

COMMUNICATIONS DEPARTMENT  
FLORIDA PUBLIC SERVICE COMMISSION  
101 E. GAINES STREET  
TALLAHASSEE, FL 32301  
904-488-1280

URGENT  
 PLEASE RESPOND BY \_\_\_\_\_  
 NO REPLY NECESSARY

TO: Clerk

DATE: 12/16/88  
SUBJECT: D870790  
Hickrist County CAS

ORIGINAL  
FILE COPY

MESSAGE:

FOLD  
→ Please put this in  
your file for this  
docket.

Thanks  
Bridget  
CML

REPLY:

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
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- LIN \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC 1
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

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DOCUMENT NUMBER-DATE  
13149 DEC 16 1988

SIGNED

SIGNED

DATE

SENDER: SEND WHITE AND PINK COPIES

FPSC-RECORDS/REPORTING

FORM NO. MR23N

RECEIVED  
FLORIDA PUBLIC SERVICE COMMISSION  
1988 DEC 13 AM 9:02  
MAIL ROOM  
D870790

December 10, 1988

RECEIVED

DEC 16 1988

Richard Tudor  
101 East Gaines St.  
Tallahassee, Fla. 32301

Florida Public Service Commission  
Communication Department

Richard:

Per your request, attached is a copy of the proposal I furnished on November 21 to Jackie Barron for consideration by the Gilchrist County Commissioners. Jackie indicated he would send copies to each commissioner. It was meant to be a possible basis for a revised proposal to the Public Service Commission.

This represents my thoughts on the subject as to possible solutions. As a former telephone outside plant engineer, I realize that it calls for a type of service not now offered by the telephone companies, but is within the capabilities of the equipment now installed in this county except as noted.

It is frustrating to realize how long it takes for most changes to be implemented or even get considered. Any suggestions as to how I, as a private individual, could help the process is appreciated.

It is my conviction that telephone companies should be more responsive to customer needs especially in the area of extended area service. First, growing areas today have much more in common than in the past and need low cost communications between areas of interest. These areas of interest are much larger than the small number of lines available to customers in small exchanges or parts of exchanges such as now serve Gilchrist County. Second, telephone companies should be looking for alternatives to single call billing. Customer option extended area service is a possible method for the telephone companies to expand customer's options for service without raising the rates of all subscribers. It is to the telephone companies benefit because it reduces possible bypass routes within their system.

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FPSC-RECORDS/REPORTING

It would be nice if the Public Service Commission required the telephone companies to expand extended area service as a requirement for keeping some of the excess profits earned above the approved rates.

The attached proposal outlines two methods of dealing with the problems experienced by Gilchrist County. I believe both are feasible alternatives to the current situation. If you have any questions that I might answer, please call me at 904-472-4619. Thanks for your time and concern.

Sincerely



Charles V. Watson  
Rt 2 Box 282  
Trenton, Fla. 32693

PROPOSED CHANGES TO THE  
GILCHRIST COUNTY TELEPHONE SYSTEM

NEED FOR CHANGE

Gilchrist county residents are currently served by four different telephone exchanges. The majority of the county, including the county seat is in the Trenton exchange. It is a toll call to any of the other three exchanges. This is of major concern to many residences and businesses in the county.

As an example, the school at Bell is in the Trenton exchange. A large portion of the students live north of Bell and are in the Branford exchange. For the school administration and teachers to contact parents or visa versa requires a toll call. Due to the large number of students living in an exchange different from where they go to school, it creates an economic hardship on the school and parents.

This same situation exists at the Trenton school with regard to students in the east portion of the exchange. They reside in the Newberry and High Springs exchanges which are a toll call to Trenton.

This same situation applies to all areas of county government since all calls from the Trenton exchange are toll calls to the other areas of the county. Governmental offices have had to resort to foreign exchange lines to the other exchanges as a partial solution to their problem. However, this is a makeshift arrangement at best. There are times when several more lines could be used and other times when none are needed. A more efficient use of lines, such as would be available with extended area service, would be desirable.

The impact on local businesses is impossible to measure but may be considerable. No-one can estimate how much business is lost because it is a toll call from one area to another. In addition to adding to the cost of doing business across exchange boundries, it may also adversely affect the location of new businesses to this county.

At the residential customer level, it is easy to find many families that have close relatives living a few miles away in the county that have to make a toll call to communicate with each other. Normal family communications become a financial burden for many.

Although it is understandable how the current situation

with four exchanges serving the county developed, it is becoming more of a burden on the community as the area grows. There is not another county in the State of Florida that is served by four exchanges, with three of them being a toll call from the county seat. Current technology exists to provide good alternatives to the problem.

One solution that has been proposed is that extended area service be expanded to all four areas involved. This would solve the problem but requires that all subscribers in all four exchanges vote on the required rate increase. Such a solution is doomed from the start since the total subscribers in the area outside of Gilchrist county far exceed the number inside the county and have little common interests. What is needed is a solution specific to this county. One that requires only their approval to implement.

PROPOSED SOLUTION 1 *flat rate EAS between all 4 X's  
county residents only vote + pay.*

Extended area service would be implemented for the entire county. This would be contingent on a vote by all telephone subscribers in the county only. Subscribers in the county would be able to call the other three exchanges in their entirety since restriction to just the county would probably not be possible. An appropriate rate would be charged for all subscribers in the county.

County commissioners may want to require that the vote for extended area service be higher than 50 percent, perhaps 65 or 70 percent to insure that most of the subscribers are in favor of the required rate increase.

To implement the change would be simple for the Trenton exchange. The Newberry and High Springs exchanges would require individual line programming similar to the current call waiting and call forwarding services. The Branford exchange might have to be done at the billing level at this time due to the type office equipment involved.

PROPOSED SOLUTION 2 *customer option ; 2 way*

Extended area service would be offered to the subscribers of the county as an individual subscriber service option. This would not require any voting but would be up to each subscriber to either choose or reject. No-one would be charged for a service they do not want.

Implementation would be on an individual line basis, similar to call waiting or call forwarding services.

This should be within the programming capabilities of the equipment serving Trenton, Newberry, and High Springs exchanges. The Branford exchange might have to be done at the billing level ie, excluding calls between these areas.

NOTES

1. Either solution would solve the current problem, however if voters were to reject solution 1 then solution 2 should be implemented. A county wide election of solution 1 should result in a lower per subscriber cost.

2. The Public Service Commission might consider basing the telephone companies requests for higher rate of return on the offering of expanded services such as extended area service beyond existing boundaries. This is an area that could prove profitable to the telephone companies and greatly expand services to the customer. There are many subscribers in Gilchrist county that would be interested in extended service that would also include the Gainesville exchange. Many people in the county shop, work, have relatives, or go to doctors in the Gainesville area.

3. In the past individual billing of calls was a way of making service available to the few subscribers calling areas of little interest to the general public. With the current greater interest between larger areas, it is time for the telephone companies to respond to the needs of communities by offering services such as extended area service to areas such as Gilchrist county. Areas such as Gainesville and Jacksonville have access to one hundredthousand or more subscribers as a local call whereas exchanges such as Trenton are restricted to less than five thousand lines. The cost of local service is not that much different. Extended area access should be available at least as a subscriber option in lieu of individual call billing.

4. The Trenton exchange currently has extended area service to the Chiefland exchange. Those calls are routed to the Northwest Gainesville switch and then to Chiefland. Calls to the Gainesville exchange would involve far less telephone facilities than calls to Chiefland. Including the Gainesville exchange as part of the Trenton exchange area's extended area service would involve very little in changes to the network.

*Gainesville  
callers  
scope  
90,000 A  
\$9.60*

*Jax  
365,000 A  
\$10.70*

*Trenton  
5,000 AL  
\$8.40*

*Newberry  
82,000 AL  
\$9.60*

11-21-88  
CVW

*Brantford  
12,000  
\$9.60*

*High Springs  
81,000  
\$9.95*