



DEPARTMENT OF MANAGEMENT
SERVICES

4050 Esplanade Way • Tallahassee, Florida 32399-0950

**ORIGINAL
FILE COPY**

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December 6, 1996

Suite 260

Blanca Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No: **961153-TL**
904 Area Issues/BellSouth Telecommunications, Inc.

Dear Ms. Bayo:

Enclosed for filing in the above docket are an original and 15 copies of the Revised Testimony of Glenn Mayne, Revised Late Filed Exhibit Number 8 and Revised Late Filed Exhibit Number 9 with our attached certificate of service.

Sincerely,

Stephen S. Mathues
Assistant General Counsel

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPC _____
- RCH _____
- SEC _____
- WAS _____
- OTH _____

Widell

SSM/cs
Enclosure

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Testimony
DOCUMENT NUMBER - DATE
13066 DEC-6 8
FPSC-RECORDS/REPORTING

exhibit
DOCUMENT NUMBER - DATE
13067 DEC-6 8
FPSC-RECORDS/REPORTING

CERTIFICATE OF SERVICE

DOCKET NO. 961153-TL

I HERBY CERTIFY that a true and correct copy of the foregoing has been sent by prepaid ~~U. S. Mail~~ to following parties of record, this ~~6TH~~ day of ~~DECEMBER~~, 1996.
HAND DELIVERY 9TH

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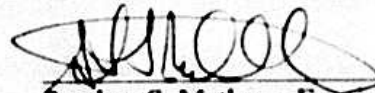
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1 REVISED TESTIMONY OF GLENN W. MAYNE
2 BEFORE THE
3 FLORIDA PUBLIC SERVICE COMMISSION
4 PETITION FOR NUMBERING PLAN
5 AREA RELIEF FOR 904 AREA CODE
6 BY BELLSOUTH TELECOMMUNICATIONS, INC.
7 DOCKET NO. 961153-TL
8

9 QUESTION: Please state your name and business address.

10 ANSWER: My name is Glenn W. Mayne. My business address is
11 Department of Management Services, Division of
12 Communications, 4050 Esplanade Way, Building 4030,
13 Suite 260, Tallahassee, Florida 32399-0950.
14

15 QUESTION: By whom are you employed, and what is your
16 position?

17 ANSWER: I am employed by the Florida Department of
18 Management Services, Division of Communications,
19 as the Division Director.
20

21 QUESTION: Please summarize your background with the
22 Department of Management Services?

23 ANSWER: I have been Director for the Division of
24 Communications since 1985 and participated in the
25 design and implementation of the current SUNCOM

1 Network as a fully integrated digital network that
2 carries voice, data, video, image and radio
3 signals. SUNCOM provides communications services
4 that link state agencies, universities, community
5 colleges, county governments, municipalities, and
6 libraries throughout Florida.

7

8 QUESTION: Do you have statutory authority to present
9 testimony on behalf of the State?

10 ANSWER: Section 282.102(21), Florida Statutes, outlines
11 the powers and duties of the Division of
12 Communications of the Department of Management
13 Services. By statute the Division of
14 Communications is charged with the responsibility
15 of presenting testimony before the Florida Public
16 Service Commission on behalf of state agencies on
17 issues relating to the State's communications
18 facilities and services.

19

20 QUESTION: What is the purpose of your testimony?

21 ANSWER: The purpose of my testimony is to present the
22 impact to state agencies if the 904 area code
23 changes for the Tallahassee Market Area.
24 Specifically, there are two issues I want to
25 address: fiscal impact and community of interest

1 considerations.

2

3 **QUESTION:** How do these issues affect state agencies?

4 **ANSWER:** The first issue, fiscal impact, will cause a
5 reallocation of tax dollars that otherwise would
6 be used to support ongoing programs and services.
7 More importantly, however, is the second issue,
8 community of interest considerations, and how a
9 904 area code change will interfere with the
10 ability of Florida's citizens and the general
11 public to communicate with Florida state
12 government in Tallahassee.

13

14 **QUESTION:** Explain how state agencies will be fiscally
15 impacted if the Tallahassee Market Area is removed
16 from the 904 area code.

17 **ANSWER:** If a new area code is assigned to the Tallahassee
18 Market Area, state agencies will incur expense not
19 only to reprogram private automatic branch
20 exchanges (PABXs), electronic key systems (EKs),
21 faxes, autodialers, etc. but also to reproduce and
22 redistribute public information. All these
23 expenses will take away from fixed revenue sources
24 for state agencies. State agencies do not have
25 opportunities to recover these costs through tax

1 deduction relief as a business expense, increased
2 prices, or other means that may be available to
3 the private sector.
4

5 QUESTION: Please summarize the impact for reprogramming
6 equipment.

7 ANSWER: The State has 340 PABXs and 1600 electronic key
8 systems throughout Florida. A conservative cost
9 estimate to reprogram this equipment's special
10 functions and features (speed call long list,
11 speed call short list, toll restriction, etc.) is
12 estimated to be \$500,000. Ultimately, this figure
13 could approach \$1,500,000, depending upon the
14 status of software configurations that provide the
15 North American Numbering Plan dialing scheme. In
16 addition, there are 176 consolidated systems
17 (ESSX, CentraNet, Centrex) serving some 128,000
18 stations that will have to be reviewed with
19 similar changes being made to the speed call lists
20 and special routing features. It is estimated
21 that this cost will be an additional \$160,000.
22

23 QUESTION: What other fiscal impact could a change in the 904
24 area code in the Tallahassee Market Area have on
25 state agencies?

1 **ANSWER:** There will also be costs for reprinting and
2 redistributing public information by state
3 agencies. To illustrate potential fiscal impact,
4 I have a letter from the Division of Retirement
5 estimating \$200,000 to republish and redistribute
6 retirement publications. (Exhibit No. GWM-1) I
7 also have a letter from the office of the
8 Secretary of State estimating a cost impact of
9 \$60,000 to \$75,000. (Exhibit No. GWM-2) The
10 Department of Business and Professional Regulation
11 estimates costs at \$25,000 to reprint existing
12 forms and \$15,000 to make programming changes.
13 (Exhibit No. GWM-3) Given estimates for these
14 agencies, I can extrapolate among all agencies and
15 arrive at an overall estimated impact figure of
16 \$2,480,000.

17
18 **QUESTION:** You mentioned the community of interest
19 consideration as the major issue to state
20 agencies. Explain this concept.

21 **ANSWER:** As the location for Florida's capital and state
22 government, the Tallahassee Market Area holds a
23 community of interest for 14 million Florida
24 citizens and the general public. There are
25 numerous state agencies that provide consumer

1 assistance in dealing with complaints, licenses,
2 registrations, permits, taxes, etc. The
3 Tallahassee Market Area is unique in that incoming
4 call volumes are high. On a typical business day,
5 the call volume into state government from the
6 public, external to Tallahassee and excluding any
7 800 traffic, exceeds 110,000 calls per day, which
8 equates to 2.2 million calls per month. It is the
9 great community of interest demonstrated by this
10 call volume that makes an area code change for the
11 Tallahassee Market Area disruptive and
12 undesirable. The letters from state agencies I
13 have submitted as exhibits voice significant
14 concerns about the public confusion and irritation
15 that is likely to result with a 904 area code
16 change in Tallahassee. (Exhibit Nos. GWM-1, GWM-2,
17 and GWM-3)

18
19 QUESTION: Are you familiar with other area code changes in
20 Florida and the impact to state agencies?

21 ANSWER: There is an impact on state government with any
22 area code change in Florida, but none of the
23 previous changes are of the same magnitude as
24 changing the area code for the state capital.
25 From a state agency standpoint, the high community

1 of interest with outside calling areas statewide
2 and nationally does not exist in the other Florida
3 locations, as it exists for the state capital.
4 Many calls coming into Tallahassee for state
5 agencies are from callers who would not be aware
6 of the area code change and may be relying on
7 older, unrevised state information in placing a
8 call.

9
10 QUESTION: Have you had any experience with trying to change
11 the dialing habits of your SUNCOM customers in the
12 past?

13 ANSWER: Yes, in fact we changed the off-net dialing plan
14 for our SUNCOM Network customers about one year
15 ago. That change required callers dialing a
16 public switched network (PSN) number to add a "1"
17 before dialing the 10-digit number. The Division,
18 in conjunction with the SUNCOM vendors, worked for
19 one year in preplanning, designing, testing, and
20 advertising this change. The results were still a
21 disaster for the first couple of weeks.
22 Electronic Key Systems, PABXs, fax machines, etc.
23 had to be reprogrammed, and in some cases the
24 level of the generic program had to be upgraded.
25 Today the customers served by the Tallahassee

1 SUNCOM switch are still dialing incorrectly on the
2 average of 1200 times per day. If this same
3 experience is encountered through a 904 area code
4 change to the capital city, then Florida's
5 citizens will be frustrated. I have a letter from
6 the State of Alabama that points out this was a
7 major issue with them during an area code change
8 in Montgomery two years ago. (Exhibit No. GWM-4)
9

10 **QUESTION:** Please summarize your testimony.

11 **ANSWER:** In my testimony I have addressed two issues that
12 impact state government should the Tallahassee
13 Market Area be removed from the 904 area code:
14 fiscal impact and the disruption to the public
15 based on a high community of interest with the
16 Tallahassee Market Area. I have addressed the
17 financial burden that will be born by state
18 agencies for reprogramming and redistributing
19 public information. I have also presented
20 information on the incoming call volumes that
21 exist in the Tallahassee Market Area on account of
22 state government. In closing, I would like to
23 emphasize one more point, that of service. State
24 government exists to provide a multitude of
25 services for its citizens. I am convinced that a

1 change in the 904 area code would impact the
2 State's ability to provide quality service and
3 become a hard-to-heal sore spot of frustration for
4 Florida's citizens and the general public for
5 years to come.

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QUESTION: Does this conclude your testimony?

ANSWER: Yes.