

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of : DOCKET NO. 930173-TL

Petition by the residents of :
Polo Park requesting extended :
area service (EAS) between :
the Haines City exchange and :
the Orlando, West Kissimmee, :
Lake Buena Vista, Windermere, :
Reedy Creek, Winter Park, :
Clermont, Winter Garden and :
St. Cloud Exchanges. :

FIRST DAY - EVENING SESSION

VOLUME 3

Pages 229 through 310

PROCEEDINGS: HEARING

BEFORE: COMMISSIONER JULIA L. JOHNSON
COMMISSIONER DIANE K. KIESLING
COMMISSIONER JOE GARCIA

DATE: Friday, June 14, 1996

TIME: Commenced at 10:00 a.m.
Concluded at 7:40 p.m.

PLACE: Polo Park East Community Building
12525 US Highway 27
Davenport, Florida

REPORTED BY: ROWENA NASH HACKNEY
Official Commission Reporter

APPEARANCES:

(As heretofore Noted.)

DOCUMENT NUMBER-DATE

FLORIDA PUBLIC SERVICE COMMISSION 06924 JUN 27 8

FPSC-RECORDS/REPORTING

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

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

3 (Transcript continues in sequence from
4 Volume 2.)

5 COMMISSIONER JOHNSON: Ladies and gentlemen,
6 we are going to go ahead and start the proceeding
7 tonight. My name is Julia Johnson. I am a
8 Commissioner with the Florida Public Service
9 Commission.

10 And first I want to welcome you to our
11 afternoon session. We had a great crowd this morning
12 and some excellent testimony, and we're looking
13 forward to more of that with this group today.

14 For any of you who would like to speak,
15 there's sign-up sheet in the back there, and we also
16 have our special reports for you that tells you a
17 little bit about the case, what we're here to do. It
18 is tells you about the Commission and our proceeding.

19 Counsel, could you please read the notice
20 for this hearing?

21 MS. CANZANO: Pursuant to notice, in Docket
22 No. 930173, a hearing has been scheduled for this time
23 and this place.

24 COMMISSIONER JOHNSON: Okay. And I'm going
25 to have the parties go ahead and make their

1 appearances now. And after they state who they are
2 and who they represent, I'm going to have them stand
3 so you will know who is talking when they are
4 speaking.

5 **MS. WHITE:** My name is Nancy White. I
6 represent BellSouth Telecommunications.

7 **MR. WAHLEN:** I'm Jeff Wahlen. I represent
8 United Telephone Company of Florida and Vista United
9 Telephone of Florida. And I'd also like to introduce
10 Sharon Harrell who is in the back. She works for
11 United Telephone Company and she is available to
12 answer any questions that you may have.

13 **COMMISSIONER JOHNSON:** Did you all see
14 Sharon? She's the lady there in the pink suit.

15 **MR. GILLMAN:** Thank you, Commissioner. My
16 name is Tony Gillman. I'm representing GTE Florida.
17 I'm from Tampa. And there is a person from GTE, Sam
18 Daniels. And if you have any questions about your
19 service that is unrelated to EAS, he can answer those
20 questions.

21 **MR. HILKIN:** My name is John Hilkin. I live
22 in Polo Park West, and I'm representing the
23 petitioners. (Applause)

24 **MS. CANZANO:** And I'm Donna Canzano,
25 appearing on behalf of the Florida Public Service

1 Commission and with me is a technical Staff person
2 named Ann Shelfer.

3 **COMMISSIONER JOHNSON:** The Commissioner
4 seated to my left is Commissioner Joe Garcia. I keep
5 calling him Go. Go, Joe, go. (Laughter) We're
6 getting ready for the game tonight.

7 Again, I wanted to welcome you all here
8 today. The purpose of our hearing is to take
9 testimony from each and every one of you who would
10 like to testify. We're here about the petition that's
11 been filed. We'd like to hear your opinions, your
12 situations, any quality of service issue you might
13 have with respect to any of the companies here today
14 or any other matter that the Public Service Commission
15 handles. We are here to hear your concerns.

16 Our official process will be one where at a
17 certain point in time I will have you stand up and
18 you'll be sworn in. The reason for swearing you in is
19 because your testimony is actually an official part of
20 this record. It's recorded by our court reporter
21 there and it is part of the evidence upon which we
22 will base our decision. After you are sworn in and
23 you take your seat here to the right, to my right, to
24 your left, you can begin your testimony. After you
25 have stated your name and address and testify, I will

1 then give the parties an opportunity to ask you any
2 questions that they might have or the Commissioners or
3 Staff.

4 To the extent that you have questions, we
5 will try to address those. If there are questions for
6 the company, they may have representatives here who
7 will try to address your questions. And if there are
8 questions for the Commission, we will have our Staff
9 try to assist you in answering any questions we can
10 tonight. And if there are questions that we cannot
11 answer tonight, then we will find an answer for you
12 and we'll get back with you.

13 For those of you who don't want to actually
14 provide oral testimony, again, the Special Report
15 sheet, on the back side of that there's room for
16 written comments. And you can write those comments
17 and send those in to the Commission and those, too,
18 will be made a part of the record.

19 **MS. CANZANO:** I believe they'll be made part
20 of the correspondence file.

21 **COMMISSIONER JOHNSON:** Yes. Let me clarify
22 that. They'll be placed in the correspondence file in
23 our record. And we have done that with some earlier
24 testimony that was submitted, and we've placed in the
25 correspondence section of our records.

1 We also have some other Public Service
2 Commission employees here. Could you just raise your
3 hands for those citizens that may have questions.
4 Sandy is over to right. And Melinda, the lady that
5 greeted you when you came in, she will be available if
6 you have any questions or if you decide that you do
7 want to testify, you can hand her any information that
8 you might have with respect to your name or address,
9 and they'll forward that to us here.

10 Our court reporter will be working
11 diligently, so for that I ask that you speak into the
12 will microphone, and slowly. And to the extent that
13 we begin to go long into the night, we'll need to take
14 breaks so that she can regroup and prepare to record
15 your testimony.

16 And with that, for those of you who would
17 like to testify, if you would stand and I will go
18 ahead and swear you in.

19 It appears to be -- there may be a few
20 people who spoke this morning. What we'd like for to
21 you do, is for the courtesy of those who did not get
22 the opportunity to testify this morning, we'd like for
23 them to have the opportunity to go first. And if
24 there are those who testified this morning, but would
25 have supplemental testimony, we will take you after

1 the new witnesses come forward.

2 Could you raise your right hands.

3 (Witnesses collectively sworn.)

4 Thank you. You may be seated. Are there
5 any other preliminary matters?

6 **MS. CANZANO:** No, there are not.

7 **COMMISSIONER JOHNSON:** Seeing none, could
8 you please call the first witness. And I think that
9 would be Christopher Rudolph. Let me -- Mr. Roudolf,
10 if you could please come forward. This morning
11 Representative Tedder was here and he actually
12 provided testimony. Is it Tedder? Did I pronounce
13 that correctly.

14 **REPRESENTATIVE TEDDER:** Yes, you did.

15 **COMMISSIONER JOHNSON:** He came in this
16 morning, and he actually brought by the testimony on
17 behalf of all of his constituents. He expressed his
18 concerns, and he asked that the Commission take due
19 consideration with respect to all of the matters that
20 were pending before us, and we assured him that we
21 would and that we were, too, concerned about the
22 citizens here. And we were looking forward to hearing
23 from each and every one of them. And I'm sure his
24 office has additional comments for this afternoon.

25 You may be seated.

CHRISTOPHER RUDOLPH

1
2 appeared as a witness and, having been duly sworn,
3 testified as follows:

DIRECT STATEMENT

4
5 **WITNESS RUDOLPH:** Thank you, Commissioner.

6 I would like to thank Representative Tedder
7 for asking me to testify this evening. I actually
8 have a legitimate concern myself in that I am a
9 resident out here, and I thought I could provide some
10 valuable insight.

11 I would also like to thank John Hilkin. He
12 has been a wonderful resource for this community.

13 And I'd like to thank everyone with the PSC
14 for attending, because this is a long overdue issue in
15 the minds of many people out here.

16 The first thing I would like to say is that
17 I personally, as a resident out here, can count on
18 these hands the number of local calls I've made in
19 this area. Everything else is billed long distance.
20 And it's very frustrating for me, as it is for my
21 wife, who is pregnant currently, and we have a
22 two-year-old and she works. And sometimes she just
23 wants an adult voice to listen to or talk with. And
24 it's very disconcerting to know that she can't talk to
25 her friends in Orlando, or this side of the

1 attractions, because many of our friends work at the
2 attractions, without running up exorbitant bills.

3 Actually, it's cheaper for us to take our
4 cellular phone outdoors and dial a 407 area code on
5 our cellular phone, and it's actually cheaper to make
6 cellular call because we can pick up the 407 area,
7 thanks to cellular technology. And, likewise, our GTE
8 Mobile Net Service provider, we can pick them up here
9 as well. So cellular service is a bit more flexible
10 because of the transmission. It's still an expensive
11 way to go, but it does beat the local or the long
12 distance charges we have.

13 You know, the other thing that I deal with
14 is faxes, you know, the expense of faxes. You run
15 into a 10-page document that is very detailed and
16 takes some time to transmit, you know, I mean you are
17 talking some serious bucks on my local bill and it's
18 government business I'm tending to. You know,
19 computer internet, computer on-line services, we
20 utilize those. I run up personal bills on that.

21 And I think what's frustrating for most
22 people, if you've ever tried to dial information --
23 because our phone books are virtually useless here.
24 If you've ever tried to dial information to find out
25 what you need to know, it's very frustrating, because

1 not only do the county lines and the telephone service
2 areas converge here, but you have many other
3 government lines coming together here.

4 You have two or three water management
5 districts. And, of course, with the growing swamp,
6 it's very important that we be able to talk to the
7 water management districts about anything that we see
8 happening that may, you know, affect the quality of
9 the water.

10 We have a number of representative seats,
11 Representative Tedder is juse one. I think
12 Representative Edwards had a representative from her
13 officer here today, but you have Representative
14 Webster in Lake and Orange Counties. You have
15 Representative Stabins who is just a little further
16 west of him. Then the senate districts get confusing
17 and then congressional districts. It's, you know,
18 just trying to find out who you are supposed to talk
19 to with any particular government agency is very
20 difficult.

21 And one example is the dump trucks. We have
22 a dump truck problem out here. It seems like
23 everybody in a dump truck wants to be Mario Andretti.
24 You have to call the DOT district in Bartow and you
25 have to call the other DOT district that covers the

1 north side, Lake County and Orange County.

2 And, you know, if you are trying to get
3 through this government morass, you know, telephone is
4 the tool you use to do it. And it has become a
5 difficult tool to use for everyone out here, just to
6 get through.

7 And I guess the last thing I'd like to say
8 is I did talk to my wife before I came down here. She
9 has to work tonight. And she made me promise that I
10 would call her and I said, "Dear, you know that's
11 going to be long distance." Thank you. (Laughter)

12 **COMMISSIONER JOHNSON:** Thank you. Any
13 questions for Mr. Rudolph?

14 Mr. Rudolph, did you give us your address.
15 I didn't get that written down here.

16 **WITNESS RUDOLPH:** Okay. My home address is
17 133 Wexham Court. That's a Davenport mailing
18 address, although I live nowhere near Davenport. But
19 that's where I live, and it's right down the road and
20 you all are welcome to come by afterwards and play
21 with my little girl and wear her out so she'll go to
22 sleep.

23 **COMMISSIONER JOHNSON:** Thank you very much.
24 And the next witness is Lois D'Agostino.

25 **WITNESS RUDOLPH:** Thank you.

1 (Witness Rudolph excused.)

2 COMMISSIONER JOHNSON: The next witness is
3 Lois D'Agostino.

4 - - - - -

5 LOIS D'AGOSTINO

6 appeared as a witness and, having been duly sworn,
7 testified as follows:

8 DIRECT STATEMENT

9 WITNESS D'AGOSTINO: My name is Lois
10 D'Agostino. I live at 105 Oakpoint Place in
11 Davenport, but not really Davenport, Loughman,
12 whatever. Do you need the spelling on my last name?

13 COMMISSIONER JOHNSON: Yes.

14 WITNESS D'AGOSTINO: D'- capital A
15 G-O-S-T-I-N-O.

16 COMMISSIONER JOHNSON: Thank you.

17 WITNESS D'AGOSTINO: First, I would like to
18 thank you for your time. We were here this morning,
19 we were here this afternoon and we are here today.

20 We have just recently moved to this area
21 from the Kissimmee area, so we do all our business,
22 shopping and everything in Orlando. Therefore, our
23 phone bill is very big.

24 I'm employed by Orange County public
25 schools. My husband is employed by Disney. All of

1 our phone calls are long distance. I can't call
2 parents in the evening to talk with them about their
3 children because it costs too much money. I just have
4 to draw the line somewhere.

5 Again, all of our family and friends live in
6 Orange and Osceola Counties. Ninety percent of our
7 bill is long distance in the 407 area code. We
8 expected an increase, but we did not expect a drastic
9 increase. We got our first bill; it was \$100. I
10 couldn't believe it. I've never had a phone bill that
11 high, 40, 50. These were all in-state phone calls.

12 I'd like to emphasize -- we've heard a lot
13 about the people of Polo Park, but there are other
14 people out there who are affected by this. And that's
15 was one of the reasons I chose to testify. Everyone I
16 have spoken to in Oakpoint feels the same way, and we
17 have approximately 70 homes in Oakpoint; so that's not
18 a lot, but it's still a considerable amount.
19 Something has to be done.

20 During the technical hearing, one of the
21 attorneys asked why we don't do our business and
22 shopping in Haines City. Mr. Hilkin -- (applause)
23 Mr. Hilkin stated that the level of service is much
24 better in Orlando and Kissimmee. And I brought these
25 phone books as an exhibit, so you can see why we don't

1 shop in Haines City. Look at how much we have to
2 choose from in Orlando, Osceola and Seminole Counties.
3 This is Haines City and this is business and
4 residential. (Indicating) This is both. There is
5 nothing in Haines City for to us shop at, to eat.
6 That's why we go to Kissimmee. That's why we go to
7 Orlando. There is nothing there. There's a Wal-Mart
8 and a Winn Dixie and that's about it.

9 Also, I'd like to point out about the GTE
10 phone book. This is a book given to us by GTE which
11 has numbers that we are likely to call from our
12 calling area. There is a section in this phone book
13 which takes up about approximately 25% of the phone
14 book; that is Kissimmee, and it's all long distance.

15 That's the section of the phone book that's
16 Kissimmee. You can't dial any of these numbers
17 without dialing 1-407 first, but yet it's included in
18 our GTE Haines City phone book. (Applause)

19 We should not have to hesitate to pick up
20 the telephone. We shouldn't have to think twice about
21 calling our employers, our family, our friends and
22 other people. But, unfortunately, in our case, in my
23 husband and my case, we have no choice. And I'm sure
24 this is true for most other people. Not only do we
25 think twice, but we don't make the call any more. We

1 just make the call when we are in Orlando or we'll
2 call from work or we'll go to someone's house who is
3 eight miles down the road and use their phone where
4 it's a local call.

5 Thank you. That's all I have.

6 **COMMISSIONER JOHNSON:** Thank you. Any
7 questions?

8 **COMMISSIONER GARCIA:** Ms. D'Agostino, you
9 were here and heard some of the testimony earlier
10 today and you heard the lawyers going back and forth
11 with the witnesses. I wanted to ask you if this
12 required an additive to your phone bill, how do you
13 feel about that? What if they were to raise
14 everyone's rates by \$4 or \$5 to be able to have --

15 **WITNESS D'AGOSTINO:** I think that's very
16 fair. Because if you compare that as to 25 cents
17 call, I can't even begin to tell you how many -- well,
18 we have 48 out of 54 phone calls were to the 407 area
19 code; do 25 cents for each phone call there, you're
20 over \$5.

21 So, yes, I would much rather -- and for the
22 people that I spoke to, I called my mom, yes, long
23 distance, right before I came here and asked her, I
24 said, "Would you be willing?" And she said, "Yes, \$4
25 or \$5 more a month and then you don't have to worry

1 about, you know, after you go over that \$5. I think
2 people would be much happier with paying \$5.00 more a
3 month than what we have now. Thank you. (Applause)

4 **COMMISSIONER JOHNSON:** Thank you, ma'am.

5 (Witness D'Agostina excused.)

6 **COMMISSIONER JOHNSON:** Next witness.

7 **MS. SHELFER:** Holly Garmon.

8 - - - - -

9 **HOLLY GARMON**

10 appeared as a witness and, having been duly sworn,
11 testified as follows:

12 **DIRECT STATEMENT**

13 **COMMISSIONER GARCIA:** What happened to the
14 baby?

15 **WITNESS GARMON:** Hi, my name is Holly
16 Garmon. I live at 111 Durango Loop. That's
17 Davenport, Florida. And like many people here, we
18 have a Davenport address, a Loughman 911 service and a
19 Haines City phone number.

20 And I know when I first moved here I was
21 eight months pregnant with my first child, and it was
22 very frustrating to, number one, get a service hooked
23 up. And when -- we never received our first phone
24 bill because GTE had our billing address as Loughman,
25 and even though we have a Davenport mailing address.

1 In essence, they tried to cut our phone off because we
2 never got our bill that they had wrong on the address,
3 which is a very frustrating thing.

4 I am a mother and I work from home. And I I
5 am finding that that is a new thing into the future, a
6 lot of people working from home, and I'm finding it
7 very stifling, the phone bills, because my office is
8 located in Orlando. And when I moved down here I
9 knew, just like many people, it was going to go up.

10 Well, I moved from Atlanta. And I know that
11 it's pretty common, from what I'm understanding, that
12 Atlanta now has the largest toll-free calling area.
13 And -- I mean, they even have the two zip codes or
14 what have you, and you call around free.

15 And I had lived in Mississippi, and in
16 Mississippi we had a situation where we could choose
17 to have a Jackson phone number if we lived a little
18 bit too far out or we could choose to have an extended
19 calling range and increase our phone bill.

20 And then when I moved to Florida -- and I
21 really believe Florida to be much more progressive
22 than Mississippi, maybe not as progressive as Atlanta
23 -- but it has been very confusing to me why there
24 hasn't been some sort of a plan somewhere for to us
25 have a choice.

1 And, you know, the hearing today, I talked
2 with my neighborhood, many people couldn't come
3 because this being the first weekend pretty much for
4 summer vacation, a lot of people have left to go on
5 vacation and they weren't able to come here.

6 And I know that many people would not mind
7 paying \$4 or \$5 more. I know my basic phone bill in
8 Atlanta was more than what I pay here, but I really
9 enjoyed the services of calling in that whole extended
10 area of Atlanta and never having to worry about other
11 things. And I just really believe that -- I'm
12 thankful that you're hearing us, and I hope that
13 something can be done.

14 I'm not sure that without the ability to
15 have you to listen use that the local services would
16 have been as willing as what they were in Atlanta and
17 in Mississippi to really help us out. And I think
18 it's finally time that somebody helps, and I'm glad
19 that you are here. (Applause.)

20 **COMMISSIONER JOHNSON:** Thank you. Any
21 questions? Thank you ma'am.

22 (Witness Garmon excused.)

23 **COMMISSIONER JOHNSON:** Next witness.

24 **MS. SHELFER:** Karen Rowland.

25

1 and comfortable in dealing with in Orlando, and we
2 continue to patronize. We simply moved out here for a
3 better way of life.

4 A few specific examples that I would like to
5 give you. I did a lot of figuring with all the
6 numbers and phone bills that I've had. My average
7 monthly total bill is \$128. The highest bill that
8 I've had has been \$412. The lowest that I've had has
9 been 63. For average long distance I spend \$90 a
10 month, the highest being \$321 and the lowest being \$17
11 when I was out of town for three weeks out of that
12 month.

13 The average amount that I spent on 407 --
14 This is averaged in over 41 months -- has been \$47.65;
15 the highest, again, being \$262 and the lowest being
16 12.

17 If you also include calls that I made to a
18 very close friend of mine who lives five miles up the
19 road in the Greater Groves development -- I'm looking
20 for my average here right now -- I've spent
21 approximately \$50 in the last year alone calling
22 someone who, if I would drive five miles up the road,
23 I could probably drive there and spend less money on
24 gas than I would in calling.

25 It was stated earlier not to beat the dead

1 horse, but I simply don't call him. I simply just
2 drive and visit him on the way home from work, rather
3 than calling.

4 As single homeowner -- when I first moved
5 out here this area was very unpopulated. It has since
6 then been much more developed. But it's very scary to
7 know that there's no one you can call local just to
8 talk if you are -- the humbling moment here -- if
9 you're a little frightened, it's a little scary out
10 here after living in town. And if you're not used to
11 the area, it's very quite. I mean, you just can't
12 pick up the phone and call someone to say, "Hey,
13 what's going on?" without wondering on one salary can
14 I afford this phone bill. That's very frustrating.

15 Another example that I'd like to give you is
16 calling in state and calling out of state, I found out
17 by a fluke, can also be kind of interesting. On
18 December 2nd of 1993, I misdialed calling my friend up
19 in the Clermont area. And instead of dialing 904, I
20 dialed 304. It was during the evening, and I was
21 charged 20 cents a minute to call the 904 area code
22 and 15 cents a minute to call what happened to be
23 Charleston, West Virginia.

24 Also, just to update all of you. I'm sure
25 you're aware, but there are different charges to call

1 Orlando or Lake Buena Vista. I do work out at Disney,
2 and I am responsible for a lot of things that work. I
3 have a beeper. I get beeped at all hours of the day
4 and night. During the day to call Orlando it's 23
5 cents a minute and Lake Buena Vists it's 20 cents a
6 minute. During the evening it's 17 cents a minute to
7 Orlando and 20 cents to Lake Buena Vista. Funny how
8 it costs more to call closer. During the evening it's
9 13 cents to call Orlando and 20 cents to call Lake
10 Buena Vista. Thank you.

11 **COMMISSIONER JOHNSON:** Thank you. Any
12 questions? (Applause) Thank you very much.

13 (Witness Rowland excused.)

14 **COMMISSIONER JOHNSON:** Next witness.

15 **MS. SHELFER:** Victoria MacDonald.

16 - - - - -

17 **VICTORIA M. MACDONALD**

18 appeared as a witness and, having been duly sworn,
19 testified as follows:

20 **DIRECT STATEMENT**

21 **WITNESS MacDONALD:** Hi. I have more
22 comments than I have questions. I have a
23 19-year-old --

24 **COMMISSIONER GARCIA:** Ms. MacDonald.

25 **WITNESS MacDONALD:** Yes.

1 **COMMISSIONER GARCIA:** Why don't you say your
2 name and then your address, so that we can --

3 **WITNESS MacDONALD:** Vicki MacDonald, 140 Via
4 Del Sol, Davenport. Loma Del Sol is our subdivision

5 We just moved here from Michigan. It will
6 be a year this week. I brought a 19-year-old with me.
7 My husband retired down here with us and works now at
8 Disney with my daughter.

9 We've gone through the Disney costs and all
10 that, calling Lake Buena Vista where I live.

11 I have daughter who hasn't made many
12 friends. She's still travelling, you know, between
13 Tallahassee and here, and it takes a lot of money to
14 keep calling these friends that she has made in the
15 Orlando area, so she actually has her own calling
16 card. Because between her two jobs and dad working
17 and the income that we have, we're juggling funds
18 trying to make do for school. And if she wants to
19 call her friends, she has to use her calling card. So
20 it's kind of difficult.

21 I have a lot of long distance calls outside
22 the state, so I really haven't looked at, you know, my
23 bills, and I should, you know, as far as estimating
24 what I do call in Kissimmee and in Lakeland. But we
25 do call it.

1 The example with the yellow pages, when I
2 first moved here, I didn't know where I was going. I
3 still don't know where I'm going. I know where Disney
4 is and Lakeland is. And anything north or west of
5 that, I'm still a little confused.

6 So I'm almost afraid to dial, because I
7 don't know what the charges are going to be. Joe
8 always says use the access code, MIC access code if
9 you're going to call her. If you're going to call
10 home, use the 800 number. So my daughter is used to
11 dialing the 800 number because it's cheaper to do
12 that.

13 And a lot of times when you're in a hurry,
14 you know, you just -- while you're dialing your
15 number. Yesterday I went and got a ticket in
16 Lakeland. It cost me to call that -- long distance to
17 call Lakeland to, you know, find out where the travel
18 agency was and then it cost me \$5.00 in gas to get
19 there. So I'm only echoing, you know, everybody
20 else's feelings, I guess. But I just think it's kind
21 of ironic when you ask your kid, you know, "Gosh,
22 you've got to come down here and you've got to try to
23 make friends," but you can't call them, so you've got
24 to pay for it.

25 And I'm not getting any financial aid from

1 anybody, so on top of school, you know, I've got to
2 pay the bills, too. That's about it.

3 **COMMISSIONER JOHNSON:** Thank you. Any
4 questions? Next witness please.

5 (Witness MacDonald excused.)

6 - - - - -

7 **MS. SHELFER:** Ralph M. Nottoli.

8 **WITNESS NOTTOLI:** That's Ralph Nottoli. I
9 wasn't sworn in.

10 **COMMISSIONER JOHNSON:** Okay. We'll swear
11 you in.

12 **COMMISSIONER GARCIA:** Come over here,
13 because we can't get your testimony from there.

14 While Mr. Nottoli walks in, Commissioner
15 Johnson mentioned it before, but if you want to adopt
16 someone's testimony in whole or in part so you don't
17 have to repeat anything, that's more than acceptable.

18 **COMMISSIONER JOHNSON:** Are there any other
19 witnesses that are testifying that have not been sworn
20 in?

21 (Witness Nottoli sworn.)

22

23

24

25

RALPH M. NOTTOLI

1
2 appeared as a witness and, having been duly sworn,
3 testified as follows:

DIRECT STATEMENT

4
5 **COMMISSIONER JOHNSON:** And if could you
6 spell your name and state your address for the record.

7 **WITNESS NOTTOLI:** All right. My name is
8 Ralph Notolli, and that's N-O-T-T-O-L-I, and I live
9 over in Sunridge Woods. It's 507 Sunridge Woods
10 Boulevard, and the mailing address is Davenport, but
11 it's really Loughman or Laughman, whatever way you
12 want to pronounce it. And that is another issue we
13 should go through, but that is a telephone issue.

14 The issue that I've got -- I wasn't going
15 speak, but my best friend over here, Vicki MacDonald,
16 she just spoke and I want to back her up. It's a
17 shame that we have to be scared of using the telephone
18 in the United States. It's a real shame.

19 And I make a lot of calls to my son who
20 lives in New Port Richey. And I bought a cellular
21 phone for that reason because it's cheaper to call him
22 on the cellular phone than through the local phone in
23 my home.

24 We make a lot of long distance calls also to
25 Chicago. But that's neither here nor there. That's

1 another company. That's not GTE or Southern Bell.
2 But, anyway, I use an access code whenever I call my
3 son, because it's cheaper to use the access code than
4 go through GTE.

5 The reason I've got GTE is because I was
6 just moved in, and I didn't know maybe any better or
7 whatever. But that was one of the places that I went
8 to and I have gotten good service from them so far.

9 But like I said, the only comment I want to
10 make -- oh, and another thing I want to say, too, is
11 that when we requested a phone book from a telephone
12 company -- I forget which one it was -- from the
13 Orlando area, they were saying something about a
14 ridiculous price of a \$20-something.

15 **UNIDENTIFIED SPEAKER:** \$40.

16 **WITNESS NOTTOLI:** What was it?

17 **UNIDENTIFIED SPEAKER:** \$40.

18 **WITNESS NOTTOLI:** \$40 for a telephone book.

19 Now, I'm from Chicago. We never, never in my life
20 paid for a telephone book. And I've had six to eight
21 telephone books in the city of Chicago because there
22 were a lot of suburbs. But Illinois Bell and AT&T
23 down there gave us all the phone books that we wanted
24 at no charge. And for a while there we were returning
25 the other phone books and it came to a point where

1 they didn't want us to return them any more, they said
2 just throw them away. So it's ridiculous to pay \$40
3 to use somebody's service. It's really a shame.

4 And the only comment like I have to say is
5 that I'm sick and tired of being scared to use the
6 telephone in the United States. Thank you.

7 **COMMISSIONER JOHNSON:** Any questions?

8 I have a question for you. Just because I
9 wanted to be clear on one of the issues. You said
10 that you have a Davenport mailing address but you live
11 in Loughman?

12 **WITNESS NOTTOLI:** Yes. Right. A lot of us
13 do that. I'm sorry, I don't mean to interrupt you.

14 **COMMISSIONER JOHNSON:** Go ahead.

15 **WITNESS NOTTOLI:** I don't know why that is.
16 I guess we are going to have to get a petition one of
17 these days to change the mailing address. Somebody is
18 going to have to take it upon themselves and change
19 the mailing address, because it's really not
20 Davenport. If I told you I lived in Davenport and you
21 were looking for 507 Sunridge Woods, there's no way in
22 heck you would find it.

23 **COMMISSIONER JOHNSON:** Yeah, a lot of people
24 raised that issue this morning as one of their issues
25 and one of their concerns.

1 No, my question to you is with respect to
2 this address, if you mailed someone a letter, and it
3 had your address on it and it said "Davenport," and
4 you didn't give them a phone number, if they called
5 back to directory assistance and gave your name and
6 said "Davenport," would they reach you?

7 **WITNESS NOTTOLI:** I believe they would. I
8 believe they would.

9 **COMMISSIONER JOHNSON:** Okay.

10 **WITNESS NOTTOLI:** That I really don't know,
11 but I believe they would.

12 And there is one other comment that I have
13 to make, too. Also, on the telephone, sometimes when
14 I use my wireless, not my wireless phone but -- what
15 do you call it, the desk phone --

16 **COMMISSIONER JOHNSON:** Cellular?

17 **WITNESS NOTTOLI:** No, not the cellular
18 phone, but my cordless. I'm sorry. Thank you.

19 My cordless phone, a lot of times when I use
20 that, I'll get this "do-do-do-do-do," that you made a
21 mistake, and all that, and I know darn well that
22 didn't make a mistake. And that's kind of
23 frustrating, also. So I want to thank you.

24 **COMMISSIONER JOHNSON:** Thank you very much.

25 (Applause)

1 (Witness Nottoli excused.)

2 **COMMISSIONER JOHNSON:** Next witness.

3 **MS. SHELFER:** Charlie Weiner. Is it Weiner
4 or Wyner?

5 - - - - -

6 **CHARLIE WEINER**

7 appeared as a witness and, having been duly sworn,
8 testified as follows:

9 **DIRECT STATEMENT**

10 **WITNESS WEINER:** Hello. My name is Charlie
11 Weiner. That's W-E-I-N-E-R. My address is 212 Via
12 Del Sol, and that's Davenport, Florida; Loughman,
13 Davenport. It's kind of confusing. First of all, I'd
14 like to thank you for letting me speak.

15 And my comment is what constitutes long
16 distance? Where I live in Davenport, Florida, is on
17 the corner of State Road 27 and County Road 54. If
18 you call Winter Haven, Florida, that is approximately
19 18 miles away, that's a local phone call.

20 If you call Polk City, Florida,
21 approximately 18 miles away, long distance. That's in
22 Polk County. If you call Lakeland, that's about 28
23 miles, that's long distance. That's in Polk County.

24 Now, I chose to live in Polk County, but the
25 farthest I can call is Winter Haven for a local phone

1 call or Davenport or Haines City. And as soon as you
2 get out outside that those parameters, it's long
3 distance. Now, of course, all our services everybody
4 is saying is Kissimmee, Orlando. There is nothing out
5 here. That's why I chose to move out here.

6 Recently I just got a job at Disney. I've
7 been with them four months now. My phone bill was \$44
8 to call Lake Buena Vista, Vista-United, this month
9 alone. I got with my boss and I said, "Carrying this
10 pager is very expensive." Disney decided to pick up
11 my tab for calling work. It has escalated. My phone
12 bill was \$174 this month; \$44 alone is to Lake Buena;
13 Vista: \$18 was to Kissimmee. And you're looking at
14 another \$20-something just to Orlando. Just to call
15 the movie theatre over at Pleasure Island, you're
16 looking at spending something like \$2.40 to find out
17 how many eight movies are. There are no movie
18 theatres out here. The closest one is Pleasure
19 Island.

20 So what my theory is, where are the
21 parameters for long distance to start and stop. Does
22 the parameter just funnel out towards Winter Haven? I
23 understand that we're on the area code of 904 and 407.
24 I understand that does give us the jurisdiction to
25 call there, because it would be long distance because

1 it would be other phone services.

2 But just calling like our -- you know,
3 Bartow, that's our hub. That's where our county taxes
4 are. Why is that long distance?

5 If you lived in Orlando and you're calling
6 from Apopka to your county hub, that's the same amount
7 of mileage and that's not long distance. (Laughter)

8 You could be on the north side of Orlando
9 and you're going to call downtown to the county hall,
10 you're going to go 30 miles, 40 miles, make your phone
11 call, that's local. Why is it costing me to call my
12 county hub long distance to talk to the tax people,
13 the water people, whoever I have to talk to.

14 So I would like to understand how did the
15 constitution of long distance develop and why are we
16 just limited to Winter Haven, Haines City and
17 Davenport?

18 **COMMISSIONER JOHNSON:** Ms. Shelfer.

19 **MS. SHELFER:** First of all, expanded local
20 calling is not based on mileage. You may have some
21 areas that can call five miles, some that can call 50.

22 The way the rules are set up, in order to
23 get expanded -- and we call it expanded area service,
24 there is a qualifier and that is determined by how
25 many calls are made from a specific exchange to

1 another exchange.

2 Now, years ago, and I'm talking 30, 40 years
3 ago, there were some areas that had expanded area
4 service because it was just cheaper than providing the
5 manual operator, "Hello, may I help you."

6 But within the last ten years, the
7 Commission has been real specific about qualifying to
8 call a specific area. So if you were 20 miles away
9 and your calling rates met our rules, then you would
10 be balloted to determine if you were willing to pay
11 more to call that area.

12 County government has caused some problems
13 in areas. But, again, if the calling rates are there,
14 then the Commission has -- you know if it meets the
15 rules, they'll ballot the people and they'll make that
16 determination. So it's not distance sensitive. And,
17 you know, I know it's confusing, but the Commission
18 has to have some kind of criteria to set it because
19 everybody wants to call somewhere, but not everyone
20 wants to call the same place.

21 And there is a cost to provide the service,
22 and without some criteria to determine whether it's
23 warranted, there's a difference between, "I want it"
24 and "I need it."

25 And basically what you are doing today is

1 you are telling the Commissioneres, "I need it and
2 this is why," and that will give them some, you know
3 evidence and criteria to determine whether this is a
4 valid reason to do it. Does that help?

5 **WITNESS WEINER:** Yes, I understand. I just
6 wanted to clarify how distances within Polk County,
7 not going to Orlando or Kissimmee, is long distance.
8 That's what I was --

9 **MS. SHELFER:** I remember the Apopka/Orlando
10 one. Their calling rates qualified -- I mean, it
11 wasn't just given because they wanted it. There was a
12 traffic study conducted and they met specific criteria
13 to get what they got.

14 **WITNESS WEINER:** Okay. Thank you.

15 **COMMISSIONER JOHNSON:** Any other questions?

16 **WITNESS WEINER:** No, that's it.

17 **COMMISSIONER JOHNSON:** Thank you. Next
18 witness?

19 (Witness Weiner excused.)

20 **MS. SHELFER:** Warren Becker.

21 **COMMISSIONER JOHNSON:** Mr. Becker.
22
23
24
25

1 **WARREN BECKER**

2 appeared as a witness and, having been duly sworn,
3 testified as follows:

4 **DIRECT STATEMENT**

5 **WITNESS BECKER:** Warren Becker, 901 Polo
6 Park Boulevard, Polo Park, Davenport, Florida.

7 Upon checking my last telephone bill, I
8 would like the people in the audience to take a
9 special notice of the amount of minutes and the
10 amounts. These are calls made to family members:
11 Polo Park to Orlando, Florida, 38 minutes -- and these
12 are all night calls, night calls -- \$5.32; Polo Park
13 to Kansas City, 32 minutes, \$4.80; Polo Park to
14 Ackley, Iowa, which is 40 miles west of Waterloo, 30
15 minutes for \$4.50. Now it seems strange within an
16 eight-minute time period, that Orlando is that much
17 more costly from here than it is to the out-of-state
18 calls. And that's all I have to tell you. (Applause)

19 **COMMISSIONER JOHNSON:** Thank you very much.
20 Any questions?

21 **MS. SHELFER:** Commissioners, I just want to
22 clarify something. On your monthly bill each month
23 you pay a \$3.50 charge. That's a federal charge.
24 It's called subscriber line charge. That is the
25 opportunity to have access to interstate. It also

1 helps reduce and subsidize the interstate rates which
2 makes them lower.

3 Florida could have chosen to also place on
4 your bill a subscriber line charge which they didn't.
5 So I guess my point is you are already paying \$3.50
6 for the interstate whether you are using it or not.

7 **WITNESS BECKER:** I'm still getting cheaper
8 rates out of state, though, than I am from here to
9 Orlando.

10 **MS. SHELFER:** Yes, sir. And the \$3.50 helps
11 to keep those down. I just wanted to bring that to
12 your attention.

13 **WITNESS BECKER:** Thank you.

14 **MS. SHELFER:** Thank you, sir.

15 (Witness Becker excused.)

16 **COMMISSIONER JOHNSON:** Any other witnesses?

17 **MS. SHELFER:** Yes. Grant Dobbs.

18 - - - - -

19 **GRANT DOBBS**

20 appeared as a witness and, having been duly sworn,
21 testified as follows:

22 **DIRECT STATEMENT**

23 **WITNESS DOBBS:** Everybody is from Davenport,
24 but I'm from Kissimmee at the Linfield subdivision.
25 My name is Grant Dobbs, D-O-B-B-S. I live at 2791

1 Picadilly Circle. I'm out here on the very west
2 corner of Kissimmee but my address is Kissimmee -- of
3 Osceola County, I mean.

4 And I can call down the road one mile west
5 of my house and I have to dial 1. But I can call down
6 to Kissimmee without dialing the area code and the 1.
7 And every local call I make is 25 cents, and I've
8 lived in many metropolitan areas and never have I paid
9 for local calls. That's my complaint.

10 And my question is why is this so? Is it
11 because the telephone company inflates the prices
12 because of the area I live in, Disney World? Is it
13 because it's a tourist area and everybody has to pay
14 the price?

15 **MS. SHELFER:** No, sir. The 25-cent calling
16 rate that you're referring to is throughout the state
17 of Florida and not just specific to Kissimmee. The
18 25-cent plan was developed in areas that did not meet
19 our rules for flat EAS, but they had substantial
20 calling where the Commission believed they warranted
21 some form of toll relief to relieve them from the
22 per-minute long distance rate. So the 25-cent plan
23 was developed for areas such as Kissimmee, which was
24 one of the first areas to have 25-cent calling. It's
25 been very popular because you are only billed for it

1 if you choose to use it. In your area, too, it is a
2 form of local calling. And it doesn't increase your
3 basic service rates in order to have it. And you only
4 pay it when you use it.

5 **WITNESS DOBBS:** Well, that's true for all
6 phone calls, you only pay when you use it.

7 **COMMISSIONER GARCIA:** In Florida you don't.
8 In Florida you don't, only when -- your basic service,
9 you pay a flat rate if you stay within your local
10 area. I guess you are a good example to point out
11 where we're at.

12 Kissimmee was one of the first to do this,
13 because the problems that everyone is having here,
14 they were having there a few years back. And that was
15 the solution there, so that you could call into
16 Orlando. They developed that price system so that
17 people in the Kissimmee area could still communicate
18 into the city without having to pay those long
19 distance charges that are now being suffered by the
20 people from Davenport or Loughton, or whatever city it
21 is in the surrounding areas. I mean, If they don't
22 know where they live, I know even less. But what we
23 try to do is find a solution for that. Kissimmee was
24 one of the first that we found a solution, and that's
25 why you've got that type of calling plan.

1 **WITNESS DOBBS:** I thought Kissimmee would be
2 in first because of the tourist area, and then all the
3 other areas followed suit later on.

4 **COMMISSIONER GARCIA:** Well, the growth, I'm
5 sure, came from there first.

6 **WITNESS DOBBS:** I'm familiar with -- I mean,
7 I'm used to paying -- getting toll calls free in a
8 surrounding radius, say, of 15 miles. If I go west a
9 mile, I pay long distance. I can go east for maybe
10 ten miles and then it's local. So once you cross the
11 border into another county, you've got to pay long
12 distance, I suppose.

13 And we're in a quad cornered area here of
14 four counties. So, it's really confusing who you can
15 call and call it local until you get your bill, then
16 you know.

17 **MS. SHELFER:** Yeah. You do have calls, Mr.
18 Dobbs, that you pay just basic service for and you can
19 call unlimited times and there's no additional charge;
20 that is your Kenansville, St. Cloud, Haines City and
21 West Kissimmee.

22 **WITNESS DOBBS:** I can call St. Cloud from my
23 area here?

24 **MS. SHELFER:** It depends if you are in the
25 West Kissimmee or the Kissimmee exchange.

1 here today. I really appreciate this. I'm one of the
2 first residents of Loma Linda, which was the first
3 subdivision off of 54, in Loughman, unincorporated
4 Davenport area.

5 When I moved out here I lived in Kissimmee
6 before and have been in Florida for about 10 years on
7 and off. I'm a nostalgic person. I remember Ma Bell,
8 you know, lease your phone in the good old days when
9 the phone cords never went bad.

10 But my main complaint is I work for Disney,
11 also. And I sympathize with the blonde-haired lady
12 who live in Westridge who is a single homeowner. I'm
13 a single homeowner as well. And, thank God, I own my
14 car, to be honest with you, because I cannot afford --
15 you know, I do it anyway because you have to -- my
16 phone bills. I injured my back at Disney a few years
17 ago and I take time off every now and then when I have
18 problems with that. I'm an audio technician and I
19 have a lot of lifting and whatnot.

20 My smallest phone bill I have just received,
21 and this is due to the fact that I had multiple people
22 visiting me and I was doing other things besides work.
23 My smallest phone bill this year is \$250. My average
24 phone bill is around \$400, \$600. So, again, thank God
25 I own my car.

1 I don't want to beat a dead horse and go off
2 on other tangents that people have already touched on,
3 but it is ridiculous that the only reason I have a
4 Haines City phone book is to prop up my mother's
5 makeup mirror when she comes to visit me. And I'm
6 still using my 1993 Southern Bell telephone book for
7 Orlando that I was able to scam out of the Lakeland
8 Mall.

9 COMMISSIONER GARCIA: They'll get you, you
10 know.

11 WITNESS McMILLAN: I don't remember where
12 that was at. So, anyway, thank you again for showing
13 up, and I'd be happy to talk to you at any time that
14 you need to talk.

15 COMMISSIONER JOHNSON: Thank you. Any
16 questions? Did we get your address.

17 WITNESS McMILLAN: Oh, no you didn't. It's
18 Michael McMillan, 519 Loma Bonita Drive, Davenport,
19 Florida.

20 COMMISSIONER GARCIA: Mr. McMillan, is that
21 a business phone that you've got or is that --

22 WITNESS McMILLAN: No, that's.

23 COMMISSIONER GARCIA: Those are local area
24 calls, right, more or less?

25 WITNESS McMILLAN: Well, they are Kissimmee,

1 Orlando and Lake Buena Vista and, of course, Memphis,
2 where my parents live, and that type of thing.

3 **COMMISSIONER GARCIA:** Okay.

4 **WITNESS McMILLAN:** Plus I just got on
5 line with America On Line, I just bought a computer,
6 and we don't have a local access number, so we are
7 having to use, you know, long distance for that also.

8 **COMMISSIONER GARCIA:** Which makes it much
9 more expensive.

10 **WITNESS McMILLAN:** Of course. But that
11 figure was prior to owning a computer. I've only had
12 it for like a month, so I haven't really dealt with
13 that yet.

14 **COMMISSIONER GARCIA:** Okay. Thank you.

15 **WITNESS McMILLAN:** Thank you.

16 (Witness McMillan excused.)

17 **COMMISSIONER JOHNSON:** Next witness.

18 **MS. SHELFER:** I believe it's Nancy Scott.
19 I'm not sure about the last name.

20 **COMMISSIONER JOHNSON:** Is there a Nancy
21 Scott?

22 **MS. SHELFER:** It's 9000 US Highway 192.
23
24
25

1 you call them junction boxes. They sit out front of
2 Outdoor Resorts. We have called the president of GTE,
3 which promised to get back to us -- yes, never did.
4 But why can't -- it's not like where you have to dig
5 up the ground. It's not like any hole -- the junction
6 boxes are there. Why can't our 941 area code be
7 changed to 407. That is what we would like to know.

8 (Applause)

9 **COMMISSIONER GARCIA:** I'm certain that
10 having the attorney of GTE, you are going to get a
11 letter back from the president in the next few days
12 because the attorney will make sure of that. So you
13 will be getting a letter from them.

14 But let me just say, just philosophically
15 the problem that you have with just changing the area
16 code. We find that when you try to do that it's
17 almost impossible because you can't predict which way
18 growth grows. You may try to do that, but in the end
19 growth overtakes it. So tomorrow you draw the line
20 and next week a development springs up on the other
21 line of that. That's why we are trying to devise a
22 system whereby we can try to bring the costs down on
23 this so that it's more logical.

24 But to change the area code, the
25 Commission -- I know what you are saying, and I'm just

1 trying to philosophically -- because it seems simple
2 at the start, and many years ago the PSC did do it a
3 few times, and all we did was get ourselves into
4 trouble. Because every time you draw that new
5 boundary, someone is on the other side of it.

6 So what we are going to try to do -- an you
7 guys are all going to get a chance to vote on it -- is
8 come up with some type of plan which drastically
9 reduces that by either having a per-call charge or
10 having some kind of incremental charge that everybody
11 pays that is part of the phone or a combination of
12 both, so that everybody can pay for the costs that the
13 company have but at the same time bring the price down
14 for those who use it.

15 **WITNESS SCOTT:** Well, are you at all
16 familiar with Highway 192?

17 **COMMISSIONER GARCIA:** To be quite honest,
18 no.

19 **WITNESS SCOTT:** Okay. We are at Highway 192
20 and 27. Linfield, which is maybe three past us, has a
21 407 area code. Why not continue that darn 407 right
22 to the end of the road before you hit 27? That is
23 where everybody calls. (Audience response.)

24 **COMMISSIONER GARCIA:** See, that -- you can't
25 talk out there because we can't get it. But that is

1 as perfect example. There's always someone right on
2 the other side of it. It's not that that hasn't been
3 thought of before and it's not that this -- this
4 Commission, many years ago, did this a few times and
5 it has invariably always come back to haunt us.

6 And so what we are trying to do is fashion a
7 solution that meets all of your problems in this area
8 directly. I mean, some of you may still have to dial
9 those extra three digits, but in the end we hope to
10 find some kind of solution and you guys are all going
11 to get to choose.

12 **WITNESS SCOTT:** Well, someone made the
13 suggestion about the extra little \$5-or something on
14 your phone bill. I agree with that. I would
15 definitely agree with that.

16 **COMMISSIONER GARCIA:** Well, you are probably
17 going to get a chance to look at something like that,
18 or some type of per-call incrementation. And I use
19 this opportunity to let you know that it's going to be
20 out there. Or the company, GTE today offered another
21 plan which they put out for us to look at, also, and
22 study, that they are also planning to offer which is
23 similar to that type which would drastically also
24 reduce -- someone who has a \$400 bill would no longer
25 be able to get there unless they quadrupled the number

1 of calls they made, which was to some degree better
2 than what you've got. But you are going to get
3 something and you are going to get a chance to vote on
4 it or select it in GTE's case, depending on the
5 outcome of our traffic studies go.

6 **WITNESS SCOTT:** By the way of mail, we will
7 get this?

8 **COMMISSIONER GARCIA:** Yes.

9 **MS. CANZANO:** The Commissioners will vote on
10 this matter in early September.

11 **COMMISSIONER GARCIA:** Okay. They are not
12 going to get balloted?

13 **MS. CANZANO:** Not necessarily.

14 **COMMISSIONER GARCIA:** Not necessarily, okay.

15 **MS. SHELFER:** And, ma'am, I'd like to
16 clarify just one thing for you. You're in the 424,
17 941 -- 941 area code, 424?

18 **WITNESS SCOTT:** That's right.

19 **MS. SHELFER:** If you were to be switched to
20 407, there is already an existing 424 NXX, the first
21 three digits assigned to another exchange, and that's
22 what you run into. So to just switch an area code is
23 almost impossible, because you have duplicate NXXs,
24 those first three digits of your phone number in every
25 area code, whether you're in 904 or 305 --

1 **WITNESS SCOTT:** Are you saying there's a 424
2 down in Kissimmee or St. Cloud?

3 **MS. SHELFER:** And in Magnolia there is
4 already one that exists. And so you would --

5 **WITNESS SCOTT:** I see what you are saying,
6 but I don't even know where Magnolia is.

7 **MS. SHELFER:** Well, that's what I'm mean.
8 It was in the 407 area code, so you couldn't move your
9 424 in because there is no way the switch would know
10 who it went to. And I can tell you that changing a
11 phone number may sound easy; you want to see irate
12 people, change their phone number.

13 **COMMISSIONER JOHNSON:** And, Ms. Scott, I
14 have a couple of questions for you. You said you
15 lived in the Outdoor Resort area.

16 **WITNESS SCOTT:** Yes.

17 **COMMISSIONER JOHNSON:** Which is a Clermont
18 mailing address?

19 **WITNESS SCOTT:** Uh-huh.

20 **COMMISSIONER JOHNSON:** But it's in Osceola
21 County, did you say?

22 **WITNESS SCOTT:** No, Polk County.

23 **COMMISSIONER JOHNSON:** Polk County. It's in
24 Polk County. Now, when you -- yes, Clermont, Lake
25 County? When you receive --

1 **WITNESS SCOTT:** Yes, Clermont is Lake
2 County.

3 **COMMISSIONER JOHNSON:** But you just have a
4 Clermont mailing address but you're actually located
5 in a different county.

6 **WITNESS SCOTT:** That's right.

7 **COMMISSIONER JOHNSON:** Now, let me ask you
8 the question that I asked the gentleman before. If
9 you were to mail something to someone and it said
10 "Clermont," and they wanted to call you back, and they
11 called Directory Assistance, if they called Clermont,
12 would they get you?

13 **WITNESS SCOTT:** No, they would not.

14 **COMMISSIONER JOHNSON:** What would they have
15 to call in order to get you, what city? How would
16 they guess this one?

17 **WITNESS SCOTT:** You got me, I don't know.
18 Because it's 424, which belongs to Haines City,
19 Davenport, that area. So I don't know. This has
20 happened, believe me. They brought out furniture, and
21 were up on Highway 50, looking for us. Because it
22 says Clermont on the bill, they were up in Clermont
23 trying to deliver furniture, when I lived on
24 Highway 192.

25 **COMMISSIONER JOHNSON:** Are they in the

1 Haines City exchange?

2 **MS. SHELFER:** Yes, ma'am, they are in the
3 Haines City exchange. We had a similar situation in
4 Lake Ashby that will ring dear to your heart.

5 And the telephone company in this case,
6 though, was the same company, was able to do a
7 duplicate listing where it would put them in the
8 Clermont, and it would say, "I'm sorry, you need to
9 dial 555 -- 941-555-1212." And we might could get
10 with the company and see if something like that could
11 be arranged for these customers.

12 **COMMISSIONER JOHNSON:** I think at a minimum
13 that issue -- we've had several people testify this
14 morning as to problems with, perhaps, a Clermont post
15 office bidding and getting the business where your
16 area is located. And that's something that I -- in
17 addition to all of the other issues, that's something
18 that we need to work on. I know several businesses
19 have stated that they may have a Clermont or Davenport
20 mailing address and customers can't call and find and
21 locate them. And that's something that I'm going to
22 have the Staff look into and see, at a minimum, if we
23 can get some kind of resolution or relief for you all
24 on that issue.

25 **WITNESS SCOTT:** I mean, the Loughman Post

1 Office is much closer to us than is Clermont's post
2 office, which is like 20 miles away and Loughman is
3 like eight.

4 **COMMISSIONER JOHNSON:** Yes. We may not be
5 able to help you with the post office issue. However,
6 we can, perhaps, at least try to assist and see if
7 there is something we and the industry groups can do
8 to at least get you in the right directory. Thank you
9 ma'am.

10 **WITNESS SCOTT:** Okay. Thank you.

11 (Witness Scott excused.)

12 **COMMISSIONER JOHNSON:** Next witness.

13 **MS. SHELFER:** Walter Bernstein.

14 - - - - -

15 **WALTER BERNSTEIN**

16 appeared as a witness and, having been duly sworn,
17 testified as follows:

18 **DIRECT STATEMENT**

19 **WITNESS BERNSTEIN:** Hello. My name is
20 Walter Bernstein. I live at 405 Durango Loop in
21 Davenport in Westridge. And I have been living here
22 in Florida 14 months now.

23 From the moment that we moved here, we
24 signed up with GTE for our local and we selected MCI
25 for our long distance subscriber. Our first phone

1 bill came in at \$350 a month; our second month, \$455.
2 And when I started to analyze the bill, the
3 itemizations on the bill, I noticed that my local
4 phone calls to Kissimmee, to Lake Buena Vista were
5 running me from 17 to 25 cents per minute. And I
6 didn't realize the rate was so high.

7 And then I began to call overseas to the
8 United Kingdom, and I started to receive equally very
9 high telephone bills. So I explored and found an
10 interconnect company in California. And I can call
11 from Davenport all the way to California, 4,000 miles,
12 back across the United States to New York City, across
13 the Atlantic ocean to the United Kingdom, 12,000 miles
14 for 25 cents a minute. And I find that the inequity
15 between the long distance rates and our local dialing
16 rates is unbelievable.

17 And I asked the Public Service Commission to
18 please re-evaluate the rates and give us all a break
19 in our telephone service. Thank you.

20 **COMMISSIONER JOHNSON:** Any questions? Thank
21 you, sir.

22 **WITNESS BERNSTEIN:** Thank you.

23 (Witness Bernstein excused.)

24 **COMMISSIONER JOHNSON:** Next witness.

25 **MS. SHELFER:** Kevin Armstrong.

1 **MR. ARMSTRONG:** For the record, I wasn't
2 sworn.

3 **COMMISSIONER JOHNSON:** Are there any other
4 witnesses that are going to testify tonight that have
5 not been sworn? If so, could you please stand?

6 (Witness sworn.)

7

- - - - -

8

KEVIN ARMSTRONG

9 appeared as a witness and, having been duly sworn,
10 testified as follows:

11

DIRECT STATEMENT

12

WITNESS ARMSTRONG: My name is Kevin
13 Armstrong, 9000 US Highway 192 in Clermont, and it's
14 Lot 253.

15

We live in Polk County but also have the
16 Haines City telephone number with a Clermont address.
17 We can't even call Clermont; it's long distance. And
18 when I have to call Lake County -- there is a 7-Eleven
19 across the street; I can't call there, that's long
20 distance, but I go there to make a call to Lake County
21 because it's cheaper than home. I could drive there
22 cheaper.

23

If I want to call Orlando, Kissimmee, I go
24 down 192 two miles to Yogi Bear and use the telephone
25 there. And I think this is taking away from GTE's

1 business also if they don't reduce the rates. And,
2 also, people are finding these shortcuts, like the
3 last man, and going to outside places. That will ruin
4 GTE, also, if they don't give us some kind of help.

5 And the question was brought up why shop in
6 Haines City? That's 18 miles away. Clermont is 15
7 miles. There's a Publix on 192; it's only three miles
8 away. Most businesses on 192 are less of a drive than
9 either Clermont or Haines City, and we live on 192.
10 So that's the reason I don't go to Haines City.

11 And that's all I have to say. (Applause)

12 **COMMISSIONER JOHNSON:** Thank you very much.

13 No questions?

14 (Witness Armstrong excused.)

15 **COMMISSIONER JOHNSON:** Next witness, please.

16 **MS. SHELFER:** Bill Pigozzi.

17 - - - - -

18 **BILL PIGOZZI**

19 appeared as a witness and, having been duly sworn,
20 testified as follows:

21 **DIRECT STATEMENT**

22 **COMMISSIONER JOHNSON:** And, sir, could you
23 spell your last name for us?

24 **WITNESS PIGOZZI:** Surely. It's
25 P-I-G-O-Z-Z-I.

1 **COMMISSIONER JOHNSON:** Thank you. And your
2 address?

3 **WITNESS PIGOZZI:** 388 Cypress Landing Drive.

4 **COMMISSIONER JOHNSON:** Thank you.

5 **WITNESS PIGOZZI:** Longwood, Florida.

6 I am a builder and we've been building in
7 this market segment since about 1990.

8 The Home Builders Association or the HBA,
9 looks at an average of, say, \$150 a month for a site
10 superintendent and one sales person on site to man the
11 model and handle the sales and marketing. Now, you
12 could take that to maybe \$250 a month if you had a lot
13 of unusual long distance telephone traffic relating to
14 dealing with buyers out of state. And, clearly, that
15 would be the case for us here because a lot of the
16 home buyers that purchase homes that we build are not
17 from the market. They are from outside of this
18 market.

19 Our average phone bill runs as pretty steady
20 between 650 and 750 a month, and that's been
21 consistent now for at least four years. That's well
22 in excess of three times what we would expect it to
23 be. And in the other communities where we have one
24 full-time site superintendent and one full-time sales
25 and marketing person on board, we run between 150 and

1 250 a month.

2 So we can see that for A Thousand Oaks and
3 Oak Point and Edgewater and the other communities that
4 we are building in along the County Road 54 market
5 segment, without any question in our mind, we're
6 incurring costs that are at least double what the norm
7 are for on-site sales and marketing and a site
8 superintendent as the same relates to long distance
9 telephone traffic.

10 The consequences of that are no different
11 than any other business. I mean, we absorb that.
12 That's not anything that is ever passed on to a
13 homeowner. But it is significant. It's raised our
14 eyebrow now for a extended period of time. And we
15 rather fervently believe that it's a consequence of
16 the majority of our consultants, contractors and
17 suppliers that we work with on a daily basis being
18 located outside of Polk County and they are primarily
19 concentrated in Orange and Lake County, some in
20 Seminole. But the majority of them are outside of the
21 941 area code. So we feel that that's, in our
22 estimation, unreasonable when we look at a cost that's
23 beyond double of what the norm is, either for the
24 National Association of Home Builders or for what we
25 can look at for other communities in which we're

1 building homes.

2 The quality of the service we get I think is
3 exceptional from GTE. And we've looked carefully at
4 the long distance carriers that we are using, and
5 we've gotten down to one carrier and nobody has been
6 able to beat their rate in four years. So we've done
7 our research there, but we still feel that after
8 paying close attention to it, we need to look for a
9 solution that is beyond anything we can achieve, which
10 is what you guys are doing. Thank you. (Applause).

11 **COMMISSIONER JOHNSON:** Any questions. Sir,
12 there's a question for you here.

13 **MR. GILLMAN:** What was your address or where
14 do you live at?

15 **WITNESS PIGOZZI:** I live in Longwood,
16 Florida.

17 **MR. GILLMAN:** Longwood?

18 **WITNESS PIGOZZI:** Yes. Our business address
19 is in Longwood, Florida. We have got three projects
20 that we are building on that have a Davenport mailing
21 address.

22 **MR. GILLMAN:** What exchange do you live in,
23 if you know, or who's your telephone company?

24 **WITNESS PIGOZZI:** Our line carrier in
25 Seminole County is Sprint, and our line carrier in

1 west Orange County is sprint, and our line carrier in
2 Orlando is Southern Bell, and our line carrier is
3 northeast Polk is GTE, and Phone One is the long
4 distance carrier we are using for every single
5 community.

6 **MR. GILLMAN:** Okay. Thank you.

7 **COMMISSIONER JOHNSON:** Thank you sir.

8 (Witness Pigozzi excused.)

9 **COMMISSIONER JOHNSON:** Next witness.

10 **MS. SHELFER:** Patricia Hart.

11 - - - - -

12 * **PATRICIA HART**

13 appeared as a witness and, having been duly sworn,
14 testified as follows:

15 **DIRECT STATEMENT**

16 **WITNESS HART:** Hi. My name is Patricia
17 Hart. I live at 15501 Greater Groves Boulevard in
18 Clermont. It's approximately about two and a half
19 miles up here.

20 I just wanted to repeat maybe what some
21 other people are saying. But when you call the 407
22 area code, you don't know whether you are going to
23 have to dial 1-407 or just the first three digits of
24 the number.

25 And the other thing I just wanted to say is

1 that I didn't bring a bill, for the simple reason is I
2 stopped using my phone. I have now the lowest phone
3 bill I have had in a year and-a-half because I drive.
4 I stop wherever I need go during the week in my car.

5 So the telephone company is losing money on
6 people like me and many other of my friends that I
7 know that have stopped using the phone. Thank you.

8 (Applause)

9 (Witness Hart excused.)

10 **COMMISSIONER JOHNSON:** Next witness.

11 **MS. SHELFER:** David Williams.

12 - - - - -

13 **DAVID WILLIAMS**

14 appeared as a witness and, having been duly sworn,
15 testified as follows:

16 **DIRECT STATEMENT**

17 **WITNESS WILLIAMS:** My name is David
18 Williams. I reside at 5510 US 27 North, Davenport.

19 And I wanted to bring up the fact that there
20 are many, many short-term tourists who come to the
21 area, who bring a lot of money into the area. There
22 are 11 major hotels just in this little corner of Polk
23 County, counting the ones at I-4 and US 27. And there
24 are several, including a new Comfort Inn on 192.

25 I happen to own one of those hotels at I-4

1 and 27. I bought it in 1980, and I first encountered
2 the problems we've been hearing about, including the
3 Davenport address problem.

4 There's about 1,500 rooms in those 11
5 hotels. And using fairly accurate and conservative
6 numbers, such as 75% occupancy, three persons per
7 room, it calculates out to over 1.2 million visitors a
8 year who encounter this problem, because probably more
9 than 90% of the guests in my hotel are here primarily
10 to see Disney and the attractions in the Orlando area.
11 And they cannot understand why it's long distance for
12 them to call Disney, particularly, when you can almost
13 see it.

14 So probably their next visit they might stay
15 in the International Drive area which is farther away
16 but, yet, they don't encounter this long distance
17 problem.

18 Now, my phone system marks up long distance
19 calls. So I make money because of their problems.
20 But I think this is the craziest situation that I've
21 ever encountered in trying to deal with the phone
22 systems.

23 What I really would like, would be, as the
24 other lady said, in the 407 area code. If that's not
25 possible, the next best thing would be where you can

1 dial across area codes and it's still a local call.

2 My wife was recently in Washington DC, and
3 she said up there you can call Virginia and various
4 places with different area codes and it's still a
5 local call. So that would be the next best thing.

6 (Applause)

7 One of the things that has struck me here is
8 realizing that individuals are having the same problem
9 that I'm having except on a larger scale. It's a
10 fairly large sized business, so I certainly hope
11 something is going to be done about this. It sounds
12 like it's going to and I appreciate that. (Applause.)

13 (Witness Williams excused.)

14

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15 **COMMISSIONER JOHNSON:** Next witness.

16 **MS. SHELFER:** Judy Cohen.

17 **MS. COHEN:** I haven't been sworn.

18 **COMMISSIONER JOHNSON:** Are there any other
19 witnesses who have not been sworn? Didn't someone
20 else turn --

21 **MS. SHELFER:** There's a James Huber.

22 **COMMISSIONER JOHNSON:** Mr. Hooper?

23 **MS. SHELFER:** Humber.

24 **COMMISSIONER JOHNSON:** Mr. Huber, have you
25 been sworn? We just noted that the name was added to

1 our list. I would assume so.

2 Ma'am, I think you are the only one that we
3 need to swear in at this time. If could you raise
4 your right hand.

5 (Witness sworn.)

6 - - - - -

7 **JUDY COHEN**

8 appeared as a witness and, having been duly sworn,
9 testified as follows:

10 **DIRECT STATEMENT**

11 **COMMISSIONER JOHNSON:** You may be seated,
12 and if you can state your name and address for the
13 record.

14 **WITNESS COHEN:** My name is Judy Cohen. I
15 live at 111 Dreamer Drive in Davenport. And I am a
16 little nervous, but I want to get my thoughts together
17 here because it's important.

18 I appreciate you all coming here. I
19 understand it's taken three years since the onset of
20 our request. And it strikes me that of the Commission
21 Staff, I'm under the impression that no one really --
22 and I do appreciate you coming here and this is not
23 meant as a stab -- but I'm just surprised that no one
24 has taken the time to study our area. So what I would
25 like to recommend to the Commission as you're

1 considering our situation hear, please take a map and
2 find Route 192 and Route 27 and make a 20-mile radius.
3 Notate the four counties that you will find and notate
4 all the area codes. All right. Because this is
5 really the root of the problem. Write down the area
6 codes. Then take the three telephone companies and in
7 different colors mark down their long distance or
8 local type radius. And I will tell you that in black
9 and white you will see what the problem is.

10 I mean the woman in Outdoor Resorts, 9000,
11 Route 192, it's a community called Outdoor Resorts.
12 Those people, it's a long distance call for them to
13 call from their home to their office. It's a long
14 distance call.

15 It's a long distance call for me to call --
16 I live here, three miles up the road to my relatives.
17 Every phone call I make. And it's -- most of us --
18 this is a growing area. And you mentioned to me, or
19 to the community here, that you need validation.
20 There has to be numbers. There has to be a reason and
21 that you don't want to make a decision because change
22 may occur. And your decision may be right. But face
23 it, life changes all the time.

24 This is a booming area. It could be that
25 the Commission needs to look at our area maybe every

1 seven years and reassess it. Life is changeable and
2 you cannot be afraid as a public service -- I would
3 imagine we are all public servants to one another --
4 that, you know, you couldn't take that into
5 consideration as well. That, you know, maybe your
6 decision tomorrow is appropriate for today, but 10
7 years down the road it may not be appropriate. But
8 that's what life is all about. You've got to be
9 willing to change.

10 What else did I want to say here? I think
11 that's basically it. I wanted you to really
12 appreciate -- if you do some research it will be very
13 clear to you the type of problems we are encountering.

14 We live on Route 192 and Route 27, there are
15 four counties here. We are only a mile -- in some
16 instances, if you look at the map I'm talking about,
17 on 192, on the south side of the highway, where
18 Outdoor Resorts is located, it's one county and just
19 across the street -- and I'm talking yardage here,
20 it's another county and it's a toll call.

21 So our problem is unique, and it really
22 needs to be looked at and appreciated, and that's what
23 I'm counting on you to do.

24 **COMMISSIONER GARCIA:** I just want you to
25 know, because I -- you know, someone asked me if I

1 knew where 192 was. I thought the concept was a
2 physical one. We've looked at it today. Your
3 representative did a wonderful job earlier today.
4 Brought, I think it was in all, six or seven different
5 maps pointing that out. One with the zip codes, all
6 of them had the area colored. So I want you to feel
7 comfortable that we know the area and that we've
8 looked at it. And we do realize that it's a serious
9 problem that you're having. You are just one of many
10 who have testified today. I think we had more this
11 morning. And we know what's going on and we're going
12 to try to resolve that problem. It's not that we are
13 not willing to change; we just want to make sure that
14 what we do is something that solves the problem and
15 not just covers it.

16 **WITNESS COHEN:** Okay. But --

17 **COMMISSIONER GARCIA:** I want you to
18 understand that this is -- although it seems unique to
19 you, what is unique here is that you have three
20 companies and four counties coming together. But you
21 have to realize that across the nation this is going
22 on all the time. And things like this are happening
23 all the time. And what we try to use is solutions
24 that have worked to try to make sure that works for
25 you

1 It's already been filled up there. Basically its only
2 choice is to head out this way to the other side of
3 Disney.

4 **COMMISSIONER GARCIA:** I just want to point
5 out, earlier someone said move the area code just up
6 the road, and they picked the specific spot. And
7 someone right behind them in the audience said, "Hey,
8 hey, wait a minute, you left me. I live a block
9 behind you." And it's not a question of us not
10 wanting to address the problem there. It's a question
11 of this happens -- I'll give you an example where it
12 has gone beyond that.

13 In Dade and Broward counties, we just had an
14 area code splint there. In other words, where we
15 literally had to create a whole new area code for an
16 area. I'm from down in that area, and a lot of people
17 were inconvenienced because it changed their number.
18 I mean, if you think you guys are angry, you should
19 have seen the business community down there who had
20 been using the same number for 20, 30 years. They
21 were very upset. But that's the only thing you can
22 do. I mean, you try to fashion a solution to solve
23 the problem, and you try to use something that's not
24 going to change anything.

25 As Ms. Shelfer stated, when you do a change

1 of that sort, there's already someone who has your
2 prefix. So if we were to move an area that would
3 affect someone else somewhere else who doesn't have
4 your problem and we'd have to change their number. So
5 you have got to see that these boundaries were set up
6 quite a while ago. So what we are trying to do --
7 it's not a question of we don't know where the growth
8 is going, but we're trying to fashion a solution that
9 fits this problem that you have right now.

10 **WITNESS TELA:** Okay. I am familiar with the
11 situation in South Florida and the area code
12 splitting.

13 Another thing I had to say, which has
14 already been addressed, is that when somebody does try
15 to find our phone number by an address, they can't.
16 Of course, my address is Davenport but my phone number
17 comes up as Haines City. So, unfortunately, it's very
18 hard for people to locate us.

19 **COMMISSIONER GARCIA:** And we are going to
20 speak with the companies regardless of what happens
21 with the long distance. We are going to speak to them
22 and see if there is not something they can do with
23 that, to try to help you out in that. We can't help
24 you with the physical names.

25 **WITNESS TELA:** Right.

1 **COMMISSIONER GARCIA:** I think you've got to
2 see your local elected officials. I guess for the
3 post office problem it would probably be your federal
4 officials. And for your address problems, it would
5 probably be your local elected officials.

6 **WITNESS TELA:** And, also, of course, I work
7 at Disney, so all my phone calls do go to Area Code
8 407. All my doctors are in Orlando. I basically have
9 stopped using my phone, unless it comes down to an
10 emergency. I will wait until I get to work to make
11 any phone calls that are necessary to make, again,
12 unless it is an emergency and I do need to call from
13 my home.

14 The next thing is that when we first moved
15 out here two years ago you had Polo Park East and
16 West. I live in Maganolia Glen. There are four
17 homes, and I was one of the first four homes to move
18 in there. It was very difficult for to us get our
19 appliances; they could not find us, whether it be by a
20 phone number or by an address. They had no clue where
21 we were located. Maps couldn't even help them,
22 unfortunately.

23 Also when we moved in we had problems with
24 our phone service. They did not have it hooked up the
25 day we moved in as requested. When they did get it

1 hooked up, one bolt of lightning would knock it out,
2 and we have had major problems with it from that.
3 Thank goodness now that we are a more established
4 development and we have not had these problems.

5 In the beginning, like I said, we were the
6 first four out there and we were lucky that we did
7 have neighbors right next door. But a lot of those
8 people weren't around and we had no means of phone
9 communications with anybody. And that's all. Thank
10 you.

11 **COMMISSIONER GARCIA:** Thank you. (Applause)

12 **COMMISSIONER JOHNSON:** Ma'am, you said that
13 when you first moved out and there were just four or
14 five homes out there that you experienced phone
15 problems. Are you stating now that those problems
16 have been corrected and that they are no longer
17 problems?

18 **WITNESS TELA:** Right. Because of it now
19 being an established area, they have gotten more lines
20 out there, and we have not had the problems. I guess
21 they had problems just getting things hooked up.

22 **COMMISSIONER JOHNSON:** Okay. Very good.
23 Thank you much.

24 (Witness Tela excused.)

25 **MS. SHELFER:** Commissioners, the next two

1 witnesses testified this morning, so I just wanted to
2 let you know that in advance.

3 **COMMISSIONER JOHNSON:** This is the last two?

4 **MS. SHELFER:** That, and if we can find
5 Mr. Huber, he'll be the last.

6 **COMMISSIONER JOHNSON:** Okay.

7 **MS. SHELFER:** Barbara Schobl. This should
8 be supplemental only to her original testimony.

9

- - - - -

10 **BARBARA M. SCHOBL**

11 resumed the stand as a witness and, having been
12 previously sworn, testified as follows:

13 **DIRECT STATEMENT**

14 **WITNESS SCHOBL:** Again, for the record, my
15 name is Barbara Schobl. That's spelled S-C-H-O-B-L.
16 My address is 8395 Alturas Road, Bartow.

17 I am a candidate for County Commission in
18 District 3. And the County Commission is quite aware
19 that this is the fastest growing area in Polk County,
20 so the number of incidences that you have with people
21 calling out of the county, calling into other area
22 codes is only going to multiply from this date. This,
23 unfortunately, for Polk County is a bedroom community
24 to Orlando on this side of the county and on the other
25 side of the county it's a bedroom community for Tampa.

1 Again, for the residents here who were not
2 here this morning, I want to give you some hope. This
3 same type of problem occurred in Lakeland and Plant
4 City and the Public Service Commission and the
5 telephone companies did work out an agreement where
6 those two towns can now call each other without being
7 long distance.

8 I have also been talking to several of the
9 residents here today. A number of them have expressed
10 to me that they are not necessarily willing to pay 25
11 cents a call. Of course, there may be other options
12 open to them, but their major concern was that if --
13 you know, those 25 cents also add up.

14 Another thing that was mentioned to me in
15 the back of the room earlier this evening was the fact
16 that this morning there was just simply talk about \$4
17 a month additional charge and now tonight it's gone \$4
18 to \$5. And someone asked me, "Where did they come up
19 with the other dollar?" Well, even at another dollar,
20 even at \$5 a month, it's a lot cheaper than some of
21 these average phone calls I'm hearing where the phone
22 bills are anywhere from \$100, and I heard one phone
23 bill was as much as \$1,000 a month normally that way.

24 But I want to let the residents here know
25 that, as candidate, I, too, am concerned about your

1 problems. Are there any questions?

2 **COMMISSIONER JOHNSON:** Any questions? Thank
3 you, ma'am. Appreciate your testimony.

4 (Witness Schobl excused.)

5 **COMMISSIONER JOHNSON:** Next witness.

6 **MS. SHELFER:** June Noblitt, and she also
7 testified this morning.

8 - - - - -

9 **JUNE NOBLITT**

10 resumed the stand as a witness and, having been
11 previously sworn, testified as follows:

12 **DIRECT STATEMENT**

13 **WITNESS NOBLITT:** My name is June Noblitt,
14 N-O-B-L-I-T-T, and it's 15917 Greater Groves
15 Boulevard. It's a Clermont address. I live in Lake
16 County, and I'm only about two miles down the road,
17 mile and-a-half, something like that.

18 I was listening to some of the testimony
19 earlier and some of the questions and something that
20 was stated before was, "We need to change the rules,"
21 or "The rules need to be changed." And that's the one
22 thing that I think I want to dwell on, is that there's
23 been testimony that this is happening in other areas.
24 I know for a fact, working with some of the people up
25 in the Lady Lake area, they just got the quarter deal

1 for the Sumter and Marion and Lake County area that's
2 going on up there. They are having the same problems
3 as we are.

4 I don't understand why you can't change the
5 rules. Why can't we, the next exchange, telephone
6 exchange, the next nearby exchange, no matter what it
7 is, no matter what county it is, no matter what city
8 it is, why can't that be local? That would suffice
9 and that would definitely help a lot of people in this
10 entire state, not just us.

11 I am a planning and zoning commissioner for
12 Lake County. And, also, some other things that were
13 talked about was growth. I can testify that I know
14 that there are planned 30,000 homes for this area and
15 that is -- that was an estimate that I did a year ago.
16 That does not include Osceola and Polk Counties'
17 planning approvals that they have done in the last
18 year. So I think you could probably safely add a few
19 more to that.

20 We are growing. We are probably -- I know
21 there are a lot of areas with four corners where they
22 meet in the state, but I don't think you'll find one
23 growing as fast as we are.

24 One of the things -- the last time I was up
25 in my own Lake County government offices, they asked,

1 they said, "Well, why don't you just incorporate this
2 area?" And that's one of the questions I want to ask.
3 We haven't done anything, as far as the Four Corners
4 Regional Council goes, to do anything, any research
5 whatsoever on this. But every time I turn around,
6 people say, "Why don't we just incorporate and have
7 our own little city here " What if we did that, what
8 would that change? I mean, would that change anything
9 and how would that affect everything? Would that be a
10 solution is one of the questions I want to ask.

11 And one of the other things that was brought
12 up is the fact that there are the same telephone
13 numbers in different areas codes. My telephone number
14 is a 242 exchange in the 352 area code. There's a 242
15 exchange in the 407 area code but, yet, I can dial
16 from Orlando 242 without having to dial my area code
17 and reach my home.

18 So if that can happen, somehow or another we
19 can all work and bypass the air codes. In this day of
20 technology I just don't understand why we can't do it.

21 And I guess that's about it. I just -- the
22 other thing, I was hoping that while you are here --
23 I'm glad you said that John had explained things to
24 you. I wish you had the time to travel in this area
25 and see the subdivisions and see the area itself and

1 see what people are talking about because it is very
2 difficult to look at a map and imagine what people are
3 saying; it really is, you've got to be there.

4 **COMMISSIONER GARCIA:** Just for your
5 knowledge, Commissioner Johnson is from this area.

6 **WITNESS NOBLITT:** All right.

7 **COMMISSIONER GARCIA:** So she is a hometown
8 girl from Clermont. (Applause) And she gave me a
9 guided tour of your area today, and we saw the new
10 subdivisions and it is growing and it is impressive.
11 And that's why we are trying to fashion something that
12 is a long-term* solution for you.

13 **WITNESS NOBLITT:** Okay. My question, yeah,
14 what would happen if we incorporated?

15 **COMMISSIONER JOHNSON:** Incorporation?

16 **WITNESS NOBLITT:** Yes.

17 **COMMISSIONER GARCIA:** The incorporation
18 question. With us it affects nothing.

19 **MS. SHELFER:** Nothing.

20 **COMMISSIONER GARCIA:** But it certainly
21 affects your counties and it affects your cities and
22 how the taxes are done and whether your city can
23 survive. But that is all a local issue which you have
24 to --

25 **WITNESS NOBLITT:** It would not affect the

1 telephone whatsoever.

2 **COMMISSIONER GARCIA:** Would not affect you
3 in one way or another.

4 **WITNESS NOBLITT:** Okay. That's answered my
5 questions.

6 **COMMISSIONER JOHNSON:** Thank you very much.

7 (Applause)

8 (Witness Noblitt excused.)

9

- - - - -

10 **MS. SHELFER:** This is the last witness, if
11 he's still here. James Huber.

12 **COMMISSIONER JOHNSON:** Mr. Huber. I think
13 Mr. Huber left for the evening. That was our last
14 witness.

15 At this point in time, I just wanted to
16 thank all of you for coming out. Your testimony has
17 been made part of the record. And for any of you who
18 have continuing comments, remember that you can write
19 those comments and send them into us.

20 This has been a very helpful day for us in
21 receiving your testimony and being able to have that
22 input to factor into our final decision. Also, there
23 is a 1-800 number in this package or in these
24 materials. And to the extent that you have other
25 issues you want to call the Commission about, you

1 won't be assessed a toll charge. Thank you again for
2 coming out.

3 **MR. HILKIN:** Ms. Johnson.

4 **COMMISSIONER JOHNSON:** Yes, sir.

5 Mr. Hilkin, would you like to stand?

6 **MR. HILKIN:** I Just want to say a very nice
7 thank you for your patience and understanding and
8 listening to all our appeals and the Four Corners
9 people in this area appreciate you coming down. And
10 your Staff has been very helpful to me, and I hope
11 that we are successful in our endeavor there. Thank
12 you.

13 **COMMISSIONER JOHNSON:** Thank you very much.

14 (Applause)

15 And you, too. You have done an excellent
16 job of bringing this matter to our attention, and we
17 appreciate all of your efforts. With that, this
18 hearing is aadjourned. Thank you very much.

19 (Thereupon, the hearing concluded at
20 7:40 p.m.)

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1 STATE OF FLORIDA)
2 :
3 COUNTY OF LEON)

CERTIFICATE OF REPORTER

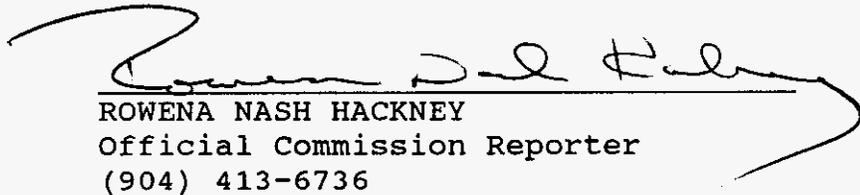
3 I, ROWENA NASH HACKNEY, Official Commission
4 Reporter,

5 DO HEREBY CERTIFY that the hearing in Docket
6 No. 930173-TL was heard by the Florida Public Service
7 Commission at the time and place herein stated; it is
8 further

9 CERTIFIED that I stenographically reported
10 the said proceedings; that the same has been
11 transcribed under my direct supervision; and that this
12 transcript, consisting of Volumes 1 through 3, 309
13 pages, constitutes a true transcription of my notes of
14 said proceedings.

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DATED this 27th day of June, 1996.


ROWENA NASH HACKNEY
Official Commission Reporter
(904) 413-6736

CONFIDENTIAL

UNITED TRAFFIC STUDY

CONFIDENTIAL Exhibit

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET

NO. 430173-IT EXHIBIT NO. 1

COMPANY/

WITNESS:

DATE: 6/14/96

Analysis Statement

Vista-United Telecommunications

Docket No. 930173-TL, Order No. PSC-94-0091-PCO-TL

Petition by the Residents of Polo Park Requesting Extended Area Service (EAS) Between the Haines City Exchange and the Orlando, West Kissimmee, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden and St. Cloud Exchanges

The calling volumes identified on Schedule I show messages per access line per month for the routes studied. While the percentage of customers making two or more calls per month ranged from 22 to 162, which is 9% and 1%, respectively, for the one-way routes studied, none of the routes studied had the minimum calling volume level identified in FPSC Rule 25-4.060 (3)(a) of three (3) or more M/A/M with fifty percent (50%) of the subscribers making two (2) or more calls.

Likewise, the calling volumes for the routes studied and identified on Schedule II do not approach the community of interest qualification levels outlined in FPSC Rule 25-4.060 (3). Per the Rule, "a sufficient degree of community of interest between exchanges, sufficient to warrant further proceedings, will be considered to exist when the combined two-way calling rate over each interexchange route under consideration equals or exceeds two (2) messages per access line and equivalent access line per month (M/A/M) and fifty percent (50%) or more of the subscribers in the exchanges involved make one or more calls per month." The routes studied showed >35 and .03 M/A/M respectively, with the percent of customers making one or more calls being only 16% and 2%, respectively.

It is Vista-United Telecommunications' opinion that the calling volumes identified in Schedules I and II are not sufficient to warrant further consideration.

Lake Buena Vista Information

Residential Access Lines Per Square Mile (Land Area)

<u>Exchange</u>	<u>Square Miles</u>	<u>Residential Access Lines</u>	<u>Residential Access Lines Per Square Mile</u>
Lake Buena Vista	43.8	381	.11

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 930173-TL DOCUMENT NO. 2 DOCUMENT NUMBER-DATE
COMPANY: VISTA-UNITED 03981 APR 28 1996
WITNESS: [Signature]
DATE: 6/14/96 FPSC-RECORDS/REPORTING

Lake Buena Vista Exchange

Vista-United Telecommunications

Docket No. 930173-TL, Order No. PSC-94-0091-PCO-TL

Petition by the Residents of Polo Park Requesting Extended Area Service (EAS) Between the Haines City Exchange and the Orlando, West Kissimmee, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden and St. Cloud Exchanges

The Lake Buena Vista Exchange covers the 43.8 square miles comprising the Reedy Creek Improvement District, of which 29.3 square miles lies within Orange County and the remaining undeveloped 14.5 square miles are within Osceola County. It includes the cities of Bay Lake and Lake Buena Vista. There are currently 381 residence access lines in the Lake Buena Vista Exchange.

The Lake Buena Vista Exchange is almost entirely business and commercial consisting of the WALT DISNEY WORLD and EPCOT Center attractions, hotels, and dining and shopping facilities. Guests and employees within the Exchange are linked to the adjacent communities in Osceola and Orange Counties by overnight accommodations and residential circumstances. EAS currently exists between the Lake Buena Vista Exchange and Orlando and adjacent communities in Orange County only.

Exhibits

Vista-United Telecommunications

Docket No. 930173-TL, Order No. PSC-94-0091-PCO-TL

Petition by the Residents of Polo Park Requesting Extended Area Service (EAS) Between the Haines City Exchange and the Orlando, West Kissimmee, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden and St. Cloud Exchanges

- Exhibit I - Completed Schedule I as requested in Order No. PSC-94-0091-PCO-TL. It depicts the routes studied in order of highest to lowest M/A/M and identifies the number/percent of customers making two (2) or more calls.
- Exhibit II - Completed Schedule II as requested in Order No. PSC-94-0091-PCO-TL. It depicts the routes studied in order of highest to lowest M/A/M and identifies the number/percent of customers making one or more calls.
- Exhibit III - Traffic studies for the routes studied. Includes calculated calling rates and a detailed analysis of the distribution of calls among subscribers.
- Exhibit IV - Station classification data showing by class of service the number of access lines and equivalent access lines in service for the exchange studied.
- Exhibit V - Map showing existing EAS routes.
- Exhibit VI - Map showing the proposed EAS routes with the M/A/M and percent of subscribers making two or more calls identified for each route.
- Exhibit VII - Intrastate intraLATA toll rates and the distance between rate centers.
- Exhibit VIII - Foreign Exchange information. Includes number in service, average calling volumes and M/A/M calculations as if the FX were considered point-to-point.

VISTA-UNITED TELECOMMUNICATIONS

SCHEDULE I

DOCKET NO. 930173-TL, ORDER NO. PSC-94-0091-PCO-TL
INTEREXCHANGE TRAFFIC DATA

EAS - HAINES CITY TO LAKE BUENA VISTA AND ORLANDO

ONE-WAY

<u>FROM</u>	<u>TO</u>	<u>AL&T</u>	<u>MESSAGES</u>	<u>CALLING RATE M/A/M</u>	<u>TOTAL CUSTOMERS</u>	<u>CUSTOMERS MAKING 2 OR MORE CALLS/MONTH NUMBER</u>	<u>PERCENT</u>
<u>PART I</u>							
ROUTES OVER 3 M/A/M							
<u>PART II</u>							
ROUTES OVER 2.99 TO 2.00 M/A/M							
<u>PART III</u>							
ROUTES OVER 1.99 TO 1.00 M/A/M							
<u>PART IV</u>							
ROUTES BELOW .99 M/A/M	LBV	HAINES CITY	6221	2208	0.35	1823	162 9%

EXHIBIT I

VISTA-UNITED TELECOMMUNICATIONS

SCHEDULE I

DOCKET NO. 930173-TL, ORDER NO. PSC-94-0091-PCO-TL
INTEREXCHANGE TRAFFIC DATA

EAS - HAINES CITY TO LAKE BUENA VISTA AND ORLANDO
POINCIANA 813-427 ONLY

ONE-WAY

<u>FROM</u>	<u>TO</u>	<u>AL&T</u>	<u>MESSAGES</u>	<u>CALLING RATE M/A/M</u>	<u>TOTAL CUSTOMERS</u>	<u>CUSTOMERS MAKING 2 OR MORE CALLS/MONTH NUMBER</u>	<u>PERCENT</u>
<u>PART I</u>							
ROUTES OVER 3 M/A/M							
<u>PART II</u>							
ROUTES OVER 2.99 TO 2.00 M/A/M							
<u>PART III</u>							
ROUTES OVER 1.99 TO 1.00 M/A/M							
<u>PART IV</u>							
ROUTES BELOW .99 M/A/M	LBV	POINCIANA 813-427	6221	162	0.03	1823	22 1%

VISTA-UNITED TELECOMMUNICATIONS

SCHEDULE II

DOCKET NO. 930173-TL, ORDER NO. PSC-94-0091-PCO-TL
INTEREXCHANGE TRAFFIC DATA

EAS - HAINES CITY TO LAKE BUENA VISTA AND ORLANDO

TWO-WAY (VISTA PORTION ONLY)

<u>FROM</u>	<u>TO</u>	<u>AL&T</u>	<u>MESSAGES</u>	<u>CALLING RATE M/A/M</u>	<u>TOTAL CUSTOMERS</u>	<u>CUSTOMERS MAKING 1 OR MORE CALLS/MONTH NUMBER</u>	<u>PERCENT</u>
<u>PART I</u>							
ROUTES OVER 2 M/A/M							
<u>PART II</u>							
ROUTES OVER 1.99 TO 1.00 M/A/M							
<u>PART III</u>							
ROUTES BELOW .99 M/A/M	LBV	HAINES CITY	6221	2208	0.35	1823	284 16%

EXHIBIT II

VISTA-UNITED TELECOMMUNICATIONS

SCHEDULE II

DOCKET NO. 930173-TL, ORDER NO. PSC-94-0091-PCO-TL
INTEREXCHANGE TRAFFIC DATA

EAS - HAINES CITY TO LAKE BUENA VISTA AND ORLANDO
POINCIANA 813-427 ONLY

TWO-WAY (VISTA PORTION ONLY)

<u>FROM</u>	<u>TO</u>	<u>AL&T</u>	<u>MESSAGES</u>	<u>CALLING RATE M/A/M</u>	<u>TOTAL CUSTOMERS</u>	<u>CUSTOMERS MAKING 1 OR MORE CALLS/MONTH NUMBER</u>	<u>PERCENT</u>
<u>PART I</u>							
ROUTES OVER 2 M/A/M							
<u>PART II</u>							
ROUTES OVER 1.99 TO 1.00 M/A/M							
<u>PART III</u>							
ROUTES BELOW .99 M/A/M	LBV	POINCIANA 813-427	6221	162	0.03	1823	38 2%

VISTA-UNITED TELECOMMUNICATIONS
TOLL POINT TO POINT STUDY
LAKE BUENA VISTA TO HAINES CITY
2/03/94 TO 3/09/94

	<u>RESIDENCE</u>	<u>BUSINESS</u>	<u>TOTAL</u>
1. ACCESS LINES	381	5840	6221
2. CUSTOMERS BILLED	381	1442	1823
3. NUMBER OF CUSTOMERS ORIGINATING 1 OR MORE MESSAGES	55	229	284
4. ORIGINATING MESSAGES	168	2040	2208
5. MESSAGE MINUTES	740	9360	10100
6. MESSAGE REVENUE	\$94.94	\$2,144.79	\$2,239.73
7. CUSTOMER USAGE (L3/L2)	14%	16%	16%
8. AVERAGE MESSAGES PER ACCESS LINE (L4/L1)	0.44	0.35	0.35
9. AVERAGE MESSAGES PER CALLING CUSTOMER (L4/L3)	3.05	8.91	1.21
10. AVERAGE MINUTES PER MESSAGE (L5/L4)	4.40	4.59	4.57
11. AVERAGE REVENUE PER MESSAGE (L6/L4)	\$0.57	\$1.05	\$1.01
12. AVERAGE MESSAGE REVENUE PER ACCESS LINE (L6/L1)	\$0.25	\$0.37	\$0.36
13. AVERAGE MESSAGE REVENUE PER CALLING CUSTOMER (L6/L3)	\$1.73	\$9.37	\$7.89
14. NUMBER OF CUSTOMERS ORIGINATING 2 OR MORE MESSAGES	23	139	162
15. CUSTOMER USAGE 2 OR MORE MESSAGES (L14/L2)	6%	10%	9%

VISTA-UNITED TELECOMMUNICATIONS
TOLL POINT TO POINT STUDY
LAKE BUENA VISTA TO HAINES CITY
2/03/94 TO 3/09/94

COMBINED

MESSAGES	DAY			EVENING			NIGHT			TOTAL CUSTOMERS	TOTAL REVENUES
	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES		
0											
1	93	\$61.70	393	24	\$13.32	100	5	\$2.12	18	122	\$77.14
2	83	\$62.22	360	20	\$14.22	96	9	\$3.94	42	56	\$80.38
3	40	\$20.48	133	6	\$4.65	41	2	\$0.35	5	16	\$25.48
4	51	\$35.18	229	15	\$5.85	41	6	\$2.57	24	18	\$43.60
5	39	\$23.58	127	6	\$5.65	36	0	\$0.00	0	9	\$29.23
6	28	\$32.08	161	5	\$4.90	21	3	\$1.69	12	6	\$38.66
7	39	\$56.10	334	21	\$19.46	155	3	\$0.65	9	9	\$76.20
8	26	\$19.40	116	5	\$3.98	35	1	\$1.10	4	4	\$24.47
9	7	\$4.06	28	2	\$1.11	10	0	\$0.00	0	1	\$5.17
10	24	\$21.28	97	13	\$10.34	71	3	\$1.85	14	4	\$33.46
11	2	\$0.52	4	4	\$1.98	18	5	\$1.40	19	1	\$3.90
12	13	\$4.98	36	11	\$5.87	53	0	\$0.00	0	2	\$10.85
13	23	\$14.30	88	14	\$8.85	39	2	\$1.47	19	3	\$24.62
14	35	\$26.22	117	20	\$28.14	147	1	\$1.02	3	4	\$55.38
16	30	\$33.32	142	2	\$1.23	11	0	\$0.00	0	2	\$34.55
19	21	\$22.26	77	14	\$6.53	33	3	\$2.41	11	2	\$31.20
20	30	\$28.48	118	9	\$9.92	51	1	\$1.74	12	2	\$40.13
21	45	\$48.38	158	16	\$14.48	60	2	\$2.07	14	3	\$64.93
22	20	\$14.80	100	0	\$0.00	0	2	\$0.43	6	1	\$15.23
24	12	\$5.04	36	12	\$2.62	28	0	\$0.00	0	1	\$7.86
25+	880	\$1,042.96	3786	294	\$363.01	1597	106	\$111.35	605	18	\$1,517.32
TOTALS	1541	\$1,577.34	6640	513	\$526.28	2643	154	\$136.11	817	284	\$2,239.73

VISTA-UNITED TELECOMMUNICATIONS
 TOLL POINT TO POINT STUDY
 LAKE BUENA VISTA TO HAINES CITY
 2/03/94 TO 3/09/94

RESIDENCE

MESSAGES	DAY			EVENING			NIGHT			TOTAL CUSTOMERS	TOTAL REVENUES
	MESSAGES	REVENUE	MINUTES	MESSAGE	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES		
0										326	
1	19	\$10.26	65	11	\$4.79	44	2	\$0.67	9	32	\$15.72
2	10	\$8.52	57	5	\$4.34	38	1	\$0.22	3	8	\$13.07
3	6	\$2.04	15	6	\$4.65	41	0	\$0.00	0	4	\$6.69
4	10	\$6.92	42	2	\$0.75	7	0	\$0.00	0	3	\$7.67
5	7	\$4.06	28	3	\$2.39	21	0	\$0.00	0	2	\$6.45
6											\$0.00
7	3	\$1.10	8	3	\$1.19	11	1	\$0.38	5	1	\$2.66
8	8	\$2.88	21	0	\$0.00	0	0	\$0.00	0	1	\$2.88
9											\$0.00
10											\$0.00
11	2	\$0.52	4	4	\$1.98	18	5	\$1.40	19	1	\$3.90
12											\$0.00
13	5	\$3.06	21	6	\$1.17	12	2	\$1.47	19	1	\$5.70
14	11	\$4.30	31	3	\$2.03	18	0	\$0.00	0	1	\$6.33
16											\$0.00
19											\$0.00
20											\$0.00
21											\$0.00
22											\$0.00
24											\$0.00
25+	18	\$13.64	92	15	\$10.25	91	0	\$0.00	0	1	\$23.89
TOTALS	99	\$57.30	384	58	\$33.51	301	11	\$4.13	55	55	\$94.94

VISTA-UNITED TELECOMMUNICATIONS
TOLL POINT TO POINT STUDY
LAKE BUENA VISTA TO HAINES CITY
2/03/94 TO 3/09/94

BUSINESS

MESSAGES	DAY			EVENING			NIGHT			TOTAL CUSTOMERS	TOTAL REVENUES
	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES		
0										5611	
1	74	\$51.44	328	13	\$8.54	56	3	\$1.45	9	90	\$61.42
2	73	\$53.70	303	15	\$9.89	58	8	\$3.72	39	48	\$67.31
3	34	\$18.44	118	0	\$0.00	0	2	\$0.35	5	12	\$18.79
4	41	\$28.26	187	13	\$5.10	34	6	\$2.57	24	15	\$35.93
5	32	\$19.52	99	3	\$3.27	15	0	\$0.00	0	7	\$22.79
6	28	\$32.08	161	5	\$4.90	21	3	\$1.69	12	6	\$38.66
7	36	\$55.00	326	18	\$18.27	144	2	\$0.27	4	8	\$73.54
8	18	\$16.52	95	5	\$3.98	35	1	\$1.10	4	3	\$21.59
9	7	\$4.06	28	2	\$1.11	10	0	\$0.00	0	1	\$5.17
10	24	\$21.28	97	13	\$10.34	71	3	\$1.85	14	4	\$33.46
11	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
12	13	\$4.98	36	11	\$5.87	53	0	\$0.00	0	2	\$10.85
13	18	\$11.24	67	8	\$7.68	27	0	\$0.00	0	2	\$18.92
14	24	\$21.92	86	17	\$26.12	129	1	\$1.02	3	3	\$49.05
16	30	\$33.32	142	2	\$1.23	11	0	\$0.00	0	2	\$34.55
19	21	\$22.26	77	14	\$6.53	33	3	\$2.41	11	2	\$31.20
20	30	\$28.48	118	9	\$9.92	51	1	\$1.74	12	2	\$40.13
21	45	\$48.38	158	16	\$14.48	60	2	\$2.07	14	3	\$64.93
22	20	\$14.80	100	0	\$0.00	0	2	\$0.43	6	1	\$15.23
24	12	\$5.04	36	12	\$2.82	28	0	\$0.00	0	1	\$7.86
25+	862	\$1,029.32	3694	279	\$352.77	1506	106	\$111.35	605	17	\$1,493.44
TOTALS	1442	\$1,520.04	7698	455	\$492.77	2797	143	\$131.99	905	229	\$2,144.79

VISTA--UNITED TELECOMMUNICATIONS
TOLL POINT TO POINT STUDY
LAKE BUENA VISTA TO HAINES CITY
POINCIANA 813-427
2/03/94 TO 3/09/94

	<u>RESIDENCE</u>	<u>BUSINESS</u>	<u>TOTAL</u>
1. ACCESS LINES	381	5840	6221
2. CUSTOMERS BILLED	381	1442	1823
3. NUMBER OF CUSTOMERS ORIGINATING 1 OR MORE MESSAGES	3	35	38
4. ORIGINATING MESSAGES	5	157	162
5. MESSAGE MINUTES	20	744	764
6. MESSAGE REVENUE	\$2.69	\$169.66	\$172.35
7. CUSTOMER USAGE (L3/L2)	1%	2%	2%
8. AVERAGE MESSAGES PER ACCESS LINE (L4/L1)	0.01	0.03	0.03
9. AVERAGE MESSAGES PER CALLING CUSTOMER (L4/L3)	1.67	4.49	0.09
10. AVERAGE MINUTES PER MESSAGE (L5/L4)	4.00	4.74	4.72
11. AVERAGE REVENUE PER MESSAGE (L6/L4)	\$0.54	\$1.08	\$1.06
12. AVERAGE MESSAGE REVENUE PER ACCESS LINE (L6/L1)	\$0.01	\$0.03	\$0.03
13. AVERAGE MESSAGE REVENUE PER CALLING CUSTOMER (L6/L3)	\$0.90	\$4.85	\$4.54
14. NUMBER OF CUSTOMERS ORIGINATING 2 OR MORE MESSAGES	2	20	22
15. CUSTOMER USAGE 2 OR MORE MESSAGES (L14/L2)	1%	1%	1%

VISTA-UNITED TELECOMMUNICATIONS
TOLL POINT TO POINT STUDY
LAKE BUENA VISTA TO HAINES CITY
POINCIANA 813-427
2/03/94 TO 3/09/94

COMBINED

MESSAGES	DAY			EVENING			NIGHT			TOTAL CUSTOMERS	TOTAL REVENUES
	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES		
0											
1	8	\$5.44	32	5	\$8.66	59	3	\$1.61	11	16	\$15.70
2	14	\$9.60	49	5	\$2.70	16	1	\$1.02	3	10	\$13.31
3	6	\$5.72	18	2	\$2.23	6	1	\$0.14	2	3	\$8.09
4	7	\$6.66	33	6	\$4.65	41	3	\$2.81	11	4	\$14.12
5	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
6	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
7	5	\$4.30	33	0	\$0.00	0	2	\$2.03	6	1	\$6.33
8	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
9	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
10	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
11	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
12	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
13	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
14	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
16	10	\$11.28	48	14	\$6.57	40	8	\$15.96	122	2	\$33.81
19	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
20	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
21	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
22	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
24	12	\$16.16	43	10	\$14.07	51	2	\$2.03	6	1	\$32.26
25+	17	\$25.22	64	14	\$17.33	53	7	\$6.19	17	1	\$48.74
TOTALS	79	\$84.38	320	56	\$56.20	266	27	\$31.77	178	38	\$172.35

VISTA-UNITED TELECOMMUNICATIONS
 TOLL POINT TO POINT STUDY
 LAKE BUENA VISTA TO HAINES CITY
 POINCIANA 813-427
 2/03/94 TO 3/09/94

RESIDENCE

RESIDENCE	-----DAY-----			-----EVENING-----			-----NIGHT-----			TOTAL CUSTOMERS	TOTAL REVENUES
	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES		
0										378	
1	1	\$1.38	9	0	\$0.00	0	0	\$0.00	0	1	\$1.38
2	2	\$0.68	5	2	\$0.63	6	0	\$0.00	0	2	\$1.31
3	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
4	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
5	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
6											\$0.00
7	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
8	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
9											\$0.00
10											\$0.00
11	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
12											\$0.00
13	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
14	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
16											\$0.00
19											\$0.00
20											\$0.00
21											\$0.00
22											\$0.00
24											\$0.00
25+	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
TOTALS	3	\$2.06	14	2	\$0.63	6	0	\$0.00	0	3	\$2.69

VISTA-UNITED TELECOMMUNICATIONS
TOLL POINT TO POINT STUDY
LAKE BUENA VISTA TO HAINES CITY
POINCIANA 813-427
2/03/94 TO 3/09/94

BUSINESS

MESSAGES	DAY			EVENING			NIGHT			TOTAL CUSTOMERS	TOTAL REVENUES
	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES	MESSAGES	REVENUE	MINUTES		
0										5805	
1	7	\$4.06	23	5	\$8.66	59	3	\$1.61	11	15	\$14.32
2	12	\$8.92	44	3	\$2.07	10	1	\$1.02	3	8	\$12.00
3	6	\$5.72	18	2	\$2.23	6	1	\$0.14	2	3	\$8.09
4	7	\$6.66	33	6	\$4.65	41	3	\$2.81	11	4	\$14.12
5	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
6	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
7	5	\$4.30	33	0	\$0.00	0	2	\$2.03	6	1	\$6.33
8	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
9	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
10	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
11	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
12	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
13	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
14	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
16	10	\$11.28	48	14	\$6.57	40	8	\$15.96	122	2	\$33.81
19	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
20	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
21	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
22	0	\$0.00	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
24	12	\$16.16	43	10	\$14.07	51	2	\$2.03	6	1	\$32.26
25+	17	\$25.22	64	14	\$17.33	53	7	\$6.19	17	1	\$48.74
TOTALS	76	\$82.32	382	54	\$55.57	314	27	\$31.77	205	35	\$169.66

EXHIBIT IV

Vista-United Telecommunications

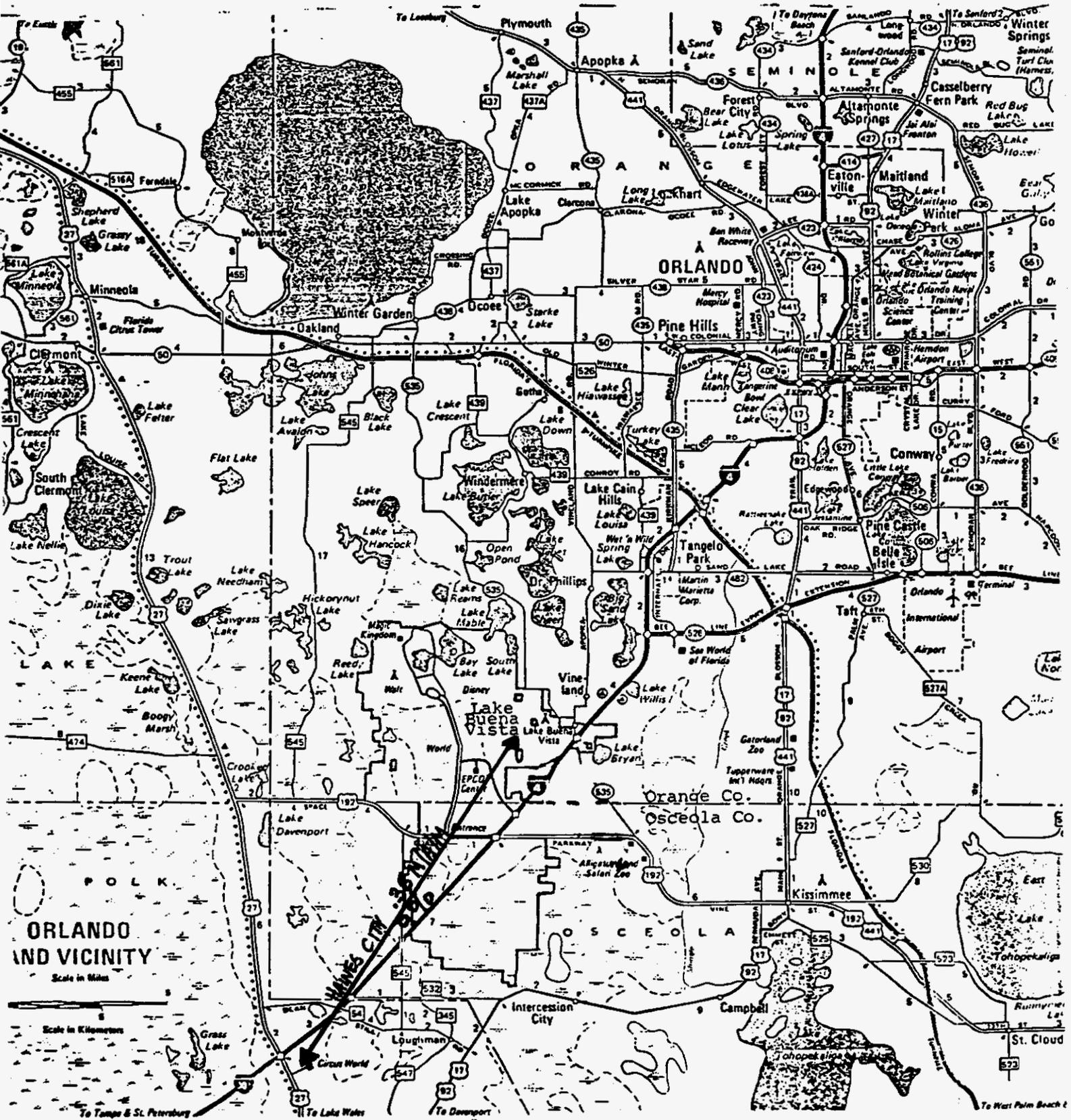
Docket 930173-TL, Order No. PSC-94-0091-PCO-TL

Petition by the Residents of Polo Park Requesting Extended Area Service (EAS) Between the Haines City Exchange and the Orlando, West Kissimmee, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden and St. Cloud Exchanges

February 28, 1994

<u>Class of Service</u>	<u>Lake Buena Vista Gross Units</u>
R-1	381
R-2	--
R-4	--
R-Rotary	--
B-1	3,041
B-2	--
B-4	--
B-Rotary	--
PBX Trunk	2,601
Semi-Public	--
MR Trunk - 1st	--
MR Trunk - Additional	--
Key	<u>198</u>
 Total Units	 <u>6,221</u>

Note: Data is as of the last billing cycle for the month studied.



PROPOSED EAS

EXHIBIT VII

Vista-United Telecommunications

Docket 930173-TL, Order No. PSC-94-0091-PCO-TL

Petition by the Residents of Polo Park Requesting Extended Area Service (EAS) Between the Haines City Exchange and the Orlando, West Kissimmee, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden and St. Cloud Exchanges

<u>Route</u>	<u>Distance Between Rate Centers (Miles)</u>	<u>Toll Rates</u>	
		<u>Initial 1 Minute</u>	<u>Each Add'l Minute</u>
Lake Buena Vista to Haines City	20	\$.26	\$.16

Note: The above toll rates are AT&T's Intrastate InterLATA Dial Station rates, effective December 8, 1993.

EXHIBIT VIII

Foreign Exchange

Vista-United Telecommunications

Docket 930173-TL, Order No. PSC-94-0091-PCO-TL

Petition by the Residents of Polo Park Requesting Extended Area Service (EAS) Between the Haines City Exchange and the Orlando, West Kissimmee, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden and St. Cloud Exchanges

<u>No. in Service</u>	<u>Route</u>	<u>Calling Volumes</u>		<u>New</u>	
		<u>Msg. Per Mo.</u>	<u>CCS</u>	<u>M/A/M</u>	<u>Percent 2 or more Calls per Month</u>
0	Lake Buena Vista/ Haines City	N/A	N/A	N/A	N/A

TABLE A

REQUESTED INTERLATA ROUTES FOR EAS	
FROM:	TO:
Haines City (Except Poinciana 427 pocket)	Kissimmee, West Kissimmee
Haines City	Orlando, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden, St. Cloud
Haines City (Including Poinciana 427 pocket)	Orlando, Lake Buena Vista, Windermere, Reedy Creek, Winter Park, Clermont, Winter Garden, St. Cloud

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 930173-TL ^{Corp.} EXHIBIT NO. 3 DOCUMENT NUMBER-DATE
 COMPANY/ Robinson 02987 MAR 11 1988
 WITNESS: _____
 DATE: 4/14/96 FPSC-RECORDS/REPORTING

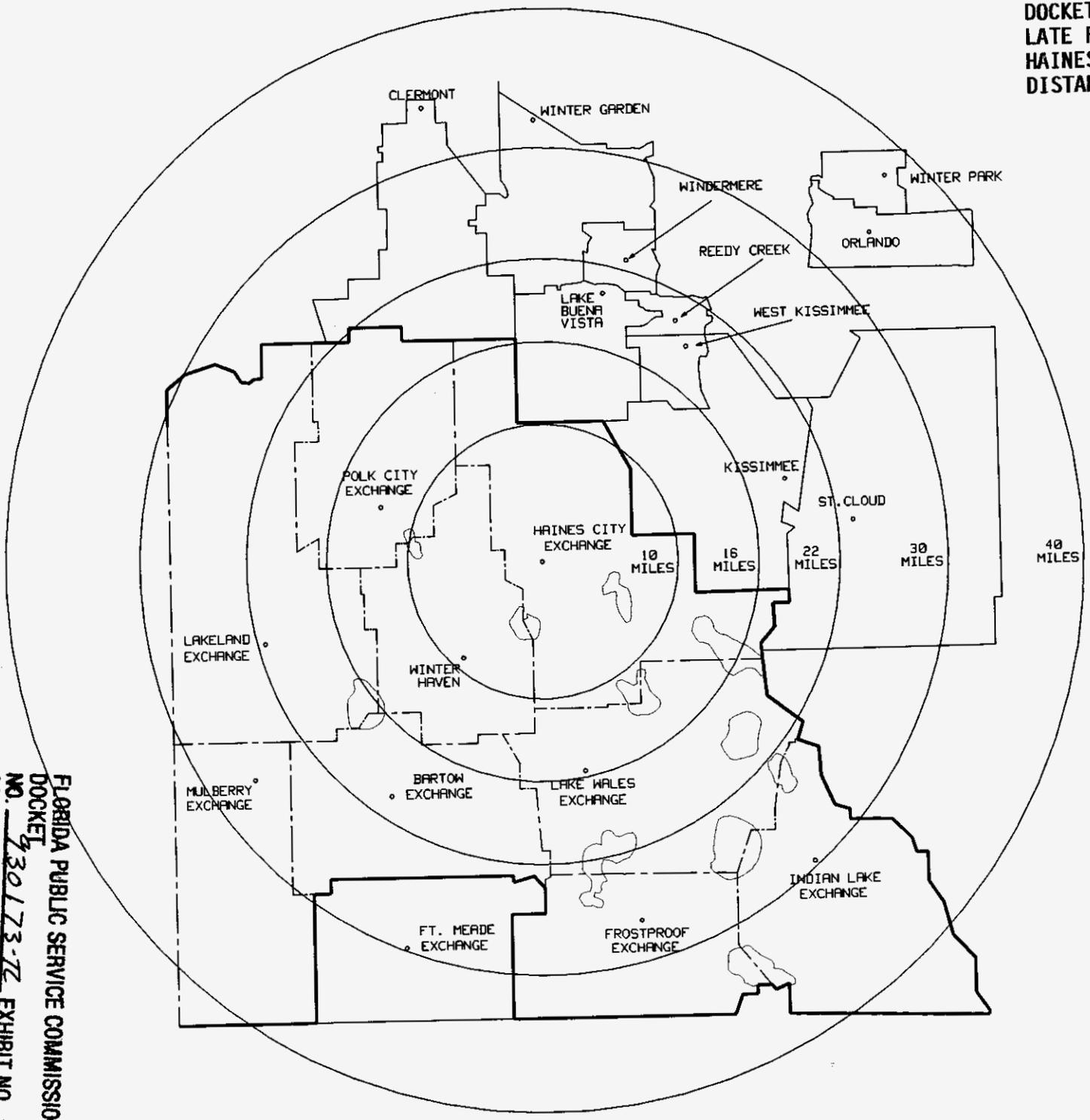
REGULAR DAYTIME RATES 8 A.M. TO 9 P.M. WEEKDAYS

DISTANCE BANDS	AIRLINE MILES	SET-UP PER CALL	RATE PER MINUTE
LOCAL	--	\$.02	\$.01
A	1-10	.03	.02
B	11-16	.04	.03
C	17-22	.05	.04
D	23-30	.05	.06
E	31-40	.05	.09

EXAMPLE LCP CALLING AREA FOR HAINES CITY

LCP OPTION NO. & NAME	LOCAL FLAT RATE AREA	LOCAL USAGE AREA	BAND A USAGE AREA	BAND B USAGE AREA	BAND C USAGE AREA	BAND D USAGE AREA	BAND E USAGE AREA
ONE, BASIC	NONE	HAINES CITY	WINTER HAVEN	LAKE WALES	KISSIMMEE, LAKE BUENA VISTA, REEDY CREEK, WEST KISSIMMEE	ST. CLOUD, WINDERMERE	CLERMONT, ORLANDO, WINTER GARDEN, WINTER PARK
TWO, COMMUNITY	HAINES CITY	NONE	WINTER HAVEN	LAKE WALES	KISSIMMEE, LAKE BUENA VISTA, REEDY CREEK, WEST KISSIMMEE	ST. CLOUD, WINDERMERE	CLERMONT, ORLANDO, WINTER GARDEN, WINTER PARK
THREE, COMMUNITY PLUS	HAINES CITY, LAKE WALES, WINTER HAVEN	NONE	NONE	NONE	KISSIMMEE, LAKE BUENA VISTA, REEDY CREEK, WEST KISSIMMEE	ST. CLOUD, WINDERMERE	CLERMONT, ORLANDO, WINTER GARDEN, WINTER PARK
FOUR, PREMIUM	HAINES CITY, LAKE WALES, WINTERHAVEN, KISSIMMEE, LAKE BUENA VISTA, REEDY CREEK, WEST KISSIMMEE, ST. CLOUD, WINDERMERE, CLERMONT, ORLANDO, WINTER GARDEN, WINTER PARK	NONE	NONE	NONE	NONE	NONE	NONE

DOCKET NO. 930173-TL
 LATE FILED EXHIBIT NO. 4
 HAINES CITY CALLING PLAN
 DISTANCE BAND MAP



FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 930173-TL EXHIBIT NO. 4
 COMPANY: *AT&T*
 WITNESS: *AT&T*
 DATE: 6-14-96

POLO PARK ERS MAP
 LEGEND
 ● EXISTING CENTRAL OFFICE
 — GFL FRANCHISE BOUNDARY
 - - - EXCHANGE BOUNDARY
 - - - UFF/SB EXCHANGE BOUNDARY



**DOCKET NO. 930173 - TL
LATE FILED EXHIBIT NO. 5
SUPPORT FOR PROPOSED RATES**

The LCP rate ranges recommended in my prefiled testimony were derived by taking several factors into consideration. The first was to look at current local message rate and flat rate levels for both business and residence customers. I also reviewed current local area calling scopes. The current rate for residence message service is \$7.00 per month and includes a 30 message per month allowance. Additional messages are 10 cents each. For the business customer the message rate service is \$17.67 per month with the same 10 cents per message, but no allowance. Message service allows for calling within the local calling area which, as stated in my testimony, is Haines City, Winter Haven and Lake Wales. The flat rate service for the same local calling area is \$10.86 for residence and \$27.45 for business. These rates were considered in developing ranges of rates for LCP options 1 (Basic) and 3 (Community Plus). The proposed ranges have a fairly close rate relationship with the current offerings mentioned above. The other two options would have a relationship as well, but would be priced to recognize the new more valuable calling areas and selection options being introduced for the first time.

I also reviewed the overall general rate ranges of the LCP options being utilized in other GTE Southeastern states (see tables that follow). With these ranges to base some design thoughts and the current rate levels in mind, I constructed ranges of potential rates that would be sustainable in the Haines City local market area after the later determination of total cost and revenue displacement estimates. Final calculations would include the displacement of current toll access revenues that will be lost on calls to the proposed extended local calling areas by those customers choosing one of the four local calling plan options.

The rate range proposals tended to be on the lower side of the LCP range averages in the other states. The proposed rates are somewhat lower in order to maintain a rate relationship with current local service rates and in recognition that the demand by the total body of customers for these optional services probably would not be higher than 10 to 20% of the total. As such, a lower assumption of overall cost is built in to the estimates. The proposed usage rates are on the low side of the ranges as well; GTE would propose to move these rates upward if needed in the final formulation to give the flexibility needed to achieve revenue neutrality in the final design and to stay within the proposed monthly rate ranges shown in testimony if and when the LCP is offered to the Haines City customers.

The final factor considered was that the LCP offering, being fully optional, had to be priced at levels that would be attractive enough to be beneficial to customers that want expanded local calling and yet be a financially viable offering for GTE. GTE is confident that these proposed ranges should allow GTE to deliver a product offering that satisfies all the abovementioned needs.

LOCAL CALLING PLAN MONTHLY RATE RANGES FOR GTE-LCPs TARIFFED IN OTHER GTE
SOUTHEASTERN STATE SERVICE AREAS.

LCP OPTIONS	ONE, BASIC		TWO, COMMUNITY		THREE, COMMUNITY PLUS		FOUR, PREMIUM	
	RES.	BUS.	RES.	BUS.	RES.	BUS.	RES.	BUS.
	\$/MO.	\$/MO.	\$/MO.	\$/MO.	\$/MO.	\$/MO.	\$/MO.	\$/MO.
STATES:								
AL								
GTE	8.15	22.50	13.65	NOT AVAIL.	17.65	47.00	35.65	NOT AVAIL.
CTC	9.00	24.00	18.00	NOT AVAIL.	21.00 TO 27.50	44.00 TO 56.00	39.00 TO 49.00	NOT AVAIL.
KY	10.00	25.00	12.00 TO 16.00	28.75 TO 35.00	13.00 TO 18.50	32.50 TO 48.00	31.00 TO 38.00	125.00 TO 170.00
NC	10.00	23.00	12.00	NOT AVAIL.	15.50 TO 17.50	36.00 TO 40.00	35.00 TO 39.00	NOT AVAIL.
SC								
GTE	11.00	24.20	13.00	NOT AVAIL.	15.25 TO 17.25	33.60 TO 39.10	37.50 TO 40.00	NOT AVAIL.
CTC	11.00	24.20	13.00	NOT AVAIL.	17.75	39.10	40.00	NOT AVAIL.

COM- POSITE RANGES ALL STATES	8.15 TO 11.00	22.50 TO 25.00	12.00 TO 18.00	NOT AVAIL. *	13.00 TO 27.50	32.50 TO 56.00	31.00 TO 49.00	NOT AVAIL. #
FL, SUB- MITTED RANGES	6.75 TO 7.25	17.00 TO 18.00	9.50 TO 10.50	NOT OFFERED	13.25 TO 14.25	32.00 TO 35.00	25.00 TO 40.00	NOT OFFERED

* AVAILABLE IN GTE - KENTUCKY ONLY AT RANGES OF \$ 28.75 TO \$ 35.00.

AVAILABLE IN GTE - KENTUCKY ONLY AT RANGES OF \$ 125.00 TO \$ 170.00.

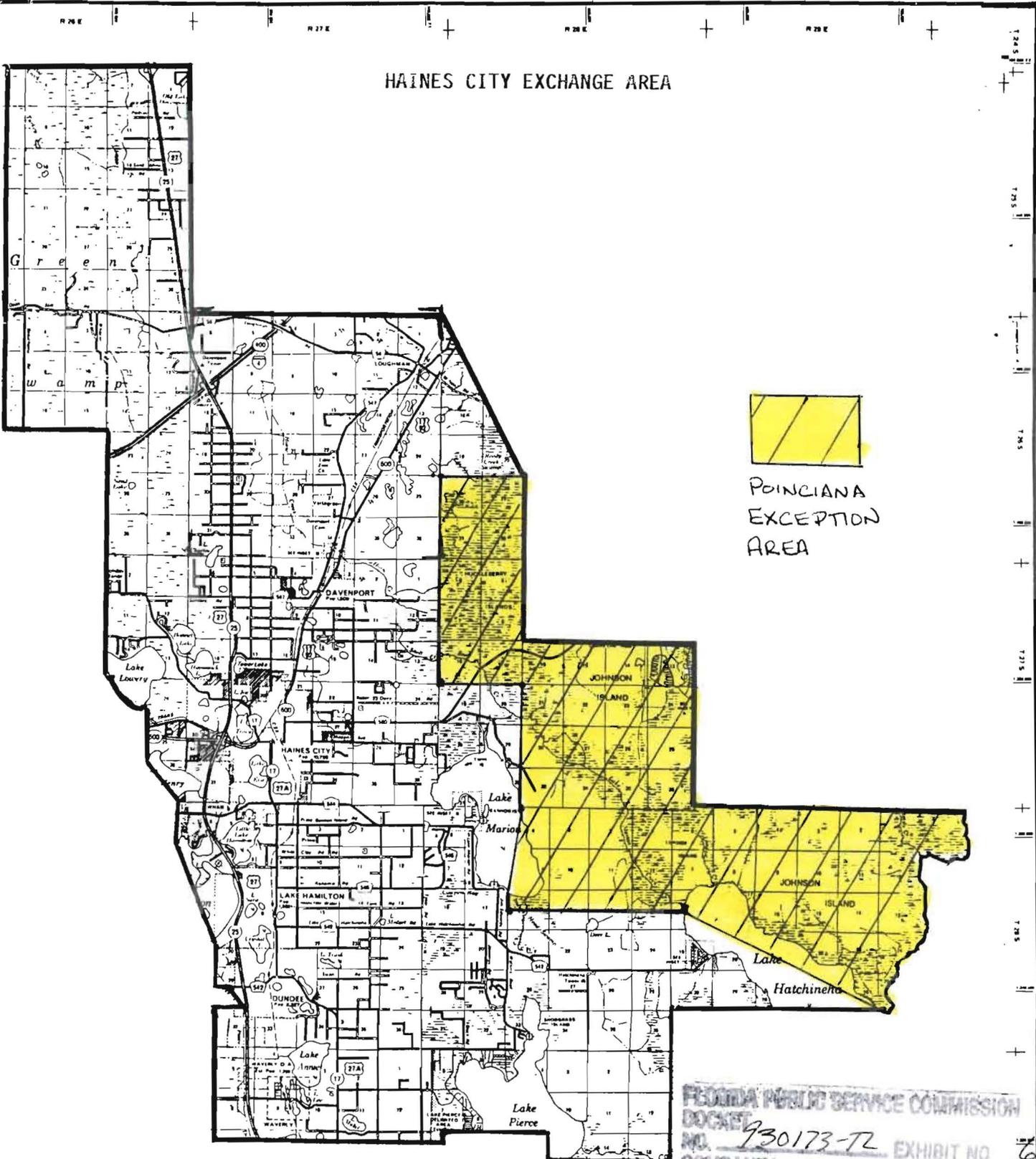
LOCAL CALLING PLAN USAGE RATE RANGES

USAGE RATE RANGES FOR THE SAME STATES SHOWN ABOVE BY MILEAGE BAND COMPARED TO
EXAMPLES SUBMITTED IN PREFILED TESTIMONY OF DAVID E. ROBINSON.

REGULAR DAYTIME RATES 8A TO 9P WEEKDAYS, ALL IN CENTS.

DISTANCE BAND	AIRLINE MILES, V & H, CENTRAL OFFICE TO CENTRAL OFFICE	CALL SET-UP IN CENTS		RATE PER MINUTE IN CENTS	
		ALL STATES	FLORIDA, SUBMITTED EXAMPLES	ALL STATES	FLORIDA, SUBMITTED EXAMPLES
LOCAL	NONE	2 to 2	2	1 to 2	1
A	1-10	3 to 5	3	2 to 5	2
B	11-16	3 to 6	4	3 to 6	3
C	17-22	3 to 5	5	6 to 8	4
D	23-30	3 to 6	5	6.5 to 11	6
E	31-40	3 to 5	5	7 to 11	9

DOCKET NO. 930173-TL
LATE FILED EXHIBIT 6
HAINES CITY EXCHANGE INCLUDING POINCIANA EXCEPTION AREA



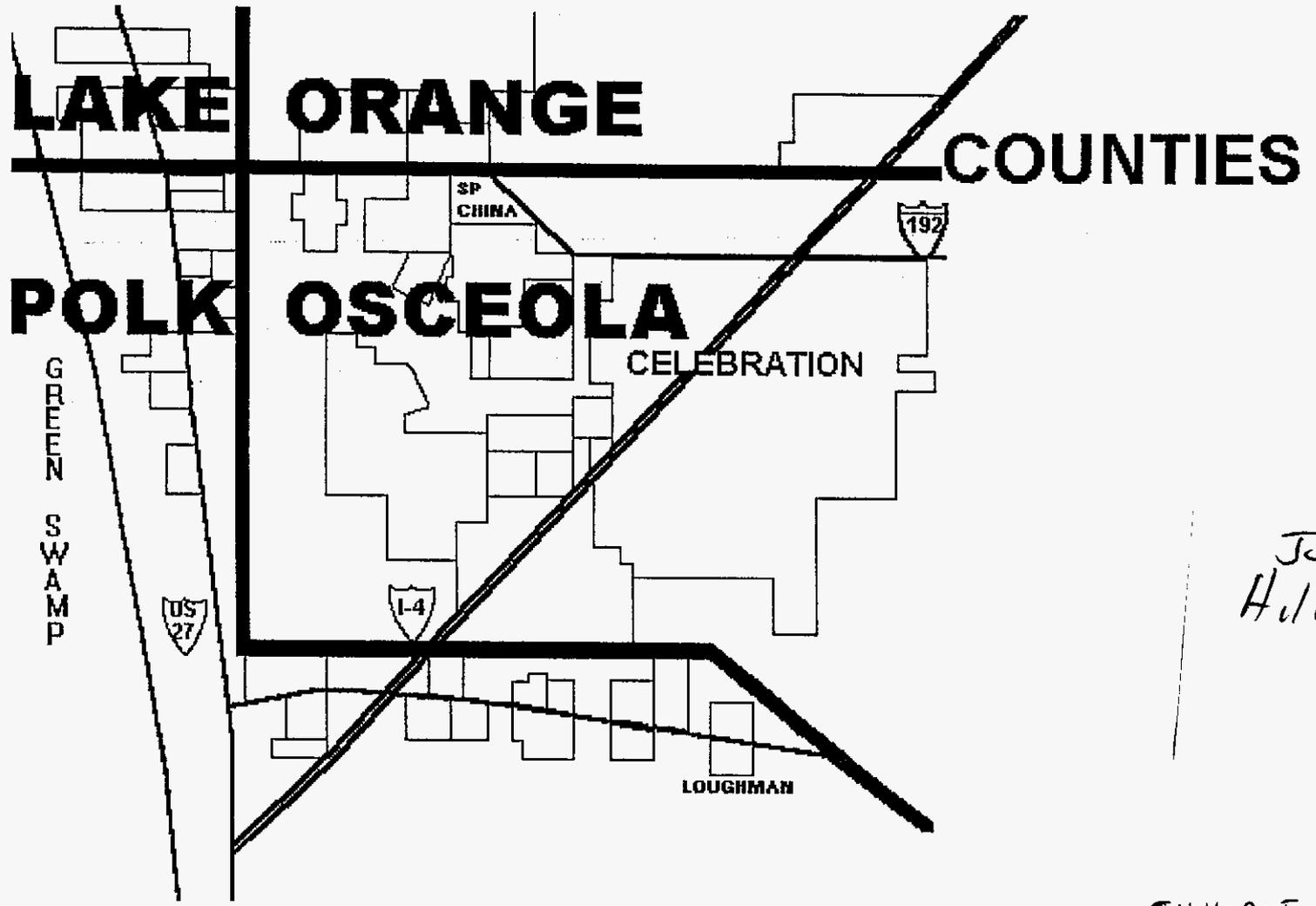
FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 930173-TL EXHIBIT NO. 6
COMPANY/ WITNESS: BTEFL
DATE: 6-14-96

Exhibit _____ (SEH-1)
Witness: Harrell
Sprint-United
Docket No. 930173-TL
Document 1
Page 1 of 1

Absent stimulation, the estimated annual revenue loss of implementing ECS would be \$218,000.

Based on 50% stimulation, which is consistent with the factor used by Southern Bell in Docket No. 920260-TL, the revenue impact of implementing ECS would be an annual revenue loss of approximately \$124,488.

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 930173-TL EXHIBIT NO. 7
COMPANY: Harrell
WITNESS: _____
DATE: 6/14/96



FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 930173 II
 COMPANY 1
 WITNESS: *A. J. [unclear]*
 DATE: 10/14/96

DOCUMENT NUMBER - DATE
 U2198 FEB 22 98

FPSC-RECORDS/REPORTING

John Hulkin

EXHIBIT "A"

FOUR CORNERS
 REGIONAL COUNCIL, INC.

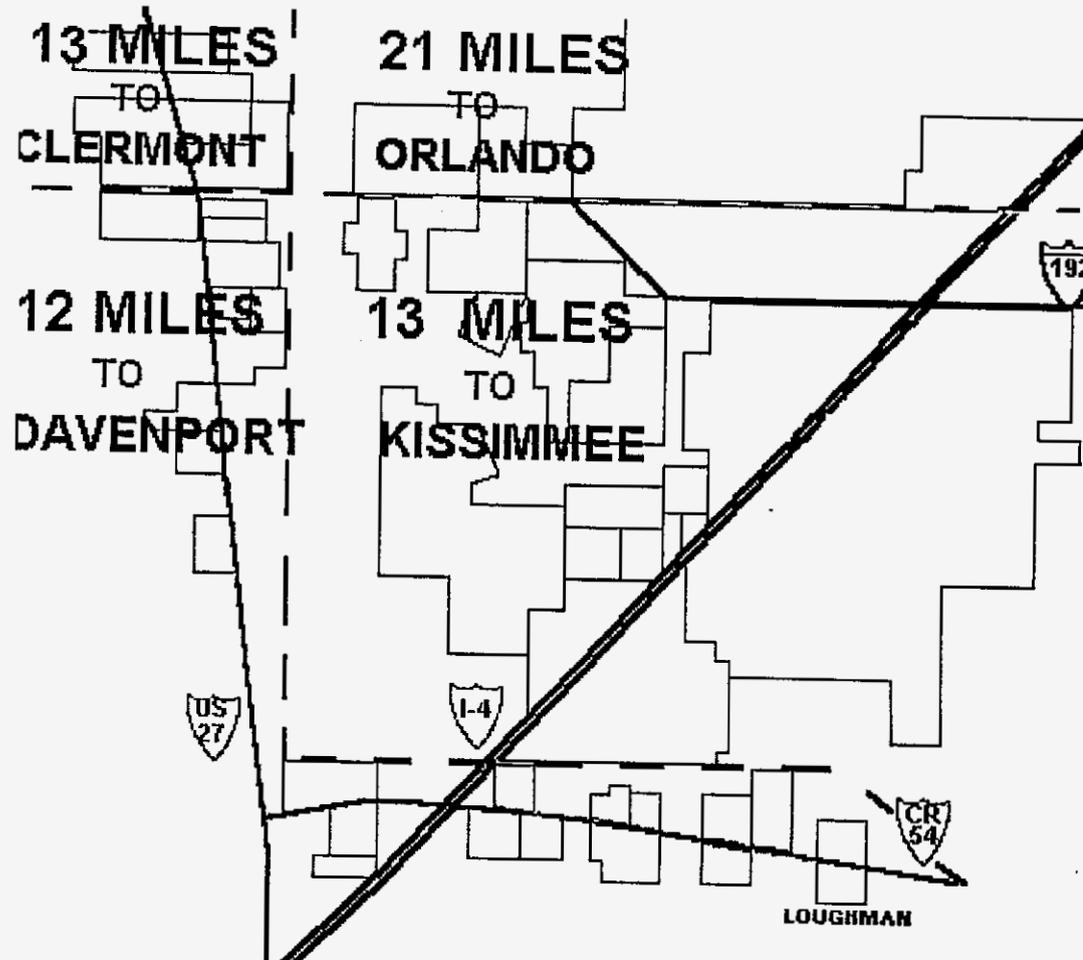
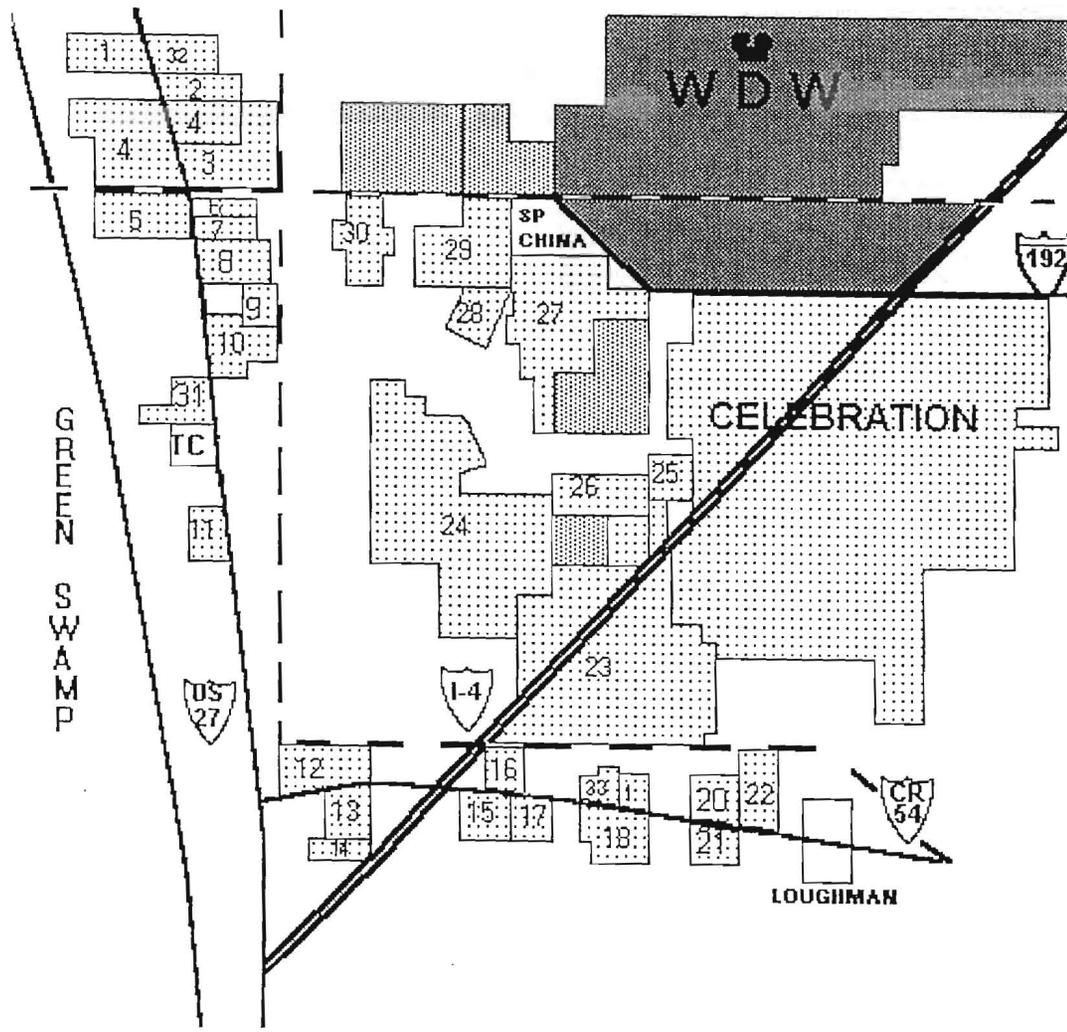


EXHIBIT "B"

FOUR CORNERS
REGIONAL COUNCIL, INC.



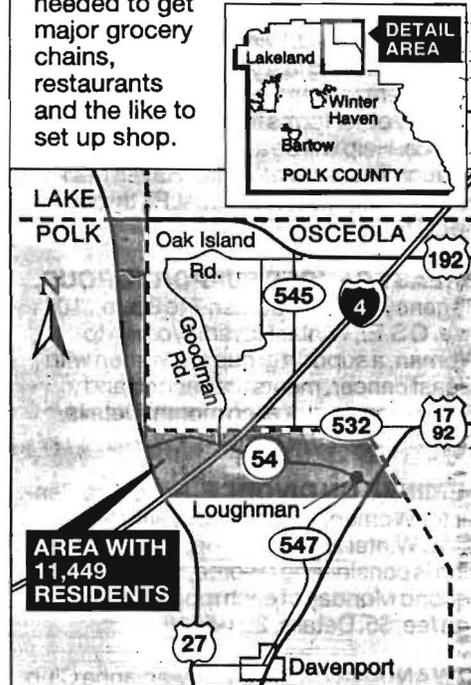
NAME	D/U
1 GREAT GROVES	455
2 CONDEV	210
3 WESTLAKE	2461
4 SOUTHLAKE	8000
5 POLO PK. E.	570
6 POLO PK.	681
7 BASS LAKE	
8 DAY LAKE/PALMS	
9 CONDEV	180
10 MAG. GLENN	320
11 WESTRIDGE	
12 LOMA DEL SOL	
13 LOMA VISTA	150
14	
15 LOMA LINDA	
16 BENTLY OAKS	
17 BRIARGROVE	162
18 SUNRIDGE WOODS	158
19 ROBBINS REST	
20 PINWOOD C. EST.	
21 OAKPOINT	70
22 THOUSAND OAKS	214
23 MAG. CREEK	5630
24 HAPPY TRAILS	312
25 BRAMINGHAM	
26 IND. RIDGE/OAKS	836
27 FORMOSA GDMS.	486
28 FISCHER ISLAND	238
29 CENT. AMERICA	800
30 LINFIELDS	1530
31 WELLINGTON	212
32 WALKER HGTS.	286
33 LAGRANGEVILLE	458
CELEBRATION	8065

EXHIBIT "C"ⁿ
1

Sunday,
February 18, 1996

Waiting on growth

The most recent population estimate of a section of Polk County north of Interstate 4 along U.S. 27 to 192, and east to Loughman, is 11,449 residents. That number is roughly half what experts say is needed to get major grocery chains, restaurants and the like to set up shop.



The Ledger

Northeast remote, but not for long

By Eric Pera

The Ledger

LOUGHMAN — Houses may be mushrooming in the remote reaches of northeast Polk County but anyone looking for a pound of the tasty fungi, or even a quart of milk, faces at least a 20-minute drive.

Residents are finding one drawback to life on the fringe — it's a long haul to the nearest grocery.

Some day — and that day may be sooner than most think — the Four Corners area will be rife with shopping, developers and county planners say.

Grocers already are closing in on the area. Gooding's opened a store several months ago on U.S. 192. Publix Super Markets Inc. is building a store on U.S. 192, about nine miles from Loughman, closer to Kissimmee.

Another Publix is planned this year at the U.S. 27 and 192 intersection at the Polk-Lake County line.

Haines City, about 10 miles south, has plenty of choices.

And there have been inquiries by Publix and Winn-Dixie about property at U.S. 27 and County Road 54 in Polk.

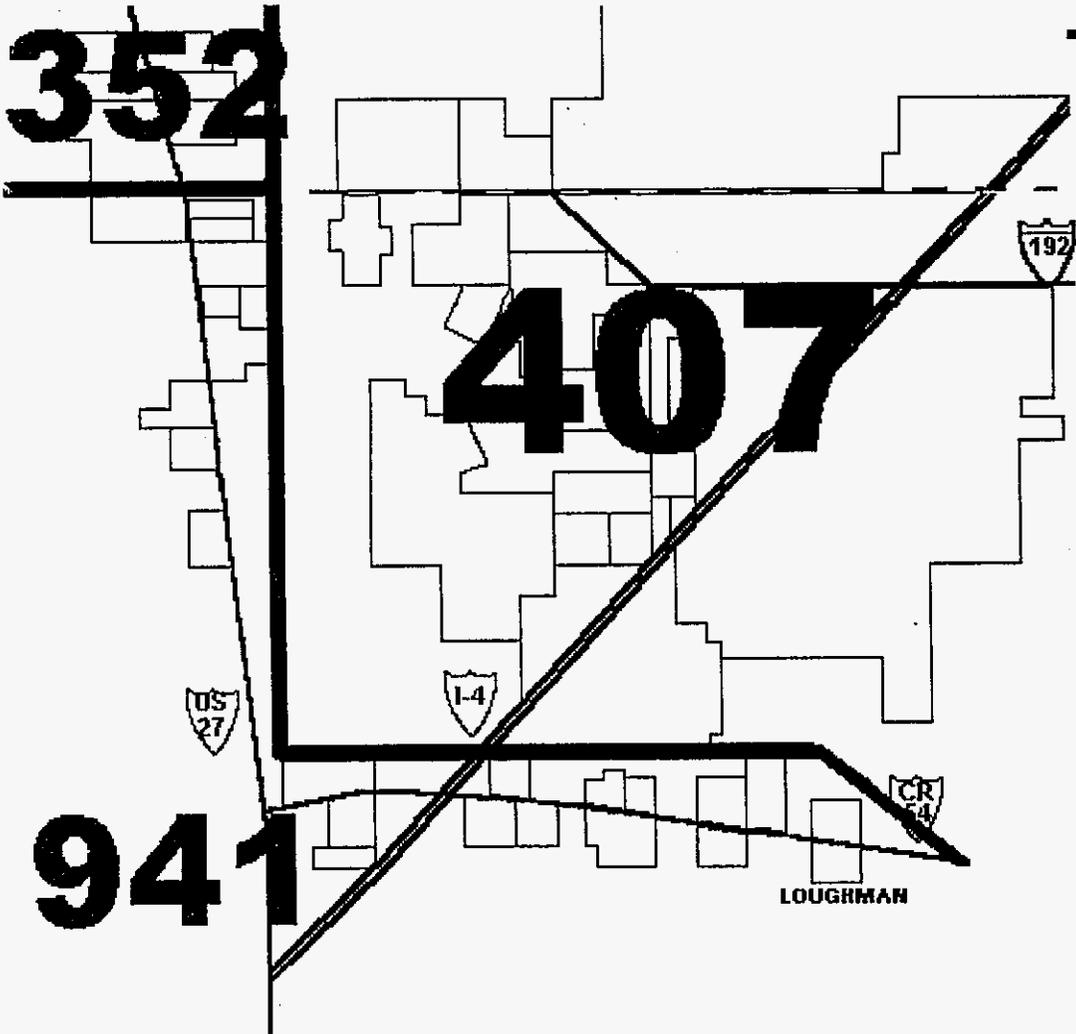
But so far, grocery chains appear to be picky about tapping into the market closer to Loughman — a market projected to be nearing 20,000 people in four to five years.

The big question for grocers and other business interests, according to Jim Malless, a Polk planner, is "when will there be enough customers?"

"It's going to happen when there's a market," he said. "When there's enough people."

The most recent population estimate of a section of Polk north of Interstate 4 along U.S. 27 to 192, and east to Loughman, is 11,449 residents. That includes single-family homes, mobile homes and RVs.

EXHIBIT "C"



**TELEPHONE
AREA
CODES**

EXHIBIT "D"

PLEASE LIST TOLL CALLS FROM YOUR TELEPHONE BILLS FOR THE PAST 3 MONTHS ACCORDING TO THE FOLLOWING TOWNS. PLEASE PRINT

KISSIMMEE/ST CLOUD (407)			REEDY CREEK/ LAKE BUENA VISTA (407)		
NAME CALLED	BUSINESS/PERSON	TELEPHONE #	NAME CALLED	BUSINESS/PERSON	TELEPHONE #
1	TELE-MEDIA	933 - 7331	DISNEY INFO		560 - 7277
2	OSCEOLA THEATERS	933 - 2828	DISNEY RESERV.		827 - 7200
3	PERSONAL	933 - 0558	DISNEY		934 - 7000
4	HOME DEPT	933 - 9600	PLEASURE ISLAND		934 - 7781
5	STEAK + ALE	846 - 6603	W.D.W. VILLAGE		828 - 3191
6	OUTBACK REST.	931 - 0033	" GREEN ROOM		828 - 3898
7	OSCEOLA RMT + FRAME	847 - 3322	PERSONAL		824 - 4321
8	CUNNINGHAM'S OFFICE	846 - 2332	TRINITY LUTH. CHURCH		847 - 4204
9	SCOTTY'S	846 - 4848	PERSONAL		239 - 6935
10	METHODIST CHURCH	847 - 8805	"		238 - 2281
11	WORKING WELL FLOWIST	846 - 1816	DISNEY		824 - 1693
12	DR. STEELE	846 - 7546	"		824 - 1692
13	CORNING LAB	847 - 6238	"		824 - 1691
14	WALGREENS	847 - 5252	"		345 - 0005
15	TARGET PHARM	846 - 0120	"		824 - 2454
16	DR. O. ATA	870 - 5151	"		824 - 2455
17	Holy Redeemer Church	846 - 3700	"		828 - 4466
18	H+H RV REPAIR	846 - 4760	"		824 - 3000
19	WALDEN BOOKS	847 - 3393	"		828 - 3088
20	LEVIN EYE CLINIC	933 - 7800	"		939 - 3463
21	DR. PATEL	933 - 2255	"		934 - 7639
22	DR. MANDAY	648 - 2484	"		939 - 4639
23	MASSEY LAWN SERV.	846 - 6620	"		939 - 1200
24	DR. CHAPPEL	846 - 8600	"		934 - 7301
25	OSCEOLA REG. HOSP.	846 - 2266	"		934 - 7471
26	A+M TV	846 - 8641	"		828 - 2504
27	PIZZA HUT	339 - 4456	"		560 - 4668
28	CARROLL BUICK	847 - 8122	"		560 - 4651
29	FARM + RANCH SPLY.	892 - 7040	BUSINESS		828 - 3654
30	GOOD YEAR	847 - 5219	"		560 - 7277
31	DR. O'BRIEN	933 - 1221	DISNEY		824 - 8266
32	ECKERS DAWG	397 - 4544	BUSINESS		828 - 4747
33	ORANGE BOWLING	847 - 2866	"		934 - 7639
34	BLUE CROSS/BLUE SH.	933 - 6886	"		824 - 4600
35	BUSINESS	846 - 3886	"		824 - 5626
36	"	397 - 4546	"		824 - 6020
37	"	397 - 9902	"		934 - 6000
38	"	944 - 1695	"		939 - 6397
39	"	933 - 0623	"		939 - 7656
40	"	847 - 5560	DISNEY		939 - 4878
41	"	847 - 5174	"		934 - 3341
42	"	847 - 3333	"		239 - 4200
43	"	933 - 7828	"		934 - 1450
44	"	397 - 0744	PERSONAL		239 - 1327
45	"	933 - 2500	"		239 - 4989

EXHIBIT "E"

PLEASE LIST TOLL CALLS FROM YOUR TELEPHONE BILLS FOR THE PAST 3 MONTHS ACCORDING TO THE FOLLOWING TOWNS. PLEASE PRINT

KISSIMMEE/ST CLOUD (407)			REEDY CREEK/ LAKE BUENA VISTA (407)		
NAME CALLED :	BUSINESS/PERSON :	TELEPHONE #	NAME CALLED :	BUSINESS/PERSON :	TELEPHONE #
1:	BUSINESS	957 - 2236	CONTEMP. HOTEL	934 - 7639	
2:	"	396 - 5772	DISNEY	672 - 5748	
3:	PERSONAL	957 - 4105	"	828 - 1066	
4:	"	892 - 3596	"	827 - 9825	
5:	BUSINESS	933 - 5400	"	824 - 4401	
6:	"	846 - 4459	PERSONAL	238 - 9039	
7:	"	870 - 2287	BUSINESS	828 - 8170	
8:	BUSINESS	396 - 1000	MARSHOTT HOTEL	239 - 8756	
9:	"	396 - 9300	DISNEY	824 - 1000	
10:	"	396 - 1600	MARSHOTT GOLF COURSE	238 - 8660	
11:	"	931 - 2325	PIZZA HUT	239 - 4456	
12:	PERSONAL	870 - 5960	OUTDOOR WORLD	239 - 8774	
13:	"	847 - 5771	BUSINESS	397 - 1927	
14:	"	847 - 3528	"	396 - 6466	
15:	"	846 - 3886	"	824 - 4245	
16:	"	396 - 1114	DISNEY	827 - 1867	
17:	"	397 - 1227	PERSONAL	656 - 0458	
18:	"	397 - 6963	DISNEY	560 - 4911	
19:	"	396 - 0017	DISNEY INS. OFFICE	875 - 8866	
20:	"	397 - 2210	AMC THEATRES	827 - 1300	
21:	"	933 - 2775	PERSONAL	239 - 4418	
22:	VALENZA	847 - 4311	"	239 - 1120	
23:	DR. MARTIAS	846 - 0626	DISNEY	560 - 6198	
24:	DR. LETMAN	933 - 2500	"	828 - 3898	
25:	DR. AOUND	933 - 7119	PERSONAL	828 - 3058	
26:	BUSINESS	932 - 3380	"	824 - 1158	
27:	"	870 - 5552	"	560 - 7277	
28:	"	847 - 9002	"	828 - 3862	
29:	"	846 - 8584	"	828 - 8125	
30:	POFFENBAUGH FORD	892 - 2141	"	239 - 4989	
31:	DR. MOOSE	847 - 3462	VISTA CREDIT UNION	828 - 5555	
32:	BUSINESS	332 - 8733	PERSONAL	828 - 1671	
33:	PERSONAL	870 - 1874	SHADES OF GREEN	824 - 1033	
34:	"	239 - 7380	PERSONAL	238 - 0641	
35:	"	390 - 0194	"	239 - 8390	
36:	"	957 - 9530	"	239 - 4185	
37:	CARDIAC CLINIC	933 - 1423	"	239 - 0092	
38:	CONNIE'S HAIR DESIGN	847 - 2992	"	828 - 6135	
39:	BELTONE HEARING	870 - 7878	GOLF COURSE	239 - 1050	
40:	BARNETT BANK	870 - 4100	DR. RANPIL	495 - 6790	
41:	H+R BLOCK	892 - 5508	DENTIST	870 - 5004	
42:	BICYCLE STATION	847 - 7557	DR. CROTTY	352 - 8553	
43:	PERSONAL	935 - 1332	PERSONAL	348 - 1243	
44:	"	846 - 8960	"	931 - 3813	
45:	"	846 - 4247	HOSPITAL	932 - 6996	

EXHIBIT "E"

PLEASE LIST TOLL CALLS FROM YOUR TELEPHONE BILLS FOR THE PAST 3 MONTHS ACCORDING TO THE FOLLOWING TOWNS. PLEASE PRINT

KISSIMMEE/ST CLOUD (407)			REEDY CREEK/ LAKE BUENA VISTA (407)		
NAME CALLED	BUSINESS/PERSON	TELEPHONE #	NAME CALLED	BUSINESS/PERSON	TELEPHONE #
1:	PERSONAL	396 - 4485	PET SHOP		847 - 3281
2:	"	396 - 2278	MIDDLETON POST		846 - 3886
3:	"	397 - 4564	HOSPITAL		846 - 2266
4:	"	396 - 6393	LAKE BUENA VISTA		934 - 8700
5:	"	933 - 5574	ADVANCED ELECTRONICS		239 - 7544
6:	"	846 - 3092	PERSONAL		560 - 2280
7:	"	891 - 9191	"		934 - 1180
8:	"	933 - 2155	"		934 - 7652
9:	NORTH SOUTH SUPPLY	932 - 0011	"		939 - 2842
10:	ORANGE LAKE C.C.	846 - 0000	BUSINESS		560 - 7277
11:	PERSONAL	390 - 0835	"		827 - 7700
12:	"	933 - 2193	"		239 - 3100
13:	"	396 - 1486	"		934 - 5000
14:	"	396 - 0700	DISNEY		939 - 4881
15:	"	396 - 7431	BUSINESS		939 - 1922
16:	"	397 - 1720	"		828 - 3088
17:	"	396 - 2117			
18:	"	870 - 1564			
19:	WALMART	933 - 3687			
20:	KMART	933 - 7488			
21:	SCOTTY'S	846 - 4848			
22:	RED LOBSTER	827 - 1045			
23:	LAB	933 - 4660			
24:	GOODINGS	397 - 2210			
25:	FAULKNERS	397 - 1975			
26:	BUSINESS	892 - 3671			
27:	KISS. TOYOTA	846 - 1600			
28:	PERSONAL	239 - 2706			
29:	"	348 - 2519			
30:	DENTAL CENTER	348 - 6042			
31:	DR. LOBER	846 - 7166			
32:	PERSONAL	846 - 7056			
33:	HUMANA HOSP.	855 - 4009			
34:	CHINA + TIME	892 - 9633			
35:	PERSONAL	396 - 0012			
36:	"	397 - 4869			
37:	"	870 - 1117			
38:	"	935 - 9600			
39:	"	396 - 8033			
40:	"	396 - 4755			
41:	ORL. FOOT CLINIC	423 - 1234			
42:	DR. D'BRIEN	933 - 1221			
43:	WALDEN BOOKS	847 - 3393			
44:	PLEASURE IS. BOOKS	828 - 3058			
45:	KISS. GOLF SHOP (BOWEN WATTS)	397 - 4600			

EXHIBIT "E"

PLEASE LIST TOLL CALLS FROM YOUR TELEPHONE BILLS FOR THE PAST 3 MONTHS ACCORDING TO THE FOLLOWING TOWNS. PLEASE PRINT

KISSIMMEE/ST CLOUD (407)			REEDY CREEK/ LAKE BUENA VISTA (407)		
NAME CALLED :	BUSINESS/PERSON :	TELEPHONE #	NAME CALLED :	BUSINESS/PERSON :	TELEPHONE #
1:	PERSONAL	846 - 2892			
2:	"	870 - 6222			
3:	"	847 - 0229			
4:	BARBER	932 - 2256			
5:	FOOT + ANKLE CLINIC	846 - 1234			
6:	MIDDLETON LAWN SEAK	846 - 3886			
7:	DENTIST	957 - 8819			
8:	BUSINESS	933 - 5443			
9:	"	847 - 3174			
10:	"	397 - 7032			
11:	"	396 - 4888			
12:	PIZZA HUT	396 - 4000			
13:	BRUNO'S	397 - 7577			
14:	TRULY NOLEN	847 - 3335			
15:	PERSONAL	348 - 5222			
16:	"	933 - 7331			
17:	SOUTHERN BANK	933 - 5887			
18:	" "	931 - 2265			
19:	PIZZA HUT	239 - 4456			
20:	YOGI BEAR	239 - 4148			
21:	7-11 STORE	396 - 4179			
22:	FARM BUL. INS.	847 - 5189			
23:	PIZZERIA UNO	396 - 2755			
24:	PIZZA HUT	396 - 7273			
25:	WALGREEN'S	847 - 5252			
26:	UNION JACK	396 - 8692			
27:	PIZZA DENTAL CLINIC	397 - 9200			
28:	PIZZA HUT	396 - 4256			
29:	H+H. TV. REPAIR	846 - 4760			
30:	DR. BISOGNO	846 - 8288			
31:	DR. PRICE	847 - 6900			
32:	PERSONAL	870 - 0178			
33:	"	396 - 1894			
34:	"	427 - 0339			
35:	"	348 - 4020			
36:	"	396 - 2655			
37:	"	847 - 2298			
38:	"	397 - 1352			
39:	"	263 - 1386			
40:	"	935 - 0331			
41:	"	892 - 5989			
42:	"	932 - 0651			
43:	"	239 - 1220			
44:	"	892 - 9792			
45:	"	933 - 6534			

EXHIBIT "E"

PLEASE LIST TOLL CALLS FROM YOUR TELEPHONE BILLS FOR THE PAST 3 MONTHS ACCORDING TO THE FOLLOWING TOWNS. PLEASE PRINT

KISSIMMEE/ST CLOUD (407)			REEDY CREEK/ LAKE BUENA VISTA (407)		
NAME CALLED :	BUSINESS/PERSON :	TELEPHONE # :	NAME CALLED :	BUSINESS/PERSON :	TELEPHONE # :
1:	PERSONAL	390 - 0710			
2:	"	933 - 6534			
3:	"	957 - 7130			
4:	Blockbuster	870 - 8588			
5:	FIVE KIDS THE WORLD	396 - 1114			
6:	DR. ISLAM	846 - 6747			
7:	PERSONAL	933 - 2775			
8:	"	933 - 6353			
9:	"	933 - 4878			
10:	"	846 - 6331			
11:	CRESPO	933 - 2500			
12:	GOLF CLUB	847 - 2816			
13:	SPORTS AUTHORITY	932 - 4444			
14:	TARGET STORE	846 - 6611			
15:	DISCOUNT AUTO	859 - 3955			
16:	DR. MIDA O	847 - 4757			
17:	BECKERD DRUG	397 - 4544			
18:	PERSONAL	846 - 3301			
19:	"	932 - 2471			
20:	RESORT HAIR STYLIST	396 - 0919			
21:	ARC TOWING	396 - 7076			
22:	PERSONAL	396 - 1894			
23:	DR. AGUSTINES	846 - 6331			
24:	HORIZONS REHAB	935 - 1900			
25:	K-MART PHARMACY	846 - 1109			
26:	DR. TAI	932 - 3666			
27:	PERSONAL	847 - 8680			
28:	"	846 - 4786			
29:	"	846 - 1649			
30:	"	846 - 4127			
31:	"	397 - 7032			
32:	"	348 - 8422			
33:	"	932 - 4445			
34:	"	397 - 4544			
35:	"	847 - 5174			
36:	"	847 - 9077			
37:	GOODINGS	397 - 2210			
38:	PERSONAL	396 - 7487			
39:	DR. DAVIS DDS	846 - 6353			
40:	OSCEOLA TV	847 - 5676			
41:	OSCEOLA STADIUM	933 - 5400			
42:	DR. LEVIN	933 - 7800			
43:	DR. PRICE	847 - 6900			
44:	DR. MUKHERJEE	933 - 2210			
45:	BURKLEY OXYGEN	957 - 8595			

EXHIBIT "E"

PLEASE LIST TOLL CALLS FROM YOUR TELEPHONE BILLS FOR THE PAST 3 MONTHS ACCORDING TO THE FOLLOWING TOWNS. PLEASE PRINT

KISSIMMEE/ST CLOUD (407)			REEDY CREEK/ LAKE BUENA VISTA (407)		
NAME CALLED :	TELEPHONE #		NAME CALLED :	TELEPHONE #	
BUSINESS/PERSON:			BUSINESS/PERSON:		
1: PERSONAL	892 - 9636				
2: "	932 - 4309				
3: "	870 - 0421				
4: SUN BANK	846 - 5835				
5: DR. RAZU	933 - 1423				
6: DR. BANSAL	645 - 3151				
7: DR. PRATT	846 - 7200				
8: DR. Homburger	932 - 3833				
9: CHURCH	846 - 3700				
10: CUT LOUSEN	892 - 8922				
11: DR. WINGER	846 - 7200				
12: DR. BULLOW	933 - 1423				
13: DR. MORROW	957 - 1255				
14: PERSONAL	396 - 1240				
15: "	892 - 3059				
16: "	892 - 2195				
17: "	847 - 6055				
18: "	397 - 2174				
19: "	957 - 2055				
20: "	847 - 8854				
21: "	957 - 3748				
22: "	957 - 5868				
23: "	396 - 6101				
24: "	892 - 5989				
25: "	892 - 9665				
26: "	249 - 5989				
27: "	892 - 1740				
28: "	892 - 5461				
29: FLA. PROF. REALTY	935 - 9500				
30: PERSONAL	846 - 6620				
31: "	344 - 3586				
32: "	344 - 1902				
33: "	344 - 0381				
34: "	932 - 6405				
35: "	846 - 4786				
36: "	397 - 7032				
37: "	931 - 0571				
38: "	846 - 6747				
39: "	847 - 3333				
40: "	847 - 9166				
41: "	846 - 6004				
42: BUSINESS	846 - 8792				
43: "	933 - 7888				
44: "	348 - 4653				
45: "	846 - 7001				

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

ORLANDO (407)		CLERMONT (352/904)	
NAME CALLED	TELEPHONE #	NAME CALLED	TELEPHONE #
1: TINKER FIELD	872 - 7593	DR. ASMANN	394 - 4035
2: RON LEE INSURANCE	273 - 0230	BELLA VISTA GOLF	324 - 3233
3: PALM CASUAL	299 - 9188	DEXNER CHIMNEY	394 - 4615
4: CATTLE RANCH	298 - 7334	SWISS FAIRWAYS	429 - 9065
5: DILLARDS	240 - 1771	DR. ZUBKIN	394 - 6720
6: CIRCUIT CITY	850 - 3918	DR. NICDAO	394 - 7997
7: SAM'S CLUB	859 - 9056	MATLACK NURSERY	394 - 3619
8: OFFICE DEPOT	855 - 9405	DR. SAXENA	394 - 3611
9: WHITE ROSE	240 - 4156	SOUTH LAKE HOSP.	425 - 9927
10: GAYFER'S	438 - 7377	K-MART	394 - 8667
11: SEARS	826 - 9600	BUSINESS	429 - 9065
12: SERVICE MDSE.	240 - 9575	DOCTOR	394 - 8585
13: NEPHROLOGY ASSOC.	894 - 4693	DOCTOR	394 - 4071
14: PERSONAL	834 - 3345	BUSINESS	394 - 1133
15: VETERAN'S ADMIN.	629 - 1599	"	239 - 0302
16: DIABETIC SUPPORT CTR.	425 - 9927	PERSONAL	239 - 4456
17: SEA WORLD	351 - 3600	DOCTOR	394 - 6106
18: DENTAL CLINIC	297 - 1707	"	242 - 0404
19: DELTA AIRLINES	849 - 6400	SO. LAKE FORD	394 - 6161
20: P+G CONTRACTORS	859 - 1080	BUSINESS	394 - 2290
21: PERSONAL	315 - 0616	"	394 - 4006
22: "	568 - 7650	"	394 - 3001
23: "	299 - 9257	"	394 - 0316
24: DR. CUPLET	855 - 3100	"	326 - 4592
25: MAGWENER EYE INST.	843 - 2200	PALISADES GOLF	394 - 0085
26: DR. LEHR	843 - 2201	SEAFOOD GRILL	394 - 6911
27: DR. JENKINS	648 - 3800	DR. MANNING	394 - 5121
28: PW-CARE HEALTH	826 - 5400	CLERMONT TRAVEL	394 - 6186
29: " PHARMACY	826 - 5432	SOUTH LAKE BARBER	394 - 5051
30: " CANCER	826 - 5444	PERSONAL	394 - 4008
31: DR. TEW	246 - 8600	K MANT	394 - 3333
32: ORLANDO AVIATION AUTH.	826 - 2001	DR. BALDANADO	242 - 0026
33: TRAVELodge EAST	396 - 4222	SO. LAKE FORD	394 - 8550
34: HOLIDAY INN EAST	396 - 4488	CITRUS VALLEY RV	394 - 4051
35: DELTA ORL. RESORT	351 - 3340	ALL SEASONS RESORT	394 - 5972
36: SERVICE AMERICA	851 - 2511	SUN TRUST	394 - 7379
37: OSCEOLA TV	847 - 5676	WILLIS HDW.	394 - 2275
38: CUSTOM PLUMBING	292 - 5952	D+J AUTO REPAIR	394 - 5440
39: MOOSE LODGE 766	295 - 4270	SUPER AUTO A/C	422 - 5932
40: PERSONAL	894 - 3875	PERSONAL	394 - 7788
41: "	277 - 0863	"	394 - 3840
42: "	282 - 5800	GREEN VALLEY GC	394 - 7208
43: SAND LAKE HOSP.	354 - 1110	PERSONAL	242 - 9073
44: FLA. HOSPITAL	896 - 6611	"	394 - 4615
45: DR. GILBERTH	352 - 7660	FIRST FED. BANK	394 - 5595

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

	NAME CALLED	TELEPHONE #
1:	DR. SLADEK	894 - 8696
2:	TILDEN, LOBNITZ LTR	841 - 9050
3:	SEI TECH. SERVICES	363 - 1210
4:	HANSEN, LIND, MEYER	422 - 7061
5:	D. BENLEY + ASSOC.	381 - 8283
6:	PENINSULA ENGRG.	629 - 1020
7:	EAGLE CONSTR.	273 - 5300
8:	CERT. FIN. GROUP	869 - 9800
9:	PERSONAL	859 - 5825
10:	"	839 - 9574
11:	"	855 - 0528
12:	MCCOY FEDERAL	855 - 5452
13:	PERSONAL	857 - 8245
14:	ORANGE BANK	843 - 0800
15:	PHOFFENBAUGH FOND.	422 - 7850
16:	TODD OLOS	277 - 9654
17:	SAM'S CLUB	859 - 9056
18:	"	160 - 8109
19:	PERSONAL	660 - 0088
20:	"	740 - 5020
21:	"	857 - 9261
22:	"	695 - 4085
23:	WM. SHEAFFER, ATTY.	423 - 1066
24:	A. ZOUZULAS, ATTY.	994 - 0705
25:	SEARS	826 - 9600
26:	PENNEY'S	859 - 1800
27:	COSTCO SOUTH	851 - 3127
28:	COSTCO NORTH	660 - 1996
29:	PARLOR FOR PETS	894 - 4873
30:	AIRPORT	826 - 9603
31:	BUSINESS	830 - 1292
32:	AIRLINE	826 - 9603
33:	AIRLINE	841 - 1485
34:	BUSINESS	560 - 7277
35:	"	851 - 5200
36:	"	291 - 3661
37:	"	678 - 3838
38:	"	850 - 9940
39:	"	352 - 4636
40:	AIRLINE	354 - 6000
41:	"	363 - 8000
42:	BUSINESS	851 - 9133
43:	BUSINESS	296 - 1000
44:	AIRLINE	858 - 4070
45:	"	858 - 4080

	NAME CALLED	TELEPHONE #
	FIRST UNION BANK	394 - 4015
	NATIONS BANK	394 - 6114
	HUNGARY HOMES	394 - 2828
	DR. V. WOODWARD	394 - 6106
	DAN'S APPLIANCE	394 - 6522
	HANKS ELECT CO.	394 - 6111
	HENDERSON CARPET	394 - 3321
	CLERMONT APPLIANCE	394 - 7961
	ECLERD BANG	394 - 2127
	SLMN	394 - 4071
	CURTIS MATHES	394 - 1174
	D. LANGLEY, ATTY.	394 - 4025
	PERSONAL	242 - 1993
	"	429 - 4259
	"	394 - 6689
	"	242 - 1322
	"	394 - 3319
	"	242 - 1364
	SO. LAKE FOND	394 - 6161
	TOTAL EYE CARE	394 - 7137
	PERSONAL	394 - 4718
	BUSINESS	394 - 4142
	"	394 - 2164
	"	394 - 5121
	"	728 - 2404
	"	377 - 8619
	SEIDLER CITEV.	394 - 2164
	GREEN VALLEY G.C.	394 - 2133
	PERSONAL	394 - 2588
	PERSONAL	394 - 7269 *
	DR. TEICH	394 - 4326
	"	394 - 7413
	"	394 - 7715
	"	394 - 5751
	"	394 - 4718
	DENTIST	394 - 5167
	DRUGSTONE	394 - 3001
	PERSONAL	394 - 4043
	"	242 - 0577
	"	394 - 4251
	"	394 - 0401
	"	429 - 4726
	"	394 - 4446
	"	394 - 4836
	"	242 - 1677

* 70 CALLS

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

ORLANDO (407)		CLERMONT (352/904)	
NAME CALLED	TELEPHONE #	NAME CALLED	TELEPHONE #
1: DR. ANTOON	239 - 9557	CORNER BOOK SHELF	394 - 6911
2: SOUTHWEST ELECT. CO.	841 - 8824	TP ENTERPRISES	429 - 4511
3: FAIRWAY APPLIAN.	846 - 7448	VET	394 - 6624
4: ORANGE BUICK	295 - 8100	PERSONAL	242 - 9472
5: DR. HELLINGER	898 - 4331	"	394 - 6171
6: DR. S. CURRY	894 - 7185	BEDS, ETC.	394 - 5550
7: JEWETT ORTHOPEDIC	894 - 3973	PERSONAL	394 - 3719
8: FLORIDA HOSP.	895 - 7733	"	242 - 3605
9: "	896 - 6611	"	394 - 4269
10: "	897 - 1505	"	394 - 7113
11: PERSONAL	894 - 7011	"	394 - 7775
12: "	856 - 4663	"	394 - 5588
13: "	898 - 4333	"	394 - 8818
14: DR. PRAFF	352 - 9300	"	394 - 3840
15: DR. HYER	896 - 1910	"	394 - 4035
16: K-MART	352 - 5670		
17: PERSONAL	876 - 2211		
18: "	767 - 6208		
19: "	788 - 6917		
20: "	767 - 2305		
21: "	841 - 7151		
22: "	897 - 3499		
23: "	420 - 9492		
24: "	649 - 1693		
25: "	826 - 9625		
26: "	846 - 3777		
27: "	382 - 8784		
28: "	896 - 7654		
29: "	855 - 7984		
30: "	277 - 7057		
31: "	862 - 6894		
32: "	843 - 2810		
33: JEWETT ORTHO	351 - 2908		
34: REV. ELLER	238 - 9259		
35: DR. GOMEZ	332 - 7222		
36: DR. TACOBO	332 - 0777		
37: DENTAL CENTER	397 - 9200		
38: DR. DEVER	351 - 1500		
39: PHARMACY	351 - 2275		
40: BUSINESS	649 - 3200		
41: "	839 - 3900		
42: "	629 - 1010		
43: "	380 - 1002		
44: NAVY FED. CR. UNION	894 - 1371		
45: DR. DONN	898 - 5452		

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

ORLANDO (407)		CLERMONT (352/904)	
NAME CALLED	TELEPHONE #	NAME CALLED	TELEPHONE #
1: DR. S. SOBER	877 - 6666		
2: J.C. PENNEY	851 - 5200		
3: DR. KALSKY	422 - 2484		
4: DR. LARACH	422 - 3790		
5: WALGREENS	857 - 8554		
6: PERSONAL	298 - 1858		
7: "	898 - 3308		
8: "	357 - 2102		
9: "	263 - 5944		
10: "	682 - 2186		
11: "	786 - 2899		
12: "	897 - 1980		
13: HOTEL SPERATON	939 - 3463		
14: SUN BANK	846 - 2266		
15: BUSINESS	324 - 3925		
16: "	892 - 3671		
17: "	846 - 4786		
18: "	855 - 5880		
19: "	894 - 8817		
20: "	672 - 3522		
21: "	629 - 6906		
22: "	957 - 6264		
23: "	394 - 2127		
24: HOSPITAL	425 - 6701		
25: "	649 - 6111		
26: HONDA SHOP	851 - 9118		
27: PERSONAL	671 - 6185		
28: "	839 - 7205		
29: TOM BUCK	648 - 3800		
30: PERSONAL	275 - 0187		
31: "	839 - 0699		
32: "	775 - 0762		
33: "	295 - 6808		
34: DR. BORNSTEIN	657 - 9188		
35: DR. HOWERY	644 - 4883		
36: DR. ROTHBARD	896 - 0054		
37: DR. HODGE	826 - 8999		
38: BANK	246 - 0851		
39: GULF ATLANTIC	859 - 7005		
40: YR OLD BOOB SHOPS	896 - 9111		
41: PERSONAL	298 - 2552		
42: "	660 - 2455		
43: WESTMATE ANIMAL CLINIC	862 - 6892		
44: GOLF CAR CO.	834 - 4400		
45: DR. ESCANO	896 - 5940		

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

ORLANDO (407)		CLERMONT (352/904)	
NAME CALLED	TELEPHONE #	NAME CALLED	TELEPHONE #
1: BUSINESS	876 - 0270		
2: "	897 - 5700		
3: "	855 - 5496		
4: PERSONAL	656 - 2876		
5: "	857 - 8618		
6: "	876 - 0477		
7: "	290 - 5141		
8: "	297 - 1151		
9: BUSINESS	363 - 5871		
10: BANK OF CENT. FLA.	422 - 0707		
11: DR. VAN DYKE	237 - 6372		
12: PERSONAL	282 - 7657		
13: PIONEER - CPA	862 - 3700		
14: RYDER TRUCK	892 - 5313		
15: DR. BUTLER	851 - 3099		
16: NAT. HEALTH LAB.	843 - 5540		
17: DR. S. MARTIN	648 - 4323		
18: DR. N. GROSS	834 - 7776		
19: GUN SHOP	859 - 5064		
20: MIKE'S ALUM.	855 - 1989		
21: PERSONAL	277 - 7224		
22: "	293 - 6989		
23: "	238 - 0457		
24: "	296 - 4701		
25: "	240 - 1238		
26: "	277 - 3166		
27: "	657 - 1198		
28: "	846 - 2266		
29: "	847 - 2103		
30: "	892 - 7738		
31: "	850 - 1049		
32: "	656 - 5225		
33: "	850 - 0591		
34: "	850 - 7060		
35: "	629 - 1599		
36: "	237 - 9866		
37: "	862 - 5948		
38: PANHAR BOATS	660 - 2628		
39: ORLANDO HEART CTR.	246 - 8600		
40: DR. JOHNSON	352 - 7390		
41: SERVICE AMERICA	851 - 2511		
42: DARREN INS.	245 - 4000		
43: DR. GONZALEZ	351 - 5384		
44: DR. BOGDANY	859 - 1699		
45: DR. SOYKA	352 - 8151		

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

ORLANDO (407)		CLERMONT (352/904)	
NAME CALLED	TELEPHONE #	NAME CALLED	TELEPHONE #
BUSINESS/PERSON		BUSINESS/PERSON	
1: CAMBELLS	281 - 1950		
2: REYNOLDS	240 - 9444		
3: MBEARS TRANS.	423 - 5566		
4: J. BROWN	682 - 4868		
5: BUSINESS	855 - 9405		
6: n	896 - 0054		
7: n	423 - 7654		
8: n	859 - 9096		
9: n	422 - 4900		
10: n	299 - 7357		
11: n	877 - 9054		
12: n	644 - 8909		
13: n	851 - 2640		
14: n	740 - 6500		
15: n	826 - 9657		
16: n	826 - 9600		
17: n	345 - 8451		
18: n	352 - 2535		
19: DR. SAAVEDRA	423 - 4680		
20: DR. S. STINE	352 - 2633		
21: BUSINESS	897 - 5550		
22: n	363 - 2618		
23: n	422 - 9839		
24: n	851 - 4970		
25: PERSONAL	857 - 3367		
26: n	843 - 2931		
27: n	843 - 1620		
28: n	295 - 8050		
29: n	841 - 4022		
30: n	843 - 1315		
31: n	248 - 0637		
32: n	897 - 7063		
33: n	679 - 4700		
34: n	352 - 7676		
35: n	839 - 0363		
36: n	834 - 5041		
37: BUSINESS	245 - 4000		
38: n	438 - 1700		
39: n	521 - 1200		
40: OCC	345 - 4887		
41: PERSONAL	876 - 3173		
42: n	345 - 9830		
43: AIRPORT	351 - 3855		
* 44: PERSONAL	857 - 6176		
45: BUSINESS	897 - 1950		

* 20 TIMES DEC. 18, 1995 TO JAN. 14, 1996

EXHIBIT "E"

ORLANDO (407)

CLERMONT (352/904)

ORLANDO (407)		CLERMONT (352/904)	
NAME CALLED	TELEPHONE #	NAME CALLED	TELEPHONE #
BUSINESS/PERSON		BUSINESS/PERSON	
1: PERSONAL	257 - 5596		
2: n	295 - 1821		
3: BUSINESS	843 - 4600		
4: n	851 - 2020		
5: n	294 - 4776		
6: n	295 - 9725		
7: n	831 - 0011		
8: n	351 - 5704		
9: n	896 - 1211		
10: n	851 - 1773		
11: n	855 - 4058		
12: DIRECTORY ASSIST.	555 - 1212		
13: PERSONAL	290 - 5141		
14: n	629 - 0949		
15: AIRLINE	898 - 3482		
16: BUSINESS	851 - 7130		
17: n	849 - 2001		
18: n	649 - 3200		
19: n	363 - 2259		
20: n	295 - 1821		
21: n	428 - 2345		
22: n	263 - 7977		
23: PERSONAL	256 - 2716		
24: DR. COTTRELL	851 - 5600		
25: SATURN OF ORLANDO	438 - 2020		
26: DR. JOHNSON	855 - 1340		
27: HOLIDAY RV	351 - 3096		
28: MARRIOTT HOTEL	843 - 6664		
29: BUSINESS	521 - 3500		
30: PERSONAL	425 - 2555		
31: n	849 - 2020		
32: BUSINESS	295 - 8100		
33: n	841 - 9000		
34: PERSONAL	425 - 4357		
35: n	291 - 4422		
36: n	859 - 2990		
37: n	826 - 0632		
38: ORLANDO CONV. BUREAU	363 - 5845		
39: PERSONAL	438 - 0189		
40: n	648 - 2484		
41: n	825 - 9058		
42: n	299 - 9188		
43: DR. EDLEY	345 - 1041		
44: DR. GROSSO	857 - 2450		
45: DR. FLEMING	351 - 1500		

EXHIBIT "E"

ORLANDO (407)			CLERMONT (352/904)		
	NAME CALLED	TELEPHONE #		NAME CALLED	TELEPHONE #
	BUSINESS/PERSON			BUSINESS/PERSON	
1	DR. IMBERT	644 - 2121			
2	DR. SALATICH	352 - 0747			
3	DR. PRENDZ	422 - 5803			
4	PERSONAL	872 - 7323			
5	ROYAL PETTICATS	894 - 7797			
6	PERSONAL	293 - 3243			
7	"	855 - 3300			
8	"	239 - 6765			
9	"	239 - 8440			
10	"	855 - 8773			
11	"	240 - 4001			
12	"	273 - 6752			
13	"	275 - 7819			
14	"	366 - 9807			
15	"	767 - 6718			
16	"	767 - 6819			
17	BUSINESS	423 - 7934			
18	"	656 - 4314			
19	"	899 - 5329			
20	"	646 - 7437			
21	WINTER PARK HOSP.	646 - 7445			
22	PERSONAL	888 - 9116			
23	"	354 - 0102			
24	"	354 - 1012			
25	"	363 - 2854			
26	"	380 - 6497			
27	"	294 - 4092			
28	"	382 - 0682			
29	"	275 - 8725			
30	"	521 - 9065			
31	"	767 - 9301			
32	"	894 - 3333			
33	BUSINESS	872 - 7593			
34	"	245 - 2827			
35	CONVENTION CENTER	363 - 2403			
36	BUSINESS	363 - 8085			
37	"	363 - 2620			
38	"	438 - 4119			
39	"	841 - 9244			
40	"	438 - 6164			
41	"	297 - 6872			
42	"	363 - 2411			
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DOCKET NO. 930173-TL
LATE-FILED
Exhibit No. 9

Ranking of Routes in
Order of Importance

Per
Public Hearing/Customer Service
Meeting on June 14, 1996

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET NO. 930173-TL EXHIBIT 9
COMPANY _____
WITNESS _____
DATE 06/14/1996

(1)

DOCUMENT NUMBER-DATE

06687 JUN 21 88

FPSC-RECORDS/REPORTING

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DOCKET NO. 930173-TL

Rankings:

- 1) Orlando
- 2) West Kissimmee/Kissimmee
- 3) Lake Buena Vista
- 4) Clermont
- 5) Winter Park
- 6) Winter Garden
- 7) St. Cloud
- 8) Reedy Creek
- 9) Windermere

(2)

FLORIDA PUBLIC SERVICE COMMISSION
DOCKET
NO. 930173-TL EXHIBIT NO. 9
COMPANY/
WITNESS: _____
DATE: 6-14-96