

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filings by)
SOUTHERN BELL TELEPHONE AND TELEGRAPH)
COMPANY clarifying when a nonpublished)
number can be disclosed and introducing)
Caller ID to TouchStar Service)

Docket No. 891194-TI
Filed: September 26, 1990

ORIGINAL
FILE COPY

DIRECT TESTIMONY OF CHERYL R. PHOENIX
On Behalf of the Florida Coalition Against Domestic Violence

ACK _____
AFA _____
APP _____
CAP _____
CMU _____
CTR _____
ECS _____
LCS 1 _____
LH orig & C _____
LTD _____
RCH _____
SIS 1 _____
VCS _____
VCH _____

Cheryl Phoenix, Director
Florida Coalition Against
Domestic Violence
P.O. Box 532041
Orlando, FL 32853-2041

(407) 277-1295

DOCUMENT NUMBER DATE

08595 SEP 26 1990

PSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY OF

CHERYL R. PHOENIX

DOCKET NO. 891194-21

1 Q. PLEASE STATE YOUR NAME AND OCCUPATION.

2 A. Cheryl R. Phoenix, Director of the Florida Coalition
3 Against Domestic Violence ("FCADV").

4 Q. WHAT IS YOUR EDUCATIONAL AND WORK BACKGROUND?

5 A. I have a Bachelor's Degree in Social Work, and have
6 worked in two Florida shelters before becoming FCADV Director.

7 Q. PLEASE DESCRIBE THE MEMBERSHIP AND FUNCTION OF THE
8 FLORIDA COALITION AGAINST DOMESTIC VIOLENCE.

9 A. FCADV is a non-profit group composed of twenty-nine
10 battered women's shelters, concerned citizens and other groups
11 working to end domestic violence in our state. We have been
12 working since our inception in 1976 to support shelters
13 through technical assistance and legislated funding, to
14 educate the public about the realities of domestic violence,
15 and to protect battered women and their children by bringing
16 to the forefront issues concerning them, such as protective
17 laws and better services.

1 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY TODAY?

2 A. The purpose of my testimony is to highlight issues
3 pertaining to Caller I.D. which we feel are detrimental to the
4 safety of battered women, their children, and the many
5 advocates who work to protect them everyday.

6 Q. WHAT IS YOUR UNDERSTANDING OF CALLER I.D.?

7 A. I understand Call Trace to be a third service option
8 which is now available, which allows a recipient of a crank
9 call, etc., to register the caller's phone number with the
10 local law enforcement agency if they subscribe to it. The
11 called/recipient would not know the number of the caller, but
12 law enforcement could deal with such calls appropriately.

13 Q. WHAT EFFECTS WOULD CALLER I.D. HAVE ON BATTERED WOMEN AND
14 THEIR CHILDREN?

15 A. Caller I.D., if offered as proposed, will be lethal to
16 battered women and their children. Every year, people leave
17 abusive partners, often having to hide in order to live. Many
18 of these victims have to contact the abuser, either because
19 of children involved, divorce or property settlements, etc.
20 If the abuser obtained the device needed, he would know what
21 state, city, and even house in which the victim was now
22 residing. Because during and after a separation is the most
23 dangerous time for a battered woman, resulting in 36% of all
24 female homicides being from their partners, this would

1 obviously endanger thousands of battered women and their
2 children.

3 This option would also endanger hundreds of shelter
4 advocates who return hotline calls from their homes at night.
5 If an abuser were to call during these hours, he would
6 automatically know the location of that advocate, putting her
7 at even further danger than is normally experienced.

8 Q. WHAT EFFECTS DO YOU SEE PER-CALL AND PER-LINE BLOCKING
9 HAVING?

10 A. My understanding with Per-Call Blocking as proposed is
11 that one can block his or her number from being sent by
12 pushing additional numbers at the end of the sequence. Our
13 concern with Per-Call Blocking is that this does not take into
14 consideration the telephone use by battered women's children,
15 who may or may not remember to dial the numbers when calling
16 dad. When this becomes the case, all safety in Call Block is
17 negated. Since almost half of all children in violent homes
18 are also physically or sexually abused, we are putting them
19 at risk for revictimization if the abuser tries to take the
20 children unsupervised from their homes.

21 There are several unanswered questions we have with Per-
22 Line Blocking. The first concern we have is that battered
23 women who are struggling to be financially independent will
24 be unable to afford another monthly phone charge, and how will
25 Southern Bell decide who can obtain it free of charge? Will

1 a victim have to detail all of the threats, physical and
2 sexual abuse which she has experienced, and that of her
3 children? If so, how will Southern Bell be able to adequately
4 handle 60,000 requests from individuals in this state, which
5 is the number of victims who called the domestic violence
6 hotlines statewide last year? Is this a reasonable solution
7 to the problems?

8 Q. WHAT EFFECTS MIGHT CALL TRACE HAVE ON BATTERED WOMEN AND
9 THEIR CHILDREN?

10 A. Call Trace seems to be an excellent method for dealing
11 with harassing phone calls, crank calls, and obscene phone
12 calls. Call Trace, if offered on a per-use charge basis,
13 would be a viable option for battered women to document with
14 the police if the abuser is still harassing her. For a victim
15 with an Injunction for Protection, Call Trace would mean
16 safety and enforcement of the court order given. It would be
17 more of a service, however, if Call Trace were offered
18 immediately for all Southern Bell customers on a Per-Use
19 Charge, and could ultimately make the difference in time for
20 a battered woman whose abuser is threatening to kill her on
21 the telephone, but cannot be arrested until she can prove it.

22 Call Trace would also delete the chance of a
23 citizen/vigilante from taking "justice" into his or her own
24 hands if given the number of an obscene phone caller. Law
25 Enforcement officials would then be better equipped to deal

1 with complaints of disturbing phone calls since they would
2 immediately have the number of the offender. As a Coalition
3 of people concerned with all of the violence in our society,
4 we see this as a much more acceptable option to deal with
5 abusive behavior.

6 In conclusion, the Florida Coalition Against Domestic
7 Violence is very concerned with Caller I.D., Per-Call
8 Blocking, and Per-Line Blocking as proposed. We see them as
9 being very dangerous for many Florida citizens, but especially
10 for the 60,000+ victims of domestic violence who fear reprisal
11 from their abusive partners. We oppose both services as
12 offered because of this, but support the offering of Per-Line
13 Blocking to ALL Southern Bell customers, free of charge. We
14 also feel strongly that Call Trace should be an option for all
15 customers on a Per-use Charge, in order for people to be able
16 to utilize this service immediately. We trust that the
17 Florida Public Service Commission will take these concerns
18 into consideration when deciding the fate of our privacy and
19 safety.

20 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

21 A. Yes.

CERTIFICATE OF SERVICE
Docket No. 891194-TT

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties this 26th day of September, 1990.

Southern Bell Telephone and
Telegraph Company
Attn: Marshall M. Criser, III
150 S. Monroe St. #400
Tallahassee, FL 32301

Messer Law Firm
Attn: Bruce Renard
P.O. Box 1876
Tallahassee, FL 32302-1876

A Aabaco Locksmith
Attn: David Merkatz
P.O. Box 5301
Ft. Lauderdale, FL 33310

Winston Pierce
Dept. of General Services
Koger Executive Center
2737 Centerview Dr.
Knight Bldg. #110
Tallahassee, FL 32399-0950

Mike Ramage
Florida Dept. of Law Enforcement
P.O. Box 1489
Tallahassee, FL 32302

Jeffrey Cohen
Attorney for Florida Medical
Association, Inc.
P.O. Box 2411
Jacksonville, FL 32203

Angela Greene
Division of Legal Services
Fla. Public Service Commission
101 East Gaines Street
Tallahassee, FL 32301

Robert A. Butterworth
Attorney General
Dept. of Legal Affairs
The Capitol
Tallahassee, FL 32399-1050

J. M. Buddy Phillips
FL Sheriff's Assoc.
P.O. Box 1487
Tallahassee, FL 32302-1487

Willis Booth
Florida Police Chiefs Assoc.
P.O. Box 14038
Tallahassee, FL 32317-4083

Charlene Carres
American Civil Liberties Union
P.O. Box 1031
Tallahassee, FL 32302

Peter Antonacci
Statewide Prosecutor
PI 01, The Capitol
Tallahassee, FL 32399

Alan Berg
United Telephone Company
P.O. Box 5000
Altamonte Springs, FL 32716-5000

Thomas Parker
Associate General Counsel
GTE Florida Incorporated
P.O. Box 110, MC 7
Tampa, FL 33601-0110

Charles Beck
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street
Room 812
Tallahassee, FL 32399-1400

Glenn W. Mayne, Director
Florida Dept. of General
Services
Division of Communications
2737 Centerview Drive
Knight Bldg., Suite 110
Tallahassee, FL 32399-0950

Lee Willis
227 South Calhoun Street
P.O. Box 391
Tallahassee, FL 32302

Dale Cross
Central Telephone Company
P.O. Box 2214
Tallahassee, FL 32316-2214

Cheryl Phoenix
Cheryl Phoenix, Director
Florida Coalition Against
Domestic Violence