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ORIGINAL
FILE COPY

October 8, 1990

Steve Tribble, Director
Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399-0850

Re: Docket No. 891194-TI

Dear Mr. Tribble:

As you requested, enclosed are the original and 12 copies of
A. Rebecca Dunn's direct testimony to be filed with the Florida
Public Service Commission in this docket.

Please indicate receipt and return enclosed copy.

ACK _____
AFF _____
APP _____
CAF _____
CMU _____
CTR _____
EAB _____
LEG _____
LIN _____
OPC _____
RCH _____
SEC _____
WAS _____
OTH _____

Sincerely,

Charles J. Beck
Charles J. Beck
Assistant Public Counsel

CJB/dd
Enclosure
LEG 1 cc: Parties of record w/enclosure

W. Y. King

RECORDED & FILED
THE BUREAU OF RECORDS

DOCUMENT FILED IN
09041 OCT-8 1990
RSC-RECORDS/REPORTING

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: October 8, 1990

DIRECT TESTIMONY OF A. REBECCA DUNN

DOCUMENT NUMBER-D-17
09041 OCT -8 1990
FSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY OF

A. REBECCA DUNK

DOCKET NO. 891194-TI

1 Q. PLEASE STATE YOUR NAME AND OCCUPATION OR AFFILIATION.

2 A. A. Rebecca Dunn, Director of Women's Programs, Peace
3 River Center for Personal Development, Lakeland, Florida. I
4 am also the President of the Florida Coalition Against
5 Domestic Violence.

6 Q. WHAT IS YOUR EDUCATIONAL AND WORK BACKGROUND?

7 A. I earned a Bachelor's Degree in Social Rehabilitation.
8 I became the Operational Director for a domestic violence
9 shelter in early 1982. The agency has promoted me to become
10 the Administrative Director of three programs: the spouse
11 abuse shelter, a court-based Injunction for Protection program
12 and a rape crisis program.

13 Q. PLEASE DESCRIBE THE MEMBERSHIP AND FUNCTION OF THE
14 FLORIDA COALITION AGAINST DOMESTIC VIOLENCE.

15 A. The Florida Coalition Against Domestic Violence is an
16 alliance of twenty-nine battered women's shelters, concerned
17 citizens, and other groups working to end domestic violence
18 in Florida. The Coalition, which also consists of the State's
19 network of Batterer's Intervention Programs, organized in 1976

1 and operators under non-profit status. The FCADV gives direct
2 assistance to shelters by providing technical in-put/training,
3 by educating the public about the realities of domestic
4 violence, and confronting issues (such as protective laws and
5 improved services) which affect battered women and their
6 children.

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

8 A. It is my intention to inform the Commission about issues
9 related to Caller I.D. which are, in the opinion of FCADV, of
10 paramount relevance to the protection of battered women, their
11 children, other family members and those who work with them
12 and in their behalf.

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

14 A. Caller I.D., as I understand, is a service Southern Bell
15 wishes to introduce to Florida which allows the recipient of
16 a phone call the ability to view the phone number of in-
17 coming callers. The person can view the number on a device
18 purchased from Southern Bell (and activated with a monthly
19 service charge).

20 Q. WHAT IS YOUR UNDERSTANDING OF CALL BLOCK?

21 A. There are two types of call block services: per-call
22 block and line block. Per call block, apparently, gives the
23 dialing party the ability to enter a code before initiating

1 a call. The code, it is said, prevents the originating number
2 from being registered on a Caller I.D device. This service
3 must be purchased on a monthly basis. Line block accomplishes
4 the same purpose, but pertains to the blocking of every call
5 dialed on a particular line (as opposed to having to code
6 before each call).

7 Q. WHAT IS YOUR UNDERSTANDING OF CALL TRACE?

8 A. Call Trace refers to the ability of the recipient of a
9 harassing or obscene phone call to transfer information about
10 incoming calls to the telephone company and then to a local
11 law enforcement agency. The person will not know the phone
12 number of the caller. This can be offered on a per-use basis
13 or by way of monthly billings.

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

16 A. Caller I.D. could prove to be very dangerous to battered
17 women and their children who are now in hiding and those who
18 plan to escape. Last year, Florida's shelter hotlines
19 assisted 60,000 people. Add to that the shelters, their
20 related programs, staff and volunteers and the total should
21 exceed 63,000. These are victims of crime who would not be
22 in hiding if they were not afraid for their lives or the
23 lives/health of loved ones. It is important to understand
24 that chronic abusers are unlike the general population. They

1 see their very existence, in many cases, attached to
2 maintaining a relationship (even a bad one) with the hiding
3 partner. Many use desperate measures to locate that person.
4 In some cases women are subject, by court order, to facilitate
5 contact between their children and their father. For some,
6 carrying out such an order involves delicate planning. One
7 mistake could result in tragedy. The abusive partner who uses
8 Caller I.D. will be able to locate the state, city, and
9 address of the ex-partner and children. Of course, if the
10 children are being protected due to physical or sexual abuse,
11 the same would be true.

12 Since technology is not a perfect science, it stands to
13 reason that, occasionally, problems may occur that will render
14 Caller I.D. useless. Is it also possible that the system
15 could display a false reading? When a battered woman responds
16 to advertisements for Caller I.D. she will most likely,
17 believe the service to be something that has the potential of
18 protecting her. My fear is it could create a sense of false
19 security among women who believe it to be absolute. They may
20 not realize that the system can break, transmit errors, or be
21 used against them as well as for them.

22 Q. WHAT EFFECT WOULD CALLER I.D. HAVE ON DOMESTIC VIOLENCE
23 PROGRAMS AND STAFF?

24 A. Each shelter is staffed by paid and volunteer advocates,
25 counselors, social workers and administrators. Many of these

1 people carry beepers and respond to shelter business from
2 home, the homes of friends and family as well as from other
3 agencies. Shelter staff return messages left by battered
4 women attempting to leave the residence shared with an abuser,
5 thus a Caller I.D. device could capture information which
6 would not only lead him to the fleeing partner, but to
7 innocent, non-participants.

8 Shelters exist to hide and protect people who cannot
9 protect themselves. Before building or locating a shelter,
10 extreme measures are carried out to provide for the security
11 and privacy of residents and staff. Caller I.F. will greatly
12 jeopardize these efforts.

13 Q. WHAT EFFECTS DO YOU BELIEVE CALL BLOCK WILL HAVE?

14 A. There are several problems with Call Block. This service
15 is free for those who are first certified eligible. All
16 others would have to pay a fee for a calling card or operator
17 assisted call to obtain per-call blocking. People who enter
18 shelters, for the most part, operate at a subsistence level.
19 They need telephones for protective purposes, but to force
20 them to pay for a additional service is both unrealistic and
21 cruel (since she is actually paying to protect her own right
22 to privacy). Secondly, it is my understanding that the Line
23 Block service will interfere with 911 calls. Should a caller
24 be unable to state their location, 911 staff would not be able
25 to dispatch assistance. Call Block would, in effect, render

1 911 useless. Thirdly, Per-Call Block causes a person (even
2 one who is upset or panicked) to remember or be responsible
3 for a code. There is always a chance that a young child or
4 angry teen might call the abuser and forget to use the code,
5 mis-dial, or get confused about the procedure.

6 Southern Bell has indicated an offer to provide free Call
7 Block to domestic violence shelters and staff as well as any
8 battered women referred by local shelters. The FCADV will not
9 recommend that member shelters accept the liability associated
10 with such a proposal. Additionally, the expense involved in
11 maintaining such a project is prohibitive. Of course, we
12 cannot endorse the prospect of Southern Bell screening victims
13 for eligibility for a Call Block service. After all, what
14 criteria should be used to determine if someone is worthy of
15 free Call Block? Who in Southern Bell will make the decision?
16 How many times will a battered woman have to repeat her
17 embarrassing story to strangers? How long will the service
18 be offered for free?

19 I respectfully suggest that the Commission consider the
20 criteria which would be needed or required to determine
21 eligibility for Call Block to over 60,000 people per year.
22 It is obvious that all of the individual services which will
23 be created by Caller I.D. will also pad the bank accounts of
24 Southern Bell. All the money the telephone company stands to
25 make is not worth losing the life or health of one battered
26 woman or her children.

1 Q. WHAT MIGHT BE THE EFFECTS OF CALL TRACE ON BATTERED WOMEN
2 AND THEIR CHILDREN?

3 A. More than any other method, Call Trace appears an
4 appropriate way of handling obscene or harassing phone calls.
5 Battered women could use Call Trace to inform police of calls
6 from abusers. This would be an excellent record of abusers
7 violating court orders prohibiting harassment or phone
8 contact. One problem does exist which should be discussed
9 with law enforcement: how can it be determined that it was
10 the abuser that placed the call instead of someone else in the
11 house?

12 The most significant advantage of Call Trace, as opposed
13 to Caller I.D., is that the purchaser of the service will not
14 have access to the phone number of the caller. The number,
15 instead, will be accessed by police. This should prevent
16 private citizens from using caller information to commit
17 vigilantism.

18 Q. DO YOU HAVE ANY CLOSING COMMENTS?

19 A. Yes. The Florida Coalition Against Domestic Violence is
20 opposed to the Caller I.D. system as it appears to present
21 danger to victims of domestic violence. Since over 60,000
22 people requested assistance last year, it can be assumed that
23 at least that many people could be impacted annually. Those
24 victims could suffer consequences related to being found while
25 in hiding and they could endure financial consequences of

1 having to pay for a block service. They could depend upon a
2 system which is difficult to use and monitor (such as Per Call
3 Block). Any system which depends upon combined technologies
4 (telephone, computers and electricity -- to name a few) are
5 subject to glitches or malfunctions. Caller I.D. must work
6 flawlessly in order to work at all for battered women. If it
7 does work without error, it could also enable further harm to
8 battered women. The only service proposed by Southern Bell
9 that appears appropriate for battered women is Call Trace.
10 This would allow an opportunity to alert police in the event
11 of harassing or threatening phone calls from a batterer. Call
12 Trace, however, is not without fault.

13 The Florida Public Service Commission has a very
14 important duty. I encourage you to examine all issues
15 relevant to Caller I.D., but especially to consider the number
16 of lives which will be directly impacted by the presence of
17 such a service. In the interest of battered women and their
18 children as well as the staff and volunteers of shelters, I
19 implore you to deny Southern Bell the ability to introduce
20 Caller I.D.

21 Q. DOES THAT CONCLUDE YOUR TESTIMONY?

22 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 8th day of October, 1990.

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