

1 TESTIMONY OF GLENN W. MAYNE

2 BEFORE THE

3 FLORIDA PUBLIC SERVICE COMMISSION

4 PROPOSED TARIFF FILING BY SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

5 CLARIFYING WHEN A NON-PUBLISHED NUMBER CAN BE DISCLOSED AND

6 INTRODUCING CALLER ID TO TOUCHSTAR SERVICE

7 DOCKET NO. 891194-TL

8

9 QUESTION: Please state your name and business address.

10 ANSWER: My name is Glenn W. Mayne; my business address is 2737  
11 Centerview Drive, Knight Building, Suite 110, Tallahassee,  
12 Florida 32399-0950.

13

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

15 ANSWER: I am employed by the Division of Communications, Florida  
16 Department of General Services, as the Division Director.

17

18 QUESTION: Please summarize your background and experience.

19 ANSWER: I have sixteen years experience in data and voice  
20 communications in State government and was the principal  
21 architect of the Florida Information Resource Network,  
22 serving the Florida educational system. I participated in  
23 the design and implementation of the current SUNCOM Network  
24 and personally directed its ability to service integrated  
25 signalling requirements. In 1967, I served as Standards

ORIGINAL  
FILE 0007

1                   Committee Chairman of the National Association of State  
2                   Telecommunication Directors and was instrumental in having  
3                   that body adopt a resolution in support of all states  
4                   adhering to the open system interconnect model for Local  
5                   Area Networks. After securing this resolution, I then  
6                   coordinated the implementation of this resolution with the  
7                   National Bureau of Standards.

8

9   QUESTION:    What is the purpose of your testimony?

10   ANSWER:     My purpose is to present the concerns, positions and desires  
11                of the state agencies in Florida, pursuant to Chapter  
12                282.102(21), Florida Statutes.

13

14   QUESTION:    How would you define CALLER ID?

15   ANSWER:     CALLER ID is a calling feature that allows a called party to  
16                receive the telephone number of the calling party by means  
17                of customer premise equipment, and to display the number  
18                while the telephone is still ringing.

19

20   QUESTION:    Should the blocking of CALLER ID be allowed by the Florida  
21                Public Service Commission?

22   ANSWER:     Yes, all customers should have the ability to receive  
23                blocking of CALLER ID on a per call basis, free of charge.  
24                To protect the lives and anonymity of the sensitive agency  
25                (i.e. law enforcement officers, human services etc.)

1 operations, full time blocking should be available on a line  
2 by line basis. The proposed annual certification is not  
3 beneficial and the determination of which employees receive  
4 per line blocking is a decision that the agencies should  
5 make.

6

7 QUESTION: Does the Division of Communications have a policy for state  
8 agencies concerning CALLER ID?

9

10 ANSWER: Yes, the policy was established on March 22, 1990 and reads  
11 as follows: It is the policy of the State that if blocking  
12 of CALLER ID is desired by any SUNCOM user, that such  
13 blocking be available on a line by line basis. Blocking  
14 should also be optional for each State telephone on a per  
15 call basis or a blanket blocking of CALLER ID for all calls.  
16 Optional blocking should be available to employees for all  
17 State business calls made while they are away from their  
18 office.

19

20 QUESTION: In your policy you refer to the SUNCOM user, are you  
21 referring to the SUNCOM Network as a long distance  
22 communication service?

23 ANSWER: No, I am not. The SUNCOM Network by definition in Chapter  
24 282.103(1) Florida Statutes includes both local and long  
25 distance services; therefore; in regards to CALLER ID I am

1                   referring to local service SUNCOM users.

2

3   QUESTION:    What are the benefits of CALLER ID to state agencies?

4   ANSWER:      I think the potential for benefits to state agencies in

5                   providing their responsibilities to the people of Florida is

6                   vast. CALLER ID could minimize the amount of time it takes

7                   to identify a caller calling a state agency seeking the

8                   status of an application, certificate, driver's license, or

9                   a legislative bill. This would require, of course,

10                  considerable effort on our part in the development of

11                  automated applications to take advantage of this feature.

12

13   QUESTION:    With all these benefits, why would a state agency want to

14                   block its telephone number from being displayed when calling

15                   the public?

16   ANSWER:      There are many reasons for a state agency to desire

17                   blocking. The most obvious ones being the life threatening

18                   situations of the state's law enforcement officers and human

19                   services employees. Other reasons include the investigative

20                   operations of the Office of the Auditor General, Office of

21                   the Comptroller, Department of Legal Affairs, the purchasing

22                   functions of the numerous departments during contract

23                   negotiations and the various inquiries of the Legislature.

24

25   QUESTION:    Mr. Mayne, are you aware that the call trace feature is

1 similar to the CALLER ID feature?

2 ANSWER: Yes, but there is a big difference. Call trace is for the  
3 protection of the public from harassing and threatening  
4 phone callers. Call trace provides legal documentation of  
5 the caller's telephone number. Presently the problem is the  
6 call trace feature is not easily available. In other words,  
7 it does not do the job intended.  
8

9 QUESTION: Call return is also a feature that is similar to CALLER ID,  
10 how do you feel about its affect on state agencies?

11 ANSWER: Call return could be detrimental to law enforcement  
12 operations and human services organizations, as well as  
13 annoying to any state agency if abused by the called party.  
14 For these reasons, it is very important for the blocking of  
15 CALLER ID to prevent the completion of call return when  
16 activated by the called party.  
17

18 QUESTION: Is CALLER ID in the public interest?

19 ANSWER: Yes, if implemented properly!  
20

21 QUESTION: In your opinion, what is proper implementation?

22 ANSWER: Proper implementation would allow for free CALLER ID  
23 blocking on a per call basis to everyone. To further  
24 protect the sensitive agencies discussed previously, per  
25 line blocking should be available at the desire of the state

1 agency. The public needs to be educated on the impact of  
2 the feature on their lives and to fully understand the  
3 ramifications of CALLER ID. At present, CALLER ID has been  
4 promoted as a feature for protection against obscene  
5 callers. Call trace can handle that problem safely and  
6 should be required to do so, without endangering the called  
7 party further. CALLER ID should be promoted for its  
8 potential in the information age as an aid to information  
9 services. The public has a right to decide if it is best  
10 for them to display their number, not the telephone company.  
11 The long range implications of CALLER ID as a data  
12 collection and processing mechanism are far reaching and  
13 really not understood by the public. Unchecked  
14 implementation can have wide-spread negative impact on  
15 individual privacy and the way large users of  
16 telecommunications services do business. We need to grow  
17 into this offering in a planned fashion and not have it  
18 forced upon an uneducated and unknowing subscriber  
19 community.

20  
21 QUESTION: Does this conclude your testimony?

22 ANSWER: Yes.

23

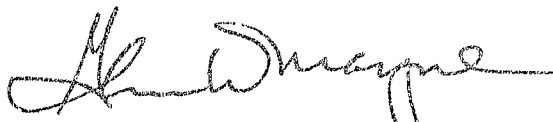
24

25

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. Mail to the following list of people, this 26th day of September, 1990.

Respectfully submitted,



Glenn W. Mayne, Director  
Florida Department of General  
Services, Division of  
Communications  
2737 Centerview Drive  
Knight Building, Suite 110  
Tallahassee, Florida 32399-0950

(904) 488-3595

Mr. E. Barlow Keener, Esquire  
Mr. Harris R. Anthony, Esquire  
Southern Bell Telephone and  
Telegraph Company  
Museum Tower, Suite 1910  
150 West Flagler Street  
Miami, Fl 33130

A Abaco Locksmith  
Attn: David Merkatz  
Post Office Box 5301  
Ft. Lauderdale, Fl 33310

Mr. Michael R. Ramage, Esquire  
Deputy General Counsel  
Florida Department of Law  
Enforcement  
Post Office Box 1489  
Tallahassee, Fl 32302

Mr. Walter D'Haeseleer  
Division of Communications  
Ms. Angela Greene  
Division of Legal Services  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Fl 32399-0863

Mr. Bruce Renard, Esquire  
Hesser Law Firm  
Post Office Box 1976  
Tallahassee, Fl 32302-1876

Mr. Jeffrey L. Cohen, Esquire  
Attorney for Florida Medical  
Association  
Post Office Box 2411  
Jacksonville, Fl 32203

Mr. Willis Booth, Director  
Florida Police Chiefs Association  
Post Office Box 14038  
Tallahassee, Fl 32317-4038

Ms. Charlene Carree  
American Civil Liberties Union  
Post Office Box 1031  
Tallahassee, Fl 32302

Richard E. Doran  
Director, Criminal Appeals  
Department of Legal Affairs  
The Capitol  
Tallahassee, Florida 32399-1050

Mr. J. K. "Buddy" Phillips  
Florida Sheriff's Association  
Post Office Box 1487  
Tallahassee, FL 32302-1487

Mr. Jack Shreve, Esquire  
Public Counsel  
Office of the Public Counsel  
House of Representatives  
The Capitol  
Tallahassee, FL 32399-1300

Ms. Cheryl Phoenix, Director  
Florida Coalition Against  
Domestic Violence  
P. O. Box 532041  
Orlando, FL 32583-2041

Mr. Pete Antonacci, Esquire  
Statewide Prosecutor  
Department of Legal Affairs  
The Capitol  
Tallahassee, FL 32399-1050

Mr. Alan Berg  
United Telephone Company  
P. O. Box 5000  
Altamonte Springs, FL 32716-5000

Mr. Thomas Parker  
Associate General Counsel  
GTE Florida Incorporated  
P. O. Box 110, MC 7  
Tampa, Florida 33601-0110