

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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: In the Matter of :
: : DOCKET NO. 920260-TL
: Comprehensive Review of the :
: Revenue Requirements and Rate :
: Stabilization Plan of :
: SOUTHERN BELL TELEPHONE AND :
: TELEGRAPH COMPANY. :

PROCEEDINGS: ORLANDO SERVICE HEARING

BEFORE: COMMISSIONER J. TERRY DEASON
COMMISSIONER SUSAN F. CLARK

RECEIVED
Division of Records Reporting

DATE: Monday, August 31, 1992
SEP 21 1992

Florida Public Service Commission

TIME: Commenced at 6:00 p.m.
Concluded at 7:40 p.m.

PLACE: Orlando Airport Marriott
Grand Ballroom
7499 Augusta National Drive
Orlando, Florida 32822

REPORTED BY: JOY KELLY, CSR, RPR
Official Commission Reporter

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APPEARANCES:

LLOYD NAULT, 675 West Peachtree Street, Suite
4300, Atlanta, Georgia 30375, Telephone No. (404)
529-7208, appearing on behalf of Southern Bell
Telephone and Telegraph.

CHARLIE BECK, Office of the Public Counsel,
111 West Madison Street, Room 812, Tallahassee, Florida
32399, Telephone No. (904) 488-9330, appearing on
behalf of Southern Bell's customer.

ANGELA GREEN, FPSC Division of Legal
Services, 101, East Gaines Street, Tallahassee, Florida
32301, Telephone No. (904) 487-2740, on behalf of the
Commission Staff.

ALSO PRESENT:

TONY LOMBARDO, Southern Bell Telephone and
Telegraph

ROBIN NORTON, Florida Public Service
Commission, Division of Communications.

FRANK WILLIAMSON, Florida Public Service
Commission, Division of Communications.

MARGARET RING, Florida Public Service
Commission, Division of Consumer Affairs.

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P R O C E E D I N G S

(Hearing commenced at 6:00 p.m.)

COMMISSIONER DEASON: Call this hearing to order. Counselor, please read the notice.

MS. GREEN: Pursuant to notice, this time and place was set for public hearing before the Florida Public Service Commission in Docket 920260-TL, review of the revenue requirements of rate stabilization plan of Southern Bell Telephone and Telegraph Company.

COMMISSIONER DEASON: Please take appearances.

MR. NAULT: Thank you, Commissioner. My name is Lloyd Nault. My address is Suite 4300, 675 West Peachtree Street, Atlanta, Georgia 30375, appearing on behalf of Southern Bell Telephone and Telegraph.

MR. BECK: Commissioners, my name is Charlie Beck, Office of the Public Counsel, 111 West Madison Street, Room 812, Tallahassee, Florida, appearing on behalf of Southern Bell's customers.

MS. GREEN: Angela B. Green, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, Florida, appearing on behalf of the Commission Staff. And with me is Robin Norton, also from the Commission Staff.

COMMISSIONER DEASON: Thank you. At this

1 time, I'd like to take this opportunity to first
2 welcome everyone out to this public hearing involving
3 Southern Bell Telephone and Telegraph Company.

4 I'd like to introduce myself. My name is
5 Terry Deason and to my right is Commissioner Susan
6 Clark. I will be chairing this hearing this evening.
7 I'd also like to take this opportunity to introduce our
8 Staff persons who are in attendance. Ms. Margaret
9 Ring, she may be out in the foyer area. Anyway, she --
10 there's an table out front. There are bulletins which
11 have been printed on this yellow page. And this will
12 give you some background information. I encourage you
13 to take a moment and review that. Also here this
14 evening is Mr. Frank Williamson. Mr. Williamson, will
15 you raise your hand?

16 The reason I point these individuals out is
17 if you have questions that you want resolved, these
18 individuals will be able to help you. There also may
19 be individuals here this evening in the audience from
20 the telephone company who also may be able to assist
21 you with questions you may have. If there are
22 individuals from the company, if you would please raise
23 your hand also. I'm sure that these persons would also
24 be able to assist you in any way possible.

25 As we took appearances, to my left, and your

1 right at the table are representatives from Southern Bell.
 2 And to my far right and your far left is Mr. Charlie Beck,
 3 who is with the Office of Public Counsel. He will be
 4 maintaining a list of individuals who wish to speak this
 5 evening. So if you do intend to make a statement to the
 6 Commission, you will need to let Mr. Beck know so he can
 7 add your name to the list.

8 The way we will proceed this evening is we
 9 will begin with opening statements. First, we will
 10 hear from Southern Bell, and then there will be a
 11 statement presented by Public Counsel's office, and
 12 after opening statements, we will begin hearing from
 13 customers who have statements to make before the
 14 Commission. So at this time we will start with the
 15 Company's opening statement.

16 MR. NAULT: Thank you, Commissioner. Prior
 17 to introducing Mr. Lombardo, I'd like to have
 18 identified and admitted into the record of this case
 19 Affidavit of Publication of Notice of this hearing, and
 20 I will tender that to the Court Reporter.

21 COMMISSIONER DEASON: Fine. That will be
 22 identified as Exhibit No. 3.

23 (Exhibit No. 3 identified and admitted into
 24 evidence.)

25 MR. NAULT: At this time, I'd like to ask

1 Mr. Lombardo from Southern Bell to introduce himself
2 and offer an opening statement.

3 MR. LOMBARDO: Good evening. I'm Tony
4 Lombardo, and I'm the Assistant Vice
5 President-Regulatory Operations for the state of
6 Florida for Southern Bell. And I'm here this evening
7 to discuss with you the price regulation plan proposal
8 that Southern Bell made to the Florida Public Service
9 Commission.

10 Normally, I wouldn't be the person here this
11 evening. Normally, that person would be Joe Lacher,
12 our state president for Southern Bell. But since the
13 advent of Hurricane Andrew, things haven't been so
14 normal in our state, and Joe is back in South Florida
15 coordinating the massive effort that's required to
16 assure that all of our customers get their service back
17 as quickly as possible, as customer service is our
18 first priority.

19 Hurricane Andrew has brought with it much
20 destruction. However, we have learned a great deal
21 from it, particularly about our network. And much of
22 it is positive as is, I think, now being recognized
23 just how important the public network is to the state.
24 And I believe to underscore the value of the Southern
25 Bell network and its commitment to service, I'd like to

1 quote a few things from the August 27th Miami Herald
2 article, editorial that came out.

3 The article starts with a statement
4 addressing the uncanny performance of Southern Bell's
5 phone system throughout the worst of Hurricane Andrew.
6 It goes on to say "When houses were destroyed, phone
7 connections often went out with them. But when
8 individual connections survived the durable underlying
9 fiber optics of Southern Bell's network never failed,
10 not even in the hardest hit homestead office."

11 And, finally, from this same article it said
12 "Beyond the engineering, planning and finance to drive
13 the big corporation, the soothing voice of Southern
14 Bell's essential business, when we needed it most it
15 was there."

16 Now, we're very proud of those words. We're
17 proud of our network, and I think most of all, we're
18 proud of the people at Southern Bell who are manning
19 that network 24 hours a day for you, our customers.
20 And we believe Southern Bell's proposal, which is what
21 I'm really here to discuss this evening, will ensure
22 the continuance of that kind of outstanding service.

23 We filed our plan with the Florida Public
24 Service Commission on July 15th, really for two
25 reasons. First, we've got an existing plan in place

1 that will terminate at the end of this year. So we
2 need a new plan. And secondly, we're fulfilling the
3 requirements of legislation that was passed by the
4 Florida Legislature in 1990.

5 Southern Bell's proposal, the Price
6 Regulation Plan, was intended to provide the Company
7 with some very much needed flexibility, particularly in
8 the area of the pricing of our services, and that was
9 in order to meet the emerging and increasing
10 competition in the telecommunications industry and to
11 meet the demands of our customers.

12 In addition to the flexibility we need, there
13 are significant, immediate customer benefits which will
14 be generated from this proposal. Let me describe those
15 benefits.

16 First, the proposal includes approximately a
17 \$80 million reduction of rates annually, and I'll
18 discuss that in more detail later.

19 Another planned provision is a commitment by
20 Southern Bell that we will absorb a 4% increase in
21 inflation annually through productivity improvements
22 before any rate relief would ever be considered by the
23 Commission. This commitment assures our customers a
24 decrease in the real cost of service as compared to
25 inflation, and that's every year of the plan.

1 Another provision fosters operational
2 efficiencies and the continued development of new
3 services and existing services. And if we achieve
4 outstanding performance, there is a potential for our
5 customers to share additional benefits if the Company's
6 earnings exceeded a threshold level set by the
7 Commission. This would usually be in the form of a
8 one-time refund or other one-time benefits that the
9 Florida Commission will determine.

10 Let me describe for you those rate decreases
11 that we are proposing. First, in response to the
12 Public Service Commission's direction that we reduce
13 rates on a permanent basis by \$47 million, we have
14 recommended rate reductions in areas such as service
15 connection charges, custom calling services and some of
16 our business access services.

17 In addition, we have proposed a Life Line
18 Program established for low income customers. And this
19 program would benefit qualified customers by applying a
20 \$7 credit to their monthly telephone bill, thus further
21 supporting universal service, and affordable service
22 for all of Florida's citizens.

23 Beyond the reductions directed by the
24 Commission, Southern Bell is proposing an additional
25 \$33 million in annual reductions as part of our plan.

1 Now, they include such things as an optional service,
2 which I'd like to describe for you in some detail.

3 It's an optional service which expands your
4 local calling area, and this service is divided into
5 two very distinct parts in an optional package in
6 total.

7 The first part relates to your existing local
8 calling area, where today you make seven-digit local
9 calls, and the second part relates to an expanded local
10 calling area which is today a long distance call. And
11 in this plan would also become a seven-digit local
12 call. Now, let me describe those two parts of the
13 plan.

14 The first part is your existing local calling
15 area. If you are an Orlando customer, the rate for
16 your phone line would drop from \$10.30 per month to
17 \$7.75 per month. This discounted rate includes 2.5
18 hours of usage for no additional charge.

19 Then following that first 2.5 hours that
20 usage rate would be applied at a rate of 2 cents per
21 minute. The maximum usage rate could never exceed \$7.
22 That's set by the plan. So the first part of the plan
23 has the potential of saving some of our customers as
24 much as \$2.55 per month. Now, let me talk about the
25 second part of this optional plan, and that's the

1 expanded local calling area.

2 This part of the plan relates to calls to
3 such places as Orlando to Titusville, or to Sanford, or
4 to Geneva, or to DeBary, or to Orange City, Kissimmee,
5 West Kissimmee and St. Cloud. These are currently long
6 distance calls, and we're proposing a deeply discounted
7 rate of only 8 cents per minute into these communities.
8 For instance, today a five-minute call from Orlando to
9 Titusville costs 95 cents during the day. And users of
10 this service would pay only 40 cents on a per-call
11 basis, a savings of almost 60%.

12 In summary, the practical result of this
13 optional package is that in the first part, the
14 existing local calling area, if you make less than five
15 hours of calls per month you'll save money. And in the
16 second part, the expanded calling area, if you make
17 calls to this area, your savings could exceed as much
18 as 60% on a per-call basis. Remember it's an option.
19 It's not designed for everyone, but it is an optional
20 package that will save many of our customers money.

21 There are other proposed rate reductions
22 included in the package. For instance, to companies
23 that provide you intrastate long distance service and
24 cellular services, we will be passing a rate -- we
25 would be proposing a rate reduction to them. And if

1 they pass those on to you, it will be further savings
2 and those of you customers who use long distance
3 intrastate and cellular-type services.

4 And, finally, Southern Bell has proposed to
5 participate in the Enterprise Zone program, which is a
6 program that has been established by the State of
7 Florida.

8 This program, basically, encourages economic
9 development and revitalization. It provides financial
10 incentives to qualifying businesses which locate,
11 rebuild or expand their business operations in these
12 Enterprise Zones. For instance, in core Orlando and
13 points south of core Orlando, there will be those
14 businesses who can qualify. And what we would be doing
15 is we would support the state initiative by providing
16 discounts and waiving certain charges to those
17 businesses that have qualified. And we'll do that for
18 up to one year of their service, through the first year
19 of their service.

20 That is just a brief outline of many of the
21 benefits of the price regulation plan. It provides
22 immediate and direct value for our customers. It
23 provides incentives for the Company to further improve
24 its efficiencies and to bring you new services and
25 products. And finally, it enables Southern Bell to

1 meet its customer expectations in a increasingly
2 competitive marketplace.

3 Now, Southern Bell believes its proposal is
4 the necessary next step of regulation, and if we were
5 to ensure the continued progress of the public network
6 in Florida, we believe this proposal should be approved
7 by the Commission.

8 And, in conclusion, I just want to say thank
9 you for being here. Thank you for your business, and
10 we will do everything that we can to continue to
11 provide you with outstanding service.

12 Thank you.

13 COMMISSIONER DEASON: Thank you, Mr. Lombardo.
14 Mr. Beck.

15 MR. BECK: Thank you, Commissioner. Good
16 evening.

17 Southern Bell is in for a rate case before
18 the Commission because it is earning too much money and
19 it is unwilling to reduce rates sufficiently to
20 recognize the impact that new technology is having on
21 its cost. If any of you are familiar with computers,
22 or even the cost of handheld calculators, you know that
23 the prices for these sorts of items have been reduced
24 drastically in the last years. Computers in
25 particular, even in the last 12 months, they have seen

1 drastic rate or price reductions for those products.
2 Southern Bell does not wish to reduce its rates a
3 sufficient amount to reflect the technology that it
4 uses in providing its network.

5 In its last report of earnings, or its most
6 recent one to the Public Service Commission, Southern
7 Bell showed earnings of 13.75% on its equity investment
8 after customers had paid their taxes for them. In this
9 case coming up, it wants to set rates above 13.5%
10 return on equity. Now, if any of you have seen what
11 has happened to interest rates in the last few years
12 and even in the past 12 months, you can see that their
13 proposal is way out of line with the trends that have
14 been occurring in the economic markets. We think that
15 the profit level that they want is far out of line with
16 today's economy.

17 Their proposal also would let them vary rates
18 in a way that would be detrimental to customers
19 compared to what has been happening. If you would take
20 their proposal and apply it back in 1984 when Southern
21 Bell was divested, rates today would be tens of
22 millions of dollars higher than they are under
23 traditional regulation by the Commission. Their
24 proposal is a way that would let them keep more money.
25 They also want to change the earnings sharing amounts

1 that have been in effect so far to let them keep a
2 greater portion than the Commission has already let
3 them do.

4 You've heard them say that the rate reduction
5 they're proposing is \$80 million per year. Be careful
6 of that because in there is already \$47 million per
7 year of credit the customers are getting every month on
8 their bill. Part of the \$80 million that Mr. Lombardo
9 talked about includes that annual amount of credit of \$47
10 million, so their rate reduction is not anywhere near \$80
11 million compared to existing rates.

12 Southern Bell is trying to push a local
13 measured service option upon customers in this case.
14 And let me expand on that. They have been very careful
15 to call it an optional service, which technically
16 speaking it is. However, what they are doing is saying
17 to customers, "If you want a break in your long
18 distance rates out to 40 miles, then you must take a
19 local measured service option from the Company."

20 So it's a tie-in. In order to get a break on
21 long distance, you have to take local measured service
22 from the Company. This is quite a contrast from what's
23 been going on in the rest of the state.

24 In the GTE service area, for example, which
25 serves Tampa and St. Petersburg, their customers have

1 gotten an option -- or not an option, a rate reduction
2 in long distance out to 40 miles, where residential
3 customers get a charge of 25 cents per message in the
4 long distance rates and businesses get a usage rate.
5 But it's available to everybody and there's no attempt
6 by the Company to try to tie-in the break in long
7 distance rates to require you to take local measured
8 service.

9 And we are both very adamantly opposed to
10 Southern Bell attempting to tie-in the long distance
11 rate reduction with a requirement that you take local
12 measured service from them. We think the long distance
13 reduction should be available to everyone, even if you
14 keep your present flat rate service. Under Southern
15 Bell's proposal you would not get the break in long
16 distance rates if you wish to maintain flat rate local
17 service.

18 One of the items in their proposal is a
19 request that they be allowed to increase rates of local
20 rates up to 5% per year without any necessary approval
21 by the Commission.

22 Back in 1988 we got Southern Bell to reduce
23 their local rates, and they held steady since then.
24 Under Southern Bell's proposal, depending on inflation,
25 they might have to reduce some charges to long distance

1 companies, but they want the ability to raise rates 5%
2 per year on local service and up to 20% per year in
3 other optional services, such as custom calling
4 services.

5 They want this increased flexibility and the
6 ability to keep very high rates in the face of
7 significant wrongdoings that the Company has engaged in
8 during the time when the incentive plan has been into
9 effect. These activities have included falsifying
10 sales by simply adding services to customers' bills
11 without even contacting the customer. They've also
12 included times when customers didn't get refunds for
13 the time that their phones were out of service for
14 greater than a day when Commission rules would require
15 refunds to be given.

16 We believe that Southern Bell should be
17 reducing rates in excess of \$100 million over the
18 amounts which they proposed, and will be presenting
19 testimony in this case. We think they should eliminate
20 their Touch-Tone rates and, overall, the rate reduction
21 should be much greater than they have proposed.

22 Thank you.

23 COMMISSIONER DEASON: Thank you, Mr. Beck.

24 Before we proceed into hearing from the
25 customers, I'd like to point out one option which is

1 available to the customers this evening. There is a
 2 yellow sheet out front which would provide customers an
 3 opportunity to provide comments to the Commission.
 4 That would be for those individuals who wish to make
 5 comments, and who do not wish to actually come forward
 6 and make a presentation this evening.

7 What we need to do at this point is to swear
 8 in all public witnesses who wish to make a statement
 9 before the Commission this evening. So all of those
 10 individuals from the public who do wish to testify, if
 11 you would please stand and raise your right hand.

12 (Witnesses collectively sworn.)

13 COMMISSIONER DEASON: Thank you. Please be
 14 seated.

15 Mr. Beck, please call your first witness.

16 - - - - -

17 MR. BECK: First witness is Darla Brouillard
 18 from Merritt Island.

19 COMMISSIONER DEASON: When you come forward,
 20 if you would begin by giving your name and address for
 21 the Court Reporter, that would be appreciated.

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DARLA BROUILLARD

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS BROUILLARD: My name is Darla Brouillard. My address is 511 North Courtenay Parkway, Merritt Island, Florida 32953.

I am the Executive Director for a state social services program. I'm not a social worker; I do not work for Southern Bell, any telephone system, nor am I an attorney. So my knowledge is based solely on that which is in my venue, and that is senior citizens.

Our program is located in Brevard County and we serve over 17,000 seniors with a myriad of services from home shopping to just telephone calls for grief alleviation. Our clients are those who are operating right at poverty level. Most of them are just above by \$12 or \$15 and not eligible for any additional services.

While I'm not a fan of Southern Bell, because I hate to pay the phone bill, I am a fan of Southern Bell because they keep the phone system working in our community. And for our clients, that's critical.

We are opening an office in Tampa. We're having difficulty keeping the services intact for Tampa

1 for our seniors there. So I do wish to mention that
2 fact.

3 Please forgive me if I'm hoarse. Since last
4 Friday, I have been working on a project to remove
5 several hundred senior citizens from Dade County. May
6 I've a drink of water? (Pause)

7 Too much talking on the telephone.

8 I might mention that Brevard County is a very
9 unusual county in the fact it's geographically designed
10 to make social services impossible. And because of the
11 current telephone system, we have social services
12 coming out of the Area Agency on Aging, here in
13 Orlando, and flowing into the Brevard community.

14 Now, our county center is technically
15 Titusville, but we have to end up spending double money
16 in Brevard County to establish offices, and bare in
17 mind I'm not a county employee. We have to establish
18 offices, both in Titusville and in the southern portion
19 of the county. We have aging-in-place seniors living
20 in mobile homes next to the highest technology this
21 nation has an offer. We need a telephone system which
22 allows us to communicate countywide. Access to
23 services is the primary focus.

24 Now, I have before me the Area Agency on
25 Aging, District 7 plan for 1992, in which it states

1 that "Access to services is the primary target." If we
2 can make the services accessible, and the telephone
3 system is the only way for most of our frail elderly.
4 I have also have in front of me a GAO report, Older
5 Americans Act, August 1991. The report states "The
6 primary consideration is access."

7 We have approximately 67,000 senior citizens
8 in Brevard County. That's 22% of our population. 12%
9 of those seniors citizen are transportation
10 disadvantaged. Where you have a bus system here, we
11 don't. Our bus system is just like all of our other
12 services, it's only concentrated in specific areas. It
13 does not run from one end of the county to the other.

14 When I looked at this Lifeline Proposal, my
15 first reaction was, "Well, here we go again." My
16 second reaction was, "Maybe it could be a Lifeline."
17 And after dealing with the seniors in Dade County since
18 the White House asked us to, as we're A Point of Light.
19 Since last Friday I have spent 97 hours just on the
20 telephone, and that includes 17 volunteers at three
21 churches. It's a lot of hours. I'm thankful our
22 service works, but it also cost us a lot of money
23 because we had to contact people down in the area, in
24 Sebastian Inlet, which is long distance. We had to
25 contact people up in Titusville, which is long

1 distance. Everywhere we went. So our phone bill is
2 going to be terrible, and we're going to be one of
3 those wishing for more of a rate increase -- a rate
4 decrease.

5 I also mention that access to service affects
6 approximately 13% of our senior population just through
7 life saving efforts. The 1991 Pharmaceutical
8 Manufacturers' Report states that an estimated 125,000
9 people die per year from taking their medications
10 improperly. Although Americans over age 60 comprise
11 only 13% of the population, they account for 39% of all
12 hospitalizations and 51% of all deaths from adverse
13 drug reactions. It is long distance for over half of
14 our Brevard County residents to call the Drug Assistant
15 Service. They can come 911 but in order to access our
16 local services, they have to call long distance.

17 I also mention, too, that there's a
18 tremendous number of handicapped population in Brevard
19 County. We have an enormous senior population. If you
20 look at Legislative District 7, Orange, Osceola,
21 Seminole and Brevard, that entire district is composed
22 of an enormous amount of seniors. However, Brevard
23 County statistically has a higher percentage than any
24 other county. So we're dealing with a problem because
25 our county at this point in time, will, according to

1 the Aging 2000 Report, have 25% of its population over
2 age 65 by 1995.

3 Now, these people have limited income. I
4 remember back when I was in college I used to think if
5 I ever made \$7,000 a year I'd be in heaven. Now, these
6 seniors are trying to live on \$7,800 a year. That's on
7 a good day. Subtract \$135 for their Medicare premium
8 and their supplemental insurance premium, subtract a
9 few more dollars for a little bit of medication;
10 subtract the average of \$11 per week that they spend on
11 food, they need a few cost breaks.

12 They don't spend a lot of time on the
13 telephone. Frankly, they can't hear too well on it.
14 So a measured service would not really affect them that
15 much, sir, because they can't hear that well. They
16 need that telephone to go out more than they need it to
17 come in, and they can't afford to put that phone in and
18 they need a cheaper monthly service.

19 Now, we can go into all the SSI recipients,
20 we can discuss all the hardships, all those who are
21 abandoned, abused, neglected, drug addicts and so
22 forth. We have all heard the horror stories. But I'm
23 dealing with approximately 25% of my county's
24 population within the next 5 years needing extremely
25 acute need for services, and access to those services

1 is critical.

2 Now, quite frankly, as far as I'm concerned,
3 it will make no difference to me one way or the other.
4 I'll go on paying my bill as an individual, and as a
5 social services program, will pay for our two phone
6 lines in Palm Bay, our three phone lines in Merritt
7 Island and we will go on regardless of what happens
8 here or to anyone at Southern Bell, or at the
9 Commission.

10 But what we're dealing with is a high need,
11 high profile clientele for the system. And although I
12 personally have no axes to grind, I would consider it
13 to be a very detrimental step to deny service based on
14 the fact that the expanded access would be tied into
15 the limited metered service. Because to be able to
16 access the Area Agency on Aging -- if we had a
17 hurricane, if we had anything occur that in any way
18 relates to what is happening now in Dade County, the
19 seniors in Titusville would be cut off from the rest of
20 the county. They are more inland; they would have to
21 get their services, their access through Orange County.
22 Those down in Sebastian Inlet would be cut off
23 completely. So I ask you to look at the geographic
24 situation, look at the demographic situation and
25 consider it carefully.

1 And thank you for letting me speak.

2 COMMISSIONER DEASON: Thank you.

3 MR. BECK: Thank you.

4 (Witness Brouillard excused.)

5 - - - - -

6 MR. BECK: Mr. Thomas Grimms.

7 THOMAS GRIMMS

8 was called as a witness on behalf of the Citizens of
9 the State of Florida and, having been duly sworn,
10 testified as follows:

11 WITNESS GRIMMS: Thank you. My name is
12 Thomas Grimms. I live at 4131 Lake Eleanor Drive in
13 Mt. Dora. I'm an employee at the Planning and
14 Community Development Department with the City of
15 Cocoa. I'm speaking as an individual.

16 I'm going to keep my remarks very brief. I'm
17 going to focus in on just three areas, the expanded
18 local calling area for Cocoa, it looks to be a benefit
19 to our residents there, and I'm going to be put on
20 record as being in favor of that.

21 The area of special interest to me, because
22 I'm involved with that, is the Enterprise Zone in our
23 city. And as I understand, Southern Bell is proposing
24 to create some incentives for businesses to expand or
25 locate in our Enterprise Zone. Some of these, as I

1 understand, are 100% of deposits, 100% of service
2 connections/installation charges, excluding inside
3 wiring, and a 50% discounted on monthly charges for a
4 maximum 12 months for all tariffed items except MTS
5 WATS, special service arrangements, contract service
6 arrangements, local UVP options.

7 To me, the Florida Enterprise Zone is, in my
8 opinion, not a very healthy program at this time in
9 Florida because the incentives are not substantial
10 enough. And I feel that while I'm in favor of the
11 Legislature making a very significant overhaul to the
12 program, at this time the additional incentives that
13 can come along are certainly welcome. I certainly
14 would like to see further substantial incentives, but,
15 hopefully, that will be down the road.

16 The other area I want to talk about is the
17 Lifeline program. Yes, I did hear the previous
18 speaker's comments, but I am going to go on record and
19 say that I'm in favor of that. We have a significant
20 lower income community within our Enterprise Zone
21 within the core area in Cocoa, and I feel overall, as I
22 understand the Lifeline program, would be for these
23 qualified low income subscribers who receive Aid to
24 Families with Dependent Children, Supplemental Security
25 Income, SSI, and the food stamps. And this is an

1 increased enhancement of the universal service which
2 assists with payment of the monthly telephone bill
3 giving federal credit of the \$3.50 per month and a
4 state Southern Bell credit of \$3.50 per month.
5 Overall, I'm in favor of this program, and I just want
6 to go on record for that.

7 That's the end of my remarks. Thank you.

8 MR. BECK: Thank you.

9 - - - - -

10 Mr. Larry Wuensch.

11 LARRY WUENSCH

12 was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

15 WITNESS WUENSCH: Good evening. My name is
16 Lawrence W. Wuensch, and I'm President of Brevard
17 Economic Development Corporation, in Melbourne,
18 Florida, 6767 North Wickham Road, Melbourne.

19 I thank the Commissioners for the opportunity
20 to testify. I'd like to speak to three issues in the
21 proposed Southern Bell rate stabilization plan and
22 related rate restructuring.

23 The first area is the proposed economic
24 development incentive tariff in areas designated under
25 the Florida Enterprise Zone Act. These zones define

1 redevelopment areas of documented need, and the program
2 suffers from a lack of sufficient incentives to attract
3 business and jobs into these depressed area. We have
4 one Enterprise Zone in the city of Cocoa. While the
5 proposed tariff will not in and of itself cause
6 companies to locate in an Enterprise Zone, it adds to
7 the state and local government incentive package,
8 giving the location of financial competitive edge to
9 attempt to offset some of the perceived problems. We
10 are still waiting for the most important incentives
11 from the Federal Government, legislation for which has
12 been stalled in Congress.

13 The second area is the proposed reduction in
14 connection charges for business. Florida is in fierce
15 competition with all regions of the United States for
16 economic growth, such as new industries, corporate
17 headquarters, R&D facilities and other opportunities
18 that employ our citizens.

19 The process that a facility locator now uses
20 to site these facilities is highly analytical,
21 particularly as it relates to the cost of building and
22 operating the proposed facility. Any reduction in the
23 connection charges to business and industry increases
24 our competitive advantages. For example, I believe
25 that stating to a New York City executive that the

1 proposed connection charge for a new seven-line
2 business service is only \$138 would reinforce our
3 arguments that Florida is a low-cost state to do
4 business.

5 My final comments concern the proposed
6 options for local calling areas. As you are aware,
7 local calling is not available throughout Brevard
8 County, which is a single SMSA, standard metropolitan
9 statistical area. Thus many of our companies must make
10 calls countywide. Options which can lower the costs of
11 business and individuals making significant calls
12 throughout the county should be encouraged.

13 Thank you.

14 COMMISSIONER DEASON: Thank you.

15 (Witness Wuensch excused.)

16 - - - - -

17 MR. BECK: Mr. Eric Williams.

18 ERIC WILLIAMS

19 was called as a witness on behalf of the Citizens of
20 the State of Florida and, having been duly sworn,
21 testified as follows:

22 WITNESS WILLIAMS: Okay. My name is Eric
23 Williams, 11428-A Wagon Road, Orlando, Florida
24 32816-3110.

25 Gee, I feel like David Justice of the Atlanta

1 Braves right now; the clean-up hitter is supposed to be
2 the one that's going to hit it over the wall. Well,
3 given the previous three speakers, I have a feeling I'm
4 going to do just that. I'm going to not surprise you;
5 I'm going to tell you straight out I'm not a fan of
6 Southern Bell. I will never be a fan of Southern Bell.
7 Unfortunately, it pains me to move into an area that
8 will be served by Southern Bell in three-and-a-half
9 months.

10 Let me explain to you why I have come to that
11 conclusion. Hopefully you'll understand why I have
12 been just a bit angry in my 31-month fight to actually
13 get decent service out of them. You know, maybe, just
14 maybe, something can be done for the people that have
15 to stay in this city and actually have to live here and
16 will have to deal with their phone network.

17 I was rather impressed by the narrative in
18 which Mr. Lombardo read from the Miami Herald. Things
19 may be different down in Dade County before Hurricane
20 Andrew and even during it; but, frankly, I haven't seen
21 it here in Orlando. This network has got to be the
22 most inefficient, the most lousy that I've ever called
23 in to. I just do not see how you can say, "Oh, we're
24 so great, we're so great," when people in East Orlando
25 have been trying to tell you, "Oh, it ain't great, it

1 ain't great, and it needs to be changed."

2 Well, all this junk around here -- I'm going
3 to first do some reading, okay. This might sound
4 familiar to the Commissioners, because I'd imagine that
5 they've seen it at least one or twice. But I'm looking
6 at the Florida Statutes, which is supposedly the law of
7 the land of this state. This is what we're all
8 supposed to be governed by.

9 And the telephone companies are all regulated
10 under Chapter 364 of these Florida Statutes. So 364.01
11 Powers of Commission Legislative Intent, Section 1:
12 "The Florida Public Service Commission shall exercise
13 over and in relation to telephone companies the powers
14 conferred by this Chapter."

15 Section 2: "It is the legislative intent to
16 give exclusive jurisdiction in all matters set forth in
17 this Chapter to the Florida Public Service Commission in
18 regulating telephone," and radio, "common carriers, and
19 such preemption shall supersede any local or special act
20 or municipal charter where conflict of authority may
21 exist"

22 COMMISSIONER DEASON: Mr. Williams, would you
23 slow down just a little bit because the court reporter
24 is having to take down this.

25 WITNESS WILLIAMS: Okay. I'm sorry.

1 Basically, what all that says, for the people
2 who are not well versed in legal mumbo-jumbo, is that
3 the Public Service Commission is the only place you can
4 go to here in the state of Florida if you have a
5 problem with the utility, like the power company or the
6 phone company.

7 This is the real kicker. When I read this
8 one about -- let's say it was 28, 29 months ago when I
9 really started getting interested in this, was 364.03,
10 and I'm only going to pick out one little part of
11 Section 1 because it's the only part that's really
12 relevant.

13 Let's see, here we go. Okay. And I'm
14 quoting here, "and the service to be so rendered" by
15 any person -- "by any telephone company shall be
16 rendered and performed in a prompt, expeditious and
17 efficient manner and the facilities, instrumentalities,
18 and equipment furnished by it shall be safe and kept in
19 good condition and repair and its appliances,
20 instrumentalities, and service shall be modern,
21 adequate, sufficient, and efficient."

22 That's pretty powerful stuff there. That's
23 telling you, you guys have got to give us the best
24 service for our money. Nothing less will be accepted.

25 I'm going to turn to one more. Basically,

1 I'm just going to mention what this thing is: 364.15,
2 "Compelling repairs, improvements, changes additions or
3 extensions." This whole section just tells, you know,
4 the world that the Public Service Commission can tell
5 you guys that you have to fix it once it's been found
6 to be wrong.

7 I moved from Maitland to East Orlando in, I
8 believe it was February of 1980. It was on February of
9 1990, and what had happened was I had been living in
10 Maitland in United Telephone's service area. Called up
11 United Telephone, got the service installed in a day;
12 called them up to take it out in February and that was
13 the end of it. Never had to talk to them ever again.
14 Service was quite fine for me. I was enjoying it. The
15 reason I moved, I moved closer to the university I was
16 attended so I wouldn't get killed by the outrageous gas
17 prices they have here. I mean, ten miles one way and
18 then back again, that can really eat up anyone's gas
19 budget.

20 I got to Arbor Village in East Orlando and I
21 had this silly thought that maybe I can expect the same
22 level of service that I had with United Telephone,
23 because it was the base -- you know, it's basically
24 what you would expect. You call them up to put in the
25 line; you use the line, you don't have any problems.

1 If you have a problem, it's sufficiently taken care of,
2 and that's the end of the discussion.

3 Well, that was 31 months ago, give or take a
4 month or two. In that time I have had so many things
5 wrong with my telephone line that it almost makes me
6 cry sometimes. I would get static and impulse hits on
7 those very same telephone lines. I would get line
8 noise. Now, with voice -- if you're talking voice to
9 someone, line noise is not going to be something you
10 really want to hear. You want to hear the other person
11 clear as a bell. Okay. If there's a thunderstorm
12 outside, all right, I can understand having a little
13 line noise. Thunderstorms tend to do that. But it
14 seems like the worst noise I was getting was on a clear
15 day.

16 I'm heavily involved with using a computer
17 modem, which is a device you hook on your computer and
18 you can call out on the phone lines to other computers
19 and talk to them.

20 With the computer, it becomes absolutely
21 critical that your line actually be free, you know,
22 relatively, of defects. Since 1988, 1989 modems have
23 gotten sophisticated enough that they can handle most
24 line noise and you shouldn't see a problem. You know,
25 it's called "air correction." You get something bad;

1 it tells the other modem, "Rescind that; I want it
2 back."

3 Well, there were times that I would look at
4 that modem and I would see one light flipping on and
5 off, on and off for ten seconds at a time. The light
6 was ARQ, automatic retry request, which basically means
7 that modem has gotten -- the line has gotten so bad
8 between modem to modem that it's having a hard time
9 getting that data back and getting it through, and it
10 might either shut down the connection entirely if it
11 got bad enough, or I would be sitting there for 30
12 seconds waiting for the modem to resume what it was
13 doing.

14 When I called -- there were times when I
15 called home to North Carolina to my mother, and I would
16 hear other conversations on my telephone line clearer
17 than the one I was actually wanting to hear. Like some
18 girl out in Sanford talking to her boyfriend about
19 things I really didn't want to hear at that point in
20 time. Couldn't hardly hear my mother, you know, but I
21 guess I had a silly thought that that was the person I
22 actually wanted to talk to.

23 In the same vein, my mother lives in North
24 Carolina, and in the particular part of North Carolina
25 she lives she is served by the 919 Area Code. Well,

1 one of the problems with my telephone line was that it
2 would corrupt, you know. I would dial it correctly on
3 the phone; it would go out correctly through the phone;
4 as soon as it hit Southern Bell's network, guess what?
5 It corrupted it to 911, which on the face of it doesn't
6 sound that bad until you have a couple of sheriff's
7 deputies show up on your doorstep and try to arrest you
8 because they think you're pranking the phone lines.
9 You know, I'm trying to explain to them, "Hey, guys, I
10 didn't do this. You know, I called 919." You know,
11 and they said, "No, well, you called 911."

12 I'm listed downtown on 33rd Street because
13 your network was corrupting the phone numbers. I mean,
14 if you can't get the phone number right, I don't see
15 how you can get the connection.

16 There were times when I would be using that
17 phone that what ended up happening is it would drop
18 carrier on me just right there. I mean, I would be
19 talking to someone. The next thing I'd hear, "Click,
20 bing" you know, that nice little dial tone it sends you
21 when you pick up the phone. That's not exactly
22 something you like to hear when you are trying to have
23 a conversation with someone else.

24 You know, it goes right back to that line
25 noise problem; it goes right back to the impulse hits.

1 And if they get bad enough, they can drop your
2 connection.

3 I made a bet with Southern Bell on July 7th,
4 1992, that they couldn't give me two stinkers in a row.
5 All right. This was on my first phone number, which it
6 had four numbers prior to that, which it had Southern
7 Bell employees out there, you know, time in time out to
8 repair, you know. Finally I said look, "I'm going to
9 play the odds. I don't think you guys can give me two
10 stinkers in a row." So I had a second phone line
11 installed, and I'm going to get to that later with
12 this, you know, rate reduction.

13 So far it has been better than the one I had,
14 but it's nowhere near what it should be. I mean, what
15 have I done about this? Okay. I can tell you I have
16 had all these problems but if I've sat in that
17 apartment and I've done nothing and I've talked to no
18 one, then I really don't have a right to be standing up
19 here. But I'd say at a conservative estimate, I've
20 made over 250 calls over a period of 31 months to
21 various customer service reps, to customer service
22 managers. I mean, I got a vice president once. I got
23 managers in repair. I got field managers coming out to
24 my apartment. I had testing people coming out to my
25 apartment. I probably know everyone in Southern Bell

1 personally.

2 I went up to the District Manager's office
3 here in Orlando down at 500 North Orange Street, had a
4 talk with them. The upshot of it was nothing ever got
5 fixed. They come out to my line with a little play
6 pretty boxes; they plug it in; tell me there's no
7 problem here and go on their merry way.

8 COMMISSIONER DEASON: Mr. Williams, I hate to
9 interrupt to ask you a question.

10 Have you referred any of these problems to
11 the Public Service Commission?

12 WITNESS WILLIAMS: Well, you see, I'm glad
13 you mentioned that because I did. It was in January of
14 1991, or thereabouts, that I contacted the Public
15 Service Commission using the 1-800 number. And I told
16 them what I had been going with. And I figured, you
17 know, I had been with Southern Bell for almost a year
18 now, and I figured that was more than enough time for
19 them to fix something that is essentially 115 year-old
20 technology. They've added a few little wrinkles to it
21 and you've got this new ISDN, which stands for "still
22 does nothing." But, you know, they've added a few
23 wrinkles, but the thing is it's still basically
24 connecting one person with another at a different
25 location, and that's been around since Alexander Graham

1 Bell spilled the acid and did, you know, all that sort
2 of stuff.

3 Here's the reply I got from you all. It was
4 dated February 12th, 1991: "Dear Mr. Williams:

5 "This is in response to your communication
6 with this Commission concerning Southern Bell Telephone
7 Company.

8 "A review of the information developed in our
9 investigation indicates that a Company representative
10 has been in touch with you and that the matter appears
11 to be resolved. If this is not the case, or if you
12 have any future problem of which I can be of
13 assistance, please let me know.

14 "Sincerely, Mike Dymek, Consumer Affairs
15 Analyst, Division of Consumer Affairs."

16 The fact is I came to you last year, in
17 February, and I got back a letter that said, basically,
18 "We ain't touching this," because the matter wasn't
19 resolved; my phone line wasn't fixed; I wasn't happy.
20 And then I get this thing, (shows document) which
21 basically says we're going hands off.

22 You know, I tried. I tried, you know, the
23 best thing I can. If you ain't going to take it first
24 time -- you know, I was thinking, why should I keep
25 calling back here if they are going to just keep

1 telling me, "As far as we're concerned, there's no
2 problem," when I can call out that night and I can
3 prove there is. I can call out now and still prove
4 that there is a problem with my phone line.

5 COMMISSIONER CLARK: Just so I'm clear,
6 didn't the letter ask you to respond if your service
7 problem had not been corrected?

8 WITNESS WILLIAMS: At that point in time --

9 COMMISSIONER CLARK: Is that what it says?

10 WITNESS WILLIAMS: Yes, it's down at the
11 bottom.

12 COMMISSIONER CLARK: Okay.

13 WITNESS WILLIAMS: "If this is not the case
14 or you have any future problem." (Pause)

15 Maybe I'm reading this wrong, but, frankly,
16 that letter told me "We ain't doing nothing."

17 COMMISSIONER CLARK: So you never called back
18 and said it's not resolved?

19 WITNESS WILLIAMS: Well, I kept trying to
20 work with the Company.

21 COMMISSIONER CLARK: Okay.

22 WITNESS WILLIAMS: Because I figured if you
23 all weren't going to do nothing, the only recourse I
24 had left to me was to try working with the people who I
25 had been working for -- or working with over a year.

1 And it ain't -- you know, I'm standing here right now
2 telling you it hasn't worked. I came to you all, I've
3 worked with them, it ain't worked. They come out, they
4 play with my lines, they don't fix them. (Pause)

5 As things stand right now, I have a phone
6 line that does not work as it should. You know, it has
7 the line noise. A lot of the other problems have
8 finally gone of their own accord, but the line noise
9 remains. You know, there's -- I remember seeing
10 something to the effect of the Federal Communications
11 Commission says they are supposed to be rated at 3,000
12 bits per second for data transferred, and that's for
13 everyone. I mean, that's everyone in these United
14 States is supposed to get that kind of service. It
15 ain't happened.

16 Then I see this little message in the bill I
17 got, and I'm going to myself, "Oh, boy. I've waited 31
18 months for this." I figured, now is the time I can
19 come out here and I can say what's been wrong.
20 Hopefully, something will be done about it.

21 Now, I'm going to turn to these rate
22 proposals, because I think they are rather interesting,
23 okay.

24 I have been to Britain before; I've see what
25 metered service can do to a phone bill and, frankly, I

1 don't like it. Okay. It's more expensive to call
2 places, you know, in and around London than it is to
3 call Liverpool out on the coast 5 hours away.

4 Metered service is not the way to go.
5 Because what you're going to end up doing, is for a lot
6 of people, they're going to sign up for this thinking,
7 "Oh, boy, we're saving a lot of money." Then you turn
8 around and say, "Okay. We're going to charge you \$7
9 and some for this, and then we're going to hit you up
10 for maximum of another \$7." So in the Orlando area
11 you're going to get \$14 maximum amount of everyone who
12 signs up for this thing. That's about \$4 more than
13 what you would get if they just left the thing alone.

14 And this business of expanding this local
15 area, that's not going to do it. All right? You need
16 to do that anyway, you know. I got charged by Southern
17 Bell for calls to Lake Mary, which is a stone's throw
18 from me. You know, so this metered service -- I mean,
19 take this back, go rethink it, because it's just not
20 worth it. I don't see how anyone could pay for this.

21 All right. Then the aforementioned
22 installation of a second line to my apartment. That's
23 what really got me when I looked at this thing.
24 They're going to reduce the rate from \$76 to \$40 to
25 install a new line. What about me? I mean, I paid

1 them the \$76, and then some, to establish a line into
2 my apartment to hopefully get something that worked.
3 Am I going to ever see that money? No. Why? I got
4 the line a week before they even filed anything. Even
5 if I were, by some miracle, to actually get a refund
6 for me, I wouldn't see it in the time I have left to be
7 in Florida, which is three and a half months. It ain't
8 going to happen. And I don't think Southern Bell is
9 going to come hunting me up in North Carolina and say,
10 "Oh, by the way, here's your money from Florida." It
11 ain't going to happen.

12 You know, another thing that just kind of
13 strikes me odd about them reducing the rates for the
14 lines, I look at the one for the three lines
15 establishing, you know, the three lines, and I see it
16 go to \$64, which is less than it cost me to have one.
17 I mean, I could have a multi-node BVS right now. You
18 know, I could have three different lines firing into my
19 computer for less than it costs me to try to get one
20 line.

21 It kind of raises a question. I don't know
22 if it does to you all, but to people who are not really
23 rolling in dough, that kind of makes me wonder, were
24 your prices too high to begin with? If you're doing
25 these reductions, supposedly for the public good, why

1 were you charging 36 more dollars to install a line
2 when it ain't going -- you know, you're not going to
3 change how you install the lines. It's not going to
4 cost you any different. Why were your charges \$36 more
5 for it?

6 But then if you look carefully at this thing,
7 look at what does go up? They are saying "We're
8 reducing, we're reducing, we're reducing." When you
9 restore a line or change your phone number, those
10 actually went up \$3.50 a minute, or every time you do
11 it. If you look at all the people that probably don't
12 pay their bills here in the Orlando area, I can tell
13 you right now they are going to make a killing on that.
14 Because they are going to hit them with the number
15 restoral every time they fail to pay their bills and
16 they get disconnected.

17 I bet that's where the Lifeline program is
18 going to get paid for. They ain't going to pay for it.
19 It's going to be the people who don't pay their bills
20 who are going to get hit with that big charge again.
21 And they're going to get \$3.50 extra per head.

22 I think they could probably pay for it in the
23 Orlando area alone. I've never missed my bill. I
24 would like to see a credit for actually paying you all
25 on time. But it ain't going to happen.

1 See, what they are going to do is they are
2 going to lower the rates and they are going to say,
3 "All right, we're lowering the rates on this." But
4 they are going to raise the stuff on the stuff they are
5 going to do big volume on and they are going to make a
6 killing. So the net of change is really not going to
7 be a whole lot.

8 Okay. Like I said, basically, even if I were
9 to somehow magically see a refund come to me in the
10 time I have remaining -- and I sincerely doubt because
11 you all don't even make your decision until March -- I
12 will have been home for about three and a half months
13 already. I just don't see it happening.

14 What they need to do is they need to lower
15 the rates across the board because they have been
16 making a lot as it is.

17 I must admit I have complained a lot about
18 Southern Bell, but I've got to admit they do one thing
19 so well, it's obvious why they would do this. But the
20 bill arrives in my mailbox every month punctually the
21 16th of the month. I can see Southern Bell
22 Jacksonville in my mailbox. Every month. I have been
23 paying them every month. Have I been getting the
24 service I deserve? No. I'm kind -- I'm kind of
25 wondering when my phone line will come up to the

1 quality of "lousy."

2 I'm going to wrap this up basically with
3 this, all right? You have been empowered; you're
4 supposedly there to protect the customers. Do it now.

5 I'm going to make some predictions for you.
6 I'm probably going to be right on them. I'm rarely
7 wrong on these kind of matters. They are going to get
8 what they want. They are going to get the money while
9 looking like they are reducing rates. I hope they
10 don't because for Florida it will be disastrous.

11 What you need to do is you need to finally
12 start telling Southern Bell, "No, you can't do this to
13 them. You will fix their lines; you will give them the
14 service that they deserve, that they have been paying
15 for," instead of saying, "Oh, yes, here you go. Have
16 the money."

17 You guys need to show some guts. And that's
18 where -- that's what I'm looking to see. Do you guys
19 -- are you willing to say no to them? Because if you
20 don't say no to them, Florida is going to pay for it.
21 I'm telling the honest facts.

22 If you want an example to look at, you take a
23 look at the North Carolina Public Service Commission.
24 You know, if I had this kind of problem with Southern
25 Bell in Raleigh, which is one of the areas they serve

1 there, you can bet after six months they would probably
2 have been tossed out of the area. They don't take
3 this. They don't let this thing go that long. They
4 don't let the lines degrade in quality. They keep an
5 eye on that. They keep it very closely monitored. And
6 they are willing to tell them, "No, you can't do this."
7 I want to see you all do that, too. Because if you
8 don't start doing it now, they are just going to assume
9 "We can do whatever we want," and they are going to be
10 right and there's nothing that's going to stop them.

11 Even this little business where they are going
12 to probably get fined for, you know, putting these
13 services on people's bills and they didn't even ask for
14 it, that's a slap on the wrist.

15 What you need to do is you need to make, I
16 mean, you need to hit them where it hurts, but you need
17 to hit them hard. Tell them, "This ain't going to work
18 in the state of Florida because we're going to say it
19 ain't going to work, and we can back it up. If you
20 don't like it, hit the road, Jack."

21 I do appreciate your giving me the time to
22 show up here. I've got to admit, I think I'm probably
23 better at this the second time than I was the first,
24 when I showed up and I ended up all over the Sentinel
25 the next day. And my father in Daytona about freaked

1 out because he wondered what I was up to.

2 I hope you make the right decision, make the
3 right decision for the customers, make the decision
4 that you need to. Make them go back and lower all
5 their rates. Then we'll have something that we can
6 say, "Yes, we're being billed fairly. I feel good
7 about paying this bill because I'm getting the service
8 I'm paying for, and I think the rates are fair."

9 And I thank you for your time.

10 MR. NAULT: Thank you.

11 MR. BECK: Thank you, Mr. Williams. Kay
12 Clay.

13 (Witness Williams excused.)

14 - - - - -

15 KAY CLAY

16 was called as witness on behalf of the Citizens of the
17 State of Florida and, having been duly sworn, testified
18 as follows:

19 WITNESS CLAY: My name is Kay F. Clay. I
20 reside at 1650 Amberjack Court in Merritt Island. And
21 I am appearing as an interested party who represents a
22 lot of low income and elderly people. I have had a lot
23 -- I don't represent them, I have had a lot of
24 experience with them. I have been in housing for
25 several years. I have worked both with both the Cocoa

1 Housing Authority and the Brevard County Housing
2 Authority. And this Lifeline program that would offer
3 these reductions to people who fit into the SSI
4 category and the Aid to Dependent Children and the Food
5 Stamps, I think they could benefit from these services.

6 Thank you.

7 COMMISSIONER DEASON: Thank you.

8 (Witness Clay excused.)

9 - - - - -

10 MR. BECK: P. L. Kershaw.

11 PAT KERSHAW

12 was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

15 WITNESS KERSHAW: My name is Pat Kershaw. I
16 live at 5365 Marty Road here in Orlando, 32822.

17 And I just came this evening to make a
18 statement for the Option for the Expanded Local Service
19 Plan, because I'm one of the senior citizens in this
20 area that's on a limited income. And if we can do
21 something to lower the rates on anything in the system,
22 I think it would be worthwhile.

23 Thank you very much.

24 COMMISSIONER DEASON: Thank you for coming.

25 (Witness Kershaw excused.)

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MR. BECK: Dr. Ernest Steed.

ERNEST STEED

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS STEED: Ernest Steed is my name. I live at 13 Pine Glen Drive, DeBary.

I've come to Florida only about 15 months ago from Maryland, 26 years ago from Australia. I have traveled the world, visited many countries; I know their telephone service, and very few countries have a telephone service like America, which I think we ought to be proud of. But there are some things that I think we ought to look at.

I might point out that I've come down here to retire. I'm a minister of the Seventh Day Adventist Church working in my speciality of community service in the field of alcohol and other drug prevention programs. So I'm working with other people, but as well as that, in dealing with Southern Bell, I've found them very courteous and attempt to be helpful. But I've come up against some unusual things that I think certainly need correcting. I'm absolutely amazed that living in DeBary that we are so ostracized from

1 Orlando. It's just like virtually a wall, a partition.
2 I read in the Bible where the Samaritans had no
3 dealings with the Jews. I sort of feel that way
4 between United Telephone.

5 I couldn't even get another telephone book
6 about Orlando in any help or in any way from Southern
7 Bell. And ultimately, when I got after the top brass,
8 they said that they would then ultimately get it for
9 me, but it would cost a certain fee, a very large fee,
10 and then, on top of that, that they were getting a new
11 one out very soon anyhow. So the whole thing was up in
12 the air and I felt it was a bit of a letdown.

13 The other thing is, I found that in the
14 context I want to make with Orlando -- you see poor
15 DeBary is right in the middle. Right next to us is
16 904. We're on 407. It only goes to Altamonte. And
17 then you get into another area which is United
18 Telephone. So between United Telephone and the two
19 different numbers, you find yourself in a maze of
20 confusion. And then when I looked at the bills, I
21 discovered in making these contacts we had been paying
22 long distance rates. So I got after Southern Bell and
23 found them very gracious; got right to the top in
24 Atlanta; talked to one of the vice presidents. She was
25 very gracious and worked on some of these ideas. And

1 we talked about this optional idea. Well, I think this
2 is good. 40-mile radius, I think, is a great idea, but
3 I cannot see why one must pay once you pay the flat
4 rate.

5 I think anybody would be prepared to pay an
6 increased flat rate, but I think once you're on to that
7 system, with the increased flat rate, it ought to be
8 the same as your other calls. That's the least, I
9 think, they can give the service.

10 And I do hope that somehow we can get a
11 working relationship between the telephone companies in
12 all these areas.

13 Now, I just don't know why -- I've had no one
14 ever tell me why they don't deal with each other. It's
15 worst than a foreign country. I can actually ring
16 Australia with less trouble, through AT&T, than I can
17 getting down and finding something out about United
18 services. As a matter of fact, I hardly know their
19 name because they're kept at such a distance.

20 The other thing that I found, on the expense
21 for this long distance, I believe that somehow we
22 should work up a program locally where we look at it
23 from not the telephone service. I'm sure, as
24 Commissioners, you've studied telephones, but I think
25 you need to think beyond telephones. I think you need

1 to think beyond service of business and contacts, and
2 what I've heard here today, I think, virtually you're
3 saying that. You need to think what the areas of
4 association are. And that's how the relationship of
5 the telephone should be serving the community that has
6 the relationship. Not as to what cutting a line here
7 and saying "Well, beyond that line none shall pass."

8 Find out what the relationships are. And I
9 would say DeBary and Deltona are simply the bedroom
10 suburbs of Orlando. There's a stream of cars night and
11 day back there where the people live. And yet anyone
12 calling back to their office or to friends, and so on,
13 I found it, because my daughter lives in Altamonte; we
14 live there. And my wife -- you know what mothers are
15 talking to their daughters. She finds a quarter of an
16 hour has gone by and running up a fantastic bill the
17 same as calling our son in Washington. It actually
18 seems ridiculous.

19 So the least I think we need is to discover
20 flexibility in working areas of business and contact.
21 We're not foreigners from Orlando. And the same thing
22 is as you move up to Orange -- I've talked to folk in
23 Orange and Deland -- they ought to have a closer
24 working relationship with the area of Daytona. So I
25 think this 40-mile idea is a good idea. And I would go

1 for it, but I believe it should not be on any other
2 rate except a flat monthly rate within that 40-mile
3 area, and I believe it could be very helpful.

4 I want to say how much I have appreciated the
5 courtesy by the people on the telephone. And I have
6 found that that has been something that I can commend.

7 COMMISSIONER DEASON: Thank you, sir.

8 (Witness Steed excused.)

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10 MR. BECK: Mr. French.

11 WILLIAM H. FRENCH

12 was called as a witness on behalf of the Citizens of
13 the State of Florida and, having been duly sworn,
14 testified as follows:

15 WITNESS FRENCH: Pardon my sombrero, but the
16 lights hurt my eyes.

17 My name is William H. French -- you've
18 probably heard of me -- Post Office Box 474, Windemere,
19 Florida, out where the poor folks live.

20 Well, gentlemen, what I'd love to do tonight
21 with the permission of the fine Public Utilities
22 Commission -- isn't that what your designation is, Mr.
23 Deason?

24 COMMISSIONER DEASON: Public Service
25 Commission.

1 WITNESS FRENCH: Paid by the taxpayers of
2 Florida, right?

3 COMMISSIONER DEASON: That's correct.

4 WITNESS FRENCH: These people over here are
5 not paid by the taxpayers of Florida. (Pause)

6 If you don't mind me passing these out.
7 Would that be appropriate? Mr. Beck, he didn't object
8 to it. It's not anti-literature. I'll give the
9 Commission a copy of this, and it's on one side there
10 what I'm interested in. And we'll give you all two of
11 them. I can afford two of them. Get one off there,
12 Mr. Deason.

13 COMMISSIONER DEASON: I sure will, sir.

14 WITNESS FRENCH: How is my friend "Walking"
15 Lawton getting along?

16 COMMISSIONER DEASON: Well, as far as I know,
17 just fine, sir.

18 WITNESS FRENCH: It won't cost us \$30 million
19 like the hurricane, gentlemen. Terrible. Worry about
20 the price of a phone bill. Shoot.

21 Now, you might take one of these on this side
22 over here.

23 I wrote Mr. Lacher, Joe, I always call him, a
24 letter, and I knew I wasn't going to get an answer
25 because he's so busy down there in the boon docks. I

1 shouldn't be calling it that.

2 But what I'd love to say, gentlemen is on the
3 one point I'd love to bring up is this unlisted
4 telephone thing that you're charging that you have been
5 charging \$2 a month, to my wife, which is a younger
6 lady -- way before I even knew her, 12 years, 14 years
7 she's been paying \$2 a month on an unlisted,
8 unpublished telephone number for security reasons. And
9 if you will notice what the Sentinel came out with,
10 that article.

11 Pardon me, good people. Here, take one.

12 And you'll notice the purpose of having an
13 unlisted, unpublished telephone number when half of the
14 people in Los Angeles, California, have an unlisted,
15 unpublished telephone number. And any lady that has
16 her name in the telephone book, I feel for her. I
17 argued pro and con on that; I've called Walt Gallagher
18 up here, our next sheriff -- did you get one or
19 everybody get one?

20 All right. Gentlemen, I'd just love to ask
21 you why would you want to charge \$2 for an unlisted and
22 unpublished telephone number and not even in the book?
23 Now, that's the only question I want to ask you. Can
24 you answer it?

25 MR. LOMBARDO: Well, there is no question

1 that we have reviewed every one of our rates and we try
2 as best we can --

3 WITNESS FRENCH: I'm not talking about your
4 other rates. I'm not complaining about the other
5 rates; I wouldn't complain, because if you don't make a
6 profit, you're going down the tubes. And these people
7 are on the taxpayers' payroll, they are not going down
8 the -- well, they may be going down the tube, too, and
9 may do, too, if my broker don't do something.

10 (Laughter)

11 But -- which I can go out and pick up cans on
12 the side of the road. I've done it before. I ain't
13 saying who was behind me. But anyway, what I wanted to
14 bring up is, now, tell me, mister -- why would you
15 charge -- it's not in the book. What does it cost to
16 put a phone in the book? The phone number.

17 MR. LOMBARDO: I have no idea.

18 WITNESS FRENCH: This is unreal. I mean, the
19 approximate cost of printing, your printing for one
20 phone book, your Southern Bell phone book, what's the
21 approximate cost of one of those books?

22 MR. LOMBARDO: Of the Southern Bell phone
23 book?

24 WITNESS FRENCH: Yes.

25 MR. LOMBARDO: I'll have to get you that

1 information. I have no idea what it is.

2 WITNESS FRENCH: I didn't think you'd know.
3 I don't know either. But is there any possible way,
4 now, before I do become one of these so-called
5 activists on this telephone thing? Half of the people
6 in Los Angeles, California, have an unlisted,
7 unpublished telephone number. And over a third of the
8 people in the Bell System have an unlisted, unpublished
9 telephone number. Why? It ain't to beat the bill
10 collector because the FBI knows where I'm at, the
11 sheriff knows where I'm at. IRS knows where I'm at.
12 And I don't owe no money, so there's nobody looking for
13 me, but an unlisted, unpublished telephone is the only
14 route that people would be going. The first thing you
15 know, that book won't be that thick, but it will be all
16 yellow pages, business.

17 So why should there be a \$2 a month charge on
18 an unlisted, unpublished telephone number? And nobody
19 can answer that question.

20 MR. LOMBARDO: Well, it's obviously a service
21 that's of value to a lot of people. If you provide a
22 service, you usually get charged for a service.

23 WITNESS FRENCH: Well, I mean, I'm just
24 asking why should it be in the book? I mean, why
25 should there be a charge for it when it's not

1 published? The other phones listed people and they
2 have their names in the phone book and all of that and
3 they are not charged \$2 extra for it.

4 MR. LOMBARDO: That's true.

5 WITNESS FRENCH: What I just got through
6 saying a while ago that you all do a remarkable job,
7 Southern Bell is, and I don't think we even have any
8 stock in Southern Bell. But if you don't make a
9 profit, you're going down the tube. So I wouldn't care
10 if you added \$10 to my phone bill tomorrow, if I didn't
11 like it, I'd disconnect the phone. That's all I've got
12 to say. Thank you.

13 COMMISSIONER DEASON: Thank you, sir.

14 (Witness French excused.)

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16 MR. BECK: Gary Cleland.

17 GARY CLELAND

18 was called as a witness on behalf of the Citizens of
19 the State of Florida and, having been duly sworn,
20 testified as follows:

21 WITNESS CLELAND: My name is Gary Cleland. I
22 reside at 350 Nelson Street, Merritt Island, Florida.
23 I'm the director of Economic Development for the Cocoa
24 Beach area Chamber of Commerce.

25 I work on a daily basis with a large number

1 of small businesses in the Central Brevard area. Many
2 of them are dependent upon the telephone to contact
3 distributors, suppliers, customers; they use a fax
4 machine quite often.

5 And, I see the expanded local service as
6 something that would be a great service for those small
7 businesses throughout Central Brevard and probably
8 throughout Southern Bell and Florida.

9 Also, I work hard to try and attract
10 businesses to Central Brevard. The Cocoa Enterprise
11 Zone that Mr. Wuensch and Tom Grimms mentioned earlier
12 does fall in my area, and I see the economic
13 development incentive tariff as something that will
14 help enhance and ease my job even more, by giving me
15 that added extra to bring business into that Enterprise
16 Zone to try and make it so that, maybe somewhere down
17 the road we don't have to have it as an Enterprise
18 Zone.

19 Thank you, for the opportunity to speak.

20 COMMISSIONER DEASON: Thank you.

21 (Witness Cleland excused.)

22

23 MR. BECK: Gary Earl.

24

25

1 GARY EARL

2 was called as a witness on behalf of the Citizens of
3 the State of Florida and, having been duly sworn,
4 testified as follows:

5 WITNESS EARL: My name is Gary Earl. I
6 reside at 110 Donna Circle, in Sanford, Florida. I am
7 the executive director of the Private Industry Council
8 in Seminole County.

9 And like some of my colleagues in the
10 economic development community, and like others of my
11 colleagues in the social services, the private industry
12 counsel is concerned with rehabilitation of the
13 economically disadvantaged.

14 So, our clients, which range from 1 to 2,000
15 a year, are those people who would be directly affected
16 by the Lifeline program. And from a business
17 standpoint, our business accounts in Seminole County,
18 just in one office alone -- and we have recently opened
19 a second office and we're going to open a third,
20 further south in Seminole County -- but just in the one
21 office in Sanford alone we run generally around \$300 a
22 month in toll charges to the Orlando economic market in
23 doing job search, putting the clients on phone banks
24 and things like that. Just from that standpoint alone,
25 it is our belief that we would probably save in the

1 neighborhood of \$100-\$150 a month, just on one account.
2 And we're quite a bit in favor of the proposal. Thank
3 you.

4 COMMISSIONER DEASON: Thank you.

5 (Witness Earl excused.)

6

7 MR. BECK: Randall Grief.

8 RANDALL GRIEF

9 was called as a witness on behalf of the Citizens of
10 the State of Florida and, having been duly sworn,
11 testified as follows:

12 WITNESS GRIEF: My name is Randall Grief.

13 I'm executive director of the Orange Blossom Trail
14 Development Board, and the Orange County Community
15 Redevelopment Agency, 4640 South Orange Blossom Trail,
16 Orlando 32839.

17 I would like to speak in favor of the
18 economic development incentive for our Enterprise
19 Zones. A large part of our redevelopment area is
20 located within the City of Orlando and Orange County
21 Enterprise Zone, and I serve as director of the County
22 portion of the Enterprise Zone. And I believe we need
23 all the incentives we can get, and the addition of the
24 incentives from Southern Bell would be just another
25 carrot that we could add to our package to try to get

1 redevelopment along the Orange Blossom Trail area.

2 If I might, on another issue, I'd like to
3 speak just for a few seconds about service with
4 Southern Bell. I'm assuming Southern Bell serves
5 Homestead, is that correct? I was in Homestead last
6 week to work for a few days, and I arrived on Wednesday
7 morning, and one of the first sights that I noticed, an
8 unusual sight, there was a line of people sitting along
9 debris at an intersection along the curb.

10 And I couldn't figure out what they were
11 doing and why they were all lined up. And I finally
12 noticed one lady leaning over, and I noticed a receiver
13 in her hand, and there was a phone kiosk that had been
14 blown down, and it was laying in the rubble, but she
15 was speaking on the phone. And I finally determined
16 that there were about ten people waiting to use that
17 same phone.

18 So the phone service was still working in
19 some areas and it was also working at the first house
20 we went to repair a roof on. And it was rather
21 unusual, all the lines were on the ground, but the
22 phone was still working and they were making good use
23 of it. Thank you.

24 MR. BECK: Thank you.

25 (Witness Grief excused.)

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MR. BECK: Bill Burkholder.

BILL BURKHOLDER

was called as a witness on behalf of the Citizens of the State of Florida and, having been duly sworn, testified as follows:

WITNESS BURKHOLDER: Hi, I'm Bill Burkholder. 5315 Holstein Road, Apopka, Florida. Basically I'm representing myself, but I'm actually President of the Orlando Wheelchair Games and a couple of other wheelchair organizations around.

Basically what I want to say is that I like options, I like the option to at least evaluate this, when it comes to that time, if it does get implemented.

I also associate a lot with the newly injured handicapped, and find out what problems they run into. In the situations when they're younger, and first getting started, they have a lot of medical problems and things.

And I think the rate reduction on the connection and the amount of usage that they would actually have for their phone system would be beneficial to them, at least for a period of years, once they could get started. I think that's a good thing, I like that.

1 The Lifeline, a lot of the people that I will
2 be dealing with probably may initially start into that
3 category, but mostly it would be the service
4 connections and the small amount of phone calls that
5 they make, I think they will benefit from a rate
6 reduction. Also dealing with the Orlando Wheelchair
7 Games, we do more of a seasonal type of phone calling.
8 We have the games once a year, and around that time we
9 do a lot of phone calling, local phone calling, we
10 could benefit from that.

11 I think the concept of charging for your
12 usage is a good thing. If you're going to not use the
13 phone a lot, then you shouldn't get charged a lot of
14 extra or a big standard amount where everybody else
15 would be using it. Kind of, for instance, like your
16 toll roads, if you're going to use it, you can pay for
17 it and stuff.

18 So I think there are some adjustments that
19 will benefit from these new options. And I like to use
20 the word "options" because you can always go back to
21 the standard way. Thank you.

22 COMMISSIONER DEASON: Thank you.

23 (Witness Grief excused.)

24

25 MR. BECK: That's all the people that we've

1 had signed up who indicated they wished to speak. Is
2 there anybody else, though, who like to come up now.

3 WITNESS STEED: Could I make one point that I
4 failed to cover in my notes here?

5 COMMISSIONER DEASON: Let's do this at this
6 point. We've been going now for about an hour and a
7 half, and I'm sure the court reporter needs a break.
8 What we'll do is we'll take a ten-minute break. Those
9 individuals who are in the audience who wish to
10 testify, if they will come forward and let Mr. Beck
11 know, he will add your name to the list and then we can
12 call those individuals, and once we're concluded with
13 everyone's testimony, if there's anyone who would like
14 to make one final comment at the end, then we'll
15 entertain those comments at that. For right now, we'll
16 take a ten-minute break.

17 Thank you.

18 (Brief recess.)

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20 COMMISSIONER DEASON: We'll reconvene the
21 hearing at this time, please. Mr. Beck, do you have
22 any additional witnesses?

23 MR. BECK: I'm not sure. Dr. Steed, do you
24 want to address the Commission or not, again?

25 WITNESS STEED: Well, I want to make it

1 brief. In chatting with some of the folks up here, I
2 see it as a problem nobody seems to be able to solve.
3 And I think the businesses are putting the cost onto
4 the customer, which is very difficult. Let me illustrate.

5 I make a long distance call and before it
6 ever gets through to them, I hear, if you are going to
7 call such-and-such, press 1. If you want such and
8 such, and they give a spiel, that might take another 10
9 seconds, press 2. I've actually timed it, I've gone a
10 minute in seven things that I can press, and then if
11 you don't press it, hold on.

12 Now before you ever get to the person, you've
13 paid a minute of long distance time, not simply,
14 finding out getting through. I don't know. I think
15 that is very poor customer service, because it gets so
16 frustrating if you are calling organizations and
17 government agencies, you can listen -- you might say,
18 over a day, you can listen for half an hour of these
19 press button programs before you ever get through.

20 I would like to see that the customer is not
21 charged until you press the button, at least. Or --
22 but the trouble is, even when you press the button No.
23 2 they still go on. You still have to listen to the
24 whole rigmarole. Surely, if you press button 1, if
25 you're wanting 7, that would be too bad for the person

1 on the 7, they'd wish that was No. 1. But why should
2 you pay for all of that service that the Company is
3 supposed to be giving you. And it's very frustrating.

4 The other one is this idea that you ring the
5 person, you've just gotten through and they say, "Could
6 you hold on; there's another call?" And you know they
7 have got this list and you're put on this call waiting.

8 Now, surely there should be some way that no
9 other calls can interfere to that person you're talking
10 to when they see this light up on their set up that
11 they've got 3 other calls. You have to wait, while
12 they tell these people, I'll have to call you back or
13 something else. It's loaded against the individual
14 calling these people, and if this continues, I think
15 you will ultimately find that there will be a revolt.

16 Why not stop it before it gets too bad, and
17 at least limit these companies to only three press
18 buttons or something, or we'll have it go on and
19 there'll be 24, you know. The bigger the Company gets
20 you'll have to hear the whole thing. I hope you'll do
21 something about it.

22 COMMISSIONER DEASON: Thank you. Are there
23 any other individuals who would like to address the
24 Commission? Mr. Williams. I just want to ask you to
25 be brief because you spoke at some length earlier.

1 WITNESS WILLIAMS: Yeah, the problem is I
2 forget something that was very important and -- that's
3 because I saw the eyes starting to glaze. I will be a
4 lot briefer. Do you want me to give the name and
5 address again like I did before?

6 COMMISSIONER DEASON: I think the court
7 reporter knows who are.

8 WITNESS WILLIAMS: The one thing I did want
9 to mention, and this was brought up by someone else
10 that reminded me. When I have talked to Southern Bell,
11 I've got to admit, that they've put up with me quite
12 well. In a manner of having this fight with them, for
13 about 31 months, it can be extremely frustrating, and
14 there have been times that I have not exactly been the
15 happiest camper on the planet. I do want to say that I
16 hope they continue that, you know the customer service
17 representatives trying to deal with me, it just ain't
18 fun, because usually I just say, "I like to talk to
19 supervisors, and get someone else." I just want to
20 say, you know, you do a good job with your customer
21 service. Frankly, you ought to keep that. You know,
22 work out any of the other problems, I'd be most appreciative.
23 The other thing I do want to mention, and
24 this is a problem I had, because both of my phone
25 numbers are 384 numbers, okay. I just found out that,

1 apparently, it is illegal in the state of Florida to
2 strip dial prefixes where you start out 38400000 and
3 just go on until you run out of the prefix, go on to
4 the next prefix. Well, I had the Orlando Sentinel call
5 me on my first number which is 384-7263, then a week
6 later call me on all 384-8138 and, if you do nothing
7 about this, you know, what you need to do is just say
8 you can do this, you can't do this, if you're caught
9 doing this, you'll pay for it. If you -- you know, you
10 need something that's clear. You need something that's
11 laid out to these businesses, saying, you can't do
12 this. If you're going to call people, you call them at
13 random, but you don't strip dial their prefix just to
14 get at them.

15 Thank you very much.

16 COMMISSIONER DEASON: Thank you. Is there
17 anyone else in the audience who would like to address
18 the Commission? Let the record reflect that no one has
19 indicated that they wish to address the Commission. I
20 believe that the notice reads that this hearing will be
21 conducted until we run out of witnesses, and I believe
22 that all who wish to testify have done so. So,
23 accordingly, this hearing is adjourned.

24 (Thereupon, the hearing concluded at 7:40 p.m.)

25

1 F L O R I D A)
2 :
3 COUNTY OF LEON)

CERTIFICATE OF REPORTER

4 I, Joy Kelly, CSR, RPR, Official Commission
5 Reporter.

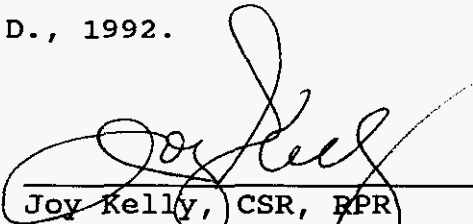
6 DO HEREBY CERTIFY that the hearing in this
7 cause, Docket No. 920260-TL, was heard by the Florida
8 Public Service Commission at the time and place herein
9 stated; it is further

10 CERTIFIED that I reported in shorthand the
11 said proceedings; that the same has been transcribed
12 under my direct supervision, and that this transcript,
13 consisting of 72 pages, constitutes a true and accurate
14 transcription of my notes of said proceedings; it is
15 further

16 CERTIFIED that I am neither of counsel nor
17 related to the parties in said cause and have no
18 interest, financial or otherwise, in the outcome of
19 this docket.

20 IN WITNESS WHEREOF, I have hereunto set my
21 hand at Tallahassee, Leon County, Florida, this 18th
22 day of September, A. D., 1992.

23
24
25



Joy Kelly, CSR, RPR
Official Commission Reporter
FPSC Bureau of Reporting
(904) 488-5981

The Orlando Sentinel

633 North Orange Avenue
Orlando, Florida 32801

August 28, 1992

Mr. Tom Hunt
Southern Bell
500 N. Orange Avenue
Room 568
Orlando, FL 32801

Dear Mr. Hunt:

This letter is to certify that Tucker Wayne Luckie placed legal advertising for Southern Bell in The Orlando Sentinel on the following date:

August 19, 1992

2 x 6"

Please accept this letter as proof of publication.

Sincerely,

Beth McKiernan

Beth McKiernan
Account Executive
General Advertising

The foregoing instrument was acknowledged before me this 27th day of August, 1992. Beth McKiernan, who is personally known to me or who produced _____ and who did take an oath.

Jean M. Leitgeb

Sworn to and subscribed by me this _____ day of _____ 1992, County of Orange, State of Florida

Notary

BMC/jb

JEAN M. LEITGEB
Notary Public, State of Florida
My comm. expires March 04, 1996
Comm. No. CC184393
Bonded thru Brown & Brown, Inc.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 920260-TL EXHIBIT NO. 3
COMPANY: Southern Bell
WITNESS: _____
DATE: 8/20/92

#3
920260-71

LEGAL NOTICE NOTICE OF PUBLIC HEARING

The Florida Public Service Commission has scheduled a public hearing in Docket No. 920260-TL. The purpose of this docket is to review Southern Bell's operations under its rate stabilization plan and to consider Southern Bell's proposed price regulation plan and its related rate restructuring, including the proposed optional Expanded Local Service Plan, a reduction in intraLATA access charges and certain custom calling feature rates, a restructuring of service order charges and implementation of a Lifeline Plan.

For the convenience of the public, the Florida Public Service Commission has also scheduled a service hearing as follows:

Monday, August 31, 1992 - 6:00 PM
Orlando Airport Marriott
Grand Ballroom
7499 Augusta National Drive
Orlando, Florida

At the above time and place, members of the public may appear to testify as to their interest in this matter. All persons desiring to present testimony at the hearing should, if possible, bring bills or other documentations regarding their telephone service. Customers are urged to attend on time. If no customers are present, the hearing will be adjourned. The Public Counsel, the citizens' representative in matters before the Commission, will be available at least 30 minutes prior to each hearing in order to meet members of the public who wish to testify. Prior to that time, inquiries should be directed to the Office of Public Counsel, c/o Florida House of Representatives, the Capitol, Tallahassee, Florida 32399-1300.