint and other carriers must pay into the USF and recently increased the percentage factor for Second Quarter 2002 USF payments.

If you require additional information regarding Sprint's rates, terms or conditions, please visit our web site at www.sprint.com/ratesandconditions/ or call 1-888-723-6010.

Sprint doesn't care - they pass it on to subscribers.

Continued from other side.

Special Assistance for the Hearing/Speech Impaired

Special telephone services and equipment are available from Sprint and the Florida Telecommunications Relay Inc. for people with specific communication needs.

For example, Text Telephones, called "TTYs," help people with hearing and/or speech impairments communicate using standard phone lines. Volume and frequency control telephone receivers and special ring signaling devices are also available to meet customers' needs.

Florida residents who are deaf, hard of hearing, dual sensory impaired or speech impaired may qualify for free equipment such as TTYs, volume control telephones and ring signaling devices through Florida Telecommunications Relay Inc. (FTRI). Information is available on these services by calling 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY). FTRI is funded through a 12-cent monthly surcharge per telephone access line.

TTY users may select a non-published or non-listed directory listing at no additional charge. Or, an additional directory listing stating "TTY only" or "TTY and Voice" is available at no additional charge.

Pay phones from Sprint are compatible with hearing aids, and can be recognized by the blue collar around the cord at the base of the handset.

Emergency numbers, in addition to 911, for use by people with TTYs are listed at the beginning of your Sprint directory. The universal symbol for TTYs is printed in the information pages of the telephone directory containing TTY accessible numbers.

To further enhance the ability of hearing and/or speech impaired persons to communicate by telephone, the Florida Relay Service (FRS) now provides a 24-hour telephone relay service that is available to every telephone customer in Florida. Using special telecommunications equipment, Relay Operators relay conversations between people with hearing and/or speech impairments who use a TTY and people who use standard telephones. Confidentiality of communications is strictly enforced. The relay system can be reached by dialing 711 for voice, TTY Baudot, and ASCII callers. If 711 is not available from your phone, please check with your local phone company or contact FL Relay Customer Service at 1-800-676-3777.

Because of the additional time required to complete a long-distance relay call, customers with a hearing or speech impairment or customers calling a person with a hearing or speech impairment receive a 50 percent discount on their long distance calls using the Florida Relay Service. Customers with both a hearing or speech impairment and a visual impairment or customers calling them may qualify for an additional discount on their long distance using the relay service. Customers should contact Sprint Relay Customer Service at 1-800-676-3777 to apply for the "dual sensory disability discount."

TTY customers in the 239, 321, 352, 386, 407, 850, 863, 904 and 941 area codes may call Sprint for information or assistance at the following toll-free numbers:

Customer Service:
1-800-347-0108 (TTY)

Repair Service:
1-800-347-0106 (TTY)

Local Directory Assistance:
1-800-347-0107 (TTY)

Long Distance Calling Card, Collect, Directory Assistance and Other Operator-Assisted Calls:*
1-800-855-4000 (TTY)

* *Operator surcharge may apply.*

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill, toll free: 1-800-432-4770. Buried cables will be located for you free of charge.

Sprint® One Sprint. Many Solutions.™

Loud & Clear

A quarterly report

You may be eligible for the Lifeline Assistance Plan

If you have a low income, you may be eligible for Lifeline Assistance and Link-Up Florida telephone savings programs that reduce the cost of phone service. You may be eligible for these programs if your household income is no more than 125% of the federal poverty guidelines (up to $11,225 per individual and up to $23,000 for a family of four), OR if you participate in any of the following public assistance programs:

- Temporary Assistance to Needy Families (TANF)
- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)

Lifeline is a program that offers assistance to qualified residential telephone subscribers. The purpose is to make telephone service more accessible to customers whom otherwise might not be able to afford service. Even if your service has previously been disconnected for non-payment, you may still be eligible for Lifeline. Lifeline is available for one telephone line per household at the principal place of residence.

Qualified residential subscribers can receive a credit of up to $13.50 on their monthly telephone bill. Toll limitation services are available for Lifeline consumers at no charge. The form of toll limitation service offered by Sprint is toll blocking. Selection of toll blocking will eliminate Sprint's service deposit requirement.

Customers are required to re-verify their eligibility for Lifeline Assistance each year. However, if a customer no longer qualifies for Lifeline Assistance, they may request Transitional Lifeline that entitles them to receive a 30% discount off the basic telephone service rate for a one-year period. To find out if you are eligible for the Lifeline Assistance Plan, call the Office of Public Counsel at their toll free number (1-800-540-7039).

Sprint will not refuse to connect, reconnect, or provide Lifeline service because of unpaid long distance charges, but may refuse prospective Lifeline subscribers for nonpayment of charges associated with local service. Sprint may require payment arrangements to be made for any outstanding debt associated with local service and/or require toll blocking if a prospective Lifeline subscriber has unpaid long distance charges. Contact the Sprint Customer Care Call Center for more details.

** Service connection charges may apply.*

You can do something about unwanted sales solicitation calls

The Florida Department of Agriculture and Consumer Services, Division of Consumer Services, maintains a "No Sales Solicitation" list for people who do not wish to receive unsolicited sales calls. The initial listing fee is $10, and annual renewal is $5. You will be notified when it is time to renew your registration and for your convenience you may now subscribe for up to five (5) years.

If you would like to become a subscriber to the No Sales Calls list, *please send your name, address and phone number(s) along with a check for $10 per residential phone number to: Florida Department of Agriculture and Consumer Services, P.O. Box 6700, Tallahassee, FL 32314-6700 (make check payable to Florida Department of Agriculture and Consumer Services).* Calls from newspapers, existing debt collections, persons you have prior or existing business relationships with, groups seeking charitable donations, and real estate agents responding to a yard sign or other advertisement are exempt from the No Sales Law and may still call you.

All requests must go through the Department of Agriculture and Consumer Services. For more information, call 1-800-435-7352, or visit their Web site at www.800helpfla.com. **Please DO NOT send your check or application directly to the phone company. It cannot be processed. Thank you.**

Continued on other side.

PF-0307

ORIGINAL

Continued from other side.

charges added to their bill without their - or Sprint's - knowledge.

To help prevent cramming, Sprint offers the following tips:

- Read the fine print carefully on any special promotion, sweepstakes, rebate, etc., that requires your signature. You may be giving "permission" to add services to your phone bill.
- Educate those in your household about "hidden authorization" ploys. Members of your family could, unknowingly, authorize services simply by dialing certain 900 numbers or pushing buttons on the phone to answer telemarketers' questions.
- Do not disclose any information, such as credit card number, Social Security number, or telephone number on any sweepstakes or raffle tickets.

This information may be used to scam you

- Avoid filling out contest entry forms if the language on the form appears confusing or unclear.
- Be wary of faxes, e-mails, voice mail or pages that ask you to call an unfamiliar phone number.
- Listen carefully to voice prompts when you make a phone call and reach an answering machine.

You could, unwittingly, accept or approve charges for the call or other services offered

- Make certain you know all the services you have ordered.

If you believe you may have been crammed, two steps are necessary. First, contact your local Sprint office to remove the charge and request that the charge be blocked from any future bills. Secondly, call the company involved (the company's phone number will appear on your phone bill near the charge) and tell them you didn't order the service and do not want to continue to be billed for it.

How to avoid getting "Slammed"

Have you ever been slammed? Would you know if you have? Slamming is when one telephone company changes a customer's telephone service - usually long distance service - to another telephone company without that customer's permission. Sprint is here to offer some helpful tips on how to avoid being a victim of slamming.

Initially, you should call your local telephone company and request a "PIC FREEZE" (Primary Interexchange Carrier), which will prohibit future changes to your carrier selection until further notice from you, the customer.

If you receive a call from a telemarketer asking you to change your long distance service, and you are happy with your current service, just say that you are not interested and simply hang up the phone. Don't verify your name, your spouse's name or your address, and never give out your Social Security number.

Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings.

Check your monthly telephone bill to ensure that your long distance company is listed correctly, or call your local telephone company to verify the name of the company assigned to your line. You may also call a recorded message toll-free at 1-700-555-4141, to determine the underlying long distance company. (Please note: this service may not identify some companies that resell service for the underlying long distance company.)

If you are slammed: Notify your local company to reconnect you to your preferred long distance company at no charge. If the rates charged are higher than your normal rates, you may be entitled to a refund.

If you are unsatisfied with the company's response and wish to file a complaint, or have a question or problem concerning slamming, contact the Florida Public Service Commission's Division of Consumer Affairs at 1-800-342-3552, or via Internet e-mail: CONTACT@PSC.STATE.FL.US. See their Home Page or file an on-line slamming complaint at http://www.floridapsc.com. Fax your questions or comments to 1-800-511-0809, or write to the: Florida Public Service Commission, Division of Consumer Affairs, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0865.

If a deal sounds too good to be true, it probably is!

Sprint One Sprint. Many Solutions.™

Loud & Clear

A quarterly report

You may be eligible for the Lifeline Assistance Plan

You're eligible if you currently participate in at least one of the following public assistance programs:

- Temporary Assistance to Needy Families (TANF)
- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)

Lifeline is a program that offers assistance to qualified residential telephone subscribers. The purpose is to make telephone service more accessible to customers whom otherwise might not be able to afford service. Even if your service has previously been disconnected for non-payment, you may still be eligible for Lifeline. Lifeline is available for one telephone line per household at the principal place of residence.

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** Service connection charges may apply.*

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If you would like to become a subscriber to the No Sales Calls list, *please send your name, address and phone number(s) along with a check for $10 per residential phone number to: Florida Department of Agriculture and Consumer Services, P.O. Box 6700, Tallahassee, FL 32314-6700 (make check payable to Florida Department of Agriculture and Consumer Services).* Calls from newspapers, existing debt collections, persons you have prior or existing business relationships with, groups seeking charitable donations, and real estate agents responding to a yard sign or other advertisement are exempt from the No Sales Law and may still call you.

All requests must go through the Department of Agriculture and Consumer Services. For more information, call 1-800-435-7352, or visit their Web site at www.800helpfla.com. **Please DO NOT send your check or application directly to the phone company. It cannot be processed. Thank you.**

PF-0207

Sprint offers tips to avoid "Cramming"

Sprint is aggressively fighting "cramming." Cramming is adding products or services to a customer's telephone bill without authorization.

Like other local phone companies, Sprint often does billing for companies that offer products such as long distance service, voice mail, Internet or paging. This billing practice serves as a convenience for customers who want one-stop billing for all their communications services. Reputable companies use this billing practice largely without incident. Occasionally, however, dishonest companies use the billing arrangement to secretly defraud customers. As a result, Sprint customers may have unauthorized

Continued on other side.

Sprint® One Sprint. Many Solutions.™

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10.27.03

TO: John Fons

FROM: T Flynn, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

10587-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030363-TL **or (if filed in an undocketed matter) concerning** Supplemental Response to Citizens PED #6, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 10 30 03

TO: Hurley Long

FROM: K. Peterman, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

10976-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030868 **or (if filed in an undocketed matter) concerning** Sprint's application to respond to Citizens' POD, DN 1, **and filed on behalf of** Sprint. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 11/5/03

TO: JOHN FONS

FROM: Terry, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

11002-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030969-TL **or (if filed in an undocketed matter) concerning** SPRINT'S RESPONSE TO STAFF'S 2ND REQ. FOR PCD 16, #19, **and filed on behalf of** SPRINT / FON'S. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

030868-TL

ORIGINAL

RECEIVED-FPSC

03 NOV -3 AM 11:04

COMMISSION CLERK

26049 Newcombe Circle
Leesburg, Fla 34748
October 30th, 2003

Florida Public Service Com.
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

Re: Sprint Intention to Increase Charges

Gentlemen:

I am an 82 year old woman and my husband will soon be 84 years old and a very sick person.

I am writing to protest the increased charges that Sprint Telephone intends to add to our monthly Bill.

I hope and pray that you will deny them this increase because we are earning less than half the money we used to earn on our hard earned savings and it is becoming increasingly more difficult to pay for our food, medications, utilities, insurances, taxes etc.

Let Sprint tighten its own economic belt by cutting down on their own wasteful ways and too much expensive advertising.

Please, please make them hold the line.

Thank you for your attention to this serious problem.

Sincerely

(Mrs. Wm. R.) Edith F. Anderson

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TEACH TOLERANCE
E. Anderson
26049 Newcombe Cir
Leesburg, FL 34748

030868-TL

ORIGINAL

RECEIVED-FPSC

03 NOV -3 AM 11:14

COMMISSION CLERK

Oct. 28, 2003

Florida Public Service Commission

Subject: Proposed increase by Sprint

Dear Sirs:

I am against the proposed increase as I live alone, fixed income, and so far independent. I am an 81 yr. old female.

At the present time I pay Sprint $9.94 for basic local phone service; in addition, $9.86 for taxes and surcharges for a total of $19.80 a month.

To me, and others, the phone is a matter of life and death if I have some type of emergency.

I need the local service!

Respectfully,

Lois Whitney
40 Harbor Oaks Dr.
Fruitland Park, FL 34731
352-728-5216

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Lois Whitney
40 Harbor Oaks Drive
Fruitland Park, FL 34731

030867-TL
030868-TL
030869-TL

ORIGINAL

Jack and Elaine Lovell

33323 Tewksbury Drive
Leesburg, Florida 34788
Tel. (352) 728-2504
E-mail: EFLovell@aol.com

November 3, 2003

RECEIVED - FPSC
03 NOV -5 AM 10:39
COMMISSION
CLERK

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

RE: Sprint Telephone Increase

Dear Commissioners:

JUST SAY NO TO ANY RATE INCREASE!!!!!!!!

Presently, our telephone bills are about $70 a month if we never take the phone off the cradle. It seems every month or so a new fee is devised/invented/dreamed up to tack on customer bills. The only additional service we have is caller ID.

The mandated portability charge is especially offensive and an excellent example of unfair customer ripoff. Our next move could well be to a nursing home or to the cemetery, in either case, especially the latter, we won't be needing a phone. This "service" should be optional and paid for by those who find it desirable.

We now use a calling card to make all long distance calls. Numerous calls started appearing on our bill for small amounts, for calls we never made to places we've never heard of. If a long distance call (other than a fax) appears on our bill for any place other than Wildwood, (and which are all noted on our calendar at the time we make it), no one from this house made it. And we note our calls on our calendar.

Cordially yours,

Elaine F. Lovell

Elaine F. Lovell

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030868-TL

ORIGINAL

11-5-03

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NOV - 7 2003

2329 South Ave
Leesburg, FL 34748

To Whom it may Concern,

I am totally against raising the price of sprint of $6.80. That is outrageous - The whole telephone bill is getting way out of hand. The taxes and everything added to the bill is too high already - this is unreasonable.

Ms. Betty J. Smoot
2329 South Ave
Leesburg, FL 34748

Betty J Smoot

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RECEIVED-FPSC
03 NOV 12 AM 11:16
COMMISSION
CLERK

D308683-TL

ORIGINAL

ORIGINAL

October 31, 2003

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

NOV - 7 2003

COMMISSION CLERK

03 NOV 12 AM 11:16

RECEIVED-FPSC

Re: Sprint Telephone Co.

Gentlemen:

We come to you as our St ate governing officials to intercede in the Sprint Telephone Co. endeavor to raise our local rates by $6.86 monthly. This is an increase of almost seventy percent.

Telephone services are essential to many many of we Seniors, and are we to have to choose between food and phone services?

All of the extra charges that are already added to our monthly billing are quest ionable in nature: To give you an idea of this, just read on. We call our Kids or Grandkids monthly, and the following is taken from our billings:

July 03	Long distance charges	$ 9.80
	Sprint billing	43.10
Aug 03	Long distance charges	5.80
	Sprint billing	38.32
Sept. 03	Long distance charges	9.05
	Sprint billing	42.25

Florida resident s are captive customers of the Sprint monopoly as we cannot switch to another company.

We depend on your Commission for protection, and welcome your contacting we Seniors for our opinion of this proposed increase.

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Respectfully,

Emmett S. Loveless
110 Buccaneer Dr.
Leesburg, FL. 34788

cc: John & Dorothy Horwath
The Villages, FL.

EL:ns

Emmett Loveless
110 Buccaneer Dr.
Leesburg, FL 34788-7900

ORIGINAL

ORIGINAL

030867-TL
030868-TL
030869-TL

Public Service Commission

2540 Shumard Oak Blvd.

Tallahassee Fl.32399

NOV - 7 2003

Dear Commissioners;

I can't belived that you would vote 4-1 to continue to consider the proposed phone rate increase. Do you not have any feelings for the Senior Citizens and all the people that have lost their jobs?

When you have to live on Social Security ,unemployment and no pay &7.00 is a lot of money. for phone increases. The Seniors need a phone for emergensies.

I hope the big party you were invited to put on by Bell South,Sprint Verizon etc doesn't affect your decisions. I thought it was against the law to accept gratuities for favors.When I worked for a Electric company I couldn't accept gifts.

Who cares what you do about long distant rates.Not that many of us use them. We are interested in the local rates.I hope for the millions of people that you cut the phone increases to two or three percent like Social Security does.Or don't you care?

When you call the phone company about trouble it might take two days to get it fixed. Also when you call them for information they want to charge you.

Maybe there should be a investigation of you five commissioners and the phone companies. to see if everything is leagle.There has been articles in the news paper and on televison.

Sincerely

Richard H.Dittmann

Richard H Dittmann

8255 125th Place

Sebastian Fl. 32958

772 589 6103.

Mr. Richard Dittmann
8255 125th Pl.
Sebastian, FL 32958

RECEIVED-FPSC
03 NOV 12 AM 11:16
COMMISSION
CLERK

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A reminder *about accepting gifts*

The holidays are fast approaching. At this time of year when giving and receiving gifts is common, we sometimes find ourselves in a situation where we have received a gift from a vendor or a contractor who provides NYSEG with goods and services. Can we accept the gift? The short answer is that we should discuss the situation with our supervisor before accepting the gift.

The gifts and invitations section of Energy East's Code of Conduct provides further guidance. It states that as a general rule, we should avoid accepting a gift that can place us in a position of feeling obligated to a person or a company with whom NYSEG does business. This policy applies to gifts sent to an employee's workplace or residence. Promotional items of nominal value, such as pens, calendars, notepads and coffee mugs, may be accepted. Under no circumstance should we accept cash, cash equivalents such as gift certificates, or tips in any form in connection with our jobs.

Mr. & Mrs. Henry A. Hentz
903 Margarita Ct.
Lady Lake, FL 32159-9221

November 10, '03

ORIGINAL

RECEIVED
03 NOV 12 AM 9:2
COMMISSION
CLERK

030867-TL
030868-TL
030869-TL

To
Florida Public Service Comm.

Please repeal the telephone rate increase.

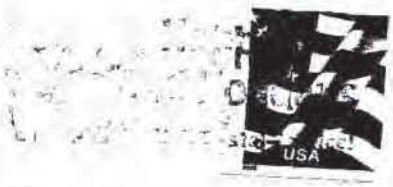
We strongly oppose the rate increases for the phone companies. The increases are excessive. And the reasons given, that rate increases will reduce our costs, are stupid and disgusting

We ask you to provide for the public interest. Please ignore the greed and power grabbing of the phone companies and the politicians. Please do not permit this increase to stand.

Henry A. Hentz
Josephine M. Hentz

H&J. HENTZ
903 MARGARITA CT
LADY LAKE, FL., 32159





AUS
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MMS
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OTH

FLORIDA PUB. SERVICE COMM.
2540 SHUMARD OAK BLVD.
BETTY EASLEY CONF. CENTER, ROOM 184
TALLAHASSEE, FL., 32399-0850

32399+0850

ORIGINAL

RECEIVED FPSC
03 NOV -6 PM 2:48
COMMISSION
CLERK

MEMORANDUM FOR FLORIDA PUBLIC SERVICE COMMISSION

Hearing for Phone Rate Increases, 4 Nov 2003, Fort Walton Beach, FL.

1. My name is Betty Kenyon and I am a resident of the City of Destin, Okaloosa County, FL. I am a retired senior citizen.

2. The approval of rate increases for local telephone rates for Sprint, Verizon, and Bell South, by the State Legislature in April 2003 was an injustice to consumers. The argument the increases will spur competition is without merit.

3. Sprint is the local and long distance carrier in Okaloosa County and the surcharges and taxes on my local phone bill are more than the $10.37 charged for my basic local service. I only have caller ID added as a security measure, and I have tried to pare my bill to the minimum. With that added, my bill is almost $30.00 a month. I keep my long distance service billing separate.

4. The Surcharges and taxes are $11.05 for my most recent bill. Surcharges totaled 8.27 and the Taxes totaled $1.42.

The Surcharges are:

Interstate access surcharge	**6.50**
Federal Universal Service Fund	**.60**
Number Portability surcharge	**.52**
Hearing/Speech surcharge	**.12**
Emergency 911 surcharge	**.50**

Please add to Docket No. 030868

The Taxes are:

Federal Tax	**.80**
Local Comm. Services Tax	**1.39**
State Comm. Services Tax	**.62**

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CAF ___
CMP 1
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5. While the taxes are to be expected, the phone company has raided our funds through the back door with the surcharges. Now they want to raid us through the front door, our basic local phone rates. We are promised that maybe, just maybe, the surcharges will decrease. The Emergency 911 surcharge, and the Hearing/ Speech surcharge are vital to the community. The Number portability surcharge is used by few and apparently is an extra surcharge to increase the profit of the local phone company.

6. The Interstate access surcharge and Federal universal service fund are other areas where there is sleight of hand as to what happens to the money. It was a chuckle to me when my last phone bill listed information on the back that effective 1 Oct 2003, the Interstate Access surcharge and Federal Universal Service Fund surcharge will decrease from $0.01 to $0.03 per phone line. Big Whoopee!!

7. I respectfully request this Commission thoroughly review the actions of the phone companies. I don't have any high priced lobbyist to petition on my behalf. It is my sincere belief that Sprint, Verizon, and Bell South have ample profit as indicated by the excessive amounts spent on lobbyists, conferences, and parties.

I, as a citizen of Florida, petition you to deny this increase.

BETTY J KENYON
3805 Indigo Circle
Destin, FL 32541-2042
850-837-6775
e-mail: kenyonbj@earthlink.net

030868-TL

ORIGINAL

RECEIVED-FPSC

03 NOV -6 AM 11:21

COMMISSION CLERK

P.O. Box 81
Sumterville, FL.
33585

Nov. 3, 2003

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

Dear Sirs/Madams:

I wish to register my objection to you about Sprint increasing our local telephone service monthly bills by $6.86 a month. This would almost double the present rate of $7.63, then anything extra (lineGuard, etc) is added. The taxes alone are a total of $9.53. All of this is exorbitant in my opinion. I request you to not approve this and to try also to let another company into the area to give them some Competition - reasonable Competition, of Course. Florida's senior citizens have it hard enough already.

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[redacted]
Mrs Lila M Moore
PO Box 81
Sumterville, FL 33585

Thank you,
Lila M. Moore

ORIGINAL

Verizon Florida Inc., Sprint-Florida Inc., and BellSouth Telecommunications Inc
To reduce intrastate network access fees in a revenue-neutral manner
Docket Nos. 030867-TL, 030869-TL , 030868-TL

Name: Ken & Bonnie Morgan
Address: 17 Salvia Ct.
Homosassa Fl. 34446
Phone # 352-382-0653

RECEIVED-FPSC
03 NOV -6 AM 11:02
COMMISSION
CLERK

Dear Sirs,

You can do as you please about raising your basic rate. I can't stop you. However, if you do, rest assured, I will cancel my land line and contract for another cell phone.

At one time I had two phone lines. I had one for the phone and one for my computer. Due to poor service on your part I canceled the line dedicated to the computer and went with cable. A land line is no longer a necessity. It will not be a problem, I assure you, to cancel my second phone line.

Sincerely, Ken Morgan Ken Morgan

Bonnie Morgan Bonnie Morgan

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030867-TL
030868-TL
030869-TL

ORIGINAL

November 4, 2003

RECEIVED-FPSC
03 NOV -6 AM 11:01
COMMISSION CLERK

Charles N. Kraselsky
4300 W. Francisco Rd. #37
Pensacola, Florida 32504

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

The purpose of this letter is to express my views on the request by the telephone companies to raise their local phone rates.

First and foremost, basic local service is essential to the consumer. The consumer depends on this service for all types of calls. To name only a few, local service is necessary for business, to maintain contacts, for medical appointments or conferences and emergency calls.

It may be true that by raising local rates that the phone companies would be able to offer lower long distance rates with more options, but to the majority of the general public, long distance with the phone companies can be considered more of an optional luxury than a necessity. The consumer has options for long distance service other than the phone companies that provide their local services. Consumer options for local service are very limited.

It is difficult to understand how an increase in basic local rates will increase competition in a manner that will benefit the consumer. Once rates are increased, irregardless of the competition, it is unlikely they will ever be reduced. An increase in rates for this essential service will place a hardship on a large segment of consumers. It is quite evident that an increase in this local service is for only one purpose--to increase the profit of the telephone companies.

It is a given that a company must make a profit for its investors and to stay functional, but there are other ways for these public service companies to do this without placing an additional burden on the consumer for a very necessary service.

I urge you to deny this rate increase.

Sincerely,

Charles N. Kraselsky

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OTH

CHARLES KRASELSKY
SHIRLEY KRASELSKY
4300 W. FRANCISCO RD. APT. 37
PENSACOLA, FL 32504-9080

ORIGINAL

RECEIVED FPSC
03 NOV -6 AM 11:20
COMMISSION
CLERK

1-800-342-3552-Don't Work!

Gentlemen:

I Lois Barker is on a fixed income and a higher rate by Sprint will really create a hardship on me.

Sincerely

Lois Barker

030867-TL
030868-TL
030869-TL



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ORIGINAL

MARY ELIZABETH MCILVANE **407-339-7743**

504 Orange Drive, #25, Altamonte Springs, FL 32701

03 NOV -3 AM 10:20

COMMISSION
CLERK

October 31, 2003

Florida Public Service Commission
Division of Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Docket No. 030868-TL for Sprint-Florida.

Dear Florida Public Service Commissioners:

I am vehemently opposed to the proposed local telephone service rate increases that appear to be open ended, the sky's the limit.

In today's world reliable, realistically priced telephone service is as essential for every home, one or ten rooms, as are water and electricity. Many people, young, middle and old, live alone with no family or friends nearby for help and connection. Talking on the telephone helps people stay in touch in this fast moving world. A cheery hello can brighten everyone's day. A quick call to your next door neighbor to see if they too are without water or electricity can be reassuring.

After calling other local telephone providers none appear to be competitive with Sprint. Their prices are exorbitant with significant limitations. From another research effort it became evident Sprint will not allow competitive carriers such as Z-tel to provide services. I am not aware of evidence a healthy competitive environment will result from the proposed rule changes. It is ridiculous for basic local service charges to be the means for compensating phone companies for intrastate long distance calls. Forcing a customer who makes no long distance calls to subsidize a frequent intrastate long distance user does not make sense. Also, there is no evidence if these charges were adopted that out-of-state charges would be lowered accordingly. What help would the rate changes be for customers regardless of whether on not they make in or out of state long distance calls?

The manner in which the Florida Legislature manipulated the passing of this law is scandalous. Critical telecommunications needs are being sold to Florida residents to benefit the corporate world. If the rules are enacted, I will have to cancel my telephone service as I cannot afford astronomical bills to finance corporate greedy needs. I live alone, am alone and will be isolated from friends, help and essential day to day calls such as to the plumber when the toilet overflows. When you make your decision, think about your public servant responsibility to Florida's residents' who need reasonable access to essential utilities. Under the current proposal there is no fairness for Florida consumers.

Sincerely,

Mary Elizabeth McIlvane

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MMS ___
SEC ___
OTH ___

MARY ELIZABETH MCILVANE **407-339-7743**
504 Orange Drive, #25, Altamonte Springs, FL 32701

October 31, 2003

ORIGINAL

Chairman Lila A. Jaber
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

NOV - 3 2003

Subject: Docket No. 030868-TL for Sprint-Florida.

Dear Chairman Jaber:

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Sincerely,

Mary Elizabeth McIlvane

ORIGINAL

MARY ELIZABETH MCILVANE **407-339-7743**

504 Orange Drive, #25, Altamonte Springs, FL 32701

RECEIVED-FPSC
03 NOV -4 PM 3:59
ORIGINAL
COMMISSION
CLERK

October 31, 2003

NOV - 3 2003

Florida Public Service Commission
Division of Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Docket No. 030868-TL for Sprint-Florida.

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Sincerely,

Mary Elizabeth McIlvane

Mary Elizabeth McIlvane
504 Orange Drive, #25
Altamonte Springs, FL 32701

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DOCUMENT NO.
12766-05

030868-TL

CCA Official Document . . . **11/5/2003** **10:02 AM**

Kay Flynn

From: Beth Keating
Sent: Monday, October 20, 2003 11:23 AM
To: Kay Flynn
Subject: 030868





RE 030868TL RE 030868TL 030868TL
'RINT First Mot RINT First Mot INT First Motic

Can we place the attached e-mails in the Docket file for this Docket, please?

From: MANN.RICK [MANN.RICK@leg.state.fl.us]
Sent: Friday, October 03, 2003 1:07 PM
To: 'Beth Keating'
Subject: 030868TL SPRINT First Motion to Compel Interrogatories and First Motion to Compel PODs

Beth,

I present an update on our progress with the above-referenced motions. Regarding the motion to compel interrogatories - - I still seek confirmation from our consultant concerning POD No. **20**, and POD No. **21**.

Regarding the motion to compel PODs - - we still move the Commission to compel Nos. **6** and **22**.

I continue to work on the subsequent motions to compel and will update you on my progress.

Thanks, Rick

From: MANN.RICK [MANN.RICK@leg.state.fl.us]
Sent: Monday, October 06, 2003 1:38 PM
To: 'Beth Keating'
Subject: RE: 030868TL SPRINT First Motion to Compel Interrogatories and F irst Motion to Compel PODs

Hi Beth,

Yes, very good analysis. I thought I'd fool you with that sentence re: the interrogatories - - sorry about that. It is interrogatory **20** and **21**, though. I still await a response from our consultant on those, by the way.

Rick

-----Original Message-----
From: Beth Keating [mailto:BKeating@PSC.STATE.FL.US]
Sent: Monday, October 06, 2003 12:13 PM
To: MANN.RICK
Subject: RE: 030868TL SPRINT First Motion to Compel Interrogatories and F irst Motion to Compel PODs

Hi, Rick. Thanks so much for the update. We are working on these draft orders as we speak. Just to confirm on the first portion of your e-mail, do I understand correctly that you have resolved your dispute regarding the interrogatories, except for Interrogatories 20 and 21? Thanks!

-----Original Message-----
From: MANN.RICK [mailto:MANN.RICK@leg.state.fl.us]
Sent: Friday, October 03, 2003 1:07 PM
To: 'Beth Keating'
Subject: 030868TL SPRINT First Motion to Compel Interrogatories and First Motion to Compel PODs

Beth,

I present an update on our progress with the above-referenced motions. Regarding the motion to compel interrogatories - - I still seek confirmation from our consultant concerning POD No. **20**, and POD No. **21**.

Regarding the motion to compel PODs - - we still move the Commission to compel Nos. **6** and **22**.

I continue to work on the subsequent motions to compel and will update you on my progress.

Thanks, Rick

From: MANN.RICK [MANN.RICK@leg.state.fl.us]
Sent: Friday, October 17, 2003 8:35 AM
To: 'Beth Keating'
Subject: RE: 030868TL SPRINT First Motion to Compel Interrogatories and F irst Motion to Compel PODs

Good morning, Beth.

Both PODs No. 8 and No. 22 are removed from my motion to compel PODs. That leaves only POD No. 6, in my motion to compel PODs.

Office Of The Attorney General
Charlie Crist
The Capitol, PL 0-1
Tallahassee, FL 32399-1050
850-414-3300

030867
030868
030869

From: Aimee 487-2564

To: Tammy (PSC) 413-7118

Date: 10/21/03 # of Pgs. Included: 2

Done 10/22/03

10-21-03

Please change our fax # to 487-2564. Thank You, Aimee

Hong Wang

From: Blanca Bayo
Sent: Friday, October 24, 2003 1:45 PM
To: Hong Wang
Cc: Kay Flynn
Subject: RE: Docket 030868

Please place a copy of this e-mail on the correspondence side of the docket.

Thank you!

-----Original Message-----
From: Hong Wang
Sent: Friday, October 24, 2003 1:26 PM
To: Beth Keating
Cc: Blanca Bayo
Subject: Docket 030868

Beth, copies of the documents dated 10/16/2003 from Ausley law firm were returned to us by the post office. The documents include: Notice of Service of Sprint's Answers to Staff's Second Set of Interrogatories; Sprint's Answers to Staff's Second Set of Interrogatories; Notice of Service of Sprint's Response to Staff's Second Request for Production of Documents; Sprint's Response to Staff's Second Request for Production of Documents, and a CD-ROM labeled "Sprint-Florida, Inc.'s Response to Staff's Second Request for Production of Documents Nos. 16, page (Redacted), No. 20."

The documents are copies, not originals. Since CCA has the original notices of service, and as you know, responses to POD and interrogatories are not filed with us, I have sent the entire package from post office to you by interoffice mail.

Please call me at 413-6762 if you have any questions.

Thanks!

Kay Flynn 030868-TP

From: Denise Karnes
Sent: Friday, October 31, 2003 4:44 PM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Jane Faurot; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington
Subject: Amended News Release: Items of Interest at Upcoming Agenda, 11/03/03

An amended news release was faxed to the daily newspapers early this afternoon, and is now available on the web site:

http://www.psc.state.fl.us/general/news/103103.html

WARNING:
Changes in appearance and in display of formulas, tables, and text may have occurred during translation of this document into an electronic medium. This HTML document may not be an accurate version of the official document and should not be relied on.

For an official paper copy, contact the Florida Public Service Commission at contact@psc.state.fl.us or call (850) 413-6770. There may be a charge for the copy.

State of Florida

Public Service Commission

NEWS RELEASE

October 31, 2003 Contact: 850-413-6482

Amended News Release: Items of Interest at Upcoming Agenda Conference, 11/03/03

TALLAHASSEE -- The following items are among those scheduled for consideration by the Commission at the November 3, 2003, Agenda Conference.

ITEM 4A - DOCKET NO. 030867-TL - PETITION BY VERIZON FLORIDA INC. TO REFORM INTRASTATE NETWORK ACCESS AND BASIC LOCAL TELECOMMUNICATIONS RATES IN ACCORDANCE WITH SECTION 364.164, FLORIDA STATUTES.
DOCKET NO. 030868-TL - PETITION BY SPRINT-FLORIDA, INCORPORATED TO REDUCE INTRASTATE SWITCHED NETWORK ACCESS RATES TO INTERSTATE PARITY IN REVENUE-NEUTRAL MANNER PURSUANT TO SECTION 364.164(1), FLORIDA STATUTES.
DOCKET NO. 030869-TL - PETITION FOR IMPLEMENTATION OF SECTION 364.164, FLORIDA STATUTES, BY REBALANCING RATES IN A REVENUE-NEUTRAL MANNER THROUGH DECREASES IN INTRASTATE SWITCHED ACCESS CHARGES WITH OFFSETTING RATE ADJUSTMENTS FOR BASIC SERVICES, BY BELLSOUTH TELECOMMUNICATIONS, INC. The Commission will consider a staff recommendation regarding the AARP's Motion to Dismiss petitions filed by BellSouth, Verizon, and Sprint-Florida in association with the Tele-Competition Innovation and Infrastructure Enhancement Act.

ITEM 5 - DOCKET NO. 030961-TI - FLOW-THROUGH OF LEC SWITCHED ACCESS REDUCTIONS BY IXCS, PURSUANT TO SECTION 364.163(2), FLORIDA STATUTES. The Commission will address which interexchange companies (IXCs) should be required to file tariffs if BellSouth's, Verizon's and Sprint-Florida's switched access reduction petitions associated with the Tele-Competition Innovation and Infrastructure Enhancement Act are approved. In addition, the Commission will address what should be included in the tariffs and when the IXC's tariffs should be filed.

ITEM 8 - DOCKET NO. 030872-TI - INVESTIGATION AND DETERMINATION OF APPROPRIATE METHOD FOR REFUNDING OVERCHARGES ASSESSED ON INTRASTATE CALLS MADE USING ONE PLUS AND CALLING CARD SERVICES PROVIDED BY FLORIDA DIGITAL NETWORK, INC. D/B/A FDN COMMUNICATIONS. The Commission will review a staff recommendation regarding Florida Digital Network, Inc.'s proposal to refund and refund calculation for overcharges on intrastate calls made using one plus service and calling card service from May 1, 2001 through February 28, 2003.

ITEM 14A - DOCKET NO. 030001-EI - FUEL AND PURCHASED POWER COST RECOVERY CLAUSE WITH GENERATING PERFORMANCE INCENTIVE FACTOR. The Commission will address a staff recommendation concerning Tampa Electric Company's coal transportation arrangements.

****ITEM 15 - DOCKET NO. 030711-EI - PETITION OF PROGRESS ENERGY FLORIDA, INC. FOR APPROVAL OF NEW ENVIRONMENTAL PROGRAMS FOR COST RECOVERY THROUGH ENVIRONMENTAL COST RECOVERY CLAUSE.** The Commission will consider a staff recommendation regarding Progress Energy Florida, Inc.'s petition to seek cost recovery for two new environmental programs through the environmental cost recovery clause. ****PLEASE NOTE: This item has been withdrawn for consideration by the Commission.**

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030868-TL
030869-TL

Handout by AARP/ Twomey at 11/3 agenda

NOVEMBER 3, 2003

AARP MOTION TO DISMISS PETITIONS OF BELLSOUTH, VERIZON AND SPRINT FOR FAILURE TO JOIN INDISPENSABLE PARTIES

"BENEFIT OF RESIDENTIAL CONSUMERS" TEST DEMANDS INTRASTATE TOLL RATES RESULTING FROM ACCESS REDUCTIONS BE KNOWN

Section 364.164(1) about as clear as mud, except on point that residential consumers must benefit.

> (2) Remove current support for basic local telecommunications services that prevents the creation of a more attractive competitive local exchange market for the benefit of residential consumers.

Unclear language compels examination of legislative intent. Consistent and recurring theme in legislature and company cases that residential customers would have to be shown to "benefit" and might have the opportunity of "breaking even" or even "coming out ahead" on their total monthly phone bills from savings on intrastate toll calls at the lower rates flowed through as a result of the access fee reductions.

Legislative Floor Debate and Comments

In his introduction of the House bill to the full House on April 30, 2003, Representative Mayfield said the following:

> Now, members, let me tell you what the bill does not do, does not do. It does not raise rates. It does not contain any mandatory language that requires rate increases. It does not require the PSC to grant any petition from any company unless the Commission is completely satisfied that two conditions are met: Competition has to be created, and residential customers have to benefit. The PSC is going to be responsible for sitting in judgment and making sure that those two things take place before it will grant any petition.

Representative Ritter, co-sponsor of the House bill, said the following the same day:

> This bill is better than last year's bill. And I was fortunate to work on that one as well, but this is a better piece of legislation, more consumer friendly, more competitive, will bring competition in, will lower our rates.
>
> And Representative Mayfield did a fabulous job of explaining it, so I just want to say this. My parents live on a fixed income. They are basic single-service residential customers. They are also my most vocal constituents. I am fortunate

to have my mother and father living in my district. They know where and when to reach me any day, any hour, any time. If I thought that this bill would raise my parents' local rates, I wouldn't be supporting it here today. This bill does not do that, which is why I'm able to give it my full support today.

Importantly, Rep. Ritter, although she confused the interstate for intrastate rates, stated an argument made constantly by the legislation's proponents:

> And as for those of us who live in South Florida and have elderly constituents, first of all, might I suggest that many of our constituents have computers, and they are e-mailing us on many things, including prepaid tuition. And might I also suggest that many of our elderly constituents have families who live out of state, and our constituents make numerous long distance phone calls to those people who live in the Northeast predominantly, and those constituents will see a direct reduction in their phone bills as a result of this piece of legislation.

On the next day when the House voted out the Senate bill, Representative Mayfield said the following in response to a question from Representative Clarke:

> Representative Clarke, that's exactly what it does. It moves the political process one step away from rate changes or possible rate changes. It sets forth provisions which will require the Public Service Commission to sit in judgment and to determine two factors: One, will the petition to change rates create competition in the local marketplace: and two, will it be beneficial to residential customers. Before any changes can take place, that has to be determined by the PSC.

Senator Haridopolos, the legislation's Senate sponsor said the following seeking to reassure Senator Campbell that "the Public Service Commission [would] have the authority to deny or condition a rate rebalancing requested by the companies" saying:

> Yes, Senator from the 32nd. They have this very strict language in Section 15 of the bill which says that the -- the language as outlined making sure that it must be in the best interests of residential customers and bring local competition to the market before they would look at the rates.
>
> SENATOR CAMPBELL: Are there any other criteria for the petition?
>
> SENATOR KING: Senator Haridopolos to respond.
>
> SENATOR HARIDOPOLOS: Throughout Section 15 they outline, specifically in Sections 1 through 9, each of the criteria. But the main criterion I thought we were looking at most closely would be again for the PSC to decide is there increased competition and will this benefit local customers.

Later, with Senator Siplin:

SENATOR SIPLIN: Thank you. Senator from the 26th, will your bill impose an automatic increase on our customers, on our citizens in the State of Florida?

SENATOR HARIDOPOLOS: That's a very good question. Absolutely not. As I think -- I know you worked on the bill with me. This is very clear that the Public Service Commission has absolute control over costs and prices. And again, to make it clear to the members, the only way that a rate increase could take place is only if the mandates or conditions are met, and that is that it must be in the best interests of residential customers and must bring local competition before they can look at rates.

Later, Senator Haridopolos attempts to reassure Senator Cowin, who is concerned about how granting these petitions will affect her rural constituents, who, she says of: "It's obvious, it seems to me, that their local rates will go up. And I don't know where that competition will come from. Senator Haridopolos responds, saying:

SENATOR HARIDOPOLOS: Senator Cowin, I think you bring up a very legitimate issue and an issue of concern to a lot of persons. I think what gives me comfort as I read through the bill, especially in Section 15, it clearly delineates, it clearly mandates that -- it says to the areas we're hoping to open up to competition that there must be a benefit to residential customers and there must be competition in the market before they can adjust these rates. That's the comfort level that I have in the bill. If there is no competition, if it's not in the best interests of the customer, their rates cannot be increased. And again, we're giving that discretion to the Public Service Commission, and we're going to have persons from the background of Jack Shreve and others defend before the Public Service Commission saying that this is not the right thing to do, raise rates in this area. Also, you have a provision which was not in the previous bill of having the carrier of last resort. That's expanded all the way now to 2009, and I think that will also benefit the rural areas which have legitimate concerns about this bill.

But I think those two key points, saying there must be competition and it must benefit the local customer, is really the key provision. And I think you might see -- it might take longer for competition, but that also means that the rates will not go up in these noncompetitive areas.

Seeking to tie Senator Haridopolos to the specifics of the bill regarding the necessity of finding both actual competition and residential benefits, Senator Cowin puts this question to him:

SENATOR COWIN: A follow-up and then another question. So I guess I'm hearing you say that in a rural community, that if the telephone rates don't have competition or the rates don't go -- and the rates won't go up if there isn't competition for those people that don't have any long distance, or are you looking at it as a total picture and saying overall, there will be parity, because overall

the long distance rates -- where is the geographic region for competition for rural communities? Is that a separate entity?

SENATOR HARIDOPOLOS: I believe, Senator Cowin, as the bill clearly states, that what you're going to have here is simply, as the PSC looks at each -- as the company asks in a particular jurisdiction to raise rates, they're going to look at the parameters of the area they're looking at specifically, and they're going to ask those two basic questions, will it benefit customers, and is there true competition. And I think that's what we want to hand to the professionals at the PSC, this very type of question.

Later in the debate, Senator Haridopolos addresses Senator Sebesta's concerns about the extent of the Commission's authority and discretion to approve or reject requested local rate increases, as well as the fate of families earning above the Lifeline eligibility level that might "suffer" as a result of the large rate increases. Senator Sebesta asked:

SENATOR SEBESTA: Thank you, Mr. President. Senator, I voted no on this bill last year and was, as you know, leaning no this year. I've been listening very intently to what you and our fellow Senators have been saying. I guess I have two questions for you.

One, can you tell me beyond a shadow of a doubt that whether these rates will go up or down is subject to the Public Service Commission and how they decide?

SENATOR KING: Senator Haridopolos to respond.

SENATOR HARIDOPOLOS: I can say without a doubt it will be the complete job of the Public Service Commission to decide the rates one way or the other, without question.

SENATOR SEBESTA: One last follow-up, Mr. President?

SENATOR KING: You're recognized.

SENATOR SEBESTA: Thank you, sir. So as you said a minute ago, rates will not be allowed to go up unless there is new competition in the area?

SENATOR KING: Senator Haridopolos to respond.

SENATOR HARIDOPOLOS: That is correct. There must be competition, and it must be in the benefit of residential customers.

SENATOR SEBESTA: I think you just sold me.

SENATOR HARIDOPOLOS: Thank you, sir.

Companies' Petitions and Testimony

Sprint's petition, at Page 11, states the following:

> 19. Making the residential local market more attractive to competitors is not the only benefit the Sprint's residential local service users will experience from granting Sprint's Petition. Sprint's residential local service customers who subscribe to a major interexchange carrier (IXC) for their toll services will see a significant benefit from granting Sprint's Petition. Felz Direct Testimony at 24-25; Staihr Direct Testimony at 14. As required by the 2003 Act, each IXC that experiences expense savings from the reduction of intrastate switched network access rates must pass all of those savings on to their customers in the form of: a.) eliminating any "instate connection fee" by January [sic] 1, 2006; and b.) reducing intrastate toll rates. Section 364.164(2), Florida Statutes.
>
> 20. The "instate connection fee," which amounts to about $1.90 per month, is collected by several, major IXCs from many of their toll customers, regardless of the customers' level of toll usage. Thus, every residential toll customer paying the "instate connection fee" will see a reduction and eventual elimination of that $1.90 fee, regardless of how many or how few toll calls the residential consumer makes each month. Felz Direct Testimony at 24-25; Staihr Direct Testimony at 14. Thereafter, the IXCs' per minute toll rates must be reduced to flow-through any residual intrastate switched network access rate reduction amounts.

As indicated in its petition, Sprint witness Brian Staihr, at page 14, line 9 of his prefiled direct testimony said the following:

> Q. But doesn't that mean that residential local service rates would possibly increase more in Sprint's territory than in other regions?
>
> A. Yes, but there are counter-balancing factors that must be considered. First, it is important to keep in mind that inter-exchange carriers (IXCs) are required to flow through the access charge reductions that accompany the rate rebalancing. This includes elimination of the "in state connection fee." As a result, toll customers currently paying such a fee to an IXC - regardless of their level of usage - will benefit as this charge is eliminated. Also, because per-minute access charges will be reduced, many customers' total bills (for all telecom services) will, on average, decline as well. So although basic rates will rise, toll rates will fall and in many cases the effects will offset each other.

Similarly, Sprint witness John Felz, at page 24-25, beginning at line 24 of his prefiled direct testimony said the following:

> Q. Are there other consumer benefits provided by legislation?
>
> A. Yes. The interexchange carriers ("IXCs") are required to return to their residential and business customers the benefits of access reductions they realize from the ILEC rate reductions. The reductions that customers experience in the rates for long distance calling will serve to offset the increases they will experience for basic local services. This offset will consist of eliminating, by January 1, 2006, any "instate connection fee" which for the "big three" IXCs is currently approximately $1.90 per month, and flowing-through any residual switched network access charge reduction amount in the form of lower toll rates. Thus IXC's residential customers currently being charged an instate connection fee will see a direct reduction in their monthly toll bill of about $1.90, regardless of the amount of their toll calling volume. Thereafter, long distance users will receive the benefits of additional IXC flow-through toll price reductions.

Verizon's witness Carl Danner promoted the same vision of residential customers being able to offset the large local rate increases through utilizing reduced instate toll rates. At page 10, line 5 of his prefiled direct testimony he said the following:

> Q. Will Verizon's Pricing Reform Plan encourage increases in toll and long distance usage, and therefore, make residential customers more attractive to competition?
>
> A. Yes, because the newly enacted legislation requires long distance providers to flow through access reductions, toll and long distance prices will fall, which in turn would stimulate toll and long distance usage.
>
> This reaction will increase the size of the market opportunity for competitors, and therefore also promote competition for residential customers.

Verizon's witness Danner, also at page 10, said the following:

> Q. Are there any other benefits associated with Verizon's pricing reform plan?
>
> A. Yes. Competitive pressures will likely force Verizon to reduce its toll process. Such reductions will not be offset with increases under § 364.164 and will therefore serve as an additional customer benefit.
>
> Q. Is there a particular class of residential customer that benefits the

most from Verizon's plan?

A. Yes. Verizon's plan will benefit existing Lifeline customers and additional customers who will qualify for Lifeline under the expanded provisions of F.S.364.164. Lifeline subscribers will see the price the pay for basic local service preserved at its current level. while at the same time enjoying the benefits of reduced prices for long distance calling created by the pass through of access charge reductions.

BellSouth's witness John Ruscilli's testimony similarly touted the ability of residential customers to save or "benefit" through reductions in instate toll rates. At page 10. beginning at line 1 of his prefiled testimony. he said the following:

Q. Although BellSouth proposes increasing certain local exchange rates. should customers benefit in the way of reduced long distance rates?

A. Yes. Although BellSouth's proposal includes increases in certain local exchange services rates. Section 364.163(2) provides that these same customers can be recipients of lower long distance rates. Section 364.163(2) requires that telecommunication companies whose rates are reduced due to adjustments in intrastate switched access must decrease their long distance revenues by passing along such reductions to both residential and business customers. Therefore. to the extent that customers are using long distance service provided by telecommunications companies that pay Bellsouth switched access charges. Bellsouth's proposal will result in lower long distance rates for these customers.

The "cleanup" witness sponsored jointly by BellSouth. Verizon and Sprint. Kenneth Gordon. said the following at page 16 of his prefiled direct testimony:

Q. Please explain why you believe that the companies' plans will not result in rate shock.

A. The companies' plans will result in relatively minor increases in a customer's basic local price. In addition. as I stated earlier. these price increases will not even apply to current Lifeline consumers and new Lifeline consumers who have become eligible as a result of the Tele-Competition Act raising the income threshold to 125% of the poverty level.

In addition. with the reduction and elimination of the in-state connection fees. many customers might not even experience a significant change in their total bill. If there is an increase in the customer's bill. it will likely result in large part from increased stimulation from lower long distance

charges that represent real gains to consumers because they are now able to make more calls at the new lower prices.

Kay Flynn 030868-TL

From: Denise Karnes
Sent: Tuesday, November 04, 2003 8:02 AM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Jane Faurot; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington
Subject: PSC Announces Two Decisions Regarding Phone Rate Petitions

A news release was faxed to the daily newspapers late yesterday afternoon, and is available for viewing here:

http://www.psc.state.fl.us/general/news/110303.html

WARNING:
Changes in appearance and in display of formulas, tables, and text may have occurred during translation of this document into an electronic medium. This HTML document may not be an accurate version of the official document and should not be relied on.

For an official paper copy, contact the Florida Public Service Commission at contact@psc.state.fl.us or call (850) 413-6770. There may be a charge for the copy.

State of Florida

Public Service Commission

NEWS RELEASE

November 3, 2003 Contact: 850-413-6482

PSC Announces Two Decisions Regarding Phone Rate Petitions

TALLAHASSEE -- Earlier today, the Florida Public Service Commission voted that additional information from interexchange companies (IXCs) should be filed and considered with the BellSouth, Sprint, and Verizon petitions associated with the Tele-Competition Innovation and Infrastructure Enhancement Act (the Act).

This Commission decision expands the scope of the proceedings currently underway and will require the parties in these proceedings to submit additional testimony later this month. Also, the dates set aside for the Tallahassee evidentiary hearing (December 10-12, 2003) will remain unchanged.

In addition, the American Association of Retired Persons' (AARP) request to dismiss the petitions based on a lack of information from the IXCs was denied by the Commission in a separate action.

The Commission decision on these petitions is required by the Act and is expected to take place later this year.

###

ORIGINAL

MEMORANDUM

November 6, 2003

RECEIVED-FPSC

03 NOV -6 PM 3:36

COMMISSION CLERK

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (P. CHRISTENSEN)

RE: DOCKET NO. 030867-TL - PETITION BY VERIZON FLORIDA INC. TO REFORM INTRASTATE NETWORK ACCESS AND BASIC LOCAL TELECOMMUNICATIONS RATES IN ACCORDANCE WITH SECTION 364.164, FLORIDA STATUTES.

DOCKET NO. 030868-TL - PETITION BY SPRINT-FLORIDA, INCORPORATED TO REDUCE INTRASTATE SWITCHED NETWORK ACCESS RATES TO INTERSTATE PARITY IN REVENUE-NEUTRAL MANNER PURSUANT TO SECTION 364.164(1), FLORIDA STATUTES.

DOCKET NO. 030869-TL - PETITION FOR IMPLEMENTATION OF SECTION 364.164, FLORIDA STATUTES, BY REBALANCING RATES IN A REVENUE-NEUTRAL MANNER THROUGH DECREASES IN INTRASTATE SWITCHED ACCESS CHARGES WITH OFFSETTING RATE ADJUSTMENTS FOR BASIC SERVICES, BY BELLSOUTH TELECOMMUNICATIONS, INC.

DOCKET NO. 030961-TI - FLOW-THROUGH OF LEC SWITCHED ACCESS REDUCTIONS BY IXCS, PURSUANT TO SECTION 364.163(2), FLORIDA STATUTES.

Please file the attached letter from Dr. Osvaldo Freiva in the correspondence section of the above referenced dockets.

PAC/lg
Attachment

My name is _____ and I ~~would like to read a letter~~ am on behalf of The Association of Former Cuban Political Prisoners.

Florida Public Service Commission
Tallahassee, Florida.

Dear Commissioners,

I am here A business man has
~~We are writing~~ today as local ~~business people~~ who ~~have~~ fought and suffered for the principal of freedom of choice. We have experienced the tyranny of those who would restrict our freedom to think, to speak, to act and as the American constitution ~~states~~, to pursue happiness. States

It
That is why is surprising that, in a country that holds these principles so dear, you have rules that inhibit a free marketplace and hinder companies from setting their own prices and pursuing success.

Allow the telephone companies to freely establish their own prices. You will see that customers in the market will soon make their whishes heard. And the market will have to respond. The entrepreneurial spirit in this country will give rise to more competition and more choices for everyone.

We know firsthand that there is only freedom where there is choice.

The Association of Former Cuban Political Prisoners supports this petition to foster more choices and competition in telephone services for consumers.

Sincerely,

Dr. Osvaldo Freiya

030868-TL

ORIGINAL

Request No. 566873C Name MARRONE ,F.J. MR. Business: LEON COUNTY JAIL

RECEIVED-FPSC

03 NOV -7 AM 10:56

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO: COMMISSION CLERK MARGARITA

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

Public Service Commission

Name MARRONE ,F.J. MR. Company _____ Request No. 566873C

Business Name LEON COUNTY JAIL Company Code _____

By MV Time 10:38 Date 11/05/2003

Address P.O. BOX 2278 County _____

Consumer's Telephone # _____ Type NJ-99 Phone MAIL

City/Zip Tallahassee 32316-2 Can be Reached _____

Account Number _____ E-Mail Address _____ Outreach OTHER Date 11/05/2003

Public Official N

Customer is protesting charges for collect calls from a confinement facility.

He is also protesting the proposed phone rate increases and is requesting information about the dates and locations of the hearings.

Customer was sent a letter with the information requested, and his letter protesting about the phone rates increases ,will be forwarded to my supervisor for further handling. MValdez

November 7, 2003: The original letter forwarded by the customer has been forwarded to CCA to form part of the docket in regards to the proposed increases for phone rates. A copy has been placed with our CATS cover sheet. Carmen Peña - Supervisor Bureau of Consumer Outreach

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

ORIGINAL

10-14-03

Fla Public Service Comm.
Tlh, Fla

ORIGINAL

NOV - 4 2003

Gentlen: RE-2.50¢ Collect Calls from Leon County Jail

I am Not Happy about the Only way to call from Jail is by Sprint, & their Excessive charge on Local Calls. I have been here 35 days, & I am limiting calls to my 82 yr. old wife because its too Expensive, I am asking you to See if this charge is justified, & see if it can be reduced or do they have a Monopoly on this, I need to call Kansas, & now wonder if I can afford this, Calls are monitored, NO Privacy calls are for 15 minutes Only nearing End, operator announces 1 Min Left & you are Cut-off a Response is needed, also NO Incoming Calls are allowed, or its fixed that way

Yours truly
F. J. Marrone
Inmate #24426
P.O. Box 2278
Tlh, FL. 32316

P.S. Want to Protest the increase on my Home Phone, See where hearings are To be held.

LEON COUNTY JAIL
P.O. Box 2278
TALLAHASSEE, FLORIDA 32316-2278

ORIGINAL





Thanks

Fl. Public Service Commission
Tlh Fl.

32300/9999

№ 566873C

ORIGINAL

Rec'd CAF 11/05/03

Agenda in 03
1267-cap 147

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 11-17-03

TO: John Fons

FROM: Flynn, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

11533-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 020969-TL **or (if filed in an undocketed matter) concerning** Sprints supplemental response to Citizens IRD #6, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
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(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 11-17-03

TO: John Fons

FROM: Frank, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

11531-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. (030867-TL **or (if filed in an undocketed matter) concerning** Sprint's supplemental answer to Citizens 1st Set, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
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BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 11 21 03

TO: John Fons

FROM: T Flynn, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030669-TL **or (if filed in an undocketed matter) concerning** Sprint's Suppl. response to Cit. Int. 27-29, **and filed on behalf of** Sprint / Fons. **The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

LAW OFFICES
Messer, Caparello & Self
A Professional Association

Post Office Box 1876
Tallahassee, Florida 32302-1876
Internet: www.lawfla.com

DISTRIBUTION CENTER
03 NOV 20 AM 8:39

November 18, 2003

COMMISSION
CLERK
NOV 20 AM 9:15

To: All Parties
Docket Nos. 030867-TL, 030868-TL, and 030869-TL

Please remove De O'Roark, Esq. of MCI WorldCom Communications, Inc. from your service list in the above referenced dockets and save a few trees. Please continue to serve Donna McNulty, Esq. and Floyd Self, Esq. for MCI WorldCom Communications, Inc.

Sincerely yours,

Floyd R. Self

NHH/amb
Enclosures
cc: Ms. Blanca Bayó

11/20/03

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED
DEC - 4 2003
F.P.S.C.
EXECUTIVE DIRECTOR

DATE: Tuesday, December 02, 2003
TO: Mary Andrews Bane, Executive Director
FROM: Beth W. Salak, Director, Division of Competitive Markets & Enforcement
RE: Copying of Confidential Documents

I am requesting authorization for the following individuals to assist in copying confidential documents in Docket Nos. 030867, 030868 and 030869-TL (documents list attached:)

Susan Howard
Della Fordham
Zoryana Ring
Catherine Beard
Sallie Hallmark
Margie Edmondson
Brenda Merritt

RECEIVED-FPSC
03 DEC -4 AM 9:21
COMMISSION
CLERK

These documents are being copied for the hearing being held on December 10-12, 2003. Help in copying these documents is needed because of the volume needed to be copied and also because they can not be sent to the print shop for reproduction.

BWS:sh
cc: Bob Trapp

O/C
MBB
12/4/03

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED
DEC - 4 2003
F.P.S.C.
EXECUTIVE DIRECTOR

DATE: December 4, 2003
TO: Mary Andrews Bane, Executive Director
FROM: Beth Salak, Director, CMP
RE: Request to Copy Confidential Information for Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TL, Petitions of Verizon, et al. to reform Intrastate Network Access and Basic Local Rates

This is to request permission to make ten (10) copies of each of the confidential documents listed below. The copies will be used for cross-examination purposes at hearing beginning December 10, 2003. Because discovery will not be completed until December 5, 2003, additional documents may be required. If so, we will submit an additional list prior to the hearing. If you have any questions regarding this request, please call Anne Marsh at 413-6554.

DN 08885-03
DN 09021-03
DN 09052-03
DN 09366-03
DN 09449-03
DN 09829-03
DN 10128-03
DN 10142-03
DN 10288-03
DN 10632-03
DN 10697-03
DN 11531-03
DN 11533-03
DN 11728-03
DN 11783-03
DN 11794-03
DN 11885-03
DN 11928-03
DN 11932-03
DN 12053-03
DN 12155-03

3 Not copied

9 ccs shredded
1 cc: Ct. Rpr.

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ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 12.5.03

TO: John Fons

FROM: Kay, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

12499-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. C20965-TI **or (if filed in an undocketed matter) concerning** Answer to Staff of Interrogatories 96 & 97 **, and filed on behalf of** Sprint Florida / FCIS **. The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
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J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

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ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 12.9.03

TO: John Fons

FROM: T Henry, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

12608-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 12608-TI **or (if filed in an undocketed matter) concerning** Florida's & Citizens Interrogatories 27-29, Bates Mass Mkt **and filed on behalf of** Joint Florida / Fons**. The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

COMMISSIONERS:
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J. TERRY DEASON
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STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 12-8-03

TO: Joint Fcos

FROM: Kay Flynn, **Division of the Commission Clerk and Administrative Services**

RE: **Acknowledgment of Receipt of Confidential Filing**

12514-03

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No. 030569-TL **or (if filed in an undocketed matter) concerning** Sprint - Florida's appl. under Sec. 364.10(2)(a), F.S. **, and filed on behalf of** Sprint Florida / Fcos **. The document will be maintained in locked storage.**

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/03)

OFFICE OF THE ATTORNEY GENERAL

THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1050

CHARLIE CRIST
Attorney General
State of Florida

Reply to:
Office of the Attorney General
Civil Division
(850)414-3300; SunCom 994-3300

RECEIVED-FPSC
03 DEC -8 PM 2:20
COMMISSION
CLERK

December 8, 2003

Ms. Blanca Bayo, Director
Commission Clerk and Administrative Services
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Dear Ms. Bayo:

The Attorney General recognizes and acknowledges its obligation under Section 364.183, F.S., to protect the proprietary and confidential information deemed exempt from Section 119.07(1), F.S., under Section 364.183, F.S.

The Attorney General recognizes that their obligation extends to documents and information received from the Public Service Commission and other parties.

Sincerely,

Jack Shreve

Jack Shreve
Senior General Counsel

JS/mkc

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

December 8, 2003

Jack Shreve, Esq.
Office of the Attorney General
PL -01, The Capitol
Tallahassee, Florida 32399-1050

Re: Dockets 030867-TL, 030868-TL, 030869-TL, 030961-TI

Dear Mr. Shreve:

Accompanying this letter are copies of the following documents filed by parties as confidential in the referenced dockets:

08008-03	11728-03	11885-03	12053-03
08011-03, 08022-03	09412-03	11794-03	11890-03
08043-03 (CD)	09414-03 (CD)	10846-03	12023-03
08044-03 (CD)	09489-03	11654-03	12083-03
08045-03 (CD)	09499-03 (CD)	11662-03	
08671-03	09527-03	11683-03	
08885-03	09829-03	11684-03	
09366-03	10142-03	11685-03	
09449-03	10288-03	11688-03	
10128-03	11531-03	11691-03	
10632-03	11533-03	11694-03	
10697-03	12155-03	11783-03	

These documents are labeled "confidential" and must be maintained as confidential during the upcoming hearing, and returned to my office when the hearing concludes.

Sincerely,

Kay Flynn
Chief of Records and Hearing Services

Enclosure
cc: Blanca S. Bayó
Richard Melson, Esq.
Beth Keating, Esq.
Beth Salak
Parties of Record

Your signature below indicates you are taking possession of the confidential documents listed on the previous page:

Signature: Jack Shreve

Date: 12/8/03

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 DEC -9 PM 4:19
COMMISSION
CLERK

DATE: December 9, 2003
TO: Mary Andrews Bane, Executive Director
FROM: Beth Salak, Director, CMP
RE: Second Request to Copy Confidential Information for Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TL, Petitions of Verizon, et al. to reform Intrastate Network Access and Basic Local Rates

This is to request permission to make ten (10) copies of each of the confidential documents listed below. The copies will be used for cross-examination purposes at hearing beginning December 10, 2003. If you have any questions regarding this request, please call Anne Marsh at 413-6554.

DN 09952-03 – not copied
DN 12258-03
DN 12491-03
DN 12499-03
9 ccs: shredded
1 cc: Ct. Rpr.

RECEIVED
DEC - 9 2003
F.P.S.C.
EXECUTIVE DIRECTOR

OK
MAB
12/9/03

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
03 DEC 16 AM 10:42
COMMISSION
CLERK

DATE: December 16, 2003
TO: Mary Andrews Bane, Executive Director
FROM: Beth Salak, Director, CMP
RE: Third Request to Copy Confidential Information for Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TL, Petitions of Verizon, et al. to reform Intrastate Network Access and Basic Local Rates

This is to request permission to make ten (10) copies of each of the confidential documents listed below. The copies will be used for the Agenda Conference in the above dockets on December 16, 2003. If you have any questions regarding this request, please call Anne Marsh at 413-6554.

13194-03

1. Issue 1(a) - Support Calculations

2. Issue 3 - Reductions in Access Charges as Filed by the Companies

3. Issue 3 - Staff Estimate of the Change in Verizon Residential Rates if the PICC ARPM is Calculated Using Interstate Minutes of Use.

4. Issue 4 - Amounts Included in the ILEC's Petitions

5. Issues 6 through 10 - Chart - IXC Split of Flow-Through Reductions Between Residential and Business Service and In-State Connection Fee Reductions and Reductions Revenue

Approved MAB 12/16/03

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

January 12, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Harold McLean, Public Counsel, vs. Lila A. Jaber, Chairman, et al. (Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI)

Dear Mr. Hall:

Enclosed is a certified copy of a Notice of Appeal, filed in this office on January 7, 2004, on behalf of Harold McLean, Public Counsel. Also enclosed is a copy of Order No. PSC-03-1469-FOF-TL, the order on appeal.

It is our understanding the index of record is due to be served on the parties to this proceeding on or before February 26, 2004.

Sincerely,

Kay Flynn, Chief
Bureau of Records and Hearing Services

Enclosure
cc: David Smith, Esq., Office of the General Counsel
Harold McLean, Esq., Office of the Public Counsel
Parties of Record

IN THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Verizon Florida, Inc. to Reform Intrastate Network Access and Basic Local Telecommunications Rates in Accordance with Section 364.164, Florida Statutes.	Docket No. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to Reduce Intrastate Switched Network Access Rates to Interstate Parity in Revenue - Neutral Manner Pursuant to Section 364.164(1), Florida Statutes.	Docket No. 030868 - TL
In re: Petition for Implementation of Section 364.164, Florida Statutes, by Rebalancing Rates in a Revenue - Neutral Manner Through Decreases In Intrastate Switched Access Charges With Offsetting Rate Adjustments for Basic Services, By BellSouth Telecommunications, Inc.	Docket No. 030869-TL
In re: Flow-through of the LEC switched access reductions by IXCs, pursuant to Section 364.163(2), Florida Statutes.	Docket No. 030961-TI

NOTICE OF APPEAL OF HAROLD MCLEAN,
PUBLIC COUNSEL, STATE OF FLORIDA,

NOTICE IS GIVEN that Harold McLean, Public Counsel, State of Florida, Appellant, appeals to the Florida Supreme Court, the order of this Public Service Commission, rendered on December 24, 2003. A copy of this order is attached. The nature of the order is a Final Order of this Commission which approved the Access Charge Reduction Petitions of Sprint, Verizon and BellSouth and allows these companies to raise their basic rates and approved the flow-through of LEC switched access reductions by IXCs in the manner set forth in their petitions.

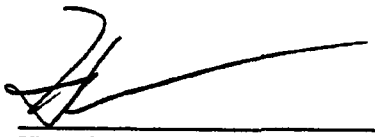
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Chief, Bureau of Records and
Hearing Services

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DATED this 7th day of January, 2004.

Respectfully submitted,

HAROLD MCLEAN
PUBLIC COUNSEL



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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Verizon Florida Inc. to reform intrastate network access and basic local telecommunications rates in accordance with Section 364.164, Florida Statutes.	DOCKET NO. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.	DOCKET NO. 030868-TL
In re: Petition for implementation of Section 364.164, Florida Statutes, by rebalancing rates in a revenue-neutral manner through decreases in intrastate switched access charges with offsetting rate adjustments for basic services, by BellSouth Telecommunications, Inc.	DOCKET NO. 030869-TL
In re: Flow-through of LEC switched access reductions by IXCs, pursuant to Section 364.163(2), Florida Statutes.	DOCKET NO. 030961-TI ORDER NO. PSC-03-1469-FOF-TL ISSUED: December 24, 2003

The following Commissioners participated in the disposition of this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

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APPEARANCES:

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On behalf of the Office of the Attorney General.

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On behalf of Office of Public Counsel (OPC).

MICHAEL B. TWOMEY, Esquire, P.O. Box 5256, Tallahassee, Florida 32314-5256
On behalf of AARP, Common Cause Florida, and Sugarmill Woods Civic Association.

PATRICIA CHRISTENSEN, Esquire, BETH KEATING, Esquire, LEE FORDHAM, Esquire, and FELICIA BANKS, Esquire, FPSC Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850
On behalf of the Commission.

ORDER ON ACCESS CHARGE REDUCTION PETITIONS

I. INTRODUCTION AND HISTORY

The telecommunications industry is in transition from an industry characterized by regional monopolies to one characterized by national competition. For most of its history, telephone service was furnished on a monopoly basis by a single provider. In exchange for a statutory monopoly, the telephone company was subject to economic regulation that gave it the opportunity to earn a fair rate of return on its investment. In this monopoly regime, prices for long distance and other premium services were set substantially above cost based on value of service principles. At

the same time, local telephone service was priced residually to advance the social policy goal of providing universal service.

Effective January 1, 1984, this monopoly regime was radically changed nationwide by the entry of the "modified final judgment"[1] which reorganized AT&T and divested it of its local telephone companies, restricted the operating areas of the local telephone companies, and provided for competitive interstate long distance service. See, Microtel, Inc. v. Florida Public Service Commission, 483 So.2d 415, 416 (Fla. 1986)(Microtel II). In apparent anticipation of the forthcoming consent judgment in the AT&T case, and motivated by a desire to promote competitive long distance telephone service within Florida, the Legislature in 1982 amended Florida law to allow the Commission to issue certificates for competitive intrastate long distance service. Id. at 417-418. As the Florida Supreme Court recognized in Microtel Inc. v. Florida Public Service Commission, 464 So.2d 1189, 1191 (Fla. 1985)(Microtel I), the 1982 Legislature made the "'fundamental and primary policy decision' that there be competition in long distance telephone services" in Florida.

As long distance competitors entered the market, state and federal regulators instituted a system of intercarrier compensation under which long distance companies paid "access charges" to the local exchange telephone companies for the use of the local networks to originate and terminate long distance calls. As the record reflects, these access charges were initially set to take the place of the revenue that had been provided by long distance service under the monopoly regime.

A decade after the introduction of long distance competition, the landscape in the telecommunications industry changed again with the elimination, first in Florida and then nationwide, of the statutory monopoly for local exchange service. In 1995, the Florida Legislature amended Chapter 364, Florida Statutes, to allow

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[1] United States v. American Telephone and Telegraph Co., 552 F. Supp 131 (D.D.C. 1982) aff'd sub nom, Maryland v. United States, 460 U.S. 1001 (1983), as subsequently modified by United States v. Western Electric Co., 569 F. Supp. 990 (D.D.C. 1983) and United States v. Western Electric Co., 569 F. Supp. 1057 (D.D.C.), aff'd sub nom, California v. United States, 464 U.S. 1013 (1983).

for competition in the provision of local service. The Legislature found that "the competitive provision of telecommunications services, including local exchange service, is in the public interest and will provide customers with freedom of choice, encourage the introduction of new telecommunications service, encourage technological innovation, and encourage investment in telecommunications infrastructure." Section 364.01(3), Florida Statutes. In conjunction with the opening of the local exchange market to competition, the incumbent local exchange companies (ILECs) were permitted to elect to substitute price regulation for the former rate base, rate of return regulation. Section 364.051, Florida Statutes.

The opening of the Florida local market to competition was followed the next year by the enactment of the federal Telecommunications Act of 1996 (1996 Act). Pub. L. No. 104-104, 104th Congress 1996, 110 Stat. 56, 47 U.S.C. §§ *et. seq.* This act established a national framework to enable competitive local exchange carriers (CLECs) to enter the local telecommunications market and to allow the former Bell Operating Companies to reenter the interLATA long distance market. The purpose of the 1996 Act was to bring the benefits of competition to all telecommunications markets by creating a pro-competitive, de-regulatory national policy framework. Senate Rpt. 104-023, entitled "Telecommunications Competition" (March 30, 1995).

Over the 19 years since the introduction of long distance competition, both interstate access charges and intrastate access charges have been reduced. Despite these reductions, the record shows that intrastate access charge rates in Florida are among the highest in the nation and are substantially above interstate access charge rates. The record also shows, as further analyzed in Section VI(B) of this Order, that intrastate long distance rates in Florida (through which an IXC must recover, among other things, its intrastate access charge costs) are likewise among the highest in the nation, and are substantially above interstate long distance rates. Local service rates in Florida, however, are the lowest in the Southeast.

While the long distance market is now vigorously competitive, local wireline competition has progressed more slowly, particularly in the residential market. At the same time, wireline companies

are facing increased competition from providers using alternative technologies such as wireless, cable, and voice over internet protocol (VoIP). See FPSC Annual Report on Competition (June 30, 2003).

Against this backdrop, the Florida Legislature, during the 2003 Regular Session, enacted the Tele-Competition Innovation and Infrastructure Enhancement Act (2003 Act), which became effective on May 23, 2003. In broad terms, the 2003 Act allows the Commission to consider whether allowing the ILECs to reduce their intrastate access charges to interstate levels, and to make offsetting increases in local service rates, will further the Legislature's goal of increasing competition in the local telephone market. By returning some regulation of intrastate access charges to the Commission, the Legislature has given us the tools to address the question of whether access charges in fact support artificially low local service rates that may be impairing the implementation of competition in the local telephone market.

A key provision in the 2003 Act, Section 364.164, Florida Statutes, provides a process by which ILECs may petition this Commission to reduce their intrastate switched network access rates in a revenue-neutral manner. We are required by law to issue our final order granting or denying any such petition within 90 days of the filing. In reaching our decision, Section 364.164(1), Florida Statutes, sets forth four mandatory criteria we must consider. Those criteria are:

> [W]hether granting the petition will:
>
> (a) Remove current support for basic local telecommunications services that prevents the creation of a more attractive competitive local exchange market for the benefit of residential consumers.
>
> (b) Induce enhanced market entry.
>
> (c) Require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years.

(d) Be revenue neutral as defined in subsection (7), within the revenue category defined in subsection (2).

In laymen's terms, subsection (1)(d) means that any ILEC that is permitted to reduce its intrastate switched network access rates may offset those reductions through simultaneous increases in the local rates charged to its flat-rate residential and single-line business customers.

In addition, Section 364.163(2), Florida Statutes, provides a mechanism to ensure that any IXC that receives the benefits of access charge rate reductions will flow those benefits through to both residential and business customers in the form of lower intrastate long distance rates:

> Any intrastate interexchange telecommunications company whose intrastate switched access rate is reduced as a result of the rate adjustments made by a local exchange telecommunications company in accordance with s. 364.164 shall decrease its intrastate long distance revenues by the amount necessary to return the benefits of such reduction to both its residential and business customers. The intrastate interexchange telecommunications company may determine the specific intrastate rates to be decreased, provided that residential and business customers benefit from the rate decreases. Any in-state connection fee or similarly named fee shall be eliminated by July 1, 2006, provided that the timetable determined pursuant to s. 364.164(1) reduces intrastate switched network access rates in an amount that results in the elimination of such fee in a revenue-neutral manner. The tariff changes, if any, made by the intrastate interexchange telecommunications company to carry out the requirements of this subsection shall be presumed valid and shall become effective on 1 day's notice.

Section 364.163(3) gives this Commission continuing regulatory oversight regarding the access charge reduction flow-throughs described in subsection (2).

Finally, the 2003 Act amended Section 364.10 to provide increased protection to economically disadvantaged customers. This section requires any ILEC that reduces its access charges (and increases its local rates) pursuant to Section 364.164 to make its Lifeline Assistance Plan available to customers with incomes at or below 125% of the federal poverty level, up from 100% or less under the prior law.

Our jurisdiction in this matter arises from the above statutory provisions.

II. CASE BACKGROUND

On August 27, 2003, Verizon Florida Inc. (Verizon), Sprint-Florida, Incorporated (Sprint), and BellSouth Telecommunications, Inc. (BellSouth), each filed petitions pursuant to Section 364.164, Florida Statutes. Dockets Nos. 030867-TL (Verizon), 030868-TL (Sprint), and 030869-TL (BellSouth) were opened to address these petitions in the time frame provided by Section 364.164, Florida Statutes. On September 4, 2003, the Order Establishing Procedure and Consolidating Dockets for Hearing, Order No. PSC-03-0994-PCO-TL, was issued. At the September 15, 2003, Agenda Conference, the Commission decided to hold public hearings in the above referenced dockets.

On September 3, 2003, the Office of Public Counsel (OPC) filed Motions to Dismiss the Petitions in each of these dockets on the grounds that the Petitions proposed to make rate changes over one year, rather than the two year minimum required by Section 364.164(1)(c). On September 10, 2003, Verizon filed its Response to OPC's Motion to Dismiss. Also on September 10, 2003, Sprint and BellSouth filed their Joint Response to OPC's Motion to Dismiss. At the September 30, 2003, Agenda Conference, we voted to dismiss Verizon, Sprint, and BellSouth's Petitions with leave to amend within 48 hours to address the Commission's determination regarding the application of the two-year time frame in Section 364.164(1)(c), Florida Statutes. On September 30, October 1, and October 2, 2003, respectively, BellSouth, Sprint, and Verizon filed their amended petitions.

By Order No. PSC-03-1240-PCO-TL, we consolidated Docket No. 030961-TI, which was opened to address questions regarding the

IXCs' flow-through to customers of any access charge reductions, into this proceeding for hearing. By Order No. PSC-03-1269-PCO-TL, the procedure in these consolidated Dockets was amended to include additional testimony filing dates and issues to reflect the consolidation of Docket No. 030961-TI. A hearing on this matter was held on December 10-12, 2003.

In this matter, we received the testimony of 26 witnesses on behalf of the ILECs, intervenors, the consumer advocates, and our own Commission staff. We also received testimony from customers at 14 customer service hearings conducted throughout the state, as well as written comments from customers submitted to the docket files associated with this case. In addition, we received into evidence 86 exhibits. We have carefully considered the evidence received in its entirety, as well as the arguments of counsel. Based thereon, we hereby render our decision on the issues presented.

III. MOTIONS

Three motions remained outstanding at the start of our hearing in this matter -- two motions for reconsideration of prior orders and one motion for entry of a summary final order. As a preliminary matter, we addressed the motions as follows:

A. Joint Petitioners Motion for Reconsideration of Order No. PSC-03-1269-PCO-TL, issued Nov. 10, 2003 - Second Order Modifying Procedure for Consolidated Dockets to Reflect Additional Docket, Associated Issues, and Filing Dates

This motion asked that the Commission reconsider the inclusion of Issues 6-10 in the Second Order Modifying Procedure. The motion argued that the inclusion of those issues, which relate to the IXCs' flow-through of any access charge reductions they receive, inappropriately imposed additional criteria on the Joint Petitioners' Petitions for switched network access rate reductions that go beyond the four mandatory criteria enumerated in Section 364.164(1). The Office of Public Counsel filed a response to this Motion on behalf of the Citizens. Upon consideration, we granted the Petitioners' request for oral argument on this Motion at the outset of the hearing.

The standard of review for a motion for reconsideration is whether the motion identifies a point of fact or law which was overlooked or which the Commission failed to consider in rendering its Order. See, Stewart Bonded Warehouse, Inc. v. Bevis, 294 So. 2d 315 (Fla. 1974); Diamond Cab Co. v. King, 146 So. 2d 889 (Fla. 1962); and Pingree v. Quaintance, 394 So. 2d 162 (Fla. 1st DCA 1981). In a motion for reconsideration, it is not appropriate to reargue matters that have already been considered. Sherwood v. State, 111 So. 2d 96 (Fla. 3rd DCA 1959); citing State ex.rel. Jaytex Realty Co. v. Green, 105 So. 2d 817 (Fla. 1st DCA 1958). Furthermore, a motion for reconsideration should not be granted "based upon an arbitrary feeling that a mistake may have been made, but should be based upon specific factual matters set forth in the record and susceptible to review." Stewart Bonded Warehouse, Inc. v. Bevis, 294 So. 2d 315, 317 (Fla. 1974). This standard is equally applicable to reconsideration by the Commission of a Prehearing Officer's order. See, Order No. PSC-96-0133-FOF-EI, issued January 29, 1996, in Docket No. 950110-EI.

Throughout this proceeding, one hotly contested issue has been whether, in making its determination to grant or deny the Petitions, the Commission can consider only the four mandatory criteria enumerated in Section 364.164(1) or whether it is also required or permitted to consider the extent to which residential customers whose local rates would be increased if the Petitions are granted are likely to benefit from offsetting long distance rate decreases. This is ultimately an issue of statutory construction which we indicated on several occasions would be considered at the conclusion of the evidentiary hearing.

The thrust of the Petitioners' motion for reconsideration is that the inclusion of Issues 6 through 10 in the Second Order Modifying Procedure improperly introduced consideration of this long distance rate impact into the proceedings on their Petitions. OPC, on the other hand, argues that these Issues were properly included, since the Commission must consider the combined impact on residential customers of any local rate increases and any long distance rate decreases.

Upon consideration, we conclude that the Motion for Reconsideration does not identify a mistake of fact or law made by the Prehearing Officer in rendering his decision. The determination

about which the Joint Petitioners express concern is not one made by the Prehearing Officer in his Order. The Prehearing Officer did not impose additional requirements on the ILECs' Petitions to reduce access charges; instead, he included additional issues for consideration in this proceeding based upon our decision to consolidate Docket No. 030961-TI with Dockets Nos. 030867-TL, 030868-TL, and 030869-TL for hearing. His Order clearly set forth that this is the basis upon which he modified the schedule and the issues list for the proceeding. As such, his decision is not only correct, but needs no clarification. The decision to consolidate Docket No. 030961-TI was made by this Commission in Order No. PSC-03-1240-PCO-TP, issued November 4, 2003. Reconsideration of that decision was not requested. The Prehearing Officer's Order merely implements that decision by amending the schedule and including issues to reflect the consolidation. As for the legal issue raised by the Joint Petitioners, that being whether we should consider impacts on the toll market in making our decision on the ILECs' Petitions, that issue was not addressed by the Prehearing Officer and remains for decision by this Commission at the conclusion of the hearing. For these reasons, the Joint Motion For Reconsideration is denied.

B. OPC's Motion for Reconsideration of Order No. PSC-03-1331-FOF-TL (filed Dec. 5, 2003) / AARP's Motion for Reconsideration of Same Order (filed Dec. 8, 2003)(The Attorney General Joined in the Motions on December 9)

These motions asked that we reconsider certain language in our Order denying AARP's Motion to Dismiss these cases for failure to join the IXCs as indispensable parties. OPC and AARP argue that the language contained in the order did not accurately capture the rationale for the Commission's decision as expressed during the Commission's deliberations on that motion. A response in opposition was filed by the Joint Petitioners on December 9, 2003. We received additional argument on this Motion at the outset of the hearing.

While we do not believe that reconsideration is appropriate in this instance, upon consideration of the arguments and review of the Order itself, we do believe that some clarification is in order. It is clear that certain language included in the Order could be misconstrued. Therefore, Order No. PSC-03-1331-FOF-TL, at

pages 11 and 12, is amended and clarified as reflected in the following type and strike version:

> In reaching this conclusion, we refer to the language of Section 364.164, Florida Statutes. Contrary to AARP's assertions, none of the four mandatory criteria set forth for our consideration in addressing the petitions mandates ~~necessitates~~ participation by the IXCs. ~~As plainly stated by the Legislature,~~ tThe first factor set forth in Section 364.164(1), Florida Statutes, for our consideration does not mandate that ~~direct~~ the Commission ~~to~~ consider how the ILECs' proposals will affect the ***toll market*** "for the benefit of residential consumers." Instead, the plain language states that consideration should be given to whether granting the petitions will:
>
> > (a) Remove current support for basic local telecommunications services that prevents the creation of **a more attractive local exchange market** for the benefit of residential consumers. [Emphasis added].
>
> ~~As such, the relevant market for use in making the final determination on the Petitions is the local exchange market.~~ Thus, we find that, for purposes of Section 364.164, Florida Statutes, consideration of the impact on the toll market (and resulting impact on toll customers) is not *required* for the Commission's ~~full and complete~~ determination of the Petitions.[3] In reaching this conclusion, we do not find that we are precluded from such consideration, rather we conclude only that we are not required to do so.

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[3] ~~In reaching this conclusion, we do not find that we are precluded from such consideration, rather we conclude only that we are not required to do so.~~

> ~~The language of Section 364.164, Florida Statutes, appears clear; thus, under principles of statutory interpretation, this Commission need not look further to divine the Legislature's intent. Southeastern Utilities Service Co. v. Redding, 131 So.2d 1 (Fla. 1950).~~ That said, we nevertheless acknowledge AARP's contention that the Legislature considered the impacts on customers' toll bills in passing the new legislation.[4] We emphasize, though, that the Legislature did address the impact on the toll market if the Petitions are granted, but it did so through a separate section of the statutes, Section 364.163, wherein intrastate toll providers are required to pass the benefits of the access charge reductions on to their residential and business customers. This Commission is charged under that section with ensuring that reductions are, in fact, flowed through.

Based on the foregoing, Order No. PSC-03-1331-FOF-TP is clarified as set forth above.

C. Attorney General's Motion for Summary Final Order, filed Nov. 17 (AARP and OPC Joined in the Motion)

The Attorney General moved for a summary final order on the grounds that the record raises no genuine issue of fact regarding whether granting the Petitions will benefit residential consumers. Verizon, AT&T/MCI, BellSouth, and Sprint timely filed responses to the Motion. We received argument on this Motion at the hearing.

As became clear from the oral argument on this motion, the underlying contention by the Attorney General, OPC, and AARP is that Section 364.164 requires the Petitioners to demonstrate that residential consumers will benefit from long distance rate

[4]At footnote 1 of the Motion, AARP states that it is in the process of having the relevant industry and legislator comments recorded and transcribed for filing at a later date. This material was officially recognized during the final hearings in these proceedings.

reductions, and that the prefiled testimony and exhibits showed that such benefits are not sufficient to offset the impact of the proposed local rate increases. The opponents of the motion contended that no such showing is required, and that the prefiled testimony establishes that residential customers will benefit from increased competition if the Petitions are granted.

Rule 28-106.204(4), Florida Administrative Code, provides:

> Any party may move for summary final order whenever there is no genuine issue as to any material fact. The motion may be accompanied by supporting affidavits. All other parties may, within seven days of service, file a response in opposition, with or without supporting affidavits. A party moving for summary final order later than twelve days before the final hearing waives any objection to the continuance of the final hearing.

The standard for granting a summary final order is very high. The purpose of summary judgment, or in this instance summary final order, is to avoid the expense and delay of trial when no dispute exists concerning the material facts. The record is reviewed in the light most favorable to the party against whom the summary judgment is to be entered. When the movant presents a showing that no material fact on any issue is disputed, the burden shifts to his opponent to demonstrate the falsity of the showing. If the opponent does not do so, summary judgment is proper and should be affirmed. The question for determination on a motion for summary judgment is the existence or nonexistence of a material factual issue. There are two requisites for granting summary judgment: first, there must be no genuine issue of material fact, and second, one of the parties must be entitled to judgment as a matter of law on the undisputed facts. See, Trawick's Florida Practice and Procedure, §25-5, Summary Judgment Generally, Henry P. Trawick, Jr. (1999).

In summary, under Florida law, "the party moving for summary judgment is required to conclusively demonstrate the nonexistence of an issue of material fact, and . . . every possible inference must be drawn in favor of the party against whom a summary judgment

is sought." Green v. CSX Transportation, Inc., 626 So. 2d 974 (Fla. 1st DCA 1993)(citing Wills v. Sears, Roebuck & Co., 351 So. 2d 29 (Fla. 1977)). Furthermore, "A summary judgment should not be granted unless the facts are so crystallized that nothing remains but questions of law." Moore v. Morris, 475 So. 2d 666 (Fla. 1985); City of Clermont, Florida v. Lake City Utility Services, Inc., 760 So. 1123 (5th DCA 2000).

The parties disagree on the proper interpretation of Section 364.164, Florida Statutes. We find, based on the pleadings, the arguments, and the prefiled testimony, there are genuine issues of material fact in dispute, regardless of whose statutory interpretation is ultimately determined to be correct. Since the motion must be viewed in the light most favorable to the parties against whom the motion is sought, the Motion must be denied in this case. In reaching this conclusion, we make no determination on the legal or factual issues to be addressed through the hearing. Rather, we conclude only that the high standard for granting a summary final order has not been met.

IV. STATUTORY INTERPRETATION

The question of the proper interpretation of Section 364.164 is one that has been raised time and again in this case in various motions, testimony, and in this Commission's own comments. We carefully withheld ruling on the question of whether Section 364.164, Florida Statutes, is ambiguous until after conclusion of the evidentiary hearing and the closing arguments of counsel. It is important to address this question before reaching the other issues in the case, because our decision will determine whether we can consider arguments and evidence presented in the case regarding the Legislative history and intent of the statute.

The law on this aspect of statutory interpretation is clear. When interpreting statutory provisions, one first should look to the provision at issue to determine whether the "language is clear and unambiguous and conveys a clear and definite meaning. . . ." Holly v. Auld, 450 So. 2d 217 (Fla. 1984), citing A.R. Douglass Inc. v. McRainey, 102 Fla. 1141 (1931). If the meaning is clear, there is no need to resort to statutory interpretation. Furthermore, an unambiguous statutory provision cannot be construed to extend, modify, or limit its express terms or its reasonable and

obvious implications. Holly, at 219. However, a statute should not be given its literal reading if such reading would lead to an unreasonable conclusion. Id.

Section 364.164 sets forth the criteria we must consider in determining whether to grant the ILECs' petitions. Those criteria are as follows:

> [W]hether granting the petition will:
>
> (a) Remove current support for basic local telecommunications services that prevents the creation of a more attractive competitive local exchange market for the benefit of residential consumers.
>
> (b) Induce enhanced market entry.
>
> (c) Require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years.
>
> (d) Be revenue neutral as defined in subsection (7) within the revenue category defined in subsection (2).

The ILECs argue that this language clearly expresses the Legislature's intent and, thus, is not subject to interpretation. The OPC, the Attorney General, and AARP present a vastly differing interpretation of the statute, and have offered into evidence and in their arguments the Legislative history of the bill. Each side offers tenable arguments regarding how the statute could be interpreted. We note that the lack of clarifying language or punctuation in the provisions at issue contributes to the differing interpretations. As such, having considered the arguments and the language of the statute itself, we find that the language of Section 364.164, Florida Statutes, is not clear on its face and, thus, is subject to statutory interpretation. Having reached this conclusion, our decisions as set forth below reflect our interpretation of the Legislature's intent as gleaned from the Legislative history, including consideration of the potential impacts of granting the Petitions on the toll rates paid by residential customers.

V. SUMMARY OF DECISION

As discussed in more detail later in this order, we find and conclude, based on the record, that:

1. Intrastate access rates currently provide support for basic local telecommunications services that would be reduced by bringing such rates to parity with interstate access rates.

2. The existence of such support prevents the creation of a more attractive competitive local exchange market by keeping local rates at artificially low levels, thereby raising an artificial barrier to entry into the market by efficient competitors.

3. The elimination of such support will induce enhanced market entry into the local exchange market.

4. Enhanced market entry will result in the creation of a more competitive local exchange market that will benefit residential consumers through:

a. increased choice of service providers;
b. new and innovative service offerings, including bundles of local and long distance service, and bundles that may include cable TV service and high speed internet access service;
c. technological advances;
d. increased quality of service; and
e. over the long run, reductions in prices for local service.

5. The ILECs' proposals will reduce intrastate switched network access rates to parity over a period of not less than two years or more than four years.

6. The ILECs' proposals will be revenue neutral within the meaning of the statute, which permits access charge reductions to be offset, dollar for dollar, by increases

in basic local service rates for flat-rate residential and single-line business customers.

7. Because of the mandatory flow-through provisions of Section 364.163, approval of the plans will be financially neutral to the IXCs, who are required to reduce their intrastate toll rates and charges to consumers to offset the benefit of any access charge reductions the IXCs receive.

8. Contrary to the position taken by the Attorney General in these proceedings, the statute does not require that implementation of the proposals be "bill neutral" to any particular customer or class of customers.

9. We are not mandated by Section 364.164 to consider the impact of the proposals on toll rates paid by residential consumers. However, consistent with the legislative history of the 2003 Act, we conclude that we are permitted to do so. In this regard, we find that many residential customers will benefit directly from the elimination of in-state connection fees and reductions in per-minute intrastate toll rates. We also find that residential customers as a whole will enjoy prices for toll services that are closer to economic costs and, therefore, will have less of a repressive effect on long distance usage. We also find that under the long distance rate reduction plans offered by the IXCs, residential customers as a whole will get a proportionate share of any toll rate reductions based on their share of total access minutes of use.

10. Experience from other states that have rebalanced local and toll rates shows that approval of the ILECs' proposals will have little, if any, negative impact on the availability of universal service. While no customer likes to see a rate increase, the record shows that basic local service will continue to remain affordable for the vast majority of residential customers.

11. Although we find that it is not a benefit that we should weigh in the balance in considering whether or not to grant the Petitions, the amended Lifeline provisions in Section 364.10 will help to protect economically disadvantaged consumers from the effect of local rate increases. This protection is enhanced by the ILECs' agreement to further increase the eligibility criteria for Lifeline assistance from 125% to 135% of the federal poverty level, increasing the number of customers eligible for the program by approximately 119,000, and to protect Lifeline recipients against basic local service rate increases for four years. Although we cannot predict the future with certainty, economic theory suggests, and we are encouraged to believe, that the establishment of a more competitive local market will put downward pressure on local exchange prices that will eventually reduce the need for targeted assistance programs such as Lifeline.

The following sections set forth a detailed analysis of our decisions on the points outlined above.

VI. REMOVAL OF CURRENT SUPPORT

In this section, we address whether the ILECs' proposals meet the requirements of Section 364.164(1)(a), Florida Statutes. For clarity of analysis, we have considered these requirements in three parts: (A) what is a reasonable estimate of the level of support for basic service provided by access charges; (B) does that support prevent the creation of a more attractive local exchange market; and (C) would the creation of a more attractive local exchange market benefit residential consumers.

A. REASONABLE ESTIMATE OF SUPPORT

1. Arguments

Verizon contends that its basic local services receive support from its network access charges, and that its plan removes this support by bringing the prices of those services more in line with costs. Verizon asserts that removing support for basic local services will promote local exchange competition for the benefit of

residential customers. Verizon contends that it will make residential customers more attractive to competitors and thus induce enhanced market entry, encourage innovation, and promote increased freedom of choice. Verizon asserts that the plan will also reduce intrastate access rates, thereby allowing residential customers to make more long distance calls at lower prices. Verizon, along with BellSouth and Sprint, sponsored the testimony of Dr. Kenneth Gordon addressing this issue. Verizon's witnesses Fulp and Danner also offered testimony in this regard.

Verizon states that for purposes of this proceeding, it seeks to remove $76.2 million of support from basic local telecommunication services. Verizon contends that this amount is necessary to bring its intrastate switched network access rate to parity with its interstate switched network access rate.

Likewise, Sprint argues that the level of support provided for basic local services by intrastate switched network access rates in excess of parity in Sprint's service areas is $142,073,492 per year, based upon current access minutes of use. Sprint offered the testimony of witnesses Dickerson, Felz, and Staihr on this issue.

BellSouth emphasizes that this Commission has already found that BellSouth's residential rates receive support from access charges, which is further buttressed by the detailed testimony of BellSouth's witness Bernard Shell, particularly the information in witness Shell's exhibit WBS-1 (Hearing Exhibit 53). This support from above-parity intrastate access charges ranges from $125.2 million to $136.4 million per year, depending on the method used to perform the calculation. BellSouth maintains that its proposal will remove current support for basic local telecommunications services, and will bring the rates for basic local exchange service to a level that encourages competitive entry in the local exchange market. BellSouth argues that this is evidenced, in part, by the testimony of AT&T and Knology in this proceeding. BellSouth adds that residential customers will benefit from having new choices of providers and services that additional competition will bring and will also benefit from the pass-through of access charge reductions in the form of reduced toll rates. To address this aspect of its petition, BellSouth submitted the testimony of its witnesses Shell and Banerjee.

Knology asserts that granting these petitions will materially diminish the current support for basic local telecommunications services. Knology contends that this support prevents creation of a more competitive market. Knology asserts that diminution of the support will spur additional competition. Knology states that its experience in its existing markets provides examples of how the entry of a facilities-based competitor for telephone service expands the products available to consumers, increases the customer service levels, and promotes product and pricing competition.

AT&T and MCI agree that the ILEC proposals will remove current support for basic local telecommunications services by simultaneously reducing intrastate switched access rates that have been established at economically inefficient levels through the residential rate setting process and adjusting local exchange rates upward on a revenue neutral basis. They assert that through the process of residual ratemaking, intrastate switched access charges have been historically elevated well above their relevant economic cost and the surplus has served as residual support for basic local telecommunications services. Dr. John Mayo testified on AT&T and MCI's behalf on this point.

OPC asserts that residential basic local telephone service is not subsidized by access service or any other service. OPC contends that the ILECs' petitions, therefore, do not remove current support, because there is none. OPC further asserts that Basic Local Telecommunication Services (BLTS) are not supported by the rates for intrastate access, because the existing BLTS rates exceed their incremental costs. AARP, Common Cause, and Sugarmill Woods agree to a large extent, although they further argue that there is no support, because the loop itself is a common cost that should be fully allocated among all services that use the loop. Dr. David Gabel provided testimony on behalf of OPC addressing this issue, while Dr. Mark Cooper testified on behalf of AARP.

2. Findings and Decision

We find that the ILECs' access charge rates provide support to local exchange service. In making this determination, we accept the economic testimony of the ILECs' and IXCs' witnesses, which treat the cost of the local loop as a cost of basic local service. In particular, the testimony shows there is no economic principle

requiring that the cost of that loop be allocated across other ancillary services that are provided over the loop.

We are not persuaded by the testimony of AARP and OPC's witnesses that all or some of the cost of the local loop should be shared, such that any costs shared by more than one service would be excluded from the ILECs' Total Service Long Run Incremental Cost (TSLRIC) calculations. This would be inconsistent with our past decisions, perhaps most notably in our 1998 Report on Fair and Reasonable Rates to the Legislature, that the costs associated with the local loop should not be allocated. The arguments raised by OPC and AARP have been considered and rejected in the past, and we find no new persuasive basis upon which to deviate from our consistent policy on this issue.

We note that the record raises some concern about the cost information provided in the proceeding by the ILECs. For instance, BellSouth's use of model inputs is inconsistent with past Commission decisions in the Docket No. 990649-TP, in which we established rates for unbundled network elements (UNEs). Also, we find that Verizon's use of interstate minutes to calculate switching and transport costs is problematic, and that Sprint and BellSouth's use of retail costs appears to be excessive, particularly since they do not differentiate between costs that apply to basic local service and costs that apply to all other services. Nevertheless, after weighing all the evidence, we find that the correction of these deficiencies would not alter our conclusion that local exchange rates are supported by intrastate access charge rates; that the ILECs have, in fact, provided a reasonable estimate of the level of support for basic local telecommunications service; and that their proposals appropriately remove that support as required by the statute. In reaching this decision, we do not in any way indicate agreement with the ILECs' costs, inputs, or methodologies considered herein for any purpose beyond this proceeding.

In addition, we note that AT&T/MCI witness Mayo emphasized that the statute does not require removal of a pure economic subsidy, but rather "support" for basic local service. Thus, he disputes witnesses Gabel and Cooper's arguments that there is no subsidy to be removed. We also find this argument persuasive in view of the plain language of the statute.

B. SUPPORT PREVENTS THE CREATION OF A MORE ATTRACTIVE COMPETITIVE LOCAL EXCHANGE MARKET

1. Arguments

Verizon contends that its current residential basic monthly rates are well below incremental cost, and therefore impair competition for residential customers. Verizon asserts that the availability of local service at supported prices limits the prices that competitive local providers can charge. Verizon contends that to the extent that competitive providers' costs are similar to Verizon's, the existing supported prices make it economically infeasible for those providers to compete. Dr. Gordon spoke to this issue on behalf of the three ILECs. In addition, Verizon offered the testimony of witness Danner in this regard.

Sprint contends that the presence of heavily supported residential basic local service acts as an obstacle to the creation of widespread residential local competition. The removal of this obstacle, according to Sprint, is the goal of the 2003 Act. Sprint's witness Staihr spoke to this issue.

BellSouth again contends that we have already determined that its residential rates are supported. BellSouth emphasizes that the testimony of its witness Shell lends further support to the argument that removal of the support for basic local service will bring rates to a level that encourages competition, leading to new choices for consumers, as well as reduced toll rates. BellSouth's witnesses Ruscilli and Banerjee offered additional testimony on this point.

Knology maintains that granting these petitions will materially diminish the current support for basic local telecommunications services. Knology asserts that this support prevents creation of a more competitive market and that diminution of the support will spur additional competition.

AT&T and MCI assert that the currently excessive intrastate switched access charge rate levels make it difficult for a telecommunications company to enter the local exchange market and compete against incumbent providers whose local rates are supported by access charges; the support allows incumbent providers to

subject their competitors to an anticompetitive price squeeze. AT&T and MCI contend that excessive access charges further depress competition by limiting competitors' ability to compete across the full range of service categories. Dr. Mayo addressed this aspect of the ILEC Petitions on behalf of AT&T and MCI.

Although their analysis differs somewhat, OPC, AARP, Common Cause Florida, and Sugarmill Woods each contend there is no support for basic local service; therefore, raising current prices will not create a more attractive competitive local exchange market for the benefit of residential consumers. They contend that the existing levels of basic local telecommunications service rates have minimal, if any, impact on making the local exchange market more attractive to competitors. Drs. Gabel and Cooper also provided testimony in this regard on behalf of OPC and AARP, respectively.

The Commission staff offered the testimony of witness Ollila for purposes of providing additional perspective on this issue by way of the Commission's 2002 Report on Competition in Telecommunications Markets in Florida. In addition, the 2003 Report was received into the record as a stipulated exhibit.

2. Findings and Decision

Upon consideration, we agree with witness Gordon that the current level of support has allowed residential rates to remain lower than they would be in an undistorted competitive market, and that they are, in fact, lower than in other states in our region. We can find no basis in economics for the underpricing of basic service which is demand-inelastic relative to usage. Except for a limited range of residential customers, it is not economically feasible for a CLEC to price complementary products and packages in a manner that would allow it to make up for lack of profitability in the provision of basic service. As a result, there is little opportunity or ability to bundle products and services for consumers, and a very limited range of customers can truly be served on a profitable basis.

As recognized by both witness Mayo and witness Gordon, the state law, as well as the federal Telecommunications Act of 1996, shifts the utility commission's role away from historically protecting monopolists from competitors' entry and protecting

consumers from the monopolist, to a role of encouraging competition. Under the old regime, utility commissions set rates for non-basic services, such as long distance, carrier switched access, and vertical features, above cost in order to hold down the price for basic local exchange service. This was in furtherance of universal service.

As witness Mayo emphasized, even as we moved toward price cap regulation, the pricing structure did not really change; thus, the prices for non-basic services continued to support basic service. Specifically, access charges were created after divestiture of AT&T to provide a source of revenue that would enable the local exchange companies to continue to keep prices low. Witness Mayo added that at the federal level, access charges have been reduced dramatically over the past 19 years, and this process has taken place for intrastate access charges in other states as well. Nevertheless, the witness emphasized that intrastate access rate levels in Florida are still in excess of their incremental cost, serving as continued support for low local service rates. As such, according to witnesses Mayo and Gordon, approving the ILECs' petitions to reduce intrastate access charges in a revenue neutral manner will, in fact, remove some of the support for local service, which will in turn make local service market entry more attractive for prospective entrants. This testimony was very compelling.

Witness Gordon further testified that the effect of having rates that are below cost is to discourage entry, as well as investment, by both new entrants and incumbents. Thus, not only is there less likelihood of competition, but of innovation as well. He emphasized that there is empirical evidence on this point, as referenced in the Ros-McDermott study he mentions in his pre-filed testimony. He also testified that in states that have implemented rebalancing, namely California, Illinois, Ohio, Massachusetts, and Maine, there was little noticeable impact on subscribership levels in spite of residential local service rate increases comparable to the increases proposed in the ILECs' petitions. In addition, he noted that, in the states that have implemented rebalancing, toll rates were lowered.

Our 2003 Competition Report shows that CLEC residential market share is only 9% in Florida, while CLEC's serve 29% of the business market. Similarly, Verizon's competition study for its territory

shows that there is a 100 to 1 ratio of business versus residential customers being served by facilities-based CLECs. This drops to 10 to 1 if UNE-P and resale are taken into account. Together, these studies persuade us that competition for residential customers is currently suffering as a result of barriers to entry.

In addition, Knology's witness Boccucci specifically stated that, ". . .under current rates for local services in Florida, Knology has not been able to generate rates of return sufficient to attract the capital necessary to expand in adjacent areas to Panama City or elsewhere in Florida. If rate rebalancing is implemented, Knology has every intention to expand and compete further in Florida." He emphasized that because of Florida's low local rates, that ". . . from our investors' perspective, in the competition for the valuable CAPX or the capital expenditures, it was tough to make a business case to expand into the panhandle when we could expand into Georgia, Tennessee, Alabama and North Carolina [where local rates are higher] and be more assured that we could meet the returns that our investors expected in the marketplace."

Based on the foregoing, we find that current support provided by access charges does, in fact, impede competition in the residential local exchange markets.

C. BENEFIT TO RESIDENTIAL CONSUMERS AS CONTEMPLATED BY SECTION 364.164, FLORIDA STATUTES

1. Arguments

Verizon asserts that by moving basic local residential rates toward cost, its rate rebalancing plan will promote competition for the benefit of residential customers, which is the benefit contemplated by Section 364.164, Florida Statutes. Verizon contends that implementation of its rebalancing proposal will make these residential customers more attractive to competitors and thus induce enhanced market entry, encourage innovation, and promote increased freedom of choice. Verizon asserts that, in addition, its rebalancing plan will lower intrastate access rates and, ultimately, allow residential customers to make more long distance calls at lower prices. Again, Dr. Gordon provided testimonial support for the three ILECs on this point. In addition, Verizon's witnesses Danner and Fulp addressed this issue.

Similarly, Sprint contends that the creation of a more attractive competitive local exchange market will benefit residential consumers by giving them choices in providers, services, technologies, and pricing options. Sprint maintains that this is what consumers are demanding, and that this range of choice will only be made available through a competitive market. Sprint offered the testimonies of witnesses Staihr and Felz on this point.

BellSouth again argues that its residential rates are supported. BellSouth emphasizes that the testimony of its witness Shell lends further support to the argument that removal of the support for basic local service will bring rates to a level that encourages competition, leading to new choices for consumers, which is the benefit contemplated by the 2003 Act, as well as reduced toll rates. BellSouth's witnesses Banerjee and Ruscilli provided testimony on this issue.

Knology states that its experience in its existing markets provides examples of how the entry of a facilities-based competitor for telephone service expands the products available to consumers, increases the customer service levels, and promotes product and pricing competition. Knology's witness Boccucci emphasizes that telecommunications services are converging, such that a wireless consumer does not really think of his or her service in terms of local versus long distance service. He envisions that with increased competition in the wireline market, the same will hold true for wireline customers. Likewise, he argues that the value for consumers in a competitive market is a converged bill with multiple telecommunications services, upgraded service quality, as well as price competition. He also added that a higher local rate will enable Knology to provide bundled packages at prices economical to seniors on fixed incomes, so that they can receive more economic and better quality service than they do today.

AT&T and MCI agree that the ILECs' proposals will benefit residential consumers as contemplated by Section 364.164, Florida Statutes. They contend that the ILECs' proposals will reduce current deterrents to local market entry and create a more level playing field, which will ultimately induce increased market entry. The result will be to provide consumers, residential and business alike, with a wider choice of providers' offerings and prices. They contend that residential consumers will further benefit from

toll rate reductions and the elimination of any in-state connection fee. Dr. Mayo provided testimony addressing this point on behalf of AT&T and MCI, while witness Fonteix provided additional information on behalf of AT&T.

OPC, AARP, Common Cause Florida, and Sugarmill Woods contend that the ILECs' rebalancing petitions will not benefit residential consumers as contemplated by Section 364.164, Florida Statutes. They assert that the ILECs have not made a showing that the proposed rebalancing of basic local telecommunications service rates would create a more attractive competitive local exchange market for the benefit of residential customers, nor that market entry will be enhanced, because the ILECs' analyses are based on a model that no entrant would ever use. They argue that, moreover, any claims of benefits to consumers based on the removal or reduction of support for residential basic local telecommunications service are moot, since no such support exists. Again, Drs. Gabel and Cooper provided testimony on this point for OPC and AARP, respectively.

Commission staff's witness Shafer testified that the ILECs' proposals will likely result in benefits for residential customers, such as increased value and choice in products.

2. Findings and Decision

Upon consideration of the evidence presented, as well as the Legislature's clear policy to enhance competition in Florida's telecommunications market, we find that the ILECs' proposals will ultimately benefit residential consumers as contemplated by Section 364.164, Florida Statutes. As evidenced by the results in other states that have engaged in rate rebalancing, the ILECs' proposals will make the residential market more economically attractive for CLECs, which should lead to an increase in choice of providers. This will be accomplished by increasing in the short term the rate at which residential service can be offered by competitors, leading to increased profit margins for CLECs serving residential customers. Witness Fonteix specifically stated that AT&T's decision to enter BellSouth's territory was ". . . predicated upon an assumption after the passage of the Act that it would be implemented." Furthermore, the witness testified that in AT&T's experience in Michigan and Georgia, where rates have already been

rebalanced, although basic local service rates initially went up, in the long run, competition drove the price back down.

Companies providing bundled offerings that include both local and long distance service will benefit not only from the increased rate at which residential service can be offered on a competitive basis, but also from the decreased terminating access rate. These changes will make providing bundled packages to residential customers more economically attractive, because companies will increase their profit margin.

Again, as argued by AT&T's witness Fonteix, because the Bell incumbents are now able to enter the long distance market, it is better to proceed with access charge reform, which has been underway at the federal level for some time now. The witness emphasized that waiting will only further harm the long distance market. This testimony was consistent with that of witness Gordon, who maintained that long distance service is overpriced, because of the support provided by access charges to local service. He asserted that as prices come down for long distance service, people will respond by making more long distance calls, which he contends is a benefit to society. He concluded that:

> If the toll prices are overpriced, then there will be less calling and that constitutes a loss to society. And there's no reason to have it. It's a very expensive way to achieve the goal in Crandall's and Waverman's point. If you really want to have universal service and you think it's a problem, you know, a policy problem that should be addressed, better that the payments should be made directly in some fashion than by distorting the entire price structure, which is the mechanism we've used to date.

While it is uncontested that some customers will not receive a direct benefit as a result of the implementation of the ILECs' proposals, we find that Florida consumers as a whole will reap the benefits of increased competition and, ultimately, competition will serve to regulate the level of prices consumers will pay. Increased competition will lead not only to a wider choice of

providers, but also to technological innovation, new service offerings, and increased quality of service to the customer. The evidence in this case shows that Knology will continue its plans to enter Florida markets if the Petitions are granted, and will consider broadening the number of Florida markets it enters, as demonstrated through the testimony of witness Boccucci. AT&T witness Fonteix has also indicated that AT&T's entry into BellSouth's territory has been largely influenced by the 2003 Legislation and the hope that with the granting of these Petitions, the raising of local rates will make Florida markets more profitable for competitors. Furthermore, witness Gordon explained that less regulation in the wireless market has not only produced lower prices, but also a beneficial impact on consumer welfare, because the use of the technology has become so prevalent.

While Section 364.164 does not mandate that we consider the degree of benefit to residential customers from long distance rate reductions, our review of the legislative history convinces us that it is within our discretion to do so. Thus, we have considered witness Ostrander's argument that the Petitioners have been unable to quantify the impact of competition, and therefore have been unable to show the benefit to customers. We reject that argument, and find that the preponderance of the evidence in the proceeding shows that the benefits to residential customers as a whole generated by the resulting decreases in long distance rates and elimination of the in-state connection fee will outweigh the increases in local rates. This benefit should be a continuing one, since the IXCs have indicated that they will flow through the reductions on a pro-rata basis according to minutes of access, and the record indicates that market forces should exert enough pressure to ensure that rates are kept low. Furthermore, as in the wireless industry, whose ability to offer bundled packages has been facilitated by the fact that they do not pay the high level of access fees that the wireline carriers do, we anticipate that the reduction in access fees will result in an increase in bundled offerings by wireline carriers and a decrease in the distinction between wireline local and long distance service.

We acknowledge, as OPC, the Attorney General and AARP have argued, that not every residential customer will get a long distance rate reduction, and those who do receive reductions will not necessarily receive reductions that totally offset the increase

in their rate for local service. Such "bill neutrality" is not required by the statute and, in fact, would be inconsistent with its plain language. First, there could never be "bill neutrality" unless every residential customer made exactly the same number of long distance calls and could therefore share per capita in any long distance rate decreases. Second, Section 364.164 achieves revenue neutrality to the ILEC by permitting it to increase rates for flat-rate residential and single-line business service. Section 364.163, Florida Statutes, in contrast, gives the IXCs discretion in where to flow through their long distance rate decreases so long as some portion of the benefit goes to residential and business customers. As discussed in Section X(D), we find that the IXCs' proposals to flow through these reductions between business and residential customers in proportion to their access minutes of use complies with both the language and spirit of the statute.

Also on this issue, we acknowledge that the testimony from the public hearings was mixed. Many customers did not believe that the ILEC proposals would benefit them, but others were hopeful that they would see competition in their area. Generally, the written comments we received tended to be unfavorable. However, when considered with the economic testimony received through our technical hearing, we find that customers as a whole will benefit as contemplated by the statute. As noted by witness Boccucci, customers will get better quality service for the products they choose, as well as a wider variety of products and providers. The evidence also shows that even those customers that use calling cards or dial-around service will receive benefits from increased competition, as will older citizens that use 1+ calling.

We also acknowledge the customer testimony critical of extended calling service (ECS) rates. In recognition of the concerns raised, we direct our staff to organize a Commission workshop to discuss the history of ECS, the current state of the law on ECS, and what role, if any, ECS has in today's market. The Petitioners have all agreed to participate fully in this workshop. In addition, it is notable that Sprint's petition includes a five-free-call allowance for ECS.

Although we find that it is not a benefit that we should weigh in the balance in considering whether or not to grant the

Petitions, we observe that the amended Lifeline provisions in Section 364.10 will help to protect economically disadvantaged consumers from the effect of local rate increases. The use of targeted assistance, rather than implicit rate subsidies, to address this social issue will result in more efficient pricing, which will benefit the competitive market, spur innovations and new product offerings. This is the benefit contemplated by the Legislature when it enacted this legislation and is further supported by the testimony of AT&T/MCI's witness Mayo. As noted by the witness, the ability to target assistance is far more effective at promoting universal service objectives. The witness also testified that targeted assistance is more economically efficient than continuation of implicit support from access charge prices. We agree, and expect that, over time, competition should take care of those protected by Lifeline, in spite of the current limited duration that these customers are protected from the local increases at issue here. The evidence shows that even with the proposed local rate increases, there will not be a significant number of customers that drop off the network. While the need for continued targeted assistance for some customers may foster its own social welfare concerns, those concerns must be balanced with the Legislature's clear intent to move Florida's telecommunications markets towards increased competition.

Furthermore, Dr. Cooper acknowledged that Exhibit 85 indicates that many seniors on fixed incomes take a number of additional services, such as cellular service, cable service, and Internet service. This indicates not only a likelihood that the increases proposed are within the zone of affordability for this segment of consumers, but also, as indicated by witness Boccucci, demonstrates that this segment in particular may see increased benefits as a result of bundled competitive offerings. Similarly, the evidence shows that 53% to 72% of Lifeline customers served by the Petitioners purchase one or more ancillary services.

As argued by witness Mayo, in approaching this task we must balance "hard-headed" economic principles with "soft-hearted" social welfare goals. It is the application of sound economic principles that will bring efficiencies, and as a result, competition to the telecommunications market, while the statute itself provides for targeted assistance that will assist those

unable to afford the proposed increases.[5] At the end of the day, capitalism and the free market will maximize benefits to consumers in a way that regulation cannot. That is not, however, to say that the companies should not be encouraged to consider their social welfare obligations in targeting assistance to customers and coming up with new ideas to address the needs of the economically disadvantaged.

In the end, we find that the ILECs' proposals meet the statutory requirement set forth in Section 364.164(1)(a), Florida Statutes, providing required benefit of a more attractive competitive telecommunications market for Florida consumers.

VII. INDUCE ENHANCED MARKET ENTRY

In this section, we address whether the ILECs' proposals will induce enhanced market entry as required by Section 364.164(1)(b), Florida Statutes.

A. Arguments

BellSouth states that by removing implicit support from basic local exchange rates, competitors will have increased business opportunities to attract new customers and offer new products, services, and bundles. BellSouth contends that competitors base their entry decisions on whether or not they can at least match the rates charged by ILECs. BellSouth argues that if these rates are lowered artificially by subsidies, but the incremental costs do not change, then competitors are likely to be deterred from entering the market. BellSouth concludes that this situation limits competition. BellSouth witness Banerjee offered testimony in this regard.

BellSouth further explains that there will never be competitive alternatives for customers who are receiving service at a price below the relevant cost of providing that service. As the

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5 It is noteworthy that the ILECs have also agreed to the increase the number of customers to whom Lifeline is available to those whose income is 135% or less of the federal poverty level. This increases the pool of Lifeline eligible customers by approximately 119,000 when compared to the 125% standard required by Section 364.10.

price of service is raised to, and above, its relevant costs, such customers become more attractive to competitors, according to BellSouth witness Ruscilli.

Witness Gordon contends that when the price of services increases, a cash flow analysis would show that the investment project becomes more profitable (or less of a loss) and, thus, more attractive for new market entrants. Dr. Gordon adds that technology is changing so rapidly that competitive markets will do a much better job than a monopoly would of discovering which technologies can or cannot succeed in the long run. Dr. Gordon further opines that in order for the lowest cost mix of technologies to remain in the market, price and the signals it sends must not be distorted and must reflect the underlying cost of providing service.

BellSouth emphasizes that lowering intrastate access rates to parity with interstate rates eliminates an artificial discrepancy between two nearly identical services. Lower intrastate access rates make long distance calling more attractive for customers and competitors who wish to bundle long distance service with local service. BellSouth witness Banerjee testifies that the unevenness of the business market versus the residential market entry is attributable in large part to the relationship between end-user rates for basic local telephone service and UNE/UNE-P rates. Dr. Banerjee explains that generally the margins are far more substantial for business service. Unconstrained by public policy or regulation, the CLECs have gravitated naturally to business markets. As indicated by Dr. Gordon, the problem of an unattractive residential market may be worse in Florida than in other states because these other states have higher residential rates, indicating a greater need to rebalance the rates in Florida.

Verizon states that its rate rebalancing plan will bring the prices of its basic local services more in line with costs. Verizon asserts that prices that more closely reflect underlying costs, such as those proposed in its rate rebalancing plan, will increase the likelihood that competitive providers can offer services at a price equal to or lower than that offered by Verizon, and still remain profitable. Verizon contends that as a result, the reformed prices proposed in Verizon's rate rebalancing plan

will make the local exchange market more attractive to competitors and induce enhanced market entry.

Verizon further contends that by removing implicit support from basic local exchange rates, competitors will be enticed into the market. Verizon contends that Knology's testimony that it decided to enter the Florida market following the passage of the access reduction legislation demonstrates that Verizon's rebalancing proposal will encourage competitive entry. Also, Verizon cites to Dr. Gordon's testimony, which includes statistical studies demonstrating that rebalancing will have a positive effect on competitive entry.

Sprint concurs with BellSouth and Verizon, stating that CLECs will benefit from the higher residential basic prices, without being required to reduce their own intrastate access prices. Sprint contends that rebalancing reduces risk for CLECs, improving the cash flow equation for serving residential customers. Sprint witness Staihr testifies that rebalancing rates for basic local service will create a situation where competitors will find that, on average, a larger percentage of the residential market will be financially attractive to serve. Witness Staihr states further that the current artificially low prices are unsustainable in the face of competition, and they come at a cost: (1) fewer options among services; (2) less innovation; and (3) in large portions of Sprint's territory, no competitive choices. Sprint concludes that rebalancing will induce enhanced market entry, thereby providing customers with the benefits of more choices, enhanced service offerings and greater innovation.

Knology states that the ILEC petitions should be granted because that decision will help to implement the policy underlying Section 364.164, Florida Statutes, and it will enhance the competitive choice available to Florida citizens. Knology identifies itself as a prime example of how granting the ILECs' Petitions will induce enhanced competition. As stated previously, Knology is a facilities-based intermodal competitor offering voice, video and data services over hybrid fiber coax (HFC) and fiber to the curb (FTTC) network in Panama City, with plans to expand in Pinellas County, Florida. Knology has been providing telecommunications services in Florida since 1997 and is currently providing its services to over 275,000 residential and business

customers in Florida. Knology's witness Boccucci testified, however, that Knology's decisions on whether to further expand service in other Florida markets will be greatly influenced by whether or not the ILECs' Petitions are granted.

Knology witness Boccucci testified that the 2003 Act creates the regulatory environment necessary to attract capital investment to expand telephone competition in Florida. Knology contends that granting the ILEC petitions will allow it to attract and deploy new capital investment in Florida, thereby offering consumers a choice in facilities-based providers for new and advanced high-tech services. Knology asserts, however, that if the petitions are not granted, it will be forced to deploy capital in states with more favorable market conditions as it has done in the past.

AT&T and MCI state that economic theory demonstrates that a decrease in overpriced access charges together with an increase in the retail price of residential service will encourage market entry. AT&T and MCI contend that prices are a key signal to prospective entrants regarding the desirability of a particular market. Higher prices relative to cost provide greater inducements for entry. AT&T and MCI contend further that bundled offerings are undermined by excessive access charges, because the lower bound to which competitors can drive prices is defined by the artificially high level of access charges. The presence of excessive access charges will limit the ability of competitors to enter the market. AT&T/MCI witness Mayo offered testimony in this regard. Dr. Mayo opines that the reduction of existing access support will also make the market more attractive for traditional long distance companies to enter the telecommunications market.

Witnesses Mayo and Fonteix testified that the reduction and eventual elimination of the access support is critical to sustainable competition as it will allow CLECs to compete on a more equal footing. Witness Mayo explains that the anemic CLEC market share for residential customers provides prima facie evidence that low residential prices are inhibiting competitive entry.

AT&T states further that reducing intrastate access charges to parity will significantly reduce the ILECs' advantage of receiving large access charge subsidies, thereby moving ILECs and competitors closer to an equal footing and enhancing competition.

OPC responds that competition will not be enhanced to the residential consumer's benefit, although the ILECs' revenue from inelastic basic local service will be enhanced and the respective ILEC's market share will increase using revenues as a basis of measurement, according to OPC witness Ostrander. Witness Ostrander further contends that there will be no new or unique service introductions and no uniquely associated benefits of capital investment. OPC witness Gabel states that entry decisions are made on the basis of the expected total revenues and costs of all services an entrant can offer, not just one service. If total revenues cover total costs, it is completely irrelevant to a firm's decision to enter a market if one of the components of the offering (e.g. basic local service) may produce a loss according to some measure. Therefore, OPC surmises that a rise in total revenue from current levels may not be sufficient to allow entrants to overcome existing competitive barriers.

AARP concurs with OPC in its basic position that granting the ILECs' petitions will not induce enhanced market entry or increase competition. AARP witness Cooper argues that the Legislature intended that the ILECs be required to demonstrate that competition would, in fact, occur, as opposed to simply being more likely to occur, if the Petitions are approved. Witness Cooper further argues that none of the companies have provided such proof for any of their geographic areas. AARP contends that competition for bundled service is where the focus is in telecommunications. Therefore, AARP concludes that the shifting of costs from intraLATA long distance to basic service will have little, if any, impact on this competition since both are in the bundle.

However, Commission Staff witness Shafer testified that the likelihood of increased market entry is improved by granting the rebalancing petitions, particularly in those markets where profitability is marginal. Witness Shafer states that there appears to be a relationship between the subsidy and market entry, indicating that the removal of the subsidy will also increase market entry. Witness Shafer concludes that one can reasonably expect the ILECs' petitions will create additional market entry, particularly in markets that, to date, have been only marginally profitable or slightly unprofitable.

B. Findings and Decision

Upon consideration, we are persuaded that granting the ILEC petitions will induce enhanced market entry.

There are two types of evidence that the parties have presented in this case: empirical, which is based on real-life scenarios, and economic theory. We believe that the ILECs have offered strong theoretical and empirical evidence that the proposed changes to intrastate access charges and basic local service rates will improve the level of competition in many markets. The ILECs' witness Gordon testified that when the price of services increases, a cash flow analysis would show that investment in the market becomes more profitable and, thus, more attractive for market entry. BellSouth explains that if these rates are lowered artificially by subsidies but the incremental costs do not change, then competitors ineligible to receive the subsidy are likely to be deterred from entering the market. In addition, AT&T and MCI indicate that the reduction and eventual elimination of the access support is critical to sustainable competition as it will allow CLECs to compete on equal footing with the ILECs. We find that these arguments compelling. We conclude from the evidence presented that entry into the local telephone market is deterred if the ILECs' local service prices are below cost and that rate rebalancing is critical to actually promoting competition.

While OPC and AARP have expressed doubt about the effect that a reduction in access charges will have on competition, they have failed to convince us that these rate reductions will not induce enhanced market entry. To the contrary, Knology presents a model case on the impact that these reductions have had and will have on market entry by CLECs. Witness Boccucci testified that the granting of the ILEC petitions will allow Knology to attract and deploy new capital in Florida, thereby offering consumers a choice in facilities-based providers for new and advanced high-tech services. In addition, AT&T indicated that it has entered the BellSouth territory as a result of the 2003 Act.

We are persuaded that companies like Knology and AT&T provide the empirical evidence of how the ILECs' proposals will increase competition. We note that poor profitability, or limited profitability, is the main deterrent to market entry. We conclude

that the evidence presented by the ILECs demonstrates that granting the petitions will induce enhanced market entry, thereby promoting competition, as required by Section 364.164(1)(b), Florida Statutes.

For almost 20 years, the telecommunications industry has been in transition from a monopolistic regime to a competitive one. While changes to Florida law and enactment of the Telecommunications Act of 1996 have made great strides in promoting competition, there is still a lack of widespread competition in the residential local exchange market. Implementation of the access reductions and offsetting rate increases permitted by the 2003 Act should serve to enhance competition in this important market.

Based on the foregoing, we find that the existing rate structure impairs competition for residential customers. Granting the ILECs' petitions will result in more attractive pricing for basic local telephone service, providing market entry opportunities for competitors that have been constrained by inefficient pricing in the past. Thus, we find that the petitions filed by BellSouth, Verizon and Sprint to reduce intrastate switched network access charges will induce enhanced market entry.

VIII. PARITY

In this section, we address the requirement of Section 364.164(1)(c) that any plan provide for intrastate access rates to be reduced to parity with interstate rates over a period of not less than two years or more than four years.

A. Arguments

Verizon contends that its proposal will reduce intrastate switched network access rates to interstate parity over a period of not less than two years or more than four years. Specifically, Verizon proposes to reduce its composite intrastate access total average revenue per minute (ARPM) from $.0485441 to $.0117043 in three increments over two years. The total Verizon reduction would be $76.2 million.

There was conflicting testimony in the record regarding whether Verizon's inclusion of its non-traffic sensitive interstate

presubscribed interexchange carrier charge (PICC) in the calculation of its switched access charge reduction was appropriate. Verizon's witness Fulp testified that the PICC was included because its interstate access rates include both traffic sensitive and non-traffic sensitive charges. Witness Fulp asserts that the 2003 Act permits the inclusion of the PICC, since the 2003 Act defines the term "intrastate switched access rate" to include the carrier common line charge and the PICC is a federal common line charge. He asserts that because the Act includes common line charges in Verizon's intrastate access rates, the analogous PICC federal common line charge must be included in Verizon's calculation of the interstate ARPM for a consistent comparison.

Verizon's witness Fulp asserts that if the PICC is excluded from its calculation, Verizon would have to reduce its composite intrastate access rate by a greater amount than originally proposed. As such, to preserve revenue neutrality, Verizon's basic local rates would have to increase more than its original proposal. Specifically, the witness explained that if Verizon were to exclude the PICC from the parity calculation, Verizon would have to reduce its access revenues by $12,679,052 more than originally proposed, and, consequently, Verizon would have to increase its basic local revenues by a corresponding amount. The result would be an increase to Verizon's basic local rates of $0.86 more than Verizon originally proposed.

AT&T and MCI assert that Verizon's proposal does not correctly reduce its intrastate switched access rates to interstate parity. AT&T witness Fonteix contends that Verizon's inclusion of the PICC is inappropriate for two reasons. He contends that the PICC is not part of the intrastate rate elements. Witness Fonteix asserts that even if the PICC was appropriate for inclusion in the calculation, Verizon should have used the interstate minutes of use in calculating the ARPM rather than the intrastate minutes of use. Finally, Witness Fonteix argues that the PICC should have been excluded because the PICC charge applies to multiline business customers and the access charge reductions allow Verizon to collect business line revenue from all Florida residents.

AARP, Common Cause Florida, and Sugarmill Woods also contend that Verizon's inclusion of the interstate PICC end-user charge in its calculation of intrastate access charges for the purpose of

rebalancing means that Verizon has failed to comply with the provisions of the Act requiring parity and revenue neutrality. They assert that Verizon's petition should be denied on these grounds.

Sprint asserts that its proposal will reduce intrastate switched network access rates to interstate parity over a period of not less than two years or more than four. Sprint contends that its petition, testimony, and exhibits demonstrate that rebalancing prices over a two-year period (three annual increments) will provide the marketplace with the appropriate competitive signals and will not result in consumer rate shock. Sprint's initial proposal was to reduce its access rate by $62,319,890 the first year, $56,211,862 the second year, and $23,541,711 the third year. Sprint's total proposed reduction is $125.2 million. However, during closing arguments Sprint agreed to spread its reduction and corresponding increase in four steps over a period of three years, consistent with the position advocated by Commission staff witness Shafer. Under Sprint's revised proposal, the basic local telecommunications services increases will be $2.25 the first year, $2.25 the second year, $1.50 the third year, and $0.86 the fourth year.

BellSouth contends that its proposal will reduce intrastate switched network access rates to interstate parity over a period of not less than two years or more than four. BellSouth asserts that its proposed increases will occur over three installments, 1st quarter 2004, 1st quarter 2005, and 1st quarter 2006. BellSouth presents two alternative methodologies by which parity can be achieved: "mirroring" and the "typical network." Witness Ruscilli testified that BellSouth's proposed reductions under either methodology will be 40% in the 1st quarter of 2004, 35% in the 1st quarter of 2005, and 25% in the 1st quarter of 2006. Witness Ruscilli further testified that BellSouth's proposal reaches parity in 24 months, consistent with the requirement in Section 364.164(1)(c), Florida Statutes, that parity be reached in not less than 2 years and not more than 4 years.

AT&T and MCI assert that BellSouth's "mirroring" proposal appears to correctly reduce its switched access rates to interstate parity, but they contend that BellSouth's "typical network" proposal does not. Witness Fonteix explains that BellSouth's

"mirroring" methodology appropriately quantifies the revenue impact of the intrastate rate reductions necessary to achieve parity by multiplying the demand times the difference between its intrastate and interstate tariffed rates. However, witness Fonteix asserts that BellSouth's "typical network" methodology is inappropriate because it targets only a select set of rate elements to equal interstate rate levels, and thus fails to address all of the rate elements in the statutory definition of intrastate switched network access rate.

Witness Shafer contends that Sprint should extend its implementation of access reductions and increases to basic local service rates by 12 months in order to mitigate rate shock to consumers. Witness Shafer testified that while the statute did not directly address or define rate shock, the statute does provide for a transition period for the access charge and basic local service rate adjustments of not less than 2 years and not more than 4 years. He asserts that due to this range it is reasonable to infer that the Legislature recognized the concept of rate shock or rate reasonableness. Witness Shafer asserts that it would be appropriate for Sprint to implement an additional incremental rate adjustment 36 months after the initial adjustment in order to complete its transition to parity. He argues that this would put Sprint's residential customers more on par with those of BellSouth and Verizon in terms of the amount of the increase they receive at any one time.

B. Findings and Decision

Section 364.164(1)(c), Florida Statutes, requires that we consider whether the Petitions will require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years. We find that each of the three amended Petitions meets the requirement of 364.164(1)(c), Florida Statutes.

As noted above, there was testimony regarding whether it was appropriate for Verizon to include the PICC in its access charge reduction calculation. Section 364.164(6), Florida Statutes,

defines the term "intrastate switched network access rate" as:

> . . . the composite of the originating and terminating network access rate for carrier common line, local channel/entrance facility, switched common transport, access tandem switching, interconnection charge, signaling, information surcharge, and local switching. (Emphasis added.)

Based on the definition in the statute, as well as the testimony of witness Fulp, we are persuaded that the PICC can be included in the calculation of the interstate rate target, since it was developed to recover nontraffic sensitive charges that were originally in the traffic sensitive carrier common line charge. In construing the statute in this manner, we are mindful that the interpretation advocated by other parties would result in a higher overall charge to the consumer. Thus, we conclude that Verizon's explanation for inclusion of the PICC is not inconsistent with the statute and find that Verizon's methodology for calculating its switched access charge reduction complies with Section 364.164(1)(c), Florida Statutes.

We note that witness Shafer testified that it would be appropriate for Sprint to implement an additional incremental rate adjustment 36 months after the initial adjustment in order to complete its transition to parity. However, we find that Sprint's original proposal met the criteria set forth in Section 364.164(1)(c), Florida Statutes. We also note that Sprint subsequently agreed to spread its reduction and corresponding increase over a period of three years and that this revised proposal also meets the statutory criteria.

Finally, we address which of BellSouth's methodologies, "mirroring" or "typical network," is the appropriate method to be applied in the next section. However, we find that either method meets the "parity" criteria set forth in Section 364.164(1)(c), Florida Statutes.

IX. REVENUE NEUTRALITY

In this section, we address whether the ILECs' proposals will achieve revenue neutrality as required by Section 364.164(1)(d), Florida Statutes.

A. Arguments

Verizon contends that its rate rebalancing plan is revenue neutral, as defined in the statute. Verizon asserts the plan will reduce Verizon's intrastate switched network access rates by $76.2 million and offset that reduction with a corresponding increase in basic local rates. Verizon proposes incremental residential local service rate increases of $1.58 in its first increment, $1.58 in its second increment, and $1.57 in its third increment.[6] Verizon asserts that single-line business recurring rates will be raised to $32.00 per month. Verizon proposes to raise its network establishment charge and central office connection charges by $5.00 over three increments. Verizon proposes to raise its non-recurring single line business network establishment charges by $0.10.

Sprint asserts that, as demonstrated by the testimony and exhibits it filed, rebalancing will be accomplished in a revenue neutral manner. Sprint testified that it will be reducing its switched network access charges by a total of $142.1 million. Sprint initially proposed basic residential rate increases of $2.95 for increment one, $2.75 for increment two, and $1.16 for increment three for a total of $6.86. However, as noted previously, Sprint agreed in its closing argument to four incremental increases of $2.25 in 2004, $2.25 in 2005, $1.36 in 2006, and $1.00 in 2007. Sprint also proposes to increase its single-line business rates by $2.70 in the first increment, $2.40 in the second increment, and $0.90 in the third increment.

BellSouth argues that its proposal, using either methodology, reflects a reduction in intrastate access that will be rebalanced through increases in basic local exchange rates. Witness Hendrix

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[6] We note that Verizon in its closing argument agreed to increase the amount it recoups through non-recurring revenues from $1.2 million to $2.4 million, so that basic local rates will be raised by $1.2 million less than originally requested.

explains that the "mirroring" methodology actually mirrors the recurring rate elements listed in Section 364.164(6), namely the carrier common line, local channel/entrance facility, switched common transport, access tandem switching, interconnection charge, signaling, information surcharge, and local switching. He testified that the revenue impact of reducing these elements to interstate parity is $136.4 million. Under the "mirroring" methodology, BellSouth would raise residential recurring rates a $1.39 in the first increase, $1.38 in the second increase, and $1.09 in the third increase, for a total of $3.86 per month. BellSouth proposes to raise single line business to $25 (rate groups 1-3), $28 (rate groups 4-6), and $30.20 (rate groups 7-11, X2, X4) in two equal installments. BellSouth also proposes to raise its non-recurring charges in three installments.

Witness Hendrix also explained that BellSouth's "typical network" methodology achieves parity by comparison of the "typical network" composite rate for interstate switched access with the composite rate for intrastate switched network access utilizing the rate elements in BellSouth's annual filing with this Commission, the Florida Access and Toll Report, Tables 1 and 2. He further testified that the revenue reduction resulting from the achievement of parity using the "typical network" methodology is $125.2 million. Under the "typical network" methodology, BellSouth would raise residential recurring rates a total of $3.50; $1.25 for the first increase, $1.25 for the second increase; and $1.00 for the third increase.[7] BellSouth's proposal to raise single line business rates remains the same as set forth under the "mirroring" methodology, as does its proposed increase in non-recurring charges.

Witness Hendrix asserts that the difference in the revenue impact between these two methodologies stems from the number of rate elements utilized in each methodology. He contends that both methodologies use the most recent 12-months' demand to determine the intrastate switched network access revenue reduction. He asserts that the "mirroring" methodology uses all of the recurring switched network access rate elements, whereas the "typical network" methodology uses the limited, specific rate elements that

[7]BellSouth agreed to increase its non-recurring charge so that the single line residential rates would be lowered by approximately $0.36.

are considered to be representative of averages for BellSouth's network. Witness Hendrix testified that use of composites from a typical network is consistent with the Commission's past practice for determination of switched access revenue reductions.

AT&T and MCI contend that the ILECs' rebalancing proposals appear to be revenue neutral notwithstanding any failures to correctly reach interstate parity. Under the parity section, AT&T and MCI argued that BellSouth's "mirroring" methodology, but not the "typical network" methodology, meets the criteria for parity. As noted previously, witness Fonteix claims that BellSouth's "typical network" methodology targets only a select set of rate elements to equal interstate rate levels, and thus fails to address all of the rate elements in the statutory definition of intrastate switched network access rate.

AARP, Common Cause Florida, and Sugarmill Woods assert that the ILECs have not substantiated that their respective intrastate long distance rate reductions for residential customers will equal their corresponding basic long distance telecommunications service increases. They further assert that Verizon's inclusion of the interstate PICC end-user charge in its calculation of intrastate access charges for the purpose of rebalancing results in Verizon's failure to comply with the provisions of the Act requiring both parity and revenue neutrality. They conclude that Verizon's petition should be denied on these grounds.

The Attorney General argues that the ILECs have not substantiated that their respective intrastate long distance rate reductions for residential customers will equal their corresponding basic local telecommunications services increase. He argues that the ILECs have failed to demonstrate that the increase is revenue neutral.

B. Findings and Decision

AARP, Common Cause Florida, and Sugarmill Woods, articulate their specific position that because the PICC should not have been included in Verizon's switched network access charge reduction, Verizon's petition is not revenue neutral. For the reasons noted in the previous section, we find that it is appropriate for Verizon to include the PICC in its switched network access charge reduction

calculation. Given that the PICC is appropriately included, we find that Verizon's proposed revenue reduction and basic rate increases are revenue neutral. Thus, we find that Verizon's proposal meets the criteria set forth in Section 364.164(1)(d), Florida Statutes. We also find that Sprint's proposed revenue reduction and basic rate increases are revenue neutral.

BellSouth has proposed two methodologies, "mirroring" and "typical network," which could be used to achieve revenue neutrality. We find that both the "mirroring" and "typical network" methodologies meet the statutory requirements for revenue neutrality. We note that the "typical network" methodology provides for less of an increase in basic local residential rates. Thus, we find it appropriate to approve the "typical network" methodology as the methodology which has a lesser impact on the local rates. In addition, we find that BellSouth's proposal meets the criteria set forth in Section 364.164 (1)(d), Florida Statutes.

Section 364.164(1)(d), Florida Statutes, requires that we consider whether approving the ILECs' proposals will be revenue neutral as defined in subsection (7) within the revenue category defined in subsection (2). Subsection (7) states that "revenue neutrality" means that the total revenue within the revenue category established by the statute remains the same before and after the local exchange telecommunications company implements any rate adjustments under this section. Subsection (2) states that once the ILEC petitions are granted, the local exchange telecommunications company is authorized to immediately implement a revenue category mechanism consisting of basic local telecommunications service revenues and intrastate switched network access revenues to achieve revenue neutrality. We find that each of the three amended Petitions meet the revenue neutrality requirement of 364.164(1)(d), Florida Statutes.

Furthermore, contrary to the position taken by the Attorney General in these proceedings as further elucidated in Section VI(C) of this Order, we find the statute does not require that implementation of the proposals be "bill neutral" to any particular customer or class of customers.

X. FLOW-THROUGH CONSIDERATIONS

In this section, we consider the proper application of Section 364.163, Florida Statutes. We note that for each of the flow-through issues, Common Cause Florida and Sugarmill Woods adopted the position of AARP.

A. Applicability and Content of Flow-Through Tariffs.

This section addresses which IXCs should be required to file flow-through tariffs and what information should accompany those filings.

1. Argument

AT&T and MCI argue that all IXCs should be required to flow through the switched access reductions they receive in order to keep long distance carriers on a level playing field. For competitive neutrality, any flow-through conditions imposed must be applied to all IXCs. However, AT&T and MCI would not be opposed to a de minimus threshold established by this Commission for those IXCs for which the flow-through would have no meaningful impact. Such threshold, however, should be set sufficiently low to allow only those IXCs with very low volume of access use to qualify.

BellSouth Long Distance notes that Section 364.163, Florida Statutes, requires that all IXCs who benefit from the access reductions must flow through the benefits. Also, a company's tariff filings should specify the rates to be reduced and contain a statement of the particular company's corresponding anticipated revenue reduction.

Sprint Communications Company's conditional position is that any IXC paying more than $1 million in access charges should be required to demonstrate that the required flow-through has occurred. It is not clear that the demonstration of flow-through should occur in the tariff filings. The demonstration of compliance with the statutory requirements should be up to each company and should insure that confidentiality is maintained where needed. Tariffs should reflect rates and charges that flow through benefits of reduced access charge prices.

Verizon Long Distance argues that any IXC that receives the benefit of intrastate switched access rate reductions must file intrastate tariffs (if tariff filings are required) flowing through such reductions. An IXC reseller should not be required to reduce prices to its customers unless it receives a reduction in the prices it is charged by its facilities-based supplier. IXCs should have the discretion to determine how to flow through the access charge reductions by lowering the in-state per minute rates, or monthly recurring plan charges, or both. If this Commission should decide to deregulate long distance services and eliminate long distance tariffing obligations, Verizon contends the reductions should be passed through to end users under end user service agreements.

OPC and AARP urge that all IXCs in Florida should be required to file tariffs and flow through the impacts of access rate reductions, except for those IXCs whose intrastate access expense reduction is $100 or less, per month. Those IXCs which are not required to flow through the reductions should attest to such, via a letter filed with this Commission. These flow-through reductions should be directed to residential customers in the same proportion as the basic local telephone service revenue increases proposed by the ILECs. Included in these tariff filings should be the information delineated in the testimony of witness Ostrander.

The Attorney General argues that all IXCs in Florida should be required to file tariffs and flow through the impacts of access rate reductions, except for those IXCs whose intrastate access expense reduction is $100 or less, per month. Those IXCs which are not required to flow through the reductions should attest to such, via a letter filed with this Commission.

2. Findings and Decision

There appears to be little disagreement among the parties as to the fact that the savings must be flowed through. There is disagreement, however, as to the type of documentation that should be required to demonstrate that this requirement has been met.

Upon consideration, all IXCs that paid $1 million or more in intrastate switched access charges within the most recent 12 month period shall include in their tariff filings: (1) a calculation of

the dollar benefit associated with the LEC's intrastate access rate reductions; (2) separate demonstrations that residential and business long distance rates have been reduced and the estimated annualized revenue effect, residential and business, including how those estimates were made; and (3) a demonstration that all rate reductions have been flowed through.

Further, IXCs that paid less than $1 million in intrastate switched access charges within the most recent 12-month period shall include in their tariff filings a letter certifying that they paid less than $1 million in intrastate switched access charges within the most recent 12 month period, and that they have complied with each of the flow-through requirements as specified in Section 364.163(2), Florida Statutes. Any IXC whose intrastate switched access expense reduction is $100 or less per month shall not be obligated to flow through its reduction, but must attest to such through a letter filed with this Commission.

Finally, we direct our staff to work with the parties on an appropriate reporting format with consideration given to the formats used to demonstrate the 1998 access charge reduction flow throughs. In addition, our staff shall be diligent in assuring compliance with the requirements of this Order.

B. Timing

This section of our Order addresses the appropriate timing for filing of the IXC flow-through tariffs required by this Order.

1. Argument

AT&T and MCI state that it is unnecessary to set the exact same filing dates for both the ILECs and IXCs. They maintain the statute clearly requires the IXC's revenues to be reduced by the amount of access reductions it receives, but does not specify a time frame for making the reduction. They believe IXCs need a sufficient amount of time to both calculate the savings they will receive and to prepare tariffs for filing. As such, they argue that IXCs should be allowed 60 days from the date the ILEC files its access tariff revisions to file any IXC tariff revisions for flow-through. If this Commission chooses to mandate the ILEC and IXC tariffs be effective simultaneously, the ILEC access tariff

revisions should be filed 60 days in advance of the effective date so that IXCs have the time necessary to conduct their analysis and file their tariffs, according to AT&T and MCI.

BellSouth Long Distance notes that affected IXCs should file their tariffs to flow through the access reductions within 15 days of the effective date of the last of the three LECs' filings. This would allow the carriers to avoid unnecessary multiple filings.

Sprint Communications Company's position is that IXCs should be allowed to have up to 60 days from the time that ILECs access reductions are effective in order to implement the tariff, billing and other administrative changes necessary to flow through the price adjustments.

Verizon Long Distance argues that facilities-based IXCs that benefit from reductions in the price of access should be required to pass through rate reductions via their intrastate tariffs (if tariffs are required), as soon as possible after the approved ILEC access rate reductions. Non-facilities-based IXCs should be required to flow through access charge reductions when they are received from the underlying facilities-based carrier. Since the flow-through of the access charges will require facilities-based carriers as well as IXC resellers, to make modifications to, for example, billing systems, rate tables, marketing and fulfillment materials, carriers should by given a reasonable amount of time to implement necessary plan and system changes before they are required to pass through access rate reductions.

On cross-examination, most of the IXC witnesses conceded that tariffs could be filed within 44 days after an ILEC's access charge tariff filing.

OPC, AARP and the AG all simply state that IXCs should be required to flow through the benefits of any rate reductions, via the tariffs, simultaneously with the approved ILEC access rate reductions.

2. Findings and Decision

Based on past experience with the 1998 access charge reduction flow-through, IXCs have not had difficulty complying with filing requirements as short as 21 and 30 days. We have heard no compelling testimony as to why, for the present dockets, 44 days from the filing of the LEC tariffs is not a reasonable time frame for filing of the IXC tariffs. The ILECs are required by Section 364.164(2), Florida Statutes, to give 45 days notice before tariffs go into effect, but IXCs need give only one day's notice. The goal of this requirement would be to have the ILEC and IXC tariffs become effective simultaneously. Accordingly, the IXC tariffs shall be required within 44 days after the filing of the ILECs tariffs, and the ILEC and IXC tariffs shall become effective simultaneously.

C. Duration of Revenue Reductions

Here, we address the appropriate duration of the IXC revenue reductions necessary to fully flow through the benefits of the access charge reductions to customers.

1. Argument

AT&T and MCI state that the highly competitive long distance market should and will decide this issue. They urge that specific restrictions have been unnecessary in the past, and could have negative consequences. In a highly competitive market, imposing any restrictions on the length of time a revenue reduction is in place could place the IXCs at a disadvantage in that it could prevent an IXC from implementing a pricing strategy that maximizes its competitive position. AT&T and MCI state that, should this Commission mandate the time period over which the reductions should be maintained, it would be the first time such a mandate has been imposed. In the earlier flow-throughs identified in these proceedings, this Commission did not impose a period of time that the rate reductions must be in place.

BellSouth Long Distance argues that, given the completely and irrevocably competitive nature of the intrastate interexchange long distance market in Florida, market forces will ensure that any long distance revenue reductions resulting from the flow-through of

access charges will remain in place. There is significant and considerable competition among traditional long distance carriers as well as competition from other providers, such as voice over internet protocol providers and wireless carriers. According to BellSouth Long Distance, this competition will cause carriers to move their prices toward cost and prevent them from raising rates. Intrastate interexchange carriers should have the flexibility to change rates to meet market conditions, as long as they reduce their revenues in an amount equal to their access charge reductions.

Sprint Communications Company's conditional position is that market forces will insure that the revenue benefits of access reductions will be effective in maintaining the revenue benefits of the access reductions. Nevertheless, each provider required to make a flow-through filing should reduce average prices by an amount at least equivalent to the access reduction on a per minute basis and should maintain those average price reductions for all three years of the access reductions plus at least one additional year.

Verizon Long Distance urges that the long distance market is highly competitive in that the traditional wireline long distance carriers compete against each other as well as with wireless carriers, cable companies and IP telephony providers. Competition will ensure that IXCs flow through access reductions without any need for Commission intervention. Nevertheless, to remove any doubt about whether customers will actually receive the benefit of the access reductions, Verizon Long Distance (and its affiliates) agree to flow through the reductions for three years. After that time, Verizon Long Distance argue IXCs should be free to change their long distance rates in accordance with the demands of the marketplace.

OPC, AARP and the AG argue that the IXCs should be required to cap and maintain their long distance rate reductions for a period of three years after parity is achieved, as required by Section 364.163, Florida Statutes, and as further described by witness Ostrander.

2. Findings and Decision

We find that, in order to implement the intent of the statutory requirements, there needs be a period of rate certainty after parity is achieved. We are not, however, persuaded by the arguments that we should mandate that the reductions remain in effect for a period of three years after parity is achieved. This is contrary to the fact that the long distance market is highly competitive, and as noted by witness Kapka, market forces will likely prove effective in keeping long distance rates low over the long term. Accordingly, we find that rate reductions shall remain in effect for no less than one year subsequent to parity being accomplished.

D. Allocation of the Flow-Through Benefits between Residential and Business Customers.

Here, we address the proper method for allocating the flow-through benefits between residential and business customers.

1. Argument

AT&T and MCI argue that the 2003 Act simply requires the IXCs to return the benefits of access reductions to both residential and business customers. However, it does not micro-manage the IXC market by mandating a methodology or specific allocation between the customer classes. In doing so, the Act recognizes the competitive market will determine the specifics of the access flow-through. They argue the 2003 Act specifically has given IXCs the maximum flexibility to determine how best to make reductions that meet the needs of the market place. As long as both residential and business customers benefit, each IXC should be left to accomplish its flow-through consistent with its market needs, according to the companies. In addition, each IXC must eliminate any in-state connection fee by July 1, 2006.

BellSouth Long Distance urges that both residential and business customers must receive benefits from the reduction in access charges, but emphasizes that Section 364.163, Florida Statutes, does not require any specific allocation. Nonetheless, under current market conditions, and so long as the other carriers agree to do so, BellSouth Long Distance will allocate the revenue

reductions in an approximately pro rata manner between residential and business customers based upon access minutes of use.

Sprint Communications Company states that the methodology contained in witness Kapka's direct testimony should be a guide for flow-through. In his testimony, witness Kapka explained his methodology as follows:

> For services which are substantially used by residential subscribed customers, Sprint would determine the average revenue per minute for these services in the aggregate. With each reduction in access charges, Sprint would adjust the average revenue per minute for this base of customers such that the average revenue per minute would be reduced by an amount at least equal to the reduction in access charges per minute. . . . This general approach will ensure that the residential subscriber base will experience a reduction in long distance prices at a level at least as much as the reduction in access costs associated with long distance minutes that customer segment consumes.

Verizon Long Distance (and the Verizon affiliates) plan to flow through the benefits realized from access reductions to both residential and business customers based on the relative proportion of access minutes associated with those classes of customers. The amount of intrastate switched access that Verizon Select Services uses is significantly less than the amount that Verizon Long Distance uses.

The position of OPC, AARP and the AG is that the IXCs should allocate rate reductions between residential and business customers in the same proportion as the respective percent revenue increases for those two classes of customers that have been proposed by the ILECs.

2. Findings and Decision

Each of the IXCs has agreed that the allocation of rate reductions between the residential and business customer classes should be in proportion to the respective access minutes of use. While we have considered the argument that the reductions should be

allocated in accordance with the increases on the local exchange side, we are not persuaded that this is feasible, economically appropriate, or even contemplated by the statute. Accordingly, we acknowledge the reasonableness of the IXC proposals that the allocation of the rate reductions being flowed through to residential and business customers on a pro-rata basis according to access minutes of use is reasonable.

XI. CONCLUSION

Based on the foregoing, we hereby grant the Petitions of Verizon, Sprint, and BellSouth as filed in Dockets Nos. 030867-TL, 030868-TL, and 030869-TL, as amended by commitments made on the record at the final hearing. In doing so, we find that these Petitions meet the statutory criteria set forth in Section 364.164, Florida Statutes, and that granting the Petitions furthers the Legislature's stated policy of furthering competition in the local exchange market and promoting new offerings and innovations in the telecommunications market for Florida consumers.

We hereby accept and approve the additional proposals offered by the companies as listed below:

BELLSOUTH	SPRINT	VERIZON
Increase non-recurring charges so that the single line residential rates would be lowered by approximately 36 cents.	Increases to basic residential recurring and non-recurring rates would be in four steps spread over three years.	Increase non-recurring revenues from $1.2 million to $2.4 million so that basic local rates can be raised by $1.2 million less than requested.
Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.
	Lifeline rates would not be increased for four years.	Lifeline rates would not be increased for four years.

BELLSOUTH	SPRINT	VERIZON
Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.

The tariffs reflecting the ILECs' agreement to increase Lifeline eligibility to 135% of the federal poverty level shall be effective concurrently with the ILECs' 45-day tariff filings.

In addition, the IXCs shall flow through the benefits resulting from the granting of the ILECs' Petitions in accordance with the specific requirements set forth in Section X of this Order.

Finally, Commission staff is hereby authorized to administratively review and approve the tariff filings received implementing these proposals.

It is therefore

ORDERED by the Florida Public Service Commission that the Petitions filed by Verizon Florida, Inc., Sprint-Florida, Incorporated, and BellSouth Telecommunications, Inc., in respective Dockets Nos. 030867-TL, 030868-TL, and 030869-TL are hereby approved as set forth in the body of this Order. It is further

ORDERED that the modifications proposed by these companies are also accepted and approved as set forth herein. It is further

ORDERED that the tariffs implementing the increased Lifeline eligibility criteria shall be effective concurrently with the Petitioners' 45-day tariff filings. It is further

ORDERED that the flow through of the access charge reductions by the interexchange carriers shall proceed in accordance with the provisions set forth herein and within the timeframes specified. It is further

ORDERED that a Commission workshop shall be conducted to investigate Extended Calling Service, as prescribed herein. It is further

ORDERED that Commission staff is hereby authorized to administratively review and approve the tariffs implementing these decisions. It is further

ORDERED that these Dockets shall be closed after the time for filing an appeal has run.

By ORDER of the Florida Public Service Commission this 24th day of December, 2003.

Blanca S. Bayó

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

(S E A L)

RDM/BK/FRB/PAC/CLF

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of the Commission Clerk and Administrative Services and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

January 12, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Charles J. Crist, Jr., Attorney General, State of Florida, vs. Lila A. Jaber, Chairman, et al. (Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI)

Dear Mr. Hall:

Enclosed is a certified copy of a Notice of Appeal, filed in this office on January 7, 2004, on behalf of Charles J. Crist, Jr., Attorney General, State of Florida. Also enclosed is a copy of Order No. PSC-03-1469-FOF-TL, the order on appeal.

It is our understanding the index of record is due to be served on the parties to this proceeding on or before February 26, 2004.

Sincerely,

Kay Flynn, Chief
Bureau of Records and Hearing Services

Enclosure
cc: David Smith, Esq., Office of the General Counsel
Charles J. Crist, Jr., Esq., Attorney General, State of Florida
Parties of Record

IN THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Verizon Florida, Inc. to Reform Intrastate Network Access and Basic Local Telecommunications Rates in Accordance with Section 364.164, Florida Statutes.	Docket No. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to Reduce Intrastate Switched Network Access Rates to Interstate Parity in Revenue - Neutral Manner Pursuant to Section 364.164(1), Florida Statutes.	Docket No. 030868 - TL
In re: Petition for Implementation of Section 364.164, Florida Statutes, by Rebalancing Rates in a Revenue - Neutral Manner Through Decreases In Intrastate Switched Access Charges With Offsetting Rate Adjustments for Basic Services, By BellSouth Telecommunications, Inc.	Docket No. 030869-TL
In re: Flow-through of the LEC switched access reductions by IXCs, pursuant to Section 364.163(2), Florida Statutes.	Docket No. 030961-TI

NOTICE OF APPEAL OF CHARLES J. CRIST, JR.,
ATTORNEY GENERAL, STATE OF FLORIDA.

NOTICE IS GIVEN that Charles J. Crist, Jr., Attorney General, State of Florida, Appellant, appeals to the Florida Supreme Court, the order of this Public Service Commission, rendered on December 24, 2003. A copy of this order is attached. The nature of the order is a Final Order of this Commission which approved the Access Charge Reduction Petitions of Sprint, Verizon and BellSouth and allows these companies to raise their basic rates and approved the flow-through of LEC switched access reductions by IXCs in the manner set forth in their petitions.

DOCUMENT NUMBER-DATE
00211 JAN-7 05
FPSC-COMMISSION CLERK

A TRUE COPY
ATTEST
Chief, Bureau of Records and Hearing Services

DATED this 7th day of January, 2004.

Respectfully submitted,

CHARLES J. CRIST, JR.
ATTORNEY GENERAL



CHARLES J. CRIST, JR.
Florida Bar No. 362190
JACK SHREVE
Florida Bar No. 73622
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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Verizon Florida Inc. to reform intrastate network access and basic local telecommunications rates in accordance with Section 364.164, Florida Statutes.	DOCKET NO. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.	DOCKET NO. 030868-TL
In re: Petition for implementation of Section 364.164, Florida Statutes, by rebalancing rates in a revenue-neutral manner through decreases in intrastate switched access charges with offsetting rate adjustments for basic services, by BellSouth Telecommunications, Inc.	DOCKET NO. 030869-TL
In re: Flow-through of LEC switched access reductions by IXCs, pursuant to Section 364.163(2), Florida Statutes.	DOCKET NO. 030961-TI ORDER NO. PSC-03-1469-FOF-TL ISSUED: December 24, 2003

The following Commissioners participated in the disposition of this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

DOCUMENT NUMBER-DATE
13460 DEC 24 8

APPEARANCES:

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On behalf of Sprint-Florida, Incorporated.

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GEORGE MEROS, Esquire, Gray, Harris & Robinson, P.O. Box 11189, Tallahassee, Florida, 32302
On behalf of Knology of Florida, Inc.

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On behalf of AT&T Communications of the Southern States and MCI WorldCom Communications, Inc.

ATTORNEY GENERAL CHARLIE CRIST, Esquire, and JACK SHREVE, Esquire, Office of the Attorney General, PL-01, The Capitol, Tallahassee, Florida, 32399-1050
On behalf of the Office of the Attorney General.

HAROLD McLEAN, Esquire, CHARLES BECK, Esquire, and H.F. MANN, Esquire, Office of Public Counsel, c/o The Florida Legislature, 111, West Madison Street, Room 812, Tallahassee, Florida 32399-1400
On behalf of Office of Public Counsel (OPC).

MICHAEL B. TWOMEY, Esquire, P.O. Box 5256, Tallahassee, Florida 32314-5256
On behalf of AARP, Common Cause Florida, and Sugarmill Woods Civic Association.

PATRICIA CHRISTENSEN, Esquire, BETH KEATING, Esquire, LEE FORDHAM, Esquire, and FELICIA BANKS, Esquire, FPSC Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850
On behalf of the Commission.

ORDER ON ACCESS CHARGE REDUCTION PETITIONS

I. INTRODUCTION AND HISTORY

The telecommunications industry is in transition from an industry characterized by regional monopolies to one characterized by national competition. For most of its history, telephone service was furnished on a monopoly basis by a single provider. In exchange for a statutory monopoly, the telephone company was subject to economic regulation that gave it the opportunity to earn a fair rate of return on its investment. In this monopoly regime, prices for long distance and other premium services were set substantially above cost based on value of service principles. At

the same time, local telephone service was priced residually to advance the social policy goal of providing universal service.

Effective January 1, 1984, this monopoly regime was radically changed nationwide by the entry of the "modified final judgment"[1] which reorganized AT&T and divested it of its local telephone companies, restricted the operating areas of the local telephone companies, and provided for competitive interstate long distance service. See, Microtel, Inc. v. Florida Public Service Commission, 483 So.2d 415, 416 (Fla. 1986)(Microtel II). In apparent anticipation of the forthcoming consent judgment in the AT&T case, and motivated by a desire to promote competitive long distance telephone service within Florida, the Legislature in 1982 amended Florida law to allow the Commission to issue certificates for competitive intrastate long distance service. Id. at 417-418. As the Florida Supreme Court recognized in Microtel Inc. v. Florida Public Service Commission, 464 So.2d 1189, 1191 (Fla. 1985)(Microtel I), the 1982 Legislature made the "'fundamental and primary policy decision' that there be competition in long distance telephone services" in Florida.

As long distance competitors entered the market, state and federal regulators instituted a system of intercarrier compensation under which long distance companies paid "access charges" to the local exchange telephone companies for the use of the local networks to originate and terminate long distance calls. As the record reflects, these access charges were initially set to take the place of the revenue that had been provided by long distance service under the monopoly regime.

A decade after the introduction of long distance competition, the landscape in the telecommunications industry changed again with the elimination, first in Florida and then nationwide, of the statutory monopoly for local exchange service. In 1995, the Florida Legislature amended Chapter 364, Florida Statutes, to allow

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[1] United States v. American Telephone and Telegraph Co., 552 F. Supp 131 (D.D.C. 1982) aff'd sub nom, Maryland v. United States, 460 U.S. 1001 (1983), as subsequently modified by United States v. Western Electric Co., 569 F. Supp. 990 (D.D.C. 1983) and United States v. Western Electric Co., 569 F. Supp. 1057 (D.D.C.), aff'd sub nom, California v. United States, 464 U.S. 1013 (1983).

for competition in the provision of local service. The Legislature found that "the competitive provision of telecommunications services, including local exchange service, is in the public interest and will provide customers with freedom of choice, encourage the introduction of new telecommunications service, encourage technological innovation, and encourage investment in telecommunications infrastructure." Section 364.01(3), Florida Statutes. In conjunction with the opening of the local exchange market to competition, the incumbent local exchange companies (ILECs) were permitted to elect to substitute price regulation for the former rate base, rate of return regulation. Section 364.051, Florida Statutes.

The opening of the Florida local market to competition was followed the next year by the enactment of the federal Telecommunications Act of 1996 (1996 Act). Pub. L. No. 104-104, 104th Congress 1996, 110 Stat. 56, 47 U.S.C. §§ *et. seq.* This act established a national framework to enable competitive local exchange carriers (CLECs) to enter the local telecommunications market and to allow the former Bell Operating Companies to reenter the interLATA long distance market. The purpose of the 1996 Act was to bring the benefits of competition to all telecommunications markets by creating a pro-competitive, de-regulatory national policy framework. Senate Rpt. 104-023, entitled "Telecommunications Competition" (March 30, 1995).

Over the 19 years since the introduction of long distance competition, both interstate access charges and intrastate access charges have been reduced. Despite these reductions, the record shows that intrastate access charge rates in Florida are among the highest in the nation and are substantially above interstate access charge rates. The record also shows, as further analyzed in Section VI(B) of this Order, that intrastate long distance rates in Florida (through which an IXC must recover, among other things, its intrastate access charge costs) are likewise among the highest in the nation, and are substantially above interstate long distance rates. Local service rates in Florida, however, are the lowest in the Southeast.

While the long distance market is now vigorously competitive, local wireline competition has progressed more slowly, particularly in the residential market. At the same time, wireline companies

are facing increased competition from providers using alternative technologies such as wireless, cable, and voice over internet protocol (VoIP). See FPSC Annual Report on Competition (June 30, 2003).

Against this backdrop, the Florida Legislature, during the 2003 Regular Session, enacted the Tele-Competition Innovation and Infrastructure Enhancement Act (2003 Act), which became effective on May 23, 2003. In broad terms, the 2003 Act allows the Commission to consider whether allowing the ILECs to reduce their intrastate access charges to interstate levels, and to make offsetting increases in local service rates, will further the Legislature's goal of increasing competition in the local telephone market. By returning some regulation of intrastate access charges to the Commission, the Legislature has given us the tools to address the question of whether access charges in fact support artificially low local service rates that may be impairing the implementation of competition in the local telephone market.

A key provision in the 2003 Act, Section 364.164, Florida Statutes, provides a process by which ILECs may petition this Commission to reduce their intrastate switched network access rates in a revenue-neutral manner. We are required by law to issue our final order granting or denying any such petition within 90 days of the filing. In reaching our decision, Section 364.164(1), Florida Statutes, sets forth four mandatory criteria we must consider. Those criteria are:

> [W]hether granting the petition will:
>
> (a) Remove current support for basic local telecommunications services that prevents the creation of a more attractive competitive local exchange market for the benefit of residential consumers.
>
> (b) Induce enhanced market entry.
>
> (c) Require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years.

(d) Be revenue neutral as defined in subsection (7), within the revenue category defined in subsection (2).

In laymen's terms, subsection (1)(d) means that any ILEC that is permitted to reduce its intrastate switched network access rates may offset those reductions through simultaneous increases in the local rates charged to its flat-rate residential and single-line business customers.

In addition, Section 364.163(2), Florida Statutes, provides a mechanism to ensure that any IXC that receives the benefits of access charge rate reductions will flow those benefits through to both residential and business customers in the form of lower intrastate long distance rates:

> Any intrastate interexchange telecommunications company whose intrastate switched access rate is reduced as a result of the rate adjustments made by a local exchange telecommunications company in accordance with s. 364.164 shall decrease its intrastate long distance revenues by the amount necessary to return the benefits of such reduction to both its residential and business customers. The intrastate interexchange telecommunications company may determine the specific intrastate rates to be decreased, provided that residential and business customers benefit from the rate decreases. Any in-state connection fee or similarly named fee shall be eliminated by July 1, 2006, provided that the timetable determined pursuant to s. 364.164(1) reduces intrastate switched network access rates in an amount that results in the elimination of such fee in a revenue-neutral manner. The tariff changes, if any, made by the intrastate interexchange telecommunications company to carry out the requirements of this subsection shall be presumed valid and shall become effective on 1 day's notice.

Section 364.163(3) gives this Commission continuing regulatory oversight regarding the access charge reduction flow-throughs described in subsection (2).

Finally, the 2003 Act amended Section 364.10 to provide increased protection to economically disadvantaged customers. This section requires any ILEC that reduces its access charges (and increases its local rates) pursuant to Section 364.164 to make its Lifeline Assistance Plan available to customers with incomes at or below 125% of the federal poverty level, up from 100% or less under the prior law.

Our jurisdiction in this matter arises from the above statutory provisions.

II. CASE BACKGROUND

On August 27, 2003, Verizon Florida Inc. (Verizon), Sprint-Florida, Incorporated (Sprint), and BellSouth Telecommunications, Inc. (BellSouth), each filed petitions pursuant to Section 364.164, Florida Statutes. Dockets Nos. 030867-TL (Verizon), 030868-TL (Sprint), and 030869-TL (BellSouth) were opened to address these petitions in the time frame provided by Section 364.164, Florida Statutes. On September 4, 2003, the Order Establishing Procedure and Consolidating Dockets for Hearing, Order No. PSC-03-0994-PCO-TL, was issued. At the September 15, 2003, Agenda Conference, the Commission decided to hold public hearings in the above referenced dockets.

On September 3, 2003, the Office of Public Counsel (OPC) filed Motions to Dismiss the Petitions in each of these dockets on the grounds that the Petitions proposed to make rate changes over one year, rather than the two year minimum required by Section 364.164(1)(c). On September 10, 2003, Verizon filed its Response to OPC's Motion to Dismiss. Also on September 10, 2003, Sprint and BellSouth filed their Joint Response to OPC's Motion to Dismiss. At the September 30, 2003, Agenda Conference, we voted to dismiss Verizon, Sprint, and BellSouth's Petitions with leave to amend within 48 hours to address the Commission's determination regarding the application of the two-year time frame in Section 364.164(1)(c), Florida Statutes. On September 30, October 1, and October 2, 2003, respectively, BellSouth, Sprint, and Verizon filed their amended petitions.

By Order No. PSC-03-1240-PCO-TL, we consolidated Docket No. 030961-TI, which was opened to address questions regarding the

IXCs' flow-through to customers of any access charge reductions, into this proceeding for hearing. By Order No. PSC-03-1269-PCO-TL, the procedure in these consolidated Dockets was amended to include additional testimony filing dates and issues to reflect the consolidation of Docket No. 030961-TI. A hearing on this matter was held on December 10-12, 2003.

In this matter, we received the testimony of 26 witnesses on behalf of the ILECs, intervenors, the consumer advocates, and our own Commission staff. We also received testimony from customers at 14 customer service hearings conducted throughout the state, as well as written comments from customers submitted to the docket files associated with this case. In addition, we received into evidence 86 exhibits. We have carefully considered the evidence received in its entirety, as well as the arguments of counsel. Based thereon, we hereby render our decision on the issues presented.

III. MOTIONS

Three motions remained outstanding at the start of our hearing in this matter -- two motions for reconsideration of prior orders and one motion for entry of a summary final order. As a preliminary matter, we addressed the motions as follows:

A. Joint Petitioners Motion for Reconsideration of Order No. PSC-03-1269-PCO-TL, issued Nov. 10, 2003 - Second Order Modifying Procedure for Consolidated Dockets to Reflect Additional Docket, Associated Issues, and Filing Dates

This motion asked that the Commission reconsider the inclusion of Issues 6-10 in the Second Order Modifying Procedure. The motion argued that the inclusion of those issues, which relate to the IXCs' flow-through of any access charge reductions they receive, inappropriately imposed additional criteria on the Joint Petitioners' Petitions for switched network access rate reductions that go beyond the four mandatory criteria enumerated in Section 364.164(1). The Office of Public Counsel filed a response to this Motion on behalf of the Citizens. Upon consideration, we granted the Petitioners' request for oral argument on this Motion at the outset of the hearing.

The standard of review for a motion for reconsideration is whether the motion identifies a point of fact or law which was overlooked or which the Commission failed to consider in rendering its Order. See, Stewart Bonded Warehouse, Inc. v. Bevis, 294 So. 2d 315 (Fla. 1974);Diamond Cab Co. v. King, 146 So. 2d 889 (Fla. 1962); and Pingree v. Quaintance, 394 So. 2d 162 (Fla. 1st DCA 1981). In a motion for reconsideration, it is not appropriate to reargue matters that have already been considered. Sherwood v. State, 111 So. 2d 96 (Fla. 3rd DCA 1959); citing State ex.rel. Jaytex Realty Co. v. Green, 105 So. 2d 817 (Fla. 1st DCA 1958). Furthermore, a motion for reconsideration should not be granted "based upon an arbitrary feeling that a mistake may have been made, but should be based upon specific factual matters set forth in the record and susceptible to review." Stewart Bonded Warehouse, Inc. v. Bevis, 294 So. 2d 315, 317 (Fla. 1974). This standard is equally applicable to reconsideration by the Commission of a Prehearing Officer's order. See, Order No. PSC-96-0133-FOF-EI, issued January 29, 1996, in Docket No. 950110-EI.

Throughout this proceeding, one hotly contested issue has been whether, in making its determination to grant or deny the Petitions, the Commission can consider only the four mandatory criteria enumerated in Section 364.164(1) or whether it is also required or permitted to consider the extent to which residential customers whose local rates would be increased if the Petitions are granted are likely to benefit from offsetting long distance rate decreases. This is ultimately an issue of statutory construction which we indicated on several occasions would be considered at the conclusion of the evidentiary hearing.

The thrust of the Petitioners' motion for reconsideration is that the inclusion of Issues 6 through 10 in the Second Order Modifying Procedure improperly introduced consideration of this long distance rate impact into the proceedings on their Petitions. OPC, on the other hand, argues that these Issues were properly included, since the Commission must consider the combined impact on residential customers of any local rate increases and any long distance rate decreases.

Upon consideration, we conclude that the Motion for Reconsideration does not identify a mistake of fact or law made by the Prehearing Officer in rendering his decision. The determination

about which the Joint Petitioners express concern is not one made by the Prehearing Officer in his Order. The Prehearing Officer did not impose additional requirements on the ILECs' Petitions to reduce access charges; instead, he included additional issues for consideration in this proceeding based upon our decision to consolidate Docket No. 030961-TI with Dockets Nos. 030867-TL, 030868-TL, and 030869-TL for hearing. His Order clearly set forth that this is the basis upon which he modified the schedule and the issues list for the proceeding. As such, his decision is not only correct, but needs no clarification. The decision to consolidate Docket No. 030961-TI was made by this Commission in Order No. PSC-03-1240-PCO-TP, issued November 4, 2003. Reconsideration of that decision was not requested. The Prehearing Officer's Order merely implements that decision by amending the schedule and including issues to reflect the consolidation. As for the legal issue raised by the Joint Petitioners, that being whether we should consider impacts on the toll market in making our decision on the ILECs' Petitions, that issue was not addressed by the Prehearing Officer and remains for decision by this Commission at the conclusion of the hearing. For these reasons, the Joint Motion For Reconsideration is denied.

B. OPC's Motion for Reconsideration of Order No. PSC-03-1331-FOF-TL (filed Dec. 5, 2003) / AARP's Motion for Reconsideration of Same Order (filed Dec. 8, 2003)(The Attorney General Joined in the Motions on December 9)

These motions asked that we reconsider certain language in our Order denying AARP's Motion to Dismiss these cases for failure to join the IXCs as indispensable parties. OPC and AARP argue that the language contained in the order did not accurately capture the rationale for the Commission's decision as expressed during the Commission's deliberations on that motion. A response in opposition was filed by the Joint Petitioners on December 9, 2003. We received additional argument on this Motion at the outset of the hearing.

While we do not believe that reconsideration is appropriate in this instance, upon consideration of the arguments and review of the Order itself, we do believe that some clarification is in order. It is clear that certain language included in the Order could be misconstrued. Therefore, Order No. PSC-03-1331-FOF-TL, at

pages 11 and 12, is amended and clarified as reflected in the following type and strike version:

> In reaching this conclusion, we refer to the language of Section 364.164, Florida Statutes. Contrary to AARP's assertions, none of the four mandatory criteria set forth for our consideration in addressing the petitions mandates ~~necessitates~~ participation by the IXCs. ~~As plainly stated by the Legislature,~~ tThe first factor set forth in Section 364.164(1), Florida Statutes, for our consideration does not mandate that ~~direct~~ the Commission ~~to~~ consider how the ILECs' proposals will affect the ***toll market*** "for the benefit of residential consumers." Instead, the plain language states that consideration should be given to whether granting the petitions will:
>
> > (a) Remove current support for basic local telecommunications services that prevents the creation of **a more attractive local exchange market** for the benefit of residential consumers. [Emphasis added].
>
> ~~As such, the relevant market for use in making the final determination on the Petitions is the local exchange market.~~ Thus, we find that, for purposes of Section 364.164, Florida Statutes, consideration of the impact on the toll market (and resulting impact on toll customers) is not *required* for the Commission's ~~full and complete~~ determination of the Petitions.[3] In reaching this conclusion, we do not find that we are precluded from such consideration, rather we conclude only that we are not required to do so.

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[3] ~~In reaching this conclusion, we do not find that we are precluded from such consideration, rather we conclude only that we are not required to do so.~~

> ~~The language of Section 364.164, Florida Statutes, appears clear; thus, under principles of statutory interpretation, this Commission need not look further to divine the Legislature's intent. Southeastern Utilities Service Co. v. Redding, 131 So.2d 1 (Fla. 1950).~~ That said, we nevertheless acknowledge AARP's contention that the Legislature considered the impacts on customers' toll bills in passing the new legislation.[4] We emphasize, though, that the Legislature did address the impact on the toll market if the Petitions are granted, but it did so through a separate section of the statutes, Section 364.163, wherein intrastate toll providers are required to pass the benefits of the access charge reductions on to their residential and business customers. This Commission is charged under that section with ensuring that reductions are, in fact, flowed through.

Based on the foregoing, Order No. PSC-03-1331-FOF-TP is clarified as set forth above.

C. Attorney General's Motion for Summary Final Order, filed Nov. 17 (AARP and OPC Joined in the Motion)

The Attorney General moved for a summary final order on the grounds that the record raises no genuine issue of fact regarding whether granting the Petitions will benefit residential consumers. Verizon, AT&T/MCI, BellSouth, and Sprint timely filed responses to the Motion. We received argument on this Motion at the hearing.

As became clear from the oral argument on this motion, the underlying contention by the Attorney General, OPC, and AARP is that Section 364.164 requires the Petitioners to demonstrate that residential consumers will benefit from long distance rate

[4]At footnote 1 of the Motion, AARP states that it is in the process of having the relevant industry and legislator comments recorded and transcribed for filing at a later date. This material was officially recognized during the final hearings in these proceedings.

reductions, and that the prefiled testimony and exhibits showed that such benefits are not sufficient to offset the impact of the proposed local rate increases. The opponents of the motion contended that no such showing is required, and that the prefiled testimony establishes that residential customers will benefit from increased competition if the Petitions are granted.

Rule 28-106.204(4), Florida Administrative Code, provides:

> Any party may move for summary final order whenever there is no genuine issue as to any material fact. The motion may be accompanied by supporting affidavits. All other parties may, within seven days of service, file a response in opposition, with or without supporting affidavits. A party moving for summary final order later than twelve days before the final hearing waives any objection to the continuance of the final hearing.

The standard for granting a summary final order is very high. The purpose of summary judgment, or in this instance summary final order, is to avoid the expense and delay of trial when no dispute exists concerning the material facts. The record is reviewed in the light most favorable to the party against whom the summary judgment is to be entered. When the movant presents a showing that no material fact on any issue is disputed, the burden shifts to his opponent to demonstrate the falsity of the showing. If the opponent does not do so, summary judgment is proper and should be affirmed. The question for determination on a motion for summary judgment is the existence or nonexistence of a material factual issue. There are two requisites for granting summary judgment: first, there must be no genuine issue of material fact, and second, one of the parties must be entitled to judgment as a matter of law on the undisputed facts. See, Trawick's Florida Practice and Procedure, §25-5, Summary Judgment Generally, Henry P. Trawick, Jr. (1999).

In summary, under Florida law, "the party moving for summary judgment is required to conclusively demonstrate the nonexistence of an issue of material fact, and . . . every possible inference must be drawn in favor of the party against whom a summary judgment

is sought." Green v. CSX Transportation, Inc., 626 So. 2d 974 (Fla. 1st DCA 1993)(citing Wills v. Sears, Roebuck & Co., 351 So. 2d 29 (Fla. 1977)). Furthermore, "A summary judgment should not be granted unless the facts are so crystallized that nothing remains but questions of law." Moore v. Morris, 475 So. 2d 666 (Fla. 1985); City of Clermont, Florida v. Lake City Utility Services, Inc., 760 So. 1123 (5th DCA 2000).

The parties disagree on the proper interpretation of Section 364.164, Florida Statutes. We find, based on the pleadings, the arguments, and the prefiled testimony, there are genuine issues of material fact in dispute, regardless of whose statutory interpretation is ultimately determined to be correct. Since the motion must be viewed in the light most favorable to the parties against whom the motion is sought, the Motion must be denied in this case. In reaching this conclusion, we make no determination on the legal or factual issues to be addressed through the hearing. Rather, we conclude only that the high standard for granting a summary final order has not been met.

IV. STATUTORY INTERPRETATION

The question of the proper interpretation of Section 364.164 is one that has been raised time and again in this case in various motions, testimony, and in this Commission's own comments. We carefully withheld ruling on the question of whether Section 364.164, Florida Statutes, is ambiguous until after conclusion of the evidentiary hearing and the closing arguments of counsel. It is important to address this question before reaching the other issues in the case, because our decision will determine whether we can consider arguments and evidence presented in the case regarding the Legislative history and intent of the statute.

The law on this aspect of statutory interpretation is clear. When interpreting statutory provisions, one first should look to the provision at issue to determine whether the "language is clear and unambiguous and conveys a clear and definite meaning. . . ." Holly v. Auld, 450 So. 2d 217 (Fla. 1984), citing A.R. Douglass Inc. v. McRainey, 102 Fla. 1141 (1931). If the meaning is clear, there is no need to resort to statutory interpretation. Furthermore, an unambiguous statutory provision cannot be construed to extend, modify, or limit its express terms or its reasonable and

obvious implications. Holly, at 219. However, a statute should not be given its literal reading if such reading would lead to an unreasonable conclusion. Id.

Section 364.164 sets forth the criteria we must consider in determining whether to grant the ILECs' petitions. Those criteria are as follows:

> [W]hether granting the petition will:
>
> (a) Remove current support for basic local telecommunications services that prevents the creation of a more attractive competitive local exchange market for the benefit of residential consumers.
>
> (b) Induce enhanced market entry.
>
> (c) Require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years.
>
> (d) Be revenue neutral as defined in subsection (7) within the revenue category defined in subsection (2).

The ILECs argue that this language clearly expresses the Legislature's intent and, thus, is not subject to interpretation. The OPC, the Attorney General, and AARP present a vastly differing interpretation of the statute, and have offered into evidence and in their arguments the Legislative history of the bill. Each side offers tenable arguments regarding how the statute could be interpreted. We note that the lack of clarifying language or punctuation in the provisions at issue contributes to the differing interpretations. As such, having considered the arguments and the language of the statute itself, we find that the language of Section 364.164, Florida Statutes, is not clear on its face and, thus, is subject to statutory interpretation. Having reached this conclusion, our decisions as set forth below reflect our interpretation of the Legislature's intent as gleaned from the Legislative history, including consideration of the potential impacts of granting the Petitions on the toll rates paid by residential customers.

V. SUMMARY OF DECISION

As discussed in more detail later in this order, we find and conclude, based on the record, that:

1. Intrastate access rates currently provide support for basic local telecommunications services that would be reduced by bringing such rates to parity with interstate access rates.

2. The existence of such support prevents the creation of a more attractive competitive local exchange market by keeping local rates at artificially low levels, thereby raising an artificial barrier to entry into the market by efficient competitors.

3. The elimination of such support will induce enhanced market entry into the local exchange market.

4. Enhanced market entry will result in the creation of a more competitive local exchange market that will benefit residential consumers through:

a. increased choice of service providers;
b. new and innovative service offerings, including bundles of local and long distance service, and bundles that may include cable TV service and high speed internet access service;
c. technological advances;
d. increased quality of service; and
e. over the long run, reductions in prices for local service.

5. The ILECs' proposals will reduce intrastate switched network access rates to parity over a period of not less than two years or more than four years.

6. The ILECs' proposals will be revenue neutral within the meaning of the statute, which permits access charge reductions to be offset, dollar for dollar, by increases

in basic local service rates for flat-rate residential and single-line business customers.

7. Because of the mandatory flow-through provisions of Section 364.163, approval of the plans will be financially neutral to the IXCs, who are required to reduce their intrastate toll rates and charges to consumers to offset the benefit of any access charge reductions the IXCs receive.

8. Contrary to the position taken by the Attorney General in these proceedings, the statute does not require that implementation of the proposals be "bill neutral" to any particular customer or class of customers.

9. We are not mandated by Section 364.164 to consider the impact of the proposals on toll rates paid by residential consumers. However, consistent with the legislative history of the 2003 Act, we conclude that we are permitted to do so. In this regard, we find that many residential customers will benefit directly from the elimination of in-state connection fees and reductions in per-minute intrastate toll rates. We also find that residential customers as a whole will enjoy prices for toll services that are closer to economic costs and, therefore, will have less of a repressive effect on long distance usage. We also find that under the long distance rate reduction plans offered by the IXCs, residential customers as a whole will get a proportionate share of any toll rate reductions based on their share of total access minutes of use.

10. Experience from other states that have rebalanced local and toll rates shows that approval of the ILECs' proposals will have little, if any, negative impact on the availability of universal service. While no customer likes to see a rate increase, the record shows that basic local service will continue to remain affordable for the vast majority of residential customers.

> 11. Although we find that it is not a benefit that we should weigh in the balance in considering whether or not to grant the Petitions, the amended Lifeline provisions in Section 364.10 will help to protect economically disadvantaged consumers from the effect of local rate increases. This protection is enhanced by the ILECs' agreement to further increase the eligibility criteria for Lifeline assistance from 125% to 135% of the federal poverty level, increasing the number of customers eligible for the program by approximately 119,000, and to protect Lifeline recipients against basic local service rate increases for four years. Although we cannot predict the future with certainty, economic theory suggests, and we are encouraged to believe, that the establishment of a more competitive local market will put downward pressure on local exchange prices that will eventually reduce the need for targeted assistance programs such as Lifeline.

The following sections set forth a detailed analysis of our decisions on the points outlined above.

VI. REMOVAL OF CURRENT SUPPORT

In this section, we address whether the ILECs' proposals meet the requirements of Section 364.164(1)(a), Florida Statutes. For clarity of analysis, we have considered these requirements in three parts: (A) what is a reasonable estimate of the level of support for basic service provided by access charges; (B) does that support prevent the creation of a more attractive local exchange market; and (C) would the creation of a more attractive local exchange market benefit residential consumers.

A. REASONABLE ESTIMATE OF SUPPORT

1. Arguments

Verizon contends that its basic local services receive support from its network access charges, and that its plan removes this support by bringing the prices of those services more in line with costs. Verizon asserts that removing support for basic local services will promote local exchange competition for the benefit of

residential customers. Verizon contends that it will make residential customers more attractive to competitors and thus induce enhanced market entry, encourage innovation, and promote increased freedom of choice. Verizon asserts that the plan will also reduce intrastate access rates, thereby allowing residential customers to make more long distance calls at lower prices. Verizon, along with BellSouth and Sprint, sponsored the testimony of Dr. Kenneth Gordon addressing this issue. Verizon's witnesses Fulp and Danner also offered testimony in this regard.

Verizon states that for purposes of this proceeding, it seeks to remove $76.2 million of support from basic local telecommunication services. Verizon contends that this amount is necessary to bring its intrastate switched network access rate to parity with its interstate switched network access rate.

Likewise, Sprint argues that the level of support provided for basic local services by intrastate switched network access rates in excess of parity in Sprint's service areas is $142,073,492 per year, based upon current access minutes of use. Sprint offered the testimony of witnesses Dickerson, Felz, and Staihr on this issue.

BellSouth emphasizes that this Commission has already found that BellSouth's residential rates receive support from access charges, which is further buttressed by the detailed testimony of BellSouth's witness Bernard Shell, particularly the information in witness Shell's exhibit WBS-1 (Hearing Exhibit 53). This support from above-parity intrastate access charges ranges from $125.2 million to $136.4 million per year, depending on the method used to perform the calculation. BellSouth maintains that its proposal will remove current support for basic local telecommunications services, and will bring the rates for basic local exchange service to a level that encourages competitive entry in the local exchange market. BellSouth argues that this is evidenced, in part, by the testimony of AT&T and Knology in this proceeding. BellSouth adds that residential customers will benefit from having new choices of providers and services that additional competition will bring and will also benefit from the pass-through of access charge reductions in the form of reduced toll rates. To address this aspect of its petition, BellSouth submitted the testimony of its witnesses Shell and Banerjee.

Knology asserts that granting these petitions will materially diminish the current support for basic local telecommunications services. Knology contends that this support prevents creation of a more competitive market. Knology asserts that diminution of the support will spur additional competition. Knology states that its experience in its existing markets provides examples of how the entry of a facilities-based competitor for telephone service expands the products available to consumers, increases the customer service levels, and promotes product and pricing competition.

AT&T and MCI agree that the ILEC proposals will remove current support for basic local telecommunications services by simultaneously reducing intrastate switched access rates that have been established at economically inefficient levels through the residential rate setting process and adjusting local exchange rates upward on a revenue neutral basis. They assert that through the process of residual ratemaking, intrastate switched access charges have been historically elevated well above their relevant economic cost and the surplus has served as residual support for basic local telecommunications services. Dr. John Mayo testified on AT&T and MCI's behalf on this point.

OPC asserts that residential basic local telephone service is not subsidized by access service or any other service. OPC contends that the ILECs' petitions, therefore, do not remove current support, because there is none. OPC further asserts that Basic Local Telecommunication Services (BLTS) are not supported by the rates for intrastate access, because the existing BLTS rates exceed their incremental costs. AARP, Common Cause, and Sugarmill Woods agree to a large extent, although they further argue that there is no support, because the loop itself is a common cost that should be fully allocated among all services that use the loop. Dr. David Gabel provided testimony on behalf of OPC addressing this issue, while Dr. Mark Cooper testified on behalf of AARP.

2. Findings and Decision

We find that the ILECs' access charge rates provide support to local exchange service. In making this determination, we accept the economic testimony of the ILECs' and IXCs' witnesses, which treat the cost of the local loop as a cost of basic local service. In particular, the testimony shows there is no economic principle

requiring that the cost of that loop be allocated across other ancillary services that are provided over the loop.

We are not persuaded by the testimony of AARP and OPC's witnesses that all or some of the cost of the local loop should be shared, such that any costs shared by more than one service would be excluded from the ILECs' Total Service Long Run Incremental Cost (TSLRIC) calculations. This would be inconsistent with our past decisions, perhaps most notably in our 1998 Report on Fair and Reasonable Rates to the Legislature, that the costs associated with the local loop should not be allocated. The arguments raised by OPC and AARP have been considered and rejected in the past, and we find no new persuasive basis upon which to deviate from our consistent policy on this issue.

We note that the record raises some concern about the cost information provided in the proceeding by the ILECs. For instance, BellSouth's use of model inputs is inconsistent with past Commission decisions in the Docket No. 990649-TP, in which we established rates for unbundled network elements (UNEs). Also, we find that Verizon's use of interstate minutes to calculate switching and transport costs is problematic, and that Sprint and BellSouth's use of retail costs appears to be excessive, particularly since they do not differentiate between costs that apply to basic local service and costs that apply to all other services. Nevertheless, after weighing all the evidence, we find that the correction of these deficiencies would not alter our conclusion that local exchange rates are supported by intrastate access charge rates; that the ILECs have, in fact, provided a reasonable estimate of the level of support for basic local telecommunications service; and that their proposals appropriately remove that support as required by the statute. In reaching this decision, we do not in any way indicate agreement with the ILECs' costs, inputs, or methodologies considered herein for any purpose beyond this proceeding.

In addition, we note that AT&T/MCI witness Mayo emphasized that the statute does not require removal of a pure economic subsidy, but rather "support" for basic local service. Thus, he disputes witnesses Gabel and Cooper's arguments that there is no subsidy to be removed. We also find this argument persuasive in view of the plain language of the statute.

B. SUPPORT PREVENTS THE CREATION OF A MORE ATTRACTIVE COMPETITIVE LOCAL EXCHANGE MARKET

1. Arguments

Verizon contends that its current residential basic monthly rates are well below incremental cost, and therefore impair competition for residential customers. Verizon asserts that the availability of local service at supported prices limits the prices that competitive local providers can charge. Verizon contends that to the extent that competitive providers' costs are similar to Verizon's, the existing supported prices make it economically infeasible for those providers to compete. Dr. Gordon spoke to this issue on behalf of the three ILECs. In addition, Verizon offered the testimony of witness Danner in this regard.

Sprint contends that the presence of heavily supported residential basic local service acts as an obstacle to the creation of widespread residential local competition. The removal of this obstacle, according to Sprint, is the goal of the 2003 Act. Sprint's witness Staihr spoke to this issue.

BellSouth again contends that we have already determined that its residential rates are supported. BellSouth emphasizes that the testimony of its witness Shell lends further support to the argument that removal of the support for basic local service will bring rates to a level that encourages competition, leading to new choices for consumers, as well as reduced toll rates. BellSouth's witnesses Ruscilli and Banerjee offered additional testimony on this point.

Knology maintains that granting these petitions will materially diminish the current support for basic local telecommunications services. Knology asserts that this support prevents creation of a more competitive market and that diminution of the support will spur additional competition.

AT&T and MCI assert that the currently excessive intrastate switched access charge rate levels make it difficult for a telecommunications company to enter the local exchange market and compete against incumbent providers whose local rates are supported by access charges; the support allows incumbent providers to

subject their competitors to an anticompetitive price squeeze. AT&T and MCI contend that excessive access charges further depress competition by limiting competitors' ability to compete across the full range of service categories. Dr. Mayo addressed this aspect of the ILEC Petitions on behalf of AT&T and MCI.

Although their analysis differs somewhat, OPC, AARP, Common Cause Florida, and Sugarmill Woods each contend there is no support for basic local service; therefore, raising current prices will not create a more attractive competitive local exchange market for the benefit of residential consumers. They contend that the existing levels of basic local telecommunications service rates have minimal, if any, impact on making the local exchange market more attractive to competitors. Drs. Gabel and Cooper also provided testimony in this regard on behalf of OPC and AARP, respectively.

The Commission staff offered the testimony of witness Ollila for purposes of providing additional perspective on this issue by way of the Commission's 2002 Report on Competition in Telecommunications Markets in Florida. In addition, the 2003 Report was received into the record as a stipulated exhibit.

2. Findings and Decision

Upon consideration, we agree with witness Gordon that the current level of support has allowed residential rates to remain lower than they would be in an undistorted competitive market, and that they are, in fact, lower than in other states in our region. We can find no basis in economics for the underpricing of basic service which is demand-inelastic relative to usage. Except for a limited range of residential customers, it is not economically feasible for a CLEC to price complementary products and packages in a manner that would allow it to make up for lack of profitability in the provision of basic service. As a result, there is little opportunity or ability to bundle products and services for consumers, and a very limited range of customers can truly be served on a profitable basis.

As recognized by both witness Mayo and witness Gordon, the state law, as well as the federal Telecommunications Act of 1996, shifts the utility commission's role away from historically protecting monopolists from competitors' entry and protecting

consumers from the monopolist, to a role of encouraging competition. Under the old regime, utility commissions set rates for non-basic services, such as long distance, carrier switched access, and vertical features, above cost in order to hold down the price for basic local exchange service. This was in furtherance of universal service.

As witness Mayo emphasized, even as we moved toward price cap regulation, the pricing structure did not really change; thus, the prices for non-basic services continued to support basic service. Specifically, access charges were created after divestiture of AT&T to provide a source of revenue that would enable the local exchange companies to continue to keep prices low. Witness Mayo added that at the federal level, access charges have been reduced dramatically over the past 19 years, and this process has taken place for intrastate access charges in other states as well. Nevertheless, the witness emphasized that intrastate access rate levels in Florida are still in excess of their incremental cost, serving as continued support for low local service rates. As such, according to witnesses Mayo and Gordon, approving the ILECs' petitions to reduce intrastate access charges in a revenue neutral manner will, in fact, remove some of the support for local service, which will in turn make local service market entry more attractive for prospective entrants. This testimony was very compelling.

Witness Gordon further testified that the effect of having rates that are below cost is to discourage entry, as well as investment, by both new entrants and incumbents. Thus, not only is there less likelihood of competition, but of innovation as well. He emphasized that there is empirical evidence on this point, as referenced in the Ros-McDermott study he mentions in his pre-filed testimony. He also testified that in states that have implemented rebalancing, namely California, Illinois, Ohio, Massachusetts, and Maine, there was little noticeable impact on subscribership levels in spite of residential local service rate increases comparable to the increases proposed in the ILECs' petitions. In addition, he noted that, in the states that have implemented rebalancing, toll rates were lowered.

Our 2003 Competition Report shows that CLEC residential market share is only 9% in Florida, while CLEC's serve 29% of the business market. Similarly, Verizon's competition study for its territory

shows that there is a 100 to 1 ratio of business versus residential customers being served by facilities-based CLECs. This drops to 10 to 1 if UNE-P and resale are taken into account. Together, these studies persuade us that competition for residential customers is currently suffering as a result of barriers to entry.

In addition, Knology's witness Boccucci specifically stated that, ". . .under current rates for local services in Florida, Knology has not been able to generate rates of return sufficient to attract the capital necessary to expand in adjacent areas to Panama City or elsewhere in Florida. If rate rebalancing is implemented, Knology has every intention to expand and compete further in Florida." He emphasized that because of Florida's low local rates, that ". . . from our investors' perspective, in the competition for the valuable CAPX or the capital expenditures, it was tough to make a business case to expand into the panhandle when we could expand into Georgia, Tennessee, Alabama and North Carolina [where local rates are higher] and be more assured that we could meet the returns that our investors expected in the marketplace."

Based on the foregoing, we find that current support provided by access charges does, in fact, impede competition in the residential local exchange markets.

C. BENEFIT TO RESIDENTIAL CONSUMERS AS CONTEMPLATED BY SECTION 364.164, FLORIDA STATUTES

1. Arguments

Verizon asserts that by moving basic local residential rates toward cost, its rate rebalancing plan will promote competition for the benefit of residential customers, which is the benefit contemplated by Section 364.164, Florida Statutes. Verizon contends that implementation of its rebalancing proposal will make these residential customers more attractive to competitors and thus induce enhanced market entry, encourage innovation, and promote increased freedom of choice. Verizon asserts that, in addition, its rebalancing plan will lower intrastate access rates and, ultimately, allow residential customers to make more long distance calls at lower prices. Again, Dr. Gordon provided testimonial support for the three ILECs on this point. In addition, Verizon's witnesses Danner and Fulp addressed this issue.

Similarly, Sprint contends that the creation of a more attractive competitive local exchange market will benefit residential consumers by giving them choices in providers, services, technologies, and pricing options. Sprint maintains that this is what consumers are demanding, and that this range of choice will only be made available through a competitive market. Sprint offered the testimonies of witnesses Staihr and Felz on this point.

BellSouth again argues that its residential rates are supported. BellSouth emphasizes that the testimony of its witness Shell lends further support to the argument that removal of the support for basic local service will bring rates to a level that encourages competition, leading to new choices for consumers, which is the benefit contemplated by the 2003 Act, as well as reduced toll rates. BellSouth's witnesses Banerjee and Ruscilli provided testimony on this issue.

Knology states that its experience in its existing markets provides examples of how the entry of a facilities-based competitor for telephone service expands the products available to consumers, increases the customer service levels, and promotes product and pricing competition. Knology's witness Boccucci emphasizes that telecommunications services are converging, such that a wireless consumer does not really think of his or her service in terms of local versus long distance service. He envisions that with increased competition in the wireline market, the same will hold true for wireline customers. Likewise, he argues that the value for consumers in a competitive market is a converged bill with multiple telecommunications services, upgraded service quality, as well as price competition. He also added that a higher local rate will enable Knology to provide bundled packages at prices economical to seniors on fixed incomes, so that they can receive more economic and better quality service than they do today.

AT&T and MCI agree that the ILECs' proposals will benefit residential consumers as contemplated by Section 364.164, Florida Statutes. They contend that the ILECs' proposals will reduce current deterrents to local market entry and create a more level playing field, which will ultimately induce increased market entry. The result will be to provide consumers, residential and business alike, with a wider choice of providers' offerings and prices. They contend that residential consumers will further benefit from

toll rate reductions and the elimination of any in-state connection fee. Dr. Mayo provided testimony addressing this point on behalf of AT&T and MCI, while witness Fonteix provided additional information on behalf of AT&T.

OPC, AARP, Common Cause Florida, and Sugarmill Woods contend that the ILECs' rebalancing petitions will not benefit residential consumers as contemplated by Section 364.164, Florida Statutes. They assert that the ILECs have not made a showing that the proposed rebalancing of basic local telecommunications service rates would create a more attractive competitive local exchange market for the benefit of residential customers, nor that market entry will be enhanced, because the ILECs' analyses are based on a model that no entrant would ever use. They argue that, moreover, any claims of benefits to consumers based on the removal or reduction of support for residential basic local telecommunications service are moot, since no such support exists. Again, Drs. Gabel and Cooper provided testimony on this point for OPC and AARP, respectively.

Commission staff's witness Shafer testified that the ILECs' proposals will likely result in benefits for residential customers, such as increased value and choice in products.

2. Findings and Decision

Upon consideration of the evidence presented, as well as the Legislature's clear policy to enhance competition in Florida's telecommunications market, we find that the ILECs' proposals will ultimately benefit residential consumers as contemplated by Section 364.164, Florida Statutes. As evidenced by the results in other states that have engaged in rate rebalancing, the ILECs' proposals will make the residential market more economically attractive for CLECs, which should lead to an increase in choice of providers. This will be accomplished by increasing in the short term the rate at which residential service can be offered by competitors, leading to increased profit margins for CLECs serving residential customers. Witness Fonteix specifically stated that AT&T's decision to enter BellSouth's territory was ". . . predicated upon an assumption after the passage of the Act that it would be implemented." Furthermore, the witness testified that in AT&T's experience in Michigan and Georgia, where rates have already been

rebalanced, although basic local service rates initially went up, in the long run, competition drove the price back down.

Companies providing bundled offerings that include both local and long distance service will benefit not only from the increased rate at which residential service can be offered on a competitive basis, but also from the decreased terminating access rate. These changes will make providing bundled packages to residential customers more economically attractive, because companies will increase their profit margin.

Again, as argued by AT&T's witness Fonteix, because the Bell incumbents are now able to enter the long distance market, it is better to proceed with access charge reform, which has been underway at the federal level for some time now. The witness emphasized that waiting will only further harm the long distance market. This testimony was consistent with that of witness Gordon, who maintained that long distance service is overpriced, because of the support provided by access charges to local service. He asserted that as prices come down for long distance service, people will respond by making more long distance calls, which he contends is a benefit to society. He concluded that:

> If the toll prices are overpriced, then there will be less calling and that constitutes a loss to society. And there's no reason to have it. It's a very expensive way to achieve the goal in Crandall's and Waverman's point. If you really want to have universal service and you think it's a problem, you know, a policy problem that should be addressed, better that the payments should be made directly in some fashion than by distorting the entire price structure, which is the mechanism we've used to date.

While it is uncontested that some customers will not receive a direct benefit as a result of the implementation of the ILECs' proposals, we find that Florida consumers as a whole will reap the benefits of increased competition and, ultimately, competition will serve to regulate the level of prices consumers will pay. Increased competition will lead not only to a wider choice of

providers, but also to technological innovation, new service offerings, and increased quality of service to the customer. The evidence in this case shows that Knology will continue its plans to enter Florida markets if the Petitions are granted, and will consider broadening the number of Florida markets it enters, as demonstrated through the testimony of witness Boccucci. AT&T witness Fonteix has also indicated that AT&T's entry into BellSouth's territory has been largely influenced by the 2003 Legislation and the hope that with the granting of these Petitions, the raising of local rates will make Florida markets more profitable for competitors. Furthermore, witness Gordon explained that less regulation in the wireless market has not only produced lower prices, but also a beneficial impact on consumer welfare, because the use of the technology has become so prevalent.

While Section 364.164 does not mandate that we consider the degree of benefit to residential customers from long distance rate reductions, our review of the legislative history convinces us that it is within our discretion to do so. Thus, we have considered witness Ostrander's argument that the Petitioners have been unable to quantify the impact of competition, and therefore have been unable to show the benefit to customers. We reject that argument, and find that the preponderance of the evidence in the proceeding shows that the benefits to residential customers as a whole generated by the resulting decreases in long distance rates and elimination of the in-state connection fee will outweigh the increases in local rates. This benefit should be a continuing one, since the IXCs have indicated that they will flow through the reductions on a pro-rata basis according to minutes of access, and the record indicates that market forces should exert enough pressure to ensure that rates are kept low. Furthermore, as in the wireless industry, whose ability to offer bundled packages has been facilitated by the fact that they do not pay the high level of access fees that the wireline carriers do, we anticipate that the reduction in access fees will result in an increase in bundled offerings by wireline carriers and a decrease in the distinction between wireline local and long distance service.

We acknowledge, as OPC, the Attorney General and AARP have argued, that not every residential customer will get a long distance rate reduction, and those who do receive reductions will not necessarily receive reductions that totally offset the increase

in their rate for local service. Such "bill neutrality" is not required by the statute and, in fact, would be inconsistent with its plain language. First, there could never be "bill neutrality" unless every residential customer made exactly the same number of long distance calls and could therefore share per capita in any long distance rate decreases. Second, Section 364.164 achieves revenue neutrality to the ILEC by permitting it to increase rates for flat-rate residential and single-line business service. Section 364.163, Florida Statutes, in contrast, gives the IXCs discretion in where to flow through their long distance rate decreases so long as some portion of the benefit goes to residential and business customers. As discussed in Section X(D), we find that the IXCs' proposals to flow through these reductions between business and residential customers in proportion to their access minutes of use complies with both the language and spirit of the statute.

Also on this issue, we acknowledge that the testimony from the public hearings was mixed. Many customers did not believe that the ILEC proposals would benefit them, but others were hopeful that they would see competition in their area. Generally, the written comments we received tended to be unfavorable. However, when considered with the economic testimony received through our technical hearing, we find that customers as a whole will benefit as contemplated by the statute. As noted by witness Boccucci, customers will get better quality service for the products they choose, as well as a wider variety of products and providers. The evidence also shows that even those customers that use calling cards or dial-around service will receive benefits from increased competition, as will older citizens that use 1+ calling.

We also acknowledge the customer testimony critical of extended calling service (ECS) rates. In recognition of the concerns raised, we direct our staff to organize a Commission workshop to discuss the history of ECS, the current state of the law on ECS, and what role, if any, ECS has in today's market. The Petitioners have all agreed to participate fully in this workshop. In addition, it is notable that Sprint's petition includes a five-free-call allowance for ECS.

Although we find that it is not a benefit that we should weigh in the balance in considering whether or not to grant the

Petitions, we observe that the amended Lifeline provisions in Section 364.10 will help to protect economically disadvantaged consumers from the effect of local rate increases. The use of targeted assistance, rather than implicit rate subsidies, to address this social issue will result in more efficient pricing, which will benefit the competitive market, spur innovations and new product offerings. This is the benefit contemplated by the Legislature when it enacted this legislation and is further supported by the testimony of AT&T/MCI's witness Mayo. As noted by the witness, the ability to target assistance is far more effective at promoting universal service objectives. The witness also testified that targeted assistance is more economically efficient than continuation of implicit support from access charge prices. We agree, and expect that, over time, competition should take care of those protected by Lifeline, in spite of the current limited duration that these customers are protected from the local increases at issue here. The evidence shows that even with the proposed local rate increases, there will not be a significant number of customers that drop off the network. While the need for continued targeted assistance for some customers may foster its own social welfare concerns, those concerns must be balanced with the Legislature's clear intent to move Florida's telecommunications markets towards increased competition.

Furthermore, Dr. Cooper acknowledged that Exhibit 85 indicates that many seniors on fixed incomes take a number of additional services, such as cellular service, cable service, and Internet service. This indicates not only a likelihood that the increases proposed are within the zone of affordability for this segment of consumers, but also, as indicated by witness Boccucci, demonstrates that this segment in particular may see increased benefits as a result of bundled competitive offerings. Similarly, the evidence shows that 53% to 72% of Lifeline customers served by the Petitioners purchase one or more ancillary services.

As argued by witness Mayo, in approaching this task we must balance "hard-headed" economic principles with "soft-hearted" social welfare goals. It is the application of sound economic principles that will bring efficiencies, and as a result, competition to the telecommunications market, while the statute itself provides for targeted assistance that will assist those

unable to afford the proposed increases.[5] At the end of the day, capitalism and the free market will maximize benefits to consumers in a way that regulation cannot. That is not, however, to say that the companies should not be encouraged to consider their social welfare obligations in targeting assistance to customers and coming up with new ideas to address the needs of the economically disadvantaged.

In the end, we find that the ILECs' proposals meet the statutory requirement set forth in Section 364.164(1)(a), Florida Statutes, providing required benefit of a more attractive competitive telecommunications market for Florida consumers.

VII. INDUCE ENHANCED MARKET ENTRY

In this section, we address whether the ILECs' proposals will induce enhanced market entry as required by Section 364.164(1)(b), Florida Statutes.

A. Arguments

BellSouth states that by removing implicit support from basic local exchange rates, competitors will have increased business opportunities to attract new customers and offer new products, services, and bundles. BellSouth contends that competitors base their entry decisions on whether or not they can at least match the rates charged by ILECs. BellSouth argues that if these rates are lowered artificially by subsidies, but the incremental costs do not change, then competitors are likely to be deterred from entering the market. BellSouth concludes that this situation limits competition. BellSouth witness Banerjee offered testimony in this regard.

BellSouth further explains that there will never be competitive alternatives for customers who are receiving service at a price below the relevant cost of providing that service. As the

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5 It is noteworthy that the ILECs have also agreed to the increase the number of customers to whom Lifeline is available to those whose income is 135% or less of the federal poverty level. This increases the pool of Lifeline eligible customers by approximately 119,000 when compared to the 125% standard required by Section 364.10.

price of service is raised to, and above, its relevant costs, such customers become more attractive to competitors, according to BellSouth witness Ruscilli.

Witness Gordon contends that when the price of services increases, a cash flow analysis would show that the investment project becomes more profitable (or less of a loss) and, thus, more attractive for new market entrants. Dr. Gordon adds that technology is changing so rapidly that competitive markets will do a much better job than a monopoly would of discovering which technologies can or cannot succeed in the long run. Dr. Gordon further opines that in order for the lowest cost mix of technologies to remain in the market, price and the signals it sends must not be distorted and must reflect the underlying cost of providing service.

BellSouth emphasizes that lowering intrastate access rates to parity with interstate rates eliminates an artificial discrepancy between two nearly identical services. Lower intrastate access rates make long distance calling more attractive for customers and competitors who wish to bundle long distance service with local service. BellSouth witness Banerjee testifies that the unevenness of the business market versus the residential market entry is attributable in large part to the relationship between end-user rates for basic local telephone service and UNE/UNE-P rates. Dr. Banerjee explains that generally the margins are far more substantial for business service. Unconstrained by public policy or regulation, the CLECs have gravitated naturally to business markets. As indicated by Dr. Gordon, the problem of an unattractive residential market may be worse in Florida than in other states because these other states have higher residential rates, indicating a greater need to rebalance the rates in Florida.

Verizon states that its rate rebalancing plan will bring the prices of its basic local services more in line with costs. Verizon asserts that prices that more closely reflect underlying costs, such as those proposed in its rate rebalancing plan, will increase the likelihood that competitive providers can offer services at a price equal to or lower than that offered by Verizon, and still remain profitable. Verizon contends that as a result, the reformed prices proposed in Verizon's rate rebalancing plan

will make the local exchange market more attractive to competitors and induce enhanced market entry.

Verizon further contends that by removing implicit support from basic local exchange rates, competitors will be enticed into the market. Verizon contends that Knology's testimony that it decided to enter the Florida market following the passage of the access reduction legislation demonstrates that Verizon's rebalancing proposal will encourage competitive entry. Also, Verizon cites to Dr. Gordon's testimony, which includes statistical studies demonstrating that rebalancing will have a positive effect on competitive entry.

Sprint concurs with BellSouth and Verizon, stating that CLECs will benefit from the higher residential basic prices, without being required to reduce their own intrastate access prices. Sprint contends that rebalancing reduces risk for CLECs, improving the cash flow equation for serving residential customers. Sprint witness Staihr testifies that rebalancing rates for basic local service will create a situation where competitors will find that, on average, a larger percentage of the residential market will be financially attractive to serve. Witness Staihr states further that the current artificially low prices are unsustainable in the face of competition, and they come at a cost: (1) fewer options among services; (2) less innovation; and (3) in large portions of Sprint's territory, no competitive choices. Sprint concludes that rebalancing will induce enhanced market entry, thereby providing customers with the benefits of more choices, enhanced service offerings and greater innovation.

Knology states that the ILEC petitions should be granted because that decision will help to implement the policy underlying Section 364.164, Florida Statutes, and it will enhance the competitive choice available to Florida citizens. Knology identifies itself as a prime example of how granting the ILECs' Petitions will induce enhanced competition. As stated previously, Knology is a facilities-based intermodal competitor offering voice, video and data services over hybrid fiber coax (HFC) and fiber to the curb (FTTC) network in Panama City, with plans to expand in Pinellas County, Florida. Knology has been providing telecommunications services in Florida since 1997 and is currently providing its services to over 275,000 residential and business

customers in Florida. Knology's witness Boccucci testified, however, that Knology's decisions on whether to further expand service in other Florida markets will be greatly influenced by whether or not the ILECs' Petitions are granted.

Knology witness Boccucci testified that the 2003 Act creates the regulatory environment necessary to attract capital investment to expand telephone competition in Florida. Knology contends that granting the ILEC petitions will allow it to attract and deploy new capital investment in Florida, thereby offering consumers a choice in facilities-based providers for new and advanced high-tech services. Knology asserts, however, that if the petitions are not granted, it will be forced to deploy capital in states with more favorable market conditions as it has done in the past.

AT&T and MCI state that economic theory demonstrates that a decrease in overpriced access charges together with an increase in the retail price of residential service will encourage market entry. AT&T and MCI contend that prices are a key signal to prospective entrants regarding the desirability of a particular market. Higher prices relative to cost provide greater inducements for entry. AT&T and MCI contend further that bundled offerings are undermined by excessive access charges, because the lower bound to which competitors can drive prices is defined by the artificially high level of access charges. The presence of excessive access charges will limit the ability of competitors to enter the market. AT&T/MCI witness Mayo offered testimony in this regard. Dr. Mayo opines that the reduction of existing access support will also make the market more attractive for traditional long distance companies to enter the telecommunications market.

Witnesses Mayo and Fonteix testified that the reduction and eventual elimination of the access support is critical to sustainable competition as it will allow CLECs to compete on a more equal footing. Witness Mayo explains that the anemic CLEC market share for residential customers provides prima facie evidence that low residential prices are inhibiting competitive entry.

AT&T states further that reducing intrastate access charges to parity will significantly reduce the ILECs' advantage of receiving large access charge subsidies, thereby moving ILECs and competitors closer to an equal footing and enhancing competition.

OPC responds that competition will not be enhanced to the residential consumer's benefit, although the ILECs' revenue from inelastic basic local service will be enhanced and the respective ILEC's market share will increase using revenues as a basis of measurement, according to OPC witness Ostrander. Witness Ostrander further contends that there will be no new or unique service introductions and no uniquely associated benefits of capital investment. OPC witness Gabel states that entry decisions are made on the basis of the expected total revenues and costs of all services an entrant can offer, not just one service. If total revenues cover total costs, it is completely irrelevant to a firm's decision to enter a market if one of the components of the offering (e.g. basic local service) may produce a loss according to some measure. Therefore, OPC surmises that a rise in total revenue from current levels may not be sufficient to allow entrants to overcome existing competitive barriers.

AARP concurs with OPC in its basic position that granting the ILECs' petitions will not induce enhanced market entry or increase competition. AARP witness Cooper argues that the Legislature intended that the ILECs be required to demonstrate that competition would, in fact, occur, as opposed to simply being more likely to occur, if the Petitions are approved. Witness Cooper further argues that none of the companies have provided such proof for any of their geographic areas. AARP contends that competition for bundled service is where the focus is in telecommunications. Therefore, AARP concludes that the shifting of costs from intraLATA long distance to basic service will have little, if any, impact on this competition since both are in the bundle.

However, Commission Staff witness Shafer testified that the likelihood of increased market entry is improved by granting the rebalancing petitions, particularly in those markets where profitability is marginal. Witness Shafer states that there appears to be a relationship between the subsidy and market entry, indicating that the removal of the subsidy will also increase market entry. Witness Shafer concludes that one can reasonably expect the ILECs' petitions will create additional market entry, particularly in markets that, to date, have been only marginally profitable or slightly unprofitable.

B. Findings and Decision

Upon consideration, we are persuaded that granting the ILEC petitions will induce enhanced market entry.

There are two types of evidence that the parties have presented in this case: empirical, which is based on real-life scenarios, and economic theory. We believe that the ILECs have offered strong theoretical and empirical evidence that the proposed changes to intrastate access charges and basic local service rates will improve the level of competition in many markets. The ILECs' witness Gordon testified that when the price of services increases, a cash flow analysis would show that investment in the market becomes more profitable and, thus, more attractive for market entry. BellSouth explains that if these rates are lowered artificially by subsidies but the incremental costs do not change, then competitors ineligible to receive the subsidy are likely to be deterred from entering the market. In addition, AT&T and MCI indicate that the reduction and eventual elimination of the access support is critical to sustainable competition as it will allow CLECs to compete on equal footing with the ILECs. We find that these arguments compelling. We conclude from the evidence presented that entry into the local telephone market is deterred if the ILECs' local service prices are below cost and that rate rebalancing is critical to actually promoting competition.

While OPC and AARP have expressed doubt about the effect that a reduction in access charges will have on competition, they have failed to convince us that these rate reductions will not induce enhanced market entry. To the contrary, Knology presents a model case on the impact that these reductions have had and will have on market entry by CLECs. Witness Boccucci testified that the granting of the ILEC petitions will allow Knology to attract and deploy new capital in Florida, thereby offering consumers a choice in facilities-based providers for new and advanced high-tech services. In addition, AT&T indicated that it has entered the BellSouth territory as a result of the 2003 Act.

We are persuaded that companies like Knology and AT&T provide the empirical evidence of how the ILECs' proposals will increase competition. We note that poor profitability, or limited profitability, is the main deterrent to market entry. We conclude

that the evidence presented by the ILECs demonstrates that granting the petitions will induce enhanced market entry, thereby promoting competition, as required by Section 364.164(1)(b), Florida Statutes.

For almost 20 years, the telecommunications industry has been in transition from a monopolistic regime to a competitive one. While changes to Florida law and enactment of the Telecommunications Act of 1996 have made great strides in promoting competition, there is still a lack of widespread competition in the residential local exchange market. Implementation of the access reductions and offsetting rate increases permitted by the 2003 Act should serve to enhance competition in this important market.

Based on the foregoing, we find that the existing rate structure impairs competition for residential customers. Granting the ILECs' petitions will result in more attractive pricing for basic local telephone service, providing market entry opportunities for competitors that have been constrained by inefficient pricing in the past. Thus, we find that the petitions filed by BellSouth, Verizon and Sprint to reduce intrastate switched network access charges will induce enhanced market entry.

VIII. PARITY

In this section, we address the requirement of Section 364.164(1)(c) that any plan provide for intrastate access rates to be reduced to parity with interstate rates over a period of not less than two years or more than four years.

A. Arguments

Verizon contends that its proposal will reduce intrastate switched network access rates to interstate parity over a period of not less than two years or more than four years. Specifically, Verizon proposes to reduce its composite intrastate access total average revenue per minute (ARPM) from $.0485441 to $.0117043 in three increments over two years. The total Verizon reduction would be $76.2 million.

There was conflicting testimony in the record regarding whether Verizon's inclusion of its non-traffic sensitive interstate

presubscribed interexchange carrier charge (PICC) in the calculation of its switched access charge reduction was appropriate. Verizon's witness Fulp testified that the PICC was included because its interstate access rates include both traffic sensitive and non-traffic sensitive charges. Witness Fulp asserts that the 2003 Act permits the inclusion of the PICC, since the 2003 Act defines the term "intrastate switched access rate" to include the carrier common line charge and the PICC is a federal common line charge. He asserts that because the Act includes common line charges in Verizon's intrastate access rates, the analogous PICC federal common line charge must be included in Verizon's calculation of the interstate ARPM for a consistent comparison.

Verizon's witness Fulp asserts that if the PICC is excluded from its calculation, Verizon would have to reduce its composite intrastate access rate by a greater amount than originally proposed. As such, to preserve revenue neutrality, Verizon's basic local rates would have to increase more than its original proposal. Specifically, the witness explained that if Verizon were to exclude the PICC from the parity calculation, Verizon would have to reduce its access revenues by $12,679,052 more than originally proposed, and, consequently, Verizon would have to increase its basic local revenues by a corresponding amount. The result would be an increase to Verizon's basic local rates of $0.86 more than Verizon originally proposed.

AT&T and MCI assert that Verizon's proposal does not correctly reduce its intrastate switched access rates to interstate parity. AT&T witness Fonteix contends that Verizon's inclusion of the PICC is inappropriate for two reasons. He contends that the PICC is not part of the intrastate rate elements. Witness Fonteix asserts that even if the PICC was appropriate for inclusion in the calculation, Verizon should have used the interstate minutes of use in calculating the ARPM rather than the intrastate minutes of use. Finally, Witness Fonteix argues that the PICC should have been excluded because the PICC charge applies to multiline business customers and the access charge reductions allow Verizon to collect business line revenue from all Florida residents.

AARP, Common Cause Florida, and Sugarmill Woods also contend that Verizon's inclusion of the interstate PICC end-user charge in its calculation of intrastate access charges for the purpose of

rebalancing means that Verizon has failed to comply with the provisions of the Act requiring parity and revenue neutrality. They assert that Verizon's petition should be denied on these grounds.

Sprint asserts that its proposal will reduce intrastate switched network access rates to interstate parity over a period of not less than two years or more than four. Sprint contends that its petition, testimony, and exhibits demonstrate that rebalancing prices over a two-year period (three annual increments) will provide the marketplace with the appropriate competitive signals and will not result in consumer rate shock. Sprint's initial proposal was to reduce its access rate by $62,319,890 the first year, $56,211,862 the second year, and $23,541,711 the third year. Sprint's total proposed reduction is $125.2 million. However, during closing arguments Sprint agreed to spread its reduction and corresponding increase in four steps over a period of three years, consistent with the position advocated by Commission staff witness Shafer. Under Sprint's revised proposal, the basic local telecommunications services increases will be $2.25 the first year, $2.25 the second year, $1.50 the third year, and $0.86 the fourth year.

BellSouth contends that its proposal will reduce intrastate switched network access rates to interstate parity over a period of not less than two years or more than four. BellSouth asserts that its proposed increases will occur over three installments, 1st quarter 2004, 1st quarter 2005, and 1st quarter 2006. BellSouth presents two alternative methodologies by which parity can be achieved: "mirroring" and the "typical network." Witness Ruscilli testified that BellSouth's proposed reductions under either methodology will be 40% in the 1st quarter of 2004, 35% in the 1st quarter of 2005, and 25% in the 1st quarter of 2006. Witness Ruscilli further testified that BellSouth's proposal reaches parity in 24 months, consistent with the requirement in Section 364.164(1)(c), Florida Statutes, that parity be reached in not less than 2 years and not more than 4 years.

AT&T and MCI assert that BellSouth's "mirroring" proposal appears to correctly reduce its switched access rates to interstate parity, but they contend that BellSouth's "typical network" proposal does not. Witness Fonteix explains that BellSouth's

"mirroring" methodology appropriately quantifies the revenue impact of the intrastate rate reductions necessary to achieve parity by multiplying the demand times the difference between its intrastate and interstate tariffed rates. However, witness Fonteix asserts that BellSouth's "typical network" methodology is inappropriate because it targets only a select set of rate elements to equal interstate rate levels, and thus fails to address all of the rate elements in the statutory definition of intrastate switched network access rate.

Witness Shafer contends that Sprint should extend its implementation of access reductions and increases to basic local service rates by 12 months in order to mitigate rate shock to consumers. Witness Shafer testified that while the statute did not directly address or define rate shock, the statute does provide for a transition period for the access charge and basic local service rate adjustments of not less than 2 years and not more than 4 years. He asserts that due to this range it is reasonable to infer that the Legislature recognized the concept of rate shock or rate reasonableness. Witness Shafer asserts that it would be appropriate for Sprint to implement an additional incremental rate adjustment 36 months after the initial adjustment in order to complete its transition to parity. He argues that this would put Sprint's residential customers more on par with those of BellSouth and Verizon in terms of the amount of the increase they receive at any one time.

B. Findings and Decision

Section 364.164(1)(c), Florida Statutes, requires that we consider whether the Petitions will require intrastate switched network access rate reductions to parity over a period of not less than 2 years or more than 4 years. We find that each of the three amended Petitions meets the requirement of 364.164(1)(c), Florida Statutes.

As noted above, there was testimony regarding whether it was appropriate for Verizon to include the PICC in its access charge reduction calculation. Section 364.164(6), Florida Statutes,

defines the term "intrastate switched network access rate" as:

> . . . the composite of the originating and terminating network access rate for carrier common line, local channel/entrance facility, switched common transport, access tandem switching, interconnection charge, signaling, information surcharge, and local switching. (Emphasis added.)

Based on the definition in the statute, as well as the testimony of witness Fulp, we are persuaded that the PICC can be included in the calculation of the interstate rate target, since it was developed to recover nontraffic sensitive charges that were originally in the traffic sensitive carrier common line charge. In construing the statute in this manner, we are mindful that the interpretation advocated by other parties would result in a higher overall charge to the consumer. Thus, we conclude that Verizon's explanation for inclusion of the PICC is not inconsistent with the statute and find that Verizon's methodology for calculating its switched access charge reduction complies with Section 364.164(1)(c), Florida Statutes.

We note that witness Shafer testified that it would be appropriate for Sprint to implement an additional incremental rate adjustment 36 months after the initial adjustment in order to complete its transition to parity. However, we find that Sprint's original proposal met the criteria set forth in Section 364.164(1)(c), Florida Statutes. We also note that Sprint subsequently agreed to spread its reduction and corresponding increase over a period of three years and that this revised proposal also meets the statutory criteria.

Finally, we address which of BellSouth's methodologies, "mirroring" or "typical network," is the appropriate method to be applied in the next section. However, we find that either method meets the "parity" criteria set forth in Section 364.164(1)(c), Florida Statutes.

IX. REVENUE NEUTRALITY

In this section, we address whether the ILECs' proposals will achieve revenue neutrality as required by Section 364.164(1)(d), Florida Statutes.

A. Arguments

Verizon contends that its rate rebalancing plan is revenue neutral, as defined in the statute. Verizon asserts the plan will reduce Verizon's intrastate switched network access rates by $76.2 million and offset that reduction with a corresponding increase in basic local rates. Verizon proposes incremental residential local service rate increases of $1.58 in its first increment, $1.58 in its second increment, and $1.57 in its third increment.[6] Verizon asserts that single-line business recurring rates will be raised to $32.00 per month. Verizon proposes to raise its network establishment charge and central office connection charges by $5.00 over three increments. Verizon proposes to raise its non-recurring single line business network establishment charges by $0.10.

Sprint asserts that, as demonstrated by the testimony and exhibits it filed, rebalancing will be accomplished in a revenue neutral manner. Sprint testified that it will be reducing its switched network access charges by a total of $142.1 million. Sprint initially proposed basic residential rate increases of $2.95 for increment one, $2.75 for increment two, and $1.16 for increment three for a total of $6.86. However, as noted previously, Sprint agreed in its closing argument to four incremental increases of $2.25 in 2004, $2.25 in 2005, $1.36 in 2006, and $1.00 in 2007. Sprint also proposes to increase its single-line business rates by $2.70 in the first increment, $2.40 in the second increment, and $0.90 in the third increment.

BellSouth argues that its proposal, using either methodology, reflects a reduction in intrastate access that will be rebalanced through increases in basic local exchange rates. Witness Hendrix

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[6] We note that Verizon in its closing argument agreed to increase the amount it recoups through non-recurring revenues from $1.2 million to $2.4 million, so that basic local rates will be raised by $1.2 million less than originally requested.

explains that the "mirroring" methodology actually mirrors the recurring rate elements listed in Section 364.164(6), namely the carrier common line, local channel/entrance facility, switched common transport, access tandem switching, interconnection charge, signaling, information surcharge, and local switching. He testified that the revenue impact of reducing these elements to interstate parity is $136.4 million. Under the "mirroring" methodology, BellSouth would raise residential recurring rates a $1.39 in the first increase, $1.38 in the second increase, and $1.09 in the third increase, for a total of $3.86 per month. BellSouth proposes to raise single line business to $25 (rate groups 1-3), $28 (rate groups 4-6), and $30.20 (rate groups 7-11, X2, X4) in two equal installments. BellSouth also proposes to raise its non-recurring charges in three installments.

Witness Hendrix also explained that BellSouth's "typical network" methodology achieves parity by comparison of the "typical network" composite rate for interstate switched access with the composite rate for intrastate switched network access utilizing the rate elements in BellSouth's annual filing with this Commission, the Florida Access and Toll Report, Tables 1 and 2. He further testified that the revenue reduction resulting from the achievement of parity using the "typical network" methodology is $125.2 million. Under the "typical network" methodology, BellSouth would raise residential recurring rates a total of $3.50; $1.25 for the first increase, $1.25 for the second increase; and $1.00 for the third increase.[7] BellSouth's proposal to raise single line business rates remains the same as set forth under the "mirroring" methodology, as does its proposed increase in non-recurring charges.

Witness Hendrix asserts that the difference in the revenue impact between these two methodologies stems from the number of rate elements utilized in each methodology. He contends that both methodologies use the most recent 12-months' demand to determine the intrastate switched network access revenue reduction. He asserts that the "mirroring" methodology uses all of the recurring switched network access rate elements, whereas the "typical network" methodology uses the limited, specific rate elements that

[7]BellSouth agreed to increase its non-recurring charge so that the single line residential rates would be lowered by approximately $0.36.

are considered to be representative of averages for BellSouth's network. Witness Hendrix testified that use of composites from a typical network is consistent with the Commission's past practice for determination of switched access revenue reductions.

AT&T and MCI contend that the ILECs' rebalancing proposals appear to be revenue neutral notwithstanding any failures to correctly reach interstate parity. Under the parity section, AT&T and MCI argued that BellSouth's "mirroring" methodology, but not the "typical network" methodology, meets the criteria for parity. As noted previously, witness Fonteix claims that BellSouth's "typical network" methodology targets only a select set of rate elements to equal interstate rate levels, and thus fails to address all of the rate elements in the statutory definition of intrastate switched network access rate.

AARP, Common Cause Florida, and Sugarmill Woods assert that the ILECs have not substantiated that their respective intrastate long distance rate reductions for residential customers will equal their corresponding basic long distance telecommunications service increases. They further assert that Verizon's inclusion of the interstate PICC end-user charge in its calculation of intrastate access charges for the purpose of rebalancing results in Verizon's failure to comply with the provisions of the Act requiring both parity and revenue neutrality. They conclude that Verizon's petition should be denied on these grounds.

The Attorney General argues that the ILECs have not substantiated that their respective intrastate long distance rate reductions for residential customers will equal their corresponding basic local telecommunications services increase. He argues that the ILECs have failed to demonstrate that the increase is revenue neutral.

B. Findings and Decision

AARP, Common Cause Florida, and Sugarmill Woods, articulate their specific position that because the PICC should not have been included in Verizon's switched network access charge reduction, Verizon's petition is not revenue neutral. For the reasons noted in the previous section, we find that it is appropriate for Verizon to include the PICC in its switched network access charge reduction

calculation. Given that the PICC is appropriately included, we find that Verizon's proposed revenue reduction and basic rate increases are revenue neutral. Thus, we find that Verizon's proposal meets the criteria set forth in Section 364.164(1)(d), Florida Statutes. We also find that Sprint's proposed revenue reduction and basic rate increases are revenue neutral.

BellSouth has proposed two methodologies, "mirroring" and "typical network," which could be used to achieve revenue neutrality. We find that both the "mirroring" and "typical network" methodologies meet the statutory requirements for revenue neutrality. We note that the "typical network" methodology provides for less of an increase in basic local residential rates. Thus, we find it appropriate to approve the "typical network" methodology as the methodology which has a lesser impact on the local rates. In addition, we find that BellSouth's proposal meets the criteria set forth in Section 364.164 (1)(d), Florida Statutes.

Section 364.164(1)(d), Florida Statutes, requires that we consider whether approving the ILECs' proposals will be revenue neutral as defined in subsection (7) within the revenue category defined in subsection (2). Subsection (7) states that "revenue neutrality" means that the total revenue within the revenue category established by the statute remains the same before and after the local exchange telecommunications company implements any rate adjustments under this section. Subsection (2) states that once the ILEC petitions are granted, the local exchange telecommunications company is authorized to immediately implement a revenue category mechanism consisting of basic local telecommunications service revenues and intrastate switched network access revenues to achieve revenue neutrality. We find that each of the three amended Petitions meet the revenue neutrality requirement of 364.164(1)(d), Florida Statutes.

Furthermore, contrary to the position taken by the Attorney General in these proceedings as further elucidated in Section VI(C) of this Order, we find the statute does not require that implementation of the proposals be "bill neutral" to any particular customer or class of customers.

X. FLOW-THROUGH CONSIDERATIONS

In this section, we consider the proper application of Section 364.163, Florida Statutes. We note that for each of the flow-through issues, Common Cause Florida and Sugarmill Woods adopted the position of AARP.

A. Applicability and Content of Flow-Through Tariffs.

This section addresses which IXCs should be required to file flow-through tariffs and what information should accompany those filings.

1. Argument

AT&T and MCI argue that all IXCs should be required to flow through the switched access reductions they receive in order to keep long distance carriers on a level playing field. For competitive neutrality, any flow-through conditions imposed must be applied to all IXCs. However, AT&T and MCI would not be opposed to a de minimus threshold established by this Commission for those IXCs for which the flow-through would have no meaningful impact. Such threshold, however, should be set sufficiently low to allow only those IXCs with very low volume of access use to qualify.

BellSouth Long Distance notes that Section 364.163, Florida Statutes, requires that all IXCs who benefit from the access reductions must flow through the benefits. Also, a company's tariff filings should specify the rates to be reduced and contain a statement of the particular company's corresponding anticipated revenue reduction.

Sprint Communications Company's conditional position is that any IXC paying more than $1 million in access charges should be required to demonstrate that the required flow-through has occurred. It is not clear that the demonstration of flow-through should occur in the tariff filings. The demonstration of compliance with the statutory requirements should be up to each company and should insure that confidentiality is maintained where needed. Tariffs should reflect rates and charges that flow through benefits of reduced access charge prices.

Verizon Long Distance argues that any IXC that receives the benefit of intrastate switched access rate reductions must file intrastate tariffs (if tariff filings are required) flowing through such reductions. An IXC reseller should not be required to reduce prices to its customers unless it receives a reduction in the prices it is charged by its facilities-based supplier. IXCs should have the discretion to determine how to flow through the access charge reductions by lowering the in-state per minute rates, or monthly recurring plan charges, or both. If this Commission should decide to deregulate long distance services and eliminate long distance tariffing obligations, Verizon contends the reductions should be passed through to end users under end user service agreements.

OPC and AARP urge that all IXCs in Florida should be required to file tariffs and flow through the impacts of access rate reductions, except for those IXCs whose intrastate access expense reduction is $100 or less, per month. Those IXCs which are not required to flow through the reductions should attest to such, via a letter filed with this Commission. These flow-through reductions should be directed to residential customers in the same proportion as the basic local telephone service revenue increases proposed by the ILECs. Included in these tariff filings should be the information delineated in the testimony of witness Ostrander.

The Attorney General argues that all IXCs in Florida should be required to file tariffs and flow through the impacts of access rate reductions, except for those IXCs whose intrastate access expense reduction is $100 or less, per month. Those IXCs which are not required to flow through the reductions should attest to such, via a letter filed with this Commission.

2. Findings and Decision

There appears to be little disagreement among the parties as to the fact that the savings must be flowed through. There is disagreement, however, as to the type of documentation that should be required to demonstrate that this requirement has been met.

Upon consideration, all IXCs that paid $1 million or more in intrastate switched access charges within the most recent 12 month period shall include in their tariff filings: (1) a calculation of

the dollar benefit associated with the LEC's intrastate access rate reductions; (2) separate demonstrations that residential and business long distance rates have been reduced and the estimated annualized revenue effect, residential and business, including how those estimates were made; and (3) a demonstration that all rate reductions have been flowed through.

Further, IXCs that paid less than $1 million in intrastate switched access charges within the most recent 12-month period shall include in their tariff filings a letter certifying that they paid less than $1 million in intrastate switched access charges within the most recent 12 month period, and that they have complied with each of the flow-through requirements as specified in Section 364.163(2), Florida Statutes. Any IXC whose intrastate switched access expense reduction is $100 or less per month shall not be obligated to flow through its reduction, but must attest to such through a letter filed with this Commission.

Finally, we direct our staff to work with the parties on an appropriate reporting format with consideration given to the formats used to demonstrate the 1998 access charge reduction flow throughs. In addition, our staff shall be diligent in assuring compliance with the requirements of this Order.

B. Timing

This section of our Order addresses the appropriate timing for filing of the IXC flow-through tariffs required by this Order.

1. Argument

AT&T and MCI state that it is unnecessary to set the exact same filing dates for both the ILECs and IXCs. They maintain the statute clearly requires the IXC's revenues to be reduced by the amount of access reductions it receives, but does not specify a time frame for making the reduction. They believe IXCs need a sufficient amount of time to both calculate the savings they will receive and to prepare tariffs for filing. As such, they argue that IXCs should be allowed 60 days from the date the ILEC files its access tariff revisions to file any IXC tariff revisions for flow-through. If this Commission chooses to mandate the ILEC and IXC tariffs be effective simultaneously, the ILEC access tariff

revisions should be filed 60 days in advance of the effective date so that IXCs have the time necessary to conduct their analysis and file their tariffs, according to AT&T and MCI.

BellSouth Long Distance notes that affected IXCs should file their tariffs to flow through the access reductions within 15 days of the effective date of the last of the three LECs' filings. This would allow the carriers to avoid unnecessary multiple filings.

Sprint Communications Company's position is that IXCs should be allowed to have up to 60 days from the time that ILECs access reductions are effective in order to implement the tariff, billing and other administrative changes necessary to flow through the price adjustments.

Verizon Long Distance argues that facilities-based IXCs that benefit from reductions in the price of access should be required to pass through rate reductions via their intrastate tariffs (if tariffs are required), as soon as possible after the approved ILEC access rate reductions. Non-facilities-based IXCs should be required to flow through access charge reductions when they are received from the underlying facilities-based carrier. Since the flow-through of the access charges will require facilities-based carriers as well as IXC resellers, to make modifications to, for example, billing systems, rate tables, marketing and fulfillment materials, carriers should by given a reasonable amount of time to implement necessary plan and system changes before they are required to pass through access rate reductions.

On cross-examination, most of the IXC witnesses conceded that tariffs could be filed within 44 days after an ILEC's access charge tariff filing.

OPC, AARP and the AG all simply state that IXCs should be required to flow through the benefits of any rate reductions, via the tariffs, simultaneously with the approved ILEC access rate reductions.

2. Findings and Decision

Based on past experience with the 1998 access charge reduction flow-through, IXCs have not had difficulty complying with filing requirements as short as 21 and 30 days. We have heard no compelling testimony as to why, for the present dockets, 44 days from the filing of the LEC tariffs is not a reasonable time frame for filing of the IXC tariffs. The ILECs are required by Section 364.164(2), Florida Statutes, to give 45 days notice before tariffs go into effect, but IXCs need give only one day's notice. The goal of this requirement would be to have the ILEC and IXC tariffs become effective simultaneously. Accordingly, the IXC tariffs shall be required within 44 days after the filing of the ILECs tariffs, and the ILEC and IXC tariffs shall become effective simultaneously.

C. Duration of Revenue Reductions

Here, we address the appropriate duration of the IXC revenue reductions necessary to fully flow through the benefits of the access charge reductions to customers.

1. Argument

AT&T and MCI state that the highly competitive long distance market should and will decide this issue. They urge that specific restrictions have been unnecessary in the past, and could have negative consequences. In a highly competitive market, imposing any restrictions on the length of time a revenue reduction is in place could place the IXCs at a disadvantage in that it could prevent an IXC from implementing a pricing strategy that maximizes its competitive position. AT&T and MCI state that, should this Commission mandate the time period over which the reductions should be maintained, it would be the first time such a mandate has been imposed. In the earlier flow-throughs identified in these proceedings, this Commission did not impose a period of time that the rate reductions must be in place.

BellSouth Long Distance argues that, given the completely and irrevocably competitive nature of the intrastate interexchange long distance market in Florida, market forces will ensure that any long distance revenue reductions resulting from the flow-through of

access charges will remain in place. There is significant and considerable competition among traditional long distance carriers as well as competition from other providers, such as voice over internet protocol providers and wireless carriers. According to BellSouth Long Distance, this competition will cause carriers to move their prices toward cost and prevent them from raising rates. Intrastate interexchange carriers should have the flexibility to change rates to meet market conditions, as long as they reduce their revenues in an amount equal to their access charge reductions.

Sprint Communications Company's conditional position is that market forces will insure that the revenue benefits of access reductions will be effective in maintaining the revenue benefits of the access reductions. Nevertheless, each provider required to make a flow-through filing should reduce average prices by an amount at least equivalent to the access reduction on a per minute basis and should maintain those average price reductions for all three years of the access reductions plus at least one additional year.

Verizon Long Distance urges that the long distance market is highly competitive in that the traditional wireline long distance carriers compete against each other as well as with wireless carriers, cable companies and IP telephony providers. Competition will ensure that IXCs flow through access reductions without any need for Commission intervention. Nevertheless, to remove any doubt about whether customers will actually receive the benefit of the access reductions, Verizon Long Distance (and its affiliates) agree to flow through the reductions for three years. After that time, Verizon Long Distance argue IXCs should be free to change their long distance rates in accordance with the demands of the marketplace.

OPC, AARP and the AG argue that the IXCs should be required to cap and maintain their long distance rate reductions for a period of three years after parity is achieved, as required by Section 364.163, Florida Statutes, and as further described by witness Ostrander.

2. Findings and Decision

We find that, in order to implement the intent of the statutory requirements, there needs be a period of rate certainty after parity is achieved. We are not, however, persuaded by the arguments that we should mandate that the reductions remain in effect for a period of three years after parity is achieved. This is contrary to the fact that the long distance market is highly competitive, and as noted by witness Kapka, market forces will likely prove effective in keeping long distance rates low over the long term. Accordingly, we find that rate reductions shall remain in effect for no less than one year subsequent to parity being accomplished.

D. Allocation of the Flow-Through Benefits between Residential and Business Customers.

Here, we address the proper method for allocating the flow-through benefits between residential and business customers.

1. Argument

AT&T and MCI argue that the 2003 Act simply requires the IXCs to return the benefits of access reductions to both residential and business customers. However, it does not micro-manage the IXC market by mandating a methodology or specific allocation between the customer classes. In doing so, the Act recognizes the competitive market will determine the specifics of the access flow-through. They argue the 2003 Act specifically has given IXCs the maximum flexibility to determine how best to make reductions that meet the needs of the market place. As long as both residential and business customers benefit, each IXC should be left to accomplish its flow-through consistent with its market needs, according to the companies. In addition, each IXC must eliminate any in-state connection fee by July 1, 2006.

BellSouth Long Distance urges that both residential and business customers must receive benefits from the reduction in access charges, but emphasizes that Section 364.163, Florida Statutes, does not require any specific allocation. Nonetheless, under current market conditions, and so long as the other carriers agree to do so, BellSouth Long Distance will allocate the revenue

reductions in an approximately pro rata manner between residential and business customers based upon access minutes of use.

Sprint Communications Company states that the methodology contained in witness Kapka's direct testimony should be a guide for flow-through. In his testimony, witness Kapka explained his methodology as follows:

> For services which are substantially used by residential subscribed customers, Sprint would determine the average revenue per minute for these services in the aggregate. With each reduction in access charges, Sprint would adjust the average revenue per minute for this base of customers such that the average revenue per minute would be reduced by an amount at least equal to the reduction in access charges per minute. . . . This general approach will ensure that the residential subscriber base will experience a reduction in long distance prices at a level at least as much as the reduction in access costs associated with long distance minutes that customer segment consumes.

Verizon Long Distance (and the Verizon affiliates) plan to flow through the benefits realized from access reductions to both residential and business customers based on the relative proportion of access minutes associated with those classes of customers. The amount of intrastate switched access that Verizon Select Services uses is significantly less than the amount that Verizon Long Distance uses.

The position of OPC, AARP and the AG is that the IXCs should allocate rate reductions between residential and business customers in the same proportion as the respective percent revenue increases for those two classes of customers that have been proposed by the ILECs.

2. Findings and Decision

Each of the IXCs has agreed that the allocation of rate reductions between the residential and business customer classes should be in proportion to the respective access minutes of use. While we have considered the argument that the reductions should be

allocated in accordance with the increases on the local exchange side, we are not persuaded that this is feasible, economically appropriate, or even contemplated by the statute. Accordingly, we acknowledge the reasonableness of the IXC proposals that the allocation of the rate reductions being flowed through to residential and business customers on a pro-rata basis according to access minutes of use is reasonable.

XI. CONCLUSION

Based on the foregoing, we hereby grant the Petitions of Verizon, Sprint, and BellSouth as filed in Dockets Nos. 030867-TL, 030868-TL, and 030869-TL, as amended by commitments made on the record at the final hearing. In doing so, we find that these Petitions meet the statutory criteria set forth in Section 364.164, Florida Statutes, and that granting the Petitions furthers the Legislature's stated policy of furthering competition in the local exchange market and promoting new offerings and innovations in the telecommunications market for Florida consumers.

We hereby accept and approve the additional proposals offered by the companies as listed below:

BELLSOUTH	SPRINT	VERIZON
Increase non-recurring charges so that the single line residential rates would be lowered by approximately 36 cents.	Increases to basic residential recurring and non-recurring rates would be in four steps spread over three years.	Increase non-recurring revenues from $1.2 million to $2.4 million so that basic local rates can be raised by $1.2 million less than requested.
Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.
	Lifeline rates would not be increased for four years.	Lifeline rates would not be increased for four years.

BELLSOUTH	SPRINT	VERIZON
Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.

The tariffs reflecting the ILECs' agreement to increase Lifeline eligibility to 135% of the federal poverty level shall be effective concurrently with the ILECs' 45-day tariff filings.

In addition, the IXCs shall flow through the benefits resulting from the granting of the ILECs' Petitions in accordance with the specific requirements set forth in Section X of this Order.

Finally, Commission staff is hereby authorized to administratively review and approve the tariff filings received implementing these proposals.

It is therefore

ORDERED by the Florida Public Service Commission that the Petitions filed by Verizon Florida, Inc., Sprint-Florida, Incorporated, and BellSouth Telecommunications, Inc., in respective Dockets Nos. 030867-TL, 030868-TL, and 030869-TL are hereby approved as set forth in the body of this Order. It is further

ORDERED that the modifications proposed by these companies are also accepted and approved as set forth herein. It is further

ORDERED that the tariffs implementing the increased Lifeline eligibility criteria shall be effective concurrently with the Petitioners' 45-day tariff filings. It is further

ORDERED that the flow through of the access charge reductions by the interexchange carriers shall proceed in accordance with the provisions set forth herein and within the timeframes specified. It is further

ORDERED that a Commission workshop shall be conducted to investigate Extended Calling Service, as prescribed herein. It is further

ORDERED that Commission staff is hereby authorized to administratively review and approve the tariffs implementing these decisions. It is further

ORDERED that these Dockets shall be closed after the time for filing an appeal has run.

By ORDER of the Florida Public Service Commission this 24th day of December, 2003.

Blanca S. Bayó

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

(S E A L)

RDM/BK/FRB/PAC/CLF

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of the Commission Clerk and Administrative Services and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

RECEIVED-FPSC
04 JAN 14 PM 2:41
COMMISSION
CLERK

MEMORANDUM

January 14, 2004

TO: KAY FLYNN/CCA
SANDY MOSES/CCA
MARY DISKERUD/GCL-APP
WANDA TERRELL/GCL-APP

FROM: DAVID E. SMITH, ATTORNEY SUPERVISOR, GENERAL COUNSEL/APPEALS, RULES & MEDIATION DES/ws

RE: CHARLES J. CRIST, JR., ATTORNEY GENERAL, STATE OF FLORIDA, AND HAROLD MCLEAN, PUBLIC COUNSEL v. LILA A. JABER, CHAIRMAN, et al.; DOCKET NOS. 030867-TL, 030868-TL, 030869-TL, AND 030961-TI); FLORIDA SUPREME COURT.

Please note that Rick Melson is handling the above appeal. The Notice of Administrative Appeal was filed on January 7, 2004 . The case schedule is as follows:

Date	Item
From day of filing:	
02/12/04	Draft of Index of Record from CCA to Appeals Attorney.
02/26/04	Index of Record served on Parties.
03/07/04	Copy of Record to Appeals.
03/17/04	Appellant's Initial Brief Due.
04/01/04	Draft Commission Answer Brief Due.
04/06/04	Commission's Answer Brief Due.
04/26/04	Appellant's Reply Brief Due.

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

January 22, 2004

Cecilia Bradley, Esq.
Office of the Attorney General
PL-01, The Capitol
Tallahassee, Florida 32399-1050

Re: Dockets 030867-TL, 030868-TL, 030869-TL, and 030961-TI on appeal - Directions to Clerk

Dear Ms. Bradley::

Because of the complexity of the record in these cases, I want to be sure we correctly understand the Directions to Clerk that you filed on January 20, 2004.

With regard to the general direction to include documents described in Rule 9.200(a)(1), and based on a conversation between you and our General Counsel, we understand that you do not intend for us to include:

(a) the original filed copy of "prefiled testimony" if that testimony was subsequently inserted into the record and included in the transcript of the final hearing; or

(b) notices of service of discovery and notices of service of discovery responses.

With regard to the direction to include various discovery requests and responses (Items 2, 3, and 4), I want to point out that these documents are not on file with the Commission –and therefore will not be included in the record – except to the extent that they were admitted into the record at the final hearing and/or were subject to a claim of confidentiality.

With regard to the direction to include Item 1 (all correspondence), we intend to include these documents in a separate pouch or pouches that will be described in the index to the record as a single item, e.g., "Pouches Containing Customer Correspondence."

Please let me know as soon as possible if you believe any of the above is inconsistent with your directions.

Sincerely,

Kay Flynn, Chief
Bureau of Records
Commission Clerk & Administrative Services

cc: Blanca S. Bayó, CCA Director
Rick Melson, General Counsel
All parties of record

Ruth Nettles

To: **Nekey Garcia**
Cc: **Beth Keating; Felicia Banks**
Subject: **FW: Web Site Comment/Question**

I will print this e-mail for Dockets 030867 and 030868. Thanks.
-----Original Message-----
From: Webmaster
Sent: Tuesday, January 27, 2004 1:52 PM
To: CAF Internet Mail
Subject: FW: Web Site Comment/Question

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, January 27, 2004 11:44 AM
To: webmaster@psc.state.fl.us
Subject: Web Site Comment/Question

January 27, 2004

Contact Information:

Name: Joseph Toner
Company: Retired
Primary Phone: 352-382-0551
Secondary Phone: none
E-mail: jtoner1@tampabay.rr.com

Comments:
In today's St. Pete Times, a "gentleman" named Alan Ciamporcero of Verizon in Tampa voicedthe opinion that the "new telephone" rates promoted competition. Not here in Citrus County, we have nothing but Sprint and it "stinks." Just this morning I tried calling a neighbor and got the recording advising me "to use a 1 and the area code when calling this number" I tried again without it and my call was completed. Good service, I don't think so but. no alternative. Can the "new rates" improve service, please show me and I might change my mind. Thank you.

Yes, I wish to be contacted

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; AOL 9.0; Windows NT 5.1)
http://www.psc.state.fl.us/contact/contact_form/contactform.cfm
www.psc.state.fl.us

Ruth Nettles

To: Nekey Garcia

Cc: Beth Keating; Patty Christensen; Felicia Banks

Subject: FW: phone rate increases

I will place a cy of this e-mail in Dockets 030867, 030868. and 030869. thanks
-----Original Message-----
From: Ron & Deanie Gudac [mailto:mauchu@sunline.net]
Sent: Sunday, January 04, 2004 7:36 PM
To: CAF Internet Mail
Subject: phone rate increases

Dear Public Service Commission members (that's an oxymoron),

Please mark us down as just some more enraged citizens who will have to pay more to use local phone service so that "supposedly" long distance rates can be more "competitive" in Florida.

Give me a break, when has anything in Florida become more "competitive"? As a matter of fact, when have our phone or utility rates ever gone down. They do nothing but go UP!

What is so outrageous in this latest rate hike is the fact that Sprint (our local carrier) now charges us a "portability fee" when we have no intention of "porting" our home phone number to our cell phone

Even worse, our daughter, who is disabled, has to pay the "portability" fee, even though she doesn't have a cell phone to "port" to!

She doesn't even have "long distance", but now she has to pay so that "long distance will be more competitive."

This whole operation is totally outrageous.

Was there ever a rate hike you guys haven't approved?

Public Service Commission, my eye.

You should be called the "Vested Interests Commission."

Thoroughly disgusted in south Florida,

Ronald and Bernadine Gudac
130 Breakers Ct.
Punta Gorda, Florida 33950

Is ANYONE going to answer my question?
----- Original Message -----
From: <contact@psc.state.fl.us>
To: <jtoner1@tampabay.rr.com>
Sent: Tuesday, January 27, 2004 11:44 AM
Subject: Web Site Comment/Question

>
>
> Thank you for your feedback. The following message was sent to
> webmaster@psc.state.fl.us at the Florida Public Service Commission:
>
> January 27, 2004
>
> Contact Information:
> Name: Joseph Toner
> Company: Retired
> Primary Phone: 352-382-0551
> Secondary Phone: none
> E-mail: jtoner1@tampabay.rr.com
>
> Comments:
> In today's St. Pete Times, a "gentleman" named Alan Ciamporcero of Verizon in Tampa voicedthe opinion that the "new telephone" rates promoted competition. Not here in Citrus County, we have nothing but Sprint and it "stinks." Just this morning I tried calling a neighbor and got the recording advising me "to use a 1 and the area code when calling this number" I tried again without it and my call was completed. Good service, I don't think so but. no alternative. Can the "new rates" improve service, please show me and I might change my mind. Thank you.
>
> Yes, I wish to be contacted
>
>
>
>

Ruth Nettles

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

I will print this comment for Docket 030868.
-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, February 03, 2004 10:36 AM
To: CAF Internet Mail
Subject: General Comment/Question

February 03, 2004

Contact Information:

Name: Irene Hamman
Company:
Primary Phone:
Secondary Phone:
E-mail: ihammon@comcast.net

Comments:
PSC:

Information presented by the PCS and the Governor regarding the Telecompetition Innovation & Infrastructure Enactment Act informed the public that although local phone rates would increase, long-distance rates would decrease. However, I recently received notification from my long-distance carrier, Sprint, that starting next month, there would be a significant (.02 & .04 cent a minute) increases in my lont-distance rates? There is obviously some miscommunication to the public, and I would hope that you will soon be publicly addressing this conflicting, if not comical, situation. Can you explain these increases in long-distance rates after stating time and time and time again that this "wonderful" bill was going to decrease long-distance rates? Now can you do it with a straight face?

Irene Hamman
North Port, FL

cc: Governor Jeb Bush

No response is necessary

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; Win 9x 4.90; Hotbar 4.1.8.0; FunWebProducts-MyWay)

www.psc.state.fl.us

CCA Official Document . . . **2/10/2004** **11:30 AM**

Kay Flynn

030867-TL

To: Nekey Garcia; Beth Keating; Felicia Banks; Leroy Rasberry
Subject: FW: Web Site Comment/Question

FW: LEC rate adjustment

This should go to CMP and GCL. I'm sending it by e-mail, plus I'll print a copy for the files.

Kay

-----Original Message-----
From: Leroy Rasberry
Sent: Tuesday, February 10, 2004 11:23 AM
To: Kay Flynn
Cc: Ruth McHargue
Subject: FW: Web Site Comment/Question

Kay,

I forgot the attachment.

-----Original Message-----
From: Ruth McHargue
Sent: Tuesday, February 10, 2004 11:12 AM
To: Leroy Rasberry
Cc: Diana Falise
Subject: FW: Web Site Comment/Question

Leroy,
The customer's e-mail was forwarded to CCA on Jan. 28 (see attached file) to be added to the docket file regarding the LEC rate adjusments. Today the customer sent an e-mail requesting an answer to his prior e-mail. I am not sure if we should forward this to CCA or CMP.

-----Original Message-----
From: CAF Internet Mail
Sent: Tuesday, February 10, 2004 10:34 AM
To: Ruth McHargue
Subject: FW: Web Site Comment/Question

Ruth,

Mr. Toner's original comments submitted on 01/27/2004 were forwarded to CCA. He is requesting a follow up; please advise.

Thanks,
Diana

-----Original Message-----
From: Joseph Toner [mailto:jtoner1@tampabay.rr.com]
Sent: Monday, February 09, 2004 8:28 PM
To: contact@psc.state.fl.us
Subject: Re: Web Site Comment/Question

Is ANYONE going to answer my question?
----- Original Message -----
From: <contact@psc.state.fl.us>
To: <jtoner1@tampabay.rr.com>
Sent: Tuesday, January 27, 2004 11:44 AM
Subject: Web Site Comment/Question

>
>
> Thank you for your feedback. The following message was sent to
> webmaster@psc.state.fl.us at the Florida Public Service Commission:
>
> January 27, 2004
>
> Contact Information:
> Name: Joseph Toner
> Company: Retired
> Primary Phone: 352-382-0551
> Secondary Phone: none
> E-mail: jtoner1@tampabay.rr.com
>
> Comments:
> In today's St. Pete Times, a "gentleman" named Alan Ciamporcero of Verizon in Tampa voicedthe opinion that the "new telephone" rates promoted competition. Not here in Citrus County, we have nothing but Sprint and it "stinks." Just this morning I tried calling a neighbor and got the recording advising me "to use a 1 and the area code when calling this number" I tried again without it and my call was completed. Good service, I don't think so but. no alternative. Can the "new rates" improve service, please show me and I might change my mind. Thank you.
>
> Yes, I wish to be contacted
>
>
>
>

Kay Flynn

From: Webmaster
Sent: Tuesday, January 27, 2004 1:52 PM
To: CAF Internet Mail
Subject: FW: Web Site Comment/Question

-----Original Message-----
From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Tuesday, January 27, 2004 11:44 AM
To: webmaster@psc.state.fl.us
Subject: Web Site Comment/Question

January 27, 2004

Contact Information:

Name: Joseph Toner
Company: Retired
Primary Phone: 352-382-0551
Secondary Phone: none
E-mail: jtoner1@tampabay.rr.com

Comments:
In today's St. Pete Times, a "gentleman" named Alan Ciamporcero of Verizon in Tampa voicedthe opinion that the "new telephone" rates promoted competition. Not here in Citrus County, we have nothing but Sprint and it "stinks." Just this morning I tried calling a neighbor and got the recording advising me "to use a 1 and the area code when calling this number" I tried again without it and my call was completed. Good service, I don't think so but. no alternative. Can the "new rates" improve service, please show me and I might change my mind. Thank you.

Yes, I wish to be contacted

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www.psc.state.fl.us

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

March 2, 2004

Jack Shreve, Esq.
Office of the Attorney General
PL -01, The Capitol
Tallahassee, Florida 32399-1050

Re: Dockets 030867-TL, 030868-TL, 030869-TL, 030961-TI

Dear Mr. Shreve:

Accompanying this letter are copies of the following documents filed by parties as confidential in the referenced dockets:

08993-03	12712-03	13139-03
08994-03	12716-03	13194-03
09301-03	12948-03	00592-04
10129-03 (CD)	13131-03	00616-04
10823-03	13132-03	00617-04
12634-03	13133-03	
12680-03	13134-03	
12697-03	13135-03	
12700-03	13136-03	
12703-03	13137-03	
12706-03	13138-03	

These documents are labeled "confidential" and must be maintained as confidential during the pendency of the cases on appeal, and returned to my office when the appeal concludes.

Sincerely,

Kay Flynn
Chief of Records

Enclosure
cc: Blanca S. Bayó
Richard Melson, Esq.
Beth Keating, Esq.
Beth Salak
Parties of Record

Your signature below indicates you are taking possession of the confidential documents listed on the previous page:

Signature: _____ X

Date: 3/03/04

Kay Flynn

From: Beth Keating
Sent: Tuesday, February 17, 2004 3:53 PM
To: Charles Beck
Cc: Cecilia Bradley (Cecilia_Bradley@oag.state.fl.us); MANN.RICK; Kay Flynn
Subject: RE: Docket 030869 et. al.: Confidential Documents Used by Staff at Ag enda

2.18.04

O.k., you will want to work directly with Kay on this, but it shouldn't be a problem. Her number is 413-6744.

-----Original Message-----
From: BECK.CHARLES [mailto:BECK.CHARLES@leg.state.fl.us]
Sent: Tuesday, February 17, 2004 3:34 PM
To: Beth Keating (bkeating@psc.state.fl.us)
Cc: Cecilia Bradley (Cecilia_Bradley@oag.state.fl.us); MANN.RICK
Subject: Docket 030869 et. al.: Confidential Documents Used by Staff at Ag enda

Beth -- I'd like to get a copy of, or at least take a look at, the confidential documents used by staff during the agenda conference in dockets 030869-TP et. al. Should I work directly with Kay Flynn on this? These are the documents indicated on the PSC web page for docket 030869:

10:00
Charlie Beck is coming
C. Bradley "

****

13194-03

~~12/19/2003~~

PSC/Staff - (CONFIDENTIAL) Information from 12/16/03 ag conference: Issue 1(a), spreadsheets; Issue 3, reduction in access charges as filed by companies; Issue 4, amounts included in ILEC petitions; Issue 9, IXCs split of flow-through reductions; Issue 10, in-state connection fee and revenue reductions. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.]

****

Thanks.

Charlie

RECEIVED-FPSC
04 FEB 27 PM 12:05
COMMISSION
CLERK

JACK SHREVE
SENIOR GENERAL COUNSEL

OFFICE OF THE ATTORNEY GENERAL
THE CAPITOL, SUITE PL-01
TALLAHASSEE, FL 32399-1050
TELEPHONE: (850) 414-3300
FACSIMILE: (850) 410-2672

Needed Confidential Documents
For Docket Number 030867

00592-04 01/14/2004 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 86. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.]

00616-04 01/15/2004 (CONFIDENTIAL) Exhibit 56 from December 2003 hearing.

00617-04 01/15/2004 (CONFIDENTIAL) Exhibit 75 from December 2003 hearing.

08993-03 09/19/2003 AUS/Vandiver - Memo dated 9/19/03 to CCA/Lockard forwarding confidential index of audit for Verizon's petition, per Section 364.164, F.S. (Audit Control No. 03-247-2-1).

08994-03 09/19/2003 AUS/Vandiver - (CONFIDENTIAL) Volume 2 of 2, of audit work papers of Verizon's petition per Section 364.164, F.S. (Audit Control No. 03-247-2-1). [x-ref. DN 09301-03]

09301-03 09/29/2003 Verizon (Chapkis) - (CONFIDENTIAL) Certain information contained in workpapers [Summaries 3/5, 4/5, and 5/5] prepared by Commission during billing units audit (Audit Control No. 03-247-2-1). [x-ref. DN 08994-03]

10129-03 10/16/2003 Verizon (Chapkis) - Redacted version of confidential DN 10128-03. [CCA note: Provided on CD.]

10823-03 10/31/2003 Verizon (Chapkis) - (CONFIDENTIAL) Supplemental responses to staff's 2nd set of interrogatories (Nos. 42 and 45).

12634-03 12/08/2003 BellSouth (Mays) - (CONFIDENTIAL) Response to staff's 6th interrogatories, Item Nos. 103 and 104. [030867, 030868, 030869, 030961; entered in 030867 only.] [See DN 12948-03]

12680-03 12/09/2003 AT&T (Hatch) - (CONFIDENTIAL) Supplemental

✓00592-04✓
✓00616-04✓
✓00617-04
x 08993-03✓
✓08994-03✓

✓09301-03✓
✓10129-03-CD
✓10823-03✓
✓12634-03✓
✓12680-03✓

✓12697-03✓
✓12700-03
✓12703-03✓
✓12706-03✓
✓12712-03✓
✓12716-03✓
✓12948-03✓

✓13131-03✓
✓13132-03✓
✓13133-03✓
✓13134-03✓
✓13135-03✓
✓13136-03✓
✓13137-03✓
✓13138-03✓
✓13139-03✓
✓13194-03

responses to staff's 2nd set of interrogatories (Nos. 74-87). [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.]

12697-03 12/10/2003 BellSouth (Mays) - (CONFIDENTIAL) Response to staff's late-filed deposition request made during 11/25/03 deposition of W. Bernard Shell. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [x-ref. DN 12258-03]

12700-03 12/10/2003 BellSouth (Mays) - (CONFIDENTIAL) Information contained in rebuttal testimony of Steve Bigelow, John A. Ruscilli, and Exhibit WBS-1 of Bernard Shell rebuttal testimony. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [x-ref. DNs 11683-03 (Ruscilli); 11684-03 (Bigelow); and 11685-03 (Shell)]

12703-03 12/10/2003 BellSouth (Mays) - (CONFIDENTIAL) Response to staff's late-filed deposition request (Documentation and work papers provided in response to billing units verification audit). [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [See DNs 08022-03 and 09412-03]

12706-03 12/10/2003 BellSouth (Mays) - (CONFIDENTIAL) Responses to staff's 4th set of interrogatories, Item No. 81 and attachment to Item No. 89. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [x-ref. DN 12053-03]

12712-03 12/10/2003 BellSouth (Mays) - (CONFIDENTIAL) Response to staff's 3rd set of interrogatories, Item Nos. 56, 64, 65, and attachment to Item No. 57. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [x-ref. DN 11783-03]

12716-03 12/10/2003 BellSouth (Mays) - (CONFIDENTIAL) Supplemental responses to OPC's 2nd and 3rd set of interrogatories, Nos. 25, 27, 39, 41, 42, 43, 44, 46, and 47 [on hard copy]; and 2nd request for PODs, Nos. 26, 27, and 28 [on CD only]. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.]

12948-03 12/12/2003 BellSouth (White) - (CONFIDENTIAL) 1st supplemental response to staff's 6th set of interrogatories, Item Nos. 103 and 104. [CCA note:

Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [See DN 12634-03]

13131-03 12/17/2003 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 39. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit

13132-03 12/17/2003 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 41. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains DNs 09829-03, 10142-03, 10288-03, 11531-03, 11533-03, 12155-03, 11885-03, and 11794-03.]

13133-03 12/17/2003 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 40. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains DNs 11783-03 and 12053-03.]

13134-03 12/17/2003 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 42. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains DN 12258-03.]

13135-03 12/17/2003 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 43. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains DN 12499-03.]

13136-03 12/17/2003 PSC/Staff - (CONFIDENTIAL) Hearing Exhibit No. 44. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains DN 12491-03.]

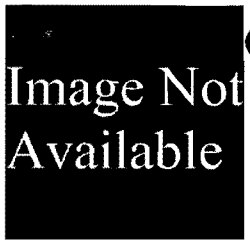
13137-03 12/17/2003 Verizon - (CONFIDENTIAL) Hearing Exhibit No. 64. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Hearing Exhibit contains part of DN 08008-03.]

13138-03 12/17/2003 Sprint - (CONFIDENTIAL) Hearing Exhibit No. 66. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains part of DN 08011-03.]

13139-03 12/17/2003 Sprint - (CONFIDENTIAL) Hearing Exhibit No. 70. [CCA

note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.] [CCA note: Exhibit contains part of DN 08011-03.]

13194-03 12/19/2003 PSC/Staff - (CONFIDENTIAL) Information from 12/16/03 ag conference: Issue 1(a), spreadsheets; Issue 3, reduction in access charges as filed by companies; Issue 4, amounts included in ILEC petitions; Issue 9, IXCs split of flow-through reductions; Issue 10, in-state connection fee and revenue reductions. [CCA note: Dockets 030867, 030868, 030869, and 030961; entered in 030867 only.]



OFFICE OF THE SOLICITOR GENERAL

THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1050

CHRISTOPHER M. KISE
Solicitor General
State of Florida

Reply to:
Office of the Attorney General
PL 01, The Capitol
Tallahassee, Florida 32399-1050
(850)414-3681; SunCom994-3681
email: Lynn_Hearn@oag.state.fl.us

Via e-mail and first class mail

March 2, 2004

Richard D. Melson, General Counsel
Public Service Commission
Capital Circle Office Center
2540 Shumard Oa Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Melson:

We have received and reviewed the draft index to the record on appeal in Case No. SC04-9. As I mentioned during our telephone call yesterday, we found it difficult to cross-reference the index with the docket listing due to the fact that the draft index omits the document numbers. Thank you for providing a copy of the draft index hand-notated with document numbers; this has been helpful. We urge you to consider including the document numbers in the final index filed with the court, or, at a minimum, listing the filing date in the left margin so it is easier to locate particular items.

As we discussed, we have identified several documents that were omitted from the index which we believe should be included. These documents are:

08063-03	Citizens' Motion to Expedite Discovery
08204-03	Memo dated 9/3/03 from Chairman Jaber to Clerk Bayo forwarding correspondence from Attorney General Charles J. Crist, Jr.
08256-03	9/3/03 letter to BellSouth advising FPSC will conduct audit to verify billing units
08257-03	9/3/03 letter to Verizon advising FPSC will conduct audit to verify billing units
08258-03	9/3/03 letter to Sprint advising FPSC will conduct audit to verify billing units
08993-03	9/19/03 memo to CCA forwarding confidential index of audit for Verizon's petition
08994-03	Volume 2 of 2, audit work papers of Verizon's petition

also:
02203-04
03115-04

08995-03	9/19/03 memo to CCA forwarding confidential index of audit for Sprint's petition
08996-03	Volume 2 of 2, audit work papers of Sprint's petition
09001-03	9/18/03 memo to CMP with attached memo addressing review of billing units
09002-03	9/18/03 memo to CMP with attached memo addressing review of billing units
09301-03	Information contained in workpapers prepared by Commission during billing units audit
10675-03	Request for change to agenda conference, with attached materials.
11951-03	11/24/03 memo to CMP forwarding final audit to BellSouth on verification of pricing units
11952-03	11/24/03 memo to CCA forwarding confidential document index for BellSouth audit
12347-03	12/3/03 letter from BellSouth submitting comments to final audit report
12958-03	12/12/03 memo to CMP regarding review of revised billing unit testimony of Fulp

Additionally, as we discussed yesterday, it is necessary that the category "All non-confidential exhibits admitted in record at December 2003 hearing" be expanded to individually list each of these exhibits. It will be impossible to provide the court meaningful citations to these exhibits unless they are individually identified in the record.

You also confirmed yesterday that the correspondence referred to on the last page of the index will be individually paginated.

Finally, it appears that document 12840 should be moved to be included with the rest of the transcripts.

Please advise when you expect to have the index ready for filing with the Florida Supreme Court. Obviously, the index to the record lays the foundation for all subsequent stages of the appeal. If you have any questions regarding this letter or would like to discuss any of these items further, please call.

Very Truly Yours,

Lynn C. Hearn
Deputy Solicitor General

Attn: Kay Flynn/CCA

OFFICE OF THE SOLICITOR GENERAL

THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1050

CHRISTOPHER M. KISE
Solicitor General
State of Florida

Reply to:
Office of the Attorney General
PL 01, The Capitol
Tallahassee, Florida 32399-1050
(850)414-3681; SunCom 994-3681
email: Lynn_Hearn@oag.state.fl.us

RECEIVED
MAR -4 2004
FLORIDA PUBLIC SERVICE COMMISSION
GENERAL COUNSEL'S OFFICE

Via e-mail and first class mail

March 2, 2004

Richard D. Melson, General Counsel
Public Service Commission
Capital Circle Office Center
2540 Shumard Oa Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Melson:

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08996-03	Volume 2 of 2, audit work papers of Sprint's petition
09001-03	9/18/03 memo to CMP with attached memo addressing review of billing units
09002-03	9/18/03 memo to CMP with attached memo addressing review of billing units
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Very Truly Yours,

Lynn C. Hearn

Lynn C. Hearn
Deputy Solicitor General

Matilda Sanders

0239 - CFO

From: Jackie Schindler
Sent: Wednesday, March 03, 2004 10:12 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

9

Date and Time: 3/3/2004 10:11:00 AM
Docket Number: 030867 etc
Filename / Path: order granting sprint confidentiality....
Order Type: Signed / Hand Deliver

RECEIVED-FPSC
04 MAR -3 AM 10:47
COMMISSION
CLERK

Order No. is PSC-04-0239-CFO-TL

an order granting confidentiality has been signed and moved to gc orders for issuance today and has the above order number - five pages of off-line attachments...

word document

js

690 mailed

03115-04

ORIGINAL

Please recycle

YNNNNYYY S

Please return this portion with payment.

Sprint.

Customer service	Internet address	Customer number
811	sprint.com/local	850-222-4338-862

YOU BASTARDS ARE ROBBING THE POOR

Date due: March 16, 2004

Total amount due: $22.03

$26.03 if received after March 25.

Amount enclosed: 22.03

Write your 13-digit customer number on check.
Make checks payable to:

012791
MARY J JACKSON
%CLARK JACKSON
3746 MUNDON WAY
TALLAHASSEE FL 32309-3044

THIS IS 90 YR OLD SENILE WIDOW ON SOCIAL SECURITY GO TO HELL—

Sprint
PO Box 30723
Tampa FL 33630-3723

27 850222433886 23 000000000002259 000022031 0410802

This is a copy of my mother's phone bill— Please share it with all Commissioners—

MAR - 2 2004

Thank You

Clark Jackson Jr

FPSC-COMMISSION CLERK
04 MAR -9 AM 10:57

AUS
CAF
CMP
COM
CTR
ECR
GCL
OPC
MMS
SEC
OTH

protest to Docket # 030868-TL

Kay Flynn 030867

From: Nekey Garcia
Sent: Wednesday, March 31, 2004 2:18 PM
To: Kay Flynn
Subject: FW: Your correspondence to the Florida Public Service Commission

Please add to docket files 030867,030868,030869.
-----Original Message-----
From: Doug & Tatyana [mailto:dlittlet@yahoo.com]
Sent: Thursday, March 25, 2004 12:09 PM
To: Nekey Garcia
Cc: Governor Bush; Hugh H. Gibson III; Anna P. Cowin; Bud Hedinger; Editor Orlando Sentinel
Subject: Re: Your correspondence to the Florida Public Service Commission

Ms. Garcia,

Thank you for this information. As I suspected, the PSC ruling will increase my total telecommunications costs and I suspect the CLEAR MAJORITY of Florida residents. I urge the PSC to rescind its earlier ruling and force this issue back to the legislature (or wherever) for REAL help to the Florida public.

I suspect that the reason all the telephone companies want local rate increases is because they are getting hammered in Florida. I don't have enough data to support my claim, but if you think about it....why else would they try to stick it to the Florida public month in and month out in local rates?

Bottom line -- Florida needs more competition from the major telephone companies. Where I live (Leesburg, 34748 or AC 352) there is only ONE major player. It is absurd. Something is wrong with Florida and how Florida manages the telephone game.

I urge everyone on this list (and others) to do what they can to remedy this situation ASAP for the good of the citizens of Flordia. Anything less will be a disservice to the residents of Florida.

D.A. Littleton
24425 madewood ave
leesburg, fl 34748
352.365.2165

Nekey Garcia <WGarcia@PSC.STATE.FL.US> wrote:

> Mr. Littleton,
>
> Here is the cost information that you requested. Depending on the outcome of the pending appeal, Sprint's basic local service rates for customers in your area may be increased by $6.86 in four increments. Over the same period,

long distance carriers are required to eliminate any in-state connection fees, typically about $2.00. Additionally, long distance rates will decrease by varying amounts. The rates long distance carriers pay to Sprint to connect with Sprint's network, called "access charges," may decrease from $0.104 per minute, to approximately $0.013 per minute for in-state long distance calls. As a result, customers who make more than 50 minutes of long distance calls per month within Sprint's service area may see their combined local/long distance bills decline, depending on the calling plan used and the manner in which the access charge reductions are applied by the carriers. Other customers can expect to see an overall increase in their bills.

Regarding the appeal, in an order dated March 3, 2004, the Supreme Court has relinquished jurisdiction to the Florida Public Service Commission to rule on motions for reconsideration filed in January. The Commission must render its ruling on the motions on or before May 3, 2004. You can track the progress of the dockets (Docket Nos. 030867, 030868, 030869) by accessing our website at www.floridapsc.com. If you need any additional information you can e-mail me or contact our call center toll free at 1-800-342-3552.

Do you Yahoo!?
Yahoo! Finance Tax Center - File online. File on time.

CHARLES J. CRIST, Jr.
Attorney General
State of Florida

The Capitol

Tallahassee, FL 32399-1050

Solicitor General
(850)414-3681 SunCom 994-3681
Fax (850)410-2672, SunCom 990-2672

To: Kay Flynn **Date:** April 23, 2004

Fax #: 413-7118 **Pages:** 2, including this cover sheet.

From: Lynn Hearn

Subject: Confidential Documents

COMMENTS:

Please see attached letter from Jack Shreve dated December 8, 2003 regarding treatment of confidential documents.

I will plan to pick up a copy of Exhibit #80 on Monday morning unless I hear from you otherwise. Thank you for your assistance!

CONFIDENTIALITY STATEMENT

The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this transmission in error, please immediately notify us by telephone. Thank you.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

OFFICE OF THE ATTORNEY GENERAL

THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1050

CHARLIE CRIST
Attorney General
State of Florida

Reply to:
Office of the Attorney General
Civil Division
(850)414-3300; SunCom 994-3300

December 8, 2003

RECEIVED-FPSC
APR 26 AM 7:51
COMMISSION
CLERK

Ms. Blanca Bayo, Director
Commission Clerk and Administrative Services
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket Nos. 030867-TL, 030868-TL, 030869-TL

Dear Ms. Bayo:

The Attorney General recognizes and acknowledges its obligation under Section 364.183, F.S., to protect the proprietary and confidential information deemed exempt from Section 119.07(1), F.S., under Section 364.183, F.S.

The Attorney General recognizes that their obligation extends to documents and information received from the Public Service Commission and other parties.

Sincerely,

Jack Shreve

Jack Shreve
Senior General Counsel

JS/mkc

Kay,
This was jammed in our fax.

(2)

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

April 26, 2004

Jack Shreve, Esq.
Office of the Attorney General
Attention: Lynn Hearn
PL -01, The Capitol
Tallahassee, Florida 32399-1050

Re: Dockets 030867-TL, 030868-TL, 030869-TL, 030961-TI

Dear Ms. Hearn:

Accompanying this letter is a copy of confidential Hearing Exhibit No. 80 from Document No. 12083-03, provided pursuant to your request of April 23, 2004.

This document is labeled "confidential" and must be maintained as confidential during the pendency of the cases on appeal, and returned to my office when the appeal concludes.

Sincerely,

Kay Flynn
Chief of Records

Enclosure
cc: Blanca S. Bayó
Richard Melson, Esq.
Beth Keating, Esq.
Beth Salak
Parties of Record

Your signature below indicates you are taking possession of Document No. 12083-03:

Signature: Barbara Durham

Date: 4-26-04

Kay Flynn 030867-TL

From: CAF Internet Mail
Sent: Friday, May 07, 2004 2:52 PM
To: CAF Internet Mail
Subject: E-Form Other Complaints - 12489

TRACKING NUMBER - 0012489 May 07, 2004

SERVICE ADDRESS

Account Number:
Business Account Name:
Name: Robert Dworak
Address: 6750 US 27 N CONDO J-21
City: SEBRING
Zip: 33870
Service Phone: 863-471-9940

CUSTOMER INFORMATION

Name: Robert Dworak
Address: 6750 US 27 N CONDO J-21
City: SEBRING
State: FL
Zip: 33870
Primary Phone: 863-471-9940
E-mail: flbob@strato.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TL727 Sprint-Florida, Incorporated
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Argument to lower Long Distance Rates to raise local phone rates is erroneous, in that Long Distance Charges are at the lowest they have been in many years. Don't penalize those that don't have to make long distance calls frequently. Telecommunications bill to increase local phone rates is not in best interest of Floridians. The Interstate Access surcharges, Fed Universal Service Fund, Relay Charges, and Fed, local, State taxes, are LARGER than the telephone bill itself. Please OPPOSE this bill. Thank you

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 6.0; Windows 98; T312461; Q312461; FunWebProducts; Hotbar

4.4.2.0)
http://www.psc.state.fl.us/consumers/complaint/review.cfm
www.psc.state.fl.us

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

June 2, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Charles J. Crist, Jr., Attorney General, State of Florida, vs. Lila A. Jaber, Chairman, et al. (Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI)

Dear Mr. Hall:

Enclosed is a certified copy of an Amended Notice of Appeal, filed in this office on June 1, 2004, on behalf of Charles J. Crist, Jr., Attorney General, State of Florida. Also enclosed are copies of Order Nos. PSC-03-1469-FOF-TL and PSC-04-0456-FOF-TL, the orders on appeal.

Sincerely,

Kay Flynn, Chief
Bureau of Records

Enclosure
cc: David Smith, Esq., Office of the General Counsel
Charles J. Crist, Jr., Esq., Attorney General, State of Florida
Parties of Record

RECEIVED-FPSC
04 JUN -1 PM 4:45
COMMISSION
CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

SC Case No. SC04-9

In re: Petition by Verizon Florida, Inc. to Reform Intrastate Network Access and Basic Local Telecommunications Rates in Accordance with Section 364.164, Florida Statutes.	Docket No. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to Reduce Intrastate Switched Network Access Rates to Interstate Parity in Revenue - Neutral Manner Pursuant to Section 364.164(1), Florida Statutes.	Docket No. 030868-TL
In re: Petition for Implementation of Section 364.164, Florida Statutes, by Rebalancing Rates in a Revenue - Neutral Manner Through Decreases In Intrastate Switched Access Charges With Offsetting Rate Adjustments for Basic Services, By BellSouth Telecommunications, Inc.	Docket No. 030869-TL
In re: Flow-through of the LEC switched access reductions by IXCs, pursuant to Section 364.163(2), Florida Statutes.	Docket No. 030961-TI

/

AMENDED NOTICE OF APPEAL OF CHARLES J. CRIST, ATTORNEY GENERAL OF THE STATE OF FLORIDA

NOTICE IS GIVEN that Charles J. Crist, Jr., Attorney General of the State of Florida, Appellant, appeals to the Florida Supreme Court the orders of this Commission rendered December 23, 2003 and May 4, 2004.

The nature of the December 24, 2003, order is a final order of this Commission which approves the Access Charge Reduction Petitions of Sprint, Verizon, and BellSouth and allows these companies to raise their basic rates and approves the flow-through of LEC switched access

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reductions by IXCs in the manner set forth in the petitions. The Attorney General timely appealed this order on January 7, 2004.

The nature of the May 4, 2004 order is a final Order on Motions for Reconsideration.

Conformed copies of these orders are attached.

DATED this 1st day of June, 2004.

Respectfully submitted,

CHARLES J. CRIST, JR.
ATTORNEY GENERAL

CHRISTOPHER M. KISE
Solicitor General
Florida Bar No. 0855545

Lynn C. Hearn

LYNN C. HEARN
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Office of the Attorney General
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Tel: (850) 414-3300
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CERTIFICATE OF SERVICE

I CERTIFY that a true and correct copy hereof has been furnished by United States mail to the following on this 1st day of June, 2004:

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Lynn C. Hearn
Attorney

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J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

June 2, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Harold McLean, Public Counsel, vs. Lila A. Jaber, Chairman, et al. (Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI)

Dear Mr. Hall:

Enclosed is a certified copy of an Amended Notice of Appeal, filed in this office on June 1, 2004, on behalf of Harold McLean, Public Counsel. Also enclosed are copies of Order Nos. PSC-03-1469-FOF-TL and PSC-04-0456-FOF-TL, the orders on appeal.

Sincerely,

Kay Flynn

Kay Flynn, Chief
Bureau of Records

Enclosure
cc: David Smith, Esq., Office of the General Counsel
Harold McLean, Esq., Public Counsel
Parties of Record

ORIGINAL

JAMES E. "JIM" KING, JR.
President

JOHNNIE BYRD
Speaker

STATE OF FLORIDA
OFFICE OF PUBLIC COUNSEL

c/o THE FLORIDA LEGISLATURE
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ROOM 812
TALLAHASSEE, FLORIDA 32399-1400
850-488-9330

Harold McLean
Public Counsel

H F. Mann
Associate Public Counsel

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COMMISSION
CLERK

June 1, 2004

Ms. Blanca S. Bayó, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

RE: Harold McLean, Public Counsel v. Lila A. Jaber, etc., et al.,
Florida Supreme Court Case No. SC04-10

Dear Ms. Bayó:

Enclosed for filing this date is an Amended Notice of Appeal directed to Order No. PSC-03-1469-FOF-TL, rendered December 24, 2003 and Order No. PSC-04-0456-FOF-TP, rendered May 4, 2004, in Docket Nos. 030867-TL, 030868-TL, 030869-TL and 030961-TI. A copy of the notice is being filed with the Clerk of the Supreme Court of Florida pursuant to Rule 9.110(c), Florida Rules of Appellate Procedure.

Please indicate receipt of this notice by date-stamping the attached duplicate of this letter and returning it to this office. Thank you for your attention to this matter.

CMP ____
COM ____
CTR ____
ECR ____
GCL ____
OPC ____
MMS ____
RCA ~~HF~~M/dsb
SCR Enclosure
SEC 1
OTH Marguerite

Sincerely,

H F. Rick Mann
Associate Public Counsel

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Chief Bureau of Records

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ORIGINAL

IN THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Verizon Florida, Inc. to Reform Intrastate Network Access and Basic Local Telecommunications Rates in Accordance With Section 364.164, Florida Statutes.	Docket No. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to Reduce Intrastate Switched Newtwork Access Rates to Interstate Parity in Revenue - Neutral Manner Pursuant to Section 364.164(1), Florida Statutes.	Docket No. 030868-TL
In re: Petition for Implementation of Section364.164, Florida Statutes, by Rebalancing Rates in a Revenue - Neutral Manner Through Decreases In Intrastate Switched Access Charges With Offsetting Rate Adjustments for Basic Services, By BellSouth Telecommunications, Inc.	Docket No. 030869-TL
In re: Flow-through of the LEC switched access reductions by IXC's, pursuant to Section 364.163(2), Florida Statutes.	Docket No. 030961-TI

FLORIDA SUPREME
COURT CASE NO.
SC04-10

AMENDED NOTICE OF APPEAL OF HAROLD MCLEAN, PUBLIC COUNSEL, STATE OF FLORIDA

NOTICE IS GIVEN that Harold McLean, Public Counsel, State of Florida, Appellant, appeals to the Florida Supreme Court, the two orders of the Florida Public Service Commission ("Commission"), rendered on December 24, 2003, and on May 4, 2004.

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Chief Bureau of Records

DOCUMENT NUMBER-DATE
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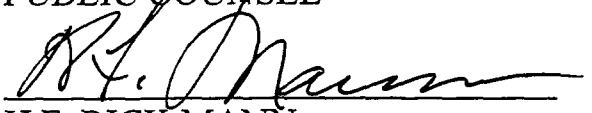
The nature of Order No. PSC-03-1469-FOF-TL, rendered on December 24, 2003, is a Final Order of the Commission, which approved the Access Charge Reduction Petitions of Sprint-Florida, Incorporated, Verizon Florida, Inc. and BellSouth Telecommunications, Inc. (together, "ILECs"), and allows these ILECs to raise their basic local telephone service rates and approves the flow-through of ILEC intrastate switched network access charge reductions by the interexchange telecommunications companies ("IXCs"). The Public Counsel timely appealed this order on January 7, 2004. The nature of Order No. PSC-04-0456-FOF-TP, rendered on May 4, 2004, is a final Order on Motions for Reconsideration.

Conformed copies of these orders are attached.

DATED this 1st day of June, 2004.

Respectfully submitted,

HAROLD MCLEAN
PUBLIC COUNSEL



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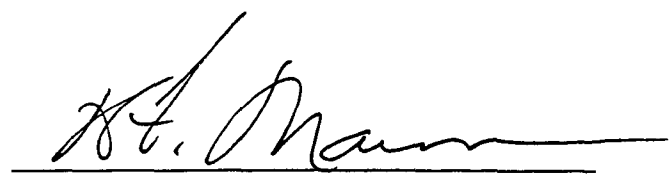
Charles J. Crist, Jr., Attorney General
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LILA A. JABER
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CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

June 4, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: AARP vs. Lila A. Jaber, Chairman, et al. (Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI)

Dear Mr. Hall:

Enclosed is a certified copy of a Notice of Appeal, filed in this office on June 3, 2004, on behalf of AARP. Also enclosed is a copy of Order No. PSC-04-0456-FOF-TL, the order on appeal.

Sincerely,

/Kay Flynn

Kay Flynn, Chief
Bureau of Records

Enclosure
cc: David Smith, Esquire, Office of the General Counsel
Michael B. Twomey, Esquire
Parties of Record

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COMMISSION
CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of Verizon Florida Inc. to Reform Its Intrastate Network Access and Basic Local Telecommunications rates in Accordance with Florida Statutes, Section 364.164	Docket No. 030867TL
In re: Petition of Sprint-Florida, Incorporated, To reduce intrastate switched network Access rates to interstate parity in Revenue neutral manner pursuant to Section 364.164(1), Florida Statutes	Docket No. 030868-TL
In re: Petition by BellSouth Telecommunications, Inc., To Reduce Its Network Access Charges Applicable To Intrastate Long Distance In A Revenue-Neutral Manner	Docket No. 030869-TL
In re: Flow-through of LEC Switched Access Reductions by IXCs, Pursuant to Section 364.163(2), Florida Statutes	Docket No. 030961-TO

AARP NOTICE OF APPEAL

NOTICE IS GIVEN that AARP, through its undersigned counsel, appeals to the Florida Supreme Court, the order of this Public Service Commission rendered on May 4, 2004. A copy of this order is attached. The nature of the order is an Order On Motions For Reconsideration which considered, and confirmed, the Access Charge Reduction Petitions of Sprint, Verizon and BellSouth earlier approved by the Public Service Commission in Order No. PSC-03-1469-FOF-TL, issued December 24, 2003. These Public Service Commission approvals allow these companies to raise their basic rates and

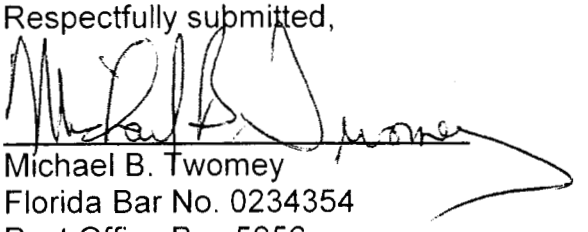
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approved the flow-through of local exchange company switched access reductions by inter-exchange companies in the manner set forth in their petitions.

DATED this 3rd day of June, 2004.

Respectfully submitted,



Michael B. Twomey
Florida Bar No. 0234354
Post Office Box 5256
Tallahassee, FL 32314-5256
(850) 421-9530

Attorney for AARP

DOCKET NOS. 030869-TL, 030868-TL, 030867-TL and 030961-TI

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing document has been furnished by U.S. Mail to the following parties on this 3rd day of June, 2004.

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Attorney

BEFORE THE PUBLIC SERVICE COMMISSION

In re: Petition by Verizon Florida Inc. to reform intrastate network access and basic local telecommunications rates in accordance with Section 364.164, Florida Statutes.	DOCKET NO. 030867-TL
In re: Petition by Sprint-Florida, Incorporated to reduce intrastate switched network access rates to interstate parity in revenue-neutral manner pursuant to Section 364.164(1), Florida Statutes.	DOCKET NO. 030868-TL
In re: Petition for implementation of Section 364.164, Florida Statutes, by rebalancing rates in a revenue-neutral manner through decreases in intrastate switched access charges with offsetting rate adjustments for basic services, by BellSouth Telecommunications, Inc.	DOCKET NO. 030869-TL
In re: Flow-through of LEC switched access reductions by IXCs, pursuant to Section 364.163(2), Florida Statutes.	DOCKET NO. 030961-TI ORDER NO. PSC-04-0456-FOF-TL ISSUED: May 4, 2004

The following Commissioners participated in the disposition of this matter:

BRAULIO L. BAEZ, Chairman
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

ORDER ON MOTIONS FOR RECONSIDERATION

BY THE COMMISSION:

I. CASE BACKGROUND

On August 27, 2003, Verizon Florida Inc. (Verizon), Sprint-Florida, Incorporated (Sprint), and BellSouth Telecommunications, Inc. (BellSouth), each filed petitions pursuant to Section 364.164, Florida Statutes. Dockets Nos. 030867-TL (Verizon), 030868-TL (Sprint), and

030869-TL (BellSouth) were opened to address these petitions in the time frame provided by Section 364.164, Florida Statutes. On September 10, 2003, this Commission dismissed the initial petitions, because they each failed to make the proposed rate changes over at least the required two-year minimum set forth in Section 364.164(1)(c), Florida Statutes. The companies were allowed to refile, and did so on September 30 (BellSouth), October 1 (Sprint) and October 2 (Verizon).

By Order No. PSC-03-1240-PCO-TL, this Commission consolidated Docket No. 030961-TI, which was opened to address questions regarding the IXCs' flow-through to customers of any access charge reductions, into this proceeding for hearing. A hearing on this matter was held on December 10-12, 2003. Our final order, Order No. PSC-03-1469-FOF-TL, was issued on December 24, 2003.

On January 7, 2004, Charles J. Crist, Jr., Attorney General, State of Florida (AG) filed his Notice of Appeal. On the same day, the Office of Public Counsel (OPC) filed its Notice of Appeal.

On January 8, 2004, the AG filed his Motion for Reconsideration of the final order. In his Motion for Reconsideration, the AG asserts that we should reconsider our decision because: (1) we did not properly consider the impacts on the public health, safety, and welfare, as required by Section 364.01, Florida Statutes; (2) the rate increase proposed by BellSouth is anticompetitive because there will be no rate increase for bundled service packages; and (3) we failed to consider the impact of the rate increases on senior and low-income consumers. On January 12, 2004, the AG filed a Request for Oral Argument, and on March 17, 2004, he filed an Amended Request for Oral Argument.

On January 8, 2004, AARP filed its Motion for Reconsideration of the final order, as well as a Request for Oral Argument. AARP seeks reconsideration of our decision on five points in the Order: (1) our delegation to staff of the authority to review and approve the 45-day tariffs that would be filed as a result of approval of the ILECs' petitions; (2) our approval of the ILECs' additional concessions; (3) our decision that the costs of the local loop are properly borne by basic local service; (4) our decisions that basic local service is artificially supported and that removal of support will induce enhanced market entry; and (5) our decision that residential customers will benefit from approval and implementation of the ILECs' petitions as contemplated by the statute.

On March 3, 2004, the Florida Supreme Court relinquished jurisdiction to this Commission for the limited purpose of ruling on the AG and AARP motions for reconsideration. The Court set a deadline of May 3, 2004 for us to make our ruling.

On March 15, 2004, Verizon, Sprint, BellSouth/BellSouth Long Distance (BellSouth), and AT&T/MCI ("respondents") filed their Responses to the AG's Motion for Reconsideration

and to AARP's Motion for Reconsideration and to the initial Requests for Oral Argument.[1] Thereafter, on March 29, 2004, Verizon, BellSouth/BellSouth Long Distance, AT&T/MCI, and Sprint filed responses to the AG's Amended Motion for Oral Argument. On April 20, 2004, the AG filed a Notice of Supplemental Authority, referring us to the decision in United States Telecom Ass'n v. Federal Communications Commission, 359 F.3d 554 (D.C. Cir. 2004), decided March 2, 2004.

This Order addresses the Motions for Reconsideration, Responses, and Requests for Oral Argument. By this decision, we comply with the Supreme Court's direction in its March 3 Order.

II. ORAL ARGUMENT/REQUEST FOR RELEASE OF CONFIDENTIAL MATERIAL

We received oral argument on the motions addressed in this Order, as requested by AARP and the Attorney General. However, the Attorney General's request for oral argument also contained a request that we release confidential material. We find that that request cannot be granted, as it is untimely and not proper within the context of a Motion for Oral Argument. We are concerned by the fact that the Attorney General has not specified what material he would like released. Moreover, the prehearing officer has already issued Orders addressing all pending Requests for Confidential Classification. Thus, to the extent that material is currently being treated as confidential, it has been accorded that treatment by an Order issued in this proceeding.

The most recent Orders addressing Requests for Confidentiality were issued on March 8, 2004. The time for seeking reconsideration of those Orders ran on March 18, 2004. No party responded in opposition to any of the requests for confidential classification, and no party sought reconsideration of any of the Orders granting confidentiality. Florida case law is clear that we are without authority to extend the time for seeking reconsideration of an Order, even if it were otherwise inclined to do so. See City of Hollywood v. Public Employee Relations Commission, 432 So. 2d 79 (Fla. 4th DCA 1983).

III. MOTIONS FOR RECONSIDERATION

A. Standard of Review

The standard of review for a motion for reconsideration is whether the motion identifies a point of fact or law which was overlooked or which this Commission failed to consider in rendering its Order. See Stewart Bonded Warehouse, Inc. v. Bevis, 294 So. 2d 315 (Fla. 1974); Diamond Cab Co. v. King, 146 So. 2d 889 (Fla. 1962); and Pingree v. Quaintance, 394 So. 2d

[1] By Order No. PSC-04-0037-PCO-TL, issued January 13, 2004, the prehearing officer extended the time for filing responses until such time as the Supreme Court relinquished jurisdiction to allow us to consider the outstanding motions.

162 (Fla. 1st DCA 1981). In a motion for reconsideration, it is not appropriate to reargue matters that have already been considered. Sherwood v. State, 111 So. 2d 96 (Fla. 3rd DCA 1959), citing State ex.rel. Jaytex Realty Co. v. Green, 105 So. 2d 817 (Fla. 1st DCA 1958). Furthermore, a motion for reconsideration should not be granted "based upon an arbitrary feeling that a mistake may have been made, but should be based upon specific factual matters set forth in the record and susceptible to review." Stewart Bonded Warehouse, Inc., 294 So. 2d at 317.

B. Attorney General's Motion

1. Consideration of Section 364.01(4)

a. Arguments

The Attorney General contends that we erred by failing to consider our legislative mandate, as set forth in Section 364.01(4)(a), Florida Statutes, to protect the health, safety and welfare of all consumers by ensuring they have access to basic local service at reasonable and affordable rates. Referring to the testimony of Verizon witness Danner, the Attorney General argues that the proposed increase in basic rates will be five times greater for seniors aged 76 and over, compared to the increase for consumers aged 26 to 35 years of age. The Attorney General adds that those who can least afford the increase in the basic rates will not enjoy any of the alleged benefits arising from the theoretical competition that might be seen in the future. Consequently, the Attorney General contends that we must have ". . . overlooked the requirement to ensure reasonable and affordable basic rates for all consumers." Motion at p. 5.

The respondents universally reject the Attorney General's contention on this point. Specifically, BellSouth contends that the Order contradicts this assertion, as it is replete with analysis of evidence concerning how granting the petitions of the incumbent local exchange companies (ILECs) will benefit the residential telecommunications consumers in Florida, including those who desire only basic local service.

The respondents also contend that we did not err in our application of the appropriate statutory considerations. Of note, BellSouth argues that Section 364.164 is the latest expression of legislative intent concerning basic local telecommunications services and the impact of rates on Florida consumers, and that this specific statutory provision takes precedence over a prior, general expression of legislative intent.[2] BellSouth argues, therefore, that this Commission properly considered the benefit to residential customers as contemplated by Section 364.164(1), Florida Statutes.

Similarly, Sprint states that it is a well-settled rule of statutory construction that a special statute covering a particular subject matter is controlling over a more general statutory provision covering the same and other subjects. The more specific statute is considered to be an exception

[2] *Citing* McKendry v. State, 641 So. 2d 45, 46 (Fla. 1994).

to the general terms of the more comprehensive statute. Under this rule, Sprint asserts, the specific provisions of Section 364.164 (1) prevail over Section 364.01(4)(a), which provides the general manner in which the Commission should exercise its authority to protect the public health, safety, and welfare. To arrive at another conclusion, Sprint states, would render the specific language of Section 364.164(1) meaningless.[3]

AT&T and MCI join Verizon in arguing that we did consider Section 364.01. AT&T and MCI state that although the Commission's Order does not specifically cite to Section 364.01(4), the Commission fulfilled the legislative purpose embodied in Section 364.01(4) by implementing Section 364.164. They emphasize that the legislative intent of Section 364.01(4) is addressed throughout the Order.

b. Decision

Upon consideration, we find that the Attorney General has not demonstrated that in acting on the petitions we overlooked or failed to consider our obligations under Section 364.01(4)(a). A primary rule of statutory interpretation is to harmonize related statutes so that each is given effect. Butler v. State, 838 So. 2d 554, 555 (Fla. 2003). It is also a well-established rule of statutory construction that a special statute covering a particular subject matter is controlling over a general statutory provision covering the same and other subjects. McKendry v. State, 641 So. 2d 45, 46. Furthermore, statutes should be read together to give each provision the maximum force and effect, but when there is unavoidable conflict, the more recent, specific expression of the Legislature's intent is the controlling provision. Id., *citing* Sharer v. Hotel Corp. of America, 144 So. 2d 813 (Fla. 1962). Thus, while Sections 364.01(4) and 364.164 must be read together, Section 364.164 is the controlling provision to the extent there is any conflict between the two. To arrive at any other conclusion would render the specific language of Section 364.164(1) without meaning. See Saunders vs. Saunders, 796 So. 2d 1253 (Fla. 1st DCA 2001).

In this case, however, there is no conflict between Sections 364.164 and 364.01(4)(a). The former section required us to consider, among other things, the impact of proposed rate changes on the creation of a more attractive competitive local exchange market for the benefit of residential consumers. The Order is replete with discussion of our findings and conclusions on this issue. The latter section required us to consider whether our actions ensure that basic local telecommunications services are available to all consumers in the state at reasonable and affordable prices. Although the Order did not make specific reference to Section 364.01(4)(a), the Order demonstrates that we did consider the impact of its action on reasonable and affordable prices for basic telecommunications services. For example, we found that:

[3] *Citing* McKendry v. State, 641 So. 2d 45, 46 (Fla. 1994); Floyd v. Bentley, 496 So. 2d 862, 864 (Fla. 2d DCA 1986); and Saunders v. Saunders, 796 So. 2d 1253 (Fla. 1st DCA 2001).

- Experience from other states shows that approval of the ILECs' proposals will have little, if any, negative impact on the availability of universal service. (Order at 18.)

- [T]he record shows that basic local service will continue to remain affordable for the vast majority of residential customers. (Order at 18.)

- [T]he amended Lifeline provisions in Section 364.10 will help to protect economically disadvantaged customers from the effect of local rate increases. (Order at 19.)

In making these findings, we afforded the testimony of Verizon witness Danner the proper weight. That testimony addressed the difference in net impact on consumers in various age groups and indicated that consumers in all age groups will receive benefits from long distance rate reductions that will offset, to varying degrees, the impact of the increase in basic local service rates. When combined with other evidence, we conclude that the net impact of granting the petitions is consistent with the requirement to ensure that basic local service is available at reasonable and affordable prices. Thus, we reject the Attorney General's Motion on this point.

To avoid any misinterpretation, we shall, nevertheless, clarify the Order by adding a sentence at the end of the first paragraph under the heading "Conclusion" on page 56 to state that:

> In granting the Petitions, we have also considered the provisions of Section 364.01(4)(a) and concluded that our action will preserve reasonable and affordable prices for basic local service.

2. BellSouth's Increases Do Not Apply to Bundled Packages

a. Arguments

The premise of the Attorney General's second argument for reconsideration is that BellSouth's proposed rate increase is anticompetitive. The Attorney General contends that BellSouth's proposed increases to basic rates exempt bundled services from increases; thus, the approval of BellSouth's petition encourages customers to purchase bundled services in order to obtain some benefit or exemption from the rate increase. The Attorney General maintains that this emphasis on bundled services has an anticompetitive impact on consumers. The Attorney General states that under Section 364.164, we are required to consider whether a petition will induce enhanced market entry. The Attorney General believes that BellSouth's rate increase will encourage use of bundled services and will not induce enhanced market entry, but instead discourage competition.

In response, BellSouth cites to testimony of AT&T and MCI witness Mayo where he maintains that the ILEC proposals are consistent with Section 364.164. He asserts that the proposals are anticipated to spur competition in telephony and result in more competitive markets. BellSouth also argues that it has applied the basic rate increases in accordance with Section 364.164(2). Further, BellSouth argues that the Attorney General attempts to raise a new argument, which is inappropriate in a motion for reconsideration. BellSouth also contends that the record shows that market entry will be enhanced by removing the access charge support for local services because the CLECs will be able to compete in providing basic and bundled services.

The other respondents offer similar arguments. AT&T and MCI further indicate that the Attorney General fails to cite to any record evidence to support his claim that mere preexisting market share and the ability to bundle services constitute anticompetitive conduct. AT&T and MCI argue to the contrary that, as explained by Knology's witness Boccucci, any carrier's best opportunity to compete is through providing bundled services at competitive prices.

b. Decision

Upon consideration, we conclude that the Attorney General's claim that BellSouth's proposal is anti-competitive must fail. The evidence clearly demonstrates that each of the ILECs' proposals will result in a more competitive market. We find the evidence establishes that the best opportunities to compete in telecommunications exist through a carrier's ability to bundle services. Order at pp. 27 and 38. Furthermore, we have already considered this issue as demonstrated by the discussion set forth at pages 5 and 6 of the Attorney General's Motion. Thus, the Attorney General has not identified a mistake of fact or law in our decision. As such, the Motion on this point is denied.

3. Benefit to Residential Customers

a. Arguments

The Attorney General asserts that Florida citizens will be irrevocably injured by granting the ILECs' petitions, because the drastic increases in the basic phone rates are neither reasonable or affordable for senior and low-income consumers. Thus, the Attorney General contends that we must have failed to properly consider the testimony of the detriment to customers that will result if the ILECs' proposals are implemented.

The respondents generally reject this notion as well. They argue that we considered customer impacts, but found competing testimony regarding ultimate benefits to customers more persuasive. Thus, they believe that the Attorney General's arguments on this point are a rehash of arguments this Commission has already considered and rejected. Further, BellSouth states that this Commission thoroughly considered the impact on seniors by finding that many seniors

on fixed incomes take a number of additional services such as cellular service, cable service and internet services. On that basis, BellSouth concludes that the rate increases are "within the zone of affordability" for this segment of consumers. BellSouth notes that we determined in our Order that 53% to 72% of even Lifeline customers served by the ILECs buy one or more ancillary services. Order at p. 32. AT&T and MCI also note that Knology witness Boccucci asserted that the ability to provide bundled services allows Knology to provide more economical prices to seniors.

b. Decision

Regarding the Attorney General's third point, we find that this issue was thoroughly considered and addressed. See Order at pp. 26 – 33. We concluded that ". . . Florida consumers as a whole will reap the benefits of competition, and, ultimately, competition will serve to regulate the level of prices consumers will pay." Order at p. 29. We also found that ". . . even those customers that use calling cards or dial-around service will receive benefits from increased competition, as will older citizens that use 1+ calling." Order at p. 31. Furthermore, we noted that, while outside the scope of our consideration of the Petitions, the ILECs' concessions regarding Lifeline will provide additional protection for the economically disadvantaged, while the statute itself provides targeted assistance for those unable to afford the increases. Order at p. 32. We found that

> The evidence shows that even with the proposed local rate increases, there will not be a significant number of customers that drop off the network. While the need for continued targeted assistance for some customers may foster its own social welfare concerns, those concerns must be balanced with the Legislature's clear intent to move Florida's telecommunications markets towards increased competition.

Order at p. 32. The Attorney General has not identified an error in this conclusion. Rather, he re-argues matters we have already addressed.

As for the Supplemental Authority offered by the Attorney General, we conclude that the D.C. Circuit's decision in *United States Telecom Ass'n v. Federal Communications Commission* does not rise to the level that would necessitate that we reconsider our decision. While the decision does muddy the waters as to the future of certain UNEs, it does not, by itself, automatically remove any UNEs from the national list. Furthermore, the D.C. Circuit's decision is currently stayed, and further appeals are possible. While we are concerned about the uncertain state of the FCC's unbundling rules, even if the D.C. Circuit's decision remains in place, and UNEs are removed from the list as a result, that process will likely take place over an extended period of time. Furthermore, even if the D.C. Circuit's decision remains in place, carriers that compete using their own facilities would not be directly affected. For all these reasons, we

conclude that the D.C. Circuit's decision does not require a change to our conclusions in this case.

For all the foregoing reasons, we hereby deny the Attorney General's Motion on this point as well.

C. AARP'S Motion

1. Approval of 45-day Rate Adjustment Filings

a. Arguments

AARP argues that, in our Order, we have improperly allowed our staff to administratively review and approve the tariffs filed implementing this Commission's decision approving the ILECs' Petitions. AARP contends that this is directly contrary to the language of the statute, which requires:

> . . . The commission shall, within 45 days after the rate adjustment filing, issue a final order confirming compliance with this section, and such an order shall be final for all purposes.

Section 364.164(2), Florida Statutes. AARP contends that we should modify our Order to reflect that the Commission staff is not authorized to administratively review and approve the tariffs, and that the rate increases contained in such tariff filings will only become effective after we have issued an order approving them.

Generally, those parties responding to AARP's motion believe that AARP has not identified an error on this point, but note that should we see fit, clarification may be in order.

AT&T and MCI note that the authority delegated to our staff to conduct the essentially ministerial task of reviewing and approving the tariffs implementing the ILECs' Petitions is not unlike that delegation of authority to review a tariff which was upheld by the Court in Citizens of the State of Florida v. Wilson, 567 So. 2d 889, 892 (Fla. 1990). In that case, the Court upheld our delegation to staff of authority to review a supplemental tariff rider to ensure that it met certain conditions, and if it did, to then approve the tariff. AT&T and MCI argue that the situation here is very similar in that this Commission has already approved the ILECs' Petitions, which specify the conditions the tariffs must meet, and has only delegated to staff the administrative and ministerial task of ensuring that the tariffs meet the conditions of the approved Petitions. AT&T and MCI also add that it is clear that if the tariffs filed in this case do not conform to our Order, our staff will bring the non-compliant tariffs before us for our consideration.[4]

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[4] *Citing* U.S. Sprint v. Nichols, 534 So. 2d 698 (Fla. 1998).

b. Decision

Upon consideration, we conclude that AARP has identified a point that requires clarification due to a scrivener's error. We find error in our Order to the extent that the Order, as issued, does not fully and accurately reflect our actual vote, which was to provide administrative authority to our staff to review the 45-day rate adjustment filings and **issue an administrative final order** based upon that review. The Order does not reflect the issuance of an administrative final order. Therefore, the next to last ordering paragraph is amended to read:

> ORDERED that Commission staff is hereby authorized to administratively review ~~and approve~~ the tariffs implementing these decisions and to issue administrative final orders approving tariffs that conform to these decisions. It is further

With this correction, the Order accurately reflects our decision. Furthermore, we find that, as corrected, our Order complies with the statute. We find that our delegation of authority to Commission staff is allowable, and is, in fact, not uncommon for the review of similar filings. See Citizens of the State of Florida v. Wilson, supra, (finding delegation to staff to review and approve tariff not improper when conditions for approval clearly set forth by Commission). In this case, review of the tariffs will be limited to ensuring that they conform to the conditions in the approved Petitions. If any tariff does not conform, it will be brought before us as quickly as possible. We further note that the 45-day requirement in the statute is generally not conducive to bringing a recommendation for our consideration at an Agenda Conference, further supporting, as a practical matter, our decision to delegate authority to our staff to approve conforming tariffs. (Transcript, Vol. 16, p. 2060).

2. Approval of ILEC Commitments

a. Arguments

AARP asserts that we erred when we approved the ILEC's additional concessions as set forth in the following chart:

Increase non-recurring charges so that the single line residential rates would be lowered by approximately 36 cents.	Increases to basic residential recurring and non-recurring rates would be in four steps spread over three years.	Increase non-recurring revenues from $1.2 million to $2.4 million so that basic local rates can be raised by $1.2 million less than requested.

Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.	Increase Lifeline eligibility to 135% of the federal poverty level.
	Lifeline rates would not be increased for four years.	Lifeline rates would not be increased for four years.
Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.	Will work with PSC to review ECS in a Commission workshop.

AARP contends that these proposals effectively modified the ILECs' petitions, and that approval of the modified petitions appears contrary to Section 364.164(1), Florida Statutes, which specifically provides that this Commission shall issue an order "granting or denying" any petition. AARP contends that we were authorized only to approve or deny the petitions, not to modify them. AARP adds that the only proper way for this Commission to grant the petitions with the offered amendments would have been to deny the petitions, but with specific directions that amended petitions incorporating the above concessions would be considered on an expedited basis. AARP also notes that these proposals were offered late in the proceeding, and that, consequently, AARP and the other consumer representatives had no opportunity to conduct discovery or cross-examination regarding the proposals.

The respondents maintain that AARP has not identified a mistake of fact or law on this point. They argue not only that the statute should not be read to preclude amendments to the petitions, but also that even if the statute is read as suggested by AARP, we considered and approved the proposals as a matter separate and apart from our consideration of the petitions. Thus, no violation occurred even under AARP's reading of the statute.

In addition, AT&T and MCI emphasize that the ILECs' additional proposals are beyond the scope of their specific requests to reduce access charges in a revenue neutral manner; thus, their approval does not result in any violation of Section 364.164(1), Florida Statutes. Sprint adds that its proposal to spread the proposed increases in four steps over three years was made in response to the testimony of Commission staff witness Shafer, and that all parties had the opportunity to cross-examine Mr. Shafer. Furthermore, Sprint notes that AARP did cross-examine Sprint's witnesses regarding Mr. Shafer's proposal.

b. Decision

The Hearing Transcript clearly reflects that the additional commitments of the ILECs were addressed and approved after the ILECs' petitions had been approved, which demonstrates that the Commission did not consider the additional commitments to constitute amendments to

the petitions. See Transcript Vol. 16 at pp. 2057-2060. Thus, to the extent the Order at p. 56 gives the impression that we considered the additional proposals to constitute amendments to the petitions, the Order is in error. Because we accepted and approved the additional ILEC commitments as a matter separate and apart from our approval of the ILEC Petitions under the criteria outlined in Section 364.164, Florida Statutes, we hereby amend our Order such that the first sentence under the heading "Conclusion" on page 56 of the Order shall now read:

> Based on the foregoing, we hereby grant the Petitions of Verizon, Sprint, and BellSouth as filed in Dockets Nos. 030867-TL, 030868-TL, and 030869-TL~~, as amended by commitments made on the record at the final hearing~~.

Otherwise, AARP's motion on this point is denied, because we are not persuaded that our approval of the additional commitments constituted modification of the Petitions or approval of modifications to the Petitions.[5]

3. Assignment of the Cost of the Local Loop

a. Arguments

AARP argues that we erred by assigning the entire cost of the local loop to basic local service. Had we done otherwise, AARP contends that this Commission could not have concluded that intrastate access charges provide support for basic local telecommunications rates. AARP emphasizes that our only past decision on this point was the 1998 Report on Fair and Reasonable Rates to the Legislature, which AARP maintains: (1) is not legally binding; (2) is not economically and logically sound; and (3) "fl[ies] in the face of the financial facts governing the operation of the ILECs." AARP contends that the testimony in the case reflects that there are other services that could not exist without the local loop; therefore, if only basic local service bears the cost of the loop, other services get a "free ride." While AARP seems to acknowledge that there is no economic principle requiring that the costs of the local loop be spread across other ancillary services, AARP contends that "fundamental fairness and basic common sense" require that the costs be spread.

The respondents maintain, as a general matter, that AARP's assertions on this point are pure reargument and that the Commission has already addressed and rejected these contentions. They further argue that the record supports this Commission's conclusion, referencing in particular the testimony of witnesses Caldwell (as adopted by witness Shell), Banerjee, and Dickerson. Citing the Hearing Transcript Vol. 8 at pages 928 through 929, Verizon, in

[5] In reaching this conclusion, we do not determine whether AARP's interpretation of the statute on this point is correct. Rather, we simply do not reach that point, because we considered the Petitions and additional commitments separately.

particular, emphasizes that ". . . the ILEC witnesses went to great lengths to explain that local loop costs cannot be fairly apportioned to services other than basic service."

b. Decision

AARP has not identified any mistake in our conclusion regarding the assignment of the loop costs, but merely argues against the weight we gave to the evidence presented, which does not identify a mistake of fact or law in our decision. Furthermore, we did not rely solely upon the Fair and Reasonable Rate Report as the basis for our conclusion that the costs of the local loop should not be allocated beyond basic local service. In fact, the second sentence of the section of the Order containing our findings on this point states that, "In making this finding, we accept the economic testimony of the ILECs' and IXCs' witnesses, which treat the cost of the local loop as a cost of basic local service." Order at p. 21. While we did place some weight on the fact that this issue had been considered previously in the context of the Fair and Reasonable Rates Report, the Order clearly reflects that this Commission did not find our earlier decision to be binding precedent. Instead, we simply found that neither AARP nor OPC had provided any "new persuasive basis" to deviate from that earlier conclusion, which was supported on the current record by testimony of the ILEC and IXC witnesses. Order at p. 22. AARP's motion on this point is, therefore, denied.

4. Support Is Barrier to Competition/Removal Will Induce Enhanced Market Entry

a. Arguments

Based upon its assertion that our conclusion that the costs of the loop should not be allocated is erroneous, AARP next argues that we erred by concluding that the existence of support serves as a barrier to competitive entry and that removal of that barrier will induce enhanced market entry. AARP further contends that even if there is some amount of support for local service derived from access fees, the record does not show that the existence of such support serves as a barrier to entry by efficient competitors. Instead, AARP argues, the record shows that competition for the residential customer has increased in recent years without increases in the rates charged by the ILECs for local service.

AARP also contends that the record does not show that increasing local rates will induce enhanced market entry, specifically disputing the testimony offered by Knology and AT&T. AARP maintains that the testimony offered by these companies regarding their entry into Florida markets is just as easily attributed to other factors unrelated to the ILECs' Petitions in this case. Thus, AARP argues that our decision on this point is not based upon competent, substantial evidence and should be reconsidered.

The responding parties argue that the record does, in fact, support this Commission's conclusions that support for basic local service provided by access charges does impede competition and that removal of that support will induce enhanced market entry. They maintain that AARP is improperly re-arguing its case and only disputes the weight that we gave to the evidence in the record. Therefore, they argue that the Motion on this point should be denied.

b. Decision

As demonstrated by the discussion at pages 24 - 26 and 38 - 39 of our Order, we gave careful, thoughtful consideration to the record on these points. We considered testimony from experts on economic theory, as well as empirical evidence. Based on that evidence, we reached the well-reasoned conclusions that: (1) the current level of support for basic local service rates provided by access charges makes it economically infeasible for CLECs " . . . to price complementary products and packages in a manner that would allow [the CLEC] to make up for lack of profitability in the provision of basic service"; (2) CLECs, as a result, are unable to effectively bundle products and services for consumers, limiting their ability to serve customers, and particularly residential customers, on a profitable basis; (3) poor profitability, or limited profitability, is the main deterrent to entry; and (4) granting the petitions will remove an obstacle to market entry, providing opportunities for competitors to not only enter new markets, but also to offer new products and services beyond those that they would otherwise be able to offer were the market to remain constrained by the pricing vestiges of the former regulatory regime. Order at pp. 24, 38, 39. We found the testimony of witnesses Gordon, Mayo, and Boccucci particularly persuasive on these points, as well as evidence from our own Competition Report.

Furthermore, we specifically addressed and rejected AARP's and OPC's concerns about the effect access charge reductions would have on competition in view of testimony from Knology's witness Boccucci that granting the ILEC petitions would allow his company to attract and deploy new capital in Florida, thereby offering Florida consumers a choice of providers in the residential and business local exchange markets, as well as a choice of new services. Order at pp. 26, 28, and 38. AARP's attempt to dismiss the example provided by Knology as ". . . a cable TV operation that sells telephone service as an ancillary operation" is not well-taken, because we recognized that Knology, regardless of how characterized, offers consumers a competitive choice in telecommunications providers and services. AARP Motion at p. 7; Order at pp. 29-30.

In sum, AARP has not identified any error in our decision on these points, nor anything we overlooked. AARP simply re-argues its case and disputes the weight given by this Commission to certain witnesses' testimony. As such, AARP's Motion on this aspect of the Order is denied.

5. Benefit to Residential Consumers

a. Arguments

AARP argues that we erred by concluding that residential customers will benefit as a result of granting the ILECs' petitions. AARP notes, in particular, that it believes we erred in our consideration of the impact of the flow-through of the access charge reductions by the IXCs. Specifically, AARP contends that in rejecting arguments made by OPC's witness Ostrander that the Petitioners were unable to quantify the benefits to customers, we erroneously stated that:

> We reject that argument, and find that the preponderance of the evidence in the proceeding shows that the benefits to residential customers as a whole generated by the resulting decreases in long distance rates and elimination of the in-state connection fee will outweigh the increases in local rates.

Order at p. 30. AARP contends this statement is false. AARP argues that the evidence reflects that 90% of the increases will be borne by residential customers, while the IXCs intend to flow through the access charge reductions to all of their customers, including their multi-line business customers. AARP adds that the record shows that more than half of the access charge reductions will be flowed through to IXCs' large customers.

AARP also contends that there was no demonstration that technological advances would occur, or that there would be any increased quality of service. AARP adds that comments in our Order regarding long term reductions in local service rates are similarly unsubstantiated.

In response, AT&T and MCI simply contend that, "AARP's final point of factual mistake is . . . argumentative about the conclusions drawn from the evidence and not a complaint about the evidence itself." Response at p. 17. By and large, the other responses on this point are similar. The respondents further maintain that AARP raises arguments that are not relevant to the inquiry regarding the ILECs' Petitions, because this Commission was not required to consider the degree of benefit that residential customers would receive from the long distance rate reductions. Regardless, each cites to numerous portions of the record that they believe support our conclusions.

b. Decision

Upon consideration, we find that we carefully weighed the evidence presented on this issue, and even considered evidence on benefits derived from long distance rate reductions that

we concluded we were not required to consider.[6] We received and considered testimony that residential customers will benefit as a result of increased competition from having choices regarding providers, services, technologies and pricing. We also heard testimony that customers would benefit from upgraded quality and increased calling volumes as a result of competition and reduced long distance rates. Order at pp. 26-28. In addition, we considered the arguments offered by OPC, AARP, Common Cause, and Sugarmill Woods that no benefit had been shown and that the market would not be enhanced as claimed by the ILECs, because the ILECs' testimony was based on a flawed model. Id. In the end, we weighed the evidence presented and concluded that residential consumers would ultimately experience an overall benefit from the increased competition that will result from the implementation of the ILECs' petitions. AARP has not identified an error in this conclusion, but, again, simply re-argues its case and asks us to re-weigh the evidence. As such, we find it appropriate to reject this aspect of AARP's Motion as well.

We acknowledge, nevertheless, that clarification to a limited degree may be warranted with regard to the sentence in our Order describing our finding that ". . .the benefits to residential customers as a whole generated by the resulting decreases in long distance rates and elimination of the in-state connection fee will outweigh the increases in local rates." The referenced sentence was not intended to indicate that we found that the long distance rate reductions would result in a "dollar for dollar" offset of the local rate increases for residential customers. Rather, as the rest of the Order more clearly explains, we found that many customers would receive the benefit of reduced long distance rates, as well as the elimination of the in-state connection fee, and that even those who did not receive a rate reduction would receive a qualitative benefit from increased availability of bundled offerings, more competitive options for service, and stimulated long distance usage. Ultimately, the sentence criticized by AARP was intended to reflect that the cumulative benefits resulting from granting the ILECs' petitions, including long distance rate reductions, would offset the impact of the local rate increases. Thus, the specific sentence on page 30 of the Order that AARP has referenced is hereby clarified to read as follows:

> We reject that argument, and find that the preponderance of evidence in the proceeding shows that the qualitative and quantitative benefits to residential customers as a whole generated by the resulting decreases in long distance rates, ~~and~~ elimination of the in-state connection fee, increased availability of bundled offerings, more competitive options for service, and stimulated long distance usage will outweigh the increase in local rates.

[6] "While Section 364.164 does not mandate that we consider the degree of benefit to residential customers from long distance rate reductions, our review of the legislative history convinces us that it is within our discretion to do so." Order at p. 30.

IV. CONCLUSION

For all of the foregoing reasons, the Motions for Reconsideration are denied. Neither motion identifies a mistake of fact or law in this Commission's decision. However, we hereby clarify or amend our Order in certain respects, as set forth more specifically in the Section III of this Order. In brief, we clarify or amend our Order by: (1) adding language to confirm that we considered the impact of Section 364.01(4)(a) in reaching our decision; (2) amending the Order to clarify that we delegated to our staff the authority to review the required tariff filings and to issue administrative final orders approving those tariffs; (3) amending the Order to clarify that our approval of certain ILEC commitments was not a precondition to the approval of the ILECs' petitions; and (4) clarifying that in analyzing the benefits to residential consumers of long distance rate reductions, we considered qualitative as well as quantitative benefits. With these amendments and clarifications, we find that we have fully performed our duty and rendered our decision in this consolidated proceeding in accordance with the applicable provisions of Chapter 364, Florida Statutes.

It is therefore

ORDERED by the Florida Public Service Commission that the Motions for Reconsideration filed by the AARP and the Attorney General of the State of Florida are hereby denied. It is further

ORDERED that Order No. PSC-03-1469-FOF-TL, issued December 24, 2003, is hereby amended and clarified as set forth in the body of this Order. It is further

ORDERED that Order No. PSC-03-1469-FOF-TL is otherwise reaffirmed in all other respects. It is further

ORDERED that these Dockets shall remain open pending conclusion of the appellate process.

By ORDER of the Florida Public Service Commission this 4th day of May, 2004.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: /s/ Kay Flynn
Kay Flynn, Chief
Bureau of Records

This is a facsimile copy. Go to the Commission's Web site, http://www.floridapsc.com or fax a request to 1-850-413-7118, for a copy of the order with signature.

(SEAL)

BK

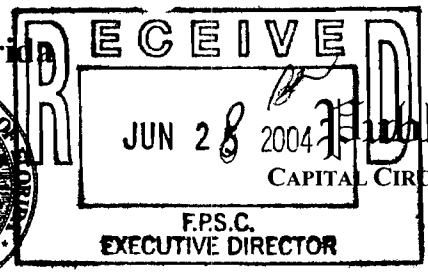
NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of the Commission Clerk and Administrative Services and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

State of Florida





Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: June 25, 2004

TO: Mary Andrews Bane, Executive Director

FROM: Kay B. Flynn, Chief of Records, Division of the Commission Clerk & Administrative Services

RE: Dockets 030867, 030868, 030869, and 030961 - Attorney General, OPC, and AARP vs. FPSC

Permission is requested to make one copy of each of the confidential documents (recognizable as the numbers highlighted in **bold**) on the attached pages. The copies will be included in the record being prepared for filing in the Florida Supreme Court.

Attachment

cc: Blanca S. Bayó, Director, CCA
Richard Melson, General Counsel

Approved
MBB
6/28/04

CONFIDENTIAL DOCUMENTS ADMITTED AT HEARING

Portions of direct testimony of John M. Felz and Exhibit JMF-4 and portions of Kent W. Dickerson Exhibit KWD-2, on behalf of Sprint, filed August 27, 2003 **(DN 08011-03)**

Daonne D. Caldwell Exhibit's DDC-1, DDC-2, DDC-4, and SCIS model developed by Telcordia, and certain pages from E. Steven Bigelow Exhibits SB-1 through SB-4, on behalf of BellSouth, filed August 27, 2003 (DDC-1, 2, and 4 are part of *Hearing Exhibit 52*) **(DN 08022-03)**

BSTLM loop model (Exhibit DDC-1), on behalf of BellSouth, filed August 28, 2003 (DDC-1 is part of *Hearing Exhibit 52*) **(DN 08043-03)**

Daonne D. Caldwell Exhibit DDC-1, on behalf of BellSouth, filed August 28, 2003 (DDC-1 is part of *Hearing Exhibit 52*) **(DN 08044-03)**

Revised Exhibit DDC-1 to Daonne D. Caldwell, on behalf of BellSouth, filed September 12, 2003 (DDC-1 is part of *Hearing Exhibit 52*) **(DN 08671-03)**

Page 9 of amended direct testimony of John M. Felz, on behalf of Sprint, filed October 1, 2003 **(DN 09489-03)**

Revision to part of Daonne D. Caldwell's Exhibit DDC-1 (Basic Local Study Service), on behalf of BellSouth, filed October 2, 2003 (DDC-1 is part of *Hearing Exhibit 52*) **(DN 09499-03)**

Portions of amended direct testimony of Orville D. Fulp and portions of amended Exhibits ODF-1, ODF-2, and ODF-3, on behalf of Verizon, filed October 2, 2003 (Exhibits ODF-1 through 3 make up *Hearing Exhibit 59.*) **(DNs 08008-03 and 09527-03)**

Portions of direct testimony of Dr. David J. Gabel with Appendices 3 and 4, on behalf of OPC, filed October 31, 2003 **(DN 10838-03)**

Exhibits MNC-1 through MNC-7 to direct testimony of Dr. Mark N. Cooper, on behalf of AARP, filed October 31, 2003 (Exhibits MNC-1, 2, and 6 make up *Hearing Exhibit 82.*) **(DN 10846-03)**

Certain information in rebuttal testimony of Carl R. Danner and Evan T. Leo, on behalf of Verizon, filed November 19, 2003 **(DN 11654-03)**

Certain information contained in direct testimony of John Broten, Page Nos. 5 and 6, on behalf of Verizon Long Distance, filed November 19, 2003 **(DN 11662-03)**

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Highlighted information on Page Nos. 4 and 9 of direct testimony of Eric W. Kapka and in Exhibit No. EWK-1, on behalf of Sprint, filed November 19, 2003 **(DN 11688-03)**

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Certain information in direct testimony of Richard T. Guepe, on behalf of AT&T, filed November 19, 2003 **(DN 11694-03)**

Testimony and proprietary work paper of OPC's witness Dr. David J. Gabel and Exhibit Nos. MNC-1 and MNC-2 for AARP's witness Dr. Mark N. Cooper, on behalf of BellSouth, filed November 21, 2003 (Appendix 1 from Gabel's testimony is *Hearing Exhibit 78.*) **(DN 11890-03)**

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Hearing Exhibit No. 40, filed December 17, 2003 [Note: Exhibit contains confidential Document Nos. 11783-03 (cross-reference 12712-03) and 12053-03 (cross-reference 12706-03).] **(DN 13133-03)**

Hearing Exhibit No. 42, filed December 17, 2003 [Note: Exhibit contains confidential Document No. 12258-03 (cross-reference 12697-03).] **(DN 13134-03)**

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Hearing Exhibit No. 66, filed December 17, 2003 [Note: Exhibit contains portions of confidential Document No. 08011-03.] **(DN 13138-03)**

Hearing Exhibit No. 70, filed December 17, 2003 [Note: Exhibit contains portions of confidential Document No. 08011-03.] **(DN 13139-03)**

Hearing Exhibit No. 86, filed January 14, 2004 **(DN 00592-04)**

Hearing Exhibit No. 56, filed January 15, 2004 **(DN 00616-04)**

Hearing Exhibit No. 75, filed January 15, 2004 **(DN 00617-04)**

Hearing Exhibit No. 63, filed June 23, 2004 **(DN 06895-04)**

Hearing Exhibit No. 48, filed June 23, 2004 **(DN 06927-04)**

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Volume 2 of 2 to audit workpapers for Sprint (Audit Control No. 03-247-2-2), filed September 19, 2003 **(DN 08996-03)**

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Supplemental response to Citizens' 1st POD No. 6 ("edge-out" document), on behalf of Sprint **(DN 10776-03)**

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Response to staff's late-filed deposition request (documentation and work papers provided in response to billing units verification audit), on behalf of BellSouth **(DN 12703-03)**

Revised Exhibits and SB-2 to direct testimony of E. Steven Bigelow, on behalf of BellSouth, filed December 10, 2003 **(DN 12709-03)**

Supplemental responses to OPC's 2nd and 3rd set of interrogatories, Nos. 25, 27, 39, 41, 42, 43, 44, 46, and 47 (hard copy), and 2nd request for PODs, Nos. 26, 27, 28 (on CD), on behalf of BellSouth **(DN 12716-03)**

First supplemental response to staff's 6th set of interrogatories, Item Nos. 103 and 104, on behalf of BellSouth **(DN 12948-03)**

Information from December 16, 2003 agenda conference, on behalf of Commission, filed December 19, 2003 **(DN 13194-03)**

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

CAPITAL CIRCLE OFFICE CENTER
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850

Public Service Commission

August 6, 2004

Ms. Charlotte Wheeler
Office of the Attorney General
The Capitol
Tallahassee, Florida 32399-1050

Re: Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI - Charles J. Crist, Jr., Attorney General, State of Florida; Harold McLean, Public Counsel, State of Florida; AARP vs. Florida Public Service Commission, Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946

Dear Ms. Wheeler:

Pursuant to your request, enclosed is a copy of confidential Document Nos. 06895-04, 06927-04, and 12083-03, confidential documents designated as Hearing Exhibit Nos. 48, 63, and 80.

Please sign below to indicate receipt of this document.

Sincerely,

Kay Flynn
Chief of Records

Enclosure

cc: Rick Melson, Office of the General Counsel

Received by _____ Date 8/10/04

State of Florida

RECEIVED
AUG 6 2004
F.P.S.C.
EXECUTIVE DIRECTOR

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: August 6, 2004
TO: Dr. Mary A. Bane, Executive Director
FROM: Kay Flynn, Bureau of Records KF
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI - Charles J. Crist, Jr., Attorney General, State of Florida; Harold McLean, Public Counsel, State of Florida; AARP vs. Florida Public Service Commission, Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946

A request for a copy of confidential document Nos. 06895-04, 06927-04, and 12083-03 was made by Charlotte Wheeler with the Attorney General's Office, who is working on the appeal record to the above referenced dockets. The confidential documents are designated as Hearing Exhibit Nos. 48, 63, and 80. Authorization is requested for the clerk's office to prepare a copy of these confidential documents for the Attorney General's Office.

cc: Blanca S. Bayó
Rick Melson

Approved.
MMB
8/6/04

cc: Melson\GCL

State of Florida

Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: August 10, 2004
TO: Dr. Mary A. Bane, Executive Director
FROM: Kay Flynn, Bureau of Records
RE: Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI - Charles J. Crist, Jr., Attorney General, State of Florida; Harold McLean, Public Counsel, State of Florida; AARP vs. Florida Public Service Commission, Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946

Charlotte Wheeler reviewed the appeal record in the above referenced dockets yesterday and requested copies of confidential Document Nos. 08043-03, 08044-03, and 09499-03. Ms. Wheeler is presently working on the record appeal for the Office of the Attorney General, who is involved with these proceedings. Authorization is requested to make copies of these confidential documents.

cc: Blanca S. Bayó
Patty Christensen

RECEIVED
AUG 11 2004
F.P.S.C.
EXECUTIVE DIRECTOR

Approved
MBB
8/11/04

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

August 17, 2004

Charles J. Crist, Jr., Esquire
Office of the Attorney General
PL-01, The Capitol
Tallahassee, Florida 32399-1050

Re: Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI - Charles J. Crist, Jr., Attorney General, State of Florida; Harold McLean, Public Counsel, State of Florida; AARP vs. Florida Public Service Commission, Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946

Dear Mr. Crist:

I have enclosed an invoice reflecting charges for preparation of the above-referenced record. Please forward a check in the amount indicated, made payable to the Florida Public Service Commission, at your earliest convenience.

Do not hesitate to call if you have any questions concerning this matter.

Sincerely,

Kay Flynn, Chief
Bureau of Records

KF:mhl
Enclosure

FLORIDA PUBLIC SERVICE COMMISSION

2540 Shumard Oak Blvd. ◆ Tallahassee, Florida 32399-0850

9754

This number must appear on all checks or correspondence regarding this invoice.

Date: 8/17/04

To: Charles J. Crist, Jr., Esquire
Office of the Attorney General
PL-01, The Capitol
Tallahassee, Florida 32399-1050

Date Paid _____

Amount Paid _____

Check # _____

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PSC Signature _____

Please make checks payable to: FLORIDA PUBLIC SERVICE COMMISSION

QUANTITY	DESCRIPTION	PRICE	AMOUNT
10,965 pgs	Copying and preparation of Dockets 030867-TL, 030868-TL, 030869-TL, and 030961-TI on appeal to Supreme Court, Case No. SC04-9	@.05¢ per pg	$548.25
18 CDs	CDs	@$2.00 per	36.00
1	Certificate of Director	-	4.00
		TOTAL	$588.25

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LILA A. JABER
J. TERRY DEASON
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

August 17, 2004

Charles J. Crist, Jr., Esquire
Office of the Attorney General
PL-01, The Capitol
Tallahassee, Florida 32399-1050

Re: Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI - Charles J. Crist, Jr., Attorney General, State of Florida; Harold McLean, Public Counsel, State of Florida; AARP vs. Florida Public Service Commission, Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946

Dear Mr. Crist:

Enclosed is the index to the above-referenced dockets on appeal. Please look the index over and let me know if you have any questions concerning the contents of the record.

The record will be filed with the Court on or before November 5, 2004.

Sincerely,

Kay Flynn, Chief
Bureau of Records

KF:mhl

cc: Harold McLean, Esquire
Michael B. Twomey, Esquire
Richard Melson, Esquire
David E. Smith, Esquire
Parties of record

Charles J. Crist, Jr., Attorney General, State of Florida
vs.
Florida Public Service Commission, et al.
Supreme Court Case No. SC04-9

***

Harold McLean, Public Counsel, State of Florida
vs.
Florida Public Service Commission, et al.
Supreme Court Case No. SC04-10

***

AARP
vs.
Florida Public Service Commission, et al.
Supreme Court Case No. SC04-946

FPSC Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

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(03586-04) Document entitled "Attorney General seeks public access to documents in phone rate hike case", attached amended request for oral argument, and copies of letters dated March 17, 2004 to MCI, Verizon, Sprint, BellSouth, and AT&T, on behalf of Attorney General, filed March 17, 2004 ..... **3,712**

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(04838-04) Memorandum from GCL and CMP to CCA, filed April 26, 2004 ..... **3,791**

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Transcript of hearing held December 16, 2003, Volume 16, pages 1,946 through 2,064

NON-CONFIDENTIAL HEARING EXHIBITS

(See hearing transcript for full description.)

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CONFIDENTIAL DOCUMENTS ADMITTED IN RECORD AT HEARING

Portions of direct testimony of John M. Felz and Exhibit JMF-4 and portions of Kent W. Dickerson Exhibit KWD-2, on behalf of Sprint, filed August 27, 2003
(Pages 1 - 9)
(DN 08011-03)

Daonne D. Caldwell Exhibit's DDC-1, DDC-2, DDC-4, and SCIS model developed by Telcordia, and certain pages from E. Steven Bigelow Exhibits SB-1 through SB-4, on behalf of BellSouth, filed August 27, 2003
(DDC-1, 2, and 4 are part of ***Hearing Exhibit 52.***)
(Pages 10 - 470)
(DN 08022-03)

BSTLM loop model (Exhibit DDC-1), on behalf of BellSouth,
filed August 28, 2003, on CDS only
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Pages 471 - 472)
(DN 08043-03)

Daonne D. Caldwell Exhibit DDC-1, on behalf of BellSouth,
filed August 28, 2003, on CDS only
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Page 473)
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Revised Exhibit DDC-1 to Daonne D. Caldwell, on behalf of BellSouth,
filed September 12, 2003
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Pages 474 - 501)
(DN 08671-03)

Page 9 of amended direct testimony of John M. Felz, on behalf of Sprint,
filed October 1, 2003
(Page 502)
(DN 09489-03)

Revision to part of Daonne D. Caldwell's Exhibit DDC-1 (Basic Local Study Service),
on behalf of BellSouth,
filed October 2, 2003, on CDS only
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Pages 503 - 504)
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Portions of amended direct testimony of Orville D. Fulp and portions of amended Exhibits ODF-1, ODF-2, and ODF-3, on behalf of Verizon, filed October 2, 2003
(Exhibits ODF-1 through 3 make up ***Hearing Exhibit 59***.)
(Pages 504A-X, 505 - 531)
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Portions of direct testimony of Dr. David J. Gabel with Appendices 3 and 4, on behalf of OPC, filed October 31, 2003
(Pages 532 - 633)
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Exhibits MNC-1 through MNC-7 to direct testimony of Dr. Mark N. Cooper, on behalf of AARP, filed October 31, 2003
(Exhibits MNC-1, 2, and 6 make up ***Hearing Exhibit 82***.)
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Certain information in rebuttal testimony of Carl R. Danner and Evan T. Leo, on behalf of Verizon, filed November 19, 2003
(Pages 661 - 663)
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Certain information contained in direct testimony of John Broten, Page Nos. 5 and 6, on behalf of Verizon Long Distance, filed November 19, 2003
(Pages 664 - 665)
(DN 11662-03)

Rebuttal testimony of John A. Ruscilli, on behalf of BellSouth, filed November 19, 2003
(Pages 666 - 688)
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Rebuttal testimony of E. Steven Bigelow, on behalf of BellSouth, filed November 19, 2003
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(DN 11684-03)

Highlighted information on Page Nos. 4 and 9 of direct testimony of Eric W. Kapka and in Exhibit No. EWK-1, on behalf of Sprint, filed November 19, 2003
(Pages 692 - 695)
(DN 11688-03)

Certain information in direct testimony of Joseph Dunbar, on behalf of MCI, filed November 19, 2003
(Pages 696 - 703)
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Certain information in direct testimony of Richard T. Guepe,
on behalf of AT&T, filed November 19, 2003
(Pages 704 - 716)
(DN 11694-03)

Testimony and proprietary work paper of OPC's witness Dr. David J. Gabel
and Exhibit Nos. MNC-1 and MNC-2 for AARP's witness Dr. Mark N. Cooper,
on behalf of BellSouth, filed November 21, 2003
(Appendix 1 from Gabel's testimony is ***Hearing Exhibit 78***.)
(Pages 717 - 997)
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Revised direct testimony of Joseph Dunbar, on behalf of MCI, filed November 25, 2003
(Pages 998 - 1005)
(DN 12023-03)

Rebuttal testimony of Bion C. Ostrander with Exhibit BCO-1, on behalf of OPC,
filed November 26, 2003
(Exhibit BCO-1 is ***Hearing Exhibit 80***.)
(Pages 1006 - 1037)
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Revised pages 42 and 43 of rebuttal testimony of Carl R. Danner, on behalf of Verizon
(Pages 1038 - 1039)
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Information contained in rebuttal testimony of E. Steven Bigelow, John A. Ruscilli,
and Exhibit No. WBS-1 of W. Bernard Shell rebuttal testimony,
on behalf of BellSouth, filed December 10, 2003
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Hearing Exhibit No. 39, filed December 17, 2003,
portions on CD
[Note: Exhibit contains confidential Document Nos. 08885-03, 09366-03, 09449-03,
10128-03, 10632-03, 10697-03, 11728-03, 11928-03, and 11932-03.]
(Pages 1068 - 1333)
(DN 13131-03)

Hearing Exhibit No. 41, filed December 17, 2003,
portions on CD
[Note: Exhibit contains confidential Document Nos. 09829-03 (cross-reference 08944-03),
10142-03 (cross-reference 11002-03), 10288-03 (cross-reference 09578-03),
11531-03 (cross-reference 12514-03), 11533-03, 12155-03,
11885-03 (cross-reference 12608-03), and 11794-03.]
(Pages 1334 - 1419)
(DN 13132-03)

Hearing Exhibit No. 40, filed December 17, 2003
[Note: Exhibit contains confidential Document Nos. 11783-03 (cross-reference 12712-03) and 12053-03 (cross-reference 12706-03).]
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Hearing Exhibit No. 42, filed December 17, 2003
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Hearing Exhibit No. 43, filed December 17, 2003
[Note: Exhibit contains confidential Document No. 12499-03.]
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[Note: Exhibit contains confidential Document No. 12491-03.]
(Pages 1439 - 1443)
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[Note: Exhibit contains portions of confidential Document No. 08011-03.]
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[Note: Exhibit contains portions of confidential Document No. 08011-03.]
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Hearing Exhibit No. 86, filed January 14, 2004
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Hearing Exhibit No. 56, filed January 15, 2004
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Hearing Exhibit No. 63, filed June 23, 2004
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Hearing Exhibit No. 48, filed June 23, 2004
(Pages 1510 - 1520)
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CONFIDENTIAL DOCUMENTS NOT ADMITTED IN RECORD AT HEARING

Switching cost information system, on behalf of BellSouth,
filed August 28, 2003, on CD only
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Volume 2 of 2 to audit workpapers for Verizon (Audit Control No. 03-247-2-1),
filed September 19, 2003
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Volume 2 of 2 to audit workpapers for Sprint (Audit Control No. 03-247-2-2),
filed September 19, 2003
(Pages 1542 - 1556)
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ALL CORRESPONDENCE FILED IN DOCKETS 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Pages 1 through 617 (Pouch 1 of 3)
Pages 618 through 1,234 (Pouch 2 of 3)
Pages 1,235 through 1,851 (Pouch 3 of 3)

Mary Bane

To: Rick Melson
Cc: Kay Flynn; Marguerite Lockard
Subject: RE: Confidential Document Copy Request

Approved. 9/8/04

-----Original Message-----
From: Rick Melson
Sent: Wednesday, September 08, 2004 3:28 PM
To: Mary Bane
Cc: Kay Flynn; Marguerite Lockard
Subject: Confidential Document Copy Request

Mary:

Please approve CCA to make a copy for me of the confidential exhibits from the access charge reduction dockets (Docket Nos. 030867-TP et al.). I need ready access to a working copy as we prepare an Answer Brief in the Supreme Court Appeal.

Thanks,
Rick

Approved.
MMB
9/8/04

(1)

Marguerite Lockard

From: Mary Bane
Sent: Wednesday, September 08, 2004 5:17 PM
To: Rick Melson
Cc: Kay Flynn; Marguerite Lockard; Betty Ashby
Subject: RE: Confidential Document Copy Request

Approved. 9/8/04

-----Original Message-----
From: Rick Melson
Sent: Wednesday, September 08, 2004 3:28 PM
To: Mary Bane
Cc: Kay Flynn; Marguerite Lockard
Subject: Confidential Document Copy Request

Mary:

Please approve CCA to make a copy for me of the confidential exhibits from the access charge reduction dockets (Docket Nos. 030867-TP et al.). I need ready access to a working copy as we prepare an Answer Brief in the Supreme Court Appeal.

Thanks,
Rick

(R. Melson\GCL)

DNs rec'd Rico D. F~ (4 pouches) date 9/9/04

DNs returned . . date 2005

(Note: CDs not included in Conf. DNs copied for Melson)

(2)

****CCA OFFICIAL DOCUMENT...****

Kimberley Pena 030867

From: Kay Flynn
Sent: Friday, September 10, 2004 4:38 PM
To: Kimberley Pena
Cc: Marguerite Lockard; 'doxford@radeylaw.com'
Subject: 030867, et al.

Kim, please use DN 01406-04 (directions to clerk) to add the Radey law firm to the docket mailing lists for these 4 dockets.

Thanks.

Kay

09/13/04

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

December 6, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946, Charles J. Crist, Jr., Harold McLean, and AARP, et al., vs. Florida Public Service Commission, et al. (Docket Nos. 030867, 030868, 030869, and 030861

Dear Mr. Hall:

The record in the above-referenced consolidated cases, consisting of 20 bound volumes, eight pouches containing transcripts and hearing exhibits, three pouches of correspondence, and four pouches (separately boxed and stamped "confidential"), is forwarded for filing in the Court. A copy of the final index is enclosed for your use. Please initial and date the copy of this letter to indicate receipt. ***Parties are advised by copy of this letter that, in order to maintain confidentiality of their clients' documents while at the Court, they must request confidential treatment by the Court.***

Do not hesitate to call me at 413-6744 if you have any questions concerning the contents of this record.

Sincerely,

Kay Flynn

Kay Flynn, Chief of Records

kf:mhl

Enclosure

cc: Parties of Record

Charles J. Crist, Jr., Attorney General, State of Florida
vs.
Florida Public Service Commission, et al.
Supreme Court Case No. SC04-9

***

Harold McLean, Public Counsel, State of Florida
vs.
Florida Public Service Commission, et al.
Supreme Court Case No. SC04-10

***

AARP
vs.
Florida Public Service Commission, et al.
Supreme Court Case No. SC04-946

FPSC Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

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(**12501-03**) Citizens' motion for reconsideration of Commission Order No. PSC-03-1331-FOF-TL, filed December 5, 2003 ..... **2,981**

(12572-03) Order PSC-03-1384-CFO-TL granting BellSouth's requests for specified confidential classification (Document Nos. 08022-03, 08043-03, 08044-03, 08045-03, 08671-03, 09412-03, 09952-03, 10204-03, and 10338-03), issued December 8, 2003 ..... **3,002**

(12610-03) AARP's motion for reconsideration of Commission Order No. PSC-03-1331-FOF-TL, or in the alternative to have Order reflect actual Commission vote, filed December 8, 2003 ..... **3,024**

(12635-03) Joint response of Verizon, Sprint, and BellSouth in opposition to AARP's request for official notice, filed December 8, 2003 ..... **3,038**

(12636-03) Joint motion of Verizon, Sprint, and BellSouth to strike portions of witness Cooper's direct testimony, filed December 8, 2003 ..... **3,049**

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(12672-03) Memorandum dated December 9, 2003 from Commission's Division of Competitive Markets and Enforcement to Commissioners with attached brief summary of testimony from the public hearings, filed December 9, 2003 ..... **3,057**

(12682-03) Memorandum dated December 9, 2003 from CMP to Commissioners with attached brief summaries of testimony compiled for each BellSouth, Verizon, and Sprint from the public hearings, filed December 9, 2003 ..... **3,062**

(12691-03) Notice of Attorney General of joining Citizens' motion for reconsideration of Commission Order No. PSC-03-1331-FOF-TL, filed December 9, 2003 ..... **3,108**

(12693-03) Joint response of Verizon, Sprint, and BellSouth in opposition to Citizens' and AARP's motions for reconsideration of Commission Order No. PSC-03-1331-FOF-TL and to AARP's alternative motion to have Order reflect actual Commission vote, filed December 10, 2003 ..... **3,112**

(12720-03) Order PSC-03-1386-PCO-TL on OPC's motion to compel against AT&T; motion to require AT&T to respond by Monday, December 8, 2003; and request for ruling of prehearing officer by Tuesday, December 9, 2003, issued December 10, 2003 ... **3,123**

(12840-03) Transcript of service hearing held December 10, 2003 in Tallahassee, filed December 11, 2003 ..... **3,132**

(12927-03) Order PSC-03-1401-CFO-TL granting BellSouth's request for specified confidential classification of Document No. 11890-03 (x-reference Document Nos. 10838-03 and 10846-03), issued December 12, 2003 ..... **3,200**

(12928-03) Order PSC-03-1402-CFO-TL granting Verizon's request for specified confidential classification for Document No. 11928-03, issued December 12, 2003 ..... **3,207**

(**12937-03**) Order PSC-03-1403-CFO-TL granting Verizon Long Distance's request for specified confidential classification for Document No. 11662-03, issued December 12, 2003 ..... **3,213**

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(**12939-03**) Order PSC-03-1405-CFO-TL granting Verizon's request for specified confidential classification for Document No. 11931-03, issued December 12, 2003 ..... **3,228**

(**12940-03**) Order PSC-03-1406-CFO-TL granting Knology's request for specified confidential classification for Document No. 12491-03, issued December 12, 2003 ..... **3,234**

(**12956-03**) Order PSC-03-1408-CFO-TL granting Verizon's request for specified confidential classification for Document No. 11728-03, issued December 12, 2003 ..... **3,241**

(**12958-03**) Memorandum from AUS to CMP in re Fulp's revised billing unit testimony, filed December 12, 2003 ..... **3,247**

(**13041-03**) Amendatory Order PSC-03-1405A-CFO-TL, issued December 16, 2003 ..... **3,249**

(**13123-03**) Order PSC-03-1432-CFO-TL granting Verizon's request for specified confidential classification for Document Nos. 11643-03 and 12272-03, issued December 17, 2003 ..... **3,251**

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(**13164-03**) Memorandum dated December 17, 2003 from GCL to CCA with attached PowerPoint presentations, filed December 18, 2003 ..... **3,257**

(**13460-03**) Order PSC-03-1469-FOF-TL on access charge reduction petitions, issued December 24, 2003 ..... **3,291**

(**00211-04**) Notice of appeal of Attorney General, filed January 7, 2004 ..... **3,350**

(**00212-04**) Notice of appeal of Harold McLean, OPC, filed January 7, 2004 ..... **3,411**

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(**00229-04, 00230-04**) Letter from Cecilia Bradley, Office of the Attorney General, with attached certificates of service to be included with notices of appeal by Attorney General and OPC, filed January 7, 2004 ..... **3,472**

(**00363-04**) Motion of Attorney General for reconsideration, filed January 8, 2004 ..... **3,475**

(**00375-04**) AARP's request for oral argument on reconsideration of Commission Order No. PSC-03-1469-FOF-TL, filed January 8, 2004 ..... **3,510**

(**00376-04**) AARP's motion for reconsideration of Commission Order No. PSC-03-1469-FOF-TL, filed January 8, 2004 ..... **3,514**

(**00464-04**) Motion of Attorney General for oral argument on his motion for reconsideration, filed January 12, 2004 ..... **3,528**

(**00517-04**) Order PSC-04-0037-PCO-TL extending time for filing responses to motions for reconsideration, issued January 13, 2004 ..... **3,531**

(**02203-04**) Order PSC-03-1326B-CFO-TP amended to reflect confidential treatment granted to Document No. 11533-03, issued February 17, 2004 ..... **3,535**

(**03115-04**) Order PSC-04-0239-CFO-TL granting Sprint's requests for confidential classification of Document Nos. 12155-03, 11499-03, 12608-03, 11885-03, 12514-03, 11531-03, 11794-03, and cross-referenced Hearing Exhibits 41 and 43, issued March 3, 2004 ..... **3,537**

(**03169-04**) Order PSC-04-0242-CFO-TL granting AT&T's request for specified confidential classification for Document No. 12680-03, issued March 4, 2004 ..... **3,546**

(**03170-04**) Order PSC-04-0243-CFO-TL granting MCI's request for specified confidential classification for Document No. 12023-03, issued March 4, 2004 ..... **3,551**

(**03171-04**) Order PSC-04-0244-CFO-TL granting AT&T's request for specified confidential classification for Document No. 11694-03 and Confidential Hearing Exhibit 75, issued March 4, 2004 ..... **3,556**

(**03254-04**) Order PSC-04-0256-CFO-TL granting BellSouth's request for specified confidential classification of Document No. 12716-03, issued March 8, 2004 ..... **3,561**

(**03255-04**) Order PSC-04-0257-CFO-TL granting BellSouth's request for specified confidential classification of Document No. 12697-03 (cross-reference Document No. 12258-03), issued March 8, 2004 ..... **3,569**

(**03256-04**) Order PSC-04-0258-CFO-TL granting BellSouth's request for specified confidential classification of Document No. 12709-03 (cross-reference Document Nos. 08022-03 and 09412-03), and Document No. 12700-03 (cross-reference Document Nos. 11683-03, 11684-03, and 11685-03), issued March 8, 2004 ..... **3,574**

(**03257-04**) Order No. PSC-04-0259-CFO-TL granting BellSouth's requests for specified confidential classification of Document No. 12703-03 (cross-reference Document Nos. 08022-03 and 09412-03), Document No. 12706-03 (cross-reference Document No. 12053-03), Document No. 12712-03 (cross-reference Document No. 11783-03), and Document No. 12634-03, issued March 8, 2004 ..... **3,582**

(03490-04) Verizon's response in opposition to ARP's motion for reconsideration, filed March 15, 2004 ..... **3,592**

(03492-04) Joint response of AT&T and MCI to AARP and Attorney General motions for reconsideration, filed March 15, 2004 ..... **3,623**

(03493-04) Sprint's response in opposition to motion for reconsideration and request for oral argument of Attorney General, filed March 15, 2004 ..... **3,645**

(03494-04) Sprint's response in opposition to motion for reconsideration and request for oral argument of AARP, filed March 15, 2004 ..... **3,661**

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(03504-04) Response of BellSouth and BellSouth Long Distance to AARP's motion for reconsideration and request for oral argument, filed March 15, 2004 ..... **3,679**

(03505-04) Response of BellSouth and BellSouth Long Distance to Attorney General's motion for reconsideration and motion for oral argument, filed March 15, 2004 ..... **3,696**

(03586-04) Document entitled "Attorney General seeks public access to documents in phone rate hike case", attached amended request for oral argument, and copies of letters dated March 17, 2004 to MCI, Verizon, Sprint, BellSouth, and AT&T, on behalf of Attorney General, filed March 17, 2004 ..... **3,712**

(03665-04) Letter dated March 17, 2004 to Commission's General Counsel from Attorney General, filed March 18, 2004 ..... **3,723**

(03995-04) Verizon's response in opposition to Attorney General's amended request for oral argument, filed March 29, 2004 ..... **3,724**

(03999-04) Sprint's response in opposition to Attorney General's amended request for oral argument, filed March 29, 2004 ..... **3,731**

(04018-04) Joint response to AT&T and MCI to the Attorney General's amended request for oral argument, filed March 29, 2004 ..... **3,737**

(04031-04) Response of BellSouth and BellSouth Long Distance to Attorney General's amended request for oral argument, filed March 29, 2004 ..... **3,747**

(04336-04) Amendatory Order PSC-04-0239A-CFO-TL, issued April 7, 2004 ..... **3,756**

(04361-04) Notice of Commission conference for publication in April 16, 2004 Florida Administrative Weekly, filed April 7, 2004 ..... **3,758**

(04534-04) Notice of rescheduling of Commission conference for publication in April 23, 2004 Florida Administrative Weekly, filed April 14, 2004 ..... **3,760**

(04647-04) Attorney General's notice of supplemental authority, filed April 19, 2004 ..... **3,762**

(04838-04) Memorandum from GCL and CMP to CCA, filed April 26, 2004 ..... **3,791**

(04898-04) Memorandum from GCL to CCA with attached documents distributed to Commissioners by staff during final consideration of issues on December 16, 2003, filed April 27, 2004 ..... **3,810**

(05058-04) Amendatory Order PSC-04-0243A-CFO-TL issued May 3, 2004 ..... **3,816**

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(05147-04) Transcript of special agenda held May 3, 2004, filed May 4, 2004 ..... **3,836**

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(05221-04) Vote sheet from May 3, 2004 Commission conference, filed May 5, 2004 .... **3,890**

(06243-04) Amended notice of appeal of Attorney General, filed June 1, 2004 ..... **3,892**

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(06287-04) AARP notice of appeal, filed June 3, 2004 ..... **3,978**

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HEARING TRANSCRIPTS

Transcript of hearing held December 10, 2003, Volume 1, pages 1 through 48 (reference court reporter's original page numbers in this and all succeeding volumes)

Transcript of hearing held December 10, 2003, Volume 2, pages 49 through 219

Transcript of hearing held December 10, 2003, Volume 3, pages 220 through 345

Transcript of hearing held December 10, 2003, Volume 4, pages 346 through 418

Transcript of hearing held December 11, 2003, Volume 5, pages 419 through 589

Transcript of hearing held December 11, 2003, Volume 6, pages 590 through 670

Transcript of hearing held December 11, 2003, Volume 7, pages 671 through 739

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Transcript of hearing held December 11, 2003, Volume 9, pages 933 through 1,150

Transcript of hearing held December 12, 2003, Volume 10, pages 1,151 through 1,286

Transcript of hearing held December 12, 2003, Volume 11, pages 1,287 through 1,408

Transcript of hearing held December 12, 2003, Volume 12, pages 1,409 through 1,530

Transcript of hearing held December 12, 2003, Volume 13, pages 1,531 through 1,670

Transcript of hearing held December 12, 2003, Volume 14, pages 1,671 through 1,863

Transcript of hearing held December 12, 2003, Volume 15, pages 1,864 through 1,945

Transcript of hearing held December 16, 2003, Volume 16, pages 1,946 through 2,064

NON-CONFIDENTIAL HEARING EXHIBITS

(See hearing transcript for full description.)

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 45, 46, 47, (49 not admitted), 50, 51, 53, 54, 55, 57, 58, 60, 61, 62, 65, 67, 68, 69, 71, 72, 73, 74, 76, 77, 79, 81, 83, 84, and 85

CONFIDENTIAL DOCUMENTS ADMITTED IN RECORD AT HEARING

Portions of direct testimony of John M. Felz and Exhibit JMF-4 and portions of Kent W. Dickerson Exhibit KWD-2, on behalf of Sprint, filed August 27, 2003
(Pages 1 - 9)
(DN 08011-03)

Daonne D. Caldwell Exhibit's DDC-1, DDC-2, DDC-4, and SCIS model developed by Telcordia, and certain pages from E. Steven Bigelow Exhibits SB-1 through SB-4, on behalf of BellSouth, filed August 27, 2003
(DDC-1, 2, and 4 are part of ***Hearing Exhibit 52.***)
(Pages 10 - 470)
(DN 08022-03)

BSTLM loop model (Exhibit DDC-1), on behalf of BellSouth,
filed August 28, 2003, on CDS only
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Pages 471 - 472)
(DN 08043-03)

Daonne D. Caldwell Exhibit DDC-1, on behalf of BellSouth,
filed August 28, 2003, on CDS only
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Page 473)
(DN 08044-03)

Revised Exhibit DDC-1 to Daonne D. Caldwell, on behalf of BellSouth,
filed September 12, 2003
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Pages 474 - 501)
(DN 08671-03)

Page 9 of amended direct testimony of John M. Felz, on behalf of Sprint,
filed October 1, 2003
(Page 502)
(DN 09489-03)

Revision to part of Daonne D. Caldwell's Exhibit DDC-1 (Basic Local Study Service),
on behalf of BellSouth,
filed October 2, 2003, on CDS only
(DDC-1 is part of ***Hearing Exhibit 52.***)
(Pages 503 - 504)
(DN 09499-03)

Portions of amended direct testimony of Orville D. Fulp and portions of amended Exhibits ODF-1, ODF-2, and ODF-3, on behalf of Verizon, filed October 2, 2003
(Exhibits ODF-1 through 3 make up ***Hearing Exhibit 59***.)
(Pages 504A-X, 505 - 531)
(DNs 08008-03 and 09527-03)

Portions of direct testimony of Dr. David J. Gabel with Appendices 3 and 4, on behalf of OPC, filed October 31, 2003
(Pages 532 - 633)
(DN 10838-03)

Exhibits MNC-1 through MNC-7 to direct testimony of Dr. Mark N. Cooper, on behalf of AARP, filed October 31, 2003
(Exhibits MNC-1, 2, and 6 make up ***Hearing Exhibit 82***.)
(Pages 634 - 660)
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Certain information in rebuttal testimony of Carl R. Danner and Evan T. Leo, on behalf of Verizon, filed November 19, 2003
(Pages 661 - 663)
(DN 11654-03)

Certain information contained in direct testimony of John Broten, Page Nos. 5 and 6, on behalf of Verizon Long Distance, filed November 19, 2003
(Pages 664 - 665)
(DN 11662-03)

Rebuttal testimony of John A. Ruscilli, on behalf of BellSouth, filed November 19, 2003
(Pages 666 - 688)
(DN 11683-03)

Rebuttal testimony of E. Steven Bigelow, on behalf of BellSouth, filed November 19, 2003
(Pages 689 - 691)
(DN 11684-03)

Highlighted information on Page Nos. 4 and 9 of direct testimony of Eric W. Kapka and in Exhibit No. EWK-1, on behalf of Sprint, filed November 19, 2003
(Pages 692 - 695)
(DN 11688-03)

Certain information in direct testimony of Joseph Dunbar, on behalf of MCI, filed November 19, 2003
(Pages 696 - 703)
(DN 11691-03)

Certain information in direct testimony of Richard T. Guepe,
on behalf of AT&T, filed November 19, 2003
(Pages 704 - 716)
(DN 11694-03)

Testimony and proprietary work paper of OPC's witness Dr. David J. Gabel
and Exhibit Nos. MNC-1 and MNC-2 for AARP's witness Dr. Mark N. Cooper,
on behalf of BellSouth, filed November 21, 2003
(Appendix 1 from Gabel's testimony is ***Hearing Exhibit 78.***)
(Pages 717 - 997)
(DN 11890-03)

Revised direct testimony of Joseph Dunbar, on behalf of MCI, filed November 25, 2003
(Pages 998 - 1005)
(DN 12023-03)

Rebuttal testimony of Bion C. Ostrander with Exhibit BCO-1, on behalf of OPC,
filed November 26, 2003
(Exhibit BCO-1 is ***Hearing Exhibit 80.***)
(Pages 1006 - 1037)
(DN 12083-03)

Revised pages 42 and 43 of rebuttal testimony of Carl R. Danner, on behalf of Verizon
(Pages 1038 - 1039)
(DN 12272-03)

Information contained in rebuttal testimony of E. Steven Bigelow, John A. Ruscilli,
and Exhibit No. WBS-1 of W. Bernard Shell rebuttal testimony,
on behalf of BellSouth, filed December 10, 2003
Pages 1040 - 1067)
(DN 12700-03)

Hearing Exhibit No. 39, filed December 17, 2003,
portions on CD
[Note: Exhibit contains confidential Document Nos. 08885-03, 09366-03, 09449-03,
10128-03, 10632-03, 10697-03, 11728-03, 11928-03, and 11932-03.]
(Pages 1068 - 1333)
(DN 13131-03)

Hearing Exhibit No. 41, filed December 17, 2003,
portions on CD
[Note: Exhibit contains confidential Document Nos. 09829-03 (cross-reference 08944-03),
10142-03 (cross-reference 11002-03), 10288-03 (cross-reference 09578-03),
11531-03 (cross-reference 12514-03), 11533-03, 12155-03,
11885-03 (cross-reference 12608-03), and 11794-03.]
(Pages 1334 - 1419)
(DN 13132-03)

Hearing Exhibit No. 40, filed December 17, 2003
[Note: Exhibit contains confidential Document Nos. 11783-03 (cross-reference 12712-03) and 12053-03 (cross-reference 12706-03).]
(Pages 1420 - 1430)
(DN 13133-03)

Hearing Exhibit No. 42, filed December 17, 2003
[Note: Exhibit contains confidential Document No. 12258-03 (cross-reference 12697-03).]
(Pages 1431 - 1432)
(DN 13134-03)

Hearing Exhibit No. 43, filed December 17, 2003
[Note: Exhibit contains confidential Document No. 12499-03.]
(Pages 1433 - 1438)
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Hearing Exhibit No. 44, filed December 17, 2003
[Note: Exhibit contains confidential Document No. 12491-03.]
(Pages 1439 - 1443)
(DN 13136-03)

Hearing Exhibit No. 64, filed December 17, 2003
(Pages 1444 - 1462)
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Hearing Exhibit No. 66, filed December 17, 2003
[Note: Exhibit contains portions of confidential Document No. 08011-03.]
(Pages 1463 - 1469)
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Hearing Exhibit No. 70, filed December 17, 2003
[Note: Exhibit contains portions of confidential Document No. 08011-03.]
(Page 1470)
(DN 13139-03)

Hearing Exhibit No. 86, filed January 14, 2004
(Pages 1471 - 1474)
(DN 00592-04)

Hearing Exhibit No. 56, filed January 15, 2004
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Hearing Exhibit No. 63, filed June 23, 2004
(Pages 1504 - 1509)
(DN 06895-04)

Hearing Exhibit No. 48, filed June 23, 2004
(Pages 1510 - 1520)
(DN 06927-04)

CONFIDENTIAL DOCUMENTS NOT ADMITTED IN RECORD AT HEARING

Switching cost information system, on behalf of BellSouth,
filed August 28, 2003, on CD only
(Page 1521)
(DN 08045-03)

Volume 2 of 2 to audit workpapers for Verizon (Audit Control No. 03-247-2-1),
filed September 19, 2003
(Pages 1522 - 1541)
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Volume 2 of 2 to audit workpapers for Sprint (Audit Control No. 03-247-2-2),
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(DN 08996-03)

Information in staff workpapers prepared during billing units audit
(Audit Control No. 03-247-2-1), on behalf of Verizon, filed September 29, 2003
(Pages 1557 - 1559)
(DN 09301-03)

Exhibits to revised direct testimony of E. Steven Bigelow, on behalf of BellSouth,
filed September 30, 2003
(Pages 1560 - 1659)
(DN 09412-03)

Highlighted portions of schedule entitled "Business Weighted Average Increase," included with audit workpapers, Audit Control No. 03-247-2-2,
on behalf of Sprint, filed October 3, 2003
(Page 1660)
(DN 09621-03)

Response to Citizens' 1st set of interrogatories, No. 20; response to PODs Nos. 2-5, 7, 11, 15, and 18 (2-5, 11, and 18 on CD); and supplemental response to Citizens' 1st set of interrogatories, Item No. 6, Attachment 2, on behalf of BellSouth,
filed October 10, 2003, portions on CD
(Pages 1661 - 2039)
(DN 09952-03, cross-reference 09091-03)

Responses to OPC's 3rd request for PODs, No. 39, on behalf of BellSouth,
filed October 17, 2003
(Pages 2040 - 2048)
(DN 10204-03, cross-reference 09281-03)

Responses to OPC's request for PODs (No. 41, on behalf of BellSouth,
filed October 21, 2003 on CD only
(Pages 2049 - 2051)
(DN 10338-03, cross-reference 09414-03)

Supplemental response to Citizens' POD No. 6 (Sprint Corporation "Maximus" document), on
behalf of Sprint, filed October 27, 2003
(Pages 2052 - 2064)
(DN 10587-03)

Supplemental response to Citizens' 1st POD No. 6 ("edge-out" document),
on behalf of Sprint, filed October 30, 2003
(Pages 2065 - 2090)
(DN 10776-03)

Supplemental responses to staff's 2nd set of interrogatories (Nos. 42 and 45),
on behalf of Verizon, filed October 31, 2003
(Pages 2091 - 2093)
(DN 10823-03)

Exhibit No. WBS-1 to W. Bernard Shell testimony,
on behalf of BellSouth, filed November 19, 2003
(Page 2094)
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Supplemental response to Citizens' 1st PODs No. 6 (Sprint's edge-out document),
on behalf of Sprint, filed November 20, 2003
(Pages 2095 - 2119)
(DN 11796-03)

Volume 2 of BellSouth audit (Audit Control No. 03-247-1-1) on verification of
pricing units, filed by Commission staff on November 24, 2003
(Pages 2120 - 2175)
(DN 11953-03)

Response to staff's 6th interrogatories, Item Nos. 103 and 104,
on behalf of BellSouth , filed December 8, 2003
(Pages 2176 - 2180)
(DN 12634-03)

Supplemental responses to staff's 2nd set of interrogatories (Nos. 74-87),
on behalf of AT&T, filed December 9, 2003
(Pages 2181 - 2183)
(DN 12680-03)

Response to staff's late-filed deposition request (documentation and work papers provided in response to billing units verification audit), on behalf of BellSouth, filed December 10, 2003
(Pages 2184 - 2210)
(DN 12703-03)

Revised Exhibits and SB-2 to direct testimony of E. Steven Bigelow, on behalf of BellSouth, filed December 10, 2003
(Pages 2211 - 2237)
(DN 12709-03)

Supplemental responses to OPC's 2nd and 3rd set of interrogatories, Nos. 25, 27, 39, 41, 42, 43, 44, 46, and 47 (hard copy), and 2nd request for PODs, Nos. 26, 27, 28 (on CD), on behalf of BellSouth, filed December 10, 2003 (portions on CD only)
(Pages 2238 - 2275)
(DN 12716-03)

First supplemental response to staff's 6th set of interrogatories, Item Nos. 103 and 104, on behalf of BellSouth, filed December 12, 2003
(Pages 2276 - 2280)
(DN 12948-03)

Information from December 16, 2003 agenda conference, on behalf of Commission, filed December 19, 2003
(Pages 2281 - 2287)
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ALL CORRESPONDENCE FILED IN DOCKETS 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Pages 1 through 617 (Pouch 1 of 3)
Pages 618 through 1,234 (Pouch 2 of 3)
Pages 1,235 through 1,851 (Pouch 3 of 3)

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

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Public Service Commission

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THOMAS D. HALL

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CLERK, SUPREME COURT
BY

December 6, 2004

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946, Charles J. Crist, Jr., Harold McLean, and AARP, et al., vs. Florida Public Service Commission, et al. (Docket Nos. 030867, 030868, 030869, and 030861

Dear Mr. Hall:

The record in the above-referenced consolidated cases, consisting of 20 bound volumes, eight pouches containing transcripts and hearing exhibits, three pouches of correspondence, and four pouches (separately boxed and stamped "confidential"), is forwarded for filing in the Court. A copy of the final index is enclosed for your use. Please initial and date the copy of this letter to indicate receipt. ***Parties are advised by copy of this letter that, in order to maintain confidentiality of their clients' documents while at the Court, they must request confidential treatment by the Court.***

Do not hesitate to call me at 413-6744 if you have any questions concerning the contents of this record.

Sincerely,

Kay Flynn, Chief of Records

kf:mhl

Enclosure

cc: Parties of Record

Received by _____ Date 12/6/04

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA

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Public Service Commission

December 6, 2004

FILED
THOMAS D. HALL
2004 DEC -6 A 8:38
CLERK, SUPREME COURT
BY

Thomas D. Hall, Clerk
Supreme Court of Florida
Supreme Court Building
Tallahassee, Florida 32301

Re: Supreme Court Case Nos. SC04-9, SC04-10, and SC04-946, Charles J. Crist, Jr., Harold McLean, and AARP, et al., vs. Florida Public Service Commission, et al. (Docket Nos. 030867, 030868, 030869, and 030861

Record Returned 8-5-05

Dear Mr. Hall:

The record in the above-referenced consolidated cases, consisting of 20 bound volumes, eight pouches containing transcripts and hearing exhibits, three pouches of correspondence, and four pouches (separately boxed and stamped "confidential"), is forwarded for filing in the Court. A copy of the final index is enclosed for your use. Please initial and date the copy of this letter to indicate receipt. ***Parties are advised by copy of this letter that, in order to maintain confidentiality of their clients' documents while at the Court, they must request confidential treatment by the Court.***

Do not hesitate to call me at 413-6744 if you have any questions concerning the contents of this record.

Sincerely,

Kay Flynn

Kay Flynn, Chief of Records

kf:mhl

Enclosure

cc: Parties of Record

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 2, 2006

TO: Kay Flynn

FROM: Beth Salak

RE: Docket No. 030869-TL, Request to View Confidential Documents

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 12767-05
DISTRIBUTION:

Please allow Dale Mailhot access to the confidential documents in the above referenced docket. Thank you for your assistance.

c: Dale Mailhot

(Conf. DN 13194-03)

RECEIVED-FPSC
06 MAR -3 AM 7:38
COMMISSION CLERK

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

06 SEP 19 PM 3:37

FPSC
COMMISSION
CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: September 19, 2006

TO: Beth W. Salak, Director, Division of Competitive Markets & Enforcement

FROM: Sally A. Simmons, Chief of Telecom Arbitrations and Tariffs, Division of Competitive Markets & Enforcement SAS

RE: Request to View Certain Confidential Materials

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 12767-06
DISTRIBUTION:

Pursuant to the Administrative Procedures Manual, Section 11.04, I request that Jeff Bates, Research Assistant, Division of Competitive Markets & Enforcement, be granted access to Local Exchange Carriers' (LECs') confidential proprietary unit and revenue information associated with tariff filings implementing the Commission's decisions in Docket Nos. 030867-TL, 030868-TL, and 030869-TL.

The use of these documents will be to determine revenue neutrality, as required by Section 364.164, Florida Statutes. Any confidential information reviewed will be treated in accordance with the Administrative Procedures Manual, section 11.04.C.

Please contact me if you have any questions.

CC: Kay B. Flynn, Division of the Commission Clerk & Administrative Services
Marguerite H. Lockard, Division of the Commission Clerk & Administrative Services
Della E. Fordham, Division of Competitive Markets & Enforcement

OK DM

State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: September 19, 2006

TO: Beth W. Salak, Director, Division of Competitive Markets & Enforcement

FROM: Sally A. Simmons, Chief of Telecom Arbitrations and Tariffs, Division of Competitive Markets & Enforcement SAS

RE: Request to View Certain Confidential Materials

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 12767-05
DISTRIBUTION:

Pursuant to the Administrative Procedures Manual, Section 11.04, I request that Jeff Bates, Research Assistant, Division of Competitive Markets & Enforcement, be granted access to Local Exchange Carriers' (LECs') confidential proprietary unit and revenue information associated with tariff filings implementing the Commission's decisions in Docket Nos. 030867-TL, 030868-TL, and 030869-TL.

The use of these documents will be to determine revenue neutrality, as required by Section 364.164, Florida Statutes. Any confidential information reviewed will be treated in accordance with the Administrative Procedures Manual, section 11.04.C.

Please contact me if you have any questions.

CC: Kay B. Flynn, Division of the Commission Clerk & Administrative Services
Marguerite H. Lockard, Division of the Commission Clerk & Administrative Services
Della E. Fordham, Division of Competitive Markets & Enforcement

OK DM

RECEIVED-FPSC
06 SEP 26 PM 2:29
COMMISSION CLERK

Marguerite Lockard

From: Dorothy Menasco
Sent: Monday, October 30, 2006 2:14 PM
To: Kay Flynn
Cc: Kimberley Pena; Tiffany Williams; Ruth Nettles; Marguerite Lockard
Subject: RE: Moving dockets to 030867, 030868, and 030869 from 050000 and 060000

Kay, FYI, I have finished moving these documents from 050000 and 060000 to 030867, 030868, 030869, and 030961.

Kim, Tiffany, or Ruth, please be sure the following documents are moved from the undocketed folder to the correct docket folder:

08812-05
08814-05
10475-05
10477-05
10478-05
10479-05
10487-05
10995-05

00493-06
00495-06
01147-06
01379-06
01690-06
02071-06
02228-06
09713-06

Marguerite, I moved the following confidential documents over:

08813-05
10476-05
10488-05
10996-05

00494-06

Thank you ladies. If you see that I've missed one or moved the wrong thing, please bring it to my attention right away. I tried to keep it as straight as possible, but you know how things happen... :)

From: Kay Flynn
Sent: Friday, October 27, 2006 9:03 AM
To: Dorothy Menasco
Cc: Marguerite Lockard; Kimberley Pena
Subject: RE: Moving dockets to 030867, 030868, and 030869 from 050000 and 060000

Yes on all. You would also want to locate their claim letters (10475, etc.) and move those as well.

As for 10488 and 10996, they and their claims, etc. need to be placed in all four dockets. He referenced only 030961 (which is the flow-through docket, yes) but the order was issued in all four dockets.

Confusing, I know, but Rick Wright said this is only happening for one more year. Thank goodness.

From: Dorothy Menasco
Sent: Thursday, October 26, 2006 10:34 AM
To: Kay Flynn
Subject: Moving dockets to 030867, 030868, and 030869 from 050000 and 060000

Kay,

I have a question about a couple dockets. Should these be moved from 050000 to 030867, 88, and 89?

10476-05
10477-05 ~ (these next 3 are pretty much the same thing, so advising me that one document should be moved will tell me if they all should be moved)
10478-05
10479-05
Should these 2 be moved from 050000 to 030961?

10488-05
10996-05

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0135)

Traci Tidmore, Regulatory Manager
DeltaCom, Inc. and
Business Telecom, Inc. d/b/a BTI
7037 Old Madison Pike, Suite 400
Huntsville, Alabama 35806

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Ms. Tidmore:

Commission staff have advised that confidential Document Nos. 10113-06, 10340-06, 01017-07, and 01020-07, filed on behalf of DeltaCom, Inc. and Business Telecom, Inc. d/b/a BTI, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Ann Cole
Chief of Records

AC:mhl
Enclosure

cc: Sally Simmons, Division of Competitive Markets and Enforcement
Patrick Wiggins, Office of the General Counsel

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0135)

Traci Tidmore, Regulatory Manager
DeltaCom, Inc. and
Business Telecom, Inc. d/b/a BTI
7037 Old Madison Pike, Suite 400
Huntsville, Alabama 35806

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

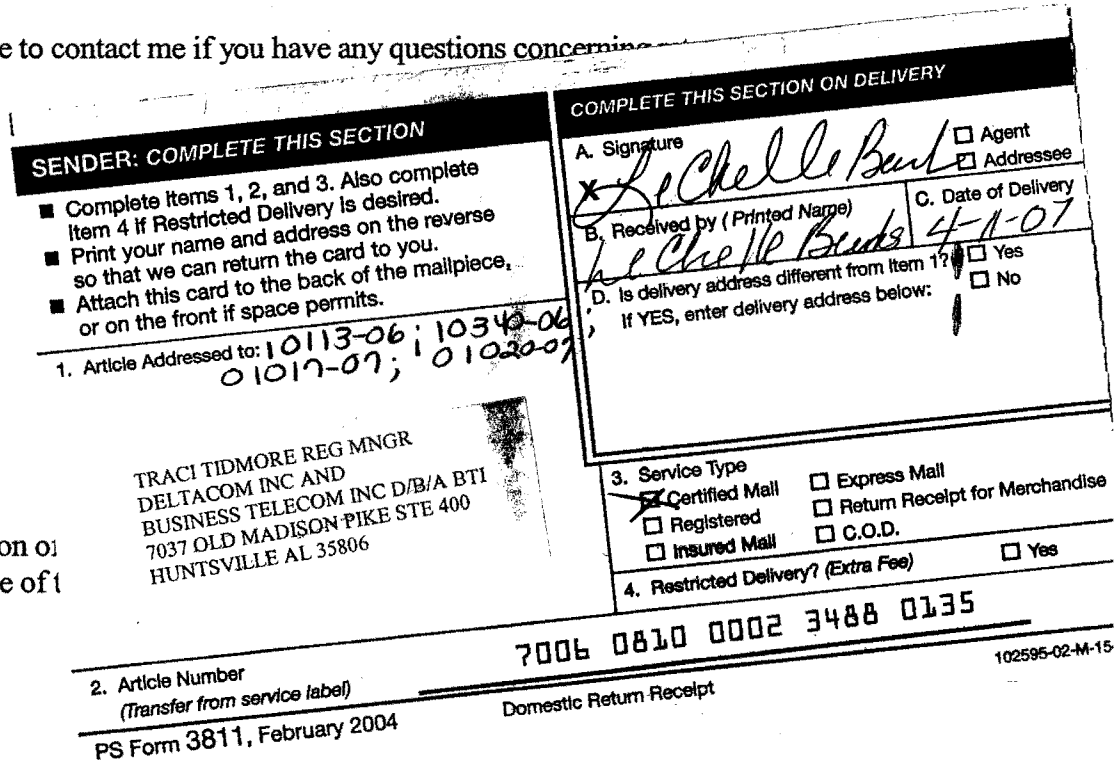
Dear Ms. Tidmore:

Commission staff have advised that confidential Document Nos. 10113-06, 10340-06, 01017-07, and 01020-07, filed on behalf of DeltaCom, Inc. and Business Telecom, Inc. d/b/a BTI, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning material.

AC:mhl
Enclosure

cc: Sally Simmons, Division of
Patrick Wiggins, Office of


SENDER: COMPLETE THIS SECTION
■ Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
■ Print your name and address on the reverse so that we can return the card to you.
■ Attach this card to the back of the mailpiece, or on the front if space permits.
1. Article Addressed to: 10113-06; 10340-06; 01017-07; 01020-07

TRACI TIDMORE REG MNGR
DELTACOM INC AND
BUSINESS TELECOM INC D/B/A BTI
7037 OLD MADISON PIKE STE 400
HUNTSVILLE AL 35806

COMPLETE THIS SECTION ON DELIVERY
A. Signature X LeChelle Bond ☐ Agent ☑ Addressee
B. Received by (Printed Name) LeChelle Bonds C. Date of Delivery 4-11-07
D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.
4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) 7006 0810 0002 3488 0135
PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-15

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0128)

Douglas C. Nelson, Esquire
Sprint Nextel
233 Peachtree Street, Northeast, Suite 2200
Atlanta, Georgia 30303

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Nelson:

Commission staff have advised that confidential Document Nos. 10465-06 and 01084-07, filed on behalf of Sprint Communications Company L.P., can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Ann Cole
Chief of Records

AC:mhl
Enclosure

cc: Sally Simmons, Division of Competitive Markets and Enforcement
Patrick Wiggins, Office of the General Counsel

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

Public Service Commission

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

April 6, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0128)

Douglas C. Nelson, Esquire
Sprint Nextel
233 Peachtree Street, Northeast, Suite 2200
Atlanta, Georgia 30303

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Nelson:

Commission staff have advised that confidential Document Nos. 10465-06 and 01084-07, filed on behalf of Sprint Communications Company L.P., can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

AC:mhl
Enclosure

cc: Sally Simmons, Div
Patrick Wiggins, Off

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: 10465-06; 01084-07

DOUGLAS C NELSON ESQUIRE
SPRINT NEXTEL
233 PEACHTREE ST NE STE 2200
ATLANTA GA 30303

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X Veronica Shaw ☐ Agent ☐ Addressee

B. Received by (Printed Name) VERONICA SHAW C. Date of Delivery 4-12-7

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) 7006 0810 0002 3488 0128

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

CAPITAL CIRCLE OFFICE
PSC Website: http://www.floridapsc.com
-02399-0850
Internet E-mail: contact@psc.state.fl.us

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0111)

Connie Wightman, Consultant
Technologies Management Inc.
210 North Park Avenue
Winter Park, Florida 32789

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Ms. Wightman:

Commission staff have advised that confidential Document Nos. 08813-05, 10476-05, 00494-06, and 01038-07, filed on behalf of Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Ann Cole

Ann Cole
Chief of Records

AC:mhl
Enclosure

cc: Sally Simmons, Division of Competitive Markets and Enforcement
Patrick Wiggins, Office of the General Counsel

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0111)

Connie Wightman, Consultant
Technologies Management Inc.
210 North Park Avenue
Winter Park, Florida 32789

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Ms. Wightman:

Commission staff have advised that confidential Document Nos. 08813-05, 10476-05, 00494-06, and 01038-07, filed on behalf of Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

AC:mhl
Enclosure

cc: Sally Simmons, Divisior
Patrick Wiggins, Office

SENDER: *COMPLETE THIS SECTION*

- Complete items 1, 2, and 3. Also complete item 4 If Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: 08813-05; 10476-05; 00494-06; 01038-07

CONNIE WIGHTMAN CONSULTANT
TECHNOLOGIES MANAGEMENT INC
210 N PARK AVE
WINTER PARK FL 32789

COMPLETE THIS SECTION ON DELIVERY

A. Signature: X N. Wade ☐ Agent ☐ Addressee

B. Received by (Printed Name): N. Wade C. Date of Delivery: 4/11/07

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? *(Extra Fee)* ☐ Yes

2. Article Number *(Transfer from service label)* 7006 0810 0002 3488 0111

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

J. Jeffry Wahlen, Esquire
Ausley & McMullen
Post Office Box 391
Tallahassee, Florida 32302

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Wahlen:

Commission staff have advised that confidential Document Nos. 10488-05, 10996-05, 09957-06, and 01002-07, filed on behalf of Sprint Communications Company L.P., can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

AC

Ann Cole
Chief of Records

AC:mhl
Enclosure

cc: Sally Simmons, Division of Competitive Markets and Enforcement
Patrick Wiggins, Office of the General Counsel

RECEIVED David Cin DATE 07-02-07

DN 12767-05

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 6, 2007

FPSC, CLK - CORRESPONDENCE
☒ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 12767-05
DISTRIBUTION: CMP; GCL

Tracy W. Hatch, Esquire
AT&T – Law and Government Affairs
101 North Monroe Street
Tallahassee, Florida 32301

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Hatch:

Commission staff have advised that confidential Document Nos. 10542-05, 10060-06, and 01046-07, filed on behalf of AT&T Communications of the Southern States, LLC, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

AC

Ann Cole
Chief of Records

AC:mhl
Enclosure

cc: Sally Simmons, Division of Competitive Markets and Enforcement
Patrick Wiggins, Office of the General Counsel

DOCUMENT NO. DATE

12767-05 4/13/07
FPSC - COMMISSION CLERK

RECEIVED _____ DATE 4/13/07

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
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(850) 413-6770

Public Service Commission

April 6, 2007

FPSC, CLK - CORRESPONDENCE
☑ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 12767-05
DISTRIBUTION: CMP; GCL

Mr. David Christian
Verizon
106 East College Avenue, Suite 710
Tallahassee, Florida 32301-7721

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Christian:

Commission staff have advised that confidential Document Nos. 09993-06, 09995-06, 09996-06, 09997-06, and 01031-07, filed on behalf of Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance; Verizon Business; Verizon Select Services, Inc.; and MCI Communications Services Inc. d/b/a Verizon Business Services, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

AC

Ann Cole
Chief of Records

AC:mhl
Enclosure

cc: Sally Simmons, Division of Competitive Markets and Enforcement
Patrick Wiggins, Office of the General Counsel

DOCUMENT NO. **DATE**
12767-05 4/9/07
FPSC - COMMISSION CLERK

RECEIVED Demetria Watts DATE 4-9-07

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

April 20, 2007

FPSC, CLK - CORRESPONDENCE
☑ Administrative ☐ Parties ☐ Consumer
DOCUMENT NO. 12767-05
DISTRIBUTION: CMP; GCL
DKT 030868-TL

Ms. Nancy Sims
AT&T Florida f/k/a BellSouth Telecommunications, Inc.
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301

Re: Return of Confidential Document to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Ms. Sims:

Commission staff have advised that confidential Document No. 10837-06, filed on behalf of BellSouth Long Distance, Inc., can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

AC

Ann Cole
Commission Clerk

AC:mhl
Enclosure

cc: Frank Trueblood, Division of Competitive Markets and Enforcement
Office of the General Counsel

DOCUMENT NO. DATE
12767-05 5/2/07
FPSC - COMMISSION CLERK

RECEIVED _____ DATE 5/2/07

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

August 3, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0319)

William P. Cox, Esquire
Abel Band
Post Office Box 49948
Sarasota, Florida 34230-6948

Re: Return of Confidential Document to the Source, Docket Nos. 030867-TL 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Cox:

Commission staff have advised that confidential Document No. 10427-06, filed on behalf of Qwest Communications Corporation, can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Ann Cole
Commission Clerk

AC:mhl
Enclosure

cc: Rick Wright, Division of Competitive Markets and Enforcement
Office of the General Counsel

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

August 3, 2007

(CERTIFIED MAIL NO. 7006-0810-0002-3488-0319)

William P. Cox, Esquire
Abel Band
Post Office Box 49948
Sarasota, Florida 34230-6948

Re: Return of Confidential Document to the Source, Docket Nos. 030867-TL 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Cox:

Commission staff have advised that confidential Document No. 10427-06, filed on behalf of Qwest Communications Corporation, can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

AC:mhl
Enclosure

cc: Rick Wright, Division
Office of the General (

SENDER: *COMPLETE THIS SECTION*

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to: 10427-06

WILLIAM P COX ESQUIRE
ABEL BAND
240 S PINEAPPLE AVE
SARASOTA FL 34236

COMPLETE THIS SECTION ON DELIVERY

A. Signature
X B. Middleton ☐ Agent ☐ Addressee

B. Received by (Printed Name) Barbara J. Middleton
C. Date of Delivery 8-6

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? *(Extra Fee)* ☐ Yes

2. Article Number
(Transfer from service label) 7006 0810 0002 3488 0319

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

Marguerite Lockard

From: Marguerite Lockard
Sent: Friday, August 03, 2007 10:48 AM
To: Rick Wright
Subject: RE: Return of Confidential Documents - 030867-TL et al.

ok, will do.....thanks.....

From: Rick Wright
Sent: Friday, August 03, 2007 10:21 AM
To: Marguerite Lockard
Subject: RE: Return of Confidential Documents - 030867-TL et al.

You can return the OPC documents to them and destroy 13194-03.

From: Marguerite Lockard
Sent: Thursday, August 02, 2007 1:09 PM
To: Rick Wright
Subject: Return of Confidential Documents - 030867-TL et al.

Rick,

3 confidential documents were marked to be returned on the 2nd quarterly confidential report.

Should the 2 below be returned to OPC (who filed them) or back to BellSouth/AT&T Florida and Verizon ??

06895-04 - OPC (Beck) - (CONFIDENTIAL) Documents produced by Verizon in response to OPC's discovery request [Exhibit 63 to hearing].

06927-04 - OPC (Beck) - (CONFIDENTIAL) BellSouth's Florida access-basic rebalancing legislation dated 7/10/03 [Exhibit 48 of hearing].

Should 13194-03 be destroyed or returned to BellSouth/AT&T ?

13194-03 - PSC/Staff - (CONFIDENTIAL) Information from 12/16/03 ag conference: Issue 1(a), spreadsheets; Issue 3, reduction in access charges as filed by companies; Issue 4, amounts included in ILEC petitions; Issue 9, IXCs split of flow-through reductions; Issue 10, in-state connection fee and revenue reductions. [CCA note: Entered in Dockets

030867, 030868, 030869, and 030961; placed in 030867 only.]

COMMISSIONERS:
LISA POLAK EDGAR, CHAIRMAN
MATTHEW M. CARTER II
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP

STATE OF FLORIDA

OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

August 3, 2007

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 12767-05
DISTRIBUTION:

Charles J. Beck, Deputy Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street, Room 812
Tallahassee, Florida 32399-1400

Re: Return of Confidential Documents to the Source, Docket Nos. 030867-TL, 030868-TL, 030869-TL, and 030961-TI

Dear Mr. Beck:

Commission staff have advised that confidential Document Nos. 06895-04 and 06927-04, filed on behalf of OPC, can be returned to the source. The documents are enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

AC

Ann Cole
Commission Clerk

AC:mhl
Enclosure

cc: Rick Wright, Division of Competitive Markets and Enforcement
Office of the General Counsel

RECEIVED _____ **DATE** 8/14/07