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STATE OF FLORIDA

OFFICE OF ATTORNEY GENERAL
ROBERT A. BUTTERWORTH

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September 21, 1990

SEP 21 1990

Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0850

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FLORIDA PUBLIC SERVICE COMM.
Commissioner Wilson

Re: Docket No. ~~90-194-TI~~

Dear Chairman Michael Wilson and PSC Members:

From both a consumer protection viewpoint and a law enforcement viewpoint, the Office of the Attorney General wholeheartedly endorses the September 21, 1990 motion by Public Counsel Jack Shreve in the above-referenced docket.

Mr. Shreve proposes that the Commission adopt a position of requiring Florida telephone companies to offer the service of "Call-Trace" to their customers at a reasonable rate based on actual usage.

The public counsel points out that the Call-Trace system generates written documentation of a telephone call's origin and he correctly observes that such documentation would give law enforcement and prosecutors a powerful weapon in protecting citizens against obscene and other harassing phone calls.

If the telephone industry in Florida is sincere about assisting the victims of obscene and other harassing calls, they should offer their customers affordable Call-Trace service rather than the relatively expensive Caller ID concept being promoted.

This office has very serious concerns about the Caller ID concept. These concerns include:

--Caller ID is a boiler room operator's dream. Unfortunately, our office handles hundreds of complaints each year from consumers defrauded by telephone-bank operations peddling everything from deceptive travel packages to pony precious metals certificates. We have no doubt whatsoever that the con artists operating such schemes will welcome Caller ID as

DOCUMENT NUMBER 08588

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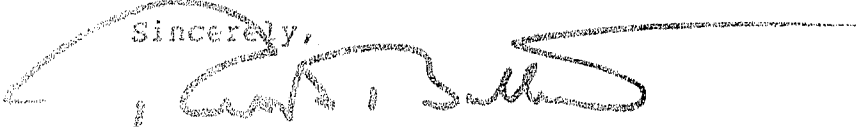
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a means for identifying certain groups of potential victims. They will do so by fraudulently enticing certain citizens -- retirees owning expensive jewelry, for example -- to call a specified number. With Caller ID, their identities as potential victims then are immediately known.

--Caller ID is a drug runner's best friend. In the experience of this office, drug runners and other organized crime figures customarily go to great lengths to determine if they are the targets of undercover police operatives. The state has gone to great lengths to thwart criminals in that kind of endeavor. All the protective steps we have taken to protect the cover of courageous undercover officers, however, could prove for naught if Caller ID is routinely available to drug traffickers and other violent criminals who, unlike many Floridians, could easily afford to pay for that proposed service.

It is our understanding that Mr. Shreve's motion is unprecedented in its nature. We commend him for the vigorous pro-consumer stance he has taken and urge the Commission to approve his petition without delay, both in this docket and the others to follow.

Sincerely,



Robert A. Butterworth
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