

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: SERVICE HEARING

BEFORE: COMMISSIONER BETTY EASLEY
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DATE: **OCT 15 1992** Monday, August 3, 1992

TIME: ~~Florida Public Service Commission~~ Commenced at 6:00 p.m.
Concluded at 7:05 p.m.

LOCATION: Jacksonville Civic Auditorium
Little Theater
300 Water Street
Jacksonville, Florida

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MARIE C. GENTRY, COURT REPORTER
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1 APPEARANCES:

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8

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I N D E X

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BRUCE LEE.....	27
ANDREW LAWLESS.....	28
TRUDY PASCUCCI.....	32
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EXHIBITS

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IDENTIFIED ADMITTED

Commission's Composite Exhibit 1.....7
(Notice of Public Hearing published in
the Florida Times Union on 7/27/92 and
8/2/92).

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1 P R O C E E D I N G S

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

3 COMMISSIONER EASLEY: We will call this hearing
4 to order. Would you read the notice, please.5 MR. ADAMS: Pursuant -- pursuant to public --
6 excuse me. Pursuant to proper notice this time and
7 place has been set by the Florida Public Service
8 Commission for the purposes of holding a public
9 service hearing in the matter of Document No. 920260
10 in re comprehensive review of the revenue requirements
11 and rate stabilization plan of Southern Bell Telephone
12 and Telegraph Company.13 COMMISSIONER EASLEY: We will take appearances of
14 counsel, please.15 MR. ANTHONY: Harris Anthony on behalf of
16 Southern Bell Telephone and Telegraph Company.17 MR. SHREVE: Jack Shreve, public counsel
18 representing the citizens of the State of Florida.19 MR. ADAMS: John Adams on behalf of Florida
20 Public Service Commission.21 COMMISSIONER EASLEY: Thank you very much. My
22 name is Betty Easley. I'm a member of the Florida
23 Public Service Commission. We have divided into
24 individual commissioners to do these service hearings
25 because there are a lot of them, and there will be a

1 lot in other cases as well, so the schedule really
2 required that we kind of fan out across the state, and
3 I'm the one y'all got.

4 What we are going to do tonight is take testimony
5 from those of you who wish to speak, and what we are
6 going to do is Mr. Shreve, representing the citizens,
7 will take the names of people who wish to testify. We
8 will swear you in. That's for the benefit of the
9 record.

10 In order to have your comments be part of the
11 official record you have to be sworn in. I'll ask you
12 to come to either one of these microphones, or if you
13 like, come up on the stage and say whatever it is that
14 you think we need to hear.

15 The other commissioners will review the public
16 testimony prior to the formal hearing itself, so don't
17 think you're just talking to me. You are talking to
18 all five of the Commissioners.

19 Mr. Shreve, have you had an opportunity to get
20 names?

21 MR. SHREVE: There may have been some other
22 people that have come in. We do have some names that
23 are ready to go, though. The first group on the side
24 now.

25 COMMISSIONER EASLEY: All right. I understand

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1 that the company would like to make a very brief
2 opening statement. If you are ready, I think what we
3 will do is go ahead and take the opening statements
4 from the company, from public counsel, and then we
5 will take a very brief break to give you an
6 opportunity to see if any others wish to speak. Is
7 that the way you want to do it?

8 MR. SHREVE: That will be fine. And Brenda is
9 taking names at the front, and she was going to bring
10 them to me. We do have some that are ready to go.

11 COMMISSIONER EASLEY: All right. Let's start
12 with the opening statements, if you would, please,
13 counsel.

14 MR. ANTHONY: Commissioner, if I could, just as a
15 preliminary matter I have as exhibits the notices of
16 public hearing that were published in the Florida
17 Times Union on July 27nd and August 2nd, 1992, and
18 I'll provide those to the Court Reporter for the
19 transcript.

20 COMMISSIONER EASLEY: All right. The notice of
21 publication will be Exhibit 1. Is there any other
22 thing that needs to be admitted at this time?

23 MR. ANTHONY: Not that I'm aware of.

24 COMMISSIONER EASLEY: Okay. Thank you. You may
25 proceed.

1 MR. LACHER: Good evening. My name is Joe
2 Lacher. I'm the President of Southern Bell-Florida.
3 I am responsible for Southern Bell's operations in the
4 State, and I appreciate this opportunity to talk with
5 you, our customers.

6 Southern Bell is committed to providing quality
7 service to our 471,000 customers in the northeast
8 Florida area. We work hard to meet your
9 telecommunications needs. Our commitment also extends
10 to supporting this community. We have demonstrated
11 this commitment in many ways. For example, through
12 active involvement in such developments as the
13 Jacksonville Chamber of Commerce, Project Cornerstone,
14 to employee-formed community relations teams that
15 participate in a variety of projects to serve the
16 needs of this area, and in our long-standing
17 relationship with the Junior Achievement Program of
18 North Florida to support education.

19 Our 3,500 employees in this area tell me it's
20 exciting here to live and work and they are dedicated
21 to serving you. Tonight I'll talk about the changes
22 in the telecommunications environment that these
23 employees and our industry are facing.

24 I will also discuss what these changes mean to
25 you, and provide you an overview of the benefits our

1 customers will receive from our July 15th proposal to
2 the Florida Public Service Commission.

3 There have been many changes in the
4 telecommunications environment, but perhaps the most
5 noteworthy are the areas of technology and
6 competition. You may have seen and heard about the
7 rapid advances in both. The results are that you have
8 more products and services to choose from, and you
9 have more flexibility in the way you use the
10 telecommunications. You also have more providers to
11 select from in many instances. Simply put, you have
12 more choices.

13 Now we are facing the challenges of increased
14 competition in almost every aspect of our business.
15 Southern Bell strives to be your telecommunications
16 provider of choice. Our employees have become more
17 aware of competition, and we have become more aware of
18 competition and we have sharpened our focus on the
19 customer. Quality service is of utmost importance to
20 us.

21 We take great pride in our history of high
22 quality service, but we are not resting on our
23 laurels. We are carefully scrutinizing the way we
24 plan and operate our business. Indeed, Southern Bell
25 is evolving its corporate culture from that of a

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1 regulated monopoly to that of a regulated competitive
2 enterprise. We have implemented new programs and
3 processes to insure even greater focus; we have
4 developed even more efficient ways to conduct our
5 business, and we have brought more innovative products
6 and services to the marketplace.

7 Our priority, however, is to continue to work
8 toward achieving a level of customer service where all
9 of your experiences with us are positive. This
10 approach moves beyond a customer perception level that
11 is simply acceptable or neutral to a level where you
12 are more than satisfied with every contact with us.

13 Our customer service priority is the reason we
14 recently published a letter to you, our customer, in
15 the "Florida Times Union" regarding the importance of
16 your trust in us. At Southern Bell, we adhere to the
17 highest standards of business practices and take that
18 responsibility seriously. Quality service and
19 customer confidence are critical to us, regardless of
20 the other changes in the field of telecommunications.
21 However, as the telecommunications industry continues
22 to change, it's crucial that the regulatory structure
23 keeps pace.

24 I will now briefly describe Southern Bell,
25 proposed price regulation plan and the customer

1 benefits that are included. Southern Bell's price
2 regulation plan directly regulates the prices you pay.
3 The plan provides the company with the needed
4 flexibility in meeting the demands of the marketplace,
5 while also limiting that flexibility. The price
6 regulation plan further maximizes the customer
7 benefits by fostering the continued development of new
8 and enhanced services.

9 Included in the plan is a 4% productivity offset
10 which challenges us to increase our efficiency. This
11 offset also assures our customers of a decrease in the
12 real cost of service as compared to inflation. You
13 will also benefit from the continued commitment to our
14 traditional value of quality service and affordable
15 price. In addition, there's a potential for you to
16 share in the company's earnings above the threshold
17 level.

18 There are also other customer benefits proposed
19 by us in our filing with the Florida Public Service
20 Commission. In response to the Public Service
21 Commission's direction that we reduce rates on a
22 permanent basis by \$47 million we have recommended the
23 following: A reduction in service connection charges.
24 The cost of connecting new line will be reduced and
25 existing rates will be restructured.

1 A reduction in the rates of certain residential
2 custom calling features. Residential customers who
3 subscribe to call forwarding variable or call waiting,
4 or both, would benefit from a reduction in those
5 rates.

6 A lifeline program for low income customers.
7 This program will benefit qualified customers by
8 applying a \$7 credit to your monthly telephone bill,
9 thus supporting universal service for all Florida's
10 citizens.

11 Beyond the reductions directed by the Florida
12 Public Service Commission we have also proposed \$33
13 million in additional annual reductions as part of our
14 plan. They include the following: An optional
15 service which expands your local calling area.
16 Customers who choose this option will pay a discounted
17 monthly local access line rate and a rate of 2 cents
18 per minute for calls to their existing local calling
19 area.

20 In addition, these customers will receive a
21 reduction from existing toll rates for calls to an
22 expanded local calling area. The proposed rates for
23 calls to the expanded area will be 8 cents per minute
24 and almost all calls will be made by dialing only
25 seven digits.

1 As a customer safeguard, we will also include
2 residence and business caps and a \$3 residence usage
3 allowance on charges for calls to the existing local
4 calling area. In simpler terms, what this means for a
5 Jacksonville residence customer who elects to take
6 these expanded local service options is you could pay
7 as little as \$7.75 and no more than \$14.75 for your
8 basic local calling area. In addition, for 8 cents
9 per minute you'll be able to call as far as Fernandina
10 Beach, Green Cove Springs, Hilliard, Kingsley Lake,
11 Lawtey, MacClenny, Raiford, Sanderson, St. Augustine,
12 and Starke.

13 Now, I want to emphasize that this proposal is
14 for optional service which maximizes customers'
15 choices and the services they receive and the rates
16 they pay. You should decide whether or not to choose
17 to take the service based on your own telephone
18 useage.

19 We have also proposed a reduction in intrastate
20 long distance access charges. This reduces the cost
21 of interchange carriers and could result in lower
22 intrastate long distance rates. A reduction in
23 cellular connection rate would follow as well since
24 these match each other.

25 We have also proposed an economic development

1 incentive in Florida enterprise zones. In order to
2 stimulate business and the accompanying jobs, Florida
3 has established enterprise zones, such as downtown
4 Jacksonville, to encourage economic development and
5 revitalization. Financial incentives are provided for
6 qualifying businesses which locate, rebuild or expand
7 their operations to these zones. In the past two
8 years alone 54 businesses in the community in which
9 they have located have benefitted from this program.

10 In support of the State's initiative, Southern
11 Bell has proposed to waive any discount charges for
12 certain telecommunications services for qualifying
13 businesses for one year. Our proposal will increase
14 the attractiveness of operating in an enterprise zone
15 and will improve the viability of new businesses by
16 increasing their upfront costs and first year
17 operating costs. The list of customer benefits is not
18 all inclusive. However, it is important to recognize
19 that the price regulation plan provides direct value
20 for our customers, but it also motivates us in the
21 company to further improve efficiency, which is in
22 itself a benefit to our customers.

23 In summary, we at Southern Bell believe the price
24 regulation is a necessary next step. Competition
25 continues to increase and customers get more choices.

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1 Southern Bell must continue to evolve its corporate
2 culture and improve its ability to compete. The
3 regulatory policy must also continue to move forward
4 to meet the challenges of the rapid changes in the
5 telecommunications environment.

6 We are dedicated to providing you with quality
7 service, and we want to hear from you tonight. You
8 are Southern Bell's priority, and we take what you say
9 very seriously. We appreciate your business and we
10 really thank you for being here tonight. I commit to
11 you that we will do our best to insure that your
12 service is nothing less than excellent. Thank you.

13 COMMISSIONER EASLEY: Thank you, sir.

14 Mr. Shreve.

15 MR. SHREVE: Thank you, Commissioner. Now, we
16 will be very brief. We are here to hear from the
17 public tonight. I just want to make a couple of
18 points. We are here because Bell filed this case
19 based on an order from the Public Service Commission
20 after the Office of Public Counsel, my office, the
21 AARP, and the Attorney General petitioned for a case
22 to review their rates and lower the rates to the
23 proper level. That's the reason we are here.

24 They talk about a \$47 million or \$60 million
25 reduction. That \$47 million they lost in the last

1 rate case. That's not even a revenue reduction.
2 You're receiving a credit on your bill for that at
3 this time. All they are talking about doing is taking
4 the credit off your bill, which will have the effect
5 of raising it back up and putting it somewhere else.
6 That \$47 million is not even a real revenue reduction.
7 They already lost that two and a half to three years
8 ago.

9 The other thing that I wanted to bring home to
10 you is the telephone industry, particularly Southern
11 Bell, is on a cost reduction basis. The reason they
12 are asking for rate caps and an incentive program is
13 because they are no longer happy with receiving just a
14 fair return on their equity, on their investment.
15 That's the primary reason we are here. They want to
16 be able to keep more of the money now that their costs
17 are coming down.

18 We feel, and I think we can show, that their
19 reductions are short by well over \$100 million, even
20 with the program they have put out there, and that's
21 the direction that we are going to move to try to cut
22 your rates down to the level that they should be.

23 Thank you very much.

24 COMMISSIONER EASLEY: Thank you, Mr. Shreve. At
25 this time I would ask those of you who have not had an

1 opportunity to sign up to speak, if you wish to do so,
2 there's a young lady standing right out in front that
3 will take your name and give it to Mr. Shreve.

4 I also negelected to point out to you that at the
5 last page of this green handout that you received is a
6 form on which you can mail in your comments. So if
7 for any reason you don't want to get up and say
8 something publicly today, you can send those in to the
9 PSC. It folds up and becomes a self-mailer, so it's
10 pretty convenient to you. So if you prefer to do
11 that.

12 If we have a lot of people and you heard somebody
13 say what you wanted to say, it is perfectly
14 permissible and it works on the record if you simply
15 say, "I adopt the testimony of so-and-so," or, "I
16 agree with what's already been said." That way in
17 effect your position has already been counted, so we
18 will have a record of it.

19 Now, having said that, Mr. Shreve, are you ready
20 for me to swear them in?

21 MR. SHREVE: Ready.

22 COMMISSIONER EASLEY: If those of you who have
23 signed up, if you will please stand I'll swear you all
24 at one time and it will save a little time. Raise
25 your right hand.

1 In this matter before the Public Service
2 Commission, do you swear to tell the truth, the whole
3 truth, and nothing but the truth, so help you God?

4 A MAN: Well, insofar as I know the truth.

5 COMMISSIONER EASLEY: Thank you, sir. That's all
6 we ask. We appreciate it.

7 Mr. Shreve, if you'll call your first witness,
8 please.

9 MR. SHREVE: Commissioner, it's obvious from the
10 people that were sworn, that's not the same list we
11 have. What I'm afraid what we have here is a list of
12 attendees, possibly.

13 COMMISSIONER EASLEY: All right.

14 MR. SHREVE: Have all four of you that just stood
15 up signed one of the sheets?

16 A MAN: I have.

17 COMMISSIONER EASLEY: Mr. Shreve, you want to
18 take a minute and kind of --

19 MR. SHREVE: Perhaps we should.

20 COMMISSIONER EASLEY: All right. We are going to
21 take about three minutes and let Mr. Shreve get the
22 order of witnesses so we don't get everything
23 confused.

24 MR. SHREVE: And would anyone that does wish to
25 speak just call yourself to my attention. What we

1 have here right now is a list of everyone that signed
2 up outside, and it's obvious that everyone that signed
3 up does not wish to speak.

4 COMMISSIONER EASLEY: All right. We will take
5 about five minutes.

6 (Brief recess).

7 COMMISSIONER EASLEY: All right. We will
8 reconvene the meeting. Mr. Shreve, if you'll call
9 your first witness.

10 MR. SHREVE: Mr. Brooks.

11 COMMISSIONER EASLEY: And if you would, please,
12 sir, give us your name and address when you get up
13 here for the record. And we will ask each of you to
14 do that.

15 Mr. Brooks, make sure that the -- make sure that
16 button on the top is towards you, or has it got a
17 different button on it?

18 MR. BROOKS: It's on.

19 COMMISSIONER EASLEY: Okay. Good. Thank you,
20 sir.

21 MR. BROOKS: My name is McIver Brooks and I live
22 at 6914 North Holiday Road in Jacksonville, ZIP Code
23 32216; telephone 904-725-9031. I came up here to
24 object to changes in the rates. It's the first time I
25 have ever appeared at one of these hearings, and I

1 said that I would testify to the truth insofar as I
2 knew it, which is scanty. And what I have I don't
3 pretend to understand all of this rate business that
4 they come up with in their letter, but my experience
5 has been that my telephone has hung on the wall here
6 in Jacksonville about 32 years ago and it's never
7 required any servicing, and the service that I got is
8 the service that I have, but the rates have gone up.

9 And I have never known the rates to decrease, and
10 whenever there's talk of some kind of rate decrease I
11 feel like that it's lost in the shuffle, that the
12 billing is eventually going to be more. And looking
13 at these figures on this rate increase, it says that
14 in my area of \$7.75 charge, a regular monthly charge
15 that's currently \$10.05. However, there's another
16 little charge of \$1 for touchtone, so that makes it
17 \$11.05. And then we have an access charge, a toll
18 access charge, which several years ago when they put
19 it in they said that's going to be \$1. Now it's
20 \$3.50. We have an additional access charge now of,
21 let's see, 10 cents on this bill, 10 cents. And, of
22 course, they have added 31 cents for that 911. That
23 makes our -- my charge for the basic telephone \$14.56.

24 We have the refund on there ordered by the Public
25 Service Commission of 55 cents, and then we have the

1 franchise charge. I never understood the franchise
2 charge. I don't have a franchise, but it's 21 cents.
3 Who has that franchise? I don't know. Federal tax,
4 43 cents. City tax, \$1.08. And then Florida gross
5 receipts surcharge, 18 cents. I don't understand
6 that.

7 Going over to the long distance calls, we have
8 Federal tax 15 cents, and again the Florida Gross
9 Receipts Tax, surcharge, 12 cents. They are chipping
10 our phone bill -- I mean chipping off at our pocket,
11 just gouging in there with these little percent
12 things.

13 I know that on my telephone for 40 years they
14 were charging me -- I guess, 40 years; I don't know
15 when they put the thing in -- 50 cents a month for
16 maintaining my line inside the house. They never in
17 all the time that I have had a telephone have been
18 required to service the line inside the house. I
19 didn't know that charge was in there until in recent
20 years they said I could dispense with it. I would
21 have dispensed with it 40 years ago.

22 And then there was a telephone rental. I believe
23 it was \$2.50 a month for having the telephone in the
24 house. I thought that was part of the service until
25 recently I discovered that they were charging me \$2.50

1 for the telephone. Of course, all the wires are no
2 good without the telephone. But as soon as I
3 discovered I could get my own phone I got it, but for
4 30 or 40 years I paid \$2.50 a month for my telephone.

5 So, you see, I don't understand all they are
6 doing. Maybe they do. Maybe you do. But everything
7 keeps going up, and this is the first time I have
8 objected, and I guess maybe they have gone up because
9 enough people didn't come down and object. And, of
10 course, the Commission is going to assume that if it's
11 all right with everybody it's all right, and you can't
12 complain about that.

13 Well, looking at these figures on this current
14 thing -- I didn't expect to talk so long, and I didn't
15 realize how nervous I was until I signed my name. It
16 looks like it passed it. Anyway, starting off with
17 the \$7.75 basic charge, and then adding the \$10 for
18 the surcharge, it generates \$17.75 compared to \$10.05
19 now. When you add on the dollar for touchtone it's
20 \$18.75.

21 I didn't go into on the discounts and the 8 cents
22 a minute call for expanded local service. I never
23 call Fernandina. I mean, if they reduced that to 2
24 cents an hour it would be of no benefit to me. I
25 don't call these places where these charges are going

1 to apply and where you are going to get a discount and
2 I don't think most of the people in Jacksonville do.

3 I don't understand the 20% option, either. So I
4 guess I'm just up here saying I don't understand. But
5 I'm sure that in the final analysis it's going to cost
6 me more for my telephone for the same service.

7 Now you can't live without your telephone now.
8 You've got to have it. And for people who are
9 house-ridden, who need their phone, 2 cents a minute,
10 if you're involved in public activities and you have
11 to call a lot of people, church activities and things,
12 and the calls go on and on. Women -- 2 cents a
13 minute? You won't have anything left for groceries.

14 Anyway, I guess that's about it, and I have
15 talked long enough. But I do think that the
16 Commission should really look into it and see what
17 it's going to cost the average citizen, which I am,
18 before they approve all of this. The hand is quicker
19 than the eye.

20 Now I appreciate Southern Bell and Telephone
21 Company. They have provided service, but it's been at
22 a cost. Thank you.

23 COMMISSIONER EASLEY: Mr. Brooks, hold on a
24 minute. I need to understand something. What was the
25 \$10 -- you said the 7.75, and then you talked about

1 the \$10 add-on. What is that?

2 MR. BROOKS: Well, here, on this expanded local
3 service option for Rate Group 9 they have a current
4 flat rate of \$10.05.

5 COMMISSIONER EASLEY: Oh. Okay.

6 MR. BROOKS: And then proposed optional expanded
7 rate 7.75.

8 COMMISSIONER EASLEY: All right. Now --

9 MR. BROOKS: Now, there will be -- on the
10 paragraph before that, there will be a useage cap of
11 \$10 for residences.

12 COMMISSIONER EASLEY: All right. Now, that's not
13 an add-on. That first \$10 you talked about was an
14 optional, if I understood you.

15 MR. BROOKS: Well, that's the current rate. It's
16 on the current bills.

17 COMMISSIONER EASLEY: Okay. But -- All right. I
18 think I understand.

19 MR. BROOKS: Okay. And so in looking at that and
20 extrapolating, and ignorance, why it came up to 17.75
21 plus \$1 for the touchtone. I don't understand why
22 they charge \$1 for touchtone.

23 COMMISSIONER EASLEY: Well, I'm afraid it's
24 because we told them to.

25 MR. BROOKS: That's another thing, I guess.

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1 COMMISSIONER EASLEY: Yes, sir, it sure is. And
2 one I would like to get rid of, too, to tell you the
3 honest Pete truth.

4 One of the things I negelected to say up front,
5 Mr. Brooks, and it might help you to know, that when
6 we do hold this hearing in Tallahassee many of the
7 kinds of questions that you raise will be raised not
8 only by the staff and by Mr. Shreve's office, but the
9 Commissioners themselves have the opportunity to ask
10 questions of the company witnesses and any witnesses
11 that are put on, and I think if you have the
12 opportunity to come over to those hearings I think you
13 will find that we get into some fair depth in making
14 the kinds of determinations that this case requires.

15 MR. BROOKS: Well, we'd appreciate it on the part
16 of the Commission if you're arranging the hearings
17 locally so we can come. It is kind of inconvenient to
18 move to Tallahassee for, you know -- you know --

19 COMMISSIONER EASLEY: I understand.

20 MR. BROOKS: -- dubious testimony.

21 COMMISSIONER EASLEY: Yes, sir.

22 Are there any other questions?

23 MR. BROOKS: Thank you, Southern Bell --

24 COMMISSIONER EASLEY: Mr. Shreve has a question,
25 Mr. Brooks.

1 MR. SHREVE: Mr. Brooks, I really agree with
2 everything you said. I do want you to understand, or
3 do understand, sir, that in this particular case Bell
4 is being brought in for a rate reduction. Now they
5 made some proposals on some changes in rates that are
6 different and have to be looked at very, very closely,
7 but hopefully in this situation we will come out with
8 a rate reduction. And that's where I think this is
9 going, and it should be.

10 MR. BROOKS: Well, --

11 MR. SHREVE: It's not that --

12 MR. BROOKS: Well, you take it out of here and
13 say this is a reduction, and then take it out of the
14 other pocket for the services.

15 MR. SHREVE: Oh, I agree with you. That's what
16 you have to watch. It shouldn't be just moved from
17 one place to the other. There should be an overall
18 revenue reduction for the company.

19 COMMISSIONER EASLEY: Mr. Brooks, let me tell you
20 something: Mr. Shreve represents you in Tallahassee
21 for the company.

22 MR. BROOKS: I appreciate it.

23 MR. LACHER: Quite effectively, too.

24 MR. BROOKS: The proof to us will be when we get
25 the bill for the next 10 years, and we can't figure it

1 out.

2 COMMISSIONER EASLEY: Thank you for coming.

3 MR. ANTHONY: Commissioner Easley --

4 COMMISSIONER EASLEY: Yes, sir? You want to turn
5 on your mic?

6 MR. ANTHONY: Is it on now?

7 COMMISSIONER EASLEY: Yes.

8 MR. ANTHONY: Mr. Brooks, if you would like, we
9 can have somebody contact you and explain all those
10 different items on your bill so you can understand
11 exactly what each of those items represents. We can
12 have somebody contact you, if you would like, to have
13 that --

14 MR. BROOKS: Well, it probably wouldn't be
15 productive. Thank you anyway.

16 COMMISSIONER EASLEY: Thank you, sir.

17 Call your next witness, Mr. Shreve.

18 MR. SHREVE: Yes, ma'am. Mr. Lee.

19 MR. LEE: My name is Bruce Lee and I live at 1613
20 Belmonte Avenue, and I am a pastor here in
21 Jacksonville and I have a few elderly people that I
22 deal with, and I think that the proposed options for
23 those that do not use the phone very much is a step in
24 the right direction, and I would urge the Commission
25 to continue pressing for that.

1 And Mr. Shreve, I'm sure, is very capable in his
2 position and that they will continue to move in that
3 direction. And I appreciate Southern Bell's role in
4 that also. And I'm here to urge that we continue
5 going that way and finding ways of helping those
6 especially on fixed incomes and those who are disabled
7 and so on and so forth. Thank you.

8 COMMISSIONER EASLEY: Thank you very much, sir.

9 Next witness, Mr. Shreve.

10 Thank you, Mr. Lee.

11 MR. SHREVE: Mr. Lawless.

12 MR. LAWLESS: My name is Andrew Lawless and I
13 reside at 10028 Lake Lamar Court in Jacksonville,
14 Florida at 32256. I am a practicing veterinarian here
15 in Jacksonville, and my business telephone is
16 641-2230.

17 Ms. Easley and Mr. Shreve, I would encourage you
18 to continue your efforts to reduce Southern Bell's
19 rates, and I would also encourage you to reduce them
20 to the full extent the law will so allow you to do.
21 Mr. Lacher has stated that his company has the utmost
22 concern for the services that he provides and his
23 company provides for the citizens of Florida, and I
24 have not received that service. My service at my
25 business has been terminated or interrupted on two

1 different occasions without notice.

2 I have also had my service terminated as recently
3 -- interrupted as recently as this week with a written
4 notice that we received after having been in receipt
5 of our telephone bill for less than 30 days. I am, of
6 course, very upset with the service that I have
7 received. It has been such an ongoing problem with my
8 business since March of 1991 that I have had to retain
9 counsel because of the numerous interruptions to the
10 service in my business.

11 I am prepared tonight to discuss specifics with
12 you, Ms. Easley, as Commissioner. I am also prepared
13 to provide copies of many -- of letters and of phone
14 bills and -- since the beginning of March, '91 when
15 this problem developed.

16 Essentially I would just encourage you all to
17 please continue your move for rate reductions. I have
18 myself unfortunately had to retain counsel and have
19 spoken to know less than 12 people in the last 15
20 months trying to resolve our problems, and every time
21 we get to a resolution, trying to get a resolution, we
22 are shifted to another person. White pages
23 representatives represent themselves as being able to
24 handle the problem, and when they realize that they
25 are not going to handle it they shift it to the yellow

1 pages' problems. The yellow pages then shifts it back
2 to the white pages.

3 I have the names and the approximate locations of
4 all 12 employees of the Southern Bell company that we
5 have spoken with.

6 COMMISSIONER EASLEY: Doctor, let me ask you a
7 question. I pretty well had it clear in my mind what
8 I was going to say until you said, "I retained
9 counsel." At what stage of the game are you with
10 legal counsel? Have they actually filed anything?

11 MR. LAWLESS: No, they have not.

12 COMMISSIONER EASLEY: All right. Then I am going
13 to ask the company to get with you right after this
14 hearing. There's also a representative from our
15 Consumer Affairs Department. I would like him to
16 attend that little conference that you're going to
17 have right after this meeting and I'm going to ask for
18 a written report from the company as to this
19 situation.

20 I think it would be premature to enter what you
21 have into this record, but I would ask that you give
22 those to the Consumer Affairs Department and furnish
23 -- if you have an extra copy, furnish a copy to the
24 company as well.

25 MR. LAWLESS: Thank you, Ms. Easley. I would

1 like to do that. I hope it's in your power to do so,
2 that you encourage Southern Bell to provide a
3 representative of the company that makes decisions
4 that are binding and that can resolve the problem for
5 us.

6 COMMISSIONER EASLEY: I think we just took care
7 of it.

8 MR. LACHER: We have that.

9 COMMISSIONER EASLEY: They have written it down,
10 as a matter of fact, as we speak.

11 MR. LAWLESS: And I appreciate the opportunity to
12 address you and Mr. Lacher.

13 MR. SHREVE: Your Honor, if I could, I would like
14 to get a copy.

15 COMMISSIONER EASLEY: Oh, sure.

16 MR. SHREVE: And if it doesn't work out to your
17 satisfaction, if you'll contact me I'll make sure that
18 the details, which are not being put in the record at
19 this time, are put into the record for this case.

20 MR. LAWLESS: Thank you, Mr. Shreve.

21 COMMISSIONER EASLEY: Thank you. Yes, sir.
22 Is there anyone else, Mr. Shreve?

23 MR. SHREVE: That's all we have right now.

24 Is there anyone else who would like to talk?

25 COMMISSIONER EASLEY: Were you sworn in at the

1 time?

2 A WOMAN: No.

3 COMMISSIONER EASLEY: Let me do that. In this
4 matter before the Public Service Commission do you
5 swear to tell the truth, the whole truth, and nothing
6 but the truth?

7 A WOMAN: I do.

8 COMMISSIONER EASLEY: Please state your name and
9 address for the Court Reporter, please.

10 A WOMAN: I'm Trudy Pascucci, P-A-S-C-U-C-C-I.

11 COMMISSIONER EASLEY: Thank you.

12 MS. PASCUCCI: My address is 11047 Peppermill
13 Lane here in Jacksonville, and my telephone number is
14 260-4996, and one of the things I did not hear
15 addressed this evening at this meeting was -- other
16 than what the gentleman had to say prior to my coming
17 up here is this: I own a very small business here,
18 and from what I understand -- and a lot of this
19 information that was mailed not only to my business
20 regarding this meeting, but also the green sheet that
21 we all received, it's very confusing and very complex,
22 and I'm sure that the people with a much higher
23 intellect than mine would have difficulty
24 understanding all of this, but what I'm here to say is
25 that a small business in the economic situation that

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1 we have all had to live with for a while, and then
2 also very large businesses who have stockholders to
3 deal with, if I'm going to be charged 2 cents per
4 minute -- and currently my average bill is around \$86
5 a month, and that's inclusive, other than any long
6 distance phone calls that I incur, and obviously those
7 are by the minute; most of my phone conversations are
8 local so that my long distance calls are at a very
9 nominal rate. I did some very, very rough
10 calculations prior to my coming here this evening, and
11 I want to know how you, Southern Bell, are going to
12 accept less money when I'm a small business and I'm
13 here to make money? From information that I am
14 capable of comprehending, and my calculations, and
15 again this is a very rough calculation, I'm looking at
16 an increase, not a decrease of about \$600 a year.

17 Again, I'm a small business, and I want to know
18 how you're managing or how you intend to make my costs
19 much less? And there are thousands of small
20 businesses here in Jacksonville that are going to face
21 the same issues that I'm facing, and this agenda has
22 not brought these answers to light, and I would like a
23 further explanation on how you intend to run your
24 company and put less money into your coffers? I am
25 confused and I would like the answer this evening.

1 Thank you.

2 COMMISSIONER EASLEY: Thank you. I appreciate
3 it. Normally we don't have counsel to respond.

4 Mr. Shreve, you want to help with that, or does
5 the company wish to answer?

6 I'm going to pass this hot potatoe around.

7 MR. ANTHONY: Well, the first thing I would like
8 to mention -- I'm sorry, your name is Pascucci?

9 MS. PASCUCCI: Pascucci.

10 MR. ANTHONY: -- Ms. Pascucci, is that the plan
11 is an optional so that if you don't think it's the
12 right plan for you, given the balance of the number of
13 local calls you make and calls you make outside of
14 your local calling area out to 40 miles, then you
15 shouldn't take the plan. You should stay with what
16 you have. So it's something that you can analyze, and
17 if the Commission approves this plan you'll have a
18 choice. It won't be mandatory. It's something you
19 can decide not to take if it's not appropriate for
20 you.

21 As far as the question about Southern Bell's --
22 as I understand your question, Southern Bell asking
23 for lower rates in a time when other things are going
24 up, the company has tried to be very efficient over
25 the last two years. It had an incentive regulation

1 plan and it tried to produce efficiency. And I won't
2 get into all the nuances of the regulatory system, but
3 because of that we think we can operate and get a fair
4 return with these reductions because of those
5 efficiency and these services that were brought to the
6 public, so that's how we think we can accomplish that.

7 I hope that answers your question.

8 COMMISSIONER EASLEY: Also I'm sure the company
9 has other people here would will be happy to answer
10 the questions after the hearing as well.

11 Mr. Shreve?

12 MR. SHREVE: If I may.

13 COMMISSIONER EASLEY: Turn you on.

14 Mr. SHREVE: I never turned it off.

15 COMMISSIONER EASLEY: Now.

16 MR. SHREVE: This entire case at this point is
17 misleading in the way it's been set up. This not a
18 case where Bell filed for a rate increase, which is
19 what you would normally run into when you receive this
20 type -- the type of notice and explanations that were
21 sent out to you by Southern Bell. What really
22 happened in this case was our office, AARP, and the
23 Attorney General's Office petitioned to bring Bell in
24 and lower their revenues because in our opinion, and I
25 think we will be able to show that they are earning a

1 great deal more than they should be earning.

2 Bell told us they did not want to come in. The
3 Commission ordered them to file. What has been filed
4 is what Bell wanted to file. Our part of the case
5 hasn't come forward yet. They are putting this on the
6 table in these different -- some of the things that
7 they have filed are very controversial and the public
8 needs to be heard from. They are controversial to a
9 certain extent here, but some of them are very
10 controversial in southern Florida, and the public
11 hearings will bring all of that out. These things may
12 not be approved at all. These are Bell's proposals
13 with Bell's calculations as to what they will make,
14 costs and so on.

15 What they are really coming up here with now, and
16 I want to be clear about it, the \$60 million that they
17 are talking about in reduction is not really \$60
18 million in reductions of their revenue. 47 of that
19 already belongs to you and it is on your bill as a
20 credit now. And Mr. Lacher pointed that out, and I
21 want to make sure -- they are not coming in saying,
22 "We are going to give up \$60 million. They are
23 talking about 13 million. That's a net. 13 million
24 is not even close to what their rate should be
25 reduced, from our standpoint, and we are going to be

1 able to show that, I think.

2 But then the question comes back, Why are your
3 rates going to be increased? This option that they
4 are talking about has been proposed by Bell in the
5 past, and the Public Service Commission will have to
6 make the final decision on this. It's really a local
7 as opposed to a local measured service, what you were
8 talking about, the 2 cents per minute, and at a
9 certain distance 8 cents per minute. That is an
10 option here. You have that option being available as
11 proposed economically it will have influence on the
12 rates in the future once it's started, and that's what
13 we are going to have to hear from the public on. But
14 these rates, or these proposals have not been approved
15 by the Public Service Commission. This is Bell's
16 requests or filing.

17 The problem I have with it is nobody has really
18 been told why we are really here, and it's here for a
19 rate reduction. If you take the notices that were
20 sent out by Bell, it looks like, "Hey, guys, here we
21 are. We are going to be cut by \$60 million." That's
22 not the case. They are forced in for a rate
23 reduction. They are also asking for an incentive or a
24 rate cap plan. The reason they are willing to cap
25 their rates is because their rates should be coming

1 down and they shouldn't be going up, and these are
2 things that are going to be brought out in this case.
3 And there's been nothing decided at this point. All
4 you have before you is Bell's proposals.

5 COMMISSIONER EASLEY: Thank you.

6 MR. BROOKS: Could I ask a question?

7 COMMISSIONER EASLEY: Mr. Brooks, I'm going to
8 allow you -- normally we don't get into this because
9 the Court Reporter has trouble hearing you. Speak up
10 and I'll allow one question, or you can go to that
11 microphone if that will help.

12 MR. BROOKS: Well, I had two questions.

13 COMMISSIONER EASLEY: Come on, "The truth as you
14 know it," come on over here.

15 MR. BROOKS: I really had two questions. The
16 first one was if the option plan is approved and they
17 get their foot in the door with that, will they come
18 back? I'm sure they will later, and then we won't
19 have an option.

20 And the second question is: If they are going to
21 have a rate reduction, why isn't it across the board
22 on the current rate?

23 That's it.

24 COMMISSIONER EASLEY: Thank you, sir. Actually
25 none of -- none of that can happen without approval by

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1 the Public Service Commission. If an optional plan is
2 approved, it cannot be changed again without our
3 approval. It would require another hearing and you
4 would have another opportunity.

5 In any event, once any rates are set, that's what
6 the company will live with until we change them, "we"
7 being the five Florida Public Service Commissioners,
8 only after public hearing, and only after testimony,
9 extensive testimony. So it's not something they can
10 ask for and get like that, one way or the other.
11 Okay.

12 MR. SHREVE: Mr. Brooks, you're right. And one
13 of the things that's going to be heavily contested in
14 this is what should happen to the reduction? And your
15 question is why shouldn't it be across the board so
16 everybody receives it. The \$47 million that is
17 reflected in this credit on your bill right now was
18 won in the last rate case on some issues that were
19 extended beyond the time, so that's 47 million that
20 should have come out of the revenue originally.

21 It also added up to that \$100 million, which was
22 the infamous \$100 million we wanted to get back
23 because the rate payers paid in more than -- not that
24 the Commission had ordered, but that they were
25 entitled to under the rate case. That \$47 million is

1 a hangover. So when that 55 cent -- I believe that 55
2 cents -- is removed from your bill, your bill is going
3 to come up by that amount.

4 There will be a great deal of argument in this
5 case, I'll guarantee you, that if we give them a
6 larger rate cut, or a larger revenue cut than has been
7 proposed by the Commission -- by the company, then
8 there will be a large argument as to how that is cut
9 and where it goes, and who gets the cut, whether it's
10 a cross the board or not.

11 COMMISSIONER EASLEY: This hearing will take two
12 weeks. That's what has been set aside in Tallahassee,
13 and many of the arguments you heard night, the
14 discussions you have heard night will be explored
15 indepth at that time. To give you a little feel for
16 it, it's much like a circuit court trial, I guess, as
17 anything without being circuit court. It is very
18 formal. It is very indepth and there's cross
19 examination. It's Just exactly like a trial, other
20 than Perry Mason who is not there, thank goodness.
21 But it's not the normal public hearing type of setting
22 that you would see at the county commission or the
23 legislative delegations. It's not like that at all.
24 It is much closer to a civil trial than any other
25 procedure, which is one of the reasons why we have

1 this rather formalized with sworn testimony by the
2 public so that it can be in that record.

3 I am not commenting specifically at this point on
4 some of those issue for that reason. I cannot
5 comment on some of those issues, and I cannot make a
6 decision on some of those issues until after the
7 hearing and all the evidence is in, and then the five
8 commissioners will decide.

9 Anybody else, Mr. Shreve?

10 MR. SHREVE: We do. We have Mrs. Blanton.

11 (No response from the audience).

12 COMMISSIONER EASLEY: Was there anyone else who
13 wished to speak?

14 Yes, sir?

15 A MAN: I would like to ask a question. I have
16 been sworn in.

17 COMMISSIONER EASLEY: You have?

18 A MAN: Yes, I have.

19 COMMISSIONER EASLEY: All right, sir. Give us
20 your name and address.

21 A MAN: Ross Fussell, 6730 Renie Terrace. My
22 telephone number is area code (904) 724-8093.

23 COMMISSIONER EASLEY: Is that Fussel, F-U- --

24 MR. FUSSELL: F-U-S-S-E-L-L.

25 COMMISSIONER EASLEY: I even spelled it right.

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1 Thank you, sir.

2 MR. FUSSELL: I am looking at a telephone bill
3 here and it says telecommunications access system
4 surcharge. Although it's very little, but
5 telecommunications means to me something like
6 television on your telephone, or in this regards, so
7 in reduction of this price I kind of look at the city
8 taxes here and they say they are not going to raise
9 taxes, but they raise your property instead so you do
10 have another increase. So I do know that Southern
11 Bell is in the process of having television put
12 through their telephone lines sort of like your
13 Continental Television Company, and so forth and like
14 that. What is going to keep them from coming back and
15 saying, "Hey, we have got to have more money"?

16 COMMISSIONER EASLEY: Again, they cannot do that
17 without asking us first, and they have to spell it
18 out. Your television is not coming in on your
19 telephone line here yet.

20 MR. FUSSELL: But it's in the process.

21 COMMISSIONER EASLEY: But it's still got to come
22 through us first. If that helps.

23 MR. SHREVE: Mr. Fussell, that argument that you
24 -- that question that you raised has already been a
25 large part of the argument in the last case, and it

1 may very well develop in this one as to whether or not
2 Southern Bell is making an investment that will allow
3 them to move into that area.

4 MR. FUSSELL: I'm kind of like Mr. Brooks,
5 there's a lot of different charges on here that nobody
6 really knows what they are, and there's a lot of extra
7 taxes on here and we still don't know what they are.
8 For instance, we do know that Southern Bell and them
9 broke up, and we have a franchise tax on here, and
10 they own the line, so why are we being taxed for it?
11 It's different things like that.

12 COMMISSIONER EASLEY: Well, I'm going to ask you
13 to get with the company, because frankly some of those
14 charges are Federal and State and local taxes over
15 which even we have no control. But let them after--

16 If you would, Mr. Brooks, get with the company.
17 I think they can do about a five-minute rundown on
18 that bill with you and give you a little better idea
19 what they represent. Some of those on -- one of the
20 reasons they are listed separately is because they are
21 imposed by somebody else besides us.

22 MR. FUSSELL: Thank you.

23 COMMISSIONER EASLEY: Yes. Thank you.

24 Anyting else, Mr. Shreve?

25 MR. SHREVE: There's one. Is Vicki Thomas here?

1 She said, "perhaps." Did you want to speak?

2 MS. THOMAS: Yes, sir.

3 COMMISSIONER EASLEY: Ms. Thomas, you were not
4 sworn in, were you?

5 In this matter before the Public Service
6 Commission do you swear to tell the truth, the whole
7 truth, and nothing but the truth, so help you God?

8 MS. THOMAS: I do.

9 COMMISSIONER EASLEY: Thank you.

10 MS. THOMAS: My name is Vicki Thomas. I live at
11 7068 Ponce de Leon Avenue, Number 3, Jacksonville,
12 Florida. My number is 737-2993. I am a minister in
13 the church and I know that this option that they are
14 offering would not work for me because I make lot of
15 phone calls from my home. But I also feel that this
16 company is not to be trusted from what we are hearing
17 in the last couple of years about Southern Bell, and I
18 really want to urge the Commission to really, really
19 look into this matter before anything is approved
20 because I do not feel that we can take Southern Bell
21 at their word. And I don't feel like it's a company I
22 can trust. And I wish that I had an option for my
23 local phone choice.

24 Thank you.

25 COMMISSIONER EASLEY: Thank you very much.

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1 Anyone else wish to testify?

2 Mr. Shrever, would you like to take a 5- or
3 10-minute break to see if anybody else comes in that
4 wishes to testify?

5 MR. SHREVE: I thought you were going to ask me
6 if I wished to make some more comments.

7 COMMISSIONER EASLEY: No.

8 MR. SHREVE: That will be fine.

9 COMMISSIONER EASLEY: All right. We will take
10 our break and then we will resume and see if anyone
11 else wishes to the heard.

12 (Brief recess).

13 MR. SHREVE: Is there anyone else that would like
14 to testify? Anyone else?

15 (No response from the audience).

16 COMMISSIONER EASLEY: We will reconvene the
17 hearing. Mr. Shreve, it's my understanding that no
18 one else wishes to testify?

19 MR. SHREVE: Right.

20 COMMISSIONER EASLEY: With that I want to thank
21 those of who did come and participate. I encourage
22 you to take the green sheet with you. For those of
23 you who did not testify, even of though who did, if
24 you wish to mail in further comments, please do not
25 hesitate to do so.

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Thank you very much for being here tonight. Good
night.
(Whereupon, the proceedings were concluded at 7:05 p.m.)

---oOo---

C E R T I F I C A T E

STATE OF FLORIDA)
 COUNTY OF DUVAL)

I, Patricia H. Vierengel, a Notary Public in and for the State of Florida at Large, hereby certify that pursuant to Public Notice and order of the Public Service Commission I sat at the Jacksonville Civic Auditorium, Little Theater, 300 Water Street, Jacksonville, Florida, commencing at 6:00 p.m., and was attended by Commissioner Betty Easley, Harris R. Anthony, Esquire; John K. Adams, Esquire, and the witnesses herein, McIVER BROOKS, BRUCE LEE, ANDREW LAWLESS, TRUDY PASCUCCI, ROSS FUSSELL and VICKI THOMAS, who were duly sworn and testified as shown herein, and the testimony and proceedings were transcribed under my direct hand and supervision via computer-aided transcription.

I further certify that I am not of counsel in said cause, nor interested in the outcome of the said cause.

I further certify that the original of the transcript has been mailed to the Florida Public Service Commission, Office of Public Information, 101 East Gaines Street, Tallahassee, Florida 32399-0867.

WITNESS my hand and official seal this 31st day of August, 1992, in Jacksonville, Duval County, Florida.

Patricia H. Vierengel

PATRICIA H. VIERENGEL, Notary Public in and for the State of Florida at Large. My Commission expires 3/31/93.

MARIE C. GENTRY, COURT REPORTER

FLORIDA PUBLISHING COMPANY
Publisher
 JACKSONVILLE, DUVAL COUNTY, FLORIDA

STATE OF FLORIDA }
 COUNTY OF DUVAL }

Before the undersigned authority personally appeared _____

Janie Likens _____ who on oath says that he is

Legal Ad Rep _____ of The Florida Times-Union,

a daily newspaper published at Jacksonville in Duval County, Florida; that the
 attached copy of advertisement, being a _____ Legal Notice

in the matter of _____ Notice of Public Hearing

in the _____ Court,

was published in THE FLORIDA TIMES-UNION in the issues of _____
 July 27, 1992

Affiant further says that the said The Florida Times-Union is a newspaper published at Jacksonville, in said Duval County, Florida, and that the said newspaper has heretofore been continuously published in said Duval County, Florida, The Florida Times-Union each day, has been entered as second class mail matter at the postoffice in Jacksonville, in said Duval County, Florida, for a period of one year next preceeding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

Sworn to and subscribed before me
 this 28 day of
July A.D. 1992

Mary A. Wald

 Notary Public,
 State of Florida at Large.

Janie Likens

My Commission Expires _____
 Notary Public, State of Florida
 My Commission Expires Feb. 7, 1994
 DA 444 Bonded Thru Troy Fain - Insurance Inc.

**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 Lifeline Plan.
 For the convenience of the public, the Florida Public Service Commission has also scheduled a service hearing as follows:
 Monday, August 3, 1992 - 6:00 PM
 Jacksonville Civic Auditorium
 Little Theater
 300 Water Street
 Jacksonville, 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, inquires should be directed to the Office of Public Counsel, c/o Florida House of Representatives, the Capital, Tallahassee, Florida 32399-1300.

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET 920260-TP Comp.
 EXHIBIT NO. 1
 COMPANY/ Sou Bell
 WITNESS: _____
 DATE: 8/3/92

FLORIDA PUBLISHING COMPANY
Publisher
JACKSONVILLE, DUVAL COUNTY, FLORIDA

STATE OF FLORIDA }
COUNTY OF DUVAL }

Before the undersigned authority personally appeared _____

Janie Likens _____, who on oath says that he is

Legal Ad Rep _____ of The Florida Times-Union,

a daily newspaper published at Jacksonville in Duval County, Florida; that the
attached copy of advertisement, being a _____
Legal Notice'

_____ in the matter of _____
Legal Notice

_____ in the _____ Court,

was published in THE FLORIDA TIMES-UNION in the issues of _____

August 02, 1992

Affiant further says that the said The Florida Times-Union is a newspaper published at Jacksonville, in said Duval County, Florida, and that the said newspaper has heretofore been continuously published in said Duval County, Florida, The Florida Times-Union each day, has been entered as second class mail matter at the postoffice in Jacksonville, in said Duval County, Florida, for a period of one year next preceeding the first publication of the attached copy of advertisement; and affiant further says that he has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

Sworn to and subscribed before me
this . . . 03 day of

. . . August A.D. 19 92

Notary Public,
State of Florida at Large.

Janie Likens

My Commission Expires

DA 444 My Commission Expires Nov. 29, 1994
Bosch's Title Insurance

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

Monday, August 3, 1992 - 6:00 PM
Jacksonville Civic Auditorium
Little Theater
300 Water Street
Jacksonville, 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, inquires should be directed to the Office of Public Counsel, c/o Florida House of Representatives, the Capital, Tallahassee, Florida 32399-1300.

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