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Florida Public Service Commission
Division of Consumer Affairs
Attention: Bev Demello
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Florahome telephone exchange

Dear Ms. Demello:

I am writing to ask the Florida Public Service Commission to review our request to grant the 659 telephone exchange toll-free access to Melrose (475) and Keystone Heights (473) exchanges. Enclosed please find petitions with signatures and phone numbers of individuals requesting this access.

My family and I are residents of Florahome, Florida, and have been living here for over 11 years with a 659 telephone exchange. We have neighbors (less than 1/2 mile from our home) within our subdivision with telephone exchanges of 473 (Keystone Heights) and 475 (Melrose) that we cannot call without paying long distance telephone charges. When I contacted Alltel, I was told that there were approximately 942 Alltel customers with the 659 telephone exchange. Alltel told me that in order for our area to be considered for a toll free charge, 5% of the Florahome Alltel customers would need to approve the change. This would qualify the request for a change from toll to toll free status between these exchanges for a review by the Public Service Commission.

The petitions enclosed indicate that over 35% of the 659 exchange customers would like to be able to call Melrose and Keystone Heights free of charge. I received no negative response regarding the petitions. I am quite sure that if all of the residents of Florahome were contacted regarding this change, there would be fewer than 5 % who would disapprove. The petitions were placed in the areas where I believed the 659 residents would venture. There were many residents with the 659 exchange that were unaware a petition existed due to the direction they travel. To my surprise there were people with exchanges other than 659 within the Florahome calling area who also signed the petitions. Apparently, many of the people within these other Florahome exchanges would also like to have the capability of making toll-free calls to Melrose and Keystone Heights.

The current 659 exchange in Florahome does not allow residents to call their local

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