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FILE COPY

October 26, 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 is an excerpt from the deposition of C. Dean Kurtz taken on October 24, 1990. Our office is submitting this excerpt from his deposition as rebuttal testimony in this docket.

Sincerely,

*Charles J. Beck*

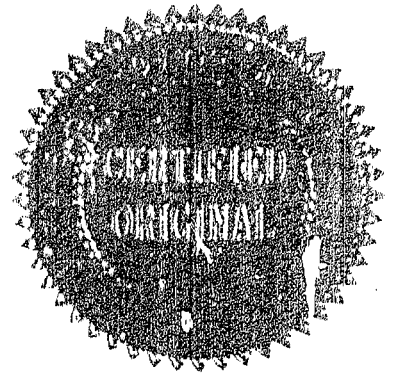
Charles J. Beck  
Assistant Public Counsel

CJB/dd  
Enclosure  
cc: All parties of record

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed Tariff filing by ) DOCKET NO. 891194-TI  
SOUTHERN BELL TELEPHONE AND TELEGRAPH )  
COMPANY clarifying when a nonpublished )  
number can be disclosed and introducing )  
Caller ID to TouchStar Service. )



DEPOSITION OF: C. DEAN KURTZ  
TAKEN AT THE INSTANCE OF: Office of Public Counsel  
DATE: Wednesday, October 24, 1990  
TIME: Commenced at 10:00 a.m.  
Concluded at 10:40 a.m.  
PLACE: 111 West Madison Street  
Tallahassee, Florida  
REPORTED BY: JANE FAUROT  
Notary Public in and for the  
State of Florida at Large

ACCURATE STENOGRAPHY REPORTERS, INC.  
100 SALEM COURT  
TALLAHASSEE, FLORIDA 32301  
(904) 878-2221

ACCURATE STENOGRAPHY REPORTERS, INC.

1 Practitioner.

2 MR. KEENER: E. Barlow Keener, representing Southern  
3 Bell Telephone and Telegraph Company, Suite 1910, 150 West  
4 Flagler Street, Miami, Florida, 33130.

5 MR. PARKER: Thomas R. Parker, P.O. Box 110, Mail  
6 Code 7, Tampa, Florida, 33602 on behalf of GTE Florida,  
7 Incorporated.

8 DIRECT EXAMINATION

9 BY MR. BECK:

10 Q Mr. Kurtz, would you please give your full name.

11 A Charles Dean Kurtz.

12 Q By whom are you employed?

13 A Central Telephone Company of Florida.

14 Q What is your position with that company?

15 A General regulatory manager.

16 Q Do you have an exhibit in front of you entitled  
17 Position Statement of Central Telephone Company on Privacy  
18 Issues Related to Caller Identification Service?

19 A Yes, I do.

20 MR. BECK: I would like to have that marked as  
21 Exhibit 1.

22 (Exhibit 1 marked for identification.)

23 BY MR. BECK:

24 Q Mr. Kurtz, do you recognize Exhibit 1?

25 A Yes, I do.

1 Q What is that?

2 A That is a position statement that was put together  
3 for Central Telephone Company this year on Caller ID service.

4 Q And does it represent the position of Central  
5 Telephone Company of Florida on Caller ID service?

6 A Yes, it does.

7 Q Would you adopt these statements contained in Exhibit  
8 1 as your testimony here today concerning Caller ID service?

9 A Yes, I will.

10 Q Mr. Kurtz, does Centel offer call trace service?

11 A Yes, it is.

12 Q When did Centel begin offering that?

13 A It began offering it in the mid-September time frame.

14 Q Could you provide the rate structure and rate level  
15 for call trace service?

16 A Call trace service, the charge is \$4 per successful  
17 trace.

18 Q And is there any recurring monthly charge associated  
19 with call trace?

20 A No, there is not.

21 Q Why does Centel not have a recurring monthly charge  
22 associated with call trace?

23 A The basis for that decision was that subscribers  
24 don't always know when they are going to get a harrassing phone  
25 call. Therefore, it should be an option available to them at

1 all times and not just have to have the situation of receiving  
2 one and then calling the Company and adding that service to  
3 their phone. So it is basically done so that everybody will  
4 have the opportunity to utilize the service.

5 Q What has been your experience with call trace since  
6 you began offering it?

7 A Since we began offering it, I think we have -- over  
8 550 call traces have been activated, of which approximately 350  
9 to 360 have been successful.

10 Q And you only charge for a successful call trace?

11 A Per successful, yes.

12 Q Is there a two-step activation process associated  
13 with call trace?

14 A Yes, it is.

15 Q Will you describe that?

16 A Basically, the two-step activation is if you receive  
17 a harrasing phone call, you would hit star 57, a recording  
18 would come on saying you have activated call trace procedures  
19 do you want to continue or do you want to pursue, I don't know  
20 the specific language exactly, but it gives you the opportunity  
21 to stop the procedure right there, but if you do want to  
22 continue, the second level of activation is to press a 1, and  
23 it would continue on and do the call trace.

24 MR. BECK: Thank you, Mr. Kurtz, that is all I have.

25 MR. PARKER: I have some, if nobody else does.

POSITION STATEMENT OF  
CENTRAL TELEPHONE COMPANY  
ON PRIVACY ISSUES RELATED TO CALLER  
IDENTIFICATION SERVICE

I. Summary

Central Telephone Company, a subsidiary of Centel Corporation, serves 1.6 million customer lines in Florida, Illinois, Iowa, Minnesota, Nevada, North Carolina, Ohio, Texas and Virginia. Centel is a customer- and community-oriented company, committed to providing the most modern telephone service available.

Centel is an industry leader in deploying new technology to improve customer service, keep our rates as low as possible and bring the benefits of new services to all our customers. For example, more than 95 percent of our customer lines are digitally switched supporting a wide range of modern services, including Calling Number ID. But foremost to Centel is serving our customers.

Centel's philosophy is to be customer-responsive -- to offer the customer as wide range of choice as possible in selecting among communications products and services. Centel firmly believes that the customer, not the serving telephone company, should decide what services the customer will use -- including the disclosure of customer telephone numbers.

Furthermore, the company believes that offering Calling Number ID Block on a per-call basis, available to all customers, strikes an appropriate balance by offering the many benefits of Calling Number ID service while preserving customer privacy interests.

## II. Benefits of Calling Number ID

Calling Number ID service supports the delivery of very valuable capabilities to a wide variety of users.

Calling Number ID permits individuals to screen calls allowing them the option of answering or not answering. Calling Number ID also keeps a record of calls received for future reference or action when persons do not or cannot answer their telephone, such as when they are busy, running errands or on vacation. Moreover, the new technology deters and more easily identifies obscene and harassing callers.

Businesses and their customers derive benefits from businesses receiving the telephone numbers of customers and potential customers who call. Through quick identification of the caller, businesses can offer more personalized and responsive service. The cost savings to businesses and improved efficiency mean lower prices and higher quality to consumers.

Communities that have Enhanced 911 service have seen the benefits of giving certain emergency services immediate information regarding the location of a caller. Calling Number ID would give communities that do not have Enhanced 911 the capability of identifying the location of an emergency caller through Calling Number ID and cross reference of data banks and directories.

These are just a few examples of the many benefits of Calling Number ID. Centel wants its customers to have these benefits available to them.

## III. Concerns About Calling Number ID

Centel realizes -- and is very sensitive to -- its customers' concerns about privacy. Some customers for certain calls will want not to have their number identified.

In developing our position on Calling Number ID, we conducted focus groups and sought the opinions of various audiences ranging from law enforcement agencies to hotline services and consumer groups.

It readily became very clear that there are situations in which customers do not want their telephone numbers to be revealed. Examples of these include:

- Individuals conducting business from their homes, such as psychiatrists, doctors or lawyers, may not want their home numbers disclosed.
- An individual in a battered person's shelter who may want to call home without revealing the location to an abusive spouse.
- Police or drug agency informants and individuals calling various hotlines may want to remain anonymous.

Centel wants to be responsive to those customers who wish not to have their number identified on certain calls.

#### IV. Optional Blocking Is Essential to the Balancing of Interests

There is a conflict between making the benefits of Calling Number ID available and the need for some form of blocking the display of calling numbers. Centel believes offering optional Calling Number ID Block on a per-call basis to all customers resolves this conflict: blocking would be available to everyone without greatly diluting the benefits of Calling Number ID.

Per-call blocking requires callers to select that option each time they wish to block. Therefore, Calling Number ID would not be blocked indiscriminately. But undercover policemen, hotline callers or abused spouse could block the delivery of their telephone numbers. They would not have to find a pay phone as no-blocking proponents would require.



Customers do have various reasons for wanting to keep their telephone numbers private for certain calls. Centel's approach gives them this choice.

Nor does optional call blocking cloak the originating number of obscene or harassing calls. Customers with Return Call service have the option of returning an immediately preceding incoming call even if Calling Number ID Block had been used by the caller. Furthermore, the related Call Trace feature enables all customers, regardless of whether they subscribe to Calling Number ID and whether the caller used Calling Number ID Block, to immediately initiate a trace of obscene or harassing calls. Results of such a trace would be stored in the telephone company's switching office and would be released only to appropriate law enforcement authorities. Return Call and Call Trace can be effective deterrents to obscene and harassing callers even while optional call blocking preserves the privacy of other users.

#### V. Support of State Approaches to Calling Number ID

Local service issues have traditionally been regulated at the state level, with the states often differing in their legislative and regulatory approaches. Because of this framework, Centel believes that Calling Number ID and related services also should be considered on a state-by-state basis. Moreover, valuable experience with the new technologies would be gained by permitting a variety of regulatory approaches across states.

#### VI. Conclusion

In conclusion, Centel's approach would bring to customers the benefits of Calling Number ID while preserving the customer's right to choose whether to disclose his or her telephone number. The customer will have the choice -- of the new services and of number disclosure.

CERTIFICATE OF SERVICE  
Docket No. 891194-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 26th day of October, 1990.

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A Aabaco Locksmith  
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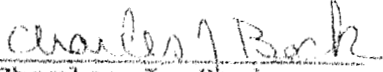
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