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ORIGINAL
FILE COPY

October 25, 1990

Steve Tribble, Director
Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399-0850

Re: Docket No. 891194-TI

Dear Mr. Tribble:

Enclosed are the original and 12 copies of Cheryl R. Phoenix's revised testimony to be filed in the above-captioned proceeding. The revised testimony is identical to the original testimony submitted, except lines 7-20, on page 2 were added, due to an oversight. Line 21, on page 2 of the revised testimony begins where line 7 of the original testimony was before.

Please indicate receipt and return enclosed copy.

Sincerely,

Charles J. Beck
Charles J. Beck
Assistant Public Counsel

- ACK
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1750-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DIRECT TESTIMONY OF

CHERYL R. PHOENIX

DOCKET NO. 891194-TI

1 Q. PLEASE STATE YOUR NAME AND OCCUPATION.

2 A. Cheryl R. Phoenix, Director of the Florida Coalition
3 Against Domestic Violence ("FCADV").

4 Q. WHAT IS YOUR EDUCATIONAL AND WORK BACKGROUND?

5 A. I have a Bachelor's Degree in Social Work, and have
6 worked in two Florida shelters before becoming FCADV Director.

7 Q. PLEASE DESCRIBE THE MEMBERSHIP AND FUNCTION OF THE
8 FLORIDA COALITION AGAINST DOMESTIC VIOLENCE.

9 A. FCADV is a non-profit group composed of twenty-nine
10 battered women's shelters, concerned citizens and other groups
11 working to end domestic violence in our state. We have been
12 working since our inception in 1976 to support shelters
13 through technical assistance and legislated funding, to
14 educate the public about the realities of domestic violence,
15 and to protect battered women and their children by bringing
16 to the forefront issues concerning them, such as protective
17 laws and better services.

1 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY TODAY?

2 A. The purpose of my testimony is to highlight issues
3 pertaining to Caller I.D. which we feel are detrimental to the
4 safety of battered women, their children, and the many
5 advocates who work to protect them everyday.

6 Q. WHAT IS YOUR UNDERSTANDING OF CALLER I.D.?

7 A. I understand Caller I.D. to be a service which Southern
8 Bell wishes to introduce in Florida which would allow a
9 customer to be able to identify the telephone numbers of
10 incoming calls with a purchased display unit.

11 Q. WHAT IS YOUR UNDERSTANDING OF PER-CALL AND PER-LINE
12 BLOCKING?

13 A. I understand that Southern Bell would not make either
14 option generally available to the public. However, domestic
15 violence intervention agencies and law enforcement agencies
16 will be able to obtain Per-Line Blocking free of charge, if
17 desired. It is my understanding that battered women may also
18 obtain Per-Line Blocking free of charge, on a case-by-case
19 decision basis made by Southern Bell.

20 Q. WHAT IS YOUR UNDERSTANDING OF CALL TRACE?

21 A. I understand Call Trace to be a third service option
22 which is now available, which allows a recipient of a crank
23 call, etc., to register the caller's phone number with the

1 local law enforcement agency if they subscribe to it. The
2 called/recipient would not know the number of the caller, but
3 law enforcement could deal with such calls appropriately.

4 Q. WHAT EFFECTS WOULD CALLER I.D. HAVE ON BATTERED WOMEN AND
5 THEIR CHILDREN?

6 A. Caller I.D., if offered as proposed, will be lethal to
7 battered women and their children. Every year, people leave
8 abusive partners, often having to hide in order to live. Many
9 of these victims have to contact the abuser, either because of
10 children involved, divorce or property settlements, etc. If
11 the abuser obtained the device needed, he would know what
12 state, city, and even house in which the victim was now
13 residing. Because during and after a separation is the most
14 dangerous time for a battered woman, resulting in 30% of all
15 female homicides being from their partners, this would
16 obviously endanger thousands of battered women and their
17 children.

18 This option would also endanger hundreds of shelter
19 advocates who return hotline calls from their homes at night.
20 If an abuser were to call during these hours, he would
21 automatically know the location of that advocate, putting her
22 at even further danger than is normally experienced.

1 Q. WHAT EFFECTS DO YOU SEE PER-CALL AND PER-LINE BLOCKING
2 HAVING?

3 A. My understanding with Per-Call Blocking as proposed is
4 that one can block his or her number from being sent by
5 pushing additional numbers at the end of the sequence. Our
6 concern with Per-Call Blocking is that this does not take into
7 consideration the telephone use by battered women's children,
8 who may or may not remember to dial the numbers when calling
9 dad. When this becomes the case, all safety in Call Block is
10 negated. Since almost half of all children in violent homes
11 are also physically or sexually abused, we are putting them at
12 risk for revictimization if the abuser tries to take the
13 children unsupervised from their homes.

14 There are several unanswered questions we have with Per-
15 Line Blocking. The first concern we have is that battered
16 women who are struggling to be financially independent will be
17 unable to afford another monthly phone charge, and how will
18 Southern Bell decide who can obtain it free of charge? Will
19 a victim have to detail all of the threats, physical and
20 sexual abuse which she has experienced, and that of her
21 children? If so, how will Southern Bell be able to adequately
22 handle 60,000 requests from individuals in this state, which
23 is the number of victims who called the domestic violence
24 hotlines statewide last year? Is this a reasonable solution
25 to the problems?

1 Q. WHAT EFFECTS MIGHT CALL TRACE HAVE ON BATTERED WOMEN AND
2 THEIR CHILDREN?

3 A. Call Trace seems to be an excellent method for dealing
4 with harassing phone calls, crank calls, and obscene phone
5 calls. Call Trace, if offered on a per-use charge basis,
6 would be a viable option for battered women to document with
7 the police if the abuser is still harassing her. For a victim
8 with an Injunction for Protection, Call Trace would mean
9 safety and enforcement of the court order given. It would be
10 more of a service, however, if Call Trace were offered
11 immediately for all Southern Bell customers on a Per-Use
12 Charge, and could ultimately make the difference in time for
13 a battered woman whose abuser is threatening to kill her on
14 the telephone, but cannot be arrested until she can prove it.

15 Call Trace would also delete the chance of a
16 citizen/vigilante from taking "justice" into his or her own
17 hands if given the number of an obscene phone caller. Law
18 Enforcement officials would then be better equipped to deal
19 with complaints of disturbing phone calls since they would
20 immediately have the number of the offender. As a Coalition
21 of people concerned with all of the violence in our society,
22 we see this as a much more acceptable option to deal with
23 abusive behavior.

24 In conclusion, the Florida Coalition Against Domestic
25 Violence is very concerned with Caller I.D., Per-Call
26 Blocking, and Per-Line Blocking as proposed. We see them as

1 being very dangerous for many Florida citizens, but especially
2 for the 60,000+ victims of domestic violence who fear reprisal
3 from their abusive partners. We oppose both services as
4 offered because of this, but support the offering of Per-Line
5 Blocking to ALL Southern Bell customers, free of charge. We
6 also feel strongly that Call Trace should be an option for all
7 customers on a Per-use Charge, in order for people to be able
8 to utilize this service immediately. We trust that the
9 Florida Public Service Commission will take these concerns
10 into consideration when deciding the fate of our privacy and
11 safety.

12 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

13 A. Yes.

CERTIFICATE OF SERVICE
Docket No. 891184-TI

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties this 25th day of October, 1990.

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