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23 **ALSO PRESENT:**

24 **ANN SHELFER**, FPSC Division of Communications.
25

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P R O C E E D I N G S

(Hearing convened at 10:06 a.m.)

1
2
3 COMMISSIONER JOHNSON: I'm going to call the
4 hearing to order here today. My name is Julia
5 Johnson. I am a Commissioner with the Florida Public
6 Service Commission. For those of you who entered the
7 room and did not get the opportunity to sign up with
8 the homeowner's association, I know we kind of rushed
9 you in there in the last several minutes, but they
10 will have the sign-up sheets available for you and
11 would like for you to sign perhaps on your way out
12 this evening.

13 Counsel, could you please read the notice
14 for this proceeding?

15 MS. CANZANO: Yes. Pursuant to notice,
16 issued May 14, 1996, a hearing has been called for
17 this time and this place in Docket No. 930173-TL.

18 COMMISSIONER JOHNSON: Counsel, you may have
19 to speak a little louder. I'm going to take
20 appearances at this time, but I'm getting gestures
21 from the back that they cannot hear you.

22 And as you state your name, could you please
23 stand and turn around so those in the audience can see
24 who you are and who you represent, please, starting
25 here.

1 MS. WHITE: My name is Nancy White. I'm an
2 attorney with BellSouth. With me is George Frazee
3 from our regulatory department.

4 COMMISSIONER JOHNSON: Nancy, could you
5 please stand?

6 MS. WHITE: Sure.

7 MR. WAHLEN: I'm Jeff Wahlen of the Ausley &
8 McMullen law firm, P. O. Box 391, Tallahassee, Florida
9 32302. I'm appearing on behalf of United Telephone
10 Company of Florida and Vista-United
11 Telecommunications. And with me is Sharon Harrell of
12 United Telephone Company, and Sharon will stand up in
13 the back.

14 MR. HILKIN: My name is John Hilkin. I live
15 in Polo Park, and I'm representing the petitioners.
16 (Applause.)

17 MR. GILLMAN: My name is Tony Gillman, and
18 I'm here representing GTE Florida Incorporated from
19 Tampa, Florida. There are a couple of people I would
20 like to introduce. To the right of me is our witness
21 in this proceeding, David Robinson. And also, we have
22 our area manager here that I would like to introduce,
23 Sam Daniels. And Mr. Daniels can answer if someone
24 has a concern other than extended area service that he
25 can address those concerns. Thank you.

1 COMMISSIONER JOHNSON: I'm still getting
2 signals from the back that they are having a difficult
3 time hearing you. We are working with the sound
4 system now because there appears to be some echos in
5 the sound system, so we'll do the best that we can.
6 For the attorneys and all parties participating, if
7 you could just speak directly into the microphones, I
8 think that will help our citizens hear exactly what's
9 going on in this particular proceeding.

10 I'd like to welcome you -- Donna, I'm sorry.

11 MS. CANZANO: One more appearance. I'm
12 Donna Canzano appearing on behalf of the Commission
13 Staff. And our address is 2540 Shumard Oak Boulevard,
14 Tallahassee, Florida. And just so that you know, with
15 us is Ann Shelfer, and she is a Commission Staff
16 member.

17 COMMISSIONER JOHNSON: Good morning, ladies
18 and gentlemen. Again, I'm Julia Johnson, I'm a
19 Commissioner with the Public Service Commission, and
20 today I will be presiding over the proceeding.

21 The Commissioner to my right is Diane
22 Kiesling, the Commissioner to my left is Commissioner
23 Joe Garcia.

24 We will be listening to your testimony this
25 morning in the customer section of our public hearing.

1 After we have taken all of the customer testimony, we
2 will then go into the technical portion of our hearing
3 where we will hear from our technical experts.

4 Now, I've had several questions from many of
5 you wondering whether or not you could attend the
6 technical portions of our hearing. Those are open to
7 the public, and for those of you who would like to
8 attend those, just feel free to stay. And I think we
9 have about three or four witnesses who will be
10 testifying. The attorneys, of course, will be asking
11 the questions of those witnesses; but if you would
12 like to stay and observe, that will be fine.

13 In the back of the room there was a special
14 report, a green sheet, that most of you should have
15 had the opportunity to receive when you were coming
16 into the room. If anyone did not receive this
17 particular paper, we will have more of them available
18 for you. It gives you the background about the case.
19 It tells about the petition that was filed from the
20 Polo Park Association asking for the extended area
21 service. It also delineates all of the areas in which
22 extended area service was petitioned.

23 Now, we will be hearing from you and the
24 technical witnesses, and we will make a determination
25 as to whether or not this group should be surveyed for

1 that particular service.

2 Now for those of you who will provide public
3 testimony, I will have to swear you in. And at which
4 point in time, if you could, as we call your name just
5 come to the front here to the right. And again, state
6 your name and address for the record.

7 We swear you in because your testimony is
8 actually an official part of the record. It's
9 something upon which the Commissioners can rely when
10 making our final determination. For those of you who
11 don't want to offer the oral testimony, there is a
12 sheet on the back of the special report for any
13 written comments that you would like to file and then
14 later submit to the Commission. You are welcome to
15 use that process.

16 I know we have a lot of people here this
17 afternoon with a lot of things to say, and to the
18 extent that someone before you stated the things that
19 you would like to say, it is okay for you to stand and
20 say that you've adopted the comments of some of the
21 speakers who went before you. But feel free, if there
22 are any concerns or any issues that you would like for
23 us to address, to come to the stand.

24 With respect to time limits, I had a couple
25 of questions about that. We generally don't limit the

1 public testimony, and we are here to listen to you and
2 hear whatever you have to say and you would like for
3 us to know about. Generally, the public witnesses
4 generally take about five minutes, and at that point
5 in time, generally the audience will let the witness
6 know if they've taken too long. And we will sit
7 patiently listening and taking notes on your
8 testimony.

9 If you have any questions, we have numerous
10 Staff members here that can address any and all of
11 your concerns. Ann was mentioned, she's here in the
12 front. I know a lot of you have met her.

13 Could you stand again?

14 She is generally our Staff expert on these
15 kind of issues. She understands the areas, the
16 calling patterns, the scope, and she can assist. And
17 she may even assist us as we have questions for her
18 regarding any of your testimony. Thank you, Ann.

19 There are also other members of the Public
20 Service Commission in the audience. Sandy is here in
21 the back. And Melinda Pace was the person that
22 probably greeted you when you came in.

23 We have our court reporter sitting here.
24 And I tell you that because if you can speak slowly
25 and directly into the microphone, she will be

1 recording each and everything that you say. And after
2 a couple of hours of trying to record all of that
3 testimony, we may need a break to give her an
4 opportunity to regroup and prepare herself for the
5 other witnesses.

6 At this point in time, unless we have any
7 other preliminary matters that we need to take care
8 of --

9 MS. CANZANO: Not at this time. I believe
10 it would be more appropriate to take up certain
11 matters at the beginning of the technical hearing.

12 COMMISSIONER JOHNSON: Then I think we are
13 prepared to take the public testimony portion of this
14 hearing. I understand that Representative -- is it
15 Tedder? Did I pronounce your name correctly? -- is
16 here. He has approached the Commission and the
17 Commissioner. He's been very concerned about this
18 case and the welfare of the citizens within this
19 district. I know that he has been here, and he is
20 signed up to speak. If you could come forward, I
21 think we are going to take you as our first witness
22 here today.

23 COMMISSIONER JOHNSON: And, Representative,
24 I think while you are standing it may expedite the
25 process if I go ahead and swear in all of the

1 witnesses at this point in time. And that way as you
2 each come up I won't have to reswear you in. We can
3 just take that at this point in time.

4 Everyone who signed up to speak today, if
5 could you please stand. Raise your right hand.

6 (Witnesses collectively sworn.)

7 Thank you very much. Representative.

8

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9

JOE G. TEDDER

10 appeared as a witness and, having been duly sworn,
11 testified as follows:

12

DIRECT STATEMENT

13

WITNESS TEDDER: Everybody hear all right?

14

Thank you.

15

Commissioners, first, I would like to thank
16 you very much for taking your time to come down and
17 listen to the concerns of the citizens in this
18 particular area. As you know, that this is something
19 that very much is a problem for the people of this
20 area and very much of a concern and a cost and the
21 undue burden for that.

22

As I stated in the letter that I wrote to
23 the Executive Director, Mr. Talbott, back in January,
24 presently the individuals living in the four corners
25 area are divided by three telephone service areas. My

1 constituents who live in the Polk County portion of
2 four corners are unduly burdened under this situation
3 and that all -- most of their telephone calls are long
4 distance.

5 As you also know, the Telecommunications
6 Reform Act in 1995 when we passed that last year,
7 tried to express the sentiment of the legislature that
8 competition should be in all types of services for
9 long distance and everything else. But another thing
10 that we tried to put into that law to give the
11 impression that we were very much concerned and give
12 the thoughts that we were very much concerned about
13 the service that all the citizens in this state have.

14 The situation that we have in this
15 particular area today does not make sense and is not
16 relying upon the service of the constituents and the
17 people who provide the services, telecommunications
18 services, and the people that receive those services.
19 So I'm here today representing my office to ask you to
20 very much consider their concerns and try to resolve
21 this in an expedient and a very good manner. Thank
22 you so much.

23 COMMISSIONER JOHNSON: Thank you very much.
24 Representative Tedder, there is one other matter that
25 I forgot to mention. After you've testified, we allow

1 the attorneys to ask questions of the witnesses -- and
2 it's all my fault. I was so overwhelmed by all of you
3 here, so excited to have such great participation. I
4 appologize, Representative.

5 WITNESS TEDDER: I might not have testified
6 if I had known that.

7 COMMISSIONER JOHNSON: I was actually
8 setting him up. (Laughter)

9 No, no. Any questions for the
10 representative?

11 MS. WHITE: BellSouth has no questions.

12 MR. WAHLEN: No questions.

13 MR. HILKIN: No questions.

14 MR. GILLMAN: No questions.

15 MS. CANZANO: No questions.

16 COMMISSIONER JOHNSON: Thank you very much,
17 sir. Could you call the next witness?

18 MS. SHELFER: Commissioners, I would just
19 like to make note that Hedy Weddington is here. She's
20 an assistant to Representative Edwards. She will not
21 testify, but she is in attendance.

22 COMMISSIONER JOHNSON: Thank you very much.

23 MS. SHELFER: Could the first witness, Ted
24 Dubay, please come forward.

25 COMMISSIONER JOHNSON: Mr. Dubay, if you

1 could remember to speak directly into the microphone.
2 And if you could, state your address for the record.

3

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4

TED DUBAY

5 appeared as a witness and, having been duly sworn,
6 testified as follows:

7

DIRECT STATEMENT

8 WITNESS DUBAY: My name is Ted Dubay. I
9 live at 257 Menlo Park Avenue in Polo Park West, which
10 is on the opposite side of the road from where we are
11 at this time.

12 I moved here in 1984, at which time I was
13 greeted with my third heart attack. No place to go
14 except Clermont. So Clermont it was. From Clermont
15 to Orlando. Later on, two years later, major surgery.
16 Where? Orlando. There is no major surgery of a heart
17 patient in Winter Haven or Haines City.

18 So, therefore, all of my doctors at the
19 present time are in the Clermont area. My family
20 doctor is Clermont. My urologist is in Orlando. My
21 heart doctors are in Orlando.

22 My wife required major surgery and, again,
23 she had to go to Kissimmee. So consequently all of my
24 telephone calls for doctors -- and you have all dealt
25 with doctors before -- you make a telephone call, and

1 it's not a three-minute call, because usually you are
2 on wait for about 15 minutes before they answer.

3 I can call the very top of the state of
4 Maine and talk for three minutes for 67 cents. I
5 can't call Clermont for 67 cents. (Applause)

6 Now, it's a sad situation. It's a sad
7 situation that at the time we bought in here --
8 naturally, we did not investigate the telephone
9 situation. Part of that is our fault. But
10 nevertheless, it doesn't make sense that 300 yards up
11 the road is long distance call, and 45 miles down the
12 road is not.

13 We are not saying we want it for free. We
14 are just saying that there should be some arrangement
15 made where we can get telephone service and not have
16 to pay an arm and a leg because 95% of us are retired,
17 living on fixed incomes. Sure we chose it, it's our
18 fault, but nevertheless, we still pay hefty bills to
19 the telephone companies.

20 When you deal with all of these, my wife's
21 father is 103 years old. A telephone call to him only
22 costs me \$1.35, and he's in Houlton, Maine. Yet I
23 can't call Orlando for that kind of money.

24 So the situation, as far as I'm concerned,
25 is just obnoxious and something that we shouldn't have

1 to put up with. Thank you. (Applause)

2 COMMISSIONER JOHNSON: Thank you. Any
3 questions for the witness?

4 MR. GILLMAN: No questions.

5 COMMISSIONER JOHNSON: Any questions,
6 Commissioners?

7 Mr. Dubay, I do have a question for you.
8 You stated that you wouldn't mind paying something for
9 the particular service. Do you understand that if we
10 were to survey the particular area for the extended
11 area service, that there may be some additive, some
12 charge that may be imposed, whereas your local rate
13 now may be \$10 to \$11, it might go up by a certain
14 percentage.

15 WITNESS DUBAY: Oh, certainly. I don't
16 expect it as a gift. But I see no reason why I should
17 have to pay \$2 and \$3 to make a telephone call of 17
18 miles. A reasonable amount, as far as I am concerned,
19 would be fine. But the charges, like I say, when I
20 can call the very top of Maine -- now, you understand
21 U.S.1 starts in Fort Kent, Maine and it ends in Key
22 West, Florida. And I can call Fort Kent, Maine for
23 better than three minutes for 67 cents. Now, that
24 doesn't make -- you know, as opposed to 17 miles. It
25 just doesn't make any sense. It seems as though we

1 are being taken.

2 COMMISSIONER JOHNSON: And it appears as if,
3 from the information that we have gathered thus far,
4 that that additional amount would be about \$4 per
5 month.

6 WITNESS DUBAY: That's peanuts. That's one
7 telephone call. (Applause)

8 COMMISSIONER JOHNSON: Thank you very much.

9 And ladies and gentlemen, I understand your
10 enthusiasm with respect to your witnesses, but it
11 would probably speed up the process if we could hold
12 our applause until the end, until after all the
13 witnesses have spoken. The court reporter, oftentimes
14 there's difficulty with her getting the final comments
15 when you start your applause. So perhaps we can wait
16 until all the witnesses have testified and then give
17 everyone a round of applause for coming and
18 participating in this proceeding, that would be
19 helpful for us.

20 Could you call the next witness?

21 MS. SHELFER: Robert Noak.

22 COMMISSIONER JOHNSON: Was it Robert Nowad?

23 MS. SHELFER: It's N-O-A-K, Noak. (Audience
24 response.)

25 COMMISSIONER JOHNSON: Oh, Bob.

1 WITNESS NOAK: Here I come.

2 - - - - -

3 ROBERT NOAK

4 appeared as a witness and, having been duly sworn,
5 testified as follows:

6 DIRECT STATEMENT

7 COMMISSIONER GARCIA: Bob, spell your name
8 into the --

9 WITNESS NOAK: My name is Robert Noak,
10 N-O-A-K. I live at 809 East Boulevard, Davenport,
11 Florida, Polo Park East.

12 I'm going to make it brief. Basically, my
13 complaint is this, same as everybody else. I can call
14 Clermont for one minute daytime, 25 cents. I can call
15 Aurora, Illinois daytime, one minute, 28 cents, 1250
16 miles away for 3 cents more.

17 I have children in Kissimmee, Tavares,
18 Montverde. All of these cost me 25 cents. It doesn't
19 make sense to me.

20 All of my doctors, my wife's doctors, the
21 same as the previous gentleman, either in Clermont or
22 Orlando. Everything is out of this particular
23 district. We are unfortunate we do not have service
24 in this particular area for everybody. And to sum it
25 up, that's what my big complaint is. Big difference

1 in what it's going to cost us.

2 COMMISSIONER JOHNSON: Thank you. Any
3 questions?

4 COMMISSIONER GARCIA: Let me ask you a
5 question. If we were to ask the people who live in
6 this area, in the area that's affected here, that
7 question, if they had to pay an additive, they had to
8 pay an extra fee to receive this service, do you think
9 they would all be in favor of that, or the great
10 majority?

11 WITNESS NOAK: I would say, yes. I myself
12 would be glad, too.

13 COMMISSIONER JOHNSON: Can we call the next
14 witness?

15 MS. SHELFER: Fred Scheuer.

16 - - - - -

17 **FRED SCHEUER**

18 appeared as a witness and, having been duly sworn,
19 testified as follows:

20 **DIRECT STATEMENT**

21 WITNESS SCHEUER: My name is Fred Scheuer.
22 The last name is spelled S-C-H-E-U-E-R. The address
23 is 706 East Boulevard, Polo Park East.

24 I would like to adopt a lot of the comments
25 that just have been said recently. There's something

1 else that's been a problem for the wife and I. We
2 both work at Disney, and the call to work requires a
3 long distance telephone call. We also have children
4 in Kissimmee, doctors in Kissimmee, two businesses in
5 Kissimmee, so there's a lot of need to call Kissimmee.

6 And I believe in January of this year, the
7 telecommunications bill became a reality. We were
8 supposed to be provided local service alternatives. I
9 understand that there's been no ability to put a
10 feeder out here yet from Kissimmee, which seems to be
11 our problem. But the problem I've got is that we have
12 to call work long distance; call the kids, it's a long
13 distance call. The comparison we could use for
14 Sanford and Orlando was a convenience for Southern
15 Bell because I believe that was all one particular
16 area, just a matter of an extension. But we have a
17 little unusual situation here. With the three area
18 codes, there are almost three different companies
19 involved. So we have to have work on something about
20 getting that straightened out.

21 But the three area codes isn't the biggest
22 problem. I think just the idea that anybody that
23 wants to make a call anywhere other than to the
24 neighbors has to make a long distance telephone call.
25 And I think we all would approve of a small rate

1 increase which would be no big deal to us. Let me see
2 here.

3 Another example about our nonexistence out
4 here is in 1995 we had Hurricane Erin go through the
5 area, and the media never covered our location. The
6 wife and I came home from work about 10:30 at night
7 and had to ride the storm out. There was no news
8 coverage on our particular area here, and as you can
9 see, the growth is quite large, up and down 27 clear
10 into Kissimmee, so it's like we are nonexistent. We
11 would like to have a little acceptance that we do
12 have problems out here. That's about all I have to
13 say. Everything else is pretty well adopted.

14 COMMISSIONER JOHNSON: Thank you very much.
15 Any questions? Commissioners? Seeing none, thank
16 you, sir.

17 MS. SHELFER: Mr. Mac Boulton.

18 - - - - -

19 **MALCOLM BOULTBEE**

20 appeared as a witness and, having been duly sworn,
21 testified as follows:

22 **DIRECT STATEMENT**

23 WITNESS BOULTBEE: Good morning. My name is
24 Malcolm Boulton. Everybody knows me as Mac. My last
25 name is spelled B-O-U-L-T-B-E-E, Boulton. I live at

1 529 Challenger Avenue, Polo Park West.

2 I'm comparatively new in Polo Park, but what
3 I have heard so far from previous people giving
4 testimony here, I may be in the same boat as some of
5 these people that need medical attention. I've had
6 major surgery twice. Fortunately, since I've lived in
7 Polo Park, I have been comparatively healthy. I just
8 fell; but I'm short of breath.

9 The thing that I have discovered since I've
10 been here, I work part-time at Disney, and I had
11 occasion to call Disney for the first time since I
12 worked there. And being new there, I didn't actually
13 know who I had to get in touch with. By the time I
14 finished calling, I'd made eight calls to Disney that
15 day, and each one was a toll call.

16 The other day my wife went down to the
17 7-Eleven to pick up a few things. When she's down
18 there, the car breaks down. No problem. She gets on
19 the phone from the 7-Eleven, which is not more than a
20 half mile away from here on the north side of 192.
21 The cost of the call was \$1.50. Had she have walked
22 across the road and called from the Lil' Champs, it
23 would have been a quarter.

24 Now I think this is ridiculous. And I also
25 think that being in a situation where I may be in the

1 position of the previous gentlemen here, I may be the
2 one that's calling Orlando many, many times for
3 doctors or my wife will, and I do not want to be in
4 that position. So I myself by what I've heard right
5 now, I would support a small increase in our telephone
6 service. Thank you.

7 COMMISSIONER JOHNSON: Thank you. Any
8 questions?

9 MS. CANZANO: I have a question.
10 Mr. Boulton, approximately how many miles is it from
11 here to Disney?

12 WITNESS BOULTBEE: I work at MGM, I'm
13 looking at about probably eight miles, six or eight
14 miles.

15 MS. CANZANO: Thank you. And about how many
16 miles is it from here to the convenience store?

17 WITNESS BOULTBEE: To where we made the
18 call? I think it's about a half a mile.

19 MS. CANZANO: Thank you.

20 COMMISSIONER JOHNSON: Any other questions?

21 Let me ask you a question. I know you, as
22 have most of the witnesses before you, are from the
23 Polo Park area here. If we were to decide to ballot,
24 we would have to ballot the entire Haines City area.
25 Now, this is a difficult question, I'm asking you what

1 you think other people think, but I'm going to ask you
2 anyway.

3 How do you believe the rest of the Haines
4 City exchange would feel about the increased charge to
5 their local bill?

6 WITNESS BOULTBEE: As you say, that's a
7 difficult question because most of the people that are
8 living in this area are on fixed incomes. And one of
9 the things they fear most of all is increases. What
10 we're looking for is decreases. But I'm probably one
11 of the fortunate ones that can say I can afford a
12 little increase, so I can't speak for them as far as
13 increases. I think that should be done on a ballot
14 basis because these people that are on fixed incomes,
15 some are in the position that they have to count every
16 penny. So I couldn't answer that question honestly.

17 COMMISSIONER JOHNSON: And you are right,
18 but to the extent that we were to decide to survey, at
19 least everyone would have the opportunity to cast
20 their vote.

21 WITNESS BOULTBEE: Yes.

22 COMMISSIONER JOHNSON: Thank you very much.

23 Next witness.

24 MS. SHELFER: Tom Romans.

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TOM ROMANS

appeared as a witness and, having been duly sworn,
testified as follows:

DIRECT STATEMENT

WITNESS ROMANS: Good morning. My name is
Tom Romans. You spell my last name R-O-M-A-N-S. My
address is 227 Robbins -- with two Bs -- Rest Circle.
And that is here in Davenport, is the area.

You know you've heard testimony today and
you will continue to hear testimony, I believe, from
people who will tell you that they are forced to call
long distance to make doctors' appointments, chat with
people of their work, and that sort of thing, and
that's true for us as well. We did send our son to a
Christian school in Kissimmee. Everything that we did
there was a long distance call, calls for him to make
back and forth to school, that sort of thing.

I work at Lake Buena Vista. That is a long
distance call every time that we want to make -- you
know, find out what's going on at the office. Now
you've asked me to provide my address, and I've done
that. But I'd like to give you another address as
well and give you a different bit of a slant from us.

We subscribe to an on-line service available

1 through Prodigy. We are part of a growing population
2 that uses on-line services and computers to make
3 purchases. I invest my stocks through our IRA
4 account. We maintain communication with people across
5 the world, across the country using this. Typically
6 it's supposed to be a free call whenever you do that.
7 The service is relatively inexpensive for what we do.
8 It's about \$7.95 a month.

9 Unfortunately, in order to access the
10 service, I have to make a long distance call. So
11 routinely we end up spending two or three times the
12 amount for the calls just to reach the service, which
13 is supposed to be free in the first place.

14 Could I change to a different company? Yes,
15 I could. However, in order to do that, that means I'm
16 going to have to contact everybody who knows us
17 through this address. I'm sure everybody here has
18 been in a situation of what it's like to send out
19 cards and tell everybody we'll have changed addresses
20 and that sort of thing, and it does become difficult.

21 I think this is something that's going to
22 continue to grow and be part of the way America does
23 business, and I'd like to ask you today, if you would,
24 please consider changing it. The people who live in
25 our area are mostly younger. I'd say a lot of them

1 work at Disney, and I think a lot of them would be
2 very much in favor of a small monthly increase in
3 order to gain access to their work and to these types
4 of services.

5 COMMISSIONER JOHNSON: Thank you. Any
6 questions?

7 MR. GILLMAN: Thank you, Commissioner.
8 Mr. Romans, I just have a couple of questions.
9 Regarding your on-line service, where is that number
10 dialed to?

11 WITNESS ROMANS: There's another series of
12 numbers that you can call. I could call to Kissimmee,
13 I could call to Orlando, I could call to Haines City,
14 anyplace like that. I have to make my call all the
15 way out to Tampa unfortunately.

16 MR. GILLMAN: The Prodigy service you call
17 is all the way to Tampa?

18 WITNESS ROMANS: Right. Are you familiar
19 with the Prodigy service?

20 MR. GILLMAN: Uh-huh.

21 WITNESS ROMANS: The reason that I do that
22 to Tampa is because they offer their speed at 14.4
23 rather than 9600, and I do know I could also call to
24 Orlando the same thing. I have the same service at
25 work, so everything I do at work is free.

1 MR. GILLMAN: Now I haven't asked anybody
2 else this, but are you aware of what GTE is proposing
3 in this case?

4 WITNESS ROMANS: No, sir.

5 MR. GILLMAN: If your overall bills from
6 what you are paying now in toll would go down, would
7 you support a plan like that?

8 WITNESS ROMANS: I'm sorry, I don't quite
9 understand. You said if my overall bill would go
10 down, I mean, yeah. I think if I'm reading what
11 everyone else here and what we would like to do, we
12 would like to pay a small increase per month of a few
13 dollars. I'm not looking to drop my \$100 a month bill
14 or \$75 a month bill by \$5.00, if that's what you're
15 saying.

16 MR. GILLMAN: I guess I am saying that to a
17 certain extent, except that what you are paying total,
18 I mean, it's going to be more than \$5. If you are
19 able to decrease what your total calling costs are
20 now, would that be a plan do you think you and the
21 rest of the community could support? And I guess what
22 you are saying, it depends how much lower it is?

23 (Audience response.)

24 WITNESS ROMANS: Not really. Again, you are
25 asking a difficult question, and again, I don't want

1 to speak on anybody else's behalf.

2 I know just speaking from my own family, we
3 have to be very careful on how long we talk. If I
4 have to call my office or something, I try to limit
5 that to one or two minutes, and maybe that's not
6 enough to get everything done that we need to. So we
7 would just like to do, you know, an extended calling
8 area. I know my friends in Clermont who say that's no
9 problem for us to call, it's a quarter and we can talk
10 as long as we want. We did the same thing when we
11 lived briefly in Kissimmee.

12 MR. GILLMAN: Would you prefer an optional
13 plan as opposed to a plan that would be applied to
14 every customer?

15 WITNESS ROMANS: I think so, yes. People
16 are used to seeing a lot of options available to them.
17 You could go to any kind of a long distance company
18 now and subscribe to their services or whatever. I
19 think everybody is going to be different. Yeah, I'd
20 prefer an option.

21 MR. GILLMAN: I mean, might there be some
22 people who don't have a need to call Orlando in the
23 area?

24 WITNESS ROMANS: You are talking about a
25 pretty widespread area. I mean, we're going all the

1 way to Haines City. And I suppose the people who live
2 in Haines City have less of a need. Unfortunately,
3 the people out here, many people work at Disney. You
4 know, Disney is our largest employer and they need
5 these people out here, and these people need to be
6 able to reach their offices and that sort of thing.

7 MR. GILLMAN: Okay. That is all I had.
8 Thanks.

9 COMMISSIONER JOHNSON: Any other questions?

10 MS. CANZANO: I have one question. Would
11 you favor a 25 cents per call for residential service?

12 WITNESS ROMANS: I'm sorry, now you are
13 asking me if I would want to be charged an extra 25
14 cents in order to go ahead and make a call to Orlando?

15 MS. CANZANO: Per call.

16 WITNESS ROMANS: I don't think so. To me if
17 it was a moderate increase, if it went up \$4, that's
18 16 calls a month in a sense, so I would rather just
19 pay a flat fee.

20 MS. CANZANO: If it were not an option to
21 pay a flat fee, if the Commission determines that
22 there's not the requisite community of interest for a
23 flat rate for the entire Haines City exchange, as an
24 alternative to that, would you think it would be okay
25 or sufficient to pay 25 cents per call for residential

1 service?

2 WITNESS ROMANS: If you are asking me do I
3 think people would rather pay 25 cents a call or stay
4 with where they are, then I think people would say
5 let's pay a quarter more. But I think the general
6 consensus is people would rather say I'd rather pay a
7 small portion and know that I can talk -- or make as
8 many calls as I wanted to. It's kind of the lesser of
9 two evils sort of a thing.

10 MS. CANZANO: Thank you.

11 (Witness Romans excused.)

12 - - - - -

13 COMMISSIONER JOHNSON: The next witness.

14 MS. SHELFER: Mr. William Bower.

15 - - - - -

16 **WILLIAM BOWER**

17 appeared as a witness and, having been duly sworn,
18 testified as follows:

19 **DIRECT STATEMENT**

20 WITNESS BOWER: Thank you. My name is
21 William Bower, and I live at 203 Joanne here in Polo
22 Park East.

23 My concern of this whole thing is we are
24 kind of in a wrong area. I can call 35 miles south to
25 Haines City -- or to Lake Wales for nothing. I've

1 happened to have called Lake Wales twice in the last
2 year to talk to my ophthalmologist. However, I have a
3 daughter, a single mother, a single parent, who lives
4 a half a mile north and two and-a-half miles east on
5 192, and it's a long distance call.

6 I can call Haines City, my doctor, 16 miles
7 away, but I can't call my car dealer in Clermont, 15
8 miles away; it's a long distance call. I can't call
9 the Eckerd store over at Splendid China and give them
10 my prescription number for a refill without a long
11 distance call, which happens to be the same place my
12 daughter works.

13 Living in this general area, being a tourist
14 area, or close to a tourist area, naturally all of my
15 relatives and all of my friends that I used to know
16 before I moved to Florida check in with me every time
17 they are down in this area. And they want my advice
18 on the tourist areas, and they want to call and make
19 reservations.

20 The Orlando Convention and Tourist Bureau
21 puts out a little book. In this book are 30
22 attractions. Only 10 of them have an 800-number. All
23 the rest of them are long distance. So you know what
24 happens to my bill when somebody visits me.

25 In the past 90 days I have made 43 long

1 distance telephone calls. That may not seem like a
2 lot, but I made 43. 28 of them are in this Reedy
3 Creek, Clermont, Kissimmee area. So 65% of my long
4 distance telephone calls are within 10 or 15 miles.

5 We quite often are called by my daughter who
6 has a child in school, and when she's not going to get
7 out of work until after midnight and it's a school
8 night, the next morning, my wife quite often goes over
9 and stays overnight, puts her to bed. This is a long
10 distance call.

11 In that same 90-day period, my daughter who
12 lives three miles around the corner in the 407 area
13 code has made 96 phone calls long distance, 56 to us
14 in this area or 60% of her calls are also long
15 distance for less than 10 miles.

16 I appreciate your attention to this matter
17 in this area, and I echo the gentleman ahead of us who
18 said we are orphans out here, nobody knows we exist
19 because nobody even knows where we are. Thank you.

20 COMMISSIONER JOHNSON: Any questions? Thank
21 you, sir. Next witness.

22 (Witness Bower excused.)

23 MS. SHELFER: Susan Reininghaus.
24
25

- - - - -

SUSAN REININGHAUS

1
2
3 appeared as a witness and, having been duly sworn,
4 testified as follows:

DIRECT STATEMENT

5
6 WITNESS REININGHAUS: My name is Susan
7 Reininghaus. I live at 204 Foggy Creek Road, and that
8 is in the town of Lofmin, Florida.

9 (Audience response.)

10 Can't hear me, okay. My name is Susan
11 Reininghaus. I live at 204 Foggy Creek road, and that
12 is the town of Loughman, Florida, which is the town we
13 are right now. We do not live in Davenport. We are
14 unfortunate enough to have a Davenport mailing
15 address, which greatly confuses a lot of people, but
16 the town we actually are physically in is Loughman.
17 It is one of the fastest growing areas in central
18 Florida. Disney estimates 10% of its employees living
19 here in Loughman. That is at least 4,000 people.
20 They all work 8 to 12 miles away.

21 4,000 of our people leave their children
22 every day, they drive off to work, and gee whiz, if my
23 child cuts her finger or has a problem, she has to
24 dial a long distance phone call to call Mommy. It's
25 going to be at least \$1.50 for my child to call and

1 say, Mommy, I cut my finger, what do I do? Or, Mommy,
2 am I having an asthma attack? I have to then decide
3 whether I want to stay on a long distance phone call
4 and discuss with her. It's wrong.

5 There should not be the number of people
6 that live out here unable to make a phone call just to
7 address a simple situation. And when I moved here,
8 and I live in Sunridge Woods, I lived one mile from
9 the line. We're dealing with real people. I'm sorry
10 there's a line, but I live one mile on the wrong side
11 of the line. I mean, isn't that amazing?

12 In 1995 the Ledger put out an article which
13 addresses this situation, July 17th, I have copies of
14 it. I also have copies of the articles that were in
15 the Orlando Sentinel that addressed the housing
16 situation and how large our housing projects are
17 getting to be, and I brought the copies so you could
18 see them.

19 I'm sorry, just a moment. We cannot call
20 services such as our doctors. Our water service is a
21 long distance phone call. Our pharmacist is a long
22 distance phone call. Any call I make -- I have called
23 GTE long distance to tell them my phone was having
24 problems.

25 I work across the street, which is

1 Bridgewater Crossing, and that is across the street
2 from Sunridge Woods. Our phone bill last month was
3 \$1000. To call our home office which is 20 miles
4 away, we spent \$1000. Amazing.

5 Like Deltona which also went under the same
6 type of experience, Southern Bell addressed this
7 situation and turned around and made offers to them
8 and solved the situation there. This was only a short
9 time ago.

10 I feel our phone situation needs the same
11 recognition, at least for the town of Loughman. Yes,
12 I don't know that Haines City has even shown today the
13 participation I would have liked to have seen, and I
14 don't know that Davenport has shown the participation
15 we would like to see today. I do know the people who
16 live in Town of Loughman have shown participation and
17 are very concerned about it. That's all.

18 COMMISSIONER JOHNSON: Any questions?

19 COMMISSIONER KIESLING: Yes. Would you
20 please spell your last name?

21 WITNESS REININGHAUS: R-E-I-N-I-N-G-H-A-U-S.

22 COMMISSIONER JOHNSON: Any other questions?

23 I have a question for you. You stated that to call
24 your local exchange company is a long distance call?

25 WITNESS REININGHAUS: Unfortunately, in

1 their phone book, they did not list the number for
2 service. That is being corrected now. But I have
3 lived here for three years. And two years ago when we
4 were having problems with our phone service, I had to
5 call long distance to get put on hold for 10 minutes,
6 having a problem. And of course, they charged me.
7 They did not take it off the bill.

8 COMMISSIONER JOHNSON: And you said since
9 then -- and that was the only number for you to call
10 at that point in time?

11 WITNESS REININGHAUS: Now, in the phone
12 book, if you get the right one, there's two phone
13 books for our area, for the town of Loughman. And if
14 you look in the correct one, which I'm not sure
15 everybody knows which one is the correct one, but
16 there's one that actually does list a local number to
17 call to get service. And the other phone book does
18 not list a local number to call to get service.

19 COMMISSIONER JOHNSON: And that is a GTE
20 phone book that's actually published and distributed
21 in this area, you said, and it still does not --

22 WITNESS REININGHAUS: It's on our doorstep.

23 COMMISSIONER JOHNSON: -- not list the local
24 number?

25 WITNESS REININGHAUS: Uh-huh.

1 COMMISSIONER JOHNSON: There's one other
2 question that I had for you. I'm stalling trying to
3 remember what it was.

4 I guess maybe I've taken care of all of them
5 from my notes here. We'll have Staff get together
6 with you on some of the issues that you raised,
7 particularly with respect to calling the offices
8 because you did not have any other number with respect
9 to them having a local calling number for you. Thank
10 you very much.

11 WITNESS REININGHAUS: And I know that like
12 with the schools, if this continues, they bring up to
13 you, we've already made this many long distance phone
14 calls for your child this year. When your child has
15 asthma, which mine does, and severe allergies, which
16 mine does, I should not be punished because my child
17 has a medical need. That need should be addressed and
18 it should be met. And there's no reason the school
19 should be punished with the long distance phone call
20 either. They are trying to address a situation.

21 COMMISSIONER JOHNSON: I do have one other
22 question; I just recalled what it was. You said that
23 the city here is actually the city of Loughman?

24 WITNESS REININGHAUS: Uh-huh.

25 COMMISSIONER JOHNSON: Now, there isn't a

1 problem then if someone were to call and ask for you
2 and they asked -- is it under Davenport, or is it
3 under Loughman?

4 WITNESS REININGHAUS: It's under Haines
5 City, and actually the girl across the street -- our
6 mailing address is Davenport. And that is because our
7 town was too small at one time, and we're hoping to
8 get that changed so that they start putting Loughman
9 on -- because FedEx calls you up and says I can't find
10 you. Well, that's because you are 14 miles away.

11 And if you call information, you have to say
12 they live in the town of Haines City. Unfortunately,
13 most people do not know to tell the phone company we
14 live in the town of Haines City. So the girl across
15 the street had a death in the family, she was not
16 notified for three days. And that was a very close
17 member of her family. And she would have been here
18 today, but she was moving to Tennessee. Her phone
19 bills were so high, \$350 a month, that she's moved
20 back home, and not going to be paying that.

21 COMMISSIONER JOHNSON: Thank you very much.

22 Ma'am, you know, what we will do is take
23 those documents and put them in the correspondence
24 part of our record. You can hand them to our Staff
25 attorney here at the left.

1 Next witness.

2 (Witness Reininghaus excused.)

3 MS. SHELFER: Bob Cash.

4 - - - - -

5 **BOB CASH**

6 appeared as a witness and, having been duly sworn,
7 testified as follows:

8 **DIRECT STATEMENT**

9 WITNESS CASH: Good morning. My name is Bob
10 Cash, C-A-S-H. I live at 9000 U.S. 192, Lot 729,
11 Clermont, Florida. Ladies and gentlemen, that is
12 Outdoor Resorts, just approximately two miles from
13 here. One mile exactly east on 192 from 27. It is in
14 the extreme northeast corner of Polk County. You go
15 across the street from the our park, and you are in
16 Lake County. You turn to the right, you are
17 immediately in Orange County. You go approximately
18 200 yards, and you are in Osceola County.

19 Now, ladies and gentlemen, this park we live
20 in is known as Outdoor Resorts at Orlando. But we are
21 not in Orlando, and we are not in Lake County.

22 Clermont, our mailing address, is in Lake County. Our
23 telephone exchange is in Haines City. We don't live
24 any where. We are in limbo. (Applause)

25 Ladies and gentlemen, try to get something

1 delivered to Outdoor Resorts and see what you have to
2 go through telling them where you are. They
3 practically acknowledge that you just don't live
4 anywhere.

5 Now, I believe that you've probably all
6 heard enough all ready to realize that the system is
7 broke, and we are looking to the Public Service
8 Commission to correct some bad situations here.

9 I don't have any real particular complaint,
10 but the think the thing borders on lunacy. We don't
11 live in Clermont, we are roughly 17 miles south of
12 Clemont. We're roughly 17 miles west of Kissimmee.
13 We're roughly 17 miles north of Haines City. We just
14 don't live anywhere.

15 I note in looking in the telephone
16 directory, it seemed like the telephone company might
17 ought to consider ways to cut their expenses. They
18 have everything in there except cooking recipes and
19 possibly high and low tide. They don't need all of
20 that.

21 If you've ever looked in there, you don't
22 need to know the annual temperature of Guatemala, or
23 whatever it is.

24 I'm sorry, but sometimes a little humor will
25 bring home the lunacy involved here. To go across the

1 street to the 7-Eleven store is just a case of
2 crossing Highway 192, and yet it's a long distance
3 call. Someone comes to Clermont that remembers, well,
4 we live in Clermont, and they look it up in the phone
5 directory. We don't live there. We're not in that
6 directory. We're in the Haines City directory.

7 Ladies and gentlemen, thank you for your
8 time. I just didn't have a heck of lot to say in the
9 form of factual information, but I thought maybe just
10 interjecting a little bit of humor, if you will, and
11 to point out the lunacy here. Something is wrong, and
12 we certainly would appreciate you folks correcting a
13 bad situation for us. Thank you.

14 COMMISSIONER JOHNSON: Mr. Cash, there may
15 be questions.

16 WITNESS CASH: Yes, ma'am.

17 COMMISSIONER JOHNSON: Any questions?

18 Actually, I have a question for you.
19 Currently -- I know you stated that you all have a
20 Clermont mailing address, so if you were to send mail
21 to someone and if they wanted to call you, they would
22 probably call Clermont information. If they called
23 Clermont information, what happens?

24 WITNESS CASH: They'd never find us. You'd
25 have to call the Haines City, and yet our mailing

1 address is in -- Clermont, of course, is Lake County.
2 Haines City is Polk County. We're in the extreme
3 northeast corner. And I pointed out the proximity.
4 You throw a rock and you've covered two counties.

5 COMMISSIONER JOHNSON: And with respect
6 to -- I know you said you have a Clermont mailing
7 address, but again, is there a municipality where you
8 live?

9 WITNESS CASH: No. We are at Outdoor
10 Resorts at Orlando. Now, that's a misnomer if I ever
11 heard one. I say we're in limbo, purgatory or
12 something. (Laughter)

13 Now, I might say, in military service they
14 used to say, well, there's only two good bases, the
15 one you just left, and the one you are going to. And
16 I don't want to imply sour grapes or anything, but we
17 came some eight, nine years ago from the worlds'
18 largest toll-free calling area. And I'm sure some of
19 you might know what that is. That's the Atlanta area.
20 It's nothing to call 60 miles in one straight-line, no
21 toll call at all.

22 Now, I realize that you do get into border
23 situations, but I think they have accommodated that by
24 some nominal cost per call on those that would use it.
25 I think that would be even a better system, a nominal

1 cost for the call rather than a blanket thing. Like I
2 say, I don't make all that many calls, and it's not to
3 say that I won't. But some are certainly going to use
4 it a lot more than others, and I can appreciate their
5 situation. So there's no blanket answer to this sort
6 of thing.

7 I doubt that it would be satisfactory for
8 the residents in Haines City to see their phone bills
9 go up to accomodate Polo Park and Outdoor Resorts or
10 whatever.

11 COMMISSIONER JOHNSON: One last question,
12 and I'm just trying to get a better feel for the
13 Outdoor Resorts at Orlando. It's actually in Lake
14 County, did you say?

15 WITNESS CASH: No. It's in the extreme
16 northeast corner of Polk County. If you go out here,
17 you go north on 27 just about a half mile, and you'd
18 go east on 192, and it's one mile east. So you are
19 practically on top of it here.

20 Now I know there are a number of people from
21 Outdoor Resorts here. I'm not setting one faction
22 against the other, but I would realize the fact that
23 this meeting is here, that Polo Park is heavily
24 influenced here. But I wanted you to know that they
25 are not the only ones. This geographical area is just

1 something to really cope with.

2 COMMISSIONER JOHNSON: And what you are
3 asking for though with respect to that is the same
4 extended area service that was a part of the Polo Park
5 Homeowners Association petition?

6 WITNESS CASH: Well, I'm not that well
7 versed with what they've petitioned or haven't. I'm
8 aware of the situation, and I think we have as much
9 right here as anyone from Polo Park. And I haven't
10 heard anybody speak of our particular situation. I
11 thought I would take the opportunity to stick my nose
12 in it.

13 COMMISSIONER JOHNSON: Thank you very much.
14 I appreciate your comments.

15 (Witness Cash excused.)

16 - - - - -

17 MR. HILKIN: Commissioner Johnson, just as a
18 point of clarification. Apparently when the rural
19 areas were developed, Davenport bid for Polo Park.
20 Apparently when ORA came in, Clermont Post Office bid
21 for that service, that rural service. And there's
22 where the conflict comes. And that ought to be
23 addressed somewhere in the state legislature somehow.

24 COMMISSIONER JOHNSON: It does appear to be
25 a problem that may not necessarily be related to the

1 telephone companies.

2 MR. HILKIN: No, but it's interrelated.

3 COMMISSIONER JOHNSON: Certainly. Thank you
4 very much.

5 MS. CANZANO: And the next witness is June
6 Noblitt.

7 - - - - -

8 **JUNE NOBLITT**

9 appeared as a witness and, having been duly sworn,
10 testified as follows:

11 **DIRECT STATEMENT**

12 WITNESS NOBLITT: My name is June Noblitt.

13 COMMISSIONER KIESLING: Would you spell your
14 last name?

15 WITNESS NOBLITT: N-O-B-L-I-T-T. My address
16 is 15917 Greater Groves Boulevard, and that is a
17 Clermont address, but I'm 15 miles from Clermont, and
18 I'm right down the road.

19 I live in Lake County. I happen to be
20 president of Greater Groves Homeowners Association, so
21 I feel like that I can represent approximately 300
22 homes that are in our subdivision, and relating some
23 of the same problems that the people here in Polk and
24 other areas have. We are very fortunate though that
25 we are able to call Orlando with no charge.

1 Just right after -- just before I moved to
2 Greater Groves -- I'm the fourth oldest resident out
3 there, our community is four years old -- Clermont
4 addressed the situation, and we pay an additional fee
5 for that charge on our monthly telephone bill. I
6 would not accept anything less. I will not accept the
7 25 cents a call, and I'll tell you why.

8 I am an old Kissimmee resident. I moved
9 from Kissimmee out here. I was working at Disney.
10 I'm now retired forcibly on disability.

11 It's a little hard for most people to live
12 on Disney pay. I'd like to see people live on Disney
13 disability pay. It's not a lot of money and every
14 penny counts.

15 Being president of the homeowners
16 association, I have to deal with a lot of problems
17 with the rental homes in our area. All the rental
18 companies are in Kissimmee. My phone bill, it
19 represents not only that, but calls to John Hilkin.
20 My calls last month to John were approximately \$7.

21 And because of some of these problems, a
22 group of residents, we combined two years ago in my
23 home and last year we incorporated, and we are now the
24 Four Corners Regional Council, Incorporated. We are a
25 group of residents and business owners who are trying

1 to address the concerns of this area. As you are now
2 finding out, there are many. One in particular is the
3 telephone. That was our biggest complaint at our
4 annual meeting in January. And I'm here, hopefully I
5 can address some of those and represent some of those
6 people here, too.

7 Again, all my Board of Directors is long
8 distance because it is long distance to call Polk and
9 it is long distance to call Osceola, which is a mile
10 and-a-half down the road from me. So my phone bill
11 for my homeowners association, for the Four Corners
12 Regional Council is all local service -- I mean, long
13 distance service. Yet I can call all the way to Lady
14 Lake which is some -- I'm guessing about 60 miles
15 away, and it's near Gainesville, local.

16 I come down here. My doctor is right across
17 the street here in the clinic, and it comes out of
18 Haines City Hospital. My mother who just recently
19 won, hopefully, a battle with a cancer, her doctor is
20 in Haines City as well. So our phone calls were going
21 to Haines City. Her phone calls were going to Haines
22 City for her doctor.

23 Being from Kissimmee all my doctors are in
24 Kissimmee. My vet lives in Kissimmee. So I'm like
25 everyone else. I call my doctors, I call my vet to

1 make an appointment, it's long distance.

2 I babysit to supplement my income. It was
3 an accidental type of job that started with my best
4 friend's little baby. And those three little ones
5 over there are the three little ones I have to babysit
6 for. So forgive me if I bring in little kids today,
7 but the babysitter didn't have a babysitter.

8 If one of those get sick, all my children's
9 parents work in the service industry. Most of them
10 are either -- one of the two parents work at Disney or
11 somewhere in the Kissimmee area. One of them gets
12 sick, I have to pay the long distance phone call to
13 call them and tell them to come home and take care of
14 their child or that their child is ill.

15 Again, the pharmacy, we called down to
16 Eckerd's, we were thrilled to death to get a pharmacy
17 out here. It's long distance. It adds another dollar
18 and-a-half to -- well, if you have to wait for the
19 pharmacist to answer the phone, it's sometimes \$2 and
20 something to add to your prescription. This gets
21 expensive for anyone with a disability and anyone who
22 has medical problems, such as myself and my companion
23 at home.

24 I have a friend of mine that owns a little
25 pub, and I'm hoping he's here today and going to

1 testify, but I knew he had a Clermont address, so I
2 called Clermont information to get his phone number.
3 I wanted to call him one day and get a carry-out order
4 from his restaurant. And there's no such restaurant
5 listing. And I'm thinking now, wait a minute. This
6 is something wrong here. So I get in the car and
7 drive on down here. And yeah, he has a Clermont
8 address, but he's got a Haines City phone number or
9 Davenport phone number, and that's not even in the
10 same area code. That's the one thing that wasn't
11 addressed earlier. It's not even in the same area
12 code. So you can't even go to the same area code and
13 get information for somebody down here. It's in an
14 entirely different telephone and area code.

15 If I want to call for a pizza, it's long
16 distance. And one of the other things, I know this is
17 not quite related. But I get all these telephone
18 books, and I don't get a yellow pages for Orlando yet.
19 We are paying a service charge a month for Orlando
20 access, but we don't get yellow pages for Orlando.
21 And when I called to request one, it was like \$4 and
22 something to get an Orlando yellow pages, so I don't
23 think that's quite right either. I mean, if we are
24 paying the access fee to Orlando to get Orlando
25 nontoll calls, we shouldn't have to pay for the phone

1 book.

2 And basically, I'm just going to tell you
3 that one thing is that people say we are not a
4 community here, we are growing. We are growing. The
5 houses are popping up in my neighborhood daily. I try
6 to go through my neighborhood, walk it at least once a
7 week or so, and it just amazes me how many more new
8 ones have been built. And if you don't think that we
9 aren't a neighborhood, we aren't a community, then
10 open up today's Lake Sentinel. And when it addresses
11 the article for this meeting, we are called Four
12 Corners; we finally have a name.

13 We named ourselves the Four Corners because
14 of the proximity, and we are the Four Corners. We are
15 a community, and I just hope that you will address us
16 as such and consider us as such and know we don't want
17 that quarter a thing. I'll pay the \$4 extra a month
18 or whatever, but I don't want to pay an extra quarter
19 to call -- I mean, a quarter every time I call
20 somewhere. It's not going to solve the problem. We
21 shouldn't have to. Pure and simple, we shouldn't have
22 to.

23 COMMISSIONER JOHNSON: Any questions?

24 Seeing none, thank you very much ma'am.

25 (Witness Noblitt excused.)

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COMMISSIONER JOHNSON: The next witness.

MS. SHELFER: Bonita Chapman.

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BONITA CHAPMAN

appeared as a witness and, having been duly sworn,
testified as follows:

DIRECT STATEMENT

MS. CHAPMAN: My name is Bonita Chapman. I
live at 352 Montana Avenue. It's a Davenport address.

COMMISSIONER JOHNSON: Ms. Chapman, were you
sworn in?

MS. CHAPMAN: Yes.

COMMISSIONER JOHNSON: Okay. Thank you very
much.

MS. CHAPMAN: Westridge is just down the
road from here in Polk County about a mile from Polo
Park.

A lot of my issues are the same that have
already been stated. My husband works at Disney. In
our last month's phone bill, I had 66 long distance
calls. 47 of those calls were to 407 area code to 27
different numbers. 18 of those calls were made to
Disney numbers, various ones. This is the Disney
phone book, and as everyone has already stated, we

1 have a lot of Disney employees in this four corners
2 area. Every time they call work or get beeped, they
3 have to call a long distance number.

4 And as has already been mentioned, the
5 children in this area go to school in the Haines City
6 schools or Loughman. I work in a school in Haines
7 City. And every time I have to call a parent, I would
8 say 90% of the parents work, their calls to their work
9 to reach their parents when their children are sick or
10 in trouble, their calls are in the 407 area code.
11 They work at Disney, or they work in Orlando or
12 Kissimmee.

13 The other issue I would like to make, I make
14 the same calls that everyone else does into the 407.
15 The calls that I have to make are to Disney, to the
16 insurance company, to doctors, dentists, the
17 newspaper, the bank, the credit union. All those
18 calls I have to make. The calls that I don't get to
19 make that I would like to make are the personal calls.
20 My 85 year-old grandmother lives in Winter Park. She
21 has no other family nearby but me. I would like to
22 call her every day, but I can't afford to. And when I
23 do call her, I don't want to cut her off. She wants
24 to talk to me for 30 minutes, not a minute.

25 I also am the member of a support group.

1 Shortly before I moved to this area, my only child was
2 killed in an automobile accident; and I belong to a
3 support group for people who have lost children. All
4 the members of the support group are in the Orlando
5 area. I could join the group in Lakeland, but those
6 would also be long distance calls.

7 Once -- we rotate using a beeper for people
8 who have recently lost a child and they want to call
9 and talk to someone. When it's my turn to have the
10 beeper, and I have to return those calls to those
11 newly bereaved parents, I can't cut them off. They
12 want to talk for two hours maybe. So the calls that
13 we make are not always where people have been
14 mentioning calling the minute rate, if it's 25 cents
15 per minute, all of our calls don't last a minute.
16 That's about all I have.

17 COMMISSIONER JOHNSON: Thank you very much.
18 Any questions?

19 COMMISSIONER GARCIA: Ms. Chapman, you
20 stated -- over here. You stated that you made 60 some
21 odd calls last month.

22 MS. CHAPMAN: Uh-huh.

23 COMMISSIONER GARCIA: Give me a ballpark.
24 What was the rate on that more or less? What did that
25 total up to more or less?

1 MS. CHAPMAN: \$40 for this particular bill.
2 But I would say this bill is low.

3 COMMISSIONER GARCIA: As an average what is
4 it for you, as an average for you?

5 MS. CHAPMAN: The long distance is usually
6 around \$100 a month I would say. Each month is a
7 little lower because we don't make the calls. We
8 can't afford it.

9 COMMISSIONER GARCIA: You're controlling
10 yourself?

11 MS. CHAPMAN: Right.

12 COMMISSIONER GARCIA: Thank you.

13 COMMISSIONER JOHNSON: Any other questions?
14 Seeing none, thank you very much.

15 (Witness Chapman excused.)

16 MS. SHELFER: Anthony Vendetti.

17 - - - - -

18 **ANTHONY J. VENDETTI**

19 appeared as a witness and, having been duly sworn,
20 testified as follows:

21 **DIRECT STATEMENT**

22 WITNESS VENDITTI: My name is Anthony J.
23 Vendetti. I live at 244 Menlo Park Avenue here in
24 Davenport, so they say, but actually I'm at Polo Park.
25 So that's a long distance call there, too.

1 But, anyway, I'm over here to speak for my
2 wife and myself. I moved here from Orlando. And I'm
3 here for almost 13 years. When I moved here, they
4 told me that they had GTE service and that it would
5 cost me a few dollars more than what I was getting
6 where I was living, which was all right with me.

7 When I moved here my bills just jumped way
8 up, because everything I done was on long distance. I
9 have had two open heart surgeries, not since I moved
10 here, but two open heart surgeries. One in Orlando.
11 And then after that, after I moved here, I had another
12 one.

13 This past year I had some more -- not
14 surgery, but radiation treatment, in which my calls
15 were to Orlando again. I had 35 radiation treatments
16 in seven weeks. My phone bill jumped up then because
17 of the calls I had to make to the different places,
18 the doctors. But this isn't the main thing. When I
19 came over here, the point I'm trying to make out is
20 that I was paying for unlimited calls, and I found
21 that I could save a few dollars more by getting
22 unlimited calls, whatever the charge was. The point
23 I'm trying to make out is that with the unlimited
24 calls, it was a few dollars more. But now I'm on
25 limited calls, I never once went over the limited

1 calls since I'm here.

2 Now, the point I'm trying to bring out is
3 that I'm in jail over here. I can't call anywhere
4 where I have to call without calling long distance. I
5 pay my regular bill, and most of my calls for long
6 distance average another \$25 to \$30 a month. That's
7 not when I'm calling New Zealand and speaking to my
8 son there. When I have my daughter in Sicily I call
9 there, too. I didn't mind paying those bills.

10 But to pay a long distance call where I'm
11 working, right down the road here four miles at Publix
12 market -- I'm known as the singing bag boy there.
13 They all know me. But, anyway, I have to pay a long
14 distance call there.

15 When my wife who is in charge -- well, not
16 in charge, she was president of the VFW auxillary, she
17 was dealing with Clermont in a bank and she had to
18 call long distance call in Clermont all the time. So
19 all this stuff, it's been reiterated already. I mean,
20 I don't wish to reiterate it because Ted Dubay and
21 everybody else covered just about everything
22 everything that needs to be covered.

23 But I will say one thing to you. I lived in
24 Orlando, and while I was living there, I was able to
25 call Winter Park. And you people here on the Board

1 know that Winter Park at one time was a different
2 phone company and you had to pay to call into Orlando
3 or vice versa. So if they were able to work out
4 something that was amicable to all the people --
5 because you only had a few people in Winter Park that
6 were looking to call out, but still they managed to do
7 it somehow. And this is what we put you people in
8 office -- or what we depend on you people in office to
9 do for us, is to look for the simplest, easiest way
10 that doesn't hurt everybody. I know that can't be
11 done without hurting some screwball that says, I'm not
12 going to pay this because I'm not over there. We
13 understand that. But it's your job to see what you
14 can do, and we would appreciate it. And I think we
15 could love you and applaud you even more if could you
16 do it. I'm going to thank you, and that's all I'm
17 going to say.

18 COMMISSIONER KIESLING: Could you spell your
19 last name? I'm right here. Spell your last name.

20 WITNESS VENDITTI: Venditti,
21 V-E-N-D-I-T-T-I. It rhymes with pretty. (Laughter)

22 COMMISSIONER JOHNSON: Thank you. Any other
23 questions?

24 (Witness Venditti excused.)

25 - - - - -

1 across the street without it being a toll call.
2 Everybody has already said anything that needs to be
3 said. That's all I have to say. Thank you. Any
4 questions?

5 COMMISSIONER JOHNSON: Any questions? Thank
6 you very much.

7 WITNESS McMAHON: And I have to go to work,
8 too.

9 (Witness McMahan excused.)

10 COMMISSIONER JOHNSON: Next witness.

11 MS. SHELFER: Alicia McMahan.

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13

ALICIA McMAHON

14 appeared as a witness and, having been duly sworn,
15 testified as follows:

16

DIRECT STATEMENT

17 WITNESS ALICIA McMAHON: I'm Alicia McMahan.
18 I live at 100 Kensington Park Drive, Polo Park West.
19 I simply would like to say that you people who are
20 kind enough to come and listen can see that we are in
21 an impossible situation. Please try to help us and
22 give us a break. We are all telling our families and
23 our business people, "Could you hurry up, this is
24 costing me money." So, again, thanks for coming, and
25 please take us seriously; it's all true.

1 COMMISSIONER JOHNSON: Thank you very much.
2 Any questions? Thank you, ma'am.

3 (Witness Alicia McMahon excused.)

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5 **DICK DALRYMPLE**

6 appeared as a witness and, having been duly sworn,
7 testified as follows:

8 **DIRECT STATEMENT**

9 WITNESS DALRYMPLE: Good morning. And you
10 did very well, thank you. Do you need the spelling?

11 COMMISSIONER KIESLING: Yes.

12 WITNESS DALRYMPLE: D-A-L-R-Y-M-P-L-E,
13 Dalrymple.

14 I want to agree with all the speakers
15 previously complaining about the rates to call
16 doctors, dentists, places of employment, business
17 places and such as that. I had a couple of other
18 items, too, that I wanted to mention.

19 We had moved here from Pensacola, Florida
20 six years ago. We have always used AT&T long
21 distance. AT&T has a number of programs that if you
22 use their long distance, you can get a discount if you
23 call over a certain amount of dollars.

24 We call Lakeland a number of times because
25 of a family member who is ill and living there. But

1 to call long distance there, there is a number 10288
2 that will let you access ATT, but GTE blocks that
3 number so that we can't use it. Therefore, when we
4 call that area, we have to use GTE and we get no
5 discount then on fees that we pay for that particular
6 long distance number.

7 COMMISSIONER KIESLING: Mr. Dalrymple -- did
8 I pronounce it correctly?

9 WITNESS DALRYMPLE: Did fine.

10 COMMISSIONER KIESLING: You can also call --
11 since I have the same calling plan -- 1-800-call-AT&T
12 and they can't block that one. I just thought I'd let
13 you know that. Not that I'm assuming that they are
14 blocking anything, but --

15 WITNESS DALRYMPLE: Well, we had called when
16 we were given this number. We called the GTE business
17 office and spoke to a person there. And because we
18 were told that's just the way it is, we asked to speak
19 to a supervisor and were given the same information.
20 But I appreciate your knowledge of the 1-800-call-ATT.
21 I hope my private secretary will make note of that,
22 and I see she is.

23 The other item with long distance, we can
24 call out of state to friends cheaper than we can call
25 in state long distance. I don't know why that is.

1 It's not an excessive amount, but still it doesn't
2 make sense that you can call farther for less than you
3 can call local, so to speak.

4 We also have with the postal service -- I
5 don't know whether you folks have any interaction with
6 them, but there are two East Boulevards. We live in
7 Polo Park East on East Boulevard, and there is an East
8 Boulevard in Davenport, which happens to be our postal
9 office. And many times things are misdirected unless
10 Polo Park East is afixed to the street address. Thank
11 you for listening.

12 COMMISSIONER JOHNSON: Thank you. Any
13 questions?

14 MS. CANZANO: Just one question. For those
15 long distance calls that you say are being blocked,
16 where are you calling?

17 WITNESS DALRYMPLE: We are calling Lakeland.

18 MS. CANZANO: Lakeland?

19 WITNESS DALRYMPLE: Yes, ma'am.

20 MS. CANZANO: Thank you.

21 MR. GILLMAN: Commissioner, I talked with
22 Mr. Dalrymple's wife before, and I'm not sure what's
23 going on, but we are going to check on it, on the
24 blocking.

25 COMMISSIONER JOHNSON: Thank you very much.

1 Next witness.

2 (Witness Dalrymple excused.)

3 MS. SHELFER: Bob Young.

4 - - - - -

5 **BOB YOUNG**

6 appeared as a witness and, having been duly sworn,
7 testified as follows:

8 **DIRECT STATEMENT**

9 WITNESS YOUNG: My name is Bob Young, and I
10 live at 244 Piedmont Park Avenue in Polo Park West.
11 I'm not going to say too much except that 80% of my
12 calls long distance within state are to Clermont, so
13 obviously I have a vested interest in some kind of a
14 deal to get to Clermont. And what I would like to ask
15 more than anything else is when you move to a place,
16 like we did to Polo Park West, and we are
17 automatically assigned Haines City, is that because
18 that's the only one that will serve us? Couldn't
19 Clermont serve us or Kissimmee? I mean, we don't have
20 any choice in the matter. I have no interest in
21 Haines City. I would like to be out of the Haines
22 City area if that was possible, which it probably
23 isn't.

24 I have no interest in Haines City, Winter
25 Haven, Lake Wales, which is the only three free

1 calling areas. And if I had any interest in Polk
2 County, it would be a free call to Bartow when they
3 call you for jury duty. But as far as the rest of
4 them, I don't have any interest whatsoever, so I would
5 like to be in Clermont personally, if you could put me
6 there. That's it.

7 COMMISSIONER JOHNSON: Any questions? Thank
8 you, sir.

9 (Witness Young excused.)

10 Next witness.

11 MS. SHELFER: Sue Maloy.

12 - - - - -

13 **SUE MALOY**

14 appeared as a witness and, having been duly sworn,
15 testified as follows:

16 **DIRECT STATEMENT**

17 WITNESS MALOY: Good morning. My name is
18 Sue Maloy. I live at 101 Mango Court, Davenport,
19 Florida. That's Lomalinda. We are in east Polk
20 County. We are maybe 10 miles from Davenport. We
21 don't live in Davenport, but we do live in Davenport.

22 I would also like to say we live 1.5 miles
23 from the Osceola County line. Everything is long
24 distance over that line. We live on County Road 54.

25 Our subdivision of Lomalinda had about 400

1 homes. There are nine new subdivisions on County
2 Road 54. I don't think these people are really moving
3 here to work in Davenport. I don't think we could
4 support that many people in Davenport.

5 Danny Huff and I live Lomalinda. We've
6 lived there for approximately four years. We are both
7 self-employed. We work in the music industry. Being
8 self-employed, most of our work is done from our home.
9 I can tell you that I do not have one single business
10 contact in my calling area. What this means if a
11 company calls me to contract talent for a performance,
12 I have to call every single performer, every single
13 musician, every agency, every sound and lighting
14 company, that's going to be a long distance call. You
15 can imagine how this cuts down on my profitability.

16 Let me ask everybody in this room if this
17 sounds familiar. This morning I got out of bed, I
18 called my next door neighbor to drive here, and out of
19 habit I dialed 1 and the area code first, although
20 it's not a long distance call. We're just so used to
21 doing that.

22 I'd also like to address the difficulties
23 we've had finding a local internet provider.
24 Currently, we use Cybergate, they are based out of
25 South Florida. They are the only true internet

1 provider that we can get a local number for. We've
2 had them for six months, four out of those six months
3 we've had nothing but problems with our line through
4 GTE.

5 I can only tell that you that I take great
6 exception to an Orlando Sentinel newspaper article
7 that a spokesperson for GTE said they were not aware
8 of the problems we've been having. Well, somebody's
9 not following up on my phone calls then, because I've
10 made a lot of them.

11 People in my neighborhood were also told
12 when we bought there that the area code would be
13 changed to 407. We were told that by the builder, and
14 we believed them. That obviously has not happened,
15 and we are paying the price right now.

16 I would like to show you my phone bills,
17 too, which average \$350 a month. This is not
18 something that we budgeted for when we bought our new
19 home four years ago. This is something that we've had
20 to make allowances for. And being self-employed,
21 that's come strictly out of our profit in business.

22 Two months ago I took a job with Disney in
23 their creative services department which is seven
24 miles from my home. That's long distance. All my
25 doctors, everyone I deal with is long distance. Aside

1 from our internet carrier, we don't call anybody
2 that's local. Even my parents who live in Lakeland
3 are not local to us.

4 Last month we had 157 work-related phone
5 calls, none of them were local. Those were all long
6 distance calls. I don't think that we are asking for
7 any special treatment. I think we are just asking for
8 average phone bills here. Thank you.

9 COMMISSIONER JOHNSON: Thank you. Any
10 questions?

11 MR. GILLMAN: Yeah. I just have a couple.
12 You mentioned your long distance calls and some of
13 them go to Lakeland. How many of them go to the
14 exchanges that are being petitioned here, if you know?

15 WITNESS MALOY: 80%.

16 MR. GILLMAN: About 80% of them?

17 WITNESS MALOY: I can tell you that because
18 we've had five different long distance carriers since
19 we've been here. Midcom is who we use now. In state
20 we pay 16 cents per minute, 12 cents out of state.
21 That's the lowest rate that we could find.

22 MR. GILLMAN: Are you familiar that -- or
23 are you aware that GTE is proposing an expanded local
24 calling area in this case?

25 WITNESS MALOY: Yes.

1 MR. GILLMAN: Did you look at any of the
2 options that we are proposing?

3 WITNESS MALOY: No, I have not.

4 MR. GILLMAN: I guess I have no questions.

5 WITNESS MALOY: I'd like to thank the
6 gentleman who spoke earlier about his on-line service.
7 You need to be aware, too, that Compuserve is a local
8 number, but that's just an information service.
9 That's not a true internet connection. We spoke with
10 five internet providers in the Orlando area. And
11 without exception, they all told us that they would
12 not put an access number in this area because of the
13 expense. The only one that we could find was out of
14 South Florida.

15 We've had so many problems. Now we log on,
16 we get booted off. We're told by Cybergate that it's
17 the trunk lines that the call is processed through,
18 because our call goes to Winter Haven. We can log on
19 long distance and have no problems. We've had no help
20 from the phone company in this until the day before
21 yesterday, approximately two days after we got the
22 flyer for this meeting. And there's been a repairman
23 at our house for two days now. So they've determined
24 it's, I believe, something in their line.

25 GTE has in their new advertising; all you

1 need for our internet connection is a modem and a
2 regular phone line. We found that not to be true in
3 this area.

4 MR. GILLMAN: Do you feel that any calling
5 options should be optional, or should everyone in your
6 exchange pay a certain amount for it?

7 WITNESS MALOY: I can only speak for myself.
8 I can only speak for the people who live in my
9 neighborhood. I don't think that I'm an exception to
10 the rule in my long distance calling. People who live
11 around me work for Walt Disney. They work in the
12 service industry in Orlando. My neighbor across the
13 street is a choreographer. He has the same problem
14 when he has to do a show; everyone he calls is long
15 distance. We've lost business contacts. We've lost
16 personal contacts. You know, I feel like we should --
17 at this point I almost feel like we should be
18 compensated. I honestly believe this should be part
19 of the 407 calling area.

20 MR. GILLMAN: I think after GTE gets a
21 chance to explain its plan it would really help your
22 situation.

23 WITNESS MALOY: Thank you. I hope so.

24 COMMISSIONER JOHNSON: Any other questions?
25 Thank you, ma'am.

1 (Witness Maloy excused.)

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3 MS. SHELFER: Lee Kitchen.

4 COMMISSIONER JOHNSON: You want to call the
5 name again?

6 MS. SHELFER: Lee Kitchen.

7 COMMISSIONER JOHNSON: Why don't we pass
8 that one and go to the next.

9 MS. SHELFER: Katie Saumell.

10 - - - - -

11 **KATIE SAUMELL**

12 appeared as a witness and, having been duly sworn,
13 testified as follows:

14 **DIRECT STATEMENT**

15 WITNESS SAUMELL: Hi. My name is Katie
16 Saumell, S-A-U-M-E-L-L. And I have a different point
17 from here.

18 I come from a business, 17805 Highway 192.
19 We're seven miles from Disney World, and what we sell
20 is dream vacations. Well, when our guests get to a
21 resort, anywhere they want to call is long distance,
22 and our one common complaint from everybody when they
23 checkout is when they get their phone bill.

24 I am half a block from the 7-Eleven on West
25 192. If our guests, when they check in, they want to

1 run to the store and purchase something, they forgot
2 something, they want to call the resort, that's a long
3 distance call. They can actually walk back to the
4 resort and talk to their spouses and find out what
5 they want, but it's a long distance call.

6 Most of my employees live in the
7 Kissimmee/Haines City area. Well, what I have had to
8 do because, of course, I don't make a lot of money, I
9 have got a beeper with a 407 area code so they can
10 call me from Kissimmee and I can return their call.
11 So it is a problem in different areas. And I think
12 from a business point of view, I haven't heard before,
13 but it does have an impact in Lake County. We are
14 actually in Lake County where we can sell our property
15 because of the long distance areas.

16 I have come from other areas. Like
17 Kissimmee used to be long distance to Orlando, now
18 it's 25 cents. The South Florida Homestead area used
19 to be long distance to the Upper Keys. They have
20 solved that because it is does hurt the business; it
21 does hurt the people when you have to bring employees
22 from other areas to work in your areas because there's
23 not enough work force in the area that you're
24 employing.

25 So I don't want to take a lot of time. I

1 know everybody's getting antsy. But I think it's the
2 same problem that everybody has, except from a
3 business point of view. Thank you.

4 COMMISSIONER JOHNSON: Thank you. Any
5 questions?

6 MR. GILLMAN: Yeah. Are you in the Clermont
7 exchange?

8 WITNESS SAUMELL: Yes, I am. We are in Lake
9 County.

10 MR. GILLMAN: Thank you. That's all I have.

11 WITNESS SAUMELL: We are on 192, seven miles
12 from the Disney entrance, and we are about half a
13 block from the Osceola County borderline.

14 MR. GILLMAN: Okay. Thank you.

15 COMMISSIONER JOHNSON: Next witness.

16 (Witness Saumell excused.)

17 - - - - -

18 MS. SHELFER: Donald Melville.

19 COMMISSIONER JOHNSON: Would you call the
20 name again.

21 MS. SHELFER: He's coming.

22 COMMISSIONER JOHNSON: Anyone else who's
23 going to testify today that has not been sworn, if you
24 could stand and raise your right hand.

25 (Witnesses collectively sworn.)

1 COMMISSIONER JOHNSON: Thank you, sir. You
2 may be seated.

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4 **DONALD MELVILLE**

5 appeared as a witness and, having been duly sworn,
6 testified as follows:

7 **DIRECT STATMENT**

8 WITNESS MELVILLE: My name is Donald
9 Melville. I live in Magnolia Glen which is a
10 subdivision just south of here. We are listed as
11 being Davenport and telephone service is through
12 Haines City.

13 I'm not here to complain about any of the
14 service. I want to thank everyone for being here
15 today. I especially want to thank Polo Park for the
16 efforts that they have made to arrange for this
17 meeting.

18 My problem is I'm a deputy sheriff in Orange
19 County, and I chose to live in Polk County. I built
20 my home here two years ago. Everyday I get pages
21 where I'm required to call my agency or the State
22 Attorney's office. Last night I counted in my book, I
23 have 96 cases pending in Orange County Court.
24 Everyday I have to talk to someone either in my agency
25 or in the State Attorney's office concerning these

1 cases.

2 Every time I pick up the telephone, it's
3 long distance. My agency and the State Attorney's
4 office do not provide 800 numbers for us to call. I'm
5 only one-hour response time for court, and I make
6 numerous calls every single day related to my job. My
7 average telephone bill each month is \$120 plus.

8 I'm here to ask simply, will you please do
9 something that will help me and the other citizens
10 that live in this area? Thank you.

11 COMMISSIONER JOHNSON: Thank you. Any
12 questions?

13 (Witness Melville excused.)

14 COMMISSIONER JOHNSON: Next witness.

15 MS. SHELFER: Joanne Snider.

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JOANNE SNIDER

18 appeared as a witness and, having been duly sworn,
19 testified as follows:

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DIRECT STATEMENT

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WITNESS SNIDER: My name is Joanne Snider.

22

I live at 472 Dreama Drive in Polo Park East.

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I am partially responsible for Polo Park. I
started Polo Park 15 years ago. I retired in '89 and
left Polo Park; now I'm back and doing a development

1 across the street; condominiums, 48 of them.

2 My bills, on a personnel level, I made 352
3 calls in the last five months. 206 of which were to
4 Clermont for doctors, lawyers, CPAs, Orlando, West
5 Kissimmee and Kissimmee. I didn't even count the ones
6 to Winter Park and St. Cloud. That was all my
7 personal calls. The total was about \$405, which is \$2
8 an average per call, whether it be one minute or 10
9 minutes, and you are on hold, and so on.

10 I think this area has grown to the point,
11 which is quite obvious, that relief needs to be done.
12 Polk, Orange, Lake, Osceola Counties coming together
13 here with three different telephone companies is just
14 a little bit ridiculous. Everybody expects us to work
15 together, and I think it's time that the telephone
16 companies work together.

17 I can't add anything more than when
18 everybody else has said, except to reiterate that we
19 certainly do need some relief because of the people
20 here that are on fixed income. And that's all over
21 the state. It's not just here. And the growth factor
22 here is quite evident.

23 My particular project I'm doing,
24 condominiums, will have 48 units. Those people that
25 are buying are going to be in the same situation as

1 the people are now here. And I have to address it for
2 my people that I'm selling too, also. Some of them
3 will be tourists and they're tourist oriented. And as
4 everybody else has said, they've got to go across the
5 street and it's a long distance call if they call back
6 to their house. So whatever you can do would
7 certainly help everybody in this the immediate area.

8 As to the Davenport, we're a Davenport
9 address. We've tried to get recognition to have Polo
10 Park for years and years and years. The rules have
11 changed for the county commissions. The rules have
12 changed with the postal department. And it was
13 arbitrary as to who had the biggest work load when
14 they made us a Davenport address even though Davenport
15 is 15 miles away. Clermont, they didn't want us
16 because they already had Outdoor Resorts around the
17 corner. And if you go to the 7-Eleven over there,
18 their mailing address is Winter Garden.

19 Vista del Largo, which is another mobile
20 home community, 1,000 mobile homes, their address is
21 also Winter Garden. If you go down to Lindfields,
22 it's Kissimmee. So, you know, we just kind of have a
23 little bit of a mishmosh, no recognition and nobody
24 seems to want to take issue and do anything about it.
25 So any help you could give or any input to any of the

1 rest of the legislators, it certainly would be of help
2 to all of us. Thank you.

3 COMMISSIONER JOHNSON: Any questions?
4 Seeing none, thank you very much. Next witness.

5 (Witness Snider excused.)

6 MS. SHELFER: Bob Chapman.

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BOB CHAPMAN

9 appeared as a witness and, having been duly sworn,
10 testified as follows:

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DIRECT STATEMENT

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13 WITNESS CHAPMAN: Thank you very much. My
14 name is Bob Chapman. My address is 800 US 27,
15 Clermont, one mile north. I am president of South
16 Lake Utilities, which is a Florida Public Service
17 Commission regulated water and wastewater company, and
18 I'm also very much involved in the development of
19 South Lake, which is a new development of regional
20 impact just north which touches the Polo Park area.

21

22 My family has been in this area since 1950,
23 and we've had a house here since 1961, possibly the
24 first people to live in the area. I can tell you that
25 for the first two years we did not have any telephone
at all. So I'm glad that we at least got over that
hurdle.

1 I'm very impressed by your efforts as the
2 Polo Park Homeowner Association to organize this and
3 want to completely and totally endorse this effort.
4 It's very important to the area to have unified
5 service, and on behalf of South Lake, we are totally
6 in favor of it.

7 I'm impressed also by the list of cities
8 that you have included in your petition. As you
9 probably know, Clermont does have a form of extended
10 service. We voted on it four years ago, and our
11 telephone bill went down by about \$400 a month within
12 the first month, and it makes a tremendous difference.
13 However, the list of cities that you are considering
14 goes beyond what we are currently able to dial without
15 an additional charge and includes Haines City, West
16 Kissimmee, Winter Park and St. Cloud. Which leads me
17 to ask a question of the PSC: Could we move South
18 Lake into the General Telephone area after this
19 petition is granted under the new deregulation? That
20 would be possibly something that would help us.
21 Perhaps there should be one telephone service for this
22 area. We've had some difficulty with United Telephone
23 which --

24 COMMISSIONER JOHNSON: Sir, we are just
25 going to have to take a break, I'm assuming for a

1 couple seconds for the court reporter to replace her
2 paper.

3 (Brief recess.)

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5 WITNESS CHAPMAN: Thank you very much. I'm
6 almost through.

7 COMMISSIONER JOHNSON: We're going back on
8 the record. You can continue to testify.

9 WITNESS CHAPMAN: Thank you, ma'am. Again,
10 I wanted to completely endorse this effort. Thank you
11 all very much for coming all the way from Tallahassee.
12 I know how long a trip it is, and thank you for your
13 diligent commitment to the common good. And I think
14 that you can help this area as much as anyone could
15 help us obtain a common identity. Thank you.

16 COMMISSIONER JOHNSON: Any questions?
17 There's one here from GTE.

18 MR. GILLMAN: Mr. Chapman, South Lake is in
19 the Clermont exchange?

20 WITNESS CHAPMAN: Yes.

21 MR. GILLMAN: That's all I have. Thanks.

22 WITNESS CHAPMAN: Would it be possible under
23 the new deregulation for you to provide service to us
24 if we asked you to?

25 MR. GILLMAN: No comment at this time.

1 WITNESS CHAPMAN: We would like to ask you
2 to because we have had some problems with United
3 Telephone. Who should we address that to?

4 COMMISSIONER GARCIA: Right now you should
5 address the problems to United Telephone that you've
6 been having. And they have a representative here, and
7 you should speak to them.

8 But if you do have a problem that they can't
9 address as a business or something that's a little bit
10 more complex and you don't feel you are getting a
11 response, please call us at the Commission, and we'll
12 try to help you out.

13 WITNESS CHAPMAN: Great. Thank you.

14 COMMISSIONER JOHNSON: And Mr. Chapman, I
15 think you are right, to the extent that the markets
16 have been open by our Florida Legislature, by the time
17 the alternative or new local exchange companies start
18 providing service, you'll start hearing from them.

19 WITNESS CHAPMAN: Any other questions?
20 Thank you very much. Appreciate it.

21 (Witness Chapman excused.)

22 COMMISSIONER JOHNSON: Next witness, please.

23 MS. SHELFER: Theron Goss.
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THERON GOSS

appeared as a witness and, having been duly sworn,
testified as follows:

DIRECT STATEMENT

WITNESS GOSS: Hello, I'm Theron Goss.

COMMISSIONER KIESLING: Could you spell your
first name?

WITNESS GOSS: T-H-E-R-O-N.

One of the things that was brought up was
questions on having to poll Haines City. I haven't
seen anybody from Haines City here. (Audience
response.)

I'm sorry. I didn't hear anyone up here.

COMMISSIONER JOHNSON: If you could speak
directly into the microphone, I think they are saying
they can't hear you.

WITNESS GOSS: Okay, I'm sorry.

I didn't hear from anybody in the Haines
City area as to what was going on. One of the
problems that I have found out, is I live in a fairly
outskirts area; I don't live in a sub or division or a
trailer park or any organized area. I live on Polk
Road 54 which is Deen Still Road. This is an area of
probably 5-, 10-acre tracts and larger out in the

1 country.

2 When I walked around the area with the
3 neighbors that I knew, none of them had any knowledge
4 of this meeting or what it was about. I don't know if
5 it's just because nobody bothered reading the paper,
6 or it wasn't in a good area. I submitted some flyers
7 and don't see anybody here, so I don't know whether it
8 just means they don't care or they just can't come.

9 I have had a problem with I recently did a
10 lot business in Kissimmee. I gave that up because it
11 was not equitable for me with my phone bills to be
12 calling Kissimmee. Let me see what else.

13 Four Corners Regional Council brought up
14 some things that when you try and do anything in this
15 area it's a big problem because of the interweaving of
16 all of the counties. When you call a policeman you
17 almost have to ask him what county he services to make
18 sure he will come to your general location.

19 The local police have even stopped at my
20 house because out in that area where I live there are
21 privately maintaind roads and nobody knows where they
22 are. It doesn't really deal with the phone, but
23 that's just the problem you run into when you get into
24 this massive development.

25 One thing that we need to think about is the

1 housing starts in this area, was brought up about by
2 another person. As far as if it would be equitable
3 for the companies to put in a link, I believe it would
4 be because even just because of the fact of the
5 limited people who are here now, you have to think
6 that their housing starts in the hundreds in this
7 general area in a week. So there wouldn't be a
8 problem with the repetitive or the business or the
9 turnover or anything. That's pretty much all I have
10 to say.

11 COMMISSIONER JOHNSON: What was your
12 address?

13 WITNESS GOSS: It's 308 Country World Drive
14 East. It's a privately maintained road located off of
15 Deen Still Road.

16 COMMISSIONER KIESLING: What town?

17 WITNESS GOSS: It is Davenport Florida. It
18 is just north of the Baseball City area.

19 COMMISSIONER JOHNSON: Any questions? Thank
20 you very much.

21 Next witness.

22 (Witness Goss excused.)

23 MS. SHELFER: Terry Murray.
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TERRY MURRAY

appeared as a witness and, having been duly sworn,
testified as follows:

DIRECT STATEMENT

WITNESS MURRAY: It's real easy to spell my
name. Good to see you all here. I'm from the
Hitchin' Post, and I lost a lot of customers because
of the long distance situation. And I also lose a lot
of employees because of the long distance situation.
You all know we have problem here, and I think you
should do something about it.

What happened to the free information?
That's taken away. I tried to call my employee
because they don't want to call me, they don't want to
show up because they don't want to make the long
distance. They all live in this area.

I can't get any employees from Clermont. I
am at a Clermont address, mile and-a-half from here,
and most of my employees are either in Kissimmee,
Haines City, or whatever, in this area because I am
too far from Clermont.

My employees if they don't want to show up,
they just don't show up. They don't call, they don't
want to waste the long distance. If I try to call

1 them, a little kid's been on the phone for a while,
2 the line is busy. I try to go through the operator --
3 it's going to cost me 75 cents to check the number and
4 see if there is a problem there or someone just
5 constantly talking. So this is ridiculous. By the
6 time I get my bill, I got not enough money to pay the
7 other stuff, plus I lost a lot of customers because of
8 that.

9 All my customers are all in these areas, all
10 the campgrounds. Outdoor Resort is a long distance,
11 right around the corner from me, long distance.

12 COMMISSIONER JOHNSON: Ma'am, what's your
13 street address?

14 WITNESS MURRAY: 1213 U.S. Highway 27.

15 COMMISSIONER JOHNSON: 1213 --

16 WITNESS MURRAY: U.S. Highway 27. I'm one
17 mile from 192 north on 27. The hotel right next to
18 me, their property and my property joins, and they had
19 Orlando. This was before the Orlando taken away, the
20 long distance. Our customers they couldn't call the
21 room because it was long distance. They would eat in
22 my place and want to call their husbands, their kids,
23 or whatever, or they left the key in the room, they
24 want to call the desk, it was long distance.

25 COMMISSIONER JOHNSON: Any other questions?

1 GTE.

2 MR. GILLMAN: Yes, thank you. The Hitchin'
3 Post, that's in the Clermont exchange?

4 WITNESS MURRAY: Yes, sir.

5 MR. GILLMAN: Is that where you reside as
6 well?

7 WITNESS MURRAY: Yes.

8 MR. GILLMAN: That's all I have.

9 COMMISSIONER KIESLING: Mr. Gillman, would
10 you remember to speak more into the mike? Thank you.

11 COMMISSIONER JOHNSON: Any further
12 questions?

13 MS. CANZANO: I have one question.

14 In what county do you live?

15 WITNESS MURRAY: Lake. Everything else is
16 in the other places. All my appliance fixing, all my
17 employees, all my customers, everything depends on the
18 long distance.

19 COMMISSIONER JOHNSON: Thank you, ma'am.

20 Next witness.

21 (Witness Murray excused.)

22 MS. SHELFER: Marilyn Caske.

23

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25

1 into the G&A, which is general and allocated, in the
2 cost budgeting for each of those residences.

3 As an example, builders build here,
4 St. Cloud, Kissimmee and Orlando. The overhead
5 allocated charges to those homes are attached by
6 sewer, water, air conditioning, etcetera, etcetera,
7 all the subcontractors. Well, the builder is not
8 going to absorb the additional dollars for his long
9 distance phone calls. And we heard a witness this
10 morning, one of the builders she works for, \$1000 a
11 month. That builder is not going to absorb those
12 costs. Those costs are passed along to the buyers.
13 So if you're buying a home out here, you've already
14 bit the bullet. You've already bought it, but you
15 don't know it because it's not itemized. The same
16 home could be -- and this is just an arbitrary
17 number -- could be \$1000 less, bang, right off the
18 top.

19 The same thing happens with the real estate
20 market. Real estate is purchased here for X amount of
21 dollars per lot. In Orlando it would be different,
22 but the builder breaks it down and allocates these
23 charges to us. So not only do we have a monthly, but
24 we have something we've already paid for, something we
25 are going to continue to pay for in the future. We

1 are asking for relief from that. The builders are
2 passing these dollars on to us, and we need to be
3 aware of it. If they are not, they are going to wise
4 up and they are going to do it.

5 If the builders are doing it, I have to
6 question why not other business. So are we getting
7 dipped there, too? It brings a feasible question to
8 where does it end. We do need help.

9 I have a question, and my question is: Do
10 you know what the three worst words that I hear on my
11 telephone are? "Will you hold?" I hate to hear those
12 words. I want to go, "I can't. I'm long distance,"
13 but I have to hold or have to be rude, and I don't
14 like to do that.

15 So we do really need your help out here, and
16 I don't know what your answer could be, but please
17 think of us when you are making your decisions.

18 COMMISSIONER JOHNSON: Thank you very much.
19 Any questions? Thank you, ma'am.

20 Next witness.

21 (Witness Caske excused.)

22 MS. SHELFER: Barbara Schobl.
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BARBARA SCHOBL

appeared as a witness and, having been duly sworn,
testified as follows:

DIRECT STATEMENT

WITNESS SCHOBL: Good afternoon. The name
is Barbara Schobl. It's very easy to mispronounce.

COMMISSIONER KIESLING: Spell it.

WITNESS SCHOBL: It's S-C-H-O-B-L. I live
at 8395 Alturas Road in Bartow. Now, that's a long
way from here. I lucked into this meeting today. And
I'm here to encourage the residents of this area.
Several years ago, Lakeland and Plant City went
through very much the same situation. People who
lived on County Line Road could not call across the
street. But those residents also got together, and
they made the Public Service Commission listen to
them; they made the telephone companies listen to
them. They now have an extended area where Lakeland
can call Plant City without it being long distance.
So keep up the good work. This is the way to make
yourselves heard, to have not only the Public Service
Commission listen to you, but various forms of
government, also.

I'm also running for county commission, and

1 I heard a number of people here mention they can't
2 call Bartow. That's not the fault of the Public
3 Service Commission or your telephone company, that's
4 the fault of your county commissioners. They have
5 long distance lines. They have an 800 number you can
6 call, but they are not very well published.

7 Your fire department in Loughman, and your
8 EMS station in Loughman have that 800 number. You can
9 call them and get it. It will be my job to make sure
10 that number is available to all the citizens of this
11 county. Thank you. Are there any questions?

12 (Applause.)

13 COMMISSIONER JOHNSON: Thank you, ma'am.

14 Next witness.

15 (Witness Schobl excused.)

16 MS. SHELFER: Robert Surbeck.

17 - - - - -

18 **ROBERT SURBECK**

19 appeared as a witness and, having been duly sworn,
20 testified as follows:

21 **DIRECT STATEMENT**

22 COMMISSIONER JOHNSON: Sir, have you been
23 sworn?

24 WITNESS SURBECK: Yes, ma'am, I have.

25 My name is Robert Surbeck, S-U-R-B-as in

1 boy-E-C-K. I live at 235 Baypoint Drive in Davenport,
2 which is actually the Loughman area being on County
3 Road 54.

4 As regards to the rates and the long
5 distance, I can only reiterate what many other
6 speakers today have said. But I do have some
7 observations. I find it very interesting that
8 representatives of the telephone company have taken
9 such an interest in these proceedings that they are
10 walking around and having conversations in the back of
11 the room.

12 I also find it very interesting that we have
13 been told almost at the outset that there could be a
14 \$4 a month charge, which means some negotiations have
15 already occurred and research has been done. Also,
16 finding out GTE said "What about 25 cents a call or
17 would you prefer options?" I believe that this matter
18 has already been decided. And I would like some
19 answers to these things instead of being asked
20 questions by the various representatives who evidently
21 can ask us questions.

22 COMMISSIONER JOHNSON: Sir, your question as
23 to whether or not this matter has been decided, the
24 matter has not been decided. We will hear technical
25 testimony this afternoon.

1 With respect to some of the options that
2 have been offered, that information is provided in the
3 prefiled testimony. With respect to the \$4 amount,
4 that, too has been provided, and it will be presented
5 as evidence in the record at a later point in time.
6 It will be subject to cross examination and full
7 discovery by all of the parties here, including our
8 Staff, but the Commissioners have not predetermined --
9 we do have our prefiled testimony that has been
10 available for us to read and to help us familiarize
11 ourselves with the facts and all the issues in the
12 case.

13 WITNESS SURBECK: Thank you very much.

14 COMMISSIONER JOHNSON: You're welcome. Any
15 other questions for us?

16 WITNESS SURBECK: I think I have already
17 stated them, and I just find the whole telephone
18 operation in this area to be a bit absurd.

19 COMMISSIONER JOHNSON: Thank you very much.
20 Any questions for the witness? Thank you.

21 Next witness.

22 (Witness Surbeck excused.)

23 MS. SHELFER: Alfred Werner.

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1 problem was that even though we live in Loughman, our
2 address is Davenport. The mail, the bill, went to the
3 Loughman post office where it just somehow got lost,
4 so we never did get our phone bills.

5 So I finally called the phone company and
6 asked them, well, what's the problem. And they said
7 they didn't know until I said, "Well, I live in
8 Davenport, but I really am in Loughman." And they
9 said, "Oh." So they sent me out my bill. Well, my
10 first bill was over \$200, of which it was like \$100 a
11 month. And they said -- they promised me they
12 wouldn't cut off my phone service, which I thought was
13 really nice.

14 However, one of my neighbors had his service
15 cut off, and he had to go through a whole bunch of
16 rigamarole to get his service reinstated without
17 additional charge.

18 I also didn't get an itemized phone bill for
19 my first month because since the phone bill went to
20 the wrong address, they couldn't reclaim that so they
21 ended up sending me a computer run out which was
22 several sheets on big computer paper to get my phone
23 bill so I could find out my calls.

24 The one that I did get for February, I had
25 61 total calls. 53 of these were local long distance.

1 And everything that I called was nearby, it wasn't far
2 away; like you say, just across the line. And I just
3 think it's ridiculous.

4 In Michigan where I came from, they had a
5 system called circle calling in which you could
6 subscribe to for a small fee and you could get a
7 60-mile calling radius and call anybody within that 60
8 miles just for that service call.

9 I just think that something has to be done.
10 It's kind of ridiculous. When I was a snowbird and
11 lived in a campground on 192, if I called Clermont,
12 which was only about maybe 15, 16 miles away, it was a
13 toll call. But if I walked across the street to the
14 Pizza Hut, I could get that call for 25 cents on a pay
15 phone. And I just think that something has to be
16 done. Thank you.

17 COMMISSIONER JOHNSON: Thank you. Any
18 questions? Seeing none, thank you very much.

19 The next witness.

20 (Witness Werner excused.)

21 MS. SHELFER: Beverly Terhune.
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BEVERLY TERHUNE

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3 appeared as a witness and, having been duly sworn,
4 testified as follows:

DIRECT STATEMENT

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6 WITNESS TERHUNE: Hi. My name is Beverly
7 Turhune. It's spelled T-E-R-H-U-N-E. I live at 422
8 Tivoli Park Drive, Davenport, in Polo Park West side.

9 So I agree with what everybody has said so
10 far. I had an incident just two weeks ago where we
11 had to take a friend to the hospital, and I had to
12 call her house to let her husband bring something
13 special back to the hospital.

14 I had a couple of dollars' worth of change
15 with me to find out the call from Kissimmee hospital
16 to the house was \$2.85. I didn't have enough on me in
17 change, and we ended up making it a collect call,
18 which it probably cost more. I think that's a little
19 outrageous.

20 I would also like to make comment that a lot
21 of people are now getting cellular phones, and most of
22 the time it's cheaper to make the call from a cellular
23 phone than it is from your home.

24 I would also like to represent my company,
25 which is First Class Coach, who has the same problem.

1 We are right here on the corner of 192 and Highway 27.
2 The address is 9800 Highway 192. We have a Polk
3 County phone number, a Clermont address, and our phone
4 bill there runs approximately 2,000 a month because
5 every call we make has to be in to the
6 Kissimmee/Orlando area, where the attractions are,
7 where we pick up passengers or anything else.

8 And a lot of times I get calls at home, and
9 I have to call a customer back at night or something
10 like that if they have an emergency.

11 I would just like to say that I agree with
12 everything that has been said so far, something has to
13 be done. And I'd like to give special thanks to John
14 Hilkin for pursuing as far as he has gone with this
15 matter.

16 COMMISSIONER JOHNSON: Thank you. Any other
17 questions? Next witness.

18 (Witness Terhune excused.)

19 MS. SHELFER: Alan Malatesta.
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ALAN MALATESTA

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3 appeared as a witness and, having been duly sworn,
4 testified as follows:

5 **DIRECT STATEMENT**

6 WITNESS MALATESTA: Good morning. Alan
7 Malatesta. My address is --

8 COMMISSIONER JOHNSON: Could you spell that?

9 WITNESS MALATESTA: M-A-L-A-T-E-S-T-A,
10 Malatesta. My address is 1170 South Goodman Road,
11 it's Davenport in Osceola County, which is another
12 problem.

13 I'd like to thank Polo Park for sponsoring
14 this today, I appreciate it. And the work of John
15 Hilkin who has been working hard at this for years,
16 and we do appreciate this.

17 I am a board member of the Four Corners
18 Regional Council, and I'd like to welcome you all to
19 Four Corners, the black hole of goods and services.

20 I live in the 407 area code, and I wanted to
21 add some comments from over in that direction. What's
22 funny, I guess, is that I live in Davenport which is a
23 941 area code, so I can't call the town I live in
24 without it being a long distance call.

25 Which is kind of surprising because I came

1 down here from Chicago, which -- you know, I'm now in
2 small town rural -- small town America, and I can't
3 call the town I live in. It's just not that big out
4 here that it should be a toll call to the town I live
5 in.

6 I wanted to also say -- I took some notes
7 and now I can't even read them. Just as an example of
8 some of the problems of this, I am waiting on a couple
9 of important phone calls this morning, and it just
10 occurred to me I should go and find a phone and call
11 home to my answering machine, but that's a long
12 distance call, and it's a couple miles over that way,
13 so --

14 The people in the 407 area code of this
15 problem area, actually probably have it better than
16 the rest because I can call Orlando for 25 cents per
17 call, and I can call Kissimmee, and those are really
18 the major business areas around here. And a lot of
19 these people over here do their business in Kissimmee
20 or Orlando and that's what they are looking for. But
21 I do make calls to the 941 and 352 area codes also;
22 out to Clermont, down to Haines City. The bulk of my
23 phone bill is in the 25 cent calls to Orlando and the
24 local calls into 941 and 352. So it does affect us
25 over in 407 also. And I brought my phone bills with

1 me today. If anybody wants them, I can leave them
2 with you.

3 I'm not sure exactly what the answer to this
4 problem is. I hope that you'll try to provide as many
5 options as possible to give people a sense of what
6 different kind of options are available. Because just
7 to say, "Well, this is the solution, here you go," I
8 don't think, is going to be satisfactory. If we could
9 have as many options as possible because there are
10 different situations that affect different peoples in
11 different ways, so I think the most options we could
12 get, the better.

13 And I also have a question for you. I'm
14 wondering how we would be notified of these options
15 when this is done?

16 COMMISSIONER GARCIA: Let me just go back to
17 what you said. We probably will make a decision on
18 some type of option and then that's what you'll vote
19 on. The problem is if you give too many choices,
20 people don't vote at all. And if they don't vote at
21 all, it fails.

22 In other words, we have a prerequisite that
23 so many people -- and we've changed it depending on
24 the circumstances, but have to vote. At least I'm
25 guilty of this, of not reading most of the things that

1 come in my inserts, and that is where it's going to be
2 voted on. So we will probably try to pick something
3 that is best, what we hope will be best for everyone,
4 or we'll probably pick something that's optional. And
5 that will have it's cost and effects. But that's how
6 it usually goes out there. And it will come in your
7 bill, and you'll take a look at it. And you'll check
8 off usually, is how it works

9 COMMISSIONER KIESLING: It comes in a
10 separate envelope.

11 COMMISSIONER GARCIA: I'm sorry, in a
12 separate envelope?

13 WITNESS MALATESTA: I see. And then it will
14 include also the 407 part of this problem area? I
15 know this was mostly organized by people in the 941
16 area code, but it's working. Unfortunately, it works
17 both ways.

18 COMMISSIONER JOHNSON: I'm not sure. Staff
19 would it include this Davenport/Osceola County 407
20 area code?

21 MS. SHELFER: If the Commission determines
22 that all the routes qualify to be balloted, then, yes, it
23 would include Orlando, West Kissimmee, Lake Buena
24 Vista, Windermere, Reedy Creek, Winter Park, Winter
25 Garden, Clermont and St. Cloud. Those are exchanges

1 not city limits. (Applause.)

2 WITNESS MALATESTA: Okay, Thank you.

3 COMMISSIONER JOHNSON: Thank you very much.

4 No other questions?

5 MS. CANZANO: I have one question.

6 COMMISSIONER JOHNSON: I'm sorry, sir.

7 MS. CANZANO: It's a short question. From
8 what exchange do you receive your local telephone
9 service?

10 WITNESS MALATESTA: Well, I believe it to be
11 Kissimmee. My address is Davenport, however, again,
12 like some other people here, if you were to call
13 Davenport information, I would not be found there. I
14 am out of a Kissimmee exchange.

15 MS. CANZANO: How about this. What are the
16 first three digits of your telephone number?

17 WITNESS MALATESTA: 396, which is a
18 Kissimmee exchange.

19 COMMISSIONER JOHNSON: Thank you very much.
20 Next witness.

21 (Witness Malatesta excused.)

22 MS. SHELFER: Jim Miller.

23 COMMISSIONER JOHNSON: Mr. Miller, have you
24 been sworn in?

25 WITNESS MILLER: No, I have not.

1 COMMISSIONER JOHNSON: And I think there's
2 one other witness that signed up that perhaps was not
3 sworn in.

4 - - - - -

5 **JIM MILLER**

6 appeared as a witness and, having been duly sworn,
7 testified as follows:

8 **DIRECT STATEMENT**

9 WITNESS MILLER: Good morning. My one
10 concern was brushed upon --

11 COMMISSIONER KIESLING: I'm sorry, would you
12 give your name and your address.

13 WITNESS MILLER: My name is Jim Miller. My
14 address is 162 Whitehall. That's in the subdivision
15 of Bently Oaks in Davenport, Florida, about 15 miles
16 from Davenport, and eight miles from Disney.

17 My concern is, this is the beginning of it.
18 If you drive up and down 27 or 54, you will see
19 hundreds of new homes starting every day. Many of
20 them are for the retirees who have family who are
21 going to come down. And when they come down, it's not
22 to go to the orange groves, it's to go to the tourist
23 areas that they want to go to.

24 The other half of the people are coming down
25 here, are to be employed. And that again is not in

1 the Polk County area; that is in the Disney area.
2 Disney is building a four-theme park, Universal is
3 building the second one. Hotels are springing up both
4 at Disney and Universal and throughout Orlando. That
5 is where the employment is. This is where those
6 people who are going to be working there are going to
7 be moving to. We are growing extremely quickly, and
8 this problem is going to become more and more a
9 concern for everyone who's moving to this area. And I
10 think we need to make sure that that is being aware --
11 this area is becoming more and more part of the
12 Greater Orlando area. And it's not a 941 area; this
13 is in its essence the Greater Orlando area.

14 COMMISSIONER JOHNSON: Thank you very much.
15 Any questions? Thank you, sir.

16 Next witness.

17 (Witness Miller excused.)

18 MS. SHELFER: We are still looking for a Lee
19 Kitchen.

20 COMMISSIONER JOHNSON: Is there a Lee
21 Kitchen in the room?

22 MS. SHELFER: If not, there are no other
23 witnesses.

24 COMMISSIONER JOHNSON: Ladies and gentlemen,
25 it is now 12:30. It looks as if we've exhausted our

1 witness list. We will reconvene another customer
2 hearing tonight at 6:00. Those of you who would like
3 to attend that meeting and who did not testify at this
4 point in time, feel free to testify then.

5 Again, we have this sheet where you can send
6 in your written comments to the Public Service
7 Commission, so please know that that is available to
8 you also. We are going to adjourn this portion of our
9 hearing and reconvene at 1:30 to begin the technical
10 portion of our hearing.

11 I want to thank all of you for coming out
12 this morning. There's been excellent testimony that
13 we have been able to add to the record. Thank you
14 again for all of your comments.

15
16 (Thereupon, lunch recess was taken at 12:20
17 p.m.)

18 - - - - -
19 (Thereupon, the hearing adjourned at 12:20
20 to reconvene at 1:30 p.m., at the same address.)

21 - - - - -
22 (Transcript continues in sequence in
23 Volume 2.)

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25