

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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COMMISSION
CLERK

-M-E-M-O-R-A-N-D-U-M-

DATE: Tuesday, December 09, 2003

TO: Lila A. Jaber, Chairman
J. Terry Deason, Commissioner
Braulio L. Baez, Commissioner
Rudy Bradley, Commissioner
Charles M. Davidson, Commissioner

FROM: Beth W. Salak, Director, Division of Competitive Markets & Enforcement *mts*

RE: Summary of Testimony in Docket Nos. 030867-TL, 030868-TL and 030869-TL

Attached is a brief summary of testimony from the public hearings in the above-referenced dockets.

cc: Mary Bane
Kevin Neal
JoAnn Chase
Cayce Hinton
Jorge Chamizo
Lawrence D. Harris
Katrina Tew
Docket Files ✓

- AUS _____
- CAF _____
- CMP _____
- CCM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MAIS _____
- SEC _____
- OTH _____

Try to catch docket

SUMMARY OF SERVICE HEARING TESTIMONY

| Total | Jacksonville | Orlando | Tampa | Ft. Lauderdale | Ocala | Pensacola | Ft. Myers | Sarasota | St. Petersburg | Daytona Beach | West Palm Beach | Miami | Ft. Walton Beach |
|---|--------------|---------|-------|----------------|-------|-----------|-----------|----------|----------------|---------------|-----------------|-------|------------------|
| TOTAL NUMBER OF SPEAKERS, PER HEARING LOCATION: 246 | 15 | 20 | 35 | 16 | 27 | 18 | 11 | 25 | 21 | 15 | 19 | 14 | 10 |

ENTRIES REFLECT THE NUMBER OF TIMES A POSITION WAS CITED

| POSITIONS | Total | Jacksonville | Orlando | Tampa | Ft. Lauderdale | Ocala | Pensacola | Ft. Myers | Sarasota | St. Petersburg | Daytona Beach | West Palm Beach | Miami | Ft. Walton Beach |
|--|-------|--------------|---------|-------|----------------|-------|-----------|-----------|----------|----------------|---------------|-----------------|-------|------------------|
| PROMOTES COMPETITION AND FREE ENTERPRISE | 45 | 2 | 3 | 3 | 6 | 1 | 1 | 0 | 2 | 6 | 5 | 8 | 8 | 0 |
| REVENUE NEUTRAL/ RATE BALANCING | 13 | 1 | 1 | 3 | 1 | 0 | 0 | 0 | 1 | 3 | 0 | 1 | 2 | 0 |
| WOULD LOWER L.D. COSTS | 8 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 |
| MARKET BASED PRICING BENEFICIAL | 9 | 1 | 2 | 1 | 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 |
| BRINGS NEW TECH AND INNOVATION | 11 | 0 | 2 | 1 | 3 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | 1 | 0 |
| FIXED INCOME/LOW INCOME/SENIORS CAN'T AFFORD | 80 | 5 | 6 | 17 | 5 | 10 | 4 | 8 | 10 | 5 | 3 | 3 | 2 | 2 |
| NO BENEFIT TO RESIDENTIAL CONSUMER | 38 | 3 | 2 | 8 | 0 | 0 | 3 | 2 | 5 | 5 | 5 | 1 | 0 | 4 |
| IMPROVE QUALITY BEFORE RAISING RATES | 19 | 2 | 4 | 4 | 0 | 1 | 0 | 1 | 1 | 0 | 2 | 1 | 1 | 2 |
| NO COMPETITION/ WON'T HELP COMPETITION/NO SUCH THING | 46 | 1 | 2 | 9 | 2 | 6 | 2 | 8 | 4 | 3 | 3 | 3 | 0 | 3 |
| LITTLE OR NO LONG DISTANCE USAGE | 37 | 4 | 5 | 8 | 0 | 3 | 3 | 3 | 0 | 6 | 1 | 2 | 0 | 2 |
| USE CELL/PREPAID/ DIAL AROUND COMPETITION EXISTS | 38 | 3 | 0 | 3 | 1 | 5 | 1 | 8 | 7 | 1 | 1 | 1 | 0 | 7 |
| OTHER | 38 | 2 | 6 | 2 | 5 | 7 | 7 | 0 | 1 | 3 | 2 | 2 | 1 | 0 |

DOCUMENT NUMBER-DATE

12672 DEC-98

FPSC-COMMISSION CLERK

WITNESS TESTIMONY NOT REFLECTED IN MATRIX SUMMARY

Reflected as "Other" on the Summary

JACKSONVILLE SERVICE HEARING

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| Ava Parker, Jacksonville, FL | Appeared to promote Lifeline |
| Tom Gleason, Jacksonville, FL | Self, feels overwhelmed with competition since AT&T was broken up, doesn't see need for more competition |

ORLANDO SERVICE HEARING

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| Alice Cobb, Orlando, FL | Executive Vice President, Workforce Central Florida, spoke in favor of Lifeline Service |
| Matthew Rothman, Altamonte Springs, FL | Self, family; "If we were to allow an increase, a reasonable increase for this area, I believe a refund could be made and make it usable that the area of service be all of central Florida " |
| Robert Osband, Orlando, FL | Self, believes rate "leveling" should be between the intrastate and interstate rates, and rate-leveling across the board across the nation would take the burden off the back of Florida consumers |
| Brantly Slaughter, Orange County, FL | Self, seniors; spoke in favor of Lifeline Service |
| Ava Parker | Appeared to promote Lifeline |
| James Fleming, Ocoee, FL | Self, described service quality issues; didn't know about rate increases until he came to meeting; planning to send a "dumb and stupid letter" to elected officials for doing something dumb and stupid that affects his life |

TAMPA SERVICE HEARING

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| Stuart Rogel | President/CEO, Tampa Bay Partnership, speaking as a private citizen; if the petitions provide the opportunity to provide the investment back into the telecommunications structure, it's an important part of what the community needs to grow |
| Bentley Lipscomb | Wanted to say AARP is not an insurance company |

FT. LAUDERDALE SERVICE HEARING

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|-------------------|---|
| Edward Fiorenza | Supra Customer, thought his rates were going up too |
| Barbara Laxon | Speaking for self and Broward Green Party; ".the whole idea of the control of quality and control of rates and stuff going out of the hands of the PSC is something that's very problematic to a great many of us . "; " the Commission is here to protect the citizens from the corporations and other people who would take advantage of us " |
| Gail Perry | Communication Workers of America, Council of Florida; spoke on service quality, believes that a lessening in service quality standards is a lessening in service that the citizens of Florida have always been accustomed to |
| Marjorie Michelly | Spoke regarding watching out for those on fixed-incomes |

OCALA SERVICE HEARING

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| Mike Sizemore | Chairman of the Marion County Democratic Party; consumers view the Commission as their voice and the only avenue they have to express their concerns "And please, remind yourselves that you do serve the people of this great State of Florida and the citizens of Marion county." |
| Carol Allen | Self; had questions related to incurring charges for Sprint land line customers being charged for calling wireless customers |
| Dan Platt | Self; retired BST employee; when BST was broken up, the reason was for competition, vendors point fingers at one another and nothing is fixed |
| Richard Mills | Self; glad Commissioners came to Marion County to listen to the consumers |
| Jim Mahoney | Self; says the title of the legislation should have been "the telephone rate increase and the telephone company enhancement act" |
| Barbara Weese | Supports Lifeline |
| Louis Monaco | Self; currently not affected because he uses AT&T; "Your lawyers are speaking for the people here. You know, you have got to know that it is unconstitutional for the federal government or the state to make mandates to raise the phone bill It is unconstitutional. And that is what I wanted to say " |

PENSACOLA SERVICE HEARING

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| John Clark | Director, Council on Aging of West Florida; spoke in support of Lifeline and Link-Up services |
| Donna Fassett | Executive Director, ARC Gateway; spoke in favor of Lifeline Service |
| Rosemary Bonifay | Self; spoke in favor of Lifeline Service |
| Susan Senkank | Director of Community Impact, United Way of Escambia County; spoke in favor of Lifeline Service |
| Fran Jones | Spoke in support of Lifeline Service |
| Anne Bennett | Self; "if competition happens, will the companies still be under PSC jurisdiction?" uses dial around service and didn't realize she was paying to not have a presubscribed LD company; competition already exists; young people are being held to pay for seniors; "What guarantees are there that Lifeline is not going to a bunch of deadbeats?" |
| Sue Melton | Questions whether there are any guarantees Lifeline Service will remain available; also views Lifeline as an excuse for the phone companies to raise rates. |

FT. MYERS SERVICE HEARING *

SARASOTA SERVICE HEARING

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| Richard Pell | Self; asks "If at the end of three years if competition is nonexistent, will the company roll back rates?" |
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ST. PETERSBERG SERVICE HEARING

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| Jim Simmons | Self; spoke regarding St. Pete Times article regarding Commissioner appointments, Ava Parker, Charlie Beck; "...how can the citizens of Florida not believe that even with all your public hearings, they are not more than just lip service and that this rate increase is simply a foregone conclusion?" |
| Morton Sharnik | Self; testified that Verizon is a compassionate company; is involved with literacy in the community |
| Geraldine Dershay, St. Petersburg, FL | Self; does not have a land line, uses cell phone exclusively; sees no benefit in increases |

DAYTONA BEACH SERVICE HEARING

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| Rick Fraser | President, Workforce Development Board of Flagler and Volusia Counties, spoke in support of Lifeline service |
| Terry Maia | Independent contractor for American Communications Network (ACN) - CLEC competitor |

WEST PALM BEACH SERVICE HEARING

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| Rep. Mary Brandenburg | Constituents; increases should be one per year, and see if LD rates come down; suggests an end to the federal excise tax for the Sp/ Amer war |
| Rep. Carl Domino | Constituents, believes this can usher in new technology |
| Bob Sears | Self; wrote White Paper; Supra Customer (former 30 year BST customer); competition already exists |
| Ed Fielding, Stuart, FL | Self; receives service from a CLEC |

MIAMI SERVICE HEARING

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|---------------------------------|---------------------------------------|
| Mike Dan, Palm Beach County, FL | Self; called any increases "malarkey" |
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FT. WALTON BEACH SERVICE HEARING *

* ALL CUSTOMERS STATED POSITIONS REFERENCED IN THE SUMMARY